



GENERAL PURPOSES COMMITTEE

Date: Thursday, 22 October 2026

Time: 6.00pm,

Location: Council Chamber

Contact: Gemma O'Donnell (01438) 242216

committees@stevenage.gov.uk

Members: Councillors: Lin Martin-Haugh (Chair), Peter Clark (Vice-Chair),
Claire Parris, Jody Hanafin, Rob Henry, Jackie Hollywell,
Matthew Hurst CC, Dermot Kehoe, Jaysica Marvell,
Andy McGuinness, Ricki Rands, Graham Spencer and
Lynda Guy

AGENDA

PART 1

1. APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

2. MINUTES OF THE PREVIOUS MEETING

To approve as a correct record the Minutes of the meeting of the General Purposes Committee held on 14 April 2026.

3 - 6

3. TERMS OF REFERENCE

To note the Terms of Reference agreed at Annual Council on 21 May 2026.

7 - 8

4. HACKNEY CARRIAGE TARIFF REVIEW

To consider and review the current hackney carriage fare tariffs.

9 - 46

5. URGENT PART I BUSINESS

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

6. 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.

7. URGENT PART II BUSINESS

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

Agenda Published 14/10/26

Public Document Pack Agenda Item 2

STEVENAGE BOROUGH COUNCIL

GENERAL PURPOSES COMMITTEE MINUTES

Date: Tuesday, 14 April 2026

Time: 6.00pm

Place: Autun Room - Daneshill House, Danestrete

Present: Councillors: Lin Martin-Haugh (Chair), Lloyd Briscoe, Coleen De Freitas, Alistair Gordon, Claire Parris, Ceara Roopchand, Loraine Rossati, Carolina Veres and Tom Wren

Start / End Start Time: 6.00pm
Time: End Time: 6.35pm

1 **APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST**

Apologies for absence were received from Councillors Peter Clark, Lynda Guy, Ellie Plater and Tom Plater.

Councillor Tom Wren declared an interest as he was a Landlord within the Town.

2 **MINUTES - 27 NOVEMBER 2025**

It was **RESOLVED** that the Minutes of the meeting of the General Purposes Committee held on 27 November 2025 be approved as a correct record and signed by the Chair.

3 **PAVEMENT LICENSING POLICY**

The Committee was presented with the draft Pavement Policy, which set out the Council's approach to the granting, monitoring and enforcement of pavement licences across Stevenage (excluding the Town Centre).

It was noted that the Licencing Authority had consulted informally with Stevenage Borough Council and Hertfordshire County Council for comments on the policy.

A question was raised as to why the Town Centre was not included within the scope of the policy. Officers advised that the Town Centre was managed separately by the Town Centre Management and Estates Teams and therefore fell outside of the policy's remit.

Members raised concerns regarding the limited reference to equalities within the report and queried whether any consultation had taken place with disability groups. Officers confirmed that no public consultation had been undertaken. It was noted that accessibility considerations were addressed within the policy (Section 6.10), including distances between furniture and pedestrian routes, and the use of tap barriers.

In response to questions regarding enforcement, officers confirmed that a proportionate approach would be taken, working with businesses to resolve issues where possible. Officers also confirmed that inspections would be carried out to ensure compliance with licence conditions.

Members noted that the Equality Impact Assessment (Appendix 4) was missing, and officers confirmed that it would be circulated to Members.

The Committee was advised that licences would be issued for a period of two years, with a phased approach to implementation. Businesses operating under the previous policy were being encouraged to become compliant in advance to reduce any impacts when they needed to renew their licence.

Questions were raised regarding permanent structures, and it was noted that they would not fall under the scope of the Pavement Licence and would instead require planning permission.

The Committee supported the recommendations in the report and therefore it was **RESOLVED** that:

- That the General Purposes Committee agrees to recommend the proposed Stevenage Borough Council Pavement Licensing Policy 2026 (attached at appendix A) to Cabinet.
- That the General Purposes committee agrees that minor inconsequential amendments to this policy may be made by the Assistant Director of Planning and Regulation, in consultation with the Cabinet Member/Portfolio Holder for the relevant service area.

4 **RENTERS' RIGHTS ACT 2025 ENFORCEMENT POLICY**

The Committee considered the draft Renters' Rights Act Enforcement Policy relating to private rented sector housing under the new provisions of the Renters' Rights Act 2025.

It was noted that the policy set out how the Council would enforce the new provisions and apply the regulatory powers under the Act.

A question was raised as to whether the legislation and enforcement policy would apply to Houses in Multiple Occupation (HMOs), and officers confirmed that that the policy would apply to them.

Discussions took place regarding dwellings that had been purchased and had the potential to be converted into supported living accommodation. Officers advised that this would constitute a change of use and would therefore be a planning matter. It was noted that issues relating to the care and support provided, together with the management of the premises, could have wider impacts on the surrounding area.

It was further noted that where supported living accommodation met the criteria for a licensable HMO, this would be considered through the Council's licensing process.

Officers clarified that further discussions regarding individual cases would be followed up outside of the meeting and that Councillors were encouraged to share any additional information with officers.

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

- That the General Purposes Committee agreed the proposed Stevenage Borough Council draft Renters' Rights Act 2025 Enforcement Policy (attached at Appendix A).
- That the General Purposes Committee recommend the Stevenage Borough Council draft Renters' Rights Act 2025 Enforcement Policy to Cabinet.

5 **CIVIL PENALTY POLICY**

Officers presented the revised Civil Penalty Policy, which outlined the Council's approach to assessing and determining civil penalty levels for regulatory breaches under the Renters' Rights Act 2025 and existing legislation relating to private rented sector housing standards.

Members questioned whether there were powers to prevent landlords of licenced HMOs from continuing to operate when there were repeated breaches of legislation. Officers noted that it would be possible to revoke a licence where sufficient evidence of breaches had been established.

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

- That the General Purposes Committee agrees the proposed Stevenage Borough Council Civil Penalty Policy (attached at Appendix A).
- That the General Purposes Committee recommend the Stevenage Borough Council Civil Penalty Policy to Cabinet.

6 **URGENT PART I BUSINESS**

There was no Urgent Part I Business.

7 **EXCLUSION OF PRESS AND PUBLIC**

It was **RESOLVED** that:

1. Under Section 100(A) of the Local Government Act 1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involved 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 (if any) 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.

8 **URGENT PART II BUSINESS**

There was no Urgent Part II Business.

