

Spring 2022

OnRoute

The magazine for London's taxi and private hire trades

A greener London

The road to zero emissions

Top talk

Mr Shaw
Knowledge of London
examiner

Beating the COVID blues

Help to lift
your mood

Safeguarding the young and vulnerable

Take our test

What a difference two years make

Life after
lockdown

Our guide to licensing

Top tips and
useful advice

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.

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From your safety to the safeguarding of your vulnerable customers

Welcome

As the final [Covid restrictions](#) are removed, as part of the Government's Living with Covid plan, the city is coming back to life. Our 'new normal' looks slightly different to the old one, but the signs of recovery are definitely there, as we explore in this issue.

That's certainly true for TfL's team of Knowledge of London examiners, who continue to conduct Appearances and put the next generation of London's cabbies through their runs. You can read how one of their number spends his working days on p15.

If you're a private hire driver considering purchasing an electric vehicle, the variety

of different models out there can make coming to a decision a daunting task. Find out how you can sign up to a trial project making the whole process easier on p23. On the subject of electrification, the recently published London's 2030 electric vehicle infrastructure strategy (p25) looks at what needs to be put in place so taxi and private hire drivers can charge up as and when they need to.

We've also got news, points of view and changes to policy, but if there's something you'd like us to include in a future issue we'd love to hear from you, so drop us a line at onroute@tfl.gov.uk



Electric vehicles are becoming increasingly popular

Driving seat

Putting you at the heart of taxi and private hire



Cabbies climb two mountains to help support two children's charities **p10**

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Highway Code rules at roundabouts are changing

Roundabout rules

Changes to the Highway Code were introduced on 29 January. These include giving priority to cyclists to ensure their safety. The Highway Code now states: ‘You should give priority to cyclists on the roundabout. They will be travelling more slowly than motorised traffic. Give them plenty of room and do not attempt to overtake them within their lane. Allow them to move across your path as they travel around the roundabout.’

‘Cyclists, horse riders and horse-drawn vehicles may stay in the left-hand lane when they intend to continue across or around the roundabout and should signal right to show you they are not leaving the roundabout.’

‘Drivers should take extra care when entering a roundabout to ensure that they do not cut across cyclists, horse riders or horse-drawn vehicles in the left-hand lane, who are continuing around the roundabout.’

Another change is that at a junction, drivers, motorcyclists, horse riders and cyclists should give way to pedestrians crossing or waiting to cross a road into which or from which they are turning. There is more information on the [Highway Code](#) website.

In memoriam

A new memorial to commemorate transport workers who lost their lives to coronavirus is being planned by TfL. The memorial, on a pedestrian plaza on Braham Street in Aldgate, will contain a plaque as well as a cherry blossom tree and benches to allow quiet reflection and remembrance.

It will be dedicated to all the transport workers who have died, including taxi and private hire drivers, and will pay tribute to the critical role they played in London’s fight against this global pandemic.

Subject to approval of a planning application to Tower Hamlets Council, TfL hopes to be able to deliver the memorial by the summer.



The new memorial will be a place for quiet reflection

Tax check reminder

From 4 April, HMRC will introduce a new nationwide [tax check](#) that any new applicant or licensee seeking to renew a taxi or private hire licence will have to complete. Licensees will need a Government [Gateway account](#) to fill in the check online when they will be given a tax check code to be passed on to TfL as part of the application process.

Get boosted

If you haven't had your booster jab against COVID-19, you can still do so. The NHS advises a third vaccine dose helps give you longer-term protection against getting seriously ill from the coronavirus. Further information on COVID-19 booster vaccinations and how to book your booster appointment can be found on the [NHS website](#).

Go West(way)

Until the summer, there will be a series of overnight lane closures and weekend directional closures on the A40 Westway while essential maintenance work is carried out. You should plan ahead and check before you travel, with more details available on the A40 Westway [travel advice page](#).



Red Routes carry 30 percent of London's traffic

Make sure you follow the Red Route rules

Penalty charge notices (PCNs) for contraventions on TfL's Red Routes have increased from £130 to £160. PCNs are issued to a minority of drivers who fail to follow the rules, putting the safety of themselves and other road users at risk and causing disruption and delays.

You can be issued with a PCN for breaking safety restrictions such as:

- Parking illegally in loading bays
- Blocking yellow box junctions
- Making a turn where this movement is banned, which creates risk for people walking and cycling
- Driving or parking in a bus lane
- Stopping on the Red Route

London's Red Routes make up five per cent of roads but carry 30 per cent of the Capital's traffic, and between 2016 and 2019 there was a 26 per cent increase in the number of PCNs issued for parking, loading, bus lane and moving traffic offences. If you are issued with a PCN, the charge will be reduced by 50 per cent if paid within 14 days and increased by 50 per cent if paid after 28 days.



Harry Rawlins as a young man and on a trip to Normandy in 2019

A happy home for Harry

Veteran Harry Rawlins, 96, had lived in his home since 1935, but when living alone became more challenging, Taxi Charity volunteer Anne Parsons, wife of cabbie and Taxi Charity Chairman, Ian Parsons, stepped in to help arrange a move to the Royal Hospital Chelsea.

The Parsons first met Harry in June 2019 on a Taxi Charity trip to Normandy, and they started visiting him regularly at his home. In March 2020, when lockdown was announced, the couple formed a bubble with Harry and realised his life would be enriched by living with other people, so Anne suggested they should apply to the Royal Hospital Chelsea.

When Anne first discussed this with Harry, he did not think he would be eligible, but once he realised there was a chance to live there with other veterans, he was delighted and they began filling out the application forms together.

This led to a four-day trial stay late last year to see if Harry liked the experience and this was so successful, within two weeks he had moved in and became a Chelsea Pensioner.

To find out more about the support the Taxi Charity offers veterans visit [the Taxi Charity website](#).



Cabbies do Kilimanjaro on a training trip

Cabbies climb another mountain

On 2 December, cab drivers Daren Parr, John Dillane and Lyndsey Lockhart enjoyed a cup of coffee with the High Commissioner to Tanzania, Her Excellency Asha Rose Migiro, and talked about their fundraising challenge to climb Mount Meru and Mount Kilimanjaro this month.

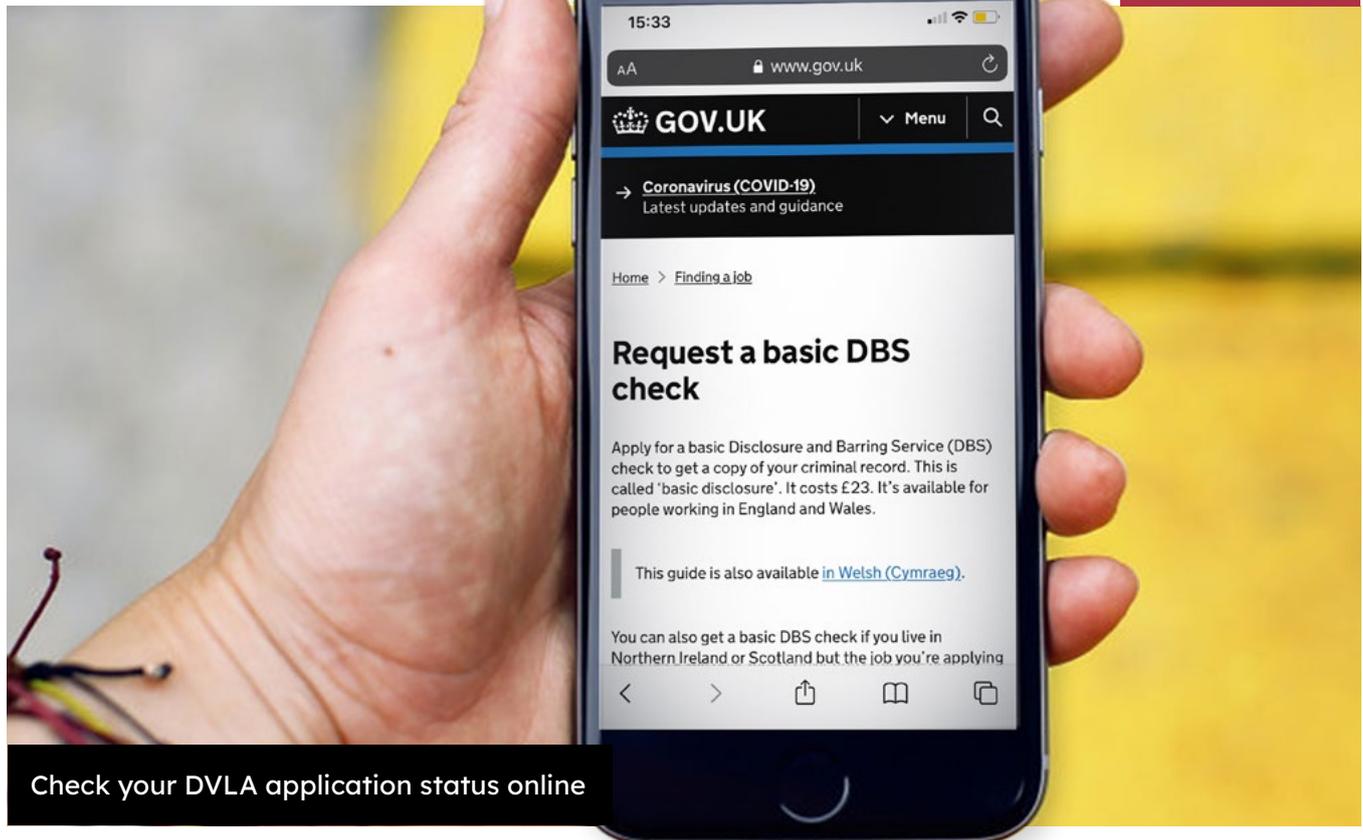
Daren, who is a member of fundraising group Cabbies do Kilimanjaro, said: ‘We were honoured to be invited to meet the High Commissioner. We had lots to talk about as Asha originates from a tribe that lives not far from Kilimanjaro and she told us of how she had always enjoyed the view of the tallest mountain in Africa from her village. Tanzania is such a beautiful country and has many World Heritage Sites, including the spectacular Ngorongoro Crater, and we can’t wait to return to this amazing country we have fallen in love with.’

John and Daren first climbed Kilimanjaro in 2019 and after an agonising wait for coronavirus restrictions to lift, they are heading back to Tanzania to climb Mount Meru first before being joined by the rest of the Cabbies do Kilimanjaro team to climb Mount Kilimanjaro.

Cabbies do Kilimanjaro was set up as a way for the drivers to get fit while raising money for charities. This time the challenge was to raise funds for the Taxi Drivers’ Charity for Children and also for a Tanzanian children’s community project, and so far more than £7,000 has been raised.

You can follow the cabbies’ adventure on their [dedicated website](#) and donate via their [justgiving page](#).





