

**EQUALITY IMPACT ASSESSMENT  
(EIA)**

Please ensure that you read the EIA Framework before completing this pro-forma.

Date  
Started: 11/12/06

Service Group/Team: LEGAL

Lead Officer(s): SIAN WALTER-BROWNE

Name of policy, procedure or practice: PRIVATE HIRE/HACKNEY CARRIAGE LICENSING POLICY (REVISION OF PART OF THE POLICY TO REQUIRE COMPULSORY TRAINING OF NEW DRIVERS TO DEAL WITH SPECIAL NEEDS OF DISABLED PASSENGERS)  
(Written in part)

Who is responsible for it and who implements it? At corporate level the Council's Licensing Committee. Implementation by Head of Legal Services and Monitoring Officer/Assistant Head of Legal Services (Administration)/Licensing Team

**Stage 1. Setting Terms of Reference.**

For advice refer to **Stage 1.1** of the EIA guidance

**What are the broad aim(s) or objective(s) of the policy, procedure or practice?**

- To regulate and control specific hackney carriage/private hire licensable activities.
- To provide a safe travel environment for the whole community.
- To meet statutory licensing requirements.
- To assist the Taxi Trade with the introduction of the Disability Equality Policy under the Disability Discrimination Act.

**What outcomes do you want to achieve/what does "success" look like?**

- The provision of safe a travelling environment for all users of licensed hackney carriage/private hire vehicles.
- A high rate of satisfaction from the trade and users.
- A reduced number of complaints about the service.
- Justifiable level of control of licensable activity within the District.
- Elimination of unlawful disability discrimination and disability-related harassment.

## **1.2 Research**

Please refer to **stages 1.2, 1.3 and 1.3** of the EIA guidance:

Once you have established the aims and objectives of the policy, procedure or practice under assessment you need to find out how the policy, procedure or practice is likely to affect any particular stakeholder groups, assessing impact. Therefore, you need to:

- Know who your stakeholders are and what their needs are likely to be
- Know what effect your policy, procedure or practice is likely to have on them.

You should:

- Question your current view and ensure that it is supported by evidence. Do you need further information?
- Research what information (quantitative and qualitative) is available that will enable you to make a sound and fair judgement.
- Consider whether you need to carry out a consultation exercise with stakeholders to gain the necessary information. If so, can you do this in partnership with another team/service area/local authority?

A good starting point is to analyse the information you collect internally through the monitoring of existing policies, procedures or practices. If assessing a new policy, procedure or practice, to indicate likely impact, you may be able to use data collected for something similar.

**If possible, how do you monitor the impact of the policy, procedure or practice? If it is not possible please briefly explain why.**

- Regular enforcement and inspections including “out of hours” work.
- Regular consultations with the trade, other local authorities and service users when policy is reviewed.
- Investigation of complaints if they arise.

**If you have a monitoring system in place how do you monitor the impact that it has on different stakeholder groups? If you do not monitor the impact on different stakeholder groups is there a justifiable reason for this?**

- Ethnicity questionnaires sent to all applicants for taxi driver licences.
- Feedback from the trade (through items in taxi news which is a newsletter circulated to all licensed drivers) or through routine meetings.
- Feedback from users.
- Formal consultations with Disability Equality Panel.
- Formal consultations with the Tendring and Colchester Minority Ethnic Partnership.

**Please Note:** It is a statutory requirement of the Race Relations Amendment Act 2000 to monitor employment and service delivery according to ethnicity, where possible. You should have identified monitoring arrangements in your Race Equality Scheme Action Plan.

1.2 Research Continued:

Please list below all of the data/information you have used to inform your impact assessment, including source & reference E.g

*Equal Opportunities Policy, Complaints/feedback or evaluation forms*

*Recruitment & Selection Policy*

*National Census Ethnicity Data, Workforce Information Digest*

*Recruitment Monitoring Statistics, Recruitment Data*

- Taxi Legislation and Best Practice Guidance on Taxis issued by the Government in October 2006.
- Disability Discrimination Act 1995 (as amended).
- Provision and use of transport vehicles – statutory code of practice issued by the Disability Rights Commission in 2006.
- Tendring District Council Race Equality Scheme.
- Tendring District Council Draft Equalities Policy.
- Minutes of the meeting of the Disability Equality Panel held on 13 December 2006.
- National Census data.
- Minutes of the meeting of the Licensing Committee to be held on 1 February 2007 and officer report to that meeting.
- Results of consultation exercise with the trade on the review of policy.

