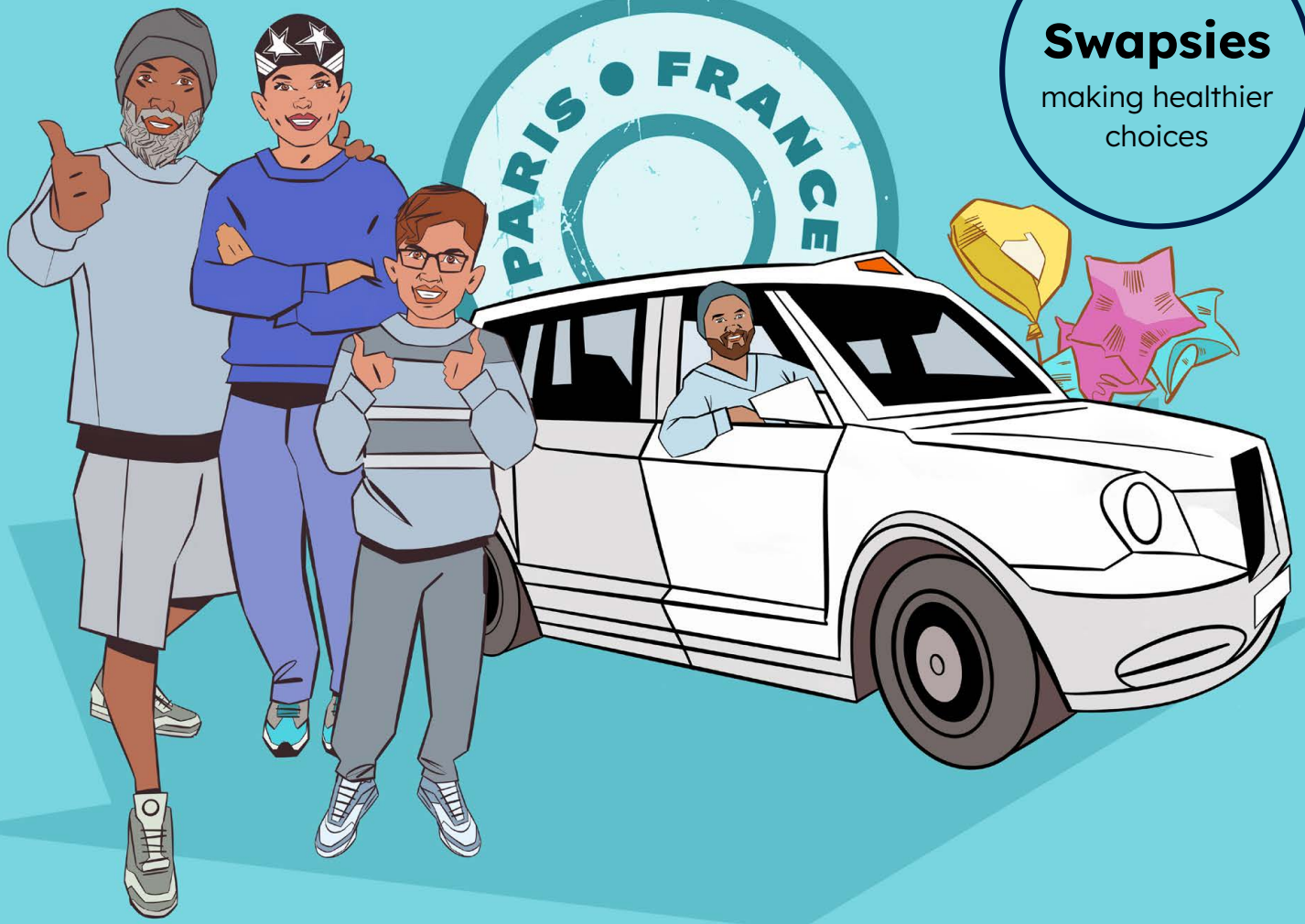


December 2023

OnRoute

The magazine for London's taxi and private hire industries



Swapsies

making healthier choices

It's a kind of magic

The Magical Taxi Tour



Paw patrol operations

Better tyres for electric cars

Passenger safety consultation

Policing pedicabs

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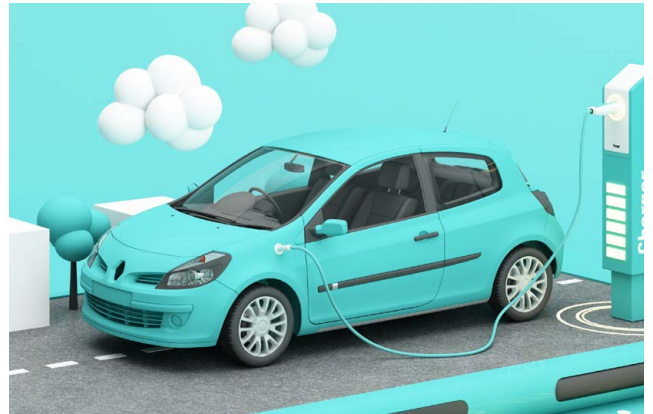
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Highlights this issue



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One family and their driver take the taxi trip of a lifetime to Disneyland Paris



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How new tyre technology is helping to make electric vehicles more eco-friendly



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Ditch the New Year resolutions and make these easy diet and fitness swaps instead



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The safety for taxi and private hire passengers consultation and forum discussions



Welcome

Now is one of the busiest times in the calendars of London taxi and private hire drivers. While people are out and about enjoying themselves during the Christmas and New Year breaks, we want them to do so in the safest possible way. That's why safety – for both passengers and drivers – features large in this issue of OnRoute. You can read about a new safety campaign, on-street safety operations, TPH's safety forums and the results of the Improving safety for taxi and private hire [passengers consultation](#).

We also have a report on a truly wonderful annual event – the Magical Taxi Tour – which sees children with life-threatening conditions go on a three-day

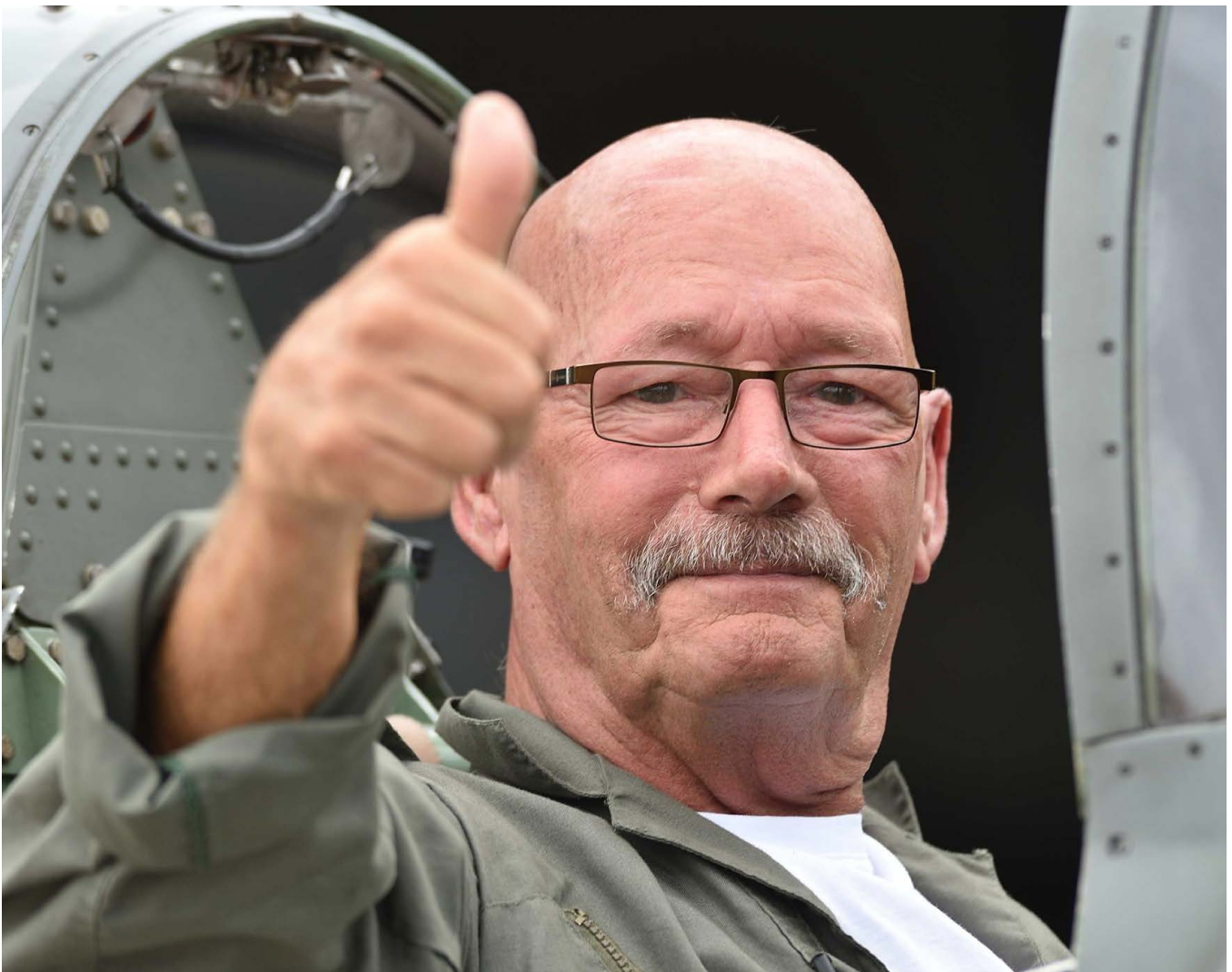
break to Disneyland Paris. Join taxi driver Ahmed, dad Tony and his children Freya and Theo on their journey from Canary Wharf and down through France (p13).

Elsewhere, you can pick up tips on easy ways to improve your diet and fitness levels, go out and about on a 'paw patrol' and discover how innovative tyre technology can increase the range of electric vehicles (p19).

Have a wonderful (and safe) festive season, and if there's something you'd like us to include in a future issue, drop us a line at onroute@tfl.gov.uk

Driving seat

Putting you at the heart of taxi and private hire



Chelsea Pensioner Mike Smith prepares to take flight **p8**

- p7** Take part in two consultations
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- p10** Introducing a new taxi app



Taxi marshals are now operating at Liverpool Street station

Safer streets in the City

A new safety scheme has been launched by London Taxi PR and The City of London Crime Prevention Association at Liverpool Street station's taxi rank.

With workers now returned to their offices in the City, and late-night venues in the area seeing increased business from Thursday through to Saturday, the scheme provides experienced taxi marshals at the rank to help travellers, especially women, get home safely.

The scheme operates on Thursday, Friday and Saturday nights from 22:00 to 01:00.

The taxi rank is clearly signposted and two taxi marshals are present each evening wearing high-visibility jackets to guide passengers into vehicles for a safe journey home.

