

October 2023

OnRoute

The magazine for London's taxi and private hire trades



Save me!

Safeguarding
special

PIER
WALK

On the move

Knowledge of London relocates



Let's talk about
prostate cancer

TfL's new Lost
Property Office

Lowering the
speed limit

The Magical
Taxi Tour



“I didn’t think
I was going
that fast”

Speeding kills.
Slow down.

MAYOR OF LONDON



TRANSPORT
FOR LONDON
EVERY JOURNEY MATTERS

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Highlights this issue



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Welcome

The safety of passengers is paramount, which is why licensees should take TPH's [Safeguarding Awareness training](#), telling them what to look out for and what to do if they are concerned about someone. Now a short film, written and directed by Londoner Amani Simpson, shows how the quick-thinking of one driver helps two young vulnerable people who get into his vehicle. You can read about Amani's own experiences, the film and how safeguarding is everyone's responsibility, from p16.

There's been quite a lot of movement within TPH recently, with a new assessment centre opening at Pier Walk (North Greenwich) and the Knowledge of London team relocating to the same

building p40. TfL's Lost Property Office has also moved to West Ham, and taxi drivers can find out how to drop items off on p41.

With the expanded Ultra Low Emission Zone live, you may be considering getting an electric vehicle for private hire work. One thing to take into account is where you are going to charge it. If you don't have a private drive or garage, a charger fitted into a lamppost on your street could be the solution. You can even register your interest in getting a lamppost charger in your area on p20.

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



Veterans have tea with Joanna Roper, the UK's Ambassador to the Netherlands **p8**

- p7** Taxi Charity news
- p9** Roads update
- p13** Lowering the speed limit



Big Boost for the Taxi Charity

The [Taxi Charity](#) for Military Veterans' plans for commemorating the 80th anniversary of D-Day next year have been given a very welcome helping hand with a donation of £10,000 from the Wates Foundation.

This independent grant-making family trust has been supporting the charitable and voluntary sector for more than 50 years, and its donation will help support the volunteer cab drivers and veterans travelling to Normandy for the special anniversary events.

Dick Goodwin, Honorary Secretary of the Taxi Charity, said: 'There are no costs to the veterans or their carers who join us on our trips - we fund these entirely from donations and grants. We are very grateful to the Wates Foundation for their generous donation.'

The charity's funds were given a further boost in September when veteran Ben Mead (above centre) from Eastbourne, raised £531 by completing a sponsored 40km march carrying 15kg in Oosterbeek in the Netherlands.



Ben Mead with Brian Heffeman

Ben, who served with the Royal Electrical and Mechanical Engineers in Kosovo, Iraq and Afghanistan, said: 'Over the years I have been lucky enough to go away on some wonderful trips with the Taxi Charity and have met some amazing people, especially WWII Veterans. Impressed by what the charity does, I decided to support them by completing the Airborne March in Oosterbeek. In September 1944, the British 1st Airborne Division saw heavy fighting in the Netherlands, and one of the brave soldiers who fought was my grandfather, and it will be an honour to retrace his footsteps.'

Let's meet the ambassador

Meanwhile, on their way to this year's march in Oosterbeek, The Taxi Charity group met with Joanna Roper, The UK's Ambassador to the Netherlands. The group, which consisted of 10 black cabs and their volunteer cab drivers, veterans, carers and supporters, spent a couple of hours talking with the ambassador over cakes and tea at her official residence.

If you'd like to donate to the charity or help in any way, you can contact it [direct](#).

The magic of Mickey

TPH's Licensing and Regulation team has been raising money for charities for many years. This year, a number of events have taken place to raise money to donate to the [Magical Taxi Tour](#), taking seriously ill children and their families on the trip of a lifetime to Disneyland Paris. Fund-raising activities included a bake sale, a hand-made arts and crafts stall and a fashion show.

The £1,500 raised was enough to sponsor a London taxi on the three-day trip, which took place from 29 September to 1 October. Next year, the team is hoping to go one better by sponsoring a further taxi.

Find out more about this year's tour on p43.



The tour departs from Canary Wharf



A4 Great West Road

Until December 2023, there will be a series of lane restrictions in place between Boston Manor Road and Lionel Road North. This is owing to National Highways work on the M4 [Chiswick Flyover](#). Until 22:00 on 12 October, two lanes will be open eastbound and one lane open westbound. Then, from 05:00 14 October until 22:00 25 November, two lanes will be open eastbound, but the slip road to join the A4 eastbound at Chiswick roundabout will be closed. Drivers should follow the signed diversion route to Hogarth roundabout instead.

Piccadilly underpass

Until Monday 18 December, the following closures will be in place on the Piccadilly underpass for tunnel improvement works:

- Westbound tunnel closure from mid-August to mid-October
- Eastbound tunnel closure from mid-October to late-November
- Westbound tunnel closure from late-November to mid-December

There will also be weekend closures from Friday night to early Monday morning on:

- 6 October – 9 October
- 17 November – 21 November
- 1 December – 4 December
- 8 December – 11 December





Hanger Lane Gyratory and Gypsy Corner

Until mid-November, there will be a series of lane closures on the [A40](#) between Hanger Lane Gyratory and Gypsy Corner. This is while utility work on a major gas pipe is carried out. Delays are expected and you are advised to leave more time for your journey and use other routes where possible.

Farringdon Street

During October, the A201, Farringdon Street, will be closed in both directions between the junctions with Charter house Street and West Smithfield for a crane operation. The closure will be between 07:00 and 19:00 on:

- 14 October
- 21 October
- 28 October

Waterloo station

Until 30 June 2025, there will be a lane closure on week nights on Cab Road and Station Approach from 01:00 to 04:00. Taxis can still serve Waterloo Station during this time by using the pit lane. A new way of ranking will be in place and all taxis will have to enter and exit via Spur Road and Station Approach. A new turning circle will be relocated to the east of Cab Road (taxis can still use York Road to exit but are advised not to). The taxi drop-off area will be on Station Approach. The accessible passenger pick-up/drop-off area will be on Cab Road in a new marked area and taxis must enter and exit via York Road only.



Penalty notice consultation

London Councils is reviewing London parking and traffic enforcement penalty charges. Parking, bus lane and moving traffic penalty charges have not been reviewed since 2010. However, the number of people receiving penalty charges has increased by 50 per cent since then, and there are concerns the current penalty levels are not set high enough to act as a deterrent.

You have until Monday 23 October to respond to the [consultation](#).

TPH licensing in numbers

17,868

Taxi drivers

15,116

Taxi vehicle licences

106,474

Private hire driver licences

90,520

Private hire vehicle licences

1,663

Private hire operators

Taxi-dedicated rapid-charge points

Private hire drivers are reminded that private hire vehicles must never park in or use taxi-dedicated rapid-charge point bays. If they do so, the driver may be subject to a penalty charge notice and potentially licensing action.

