

MDA No.: 1730

Title: Transport for London's (TfL) Taxi and Private Hire Action Plan 2025

1. Executive Summary

- 1.1 At the Transport Committee meeting on 15 May 2025 the Committee resolved that:

Authority be delegated to the Chair, in consultation with party Group Lead Members, to agree any output arising from the meeting.

- 1.2 Following consultation with party Group Lead Members, the Chair agreed the Committee's letter to TfL on licencing delays, as attached at **Appendix 1**.

2. Decision

- 2.1 **That the Chair, in consultation with party Group Lead Members, agrees the Committee's letter to TfL on licencing delays, as attached at Appendix 1.**

Assembly Member

I confirm that I do not have any disclosable pecuniary interests in the proposed decision and take the decision in compliance with the Code of Conduct for elected Members of the Authority.

The above request has my approval.

Signature:



Printed Name: Elly Baker AM, Chair of the Transport Committee

Date: 23 June 2025

3. Decision by an Assembly Member under Delegated Authority

Background and proposed next steps:

- 3.1 The terms of reference for this investigation were agreed by the Chair, in consultation with relevant party Group Lead Members and the Deputy Chairman, under the standing authority granted to Chairs of Committees and Sub-Committees. Officers confirm that the letter and its recommendations fall within these terms of reference.
- 3.2 The exercise of delegated authority approving the letter will be formally noted at the Transport Committee's next appropriate meeting.

Confirmation that appropriate delegated authority exists for this decision:

Signature (Committee Services): *Hannah Barlow*

Printed Name: Hannah Barlow, Principal Committee Manager

Date: 23 June 2025

Financial Implications: NOT REQUIRED

Note: Finance comments and signature are required only where there are financial implications arising or the potential for financial implications.

Signature (Finance): Not Required

Printed Name:

Date:

Legal Implications:

The Chair of the Transport Committee has the power to make the decision set out in this report.

Signature (Legal): *Rory McKenna*

Printed Name: Rory McKenna, Monitoring Officer

Date: 24 June 2025

Email: rory.mckenna@london.gov.uk

Supporting Detail / List of Consultees:

- *Keith Prince AM (Deputy Chairman)*
- *Caroline Russell AM*
- *Hina Bokhari OBE AM*

4. Public Access to Information

- 4.1 Information in this form (Part 1) is subject to the FoIA, or the EIR and will be made available on the GLA Website, usually within one working day of approval.
- 4.2 If immediate publication risks compromising the implementation of the decision (for example, to complete a procurement process), it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary.
- 4.3 **Note:** this form (Part 1) will either be published within one working day after it has been approved or on the defer date.

Part 1 - Deferral:

Is the publication of Part 1 of this approval to be deferred? NO

If yes, until what date:

Part 2 – Sensitive Information:

Only the facts or advice that would be exempt from disclosure under FoIA or EIR should be included in the separate Part 2 form, together with the legal rationale for non-publication.

Is there a part 2 form? NO

Lead Officer / Author

Signature: *Eleanor Haigh*

Printed Name: Eleanor Haigh

Job Title: Senior Policy Advisor

Date: 23 June 2025

Countersigned by Executive Director:

Signature: *Helen Ewen*

Printed Name: Helen Ewen, Executive Director – Assembly Secretariat

Date: 23 June 2025

LONDON ASSEMBLY

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Elly Baker AM
Chair of the Transport Committee

Andy Lord
TfL Commissioner
(Sent by email)

24 June 2025

Dear Andy,

Delays in processing taxi and private hire licences

On 17 June 2025, the Committee took evidence from TfL as part of its work scrutinising the recently published Taxi and Private Hire Action Plan. In this meeting we heard about the steps TfL is taking to resolve the backlog of licensing applications.¹ Having already heard about the serious impacts these delays are having on individual drivers in an earlier meeting in May,² we were alarmed to hear from TfL that there are still 480 drivers awaiting re-licensing and a further 1,400 cases TfL believed were pending additional information from the driver.³ However, considering the evidence of the scale of unopened communication it seems clear much of this information will have been provided and not processed.⁴

While we welcome the deadline TfL has set for the backlog to be resolved by the end of July, given the scale and impact of this issue on drivers, the Committee wishes to closely monitor TfL's progress towards this deadline. I am, therefore, writing to you to request that TfL provide the Committee with a weekly progress update (until we deem this issue is resolved) detailing:

¹ London Assembly Transport Committee, [Transport for London's Taxi and Private Hire Action Plan 2025](#), 17 June 2025

² London Assembly Transport Committee, [Transport for London's Taxi and Private Hire Action Plan 2025 Panel 1](#), 15 May 2025, pp. 3-7

³ London Assembly Transport Committee, [Transport for London's Taxi and Private Hire Action Plan 2025](#), 17 June 2025

⁴ London Assembly Transport Committee, [Transport for London's Taxi and Private Hire Action Plan 2025 Panel 1](#), 15 May 2025, p. 7 see also London Assembly Transport Committee, [Transport for London's Taxi and Private Hire Action Plan 2025](#), 17 June 2025

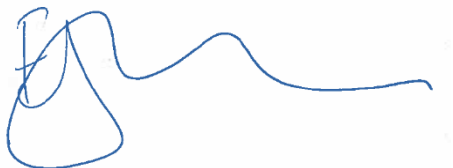
- The number of licence renewal applications that need to be processed, where TfL has all the information needed from the driver, and the number of these who currently have temporary licences.
- The number of licence renewal applications where TfL is waiting for additional information from the driver, broken down into the categories of additional information, eg DBS or medical information.
- The number of other outstanding licence renewals not falling into the above categories.
- The number of unprocessed emails in TfL's Taxi and Private Hire licencing inbox.
- The number of new licence applications outstanding.

Please break these figures down between taxi and private hire licences.

Sharing this information openly and transparently can play a part in demonstrating that TfL is taking robust action to resolve the immediate backlog and to ensure there aren't continued licencing delays in the future. I expressed at Transport Committee that there has been a breakdown of trust in TfL over this issue, and I believe efforts need to be made to rebuild this, particularly with private hire drivers and their Trade Unions.

I would be grateful if you could respond to this letter and provide the Committee with the first weekly progress update on 1 July 2025. Please send your responses to Hannah Barlow, Principal Committee Manager, hannah.barlow@london.gov.uk and Eleanor Haigh, Senior Policy Adviser, eleanor.haigh@london.gov.uk.

Yours,

A handwritten signature in blue ink, appearing to read 'Elly Baker', with a long, flowing horizontal stroke extending to the right.

Elly Baker AM
Chair of the Transport Committee