

Transport for London
London Taxi and Private Hire

Coronavirus Update 19

This Notice contains important information about licensee mental health, the Staples Corner (NSL) Vehicle Inspection Centre, PPE support available for drivers assisting with the UK Coronavirus vaccination rollout and personal and vehicle hygiene.

This Notice supplements, and should be read in conjunction with, TPH Notices [01/21 – Coronavirus Update 17 \(National Lockdown\)](#) and [02/21 – Coronavirus Update 18 \(Consolidation\)](#).

Licensee health and wellbeing

Monday 18 January, or Blue Monday, is claimed to be the most depressing day of the year. This year poses more challenges than ever, and it is important to be self-aware and spot any early warning signs of feeling physically or mentally unwell and to seek help and support at the earliest opportunity.

Our dedicated [Taxi and Private Hire Health and Wellbeing webpage](#) remains available and lists a wide range of organisations that provide specialist support and advice on mental and physical health, a number of which have developed specialist coronavirus-related advice. This includes a presentation on [Five Ways to Wellbeing](#) that encourages people to:

- **Be Active** (exercise is good for overall health and wellbeing)
- **Connect** (virtually with family, friends, neighbours)
- **Keep Learning** (try something new or revisit an old interest)
- **Take Notice** (be more aware of your surroundings)
- **Give** (do something nice for somebody)

The Government has also produced [guidance for the public on the mental health and wellbeing aspects of coronavirus](#), which is regularly updated with advice on how to look after your mental health and wellbeing during the coronavirus outbreak.

Staples Corner (NSL) Vehicle Inspection Centre

Staples Corner (NSL) Vehicle Inspection Centre will re-open on Tuesday 19 January.

The Staples Corner site was closed as a precautionary measure after some staff members tested positive for COVID-19. We are confident that the safety measures implemented at all inspection sites mean that licensees who attended Staples Corner would not be considered to have had “contact” with any members of staff, therefore no further action is required by licensees.

The vehicle licensing inspection sites are operating in line with government guidance with appropriate safety measures in place, including: social distancing markers, hand sanitiser stations, personal protective equipment for staff, ventilation of vehicles and limits on contact between staff and customers who are asked to wear face coverings.

In addition, all sites undergo regular cleaning and the Staples Corner site has undergone a further deep clean before it reopens.

It remains the case that any licensee, regardless of the circumstances, who experiences [COVID-19 symptoms](#) should follow guidance on testing and self-isolation.

Vehicle licensing inspection booking lines – 3-month trial of weekend operation

If you are the owner or registered keeper of a licensed vehicle, the quickest and most efficient way to make a booking for a vehicle inspection remains the online booking portal. The [online portal](#) allows you to book or reschedule an appointment at your own convenience 24 hours a day, seven days a week.

We appreciate that some licensees prefer to book their inspection over the phone, so we are running a three-month trial where phone lines will be open at weekends. Call 0343 222 5555 to make a booking, 8am – 5pm, seven days a week.

PPE support for drivers assisting with the UK Coronavirus vaccination rollout

TfL's role as the licensing authority and regulator is focussed on the safety of licensees and passengers. TfL has made available 1.5m medical grade face masks and 30,000 bottles of Dettol hand sanitiser for drivers along with stickers saying the driver is 'COVID prepared' and reminding passengers to wear a face covering (unless exempt). To date we have distributed over 460,000 face masks and 9,000 bottles of sanitiser.

We are aware that many of our licensed drivers are involved with assisting the rollout of the Coronavirus vaccinations, and we want to ensure that any driver involved in this programme has access to personal protective equipment (PPE).

If you would like to collect a PPE pack (containing 50 medical grade masks, a bottle of Dettol hand sanitiser and a sticker) – please email TPHPPE@TfL.gov.uk – include your licence number in the subject line and please provide details of your two preferred (NSL) Vehicle Inspection Sites. We will respond confirming when and where to collect your pack.

In addition, we are looking to ensure there are TPH drop-off and pick-up arrangements in place at each of the [vaccination centres](#) and details of these will be provided on our [coronavirus information page for licensees](#).

Personal and vehicle hygiene

We encourage all licensees to continue to maintain high levels of personal and vehicle hygiene.

We have produced a [vehicle cleaning video](#) that gives a detailed explanation of how to ensure vehicles are sanitised between passenger journeys and we encourage all licensees to familiarise themselves with the cleaning and hygiene protocols outlined on the [TPH Coronavirus dedicated webpage](#).

Updates regarding the virus and latest government and healthcare advice will continue to be communicated to licensees in the form of TPH notices, which are published on the TfL [TPH notices](#) webpage.

Please do stay safe and well.

Graham Robinson

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For previous Notices and additional licensing information, please visit tfl.gov.uk/tph