CHAIR

GENERAL PURPOSES COMMITTEE

1. Membership - 13
2. Quorum – 4
3. Terms of Reference
- 3.1 To consider matters in accordance with the Council's policies in respect of the following:
 - the grant, approval, review, refusal, revocation, renewal, transfer or variation of any licence, registration, certificate, consent, permit, approval or permission, except where such function falls within the terms of reference of another committee or where the matter has been delegated to officers of the Council.
 - consideration and determination of such applications for licences, registration, certificates and consents that the Head of Leisure, Community and Children's Services feels necessary, owing to the nature of the application concerned.
- 3.2 The designation of public places where the consumption of alcohol is to be prohibited.
- 3.3 To consider and determine certain matters where a right of appeal exists against the decision of a Members body or an officer, including:
 - Further reviews under the relevant Regulations by applicants for Housing Benefit and Council Tax Benefits.
 - Appeals in relation to housing needs assessment.

These terms of reference shall exclude the hearing and determination of:-

 - appeals by officers against dismissal or disciplinary action;
 - grievances from Officers under the final state of the grievance procedure;

which shall be dealt with either in accordance with the terms of reference for the Appeals/Grievance Panel or in accordance with the delegations to Officers.
- 3.4 Insofar as they are not already referred to in these terms of reference, those relevant powers set out in Schedule 1 of the Local Authorities (Functions & Responsibilities) (England) Regulations as amended (See Table 2 of Part 3 of the Constitution) (subject to them being dealt with as appropriate by Officers under delegated powers).
- 3.5 Insofar as they are not already referred to in these terms of reference, those 'local choice' functions set out at Table 3 of Part 3 of the Constitution.

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Meeting General Purposes Committee

Portfolio Area Communities, Community Safety and Equalities

Date 22nd October 2026

HACKNEY CARRIAGE TARIFF REVIEW

NON-KEY DECISION

Authors Alison Perrymann | 2724

Lead Officers Julie Dwan | 2493

Contact Officer Alison Perrymann | 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.
- 2.2 That the Committee determines the option to introduce a temporary fuel surcharge to taxi fares if the price of diesel rises above a set price (Zero and Ultra-low emission vehicles will be exempt).
- 2.3 That the Committee reviews and determines whether the soilage charge should be increased to better reflect the cost of cleaning the vehicle, the time the vehicle cannot be used, and the driver's loss of earnings.

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 15th December 2025; a copy of the current tariff table is attached as **Appendix 1**.
- 3.2 It was resolved at GP Committee meeting on 24 March 2022 that there will be an annual review of taxi tariffs.
- 3.3 The Licensing Authority conducted a preliminary consultation with the trade, which included all hackney carriage and private hire drivers and operators, from 20th July to 3rd August 2026. This consultation aimed to gather feedback on potential options to be included in the formal public consultation.
- 3.4 A summary of the results of the preliminary engagement survey can be 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.
- 3.5 The licensed trade has also asked the Licensing Authority through taxi forum discussions to consider the current level and structure of taxi fares and associated charges, including the introduction of a surcharge to help address the increasing cost of fuel, and to also increase the current soilage fee to better reflect the costs of cleaning the vehicle, the time the vehicle cannot be used, and the driver's loss of earnings.
- 3.6 The licensed trade have also expressed the importance of the fare structure being more rounded, which should be particularly beneficial to passengers paying by cash. It is suggested that fares ending in, for example, £11.78 would be impractical.
- 3.7 The Licensing Authority have carefully considered the feedback received from the preliminary consultation and developed two 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 two proposed tariff options from 17th August to 14th September 2026. 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 20th August 2026. Copies of the newspaper notices and a copy of the public notice sits as a background document to this report.
- 3.9 Email notifications were sent to all Stevenage-licensed taxi and private hire drivers and operators. Prior to the consultation period, a taxi forum was held on 15th July 2026, 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 7th September 2026 to promote the consultation. A copy of the email to the trade and stakeholders, and a copy of the social media post sits as a background document to this report.

- 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 4**.
- 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 responses is attached as **Appendix 5**. 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 (as of September 2026).
- 4.2 If the proposed Option 1 tariff were adopted, Stevenage fares would cost £8.30 for a two-mile journey which would match the following authorities of Dartford, Huntingdonshire, Lincoln, Runnymede, Swale, Thanet and Torbay.
- 4.3 If the proposed Option 2 tariff were adopted, Stevenage fares would remain at £7.85 for a two-mile journey, which no other local authority currently charges.

Table 1: Comparison of local taxi fares

National ranking	Local authority	Tariff One (two-mile fare)
19	St Albans	£9.15
23	Hertsmere	£9.08
29	Dacorum	£8.98
44	Watford	£8.70
	Stevenage (Proposed Option 1)	£8.30
76	East Herts	£8.20
80	North Herts	£8.20
74	Broxbourne	£8.20
	Stevenage (proposed Option 2)	£8.10
148	Three Rivers	£7.60

156	Bedford	£7.50
	National Average	£7.48
191	Central Beds	£7.25
200	Luton	£7.20
225	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 Council's fees and charges associated with the licensing of taxi/private hire drivers, vehicles and operators where the 50% increase came into effect on 1st January 2026 and the remaining 50% (to total 100%) to be introduced on 1st January 2027.
- 4.6 In April 2026, the average price of a litre of unleaded petrol was 158.17 pence while a litre of diesel was 192.14 pence. In April 2024, the average prices were 149.9 pence and 158.0 pence respectively (source: [RACfoundation.org](https://www.racfoundation.org)). Filling up the average car (55 ltrs) in September 2026 was £95.86 for unleaded and £109.71 for Diesel, compared with December 2025 where the respective prices were £75.61 and £80.72.
- 4.7 Regarding other motoring costs, since March 2025 all costs of motoring have increased by 25.49% with maintenance costs having increased by an average of 22.76%. While Tax and Insurance costs have rose by 36.65 % between March 2025 and August 2026 (source: www.racfoundation.org).
- 4.8 In terms of changes in the cost of living, the Consumer Prices Index rose by 3.1% in the 12 months to August 2026, with the Consumer Price Index including Owner Occupier (CPIH) rising by 3.3% in the 12 months to August 2026, up from 3.1% the previous month. On a monthly basis, CPI rose by 0.5% in August 2026 with a rise of 0.3% from August 2025.
- 4.9 Transport, particularly motor fuels, made the largest upward contribution to the monthly change in both CPIH and CPI annual rates. Other increases were seen in the goods annual rate for housing from 2.2% to 2.7% with the housing services remaining unchanged at 3.6%. The core CPI, including energy, food, alcohol and tobacco, rose by 2.6% in the 12 months to August 2026. There had been no downfall in rates reported at the time of this search (source: www.ons.gov.uk).

