

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

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-economic² 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

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.