If you see a vehicle parked in, or using, a taxi-dedicated rapid-charge point bay when it shouldn't be, [email](mailto:TPHintel@tfl.gov.uk) TPHintel@tfl.gov.uk providing images and the time, date and location of the bay.



Refunds for drop-off charges at Heathrow Airport

Heathrow Terminal drop-off charge

Taxi drivers who believe they are owed a refund for the Heathrow Terminal drop-off charge, either because it was an inter-terminal job, a charge received while transferring from the Taxi Park to Terminal 3, or drivers who have received a penalty notice charge for the same reasons, are advised to:

- Visit [the website for PCN's issued at Heathrow drop-off](#) to appeal the penalty notice charge
- [Email Heathrow drop-off](#) to apply for a refund of the charge, providing the following information:
- Your badge number
- The charge receipt number (taken from your auto-pay account)
- The VRN number on the charge notice
- The date and time of the contravention

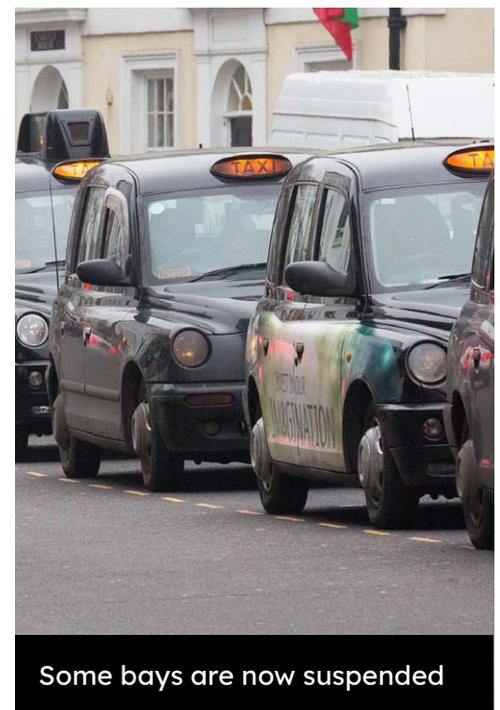
Taxi rank suspensions

Kingston

While Cromwell Road bus station is temporarily closed until July 2024, 10m of the rank at Wood Street (South), Kingston, will be suspended in order to make way for a single bus stand.

South Kensington

Every Saturday until July 2024, 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 formed for market traders to load/unload at the farmers' market on Queensway.



Some bays are now suspended



Twenty is plenty

TfL is in the process of lowering the speed limit to 20mph on red routes across the capital, with new signs, road markings and banners attached to street lamps to increase driver awareness of the new speed limit. TfL is working closely with the Metropolitan Police Service to ensure drivers understand and comply with the new lower speed limits.

Each year in London, more than 1,000 people are injured or killed by drivers exceeding the speed limit and lowering speed limits is a key part of the Mayor's Vision Zero goal to eliminate death and serious injury from the whole of London's transport network.

Less speed more safety

Collision data from around the world shows the speed at which people are

driving or riding is the single most important factor in whether a collision takes place and how severely people are injured. Around half of the fatal collisions in London last year (48 out of 99) reported speed as a contributory factor.

To coincide with new 20mph limits, TfL has launched a road safety campaign to challenge socially accepted driving norms by reframing drivers' perception of what counts as speeding, particularly on lower speed limit roads (20/30mph).

The campaign aims to motivate all drivers to change their behaviour by showing them that driving even slightly over the speed limit can still have devastating consequences, particularly on those who walk, cycle and ride a motorcycle.

A 20mph limit will be introduced on sections of the following roads:

September

- A232: West Wickham High Street

October

- A205: St John Wilson Street and Well Hall Road
- A4: Cromwell Road, Brompton Road
- A3220: Pembroke Road, Holland Road, Warwick Road,
- Redcliffe Gardens

November

- A20: Eltham Road, Lee High Road, Lewisham Way

December

- A202: Queens Road, Peckham High Street, Camberwell Church Street, Camberwell New Road
- A2: New Cross Road, Old Kent Road
- A201: New Kent Road

- A100: Tower Bridge Road
- A200: Jamaica Road
- A3: Clapham Road and Kennington Park Road
- A3204: Kennington Lane
- A203: Stockwell Road
- A23: Camberwell New Road, Streatham Hill, Streatham High Road
- A214: Tooting Bec Road
- A24: Clapham Common South Side, Balham High Road,
- Upper Tooting Road, High Street Colliers Wood
- A205: Woolwich Common, South Circular Road, Catford Road, Stanstead Road, London Road, Thurlow Road, Christchurch Road, Poynders Road, Dulwich Common

New speed limits in Newham

Newham council is also rolling out a 20mph speed limit on all roads in the borough, apart from the A13 Newham Way, the A406 North Circular and the Lower Lea Crossing.

The scheme will be introduced over the next two years with speed limit signs and road markings.

TfL data shows there were 5,200 casualties relating to road accidents in Newham between October 2017 and October 2022. Of those casualties, 16 people died, there were 598 serious injuries and 4,585 slight injuries. Most of the serious injuries and deaths took place on roads with a 30mph speed limit.



“I was only going 20ish”

Speeding in a  kills.
Slow down.

MAYOR OF LONDON

 **TRANSPORT FOR LONDON**
EVERY JOURNEY MATTERS

In the headlights



BOYD visuals

Save me

How one London filmmaker is putting the safeguarding of vulnerable young adults firmly in the spotlight





Elle Davis plays vulnerable teen Fiona

Londoner Amani Simpson believes in second chances. He should, because when he was 21, Amani was stabbed seven times by a gang after getting into somebody else's argument. He was lucky to survive and decided to turn his life around. Now aged 33, he works through his community interest company [AVIARD](#) as a youth coach, speaker, filmmaker and campaigner, helping young people reach their full potential.

In 2019, he helped raise £23,000 by crowdfunding to make a short film based on his life. 'AMANI' received one million views on YouTube in its first four days and has gone on to amass nearly four million views. He says this gave him a platform to write and direct his own film, *SAVE ME*, which follows teenagers Fiona (Elle Davis) and Dean (Raphael Higgins-Humes) as they take a cab ride with private hire driver Khaled (Yassine Mkhichen). Luckily for the teenagers, Khaled has concerns for their safety after noticing something is wrong and knows what to do in a safeguarding situation.

Amani explains: '[SAVE ME](#) was commissioned and produced by Enfield Council, and written in collaboration with young people in Enfield. As it's about young people, I felt we had to include them. I didn't know much about safeguarding at the time so I did some research, made some presentations, and we had some brain-storming sessions and talked about their own experiences. I went through the process of carving out the storyline which changed a few times as we went on. Basically, it's really about the main character Fiona's experiences and how vulnerable she is. Many people will have pre-conceived ideas about Fiona, but the film shows how much pressure she's under.'

'The film is very heart-felt and the reaction to it has been humbling. It's shown from the perspective of young people, but it's not a 'campaigning' film. For me, it's about the audience stepping into the characters' world and taking some moments to understand what they are going through and to see



their experiences in a new light. Nearly everyone in the film is a victim. Even Stryke, the young drug dealer, says “I didn’t want to do it” when it all gets too much. So the film shows the journeys of people getting into that life.’

