



Information Policy & Compliance  
[bbc.co.uk/foi](http://bbc.co.uk/foi)

28 February 2011

**Request for Information – RF120110157**

Thank you for your letter of 27 January 2011. As noted in TV Licensing’s 16 February 2011 letter of response your detailed questions have been dealt with separately as requests for information under the terms of the Freedom of Information Act 2000 (“the Act”).

Before I respond to your question, it may be helpful if I first explain the nature of the relationship between TV Licensing and the BBC. “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 (which undertakes the majority of the administration of the TV Licensing system), with the administration of our cash related payment schemes contracted to iQor UK Limited. PayPoint Network Ltd and PayPoint Collections Ltd are contracted to provide over-the-counter services. Marketing and printing services are contracted to Proximity London Ltd as are public relations and advertising services. The latter are subcontracted by Proximity to Fishburn Hedges Boys Williams Ltd, Abbott Mead Vickers BBDO Ltd and PHD Media Ltd. The BBC is a public authority in respect of its television licensing functions and retains overall responsibility.

You have requested the following information:

*“During the last year for which you have figures:*

- 1. To how many addresses did you send letters?*



Between 1 January 2010 to 31 December 2010 25,957,851<sup>1</sup> UK households received TV Licensing mailings.

2. *How many letters in all?*

Between 1 January 2010 and 31 December 2010 TV Licensing sent approximately 65.7<sup>2</sup> million items of mail, which included letters to addresses:

- where the occupier informed TV Licensing that they did not require a TV Licence (1,342,857 letters)
- where a valid TV Licence was due to expire shortly (5,086,737 letters)
- where TV Licensing was informed that an occupant recently purchased television receiving equipment (635,160 letters)
- that paid for the licence fee under a Direct Debit Plan (16,097,358 letters).

3. *How many visits?*

TV Licensing enquiry officers made 4.2 million visits in 2009/10.

4. *How many addresses turned out not to require a licence?*

Of those properties visited in 2009/10, 76,306 were confirmed as not requiring a licence (i.e. 1.8% of properties visited).

5. *How many licences were purchased as a result of your promptings?*

Between 1 January 2010 and 31 December 2010 approximately 5.8 million TV Licences were purchased by persons in premises which received reminder letters.

6. *How many people complained?*

I have interpreted your query as seeking the number of complaints relating to outbound mailings and field operations. Between April 2009 and March 2010 TV Licensing received:

- 4,274 complaints relating to outbound TV Licensing mailings; and
- 578 complaints relating to field operations.

## **Your appeal rights**

This enquiry has been dealt with under the terms of the Freedom of Information Act, as indicated above. 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 the reference number given at the start of this

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<sup>1</sup> Please note that this figure does not include the addresses of TV Licensing customers on cash plans.

<sup>2</sup> Please note that this figure does not include letters sent to TV Licensing customers on cash plans.

letter. If you are not satisfied with the internal review, you may appeal to the Information Commissioner, whose contact details are as follows: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF; telephone: 01625 545700; [www.ico.gov.uk](http://www.ico.gov.uk).

Yours sincerely,

Dan McGregor

**Senior Policy Adviser, TV Licensing Management Team**