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EQUALITY IMPACT ASSESSMENT - TRAFFORD COUNCIL

A. Summary Details		
1	Title of EIA:	Hackney Carriage and Private Hire Licensing Policy
2	Person responsible for the assessment:	Joanne Boyle, Licensing Team Leader
3	Contact details:	Joanne.boyle@trafford.gov.uk
4	Section & Directorate:	Licensing Section, Regulatory Services, Directorate Place
5	Name and roles of other officers involved in the EIA, if applicable:	

B. Policy or Function		
1	Is this EIA for a policy or function?	Policy <input checked="" type="checkbox"/> Function <input type="checkbox"/>
2	Is this EIA for a new or existing policy or function?	New <input type="checkbox"/> Existing <input type="checkbox"/> Change to an existing policy or function <input checked="" type="checkbox"/>
3	What is the main purpose of the policy/function?	The Policy brings together existing guidance and advice into one document and sets out the Council's requirements that must be met in respect of hackney carriage and private hire vehicles and drivers; and private hire operators. The Council is the regulatory authority

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responsible for setting standards and overseeing compliance. The over-riding consideration is that of public safety. The main aims and objectives of the policy are:

- To ensure that safe, comfortable, reliable and accessible hackney carriage and private hire vehicles are available for all who require them.
- To provide clarity for licensees with respect to the Council's requirements and the decision making process.
- To promote a professional and respected hackney carriage and private hire trade.
- Setting the standards for the licensing of drivers, vehicles and operators
- The licensing and routine inspections of vehicles, with appropriate follow up action.
- The assessment of applicants to ensure they are 'fit and proper' persons and thereby entitled to hold a licence. This may include consideration of the person's medical suitability, criminal record (if any), driving standards and knowledge of the relevant law and locations in Trafford.
- Investigation of complaints with appropriate follow up action
- Liaison with the Police and other agencies regarding issues of mutual concern in relation to offences or the conduct of licensees.
- Taking enforcement and / or disciplinary action including prosecution proceedings, verbal and written warnings, written cautions, notices, suspension or revocation of licences for breaches of legislation or conditions.

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4	Is the policy/function associated with any other policies of the Authority?	This Policy is linked to the GM Clean Air Plan and GM Minimum Licensing Standards; and the Council's key priority of addressing the climate crisis.
5	Do any written procedures exist to enable delivery of this policy/function?	All procedures to enable delivery of this Policy are contained within the Policy document.
6	Are there elements of common practice not clearly defined within the written procedures? If yes, please state.	No
7	Who are the main stakeholders of the policy? How are they expected to benefit?	<p>The main stakeholders are the residents and visitors to Trafford who use taxis; and the hackney carriage and private hire trades who provide this service. The Policy will provide the following benefits:</p> <ul style="list-style-type: none"> • The promotion of public safety, in particular the safeguarding of children and the vulnerable • The health and safety of drivers • The protection of the environment • Access to an efficient and effective transport service • The provision of professional and respected hackney carriage and private hire trades through the continued monitoring and improvement of the required standards.
8	How will the policy/function (or change/improvement), be implemented?	The Policy will become effective from the 1 st December 2023 and will be published on the Councils' website. However, there will be certain

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		<p>requirements which will need a transition period before they become effective to allow the trade sufficient time to comply. Therefore, prior to the 1st December 2023 a delivery plan will be developed detailing the implementation dates for all the various elements of the policy and:</p> <ul style="list-style-type: none"> • how and when those impacted by the changes will be notified; • what additional approval may be required; • what staff training will be required; and • what additional resources/materials will be required
9	What factors could contribute or detract from achieving these outcomes for service users?	Retaining sufficient staff capacity to implement the changed policy over time will be the main factor.
10	Is the responsibility for the proposed policy or function shared with another department or authority or organisation? If so, please state?	The Licensing Committee has specific responsibility for agreeing new policies relating to the licensing of hackney carriage and private hire drivers.

