

GENERAL PURPOSES COMMITTEE

Date: Thursday, 27 November 2025

Time: 6.00pm

Location: Council Chamber

Contact: Gemma O'Donnell 01438 (242216)

committees@stevenage.gov.uk

Members: Councillors: Lin Martin-Haugh (Chair), Lloyd Briscoe, Peter Clark, Coleen DeFreitas, Alistair Gordon, Lynda Guy, Robin Parker CC, Claire Parris, Ellie Plater, Tom Plater, Ceara Roopchand, Loraine Rossati, Carolina Veres and Tom Wren

AGENDA

PART 1

1. APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

2. MINUTES - 4 DECEMBER 2024

To approve as a correct record the Minutes of the meeting of the General Purposes Committee held on 4 December 2024.

3 – 8

3. HACKNEY CARRIAGE TARIFF REVIEW

To review of the current hackney carriage fare tariffs.

9 – 62

4. URGENT PART I BUSINESS

To consider any Part I business accepted by the Chair as urgent.

5. EXCLUSION OF PRESS AND PUBLIC

To consider the following motions:

1. That under Section 100(A) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as described in paragraphs 1 – 7 of Part 1 of Schedule 12A of the Act as amended by Local Government (Access to Information) (Variation) Order 2006.

2. That Members consider the reasons for the following reports being in Part II and determine whether or not maintaining the exemption from disclosure of the information contained therein outweighs the public interest in disclosure.

6. URGENT PART II BUSINESS

To consider any Part II business accepted by the Chair as urgent.

STEVENAGE BOROUGH COUNCIL
**GENERAL PURPOSES COMMITTEE
MINUTES**

Date: Wednesday, 4 December 2024

Time: 6.00pm

Place: Council Chamber

Present: Councillors: Ellie Plater CC (Chair), Sandra Barr (Vice Chair), Myla Arceno, Peter Clark, Alistair Gordon, Coleen Houlihan, Claire Parris and Anne Wells

Start / End Time: Start Time: 6.00pm
End Time: 6.25pm

1 APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

Apologies for absence were received from Councillors Stephen Booth, Akin Elekolusi, Mason Humberstone, Lin Martin-Haugh and Tom Wren.

Apologies were also received from Councillor Simon Speller, Portfolio Holder for Environmental Health and Licensing.

There were no declarations of interest.

2 MINUTES - 9 OCTOBER 2024

It was **RESOLVED** that the Minutes of the meeting of the General Purposes Committee held on 9 October 2024 be approved as a correct record and signed by the Chair.

3 LICENSING ACT 2003 - REVIEW OF STATEMENT OF LICENSING POLICY 2025-2030

The Head of Environmental Health and Licensing presented the draft Statement of Licensing Policy, which was required under Section 5 of the Licensing Act 2003. The policy, which set out the Council's approach to its regulatory duties, was due for renewal as the current policy expired in February 2025. The proposed policy covered the period from 2025 to 2030, with no significant changes in intent or direction, but minor amendments had been made.

Key updates included:

- The policy had been reformatted to align with the Council's corporate policy template.
- Typographical errors from the previous version had been corrected.
- Contact details had been updated.
- References to 'Challenge 21' had been updated to 'Challenge 25'.

The draft policy underwent a 28-day consultation, receiving two responses:

1. The Planning Department suggested wording amendments.
2. The Portman Group recommended the inclusion of a text regarding their regulatory work and code of practice, specifically encouraging retailers to sign up for and adhere to their retailer alert bulletins to remove irresponsible products and promotions.

While the Portman Group's recommendation for imposing conditions on premises licences regarding irresponsible alcohol promotion was not included, as it is difficult to enforce, the policy now reflected the consensus from the Hearts and Beds Licensing Group, ensuring consistency with neighbouring local authorities.

The committee was asked to approve the draft policy and recommend it to the Cabinet for further consideration.

Members commented on the Portman Group's recommendations on mandatory conditions for licensees regarding responsible alcohol sales and suggested that Stevenage could take a pioneering approach, especially considering the emphasis on responsible selling within the alcohol industry. The Head of Environmental Health and Licensing responded that while the recommendation had not been included due to enforcement challenges, the policy encouraged licensees to voluntarily engage with the Portman Group's retailer alert bulletins. This aligned with the approach taken by the Herts and Beds Licensing Group and other neighbouring authorities, maintaining consistency across the region.

Responding to a question regarding vapes, the Head of Environmental Health and Licensing clarified that vapes were not currently covered by the Licensing Act. However, illegal sales could lead to a licence review under crime and disorder grounds, with enforcement relying on police or trading standards responsible authorities.

A member asked for clarification on public awareness of the consultation process. The Head of Environmental Health and Licensing confirmed that the consultation was publicised via social media platforms such as Instagram and Facebook for the final 10 days of the 28-day consultation period. Despite those efforts, only two responses were received, from the Portman Group and the Planning Department. A full list of consultees was included in Appendix C of the report.

The Chair asked a question regarding the Council's current position regarding the Licensing Authority's role as a responsible authority under the Licensing Act 2003. The Head of Environmental Health and Licensing clarified that while the Licensing team currently administered licence applications and reviews, they did not act as a responsible authority, unlike Environmental Health, the Police, or Trading Standards. This was due to resource constraints within the small Licensing team. However, recent discussions had explored the feasibility of adopting this role by separating the administrative and enforcement functions within the team.

It was noted that examples from other councils, such as Barnet and North Kesteven,

demonstrated an interchangeable model, where different officers took on the administrative or responsible authority role as needed. Legal advice indicated that this approach would be permissible, provided there was no conflict of interest. This would allow the Licensing team to contribute evidence or representations in reviews initiated by other responsible authorities without compromising their administrative duties.

It was suggested that the Committee could recommend incorporating this change into the current policy review. To facilitate this, amendments would need to:

- Include a formal recommendation allowing the Licensing team to act as a responsible authority.
- Update wording in the draft policy to reflect this change and ensure no conflict of interest.
- Finalise the wording collaboratively between the Head of Environmental Health and Licensing and the Chair prior to the Cabinet report.

The Committee supported the recommendations in the report and the inclusion of two new recommendations. It was therefore **RESOLVED**:

- That the General Purposes Committee agrees the proposed Stevenage Borough Council Licensing Act Statement of Licensing Policy 2025-2030.
- That the General Purposes Committee recommend the Stevenage Borough Council draft Statement of Licensing Policy to Cabinet.
- Authority be given to the Head of Environmental Health and Licensing in consultation with the Chair of General Purposes Committee, to amend or add to the suggested draft conditions set out below, prior to the report going to Cabinet:
 - That the Licensing Officers be approved to act on behalf of the Council as a Responsible Authority as prescribed in the Licensing Act 03. (13.4 & 69.4).
 - That the wording in the policy be amended accordingly (to remove any conflicting wording).

4 **GAMBLING ACT 2005 - REVIEW OF GAMBLING STATEMENT OF LICENSING PRINCIPLES 2025-2028**

The Acting Licensing Manager highlighted the Council's duty, under Section 349 of the Gambling Act 2005, to publish a Statement of Licensing Principles every three years. The current policy expired in March 2025, and the proposed Statement of Principles for 2025–2028 was presented, with the following key points:

The Committee heard that there were no changes to the overall intent or direction of the policy.

The key updates included:

- Reformatting of the policy to align with the Council's corporate policy template.
- Updated contact details and information about responsible authorities.
- Future engagement with the Gambling Harms Alliance and Hertfordshire Public Health in developing the statement and local area profile.

The Acting Licensing Manager advised the Committee that the statement included a Local Area Profile highlighting areas in Stevenage where gambling-related harm could be realised. It identified the town centre, leisure park, and High Street as the primary locations for licensed gambling premises. Those areas were situated in the Bedwell Ward, which had the highest levels of deprivation in Stevenage, driven by income inequality and crime.

The Committee heard that the Licensing team actively monitored all licensed gambling premises, focussed on those in the town centre, to ensure compliance with the Gambling Commission's operating licence conditions and social responsibility code. Currently, there was no evidence suggesting that gambling-related harms were significant in Stevenage or that the Commission's objectives were not being upheld.