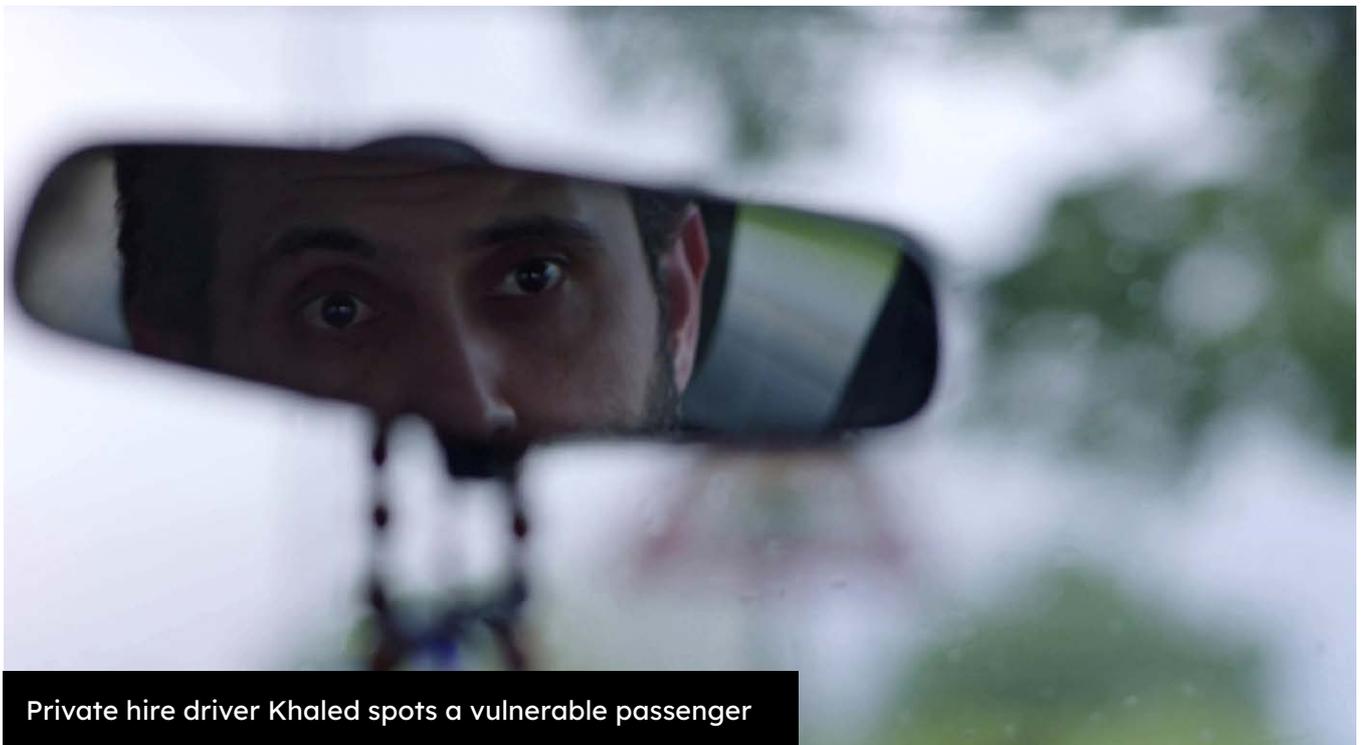
Amani is now working on promoting the film and accompanying facilitator handbook, and recently travelled to Manchester to film for BBC’s The One Show, talking about his own experience of being a young vulnerable person. ‘I was bullied and that’s how I got into trouble because I wanted to be accepted by those making my life hard and be a part of something in order to belong, which led to me making bad choices and losing my way. It can happen to anybody, but I’m also hoping to show that equally anyone on



a negative path has it within them to turn their life around.’

Amani is also working with TPH and would like his film to be used to raise awareness of safeguarding and how taxi and private hire drivers can raise concerns and get vulnerable passengers the help they might need. He says: ‘The message I want to get across is that safeguarding is everyone’s responsibility. Yes,

taxi and private hire drivers are doing a job driving for hours of the day, but if they see someone crying in the back of their cab, or two young people by themselves, being aware of safeguarding could help them improve outcomes for vulnerable young people. They should still be vigilant and be trained to report it if they do see something concerning because they could be the one to stop it.’



Private hire driver Khaled spots a vulnerable passenger

Green zone

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



There are now more charging options for electric vehicles **p20**

p20 On-street charging boost

p23 Electric vehicle sales surge

p23 Government funding for chargers

Powered up on street

Get the power to charge up your electric vehicle just feet from your house

One of the main barriers to drivers switching to an electric vehicle is not having a driveway or garage where they can install a charger. As more than 60 per cent of British households in urban areas are in this position, finding a solution to the problem could seriously improve electric vehicle uptake.

In response, charge-point operator, has joined Vauxhall's [Electric Streets of Britain](#) initiative, to help local authorities plan and deliver more on-street charging. It has been busy installing lamppost chargers across a third of London's boroughs in areas including Southwark, ➔



The chargers are housed in lampposts



A charging bollard feeding electricity off a lamppost at the back of the pavement

Merton and Tower Hamlets, and anticipates building its network city-wide.

John Lewis, CEO of char.gy, explains: 'Vauxhall has pledged to sell only electric vehicles in the UK by 2028. In preparation for this shift, Vauxhall approached us and asked what we could do to help drivers wanting to switch to an electric vehicle but are being held back by a lack of off-street parking.'

Char.gy's chargers can be used by any electric vehicle, so you don't need to drive a Vauxhall model to use one. They are also easy to install – once planning permission has been given, they can be installed in as little as one and half

'The Government forecasts that around 30 per cent of the 10 million electric vehicles expected in 2030 will need on-street charging, requiring as many as 490,000 on-street chargers to keep them running'

hours. 'We deployed 1,200 chargers in Southwark in just three months,' says John. 'Even if the lamppost is at the back of the pavement, we can install a bollard feeding electricity off the lamppost. Each charger powers up one car at a time, ➔'

Electric Streets of Britain

Working with charge-point operators and local councils, Vauxhall's Electric Streets of Britain initiative aims to accelerate the installation of on-street residential charging in the UK.

Whether they already drive an electric vehicle or would consider one in the future, drivers can complete a simple [form on Vauxhall's website](#), where they can register their interest in getting residential charging on their street. Using this data, Vauxhall will build a nationwide map of where current and future demand exists, and will share this data with councils to help them make informed investment decisions.



John Lewis (right) CEO of char.gy

ChargeUK

A group of 23 companies that install and operate the UK's charge points have come together to form [ChargeUK](#). Members, including char.gy, Tesla, Shell Recharge, SSE Energy Solutions and BP Pulse, are publicly committed to investing £6bn to deliver and operate a world-class charging infrastructure by 2030.

so it is just like having a charger at home. Most drivers park up and charge overnight outside their houses. Our plan is to have several chargers on one street so no one has to park more than two minutes away from a charger. A typical full charge will take seven or eight hours overnight. Our chargers are also very reliable. At present, we are averaging 98 per cent reliability.'