C. Data Collection on People Impacted by Policy or Function

1	Do you have monitoring data on the number of people (from different equality groups) who are using or are potentially impacted upon by your policy/ function?	The Licensing Team does not have monitoring data on the different quality groups who may use hackney carriages or private hire vehicles. Taxis are an integral part of the public transportation system and a part of the infrastructure of our society. There are few people who have not used a taxi service for some purpose at some time, whether it is for
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business, domestic or social reasons.

2 Please specify monitoring information you have available and attach relevant information*.

All driver applicants complete an application form which includes a question on ethnicity. Not all applicants complete this section of the form, however where the information is declared it is recorded on the Licensing database.

Current data available on ethnicity:

Row Labels	HD	IN	PD	Grand Total
	2	854	181	1037
African			48	48
Asian or Asian British			4	4
Bangladeshi			12	12
Black or Black British	1		2	3
British			82	82
Caribbean			4	4
Indian			22	22
Irish			2	2
Mixed			1	1
No response			255	255
Other Asian			15	15
Other Black			3	3
Other Ethnic			11	11
Other Mixed			1	1
Other White			5	5
Pakistani	2		565	567

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		White			7	7	
		Grand Total	5	854	1220	2079	
3	If monitoring has NOT been undertaken, will it be done in the future or do you have access to relevant monitoring data?	It is the intention to monitor this data on an annual basis in future to track trends.					

**Your monitoring information should be compared to the current available census data to see whether a proportionate number of people are taking up your service*

D. Consultation & Involvement		
1	Are you using information from any previous consultations and/or local/national consultations, research or practical guidance that will assist you in completing this EIA?	<p>Yes, previous equality impact assessment on the introduction of a local area knowledge test. Also, in respect of the GM Minimum Standards which are incorporated into this Policy the following engagement has taken place:</p> <ul style="list-style-type: none"> • GM held a public engagement exercise known as the ‘conversation’ between early May and mid-June 2019 to help inform the GM Clean Air Plan, and this was supplemented by more targeted stakeholder engagement with affected groups and businesses. • Trade coalition met with Mayor in September 2019 • Met with PHV trade reps from Salford and a national PHV association in December 2019 • Deliberative research held with a cross-section of the trade in Autumn 2019

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		<ul style="list-style-type: none"> • Briefings sent out to trade reps for CAP and MLS via Licensing managers in July 2020 (and trade were briefed on MLS late last year as well by GM Licensing Managers) • Taxi census in July 2020 with over 2,500 responses to gather more information about the trade to strengthen the case for funding <p style="text-align: center;">1.</p>
2	Please list any consultations planned, methods used and groups you plan to target. (If applicable)	<p>An 8 week consultation will start from the 6th July 2023. The consultation document will be published on the Council’s website and links to the webpage will be sent to:</p> <ul style="list-style-type: none"> • Current licence holders and trade representatives • Elected members of the Council including members • Greater Manchester Police • Local businesses and their representatives (trade associations) • Resident’s representative bodies • Local transport providers • Disability Groups
3	**What barriers, if any, exist to effective consultation with these groups and how will you overcome them?	No barriers identified

***It is important to consider all available information that could help determine whether the policy/function could have any potential adverse impact. Please attach examples of available research and consultation reports*

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E: The Impact – Identify the potential impact of the policy/function on different equality target groups

The potential impact could be negative, positive or neutral. If you have assessed negative potential impact for any of the target groups you will also need to assess whether that negative potential impact is high, medium or low

	Positive	Negative (please specify if High, Medium or Low)	Neutral	Reason
Across all Equality Strands	Medium			<p>By adopting this Policy, the Council will be recognising both the needs of residents for safe, healthy convenient and effective taxi transport and the importance of this provision to the local economy and vibrancy of the area. This results in a positive impact on the community, a reduction in fear of crime, an increased feeling of safety resulting in a positive feeling of community, safety and wellbeing.</p> <p>All applications for taxi licences follow the same procedure and are not discriminated upon by gender, disability, age, race, or</p>

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				sex.
Pregnant women & women on maternity leave				N/A
Gender				Gender of applicants is not generally considered a barrier to the issuing of taxi licenses and Trafford Council is aware of the need for fair and equal employment opportunities.
Men		Medium		Taxi drivers and bus drivers are over 90% more likely to be male than female. Any increased business costs are therefore likely to be disproportionately experienced by men as a result of the introduction of these policies.
Women		Medium		Whilst there are less female taxi drivers than male, any increased business costs are likely to effect female drivers equally.

