



Information Rights

[bbc.co.uk/foi](http://bbc.co.uk/foi)    [bbc.co.uk/privacy](http://bbc.co.uk/privacy)

Ellie Henman

[request-624385-368e221e@whatdotheyknow.com](mailto:request-624385-368e221e@whatdotheyknow.com)

19 December 2019

Dear Ms Henman

### **Request for Information – RFI20191919**

Thank you for your request to the BBC of 27<sup>th</sup> November 2019 under the Freedom of Information Act 2000 ('the Act') seeking the following information:

*"I would please like to know how many households cancelled their TV licence between January 2019 and November 2019"*

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. Target Group ('Target') is the supplier for the Simple Payment Plan trial. Marketing and printing services are contracted to Proximity London Ltd. Media services are contracted to Havas Media Limited. The BBC is a public authority in respect of its television licensing functions and retains overall responsibility.

Please be advised the Act gives a general right of access to all types of recorded information held by public authorities; and that we are not required to create new information to respond to a request, or give a judgement or opinion that is not already recorded.

TV Licensing management information is reported on a monthly basis and comprises data relates to licences in force where the licence has been cancelled by TV Licensing as a result of payment failure and by customers themselves. As this does not disaggregate the number of licences solely cancelled by customers, we do not hold recorded information that enables us to answer your specific request.

Under our duty to advise and assist you, please note that a monthly breakdown of all cancellations for the 2018/19 financial year is readily available on the TV Licensing website at <https://www.tvlicensing.co.uk/about/foi-licences-facts-and-figures-ABI8>. These monthly cancellations figures are consolidated at the end of the financial year and intended to be published on the TV Licensing website, following the publication of the TV Licensing Annual Review in July each year.

If you are not satisfied that we have 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 and including your reference number. A request for an internal review must be made within 40 working days of receiving the BBC's response to your original request.

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, Cheshire, SK9 5AF, Tel: 0303 123 1113 or see <https://ico.org.uk/>.

Yours sincerely

Rupinder Panesar

**Freedom of Information Advisor, TV Licensing Management Team**

