

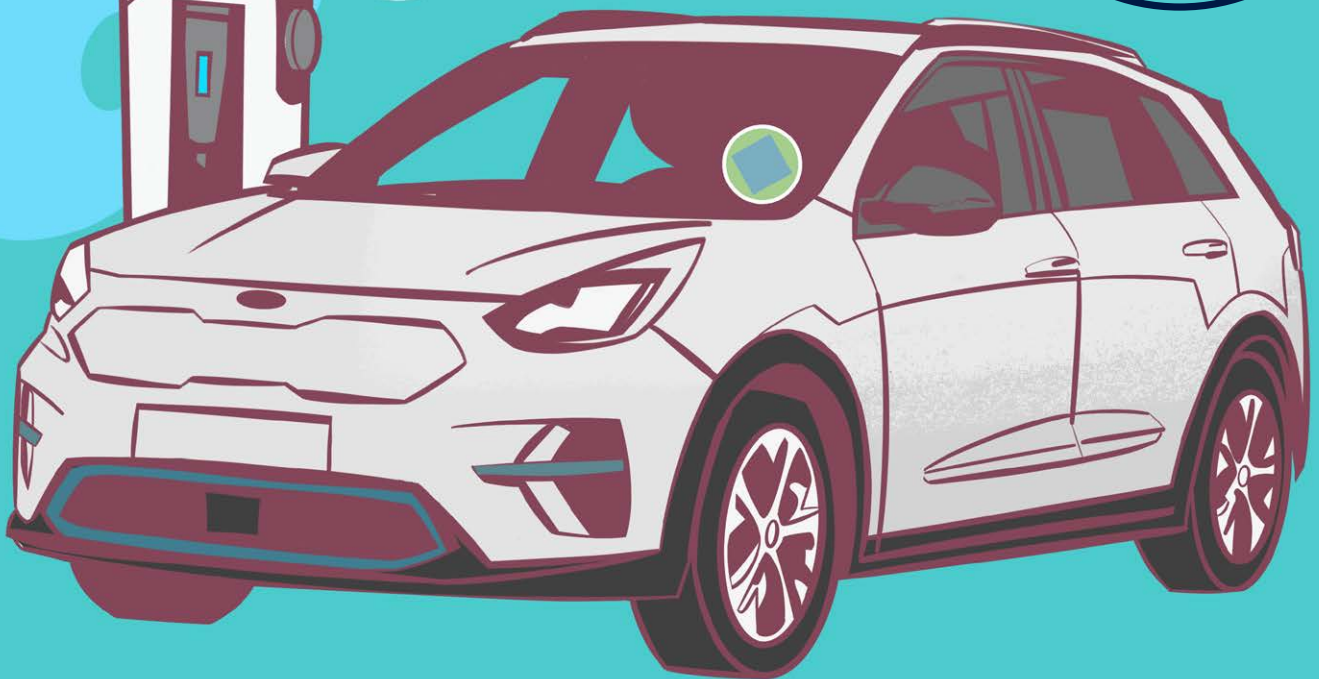
OnRoute

June 2022

The magazine for London's taxi and private hire trades

Top talk

From Big Brother
to black cab



The smart brigade

Our guide to smart chargers



Walk your way
to better health

Stopping violence
against women

Staying safe
while working

Loo-cation
toilet finder

A guide to assistance dogs for private hire drivers

Passengers with assistance dogs use private hire services to make their way around the Capital. These are some of the dogs you might come across. Please remember not all assistance dogs have a jacket to identify them. If in doubt, you should allow the assistance dog to travel with their owner. Assistance dogs are your passengers too.

Guide Dogs

'We wear **white** harnesses with **yellow** fluorescent stripes.'

Guide dogs are for young people and adults who are blind or partially sighted.



Hearing Dogs for Deaf People

'We wear **burgundy** jackets.'

Hearing dogs are for adults and children with hearing impairments.



Dog AID (Assistance in Disability)

'We wear **red** jackets.'

Dog AID dogs are for physically disabled adults.



Canine Partners

'We wear **purple** jackets.'

Canine Partners' assistance dogs are for physically disabled adults.



Dogs for Good

'We wear **green** jackets.'

Dogs for Good assistance dogs are for people with physical disabilities, or children with autism.



Support Dogs

'We wear **blue** jackets.'

Assistance dogs for physically disabled adults, seizure alert dogs for people with epilepsy, and autism assistance dogs for children with autism.



Medical Detection Dogs

'We wear **red** jackets.'

Medical detection dogs are for adults and children with complex health conditions.



Did you know it is against the law to refuse or charge a passenger more because they have an assistance dog?
Private hire drivers and operators doing so could risk being prosecuted or losing their licence.

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Highlights this issue



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It's time to get fit for summer by going for a stroll



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Everything you need to know to help keep people safe

Infocentral

For driver and operator licensing queries please see the following list of email addresses for each type of query. Please include your application or licence number in the subject field of your email and only use one of the email addresses below. This will help TfL to resolve your enquiry as quickly as possible.

Medical information

If you have been asked to provide any medical information, email tphlicensing@tfl.gov.uk

Driver renewal application enquiries

To ask a question about your taxi or private hire driver renewal application, email TPHRenewals@tfl.gov.uk

Online driver renewal assistance

For help with your online driver renewal application, email tphonline@tfl.gov.uk

Please include a telephone number within your email as it may be necessary for one of our team to call you to resolve your issue.

Change of address for drivers

To inform us of your address change, email TPHAddress@tfl.gov.uk

Please allow 10 working days for the receipt of your updated licence.

Notification of any change in personal circumstances

To notify us about any change in personal circumstances, including medical health, convictions, cautions or charges, email tphlicensing@tfl.gov.uk

Private hire operator queries

To ask a question about your application or any other aspect of being a licensed operator, email tphoperators@tfl.gov.uk

Other

To contact us about any other type of enquiry related to licensing, email tphlicensing@tfl.gov.uk



Welcome

After two very difficult years, London is finally back to its bustling self. More people on the streets is great news for both taxi and private hire, and keeping both the public and drivers safe remains a top priority for TPH.

Combatting violence against women and girls has been in the news recently and in the Security zone we explain what is being done to ensure people can travel safely. There are also specific measures drivers can take to stay safe while working and the Metropolitan Police Service, in partnership with TPH, has produced a taxi and private hire safety leaflet (p41).

With longer days and more sunshine, summer is a time when many of us think about getting some exercise and you don't have to go to the gym to get fitter. Just a simple walk in the open air is a great way to improve both your mental and physical health. Read more from p27.

As always, we've also got news, points of view and important taxi and private hire regulatory updates, but if there's something you'd like us to include in a future issue, you can drop us a line at OnRoute@tfl.gov.uk.

Driving seat

Putting you at the heart of taxi and private hire

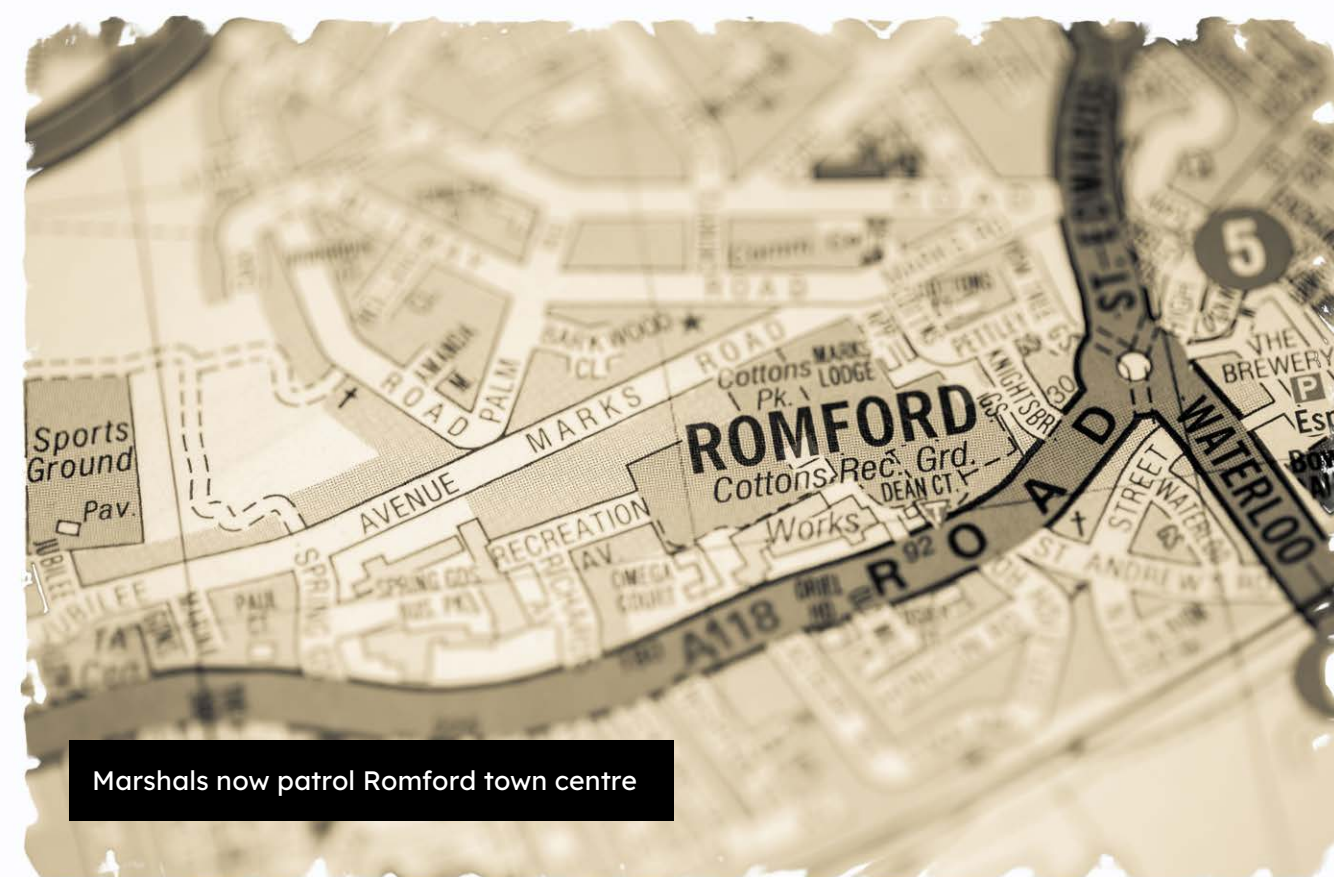


Women taxi drivers talk about their working lives **p10**

p8 Romford town centre hub

p9 London Taxi PR billboards

p12 Going Dutch with the Taxi Charity



All roads lead to central Romford

As the biggest town centre in Havering, Romford has a busy and thriving night-time economy, attracting 10,000 visitors to the town on weekend evenings.