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Transgender People				N/A
Marriage & Civil Partnership				N/A
Race- include race, nationality & ethnicity (NB: the experiences may be different for different groups)	Medium	Medium		<p>The Policy's primary aim is to protect the public by setting minimum standards for drivers and vehicles. This means that the public can be confident that if they use a taxi or private hire vehicle that the driver and vehicle meet these standards.</p> <p>The public safety standards apply equally to all customers regardless of ethnic origin.</p> <p>All drivers are required to pass a required standard of English speaking and listening. The policy should have a positive impact on all equality groups. By requiring certain level of language skills, all drivers (whether English is their first language or not) will be better placed to provide an appropriate</p>

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			<p>service for their customers. This will include better supporting those who have particular needs or in responding to unforeseen circumstances. If drivers have appropriate literacy and numeracy skills, customers will also have greater confidence in the ability of the driver to discuss destinations and fares without misunderstanding.</p> <p>However, in Trafford there is a higher percentage of drivers of taxis and private hire vehicles from black and minority ethnic communities (Asian) backgrounds. Any increases in business costs are therefore likely to be experienced disproportionately by this group.</p> <p>During the consultation Trafford will engage with the key audience groups who will be most affected by the proposed measures.</p>
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			<p>Every reasonable effort will be made to enable residents, businesses and visitors to engage with the consultation materials and respond in a meaningful way to make it as inclusive as possible, in the circumstances.</p>
<p>Disability – physical, sensory & mental impairments</p>	<p>Medium</p>	<p>Low</p>	<p>People with physical impairments are more reliant on public transport, taxi and PHVs because they are more likely to not drive. They are also more likely to use community transport. Any changes in provision would have a disproportionate impact on this group in terms of accessibility to services, work and social activities.</p> <p>Disabled people are more reliant on public</p>

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			<p>transport, taxis and PHVs to transport them to places of work, education, and social/leisure activities. Increased travel costs incurred would disproportionately impact this group in terms of personal affordability.</p> <p>Every reasonable effort will be made to enable residents, businesses and visitors to engage with the consultation materials and respond in a meaningful way to make it as inclusive as possible, in the circumstances.</p> <p>People with physical impairments are more reliant on public transport, taxi and PHVs because they are more likely to not drive. They</p>
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			<p>are also more likely to use community transport. Any changes in provision would have a disproportionate impact on this group in terms of accessibility to services, work and social activities.</p> <p>Disabled people are more reliant on public transport, taxis and PHVs to transport them to places of work, education, and social/leisure activities. Increased travel costs incurred would disproportionately impact this group in terms of personal affordability.</p> <p>Every reasonable effort will be made to enable residents, businesses and visitors to engage with the consultation</p>
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			<p>materials and respond in a meaningful way to make it as inclusive as possible, in the circumstances.</p> <p>The Equality Act 2010 contains statutory regulations on the carriage of disabled passengers in hackney carriage and private hire vehicles.</p> <p>This Policy requires that all hackney carriages are wheelchair accessible and that the appropriate equipment is available to be able to transport passengers in wheelchairs at all times.</p> <p>In accordance with s.167 of the Equalities Act 2010 the Authority will publish on its website a list of vehicles which are capable of carrying passengers in wheelchairs. Once a vehicle has</p>
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			<p>been listed, the driver of any such vehicle who is not exempted will be under a statutory duty to carry wheelchair bound passengers and to provide mobility assistance.</p> <p>In terms of disabled drivers, there is no special provision for a person with disabilities to allow them entry into the taxi trade.</p> <p>In terms of the requirements around on-line applications, some mental health conditions give rise to short attention, concentration or anxiety issues when presented with official</p>
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			<p>forms or carrying out business in a new way. Expectation to contact the Council and complete forms by digital means could increase anxiety for some.</p> <p>This will have a negative impact for those who cannot easily access the internet or do not have the mental capability. These people will feel digitally excluded and anxieties could increase. However, it has a positive impact for those who have internet access and are digitally capable.</p>
<p>Age Group - specify e.g. older, younger etc.</p>		<p>Low</p>	<p>Young people are more reliant on public transport, taxis and PHVs to transport them to places of work, education, and social/leisure activities. Increased travel costs incurred would disproportionately impact this group in terms of affordability.</p>