Check your DVLA application status online

DBS update service

Have you registered with the Disclosure and Barring Service (DBS) update service yet? Subscribers to this service do not have to apply for a new check when renewing their licence, eliminating the risk of delays in the processing of applications. It costs just £13 per year and saves you money on the cost of a new DBS check. Once you've registered, you can sign into the service to:

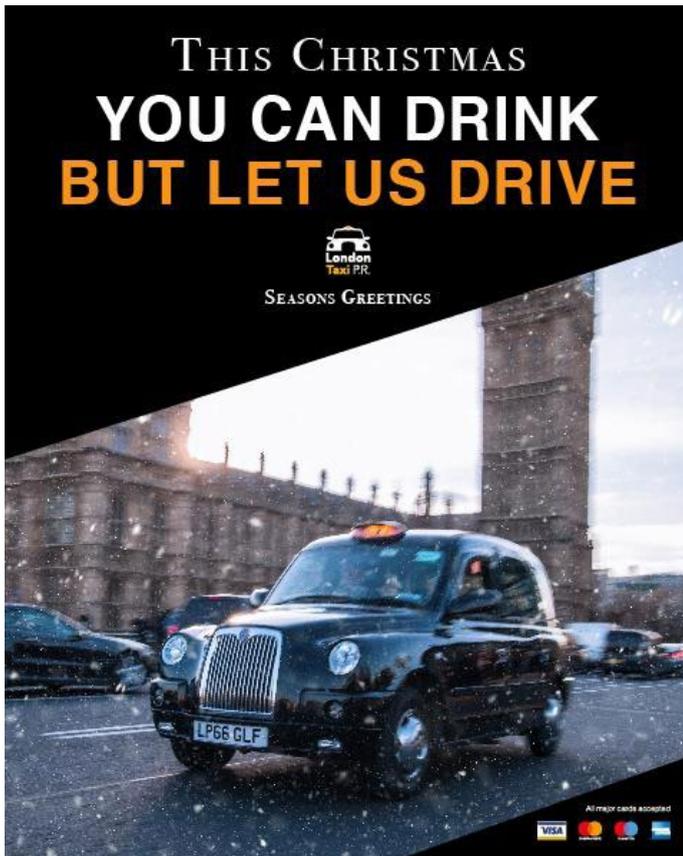
- Add or remove a certificate
- Give employers permission to check if anything's changed on your certificate
- See who's checked if anything's changed on your certificate
- View your details

More information about the [DBS Update service](#) is available on TPH's [Licensing information page](#).



Getting in touch with the DVLA

There are currently no delays with the [DVLA website](#), which is the quickest, easiest, and often cheapest way to apply for a host of DVLA services. If you have submitted a paper application, you can also check online to see the status of your application.



Update on London Taxi PR's campaigns

London Taxi PR's Orange Taxi Remembrance ribbons initiative, in recognition of those lost from the profession during the pandemic, raised £1,200, which will be split equally between a number of the taxi charities.

It also ran a 'you can drink but let us drive' social media campaign across Christmas and New Year, which has been viewed by 102,268 people on Facebook and 49,698 people on Instagram. For more information, visit [London Taxi PR](#).

TPH licensing in numbers

19,692

Taxi drivers

14,452

Taxi vehicle licences

100,625

Private hire driver licences

79,974

Private hire vehicle licences

1,762

Private hire operators

Here to help

The online booking portal for vehicle inspections now offers live chat functionality. Licensees can use the service to raise any vehicle enquiries with a customer service advisor between 08:00 and 17:00, seven days a week. For enquiries outside these hours, licensees can submit an email request at tph.enquiries@tfl.gov.uk

Medical assessments

Owing to the pandemic, there may be delays in obtaining medical information from GPs and licensees are being urged to book medical assessments as early as possible. TfL is also addressing the need to provide a medical assessment on a case-by-case basis.



If you are due to provide a medical assessment and are unable to secure an appointment, please contact TPHLicensing@tfl.gov.uk. Your individual circumstances will be taken into consideration, and you will be given advice on the next steps.



Only taxis can use taxi ranks

Taxi rank news

There are plans to issue PCNs at Paddington and Edgware Road, at the junction with Harrow Road, where taxi drivers are over-ranking and blocking the pedestrian crossing. This location has already been identified under the Safer Junctions programme for improvements and further works on it will start later this year.

From 20:00 on Monday 14 March to 05:00 Wednesday 16 March, there will be a lane closure for routine maintenance and cleaning of the exterior of Piccadilly underpass.

The rank at South Lambeth Road is currently suspended between 04:00 and 01:00, Monday to Friday, to make room for a temporary bus stop. The rank will be available at weekends and bank holidays. The suspension will be in place until Sunday 22 May.

The Grosvenor Crescent rank is suspended until 1 April while building work takes place.

While the Finsbury Pavement rank is suspended for building works, two spaces have been relocated to Finsbury Square until 2023.



Testing taxi brains

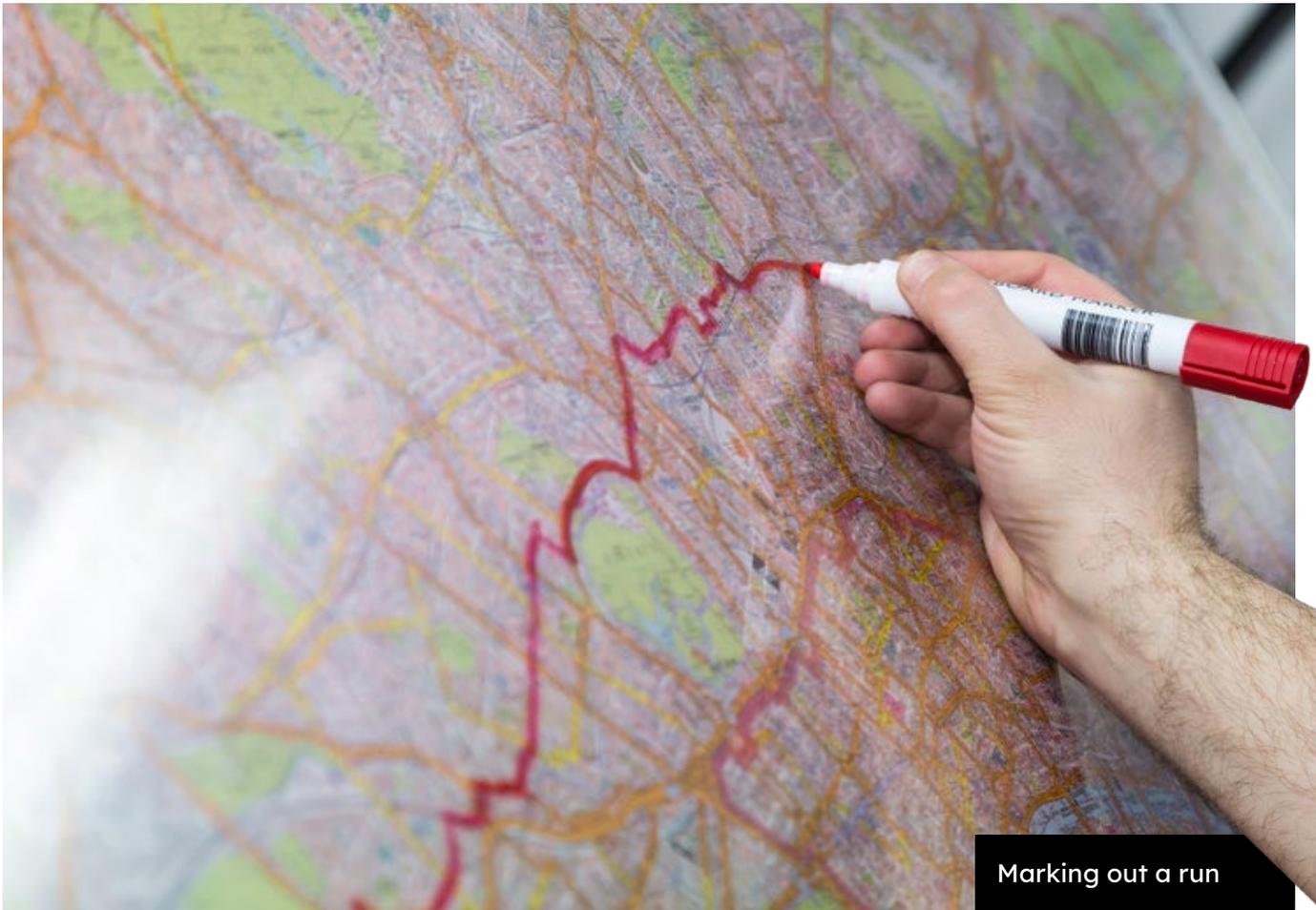
Research has shown that London taxi drivers' brains have a larger hippocampus – the part of the brain responsible for memory – than other people and it is all down to their learning the Knowledge. Now University College London is conducting the Taxi Brains project, studying cabbies' brains to

uncover clues to help scientists understand Alzheimer's disease. It is hoped the results will help develop diagnostics to help improve early diagnosis of dementia. There will be a larger feature on the results in the next issue of OnRoute.

Top talk



With the Knowledge team fully open for service, OnRoute chats to Mr John Shaw, Knowledge of London examiner



Marking out a run

John has been an examiner for more than a decade and was a full-time taxi driver for 25 years before that, having completed the Knowledge in 15 months (he jokes that the examiners at the time must have known his dad was a prison officer, so rushed him through).

He recalls very clearly his reasons for becoming a taxi driver: 'I was at a loss. I was 23 and I'd just returned from the USA after a year out there. I was thinking of going to college to study PE and become a teacher like my brother and sister, but that would have meant not having any income until I was 27! A friend had recently got their badge in about 14 months and was doing well on

the cabs, and I thought if he can do it so can I. The concept of being independent and being my own boss was what helped me make up my mind.'

