

Shropshire Council
Equality, Social Inclusion and Health Impact Assessment (ESHIA)
Stage One Screening Record 2026

Please note that part A and part B of this document should be completed.

A. Summary Sheet on Accountability and Actions

Name of proposed service change
Hackney Carriage and Private Hire Licensing Policy 2027 to 2031

Name of the officer carrying out the screening
Mandy Beever, Transactional Management and Licensing Team Manager

Decision, review, and monitoring

Decision	Yes	No
Initial (Stage One) ESHIA Only?	✓	
Proceed to Stage Two Full ESHIA or HIA (part two) Report?		✓

If completion of a Stage One screening assessment is an appropriate and proportionate action at this stage, please use the boxes above, and complete both part A and part B of of this template. If a Full or Stage Two report is required, please move on to full report stage once you have completed this initial screening assessment as a record of the considerations which you have given to this matter.

Assessment of likely neutral, negative impact or positive impact of the service change in terms of equality and social inclusion considerations
The Council has utilised the ESHIA in order to consider children and young people who are looked after by Shropshire Council and the families of children in need, as well as young people leaving care, when considering the Protected Characteristic grouping of 'Age', and with respect to adults with care and support needs, e.g. adults with learning disabilities, when considering the Protected Characteristic grouping of 'Disability'. For all the nine Protected Characteristic groupings, the impact is rated as low to medium positive; notably, with respect to 'age', 'disability', and 'sex', where the impact is anticipated as 'medium positive'. The impact is also rated as 'medium positive' for people for whom there are safeguarding concerns, given the greater ability of the Council to fully demonstrate that it robustly tackles exploitation, abuse, modern slavery and human trafficking of children and vulnerable adults, and the likely improvements overall to public safety under the proposed changes, bringing particular benefits for vulnerable households. As such, this relates to the

additional local groupings we seek to think about in Shropshire, in regard to the circumstances in which they find themselves. These are 'social inclusion', 'carers', and 'young people leaving care'. For our other local grouping of 'Veterans and Serving Members of the Armed Forces and their Families, for whom we seek to give due regard under armed forces legislation, the impact is considered to be low to medium positive.

Note, however, that except for 'age', 'disability', and 'sex', the impact is likely to be neutral – neither positive nor negative – with no anticipated need to take actions to mitigate or enhance the impact.

Applicants and licence holders, including any who may not already be aware of the revision of this policy, as a result of the consultation undertaken from the 6 April 2026 to the 28 June 2026, will be made aware of the implementation through normal licensing processes. The policy will be available on the Council's website and promoted through appropriate social media channels. This will ensure that the hackney carriage and private hire trades, together with the public and other relevant stakeholders, have ongoing access to the policy that clearly sets out the Council's expectations for applicants and licence holders over the next four years.

The policy makes the responsibilities of operators and drivers under the Department for Transport's Access to taxis and private hire vehicles for users with disabilities very clear. In addition to the requirements for the Council to publish a list of designated wheelchair accessible vehicles, the guidance goes further to set out what is expected of operators and drivers in relation to passengers with disabilities and the support that should be provided. The requirements have been put in place to include booking a licenced vehicle, identifying the vehicle which has been booked and the assistance which should be provided throughout their journey.

Proactive and visible enforcement of the requirements of the policy, in particular in relation to the conditions applicable to each licence type, together with the associated legislation, including the relevant provisions of the Equality Act 2010, will further enhance the positive impact of the changes made to the policy. Any complaints/information that indicate licensed drivers are breaching conditions of licence that impact on public safety or are discriminating against passengers with disabilities, will be fully investigated by the Trading Standards & Licensing Service. Where sufficient evidence exists and it is in line with the Council's Better Regulation and Enforcement Policy, legal proceedings will be pursued. Furthermore, the full range of licensing sanctions, including licence revocation, where this is proportionate, will be utilised. In addition, the Council has published a list of designated wheelchair accessible vehicles on its website, which will also enhance the positive impact of the changes to the policy.

Assessment of likely neutral, negative or positive impact of the service change in terms of health and wellbeing considerations

Transport has a significant impact on health and wellbeing. It is much more than simply getting from A to B; it is an enabler to get to work, school, shops, healthcare, social events and leisure activities, all of which are important for good physical and mental health and wellbeing. A good transport system, i.e., quality, appropriateness, adequacy and affordable infrastructure and services, is essential for a healthy and equitable society.