Introduction of Fuel Surcharge

- 4.10 Since the war in the Middle East, there has been a steady increase in fuel prices with no indication that prices will lower or return to or remain at consistently lower levels.

- 4.11 The impact of fuel costs on the taxi trade has been considered through discussions at Taxi Forum meetings and through regular engagement with drivers and trade representatives. These discussions have focused on the need to balance the affordability of fares for passengers with the increasing operating costs faced by the trade, including fuel costs.
- 4.12 The majority of the licensed vehicle fleet continues to comprise of petrol and diesel vehicles although there has been an increasing number of hybrid vehicles within the fleet.
- 4.11 Stevenage Borough Council is proposing the introduction of a fuel surcharge, which would apply when the National Average of retail price of Diesel exceeds a threshold level of 179.7 p/litre.
- 4.12 Once the threshold is reached, an additional charge of 40 pence would be applied to all journeys completed in licensed vehicles, except for zero and Ultra-low emissions vehicles (Co2 of 50g/km or lower).
- 4.13 The fuel surcharge would be applied by drivers following notification from the licensing authority by email. The surcharge would remain in place until the Licensing Authority advises that it should cease, based on a review of the National Average ([Weekly road fuel prices - GOV.UK \(www.gov.uk\)](https://www.gov.uk/weekly-road-fuel-prices)).
- 4.14 It is proposed that the diesel price would be reviewed on a fortnightly basis to determine whether the threshold for applying the surcharge continues to be met, each notification issued to drivers and the trade would clearly specify the start and end dates for which the surcharge is applicable.
- 4.15 This approach would provide clear and consistent process of administering the surcharge, while also creating an audit trail of the periods during which the additional charge was authorised. This would assist the Licensing Authority in responding to any enquiries or complaints concerning additional charges applied to journeys.

Increase in soilage charge

- 4.16 The proposed review of the soilage charge has been requested by the trade through discussions at Taxi Forum meetings.
- 4.17 Following a review of the responses received through the public consultation, it is proposed that the current soilage charge be increased from £50 to £100. The soilage charge would be an additional charge to the fare for the journey and would apply where a vehicle is soiled by a passenger, requiring additional cleaning before the vehicle can return to service.

- 4.18 The proposed increase reflects the costs associated with cleaning the vehicle, the period during which the vehicle is unavailable for hire, and the resulting loss of earnings incurred by the driver. The soilage charge has not been reviewed since before July 2017, and the proposed increase is intended to better reflect the costs incurred by drivers when dealing with incidents of passenger-related vehicle soiling.
- 4.19 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.
- 4.20 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.
- 4.21 Several of the larger private hire operators in Stevenage offer fixed-price promotions on a permanent basis, such as a maximum fare of £10 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

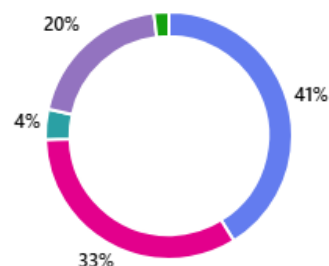
- 4.22 The following four tariff options were presented for public consultation:

Option	Details
1	Increase start price only Increase the initial fare by 20 pence (£3.90 to £4.10) Increase Tariffs 1, 2 and 3 by an average of 2.51%
2	No change - Freeze the initial fare at £3.90 - Freeze Tariffs 1, 2 and 3
Change to Soilage Charge	To increase the Soiling charge from the current £50 to £100, to reflect the cost of cleaning the vehicle, the time the vehicle cannot be used and the driver's loss of earnings.

Introduction of a fuel surcharge	To introduce a fee of 40p per journey when the average UK Price of diesel reaches £1.79 per litre, based on the UK Government's weekly road fuel prices. (Zero and Ultra-low emission vehicles will be exempt)
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4.23 A total of 51 responses were received through the survey, providing feedback on the options presented. 41% of responses were received from Hackney Carriage Drivers, 20% of responses were received from members of the public and 33% of responses were received from Private Hire drivers. A breakdown of the individuals who responded is provided below:

● Hackney Carriage Driver	21
● Private Hire Driver	17
● Private Hire Operator	2
● Member of the public	10
● Other	1



4.24 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 two tariff options presented for consideration. 57% (29) of those respondents were supportive of option 2 to freeze the initial fare at £3.90, freezing tariffs 1, 2 and 3 holding the initial £3.90 in Tariff 1 for the first 528 yards with a 30 pence addition to every (or part of) 220 yards thereafter.

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

● Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option...	22
● Option 2 - No Change. Freeze the initial fare at £3.90. Freeze tariffs 1, 2 and 3.	29



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

Option 1 – Increase start price only

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

Option 2 – No change to the current tariff

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

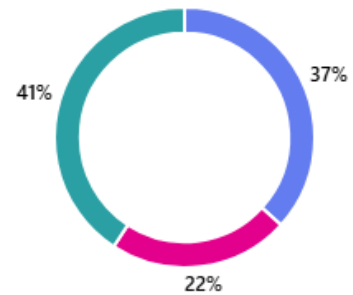
4.27 Respondents were given the opportunity to provide comments explaining the reason for their chosen tariff option and a summary of these comments is outlined in the table below:

Theme	Number of Respondents
Prices are too low at current to cover the cost of running and maintaining the vehicle	7
Current price seems fair and reasonable to ensure that passengers use our service	19
Prices are too high at the current fare, we lose out to competitors	9
Would accept a rise in line with inflation as a minimum	2
Too expensive on shorter journeys	1

Fuel Surcharge

4.28 The Council is considering introducing a temporary fuel surcharge of 40 pence per taxi journey when the average UK price of diesel reaches £1.79 per litre. The average diesel price would be based on the UK Government's weekly road fuel prices ([Weekly road fuel prices - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/data-and-data-sets/weekly-road-fuel-prices)) (Zero and Ultra-low emission vehicles will be exempt) Of those respondents, 37% (18) were in agreement to adopt the charge into the Tariff.

