

December 2022

OnRoute

The magazine for London's taxi and private hire trades

Wellbeing

How to eat
yourself healthy



A lifetime of service

Celebrating 75 years of the Taxi Charity



Birth of a
taxi rank

Action against
hate crime

Buying used
electric vehicles

Farewell to a
furry friend

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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Watching what you eat and drink can lead to better health



Welcome

It has been a busy year as London has re-opened after the lockdowns, and now is one of the busiest times of all for the taxi and private hire industries as we head towards Christmas. Tourists and Londoners alike are out buying presents and enjoying the capital's buzzing nightlife. Everyone should feel safe as they travel about and on p32 we feature the 'we stand together against hate' campaign, explaining what constitutes hate crime and how you can report it if you witness it or are the victim of a hate crime yourself. There's also news on the latest Safer Travel at Night campaign (p36), ensuring everyone can get home safely after a night out.

As the move towards London becoming a carbon-free city gathers pace you may be considering buying an electric vehicle for private hire use. New electric cars can be very expensive however, the secondhand electric vehicle market is thriving and used electric vehicles are much more affordable. Find out what you should consider before you buy from p22.

Have a safe and prosperous festive season and if there's anything you'd like us to cover in OnRoute next year, just drop us a line at OnRoute@tfl.gov.uk

Driving seat

Putting you at the heart of taxi and private hire



Drivers and a veteran on Remembrance Sunday **p11**

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Taxi age limits

The maximum age limit for a non-Euro 6 diesel taxi reduced to 12 years on 1 November this year.

This means you can no longer license a taxi if it is 11 years old, because it will exceed the maximum age limit during the licensing period. Any 10-year-old vehicle will need to be relicensed for a final time before it turns 11.

For full details, including a calculator which will tell you the last date that a licence can be issued to your vehicle, please visit our [website](#).

Taxi fare consultation

TfL would like to hear your views on the taxi fares and tariffs in London [consultation](#), which runs until 22 December.

TfL reviews taxi fares and tariffs annually and tries to strike an appropriate balance between drivers being fairly paid and taxi users getting fair and affordable fares for their journeys.

There are five possible options for fares and tariffs as part of the review, with four options showing a spread of increases across the minimum fare and tariffs and one option with no change. There are also proposed changes to the extra charge for booked taxis, and the fixed-fare shared-taxi scheme operating during the Wimbledon Tennis Championships.

TfL wants to hear from as many people as possible and details can be found on the [consultation website](#). Feedback from the consultation will be used to inform TfL's recommendations.

If you have any questions, email haveyoursay@tfl.gov.uk with 'Taxi fares' in the subject line.



Lower speed limits make roads safer

Lowering speed limits

You can now have [your say](#) on plans to introduce 28km of new 20mph speed limit within the boroughs of Camden, Islington, Hackney, Haringey and Tower Hamlets.

The proposed changes would mean that almost all the roads in these boroughs will have a consistent 20mph speed limit on both the Transport for London Road Network (Red Routes) and borough network roads. A 20mph limit would be introduced on sections of the A503, A501, A41, A1, A10, A11 and A1203.

Subject to the consultation, works to introduce the new speed limits could begin in February next year and would include new signs and road markings, and TfL would work closely with the

Metropolitan Police Service to ensure that drivers understand and comply with the new lower speed limits.

Banners attached to streetlamps in the new 20mph areas would also be put in place to increase driver awareness of the new speed limit. Following the initial implementation, TfL plans to carry out monitoring to determine whether further measures to further reduce vehicle speeds are required.

Collision data collected from around the world shows that the speed at which people are driving or riding is the single most important factor in whether a collision takes place and how severely people are injured.



Veterans and volunteers celebrate

£75,000 for 75 memorable years

Next year marks the 75th anniversary of the Taxi Charity for Military Veterans, a remarkable milestone for all involved

Frances Wyhowska, the charity's Vice President, explains: 'Founded by three London cab drivers in 1948 while sitting in the Bedford Arms in Fulham, no one could have foreseen that it would develop into such a key part of many veterans' and cab drivers' lives. It would have been beyond anyone's imagination that drivers would be taking veterans abroad to the Netherlands, France, Belgium and even Germany for acts of commemoration and the instigators would have been proud to know how highly valued the charity has now become.'

'The ultimate accolade for all those involved was receiving the Queen's Award for Voluntary Service 2021.'

Our charity relies heavily on donations and we are using 75 as the theme of a huge fundraising drive to try and raise £75,000 in our anniversary year.'

WWII Veteran Geoff Roberts, who served with the Kings Own Scottish Borderers, said: 'I am eternally grateful for the generosity and kindness of the London cab drivers who volunteer for the [Taxi Charity](#) for Military Veterans. They care for us as if we are family, nothing is too much trouble for them, and I am thrilled to have made some very good friends. Huge congratulations on your 75th anniversary and may you continue to support veterans for decades more.'



School Streets in Brent

Brent council has installed CCTV cameras for enforcement on its School Streets, operating on roads outside schools during drop-off and pick-up times.

During these times the roads are closed to traffic. However, taxis and pre-booked private hire vehicles might be exempt if they are picking up or dropping off someone who lives there. Residents have been informed how they can arrange a temporary exemption for a taxi or private hire vehicle.

School Streets have been hugely popular with parents and teachers as they are a lot safer for pupils and encourage them to use more active forms of travel such as walking, cycling and scooting. Brent currently has 29 school street schemes, with the majority operating between 08:15 to 09:15 and 14:30 to 16:00, Monday to Friday during school term-time.

More details about the School Streets programme, including locations, can be found on [Brent's website](#).

Poster pin-up

Drivers attending the TPH driver assessment centres and NSL vehicle licensing centres may spot OnRoute posters up on the walls. As each new edition of the magazine for taxi and private hire is published, a new poster will be produced containing a QR bar code. If you scan the QR code on your mobile device, you will be able to read the whole issue of the magazine.





Poppies proudly on parade

On Remembrance Sunday, hundreds of kind-hearted taxi drivers gave up their time to drive veterans around London.

Now in its 13th year, the free Poppy Cabs service sees taxis lining up on Westminster Bridge after transporting veterans from main line stations to the Remembrance Day commemorations around the capital, including the services at The Cenotaph and to participate in the Remembrance Sunday Parade.

Cab driver Mike Hughes, who coordinates the much-loved free service said: 'Knowing that the Poppy Cabs service is available for veterans relieves much of the stress of attending this emotional event. Every year we are overwhelmed by the support of the London cab trade and the men and women who give us their time and vehicles. This year we are delighted to have received support from Asda for the Poppy Cabs service and one of our cabs has been wrapped with a livery to remind people of the fabulous support and respect the London cab trade shows to our veterans.'

Taxi rank updates

Problems at Paddington

Drivers should be aware that because of over-ranking blocking the pedestrian crossing at the junction between Edgware Road and Harrow Road, there are plans to issue penalty charge notices (PCNs) from 10 February next year. This location has already been identified under the Safer Junctions programme for improvements and further works will start later this year.

Primrose Street (Liverpool Street station drop off)

The [Liverpool Street station roof project](#) will run until the end of 2024 and the central roadway on Primrose Street is being used as a worksite during its construction. For safety reasons, taxis and vehicle access will be denied or heavily restricted while the works are taking place. Taxis should use Liverpool Street to drop off passengers instead.



Taxis should use Liverpool Street



Taxi rank suspensions

The following ranks are currently suspended:

- Building work at the Ritz means the whole rank on Arlington Street is suspended until 28 February. Taxis should use the centre of the road rank instead
- The rear 30 metres of the taxi rank at Wilton Road, Victoria Station is suspended until 6 March, while construction work for a new hotel takes place
- Until 25 March 2023, the whole rank at Margaret Street is suspended while building work is taking place. A temporary rank is available outside 33 Margaret Street
- While the Hard Rock Hotel at Great Cumberland Place/Bryanston Street is being refurbished, four bays (the third portion) of the rank are being suspended for loading and unloading of building materials. The work is scheduled to finish at the beginning of May 2023
- Building work has also seen the suspension of the whole rank at Finsbury Pavement until next year. In the meantime, drivers should use the two spaces that have been relocated to Finsbury Square

Vehicle licensing

There are currently high levels of demand for the vehicle licensing inspection service as vehicle owners seek to license vehicles for the first time. This is before a change to licensing requirements for private hire vehicles comes into effect on 1 January 2023.

[Taxi and Private Hire Notice 15/22](#) explains what is happening, and provides advice on how to license your vehicle.

Read more about vehicle licensing on p34.

TPH licensing in numbers

18,651

Taxi drivers

14,776

Taxi vehicle licences

97,324

Private hire driver licences

83,966

Private hire vehicle licences

1,626

Private hire operators

Top talk



Cabbie Matthew Westfall talks taxis, his charity work and driving to Ukraine



Matthew (right) with his fellow taxi drivers

In September, Matthew, who has been a taxi driver since 2011, was presented with the International Association of Transport Regulators' Driver of the Year award, for raising more than £11,000 to help Ukrainian refugees.