Char.gy is now looking to develop new products for the growing population of electric vehicle drivers. Collaborating closely with local authorities and benefiting from the Government's Local Electric Vehicle Infrastructure scheme, its goal is to deploy 100,000 chargers nationwide by 2030, with 30 to 40 per cent of them located in London.

You can find out more about on-street charging on the [char.gy website](#).





A taxi-dedicated rapid charger

Funding boost for chargers

London has been awarded almost £38m of funding from the Government's Local Electric Vehicle Infrastructure ([LEVI](#)) fund, which is aimed at providing on-street residential infrastructure for drivers without access to home charging. TfL is working closely with London Councils and the London boroughs to assist in developing proposals to use this funding, including prioritising the on-street charging needs for high mileage, essential drivers such as taxi and private hire drivers. TfL also continues to identify locations on its own land and wider public sector land for the roll-out of high-powered electric vehicle charging and is in the process of delivering 100 new charging bays on the TfL road network.

At the end of August, there were 16,524 chargers in London, of which 968 were rapid or ultra-rapid chargers.

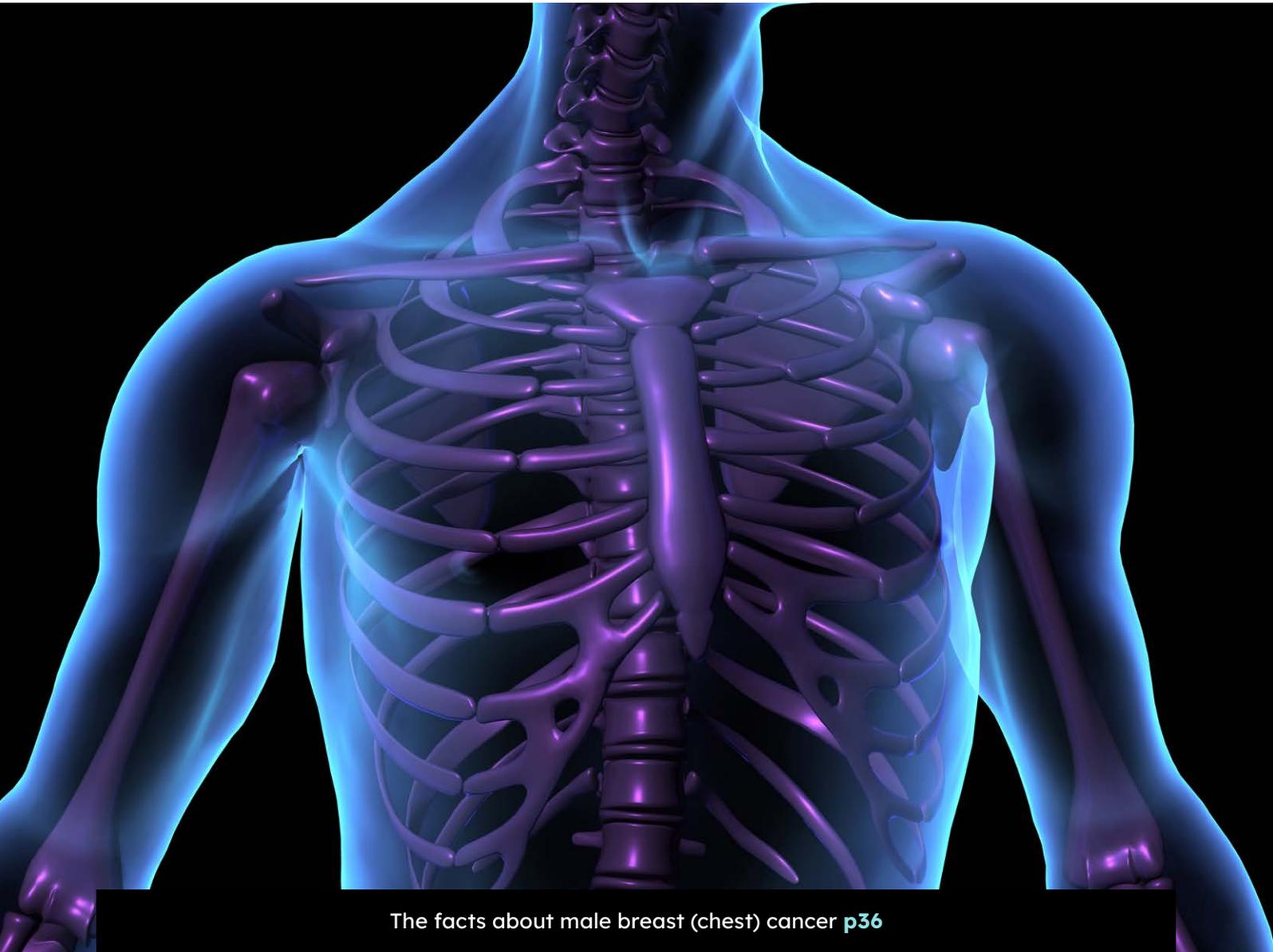
Electric car sales surge

Electric car sales surged by 88 per cent in July, with drivers registering a new one every minute. According to the Society of Motor Manufacturers and Traders (SMMT), 23,010 battery electric vehicles were registered.

UK car production also surged, rising 31.6 per cent to mark the sixth consecutive month of growth. Production of the latest, high-tech hybrid electric, plug-in hybrid and battery electric vehicle volumes rose 73.9 per cent to 30,180 units, representing almost two in every five cars made in the month. Since January this year, UK car makers have turned out more than 200,000 of these vehicles. This is almost double the amount produced in the same period last year.

Wellbeing

Fit to face the future



The facts about male breast (chest) cancer **p36**

p25 Prostate cancer

p29 Chest cancer

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Let's talk about cancer

it's a subject many of us shy away from, but opening up about cancer could save lives

For a lot of people, the subject of cancer is a no-go area. Men are notoriously reticent when it comes to talking about health issues, and this is especially true about prostate cancer, as it affects such a private area of the body.

According to Prostate Cancer UK, one in eight men will get prostate cancer in their lives. If you're over 50, or you're Black, or your dad or brother had it, you're at even higher risk.

Although not always life-threatening, the earlier prostate cancer is diagnosed, the more likely it is to be cured.

This is why it is so important to break the taboo around talking about this most sensitive of subjects. In an effort to raise vital awareness of the most common cancer in men, a recent storyline in Eastenders featured fan-favourite Alfie Moon (played by actor Shane Richie) being diagnosed with prostate cancer. The storyline aims to spark a national conversation, encouraging thousands more men to check their risk and speak to their GPs about prostate cancer.