The Acting Licensing Manager informed the Committee that the draft policy underwent a 28-day consultation, receiving five responses from GamCare, GambleAware, the Hertfordshire Safeguarding Adults Board, the Local Planning Authority, and Hertfordshire Public Health. All feedback was reviewed, and the relevant amendments were incorporated into the draft statement.

The Committee was asked to agree to the proposed Statement of Principles 2025–2028 and recommend its progression to Cabinet for approval.

Members commented that the areas detailed within the Local Area Profile spanned both Bedwell Ward and Old Town Ward.

Responding to a question regarding the sale of lottery tickets, the Acting Licensing Manager advised that shops selling lottery tickets were regulated under the Gambling Act, but the Council would pass any reports of sales to under-16s to the Gambling Commission, which actively followed up such intelligence through measures like test purchasing.

The Committee supported the recommendations in the report. It was therefore **RESOLVED:**

- That the General Purposes Committee agrees the proposed Stevenage Borough Council Gambling Act Statement of Principles 2022-2025.
- That the General Purposes Committee recommend the Stevenage Borough Council draft Statement of Principles to the Cabinet.

5 **URGENT PART I BUSINESS**

There was no Urgent Part I Business.

6 **EXCLUSION OF PRESS AND PUBLIC**

Not required.

7 **URGENT PART II BUSINESS**

There was no Urgent Part II Business.

CHAIR

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Meeting	General Purposes Committee
Portfolio Area	Communities, Community Safety and Equalities
Date	27 th November 2025

HACKNEY CARRIAGE TARIFF REVIEW

NON-KEY DECISION

Authors	Mary O'Sullivan 2724
Lead Officers	Julie Dwan 2493
Contact Officer	Mary O'Sullivan 2724

1 PURPOSE

- 1.1 To review the current hackney carriage fare tariffs. The review aims to ensure:
- Fares remain fair to both drivers and passengers
 - Tariffs reflect the current operating costs (fuel, insurance, maintenance etc)
 - The service remains accessible and affordable for all members of the community.

2 RECOMMENDATIONS

- 2.1 That the Committee determines the options to review the tariff and determine whether the tariff should be increased or remain at the current level.

3 BACKGROUND

- 3.1 The fixing of fares for hackney carriages within the district is governed by the Council by virtue of section 65 of the Local Government (Miscellaneous Provisions) Act 1976. This must be published by means of a tariff table. The last change in fares took effect on 21st October 2024; a copy of the current tariff table is attached as **Appendix 1**.
- 3.2 It was resolved at GP Committee meeting 24 March 2022 that there will be an annual review of taxi tariffs.

- 3.3 The 2025 review of the Council's tariff of fares was delayed this year to allow Stevenage Borough Council to conduct a comprehensive review of the fees and charges related to the licensing of taxi and private hire vehicles, drivers and operators. This ensured that the outcome of the review was available and provided the licensed trade with the necessary information to make an informed decision regarding the taxi tariff review.
- 3.4 The Licensing Authority conducted a preliminary consultation with the trade, which included all hackney carriage and private hire drivers and operators, from 18th July to 1st August. This consultation aimed to gather feedback on potential options to be included in the formal public consultation.
- 3.5 A summary of the results of the preliminary engagement survey can see seen in **Appendix 2**. Copies of all responses received will be available for scrutiny by the General Purposes Committee upon request. This information will not be publicly available in line with General Data Protection Regulations.
- 3.6 The licensed trade has also advised the Licensing Authority via elected members and through taxi forum discussions, that fares should be structured to produce more rounded final amounts. This approach is considered particularly helpful for passengers paying by cash, as fares ending in amounts such as £11.78 are viewed impractical.
- 3.7 The Licensing Authority have carefully considered the feedback received and developed four tariff review options for further consideration. A detailed breakdown of each of these options is attached at **Appendix 3**.

Consultation

- 3.8 The Licensing Authority held a 28-day public consultation on four proposed tariff options from 15th October to 12th November 2025. Full details of the options, along with instructions for submitting responses, were published on the Council's website. Additionally, a Public Notice was displayed at the Customer Service Centre, Daneshill House, and published in the *Comet* newspaper on 23rd October 2025. Copies of the newspaper notices are attached as **Appendix 5** and a copy of the public notice is attached as **Appendix 6**.
- 3.9 Email notifications were sent to all Stevenage-licensed taxi and private hire drivers and operators. During the consultation period, a taxi forum was held, providing an opportunity for the Licensing team to discuss the proposals, address questions, and listen to concerns from the trade. Social media posts were also published on 10th and 12th November to promote the consultation. A copy of the email to the trade and stakeholders is attached at **Appendix 4** and a copy of the social media post is included in **Appendix 7**.
- 3.10 In addition, Emails were sent to various stakeholders, including police, GP and health centres, community groups, faith organisations, and educational institutions. A full list of consultees is attached at **Appendix 8**.
- 3.11 The public notices requested that any comments or preferences regarding options be submitted in writing or through the completion of a survey.
- 3.11 A summary of the consultation survey response is attached as **Appendix 9**. Copies of all responses received will be available for scrutiny by the General Purposes Committee upon request. This information will not be publicly available in line with General Data Protection Regulations.

4 DISCUSSION

- 4.1 The Private Hire and Taxi Monthly magazine, a trade publication, maintains a national fare table which provides useful comparisons of taxi tariffs between local authorities. The position in Hertfordshire and Bedfordshire is summarised in table 1 below.
- 4.2 If the proposed Option 1 tariff were adopted, Stevenage fares would cost £8.05 for a two-mile journey which isn't charged by any other local authority. Only one local Authority, Mole Valley currently has a charge of £8.08 for a two- mile journey.
- 4.3 If the proposed Option 2 tariff were adopted, Stevenage fares would cost £8.10 for a two-mile journey, this would be on par with Hastings, Ipswich and Oxford City. A total of four local authorities currently has a charge of £8.10 for a two- mile journey.
- 4.4. If the proposed Option 3 tariff were adopted, Stevenage fares would cost £7.90 for a two-mile journey, this would be on a par with Denbighshire, Hinckley & Bosworth and Rother. Only 3 local authorities currently charge £7.90 for a two-mile journey.

Table 1: Comparison of local taxi fares

National ranking	Local authority	Tariff One (two-mile fare)
12	St Albans	£9.15
15	Hertsmere	£9.08
51	Watford	£8.40
61	East Herts	£8.20
60	Broxbourne	£8.20
	Stevenage (Proposed Option 2)	£8.10
	Stevenage (Proposed Option 1)	£8.05
	Stevenage Proposed Option 3)	£7.90
113	Dacorum	£7.70
116	North Herts	£7.70
135	Three Rivers	£7.60
142	Bedford	£7.50
177	Central Beds	£7.25
179	National Average	£7.24
185	Luton	£7.20
214	Welwyn/Hatfield	£7.00