In order to keep both residents and visitors safer, a team of night marshals now patrols the town centre and Hornchurch every Friday and Saturday night, from 20:00 to 04:00.

The marshals work alongside the council's enforcement teams, police, venue security teams and emergency services, helping people get home safely when leaving night-time venues in Romford.

Getting in touch with the DVLA

There are currently no delays with the DVLA website, which is the quickest, easiest and often cheapest way to apply for a host of DVLA services. If you have submitted a paper application, you can also check online to see what the status of your application is.

Promoting taxi trade

London Taxi PR, in conjunction with billboard company London Lites, recently launched its largest ever London-wide billboard campaign to promote studying the Knowledge of London. The 31 eye-catching digital billboards featured five taxi drivers along with the tagline 'I did it, so can you', hoping to encourage more people to become licensed London taxi drivers. The campaign also highlighted that the Knowledge is inclusive and open to anyone.

Andy Scott of London Taxi PR explains: 'Given the effect of the pandemic on the profession and the fall in student numbers on the Knowledge, it was essential that we did something with maximum impact and coverage.'

For more information on London Taxi PR, visit the [website](#).



Carry on Katie

The roles are reversed in the current issue of [Taxi magazine](#), where Katie Chennells, the Knowledge of London Manager, (pictured above) has to answer the questions instead of asking them.

In the article Katie talks about where she thinks the Knowledge is headed and about her encounters with the candidates.



Female taxi drivers want to encourage more women into the profession

Sisters in the taxi driving seat

To mark International Women's Day this year, London Electric Vehicle Company (LEVC) shared the stories of the capital's female taxi drivers and their experiences.

London's taxi trade got its first licensed female cabbie in 1967, when Shirley Preston passed the Knowledge. Fast forward to 2022, and female drivers are continuing to change professional stereotypes.

[LEVC](#) was delighted to bring together a group of TXe-driving female cabbies who expressed how proud they are to be licensed London taxi drivers, and how they want to encourage more women into the profession, ensuring a more representative and diverse future for the trade.

Taxi rank news

From now until Sunday 14 August, the whole of the Park Plaza hotel rank on the Albert Embankment will be suspended. This is to enable construction work and manage the traffic at the hotel.



Keep off the hard shoulder

The Metropolitan Police Service has reported an increase in drivers misusing the hard shoulders of the M25 and M4 spur roads around Heathrow. These should only be used in emergencies and misuse may lead to police enforcement.

Pedicab update

A new Private Members' Bill is now passing through the [House of Commons](#), seeking to provide for the regulation of the carrying of passengers in Greater London by pedal cycles and power-assisted pedal cycles for hire or reward. The bill would enable the regulation of pedicabs, the only form of unregulated transport in London, and covers everything from licensing to fare setting.

Closures on the A41 Edgware Way

Major work on the A41 Edgware Way bridge near Apex Corner is affecting travel in the area.

The works will last until the summer, with construction being completed in stages to help minimise impacts. There will be a series of lane only and directional full closures of the A41 and overnight lane closures on the M1.

During the closures, the main approach roads and surrounding local roads will be busy with significant delays expected. If your journey is east/west across London and you do not need local access, you can use the M25.

If you are travelling to or from central London, the A1 and the A10 can be used as alternatives. These routes will also be busier than usual because of the additional traffic caused by the works.

Drivers are advised to plan ahead and leave more time for their journey. To find out more information about the works, visit the [TfL website](#).

The Taxi Charity goes Dutch

After a pause of two years, the Taxi Charity was finally able to revisit the Netherlands this March and May to plan for, and then take part in, the Dutch liberation celebrations



Veteran Ray Whitwell with pilot Arjan Vrieze

Magnificent men in their flying machines

Ray Whitwell, 103, from North Yorkshire, was on the planning trip in March. He was delighted when glider pilot Arjan Vrieze offered to take him up in a glider in honour of Operation Market Garden, where more than 600 gliders were towed into battle during World War II to secure the bridge at Arnhem.

Ray was more than happy to take up Arjan's kind offer on his return to the Netherlands in May for the liberation celebrations and remarked: 'It was wonderful, I could see for miles. I loved every minute and was very glad that when we came down it was still 2022 and not 1944!'



London taxis lead the Dutch parade

Dutch in Maytime

A group of 25 veterans headed to the Dutch liberation celebrations in May in a fleet of 30 black cabs to lead the televised Dutch liberation parade. Dick Goodwin, Vice President, Taxi Charity, said: ‘Our veterans sit in three golf buggies and three black taxis at the head of the parade and the streets are lined by thousands of men, women and children who cheer, applaud and shower them with flowers as we progress through the town. It is a truly moving and unforgettable experience.’

To find out more about the support the Taxi Charity offers veterans, visit its [website](#).

Dave the cat’s close up

When veteran Bill Gladden, 98, from Suffolk, heard about Dave, a very special cat who was enriching the lives of everyone at the Diagrama Foundation, Edensor Care Home in Clacton, he offered to paint Dave’s portrait, explaining: ‘I am often asked to paint people’s pets and if they like what I have done, all I ask is they donate to the Taxi Charity.’

Everyone at the home loves the painting. OR



Dave the cat poses beside Bill Gladden’s picture of him



The mobile cameras can be deployed anywhere

Watch your speed

TfL and the Metropolitan Police Service have launched five new mobile safety cameras to tackle the risk and harm caused by speeding.

The new laser cameras are being operated by a team of Police Community and Support Officers in the Roads and Transport Policing Command. The ability to relocate the cameras to where they are most needed means they can be used to target non-compliance 'hot-spots' and in areas where local communities are concerned about speeding on residential roads. Since the new cameras have been in operation, 9,500 speeding offences have been enforced with them, including one driver who was travelling at 90mph in a 30mph speed limit.

Collision data from around the world shows that the speed at which people are driving or riding is the single most important factor in whether a crash takes place and how severely people are injured. Police data shows that half of fatal collisions in London have speed as a factor.

Commercial Road works

Until mid-August, there will only be one lane open in each direction on Commercial Road between Henriques Street and Back Church Lane. There will also be no access to Christian Street or Batty Street from Commercial Road. This is while Cadent Gas carries out essential gas mains replacement work. Delays are expected and drivers should plan ahead, leave more time for their journey and use alternative routes where possible.



Go West(way)

Until the summer, there will be a series of overnight lane closures and weekend directional closures on the A40 Westway while essential maintenance work is carried out. You should plan ahead and check before you travel. There are more details available on the [A40 Westway travel advice page](#).

TPH licensing in numbers

19,274

Taxi drivers

14,790

Taxi vehicle licences

98,683

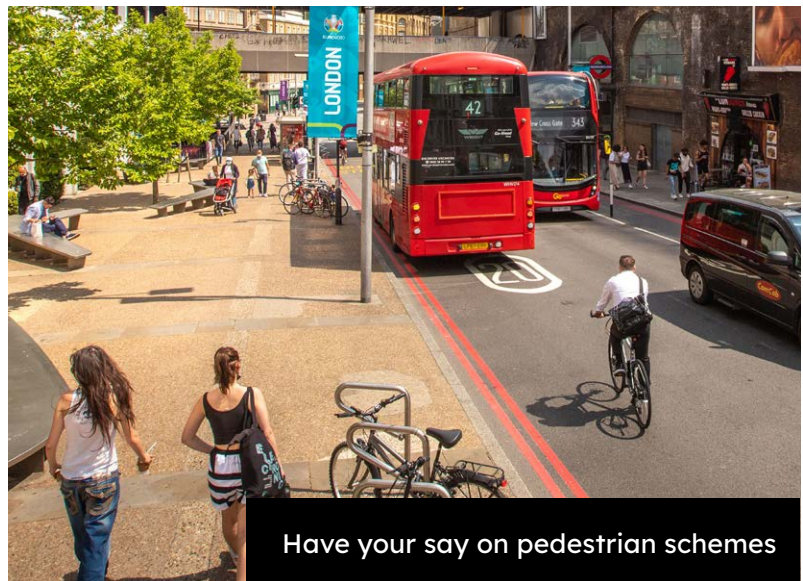
Private hire driver licences

82,001

Private hire vehicle licences

1,689

Private hire operators



Consultation round-up

Since 2006, the Department for Transport (DfT) has issued best practice guidance on taxi and private hire vehicle licensing to assist local authorities that have responsibility for the regulation of this sector.

The guidance has recently been updated to take into account stakeholder views and changes in the way the sector operates, so the DfT is seeking views from the public, licensing authorities and the taxi and private hire trades on the proposed updated version. You can [have your say](#) on the changes until Monday 20 June.