The scheme will be reviewed on a monthly basis, assessing the requirements of taxis later into the night and early morning, and also customer demand.

It is hoped that this will also help to deter the risk of crime in the area and maintain a safe environment for customers.



New Cycleway proposed for Wembley

Consultation

TfL, in collaboration with Brent Council, is inviting people to have their say on major new plans to make it easier and safer for people to walk and cycle between Wembley Central and Harlesden stations. The plans would create a new Cycleway with proposed changes including:

- A protected two-way cycle lane on the Harrow Road and Brentfield, along with new and improved cycle and pedestrian crossings over Harrow Road and the North Circular Road
- Improved quiet road cycle connections between Wembley Central and Harlesden stations
- Pedestrian routes with a new crossing over Brentfield, near Bridge Park Community Leisure Centre, and more direct crossings at the North Circular Road junction

The [consultation](#) closes on 21 December.

Healthy Route for South Bank trial

Lambeth council has launched a trial of [Healthy Route interventions](#) along the Spine Route. This is the network of streets around Waterloo Bridge, Jubilee Gardens, Southbank Centre and Bernie Spain Gardens. The route is used by millions of people every year as a connection to cultural institutions such as Royal Festival Hall and the National Theatre.

The council is using Experimental Traffic Orders to introduce the route and will monitor traffic levels during the trial.

The changes include:

- New traffic filters installed on Upper Ground at Waterloo Bridge and a series of coach parking bays on the ramp beside the bridge will be removed to reduce road danger for cyclists coming off the bridge
- A new one-way section on the eastbound part of Upper Ground, from Duchy Street to Broadwall. Contraflow cycling westbound will still be permitted via a protected cycle lane

The trial will last between 12 and 18 months, and you can provide feedback on the Experimental Traffic Orders in the next six months by [emailing the council](#).

Changes proposed on the Southbank





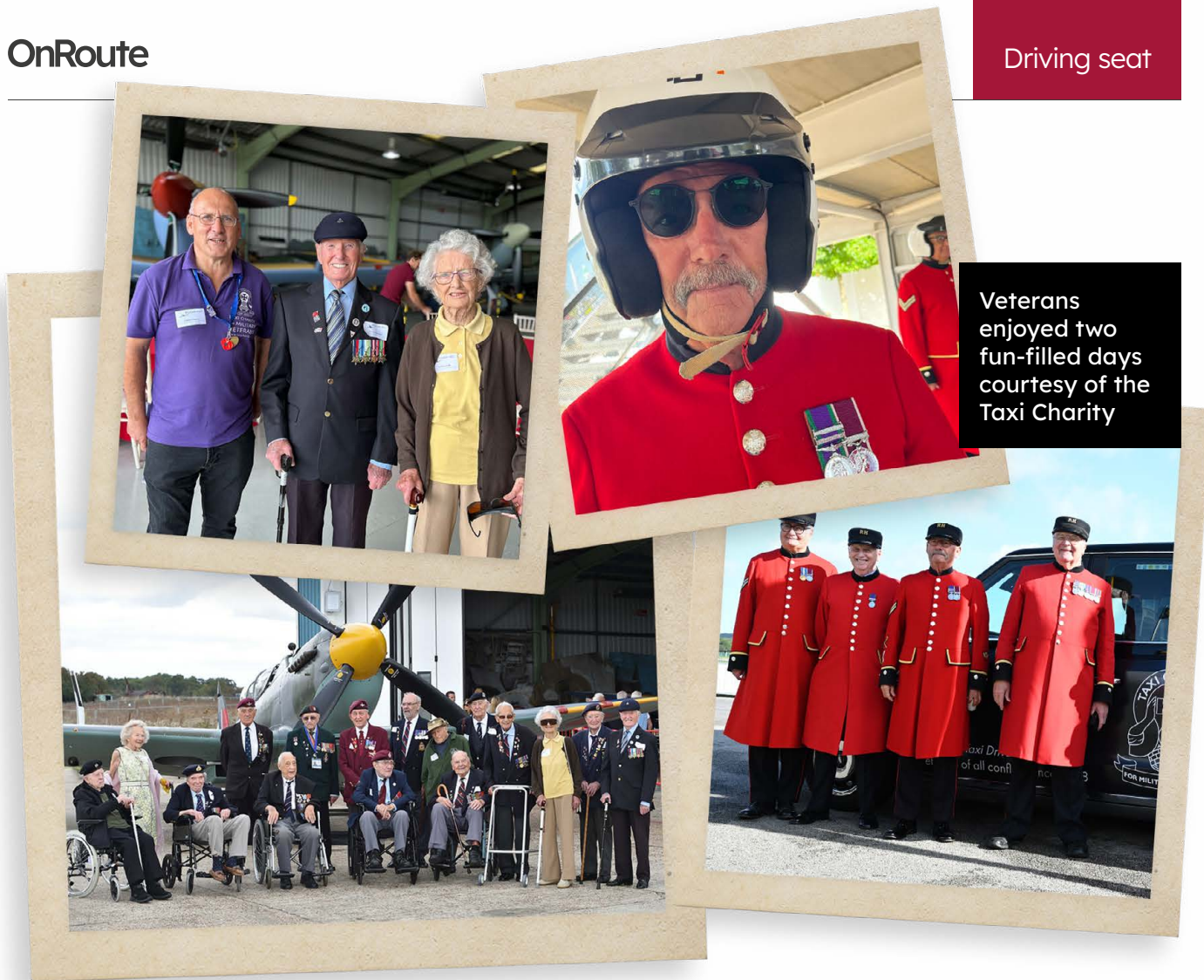
Chelsea Pensioner Mike Smith

September thrills by land and air

What an exciting month September was for a group of WWII veterans, proving you're never too old to go on an adventure

On 12 September, the Taxi Charity took a group of veterans to Biggin Hill airfield. Here they were shown round the Heritage Hangar used for Spitfire restoration projects. The day proved especially exciting for Chelsea Pensioner Mike

Smith, who served with the Royal Army Service Corps as an Air Despatcher, as he donned a flight helmet and took to the skies in a Spitfire. Charity ambassador and vitamin entrepreneur Johnny Gallagher generously paid for the event.



Veterans enjoyed two fun-filled days courtesy of the Taxi Charity

Brian Heffernan, London cab driver and Chairman of the Taxi Charity for Military Veterans said: ‘Events like this are a wonderful way for veterans to get together to talk with those who have similar life experiences. The pandemic coupled with the cost of living crisis has left thousands of charities, including ours, with many fundraising challenges and we are so grateful that our young ambassador Johnny Gallagher offered to cover all the costs for this event.’

The charity, in conjunction with Mission Motorsport, then hosted another event later in September at Goodwood race course. Here, veterans were given the opportunity to sit in the passenger seat and race around the track in a range of sports cars including BMW, Audi, Ferrari and Aston Martin.

Among the veterans attending were six Chelsea Pensioners, with Mike Smith, who was having a pretty spectacular September, once again taking part.

Commenting on both events, he said: ‘What a couple of weeks I have had. First there was the event at Biggin Hill and I got to fly in a Spitfire, and then today I have been whizzed around the race track at high speeds and had great fun on the skid pan. What a wonderful treat and I am extremely grateful to the Taxi Charity for Military Veterans for making it all happen. An unforgettable fortnight.’

Taxi drivers who want to find out more should contact the [Taxi Charity for Military Veterans](#) direct.



Driver Micky Harris's taxi advertising the Unify app

All united on the taxi front

London taxi driver, Micky Harris has been recognised by Prime Minister Rishi Sunak for his exceptional contribution to society and awarded the Points of Light award.

Micky used a legacy from his late wife Barbara, to create a taxi app called Unify, which not only provides drivers with the full metered fare but also donates its profits to charities.

Micky and his wife Barbara had taken many people to Taxi Charity for Military Veterans' events across the UK, the Netherlands and France, and when Barbara's health was worsening, they discussed the idea for an app for the taxi trade in London. Sadly, Barbara died in July 2022, but with an unexpected legacy Micky successfully launched the Unify taxi app in April.

The app is now supported by more than 2,000 taxi drivers and by choosing to ride with drivers on this platform, passengers can contribute to various worthy causes.

Micky Harris said: 'It really is such an honour to receive the Points of Light award from the Prime Minister's office.

'What we need now is for every cab driver to sign up to the Unify app; it doesn't cost drivers anything to be part of this and by working together we can all achieve so much more in life. I truly believe that we are all 'stronger together' and the Unify London app will give us the unity we need to succeed.'

Drivers interested in signing up should contact the [Unify London app](#) direct.



Legislation is being brought in to regulate pedicabs

Regulating London's pedicab services

After years of complaints about rogue pedicab drivers overcharging passengers and blocking roads and pavements by parking illegally, the Government's [Pedicabs \(London\) Bill](#) was finally announced in the King's Speech in November.

A TfL spokesperson said: 'Pedicabs are the only form of unregulated transport in London, and as such impact the safety of the capital's road network, as well as customers being charged well-documented rip-off fares. As they are unregulated, drivers and vehicles have not undergone any checks, which could potentially mean an increased danger to pedicab customers and other road users. TfL and the Mayor have been lobbying for regulation in this area for many years and we support the introduction of new legislation which will allow pedicabs to be regulated to improve safety.'

TPH licensing in numbers

17,692
Taxi drivers

15,885
Taxi vehicle licences

106,124
Private hire driver licences

91,656
Private hire vehicle licences

1,712
Private hire operators

Drivers at King's Cross take care

Private hire drivers picking up passengers at King's Cross are advised to be extra vigilant. TPH operations officers have observed a group of young males attempting to grab suitcases from the boots of vehicles as they drive off. If you've witnessed or been the victim of crime please [report it to the police](#). Please call 999 in an emergency.



The taxi rank at the O2 Arena

Road works

Manor Circus

Until spring 2024, there will be a series of lane closures and traffic management affecting each arm of the Manor Circus roundabout. This is owing to essential maintenance works. Closures are now taking place on the south side of the junction between Manor Road and A316 Lower Mortlake Road. The most impactful works are expected to be completed by the end of December.

Millbank

Millbank will be closed in both directions for a crane operation on Sunday 7 January, 08:00 until 18:00.

The O2 Arena, North Greenwich

Complaints have been received that taxis are causing an obstruction by waiting on double yellow lines and the disabled parking bays at the top of Monro Way during event nights at the O2 Arena. Taxis should not pick up passengers here, but instead use the dedicated, marshalled taxi rank, accessed via Millennium Way.

Taxi rank news

Victoria bus station/Terminus Place

Until 22 December, there will be a complete closure of Victoria bus station and Terminus Place from Buckingham Palace Road and Wilton Road. This means the first portion of taxi rank on the station forecourt will also be closed. Boards will be in place to advise passengers the Wilton Road feeder rank will act as the main taxi rank and pick-up point for passengers from Victoria Station.

The loading bay on Buckingham Palace Road will be suspended so taxis can safely pick up passengers who have accessibility needs there.

