



Information Rights

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

Mr G MacDonald
request-767899-1125107c@whatdotheyknow.com

07 July 2021

Dear Mr MacDonald

Request for Information – RFI20211064

Thank you for your request to the BBC of 23rd June 2021 under the Freedom of Information Act 2000 ('the Act') seeking the following information:

“Could you give me the numbers of how many BBC licenses have been cancelled by the general public from 2019-2020 and 2020-present (2021)”

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 Limited ('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 Limited ('Target') is the supplier for the Simple Payment Plan. Marketing and printing services are contracted to RAPP Limited (formerly Proximity London Limited). 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.

I have interpreted your request as meaning customers who have cancelled their TV Licence. For your information, 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 relating 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 last two full financial years is readily available on the TV Licensing website at <https://www.tvlicensing.co.uk/about/foi-licences-facts-and-figures-ABI8>¹. 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.

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.

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 These monthly cancellations figures are consolidated at the end of the financial year and published each year on the TV Licensing website, following the annual publication of the TV Licensing Annual Review in July.