Public transport is a vital component of an effective, healthy and equitable transport system. However, the reduction in or lack of public transport services, especially in rural areas like Shropshire can have a negative impact on the access and opportunities available to population groups. Those most vulnerable and at risk from limited transport options and services are already experiencing health inequalities and include people with disabilities, children and young people, women, older people, people without a car, and low income groups. For example, evidence shows that people with disabilities use taxis more than those without a disability for essential journeys like healthcare and shopping, despite more of them living in relative poverty.^[2] This is due to a lack of available services, service times and inaccessibility of the services available.^[3]

Actions to review and monitor the impact of the service change in terms of equality, social inclusion, and health considerations

The policy will be formally reviewed after 3 years. However, it will be the subject of continuous evaluation and, if necessary, formally reviewed at any time. At the time of review all relevant stakeholders will again be consulted. Any driver, proprietor, operator or any other person may request a review of the policy at any time. This is made clear in the policy itself.

There will be ongoing dialogue with the trade through direct contact and 'Taxi Forums' or similar meetings that will provide the opportunity for the trade to provide feedback to the licensing team. A dedicated telephone number and email address is and will continue to be generally publicised on the Council's website for other stakeholders, including members of the public (both those with and without disabilities), to provide feedback on the impact of the changes made to the policy. In addition, these contacts, together with social media contacts, will be publicised in hackney carriage and private hire vehicles to encourage passengers to provide feedback to the Council. All feedback will be recorded either on the Idox/Uniform system used to administer the licensing regime or in appropriate electronic files maintained by the Licensing Team Manager.

^[2] DfT. (2026). National Statistics: Taxi and private hire vehicle statistics, England: 202. [Taxi and private hire vehicle statistics, England: 2026 - GOV.UK](https://www.gov.uk/government/statistics/taxi-and-private-hire-vehicle-statistics-england-2026)

^[3] Cooper, E., Gates, S., Grollman, C., Mayer, M., Davis, B., Bankiewicz, U., Khambhaita, P. (2019). Transport, health, and wellbeing: An evidence review for the Department for Transport. https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/847884/Transport_health_and_wellbeing.pdf

With respect to 'age' and 'disability' groups, in particular around the Council's safeguarding responsibilities, there will be ongoing dialogue, as required, with the Shropshire Children Safeguarding Board and the Keeping Adults Safe in Shropshire Board. In addition, dialogue with West Mercia Police and those service areas within the Council that have particular responsibilities for the care of children and young people and adults with care and support needs, i.e. currently Children Services and Adult Services, will occur as a result of the ongoing role that officers from these services play in the review process applicable to new licence applications and existing licences.

For the purposes of enhancing the administration and enforcement of the requirements of the policy, the licensing team will continue to work in partnership with all relevant local authorities, in particular with Telford & Wrekin Council and the City of Wolverhampton Council. This will include multi-agency enforcement exercises.

The licensing team will also continue to work with the trade, disability access groups and individuals with disabilities, including those who do not use wheelchairs, to further understand and address wider vehicle accessibility issues across both the hackney carriage and private hire fleets.

It is also the intention that managers and professional leads will continue to engage in hackney carriage and private hire licensing developments at a regional and national level. This will include responding to relevant consultations and participating in events/workshops to ensure that Shropshire Council's position and the impact on the local community and the trade of any national proposals to update, amend or change the hackney carriage and private hire licensing regimes are fully understood by Government before any legislative changes are implemented or guidance introduced.

Elected Member involvement will continue through the Strategic Licensing Committee and the Licensing & Safety Sub-Committee, with issues brought before these Committees as appropriate.

Associated ESHIAs

Hackney Carriage and Private Hire Licensing Policy 2015 – 2019 (ESIIA undertaken in 2014/15)

Amendment to the Hackney Carriage and Private Hire Licensing Policy 2015 – 2019 (ESIIA undertaken in February/March 2018)

Equality Act 2010 – Shropshire Council List of Designated Wheelchair Accessible Vehicles (ESIIA undertaken in May/June 2018)

Removal of the existing five hackney carriage ('taxi') zones ('the zones') in Shropshire and application of a single taxi licensing regime throughout the administrative area of Shropshire Council (ESIA undertaken in June to December 2018)

Hackney Carriage and Private Hire Licensing Policy 2019 – 2023 (ESIA undertaken in 2018/19)

Request for a Review of the Hackney Carriage Fare Card (Table of Fares) in Shropshire (ESIA undertaken in 2022/23)

Hackney Carriage and Private Hire Licensing Policy 2023 – 2027 (ESIA undertaken in 2022/23)

Assessment of likely neutral, negative or positive impact, and actions to review and monitor overall impacts, with regard to climate change impacts and with regard to economic and societal impacts

Climate change

A significant proportion of the feedback received from the trade related to the impact of the combination of vehicle emission standards and vehicle age-restrictions proposed under the policy. Significant concerns were raised around the additional financial burdens and the inability of drivers and proprietors to gain sufficient return on their investment when purchasing replacement vehicles. The overarching principles that aim to continue to reduce the adverse impact of vehicle emissions on both the environment and the health of people in our communities are retained.

