

# What We Do

TV Licensing helps people understand when they need a TV Licence and ensures customers are correctly licensed. Our role is to collect the licence fee in the most cost-efficient way to fund the BBC's content and services, whilst helping those customers who may find it more difficult to pay.

This year our focus has been to support older customers through changes to the over 75s concession, rolling out the Simple Payment Plan and navigating the unique challenges brought about by the Covid-19 pandemic.

All figures are correct as of 31<sup>st</sup> March 2021.

**24.8m**  
licences in force

This is down from 25.5m last year.

**£159**  
cost of the licence\*

This cost is set by the Government; an increase in line with inflation of £1.50, from £157.50 in the previous year. \*As of 1<sup>st</sup> April 2021.

**£3.75bn** (£3749.7m)  
generated by the licence fee

## Supporting customers

Our online advice on scams was refreshed, to help protect customers.

We launched the new **TVL Pay** smartphone app, offering more convenience for payment card customers.

Since July 2020, **136.3k** customers have joined the **Simple Payment Plan**, our most flexible plan designed to support those struggling financially.



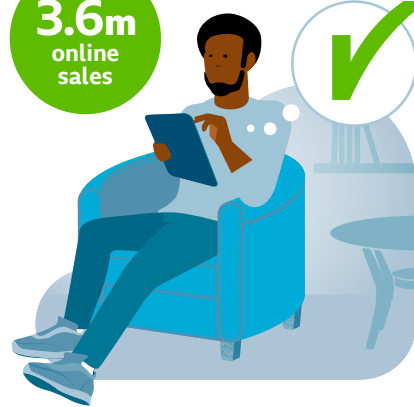
We engaged with over **550** local groups

Including charities, money advice and community organisations across the UK, to help those requiring additional support.



## TV Licensing online

**3.6m**  
online sales



**35.6m**  
visits to the TV Licensing website

**11.2m**  
customers received their licence by email

**9.7m**  
total web transactions

## TV Licences for over 75s

We provided a dedicated phone line, flexible payment options and gave plenty of time for older customers to make arrangements from home, ensuring the process was Covid-safe.

Over **2.8m** licences purchased\*



Over **775,000** free licence applications received\*

\*Since the over 75s free licence concession policy change on the 1<sup>st</sup> August 2020.

## How our customers pay

Direct Debit **75.4%**

Credit or debit card **12.8%**

**4.2%** by payment card  
**3.3%** at a PayPoint store  
**3.3%** by cheque  
**0.9%** by savings card  
**0.1%** by online banking  
**0.1%** at a post office (Channel Islands & Isle of Man)



## £136.5m spent on collecting the fee

**£52.2m** Collection costs: call centres, officers, detection & services

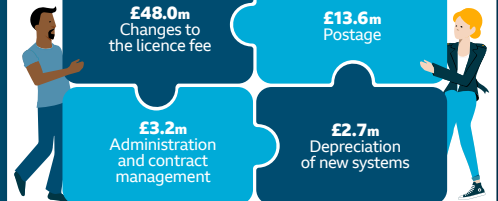
**£16.7m** Communications: reminder letters and info campaigns

**£48.0m** Changes to the licence fee

**£13.6m** Postage

**£3.2m** Administration and contract management

**£2.7m** Depreciation of new systems



## Visiting

Fewer visits were carried out than in the previous year, due to the pandemic.



**671,500** addresses visited

**62,077** people were caught watching without a licence



## Customer Service

The impact of the Covid-19 pandemic caused some inevitable delays in responding to customer queries, as we switched to remote working and observed social distancing in our contact centre. This resulted in a higher number of complaints than in previous years. However, our contact centre customer satisfaction score remained strong.



**20,904** complaints received

Contact Centre Customer Satisfaction score: **4.4/5**