- 4.5 The proposed increase options were considered warranted due to costs resulting from, the common use of card payment facilities that incur a transaction fee and the rising costs of living, incorporating fuel, maintenance, replacing vehicles, station permits and the rise in the Councils fees and charges associated with the licensing of taxi/private hire drivers, vehicles and operators which is due to be implemented on the 1st January 2026.
- 4.6 In April 2025 the average price of a litre of unleaded petrol was 135.6 pence while a litre of diesel was 143.3 pence. In June 2024 the average prices were 145.76 pence and 151.51 pence respectively (source: RACfoundation.org) Filling up the average car (55 ltrs) in November 2024 was £74.25 for unleaded petrol and this cost in November 2025 was £74.80 [Weekly road fuel prices - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/statistics/weekly-road-fuel-prices)
- 4.7 Regarding other motoring costs, since April 2024 all costs of motoring have increased by 0.84% with maintenance costs having increased by an average of 13.41% while tax and insurance have increased by an average of 15.39% - all between April 2024 and September 2025 (source: RACfoundation.org).
- 4.8 In terms of changes in the cost of living, The Consumer Prices Index (CPI) rose by 4.1% in the 12 months to September 2025, with the Consumer Price Index including Owner Occupier (CPIH) rising by 3.8% in the 12 months to September 2025, unchanged. On a monthly basis, CPI rose by 0.1% in September 2025, which is the same rate as in September 2024. Transport made the largest upward contribution to the monthly change in the CPI annual rates: recreation and culture, and food and non-alcoholic beverages made the largest offsetting downward contributions. (source: www.ons.gov.uk).
- 4.9 Hackney carriage vehicles are required by law to be fitted with a taximeter, which must be programmed in accordance with the table of fares approved by the local authority that licenses them. Drivers are legally bound by the fare displayed on the meter at the end of a journey and must not charge more than the amount shown.
- 4.10 Private hire vehicles, which operate only for pre-booked journeys arranged through a licensed operator, may also be fitted with taximeters that are programmed to the local authority's table of fares. In practice, many Stevenage-licensed private hire vehicles are equipped with taximeters; however, private hire fares must be agreed between the passenger and the operator prior to the start of the journey. For certain journeys, operators may request that private hire drivers calculate the fare using the meter.
- 4.11 Several of the larger private hire operators in Stevenage offer fixed-price promotions on a permanent basis, such as a maximum fare of £9 for a single pick-up and drop-off within the town between 9am and 9pm. In some cases, this may result in fares for longer journeys within Stevenage being lower than the equivalent journeys in a hackney carriage. Private hire journeys can only be undertaken following an advanced booking. It should also be noted that the revenue of large operators is primarily influenced by the number of drivers on their circuits and their share of the corporate and contract markets, rather than the level of individual fares.

Consultation findings

- 4.12 The following four tariff options were presented for public consultation:

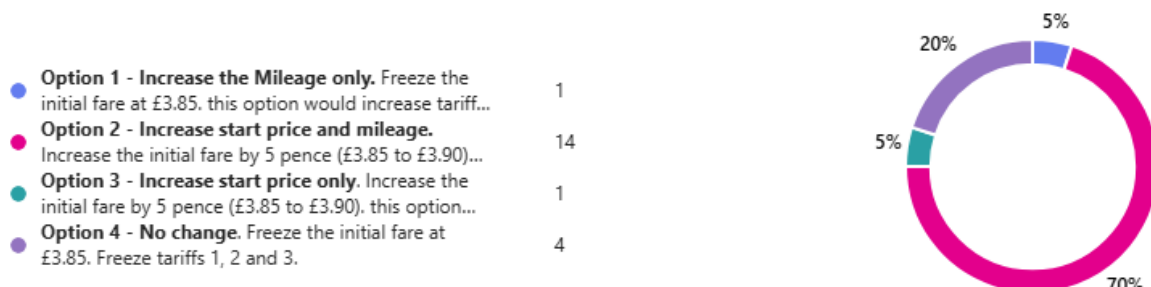
Option	Details
1	Increase the mileage only <ul style="list-style-type: none"> • Freeze the initial fare at £3.85 • This option would increase Tariffs 1, 2 and 3 by an average of 3%
2	Increase start price and mileage <ul style="list-style-type: none"> • Increase the initial fare by 5 pence (£3.85 to £3.90) for first 528 yards. • 5p increase for each additional 220 yards (or part thereof) amended from 194 yards • Increase Tariffs 1, 2 and 3 by an average of 4%
3	Increase start price only <ul style="list-style-type: none"> • Increase the initial fare by 5 pence (£3.85 to £3.90) • Increase Tariffs 1, 2 and 3 by an average of 1%
4	No change <ul style="list-style-type: none"> • Freeze the initial fare at £3.85 • Freeze Tariffs 1, 2 and 3

4.13 A total of 20 responses were received through the survey, providing feedback on the options presented. 45% of responses were received from Hackney Carriage Drivers, 30% of responses were received from members of the public and 15% of responses were received from Private Hire drivers. A breakdown of the individuals who responded is provided below:



4.14 The consultation sought the views of stakeholders on the proposed changes to the taxi tariff structure. Respondents were invited to review and provide feedback on the four tariff options presented for consideration. 70% (14) of those responding were supportive of option 2, to increase both the start price and mileage, by increasing the initial fare by 5 pence, which will amend the current tariff from £3.85 to £3.90 for the first 528 yards and increase each additional 220 yards (or part thereof) by 5 pence. Thus, Amending the current yardage from 194 to 220 yards.

4.15 A breakdown of the views of stakeholders on each of the four tariff options presented for consultation is outlined below:



4.16 A breakdown of the respondent types corresponding to each of the four tariff options is outlined below:

Option 1 – Increase mileage only

- 1 Hackney Carriage Driver supported this option
- 0 Private Hire Drivers supported this option
- 0 Private Hire Operators supported this option
- 0 members of the public supported this option
- 0 respondents falling under the category 'other' supported this option

Option 2 – Increase start price and mileage

- 7 Hackney Carriage Driver supported this option
- 3 Private Hire Drivers supported this option
- 0 Private Hire Operators supported this option
- 2 members of the public supported this option
- 2 respondents falling under the category 'other' supported this option

Option 3 – Increase start price only

- 1 Hackney Carriage Driver supported this option
- 0 Private Hire Drivers supported this option
- 0 Private Hire Operators supported this option
- 0 members of the public supported this option
- 0 respondent falling under the category 'other' supported this option

Option 4 – No change to the current tariff

- 0 Hackney Carriage Driver supported this option
- 0 Private Hire Drivers supported this option
- 0 Private Hire Operators supported this option
- 4 members of the public supported this option
- 0 respondent falling under the category 'other' supported this option

- 4.17. Respondents were given the opportunity to provide comments explaining the reason for their chosen tariff option and a summary of these comments is outlined in the table below:

Theme	Number of Respondents
Taxi fares should be increased because of cost of living/running costs/overheads of taxi drivers (e.g. fuel, card processing, app fees, vehicle costs, maintenance)	9
Taxi drivers need to earn a living. Fares are too low, during slow periods we earn less than the minimum wage.	2
Requests to ensure that the fares fall at round figures at the end of the journey.	2
Prices are too high everywhere. It would be nice to know something would stay unchanged	1
Can't keep pushing costs onto the public	1
The public see living costs increase across all areas of life and if we can avoid some of them.	1

5 OPTIONS FOR ACTION

The Committee is now invited to review the proposed taxi tariff change. The options are to:

- a) Accept the proposal as submitted and apply the new tariff effective from a date not more than two months after the operational date specified in the public notice (15th December 2025)
- b) Modify the submitted proposal and apply the new tariff effective from a date not more than two months after the operational date specified in the public notice (15th December 2025)
- c) Leave the current tariff in place unaltered. There is no specific facility in the legislation to enable this and so in effect the current tariff would have to be re-implemented following the process at b) above.

6. IMPLICATIONS

6.1 Financial Implications

- 6.1.1** The financial implications for the local authority in reviewing taxi tariffs are minimal, with the primary costs stemming from administrative tasks such as report preparation, public consultation, and the implementation of a revised tariff. These expenses are generally offset by the licensing fees and charges.

6.2 Legal Implications

- 6.2.1 Under Section 65 of the Local Government (Miscellaneous Provisions) Act 1976, gives the Council authority to set and regulate taxi fares within their jurisdiction.
- 6.2.2 Before implementing or changing the fares, the council is required to publish a notice of the proposed changes. This ensures transparency and allows the public, including taxi operators and other stakeholders, to provide feedback, comments, or objections.
- 6.2.3 Any changes to the taxi tariff must be made transparently and fairly, ensuring that the process is open to scrutiny. The local authority should be able to demonstrate that the review was conducted in a manner that is non-discriminatory and justifiable, and that all relevant factors, including the financial sustainability of the taxi trade and public safety, were considered.
- 6.2.4 Affected parties, including taxi operators, drivers, or members of the public, have the right to challenge decisions made by the local authority through judicial review if they believe the process was flawed, not legally compliant, or discriminatory. For instance, if a tariff increase is deemed unreasonable or unjustified, it could lead to a legal challenge

6.3 Policy implications

- 6.3.1 There are no policy implications arising from the content of this report.