In addition to the Council's corporate approach towards prioritising and measuring the overall outcomes that are set out The Shropshire Plan ([The Improvement Plan | Shropshire Council Intranet](#)), the Licensing Team will continue to utilise the expertise within Environmental Protection Team in Regulatory Services, Public Health, Climate Change and Economic Growth Teams to assess the impact, on both health and the environment, of the proposed shift in the vehicle requirements from an emission standards basis to one that is a combination of both emission standards and vehicle age-restrictions.

Economic and societal/wider community

There are known difficulties around providing adequate transport in rural areas and Shropshire is no exception. Hackney carriages (along with private hire vehicles, drivers and operators) are part of the transport solution in Shropshire, not only for general journeys but also to support the evening and night-time economy, including ensuring the public are transported home safely after nights out in our town centres. This also supports the Safer Streets project (Home Office funded),

which is currently underway in Shrewsbury (although the principles apply across the county) to mitigate perceived and actual risks of violence against women and girls, and which is hoped will also reduce the risk of individuals entering the River Severn, the majority of whom have been young men.

The policy aims to ensure that individual human rights are protected particularly in relation to Article 1, Protocol 1 - peaceful enjoyment of possessions (a licence is considered a possession in law and people should not be deprived of their possessions except in the public interest); Article 4 - prohibition of slavery and forced labour; Article 6 – right to a fair hearing; Article 7 - no punishment without law; Article 8 - respect for private and family life (in particular, removal or restriction of a licence may affect a person's private life); Article 10 - right to freedom of expression; and Article 14 - prohibition of discrimination. These rights are clearly referenced within the policy and it is made clear that officers and members of the relevant committees will have regard to these rights when determining applications for a licence and for renewals or reviews of a licence.

The policy states that the Council takes a zero-tolerance approach towards modern slavery (including servitude, forced and compulsory labour and human trafficking), on the basis that this is a crime and a violation of fundamental human rights, as well as strengthening the position that will be taken in relation to discrimination.

Ongoing promotion and compliance with the Council's Modern Anti-Slavery and Human Trafficking Statement and Policy will further enhance the overall positive impact of the revised Hackney Carriage and Private Hire Licencing Policy.

The policy complies with and exemplifies the Council's Public Sector Equality Duty by helping to eliminate discrimination, advance equality of opportunity and foster good relations between the hackney carriage and private hire trade, disability groups and individuals (particularly those who are wheelchair users), other stakeholders and the Council as it relates to their activities associated with transport options. This is further enhanced through the publishing of the Designated List of Wheelchair Accessible Vehicles in accordance with Sections 165 and 167 of the Equality Act 2010 and, through ongoing monitoring and updates to this list, will continue to benefit wheelchair users and their carers.

There is a risk that the policy may undermine local economic growth, insofar as the robust nature of the requirements and expectations that are placed on applicants and licence holders by the policy, are such that only those drivers, proprietors and operators who have financially sound business plans and legitimate business practices are likely to survive in the marketplace. However, the policy recognises the need to balance this against the duty placed on the Council to protect public safety and the environment. In this regard, it is imperative that only legitimate businesses are licensed by the Council and the Council does not legitimise criminal activities, including those undertaken by serious organised crime groups, through the licensing regime.

Scrutiny at Stage One screening stage

People involved	Signatures	Date
Lead officer for the proposed service change		28 August 2026
Officer carrying out the screening		28 August 2026
External support* Mrs Lois Dale, Senior Insights and Research EDI Specialist		14/09/2026

**This refers to support external to the service and within the Council, e.g., the Senior Insights and Research EDI specialist, the Integration & Inequalities Officer – Public Health, other Insights and Research or Public Health colleagues, the Feedback and Insight Team, Climate Change specialists, etc.*

Sign off at Stage One screening stage

Name	Signatures	Date
Lead officer's name Mandy Beever		28 August 2026
Manager's name Mandy Beever		28 August 2026

**This may either be the Head of Service or the lead officer*

B. Detailed Screening Assessment

Aims of the service change and description
The Council's existing Hackney Carriage and Private Hire Licensing Policy came into effect on 1 April 2023 and is due to expire on 31 March 2027. It is essential that the Council has a revised policy from 1 April 2027 to ensure a robust framework continues to be in place to provide the basis upon which to deliver the Council's statutory hackney carriage and private hire licensing function, which is fundamental to protecting public safety.

The policy requires updating to take into account the changes that have occurred to the way in which the hackney carriage and private hire trades operate at a local and national level as a result of national legislative amendments. There is a need to address the impact of these changes in order to ensure the Council is in the best position possible to continue to protect people from harm and to reduce the adverse impact on health and the environment from vehicle emissions.

As a result, licensing administrative and enforcement processes have been amended and further enhanced to improve safeguarding outcomes and the policy needs to be amended to reflect these current practices.