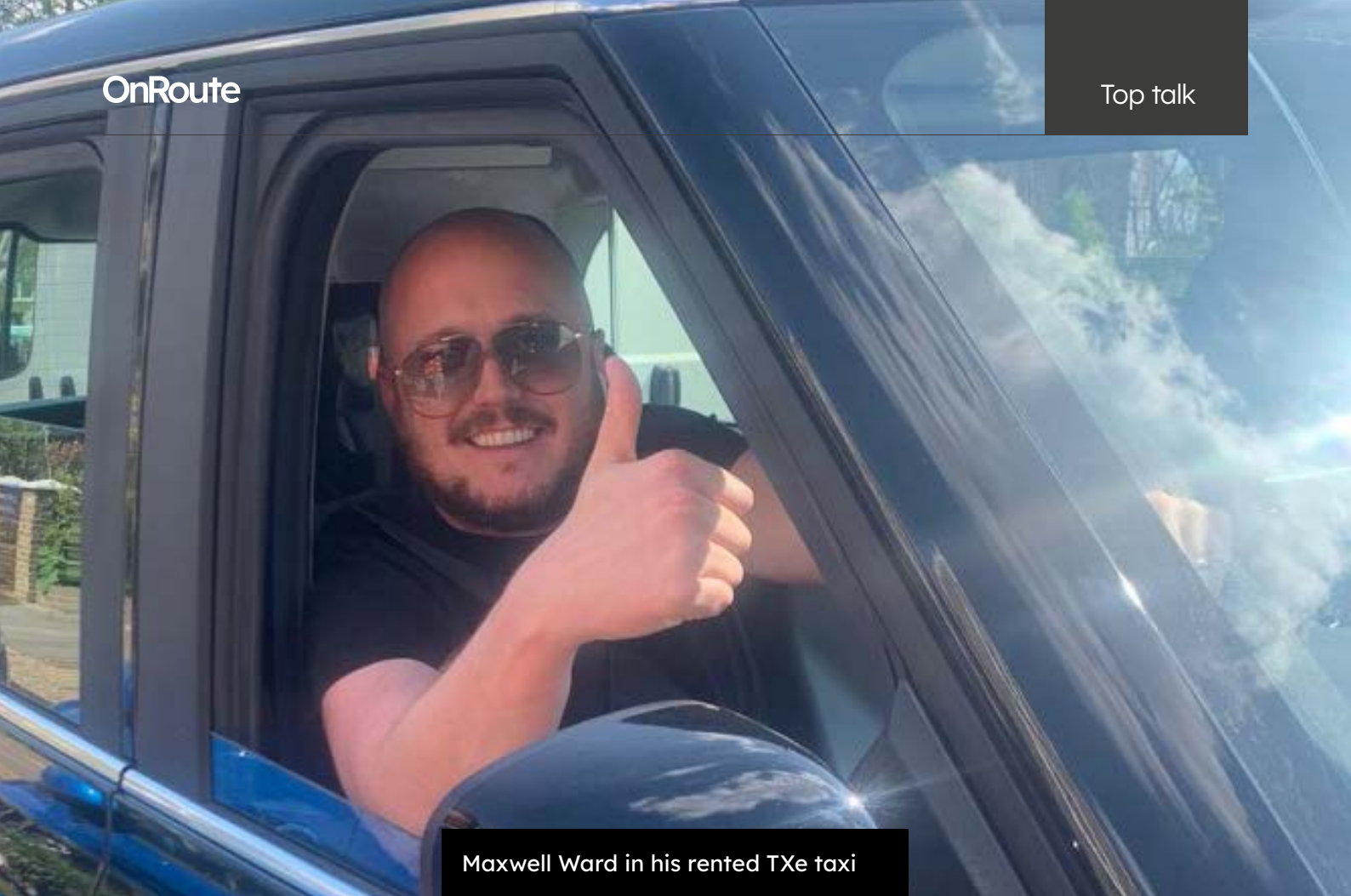
The City of London currently has a [consultation](#) running on a number of pedestrian priority schemes, including those in Abchurch Lane, Cheapside, King Street, King William Street, Old Broad Street, Old Jewry, and Threadneedle Street, that came into effect on 24 January 2022. You have until Monday 25 July to respond to the consultation.

TfL wants to know what people think about the London Bridge corridor scheme and whether it should be retained, changed or removed. If you have suggestions for changes for improvements that might be made to the scheme, complete the [survey](#), or [email TfL](#).

Top talk



You may recognise taxi driver Maxwell Ward from his stint on Big Brother. He talks to OnRoute about fame and fares



Maxwell Ward in his rented TXe taxi

The day OnRoute talks with Maxwell, he's proving to be a real man about town. Having started his working day on the rank at City Airport, we finally catch up with him with a fare on board on his way to Esher.

It's been nearly two decades since the then 23-year-old Maxwell starred as a contestant on Big Brother series 6, and he's packed a lot into his life in the intervening years, not least passing the Knowledge. 'I was a bit lairy back then,' he acknowledges cheerfully, 'and the whole thing was a lot of fun and at the time was probably the best thing I'd ever done in terms of a life experience.'

After he was evicted from the BB house in 2005, Maxwell, who is now 41, continued to live off his television fame for a couple of years, going to red carpet launches and doing personal

appearances. When that dried up, he trained to be an electrician and finally got a job upgrading rail signalling systems and even went to Singapore to work on its Mass Rapid Transport system, only to be made redundant on his return to Britain. 'That whole experience was horrible, and I hated the redundancy process,' he says. 'I had a young family and worked out I had enough money to not work for about two years and knowing how long it took to get through the Knowledge, that's when I really looked at doing it.'

'It's definitely one of the best things that's ever happened to me – I was at a loose end and people I knew who were cabbies kept telling me to do it, so I picked up a Blue Book (the Knowledge manual of runs). That was in April 2019, I just thought, "let's give it a go".'



‘What attracted me to doing the Knowledge was the lifestyle: just the thought of being my own boss and never getting made redundant again; to be the master of my own destiny and never having to ask for a day off or to have clashes with my manager.’

Getting behind the wheel

Although he is the first member of his family to become a taxi driver, he says his taxi driver friends always seemed to have a smile on their faces and is glad they encouraged him to give it a go. He recalls: ‘When I was doing the Blue Books, I remember being on my moped at Charing Cross, and realising I had only just scratched the surface, which is when I started doing 12-hour days, seven days a week, basically doing the Knowledge every day.’

‘On a holiday in Spain in 2019, I got talking to a guy called Dave and discovered he was also doing the Knowledge and he was going to the E4 Knowledge school, which just happened to be round the corner from where I lived, so I joined up too. That was invaluable to me – listening to these other guys calling out the runs, it blew my mind. Although it was hard, I was really enjoying it, learning about London and all the history and I made some really good mates, like Billy who lived five minutes from me. I’d go round to his house to call the runs with him, we would spend hours doing it and I loved it, I really did.’

Out on the road

Maxwell finally got his badge in December 2021, so two and a half years after he began his journey, including four months with no appearances owing to the pandemic. He currently rents an LEVC TXe electric taxi, although his

dream is to eventually own one. He says it is so smooth and quiet, it is like driving a Rolls Royce. He’s no longer the lairy twentysomething of his Big Brother days, and now has a baby daughter, so although he prefers to do earlier starts in order to finish earlier, he’s actually doing lates. ‘That’s another joy of the job,’ he adds, ‘you can set your own hours.’

Maxwell also has a blinds, shutters and curtains business and says in the future, when he buys his own taxi, he can hopefully have it liveried in advertising for the business. He definitely wants to continue being a cabbie: ‘Of course, 100 per cent. I just like being in the cab, although I do like picking up in the City and in Chelsea.’ He tells me about a straight run he recently did from Carlisle Square all the way through to Hyde Park Corner. ‘People say that the Knowledge is a dinosaur, but there’s no way any sat nav could do what I did that day! Yes, it is hard work and takes dedication and self-sacrifice, but the harder you work the luckier you will get.’

OR

Maxwell’s top tips for getting through the Knowledge of London:

- Put in the hours
- Join a Knowledge school
- Get a call-over partner
- Join the Modern Knowledge whatsapp group, where members share pictures and information

Green zone

Everything you need to know about making London a clean, green, carbon-free city



Getting smart about smart charging **p22**

p20 More public electric chargers

p20 Surge in second-hand sales

p21 Europe's love affair with electric

Charging goes nationwide



There are now more public electric chargers

The Government has set a new target to increase the number of electric car chargers across the UK to 300,000 by 2030. The move comes as the sale of electric vehicles booms as petrol and diesel prices hit record highs and the 2030 date for Government banning the sale of new petrol and diesel vehicles gets closer. According to the Society for Motor Manufacturers and Traders (SMMT), sales of electric cars made up 18 per cent of all new car registrations in February.

The £450m local electric vehicle infrastructure fund from the DfT, will focus on charger hubs and on-street chargers, while at least 6,000 ultra-rapid charge points will be installed across England's motorways by 2035, as part of an existing £950m commitment.

BP is to spend £1bn on new UK charger infrastructure, while Shell has promised to install 50,000 more charge points by 2030.



Second-hand sales increase

The SMMT reports that a record 14,586 used battery electric cars changed hands in the first quarter of this year, more than doubling the figure for the same period in 2021.

Figures for the sales of used hybrids and plug-in hybrid cars also rose in the same period, with hybrid sales rising 29 per cent to 35,007, and sales of plug-in hybrids rising 35.5 per cent to 14,433.



The Volkswagen ID.4

Europe goes electric crazy

Volkswagen sold more than 99,000 electric models worldwide in the first quarter of this year, and now has more than 300,000 electric cars on order in Europe.

Volkswagen manufactures brands such as Porsche, Audi and Škoda, including the ID.3 and ID.4, which have been well received in markets across Europe, with Addison Lee recently partnering with Volkswagen to buy a fleet of its ID.4 vehicles.

Number of electric charger points rise

According to a report in [Autotrader](#), at the end of April 2022, there were 24,741 charging points located throughout the UK. This represents as many as 31,723 chances for a driver to top up their vehicle. In April alone, 165 new points were added, an increase of nearly one per cent in the number of connectors and a near one per cent increase in the total number of charge points. The number of public electric charging points has been growing by 43 per cent year-on-year since 2015.