6.4 Equalities and Diversity Implications

An Equalities Impact Assessment was carried out in November 2025, to assess and monitor the implications of the proposed changes. This has identified potential equalities and diversity considerations.

- 6.4.1 Many Taxi drivers are self-employed and their ability to sustain livelihoods depends directly on the tariff level. Failure to raise tariffs may increase financial hardship affecting groups with protected characteristics who are represented in this workforce (e.g. ethnic minority men)
- 6.4.2 Whilst an increase in taxi tariff ensures that an accessible taxi provision remains viable, covering higher vehicle and maintenance costs, a fare increase could make taxis less affordable for elderly or disabled passengers who rely on taxis as a form of transport. A copy of the Equality Impact assessment is attached at **Appendix 10**

6.5 Community safety Implications

- 6.5.1 Not increasing the local authority taxi tariff may place additional financial pressure on licensed taxi drivers and operators, potentially impacting their ability to maintain the necessary licenses and meet operational costs. This could lead to a reduction in the number of licensed vehicles within the district, which, in turn, may decrease the availability of licensed taxi services.
- 6.5.2 Such a reduction in service availability may disproportionately affect vulnerable groups within the community, including the elderly, people with disabilities, and others who rely heavily on safe, reliable transport. These individuals could face challenges in accessing essential transportation, limiting their mobility and independence.
- 6.5.3 Additionally, financial strain on drivers may reduce their ability to invest in essential vehicle maintenance and safety improvements. This could lead to a deterioration in

vehicle standards, presenting a potential risk to public safety if vehicles fail to meet required safety standards.

- 6.5.4 In light of these considerations, it is crucial that any changes to taxi tariffs are carefully considered to support the financial sustainability of the licensing regime, while also ensuring that public safety and access to essential transport services are not compromised.

7 BACKGROUND DOCUMENTS

BD1 [Local Government \(Miscellaneous Provisions\) Act 1976](#)

BD2 [Town Police Clauses Act 1847](#)

8 APPENDICES

1. Current Tariff Table
2. Preliminary Trade Engagement Survey Summary
3. Proposed Tariff Options – A Detailed breakdown
4. Consultation email to the trade and Stakeholders
5. Newspaper Notice
6. Public Notice
7. Social Media consultation post
8. Consolidated list of consultees
9. Summary of results from Formal Public consultation
10. EqlA- 2025 Taxi Tariff Review

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Hackney Carriage Table of Maximum Fares



TARIFF 1 - Applicable between 06:00 and 23:00 hours Monday to Sunday

For the first 528 yards £3.85p

for each additional 194 yards (or part thereof) 25p

(The equivalent of £2.25 for each additional mile)

Waiting time = 30 pence per minute

TARIFF 2 - Applicable between 23:00 and 06:00 hours Monday to Sunday + 06.00 to 23.00 hours on designated bank/public holidays & Easter Sunday + 18.00 – 23.00 hours on New Year's Eve and 18.00 to 24.00 hours on Christmas Eve

For the first 528 yards £5.78p

for each additional 194 yards (or part thereof) 38p

(The equivalent of £3.38 for each additional mile)

Waiting time = 45 pence per minute

TARIFF 3 - Applicable all day on Christmas Day and Boxing Day + 23.00 hours on New Years Eve to 06.00 hours on New Years Day.

For the first 528 yards £7.70p

for each additional 194 yards (or part thereof) 50p

(The equivalent of £4.50 for each additional mile)

Waiting time = 60 pence per minute

Additional charges (which must be added on the meter at the start of the journey)

Up to two items of baggage or shopping 20p

Three or more items of baggage or shopping 40p

For each person in excess of one 20p

Maximum Soiling charge (for whatever reason) £50

Additional charges should total no more than £2.00
Wheelchairs, walking frames and assistance dogs travel at no extra cost.

Complaints should be made to the Licensing department at Stevenage Borough Council via, licensing@stevenage.gov.uk quoting the vehicle registration mark, licence number and/or the driver's badge number.

Taxi Fares from 21st October 2024



Typical Fares

Note that fares and times may be higher than shown dependent on delays or slow moving traffic. The fare shown, on the face of the meter, at the conclusion of the journey is the maximum fare that can be demanded; unless previously agreed with the driver as above.

Tariff Code on the meter		1	2	3
Distance	Approximate journey time	Day-time 06.00 – 23.00 (see over)	Night-time 23.00 – 06.00 + Public Holidays (see over)	Christmas & New Year (see over)
1 mile	3 – 5 minutes	£5.60	£8.40	£11.20
2 miles	6 – 8 minutes	£7.85	£11.78	£15.70
3 miles	9 -12 minutes	£10.10	£15.15	£20.20
5miles	15 – 20 minutes	£14.60	£21.90	£29.20
10 miles	20 – 30 minutes	£26.10	£39.15	£52.20

The meter calculates the maximum fare based upon the time of day, the distance travelled and the vehicle speed.

N.B. The meter should not be started until the journey commences

Drivers must, **unless they have good cause**, accept any hiring that is wholly within the Stevenage boundary. **Hirings beyond the Stevenage boundary are at the discretion of the driver.**

The fare for a journey to a destination outside of the Stevenage boundary may be negotiated between the driver and hirer. If no fare is agreed before the start of the journey, the fare cannot be more than that shown on the meter.

*The driver of this vehicle is **legally obliged to carry assistance dogs** – unless a medical exemption certificate is displayed within the vehicle.*

Wheelchairs, walking frames and assistance dogs travel at no extra cost.

Responses Overview Closed

Responses	Average Time	Duration
30	04:39	13 Days

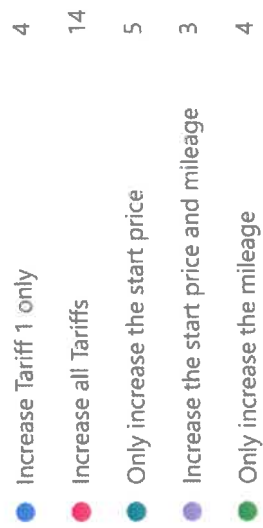
1. Which of these options apply to you (tick all that apply)?



2. Which of these options would be your preferred outcome from the 2025 Tariff Review?



3. If the Tariff was to increase, which option would you prefer?



4. What level of increase would you support? (CPI=Consumer Price Index - 3.6% as of June 2025)



5. Do you have any suggestions or comments relating to the 2025 Taxi Tariff Review?

Latest Responses

30 Responses

"Plz no change tariff"

"• The meter should be programmed to calculate fares as orderly, rounded fi... "

"Get rid of UBER and Bolt or ask them to get operator license from SBC so loc..."

• • •

10 respondents (33%) answered increase for this question.

local drivers

increase should take place

increase of fares

drivers can get the work

price increase

tariff not

hire Driver

NO INCREASE

taxi

fare increase

local

Uber bolt

council tariff

Tariff increase

operator license

Uber from Stevenage

increase

driver

tariff kind of increase

Taxi Fares and Tariff Review 2025

The proposed fare changes represent a revision to the current local authority taxi tariff, aiming to better reflect rising operating costs, fuel prices and industry standards. The following three proposals will show adjustments that will result in higher fares in certain areas, these changes are designed to ensure fair compensation for drivers whilst maintaining transparency and consistency for passengers, below is a list of proposed amendments for consideration.

Option 1 – Increase the Mileage only

Freeze the initial fare at £3.85. A 5p increase for each additional 220 yards. (Yardage increased from 194 yards to 220).