When he started, John rented taxis, then bought his first Fairway in 1989, which was covered in newspaper print advertising the Evening Standard. The money he received for the advertising paid the deposit on the taxi. 'I had three more taxis after that before joining TfL,' he says, 'finally owning a Mercedes Vito. After I got my full-time contract with TfL, it wasn't a viable proposition for me to own a taxi anymore, so I sold the cab. Now I rent one for the weekend or borrow one from friends when I can.' ➔

All in a day's work

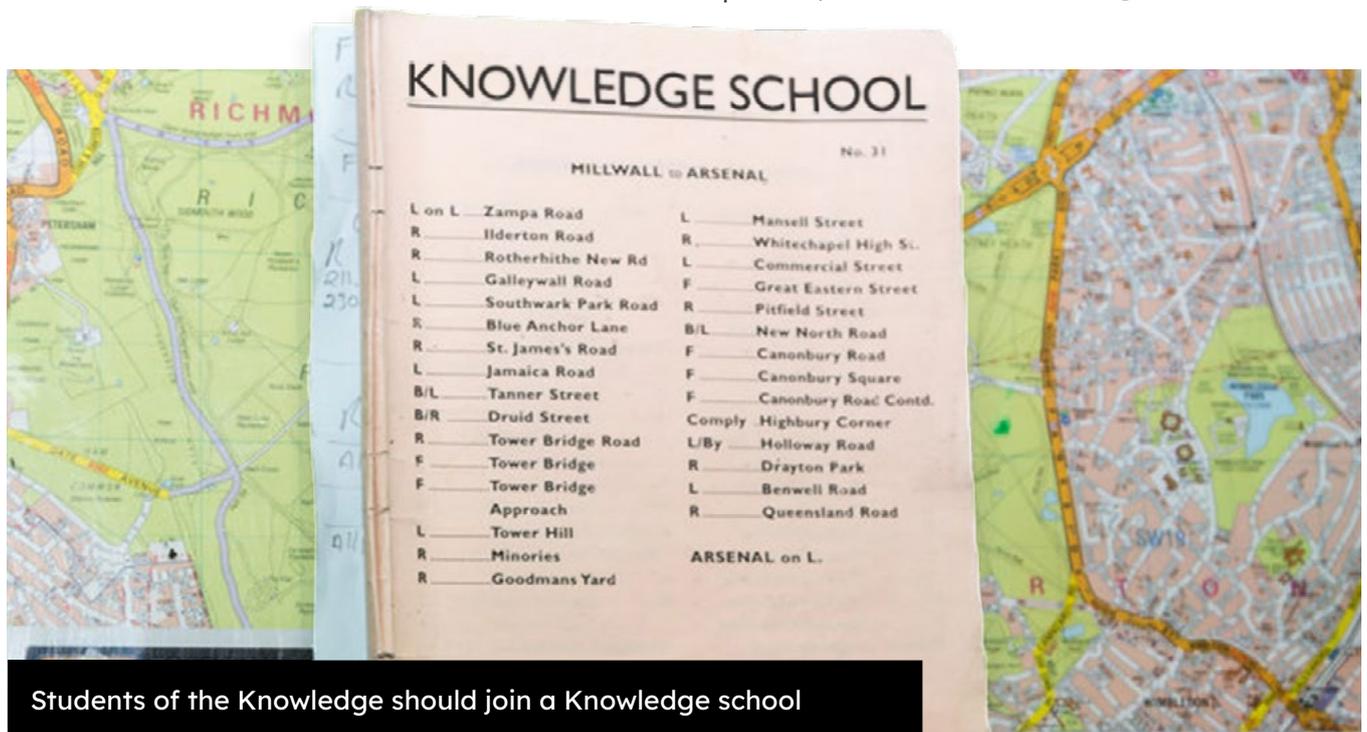
The team of 10 examiners starts work at 7am, with inputting all their Appearance results into Tola (TfL's computerised licensing system) as their first task. If they are doing Appearances, they need to check each candidate to make sure they haven't seen them for any of their recent Appearances. If so, they swap those with other examiners. John continues: 'Question preparation comes next, but maybe after a quick cup of tea, the driving force behind the Knowledge! Then on to Appearances. At present, Appearances are taking place in the morning, with the first starting at 8.20am. As each Appearance lasts for 20 minutes, they are all over just in time for lunch.'

Although Appearances can be really stressful for the candidates, sometimes there are lighter moments and John recalls how one candidate once said to him: 'Sir, do you know what we call you? King of the Blue Book!'

Other duties for the team include conducting initial talks, overseeing Stage one and Stage two exams, route review days, on foot or by car, and Finals, when candidates take their final exam before getting their badge.

'Route review days are a particularly important part of our job. We are seen by candidates as 'experts' on all things Knowledge so we have a lot to live up to,' says John. 'This is where we look at road changes and check out points of interest and this information is then shared among the examiners.'

He has some top tips for candidates trying to learn the runs themselves: 'Get the basics right first; learn your Blue Book runs and go to a school or call-over club. Have at least one call-over partner if you can't do either of these.' And like many other London cabbies, John has his own favourite run – Euston Station to Brixton Prison, List 8 Run 9 – because: 'This is where my dad worked and lived in the prison officers' flats, next to the prison, until I was seven.'



Students of the Knowledge should join a Knowledge school



Coronavirus update

The latest advice on living with COVID-19

On Monday 21 February, the Government set out its Living with COVID plan. TPH will continue to monitor Government guidance, including specific guidance for taxi and private hire services issued by the Department for Transport, and will update licensees as appropriate in the form of TPH notices.

The plan confirms the following actions:

- It removes the legal requirement to self-isolate following a positive test. Adults and children who test positive will continue to be advised to stay at home and avoid contact with other people for at least five full days and then continue to follow the guidance until they have received two negative test results on consecutive days
- No longer asks fully vaccinated close contacts and those aged under 18 to test daily for seven days
- Removes the legal requirement for close contacts who are not fully vaccinated to self-isolate ➔

- Ends self-isolation support payments, national funding for practical support and the medicine delivery service will no longer be available
- Ends routine contact tracing. Contacts will no longer be required to self-isolate or advised to take daily tests
- Ends the legal obligation for individuals to tell their employers when they are required to self-isolate

The wearing of face coverings is no longer a TfL condition of carriage on its services, it is still recommended that drivers and customers continue to wear them if they are able to.

Face coverings

It is strongly recommended that taxi and private hire drivers and passengers continue to wear a face covering at all times when in a taxi or private hire vehicle. →

More on the coronavirus

You can read the entire TPH notice, Coronavirus update 29 – Living with COVID, including further Government actions being implemented on 1 April, by visiting the [TPH notices and consultations](#) section of the TfL website.



Drivers are urged to continue to wear face coverings

Passengers sitting in the front seat

Previously, TPH guidance has been that passengers should not sit in the front passenger seat in private hire vehicles.

TPH continues to encourage passengers to sit as far away from the driver as possible, ideally in the rear passenger-side seat. However, on journeys with more passengers, the front passenger seat can be used.

Personal safety and hygiene measures

These personal hygiene precautions will help to protect you from catching COVID-19

- ✓ Wash or use hand sanitiser on your hands regularly
- ✓ Keep a bottle of hand sanitising gel in your vehicle. It is recommended this be a minimum 60 per cent alcohol
- ✓ Wash your hands or use sanitising gel after handling cash
- ✓ Do not touch your face
- ✓ Drivers should avoid using the recirculated air option for the car's ventilation system when carrying passengers and instead use the car's vents to bring in fresh air from outside or lower the vehicle's windows
- ✓ If conditions allow, the car windows should be kept open
- ✓ Passengers should be encouraged to use contactless payment or to pay online wherever possible

Green zone

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



Shell ultra-rapid charge hub opens in Fulham [p30](#)

[p23](#) Could you Go for Zero?

[p25](#) London's 2030 electric vehicle infrastructure strategy

[p28](#) Finding your nearest charge point



Powering up electric vehicles

The move towards more electric cars on our roads gathered pace last year with more registered in 2021 than in the previous five years combined.

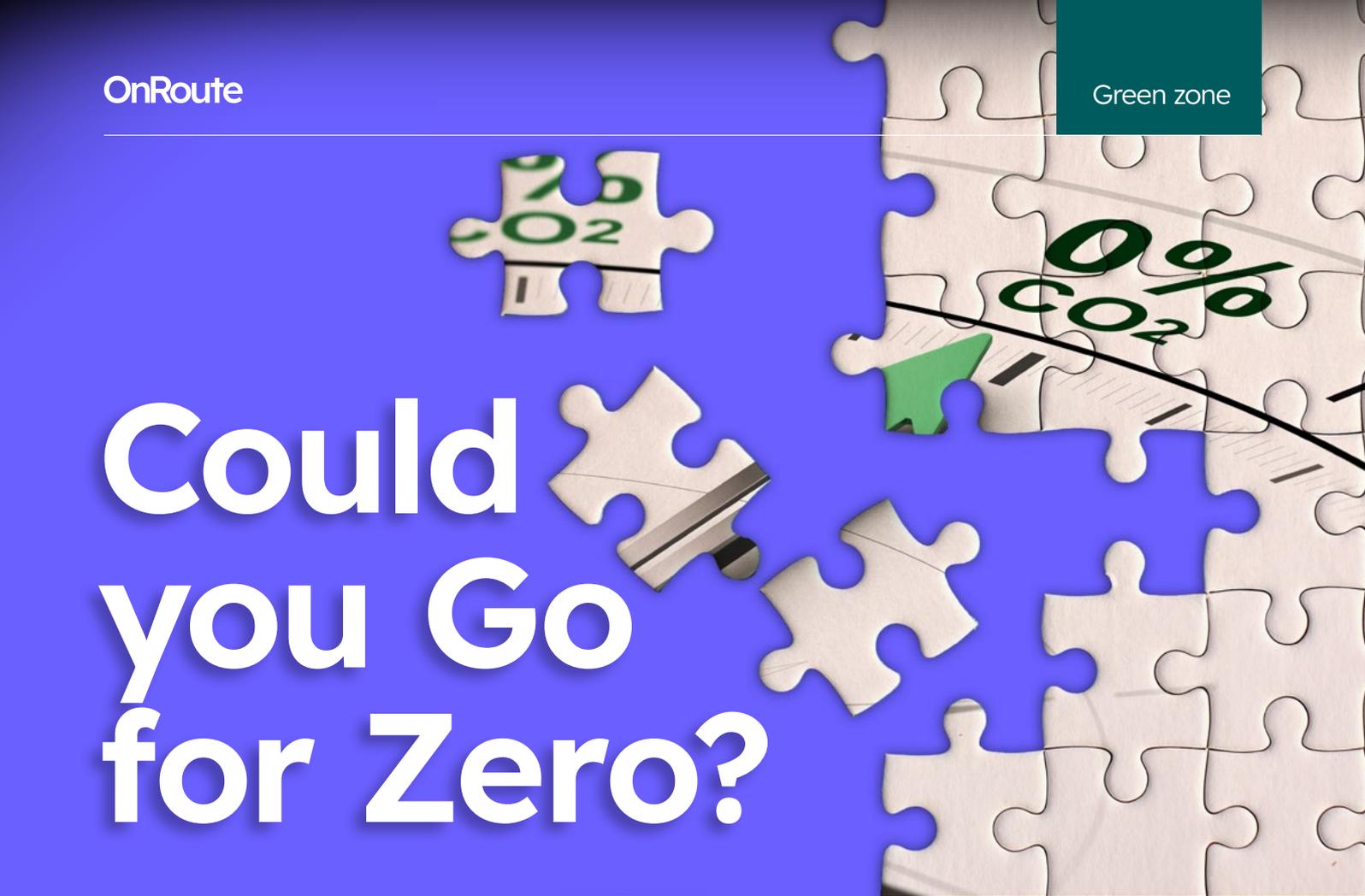
According to the Society of Motor Manufacturers and Traders (SMMT), preliminary figures show that some 1.65 million new cars were registered in 2021 with registrations of electric cars rising more than 75 per cent; from 108,000 in 2020 to 191,000 last year, with London and the South East accounting for 20 per cent of all pure electric and plug-in hybrid vehicles registered.

Mike Hawes, SMMT Chief Executive, said: 'A record-breaking year for the cleanest, greenest vehicles is testament

to the investment made by the industry over the past decade and the inherent attractiveness of the technology. The models are there; with two of every five new car models now able to be plugged in, drivers have the widest choice ever and industry is working hard to overcome COVID-related supply constraints.' [OR](#)

Did you know?

