

## Bristol City Council Equality Impact Assessment Form

(Please refer to the Equality Impact Assessment guidance when completing this form)



Name of proposal	Proposal to introduce mandatory card payment facility in Hackney carriage vehicles
Directorate and Service Area	Growth and Regeneration, Regulatory Services
Name of Lead Officer	Sarah Flower – Senior Licensing Officer

### Step 1: What is the proposal?

Please explain your proposal in Plain English, avoiding acronyms and jargon. This section should explain how the proposal will impact service users, staff and/or the wider community.

#### 1.1 What is the proposal?

To seek permission for the Licensing and Trading Standards Manager to commence a consultation process in relation to a proposal to introduce a mandatory card payment facility in all City Council licensed Hackney Carriage Vehicles

There is currently no policy in force in regards to mandatory card payments.

Card payments would lead to an easier and quicker method for customers to pay taxis fares, While stopping the need for customers to ask Hackney Carriage drivers to stop off at cash machines if they need extra cash to pay a fare.

This technology can be beneficial is if a customer were to lose their cash and debit cards, the customer can if they wish use their smartphone device to pay a fare as if using a contactless debit card. This could stop the need for vulnerable people walking home at night and putting themselves in a potentially unsafe situation.

### Step 2: What information do we have?

Decisions must be evidence-based, and involve people with protected characteristics that could be affected. Please use this section to demonstrate understanding of who could be affected by the proposal.

## 2.1 What data or evidence is there which tells us who is, or could be affected?

Based on the demographics of the City of Bristol the majority of citizens which are potential taxi customers:

- 78% are White British compared to 80% the national average
- 17% have a Limiting Long-term Illness or Disability which is lower than the national average of 18%
- 50% are women which is slightly lower than the national average of 51%

### **Disability**

The Office for Disability Issues has updated Department for Work and Pensions estimates which show there are 11.2 million disabled people in Great Britain, of whom 5.2 million are adults of working age, 5.2 million are over state pension age and 0.8 million are children (Disability prevalence estimates 2010/11).

Taxis and minicabs are vital for many disabled and older people and for some the only accessible transport mode (Beuret, 1995).

### **Licence holders**

In Bristol there are currently 521 licensed hackney carriage vehicles. Anecdotally the majority of Bristol taxi drivers are Male, and a large proportion of taxi drivers are BAME and Muslim.

## 2.2 Who is missing? Are there any gaps in the data?

We do not currently hold equalities data on the profile of licensed taxi/private hire drivers. We have recently sent a survey to existing drivers and applicants to try and gain this information.

## 2.3 How have we involved, or will we involve, communities and groups that could be affected?

The Hackney carriage and private hire trade will be consulted with via the taxi newsletter, which is sent out to the trade via email, and also the taxi forum meetings, which are held monthly.

Consultation on draft policies may be published on the Councils Consultation Finder. Equalities Groups will be specifically targeted for feedback.

### Step 3: Who might the proposal impact?

Analysis of impacts on people with protected characteristics must be rigorous. Please demonstrate your analysis of any impacts in this section, referring to all of the equalities groups as defined in the Equality Act 2010.

3.1 Does the proposal have any potentially adverse impacts on people with protected characteristics?

**All:** There may be some negative impact when drivers are made aware of the new proposal due to the cost element involved of having a card reader fitted to their vehicle.

**Age:** No negative impact identified

**Disability:** No negative impact identified

**Ethnicity:** As 'All' above – there may be a disproportionate cost impact for BAME licenced drivers due to their high representation.

**Sex:** As 'All' above - there may be a disproportionate cost impact as approximately 98% of licensed drivers are male.

**Pregnancy and Maternity:** No negative impact identified.

**Religion & belief:** As 'All' above – there may be a disproportionate cost impact for Muslim licenced drivers due to their high representation.

**Sexual orientation:** No negative impact identified

**Gender reassignment:** No negative impact identified.

3.2 Can these impacts be mitigated or justified? If so, how?

The potential negative cost impact of installing a mandatory card readers is likely to be mitigated / offset by other benefits including:

- An easier and quicker payment method for taxis fares
- A reduction in the need to stop off at cash machines if customers need extra cash to pay a fare
- A potential increase in customers who may previously have avoided taxis due to the requirement to pay in cash

3.3 Does the proposal create any benefits for people with protected characteristics?

Having a card payment facility for passengers would improve public safety for Hackney Carriage customers in Bristol. Customers would not have the need to stop and use cash machines late at night and therefore reduce the risk of robbery or other associated crimes.

3.4 Can they be maximised? If so, how?

We will ensure there are clear communications, and an effective consultation on the proposed changes.

#### Step 4: So what?

The Equality Impact Assessment must be able to influence the proposal and decision. This section asks how your understanding of impacts on people with protected characteristics has influenced your proposal, and how the findings of your Equality Impact Assessment can be measured going forward.

4.1 How has the equality impact assessment informed or changed the proposal?

At this stage the EqIA has highlighted the potential impacts and mitigations for licenced drivers and passengers.

4.2 What actions have been identified going forward?

- We will seek approval for a consultation to seek public views on the proposal.
- Present a report to the Public Safety and Protection Committee with recommendations including findings of the consultation.

4.3 How will the impact of your proposal and actions be measured moving forward?

If approved it will be a mandatory requirement for all hackney carriage vehicles to be fitted with a card payment device. This will be checked by Fleet Services by way of their vehicle inspection check on the initial granting of the licence and each time the vehicle is due for renewal

Service Director Sign-Off:



Date: 05/02/2010

Equalities Officer Sign Off:

*Reviewed by Equality and Inclusion Team*

Date: 20/1/2020