Tariff Code on the meter		1	2	3
Distance	Approximate journey time	Day-time 06.00 – 23.00 (see over)	Night-time 23.00 – 06.00 + Public Holidays (see over)	Christmas & New Year (see over)
1 mile	3 – 5 minutes	£5.60 £5.65	£8.40 £8.48	£11.20 £11.30
2 miles	6 – 8 minutes	£7.85 £8.05	£11.78 £12.08	£15.70 £16.10
3 miles	9 -12 minutes	£10.10 £10.45	£15.15 £15.68	£20.20 £20.90
5miles	15 – 20 minutes	£14.60 £15.25	£21.90 £22.88	£29.20 £30.50
10 miles	20 – 30 minutes	£26.10 £27.25	£39.15 £40.88	£52.20 £54.50

Option 2 – Increase start price and Mileage

Increase the initial fare by 5 pence (£3.85 to £3.90) for first 528 yards, additional yardage increased from 194 yards to 220 yards.

Tariff Code on the meter		1	2	3
Distance	Approximate journey time	Day-time 06.00 – 23.00 (see over)	Night-time 23.00 – 06.00 + Public Holidays (see over)	Christmas & New Year (see over)
1 mile	3 – 5 minutes	£5.60 £5.70	£8.40 £8.55	£11.20 £11.40
2 miles	6 – 8 minutes	£7.85 £8.10	£11.78 £12.15	£15.70 £16.20
3 miles	9 -12 minutes	£10.10 £10.50	£15.15 £15.75	£20.20 £21.00
5miles	15 – 20 minutes	£14.60 £15.30	£21.90 £22.95	£29.20 £30.60
10 miles	20 – 30 minutes	£26.10 £27.30	£39.15 £40.95	£52.20 £54.60

Option 3 – Increase the start price only

Only increase the initial fare by 5 pence (£3.85 to £3.90) for first 528 yards. Mileage will remain unchanged.

Tariff Code on the meter		1	2	3
Distance	Approximate journey time	Day-time 06.00 – 23.00 (see over)	Night-time 23.00 – 06.00 + Public Holidays (see over)	Christmas & New Year (see over)
1 mile	3 – 5 minutes	£5.60 £5.65	£8.40 £8.47	£11.20 £11.30
2 miles	6 – 8 minutes	£7.85 £7.90	£11.78 £11.85	£15.70 £15.80
3 miles	9 -12 minutes	£10.10 £10.15	£15.15 £15.23	£20.20 £20.30
5miles	15 – 20 minutes	£14.60 £14.65	£21.90 £21.98	£29.20 £29.30
10 miles	20 – 30 minutes	£26.10 £26.15	£39.15 £39.23	£52.20 £52.30

Additional and soiling charges are to remain unchanged:

Additional charges (which must be added on the meter at the start of the journey)

Up to two items of baggage or shopping : 20 pence

Three or more items of baggage or shopping: 40 pence (maximum)

For each person in excess of one: 20 pence
Additional charges should total no more than £2:00

Soiling charge (for whatever reason) £50 (maximum)

Wheelchairs, walking frames and assistance dogs travel at no extra cost.

Please note:

The fare for a journey to a destination outside of the Stevenage boundary may be negotiated between the driver and hirer. If no fare is agreed before the start of the journey, the fare cannot be more than that shown on the meter.

From: Julie Dwan
Sent: 15 October 2025 16:28
Subject: Stevenage Borough Council - Taxi fares and tariffs consultation - Annual Review 2025

Dear Stakeholders

Local Government (Miscellaneous Provisions) Act 1976, section 65

Stevenage Borough Council is undertaking a review of the table of fares for journeys carried out by Hackney Carriage vehicles and metered private hire vehicles. We are seeking views from the public, the taxi trade and other stakeholders as part of this process.

The aim of this consultation is to ensure that taxi fare structure remains fair, transparent and reflective of the needs of both the travelling public and the taxi trade.

We are not consulting on a single proposal, instead, we are presenting four different options for consideration as outlined below. A breakdown of these proposals can be found attached to this link: [Taxi Fares and Tariff Review 2025](#)

Option	Details
1	Increase the mileage only <ul style="list-style-type: none">• Freeze the initial fare at £3.85• This option would increase Tariffs 1, 2 and 3 by an average of 3%
2	Increase start price and mileage <ul style="list-style-type: none">• Increase the initial fare by 5 pence (£3.85 to £3.90) for first 528 yards.• 5p increase for each additional 220 yards (or part thereof) amended from 194 yards• Increase Tariffs 1, 2 and 3 by an average of 4%
3	Increase start price only <ul style="list-style-type: none">• Increase the initial fare by 5 pence (£3.85 to £3.90)• Increase Tariffs 1, 2 and 3 by an average of 1%
4	No change <ul style="list-style-type: none">• Freeze the initial fare at £3.85• Freeze Tariffs 1, 2 and 3

Any changes to the current tariff are proposed to take effect from **15th December 2025**

A copy of this notice will be available for inspection at the Council Offices during public opening hours. To respond to this consultation please access the following link: <https://forms.office.com/e/nT7PzizXq0?origin=IprLink>

Paper copies are available from the Customer Service Centre, Daneshill House.

Any comments or objections must be made in writing and may also be sent to.
The Licensing Manager, Stevenage Borough Council, Daneshill House, Danestrete,
Stevenage, SG1 1HN or via email to licensing@stevenage.gov.uk no later than **12th November 2025**.

Kind Regards

Julie Dwan
Licensing Manager

Environmental Health and Licensing

Stevenage Borough Council, Daneshill House, Danestrete, Stevenage, SG1 1HN



Our Privacy Policy has been updated to reflect changes to data protection legislation and can be viewed at the following link <http://www.stevenage.gov.uk/privacy-policy>

From: [REDACTED]
Sent: 23 October 2025 11:28
To: [REDACTED]
Subject: Appendix 5 - Newspaper Notice 23.10.25
Attachments: LN_COM_20251023_MAIN_E1_029.pdf

Good morning, [REDACTED]

Please see attached the pdf of your notice as proof of publish.

Kind regards


[REDACTED]
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LOCALiQ
PART OF NEWSQUEST MEDIA GROUP



2024 SEO Agency of the Year - UK Agency Awards



From: [REDACTED]
Sent: 17 October 2025 17:59
To: [REDACTED]
Subject: Thank you for your order with LOCALiQ - COL3394358



Your Order Confirmation

Our Ref: COL3394358
Time: 17 Oct 2025 17:58 PM

Dear [REDACTED],
[REDACTED] your order with LOCALiQ.

We are pleased to confirm your order details below.

Titles:	Public Notice Online - 24/10/2025 (31 days) Stevenage Comet (Stevenage Comet) - 16x3 - 23/10/2025 (1 insert)
Dates:	23/10/2025 to 24/10/2025
Payment Method:	Invoice to follow with payment details
Net Price:	£598.47
VAT:	£119.69
Total:	£718.16

Would you like to pay by direct debit?

Please press the Sign Up button below to complete the Direct Debit mandate. This will enable us to collect payments from you on the agreed date as set out in our terms & conditions, which can be found at <https://www.newsquest.co.uk/terms-of-advertising>

Sign Up

The benefits of paying by Direct Debit are as follows:

1. It saves you time.

When the direct debit is set up the payments happen automatically and efficiently each month. You won't waste time emailing us cheques, setting up BACS payments or dealing with online banking. Also there's no need to remember when payment is due or the right amount of money on the agreed date.

2. Its secure and protected by the Direct Debit Guarantee

The Direct Debit system is an extremely safe way to pay, with modern encryption and secure firewalls used to protect customer data. Bank account details are encrypted at source.

All payments are covered by the Direct Debit Guarantee. This gives you complete cover for payments made in error or to the wrong account, making Direct Debit the safest payment method for UK customers.

3. It takes away the hassle of late payment

There may be times when you forget to pay on time, with Direct Debit, you pay on time, every time so your advertising campaign doesn't get interrupted by calls from our credit control team chasing payment. That means no awkward chase-up letters or phone calls. Please note that when submitted, the process can take 21 days to set up, so any invoices due for payment within this time should be paid by alternative means.

We highly value your feedback and may send you a customer survey questionnaire. Please keep an eye out for this. Your feedback and opinions are important to us.

Thank you for placing your notice with us.



Team Leader

Newsquest Media Group | LOCALiQ



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Local Government (Miscellaneous Provisions) Act 1976, section 65

Taxi fares and tariffs consultation – Annual Review 2025

Stevenage Borough Council is undertaking a review of the table of fares for journeys carried out by Hackney Carriage vehicles and metered private hire vehicles. We are seeking views from the public, the taxi trade and other stakeholders as part of this process.