The Tesla Model 3 was the second best-selling car in the UK in 2021 (34,783 units sold) after the Vauxhall Corsa (40,914)



Could you Go for Zero?

GO FOR ZERO

From 1 January next year, all private hire vehicles licensed in London for the first time must be zero emission capable (ZEC) and meet the Euro 6 emissions standard. If you're a private hire driver or operator considering swapping your vehicle or fleet over to electric but confused about which model would best suit your needs, why not consider taking part in a trial being run by Go for Zero?

This project, developed by electric vehicle comparison site Love My EV and

journey-tracking app Eloy, is a free and impartial online assessment tool, which aims to provide easy answers to help small businesses and sole traders see the potential of switching to electric vehicles charged with clean energy.

Drivers are invited to download a free journey tracking app that relays data during their working hours, much like a telematics device. The online dashboard then shows electric vehicle suitability and cost estimates.

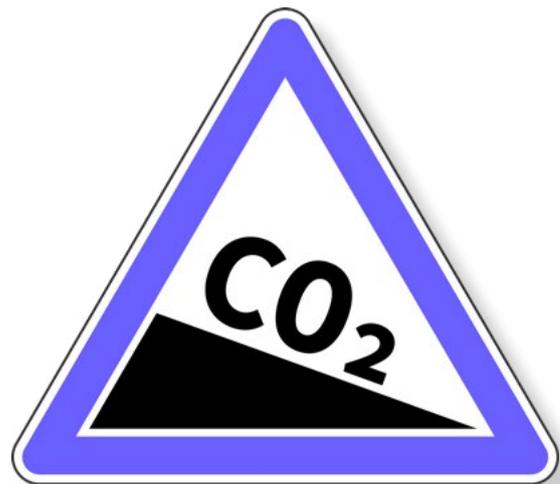
Mat Thomson of Love my EV explains: 'Basically, Go for Zero is there to help people find the right electric vehicle for them, including working out the right battery size and also charging infrastructure. The website uses quite sophisticated algorithms – individuals or companies just sign up to the website and then download an app they use while driving around. Based on the information the app gives us, we can then give them a really clear idea of what electric vehicle they should choose. Powering an electric vehicle is significantly cheaper than fuelling a petrol or diesel one. The cleanest energy is also the cheapest - so we help drivers who can charge at home find the right off-peak energy tariff. This makes every electric mile not only zero emissions for our streets, but also as low carbon as possible.'

Participants have access to the processed journey data in an online report containing:

- Overall score for electric suitability
- Electric suitability score for each vehicle in an SME fleet
- Total cost of ownership estimate of current vehicle (editable)
- Total savings from going electric
- The impact of various electric models on cost and charging patterns

If you'd like to take part in the trial, or find out more about it, visit the [Go for Zero website](#). 

'Drivers can check how their day-to-day journeys would be affected by switching to an electric vehicle, including the impact of heavier payloads and winter temperatures'



Why it pays to go electric

Battery electric and hydrogen fuel cell vehicles are currently eligible for a 100 per cent Cleaner Vehicle Discount to the Congestion Charge

The Government offers grants for new plug-in vehicles

ZEC vehicles pay either no vehicle tax or a reduced rate depending on their CO₂ emissions, the vehicle list price and year of registration

Some London boroughs offer free or reduced-charge parking for electric vehicles

Looking to 2030

London's [2030 electric vehicle \(EV\) infrastructure strategy](#) was published in December. Taking into account recent and expected future developments in the industry, it sets out what is needed to ensure enough electric vehicle infrastructure is in place by 2030, and proposes how TfL will work with the wider public and private sectors to achieve this.

The amount of charging infrastructure in London has grown considerably over the past few years, and there are now more than 8,600 publicly accessible charge points, delivered through both the public and private sectors. By November 2021, London boroughs had installed around 4,800 slow-to-fast charge points, and TfL met its target of 300 rapid charge points being installed by the end of 2020. The public sector has supported the opening of two rapid hub sites in Stratford and Woolwich, defined as having a minimum of six rapid, or faster, chargers enabling six or more vehicles to be charged

simultaneously. Another hub site, Baynard House in central London, is expected to open this spring. The private sector has also delivered hub sites at Heathrow, Croydon, Fulham Road and New Kent Road.

Delivery is accelerating but must accelerate faster. Forecasts suggest that by 2030, there could be between one and 1.4 million electric vehicles, equivalent to between 34 per cent and 49 per cent of London's total car and van fleet. A good geographic spread of slow-to-fast charge points will be needed to service these vehicles, particularly where priority users, such as private hire drivers, will need them.

The strategy considers what might be needed and what more can be done to help people transition to zero-emission vehicles. These are the key points in the strategy most relevant to taxi and private hire drivers. ➔



2.6 million

tonnes of carbon dioxide emissions could be saved per year by 2030 through switching to EVs



85%

increase in the number of EV charge points, compared to 2019



60,000

charge points could be needed in London by 2030, including up to 4,000 rapid

Taxi Drivers

More than a third of the active taxi fleet in London is now ZEC or fully zero emission.

As many as three in four London taxi drivers live in less densely populated areas, with a majority living in east and southeast London, where more households have private driveway access and the option of home-based charging. Taxi drivers who are able to charge overnight (or between shifts) at or near home are likely to want to continue to do so. As more taxi drivers choose to switch to electric vehicles with greater battery range and longer charging times, this demand for slow-to-fast charging at or near to home is set to grow.

However, there are still many drivers who do not have this option. While access to public slow-to-fast charging is crucial to support close-to-home overnight charging for drivers who don't have driveways, it will not be a complete solution to charging demand.

Convenient access to rapid charging points for taxi drivers is needed across London, while the greatest demand for additional rapid charging will be within and around central London.

Rapid hubs will provide access to fast and available charging with multiple charge points in suitable locations where taxi drivers operate.

Other key locations will include those where drivers are able to top-up before a shift, during planned breaks or between rides. These include:

- Sites on or adjacent to major arterial routes into the centre of London and inner orbital routes (including the North and South Circular)
- Locations on routes close to Heathrow and London City airports
- Locations near taxi ranks
- Other town centre locations where drivers have other tasks to do while charging

Actions to support taxis

Find technical solutions to enforce taxi-dedicated bays

Working with charge-point operators, these solutions will ensure only taxis can use taxi-dedicated points. This work has already begun.

Continue to deliver taxi-dedicated bays

These will be in locations where taxi drivers frequently work, subject to funding. As demand grows in other key sectors, we will also explore dynamic solutions to maximise utilisation.

Continue to explore charging options

Including wireless charging on taxi ranks.

Private hire vehicles

Currently, 18 per cent of the private hire vehicle fleet is estimated to be compliant with the private hire vehicle ZEC requirement. Almost five per cent of these vehicles are pure electric and around 13 per cent ultra-low-emission vehicles with 75g or less CO₂ and so may be less reliant on charging infrastructure than fully electric vehicles.

With the average private hire vehicle travelling more than 100 miles each day, drivers will want to be able to start a shift with a full charge. Until vehicles can be charged quickly using ultra-fast charging, drivers are likely to seek to charge their vehicles overnight in order to avoid losing working time.

Private hire drivers are less likely than taxi drivers to have access to private off-street parking, with more than two-thirds living in areas where less than half of households have access to private parking. There are some key locations where large numbers of drivers live and where public charging needs are expected to be high:

- Inner east London – and especially within the boroughs of Tower Hamlets, Newham, Barking and Dagenham and Redbridge
- West London – particularly within Brent, Ealing, Hillingdon and Hounslow

The high daily mileage travelled by private hire drivers means they need access to rapid charging to top-up battery levels during break periods or between rides. Central charging locations are likely to be in high demand, with TfL analysis suggesting up to 40 per cent of traffic within central London is made up of private hire vehicles at certain times. However, a key difference between taxis and private hire vehicle trips is that the latter are less concentrated within central and inner London so access to rapid charging outside central areas will be highly important.

The full strategy is [available to download](#) from the TfL website. 

Actions to support private hire vehicles

Encourage delivery of slow-to-fast charge points where drivers live

These will be focused in areas with a high proportion of private hire drivers.

Support the delivery of rapid charging where drivers live and work

These will focus on rapid charging where private hire drivers live and work, such as town centres across the city.

Instigate a regular forum

From the end of 2021, this forum between charge-point operators and private hire representatives will help solve specific issues.

Green private hire

Following its purchase of black taxi platform ComCab, Addison Lee already has more than 1,000 zero-emission taxis in its fleet. It has now pledged to become fully electric by 2023. To support the pledge, it has partnered with Volkswagen to purchase a fleet of its electric ID.4 vehicles.

Addison Lee is also launching a Future of Mobility fund, which will provide £3.5 million to support drivers with charging infrastructure and the cost of the Congestion Charge. Andrew Wescott, Addison Lee's Head of Regulatory and External Affairs, says: 'We are really proud to be at the forefront of the private hire and taxi industries shift to electric vehicles. Drivers, more than anyone, experience the day-to-day issues with poor air quality in London and we want to do our bit to clean up the city. We are keen to work with TfL and all London boroughs to ensure that professional drivers have greater access to charging infrastructure and can thrive as they shift to electric vehicles.'

Several of London's other major private hire operators have pledged to support their drivers in the switch to electric vehicles, setting themselves challenging targets for electrification. Both Uber and FREE NOW have stated that all rides booked through their platforms will be delivered using ZEC vehicles by 2025.



Volkswagen's new electric ID.4 vehicle



An electric charger with charging cable attached

Where's my charger?

If you drive an electric vehicle and get range anxiety about where your nearest charger is, look no further than Zap Map. This shows where many rapid charge points are installed across London.

The map allows you to check which charge points are available, find your nearest one and also plan a driving route via a rapid charging point. Zap Map can also be downloaded as an app from the Apple app store or Google Play.

Find a [list of electric charge points](#) on the [Zap Map](#) website.

You can also check out TfL's own [London Electric Vehicle Charge Points map](#). This is a simplified map of charge points across Greater London and up to the M25. It has filters to find charging points exclusively for taxi and private hire vehicle use.



CHARGING
LANE

Is wireless charging the way forward?

Wireless charging in a vehicle requires a coil or charging pad to be located under the road or parking space. When an electric vehicle is stationary or moving over the charging plate, the vehicle's battery is automatically charged without any driver intervention or 'plugging in'.

Wireless charging for electric vehicles has been in development for a number of years and demonstrated in several pilot projects. In late 2020, the US Society of Automotive Engineers announced a global standard for wireless electric-car charging, which could help accelerate the technology's roll-out. BMW and Daimler have agreed to develop and use standardised inductive charging technology for their next-generation electric vehicles.