Currently in the UK, there are:

4,159 slow chargers

18,324 fast chargers

7,351 rapid chargers

1,889 ultra-rapid chargers

London has the most charge points, with a total of 5,012 (20.3 per cent of all points in the country). Although every region in the country is seeing an increased growth in the number of total chargers available, London has seen the steepest rise, up 16.7 per cent between quarter three and four of 2021.

Get smart about smart charging

How drivers of electric vehicles could lower their energy bills

Despite recent hikes in prices because of the energy crisis, an electric car still offers a lower cost per mile than petrol or diesel, especially if you can charge it at home. But, electricity tariffs are rising and even charging at home can now add significantly to your home energy bill.

According to Lovemyev, the website for electric vehicle owners, more of them

need to know about smart charging and the savings from electric vehicle tariffs, as only 25 per cent are actually on one.

Smart charging – the facts

Smart charging is a safe way of charging your electric vehicle at times when demand for electricity is lower, for example at night, or when there is lots of renewable energy on the grid. ➔

A photograph showing a person's hands plugging a charging cable into the port of an electric vehicle. The image is overlaid with a semi-transparent green filter. The background shows a building and a clear sky.

Save money by smart charging

Charging during these off-peak times not only reduces costs for electric vehicle drivers by using cheaper energy rates, but it also helps to prevent spikes of really high demand for electricity from the grid.

Most electric vehicle owners charge their vehicles when they arrive home from work in the evening, but this is a time of peak demand and so is more expensive. Smart chargers can communicate with each other, your car, and the grid, so every time you charge your car, the charger sends data to the charging operator. The operator can then use this data to figure out the best time for your car to charge.

By using an energy tariff that has been designed specifically for electric vehicle drivers, you can make the most out of smart charging, as these will apply lower tariff rates in electricity off-peak times.

Using smart charging, you can still plug in your vehicle when you arrive home from work, but the charge point then manages and adjusts the vehicle's charging to a time when electricity demand is lower.

A smart charge point will have an interface or an app that enables you to set when your vehicle charges. This could be based on off-peak times or when there is a high amount of renewable energy on the grid.

You can also sign up to an electric vehicle energy tariff with energy suppliers, which will allow them to manage smart charging sessions remotely, via a smart charge point.

However, with the ongoing UK energy crisis, many cheaper electric vehicle tariffs have either been increased or removed for new customers, so it pays to find out who is charging what before you sign up. [Lovemyev](#) has a complete list of all the electric vehicle tariffs that are currently on offer.

If you drive an electric vehicle and have a non-smart charge point at home, you can still charge at off-peak times by manually plugging your vehicle into it during low-cost periods. Some electric vehicles also have a feature available within them to schedule charging at off-peak times.

Getting smarter – by law

New Government regulations, ensuring all new home and workplace electric vehicle charge points have smart charging capability, come into force at the end of this month. This means that all home chargers sold on or after 30 June 2022 will assist with default off-peak charging, although still allowing a range of other charging options. Now, all smart chargers will need to have a data connection that can measure and transmit records, so drivers can view their charging history.

The aim is to support the electricity supply system by enabling better balancing of demand with available energy, as well as reducing charging costs for electric vehicle users. For example, according to a survey carried out by Smart Home Charge, an electric vehicle driver travelling 10,000 miles in one year could save nearly £1,000 when using off-peak only charging as opposed to charging at peak times.

Seven ways to save

[Lovemyev](#) has produced this list of top things you can do to lower the cost per mile of charging your electric car:

1. Drive in recuperation mode

Recuperation or regenerative braking mean you're sending energy back to the battery when you slow down or head downhill in your vehicle.

2. Avoid the last 20 per cent in and out

The first and last parts of a battery take the most energy to charge. Avoid running your battery down and set it to stop charging at 80 per cent unless you need the range for a longer journey. This will also help to preserve the life of your vehicle's battery.

3. Keep your battery cool

The lithium batteries in electric vehicles don't like to overheat. Avoid charging in direct sunlight if you can. Park in the shade or store your electric car in a car port or garage when it's really hot.

4. Take advantage of free charging

Some places still offer free charging for a short time. For example, you can charge for free while you shop with Tesco.

5. Slow down

You won't believe the difference that dropping a bit of speed makes to your miles per kWh.

6. Consider installing solar on your roof

This obviously isn't an option for everyone, but installing rooftop solar panels gets you the greenest and cheapest energy out there.

7. Maintain your vehicle

Keep up your basic vehicle maintenance, like checking your tyre pressures, as this can actually make a difference to the mileage you'll get from a charge.

In the headlights



Volunteer driver John Patterson

The **Felix Project charity** delivers surplus food from supermarkets across the whole of London for people who desperately need it. It relies on volunteer drivers to make its pick-ups and drop-offs. Here, John Patterson, 69, a licensed London taxi driver for 28 years, talks about his work with the project.

How did you become involved with the charity?

For the last few years, I had been sharing a taxi with another driver and was only working part-time. When the pandemic and lockdown arrived in 2020, it basically forced me to retire, which was probably a good thing.

After a few months of walking miles every day and doing puzzles, I was becoming stir-crazy, and a friend who volunteers for Mencap suggested I look up the Felix Project. It has a website that is reasonably easy to navigate, so I did an online induction and made my way to its nearest depot, which as I live in Finchley was the one in Enfield. →

After a short driving assessment, they let me loose on the road; anyone who's driven a London cab shouldn't have any trouble driving the transit-type vans the organisation has.

How much time do your duties take up?

I've now been volunteering for nearly two years and I do two to three mornings a week, which I can choose myself on the project's app. I normally do the same days, so I do the same runs and get to have a personal relationship with the people I deliver to.

What do you feel you get out of volunteering?

You see a lot of life as a cab driver and I thought I'd seen everything before, but I've seen things volunteering with Felix that even I hadn't come across. I used to enjoy solving problems by getting people from A to B, so now I'm still solving problems but in a different way. It's a great organisation to volunteer for and I look forward to all my shifts.

Speaking as an Enfield volunteer, I can say that the atmosphere there is just brilliant and I've met a lot of new people. When you get to my age, you tend not to make any new friends, but here I'm making new friends by the week and met some fantastic people. It's just good fun and solving problems brings me a lot of satisfaction. At 69, it's given me a new lease of life. I'd recommend it to anyone.

All about the Felix Project

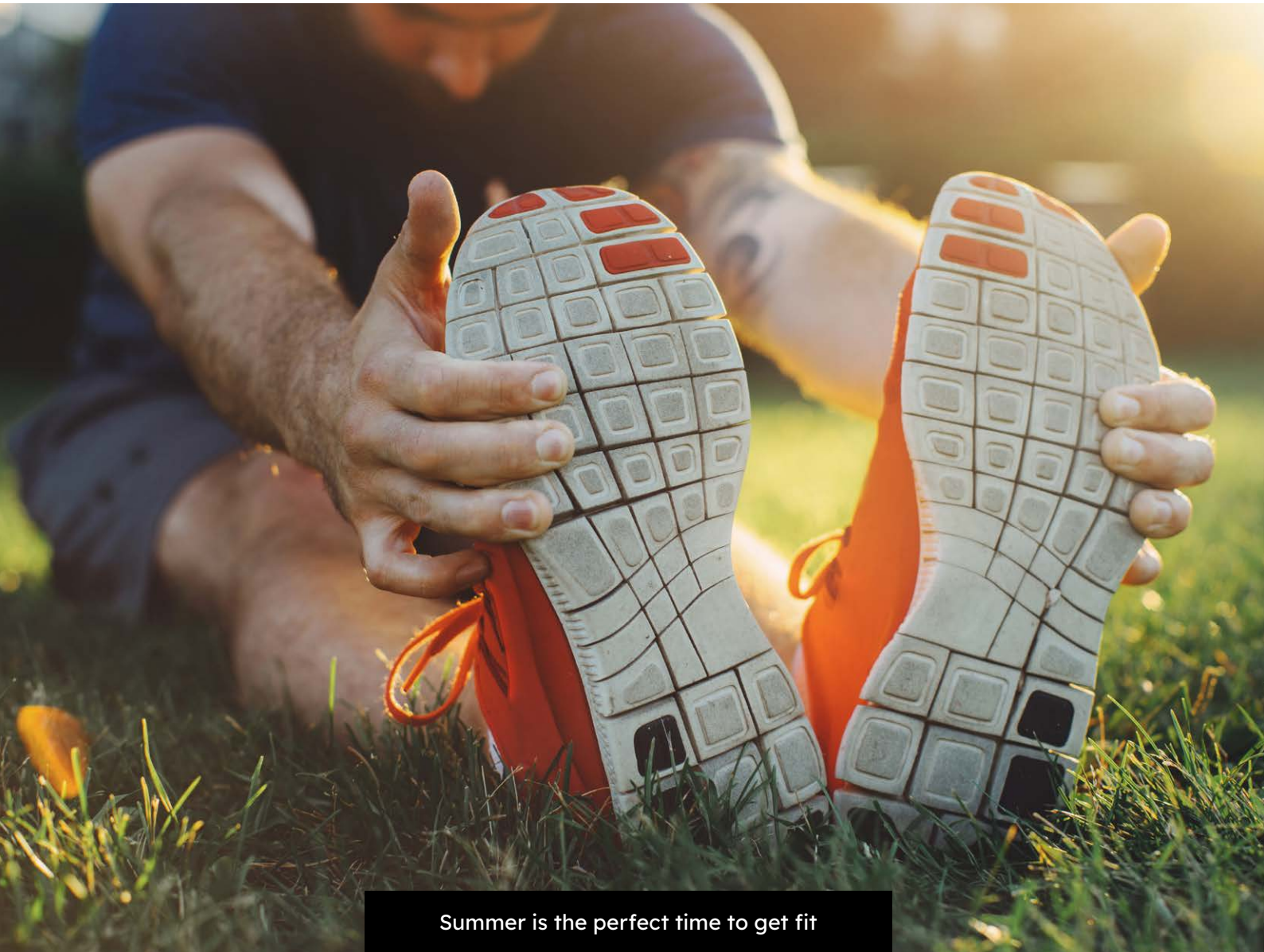
The Felix Project is London's leading charity fighting hunger and food waste. Every week, its volunteer drivers deliver 500,000 meals to families and others who are struggling, putting a stop to food waste along the way. To ensure good food gets safely to people in need, Felix Project is on the lookout for drivers to run routes in its iconic green-liveried vans. Shifts last four hours and run both mornings and afternoons, Monday to Saturday. You can find out more information on the Felix Project [website](#).