He set up a gofundme page and organised a trip to Poland to deliver humanitarian aid to refugee camps set up near the Ukrainian border. He explains: 'One night on TV I saw a guy who had done a trip to Ukraine and thought "if he can do it, I can too". I kept telling myself "it's just a drive", so I called some friends and started putting the word out.'

Matthew and his team finally ended up with seven cabs, one car and one van loaded with necessities such as nappies and sanitary products on the four-day trip, covering 2,500 miles. 'It went by in a flash,' he recalls, 'and it seems surreal but amazing for all of us. When we drove from Warsaw to Lublin and dropped off the first load of parcels, the people couldn't believe all these electric taxis were reversing in to unload.'

The convoy then picked up families from a refugee centre and drove down to Berlin. The family allotted to Matthew consisted of a mother and her son and daughter. Their flat had been bombed out, the husband was on the frontline and the daughter was very distressed. John, another cabbie acting as co-driver,

started to do magic tricks and promised a trip to McDonald's to distract her. 'They were so grateful,' Matthew recalls, 'they wanted to pay for stuff, but we told them we had raised enough money.'

'It makes me feel humble having got this award, you never do these things in order to get things back and when they told me I had won I thought it was a joke. It's not about recognition but I'm very happy to have got it. It wasn't just me it was the other guys around me and if you pick the right people, you can achieve anything. I like to think we did something good. It was good for us, and it was good for the trade, and I felt privileged to be a London taxi driver going through Europe.'

Future plans

Going forward, Matthew wants to continue as a taxi driver and wants to do the taxi tourist guide training so he can share his knowledge of London with the many holidaymakers he meets working out of Heathrow. 'People get so excited about being in a London taxi, I've never met anyone who says they don't like the city and they all say they can't wait to come back again.'

He would also like to continue his charity work and says: 'When you give to someone else, it's the most rewarding thing in the world. I'd say to other drivers if you want to do it go and do it - if they tell you you can't do something, tell them you can. It's like the Knowledge; people say you can't do it, but if you don't give up you can't fail. If you really want to do it, you can.'

Matthew would like to thank Lee, Ben, John, Andrew, Alex, Terry, Louis, Ian and the two Richards for their involvement in the trip.

Top ranking



St Pancras taxi rank is usually busy

Taxi ranks are a vital part of London's transport network, ensuring taxi services can meet passenger demands



There are more than 700 taxi ranks

TfL is responsible for appointing taxi ranks on the public highway in all Greater London boroughs, with the exception of the City of London. However, getting a new taxi rank up and running can be a long and complicated business as Gary Snewing, TfL's Ranks and Infrastructure Manager, explains: 'Most requests come via the Taxi ranks committee (see separate box). We then look to see if the location is viable. We have to check whether the location is on the Transport for London Road Network (Red Routes), on a borough road or even a private road. That's the first stage, which can be quite complicated. If the proposed rank is on a Red Route, most of the kerbside space will already have been allocated, so we may not be able to fit a rank in.'

Whichever road the proposed rank is on, Gary's team must investigate the

current usage by other stakeholders at the location, including cyclists and pedestrians, or if there is already something else where they want to put the rank, such as a disabled parking bay or loading bay.

Once it's been confirmed a rank will actually fit at the location, there has to be a safety audit, especially around the Mayor's Vision Zero aim for all deaths and serious injuries from road collisions to be eliminated from London's streets by 2041. 'We have to think about the safety of the taxi drivers, of all their passengers, including the most vulnerable, and of the pedestrians and cyclists who will also be using the area,' says Gary. 'Also, what is the likely onward journey of the taxi; will it have to make a U-turn and is there space enough for it to do so?'



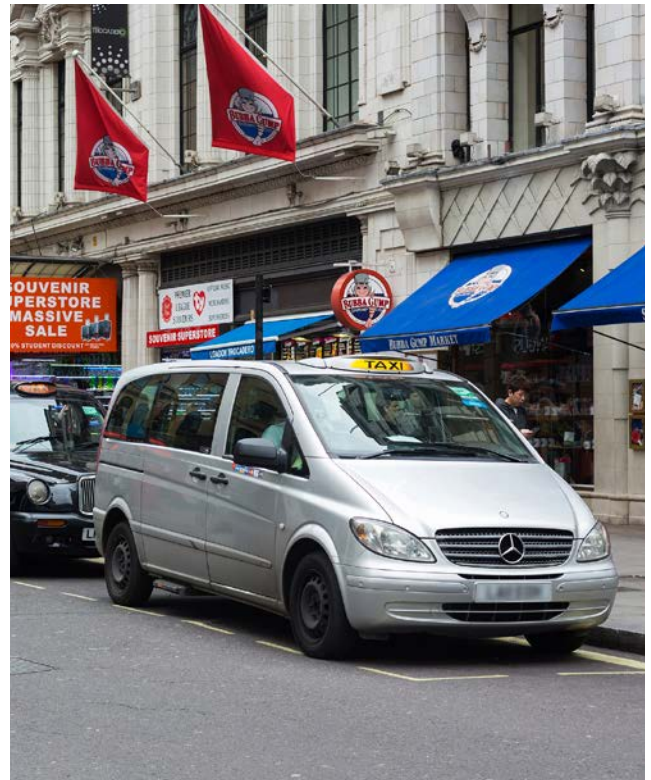
Another important consideration is whether the rank will get used frequently because: ‘Ranks need to get used if we want stakeholder buy-in and for future requests to be looked at favourably.’

Location, location, location

There are now 709 ranks across London, with a significant number in central London in the Borough of Westminster. Although Gary and his team can get as many as 20 to 30 rank requests a year, a lot of them will never happen because it just isn’t possible to implement them. One example was a request for a rank at the Portland Hospital, but the only way to fit in a rank would have been to take over an ambulance bay, which was not feasible.

However, the team had more success with a new three-space rank at Kidbrooke (see separate story). Gary explains: ‘A sponsor contacted me and I asked for a taxi rank at the station. We were then contacted again, and we arranged a site visit and after a lot of toing and froing the taxi rank was finally developed. It’s one of our properly appointed ranks but was developed by Berkeley Homes.

‘It’s good to get the proposal for a rank in at the early stages of a project, then the likelihood is we will get more kerb



Up to 30 new ranks are requested annually

space. So, when we hear about major construction developments happening across London, we will go to the local authority or developer to see if a rank can be added to the scheme. It can be put on the planning application so they will pay for it, and we’ve managed to develop a few ranks this year free of charge.’ ➔

The Taxi rank committee

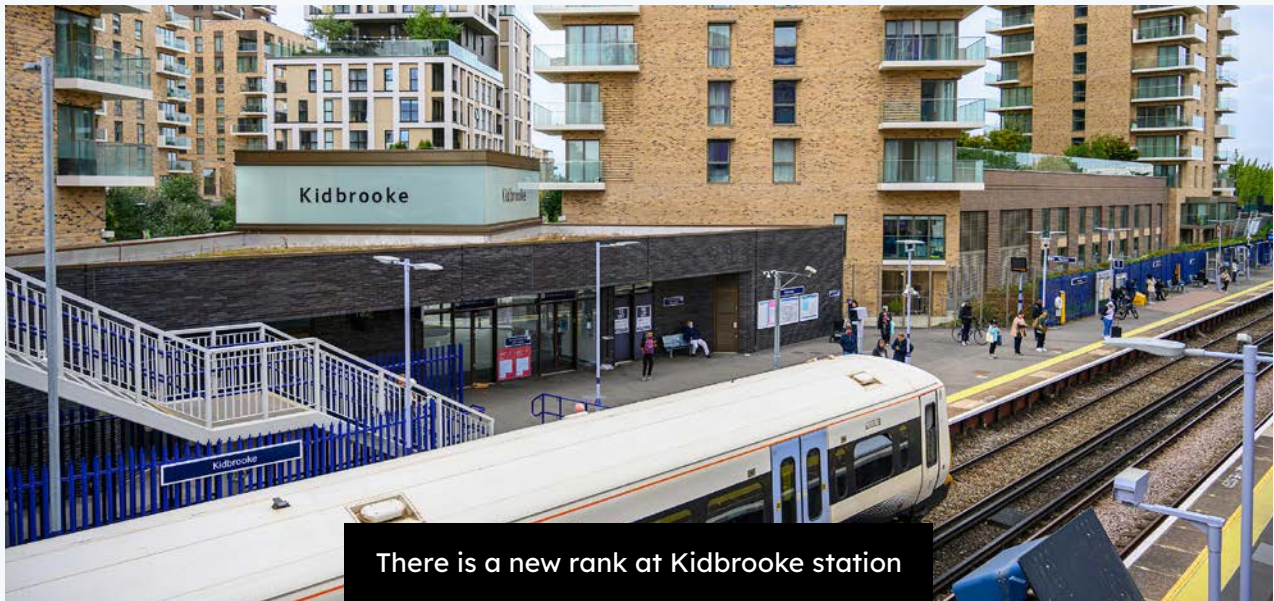
The committee is taxi trade-led and is made up of:

Licensed Taxi Drivers Association (LTDA - two members)

UNITE union (one member)

London Cab Drivers Club (LCDC - one member)

United Cabbies Group (UCG - one member)



There is a new rank at Kidbrooke station

Evolution of Kidbrooke station rank

The background

The large Ferrier social housing estate in Kidbrooke was built between 1968 and 1972. It was demolished as part of the Kidbrooke Vision scheme between 2009 and 2012 to make way for Kidbrooke Village. This massive £1bn housing and retail estate, developed by Berkeley Homes, will have 4,398 new homes and 300,000 sq ft of retail space, a park, a new school and a new transport interchange hub once completed in 2030.