TfL is a partner in one of Innovate UK's wireless charging demonstration projects, following an earlier feasibility study looking at the benefits and obstacles to this technology being used by taxis. Wireless charging at taxi ranks could provide an alternative to plugging into a conventional charge point, supporting drivers to charge more easily and more often while waiting for their next passenger. A global standard for wireless charging should now enable hardware to be developed at lower cost; premium vehicle manufacturers are already starting to incorporate wireless charging as a factory-fitted option on some electric vehicles.



Powering up the Fulham Road

Last month, Shell launched Shell Fulham, an electric charging hub featuring nine high-powered, ultra-rapid 175kW charge points, which can charge most vehicles from zero to 80 per cent within 10 minutes. This is three times faster than more widely used 50kW rapid chargers. Like all of Shell's electric chargers in the UK, those at Shell Fulham run on 100 per cent certified renewable electricity.

The hub features a sustainable design including a timber canopy with built-in solar panels, and roof and shop windows that employ double glazing with high insulating properties. The hub includes a seating area, free Wi-Fi, a Costa Coffee café and Little Waitrose & Partners.



What a difference two years can make



Assistant Operations Manager Edyta Stevenson talks about life on London's streets during and after the COVID-19 lockdown.

She posted the two images above on TfL's internal message board with the following note: 'Spot the difference. These pictures were taken two years apart - the top one in December 2019 and the bottom on 18 November 2021. Despite similarities, so much has changed in our

lives in the past two years... Interestingly, for some reason we all remembered that particular operation in December 2019, not expecting what the new year had prepared for us.'

Here, Edyta tells us what two years of living with the pandemic in London has been like. Edyta has worked at TfL for more than 13 years, starting in HR and spending five years at the London Dial-a-Ride Wimbledon Depot before joining Compliance, Policing, Operations and Security (CPOS) in 2016. She now leads a team of 17 operations officers. ➔

What has it been like out on the streets since the start of the coronavirus pandemic?

‘I can remember the start of the pandemic when nobody knew what was going to happen, that feeling of uncertainty and concern about life, and the life of your loved ones. Very quickly, that feeling evolved into a need to do something to help in the pandemic and a sense of pride at being a key worker. I volunteered to help with face covering distribution to all CPOS officers while our operations officers continued with on-street activities, ensuring the compliance and the safety standards of the taxi and private hire trades were not affected.

At the peak of the pandemic, when there were fewer vehicles on the road, we supported other activities to assist key workers in getting to and from work safely. One of many examples was supporting key workers at the new Nightingale Hospital, also working collaboratively with Dial-a-Ride and distributing safety kits, which included hand sanitisers and face coverings, to taxi and private hire drivers.’

Have you talked to many drivers about how they feel about the restrictions which have been in place?

‘We continue to encourage the drivers to wear face coverings when in a licensed vehicle, unless they are exempt. When face coverings were first introduced, our operations officers were engaging and educating drivers and passengers on



Edyta Stevenson,
Assistant Operations Manager

the importance of wearing them before considering enforcement action. After two years of the pandemic, I think everyone understands now that the measures are there to protect us and everyone around us.’

Any weird incidents you have come across?

‘One thing that stuck in my mind was seeing deserted London streets, without cars and no people around. When travelling to deployments to see my staff at that time, if I came across people, we exchanged a look (and sometimes a smile) like we were the only people in the world. That was a very weird feeling.’ ➔

Have you talked to many drivers about what the pandemic has meant to them?

‘Taxi and private hire were enormously affected by the pandemic. I remember talking to drivers at the start and they expressed their concerns and the uncertainty that comes with it. Once the restrictions were loosened, we saw a huge increase in people and vehicles on the road and I have seen the trade picking up again and people queuing to get a taxi from taxi ranks. We increased our on-street operations in line with the recovery plan. The trades became busy again and we have seen less vehicles on taxi ranks because they were on their journeys.’

Do you think the taxi and private hire trades will come out of this pandemic stronger once it is over?

‘The world is evolving quicker than ever before; the way we work and the tools we use. The trade is also evolving. We have learnt to use technology to engage with operators during the pandemic, and we see more electric vehicles on our streets. Some taxi and private hire fleet owners already have plans to fully electrify their fleets.’ 



Face coverings are still recommended for drivers and their passengers

‘If I came across people, we exchanged a look and sometimes a smile, like we were the only people in the world’

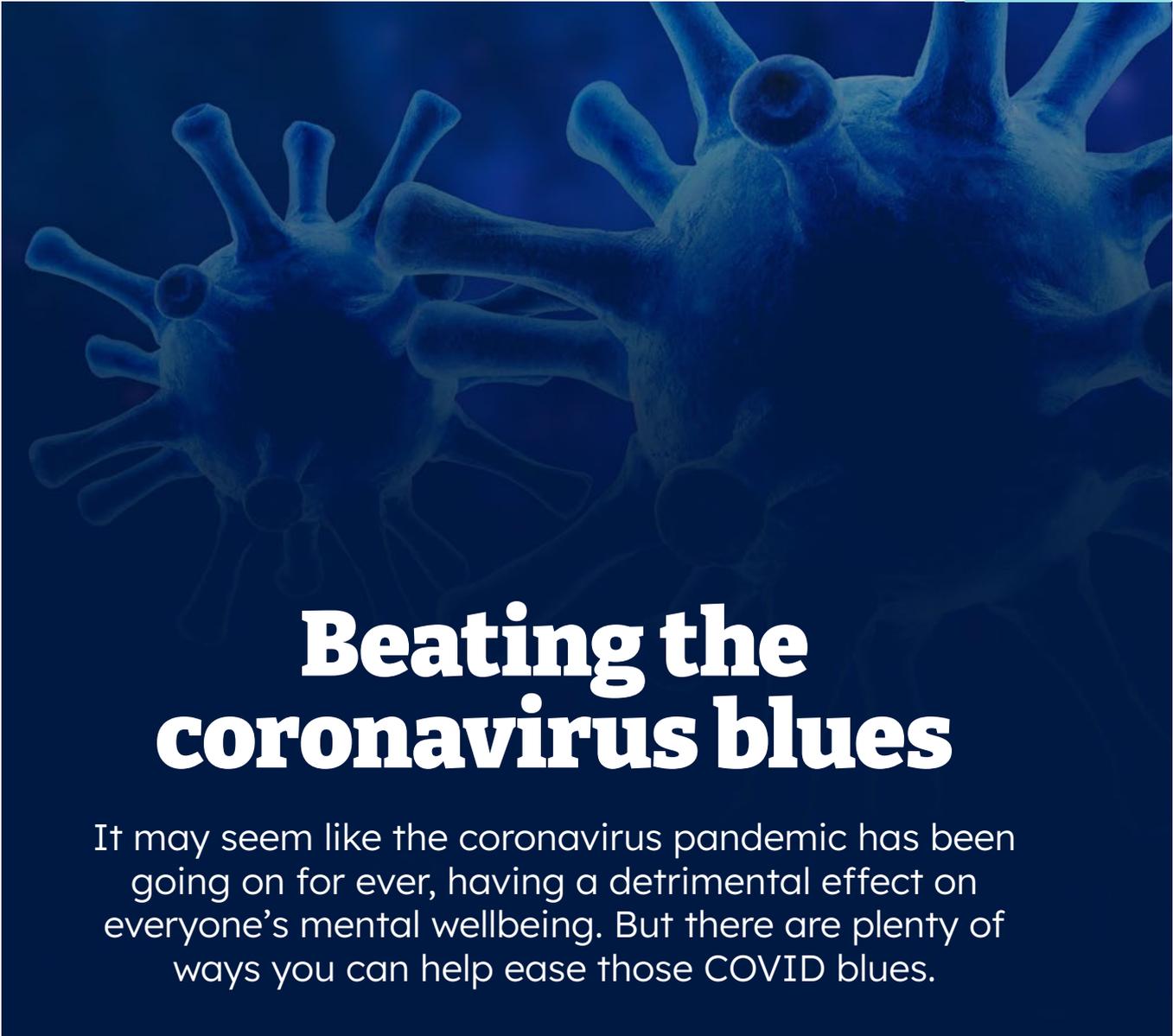
Wellbeing

Fit to face the future



Top tips to help you ease the COVID blues p35

p40 Wellbeing support



Beating the coronavirus blues

It may seem like the coronavirus pandemic has been going on for ever, having a detrimental effect on everyone's mental wellbeing. But there are plenty of ways you can help ease those COVID blues.

One of the main things to recognise is this is an unusual situation and things will eventually return to a more 'normal' state. But in the here and now, you may have very mixed emotions. These may be concerns about getting sick, financial worries, or feeling hopeless about when the pandemic might come to an end.

You may be:

- Feeling down, depressed or hopeless
- Having trouble falling or staying asleep, or sleeping too much

- Thinking you are a failure, or have let yourself or your family down
- Having anxiety attacks (suddenly feeling fear or panic)
- Finding yourself easily annoyed or irritable
- Feeling afraid as if something awful might happen

These feelings are likely to pass with time so you should be patient with yourself. There are many practical steps you can take to manage your feelings and give yourself a more positive outlook.

1

Have a natter

They say a problem shared is a problem halved, so it is important to talk about how you are feeling with a friend or loved ones. You don't have to be specific, you could just have a chat over a cuppa about the pandemic generally and how it is affecting people's mood. If you don't feel you can talk about it, what about writing your thoughts down? Keeping a regular 'mood diary' will help you assess if your mental state is getting better or worse.

2

Find room for some 'me' time

Make space in your daily regime to concentrate on something you enjoy. It could be anything from reading, listening to music, to indulging in a hobby. If you can, get out in the fresh air and enjoy nature or organise a walk in the local park with friends or family.



Experiencing nature can help combat stress



3

Stop rushing

Sometimes, worries and anxiety seem to go round and round our heads like a never-ending rollercoaster, especially if our days are full of non-stop activity. Build breaks into your daily regime and go at your own pace. You may find if you stop and take a breath, that incredibly urgent chore or activity isn't actually as urgent as you initially thought it was.



Try to be fully connected to the present

4

Live in the present

Worrying about things which may or may not happen in the future will stop you from concentrating on the present. Being fully connected with now is known as mindfulness and there are many techniques that can help you stay in the moment – from breathing exercises (see page 39) to yoga and meditation. The trick is to find something you enjoy doing and so will practise it regularly.

5

Get into a routine

It may not be your old routine, but finding a 'new' routine will regulate your days and may stop feelings of uncertainty. Setting specific times for work breaks, meals and most importantly, sleep, will help your body to deal with stress more efficiently.



Lower stress levels with yoga exercises



Monitoring your breathing can keep you calm

A breath of care

This calming [breathing exercise](#) is from the [NHS Live well](#) site and takes just a few minutes and can be done anywhere, even if you are sitting having a break in the driving seat of your vehicle. Just make sure you place your feet flat on the floor about hip-width apart.

Breathe in gently through your nose as deep down into your stomach as feels comfortable. Don't force it, the breath should flow freely. Count steadily from one to five, then let the breath flow gently out again for a count of five. Repeat the exercise for between three and five minutes. It should settle your thoughts and leave you feeling calmer. OR

What equals.. Mindfulness?