Upper Richmond Road

Until 20 May 2024, there will be nightly closures from 21:00 until 06:00 of Upper Richmond Road between its junctions with Putney High Street/Putney Hill and Manfred Road. During these closures, the rank outside 151/153 Upper Richmond Road will not be accessible.

Kingston

While Cromwell Road bus station is temporarily closed until July next year, 10m of the rank at Wood Street (South), Kingston, will be suspended to make way for a single bus stand.

South Kensington

Every Saturday until July next year, the second portion of the rank at Harrington Road (South Kensington station), will be suspended between 07:00 and 09:00, and again from 13:30 to 14:45. This is so a pit lane can be created for market traders to load and unload at the farmers' market situated on Queensway.

In the headlights



The trip of a lifetime

Every year in September, the Magical Taxi Tour takes children with life-threatening illnesses on a three-day trip to Disneyland Paris. OnRoute talked to one family who participated this year and the driver who took them. ➔



Ahmed, Helen Chapman, Theo, Freya and Tony

The trip is organised annually by the Worshipful Company of Hackney Carriage Drivers, starting with the Grand Depart at Canary Wharf before heading across the channel into France. When running, it's an incredible sight with more than 100 taxis, City of London Police escorts, Gendarmerie Nationale, London Ambulance NHS Trust vehicles and AA breakdown trucks stretching out for more than three miles.

None of this would happen without the taxi drivers, who give their time and use of their taxis for free, and sponsors who fund the £1,500 per taxi necessary to meet the expenses of hotel, fuel, food and admission charges.

A few weeks after this year's tour, driver Ahmed Kasabali and the family he took on the trip, consisting of dad Tony Matharu, daughter Freya, 13, and son Theo, 9, were reunited at the Knowledge of London offices at Pier Walk. Ahmed's

FX taxi was sponsored by funds raised by the Licensing and Regulation team at TfL and Helen Chapman, TfL's Director of Licensing and Regulation, met everyone to chat about their experience and hand over gifts from London Transport Museum, including model taxis.

Ahmed was a delivery driver before getting his badge last year. He'd never even heard of the [Magical Taxi Tour](#) until the day he stopped his cab behind another, which had an advert for the tour on its rear bumper. Intrigued, he googled it and as the father of two young sons himself, rang the charity and volunteered. 'I was keen to help,' he explains, 'and I was so very happy to get Tony and his family as my passengers. The time I spent with them was wonderful.'

'On this kind of trip, where you will be driving with someone for long hours, it's important to have a positive person with you because they will be with you →

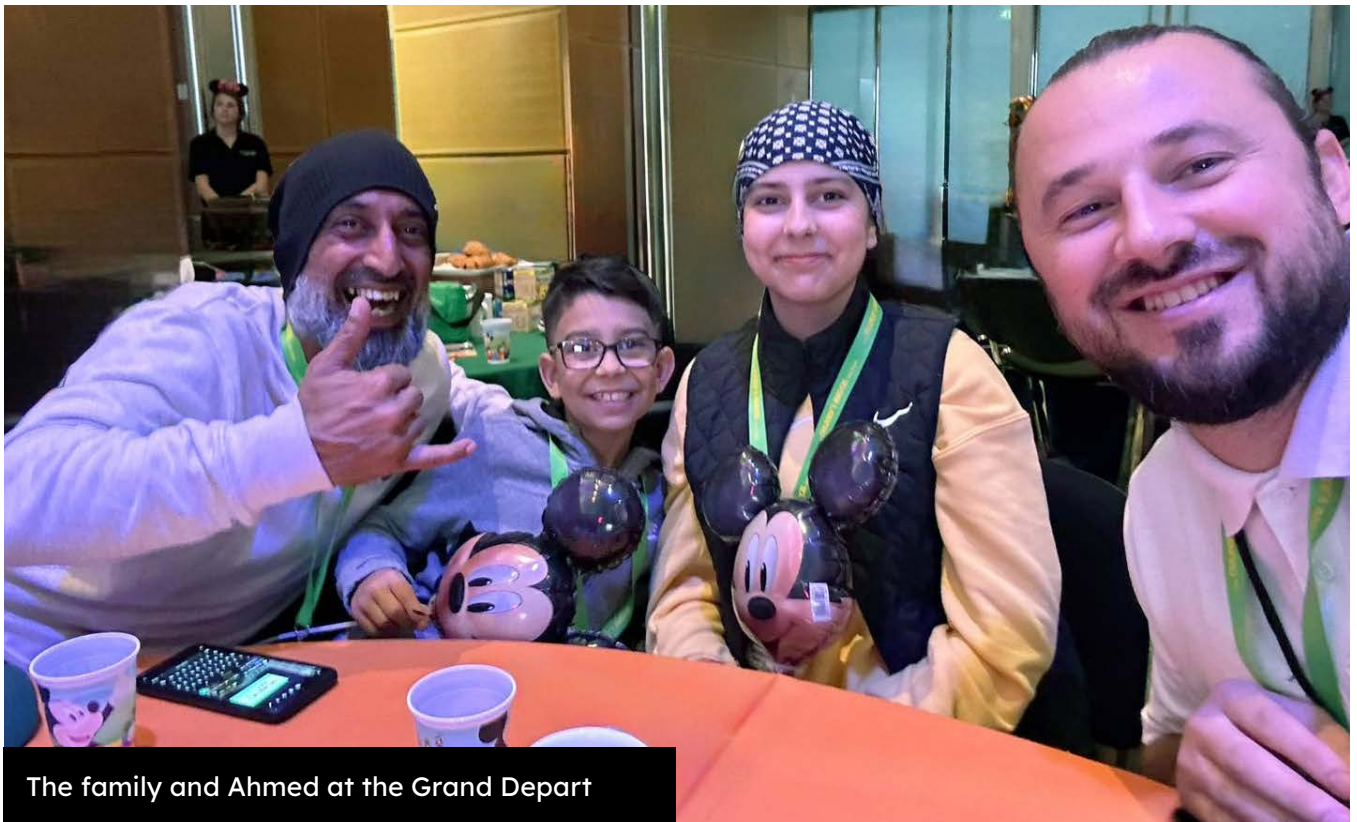
for three days. I feel like the luckiest driver on the whole tour to have had Tony and his family with me. It felt as if we had known each other for years.'

Tony, who describes himself as the 'biggest kid in the family', had also never heard about the tour and it was while his daughter Freya was undergoing treatment at the Royal Marsden Hospital that he was first approached about it. He recalls: 'A person from one of the cancer charities said going on the Magical Taxi Tour could be a possibility. I don't remember registering for it, but the charity said they would take care of it and our names were put forward and we were made aware this could happen. I thought it would just be a normal trip, but my wife showed us photos from previous years and I suddenly realised this is such a huge thing and very exciting.'

The family had never been to Disneyland and were a little overwhelmed by the whole experience, including the journey there and back.

Although Freya is more of a Marvel fan than Disney, she really enjoyed all the rides at Disneyland and the huge party held there on the last night in Paris. She also loved Ahmed's TX electric taxi with its panoramic roof and doors that open like a Bentley's.

Freya's younger brother Theo had never been on a rollercoaster before and although initially slightly nervous, is now a big fan. He was also very keen on the Mickey Mouse-shaped pancakes served at the Grand Depart at the beginning of the trip, although not so much on the very early start from Canary Wharf. →



The family and Ahmed at the Grand Depart



All smiles from Ahmed, Theo and Freya

The long way down

It's a long drive to Paris from Canary Wharf, but as Ahmed explains, it is very well organised with breaks every two hours or so. 'One of the highlights for me was when the convoy stopped at a petrol station in Paris,' he says. 'Normally, you just stop for fuel and maybe a coffee, but here there were bands, music and people in costumes, and free food and presents to welcome the children. Everyone was so excited to see us, it was so lovely.'

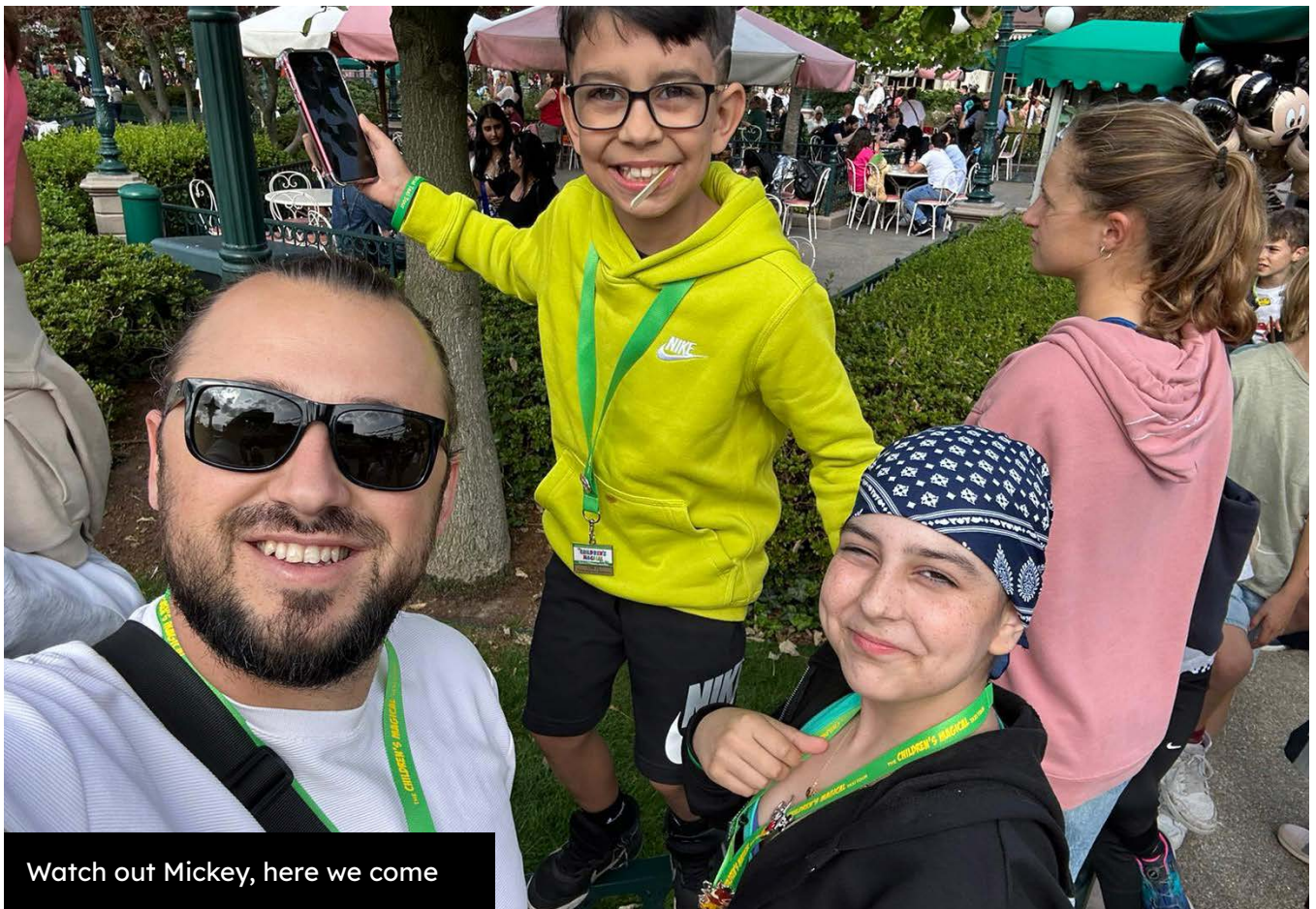
Tony also says getting to Disneyland was just as good as being there. 'It made us feel very special to see all of the outriders and the French traffic police almost dancing with their semaphore-like arm directions. We were treated like royalty. We had a few conversations with locals and other drivers and they were asking us 'what is going on?' It was priceless to us and so nice to have been given this opportunity. We want to thank Ahmed from the bottom of all our hearts.'