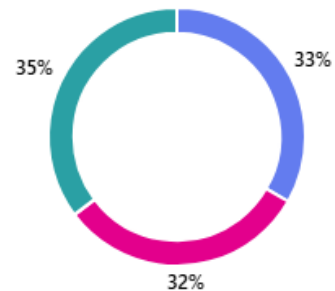
● Agree	18
● Neither Agree or Disagree	11
● Disagree	20



Increase to Soilage Charge

4.29 The Soilage charge of £50 has remained unchanged since prior to 2017, the survey asked respondents to consider whether to remain at the current fee or adopt an increase. Of those that responded, 68% (35) were in agreement, yet with an almost tied decision on cost as shown below:

● £50 - No Change	17
● £70	16
● £100	18



5 OPTIONS FOR ACTION

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

- Accept the proposals as submitted and apply the new tariff and changes effective from a date not more than two months after the operational date specified in the public notice (10th November 2026).
- Modify the submitted proposals and apply the new tariff and/or changes effective from a date not more than two months after the operational date specified in the public notice (10th November 2026).
- 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.
- 6.1.2 The proposed review of taxi tariffs will have a direct financial impact on the licensed trade. Any increase in the maximum permitted fares may provide drivers and operators with additional income to help offset increases in operating costs, including fuel, vehicle maintenance, insurance and other associated business expenses.
- 6.1.3 However, the level of any financial benefit to the licensed trade will depend on the extent to which the revised tariffs are adopted, and the impact of any fare increase on passenger demand. Higher fares may result in increased revenue per journey but could also affect demand and journey frequency.
- 6.1.4 The proposed increase in the soilage charge from £50 to £100 would provide additional financial protection to the licensed trade where a vehicle requires specialist or additional cleaning following soiling by a passenger. The charge is intended to reflect the costs incurred by the driver or operator, including cleaning, vehicle downtime and any associated loss of earnings while the vehicle is unavailable for service.
- 6.1.5 Overall, the proposed tariff changes are intended to ensure that fares and associated charges remain appropriate and provide a reasonable balance between the costs incurred by the licensed trade and the affordability of taxi services for passengers.

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 September 2026, 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 or those with care experience, who rely on taxis as a form of transport. A copy of the Equality Impact assessment is attached at **Appendix 6**.

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](#)
- BD3 Consultation email to the trade and Stakeholders
- BD4 Newspaper Notice
- BD5 Public Notice
- BD6 Social Media consultation post

8 APPENDICES

- 1. Current Tariff Table
- 2. Preliminary Trade Engagement Survey Summary
- 3. Proposed Tariff Options – A Detailed breakdown
- 4. Consolidated list of consultees
- 5. Summary of results from Formal Public consultation
- 6. EqIA- 2026 Taxi Tariff Review

Hackney Carriage Table of Maximum Fares



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

For the first 528 yards £3.90p

for each additional 220 yards (or part thereof) 30p

(The equivalent of £2.40 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 £5.85p

for each additional 220 yards (or part thereof) 45p

(The equivalent of £3.60 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 £7.80p

for each additional 220 yards (or part thereof) 60p

(The equivalent of £4.80 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 15th December 2025



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	£5.70	£8.55	£11.40
2 miles	6 – 8 minutes	£8.10	£12.15	£16.20
3 miles	9 -12 minutes	£10.50	£15.75	£21.00
5miles	15 – 20 minutes	£15.30	£22.95	£30.60
10 miles	20 – 30 minutes	£27.30	£40.95	£54.60

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.

