



Information Rights

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

Fred Bamford

request-684724-2693399e@whatdotheyknow.com

11 September 2020

Dear Mr Bamford

Request for Information – RFI20201238

Thank you for your request to the BBC of 15th August 2020 under the Freedom of Information Act 2000 (‘the Act’) for the following information:

“Can you please send me this information how many people have cancelled there license in 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. 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.

Licences can be cancelled for a variety of reasons by customers who no longer need a licence - for example, if they have moved into an address which already has one. TV Licensing management information is reported on a monthly basis (following the end of each month) 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 previous financial year (2018/19) 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 Review¹.

Please note that our routine information terms some cancellations as expired, depending on the circumstances of the cancellation, and these are not reported as cancelled licences. To reiterate, the cancellations information on the website relates to licences in force where the licence has been cancelled by TV Licensing as a result of payment failure, and by customers themselves. Therefore these figures cannot be taken to mean solely the number of licences cancelled by customers during this period.

Appeal Rights

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

¹ Due to the impact of the Coronavirus, the publication date this year will be delayed.

