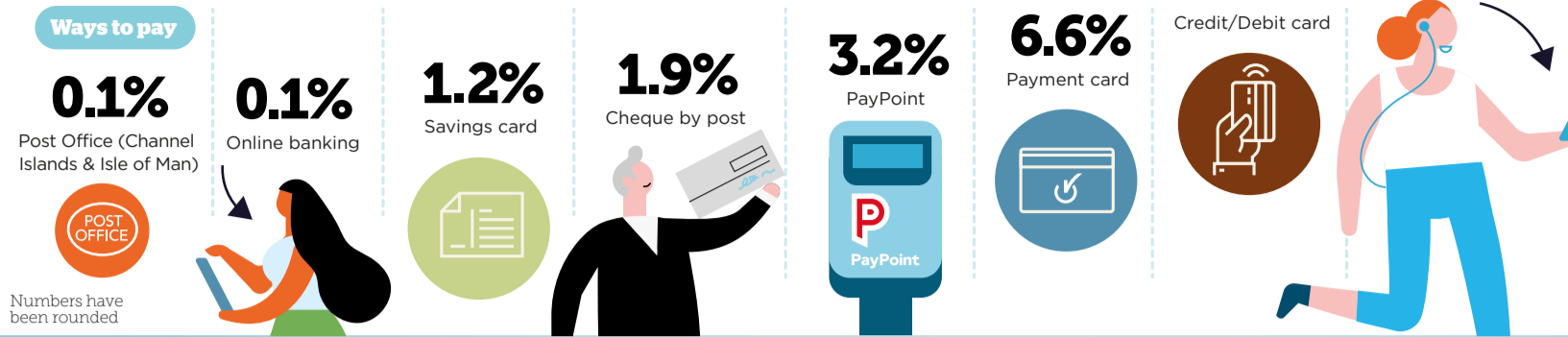


How our customers pay

There are different ways to spread the cost, so customers can choose the payment scheme that suits them.



We are here to help

Some people struggle to afford the licence fee, while others may have a disability that affects their ability to pay or communicate with us.

This year we worked with over **350**

money advice and community organisations across the UK.

Our Simple Payment Plan trial, designed to help those on the lowest income, is running but closed to new entrants. A decision on the future of the plan will be made in the coming year.

Number of licences

There are:

25.8m

licences in force.

The number has declined slightly from the previous year, by **84,500**.

Complaints

We have reduced complaints over the past five years by:

31.2%

This year's complaints are slightly higher than last year's, but complaints are only **0.05%** of the number of licences in force.

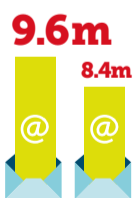
Going paperless

Over

88%

of people chose an online TV Licence by email when buying on the website, up from **83%** the year before.

Around **9.6m** people now receive their licence by email, up from **8.4m** the year before.



What We Do

2018/2019

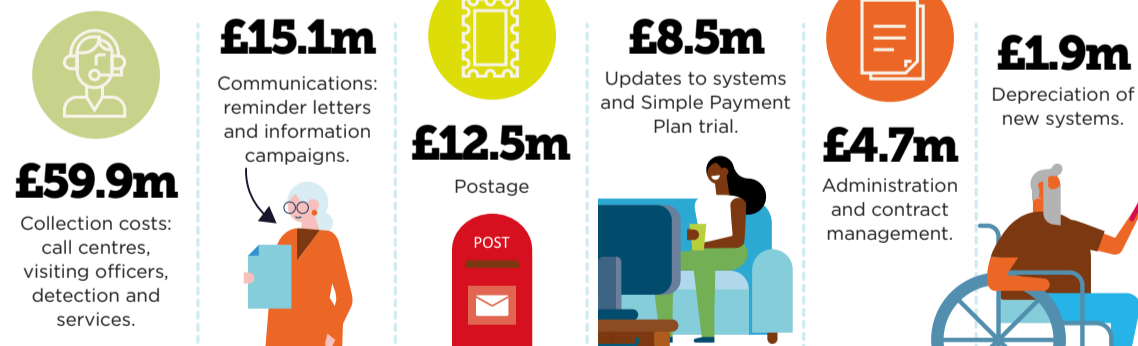
TV LICENSING ANNUAL REVIEW

TV Licensing helps people understand when they need a TV Licence and ensures customers are correctly licensed.

We continue to collect the licence fee in the most cost-efficient way, to fund the BBC's programmes and services. We develop payment plans and policies to support those who find it more difficult to pay, working with money advice and community organisations throughout the UK. A major focus in the coming year will be to assist those eligible for a free over-75s licence from June 2020 and offer every assistance to those who now need to pay.

The cost of collecting the TV Licence

Total collection costs **£102.6m**



Licence fee increase

A standard TV Licence **now costs:**

£154.50

In 2018/19 the cost was £150.50.

In 2016 the Government announced the licence fee would rise with inflation for 5 years from 1 April 2017.

Income generated

In 2018/19 licence fee income was **£3,690m (more than £3.6bn)**.

£3.6bn+



This decline is due to the Government's decreasing contribution to the cost of over-75s free licences.

TV Licensing online

There were **26.5m** visits and **9.4m** transactions on our website.

This is an increase of **9%** and **7%** on the previous year.

75% of customer contacts are through self-serve channels.

Over-75s licences

From June 2020 the Government funding of free TV licences for the over-75s comes to an end, and the BBC will then fund a **free licence for over-75s receiving Pension Credit**. TV Licensing will provide face to face assistance through an outreach programme delivered by specially trained customer care staff. We will also be working with support organisations to make it **easy to claim the free licence** and help those who now need to pay by offering a new **'Pay As You Go'** payment scheme.

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LICENCES

You can find out how the licence fee was spent in 2018/19 by going to the **BBC website**.

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

TV LICENSING

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For further information on TV Licensing please visit [www.tvlicensing.co.uk](#)

*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.