Volunteer drivers need to meet the following requirements:

- Have a full driving licence with a maximum of six points on the licence
- Be 21 years old or over
- Have been driving for a year or more
- Be available for driving shifts of between three to five hours
- Professional driving experience is a plus!
- You will need to complete a driving assessment before you can go out in one of the vans on your own
- To sign up, [email](#) or go [online](#).

Wellbeing

Fit to face the future



Summer is the perfect time to get fit

- p28** Why walking is good for you
- p31** Standing for your health
- p34** Health support services



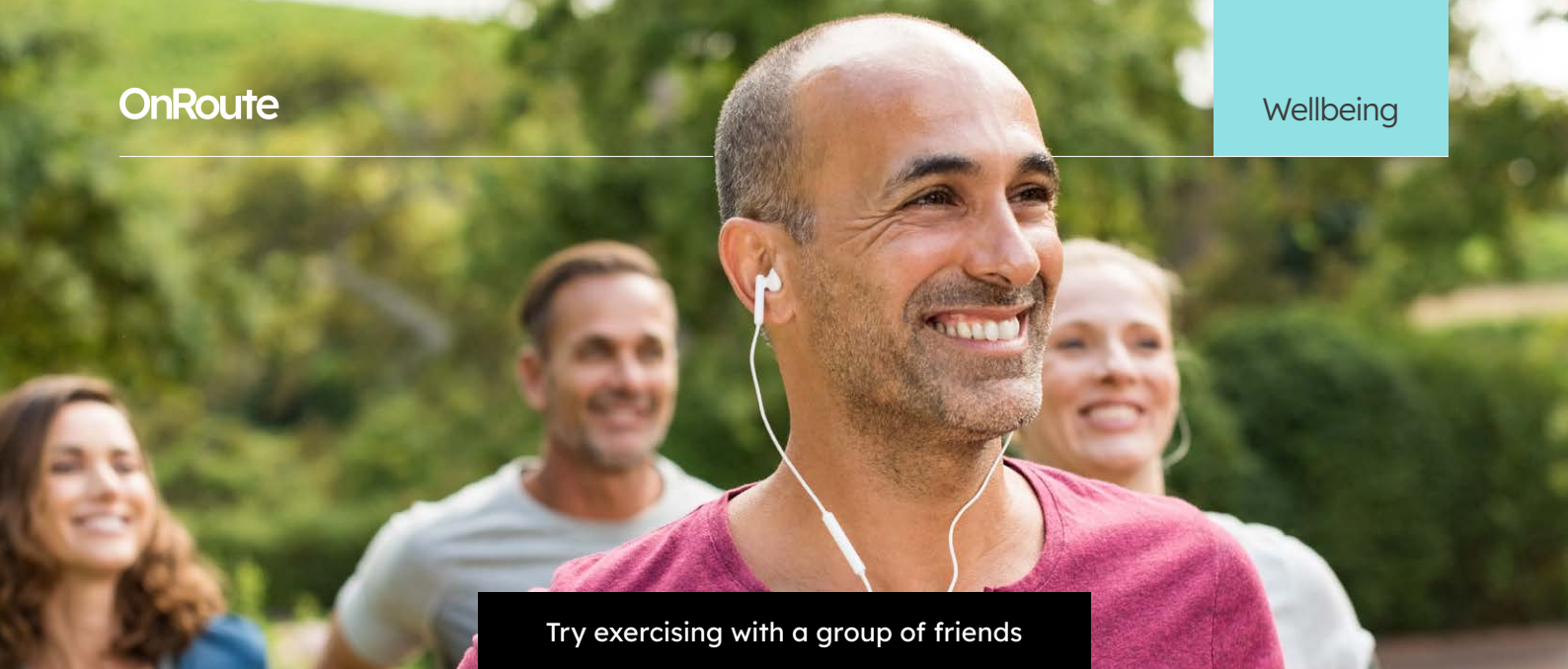
Get a move on!

Increasing your activity levels is not only beneficial for your overall physical health, but it can also positively affect your mental wellbeing

The good news is, you don't necessarily have to start running marathons in order to give yourself a health boost. One of the easiest ways to improve your overall health is free, easy to take and has an immediate effect – you just need to go for a [walk](#).

Walk this way

With walking, you don't have to do a lot to reap the rewards. By increasing the amount you walk you can reduce your risk of major illnesses, such as coronary heart disease, stroke, type 2 diabetes and cancer. It can also lower your risk of early death by up to 30 per cent. ➔



Try exercising with a group of friends

The more you do, the better, and taking part in activities such as sports and exercise will make you even healthier. The minimum recommendation from doctors to keep your body healthy is 150 minutes of activity a week. You can easily achieve this by walking for 30 minutes a day, five days a week, or you can break that down further into chunks of ten or fifteen minutes at a time.

For any type of activity to benefit your health, you need to achieve a moderate intensity level. This means you should be moving quickly enough to raise your heart rate, breathe faster and feel warmer, but still be able to talk.

Examples of moderate intensity activities

- Walking
- Riding a bike
- Dancing
- Doubles tennis
- Pushing a lawn mower
- Some martial arts

Bodily benefits

An activity where you have to work even harder is called vigorous intensity activity. There is substantial evidence that vigorous activity can bring health benefits over and above that of moderate activity. It will make your breathing hard and fast, and raise your heart rate. At this level, you won't be able to say more than a few words without pausing to take a breath.

People who do regular physical activity have lower risk of:

- Coronary heart disease and stroke
- Type 2 diabetes
- Bowel cancer
- Early death
- Hip fracture
- Falls (among older adults)
- Depression
- Dementia

A natural health booster



Walking in nature helps improve your mood

The physical improvements you gain by walking can help to boost your mental health too. It improves self-perception and self-esteem, mood and sleep quality, and it reduces stress, anxiety and fatigue. Physically active people have up to a 30 per cent reduced risk of becoming depressed. In older people, staying active can improve cognitive function, memory, attention and processing speed, and reduce the risk of dementia.

You can further improve the mental health benefits of walking by surrounding yourself in nature as you exercise. Being in nature helps you connect to the world around you. It is the perfect time to dial into your senses and notice how you really feel and gives an opportunity to empty your mind of daily stresses. In fact, 70 per cent of UK adults say that being close to nature improves their mood. Also, almost half of UK adults said being close to nature helps them cope with stress.

Regular walking through a park or garden or down a canal path can:

- Improve your mood
- Help you get a better night's sleep
- Reduce stress and anxiety
- Increase your energy
- Help you to cope during difficult times
- Improve your confidence and self-esteem
- Reduce your risk of depression

If you haven't done any physical exercise for a while, or if you have medical conditions or concerns, do speak to your GP first, to make sure your activity and its intensity are appropriate for your fitness.

Stand up for your health

Being a driver means most of the hours spent at work are sedentary and it has been shown that having a sedentary lifestyle – where you are sitting for long hours – is really bad for your health, with many adults in the UK spending up to nine hours sitting down.

Excessive sitting slows the metabolism, which affects our ability to regulate blood sugar and blood pressure, and metabolise fat, and may cause us to have weaker muscles and bones.

Common examples of sedentary behaviour include watching TV, using a computer and sitting down to read, talk or listen to music. This is thought to increase your risk of developing many chronic diseases, as well as weight gain and obesity.

You can easily reduce the amount of time you spend sitting down. While working,

don't spend your lunch or coffee or tea breaks sitting in your vehicle. Instead, get out and walk about. If you're in town, take a walk around the shops, or even around the block. Even better, if you are near a park or public garden take a walk in nature.

When you're on your mobile at home, stand up while taking the call instead of remaining sitting. The same applies if you're spending some time on your laptop. Place it on a surface or even a box, so it is at a level where you can work on it while standing.

In the evenings, instead of flopping in front of the TV being a couch potato, put some time aside to do something more active. Take the dog for a walk, go for a bike ride, enjoy a game of football in the park with friends or children, or enrol at the local gym or sports hall to take part in something you really enjoy – anything from badminton to ju jitsu. OR





Stretching exercises are good for your flexibility

Easy ways to help you move

Follow these top tips for increasing your activity levels.

1. Get into a good habit

Try stretching during TV ad breaks or pacing around the kitchen while the kettle's boiling.

2. Leave time for lunch

Lunchtime is a good opportunity to fit in some activity. Take a break to stretch and unwind, or even fit in a quick 10-minute home [workout](#) or 10-minute Pilates session.

3. Do a stand-up routine

Try standing when you can instead of sitting – even short periods will add up and improve your strength.

4. It's better together

If your friends and family want to be more active too, try engaging everyone's competitive side with activity challenges like seeing who can do the most steps in a day.

5. Take up a hobby

Active hobbies like gardening can be great for your mind as well as your body.

6. Go from strength to strength

Carrying heavy grocery bags, doing some digging or following a strength workout [video](#) all help to keep muscles, joints and bones strong. Aim to do this at least twice a week.

7. Reward yourself

Set yourself activity goals and rewards. You could go for a long walk then treat yourself to an episode of your favourite TV show.

8. Find something you enjoy

Whether it's running, yoga, [pilates](#) or shadow boxing around your living room, it all counts!

For more information, visit the NHS [website](#).
Healthy minds | Walking for Health

Active 10 app

The Active 10 app records every minute of walking you do. Download this free app from the NHS, pop your phone in your pocket and away you go!

