

MDA No.: 1767

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 follow-up letter to TfL on licencing delays, as attached at **Appendix 1**.

2. Decision

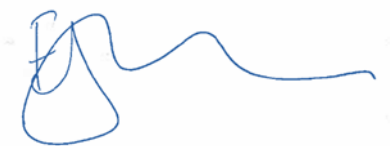
2.1 **That the Chair, in consultation with party Group Lead Members, agrees the Committee's follow-up letter to TfL on licencing delays, as attached at Appendix 1.**

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:

A handwritten signature in blue ink, appearing to read 'Elly Baker', followed by a long, wavy horizontal line.

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

Date: 17 September 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, 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: 17 September 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): *K. McKenna*

Printed Name: Rory McKenna

Date: 17 September 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: 17 September 2025

Countersigned by Executive Director:

Signature: *Helen Ewen*

Printed Name: Helen Ewen, Executive Director – Assembly Secretariat

Date: 17 September 2025

LONDON ASSEMBLY

City Hall

Kamal Chunchie Way
London E16 1ZE
Tel: 020 7983 4000
www.london.gov.uk



Elly Baker AM
Chair of the Transport Committee

Andy Lord
TfL Commissioner
(Sent by email)

18 September 2025

Dear Andy,

Delays in processing taxi and private hire licences

I wrote to you on 24 June to express the Committee's concerns regarding TfL delays in processing taxi and private hire licences and to request weekly progress updates on reducing the backlog of applications. I would like to thank TfL for providing the Committee with fortnightly updates on this, and for responding to our queries regarding these updates. This has enabled the Committee to monitor TfL's progress on this important issue.¹

TfL told the Committee that in July the figures reached a "steady state".² Yet, the figures since the beginning of August show that the number of drivers with expired licences who have renewal applications with TfL to process is steadily increasing. This is shown in Table 1 below.

Table 1: Completed PHV driver applications with TfL to process where the re-newing drivers current licence has expired³

Date	Number of completed PHV driver applications with TfL to process
30 June	349

¹ London Assembly Transport Committee, [Private hire licence backlog monitor 2025](#)

² London Assembly Transport Committee, [Appendix 11 – Taxi and Private Hire Licensing Delays – Update 12 August, item 4](#), 12 August 2025

³ London Assembly Transport Committee analysis of TfL data, see London Assembly Transport Committee, [Private hire licence backlog monitor 2025](#)

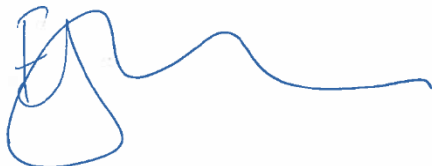
11 July	423
25 July	124
8 August	240
22 August	291
29 August	310
5 September	337

At the Committee's meeting on 17 June, Nick Dent, Director of Customer Operations at TfL, told us that TfL "absolutely target to address this ahead of September" and "by the end of July if we can".⁴ Given this commitment from TfL in June and that we are now in September, it is concerning that, following a dip at the end of July, the figures have been increasing over the past month.

I'd be grateful if you could provide assurances on the actions TfL are taking to resolve this situation.

I would be grateful if you could respond to this letter in the next fortnightly update on 22 September 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,



Elly Baker AM
Chair of the Transport Committee

⁴ London Assembly Transport Committee, [Transcript of Agenda Item 5 – Transport for London's Taxi and Private Hire Action Plan 2025](#), p. 11