The rank

A new three-space taxi rank close to Kidbrooke station was initially requested back in 2017. Discussions with the Royal Borough of Greenwich and the developer then took place to work out how the roads round the station would be developed and what amount of road space could be allocated to a rank. A safety audit was also commissioned and completed. TfL's ranks team managed to negotiate

for the three-space rank to be approved and installed at no cost as it was paid for by the developer. As a rank typically costs between £5,000 to £10,000, this constitutes a significant saving to TfL.

A Berkeley East Thames spokesperson said: 'As part of the most recent planning consent granted for Pegler Square at Kidbrooke Village, we are pleased to be providing a new taxi rank with three spaces within the square. This is specifically to serve both Kidbrooke Station, which was recently improved by Network Rail and Berkeley, as well as the mix of retail and food and beverage options at Kidbrooke Village. The new proposed location is well positioned within close proximity of Kidbrooke Station and easily accessible for those arriving to Kidbrooke Village from Kidbrooke Park Road.'

[Kidbrooke Village](#) is still expanding and the rank will become busier as it grows.



The new rank at Battersea Power Station

Ranking into the future

One possible new rank in the works at present is the NOVA development at Bressenden Place in Victoria. It's in a triangular space between Victoria Street, Vauxhall Bridge Road and Bressenden Road. Before anything can proceed, the team needs to verify that all the building work has been completed.

One of the biggest developments the team is involved in is at the new Old Oak Common HS2 station, a project Gary is very proud of. 'It's going to be the largest newly built station in the UK. It will have 14 platforms and will be fully accessible to passengers from Manchester and Birmingham, so we need to have the rank somewhere that is safely accessible for people in wheelchairs who want to travel on from the station. Initially we were told there would be a three-space taxi rank outside the station but on the other side of the road. I've managed to get in a proposal for a 15-space taxi rank, an additional three-space pick-up point, four taxi dedicated drop-off points and two taxi-dedicated rapid charging points.'

New taxi ranks installed and pending

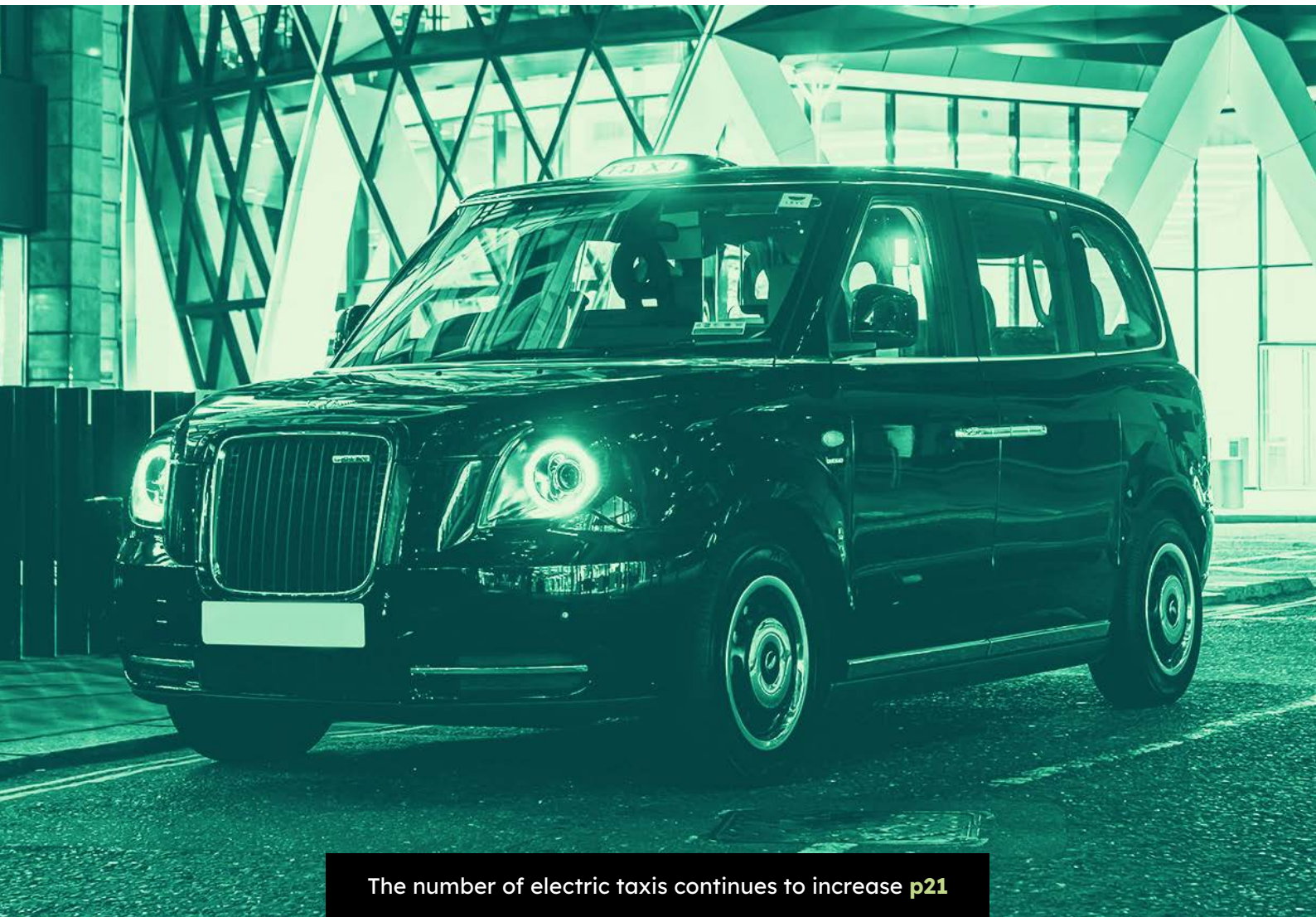
At present, there are 12 requests for new ranks in the pipeline, although Gary says not all of these will get delivered. However, six new ranks have been delivered this year as well as improvements to two, which resulted in an increase in size:

- Battersea Power Station - four spaces
- Cleveland Clinic, Grosvenor Gardens - one space
- Park Plaza Victoria, Wilton Road - two spaces
- Park Plaza Waterloo, Hercules Road - two spaces
- The Gantry, Celebration Avenue, Stratford - one space
- Margaret Street, off Regent Street - two spaces
- Buckingham Gate Taj Hotel - additional accessible space outside seven to eight spaces
- Kidbrooke Village, Anderson Road - three spaces

A two-space rank on Cowcross Street, Farringdon is due to become operational soon.

Green zone

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



The number of electric taxis continues to increase **p21**

p21 TXe taxis

p21 Pure electric vehicles

p22 Buying secondhand electric cars

TXe is the tops



On 1 November this year, the maximum age limit for a non-Euro 6 diesel taxi reduced to 12 years. As more taxis reach this age, drivers are swapping to the ZEC LEVC TXe. There are now 6,293 TXe taxis in the fleet, making up more than 40 per cent of the total number of taxis in London. Alex Nan, CEO of LEVC, said: 'We are witnessing a significant tipping point in the push towards cleaner transportation, with the TXe overtaking the diesel-powered TX4 as the cab of choice in London.'

'Since LEVC launched the revolutionary TXe taxi, it has successfully delivered an unrivalled sustainable mobility solution. With each new TXe on the road, we are preventing thousands of tonnes of harmful emissions, helping to create healthier and happier cities.'



More battery-powered cars

There are now more than half a million pure battery-electric vehicles (BEVs) on UK roads, according to figures obtained by the RAC foundation. This shows there were 519,266 BEVs licensed at the end of June, up from 282,977 a year earlier.

Topping the list of BEV models is the Tesla Model 3 with 75,188 on the road, followed by the Nissan Leaf (47,646) and then the Kia Niro (26,095).

The most popular plug-in hybrid is the Mitsubishi Outlander (49,231).

Should you buy a used electric car?

Why buying electric second hand makes good financial sense



A used Tesla is much cheaper than brand new

Getting your hands on a new battery-electric vehicle isn't a viable option for everybody because of their high cost. That's why so many drivers are now opting to buy secondhand electric models. If you are a private hire driver looking to purchase your next vehicle, there are plenty of reasons why this makes good sense.

Electric vehicles pay lower tax than petrol or diesel cars (until 2025, they pay no vehicle excise duty) and running costs

are much lower. In London, there's the added bonus that fully electric vehicles don't have to pay the Congestion Charge until 2025 and meet the ULEZ standards. Private hire vehicles are licensed for a maximum 10 years, so even if you buy a 2017 model, you'll still get five years of low-cost motoring out of it.

No wonder the used electric car market is so buoyant. Figures compiled by the Society of Motor Manufacturers and Traders showed sales of used electric [→](#)

vehicles more than doubled from 6,625 in the first quarter of 2021, to 14,586 in the first quarter of this year. They rose again in the second quarter, meaning one in every 105 used car sales is now an electric vehicle.