The app:

- Tracks your steps
- Helps you set goals
- Shows you your achievements
- Gives you tips to boost your activity levels

Physical activity benefits for adults and older adults



Benefits health



Improves quality of life



Manages stress



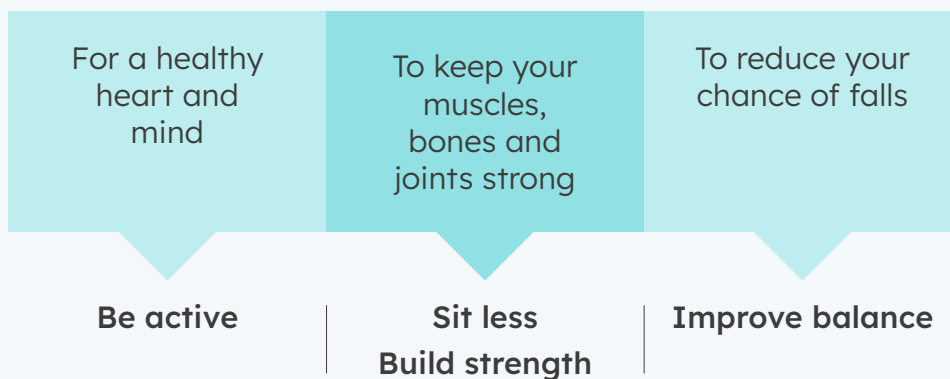
Maintains healthy weight



Improves sleep

Type II diabetes	-40%
Cardiovascular disease	-35%
Falls, depression and dementia	-30%
Joint and back pain	-25%
Cancers (colon and breast)	-20%

What should you do?



**Something is better than nothing.
Start small and build up gradually:
just 10 minutes at a time provides benefit.
Make a start today: it's never too late!**

Last year, TPH hosted an online health, wellbeing, safety and security forum packed full of information on a range of health and security-related topics.

Assets from the forum are now available online at [Health and wellbeing](#). The organisations listed below either contributed to the forum or specialise in the areas of health covered by it.

Mental health and wellbeing support services

[SANE](#)

info@sane.org.uk

0300 304 7000

Open every day from 16:30 to 22:30

[Rethink Mental Illness](#)

advice@rethink.org

0300 5000 927

[Mind](#)

info@mind.org.uk

0300 123 3393

Open 09:00 to 18:00 Monday to Friday except Bank Holidays (calls charged at local rate)

[CALM](#)

0808 802 58 58

Open 17:00 to midnight, 365 days a year

[Stress Management Society \(SMS\)](#)

0203 142 8650

[BBC Headroom](#)

[RoSPA driver safety](#)

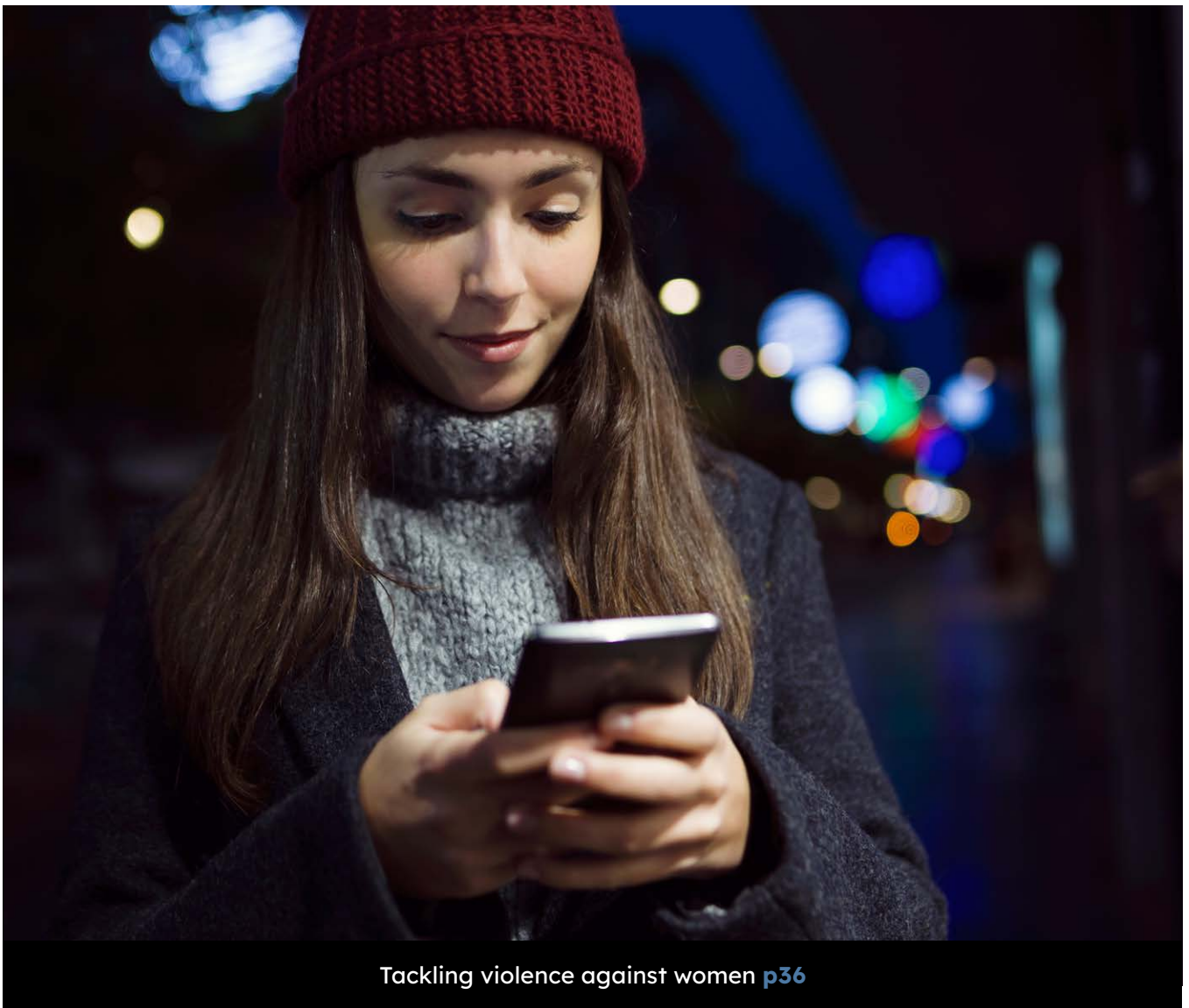
Information on driving fatigue and the importance of not driving when tired

[UK Active](#)

020 8158 9700

Security

Safety information for both drivers and passengers



p39 Update on SERU

p41 Driver safety leaflet

p42 Women's Night Safety Charter

Women and girls' safety

Violence against women and girls is a serious and preventable issue, and we can all help to stop it


The murders of Nicole Smallman, Bibaa Henry, Sarah Everard, Maria Rawlings and Sabina Nessa by strangers in public places in London shocked everyone, sparked anger and ignited fears over women's safety in the UK.

These murders intensified the public focus on violence against women and girls, and what is being done by authorities to end it, including TfL and its police partners.

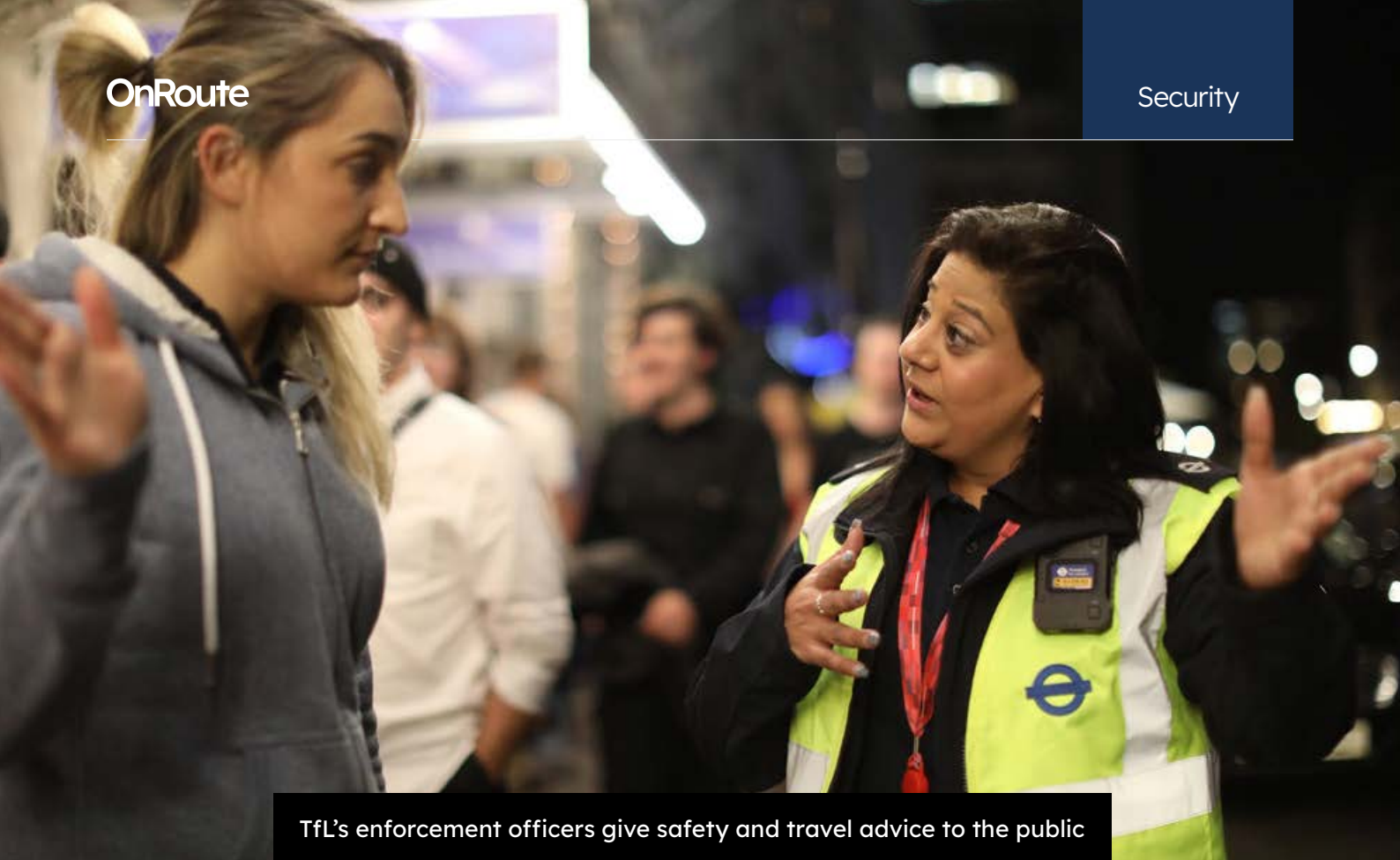
Women and girls are disproportionately affected by sexual offences and harassment while they travel in London and TfL is taking action with its transport policing partners to tackle sexual offences through initiatives such as its Safer Travel at Night operations.