Intended audiences and target groups for the service change

- Persons who wish to apply for hackney carriage and private hire vehicle, drivers or operator licences
- Persons who hold existing licences, including those that are the subject of review
- The Council, in its capacity as the licensing authority, including licensing officers, members of the relevant licensing committees and the internal licensing panel (or other relevant decision-making bodies)
- Licensing consultants, solicitors and barristers advising and/or representing applicants/license holders
- Magistrates and judges hearing appeals against Council decisions
- Members of the public, particularly those with disabilities, who use/rely on hackney carriage/private hire services, irrespective whether this is because they live, visit, study in or work in Shropshire
- Other local authorities, particularly Telford & Wrekin Council, City of Wolverhampton Council and others that border the Shropshire Council area
- Shropshire Safeguarding Children Board
- Shropshire Council Children Services
- Keeping Adults Safe in Shropshire Board
- Shropshire Council Adult Services
- Shropshire Council Highways and Transport (Passenger Transport and Environmental Maintenance Teams)
- Shrewsbury Business Improvement District

- Oswestry Business Improvement District
- Shropshire Voluntary and Community Sector Assembly
- Voluntary Groups/Organisations, particularly those who represent, work with or provide services for people with disabilities
- Shropshire Tourist Board, Shropshire Tourism and other tourism bodies
- Police forces, in particular West Mercia Police
- West Mercia Police Crime Commissioner
- Shropshire located Town and Parish Councils
- Shropshire MPs
- Government Departments
- Competitions and Markets Authority

Evidence used for screening of the service change

- Feedback, over the life of the existing policy, from the hackney carriage/private hire trades, from licensing officers/managers, from enforcement and investigation officers and from other stakeholders that has been recorded and collated on an ongoing basis.
- Implementation of new legislation, parts of which relate to hackney carriage and private hire licensing.
- The ongoing national and local concerns about children and adults with care and support needs exploitation, including sexual exploitation, human trafficking, modern slavery and the impact of hate crime.
- Feedback, over the life of the existing policy, from the hackney carriage/private hire trades, from licensing officers/managers, from enforcement and investigation officers and from other stakeholders that has been recorded and collated on an ongoing basis.
- Implementation of new legislation, parts of which relate to hackney carriage and private hire licensing.
- Report of the 'Independent Enquiry into Child Sexual Exploitation in Rotherham 1997 – 2013' Alexi Jay OBE, published August 2014
[independent-inquiry-into-child-sexual-exploitation-in-rotherham](#)

- Independent Inquiry into Telford Child Sexual Exploitation [Telford & Wrekin Council | Independent Inquiry into Telford Child Sexual Exploitation \(IITCSE\)](#)
- National Audit on Group-Based Child Sexual Exploitation and Abuse [child sexual exploitation and abuse](#)
- The Southport Public Inquiry [The Southport Inquiry: Phase 1 report - GOV.UK](#)
- Joint Serious Case Review Concerning Sexual Exploitation of Children and Adults with Needs for Care and Support in Newcastle-upon-Tyne [Final JSCR Report 160218 PW.PDF](#)
- Independent Review into Historic Child Sexual Exploitation – Oldham [Read the Independent Review into Historic Child Sexual Exploitation | Read the Independent Review into Historic Child Sexual Exploitation | Oldham Council](#)
- Department for Transport, Statutory Taxi and Private Hire Vehicle Standards July 2020 Statutory & Best Practice Guidance for taxi and PHV licensing authorities (publishing.service.gov.uk)
- Department for Transport, Access for wheelchair users to Taxis and Private Hire Vehicles – Statutory Guidance [uksiod_20170342_en.pdf](#) (legislation.gov.uk)
- Safeguarding Vulnerable Groups Act 2006 Safeguarding Vulnerable Groups Act 2006 (legislation.gov.uk)
- Department for Education, Home to school travel and transport statutory guidance 2014 Home-to-school travel and transport - GOV.UK ([www.gov.uk](#))
- Local Government Association, Councillor Handbook: Taxi and Private Hire Licensing 20 July 2021 Councillor Handbook: Taxi and PHV Licensing | Local Government Association
- Information Commissioners Office, Guide to the General Data Protection Regulation, The Data Protection Act 2018 Lawful basis for processing | ICO
- Department for Transport Taxis and Private Hire Vehicles (Safeguarding and Road Safety) Act 2022 Taxis and Private Hire Vehicles (Safeguarding and Road Safety) Act 2022 (legislation.gov.uk)
- Department for Transport Taxis and Private Hire Vehicles (Safeguarding and Road Safety) Act 2022, Statutory Guidance Taxis and Private Hire

Vehicles (Safeguarding and Road Safety) Act 2022 - GOV.UK
www.gov.uk

- Finance Bill 2021, Tax Conditionality
- Department for Transport Taxi and Private Hire Vehicle Licensing: Best Practice Guide March 2010

Specific consultation and engagement with intended audiences and target groups for the service change

The initial revised draft of the policy was presented to the Council's Strategic Licensing Committee. The relevant report can be found in the papers for the Committee meeting held on the 11 March 2026 at Agenda item 5 [Agenda for Strategic Licensing Committee on Wednesday, 11th March, 2026, 2.00 pm — Shropshire Council](#)

The Strategic Licensing Committee has overseen the review of the Hackney Carriage and Private Hire Licensing Policy. The Committee is a group of Councillors drawn from across the whole of the Shropshire area. The Members of the Committee considered and approved a draft policy for formal public consultation through the Council's website and directly with relevant stakeholders.

