



### **Update on taxi and private hire driver licensing service – March 2026**

This Notice provides an update on the current taxi and private hire vehicle (PHV) driver licensing service. It follows the information previously shared in TPH Notices [02/25](#) and [07/25](#) and sets out the actions underway to improve the processing of new driver applications.

We recognise the importance of ensuring that existing taxi and PHV drivers remain licensed and able to continue to work. Supporting drivers to do so, without interruption, has been a key priority throughout this period.

We have strengthened the licensing service by increasing staffing levels and establishing quicker escalation routes, with these measures focused primarily on improving the processing of renewal applications. We are also continuing to issue short-term PHV driver licences, where appropriate and where specific criteria are met, to support existing drivers.

Following sustained efforts to stabilise the service and strengthen support for existing drivers, we have now reached a consistently steady operating position. We are providing timely responses to correspondence and we aim to review renewal applications within around 10 working days of receipt.

Drivers approaching licence expiry remain a priority and we continue to focus on those that are due to expire within the next six weeks, to ensure they can continue working without interruption. However, it is important that drivers submit their renewal applications as early as possible, as factors outside of our control can sometimes increase processing times. Applying early significantly reduces the risk of not being

re-licensed in time and remains the most effective way for drivers to avoid unnecessary disruption.

### **New driver licence applications**

We acknowledge that new driver licence applications have recently taken longer to progress. While continuing to provide a prompt and reliable service for renewal applications, we are now putting additional focus on supporting first-time applicants and reducing the existing backlog.

We have continued to support new applicants by promptly reviewing applications when submitted, enabling them to progress to the driver assessment stage without unnecessary delay. There has been, and continues to be, sufficient assessment capacity, giving applicants the opportunity to book appointments at dates and times convenient to them.

We are now increasing our support for applicants who have successfully completed all of their driver assessments. After this stage, we undertake a detailed review of each application, which can sometimes result in requests for further or additional evidence. To accelerate this process, additional staff are being allocated to new applications and experienced officers are being assigned to cases closest to completion.

These steps will help new applications progress more efficiently and provide clearer, more proactive support as applicants complete the remaining stages of the licensing process.

### **Progressing new driver applications**

The following explains how we are progressing new driver applications, prioritising those closest to completion where the applicant has passed all mandatory driver assessments, and the steps we are taking to reduce the backlog:

Initial review of new applications: We carry out an initial review of each new application we receive within 10 working days. This early check helps identify any missing documents or information, helping to reduce potential delays later in the process. Some applications cannot progress because mandatory documents have not been submitted. Submitting a complete application and providing any requested information promptly is really important.

Driver assessments: Applicants who have not yet passed their mandatory driver assessment are encouraged to prepare for, book and then undertake these as soon as possible. Assessment bookings are currently available, and completing the assessment early will ensure your application can progress to the next stage. We are proactively contacting applicants who still need to book or pass their assessments and offering support to help them progress. More information on our driver assessments, including how to prepare and book, can be found on our website: [www.tfl.gov.uk/licensing](http://www.tfl.gov.uk/licensing).

Processing applications for drivers who have passed their driver assessments: We recognise that a significant number of applicants are currently at this stage. To ensure fairness and consistency, we will be working through these cases in date order, based on when the assessment results were issued to the applicant.

This means that applicants who passed their assessment more recently may need to be patient while we progress earlier submissions. We appreciate your patience and understanding as we work to progress applications as efficiently and fairly as possible.

At this point, each application undergoes a final review to confirm that all mandatory information and documents have been provided. This is an important stage in the process, as we must ensure we have everything needed to make a licensing decision. Where information is missing or unclear, we will contact applicants, including by phone, and ask for it to be supplied as soon as possible so that the final review can be completed without delay. Timely responses help us resolve queries without delay and allow applications to move forward through the licensing process.

## **Steps you can take to help avoid delays**

There are a number of common issues that can delay applications. Making sure you avoid these will help your application progress more smoothly. To help avoid delays with your application, please:

- Provide all required documents in a full, clear and readable format
- Ensure information is accurate and complete so we do not need to request corrections or additional information
- Respond as quickly as you can when we contact you and, wherever possible, supply all requested information at the same time
- Complete your required assessments as early as possible, as applications cannot move to final review until they have been passed
- Keep your contact details up to date and check your messages regularly so you do not miss important requests from us (checking all email folders and voice messages)
- Always use the specific email addresses provided in the correspondence you receive from us, especially when sending sensitive information, or upload it securely via your online account

## **Aspects of the licensing process outside our control**

Some parts of the licensing process rely on external organisations and may affect overall timelines. These include GP availability for medical appointments, Disclosure and Barring Service (DBS) processing times and other third party checks.

## **Goodwill Payment Scheme**

As set out in [TPH Notice 03/26](#), a one-off Goodwill Payment Scheme has been introduced for eligible drivers affected by past processing delays. Eligible drivers will be contacted directly and do not need to apply.

## **Further information**

All Notices referenced in this update and future Notices providing important regulatory information are available on the [TPH Notices & Consultations](#) webpage.

**Licensing & Regulation Department**  
**Transport for London**

**24 March 2026**

For previous Notices and licensing information, please visit [tfl.gov.uk/tph](https://tfl.gov.uk/tph)