Safety measures

Along with its police partners, TfL has reviewed its plans and activities over the last year and identified a number of areas which are particularly important →



Everybody should feel safe to travel at night



TfL's enforcement officers give safety and travel advice to the public

for improving the safety of women and girls. The programme of activity builds on the measures already in place to ensure the safety and security of staff and customers, including good lighting, CCTV, passenger alarms and crime prevention advice and the presence of trained frontline transport staff and police.

For taxi and private hire services, this includes measures such as licensing and regulation, enhanced DBS checks, TfL and police checks of taxi and private hire drivers and vehicles, plain clothes policing patrols and making sure customers are given safety and travel advice.

TfL's women's safety programme covers policy, environment and infrastructure measures, training and legislation. TfL is now considering measures for taxi and private hire vehicle services in line with the DfT's statutory standards and has consulted on mandating CCTV in vehicles.

Mandy McGregor, Head of Transport Policing and Community Safety at TfL, explains: 'Our partnership working with the police continues to be an integral part of our activity to improve the safety of women and girls on public transport and in taxi and private hire vehicles.

'Sexual harassment awareness training is being rolled out to all TfL frontline staff and enforcement officers to help them respond to reports, support customers and each other, and challenge behaviour. Ensuring our frontline staff are trained, equipped and confident to support customers is an integral part of our activity to end violence against women and girls. This is a big undertaking, but we are committed to doing it. Hundreds of staff have already completed the training. Sexual harassment awareness will form part of the enhanced diversity and inclusion training being rolled out to all 25,000 bus drivers. It is also covered



in the new safeguarding, equality and regulatory information and assessment (SERU) for private hire drivers, setting out and communicating the clear standards of behaviour expected from them.

‘We all need to work together to end violence against women and girls. Taxi and private hire drivers offer an extremely important service to the travelling public. We know that women value and rely on TPH services to provide them with safe, door-to-door journeys. Taxi and private hire drivers have a responsibility to make sure their passengers feel safe when they travel in their vehicle. The way that they interact with them will affect the way customers will feel about their journey. It is important that drivers are professional and deal with passengers in a way that makes them feel at ease.’

Report it if you see it

The reporting of incidents leads to a safer network for all, as they can then be

investigated by the police and offenders can be identified and caught. If you can only provide a small piece of information, the police can use it with other reports and CCTV evidence to identify offenders.

If you see something that doesn’t feel right, whether that be in your vehicle or on the street, you should report it to the police online or by calling 101. You should always call 999 in an emergency.

Driver safety

The safety of taxi and private hire drivers is also paramount, as Mandy explains: ‘Just like customers should never be subjected to this behaviour, neither should drivers. I would urge anyone who is harassed or assaulted by a customer to report it to the police so it can be investigated. Drivers have the right to be safe, and feel safe, when doing their jobs.’

OR

Update on SERU

In the Department for Transport's Statutory Standards for Taxi and Private Hire Licensing, there is a focus on protecting children and vulnerable adults, known as safeguarding.

All applicants (both new and those renewing) for a London private hire driver's licence now need to take a safety, equality and regulatory (SERU) assessment. Applicants and licensees should read the private hire driver handbook and the online assessment guide before attending a TfL driver assessment centre to take the SERU assessment.

All taxi and private hire driver applicants and licensees are also expected to take the online Safeguarding Awareness [course](#) prior to undertaking the [assessment](#).

'Sexual harassment is a widespread issue and we're committed to stopping it on our network. Sexual harassment training forms a core part of our women's safety programme. It will give our colleagues the knowledge and confidence to deal with reports, and provide excellent support to customers who have experienced it or witnessed it on our network.'

TfL's Director of Compliance, Policing, Operations and Security, Siwan Hayward

Sexual harassment

Last year, TfL, in partnership with the Rail Delivery Group, British Transport Police, Metropolitan Police Service and women's safety groups, launched a campaign to tackle sexual harassment happening on the transport network.

Sexual harassment is a form of violence, most often directed against women and girls in public places. The safety of women and girls is an absolute priority for TfL and this new campaign is one element of TfL's work to ensure everyone can travel with confidence.

The campaign sends a strong message to offenders that this behaviour is wrong and harmful and will not be tolerated. It aims to challenge the normalisation and dismissal of this behaviour as 'something that happens' to women and girls on public transport and in other public spaces. Sexual harassment, in all its forms, is never ok.

TfL's customer-facing staff have now had training to tackle sexual harassment and support all its customers, ensuring they can handle reporting of incidents sensitively.

All about STaN

Safer Travel at Night (STaN) aims to encourage people, especially young women, only to take licensed taxis and pre-booked cabs.

Mursi Abdalla, Operation Officer in the Roads and Vehicles night team, explains what has happened on recent operations.

‘At the end of March, our STaN campaign kicked off with operations at two different sites at Haymarket and City Road.

‘The focus of the operations was the reduction of violence against women and girls and we were joined by specialised officers to engage with female passengers of private hire vehicles and taxis to raise awareness of how to travel safely at night, highlighting the importance of booking journeys in advance, how to check the driver is licensed and listening to any

concerns they may have about travelling. The operations were a resounding success with 120 inspections carried out.

‘Then, on Friday 22 April, going into the Saturday morning, as part of the campaign, eight officers from our night teams ran a stop site on Blackfriars Road.

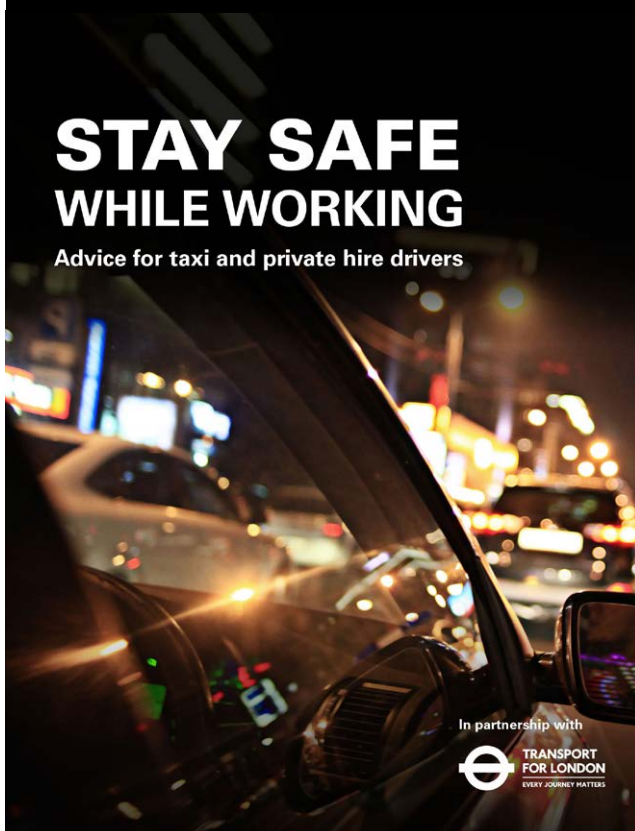
‘Once again, there were excellent interactions with the travelling public and the trades, and great customer feedback, with the vast majority of customers expressing their support and appreciation for the work we do to ensure their journeys are safe, secure and reliable.’

Enforcement officers on a STaN operation





Acting Inspector Glenn Smith (above) and the Stay safe while working leaflet (below)



Driver safety

The Metropolitan Police Service, in partnership with TfL, has produced a stay safe while working leaflet for taxi and private hire drivers. It contains information on how drivers can keep their money and possessions safe while also ensuring their own safety, and how to report any criminal activity they may see while driving.

Glenn Smith, Acting Inspector in the Roads and Transport Policing Command explains: 'The safety of taxi and private hire drivers and passengers is a priority for the Roads and Transport Policing Command. As lone workers, drivers are dealing with strangers, often in isolated places. The Metropolitan Police and TfL have produced this leaflet aimed at providing drivers with safety tips to raise awareness, increase security and enhance safety.'

'I strongly encourage drivers to report any suspected crimes or suspicious behaviour to the police, as this helps with building an intelligence picture around where and when offences are taking place, which is then used to inform patrol strategies aimed at preventing and detecting offences.'

The leaflet can be downloaded from the health and wellbeing section on the TfL [website](#).



Women's Night Safety Charter

Although London is a safe city, there are still too many women who feel unsafe when travelling, working or going out at night.

The Women's Night Safety Charter is part of the Mayor's Tackling Violence Against Women and Girls strategy and London's commitment to the UN Women Safe Cities and Safe Public Spaces global initiative.