Assets from the [TPH health, wellbeing, safety and security forum](#), including exercises and relaxation techniques, are available online. More information on mental health is available from the [NHS](#) website.

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](#)

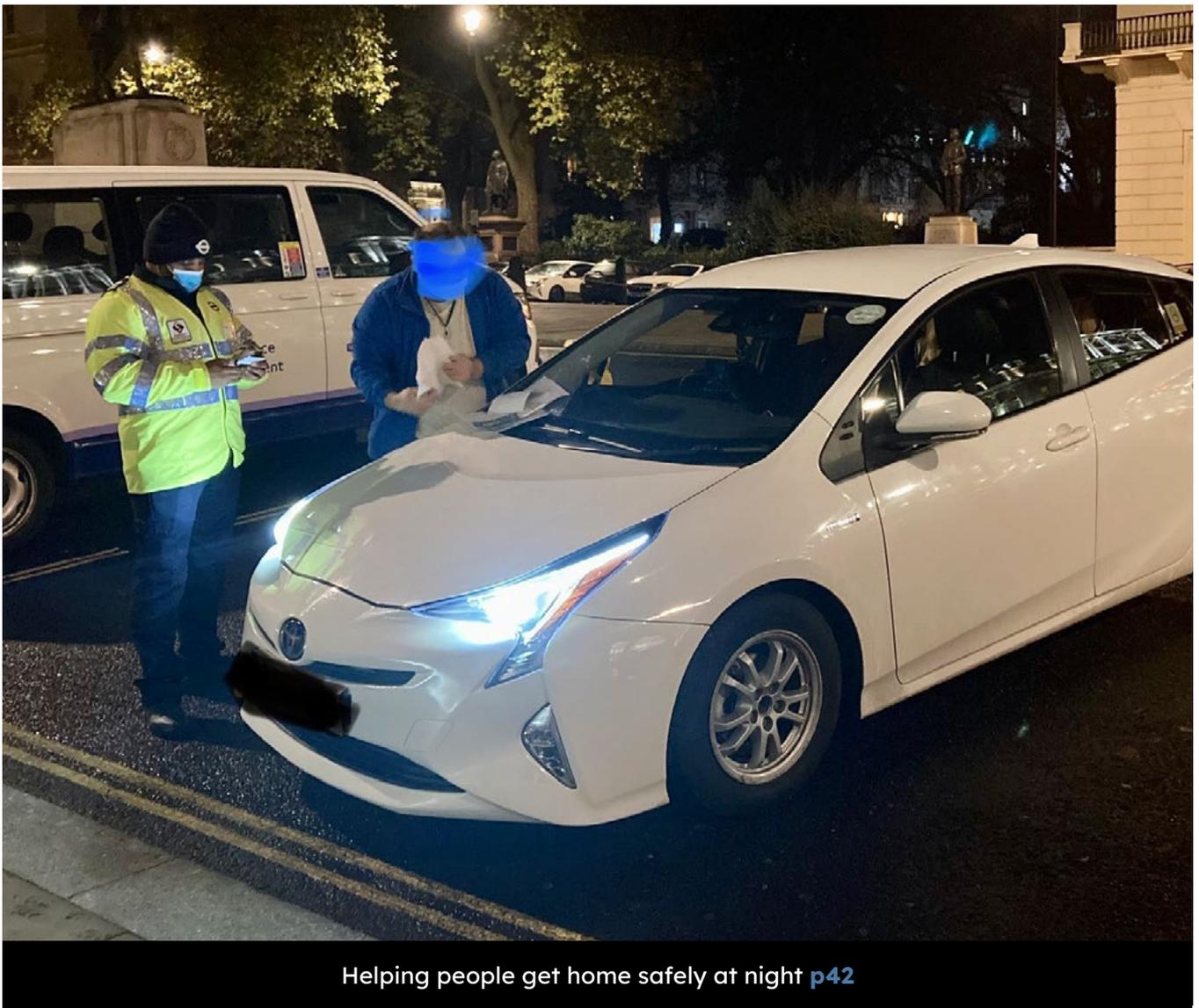
Information on driving fatigue and the
importance of not driving when tired

[UK Active](#)

020 8158 9700

Security

Safety information for both drivers and passengers



Helping people get home safely at night [p42](#)

[p44](#) Meet TfL's new Senior Operations Manager

[p45](#) Test your safeguarding knowledge

[p49](#) Guidance on safety screens

Safe after dark

The Safer Travel at Night (StaN) campaign, involving police and TfL operations officers, runs every December to help the travelling public get home safely by taxi, private hire vehicle or by public transport.

Last year, the campaign kicked off on 1 December, with TfL operations officers and police partners out engaging with the public about safe travel options and also cracking down on any illegal and unsafe activity.

Assistant Operations Manager, Satnam Padum, explains: 'This campaign allows us to really engage with our customers, giving us an opportunity to embrace our message of everybody home safe and healthy every day. This does not just mean our customers, but also our colleagues and our drivers.'

'Throughout December, we were able to educate the travelling public about unwanted behaviours on our network, the safety of women and girls, how sexual harassment doesn't just affect women but men too, and how to travel safely all the time. Our activities are focused on key locations, major hubs and sites identified through intelligence or feedback from our stakeholders. During the operation we engaged with more than 1,000 customers and 5,000 drivers.' →



Operations officers and police colleagues hold up Safer Travel at Night leaflets



An operations officer checks a taxi

‘The key message of STaN is: have you planned your journey home? If using a private hire vehicle, make sure it is booked in advance with a licensed operator via an app, phone, or at their office’

Ending violence against women and girls

The safety of women and girls remains one of TfL’s top priorities and it has a comprehensive programme of activities to tackle violence against women and girls and improve their confidence in travelling, including its Safer Travel at Night campaign.

In November last year, it started refresher training for frontline staff on sexual harassment, using material drawing on insights from women’s safety organisations such as the Suzy Lamplugh Trust, Survivors UK, Hollaback and Plan UK. [OR](#)



Operations officers check a private hire driver’s paperwork

Welcoming Babatunde

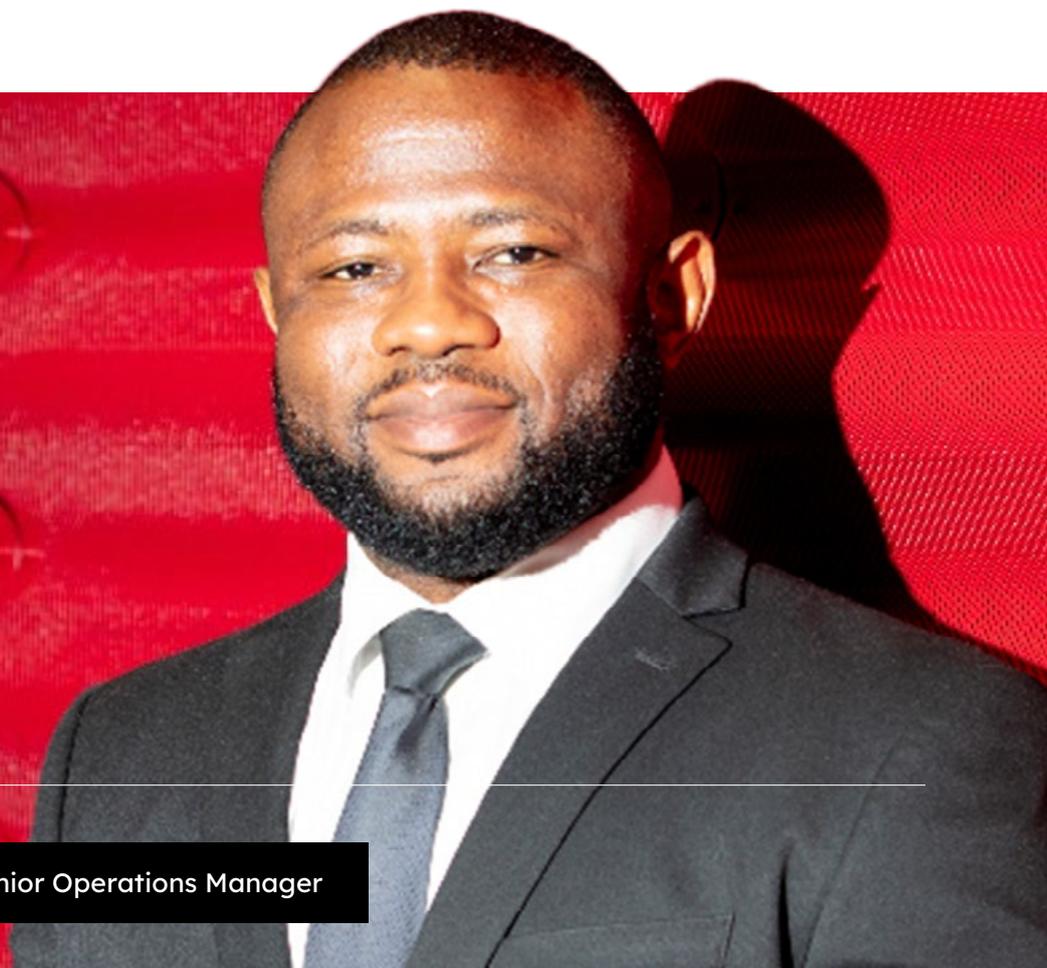
Meet TfL's newly appointed Senior Operations Manager, Babatunde Owolabi-Ajao

Babatunde has been working for TfL for 14 years. He started his career with London Underground in 2008 as a station supervisor. He joined the Compliance, Policing, Security and Operations (CPOS) Directorate in 2010, as an operations officer working in Taxi and Private Hire.

He has more than 10 years of experience working in the taxi and private hire industry leading the CPOS operational night team, supporting the trade and ensuring customer safety during the night-time economy.

Since joining TfL, Babatunde has also worked on numerous pan-TfL projects, including safeguarding and the Safer Travel at Night initiative.

As the new lead for this area, Babatunde says: 'I am committed to supporting the taxi and private hire industries to ensure customer and road safety on London's transport network. I plan to deliver on this commitment by supporting the industries through post-pandemic recovery and robustly promote the compliance of drivers and vehicles in London through engagement, education and enforcement. My team and I will continue to provide professional and high standard services to the industries and deliver our priority of a safe, secure and reliable journey on our road network.'



Babatunde Owolabi-Ajao, TfL's new Senior Operations Manager

Safeguarding

Find out how much you really know about safeguarding by taking our test

In the Department for Transport's Statutory Standards for Taxi and Private Hire Licensing, there is a focus on protecting children and vulnerable adults, also known as safeguarding.

In October last year, TPH introduced a new Safety, Equality and Regulatory Understanding ([SERU](#)) requirement, which applies to both existing private hire drivers and to new applicants. All questions in the assessment are based on content from the newly published Private hire [driver handbook](#), with further [guidance also available online](#), including example questions.

Take the quick test on the following pages to see how much you already know. You'll find the answers on page 48.

Questions

1 Who is safeguarding aimed at protecting?

- A. Everyone over the age of 18?
- B. Children, young people and vulnerable adults?
- C. The travelling public?

