

Annual Review
2021/22

What We Do

We help people to understand when they need a TV Licence and ensure they're correctly covered.

As well as collecting the licence fee to fund the shows and services the BBC provides, it's our role to help people who might have difficulty paying.

This includes **supporting customers** with the **Simple Payment Plan (SPP)** and the **over 75s concession** – a free licence for those aged 75 and over who receive Pension Credit, paid for by the BBC.

All figures are correct as of 31 March 2022.

24.9m
licences in force*

This is down from 25.2m last year.

*Includes 426k concessionary licences held by people living in care homes or sheltered accommodation.

£159
cost of the licence

This works out at 44p a day.

£3.8bn (£3800.2m)
generated by the licence fee

Supporting customers

The Simple Payment Plan is our most affordable and flexible way to pay for a TV Licence. It's designed to support customers struggling financially and allows them to spread the cost of a licence evenly over 12 months, paying monthly or fortnightly.

In 2021/22, **205k** customers joined the **Simple Payment Plan**. Since its rollout in 2020, **342k** customers have joined in total.

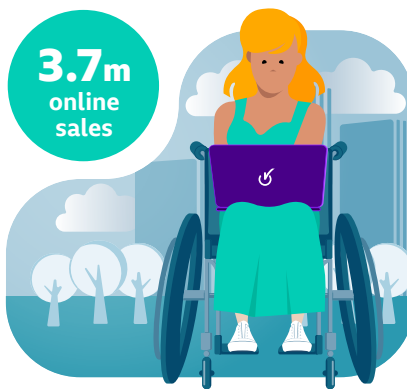


In 2021/22, we engaged with **640** local and national groups. Including charities, money advice and community organisations across the UK, to help those requiring additional support.

TV Licensing online

We're continuously improving our website to make it easier for customers to update their details, buy a licence or get help. In 2021/22 we had:

3.7m
online sales



31m
visits to the TV Licensing website

12.1m
customers receive their licence by email

9.9m
total web transactions



TV Licences for over 75s

More than **9 in 10** over 75s have now made arrangements for a new free or paid-for TV Licence, or updated us on their circumstances. This is in line with the broader population. And we're continuing to support those we've yet to hear from.

At the end of 2021/22, there were **736k** free licences for over 75s who receive Pension Credit, paid for by the BBC.

How our customers pay



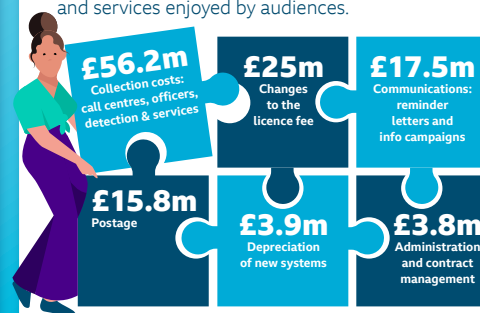
Direct Debit
76%

3.8% by payment card
3% at a PayPoint store
2.9% by cheque
0.9% by savings card
0.1% by online banking
0.1% at a post office
(Channel Islands & Isle of Man)

Credit or debit card
13.3%

£122.2m spent on collecting the fee

Our overall collection cost is low – and more than 96p from every £1 collected is spent on the shows and services enjoyed by audiences.



Visiting and evasion

Approximately **91.1%** of addresses are correctly licensed and TV Licence evasion is **8.9%****



97,953
people were caught watching without a licence

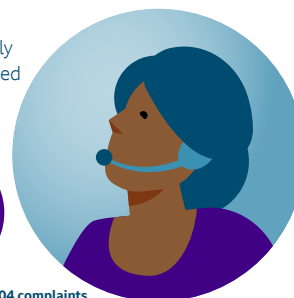
1,231,367
addresses visited

Customer Service

Our dedicated contact centre team are highly trained to help customers whenever they need support. Over the last year, our customer satisfaction score has remained strong.

Contact Centre Customer Satisfaction score:
4.4/5

Number of complaints received*:
14,898



*In 2020-21, we had 20,904 complaints.

You can find out how the licence fee was spent in 2021/22 by going to the [BBC website](https://www.bbc.com/tvlicensing).

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Click here to read this document in Welsh.