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				<p>Older people are more reliant on public transport, taxis and PHVs to transport them to places of health services and social/leisure activities. Increased travel costs incurred would disproportionately impact this group in terms of affordability.</p> <p>The policy includes elements for the protection of children and the vulnerable with mandatory Customer Care and Safeguarding Awareness training for all new and existing drivers. Rules and regulations are clearly communicated to all drivers and operators through the policy.</p>
Sexual Orientation – Heterosexual, Lesbian, Gay Men, Bisexual people				N/A
Religious/Faith groups (specify)				N/A

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As a result of completing the above what is the potential negative impact of your policy?

High

Medium

Low

Neutral

F. Could you minimise or remove any negative potential impact? If yes, explain how.	
Race:	Clear explanations of the revised policy and what the new requirements are will be published on the Council's website.
Sex & Gender, including pregnancy & maternity, gender reassignment, marriage & civil partnership	Gender Lone working and traveling at night for both female drivers and female passengers is recognised as an issue. Some female passengers request female drivers and taxi companies do accommodate this demand. Licensing team have access to details all licensed drivers and can advise service users which operators have female drivers.
Disability:	Online Applications The Licensing Team will work with its website developers to improve the customer experience and develop functionality which will support people with disabilities.
Age:	Customer Care and service standards are included in the Council's Taxi driver induction course.
Sexual Orientation:	N/A
Religious/Faith groups:	N/A

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Also consider the following:		
1	If there is an adverse impact, can it be justified on the grounds of promoting equality of opportunity for a particular equality group or for another legitimate reason?	The Policy will have low adverse impact.
2	Could the policy have an adverse impact on relations between different groups?	No. In adopting this Hackney Carriage and Private Hire Licensing Policy, the Licensing Authority is balancing the needs of residents to live and work in a safe and healthy environment; whilst ensuring that drivers and vehicles are safe and taxi companies are well run; and that both these ambitions add to the local economy and vibrancy of Trafford.
3	If there is no evidence that the policy <i>promotes</i> equal opportunity, could it be adapted so that it does? If yes, how?	The Policy will promote equal opportunity.

G. EIA Action Plan

Recommendation	Key activity	When	Officer Responsible	Progress milestones
The Policy to be kept under continuous review.	Where revisions (either technical or strategic) are required an appropriate level of consultation will be undertaken.	Ongoing	Joanne Boyle	

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<p>Monitor specific complaints (via the Licensing Data System) made by relevant vulnerable groups to remove any potential barriers or negative impacts.</p>	<p>Report findings to the Licensing Committee of the Council as appropriate.</p>	<p>Ongoing</p>	<p>Joanne Boyle</p>	<p>12 months evaluation shows reducing in complaints from relevant vulnerable groups</p>
<p>Knowledge Tests</p> <p>Monitor the pass/fail rate to see if it is affecting any one equality group adversely</p>	<p>Check assessment reports</p>	<p>Every six months</p>	<p>Joanne Boyle</p>	<p>12 months evaluation shows improvement in language skills of all driver applicants</p>

Please ensure that all actions identified are included in the attached action plan and in your service plan.

Signed



Lead Officer

Signed



Service Head

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Date 9th June 2023

Date 19th June 2023