2 At what age can you take an unaccompanied child in your vehicle?

- A. At any age?
- B. At any age if they have a note from a parent or guardian?
- C. If they are 18 or older?

3 Which of the following could be a sign a child is at risk?

- A. Travelling alone during school hours, early in the morning or late at night?
- B. Looking ill-dressed or under the influence of drink or drugs?
- C. Appearing to be under the control of someone else?

4 What does the term 'county lines' refer to?

- A. When you travel out of London into the neighbouring counties?
- B. The differences between regulations governing taxi and private hire in London and elsewhere?
- C. City gangs exploiting young people to carry drugs to other locations for them?

5 What conditions could put an adult at risk?

- A. Having dementia?
- B. Mental health problems?
- C. A disability which makes them unable to communicate, report or avoid abuse?



Questions

6 What does the term human trafficking mean?

- A. The movement of people for exploitation in labour sectors such as manufacturing or nail parlours?
- B. The movement of people to become involved in forced begging or petty theft?
- C. The movement of people to become domestic slaves or for sexual exploitation?

7 If you see something you think is suspicious, how should you report it in the first instance?

- A. Call 101?
- B. Call 999?
- C. Call Crimestoppers on 0800 555 111?

8 What personal details do you have to give when you are reporting something suspicious?

- A. Your name and licence number?
- B. Nothing, you can report what you see anonymously?
- C. Your licence number and vehicle registration?



SAY SOMETHING IF YOU SEE SOMETHING

WATCH FOR

- UNUSUAL BEHAVIOUR OF PEOPLE TRAVELLING TOGETHER, ESPECIALLY IF THERE ARE ADULTS WITH YOUNG PEOPLE
- YOUNG PEOPLE BEING PICKED UP AND TAKEN TO HOTELS, PARTICULARLY AT ODD TIMES OF THE DAY AND NIGHT
- ADULTS PUTTING A YOUNG PERSON, WHO MAY BE UNDER THE INFLUENCE OF DRUGS OR ALCOHOL, INTO YOUR CAR

THIS IS ABUSE. DON'T MASK THE PROBLEM.

Report it.
Call 101, quote Operation Makesafe.
www.met.police.uk

METROPOLITAN POLICE

London safeguarding children 10100

TRANSPORT FOR LONDON

The police's Makesafe campaign urges everyone to report suspicious activity.

Other signs that a child, young person or vulnerable person is at risk include:

- Travelling to meet someone they do not know, perhaps who they have met online
- An adult putting a young person into your vehicle who may be under the influence of alcohol or drugs
- The behaviour of people travelling together, particularly if there is a mix of adults and young people
- A young person or vulnerable adult who looks concerned or frightened in the company of adults
- A child, young person or vulnerable adult who appears to be controlled or under control by someone else or having decisions made for them by another adult

What to do if you see something

Operators should be alert to possible signs of abuse, such as suspicious booking patterns. They should also keep a record of any incident/situations they are alerted to by drivers. The record should include a description of what happened, the name and address, a physical description of the passenger and the date and time so they can give these details to the police.

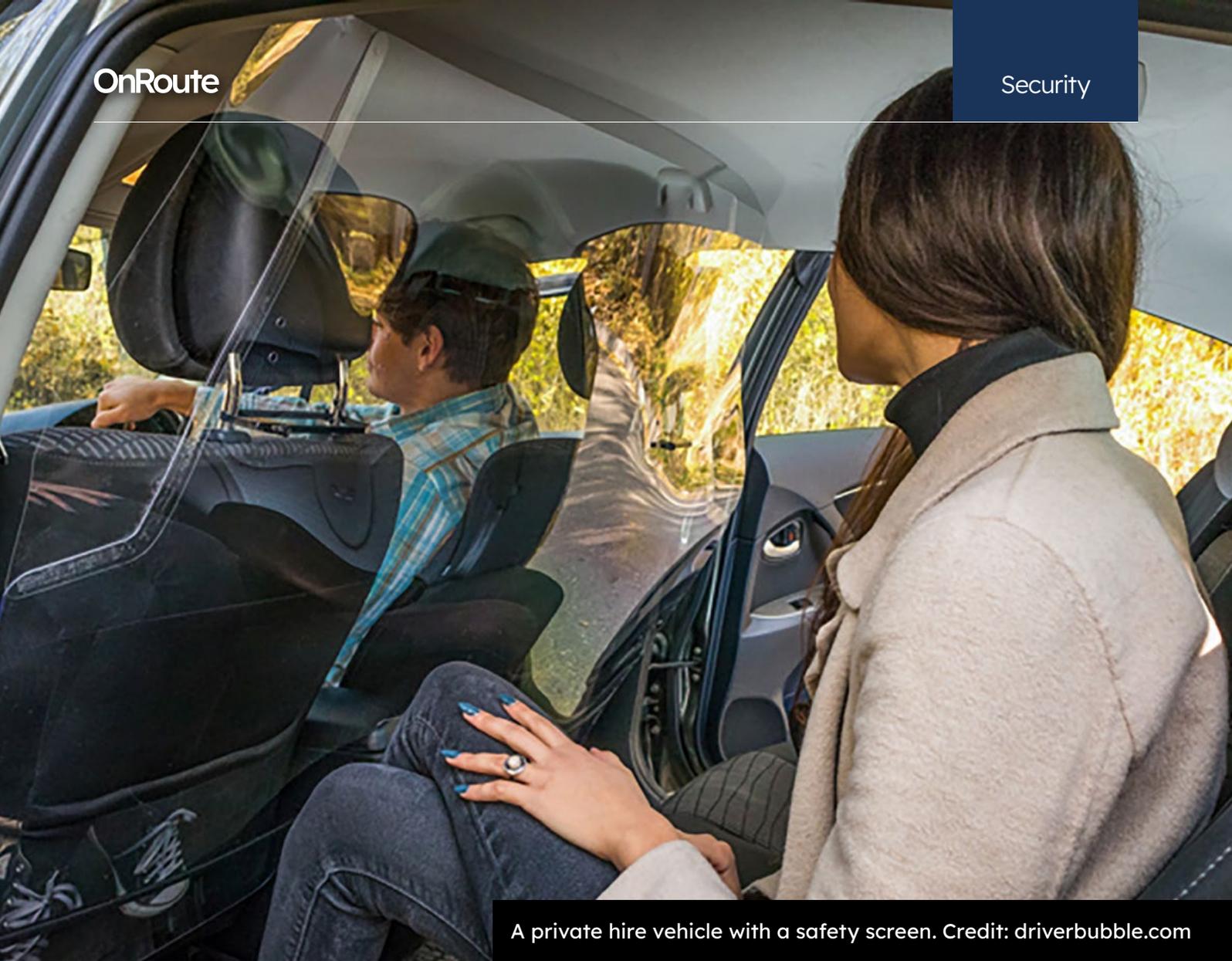
If you think you may have spotted an exploited youngster or vulnerable adult, you should report any incidents to the police by calling 101 or 999 in an emergency.

Answers

1. **B**
2. **A.** There is no reference in legislation regarding the age at which you can carry children unaccompanied.
3. **All three**
4. **C**
5. **All three**
6. **All three**
7. **A.** In the first instance you should always call 101. You should only call 999 in an emergency.
8. **B.** You do not need to give your details and can report anonymously, but the more information you can give the better.

Other reporting options include:

- **Crimestoppers**
(an anonymous service)
0800 555 111
- **NSPCC**
0808 800 5000
- **Modern Slavery Helpline**
08000 121 700



A private hire vehicle with a safety screen. Credit: driverbubble.com

Safety screens

The Department for Transport has published guidance on [safety screens](#) in private hire vehicles.

It has also added an updated risk assessment guidance for drivers considering installing a safety screen in their vehicle in its coronavirus guidance for taxis and private hire vehicles. Licensees who have already installed an approved temporary screen in their

vehicle can continue to use it. It is essential that any temporary screen or partition fitted in a licensed private hire vehicle meets appropriate safety standards and that only approved adaptations are made to vehicles. Any drivers who wish to install a temporary screen in their vehicle need to follow the established process for seeking approvals, via industry leading automotive testing facilities at Millbrook and HORIBA MIRA. Further information on temporary screens can be found on the TfL website.

The manual

Tips, advice and policy updates from TfL

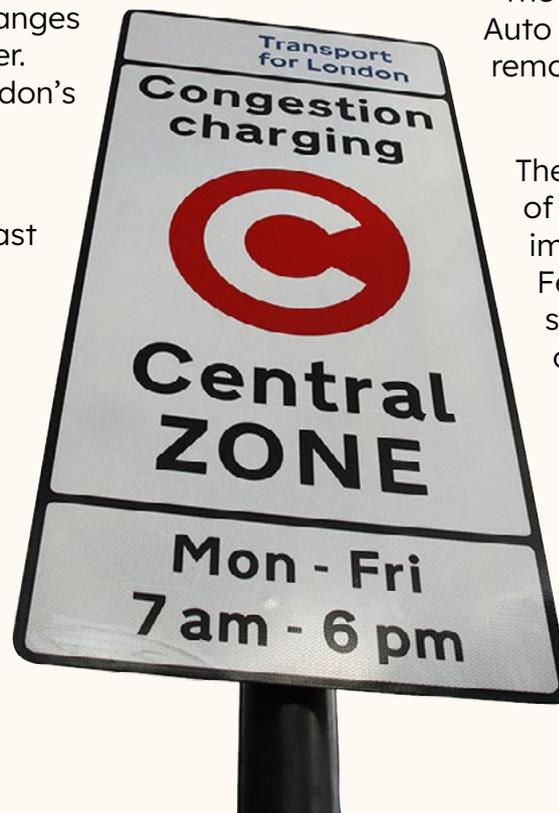
Congestion charge changes were implemented on 21 February

In 2020, TfL made temporary changes to the [Congestion Charging](#) scheme in response to the transport challenges presented by the pandemic. A 10-week consultation was held last summer and a number of permanent changes were announced on 16 December. These changes will improve London's air quality.

The first phase of changes was implemented on 20 December last year, including:

- A daily charge of £15
- No charge applied between Christmas Day and New Year's Day bank holiday inclusive
- The 90 per cent residents' discount was re-opened for all eligible residents

- The delayed payment charge is £17.50, and the deadline has been extended to three days after the day of travel
- The Auto Pay and Fleet Auto Pay discount is removed



The second phase of changes was implemented on 21 February. This will see the change in operating hours from 07:00 to 18:00 on weekdays and 12:00 to 18:00 on weekends and bank holidays.

TPH NOTICE

Private hire operators' contracts with passengers

This notice follows and supplements the information provided in TPH 19-21, which concerned the Divisional Court judgment, issued on 6 December 2021, which confirmed that in order to operate lawfully under the Private Hire Vehicles (London) Act 1998, a licensed operator who accepts a booking from a passenger is required to enter into a contractual obligation with the passenger to provide the journey which is the subject of the booking.