ID	Start time	Completion time	Which of these options apply to you (tick all that apply)?	Which of these options would be your preferred outcome from the 2026 Tariff Review?	If the Tariff was to increase, which option would you prefer?	What level of increase would you support? (CPI=Consumer Price Index - 3% as of May 2026)	Do you have any suggestions or comments relating to the 2026 Taxi Tariff Review?
1	15:49	15:51	Hackney Carriage Driver;	Taxi Tariff increase	Increase all Tariffs	In line with CPI	None
2	15:52	15:54	Private Hire Operator;	Taxi Tariff increase	Increase all Tariffs	Above CPI	Expenses are going up alot, this needs to be reflected in the price increase of fares This questionnaire is quite biased , if driver do not agree to a fare increase, we then get questioned as to what kind of increase we would like, no option for NO
3	15:52	15:56	Hackney Carriage Driver;	No Change to Tariff	Only increase the start price	In line with CPI	INCREASE
4	16:04	16:05	Private hire Driver;	No Change to Tariff	Increase Tariff 1 only	In line with CPI	No
5	16:21	16:22	Hackney Carriage Driver;	Taxi Tariff increase	Increase all Tariffs	In line with CPI	No
6	16:30	16:32	Hackney Carriage Driver;	Taxi Tariff increase	Increase all Tariffs	Above CPI	No.
7	17:36	17:38	Private hire Driver;	Taxi Tariff increase	Increase all Tariffs	Above CPI	The traffic need to be increased to a level we can have the balance of income and expenses. Thank you
8	18:01	18:03	Private hire Driver;Private Hire Operator;	No Change to Tariff	Increase Tariff 1 only	In line with CPI	Protect out trade. # your not doing enough!!
9	19:02	19:10	Private Hire Operator;	Taxi Tariff increase	Increase all Tariffs	In line with CPI	Why do you ask in the in the survey " Taxi Fare Decrease" this should not be an option. If your employer asked you would you like a decrease in your salary!
10	19:24	19:25	Hackney Carriage Driver;Private hire Driver;	No Change to Tariff	Only increase the start price	In line with CPI	Keep them the same
11	19:58	19:58	Hackney Carriage Driver;	Taxi Tariff increase	Increase all Tariffs	In line with CPI	No
12	19:57	19:59	Private hire Driver;	Taxi Tariff increase	Increase all Tariffs	In line with CPI	I think should increase with in line with cpi It is not important to increase the fares. Important is jobs. At the moment we are not getting enough jobs because too many drivers and also different councils taxi running in Stevenage. If you can just sort it out those problems that would much appreciated.
13	20:06	20:09	Private hire Driver;	No Change to Tariff	Increase Tariff 1 only	Below CPI	
14	22:01	22:05	Private hire Driver;	Taxi Tariff increase	Increase the start price and mileage	In line with CPI	It's good to increase
15	23:12	23:13	Private Hire Operator;	No Change to Tariff	Increase all Tariffs	Below CPI	i dont think we need it to go up due to out of town competition. all firms should be working with one another to push local services
16	09:10	09:11	Hackney Carriage Driver;	Taxi Tariff increase	Increase all Tariffs	In line with CPI	No
17	12:05	12:20	Hackney Carriage Driver;	No Change to Tariff	Increase Tariff 1 only	In line with CPI	council should not change the tariff leave it as it is
18	13:12	13:15	Hackney Carriage Driver;	Taxi Tariff increase	Increase all Tariffs	In line with CPI	Tariff increase should take place inline with CPI annually
19	18:16	18:19	Hackney Carriage Driver;	Taxi Tariff increase	Increase all Tariffs	In line with CPI	would ne better if meter was always rounded to the nearest 10P / 20P rather than 5p / 2P
20	18:32	18:35	Hackney Carriage Driver;	Taxi Tariff increase	Increase all Tariffs	In line with CPI	Who would ask for a decrease when the council want to put up license fees I think we have two many competition with uber , Bolt etc. therefore I think if price is increased it will have negative effect on our business.
21	18:44	18:46	Private hire Driver;	Taxi Tariff Decrease	Only increase the start price	Below CPI	thanks
22	19:44	19:46	Private hire Driver;	No Change to Tariff	Only increase the start price	Below CPI	Charge for extra passengers / Bags should be scrapped
23	22:28	22:29	Private hire Driver;	Taxi Tariff increase	Increase the start price and mileage	Above CPI	Increase all as cost of plate and license is increasing
24	22:29	22:30	Private Hire Operator;	Taxi Tariff increase	Increase the start price and mileage	Above CPI	Increase all as license cost is also increasing for us
25	22:12	22:16	Private hire Driver;	Taxi Tariff increase	Increase all Tariffs	In line with CPI	I also recommend that the private hire operators should be followed the council tariff not there on tariff that is big loss for private hire Driver please he also doing single tariff on bank holidays that is not fair on the Driver please.
26	15:26	15:29	Hackney Carriage Driver;	No Change to Tariff	Only increase the start price	Below CPI	If we are competing with uber we shouldn't increase the price. Thanks
27	15:34	16:02	Hackney Carriage Driver;	No Change to Tariff	Only increase the mileage	In line with CPI	We can't compete with Uber bolt if price goes up. Please ban Uber from Stevenage or ask them to get operator license from you. Get rid of UBer and Bolt or ask them to get operator license from SBC so local drivers can get the work they deserve and people from other towns don't come to snatch our work.
28	19:27	19:29	Hackney Carriage Driver;	No Change to Tariff	Only increase the mileage	In line with CPI	• The meter should be programmed to calculate fares as orderly, rounded figures to make it easier for drivers to provide change to passengers. • The current tariff is not affordable for the majority of our local consumers, leading them to seek alternative ride services such as Uber and Bolt. As a result, local taxis are being increasingly overlooked. To sustain their operations, local private hire companies have had to implement fixed maximum price rates in order to remain competitive and continue running their businesses.
29	14:01	14:36	Hackney Carriage Driver;Private hire Driver;Private Hire Operator;	No Change to Tariff	Only increase the mileage	Below CPI	
30	20:34	20:38	Hackney Carriage Driver;	No Change to Tariff	Only increase the mileage	Below CPI	Plz no change tariff

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Taxi Fares and Tariff Review 2026

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 council are consulting on two proposals; the following breakdown shows the adjustment in fares across each option. Any proposed increase is 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 Start Price Only

Increase the initial starting fare to £4.10 for the first 528 yards, with the no change to the charge for each additional 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	~~£5.70~~ £5.90	~~£8.55~~ £8.85	~~£11.40~~ £11.80
2 miles	6 – 8 minutes	~~£8.10~~ £8.30	~~£12.15~~ £12.45	~~£16.20~~ £16.60
3 miles	9 -12 minutes	~~£10.50~~ £10.70	~~£15.75~~ £16.05	~~£21.00~~ £21.40
5miles	15 – 20 minutes	~~£15.30~~ £15.50	~~£22.95~~ £23.25	~~£30.60~~ £31.00
10 miles	20 – 30 minutes	~~£27.30~~ £27.50	~~£40.95~~ £41.25	~~£54.60~~ £55.00

Option 2 – No Change to the Current Tariff

Initial fare to remain at £3.90 for first 528 yards, with no increase proposed for each additional 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	£5.70	£8.55	£11.40
2 miles	6 – 8 minutes	£8.10	£12.15	£16.20
3 miles	9 -12 minutes	£10.50	£15.75	£21.00
5miles	15 – 20 minutes	£15.30	£22.95	£30.60
10 miles	20 – 30 minutes	£27.30	£40.95	£54.60

Additional and soiling charges are to:

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) **Proposed increase:** To increase the Soiling charge from the current £50, to reflect the cost of cleaning the vehicle, the time the vehicle cannot be used and the driver's loss of earnings.

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

Fuel Surcharge – Proposed introduction: Fee of 40p per journey when the average UK Price of diesel reaches £1.79 per litre, based on the UK Government's weekly road fuel prices (Zero and Ultra-low emission vehicles will be exempt).

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.

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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
- Mind hq@mind-blmk.org.uk
- Samaritans admin@samaritans.org

GPs and Health Centres

- King George & Manor House Surgeries kgsmh.kinggeorgessurgery@nhs.net
Kgsmh.kinggeorgesurgery@nhs.net
- Canterbury Way, Chells, Poplars Stanmoremedicalgroup@nhs.net

Community Centres

Bedwell Community Centre bedwellct@yahoo.co.uk

Chells Manor community Association chellsmanorccstevenage@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;

The Oval Community Centre enquiries@ovalcommunity.com

chellsmanorccstevenage@gmail.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 Liberal Synagogue info@stevenageliberalsynagogue.org.uk
Stevenage Muslim Community Centre mohamed.salamkhan@gmail.com
stevenage.urc@hotmail.com
Stevenage Vineyard Church foodshed@stevenage-vineyard.co.uk
Shalom Ministries shalom-ministries@hotmail.co.uk
Destiny International Christian Assembly [blessingjoseph77@gmail.com](mailto: 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

