



Elly Baker AM
Chair of the Transport Committee

Seb Dance
Deputy Mayor for Transport
(Sent by email)

17 October 2025

Dear Seb,

Delays in processing taxi and private hire licences

I am writing to express the Committee's serious concerns regarding Transport for London (TfL) delays in processing taxi and private hire licences, particularly existing drivers whose licences have expired and are unable to work until a renewal is issued.

On 15 May 2025 the Committee took evidence as part of its work scrutinising TfL's Taxi and Private Hire Action Plan.¹ At this meeting we heard from driver representatives about the serious impacts TfL delays in processing taxi and private hire licences are having on individual drivers.² 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".³

Alongside this Committee work, Assembly Members representing all parties and all areas of London are still regularly contacted by drivers in distress, fearing that they will not be able to pay their rent or mortgage, or provide for their families, and often unable to get clear answers from TfL about the status of their license renewal. Despite this being raised in many forums, including directly with the

¹ London Assembly Transport Committee, [Agenda and minutes Transport Committee – Thursday 15 May 2025 10.00am](#)

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

Mayor at Mayor's Question Time on 19 June⁴, TfL seem simply to be unable or unwilling to get a grip on this issue.

The Committee wrote to TfL on 24 June 2025, and again on 18 September 2025, to express our concerns regarding the backlog of applications and to request updates on TfL's progress to reduce this.⁵ The Committee has since been monitoring TfL's progress on this important issue.⁶

We are alarmed that despite TfL telling the Committee in July that the figures had reached a "steady state"⁷ the figures show that since August the number of drivers with expired licences who have renewal applications with TfL to process, and without any other issues such as outstanding Safety, Equality and Regulatory Understanding (SERU) or English Language Requirement (ELR) tests is steadily increasing.⁸ The most recent update received by the Committee on 8 October shows this figure has jumped to 516, up from 312 on 19 September.⁹ The consistency of these numbers means that at any one time there are several hundred drivers unable to work for a living. We find TfL's regular excuses around this issue unconvincing, as surely do those drivers waiting for answers.

We believe the backlog should have already been cleared. Indeed, TfL told us it would absolutely be cleared by September.¹⁰ There is therefore no excuse for TfL to have any complete renewal applications from drivers with expired licences still to process.

We request that you urgently review the actions TfL is taking and write to the Committee with your assessment of whether those actions are sufficient, and to outline any additional measures TfL intends to bring forward to fully address the situation and ensure the backlog is cleared. We would also request the opportunity to meet with you to discuss this important issue and your response to the Committee's request above.

I would be grateful if you could respond to this letter by 28 November 2025. Please send your responses to Eleanor Haigh, Senior Policy Adviser, eleanor.haigh@london.gov.uk and Hannah Barlow, Principal Committee Manager, hannah.barlow@london.gov.uk who will also be able to liaise with officials regarding a suitable date for a meeting.

Yours,

⁴ Mayor of London, [Taxi and Private Hire Licensing](#), 19 June 2025, see also Mayor of London, [Taxi and Private Hire Licensing \(Supplementary\) \[1\]](#), 19 June 2025

⁵ London Assembly Transport Committee, [London Assembly Transport Committee writes to TfL for action on private hire licence backlog](#), June 2025, see also London Assembly Transport Committee, [Transport Committee letter to TfL Commissioner on delays in processing taxi and private hire licences](#), September 2025

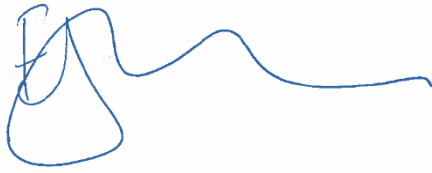
⁶ London Assembly Transport Committee, [Private hire licence backlog monitor 2025](#)

⁷ London Assembly Transport Committee, [Appendix 11 – Taxi and Private Hire Licensing Delays – Update 12 August, item 4](#), 12 August 2025

⁸ London Assembly Transport Committee analysis of TfL data, see London Assembly Transport Committee, [Private hire licence backlog monitor 2025](#)

⁹ London Assembly Transport Committee analysis of TfL data, see London Assembly Transport Committee, [Private hire licence backlog monitor 2025](#)

¹⁰ London Assembly Transport Committee, [Transcript of Agenda Item 5 – Transport for London's Taxi and Private Hire Action Plan 2025](#), p. 11



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cc Andy Lord, TfL Commissioner