**Stage 2 – Impact Assessment –**

You should have used your research to find out whether any stakeholder groups are likely to receive unjustifiable and/or adverse differential treatment, based on their specific needs/requirements and the way that the policy, procedure or practice is currently delivered. Please record these groups, indicate what their specific needs/requirements are in relation to the policy, procedure or practice and the likely impact in the table below. (You may need to extend the table)

If the policy, procedure or practice is not likely to have a specific impact on a particular stakeholder group, according to their needs or requirements, then you do not need to record that on the grid below but you need to be able to justify why, should you be challenged.

<b>Stake Holder Group</b>	<b>Specific Needs/Requirements in relation to The Policy, Procedure or Practice</b>	<b>Likely impact of Policy, Procedure or Practice</b>
Older People	May have difficulties in accessing vehicles due to mobility problems/illness or infirmity.	Compulsory training for new taxi drivers in how to assist “disabled passengers” will greatly enhance their travelling experience.
Young People	Not applicable but see next section below.	Not applicable
Disabled People	Up to now the special needs of disabled people of whatever age using taxis have not been addressed by this Council. Such issues have been left to drivers/companies leading to differences in the standard of care and assistance.	Compulsory training for new taxi drivers in how to assist disabled passengers will greatly enhance their travelling experience.
Minority Ethnic People	It is considered unlikely that people who have little or no knowledge of the English language will want to apply to be taxi drivers but appropriate arrangements would be made to assist them to understand the training programme should this be necessary.	Training programme will have very little impact on this group of stakeholders.
Taxi Drivers	Currently no requirement to undertake compulsory training therefore it must be assumed that majority of drivers are not qualified in this area despite the high number of elderly/disabled persons in this district.	All new taxi drivers will be required to watch a DVD training programme on dealing with disabled passengers as part of the application process. This can only benefit both the trade and passengers.

**Stage 2.2. Has your research revealed whether you need to amend the policy, procedure or practice in any way? For advice refer to stage 2.2 of the framework.**

- If you have decided not to take any action then you must explain why below.
- **Based on any likely justifiable an/or adverse differential treatment you have identified you should have drawn up proposals to overcome the unjustifiable and/or adverse treatment:**
  - Depending on the scope of your assessment you may be able to record the main body of your proposal(s) below.
  - If you have developed an action plan you should summarise its key points and provide reference to it and where it is located below.
  - If you have produced a report then you should summarise its findings and include reference to where it is located below.

You should have consulted on your proposals with relevant stakeholder groups, incorporating their feedback as necessary, according to **stages 3 & 4** of the EIA guidance. You should summarise your consultation on the next section of this form.

Introduction of the revised policy will assist the trade and elderly/disabled passengers by educating new applicants for taxi driver licences about the special needs of passengers with various disabilities. Training programme may be extended to existing licensed drivers if staff resources permit. Actions fully supported by the Disability Equality Panel.

A report recommending the adoption of a policy change to require all new applicants for taxi driver licences to view a training DVD on meeting statutory obligations under the Disability Discrimination Act will be submitted to the Licensing Committee on 1 February 2007.

### **Stages 3/4 – Formal Consultation & Consultation Result**

This is only necessary if you have drawn up proposals to address any issues identified in **stage 2.2**. For consultation advice, in the first instance please refer to **stages 3 & 4** of the EIA Framework.

Which stakeholder groups have you consulted with? How have you consulted with them? What were the results? Have you altered your approach due to feedback, if so what have you changed? *Please summarise below*

- Disability Equality Panel – presentation at December 2006 meeting – Panel fully support policy change to include a requirement that all new applicants for taxi drivers licences must watch a DVD training programme on disability issues.
- All licensed taxi drivers received a letter in December 2006 asking for their views on the proposal before a report was submitted to the Licensing Committee.

**Stage 5 – Publish Findings**

Please summarise below arrangements you have made for publication of your findings. For advice please refer to **stage 5** of the EIA guidance

Council's Website and Intranet.

**Stage 6 – Monitor & Review Arrangements**

Please summarise below what arrangements you have made to monitor/review the impact of the policy, procedure and practice. For advice please refer to **stage 6** of the EIA guidance. Please explain why if you have not.

- The effectiveness of the revised policy will be monitored by the Licensing Team.
- Any feedback from disabled user groups will be obtained from the monthly meetings of the Disability Equality Panel which are attended by Council Officers.
- Trade comments will be obtained through regular contact with the drivers and by feedback from articles in the "Taxi News" newsletter or any individual mailings.

**Date**  
**Completed** 22/12/06