These days, there is a greater variety of electric models in the secondhand market as more manufacturers add electric to their ranges — you just need to look at car selling sites such as AutoTrader and Cazoo to see what is available — and as the technology of both electric vehicles and batteries develops, they are very reliable and need little servicing.

According to [Gov.uk](https://www.gov.uk), the average private hire journey covers five miles and takes 20 minutes. This makes an electric vehicle perfect for the job as better battery range means you can do a full day's work without having to recharge. Also, stop-start traffic helps limit battery depletion, and in some models frequent braking replenishes the battery while you're on the move.

What to look out for

If you are considering buying a secondhand electric vehicle, there are a few pointers you should bear in mind before parting with your cash.



Electric vehicles need little servicing



The BMW i3 is popular as a private hire vehicle

How will I charge it?

The cheapest time to charge an electric vehicle is overnight so the best scenario is to recharge at home if possible. If you haven't got access to a garage or off-road parking, you'll need to see if it is possible to install a charging point somewhere close to where you live. Otherwise, you'll need to locate where the nearest public charging points are to you. Check [zapmap](#) to see where these are.

What model to buy

In a poll conducted by Otto Car in August 2019, the three electric models thought best to buy were the Tesla Model 3 (32.4 per cent), followed by the Kia e-Niro (29.4 per cent) and the Hyundai Kona (19.1 per cent). All of these have a range of more than 250 miles on a single charge, so would not need to be charged daily. What you purchase will be mostly governed on what your budget is, so it pays to go online and do your research as to what falls within your price range. Currently London's private hire fleet is 11 per cent

electric, with models ranging from the Nissan Leaf through to the BMW i3 and the Tesla Model S. Looking at price comparison sites, a 2017 Nissan Leaf can cost from as little as £11,500 while a BMW i3 from 2019 is listed at £23,500.

Battery wear

Most electric vehicles come with a separate warranty for their battery. For some this runs for the industry standard eight-year warranty, while for others it is a five-year term. Some even stipulate the acceptable capacity after eight years (often around 70 per cent) and will replace or refurbish the battery if it falls below this level.

Try before you buy

If there's one model on the secondhand market you are really interested in, why not rent one for a while for private use to see how you get on with it? This way you can check out the handling, driver comfort and range. There are plenty of hire companies out there to choose from.

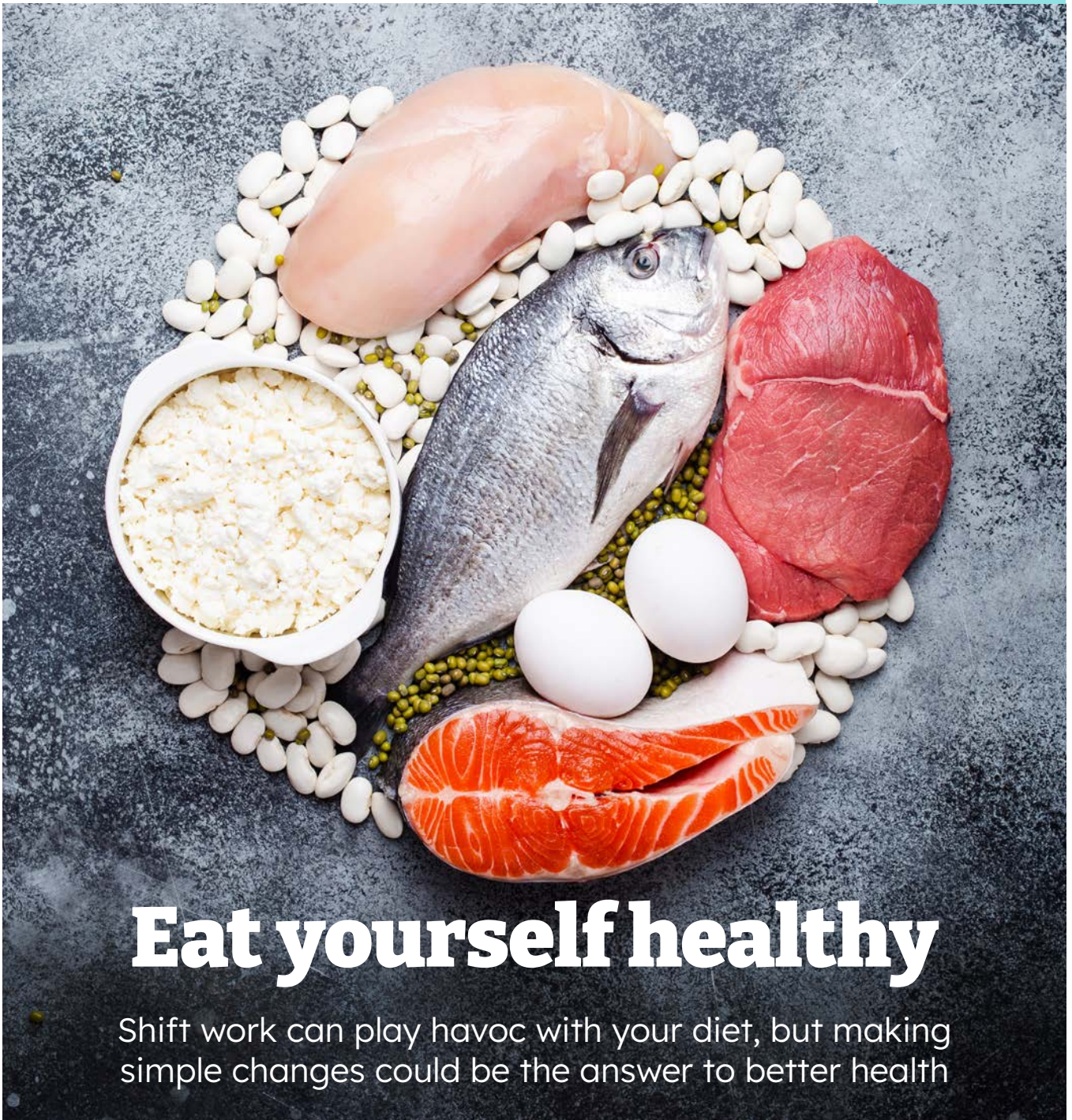
Wellbeing

Fit to face the future



Simple swaps can make your diet healthier [p26](#)

- [p27](#) Start your day right
- [p28](#) Smart snack swaps
- [p29](#) What you should drink



Eat yourself healthy

Shift work can play havoc with your diet, but making simple changes could be the answer to better health

Working at odd hours disturbs our internal body clock, and shift workers often experience digestion problems such as stomach pain, gas, nausea and heartburn. Poor eating habits only make this worse. Now research by the University of California, San Diego School of Medicine, has shown that eating meals within set hours of the day

may be a good way for shift workers to feel better and stay healthier. In the study, 150 firefighters working 24-hour shifts reduced their cholesterol levels and blood pressure by eating within a 10-hour window without skipping meals. And those with existing health conditions benefited the most. ➔



Dairy foods are high in protein

Simple changes

When you work outside the hours of nine to five, eating regular healthy meals can be tricky. The temptation is to snack or 'graze' eat throughout the hours you are working, but our body clock is set to slow the speed at which we digest food during the evening and at night.

Fats are not cleared from the blood stream as efficiently later in the day and blood sugars are not regulated appropriately. For this reason, some foods that you tolerate well during the day may trouble you late at night.

The answer is to get into a healthier eating regime that works for you, otherwise you won't stick to it. It can help to have your main meal before your shift starts, so that might be midday if you have an afternoon shift, or later in the evening if you have a night shift. Include some protein (lean meat, beans and

lentils, or dairy foods) at the start of your shift. These foods give a slower release of energy from food and help you to stay full for longer.

If you can limit your eating to regular light meals, this is a much better option than one single heavy meal, which can overload your digestive system and make you feel sluggish. Some people find eating the traditional three meals a day works for them. For others, five smaller mini-meals spread throughout their working day is better.

Wakey wakey

Whatever time you wake up, it is important to eat breakfast. This can help stimulate and increase your metabolism for the rest of the day, kick starting your circadian rhythm. Eat soon after rising, as it helps to stimulate your metabolism and signals the beginning of your day. ➔

It can be extremely difficult when working long hours to find the time to sit down and eat a proper meal but this is much better for you than sitting in your vehicle eating fatty takeaway foods such as burgers or pizza. What you're looking for are foods that are easy to digest. These include wholegrain pasta, rice and bread, salad, fruit and vegetables and milk products. These foods will satisfy your hunger without leaving you with a heavy feeling in your stomach.

Avoid fatty or overly spiced foods which are more difficult to digest and can make you feel drowsy; the last thing you want while driving. The same goes for foods packed with refined sugars such as chocolate, cakes and biscuits. These will provide you with a short-term energy boost but will be followed by a dip in energy levels. ➔

Smart snack swaps

Make the following swaps for healthier snack choices

- Raw, unsalted nuts instead of salted crisps
- Rice or corn cakes instead of sweet biscuits
- Fruit and nut bars instead of high-calorie chocolate
- A slice of malt loaf instead of rich fruit cake
- Raw fruit instead of sweets



Try to cook meals from fresh



Swap high-calorie cream for yoghurt

Snack attack

Pick the right snacks – a chocolate bar or energy drink will pep you up, but they are packed with sugar which will be followed by an energy slump. If you are going to snack, then there are now plenty of healthier, lower sugar and fat alternatives out there.