Officers sent notification of an informal consultation to the trade inviting submissions about possible amendments that Trade representatives would like to be included within the revised policy. This was sent out by email to the trade on 24 November 2025 and closed on 21 December 2025.

Submissions were received and officers considered the comments made along with the additional proposals.

The Policy was then revised taking into account the changes in guidance and legislation and in consideration of the officers' summary of the informal comments made by Trade representatives.

A public consultation in respect of the policy was undertaken over a 12-week period from 6 April 2026 to the 28 June 2026.

On 29 May 2026, a 'Taxi Forum' was held to commence the engagement with the hackney carriage and private hire trades. All hackney carriage and private hire drivers, proprietors and operators, where an email address was held on record, were invited to attend the Forum. Operators were asked to cascade the invitation to all their drivers. The feedback from the Forum was recorded and used to inform the revised policy, together with fundamental changes introduced by Council officers to address local and national issues that have arisen during the course of the existing policy.

General information about the consultation was made available on the Council's 'Get involved' section of its website and on the Council and licensing team social media platforms. In addition, hard copy inserts informing driver, proprietor and operator applicants and licence holders were included in all renewal reminder correspondence and with issued licences. Furthermore, links to the consultation were embedded into all emails sent out from the generic 'taxis' email address and from individual officers involved in hackney carriage and private hire licensing.

Details of the consultation were also sent directly, by email, to:

- All hackney carriage and private hire drivers, proprietors and operators, where an email address was held on record
- Competition and Markets Authority
- Oswestry Access Group
- West Mercia Police
- Shropshire Fire and Rescue Service
- Shropshire Council Adult Safeguarding
- Shropshire Council Children Safeguarding
- Regional Taxi Licensing Forum (which includes Telford & Wrekin Council and City of Wolverhampton Council)
- Shropshire Council Regulatory Services and Trading Standards & Licensing managers
- Shropshire Council Passenger Transport Team
- Shropshire Council Director of Public Health
- Shropshire Council Assistant Director of Homes and Communities
- Local Business Board
- Oswestry Business Improvement District
- Shrewsbury Business Improvement District
- Chamber of Commerce
- Federation of Small Businesses
- Campaign for Better Transport
- Shropshire Town and Parish Councils
- Team Shrewsbury

The consultation welcomed and encouraged all interested parties to provide feedback in relation to the content of the whole policy and did not ask specific consultation questions, other than to ask generally for improvements that could be made to the policy, which would support hackney carriage and private hire businesses.

The feedback that was received in response to the formal consultation mainly related to the vehicle emission standards and vehicle age-restrictions, the period of time for which they are allowed to be licenced and the financial impact to proprietors for the replacement of those vehicles. Furthermore, requests were made for an extension to the time the vehicles could be licenced for.

Initial equality impact assessment by grouping (Initial health impact assessment is included below this table)

Please rate the impact that you perceive the service change is likely to have for a grouping, through stating this in the relevant column, including if it is anticipated to be neutral (no impact).

Please also record in here your headline rationale for the ratings you have given.

Protected Characteristic groupings and other groupings locally identified in Shropshire	High negative impact <i>Stage Two ESHIA required</i>	High positive impact <i>Stage One ESHIA required</i>	Medium positive or negative impact <i>Stage One ESHIA required</i>	Low positive, negative, or neutral impact (please specify) <i>Stage One ESHIA required</i>
<u>Age</u> (please include children, young people, young carers, young people leaving care, people of working age, older people. Some people may belong to more than one group e.g., a child or young person for whom there are safeguarding concerns e.g., an older person with a disability)			✓ particularly those for whom there are safeguarding concerns	
<u>Disability</u> (please include cancer; HIV/AIDS; learning disabilities; mental health conditions and syndromes; multiple sclerosis; neurodiverse conditions such as autism; hidden disabilities such as Crohn's disease; physical and/or sensory disabilities or impairments)			✓ particularly those for whom there are safeguarding concerns	
<u>Gender re-assignment</u> (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				✓ low to medium
<u>Marriage and Civil Partnership</u> (please include associated aspects: caring responsibility, potential for bullying and harassment)				✓ low to medium
<u>Pregnancy and Maternity</u> (please include associated aspects: safety, caring)				✓ low to medium

