



Coronavirus – Update 7 (consolidation)

This Notice consolidates important information from previous Notices under three sections: [Section 1 - Driver Licensing](#); [Section 2 - Vehicle Licensing](#) and [Section 3 - PHV Operators and Taxi Booking Companies](#).

[TPH Notice 08/20](#) contains all the latest information and practical advice for licensees on coronavirus – focusing on face coverings, personal and vehicle hygiene and social distancing.

This Notice is a consolidation of important information contained **in all previous TPH Notices on coronavirus and supersedes TPH Notices 02/20 – 07/20**.

Section 1: Driver licensing

Our focus remains on supporting critical TPH licensing functions. This will primarily be licence renewals and acting on any safety-critical intelligence that is received.

Contacting TPH licensing

To ensure we can effectively resolve your licensing queries, we ask that drivers only contact us on one of the email addresses below:

- TPHRenewals@tfl.gov.uk for licence renewal application queries
- TPHOnlineEnquiries@tfl.gov.uk for online or customer account queries
- TPHAddress@tfl.gov.uk to notify us of a change of address
- TPHLicensing@tfl.gov.uk for any other licensing queries

To help us respond to all emails in a timely manner, please only send your licensing queries to one of the above email addresses, as duplicate emails slow down our ability to respond.

Medical assessments

We recognise that there may be delays in obtaining medical information from GPs and specialist medical practitioners due to the current situation. We are adopting a pragmatic approach wherever possible.

We are assessing the need to provide a medical assessment on a case-by-case basis, closely assessing the individual circumstances of each driver. If you are due to provide a medical assessment and are unable to secure an appointment, please contact us at TPHLicensing@tfl.gov.uk. We will assess your individual circumstances and advise on the next steps.

Contact details

All licensees are required to ensure the contact details (email and telephone) provided to TfL are up to date. This enables us to provide you with important regulatory information.

In light of the current circumstances, we urge all TPH drivers (and vehicle owners and private hire operators) to check we have the most up to date contact details. Please email any updated contact details – with your driver licence number in the subject heading – to TPHLicensing@tfl.gov.uk

Confirmed cases of coronavirus

We would remind all drivers of their obligation to inform us of any material changes in their medical circumstances. This would include confirmation that you have been tested positive for coronavirus.

The Government has identified some groups as clinically vulnerable: <https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing>

Taxi and private hire drivers who are considered clinically vulnerable are advised to follow the Government's guidance and stay at home as much as possible and, if you do go out, take particular care to minimise contact with others outside your household.

Clinically vulnerable includes people who are aged 70 or older (regardless of medical conditions). All taxi and private hire drivers over the age of 70 are strongly advised to remain at home, even if in good health.

There is a further category of people with serious underlying health conditions who are clinically extremely vulnerable, meaning they are at very high risk of severe illness from coronavirus. You should be aware of the [Government's guidance on shielding](#) which provides information on how to protect yourself.

New driver licence applications

Due to the limited resources we have available at this time we are currently unable to process any new taxi and private hire driver licence applications until further notice.

If you have a query about an existing licence application or if you wish to withdraw an application, please email: tphlicensing@tfl.gov.uk.

Knowledge of London and Topographical Skills testing

Please see [TPH Notice 08/20](#) on the resumption of Knowledge of London and Topographical Skills Assessments.

Secure English Language Test (SELT) provision

Our approved SELT providers suspended testing as a result of Government and Public Health England advice.

Please check their websites to confirm when assessments will resume:

- <https://selfbooking.trinitycollege.co.uk/OEWeb/loadExamDtl.do>
- <https://takeielts.britishcouncil.org/united-kingdom>

Speeding

The Metropolitan Police Service has observed an [increase in the number of vehicles speeding](#) on London's roads. We are reminding all drivers that it is essential for public safety to observe the speed limits on any given road.

More information on our Vision Zero commitment to eliminate all deaths and serious injuries on London's roads by 2041 and recent changes to speed limits on roads in central London can be found [here](#).

Courier and delivery work

PHV operators, taxi booking companies, taxi drivers or private hire drivers who are carrying out courier or delivery work should read the Government's guidance for people who:

- Work in or from vehicles: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/vehicles>
- Deliver goods or items to other people's homes: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>

Congestion Charge and Ultra Low Emission Schemes

From Monday 18 May 2020, owners of private hire vehicles need to pay an £11.50 daily charge when driving within the Congestion Charge zone between 07:00-18:00,

Monday to Friday. Vehicles that do not meet the ULEZ standards, must also pay the ULEZ charge.