The aim of this consultation is to ensure that taxi fare structure remains fair, transparent and reflective of the needs of both the travelling public and the taxi trade.

We are not consulting on a single proposal, instead, we are presenting four different options for consideration as outlined below. Details of the proposals can be found on the Council's website: <https://www.stevenage.gov.uk/licensing-and-registration/taxis/taxi-fares-and-tariffs-consultation-annual-review-2025>

Option	Details
1	Increase the mileage only <ul style="list-style-type: none"> • Freeze the initial fare at £3.85 • This option would increase Tariffs 1, 2 and 3 by an average of 3%
2	Increase start price and mileage <ul style="list-style-type: none"> • Increase the initial fare by 5 pence (£3.85 to £3.90) for first 528 yards. • 5p increase for each additional 220 yards (or part thereof) amended from 194 yards • Increase Tariffs 1, 2 and 3 by an average of 4%
3	Increase start price only <ul style="list-style-type: none"> • Increase the initial fare by 5 pence (£3.85 to £3.90) • Increase Tariffs 1, 2 and 3 by an average of 1%
4	No change <ul style="list-style-type: none"> • Freeze the initial fare at £3.85 • Freeze Tariffs 1, 2 and 3

Additional and soiling charges are to remain unchanged.

Any changes to the current tariff are proposed to take effect from **15th December 2025**

A copy of this notice will be available for inspection at the Council Offices during public opening hours. To respond to this consultation please access the following link: <https://forms.office.com/e/nT7PzizXq0?origin=lprLink>

Paper copies are available from the Customer Service Centre, Daneshill House.


Any comments or objections must be made in writing and may also be sent to. The Licensing Manager, Stevenage Borough Council, Daneshill House, Danestrete, Stevenage, SG1 1HN or via email to licensing@stevenage.gov.uk no later than **12th November 2025**



Stevenage Borough Council

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...

 Have your say on taxi fares in Stevenage!

We're reviewing local taxi fares as part of the 2025 Annual Review, and we want your views on the proposed options.

 Submit your comments by 12 November 2025.

 Find out more and take part here: <https://www.stevenage.gov.uk/.../taxi-fares-and-tariffs...>

#Stevenage #TaxiFares #Consultation #HaveYourSay



[REDACTED]

From: [REDACTED]

Sent: 10 November 2025 14:58

To: [REDACTED] S
(SBC) [REDACTED]

Subject: RE: Public Notice to go out on Social Media for remainder of consultation period

[REDACTED] - I'll schedule this in for you this afternoon and again on 12 November when it ends.

Best [REDACTED]

[REDACTED]
Sent: 10 November 2025 14:54

To: [REDACTED]
Communications (SBC) [REDACTED]

[REDACTED] der of consultation period

Importance: High

Good Afternoon

I hope this email finds you well. I am just chasing up a response to my email dated 05.11.2025 (see below) just seeking confirmation as to whether this has been added to the SBC Social media pages. Consultation ends 12th November?

Thanks

Kind Regards

[REDACTED]
Licensing Manager

Environmental Health and Licensing

Stevenage Borough Council, Daneshill House, Danestrete, Stevenage, SG1 1HN

Email: [REDACTED]

Direct Line: [REDACTED]
[REDACTED]



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From: [REDACTED]
Sent: 05 November 2025 16:30
To: Communications (SBC) [REDACTED]
Subject: Public Notice to go out on Social Media for remainder of consultation period
Importance: High

Good Afternoon

We are coming to the end of the consultation for the review of the Councils Taxi fares and Tariffs the last date of the consultation being 12th November. I have attached the public notice for this consultation. Are you able to put it out on SBC Social Media to cover the remaining period of the consultation? The link to the Councils website for this consultation is as follows:

<https://www.stevenage.gov.uk/licensing-and-registration/taxis/taxi-fares-and-tariffs-consultation-annual-review-2025>

Once this is up and running please can you send me a screen shot and provide me with the dates this will be available on SBC social media pages?

Kind Regards

[REDACTED]
Licensing Manager

Environmental Health and Licensing

Stevenage Borough Council, Daneshill House, Danestrete, Stevenage, SG1 1HN

Email: [REDACTED]

Direct Line: [REDACTED]
[REDACTED] [REDACTED]



Our Privacy Policy has been updated to reflect changes to data protection legislation and can be viewed at the following link <http://www.stevenage.gov.uk/privacy-policy>

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Taxi Tariff Review 2025 - Consolidated list of consultees

- All existing taxi and private hire drivers and operators (by email)
- Hertfordshire Constabulary LicensingEasternArea@herts.pnn.police.uk

Health

- Healthwatch Hertfordshire info@healthwatchhertfordshire.co.uk
- Patient Advice and Liaison Service (PALS) for Lister Hospital pals.enh-tr@nhs.net
- Age UK Hertfordshire info@ageukherts.org.uk

GPs and Health Centres

- King George & Manor House Surgeries kgsmh.kinggeorgessurgery@nhs.net
- Canterbury Way, Chells, Poplars Stanmoremedicalgroup@nhs.net
- Roebucks e82093.bedwellmedicalcentre@nhs.net

Community Centres

Bedwell Community Centre bedwellct@yahoo.co.uk
Chells Manor community Association chellsmanorcommunitycentre@gmail.com
Timebridge Community Centre timebridgeCCA@hotmail.com
Douglas Drive Centre admin@douglasdrive.co.uk
Hampson Park Community Centre hampsonparkcc@gmail.com
Symonds Green Community Association symondsgreen@symondsgreenc.co.uk
Shephall Community Centre paula@shephallcentre.co.uk
Springfield House Community Centre heather.springfieldhouse@hotmail.co.uk
St Nicholas Community Centre terrie.snca@gmail.com;
shauneen.taylor@btconnect.com
The Oval Community Centre enquiries@ovalcommunity.com

Faith and inclusion

Mormon Church andy@garnham.org.uk
Mountain Of Fire and Miracles Ministries mfmstevenage@mountainoffire.org.uk
Oak Church Stevenage info@oakchurchstevenage.org
Redeemed Christian Church of God info@rccgstevenage.org.uk
Stevenage Bangladeshi and Mosque & Muslim Cultural Centre info@smcc786.co.uk
Stevenage Liberal Synagogue info@stevenageliberalsynagogue.org.uk
Stevenage Muslim Community Centre mohamed.salamkhan@gmail.com

Stevenage United Reformed Church info@stevenageurc.org.uk
Stevenage Vineyard Church foodshed@stevenage-vineyard.co.uk
Stevenage World Forum for Ethnic Communities
kate.belinis@cdaherts.org.uk
Shalom Ministries shalom-ministries@hotmail.co.uk
Destiny International Christian Assembly blessingjoseph77@gmail.com
Fountain of Life Church
fountainoflifechurchlondon@gmail.com
Heaven our Home Ministry International
Bridge Builder Christian Trust
amanda.bryant@bridgebuildertrust.org.uk

Education






- North Hertfordshire College enquiries@nhc.ac.uk

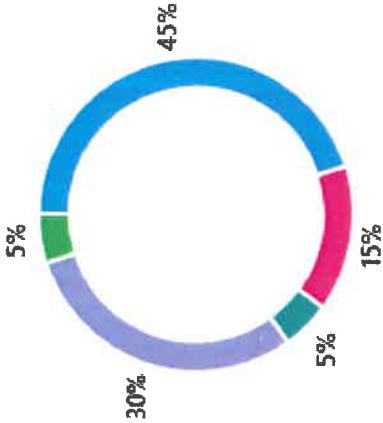
Responses Overview

Closed

Responses	Average Time	Duration
20	02:16	27 Days
		

1. In what capacity are you completing this consultation survey?

	Hackney Carriage Driver	9
	Private Hire Driver	3
	Private Hire Operator	1
	Member of the public	6
	Other	1



2. What are your thoughts around the current Taxi fares and Tariffs?

14

Responses

Latest Responses

"Too expensive"

"Too high"

...