Q9	Start time	Completion time	In what capacity are you completing this consultation survey?	What are your thoughts around the current taxi fares and tariffs?	We have recently reviewed the current taxi fares and tariff structures. As part of this, we are seeking your views on the proposed changes. Please review the four options below and indicate...	Please state the reason for your answer to the question above?	Do you think it would be fair to introduce a temporary fuel surcharge to taxi fares if the price of diesel rises above a set price? (Diesel and other low emission vehicles will be exempt)	The Council is considering introducing a temporary fuel surcharge of 40 pence per tax journey when the average UK price of diesel reaches £2.79 per litre. The average diesel price would be based on...	The maximum charge for cleaning a taxi if it is soiled by a passenger is currently £55. Do you think this maximum charge should be increased to better reflect the cost of cleaning the vehicle, the...	If a passenger leaves a professional cleaning the average, because of odours or a gift, what do you think would be a reasonable maximum cleaning charge?	How and when do you typically use taxis in Hove?	How do you usually go about hiring a taxi, please select the option that best describes your typical method?	When using taxis, how do you usually pay for your journey?
				AT PRESENT AS A DRIVER THEY ARE RATHER HIGH, WE USE CUSTOMER ON RANKS TO APP BASED RIDE SHARE COMPANIES.	Option 2 - No Change. Freeze the initial fare at £3.90. Freeze tariffs 1, 2 and 3.	AS PREVIOUSLY ADVISED THE CURRENT FARE PRICE IS EXPENSIVE ENOUGH AS IT IS.	Yes	Neither Agree or Disagree	Agree	£300	When no other transport is available	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Cash
1	11:59	12:05	Hackney Carriage Driver		Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.		Yes	Neither Agree or Disagree	Agree	£200	Travel to/from work	I use a combination of the above methods	Cash
2	12:14	12:18	Hackney Carriage Driver	Not enough to cover current fuel and maintenance price.	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.		Yes	Neither Agree or Disagree	Agree	£70	Airport or station transfers	I usually hire a taxi from a rank (e.g. at the train station or town centre).	Cash
3	12:13	12:19	Hackney Carriage Driver		Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.		Yes	Agree	Agree	£70	Airport or station transfers	I usually hire a taxi from a rank (e.g. at the train station or town centre).	Cash
4	12:18	12:20	Hackney Carriage Driver		Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.		Yes	Agree	Agree	£100	Airport or station transfers	I usually hire a taxi from a rank (e.g. at the train station or town centre).	Cash
5	12:46	12:52	Private Hire Driver		Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.	Fuel prices going up	Unsure	Agree	Agree	£50 - No Change	Airport or station transfers	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Cash
6	14:18	14:21	Private Hire Operator	I think its ok	Option 2 - No Change. Freeze the initial fare at £3.90. Freeze tariffs 1, 2 and 3.	all our drivers happy with current prices	No	Disagree	Disagree	£50 - No Change			
7	16:10	16:13	Private Hire Driver	I think they are fair, I'm not against the increase in the starting fare but I am very much against the fuel surcharge. This will confuse customers and will lead to accusations of us ripping customers off. It should not be considered.	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.		No	Disagree	Agree	£300	Social or Leisure activities (e.g. restaurants, pubs, events)	I use a combination of the above methods	Cash
8	20:05	20:10	Private Hire Operator	Very small Rise	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.	Helps to cover increasing costs b	Unsure	Neither Agree or Disagree	Agree	£300			
9	07:11	07:15	Hackney Carriage Driver	Very small Rise	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.	Small rise to help cover increased cost, Licencing & fuel	Unsure	Disagree	Agree	£300			
10	15:29	15:35	Private Hire Driver	I am happy with fares. But because of the fuel increase prices there should be some change at least couple of pence.	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.	Fuel price increase	Yes	Neither Agree or Disagree	Disagree	£70 - No Change	Shopping trips	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Mobile app (e.g. booking or paying via an app)
11	21:34	21:39	Hackney Carriage Driver	Taxi fares would need to be increased due to the increase costs of fuel.	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.	As in 2	Yes	Agree	Agree	£50 - No Change	Social or Leisure activities (e.g. restaurants, pubs, events)	I usually hire a taxi from a rank (e.g. at the train station or town centre).	Cash
12	05:29	05:31	Hackney Carriage Driver	Needs to go up a little every year with inflation	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.	Ride helps cover rising costs	Yes	Agree	Agree	£300			
13	15:12	15:14	Hackney Carriage Driver	Ok	Option 2 - No Change. Freeze the initial fare at £3.90. Freeze tariffs 1, 2 and 3.	It's enough at the moment	Yes	Agree	Disagree	£300	Taxi driver	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Cash
14	10:20	10:22	Hackney Carriage Driver	Should be increased	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.		Yes	Agree	Disagree	£200	Travel to/from work	I use a combination of the above methods	Cash
15	10:22	10:25	Private Hire Driver	Leave as it is	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.		Unsure	Neither Agree or Disagree	Agree	£70	I do not use taxis.	I don't use taxi's	I don't use Taxi's
16	14:21	14:29	Hackney Carriage Driver	It's good. Don't change it.	Option 2 - No Change. Freeze the initial fare at £3.90. Freeze tariffs 1, 2 and 3.	Need to be competitive	No	Disagree	Agree	£70	When no other transport is available	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Cash
17	19:12	19:14	Private Hire Driver	Current taxi fares are ok.	Option 2 - No Change. Freeze the initial fare at £3.90. Freeze tariffs 1, 2 and 3.	The price is fine at the moment	Yes	Agree	Agree	£70	Travel to/from work	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Cash
18	16:14	16:18	Member of the public	Exortionate	Option 2 - No Change. Freeze the initial fare at £3.90. Freeze tariffs 1, 2 and 3.	Prices are already extortionate	No	Disagree	Neither Agree or Disagree	£50 - No Change	Social or Leisure activities (e.g. restaurants, pubs, events)	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Debit/Credit card (using card reader in taxi)
19	16:22	16:26	Member of the public	Current rates about right.	Option 2 - No Change. Freeze the initial fare at £3.90. Freeze tariffs 1, 2 and 3.	As a pick up charge current amount is about right	Unsure	Disagree	Neither Agree or Disagree	£70	When no other transport is available	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Debit/Credit card (using card reader in taxi)
20	16:29	16:30	Member of the public	I think they should remain the same as they are already higher than uber and rising they would lose more custom.	Option 2 - No Change. Freeze the initial fare at £3.90. Freeze tariffs 1, 2 and 3.	As is	No	Disagree	Disagree	£50 - No Change	Social or Leisure activities (e.g. restaurants, pubs, events)	I usually hire a taxi from a rank (e.g. at the train station or town centre).	Debit/Credit Card (using card reader in taxi)
21	16:27	16:31	Private Hire Driver	Leaves them as they are.	Option 2 - No Change. Freeze the initial fare at £3.90. Freeze tariffs 1, 2 and 3.		No	Disagree	Disagree	£50 - No Change			
22	16:34	16:36	Member of the public	They should not be increased in the current economic climate	Option 2 - No Change. Freeze the initial fare at £3.90. Freeze tariffs 1, 2 and 3.	People cannot afford an increase at this time	No	Disagree	Agree	£50 - No Change	Medical Appointments	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Debit/Credit card (using card reader in taxi)
23	16:33	16:45	Private Hire Driver	The current Taxi fares and Tariffs are a bit low.	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.	The cost of living and fuel prices are not reflected in the Taxi fares.	Yes	Agree	Agree	£300	Social or Leisure activities (e.g. restaurants, pubs, events)	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Cash
24	16:50	16:53	Private Hire Driver	Very low compared with others.	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.	Diesel prices and byrne costs went up.	Yes	Agree	Agree	£200	Airport or station transfers	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Debit/Credit card (using card reader in taxi)
25	16:51	16:53	Private Hire Driver		Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.		No	Neither Agree or Disagree	Agree	£70	Social or Leisure activities (e.g. restaurants, pubs, events)	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Cash
26	16:53	16:55	Private Hire Driver	Cost of fuel are hurting.	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.	Taxi and help with increased costs	No		Agree	£100	Travel to/from school or education	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Debit/Credit card (using card reader in taxi)