Nick Ridgman, Head of Health Information and Clinical Services at Prostate Cancer UK, said: 'Prostate



cancer often has no symptoms in its early, more treatable, stages – so a man could feel fit and well while unknowingly living with the disease.

‘That’s why it’s so important to understand your risk of getting prostate cancer, which is higher for all men over 50, and speak to your doctor about it. If you’re a Black man, or a man with a family history of prostate cancer, you’re at even higher risk, so we strongly recommend you speak to your GP from the age of 45.’

Prostate cancer – the facts

Prostate cancer is cancer of the prostate gland, found at the base of the bladder and about the size of a walnut. What causes prostate cancer is unknown, but there are certain risk factors indicating you are more likely to get it:

- It mainly affects men aged 50 or over
- You are two and a half times more likely to get prostate cancer if your father, brother or other family member has had it, compared to a man who has no relatives with prostate cancer
- Your ethnicity - Prostate cancer is more common in Black men than in White men. It is least common in Asian men. In the UK, about one in four Black men will get prostate cancer in their lifetime

Because of this, Prostate Cancer UK recommends [Black men over the age of 45](#) should speak to their GP, even if they don’t have any symptoms. It is also funding [research](#) into the genetic factors which may affect why Black men are more likely to get prostate cancer.

Another risk factor is being overweight. Being obese increases your risk of being diagnosed with a more aggressive type of prostate cancer or advanced prostate cancer where the cancer spreads to other parts of the body.

Symptoms of a possible prostate problem

Prostate cancer doesn’t usually cause any symptoms in the early stages when prostate cancer is potentially curable. However, as you get older, your prostate gland enlarges. This is a common condition called benign prostatic hyperplasia (BPH), which can cause symptoms such as:

- Passing urine more often during the day or night
- Difficulty passing urine – this includes a weaker flow, not emptying your bladder completely and straining when starting to empty your bladder
- Increased urgency to pass urine

Although BPH does not develop into cancer, you can have an enlarged prostate at the same time as having areas in the prostate gland that contain cancer cells.

The most important message to give all men is ‘know your risk’, because early-stage prostate cancer is very treatable but it often comes with no symptoms, so men aren’t aware they have it. To help men check their risk in 30 seconds, Prostate Cancer UK has an online [risk checker](#) available. 



Ribbons for prostate cancer are light blue

What to do

If you have any of the above risk factors or symptoms, you should consider speaking to your GP. They can talk to you about your risk, and about the tests that are used to diagnose prostate cancer.

Commonly, the first test that a GP would do would be a PSA blood test (testing for levels of a protein produced in the prostate gland).

Your GP then decides whether to refer you to a specialist. Your treatment depends on how big the cancer is, how quickly the cancer is likely to grow, whether it has spread anywhere else in your body and how well you are.

It's important to remember that most prostate cancers don't cause symptoms and it is more likely that any symptoms you have are owing to other causes. But if it is, the earlier it is picked up the higher the chance of successful treatment. You won't be wasting your doctor's time.

Try not to be embarrassed. What you tell your GP is confidential. Doctors are used to discussing intimate problems and will try to put you at ease.

If you would rather see a male or a female doctor it is worth asking when you book the appointment. →

New hope for diagnosis

A recent study carried out by University College London, its hospital trust and King's College London, has shown positive results using an MRI scan instead of PSA blood test to diagnose prostate cancer.

The study, involving 300 men, showed using MRI scans to screen for prostate cancer could significantly reduce the number of men dying from the disease. Simon Grieveson, Assistant Director of Research at Prostate Cancer UK, said:

'MRI scans have revolutionised the way we diagnose prostate cancer and it's great to see research into how we might use these scans even more effectively.'

Another trial, known as Limit, is being conducted with a much larger number of patients, said to be the next step towards a national prostate screening programme. The trial will also attempt to recruit more Black men.



Treatment

There are a number of different treatments for prostate cancer. You may have a choice of treatments such as surgery or radiotherapy. Or your doctor might suggest that you have monitoring of your cancer instead of treatment straight away. Your doctor will recommend the best treatment for you.

If you decide to have treatment, it might include one of the following:

- surgery to remove your prostate
- external radiotherapy
- internal radiotherapy (brachytherapy)

There are a number of organisations you can contact if you want to find out more about prostate cancer.

[Cancer Research UK](#)

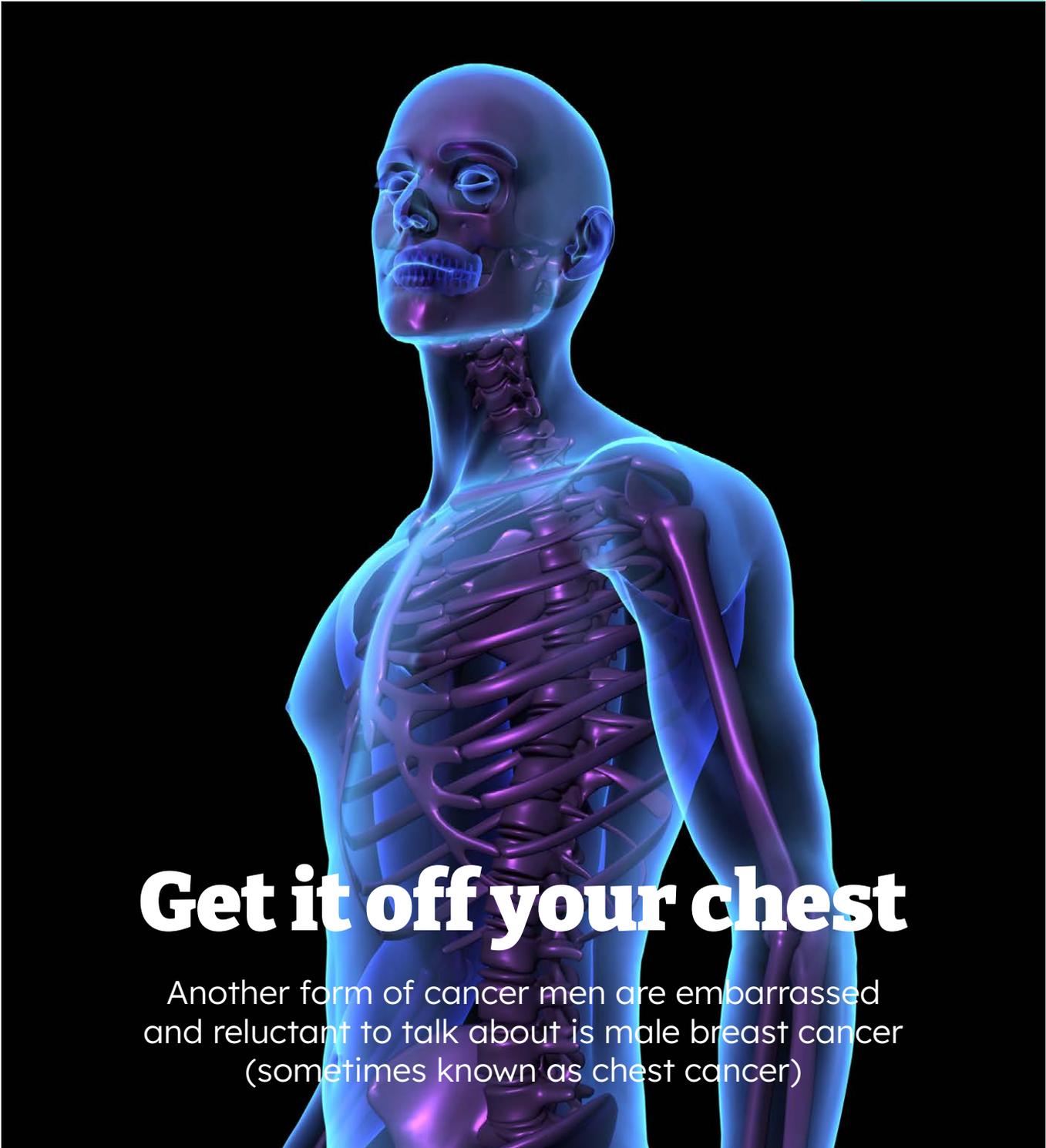
You can talk to the Cancer Research UK nurses on freephone 0808 800 4040, Monday to Friday, from 09:00 to 17:00.

