



Information Rights

bbc.co.uk/foi bbc.co.uk/privacy

Mr I Hillas

Email: request-454323-2169c822@whatdotheyknow.com

30 January 2018

Dear Mr Hillas

Request for Information – RF120171940

Thank you for your request of 29th December 2017 under the Freedom of Information Act 2000 ('the Act') seeking the following information:

“This is a freedom of information request lodged under the Freedom of Information Act 2000 for full disclosure and publication of:

the number of TV licence cancellations refused during 2014, 2015 and 2016.”

Please note that “TV Licensing” is a trade mark used by companies contracted by the BBC to administer the collection of television licence fees and enforcement of the television licensing system. The majority of the administration of TV Licensing is contracted to Capita Business Services Ltd ('Capita'). Over-the-counter services are provided by PayPoint plc ('PayPoint') in the UK, and by the Post Office in the Isle of Man and Channel Islands. Marketing and printing services are contracted to Proximity London Ltd. Media services are contracted to Media Planning Limited trading as Havas Media UK. The BBC is a public authority in respect of its television licensing functions and retains overall responsibility.

Firstly, I should explain that TV Licensing's routine management reporting records data on the number of cancellations includes licences cancelled by TV Licensing due to payment failure, as well as cancellations from customers who no longer need a licence - for example, if they have moved into an address which already has one.

I can confirm under section 1(1) of the Act that we do not hold any recorded information that answers your specific request. This is because we do not capture information relating requests for cancellation that do not result in the licence being cancelled. Please note that; as there are only a limited no of circumstances in which we would advise someone that the cancellation is not permitted - such as where the licence is still needed before its expiry date.

You may be interested to know that there are more licences in force than ever before – 25.8 million – while the number of cancellations has fallen by 17% since 2013/14.

Appeal Rights

If you are not satisfied that the BBC has complied with the Act in responding to your request you have the right to an internal review by a BBC senior manager or legal adviser. Please contact us at the address above, explaining what you would like us to review under the Act and including your reference number. If you are not satisfied with the internal review, you can appeal to the Information Commissioner. The contact details are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5AF. Tel: 0303 123 1113 (local rate) or you may wish to visit their website at <http://www.ico.org.uk/>.

Kind regards

Rupinder Panesar

Freedom of Information Advisor, TV Licensing Management Team