Ahmed, you made it worthwhile, your openness, your love. The day after we got back it wasn't the same because you weren't there.'

Ahmed replies: 'When I joined the first day and saw that this family was going to be my family, it was wonderful. It was such a lovely weekend, maybe some of the loveliest days of my life.'

Tony, who is a behavioural specialist working in a school in Kent, says that at the Grand Depart many of the taxi drivers mistook him for a driver as well. When he told them he wasn't they said he really should be. He is now considering whether he should start doing the Knowledge and Ahmed has already offered to lend him his blue book.

Having met Ahmed and the family, Helen Chapman said: 'Being able to sponsor a taxi at the Magical Taxi Tour and attend the big send off at Canary Wharf is a hugely emotional experience. I felt so →



Watch out Mickey, here we come

hugely emotional experience. I felt so privileged to meet the warrior Freya, her brother Theo and dad Tony, and they were immediately so welcoming that I felt I had known them for years. It was heart-warming and infectious to see their excitement and I felt humbled to stand and wave them and all the other families off on a trip of a lifetime.

'To meet Ahmed was also so heartening. A newly qualified driver with a young family of his own and giving up his time to help this wonderful charity – a true inspiration. Seeing the convoy of black cabs leaving and the excited smiles and waving never fails to reduce me to tears and this year it was all the more special having spent time with them all.

'I was so pleased they all agreed to come in and have a chat with us about their experience after the trip, and we even managed to introduce them to our Commissioner, Andy Lord. It was great seeing Ahmed reconnect with some of the Knowledge examiners that put him through his paces and they had a chat with Tony about the Knowledge too, so who knows – perhaps one year in the future we will be sponsoring a cab that Tony is driving!'

The next trip will be on 20 September 2024 and Licensing and Regulation is hoping to sponsor two taxis for this outing. If you feel you could help in any way at all, contact [the charity direct](#).

Green zone

Everything you need to know about making London a clean, green, carbon-free city



Tyre technology is helping cut emissions **p19**

- p19** New tyre technology
- p22** Making public charging easier
- p23** Training electric charger installers



Time to think about your tyres

Could switching the tyres on your electric vehicle save fuel, money and the environment?

A recent report, produced by tyre manufacturer [ENSO LTD](#) and TfL's London FreightLab, has shown how tyres can affect the performance and pollution levels produced by an electric vehicle.

Although electric vehicles are better for the environment in terms of cutting emissions from exhaust pipes, they do wear through tyres at a faster rate than those with combustion engines, owing to their increased weight because of their battery pack. This negatively impacts

air quality as it increases the amount of particulate matter and microplastic pollution produced.

ENSO's solution is to produce better, more energy efficient and more durable tyres for electric vehicles, which produce less harmful tyre dust than standard types. The technology is designed to significantly reduce the environmental impact by extending the range and energy efficiency of electric vehicles, while offering drivers value for money. ➔

The tyres are made from high grade raw materials that greatly reduce the quantity and toxicity of harmful particulate matter emissions current tyres release.

ENSO's tyres are already rolling on LEVC's TX taxis, offering drivers more electric vehicle range at competitive prices, while also reducing tyre pollution.

The trial and results

Through London FreightLab, ENSO worked with TfL in collaboration with partners DPD and Royal Mail to test the performance of the tyres.

The trial lasted 15 months and the data confirmed electric vehicles wear tyres at a faster rate than their corresponding internal combustion engine vehicles and cheaper, budget tyres wear faster and are more inefficient than premium tyres.

- ENSO tyres achieved better energy efficiency - up to 10 per cent against all benchmark tyres in the trial
- The tyres also achieved carbon dioxide savings by using less electricity per mile



Gunnlaugur Erlendsson founded ENSO in 2016





ENSO tyres are already fitted to LEVC's TX taxis

- In one instance, the ENSO tyre demonstrated a 35 per cent reduction in total particulate matter emissions compared to a premium tyre

Driving on

Overall, the London FreightLab project was important in demonstrating how enabling better tyre solutions, as well as regulating tyre pollution, is important to tackle both air and microplastic pollution.

Gunnlaugur Erlendsson founded ENSO in 2016 and was delighted this year when the company became a finalist

in the Clean Our Air category of the prestigious Earthshot Prize. Gunnlaugur says: 'Being a finalist for The Earthshot Prize not only supercharged our ability to raise awareness of harmful particulate emissions from tyres, but also accelerate ENSO's mission to put better tyres on the road faster, and help clean our air.'

'By making more efficient and less polluting tyres, ENSO seeks to ensure that electric vehicles are successful, reduce their harmful tyre pollution and help build a greener, more sustainable future for us all.'

OR



Public charging is being simplified

More power to your charger

In October, MPs approved [new laws](#) making charging electric vehicles at public chargers easier and more reliable.

New regulations will ensure that prices across charge points are transparent and easy to compare, and that a large proportion of new public charge points will have contactless payment options.

Providers will have to open up their data for apps and in-vehicle software, making it easier for drivers to check their charging speeds and locations.

Technology and Decarbonisation Minister, Jesse Norman MP, said: 'These new regulations will improve electric vehicle charging for millions of drivers, helping them find the charge points they want, providing price transparency so they can compare the cost of different charging options, and updating payment methods.'

'They will make the switch to electric easier for drivers, support the economy and help the UK reach its 2035 goals.'

Charging on the cheap

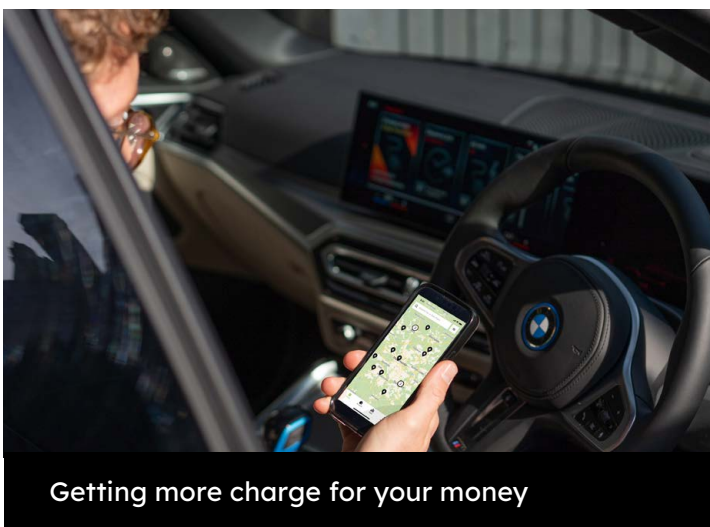
Two energy firms are now offering reduced-priced tariffs for charging electric vehicles.

‘Pod Point EV Exclusive’ [EDF’s new energy deal](#), is only available to customers who buy a Pod Point charger and is for domestic and electric vehicle charging energy combined. It offers cheap off-peak rates of 7.4p per kWh to power your electric car and home appliances and could save customers up to £160 a year.

Meanwhile, [OVO energy supplier](#) has reduced the price of its home electric vehicle charging plan ‘Charge Anytime’ by 30 per cent.

It now offers a rate of 7p per kWh, meaning electric vehicle owners can drive for less than 3p per mile and acquire a year’s worth of driving for just £190.

Mat Moakes, Chief Commercial Officer at OVO, said: ‘The government may have delayed the ban on sales of petrol and diesel cars, but with Charge Anytime making it 75 per cent cheaper to run an EV than a petrol car, there’s never been a better time to make the switch.’



