



## Coronavirus – Update 4

### Further advice for taxi and private hire licensees

This Notice supplements [TPH Notice 05-20](#) (30 March 2020) and includes information on health and wellbeing, social distancing, screens in private hire vehicles, people at increased risk of coronavirus and driver licence renewals, as well as updates on the [Taxicard scheme](#) and for PHV operators.

#### Driver Welfare and Support

During these challenging times, it is more important than ever to prioritise your mental and physical wellbeing. It is important to be self-aware and spot any early warning signs of feeling mentally unwell and to seek help and support at the earliest opportunity.

Below are examples of support services available to all licensees. Please also visit our dedicated [Taxi and Private Hire Health and Wellbeing](#) webpage for further information.

- [SANE](#)
- [Rethink Mental Illness](#)
- [Mind](#)
- [Citizen's Advice Bureau](#)
- [CALM](#)
- [Age UK](#)
- [Stress Management Society \(SMS\)](#)
- [UK Active](#)

## Financial Support

On 26 March 2020, the Chancellor of the Exchequer, Rishi Sunak, announced the [Self-Employed Income Support Scheme](#), to support those adversely affected by coronavirus. This is a taxable grant worth 80 per cent of a self-employed person's average monthly profits over the last three years, up to the value of £2,500 per month.

Other Government financial support schemes include:

- [Support for those affected by COVID-19](#)
- [Financial support for businesses during coronavirus \(COVID-19\)](#)
- [Coronavirus Business Interruption Loan Scheme](#)
- [Coronavirus Business Interruption Loan Scheme \(CBILS\)](#)
- [Universal Credit for the self-employed](#)

The [Money Advice Trust](#), a national charity, is also available to provide advice on tackling debts and managing money. It offers free, independent and confidential advice on personal debt and provides a Business Debtline. It is the UK's only free debt advice service for people who are self-employed and other small business owners.

In recognition of the current situation, the London Electric Vehicle Company (LEVC) has announced a [three-month finance payment holiday initiative](#) agreed by LEVC and Black Horse finance. TX drivers on any existing Black Horse finance contract can register their interest for a three-month suspension of repayments.

## Support provided by PHV Operators

We are aware of some private hire operators offering financial support for drivers who are undertaking bookings on their platform. Private hire drivers who are affected by coronavirus can contact operator(s) for further information and to

understand if they would qualify for one of the financial support schemes in place during this time.

## **Social distancing**

While we appreciate all efforts to support key workers at the forefront of tackling the pandemic or maintaining key services, it is important that any passenger carrying journeys are undertaken within Public Health England social distancing guidelines to ensure passengers and drivers aren't put at risk.

The Department for Transport recently published updated guidance on the use of transport services. Guidance that is relevant to taxi and private hire services can be found below:

- [Guidance for transport sector workers](#)
- [Insurance when undertaking deliveries](#)
- [Social distancing in the workplace during coronavirus \(COVID-19\)](#)
  - See 'Deliveries' and 'Transport businesses' for information on delivery work.
  - See 'Use of private vehicles and carpooling' which also applies to taxi and private hire vehicles.
- [Cleaning of non-healthcare settings](#)
- The Government does not currently advise use of face masks outside of care settings, in line with [PPE guidance](#).

We will continue to maintain contact with the DfT and ensure any updated guidance is communicated.

## **Screens in private hire vehicles**

We have been approached by a number of private hire operators and drivers regarding the use of temporary screens / partitions in private hire vehicles.

Anything that helps to protect passengers and private hire drivers from the spread of coronavirus is welcomed but it is important that we ensure that the installation of any aftermarket equipment is safe and doesn't cause any unintended safety hazards.

We are working through these requests as quickly as possible. We will issue an update on this issue as soon as practically possible, but in the meantime please do not install these in vehicles.

### **People at increased risk**

As established by [Government guidelines](#), all persons aged 70 or older have been identified as [people at increased risk](#).

The Government has issued specific advice to all persons aged 70 or older to remain at home for their own safety and welfare and be diligent in following social distancing measures. This advice is likely to remain in place for 12 weeks. In these circumstances, drivers over the age of 70 are strongly advised to remain at home, even if in good health.

All licensees, regardless of age, that fall within the [vulnerable category](#) should follow Government advice and continue to self-isolate.

### **Medical assessments**

We recognise that there may be difficulty and delays in obtaining medical information from GPs and specialist medical practitioners due to the current Government guidelines and social distancing measures. We are adopting a pragmatic approach wherever possible.