For more information on the Congestion Charge and ULEZ, please visit: <https://tfl.gov.uk/modes/driving/congestion-charge/congestion-charge-zone>.

Private hire vehicles that are designated as wheelchair-accessible vehicles have retained an exemption from paying the Congestion Charge, but only when carrying out a private hire booking for a TfL-licensed private hire operator. Taxis continue to be exempt from the charge.

As a temporary measure and to support the transformation of London's streets, it is proposed that the Congestion Charge will increase to £15 and the hours of operation be extended to 7am to 10pm, seven days a week. These changes will take place from 22 June.

Further details are provided here: <https://www.london.gov.uk/press-releases/mayoral/car-free-zones-in-london-as-cc-and-ulez-reinstated>

Section 2: Vehicle licensing

Resumption of vehicle inspection services

Please see [TPH Notice 08/20](#) for details of the resumption of vehicle inspection services.

Vehicles that are presented for licensing will be required to meet **all** licensing requirements. This includes the production of a valid MOT certificate which took place no more than 14 days prior to the inspection.

Temporary TPH vehicle licensing arrangements

In [TPH Notice 05-20](#) we provided information on a number of changes to vehicle licensing arrangements.

The changes are set out below:

- Taxi or PHV vehicle licences which have expired or are due to expire between 23 March 2020 and 30 June 2020 (inclusive) will remain licensed for a period of six months pending the full resumption of vehicle inspections and a decision by TfL on the grant of a new licence.
- The six-month period will be applied from the date the vehicle licence is due to expire. For example, if a vehicle licence is due to expire on 30 May 2020, it will remain licensed until 30 October 2020.
- Any vehicle licence that expired on or after 23 March and for which a booking was made for an inspection can continue to work.

We have written to all vehicles owners that were impacted by these changes.

The temporary arrangements set out above, as detailed in [TPH Notice 05/20](#), were made in direct response to the temporary closure of our vehicle inspection centres. Vehicle inspections have now resumed (see above) and we will not be extending these arrangements further.

Maintenance of licensed vehicles

It remains the responsibility of vehicle owners to ensure the roadworthiness of their licensed vehicle(s) and to ensure that vehicles continue to meet all regulatory requirements at **all** times. Vehicles should be inspected before every journey to ensure they comply with the requirements of the TfL TPH Inspection Manual.

The Government has also provided advice on keeping your vehicle in good condition here: <https://www.gov.uk/check-vehicle-safe>

Compliance Officers continue to carry out targeted on-street checks during this period to ensure vehicles remain fit to be licensed and safe to carry passengers. Any vehicle found not to comply will be deemed unfit and therefore unable to

continue to be used for service until it can be demonstrated to meet all regulatory standards.

Section 3: PHV Operators and Taxi Booking Companies

PHV operating centres with public access

PHV operators who have operating centres with public access should read the [Government's guidance for people work in or run shops, branches, stores or similar environments](#) and in particular Section 4 on managing your customers, visitors and contractors.

Office and call centres

PHV operators and taxi booking companies with offices or call centres should read the [Government's guidance for people who work in or run offices, contact centres and similar indoor environments](#).

Existing private hire operator queries

If operators wish to ask a question about their renewal or variation application, they can email tph.operators@tfl.gov.uk.

Weekly driver upload

Licensed private hire operators are required to provide details of the vehicles and drivers they have used to fulfil private hire bookings, or have had available to fulfil bookings, for the previous week. However, we appreciate that many private hire operators may not be working during the coronavirus pandemic. With this in mind, specifically for those not operating, we will waive the requirement to provide an upload upon written notification of the dates on which they are not accepting bookings.

Notification should be provided by emailing tph.operators@tfl.gov.uk, stating the

date that their operations were, or will be suspended.

Prior to restarting their operations, we require the Nominated Representative to notify us of the date that services will restart. The normal weekly upload processes will then resume as of this date.

More detailed information regarding Private Hire Regulations and all requirements can be found on our website at www.tfl.gov.uk/ph-regulations.

Confirmed cases of coronavirus

PHV operators should contact us, by sending us a [PHV105 form](#), if they become aware of a driver that has tested positive for coronavirus to ensure that we have taken the relevant licensing action. We ask taxi app, booking companies and radio circuits to also take the same approach to informing TfL.

Ridesharing

All ridesharing services should continue to be suspended until further notice

We will continue to provide important updates and inform licensees of any regulatory and licensing changes via our weekly email to licensees and in future TPH Notices.

Please do stay safe and well.

Graham Robinson



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

12 June 2020

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