Getting more charge for your money



Training electric charger installers

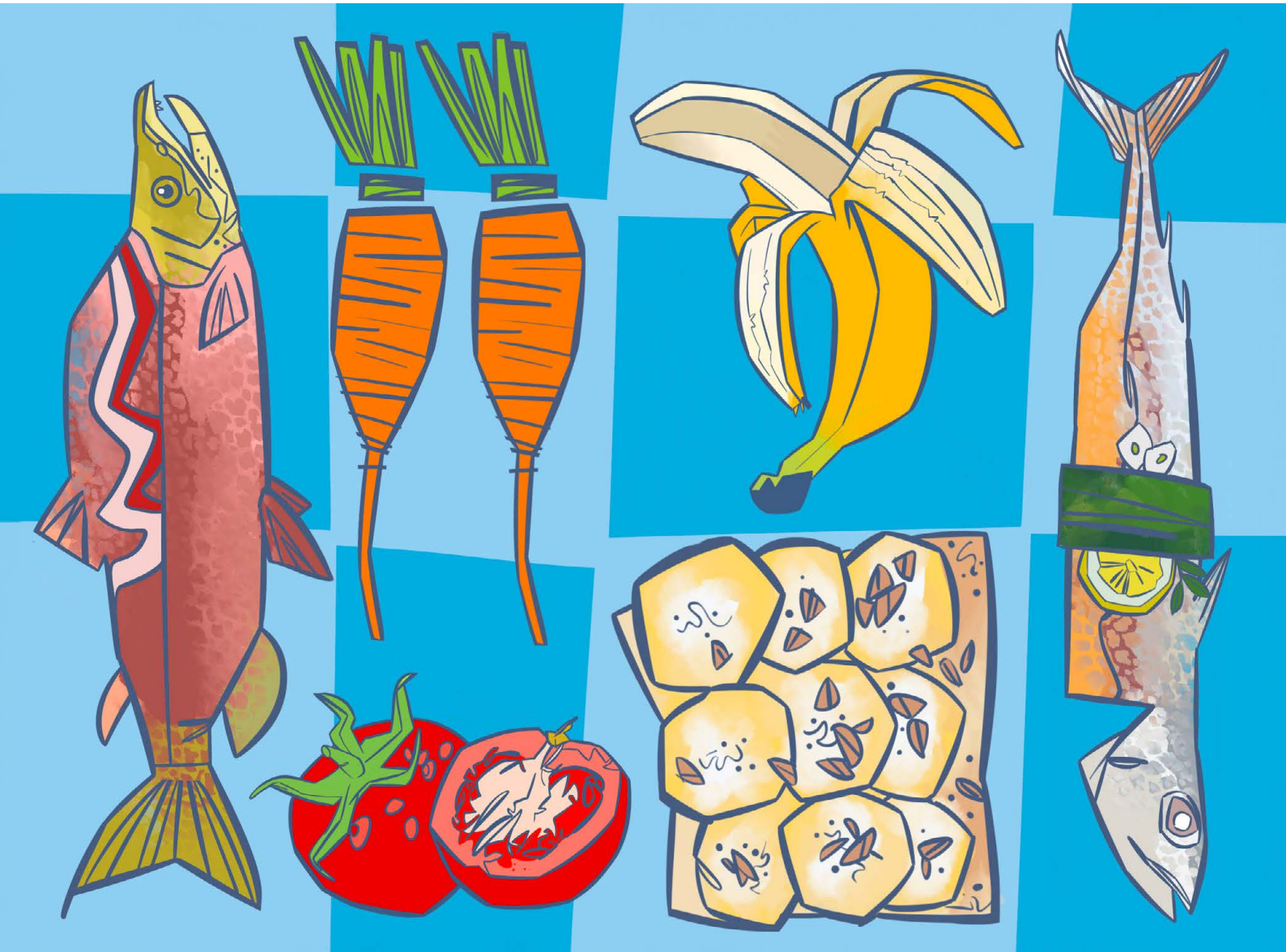
Equipped for the future

As the drive to electric vehicles gathers pace, the need for qualified electric charger installers also grows. London South Bank Technical College in Nine Elms, is now piloting a course on installing electric vehicle charging points.

Funded by Shell, in partnership with [City and Guilds](#), the six-week course is part of a four-year electrical apprenticeship. There’s also a six-day programme offered to fourth-year apprentices as a bolt-on to their original college training course. Up to 36 apprentices will be able to acquire the skills needed to install and maintain electric vehicle chargers. Trainees who successfully complete the six-day programme will be qualified to work on Shell electric vehicle projects.

Wellbeing

Fit to face the future



Better choices for better health

p25 Top swaps for a healthier life

p29 Wellbeing support services



Savvy health swaps

This year, instead of making hard New Year resolutions you know you'll have broken by the middle of January, why not introduce some of these gentler 'swaps' into your lifestyle and diet.

You'll be surprised at what a big difference these small changes can make and even better, most of them won't cost you a penny.

Food swaps

Many of us get into a rut when it comes to what we eat and drink, making the same choices over and over again. But making

wiser choices at breakfast, lunch and dinner can really impact your health in a good way.

What you are aiming for is to reduce the salt, sugar and saturated fats in your diet. That doesn't mean you have to exist on nothing but salad, but on nutritious, healthy and above all tasty ingredients. ➔

Breakfast

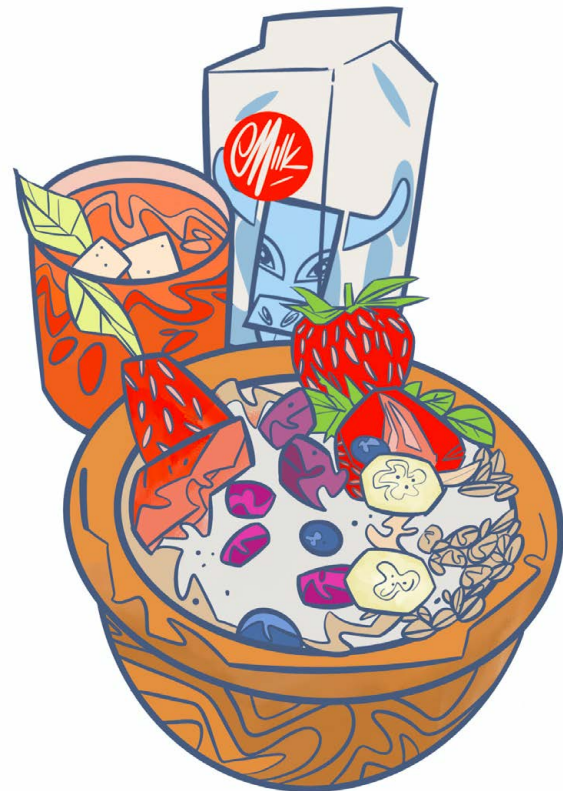
There are many good reasons to make sure you don't skip breakfast. Studies have shown eating a healthy breakfast replenishes your energy and nutrient levels. This can help you manage your weight and reduce your risk of Type 2 diabetes and heart disease.

But don't opt for a full English, sugary breakfast cereals or butter-laden croissants or pan au chocolat. Instead, go to work on a boiled egg and wholewheat toast, or a warming bowl of porridge oats made with skimmed milk. These will release their energy more slowly, making you feel fuller for longer.

You could try no added sugar wheat-based breakfast cereals with a sliced banana for sweetness. Natural yoghurt (especially those with live cultures) topped with chopped fruit is also easy to prepare and full of goodness.

Snacks

If you've been driving in your vehicle for long hours and start to feel peckish it's easy to reach for convenience snacks such as chocolate or cake bars, crisps, salted peanuts or sugar-packed doughnuts and biscuits. Why not make sure you have healthier options with you, which are just as easy to keep to hand.



Clive Johnston

This could be a nice juicy apple, orange or pear, a small handful of dried fruit such as raisins or apricots, or raw, unsalted nuts such as walnuts, cashews or almonds. Raw vegetable sticks including carrot and celery are packed with vitamins and can be teamed with a low fat hummus dip. What you drink is just as important as what you eat so steer clear of fizzy drinks that can be sugar-heavy and opt for water, fruit teas, no-added-sugar fruit drinks or tea and coffee made with skimmed milk. ➔

Just have another cuppa

A new study has shown that moderate consumption of tea, coffee or any drink containing caffeine can significantly affect health in a good way. The study by the National University of Singapore

following 12,000 people over 20 years, found coffee and tea lovers (drinking anything from two to four cups a day) were significantly less likely to be frail in their 70s.



Lunch and dinner

When you are out and about all day, it's tempting to opt for convenience foods such as takeaways for lunch. However, burgers, pizzas, pasties and fries are all laden with fat and often have a very high salt content. A much better option would be a low-fat, low-salt wholemeal sandwich or pitta bread, filled with protein such as chicken and salad, or a hearty vegetable soup. If you do have a cooked lunch watch out for condiments such as soy sauce and ketchup which are full of hidden sugars and salt.

The same is true of your last meal before you go to sleep. Try to keep it light with plenty of fresh vegetables, especially if you are eating before going to bed. Choose high protein foods over high carbohydrate foods such as grilled chicken, lean meat, fish, beans or lentils. These foods give a slower release of energy and help you to stay full for longer, meaning you won't wake in the night feeling hungry and tempted to raid the fridge.

The [NHS](#) has some great information on its website about simple ways you can improve your diet

Get moving

Instead of buying that expensive gym membership you only ever use once or twice before giving up, why not try some of these quick and easy ways of getting more exercise into your days. Even better, many won't cost you a penny!

Five easy ways to get on the move that will cost you nothing

- Go for a walk
- Climb the stairs instead of taking the escalator or lift
- Walk up and down escalators rather than standing still
- Get on your bike, if you have one, and go for a ride
- Download a free exercise app or video

Getting more walking into your daily regime is a great way to increase your exercise levels. Research shows that just two ten-minute walks a day is all it takes to improve your health and wellbeing. Benefits of walking include getting a better night's sleep and feeling more relaxed. Walking regularly can also significantly reduce the risk of developing a range of health problems, including Type 2 diabetes, heart disease, certain types of cancer, depression, anxiety and Alzheimer's disease. So, what are you waiting for; switch on the pedometer app on your phone, leave the car at home and walk the children to school, walk to the local shops and back or have a brisk walk round a park or other green open space. ➔

There are loads of free exercise apps around and free exercise videos on YouTube. You just choose what suits you the best. It could be anything from full-body workouts to a cardio routine, yoga to Pilates and even Tai Chi, and the great thing is many are geared to really hectic schedules with workouts taking just 20 minutes to complete.

Free from the Apple app store is [5 Minute Yoga](#). Don't worry if you've never done yoga before as this is ideal for beginners as it features clear images of each pose along with detailed instructions.

You could try the [7 Minute Workout](#). This app is used by more than three million people in 19 different countries and can be done at an intensity suitable for your own fitness levels.

Or why not join the [Nike Training Club app](#)? This features more than 200 workouts you can do at home, in the gym, or outdoors. The sessions last from five to fifty minutes so you can pick something ideal for the spare time you have.



To get you started on a healthier diet and exercise regime, sign up to receive the free fortnightly [Heart Matters newsletter](#) from the British Heart Foundation. It's packed with recipes, activity ideas and expert tips for managing your health. **OR**

Could you run 5k?

If you think running is not for you, the Couch to 5k challenge could change your mind. The Couch to 5k app from the NHS slowly builds up your stamina over the course of nine weeks, encouraging you to get up from the sofa and get moving. Each week involves just three runs, starting with 20 minutes

of exercise that alternates 60 seconds of running with 90 seconds of walking. Encouragement is given throughout each workout by your choice of celebrity voiceover including Jo Whiley, Sarah Millican or Michael Johnson. The app is free to download and is available for both [iPhones](#) and [Android](#).

If stress is affecting your mental and physical health, many of the services below offer chat lines where you can talk your worries through with someone.

Mental health and wellbeing support services

SANE

info@sane.org.uk

0300 304 7000

Open every day from 16:30 to 22:30

Rethink Mental Illness

advice@rethink.org

0300 5000 927

Mind

info@mind.org.uk

0300 123 3393

Open 09:00 to 18:00 Monday to Friday
except Bank Holidays (calls charged at
local rate)

CALM

0808 802 58 58

Open 17:00 to midnight, 365 days a year

Stress Management Society (SMS)

0203 142 8650

BBC Headroom

RoSPA driver safety

Information on driving fatigue and the
importance of not driving when tired

UK Active

020 8158 9700

Security

Safety information for both drivers and passengers



Making travel in London as safe as possible

p31 Out on paw patrol
p35 Safer Travel at Night



Paw patrol

Two new recruits are helping to identify drivers refusing to accept assistance dogs

Although it is against the law to refuse or charge a passenger more to carry an assistance dog, TPH's investigations officers are still finding drivers who attempt to do so. That's why they carry out regular operations to make sure drivers are obeying the law and they now have two new, eager, four-pawed recruits helping them.

Investigations officer Darren Garrett explains: 'We now have golden retriever Faldo and Dave from Guide Dogs UK, and Martha and her dog River accompanying us on operations.'

'Back in May, Dave and Faldo assisted us with some compliance testing around the Shepherds Bush area. We placed six



Martha with her assistance dog River

bookings with various private hire operators and one driver refused to carry Dave and Faldo. This case was sent to the Licensing team to consider the driver's fitness to remain licensed. There was a second driver who was reprimanded for not offering sufficient assistance. Although he did not refuse to take Dave and Faldo, he did not make an effort to help the passenger.

