



Information Policy & Compliance
bbc.co.uk/foi

28 January 2008

Dear Mr

Freedom of information request – RFI20080008

Thank you for your request received on 02 January 2008 seeking further information about TV Licensing. Your request is being dealt with under the Freedom of Information Act 2000 (“the Act”).

Please note that “TV Licensing” is a trading name 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 Revenues Management Services Ltd (RMS). PayPoint Network Ltd and PayPoint Collections Ltd are contracted to provide over-the-counter services. The marketing and public relations activities are contracted to the AMV Consortium. The consortium is made up of the following four companies: Abbott Mead Vickers BBDO Ltd, Fishburn Hedges Boys Williams Limited, PHD Media Limited and Proximity London Ltd. The BBC is a public authority in respect of its television licensing functions and retains overall responsibility.

In your message you asked the following:

*Can you please tell me how much is collected from the TV Licence and what it costs to collect.
What is the cost of enforcement.*

The answers to your questions are contained in the enclosed document, *TV Licensing Costs of Collection*. As you will see, this contains details of the licence fee revenue, total costings and a breakdown of collection costs.



INVESTOR IN PEOPLE

Appeal rights

If you are not satisfied with this response you have the right to an internal review by a BBC senior manager or legal adviser. Please contact us at the address provided, explaining what you would like us to review 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, Cheshire, SK9 5AF, telephone 01625 545 700 or see <http://www.ico.gov.uk/>

I hope this response is helpful.

Yours sincerely,

Natalie Saunderson
Policy Adviser
BBC TV Licensing Management Team

Further breakdown of the specific aspects of the collection contracts is not readily available as the fee structure for our main contractor Capita is based on licence sales and encompasses all aspects of the service provision across the call centres and the field operations.

The cost per licence reflects the average cost, most cost less, some cost more depending on the level of chasing required.

Fines collected are not given to the BBC or TV Licensing - they are a matter for the courts.