Sleep tight

If you are feeling hungry before going to bed, it makes it much more difficult to drop off, so have a small meal or snack before bedtime. Many people find a bowl of cereal hits the spot. By the same token, don't have a massive meal before trying to sleep as this can lead to indigestion, so leave a few hours between your last full meal and bedtime.

Liquid diet

Apart from what you eat, it's also vital to keep an eye on what you drink as dehydration can reduce both mental and physical performance. Also, it is not uncommon for thirst to be mistaken for hunger. Take bottled water with you in your vehicle but don't slake your thirst with too much tea, coffee or fizzy drinks containing caffeine. Caffeine may make you feel more alert, but its effects can last for hours, so avoid caffeine for about four hours before bedtime. The same goes for alcoholic drinks.

If you feel your diet could do with some improvement, take a look at the [NHS Eat well](#) site for tips and information on digestive health, recipes, food types and food guidelines.

Mental wellbeing is just as important as physical health. The following services can offer support and advice.

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



[p32](#) Standing against hate crime

[p34](#) Vehicle inspections

[p36](#) Safer Travel at Night

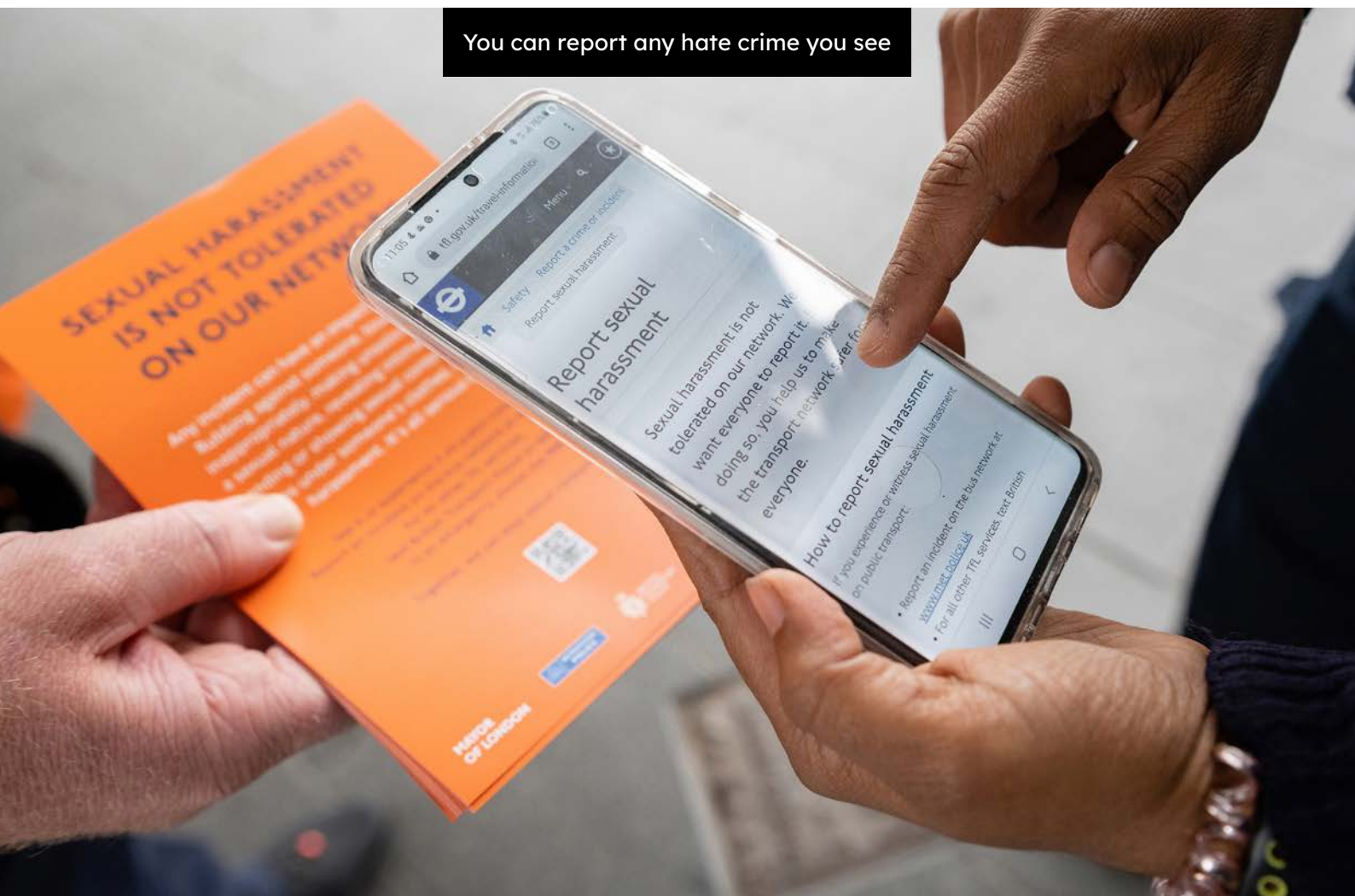
We stand against hate crime

Hate crime has a far-reaching impact and should never be tolerated. It's also a crime that is significantly under-reported across society as many people don't recognise it for what it is. TfL has produced an easy read, hate crime leaflet detailing what constitutes hate crime, how it can make you feel, how to report any instances of it you may witness or suffer yourself and organisations you can go to for support.

What it is

Hate crime is crime targeted at a person because of hostility or prejudice towards that person's disability, race or ethnicity, religion or belief, sexual orientation or gender identity. It can take the form of anything from verbal abuse and threatening behaviour to physical assault. →

You can report any hate crime you see



TfL works with the Metropolitan Police Service, British Transport Police and City of London Police to investigate hate crimes on the public transport network, holding offenders to account and reassuring passengers that hate crime in any form is not acceptable. All TPH operations officers also complete an online hate crime course and virtual classroom training delivered in-house on how to recognise and deal with hate crime they may witness.

How to report it

If you witness a hate crime or are a victim yourself, it is important that you report it as every report helps to build up a picture that can help convict the people responsible and prevent future crimes. You can report it in a number of ways:

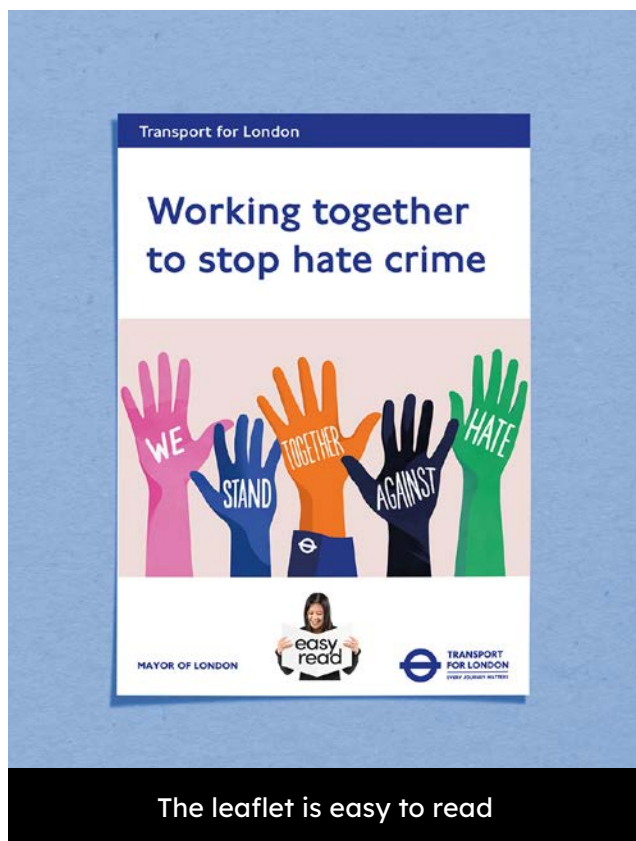
- By speaking to a member of the Metropolitan Police Service if you are on the street
- Calling the Metropolitan Police Service on 101
- In an emergency, always call 999