27	16.54	16.56	Other	Stay the same	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3. Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	People struggling with finance	Unsure	Neither Agree or Disagree	Agree	£50 - No Change	Medical Appointments	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online).	Debit/Credit card (using card reader in taxi)
28	16.55	16.58	Hackney Carriage Driver		Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	Work is quite steady	Yes	Neither Agree or Disagree	Agree	£100	I do not use taxis	I don't use taxi's	I don't use Taxis
29	17.04	17.10	Private Hire Driver	It's fair and reasonable	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	People already struggling financially and we will be giving more business to with Uber and bolt.	No	Disagree	Agree	£70	I do not use taxis	I don't use taxi's	Debit/Credit card (using card reader in taxi)
30	17.11	17.15	Private Hire Driver	I think they are fine and should stay the same	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	The fares are already high	Yes	Disagree	Agree	£100	Social or Leisure activities (e.g. restaurants, pubs, events).	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online).	Cash
31	17.21	17.24	Private Hire Driver	Should not increase.	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	Our competitor already charging very less price if we increase price we will lose customers	No	Disagree	Agree	£50 - No Change	Social or Leisure activities (e.g. restaurants, pubs, events).	I usually hire a taxi from a rank (e.g. at the train station or town centre).	Debit/Credit card (using card reader in taxi)
32	17.18	17.25	Member of the public	Middle of a cost of living crisis when everything else is being raised but wages and jobs remain the same or lower. At the wrong time to be squeezing people from all sides particularly if they use it as the only means of transport to which to get to work	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.		No	Disagree	Neither Agree or Disagree	£50 - No Change	Travel to/from work	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online).	Debit/Credit card (using card reader in taxi)
33	17.31	17.32	Member of the public	Too expensive for short journeys.	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	Too expensive as it is.	No	Neither Agree or Disagree	Neither Agree or Disagree	£50 - No Change	Social or Leisure activities (e.g. restaurants, pubs, events).	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online).	Mobile app (e.g. booking or paying via an app)
34	17.37	17.41	Hackney Carriage Driver		Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.		Unsure	Agree	Neither Agree or Disagree	£50 - No Change	When no other transport is available	I use a combination of the above methods.	Debit/Credit card (using card reader in taxi)
35	18.38	18.43	Hackney Carriage Driver	Expensive for general public.	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	As bad expensive	No	Neither Agree or Disagree	Agree	£100	When no other transport is available	I use a combination of the above methods.	Cash
36	18.47	18.50	Private Hire Driver		Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.		Yes	Agree	Agree	£100			
37	20.14	20.15	Private Hire Driver	It's fair	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	Cost of living	No	Disagree	Agree	£70	I do not use taxis	I don't use taxi's	I don't use Taxis
38	20.18	20.21	Hackney Carriage Driver	The fares are sufficient.	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	I'm happier with the current Tariffs.	Yes	Agree	Agree	£70	I do not use taxis	I don't use taxi's	I don't use Taxis
39	20.42	20.44	Member of the public	Very expensive	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	The fares go up but the routes don't change.	No	Disagree	Neither Agree or Disagree	£50 - No Change	Social or Leisure activities (e.g. restaurants, pubs, events).	I usually hire a taxi from a rank (e.g. at the train station or town centre).	Debit/Credit card (using card reader in taxi)
40	22.00	22.06	Hackney Carriage Driver	I'm happy with the current tariffs. I feel as if there were to be an increase it would only slip them hand	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	See above	Yes	Agree	Agree	£70			Cash
41	05.59	06.02	Member of the public	To be honest they should get increased now due to wear and cost of living is high so they should get pay rise to manage maintenance for vehicle and fuel. They work hard day and night 24/7	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.	Fuel cost is high	Yes	Agree	Agree	£70	I do not use taxis	I don't use taxi's	I don't use Taxis
42	08.06	08.11	Private Hire Driver	It's a bit low according to expenses	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.		Unsure		Agree	£50 - No Change	Medical Appointments	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online).	Debit/Credit card (using card reader in taxi)
43	09.41	09.44	Private Hire Driver	I think they are responsible	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	I think they are responsible	Yes	Agree	Neither Agree or Disagree	£70	I do not use taxis	I don't use taxi's	I don't use Taxis
44	11.45	12.00	Hackney Carriage Driver	I think it should stay same as it is, with fuel	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	It's a fair price	Yes	Agree	Agree	£70			
45	13.43	13.46	Member of the public	To expensive I live in Walkern and Stevenage is where I work my whole life is in Stevenage yet past certain times I pay upwards of £16 to get to taxi home. I think it is reasonable for now. We don't need to raise the fare for now, as we are facing competition with Uber and bolt in town.	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	Taxis are already non affordable and uber is taking the market down and taking jobs by offering lower price	No	Disagree	Agree	£100	Travel to/from work	I usually hire a taxi from a rank (e.g. at the train station or town centre).	Debit/Credit card (using card reader in taxi)
46	15.23	15.25	Hackney Carriage Driver		Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	Competing with Uber and bolt.	No	Disagree	Neither Agree or Disagree	£70	I do not use taxis	I don't use taxi's	I don't use Taxis
47	09.02	09.09	Hackney Carriage Driver	I know some people the do struggle for pay but every thing is going up so I think fare need to go up as well.	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.	Working at station is hard. Some people go old town near the new building. Harley meter jump. When we coming back for driver more dead mileage	Yes	Neither Agree or Disagree	Agree	£70	Travel to/from work	I usually hire a taxi from a rank (e.g. at the train station or town centre).	Debit/Credit card (using card reader in taxi)
48	15.02	15.13	Hackney Carriage Driver	Our current taxi fares are already priced significantly higher than those of our private competitors.	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.		No	Disagree	Agree	£70	I do not use taxis	I don't use taxi's	I don't use Taxis
49	15.08	15.14	Member of the public	I used to phone local taxi companies, now use Uber for convenience. Increasing hackney cab fare will just drive ordinary cabs off the street. If you want people to stop using cabs, you have to support using taxis and not price them out.	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	Any increase at a time when peoples budgets are under severe pressure will kill the business.	No	Disagree	Neither Agree or Disagree	£50 - No Change	Social or Leisure activities (e.g. restaurants, pubs, events).	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online).	Debit/Credit card (using card reader in taxi)
50	09.49	09.59	Hackney Carriage Driver	Everything remains the same. As my experience and thoughts are based around the current situation of local customers. Most local customers complain as the prices are too high specially when compared with companies such as Uber and bolt etc.	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	Local customers often complaining that the fares are too high. Also we lose potential customers to either Uber or bolt specially just town fares.	Unsure	Disagree	Disagree	£50 - No Change	I do not use taxis	I don't use taxi's	I don't use Taxis
51	12.58	12.59	Hackney Carriage Driver		Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.		Yes	Agree	Agree	£100	I do not use taxis	I don't use taxi's	I don't use Taxis

