



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

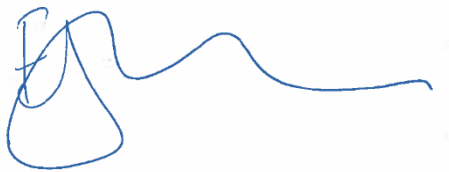
- The number of licence renewal applications that need to be processed, where TfL has all the information needed from the driver, and the number of these who currently have temporary licences.
- The number of licence renewal applications where TfL is waiting for additional information from the driver, 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 line extending to the right.

Elly Baker AM
Chair of the Transport Committee