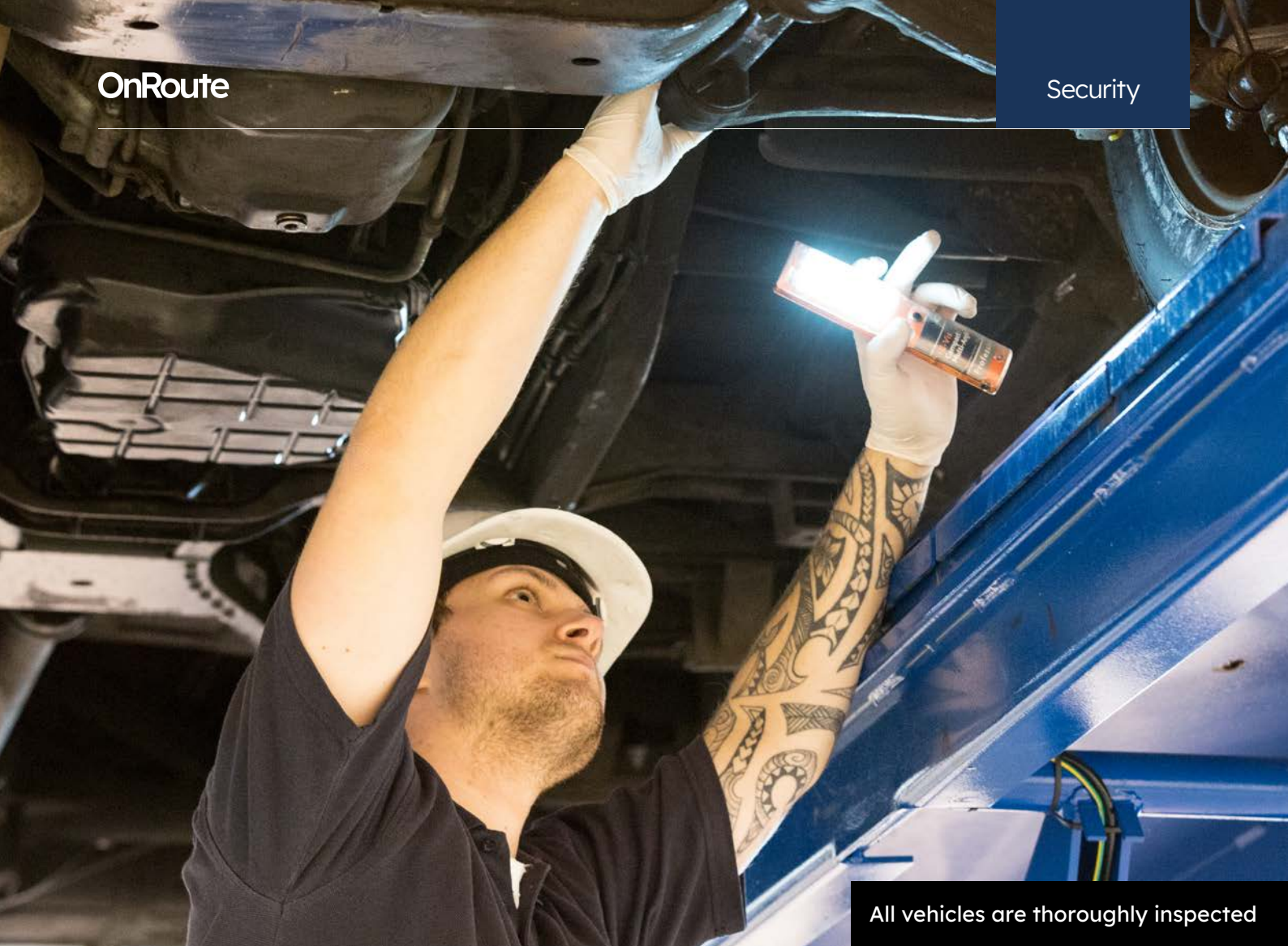
If you want to report a hate crime at a later date you can:

- Report it online through the police's [True Vision website](#). This can be anonymous. True Vision also includes information on reporting hate crime to other [organisations](#) which support victims of hate crime
- Go directly to the police by visiting your local police station

Siwan Hayward, TfL's Director of Security, Policing and Enforcement, said: 'London is one of the most diverse cities in the world, with a long tradition of openness towards people of all faiths, nationalities and backgrounds. Tackling abuse and hate crime on our network is a priority for us and we're proud to be working with the communities we serve and the police to take action, protect our customers and staff, and provide support to victims. My message to all those who use and work on the transport network is clear - abuse will not be tolerated, report anything that makes you feel uncomfortable, and let's all stand together against hate.'

If you or someone you know would like a copy of the leaflet, one can be requested by calling TfL customer services on 0343 222 1234, or writing to TfL Customer Services: 9th Floor, 5 Endeavour Square, London, E20 1JN





All vehicles are thoroughly inspected

Under inspection

TfL's operations officers have been lending a hand to help deal with high demand at the NSL vehicle inspection centres

All taxi and private hire vehicle licences are issued for 12 months and so the vehicles have to be inspected annually before licences can be renewed. Post-pandemic, there was increased demand for vehicles needing to be inspected and since 10 October this year, compliance operations officers have been helping the vehicle inspectors at the six vehicle inspection centres.

Operations Manager, Perry Kissin explains: 'One officer has assisted at the Heston centre and at Canning Town, while three have worked at Crayford for the majority of the working week. We have also assisted on a couple of Saturdays, when centres opened to help inspect more vehicles.

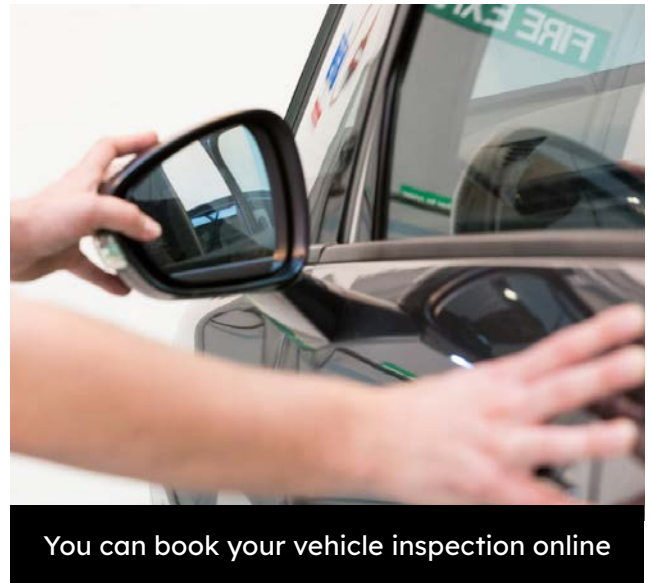
'We've been carrying out private hire vehicle inspections. We inspect the vehicles against an inspection manual →

which checks to ensure the vehicle meets the criteria and is safe to be used as a licensed vehicle carrying passengers. This frees up the NSL inspectors to continue with the taxi inspections. Having some of our officers go in meant that the licensing of the vehicles could continue and has reduced impact on the trade.'

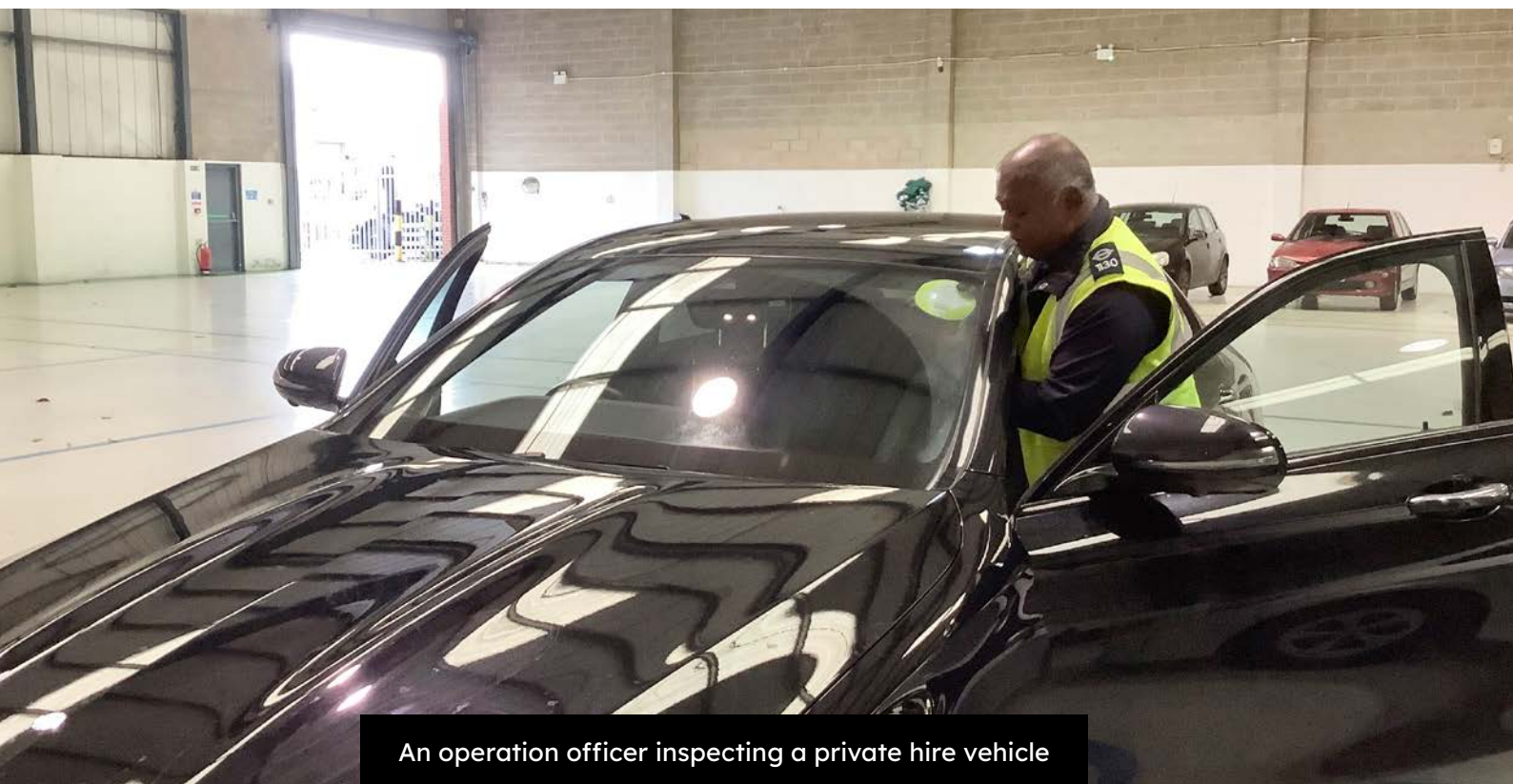
Perry says it has been a positive experience for the officers involved, giving them a much better insight into what is involved with the whole inspection process. It has also helped build the working relationship between TfL's operations officers and NSL.

