

2016
2017

TV Licensing Annual Review



WHAT WE DO

TV Licensing helps people understand when a licence is needed, ensures viewers are correctly licensed and collects the fee in the most cost-efficient way, to bring in as much income as possible for BBC programmes and services. In 2016/17, we collected more revenue than ever before. We have kept evasion stable at a low level of 6% or 7% and complaints have reduced by 50% since 2010/11.

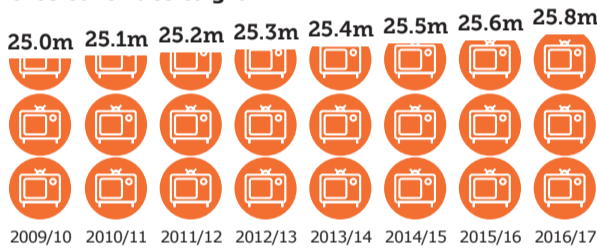
Number of licences



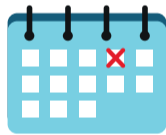
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There are 25.8m licences in force – more than ever before. This is due to a number of factors, including the continuing popularity of live TV, the increasing number of homes across the UK, and the change in law which requires a licence for BBC programmes on iPlayer.

The number of TV Licences in force continues to grow:



From 1 April 2017, all refunds are monthly not quarterly



The cost of collecting the TV Licence*

£46.2m

Collection costs: call centres, officers, detection and services

£14.9m

Communications: reminder letter and information campaigns

£1.8m

Depreciation of new systems

£13.6m

Postage

£2.0m

Administration and contract management

£3.7m

Changes to the Licence Fee, including BBC iPlayer

Total collection costs = **£82.2m**

*Accounting adjustments had the effect of reducing collection costs by £19.8m.

It's important we work to keep evasion low – a one percentage point rise in evasion is £40m in lost revenue

or **10** local BBC radio stations

Maintaining low evasion

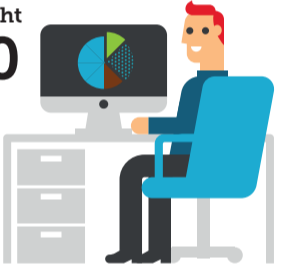


TV Licence evasion stands at **6% or 7%*** 93 to 94% of addresses are correctly licensed



We visit unlicensed properties which have not responded to our attempts to make contact. On average, we catch more than **700** evaders every day

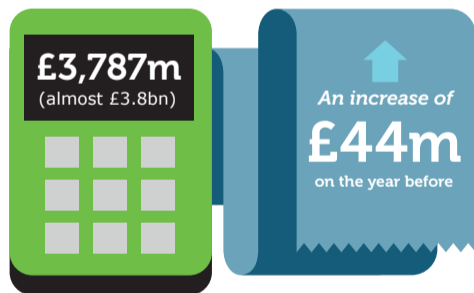
This year we caught **256,600** people watching TV without a licence. Around 50% of all visits occur between 4pm & 9pm, or on weekends.



* TV Licence evasion can only be estimated within a range, because some figures used in the calculation are estimates. Changes of less than 1% are not statistically significant.

Income generated

In 2016/17, licence fee income was



The law and iPlayer

The law changed on 1 September 2016. A licence is now needed to watch or download BBC programmes on demand – including catch-up TV – on BBC iPlayer. Resulting in an additional:



Helping people stay licensed

This year, we worked with

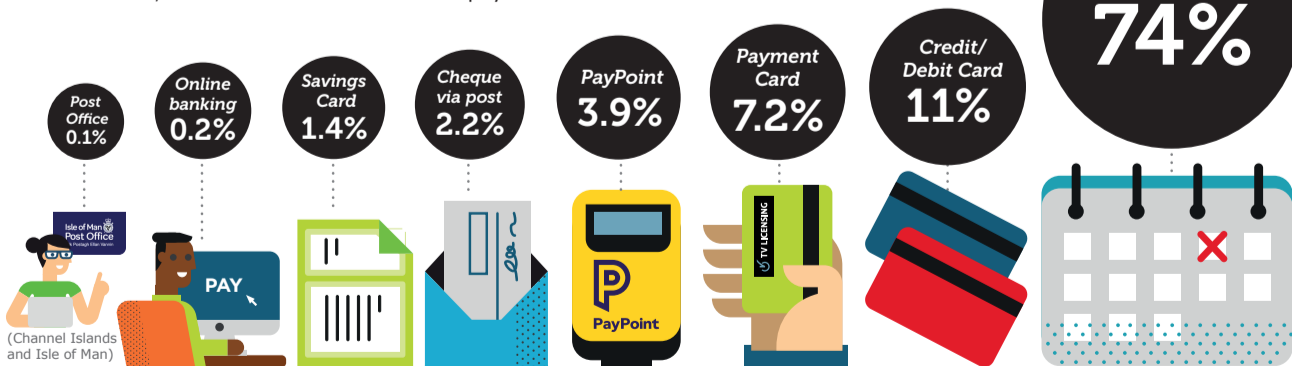
480 money advice & community organisations

across the country from as far north as the Isle of Lewis to the South Coast, to ensure Licence Fee payers have information about when a licence is needed, concessions and spreading the cost of payments.



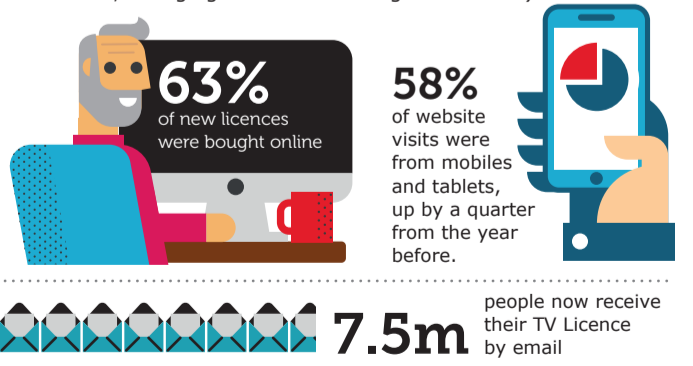
How our customers pay

We understand our customers may not want to pay in one go so we offer many ways to spread the cost. These include a weekly cash payment plan or monthly Direct Debit, so customers can choose the payment scheme which suits them.



TV Licensing online

There were around 27m visits to our website – up **35%** on the year before – and **8m** transactions (buying or renewing a licence, changing details or seeking information).



You can find out how the Licence Fee was spent in 2016/17 by going to the **BBC website**.

[Click here](#) to read this document in Welsh.