To support the Women's Night Safety Charter, all organisations that operate at night are asked to sign-up to these pledges:

- Nominate a champion in your organisation who actively promotes women's night safety
- Train staff to ensure that all reports are recorded and responded to
- Train staff to ensure that all women who report are believed
- Demonstrate to staff and customers that your organisation takes women's safety at night seriously, for example through a communications campaign
- Remind customers and staff that London is safe, but tell them what to do if they experience harassment when working, going out or travelling
- Encourage reporting by victims, witnesses and bystanders as part of your communications campaign
- Design your public spaces and work places to make them safer for women at night

You can sign up to the charter on the London City Hall [website](#).

The manual

Tips, advice and policy updates from TfL

TPH notice

Private hire operators' contracts with passengers

This Notice follows and supplements the information provided in TPH Notices 19/21, 22/21 and 04/22 that concern the Divisional Court's judgment given on 6 December 2021.

All London private hire operators should have reviewed any terms and conditions and considered whether any changes are needed to comply with the judgment. Some operators may have already made changes and others may be in the process of making changes.

We have now made a regulation to raise awareness that London private hire operators are required to contract directly with passengers to provide the journey that is the subject of a booking.

Regulation 9(14) of the Private Hire Vehicles (London) (Operators' Licences) Regulations 2000 now states:

'The operator shall enter into a contractual obligation as principal with the person making the private hire booking to provide the journey which is the subject of the booking and any such contractual obligation must be consistent with the 1998 Act and these Regulations.'

We have also published guidance to assist London private hire operators in relation to considering whether their terms and ways of working need to be changed to ensure they are compliant. The guidance looks at what operators' responsibilities are when they contract with passengers, how the law applies in practice (whether or not they have written contracts) and what TfL is doing to help ensure compliance. The guidance will be kept under review and may be updated from time to time.

We have revised our guidance on operating model changes to reflect the new requirement and guidance above. The guidance also now requests operators to notify TfL of any operating model change at the earliest opportunity and no later than 28 days before the operator plans to introduce the change.

**Graham Robinson, General Manager
Taxi and Private Hire Transport
for London**

Setting the Good Work Standard

Taxi and private hire companies should sign up to the Mayor's Good Work Standard.

The Mayor's Good Work Standard sets the benchmark he wants every London employer to work towards and achieve. Organisations able to meet the criteria can apply for accreditation and recognition as leading employers.

Employers play an important role in the lives of the people working for them. Not only can they ensure the health and safety of their workers and employees, but also that they are fairly treated. As a result, they can improve the performance and success of their organisation.

The Good Work Standard provides employers with a set of best employment practices, alongside information and resources to help achieve them. There are four key areas:

- Fair pay and conditions
- Workplace wellbeing
- Skills and progression
- Diversity and recruitment

Since the Mayor's Good Work Standard was launched in 2019, 108 employers of all sizes have become accredited. To sign up to the Good Work Standard, visit the London City Hall [website](#).



Using a mobile phone

Motorists caught using a hand-held phone while driving receive six points on their licence and a £200 fine. TfL has guidance about hand-held and hands-free devices, including rules on mounting the cradle for your hands-free device on its driving safety [page](#).

DVLA change of address service

The DVLA has launched a new service allowing logbook (V5C) address changes to be made online. It is important to make sure that the DVLA has the correct details and with this new system, details will be updated immediately. This process greatly reduces the time it takes to receive a new logbook, from up to six weeks, to just five working days. Please also ensure that your DVLA driver's licence address is up to date and keep us informed of any changes by [email](#).

Knowledge of London update



Changes have been made to the Knowledge

TfL has decided to implement some changes to the Knowledge of London process to make it more efficient.

These are being made as part of TPH's business as usual activity, to make the Knowledge fairer and more transparent, and more appealing to new candidates, without taking anything away from its gold standard reputation.

Changes include removing the 'no traffic light runs' and changing the time limits for the stages.

There has also been a change to the Knowledge re-test process a driver needs to take if they have not been licensed for a period of two years or longer.

These changes have largely been well received by the trades. Katie Chennells, Knowledge of London Manager, says: 'Just like London, the Knowledge needs to be able to grow and evolve. It's our department's job to constantly be looking at ways to make it the best version it can possibly be.'



You must pay a drop-off charge at Heathrow

Heathrow Airport drop-off charge

At the end of April, a number of changes were made to taxi fares and tariffs. Some of these were made in response to changes at [Heathrow Airport](#), where taxi drivers must now pay the terminal £5 drop-off charge. This applies to every vehicle, and every time that vehicle enters a drop-off zone at the airport.

Taxi drivers can choose to add a charge of up to £5.20 to the fare when dropping off passengers in one of the drop-off zones, can add a lower charge to the fare when dropping off passengers or waive the charge completely. Passengers who do not want to pay the charge can be dropped off in the long-stay terminal car parks at the airport for free and then take the complimentary bus to the terminals.

Blue Badge exemption

Blue Badge holders can apply for a 100 per cent discount from the charge. The discount is issued for an individual journey and to the vehicle the Blue Badge holder is travelling in and which will drop them off, including if they are travelling to the airport in a taxi. If your passenger is a Blue Badge holder, please check at the start of the journey if a discount has been issued or if they intend to apply for one during the journey. If a discount has been issued, then the Heathrow drop-off charge must not be added to the fare. Heathrow taxi owners should register for the autopay service and set up a business account so they can see when a discount has been issued to their taxi.

Driver licence photographs

When applying for, or renewing, your driver's licence, please ensure you submit a photograph that is of the required quality.

There is photo guidance on the TPH [website](#) that is great for helping drivers to understand what is acceptable.

The key things to remember are to make sure the image is of good quality, that it is taken against a light-coloured, plain background, and that it features the head and top of your shoulders

Tax checks

Do you have your HMRC tax check code yet? Anthony Adye, Head of Licensing at TfL, is reminding drivers and operators that they must provide a tax check code when applying to renew their licence. Getting your code is a straightforward online process, taking a few minutes. This will simply confirm that applicants for licence renewal are registered for tax if they need to be.

Anthony says: 'You can apply for a tax check code on the gov.uk website. It doesn't take long, and the code lasts for 120 days. Obtaining your code before renewing will help us to process your application as quickly as possible.'

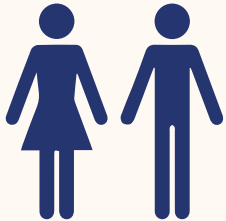
You can find out more information on the Government website.



Uploading your medical

If you are submitting a medical as part of your renewal application, please check your GP has completed all relevant questions and endorsed the document before uploading it. If any information is missed, TPH will have to write back to you and this can cause delays. When the document is ready, scan it as one PDF document and upload it. If you attempt to upload several individual PDFs it can lead to missed pages, causing delays in processing.

At your convenience



When you're driving all day, knowing where to go when you need to 'go' is vital. So here's our guide to finding public toilet [facilities](#) across the capital

These days, there's an app for everything and that includes locating public conveniences close to you. Some of the most popular apps include Toilet Finder and City Toilet Finder. The Great British Toilet Map gives the location of public toilets across the UK, including in London. Go to toiletmap.rca.ac.uk

Where to 'go'

If you regularly drive in a specific area, make sure you know where the nearest toilets are. Supermarkets and DIY or department stores often have some of the best and most accessible toilet facilities and those further out of central London may also have parking available. Many boroughs are working with local businesses to introduce the Community Toilet Scheme, aimed at providing clean and accessible public facilities in more convenient locations. Look out for the Community Toilet signs. Public toilets are available at some stations across the central London, Heathrow Airport and London City Airport areas. Check opening hours and whether you have to pay to use them. Some rest rooms in Network Rail stations (marked † on the list on the right) may be inside the station's gateline.

» Public toilets at stations

Camden/Regents Park/ Baker Street

- ⊖ ≡ Marylebone
- ⊖ Baker Street
- ⊖ St. John's Wood

Canary Wharf

- ⊖ DLR ≡ Canning Town

Chelsea/Pimlico

- ⊖ ≡ Victoria Station
- ⊖ ≡ Vauxhall
- ≡ Battersea Park†

City of London

- ⊖ Bank
- ⊖ Monument
- ⊖ Old Street
- ⊖ ≡ Cannon Street
- ⊖ ≡ Blackfriars
- ⊖ ≡ Liverpool Street
- ≡ City Thameslink†

Euston/King's Cross

- ⊖ ≡ Euston
- ⊖ ≡ King's Cross
- ⊖ ≡ St. Pancras

Kensington/Notting Hill

- ⊖ Earl's Court
- ≡ Kensington Olympia†
- Knightsbridge
- ⊖ Earls Court

London City Airport

- ⊖ DLR ≡ Canning Town

London Heathrow

- ⊖ ≡ Heathrow Terminals 1,2,3,4,5

⊖ Hatton Cross

⊖ Osterley

⊖ Boston Manor

⊖ Northfields

⊖ Acton Town

≡ Staines †

≡ Feltham †

≡ Hounslow †

≡ West Drayton†

≡ Southall †

≡ Hanwell †

≡ Ealing Broadway†

Mayfair/Oxford Street

⊖ Green Park

Paddington/Bayswater

- ⊖ ≡

Paddington

Shepherd's Bush/Olympia

⊖ Hammersmith

⊖ Earl's Court

≡ Kensington Olympia†

Soho/Covent Garden

⊖ Piccadilly Circus

⊖ ≡ Charing Cross

Tower of London/ Borough/London Bridge

⊖ ≡ London Bridge

⊖ ≡ Elephant & Castle

≡ Fenchurch Street†

Victoria/St. James'/ Westminster

⊖ ≡ Victoria

⊖ Westminster

⊖ Vauxhall

Thank you.

OnRoute salutes the taxi marshals who helped Londoners and visitors alike get to their destinations during the Tube strikes that took place earlier this year.

Thank you to the marshals who worked in pairs on each strike day at taxi ranks across the mainline train stations, helping people get from A to B by moving along the crowds, arranging shared rides and ensuring disabled customers went to the front of the queue.



A taxi marshal

London's taxi marshals are licensed London taxi drivers who are trained to manage large groups of people requiring taxis at taxi ranks or after an event.



MAYOR OF LONDON