

<b>Ref</b>	<b>Protected Characteristic</b>	<b>Impacts/ Issues</b>	<b>Action Required</b>	<b>By When?</b>	<b>Lead</b>	<b>Resource</b>	<b>Outcome</b>	<b>Performance Measure</b>
1	Positive Impact - Disability	Some drivers unaware of their responsibilities and duties under the Equality Act 2010 in relation to passengers with disabilities	All new drivers must undertake Disability Awareness Training within 12 months of the granting of their first Driver's licence by the Council. This requirement to be extended to existing drivers.	31/02/15	Nigel Marston	Service Level Agreement (SLA) with South Somerset Disability Forum (funded by driver's License fee)	All new and existing drivers aware of their responsibilities and duties under the Equality Act 2010 in relation to passengers with disabilities. SLA to include the production of a guidance pack for taxi/cab companies.	Number of drivers trained. Guidance produced
2	Positive Impact - Disability	This policy seeks to improve the availability of Wheelchair Accessible Vehicles (WAVs) from the current 6% of the Hackney Carriage Fleet (The lowest % in Somerset). The national average is currently 58% for	All new Hackney Carriage licenses to be issued from the date of the inception of the policy will be to WAVs only	To be confirmed			All new Hackney Carriage licenses to be issued from the date of the inception of the policy will be to WAVs only	% of Hackney Carriage fleet that are wheelchair accessible as defined by Department for Transport statistical reports.

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		WAVs. The proposal will ensure that there are more readily available Hackney Carriage vehicles for those with disabilities.						
3	<b>Various Characteristics</b> Disability and Race	Language barriers may be an issue for applicants with dyslexia, literacy or other needs. It must be noted however, that applicants for taxi badges must have a basic command of the English language in order that they can converse with their customers, provide assistance, understand road	Knowledge Test to be developed to include English comprehension, basic numeracy, taxi law, routes and directions and the Highway Code. Signposting to education support providers.	Feb-14	Nigel Marston	Officer Time	Improved access to required information Number of applicants successfully passing Knowledge test	

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		signs and instruction and successfully complete the Council's knowledge test. (This must be passed before a badge can be issued).						
4	Various Characteristics	Complaints system within Licensing Service requires review.	Complaints procedure to be developed that records and monitors complaints according to protected characteristic	Fri-14-Feb-14	Nigel Marston	Officer time	Complaints recorded, information analysed, actions taken to minimise adverse impacts upon protected characteristic groups	
5	Various Characteristics Negative	The Policy could potentially impact upon those vehicle owners whose vehicles do not currently fit within the limits of the new proposals. It	Further evidence to be gathered through consultation to identify the extent of any impact on protected characteristic	October – December 2013	Nigel Marston			

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		will require those vehicle and new applicants to purchase new WAVs if they wish to continue to trade.	groups and to identify any measures to mitigate. One possible option to include in the consultation is to gradually introduce the Policy over a set period of time. Licensing Committee to oversee.					