'Martha is a member of the public who has agreed to assist us on operations along with her assistance dog River, as she recognises the importance of the work we do and is keen to help us make a difference. Martha has mobility issues and River helps her retrieve things and assists in keeping momentum when walking and on taking the stairs.

'Martha and River joined us for a day of compliance testing in August in and

around the Liverpool Street area. From the bookings we made we had two non-compliant drivers. One driver is being considered for prosecution and one is having his licence reviewed.'

Lesley Haggerty, Operations Officer, was on this operation and takes up the story. 'River is a Nova Scotia duck tolling retriever, commonly known as 'Tollers'. We booked seven journeys in total through various app-based private hire operators and one driver, on arrival, insisted Martha book and pay a premium on a different platform that accepts pets, even after Martha explained that her dog is an assistance dog.

'Another driver agreed to take the booking that confirmed the passenger had 'limited mobility', then cancelled one minute from arrival when learning Martha was travelling with an assistance dog.

'It was such an important lesson to learn; to see how anxious and upsetting it is to have to explain and validate yourself when refused a ride. I want to thank all involved, especially Martha and River. There were plenty of pigeons in the City of London that day, but sadly no ducks for River to toll!'

Darren is now putting plans in place to organise an Equality Act awareness week in the New Year. Although all drivers are given information on the Equality Act 2010, he believes more education is needed and the awareness week would be a way to get the message across.

The responsibilities for taxi and private hire drivers and operators are set out in the Taxi and Private Hire Vehicles (Disabled Persons) Act 2022, as set out in [TPH Notice 08/22](#).

Assistance dogs and the law

- Taxi and private hire drivers can't refuse a passenger because they have an assistance dog
- Passengers can't be charged more for a taxi or private hire journey because they have an assistance dog
- Assistance dogs must be seated with their owners at all times
- It's illegal to refuse to carry a passenger with an assistance dog. Drivers doing so could risk prosecution, losing their licence or face a fine

There are different types of assistance dogs providing a wide range of support to older and disabled people. Taxi drivers, private hire operators and drivers should be aware some passengers who have



Dave with his assistance dog Faldo

a health condition that is not obvious or visible may still have an assistance dog. TfL has a poster (below) and [leaflet](#) available containing more information on assistance dogs.

Data results for prosecutions (April 2023 to 20 November 2023)

Private hire drivers refusing to fulfil a booking accepted by an operator owing to the presence of an assistance dog

Total cases of refusals reported 116

Successfully prosecuted 16

Resulting in:

Fines - £6,899

Costs - £3,595

Victim Surcharge - £2,407

Compensation - £1,350

Total - £14,251

Warning in lieu of prosecution 1

Referred to licencing for a fitness review 41

No further action taken 28 (owing to insufficient evidence or victim unsubstantiated)

Ongoing cases 30

A guide to assistance dogs for private hire drivers

Passengers with assistance dogs use private hire services to make their way around the Capital. These are some of the dogs you might come across. Please remember not all assistance dogs have a jacket to identify them. If in doubt, you should allow the assistance dog to travel with their owner. Assistance dogs are your passengers too.

Guide Dogs

'We wear **white** harnesses with **yellow** fluorescent stripes.'

Guide dogs are for young people and adults who are blind or partially sighted.



Hearing Dogs for Deaf People

'We wear **burgundy** jackets.'

Hearing dogs are for adults and children with hearing impairments.



Dog AID (Assistance in Disability)

'We wear **red** jackets.'

Dog AID dogs are for physically disabled adults.



Canine Partners

'We wear **purple** jackets.'

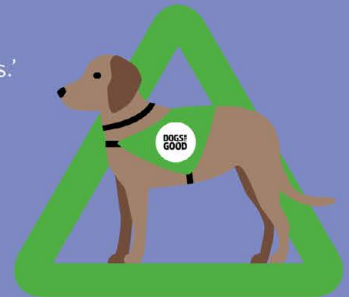
Canine Partners' assistance dogs are for physically disabled adults.



Dogs for Good

'We wear **green** jackets.'

Dogs for Good assistance dogs are for people with physical disabilities, or children with autism.



Support Dogs

'We wear **blue** jackets.'

Assistance dogs for physically disabled adults, seizure alert dogs for people with epilepsy, and autism assistance dogs for children with autism.



Medical Detection Dogs

'We wear **red** jackets.'

Medical detection dogs are for adults and children with complex health conditions.



Did you know it is against the law to refuse or charge a passenger more because they have an assistance dog? Private hire drivers and operators doing so could risk being prosecuted or losing their licence.



A safer night in Shoreditch

TfL's Safer Travel at Night (STaN) campaign is now being joined by other initiatives aimed at getting everyone home safely

Back in September, Operations Manager Perry Kissin, along with Assistant Operations Manager Satnam Padum, joined a Deputy Assistant Commissioner from the Metropolitan Police Service, local councillors and media at Tabernacle Street for the launch of 'don't cross the line'. This initiative has been put in place as Shoreditch has been identified as a hot spot for violence against women and girls, and related offences.

The local authorities and police have been working hard with venues to push the 'Ask for Angela' campaign and the Operation RANA (drink spiking) initiatives. They do this by holding monthly welfare and

vulnerability engagement sessions with members of staff and security from the night-time economy industry, and at various monthly Pubwatch meetings.

On the night Perry and Satnam attended, a mobile media vehicle was also out and about displaying safety messages, and TPH operations officers were focusing on taxis and private hire vehicles. Plain clothes officers were on foot patrol actively seeking out vulnerable members of the public, particularly females, and intervening to offer assistance in the form of reuniting separated friends and/or assisting safe passage to transport hubs. →

Perry was also on duty at the end of the STaN campaign in October. 'It was a great opportunity to go out with Westminster Night Stars volunteers and deliver the STaN message collaboratively,' he says. 'The Night Stars are a group of volunteers who provide wider support to anyone who becomes vulnerable owing to intoxication. This is to reduce the risk to their safety or prevent them becoming victims of crime. The volunteers hand out water to those needing sobering up, flipflops to those unable to walk in high heels and carry phone chargers for those unable to reach friends or family.'

'At the same time, officers Ian Lambert, Mursi Abdalla and Amoz Abraham from our night team were delivering our STaN message to the public and passengers, as well as checking vehicles. We also had with us Steve Garelick from GMB union to not only see the work we do with Night Stars but also to help us deliver the safety message to drivers. Thank you to everyone involved and everyone who has helped deliver the STaN message.'

Babatunde Owolabi-Ajao, Senior Operations Manager, said: 'We are committed to working with our police partners and local authorities to continue to promote the safety of women and girls.'

'Since launching the national campaign to end violence against women and girls, we have trained our officers on how to challenge perpetrators and mobilise bystanders to safely disrupt the abuse of women and girls. Promoting the safety of women, girls and vulnerable people is core to our STaN campaign. We ensure that our officers are highly visible at high-profile locations to prevent and deter any unwanted behaviours.'

'During our August STaN campaign, we deployed more than 125 officers to essential STaN operations, covering a total of 133 locations based on information we received from the trades and other stakeholders. As part of this campaign, we engaged with more than 3,400 customers and drivers, and visited 100 private hire operating centres to raise awareness of the campaign.'

'Licensed drivers' safety is equally important and our officers raise awareness among taxi and private hire drivers to ensure they also stay safe while working. This is done via engagement and making drivers aware of the [Stay safe while working leaflet](#).'

And the award goes to...

Congratulations to Operations Manager Perry Kissin, who was presented with two TfL You Matter awards in November. The Colleague award and People's Choice award were handed over by Transport

Commissioner Andy Lord at a ceremony at London Transport Museum. The awards were for Perry's work to develop the skills of TPH's night officers and assistant operation managers.

The manual

Tips, advice and policy updates from TfL

TPH Notice 07/23

Improving safety for taxi and private hire vehicle passengers consultation outcome

In July 2020, the Department for Transport (DfT) introduced new [Statutory Standards](#) to enhance passenger safety for taxi and private hire vehicle services. These standards are especially focused on the safeguarding of children and vulnerable adults, with broader benefits for all passengers.

Most of the Statutory Standards are already in place in London, but there are some that were subject to consultation as we sought feedback on how we propose to implement them. Between 27 February and 12 May 2023, TfL consulted on proposed changes to taxi and private hire licensing requirements to further improve taxi and private hire passenger safety. The safety consultation was structured in three sections:

Part 1 – sought respondents' views on how TfL intends to introduce the remaining Statutory Standards.

Part 2 – sought respondents' views on how TfL can make taxis safer.

Part 3 – sought respondents' views on additional proposals to make private hire services safer. We have analysed the consultation responses and have published a report on the consultation.

Consultation outcome

A decision has been taken and a number of regulations were signed on 10 November 2023. The regulations have been published here. We have prioritised the proposals in Part 1 of the consultation, to ensure that we implement the remaining DfT Statutory Standards at the earliest opportunity.

We intend to consider the responses in relation to Part 2 and 3 of the consultation in early 2024 and will communicate the next steps for these parts of the consultation separately. →

What this means

Following our consideration of the consultation responses to Part 1 of the consultation, we are introducing a number of changes. These changes will be introduced through a mixture of new or amended regulations, licence conditions and application requirements. A summary of the changes is below and further details on the implementation of these changes is provided in Appendix 1.

Where the new requirements for taxi and private hire drivers are different, this is a result of the differences in taxi and private hire legislation.

Mandating the DBS Update service (DfT 4 – Driver DBS checks) is the most significant in terms of enhancing safety, and so has been prioritised to take effect from 26 February 2024. All other standards are more interrelated and so will take effect together from 1 July 2024, except for the driver requirement in DfT 2 (Displaying complaints signage) which will follow in July 2025, and the Safety, Equality and Regulatory Understanding (SERU) requirement for taxi drivers (DfT 5 – SERU and English language skills), which will take effect from 1 October 2025. These dates will allow the taxi and private hire industries time to prepare for the changes.

DfT 1 – Licensee self-reporting

We are proceeding with a requirement for licensees to inform us of any arrest and release, charge, caution or conviction within 48 hours. This requirement will take effect from 1 July 2024. This is a slight modification of the consultation proposal to explicitly re-state that cautions are included (as per the current requirement).

The table in Appendix 1 provides details of how this will be introduced for taxi drivers, private hire drivers and private hire operators.

DfT 2 – Displaying complaints signage

We are proceeding with a requirement for all licensed taxis and private hire vehicles to display prescribed information in the vehicle, including information about how to make a complaint to TfL.

This requirement will take effect from 1 July 2024 when TfL will affix new signage into vehicles as part of the vehicle licensing inspection process.

We are also proceeding with the requirement that a taxi or private hire driver must ensure that any taxi or private hire vehicle they are driving is displaying the prescribed signage.