How to book an inspection

The quickest way to book your vehicle inspection is online on the [customer account page](#), 24 hours a day, seven days a week. This is the most convenient option if you are the owner or registered



keeper of a single vehicle. You can book an appointment at a date, time and location to suit you. This function also allows you to cancel or reschedule your appointment. Alternatively, you can call 0343 222 5555.



Policing the night

Following feedback from its stakeholders, TfL has refreshed its Safer Travel at Night (STaN) campaign and created a toolkit to share with its night-time economy partners, including the Women's Night Safety Charter, Winter Wonderland, London Higher and the National Union of Students. The toolkit consists of posters, draft copy for use on websites, artwork for social media and a briefing sheet. The leaflet handed out to the public has also been redesigned and now consists of a business card containing key messaging on STaN.

In the build-up to Christmas, TfL's compliance officers are once again out on London's streets informing customers about how they can travel safely through the festivities. The current campaign runs until 23 December and follows highly successful STaN operations which ran throughout October. Operations Manager, Perry Kissin, says: 'During the STaN campaign carried out in October, 557 operations officers were involved in 212 deployments,



which led to 4,457 customer and driver interactions on our STaN messaging. Operations officers reviewed records at 114 private hire operating centres and checked complaints, driver, vehicle and booking records to ensure they complied with the regulations. Out on the street, the officers stopped and checked 6,741 taxis and private hire vehicles and drivers, resulting in 1,176 reports and offences.'

The manual

Tips, advice and policy updates from TfL

Wheelchair-accessible vehicles



TfL has taken a decision to consider applications for wheelchair-accessible private hire vehicles to be exempt from the licensing requirement to be Zero Emission Capable (ZEC) on a case-by-case basis.

This is in recognition that there are currently no wheelchair-accessible vehicles that meet the ZEC licensing requirement. In considering applications

for exemptions (on a case-by-case basis), TfL is providing an opportunity for the vehicle market in this sector to develop.

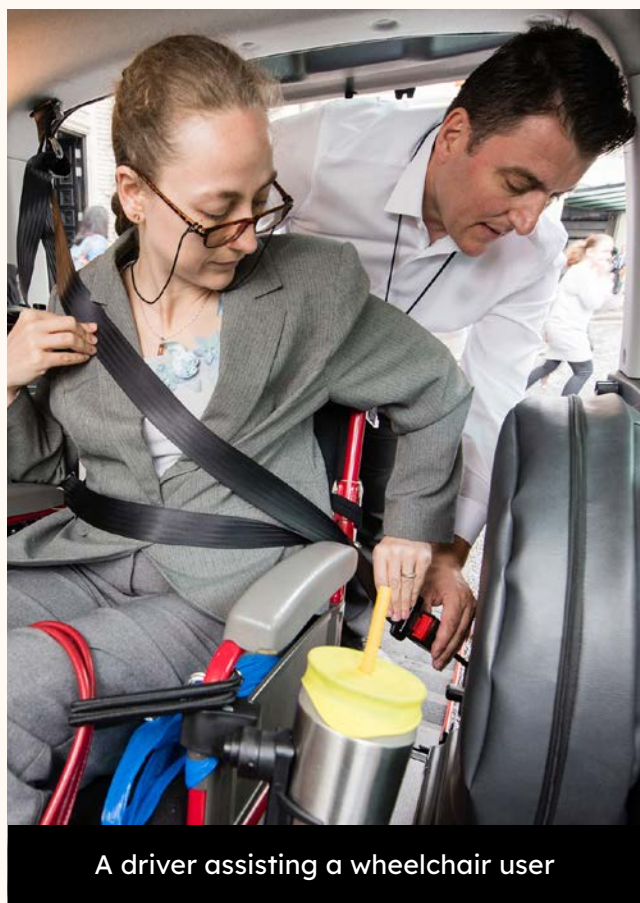
To apply for an exemption, the vehicle in question must have a Euro 6 petrol or diesel engine when licensed for the first time and must also be classified as a wheelchair-accessible vehicle – as set out in [Taxi and Private Hire Vehicle Policy](#).



Applicants must make their case in writing, detailing the reasons for the exemption and include supporting evidence where required.

No other exemptions to the ZEC requirement will be considered.

In reaching this decision, TfL considered Section 149 of the Equality Act 2010, that states there is a duty of a public authority to have due regard in advancing equality of opportunity. This decision will allow the provision of a reasonably sufficient number of suitable wheelchair-accessible vehicles to meet the needs of disabled persons in London, thereby removing or minimising any disadvantage they may experience and enabling them to participate in normal daily activities.



A driver assisting a wheelchair user

The travel support card

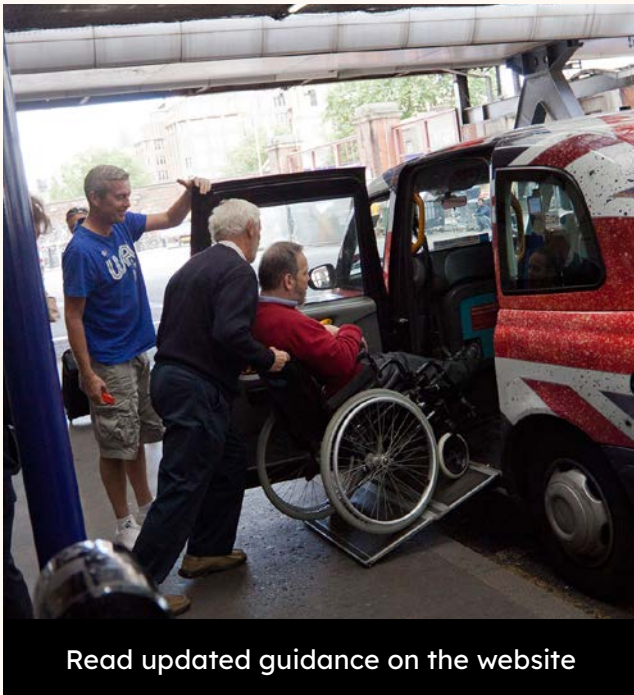


TfL produces a [travel support card](#) to help people communicate any travel assistance or information they may need. The card can be used on all public transport services in London, including the Tube, Overland, buses and in taxis and private hire vehicles.

There is space on the card for people with specific needs, such as a hidden disability, to write down what help they require, making travelling easier for them. If a customer shows you their travel support card, take time to check what it says to ensure you can provide the support they need.

If you think a family member or friend would benefit from having a card, you can request one by:

- [Using the order form](#)
- Calling 0343 222 12341
- [Downloading and printing a copy](#)



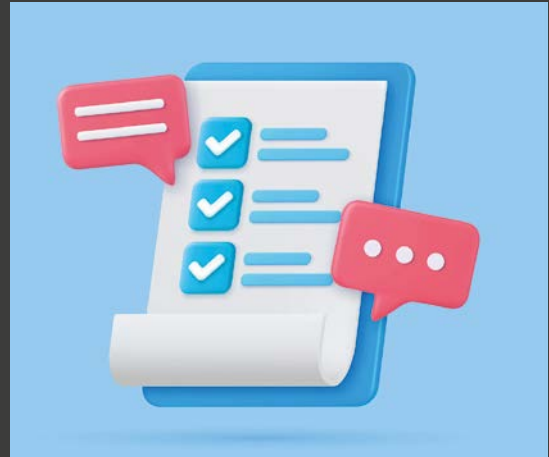
Read updated guidance on the website

Keep yourself informed

Updated guidance and information in the form of TPH Notices are available on the [TfL website](#).

These include information on your [duties](#) to ensure disabled passengers can use taxi and private hire vehicles without being discriminated against, and transitional arrangements for drivers to comply with the English Language Requirement and also the Safety, Equality and Regulatory Understanding (SERU) requirement.