responsibility, potential for bullying and harassment)				
<u>Race</u> (please include ethnicity, nationality, culture, language, Gypsy, Roma, Traveller)				✓ low to medium
<u>Religion or Belief</u> (please include Buddhism, Christianity, Hinduism, Islam, Jainism, Judaism, Nonconformists; Rastafarianism; Shinto, Sikhism, Taoism, Veganism, Zoroastrianism, and any others)				✓ low to medium
<u>Sex</u> (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)			✓ particularly those caring for or supporting those for whom there are safeguarding concerns	
<u>Sexual Orientation</u> (please include associated aspects: safety; caring responsibility; potential for bullying and harassment)				✓ low to medium
<u>Other: Social Inclusion</u> (please include households in poverty or on low incomes; people for whom there are safeguarding concerns; people you consider to be vulnerable; people with health inequalities; refugees and asylum seekers; rough sleepers and those at risk of homelessness; and rural communities)			✓vulnerable individuals	
<u>Other: Carers</u> (please include families and friends with caring responsibilities)			✓ particularly those caring for or supporting those for whom there are safeguarding concerns	

Other: Veterans and serving members of the armed forces and their families (as per Armed Forces Act 2023)				✓ low to medium
Other: Young people leaving care			✓ particularly those for whom there are safeguarding concerns	

Initial health and wellbeing impact assessment by category

Please rate the impact that you perceive the service change is likely to have with regard to health and wellbeing, through stating this in the relevant column, including if it is anticipated to be neutral (no impact).

Please also record in here your headline rationale for the ratings you have given.

Health and wellbeing: individuals and communities in Shropshire	High negative impact <i>Part Two HIA required</i>	High positive impact	Medium positive or negative impact	Low positive negative or neutral impact (please specify)
Will the proposal have a <i>direct impact</i> on an individual's health, mental health and wellbeing? For example, would it cause ill health, affecting social inclusion, independence and participation? .			✓ positive	
Will the proposal <i>indirectly impact</i> an individual's ability to improve their own health and wellbeing? For example, will it affect their ability to be physically active, choose healthy food, reduce drinking and smoking? .			✓ positive	
Will the policy have a <i>direct impact</i> on the community - social,			✓ positive	

economic and environmental living conditions that would impact health? For example, would it affect housing, transport, child development, education, employment opportunities, availability of green space or climate change mitigation? .				
Will there be a likely change in <i>demand</i> for or access to health and social care services? For example: Primary Care, Hospital Care, Community Services, Mental Health, Local Authority services including Social Services? .				✓neutral

Initial health equity assessment	
For the following categories, please complete with the expected impacts of this service change on wider inequalities, not just those that are health-related (whether positive, negative, or neutral) – include any additional information you feel is pertinent or useful. Consider and record which you can control, which you can influence, and which may be out of your control.	
Which population groups/demographics will face health impacts as a result of this change (if any)? • Socio-Economically Deprived • Geographic Deprivation (inc. Rurality) – <i>if so, where?</i> • Inclusion Health & Vulnerable Groups¹ • Other	The proposal is expected to have an overall positive impact, with the greatest benefits likely to be experienced by people who rely more heavily on hackney carriage and private hire services to access healthcare, employment, education, shopping, social activities and other essential services. This includes older people; children and young people, including care leavers; people with disabilities including physical, sensory, learning, neurodiverse or mental health conditions; carers; women; people without access to a private car; and people on low incomes.

	People experiencing socio-economic disadvantage may be disproportionately affected by the availability, accessibility and affordability of licensed transport. People with disabilities, in particular, may use taxis more frequently for essential journeys while also being more likely to experience relative poverty. The policy's strengthened accessibility expectations, continued publication of the designated wheelchair-accessible vehicle list, safeguarding requirements and enforcement of Equality Act 2010 duties should help reduce barriers, discrimination and risks to personal safety. Geographical impacts are particularly relevant across Shropshire's rural and dispersed communities, where public transport may be limited and journeys to health, social care and other essential services may be longer. Residents in villages and more isolated areas, including those without a car, may therefore depend more heavily on taxis and private hire vehicles. Inclusion health and vulnerable groups—including people experiencing homelessness, vulnerable migrants, Gypsy, Roma and Traveller communities, people in contact with the justice system, and people at risk of exploitation, modern slavery or abuse—may also benefit from the policy's safeguarding, suitability, equality and enforcement provisions. No specific adverse health impact has been identified for these groups at this stage; however, availability, affordability and vehicle accessibility will require continuing review because these factors are influenced by wider market conditions and transport provision as well as by the licensing policy.
What mitigations/enhancements are already in place, or what mitigations/enhancements do you plan to include for the foreseeable consequences of these changes?	The Council will enhance the anticipated positive impacts and mitigate foreseeable risks through clear licence conditions, robust suitability checks, safeguarding requirements and proactive enforcement. Compliance with the Equality Act 2010 will be promoted and monitored, including

