



Coronavirus (COVID-19) – Update 2

Further advice for taxi and private hire licensees

This Notice supplements [TPH Notice 03-20](#) (published 19 March 2020). It is being issued following the further steps announced by the Government, on 23 March 2020, in its continued efforts to delay the spread of Coronavirus (COVID-19).

Licensing service

Our focus remains on supporting critical taxi and private hire licensing functions. This will primarily be licence renewals and acting on safety-critical intelligence. To ensure the safety and welfare of our staff and to ensure all available staff are focussing on these critical licensing tasks, we have taken a decision to close our phone lines and will operate an email-based customer service until further notice.

To contact us about driver, operator and vehicle licensing enquiries:

- For taxi and private hire driver related enquiries, please email: tphlicensing@tfl.gov.uk
- For private hire operator related enquiries, please email: tph.operators@tfl.gov.uk
- For taxi and private hire vehicle related enquiries, please see contact NSL on 0343 222 5555.

Please only use these email addresses if your enquiry is essential as we are operating with a reduced number of staff e.g. if your licence is due to expire imminently.

We will continue to update our website, which provides assistance in answering most enquires, including licensing guidelines. Visit www.tfl.gov.uk/tph for further information.

Knowledge of London and Topographical testing

As a sensible precaution, in response to the Government statement, and to protect the welfare of our staff and applicants, we will not be undertaking Knowledge of London or Topographical testing until further notice. **Please do not travel to any of our assessment centres which are now closed.** Applicants who have a booking will be contacted by us in the coming days.

Processing new taxi or private hire driver applications

Due to a reduced number of staff and the temporary closure of our taxi and private hire assessment centres, we are currently unable to process new taxi or private hire driver applications unless an assessment has already been completed and passed.

NSL vehicle testing inspections

In response to the latest Government statement, we have taken a decision to temporarily close the six NSL Vehicle Inspection Sites with immediate effect while we consider what services we are able to offer to support the ongoing licensing of vehicles. We will provide an update on vehicle licensing in a subsequent TPH Notice.

Health, wellbeing and financial circumstances

The health and wellbeing of licensees is important to us and we are conscious of the challenging and unsettling nature of the current situation in light of the Coronavirus pandemic.

We have created a [licensee health and wellbeing webpage](#) to raise awareness of some of the services, guidance and support that is available covering physical and mental health and overall wellbeing.

This includes the [Money Advice Trust](#), a national charity helping people across the UK to tackle their debts and manage their money with confidence. It offers free, independent and confidential advice on personal debt and Business Debtline, the UK's only free dedicated debt advice service for people who are self-employed and other small business owners.

Other resources are available to find out about financial support that the Government is offering, including:

- <https://www.gov.uk/government/publications/support-for-those-affected-by-covid-19>
- <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses>
- <https://www.british-business-bank.co.uk/ourpartners/coronavirus-business-interruption-loan-scheme-cbils/>

In recognition of the current situation, the London Electric Vehicle Company (LEVC) has announced that a three-month finance payment holiday initiative has been agreed by LEVC and Black Horse (finance).

TX drivers on any existing Black Horse finance contract can register their interest for a three-month suspension of repayments by completing their details at: www.levc.com/payment-holiday.

Key worker status

We, alongside taxi and private hire trade representatives, are seeking urgent clarification from Government as to whether taxi and private hire drivers are defined as key workers. As soon as more information is known we will issue a further Notice.

Regular conference calls are now scheduled with trade representatives and we will use a range of methods to disseminate important information to you.

We will continue to issue further updates as the situation progresses. Please do stay safe and well.

Graham Robinson

A handwritten signature in black ink, appearing to be 'GR', written in a cursive style.

**Interim General Manager
Taxi and Private Hire
Transport for London**

24 March 2020

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