We are assessing the need to provide a medical assessment on a case-by-case basis, closely assessing the individual circumstances of each driver. If you are due to provide a medical assessment and are unable to secure an appointment, please contact us at [tplicensing@tfl.gov.uk](mailto:tplicensing@tfl.gov.uk). We will assess your individual circumstances and advise on the next steps.

## **Temporary taxi and private hire vehicle licensing arrangements for new and renewal licences**

In our most recent [TPH Notice 05-20](#), published on 30 March 2020, we provided information on a number of changes to vehicle licensing arrangements. These changes will enable taxi and private hire drivers to continue to work, however we remind licensees to be mindful of the [Government's advice](#) at all times.

We have now written to all vehicles owners that are impacted by this change. If you believe that you are impacted but have not received confirmation, then please call our vehicle contact centre on 0343 222 5555.

## **Taxicard changes during coronavirus pandemic**

To support Taxicard members during the coronavirus pandemic some changes have been made to the Taxicard scheme.

Taxicard members can now have:

- Drivers pick up and deliver essential supplies to them
- Friends, family members or carers travel on their behalf using their Taxicard for the same purpose

When a Taxicard member makes a booking they can state that they want a collection of pre-bought items from a supermarket, pharmacy or takeaway etc. Alternatively, they can make a booking for a nominated person to use their Taxicard and travel to purchase or collect essential items.

Taxicard members will have to pay for the journey when they make a booking and will then be given an order number.

CityFleet remains the sole contractor for Taxicard. Taxicard members will still need to contact CityFleet to arrange journeys.

Further information is available here: <https://www.londoncouncils.gov.uk/press-release/02-april-2020/covid-19-%E2%80%93-taxicard-changes>.

## **Speeding**

We are committed to making our roads safe for all users. We have recently observed an increase in the number of vehicles speeding on London's roads. We are reminding all drivers that it is essential for public safety to observe the speed limits on any given road.

More information on our Vision Zero commitment to eliminate all deaths and serious injuries on London's roads by 2041 and recent changes to speed limits on roads in central London can be found here: <https://tfl.gov.uk/corporate/safety-and-security/road-safety/vision-zero-for-london>

## **Private hire operators – weekly driver upload**

Licensed private hire operators are required to provide details of the vehicles and drivers they have used to fulfil private hire bookings, or have had available to fulfil bookings, for the previous week. However, we appreciate that many private hire operators may not be working during the coronavirus pandemic. With this in mind, for those not operating, we will waive the requirement to provide an upload upon written notification of the dates in which they are no longer accepting bookings.

Notification should be provided by emailing [TPH.Operators@tfl.gov.uk](mailto:TPH.Operators@tfl.gov.uk), stating the date that their operations were, or will be suspended.

Prior to restarting their operations, we require the Nominated Representative to notify us of the date that services will restart. The normal weekly upload processes will then resume as of this date.

More detailed information regarding Private Hire Regulations and all requirements can be found on our website at [www.tfl.gov.uk/ph-regulations](http://www.tfl.gov.uk/ph-regulations).

## **Confirmed cases of coronavirus**

Further to [TPH Notice 03/20](#), we would like to remind all drivers of their obligation to inform us in any changes of their medical circumstances. This would include

confirmation that you have been tested positive for coronavirus.

We urge any operator to contact us, by sending us a [PHV105 form](#), if they become aware of a driver that has tested positive to ensure that we have taken the relevant licensing action. We would also ask that taxi app providers and radio circuits also take a similar approach to informing TfL.

### **Taxi and Private Hire Trade Engagement**

Given the current unprecedented circumstances we are facing, since 20 March we have been chairing regular meetings with trade representatives from across the taxi and private hire industries. These meetings have provided an opportunity to discuss the latest government guidance and to provide details of any regulatory and licensing changes. Furthermore, these meetings have provided invaluable insight into the key issues faced by licensees and how we can provide support during these uncertain times.

We will continue this engagement for as long as necessary to ensure that we continue to work together to find solutions and provide support to licensees during these times.

We will also continue to provide important updates and inform licensees of any regulatory and licensing changes via our weekly email to licensees and in future TPH Notices.

Please do stay safe and well.

Graham Robinson



**Interim General Manager  
Taxi and Private Hire  
Transport for London**

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*For previous Notices and additional licensing information, please visit [tfl.gov.uk/tph](https://tfl.gov.uk/tph)*