

Annual Review

2022/23



TV LICENSING

What we do

We help people to understand when they need a TV Licence and how to get one. We collect the licence fee to help fund BBC shows and services.

For people who might struggle to pay, we offer our **Simple Payment Plan**.

We also have several other payment schemes and concessions, including the **over 75s concession** – a free licence for people receiving Pension Credit that's paid for by the BBC.



All figures are correct as of **31 March 2023**.

Our year in focus:

£159

cost of the licence

This works out at
44p a day.

£3.7bn

(£3,741m)

generated by the
licence fee.

24.4m

licences in force



Supporting customers

Our **Simple Payment Plan** is the most affordable way to pay for a TV Licence as it allows eligible customers to spread the cost.

This year
179k
customers
have joined.

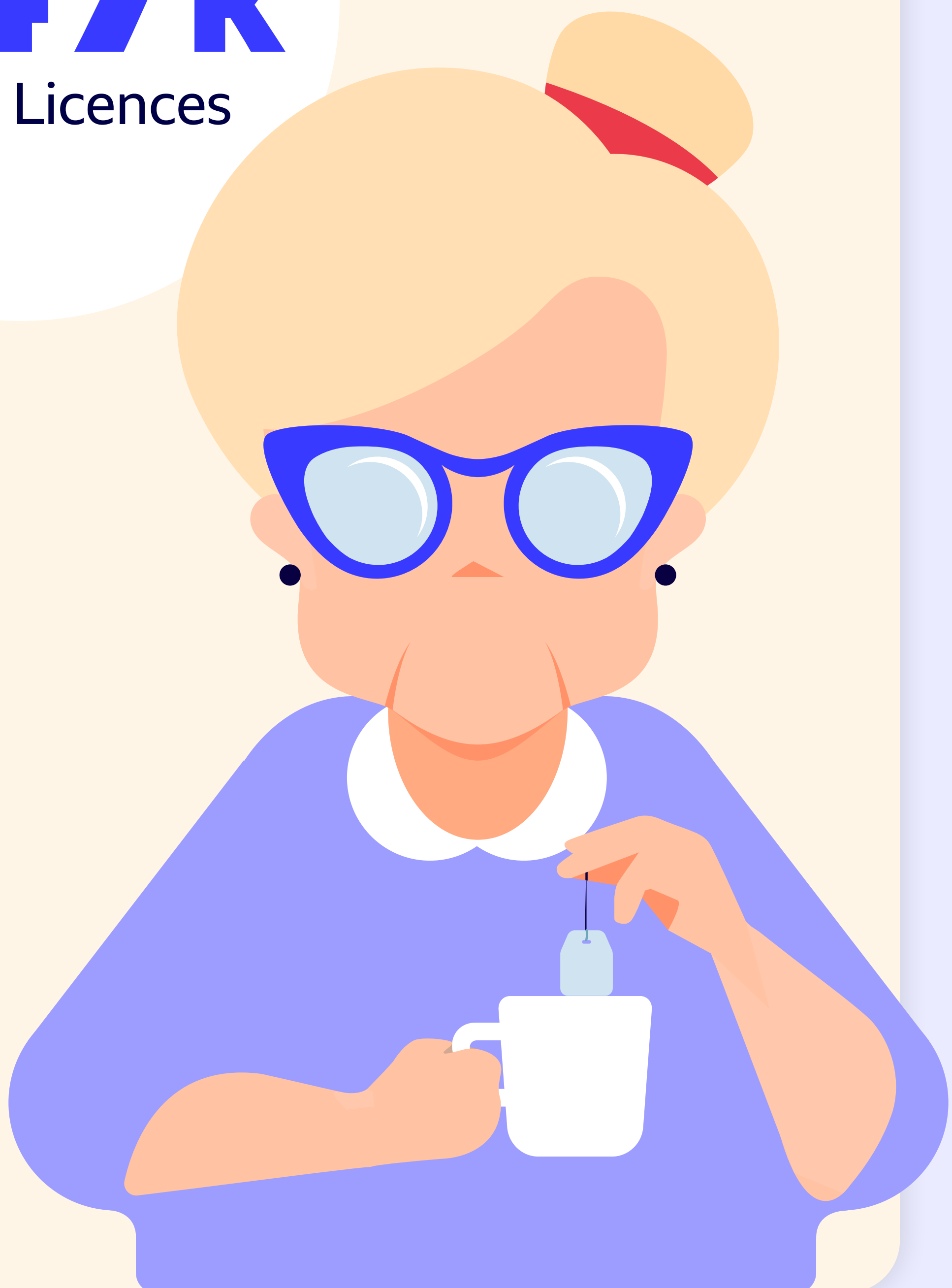


In 2022/23, we worked with **585** organisations across the UK to help us reach customers most in need of additional support.

Supporting customers

The BBC funded a total of **947k** free TV Licences in 2022/23. This includes **741k** free TV Licences for over 75s receiving Pension Credit.

947k
free TV Licences



TV Licensing online

We're always improving our website to make it easier for customers to buy a TV Licence online, check their account or get help.

In 2022/23:

82%

of customer contacts were self-served

32.5m

visits to our website

9 out of 10

customers chose 'licence by email' when buying online

3.6m

online sales



Customer service

Our dedicated contact centre team are here to help customers whenever they need us. Their support on the phones has helped to increase our customer satisfaction score.

Contact centre customer satisfaction score:

4.5/5



From millions of customer contacts received, only 9,804 were complaints. **Over 30% lower** than last year.

How our customers pay

77%

Direct Debit



13%

Credit or debit card

3.5%

by payment card

2.8%

at a PayPoint store

2.7%

by cheque

0.8%

by savings card

0.1%

by online banking

0.1%

at a post office
(Channel Islands
& Isle of Man)

Visits and evasion

Approximately
90%
of addresses that
need a TV Licence
have one.



Over the last 12 months, our Officers visited **1,075,240** addresses and **72,969** people were found to be watching live TV without a licence.

Visiting Officers advise customers on ways to pay and the appropriate payment method.

Evasion is estimated at **10%**.

Licence fee collection costs



More than

**96p from
every £1**

collected goes towards
creating BBC shows
and services our
customers enjoy.



Total of **£137m** spent collecting
the licence fee.

**You can find out
how the TV Licence
fee was spent in
2022/23 by going
to the BBC website.**



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