



Coronavirus – Update 8

This Notice provides updated information for taxi and private hire vehicle (PHV) licensees on temporary changes to the Congestion Charging scheme and about the use of face coverings.

This Notice should be read in conjunction with [TPH Notice 09/20 \(Consolidation\)](#), that draws together and updates information from previous Notices; and [TPH Notice 08/20](#), that contains the latest information and practical advice for licensees relating to coronavirus – focusing on face coverings (supplemented by the information below), personal and vehicle hygiene and social distancing.

Temporary Changes to the Congestion Charging scheme

Transport for London (TfL) has [announced temporary changes to the Congestion Charging scheme](#) that came into effect on Monday 22 June.

These temporary changes will ensure the capital's recovery from the pandemic is not restricted by cars and congestion.

From 22 June the Congestion Charge will temporarily increase to £15, operate 07:00-22:00 seven days a week on every day of the year (except Christmas Day) and the residents' discount will be closed to new applicants on 1 August.

We will also temporarily allow customers up to three days after the day of travel to pay the daily charge, at a slightly higher rate of £17.50.

The new arrangements also include an expanded NHS patient reimbursement scheme for people vulnerable to coronavirus and a proposed new reimbursement arrangement for local authorities and charities operating in the zone where they are providing certain support or services in response to the pandemic.

Further details on the Congestion Charging scheme, including available discounts and how to pay (including Autopay) are provided here:

www.tfl.gov.uk/modes/driving/congestion-charge

Wheelchair-accessible private hire vehicles will retain their exemption to the Congestion Charge, if they are carrying out bookings for TfL-licensed private hire operators. Taxis are exempt from the charge.

Face coverings in taxis and private hire vehicles

The Government mandated the wearing of face coverings on public transport from Monday 15 June: www.gov.uk/government/news/face-coverings-to-become-mandatory-on-public-transport

The Government has also issued further guidance, stating that occupants of taxi and private hire vehicles should also wear face coverings:

www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers#taxis-and-private-hire-vehicles

Following the Government announcement, we issued [TPH Notice 08/20](#) which contains guidance for licensees that was aligned with that issued by government. This has been introduced as a safety measure to provide additional protection to both licensees and taxi and private hire passengers. Studies by the [Office for National Statistics](#) and [Public Health England](#) found that taxi and private hire drivers are among the higher risk occupations for coronavirus deaths, so it is vital that all taxi and private hire drivers and their passengers take these steps to provide additional safety. Private hire operators and taxi app companies can also help to reinforce this message to passengers at the time of the booking.

Taxi and private hire drivers should now wear face coverings at all times when in their taxi or private hire vehicle.

We have also told taxi and private hire vehicle passengers that they should wear face coverings, and that the driver can refuse to carry them if they aren't wearing one.

However, please be aware that some people may not need to wear a face covering, for example young children (under 11 years old) or someone who cannot put on, wear, or remove a face covering because of a physical or mental illness or impairment or disability. Further information, including a list of people who do not have to wear a face covering and an exemption card that can be printed or displayed on your phone is provided here: www.tfl.gov.uk/campaign/face-coverings

Please take this into account before refusing to carry a passenger.

Compliance Officers are now engaging with both licensees and passengers to explain how everyone benefits from the widespread use of face coverings.

We will consider licensing action in cases of non-compliance, however we are confident everyone will want to do the right thing and keep themselves and others safe.

Resumption of Knowledge of London appearances and Topographical assessments at 210-212 Baker Street



As we indicated in [TPH Notice 08/20](#), on Monday 15 June we started a phased recommencement of Knowledge of London appearances and we intend to resume topographical assessments next month. By Friday 19 June over 100 Knowledge of London appearances will have taken place.

These assessments take place at 210-212 Baker Street and a number of measures have been implemented to reflect Public Health England guidance and to reduce the risk to staff and candidates presented by the coronavirus. Measures include the installation of social distancing markers and hand sanitiser units and the wearing of face coverings.

We are contacting all candidates who had an assessment cancelled due to the consequences of coronavirus, to re-book their assessment and provide them with details of the measures we have implemented.

Candidates need not take any action and we request that you do not contact us as we currently have limited access to our phone lines.

Resumption of vehicle inspections

The phased reopening of our vehicle licensing inspection centres commenced on 3 June 2020, with Staples Corner, Canning Town and Coulsdon. We will look at opening the other sites as the demand for the service increases.

In line with Public Health England guidance and to reduce the risk to staff and licensees relating to coronavirus we have implemented a number of measures at vehicle inspection sites including: social distancing markers, hand sanitiser stations, providing PPE to staff and minimizing contact between staff and those presenting vehicles for inspection. Customers presenting a vehicle for inspection should wear a face covering – if you do not, we may not inspect the vehicle.

These measures will be set out as part of the booking process and you should comply with the measures to protect yourself and our staff. The most efficient way to make a booking is via the 24/7 [online booking portal](#).

Licensee Health and Wellbeing

During these challenging times, it is really important to prioritise your mental and physical wellbeing. 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.

We have created a dedicated [Taxi and Private Hire Health and Wellbeing webpage](#) providing licensees with detail of a wide range of organisations that provide specialist support and advice on mental and physical health, nutrition, debt, bereavement and support for anyone affected by a road traffic collision.

Financial support

The Government has introduced a number of schemes to provide financial assistance to those affected by the coronavirus pandemic, including the Self-

Employed Income Support Scheme, which is a taxable grant worth 80 per cent of a self-employed person's average monthly profits over the last three years, up to the value of £2,500 per month. Details are provided here:

www.gov.uk/government/news/chancellor-gives-support-to-millions-of-self-employed-individuals

Other Government financial support schemes include:

- Support for those affected by COVID-19:
www.gov.uk/government/publications/support-for-those-affected-by-covid-19
- Financial support for businesses during coronavirus (COVID-19):
www.gov.uk/government/collections/financial-support-for-businesses-during-coronavirus-covid-19
- Coronavirus Business Interruption Loan Scheme:
www.gov.uk/guidance/apply-for-the-coronavirus-business-interruption-loan-scheme
- Coronavirus Business Interruption Loan Scheme (CBILS): www.british-business-bank.co.uk/ourpartners/coronavirus-business-interruption-loan-scheme-cbils-2/
- Universal Credit for the self-employed:
www.gov.uk/government/publications/universal-credit-and-self-employment-quick-guide/universal-credit-and-self-employment-quick-guide

The Money Advice Trust (www.moneyadvicetrust.org), a national charity, is also available to provide advice on tackling debts and managing money. It offers free, independent and confidential advice on personal debt and provides a Business Debtline. It is the UK's only free debt advice service for people who are self-employed and other small business owners.

The London Electric Vehicle Company (LEVC) had previously announced that a three-month finance payment holiday initiative has been agreed by LEVC and Black Horse (finance). LEVC has now confirmed that Black Horse taxi finance customers can request a further one month payment break, further information is available here:

www.levc.com/corporate/news/payment-holiday. All drivers are encouraged to log in to their individual payment accounts to see the options available to them. If drivers are concerned that the impact will be longer-term, they are encouraged to speak to Black Horse directly to discuss the options available to them.

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

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

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

22 June 2020

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