Estimated time taken to complete: 2 hours*

*Please note that this should be a working document and should be actively reviewed throughout the lifetime of the project/policy/service change



Equality Impact Assessment (EqIA) Form

September 2026- September 2027

Date created	September 2026
Approved by	Alex Robinson (Director of Planning and Regulation)
Owner	Director/Strategic Director/Head of Service
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 EqIA?

Title:		
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?	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 .

Name of assessor: Julie Dwan

Decision approved by: Alex Robinson

Role: Licensing Manager

Role: Director of Planning and Reg.

Date: 07.09.2026

Date: 09.10.2026

Equality Impact Assessment Form

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

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What is being assessed?		Annual Review of the Council's Taxi Tariff of Fares			
Lead Assessor	Julie Dwan			Assessment team	
Start date	September 2026	End date			
When will the EqIA be reviewed? (Typically every 2 years)		September 2027			

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?	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. The review aims to ensure: - 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
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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.
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In assessing the potential impact on people, are there any overall comments that you would like to make?	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: • 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. Therefore, the proposed tariff review seeks to balance affordability for passengers with the need to maintain a safe and viable taxi trade.
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Evidence and Impact Assessment

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

Age					
Positive impact		Negative impact		Neutral 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		Neutral 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		Neutral 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		Neutral 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)		

Pregnancy & Maternity

Positive impact	X	Negative impact		Neutral 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)	
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Race					
Positive impact		Negative impact		Neutral 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		Neutral 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		Neutral 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		Neutral 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)		

Care Experience ¹

¹Although non-statutory, the Council passed a motion to include Care Experience as a protected characteristic and so decision-makers should use their discretion to consider the impact on people with care experience.

e.g., residents that spent more than 13 consecutive weeks (up to age 18) in care <i>[Further guidance on this new group can be found in the linked toolkit]</i>					
Positive impact		Negative impact		Neutral impact	X
Please evidence the data and information you used to support this assessment	care leavers and young people rely on taxis to access education, employment, training, healthcare, social activities and essential services. Increased taxi fares could create an additional financial barrier for those who may already experience financial disadvantage or have limited access to alternative 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: • 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. Therefore, the proposed tariff review seeks to balance affordability for passengers with the need to maintain a safe and viable taxi trade.				
What opportunities are there to promote equality and inclusion?			What do you still need to find out? Include in actions (last page)		

Socio-economic ²
e.g., low income, unemployed, homelessness, caring responsibilities, access to internet, public transport users,

²Although 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.

social value in procurement					
Positive impact		Negative impact		Neutral 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)		

Additional Considerations					
Please outline any other potential impact on people in any other contexts					
Positive impact		Negative impact		Neutral 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 -	Residents?	Public consultation - 10 out of the 51 responses were from members of the public The responses expressed concern that taxi
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			fares are already unaffordable for some customers, particularly during the current cost-of-living pressures, with wages not increasing at the same rate. It highlighted the impact on people who rely on taxis for transport and considered local taxi fares to be high compared with app-based services such as Uber and Bolt. The respondents felt that increasing the tariff further could reduce demand for traditional taxis and potentially result in fewer taxis operating. They also argued that affordable taxi services should be supported as an alternative to private car use, rather than becoming financially inaccessible.
Voluntary & community sector?	Public consultation	Partners?	Police Consulted – No response
Other stakeholders?	Licensed Taxi/Private Hire Trade consulted – 40 out of 51 responses were from the trade, The consultation responses present mixed views on the current tariff and whether it should change: Consultation responses reflected differing views on the proposed tariff. Some respondents considered the current tariff to be too high and expressed concern that further increases could make the service less competitive with app-based ride-hailing services, potentially resulting in further customer loss. Others considered the tariff to be too low to adequately cover increasing fuel and vehicle maintenance costs, with one respondent noting that tariffs are lower than those in other areas. There was some support for increasing fares in line with inflation, while several respondents favoured retaining the current tariff to maintain affordability and competitiveness. A potential fuel surcharge was also raised as a concern, with		

respondents noting that this could be confusing for customers and lead to complaints regarding additional charges.

Overall: Responses are divided between those seeking an increase to reflect rising operating costs/inflation and those favouring no change to maintain affordability and competitiveness with app-based alternatives.

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 / neutral 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?
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, though may be delayed to early 2027 due to Highway works being carried out and the relocation of Taxi ranks	
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 2027	

Approved by Assistant Director / Strategic Director: Alex Robinson – Director of Planning and Regulation

Date: 09.10.2026

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

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