



6 May 2026

Secretary of State
Department for Culture Media & Sport

Email: enquiries@culture.gov.uk

Dear Secretary of State,

Re: Proposal to end Freeview

The National Pensioners Convention is the largest campaigning organisation for older people in the UK. We exist to ensure dignity, respect and financial security in retirement for pensioners of today and tomorrow.

We are aware of petitions in regard to the proposal to end the operation of Freeview somewhere between 2030 and 2034. However, we want to give a specific view from older people and especially those who do not wish to engage with technology.

Digital inclusion is a must as if an individual is digitally excluded, then they are by default, socially excluded. The rush to have online only or digital first is a huge mistake and will cost the older generation and others without access to online facilities.

As we age, our ability to take in information quickly changes. For instance, the NHS App times us out whilst we are looking for the buttons to put in our identity information. We can't do the business we need to do for our own good health.

Those of us who use technology now may not be able to in 5 years' time. To tell us that someone else can do it for us is patronising and assumes that we do not have the capacity to deal with our own business. The barrier is the online functions.

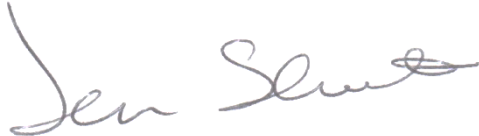
Ending Freeview is not only unacceptable, it is unnecessary. Free Sat has not been updated for decades and will need money spending on it to bring it up to scratch. Freeview continues to be updated and customers are comfortable with how it operates.

We believe the government should be targeting those areas where mobile phones and Wi-Fi are not operable rather than taking away a facility that gives a service to the majority of the country.

Asking an older person to buy an internet package purely so that they can access programmes that are normally at no cost after purchasing a Freeview box, through their TV is nonsense.

We would be happy to discuss this matter with you further to ensure that older people and those without the means to access or use technology are not discriminated against if this change should proceed.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Jan Shortt', written in a cursive style.

Jan Shortt
General Secretary & Director