All London private hire operators must ensure they are compliant with this requirement including considering whether any changes are required to written terms and conditions and the booking process. They should also consider any other changes that may be required to their operations to ensure regulatory compliance.

TfL has begun its review of private hire operator terms and conditions and is writing to several operators as a first tranche, including those with an imminent licence renewal date.

Once you receive a letter from TfL, or a request through routine compliance inspections, it is important you comply with the instructions contained within that letter and provide evidence to TfL, including any written terms and conditions and confirmation of whether you have implemented any changes to customer and/or driver terms and conditions, booking processes, information to customers and drivers, standard operating procedures or otherwise. Please do not send this evidence to TfL, until such time as it has been requested. However, private hire operators should not wait to be contacted before satisfying themselves that they are acting within the regulatory regime and being prepared to demonstrate this compliance to TfL, upon request, at any time.

It is recognised that not all operators have written terms and conditions. All operators will need to demonstrate to TfL through their operating procedures, booking processes or otherwise that they enter into a contractual obligation with passengers to provide the journey which is the subject of the booking.



Driver licensing – hot tips, guidance and key things to remember



Taxi and private hire driver licences are usually issued for a period of three years. At the end of this period, drivers will be sent a renewal pack (four months before expiry) and they will need to complete it if they want to remain licensed and continue working.

Although TfL tries to process renewals as quickly as possible, there are numerous factors that could lead to an extended processing time for a driver's application.

The biggest cause of application delays is incomplete applications – when TfL needs

to write back to the driver or applicant to request information that was not originally provided. Sometimes, even with a complete application, further information may be needed.

Much of the time, these incomplete application requests can be avoided if all of the required information is provided in the initial application.

Below are some of the most common reasons for application issues and ways in which they can be avoided.



Driver photograph

Sometimes a driver does not provide a photograph at all, or the photograph is not of the required quality to be printed on the licence.

There is photo guidance on the TPH website that is great for helping drivers to understand what is acceptable. The key things to remember are to make sure the image is:

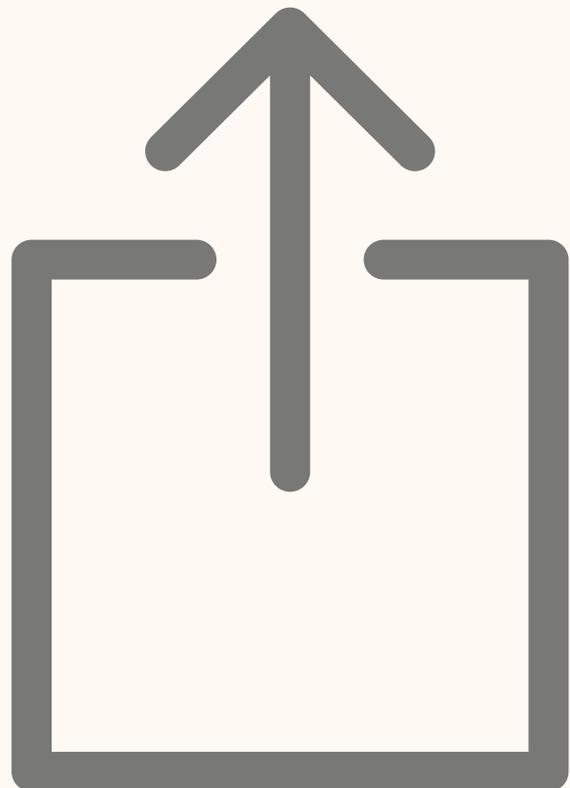
- Of good quality
- Is taken against a light-coloured, plain background, and features the head and top of your shoulders

DVLA share code

Often the code drivers submit with their renewal has not been copied properly and does not work.

Sometimes drivers mistakenly carry out the check themselves after generating the code, and this makes the code invalid.

Drivers also contact TfL asking why a code has been requested when they have already provided one and this can lead to further delays as additional correspondence then needs to be reviewed and responded to. It will be quicker to generate a new code and send it through. The code is case sensitive, lasts 21 days and can only be used once.



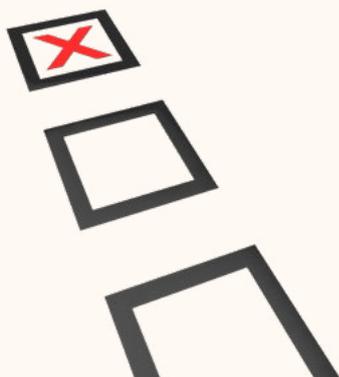
Missed or incorrectly answered questions

Another major cause of incomplete applications is missed or incorrectly answered questions. These might be on the application form itself or on the medical declaration.

The online process doesn't allow you to proceed to the next stage without answering each question, but sometimes people can enter the wrong information.

Drivers should check their applications thoroughly before submitting them to make sure they have answered every question and that the information they have provided is accurate.

Drivers are also advised to thoroughly check their medical declaration to make sure the GP has answered every question, the contact information section is fully completed, and it has been signed, stamped and dated. The GP who completes the form should have access to your full medical history.



Make sure you apply on time

Renewal packs are sent out four months prior to expiry and drivers should apply as soon as they receive the pack. This will give the best chance of ensuring continual licensing, should there be any issues where further information will need to be supplied.

When an application is returned to TfL straight away, if there are any issues, there is still time to send a letter to the licensee, review the response and information provided, and then make a licensing decision.

Once you have the renewal pack you should apply for your DBS and send the application to TfL as soon as you have your DBS E-Number.

Don't wait to receive your completed DBS certificate before sending in your renewal as this can cause delays.

Drivers who are active members of the DBS update service can apply straight away, but should provide a copy of their original disclosure (front and back) along with their renewal application.





Making sure all of your details match

It's important to make sure your details match across all of your documentation. This means ensuring your name on your DVLA licence is exactly the same as it appears on the documentation confirming your leave status.

It's also important to make sure that everything is in your current address, as it wouldn't be acceptable if your DBS is in your new address, but your DVLA licence still has your old address on it.

DBS information

It's very important that you declare all previous names and all variations of your name (that appear on official documentation) on your DBS certificate. If it is found that previous names, shortened versions or variations have not been declared, then the disclosure may not be acceptable, leading to delays in the processing of your renewal.

An example of this could be if your name is Terrance on your passport, but has appeared as Terry on your DVLA licence. You would also need to declare Terry on your DBS check documentation.

Please be careful when entering your personal details and check that it all matches before submitting the DBS application, as TfL will not be able to accept a disclosure containing errors.

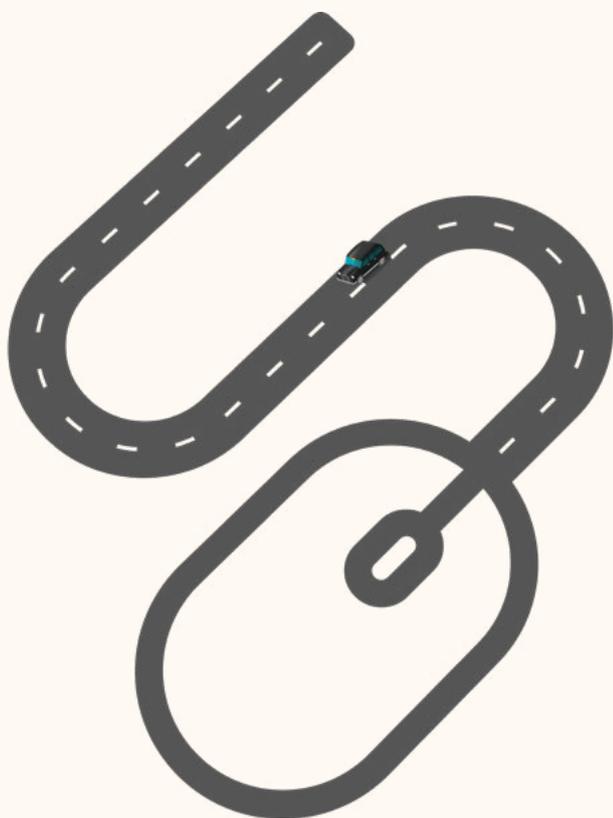
Please submit your DBS application in good time too, at least three months prior to the expiry of your licence.



Online guidance

If you already have a licence and are trying to renew, please don't apply as a new driver. Drivers renewing online should answer 'Yes' to the question under the heading 'for existing licence holders'.

You will then be asked to provide the customer online reference number which is in your renewal pack. Make sure all digits are correct and select 'Driver Licence' as the additional identifier. Enter the licence number (also in the renewal pack) in the box below. Don't mistake this for your DVLA licence number or your badge number.



Uploading your documents

One of the main reasons that applications are left incomplete is because drivers try to upload several pages of the same document as individual files but end up missing out pages.

For documents that have more than one page, such as a medical declaration form, scan all the pages in as one PDF and save them as one document before uploading.

Contact details and how you prefer to be contacted

Drivers should pay careful attention to the contact details they provide with their renewal and their preferred method of contact choice, which is email or post.

Some drivers have not received TfL's requests for information because they have failed to update their contact details or have provided incorrect contact details.

TfL also sees instances where email is chosen as the preferred method of contact, but then the email address was not monitored as the driver thought they would also receive a letter.

If you choose post as your preferred method of contact, TfL will also email you, but this isn't the case if you select email. You'll only get an email, so you should make sure you closely monitor the email address you provide with your application.

You can update your contact details at any time by emailing tphlicensing@tfl.gov.uk (ensuring name and licence number are included in the subject bar). TfL will use these contact details to provide you with important licensing and regulatory information.

Email Addresses

TfL has used email addresses in the past that are no longer operational and are aware drivers sometimes save these old addresses and use them again.

All official TPH email addresses have an automated response, so if you have sent something and don't receive an automated response, then it's worth checking the address that you've used is the current one and you have copied the address correctly.

When emailing TfL, please include your full name and licence/reference number in the subject bar.

For licence renewal application queries, contact TPHRenewals@tfl.gov.uk.



Infocentral

For any licensing queries please see the following list of email addresses for each type of query. Please include your application or licence number in the subject field of your email and only use one of the email addresses below. This will help us to resolve your enquiry as quickly as possible.

Medical information

If you have been asked to provide any medical information, email tphlicensing@tfl.gov.uk

Driver renewal application enquiries

To ask a question about your taxi or private hire driver renewal application, email TPHRenewals@tfl.gov.uk

Online driver renewal assistance

For help with your online driver renewal application, email tphonline@tfl.gov.uk

Please include a telephone number within your email as it may be necessary for one of our team to call you to resolve your issue.

Change of address for drivers

To inform us of your address change, email TPHAddress@tfl.gov.uk

Please allow 10 working days for the receipt of your updated licence.

Notification of any change in your personal circumstances

To notify us about any change in personal circumstances, including medical health, convictions, cautions or charges, email tphlicensing@tfl.gov.uk

Private hire operator queries

To ask a question about your application or any other aspect of being a licensed operator, email tphoperators@tfl.gov.uk

Other

To contact us about any other type of enquiry related to licensing, email tphlicensing@tfl.gov.uk