	duties relating to passengers with disabilities, assistance dogs and wheelchair users. Complaints or intelligence concerning discrimination, refusal of service, unsafe conduct, exploitation, modern slavery or breaches affecting public safety will be investigated, with proportionate use of the full range of licensing sanctions and legal proceedings where appropriate. Accessibility will be supported through publication and regular updating of the designated wheelchair-accessible vehicle list and through continued engagement with people with disabilities, disability access groups and the trade to identify barriers affecting people with physical, sensory, learning, neurodiverse or hidden disabilities. Information about the policy, consultation outcomes, complaints routes and Council contact details will remain available online and through direct licensing communications, with non-digital contact by telephone and written correspondence retained to avoid digital exclusion. The impact of the policy will be kept under continuous review, with a formal review after three years or earlier where evidence indicates this is necessary. Feedback will be gathered through Taxi Forums, direct contact with the trade, passenger and public feedback, complaints and enforcement activity, and recorded through the Council's licensing systems. Attention will be given to availability, affordability and accessibility in rural and isolated communities, and to the experiences of older people, disabled people, carers, children and young people, care leavers, people on low incomes and other vulnerable groups. The Council will continue partnership working with safeguarding boards, West Mercia Police, Children's Services, Adult Services, Public Health, Passenger Transport, Environmental Protection, neighbouring licensing authorities, town and parish councils and relevant voluntary and community organisations. Although the
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	Council can control its licensing standards, administration and enforcement, wider matters such as market supply, journey affordability and the overall availability of public transport are not wholly within the licensing authority's control. The Council will therefore use evidence, engagement and partnership working to influence these factors and will consider proportionate policy adjustments if monitoring identifies unintended adverse impacts.
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1- *Inclusion health is an umbrella term used to describe people who are socially excluded, who typically experience multiple overlapping risk factors for poor health, such as poverty, violence, and complex trauma. This includes people who experience homelessness, drug and alcohol dependence, vulnerable migrants, Gypsy, Roma and Traveller communities, sex workers, people in contact with the justice system and victims of modern slavery. Health impacts for this wide grouping will therefore potentially be the same as those recorded under the Social Inclusion category in the equality impact table.*

Guidance Notes

1. Legal Context

It is a legal requirement for local authorities to assess the equality and human rights impact of changes proposed or made to services. It is up to us as an authority to decide what form our equality impact assessment may take. By way of illustration, some local authorities focus more overtly upon human rights; some include safeguarding. It is about what is considered to be needed in a local authority's area, in line with local factors such as demography and strategic objectives as well as with the national legislative imperatives.

Carrying out these impact assessments helps us as a public authority to ensure that, as far as possible, we are taking actions to meet the general equality duty placed on us by the Equality Act 2010, and to thus demonstrate that the three equality aims are integral to our decision-making processes. These are: eliminating discrimination, harassment and victimisation; advancing equality of opportunity; and fostering good relations.

These screening assessments for any proposed service change go to Cabinet as part of the committee report, or occasionally direct to Full Council, unless they are ones to do with Licensing, in which case they go to Strategic Licensing Committee.

Service areas would ordinarily carry out a screening assessment, or Stage One equality impact assessment. This enables energies to be focussed on review and monitoring and ongoing evidence collection about the positive or negative impacts of a service change upon groupings in the community, and for any adjustments to be considered and made accordingly.

These screening assessments are recommended to be undertaken at timely points in the development and implementation of the proposed service change.

For example, a Stage One ESHIA would be a recommended course of action before a consultation. This would draw upon the evidence available at that time, and identify the target audiences, and assess at that initial stage what the likely impact of the service change could be across the national Protected Characteristic groupings and our additional local categories. This ESHIA would set out intended actions to engage with the groupings, particularly those who are historically less likely to engage in public consultation eg young people, as otherwise we would not know their specific needs.

A second Stage One ESHIA would then be carried out after the consultation, to say what the feedback was, to set out changes proposed as a result of the feedback, and to say where responses were low and what the plans are to engage with groupings who did not really respond. This ESHIA would also draw more upon actions to review impacts in order to mitigate the negative and accentuate the positive.

Meeting our Public Sector Equality Duty through carrying out these ESHIAs is very much about using them as an opportunity to demonstrate ongoing engagement across groupings and to thus visibly show we are taking what is called 'due regard' of the needs of people in Protected Characteristic groupings.

If the screening indicates that there are likely to be high negative impacts for groupings within the community, the service area would need to take advice on whether or not to carry out a full report, or Stage Two assessment. This is resource intensive but will enable more evidence to be collected that will help the service area to reach an informed opinion.