This requirement will take effect from 1 July 2025.

The table in Appendix 1 provides details of how this will be introduced for taxi drivers and private hire drivers.

DfT 3 – Overseas criminal checks

We have amended the proposal in the consultation and are proceeding with a requirement that all new and renewing taxi and private hire drivers, and private hire operators, who have lived in a country other than the UK for one or more continuous periods of three months or more in the last 10 years since the applicant was 18, will be required to provide a Certificate of Good Conduct (CoCG) for any such period. This includes periods of extended holiday.

This requirement will take effect from 1 July 2024.



As part of our current requirement for applicants for taxi and PHV driver licences to provide CoGCs, we have measures in place that recognise those occasions when a CoGC cannot be obtained.

DfT 4 – Driver DBS checks

We are proceeding with a requirement that all applicants for a taxi or private hire driver's licence, both new and renewal, will be required to provide evidence of registration with the DBS Update service.

We are also proceeding with a requirement that from the point they are next licensed, all taxi and private hire drivers must maintain continuous subscription to the DBS Update service.

This requirement will take effect from 26 February 2024.

DfT 5 – Safeguarding training and English language skills

We are proceeding with a requirement that taxi drivers will be required to pass a Safety, Equality and Regulatory Understanding assessment.

This requirement will take effect from 1 October 2025.

Taxi drivers' English language proficiency will continue to be assessed through the Knowledge of London. There will be no change to the English language and Safety, Equality and Regulatory Understanding assessments already in place for private hire drivers.

DfT 6 – Vehicle owner DBS checks

We will not be introducing any additional requirements for either taxi or private hire vehicle owners, as set out in our

consultation.

DfT 7 – Private hire operator DBS checks

We are proceeding with a requirement that all new and renewing private hire operator applicants will be required to provide a basic DBS check as part of their application. We are also proceeding with a requirement that all licensed private hire operators must provide a further basic DBS check annually, on the anniversary of the start of the licence.

This requirement will take effect from 1 July 2024.

DfT 8 – Private hire operator booking and dispatch staff

We are proceeding with a requirement that private hire operators will be required to keep and maintain a register of booking and dispatch staff, and will be required to retain entries in the register for 12 months from the date any individual was last available to take bookings or dispatch vehicles.

This requirement will take effect from 1 July 2024.

DfT 9 – Private hire operator booking records

We are proceeding with making an amendment to Regulation 11 of the Operator Regulations to specify that additional particulars must be entered into a private hire operator's booking records.

This requirement will take effect from 1 July 2024.

DfT 10 – Changing licensing policies and requirements

We are proceeding with an amendment →

to our licensing policies and requirements that, where appropriate, when there are changes in licensing requirements, we will review the licences already issued and wherever possible, we will apply any new licensing policies immediately.

Next steps

We will now begin the implementation process for these changes. In determining the implementation dates, we have taken into account the responses to the consultation, the findings of the Integrated Impact Assessment and the impact the changes will have on taxi and private hire applicants and licensees.

For most of these changes no immediate action is required by licensees at this stage. However, the first requirement to be introduced will be the DBS Update service, which will come into effect from 26 February 2024. Any taxi or private hire driver who is renewing their licence should register with the DBS Update service when applying for their enhanced DBS check. Guidance will be issued in the coming weeks to help taxi drivers and private hire drivers to prepare for this new requirement. From later this year, new application packs sent out by TfL will include an insert informing drivers how to sign up for the DBS Update service when requesting an up-to-date enhanced DBS check.

The majority of the remaining standards will be implemented on 1 July 2024 and further information and guidance will be issued in advance of this date to assist licensees with preparing for these changes.

The SERU assessment for taxi drivers will be implemented from 1 October 2025. Further information and guidance,

including a taxi driver handbook, will be issued in advance of this date to assist taxi driver applicants and existing licensed drivers to prepare for the assessments. We will communicate further information about all the changes to all licensees as and when guidance and advice becomes available. We will also be including further information in our weekly emails to licensees. If you do not already receive these and would like to sign up to receive updates, then please email tph.enquiries@tfl.gov.uk

We will also post all relevant information on our website. If you need further guidance, having looked at the information on our website, please email us at tph.enquiries@tfl.gov.uk

Graham Robinson
General Manager
Taxi and Private Hire



Appendix 1 – Consultation outcomes

Where the new requirements for taxi and private hire drivers are different, this is a result of the differences in taxi and private hire legislation.

Licensee self-reporting (DfT 1)

We have made a slight modification to the consultation proposal for taxi and private hire drivers to explicitly re-state that cautions are included (as per the current requirement).

Taxi drivers

We have amended the London Cab Order 1934 to include a prescribed condition that taxi drivers inform us of any arrest and release, charge, caution and conviction within 48 hours.

The condition will apply to all licensed taxi drivers with immediate effect from 1 July 2024.

Private hire drivers

From 1 July 2024 all new and renewed private hire driver licences will be issued with a condition that the driver informs us of any arrest and release, charge, caution and conviction within 48 hours.

Private hire operators

We have amended Regulation 9(4) of the Private Hire Vehicles (London) (Operators') Regulations 2000 to require all private hire operators to inform us of any arrest and release, charge, caution and conviction within 48 hours.

Regulation 2 has also been amended to clarify and expand which individuals associated with an operator's licence will have to meet this condition, and to be consistent with the requirement for operators to provide DBS checks (see DfT 7).

The revised condition will apply to all licensed private hire operators from 1 July 2024.

Displaying complaints signage (DfT 2)

Taxis and private hire vehicles

All taxis and private hire vehicles will be required to display prescribed information. The new signage will include:

- Information about how to make a complaint to TfL



- No-smoking sign
- Cycle safety sign
- Card payment information (taxis only)
- Information for wheelchair users (taxis only)
- Pre-booked only sign (private hire vehicles only)
- Seatbelt sign
- Message advising passengers that abuse of drivers is unacceptable

From 1 July 2024, we will affix the signage in taxis and private hire vehicles at the next annual vehicle licensing inspections.

Taxi drivers

We have amended the London Cab Order 1934 to include a prescribed condition of a driver's licence that the taxi they are driving is displaying the prescribed signage.

The condition will apply to all licensed taxi drivers with from 1 July 2025.

Private hire drivers


From 1 July 2025, all new and renewed private hire driver licences will be issued with a condition that the private hire vehicle they are driving is displaying the prescribed signage.

Overseas criminal records checks (DfT 3)

We have amended our consultation proposal, after considering feedback from the consultation, and reduced the period for which Certificates of Good Conduct must be produced from the whole period since the applicant was 18, to the last 10 years since the applicant was 18.

Periods of extended holiday will no longer be excluded from the requirement.

Taxi and private hire drivers

From 1 July 2024, all new and renewing applicants for taxi and private hire driver licences, who have lived in a country other than the UK for one or more continuous periods of three months or more in the last 10 years, will be required to provide a Certificate of Good Conduct for any such period. 

Private hire operators

From 1 July 2024, all new and renewing applicants for private hire operator licences, who have lived in a country other than the UK for one or more continuous periods of three months or more in the last 10 years, will be required to provide a Certificate of Good Conduct for any such period.

Driver DBS checks (DfT 4)

From 26 February 2024, all applicants for a taxi or private hire driver's licence, both new and renewal, will be required to provide evidence of registration with the DBS Update service.

Taxi drivers

We have amended the London Cab Order 1934 to include a prescribed condition that any taxi driver whose licence commences on or after 26 February 2024 maintains continuous registration with the DBS Update service.

Private hire drivers

From 26 February 2024, all new and renewed private hire driver licences will be issued with a condition that the driver maintains continuous registration with the DBS Update service.

On 26 August 2024, we will commence undertaking six-monthly status checks with the DBS on all taxi drivers who have subscribed to the Update service.

Safeguarding training and English language skills (DfT 5)**Private hire drivers**

No change to current requirement.

Taxi drivers

We have amended the London Cab Order 1934 to create a requirement that all new and renewing taxi drivers must take and pass an assessment of their safety, equality and regulatory understanding (SERU assessment).

From 1 October 2025, no new driver may be licensed or renewing driver re-licensed without having passed a SERU assessment.

We will continue to monitor taxi drivers' English language proficiency during the Knowledge of London examination process. If there is sufficient evidence to suggest that the Knowledge of London does not sufficiently demonstrate taxi drivers' English speaking and listening skills, we will reconsider the need to



introduce a separate speaking and listening test similar to that undertaken by applicants for private hire driver licences.

Vehicle owner DBS checks (DfT 6)

We will maintain the position set out in the consultation and not introduce any additional requirements for either taxi or private hire vehicle owners.

Private hire operator DBS checks (DfT 7)

From 1 July 2024, all new applicants and renewing operators will be required to provide a basic DBS check with their application.

We have amended Regulation 9 of the Private Hire Vehicles (London) (Operators') Regulations 2000 to prescribe a licence condition that will require all existing licensed private hire operators to provide a basic DBS check each year within 28 days of the anniversary of the licence start date.

Regulation 2 has also been amended to clarify which individuals associated with an operator's licence will be required to provide DBS checks.

The condition will apply to all licensed private hire operators with immediate effect from 1 July 2024.


All basic DBS checks in relation to private hire operator licences are to be obtained through our contracted service provider.

Private hire operator booking and dispatch staff (DfT 8)

We have amended Regulation 9 of the Private Hire Vehicles (London) (Operators') Regulations 2000 to prescribe a licence condition that will require that operators maintain a register of booking and dispatch staff; and

We have amended regulation 16 of the Operator Regulations to require operators to retain entries in the register for 12 months from the date any individual was last available to take bookings or dispatch vehicles.

The amended regulations will apply to all licensed PHV operators from 1 July 2024.

From 1 July 2024, all applicants for an operator's licence will be required to provide a copy of their policy on employing ex-offenders with their application. 

Private hire operator booking records (DfT 9)

We have amended regulation 11 of the Operator Regulations to specify that the following particulars must be entered in booking records:

- the name of any individual that responded to the booking request
- the name of any individual that dispatched the vehicle
- the private hire vehicle licence number of the driver carrying out the booking
- the vehicle registration mark of the vehicle used to carry out the booking The requirement will apply to all licensed private hire operators from 1 July 2024.

Changing licensing policies and requirements (DfT 10)

Where appropriate, when there are changes in licensing requirements, we will review the licences already issued.

Wherever possible, we will apply any new licensing policies immediately.



Table-top discussions at the safety forum



TPH Driver Safety Forum

Licensing and Regulation hosted a taxi and private hire Driver Safety Forum on Monday 16 October.

This event specifically explored the safety issues licensed taxi and private hire vehicle drivers encounter.

