



Caroline Russell AM
Chair of the Transport Committee

Claire Mann
Chief Operating Officer, TfL
(Sent by email)

15 September 2026

Dear Claire,

Delays in processing taxi and private hire licences

I am writing to follow up on my previous correspondence regarding delays in processing taxi and private hire licences.

In my letter to you, dated 22 June 2026, I requested that TfL provides the Committee with monthly licensing updates going forward. I have since met with Graham Robinson to discuss this and received correspondence from TfL outlining a proposed approach for providing the Committee with quarterly updates that cover:

- Licensing service performance.
- Application processing.
- Key factors affecting application progress and licensing outcomes.
- Improvement activity and action being taken to support applicants and drivers.

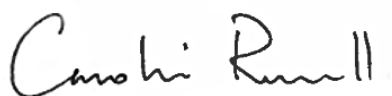
Given the breadth of information and data that could be provided under each of these headings, we would welcome a detailed summary on what will be provided under each of these headings. As a starting point, we request that it includes the data the Committee was previously receiving on a fortnightly basis. This included data on completed private hire driver applications which are with TfL to process.

Furthermore, given our ongoing concerns, we wish to continue monitoring this situation closely and do not consider quarterly updates to be sufficiently frequent to allow for this. As per our previous correspondence on this matter, we therefore request that TfL continues to provide monthly updates.

I would be grateful if you could confirm that the updates will include the data the Committee was previously receiving on a fortnightly basis and that these will be sent every month restarting at the end of September.

Please send your response by e-mail to Hannah Barlow, Principal Committee Manager and Eleanor Haigh, Senior Policy Adviser at assemblytransport@london.gov.uk.

Yours sincerely,

A handwritten signature in black ink, reading "Caroline Russell". The signature is written in a cursive, flowing style.

Caroline Russell AM
Chair of the Transport Committee