[Prostate Cancer UK](#)

Anyone with concerns about prostate cancer or another prostate problem can contact Prostate Cancer UK's specialist nurses on 0800 074 8383

[NHS](#)

Prostate cancer portal



Get it off your chest

Another form of cancer men are embarrassed and reluctant to talk about is male breast cancer (sometimes known as chest cancer)

Around 400 men a year in the UK are diagnosed with breast cancer. It is often discovered later than other cancers, because men don't know what to look for. This can cause a delay in their treatment, which is why it's important to talk about it and know what the symptoms are.

Risk factors

Age is an important factor as most patients are diagnosed between the ages of 60 and 70, although younger men can also develop breast cancer. The main risk factors after age are genetics, 

being overweight, high alcohol consumption, poor diet, lack of exercise and long-term exposure to harmful chemicals including pesticides.

More than 90 per cent of breast cancer in men is 'invasive breast cancer of no special type', meaning when the cancer is viewed under the microscope it has no special features.

What to look for

You should regularly examine your chest area to see if you have any of the following symptoms:

- A firm, painless and immobile lump within the breast
- The nipple is turned inward (inverted)
- Nipple discharge, which may contain streaks of blood
- Persistent soreness around the nipple
- Hardening, redness, or swelling of the nipple or surrounding skin

- Presence of small swollen bumps in the armpit (enlarged glands)

If you notice any of these symptoms you should make an appointment to see your doctor. It's very unlikely you have cancer, but it's best to get your symptoms checked. Your GP will examine your chest area and can refer you for tests and scans if needed.

Treatment

The treatment for breast cancer in men depends on how far the cancer has spread but may include surgery to remove the affected breast tissue and some of the glands in your armpit, radiotherapy, chemotherapy or other drugs which stop the cancer growing, such as tamoxifen.

The good news is, if diagnosed and treated early enough, male breast cancer can be cured.

Useful contacts:

[Macmillan Cancer Support](#)

Macmillan has a breast cancer in men booklet available

The booklet explains the signs and symptoms of breast cancer in men. It explains how it is diagnosed and how it is treated and has information about emotional, practical and financial issues

[NHS](#)

Breast cancer in men

[Cancer Research UK](#)

Breast cancer in men

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



- p33** TPH on-street operations
- p34** White Ribbon Day
- p35** Information on safeguarding

Safety first

Back in August, TPH's Assistant Operations Manager Natasha Young was out with six members of the South Team 2, carrying out a joint operation with the Metropolitan Police at Bromley police station. The deployment was all about engaging and educating people on the importance and safety aspects of making sure you are safe when using a taxi or private hire vehicle.

Natasha says: 'Building relationships with our policing partners through joint working is a priority. These joint exercises are becoming increasingly common. No specific training is required but the operations officers always attend a briefing on the day before. We checked

37 drivers and 34 vehicles through the course of three hours. As a result, four drivers and 12 vehicles were reported for various non-compliances.

'Members of the public are usually happy to see us and they understand that the checks are conducted to upkeep the high standards of the taxi and private hire industries, and to improve the safety of all. When the operations officers start a check, they also identify themselves to the passengers in the vehicle and explain the purpose of the check and apologise for the short delay this may cause. They are usually perceived well and their work is appreciated.'

Operations officers out with police



White Ribbon Day

Last year, in recognition of its work to tackle violence against women and girls, TfL was awarded White Ribbon UK accreditation. White Ribbon UK is a charity whose mission is to prevent violence against women and girls by addressing its root causes. Male colleagues from across TfL have signed up to the White Ribbon pledge: to never commit, excuse or stay silent about male violence against women.

This year, [White Ribbon Day](#), an internationally recognised day where men show their year-long commitment to ending violence against women and girls, is on Saturday 25 November.