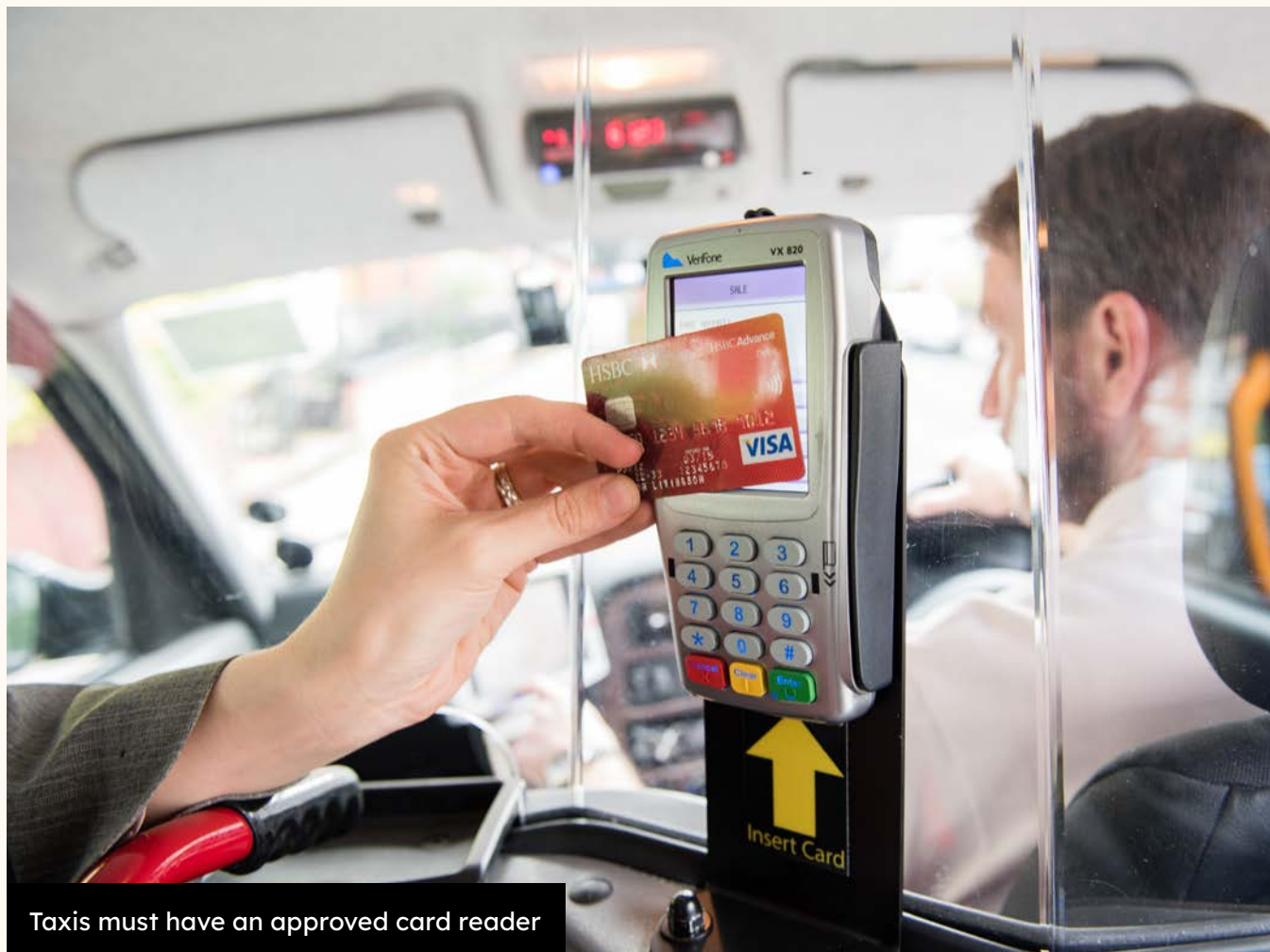
DBS update service



Have you registered with the Disclosure and Barring Service (DBS) update service yet? Subscribers to this service do not have to apply for a new check when renewing their licence, eliminating the risk of delays in the processing of applications. It costs just £13 per year and saves you money on the cost of a new DBS check. Once you've registered, you can sign into the service to:

- Add or remove a certificate
- Give employers permission to check if anything's changed on your certificate
- See who's checked if anything's changed on your certificate
- View your details
- More information about the DBS Update service is on [TPH's Licensing information page](#).

Contactless payment in taxis



Taxis must have an approved card reader

All taxi drivers must accept card and contactless payments via the approved TfL fixed card payment device located in the passenger compartment of the taxi and provide printed receipts for those payments on request.

Handheld payment devices do not meet the licensing requirements and are regarded as unapproved devices.

Any taxi found not complying with the requirement will be issued with an unfit notice, which will remain in place until

evidence is provided that an approved device is fitted and the vehicle is then presented for inspection. A driver found to be using any unapproved device may have their fitness to be licensed reviewed.

TPH is carrying out targeted plain clothes operations to check for non-compliant vehicles, which do not have approved card payment devices.

You can find out which card readers are approved by TfL on the [website](#).

Thank you

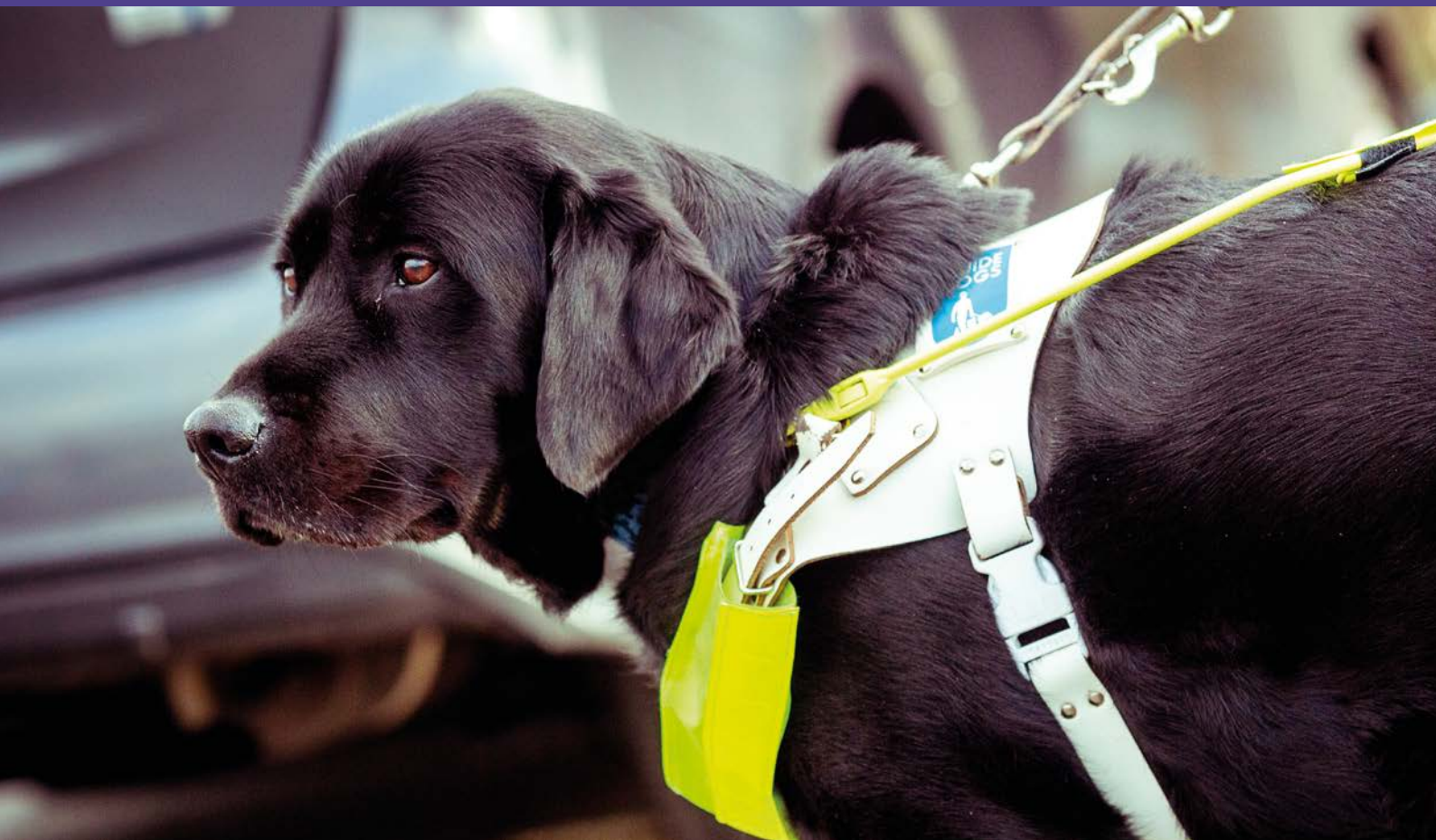
Goodbye to a legend and a new generation cometh

Guide dog Marble, who has been assisting in undercover compliance operations as part of the criminal investigation team since 2016, recently retired to enjoy some downtime in the country.

On his last outing, Marble was in northwest London, conducting nine covert compliance checks and even found time to speak to a local operator to advise him that he will be watching from afar. He also briefed the team while enjoying a coffee.

Like all good managers, he made succession planning a priority and personally vetted three new canine volunteers who will be joining the team through Guide Dogs London.

Thank you Marble and enjoy your well-deserved retirement.





MAYOR OF LONDON