



## Guidance for taxi and private hire drivers and operators on the requirement to notify TfL of police involvement within 48 hours

This guidance is for taxi drivers, private hire drivers and all individuals associated with a private hire operator's licence, and is about the requirement to notify us of any police involvement within 48 hours.

Since 1 July 2024, the period in which taxi and private hire drivers and private hire operators need to notify us of any arrest and release, charge, caution, or conviction has changed to 48 hours.

As the licensing authority for London's taxi and private hire services, we must consider a wide range of information to ensure a licensee is suitable to hold a licence. Previously, taxi and private hire drivers had to inform us of any new convictions and cautions within 21 days, while private hire operators had to notify us of all convictions within 14 days.

Following our [consultation](#) on implementing the Department for Transport's [Statutory Taxi and Private Hire Vehicle Standards](#), we have changed this to 48 hours for both taxi and private hire drivers and private hire operators.

The information all licensees will be required to notify us about will include any:

- Arrest and release
- Charges
- Cautions
- Convictions

### When the new requirements will apply

#### Taxi drivers

From 1 July 2024, **all** licensed taxi drivers must notify us of any arrest and release, charge, caution, or conviction within 48 hours with immediate effect.

(See [London Cab Order \(No. 2\) 2023](#))

#### Private hire drivers

**All** private hire driver licences granted on or after 1 July 2024 include a condition that the private hire driver must notify us of any arrest and release, charge, caution, or conviction within 48 hours.

- **Newly licensed private hire drivers:** Any new private hire driver whose licence was granted on or after 1 July 2024, must notify us of any arrest and release, charge, caution, or conviction within 48 hours
- **Existing private hire drivers:** Private hire drivers with a licence granted before 1 July 2024 must notify us of any new convictions and cautions



within 21 days but are strongly encouraged to comply with the 48-hour requirement straight away

## Private hire operators

From 1 July 2024, **all** licensed private hire operators must notify us of any arrest and release, charge, caution, or conviction within 48 hours.

Regulation 9(4) of the Private Hire Vehicles (London) (Operators' Licences) Regulations 2000 has been [amended](#) to introduce this new condition.

The revised licence condition applies to all individuals who are associated with a PHV operator's licence, as defined by regulation 2 Private Hire Vehicles (London) (Operators' Licences) Regulations 2000.

## What information do you need to give us?

You must notify us of any offence that led to an arrest and release, charge, caution, or conviction. This includes all driving offences resulting in penalty points on your DVLA driving licence.

When notifying us, please include:

- Name
- Date of birth
- Licence number
- Nature of the offence
- Date of the arrest, release, charge, caution, or conviction
- The police station you were taken to (if applicable)
- The court you attended (if applicable) and details of any sentence

It is your responsibility to provide this information to us. You must not rely on anyone else to give us this information.

If you are unsure about whether you need to inform us of something then it is best to inform us of it within 48 hours so as we can review this and provide you with guidance.

## Fixed Penalty Notices

Where an offence is dealt with by a Fixed Penalty Notice, you must notify us within 48 hours of accepting the Fixed Penalty Notice and paying any associated fine.

You do not need to notify us within 48 hours of the date of the offence, although we encourage you to do so.

If you choose to challenge a Fixed Penalty Notice, then you must notify us within 48 hours of any subsequent court conviction.



## Penalty Charge Notices

You do not need to tell us about any Penalty Charge Notices (PCNs) or parking tickets that do not result in penalty points on your driving licence. However, if we become aware that you are getting frequent PCNs and/or parking tickets, we may take licensing action against you. This is because we expect all licensed drivers to behave responsibly.

## How to notify us

You can use the [online form](#) or email us at [tphlicensingupport@tfl.gov.uk](mailto:tphlicensingupport@tfl.gov.uk).

To help you provide us with this information within 48 hours, we recommend you use the above email address as this will verify the date and time of your notification.

If you are unable to email you can notify us in writing. The address to send notifications to is:

TfL London Taxi and Private Hire  
PO Box 177  
Sheffield  
S98 1JY

If you notify us by post you should retain proof of when you posted the notification so you can show you notified us within 48 hours.

## What if I am unable to notify TfL within 48 hours?

You should make every effort to notify us of any arrest and release, charge, caution, or conviction within 48 hours. If you fail to notify us within 48 hours then this could result in licensing action being taken against you.

If it is not possible for you to tell us about any arrest and release, charge, caution, or conviction within 48 hours, for example, if you were held in custody, you should inform us as soon as possible and tell us the reason why you were not able to do so sooner.

## What do we do with the information?

We will consider any information provided to us in line with our [driver and operator licensing policies](#). Telling us about an arrest, release, caution, charge or conviction does not necessarily mean we will take licensing action, but will allow us to consider the incident at the earliest opportunity. We may ask you or the police for further information to help us with our investigation.

## Failure to notify TfL

We expect all licensed drivers and private hire operators to remain transparent, which includes informing us of any changes to their circumstances.



If you do not inform us within 48 hours, we will take this into consideration when deciding whether you are still fit to be licensed, along with the nature of the offence and any previous offending history.

## Next steps

We expect all licensed taxi and PHV drivers, and PHV operators to comply with the new requirements. Failure to do so may result in us reviewing your fitness to remain licensed and could lead to licensing action being taken.

We will monitor compliance with these requirements, keep this guidance under review and may update it in the future.

## Version control

This document will be kept under review and may be altered or amended to reflect any changes in the law or Transport for London policies and guidance.

Version	2
Date	17 July 2024
Summary of amendments	Updated to reflect this requirement is now live