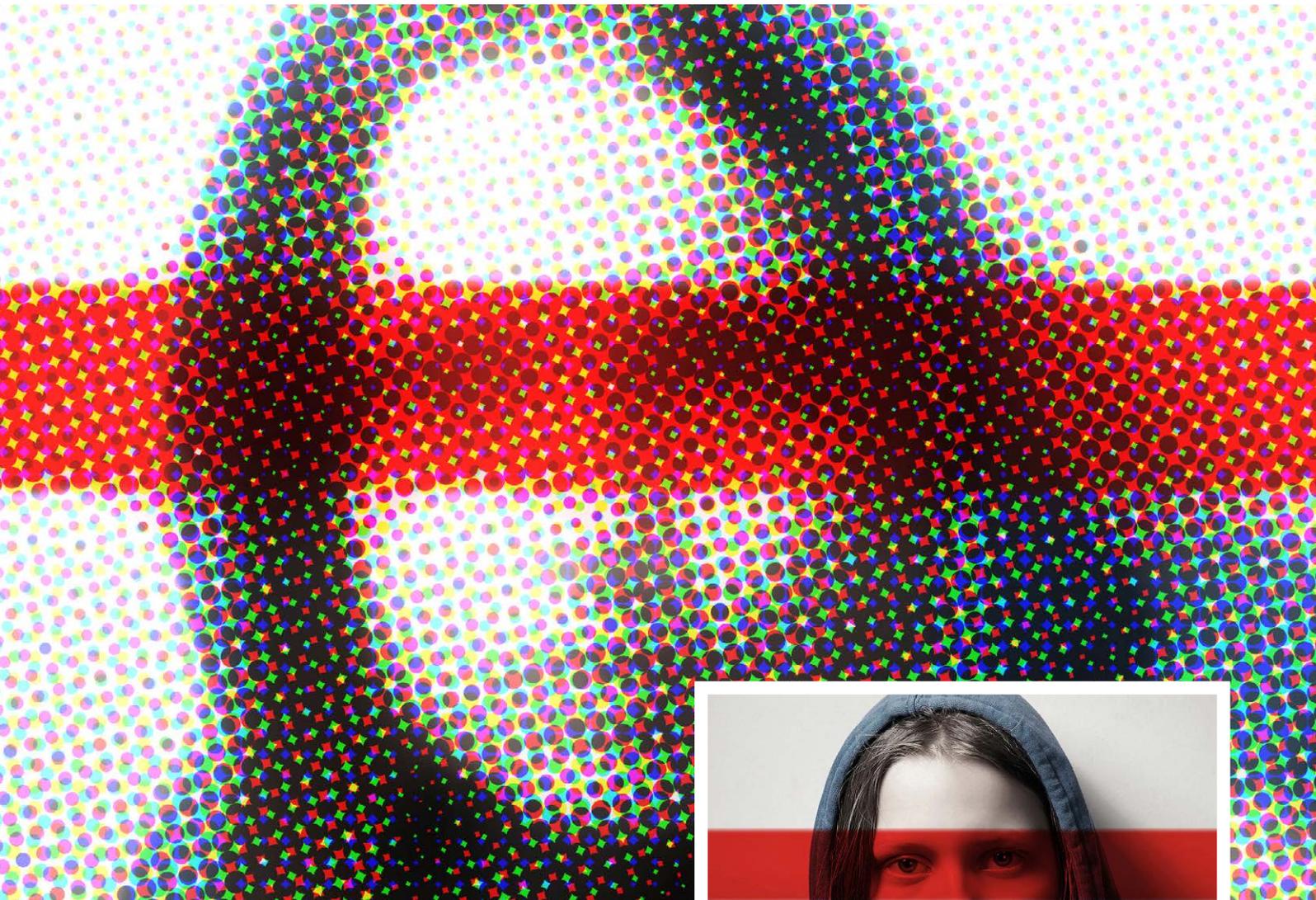
It is also the United Nation's International Day for the Elimination of Violence Against Women. This will mark the launch of the UNiTE campaign, an initiative of 16 days of

activism, concluding on the day that commemorates the International Human Rights Day (10 December).

The theme for this year's White Ribbon Day is: What can it mean to #ChangeTheStory? This will focus on the impact organisations and individuals can have in transforming harmful cultures by standing up for women every day.



White Ribbon Day is on 25 November



Finding out about safeguarding

Elsewhere in this issue of OnRoute, you'll find an interview with filmmaker Amani Simpson, whose short film SAVE ME is all about how everyone, including taxi and private hire drivers, can help safeguard vulnerable members of our society. ➔

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 board

TRANSPORT FOR LONDON

Since October 2021, private hire drivers have had to take a safety, equality and regulatory understanding (SERU) element in order to get their private hire driver licence. It includes significant aspects of safeguards such as the particular needs of vulnerable passengers, protecting children and adults at risk from harm and abuse, and passenger and driver safety.

Preparing for your assessment

The assessment is based on information in the Private Hire Driver's Handbook.

Applicants should read the [handbook](#) before taking the assessment. There is also an online assessment guide to help applicants prepare. It covers every part of the handbook in detail and has more than 36 knowledge check questions and a whole section on 'what to expect', taking drivers through the assessment process, which is computer-based and it is delivered at TfL's offices at Pier Walk.

TfL has also created a [Safeguarding Awareness course](#) that all licensees and applicants should take.

Further information on what to expect on the day is provided when an assessment booking has been confirmed. Each applicant will be given time to prepare for the assessment and reasonable adjustments will be made if needed.

Once a booking has been confirmed, applicants should make every effort to attend. Kenny Folami, acting head of Operational Business Improvement at TPH, explains: 'We are currently processing 300 assessments a day at Pier Walk and have sufficient space to expand to 400 to 500 assessments a day. We want to emphasise the need for drivers to attend their [SERU assessments](#) at the time and date provided, unless there are exceptional circumstances preventing them from doing so.'

What to do if you see something

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. 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.

Other reporting options include:

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

Private hire drivers should report to their operators if they see something suspicious

The manual

Tips, advice and policy updates from TfL



Police are cracking down on illegal number plates

Rules for number plates

Recently, the police have made TfL aware of a growing issue regarding the use of reflective number plates and so on-street operations officers have been supporting police operations to deal with this.

On 4 August this year, Operations Officer Jamie Sinclair was with his team and City of London police officers checking taxis and private hire vehicles

at Barbican. On this operation alone, 24 vehicles were found to have illegal number plates. He explains: 'This was the first time we had conducted illegal number plate checks with the City of London police. It was a great learning experience for us on how to report this issue. The driver of these vehicles get a fixed penalty notice for regulation 11 of the road vehicles (display of registration

marks) regulations 2001, and as operation officers we must report it for driver and vehicle irregularity.’

The taxi and private hire vehicle licensing [inspection manual](#) clearly states that all taxis and private hire vehicles ‘must comply in all respects with the relevant European and UK legislative requirements’. This includes the Road Vehicles (Display of Registration Marks) Regulations 2001 (as amended), which sets out the [required standards](#) for number plates within the UK.

The number plates on your vehicle must:

- Be made from a reflective material
- Display black characters on a white background (front plate)
- Display black characters on a yellow background (rear plate)

- Not have a background pattern
- Be marked to show who supplied the number plate
- Be marked with a British Standard number - this is ‘BS AU 145e’ for plates fitted after 1 September 2021

The characters must not be removable or reflective*. If your number plates were fitted after 1 September 2021, they must also be a single shade of black.

* Reflex-reflecting material

11.—(1) No reflex-reflecting material may be applied to any part of a registration plate and the plate must not be treated in such a way that the characters of the registration mark become, or are caused to act as, retroreflective characters.

Police can issue fines of up to £1,000 for illegal number plates



Update on ULEZ

The Ultra Low Emission Zone (**ULEZ**) has now expanded across all London boroughs. If you drive anywhere within the ULEZ, and your vehicle does not meet the emissions standards, you will face a daily charge of £12.50. You can pay to drive by using TfL's website, or set up Auto Pay and your charges will be paid automatically.

Nine out of 10 cars seen driving in outer London already meet the ULEZ emissions standards. To find out if your vehicle meets the emissions standards, use [TfL's vehicle checker](#).





On the move

On 1 August, the Knowledge of London (KoL) team moved from its temporary offices in Baker Street to a new suite of offices on the third floor of 14 Pier Walk.

Katie Chennells, head of the KoL team explains: 'Pier Walk is really nice and some of our Appearance room's overlook the river. We've had really positive reactions from our KoL candidates.'

The 10 members of the KoL team are now doing around 70 appearances a week with the number steadily increasing as does the number of candidates. Katie adds: 'We are seeing more private hire drivers doing the Knowledge, which makes perfect sense as they already spend a lot of time driving around London. This gives them a taster of what the Knowledge is about and they can do the two hand-in-hand; earn money while they are studying for their green badge.'