4 respondents (29%) answered increase for this question.

drivers and customers additional impacts
Increase in plates rises living crisis

fuel prices Taxi Driver

taxi user decent living fare increases
small rise rise each year little increase

inflationary increase
cost of living

Fares 5p is just a nonsense
increase is fair
Driver and husband

3. We have recently reviewed the current taxi fares and tariff structure. As part of this process, we are seeking your views on the proposed changes. Please review the four options below and indicate which you prefer?

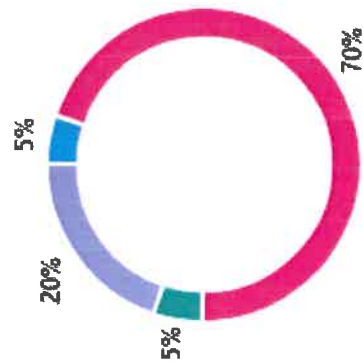
- Option 1 - Increase the Mileage only.** Freeze the initial fare at £3.85, this option would increase tariff...

1
- Option 2 - Increase start price and mileage.** Increase the initial fare by 5 pence (£3.85 to £3.90)...

14
- Option 3 - Increase start price only.** Increase the initial fare by 5 pence (£3.85 to £3.90), this option...

1
- Option 4 - No change.** Freeze the initial fare at £3.85. Freeze tariffs 1, 2 and 3.

4



4. Please state the reason for your answer to the question above?

Latest Responses

16 Responses

"Public see living coat increase across all areas of the life and if we can avoid ..."

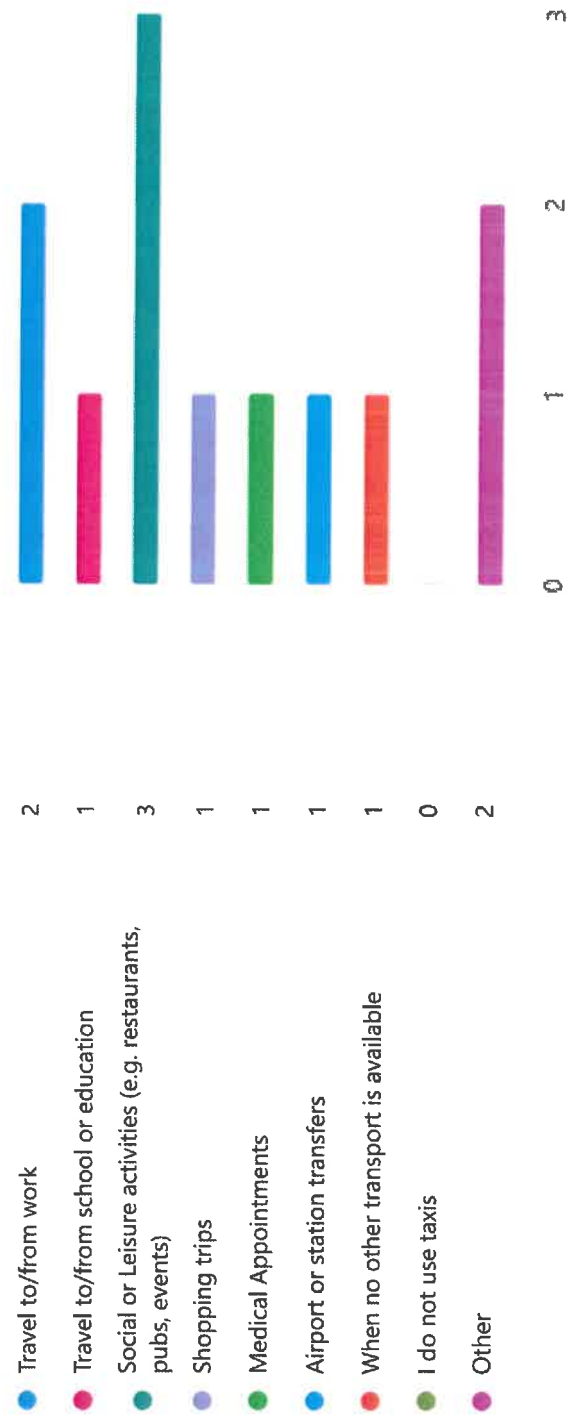
"Can't keep pushing cost to the public"

...

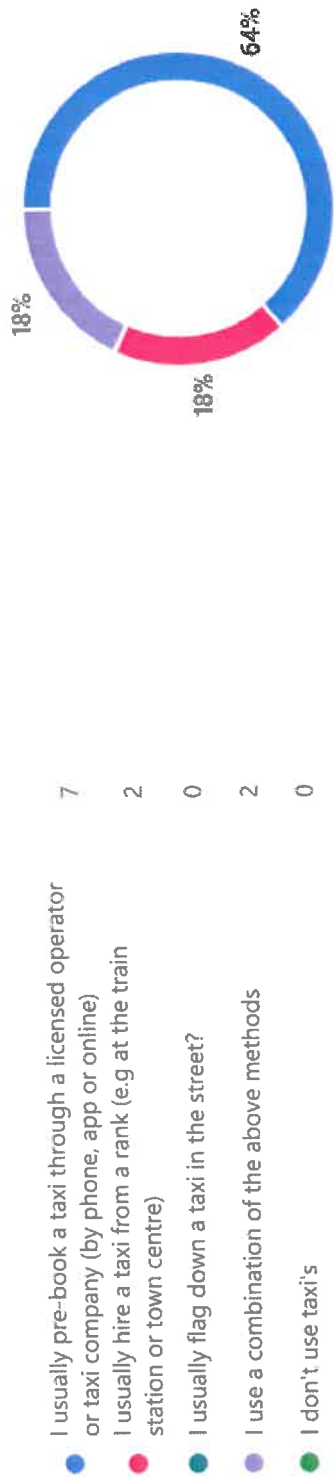
8 respondents (50%) answered Cost for this question.

coat increase Taxi drivers Vehicle licence
round figure price need Cost of living small rise
end of journey living Taxi **Cost** needed increase across all areas
small fortune Taxi Badge big jump Fares are too low
small big increases slow periods

5. How and when do you typically use taxis in Stevenage?



6. How do you usually go about hiring a taxi, please select the option that best describes your typical method?



7. When using taxis, how do you usually pay for your journey?



8. Which age group do you belong to?

18-24	0
25-34	0
35-44	0
45-54	0
55-64	0
65 +	0
Prefer not to say	0

9. Please tell us which gender you most closely identify with

Female	0
Male	0
Non-binary	0
Prefer not to say	0

10. How did you find out about this survey?

Stevenage Borough Council website	0
Advert in newspaper	0
Public Notice displayed	0
Stevenage Borough Council staff	0
Local Councillor	0
Other	0



Annual Review of the Council's Taxi Tariff of Fares

Equality Impact Assessment (EqIA) Form

November 2025

Date created	November 2025
Approved by	Alex Robinson (Assistant Director of Planning and Regulation)
Owner	Julie Dwan – Licensing Manager
Version	1.0
Author	Julie Dwan
Business Unit and Team	Planning & Regulation (Environmental Health & Licensing)

Please [click this link](#) to find the EqIA guidance toolkit for support in completing the following form.

For translations, braille or large print versions of this document please email
equalities@stevenage.gov.uk.

First things first:

Does this policy, project, service, or other decision need an EqlA?

Title:	Annual Review of the Council's Taxi Tariff of Fares	
Please answer Yes or No to the following questions:		
Does it affect staff, service users or the wider community?		Yes
Has it been identified as being important to particular groups of people?		No
Does it or could it potentially affect different groups of people differently (unequal)?		No
Does it relate to an area where there are known inequalities or exclusion issues?		No
Will it have an impact on how other organisations operate?		No
Is there potential for it to cause controversy or affect the council's reputation as a public service provider?		Yes

Where a positive impact is likely, will this help to:	
Remove discrimination and harassment?	No
Promote equal opportunities?	No
Encourage good relations?	No

If you answered 'Yes' to one or more of the above questions you should carry out an EqlA.