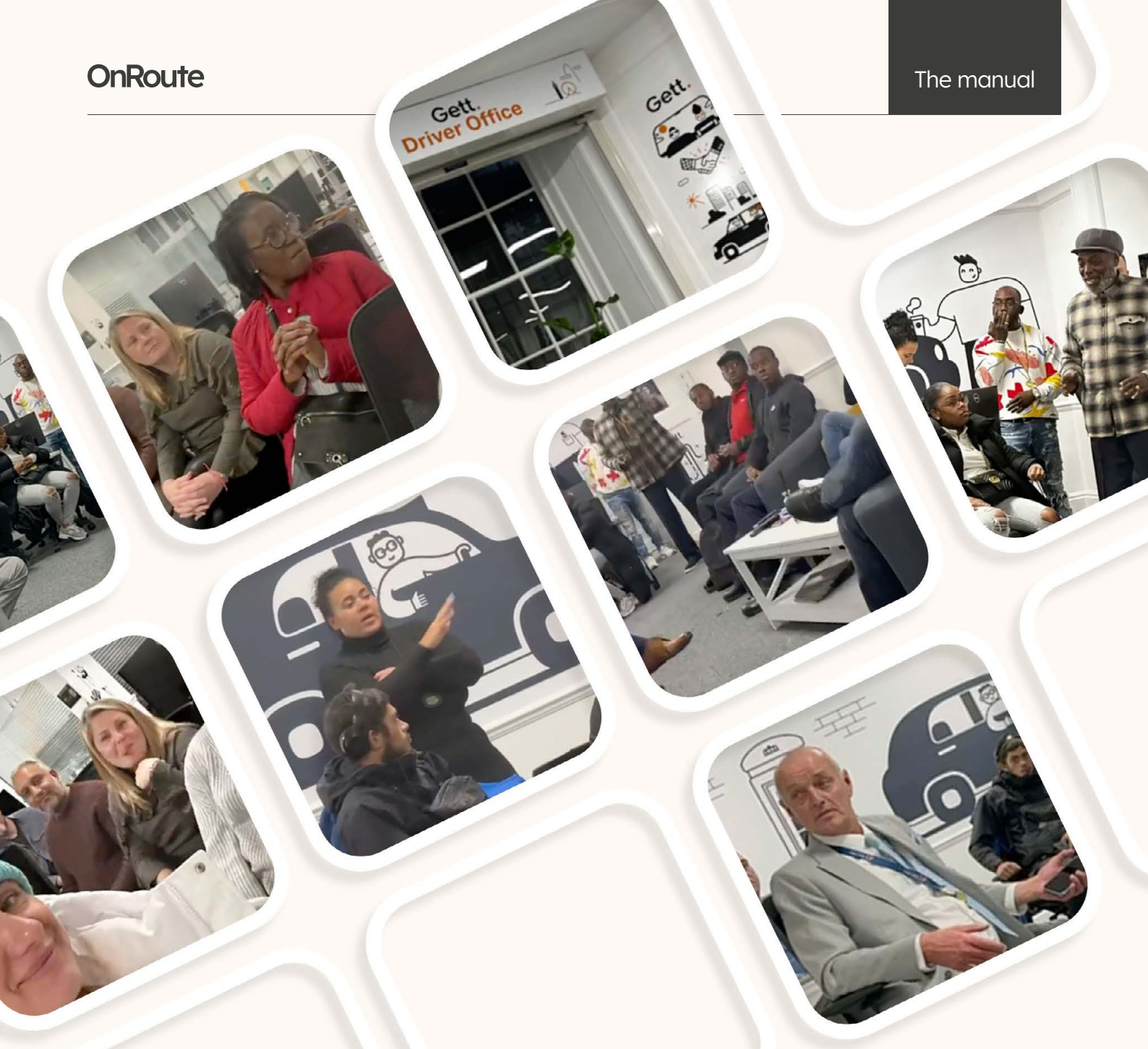
Drivers are concerned about the verbal abuse, and in some cases, physical violence that they are subject to, and in the case of female drivers, occasions where sexual harassment (and assaults) take place.

The forum was chaired by Stuart Reid, head of Insights and Direction at TfL, while Siwan Heywood, director of Security, Policing, Enforcement set out

TfL's vision to eradicate violence and aggression from the workplace. Inspector Glenn Smith of the Metropolitan Police Service's TPH policing team explained the need to report incidents and what licensees need when they report them, and Helen Chapman, director of Licensing and Regulation, reiterated TfL's remit as a regulator.

Table-top discussions sought ideas and proposals to improve driver safety, as it is everyone's responsibility and by working collaboratively, it is hoped to strengthen prevention, increase reporting and support victims of any form of abuse.

A Passenger Safety Forum will take place in December.



New Knowledge school

In an effort to boost the numbers of candidates studying the Knowledge of London, the Taxi Now Group, in partnership with Gett, has launched a new Knowledge school. The Knowledge Academy opened in October at Gett's offices in Angel Gate, City Road and fifty students attended. They are being offered free tuition with classes two nights a week.

[Taxi Now Group](#) is running a recruitment campaign to get more students involved from job centres and local social media communities. Depending on the uptake, two further sites have been earmarked as potential locations for more classes.

Classes are held every Tuesday and Thursday from 17:00 to 20:00, and anyone interested in taking part should go to Gett's offices.

Knowledge schools

There are several independent Knowledge schools across London. However, they are not controlled or regulated by TfL.

E4 Knowledge School

Nuffield Gym, Chingford, New Road, Chingford E4 9EY

Fridays 14:00-17:00

Knowledge Companion

Run by green badge drivers, Knowledge Companion aims to improve your visual Knowledge of London by providing a library of on-line videos and a library of photographed and analysed points.

Phone: 07915 231 669

Knowledge Point School

94-95 Troutbeck, Robert Street, London, NW1 4EJ

Monday to Friday 10:00-17:00

Established in 1985, Knowledge Point has online classes and facilities.

Phone: 020 7387 8658

The London Knowledge School

Lawrence Trading Estate, Askew Farm Road, Grays, Essex RM17 5XE

Monday to Friday 08:00 to 20:00 with extended hours Tuesday to Thursday until 22:00

The London Knowledge School is an extremely encouraging, friendly, school based in Grays, Essex.

Phone: 01375 371 247

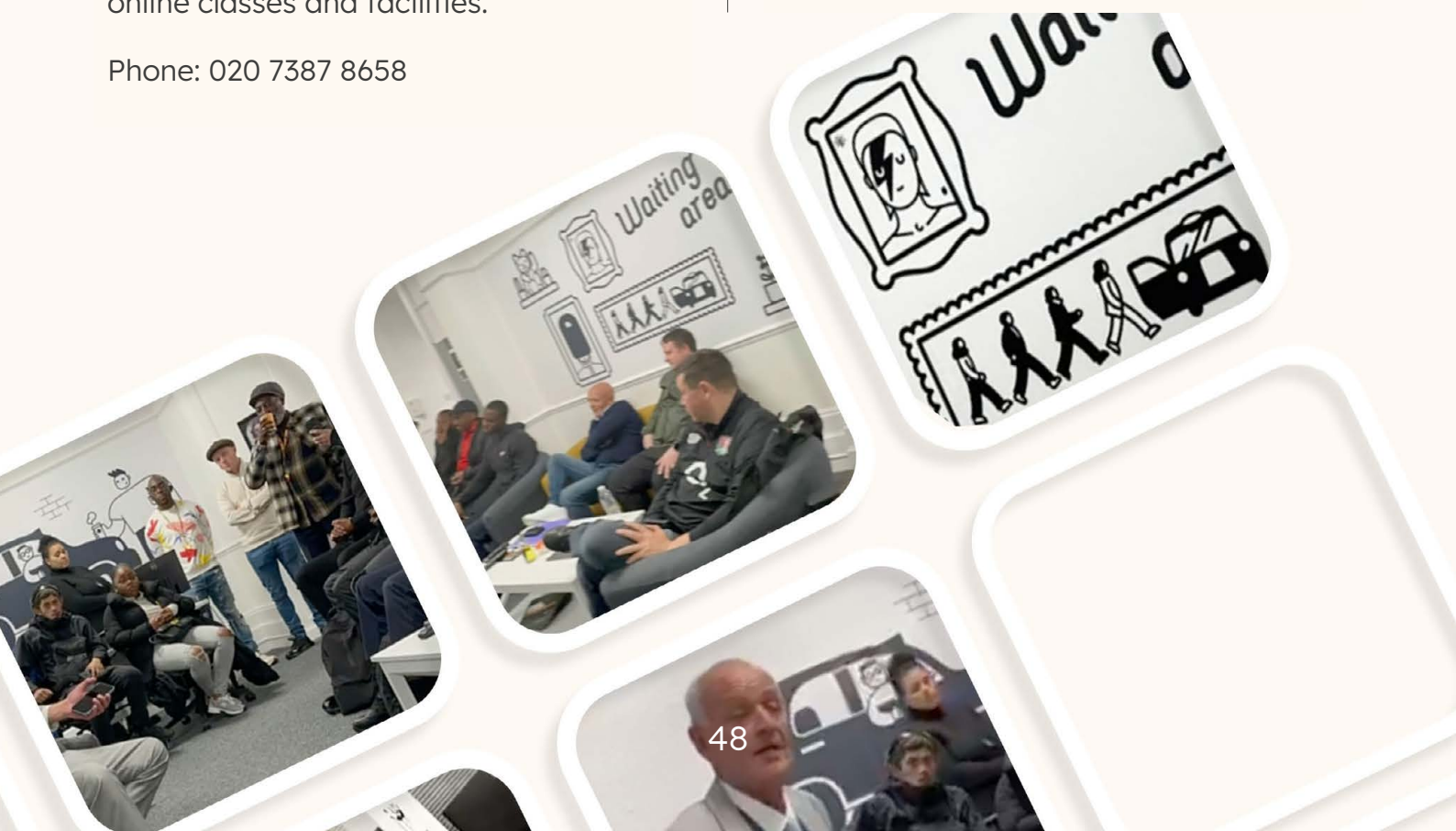
WizAnn

Unit 2a, 16 Blount Street, London E14

Reception is open Monday to Thursday 10:30-14:00.

WizAnn Knowledge school offers classes, apps and study materials at all levels. Its introductory seminar for beginners is available on YouTube.

Phone: 07740 753488/020 3289 9114



Thank you

At your service

Since 2009, volunteer taxi drivers have run a free Poppy Cabs service for veterans attending the annual Remembrance Day service and parade. This year, on Sunday 12 November, veterans were carried on more than 1,000 taxi journeys from stations across London to the Cenotaph.

Mike Hughes, Poppy Cabs Coordinator, said: 'We have been providing the free Poppy Cabs service for 14 years and every year it grows bigger and bigger. The service is funded entirely by London cab drivers, often accompanied by family and friends, who volunteer their cabs and their time for free. Knowing that the Poppy Cabs service is available relieves much of the stress for veterans attending this emotional event and every year we are overwhelmed by the support of the London cab trade and the men and women who give us their time and vehicles.'

A big thank you goes out to everyone who takes part in this wonderful event.

Serving those who have served their country





MAYOR OF LONDON

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