Knowledge of London

14 Pier Walk, London,
SE10 0ES

What to do when you arrive

If you have an appearance booked, please bring your booking confirmation with you.

- Candidates arrive at the ground floor reception
- Their name is ticked off a list and they then wait to be escorted upstairs by building security
- They make their way to the third floor Knowledge of London reception, where they book in and take a seat in the waiting area
- They are then called in to a separate room by the examiner and sit their appearance
- After their appearance they then book out at reception
- Candidates are then escorted down to the ground floor by building security



Lost and found

The Lost Property Office moves to West Ham

It's been 90 years since TfL's Lost Property Office originally opened at Baker Street, and after a short stint at Pelham Street, it has now moved to a permanent home in West Ham.

'Pelham Street was always going to be temporary as it really wasn't fit for purpose,' explains Diana Quaye,

Performance Manager at the office. 'The new premises at West Ham is actually half of a bus garage — 4,530 square metres — so is much bigger and all on one floor.'

Moving more than 10,000 lost items from Pelham Street to the new office has been a logistical challenge, with



some real surprises in the things that have been misplaced. Diana says: ‘We have everything from mobile phones, wheelchairs, pushchairs and crutches to walking sticks and umbrellas and even suitcases, bikes, massive TVs and really expensive workmen’s tools. We’ve even had a theatrical coffin and a full-size Dalek costume.’

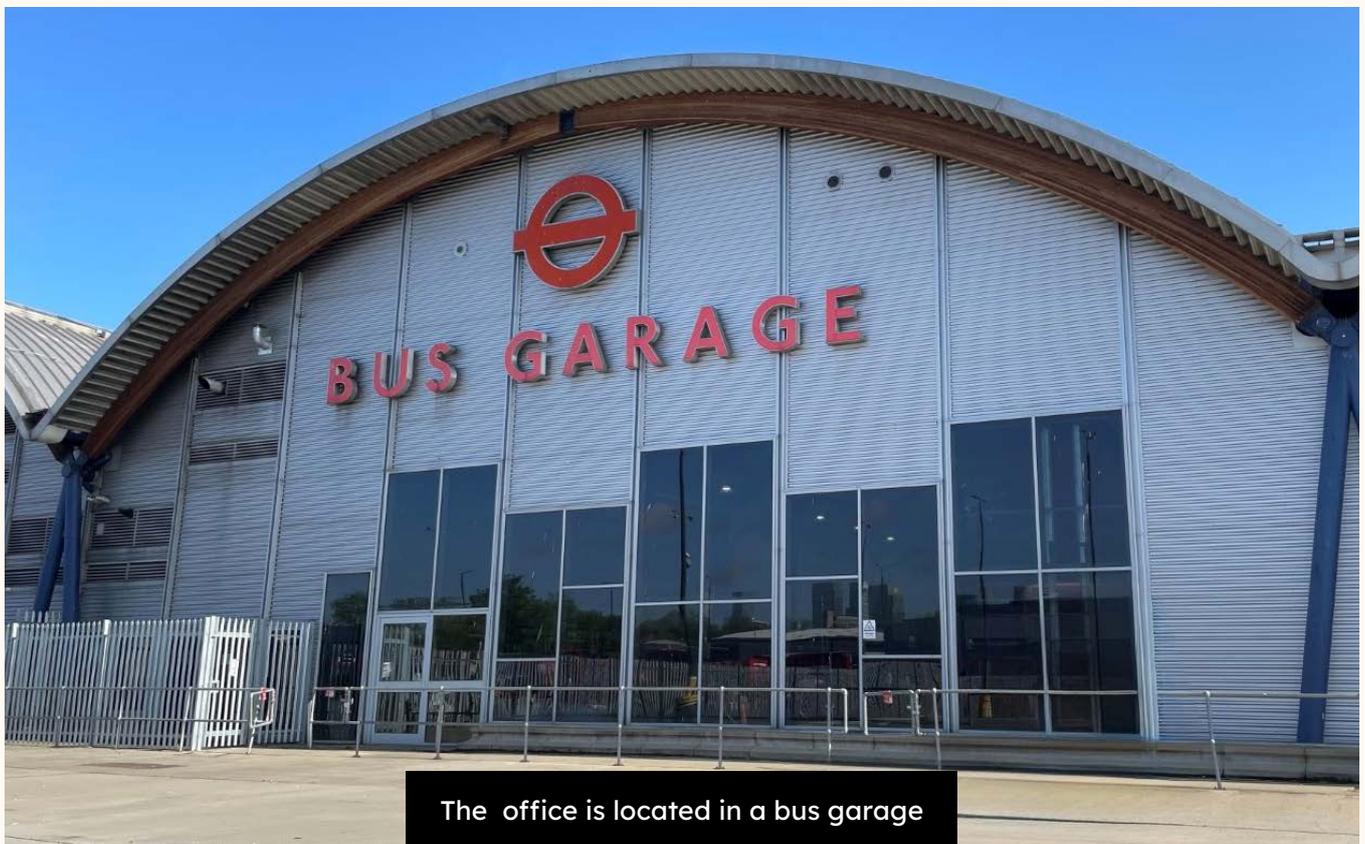
Lost mobiles are regularly handed in, especially via taxis. In fact, people leave loads of things in taxis, with 3,000 individual items handed in by taxi drivers last year. When items are handed in, the office stores them for three months. If they are not reclaimed after that, the taxi driver gets a cash reward based on the value of the item. Even if someone claims the item, taxi drivers still get a reward. If items are not reclaimed after

three months, the majority are given to charity or are auctioned off, with the money raised going to keep the office functioning. All new toys which are not collected throughout the year are kept and given to a charity to be distributed to underprivileged children at Christmas.

Getting to West Ham

Taxi drivers can take items to the Lost Property Office at Stephenson Street, West Ham, E16 4SA, between 09:30 and 15:30 Monday to Friday.

There is parking at the back of the Lost Property Office, which is available to taxi drivers for property drop-off only. Taxi drivers must press the intercom button by the gate and inform the on-site security team of their ID and their reason for visiting the office.



The office is located in a bus garage

Thank you

Celebrating another Magical Taxi Tour

On 29 September, the great convoy that is the [Magical Taxi Tour](#), taking children with life-threatening conditions to Disneyland Paris, set off from Canary Wharf.

When running, the convoy is more than three miles long and consists of 90 plus taxis, City of London Police escorts, Gendarmerie Nationale, London Ambulance NHS Trust vehicles and AA breakdown trucks.

A huge OnRoute shout-out goes to all the drivers, support workers and other volunteers, who each year donate their time and vehicles for free to this amazing cause; to the Worshipful Company of Hackney Carriage Drivers, which organises the event; and to the sponsors, who donate the £1,500 per taxi needed to meet the expenses of hotel, fuel, food and admission charges.

Just contact the tour direct if you would like to contribute in any way to next year's Magical Taxi Tour outing.

Children with life-threatening conditions enjoy the trip of a lifetime at Disneyland Paris





MAYOR OF LONDON