Or if you answered 'No' to all of the questions and decide that your activity doesn't need an EqlA you must explain below why it has no relevance to equality and diversity.

You should reference the information you used to support your decision below and seek approval from your Assistant Director before confirming this by sending this page to equalities@stevenage.gov.uk.

N/A

I determine that no EqlA is needed to inform the decision on the Revocation of the Taxi Rank in Danestrete, Stevenage.

Name of assessor:

Decision approved by:

Role:

Date:

Role:

Date:

Equality Impact Assessment Form

For a policy, project, strategy, staff or service change, or other decision that is new, changing or under review

Page 53

What is being assessed?		Annual Review of the Council's Taxi Tariff of Fares			
Lead Assessor	Julie Dwan			Assessment team	
Start date	November 2025	End date			
When will the EqIA be reviewed? (Typically, every 2 years)		October 2026			

Who may be affected by the proposed project?	Taxi drivers, Operators and Passengers including vulnerable and protected groups who rely on taxis as essential transport
What are the key aims of the proposed project?	<p>The purpose of this is to review and, if necessary, revise the current taxi tariff (maximum fare rates) applicable to licensed hackney carriage vehicles within the District of Stevenage.</p> <p>The review aims to ensure:</p> <ul style="list-style-type: none"> • Fares remain fair to both drivers and passengers • Tariffs reflect current operating costs (fuel, insurance, maintenance, etc.) • The service remains accessible and affordable for all members of the community

--	--

What positive measures are in place (if any) to help fulfil our legislative duties to:					
Remove discrimination & harassment	N/A	Promote equal opportunities	N/A	Encourage good relations	safety and accessibility.

What sources of data / information are you using to inform your assessment?	Cost of Living and inflation data. (CPI, fuel costs, vehicle maintenance etc) 28-day public Consultation responses, from drivers, passengers, Health care settings and religious groups and members of the public.
---	---

In assessing the potential impact on people, are there any overall comments that you would like to make?	<p>Taxi services are a vital part of the local transport network, providing essential access to employment, education, healthcare, and social activities, particularly for those persons who may not have access to private vehicles or convenient public transport. A failure to increase the tariff in line with economic conditions may undermine the sustainability of the local taxi provision. If drivers are unable to cover their costs this could lead to:</p> <ul style="list-style-type: none"> • Reduced numbers of available taxis • A potential decline in safety standards due to vehicle maintenance becoming unaffordable • Reduced service coverage, particularly in lower demand areas. <p>Therefore, the proposed tariff review seeks to balance affordability for passengers with the need to maintain a safe and viable taxi trade.</p>
--	--

Evidence and Impact Assessment

Explain the potential impact and opportunities it could have for people in terms of the following characteristics, where applicable:

Page 55

Age					
Positive impact		Negative impact		Unequal impact	X
Please evidence the data and information you used to support this assessment	Whilst an increase in taxi tariff ensures that an accessible taxi provision remains viable, covering higher vehicle and maintenance costs, a fare increase could make taxis less affordable for older passengers who rely on taxis as a form of transport.				
What opportunities are there to promote equality and inclusion?			What do you still need to find out? Include in actions (last page)		

Disability e.g., physical impairment, mental ill health, learning difficulties, long-standing illness					
Positive impact		Negative impact		Unequal impact	X

Please evidence the data and information you used to support this assessment	Whilst an increase in taxi tariff ensures that an accessible taxi provision remains viable, covering higher vehicle and maintenance costs, a fare increase may disproportionately affect disabled people who rely on taxis as a form of transport.		
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

Gender Reassignment					
Positive impact		Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	N/A Impact not expected.				
What opportunities are there to promote equality and inclusion?			What do you still need to find out? Include in actions (last page)		

Marriage or Civil Partnership					
Positive impact		Negative impact		Unequal impact	
Please evidence the data and information	N/A Impact not expected.				

you used to support this assessment			
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

Pregnancy & Maternity					
Positive impact	X	Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	A Tariff increase would ensure an accessible taxi provision remains viable (covering higher vehicle and maintenance costs) which in turn will maintain availability of a safe, reliable taxi service which supports any mobility needs.				
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)			

Race					
Positive impact		Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	N/A Impact not expected.				
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)			

Religion or Belief					
Positive impact		Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	N/A Impact not expected.				
What opportunities are there to promote equality and inclusion?			What do you still need to find out? Include in actions (last page)		

Sex					
Positive impact		Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	N/A Impact not expected				
What opportunities are there to promote equality and inclusion?			What do you still need to find out? Include in actions (last page)		

Sexual Orientation e.g., straight, lesbian / gay, bisexual					
Positive impact		Negative impact		Unequal impact	
Please evidence the data and information	N/A Impact not expected				

you used to support this assessment			
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

Socio-economic¹

e.g., low income, unemployed, homelessness, caring responsibilities, access to internet, public transport users, social value in procurement

Positive impact		Negative impact		Unequal impact	X
Please evidence the data and information you used to support this assessment	Though a sustainable service ensures continued access, fare increases may affect affordability. Many Taxi drivers are self-employed and their ability to sustain livelihoods depends directly on the tariff level. Failure to raise tariffs may increase financial hardship affecting groups with protected characteristics who are represented in this workforce (e.g. ethnic minority men)				
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)			

¹Although non-statutory, the council has chosen to implement the Socio-Economic Duty and so decision-makers should use their discretion to consider the impact on people with a socio-economic disadvantage.

Additional Considerations					
Please outline any other potential impact on people in any other contexts					
Positive impact		Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	N/A				
What opportunities are there to promote equality and inclusion?			What do you still need to find out? Include in actions (last page)	N/A	

Consultation Findings

Document any feedback gained from the following groups of people:

Staff?	Public Consultation -No responses received	Residents?	Public consultation – 6 responses received. Responses were mixed. Whilst two respondents were supportive of an increase in the tariff, due to the cost-of-living crisis and the rise in costs for the trade in respect of fuel and vehicle maintenance, whilst also understanding the need for continued service provision. Some respondents wanted the tariff to remain as it is currently, due to the cost of living, stating that costs shouldn't be pushed onto the public.
Voluntary & community sector?	Public consultation -No responses received	Partners?	Police Consulted – No responses received
Other stakeholders?	Licensed Taxi/Private Hire Trade consulted – 13 responses received requesting that fares be raised due to increased living costs and an increase in the costs associated with the licensing of drivers, vehicles and operators Costs associated with the		

maintenance of vehicles has also increased. One driver has responded to say that when business is slow, they take home less than the minimum wage.

Overall Conclusion & Future Activity

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Explain the overall findings of the assessment and reasons for outcome (please choose one) :		
1. No inequality, inclusion issues or opportunities to further improve have been identified		
Negative / unequal impact, barriers to inclusion or improvement opportunities identified	2a. Adjustments made	
	2b. Continue as planned	The taxi tariff review has potential for both positive and negative equality impacts. Ensuring fair evidenced based decisions and meaningful consultations will help mitigate adverse effects, particularly for low income and disabled passengers, whilst ensuring an accessible taxi provision remains viable (covering higher vehicle and maintenance costs) which in turn will maintain availability of safe, transport access for all.
	2c. Stop and remove	

Detail the **actions that are needed** as a result of this assessment and how they will help to **remove discrimination & harassment, promote equal opportunities** and / or **encourage good relations**:

Action	Will this help to remove, promote and / or encourage?	Responsible officer	Deadline	How will this be embedded as business as usual?
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Taxi Unmet Demand survey to be carried out every three years	To assess the demand surrounding each taxi rank and to determine whether there is a need for additional licensed taxis (hackney carriages) to promote equal opportunities.	Julie Dwan	September 2026	
Annual Taxi Tariff Review	To ensure that taxi fares remain fair, transparent and proportionate for both passengers and drivers, whilst supporting the ongoing sustainability, safety and quality of the local taxi service	Julie Dwan	October 2026	

Approved by Assistant Director:

Date:

Please send this EqlA to equalities@stevenage.gov.uk for critical friend feedback and for final submittance with the associated project.