



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](#)

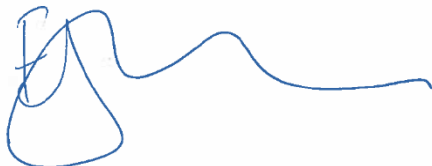
11 July	423
25 July	124
8 August	240
22 August	291
29 August	310
5 September	337

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