In practice, Stage Two or Full Screening Assessments have only been recommended twice since 2014, as the ongoing mitigation of negative equality impacts should serve to keep them below the threshold for triggering a Full Screening Assessment. The expectation is that Full Screening Assessments in regard to Health Impacts may occasionally need to be undertaken, but this would be very much the exception rather than the rule.

2. Council Wide and Service Area Policy and Practice on Equality, Social Inclusion and Health

This involves taking an equality and social inclusion approach in planning changes to services, policies, or procedures, including those that may be required by Government. The decisions that you make when you are planning a service change need to be recorded, to demonstrate that you have thought about the possible equality impacts on communities and to show openness and transparency in your decision-making processes.

This is where Equality, Social Inclusion and Health Impact Assessments (ESHIA) come in. Where you carry out an ESHIA in your service area, this provides an opportunity to show:

- What evidence you have drawn upon to help you to recommend a strategy or policy or a course of action to Cabinet or to Strategic Licensing Committee.
- What target groups and audiences you have worked with to date.

- What actions will you take in order to mitigate any likely negative impact upon a group or groupings, and enhance any likely positive effects for a group or groupings; and
- What actions you are planning to monitor and review the impact of your planned service change.

The formal template is there not only to help the service area but also to act as a stand-alone for a member of the public to read. The approach helps to identify whether or not any new or significant changes to services, including policies, procedures, functions, or projects, may have an adverse impact on a particular group of people, and whether the human rights of individuals may be affected.

There are nine Protected Characteristic groupings defined in the Equality Act 2010. The full list of groupings is: Age; Disability; Gender Reassignment; Marriage and Civil Partnership; Pregnancy and Maternity; Race; Religion or Belief; Sex; and Sexual Orientation.

There is also intersectionality between these. Eg a young person with a disability would be in the groupings of Age and Disability, and if they described themselves as having a faith they would then also be in the grouping of Religion or Belief. We demonstrate equal treatment to people who are in these groups and to people who are not, through having what is termed 'due regard' to their needs and views when developing and implementing policy and strategy and when commissioning, procuring, arranging, or delivering services.

For the individuals and groupings who may be affected, ask yourself what impact do you think is likely and what actions will you currently anticipate taking, to mitigate or enhance likely impact of the service change? If you are reducing a service, for example, there may be further use you could make of awareness raising through social media and other channels to reach more people who may be affected.

Social inclusion is then a wider additional local category we use in Shropshire, in order to help us to go beyond the equality legislation in also considering impacts for individuals and households with regard to the circumstances in which they may find themselves across their life stages. This could be households on low incomes, or households facing challenges in accessing services, such as households in rural areas, or people that we might consider to be vulnerable, such as refugee families or rough sleepers.

Please note that veterans and serving members of the armed forces and their families are a grouping to whom we are required to give due regard under Armed Forces legislation, although in practice we have been doing so for a number of years now.

We also identify two further distinct separate local groupings due to their circumstances: care leavers, as vulnerable individuals, and carers, due to the support they give and the support they need.

When you are not carrying out an ESHIA, you still need to demonstrate and record that you have considered equality in your decision-making processes. It is up to you what format you choose.–You could use a checklist, an explanatory note, or a document setting out our expectations of standards of behaviour, for contractors to read and sign. It may well not be something that is in the public domain like an ESHIA, but you should still be ready for it to be made available.

Both the approaches sit with a manager, and the manager has to make the call, and record the decision made on behalf of the Council.

Carry out an ESHIA:

- If you are building or reconfiguring a building.
- If you are planning to reduce or remove or reconfigure a service.
- If you are consulting on a policy or a strategy.
- If you are bringing in a change to a process or procedure that involves other stakeholders and the wider community as well as particular groupings

Carry out and record your equality and social inclusion approach:

- If you are setting out how you expect a contractor to behave with regard to equality, where you are commissioning a service or product from them.
- If you are setting out the standards of behaviour that we expect from people who work with vulnerable groupings, such as taxi drivers that we license.
- If you are planning consultation and engagement activity, where we need to collect equality data in ways that will be proportionate and non-intrusive as well as meaningful for the purposes of the consultation itself.
- If you are looking at services provided by others that help the community, we need to demonstrate a community leadership approach

3. Council wide and service area policy and practice on health and wellbeing

This is an area to record within our overall assessments of impacts, for which we ask service area leads to consider health and wellbeing impacts, and to look at these in the context of direct and indirect impacts for individuals and for communities.

A better understanding across the Council of these impacts will also better enable the Public Health colleagues to prioritise activities to reduce health inequalities in ways that are evidence based and that link effectively with equality impact considerations and climate change mitigation.

Health in All Policies – Health Impact Assessment

Health in All Policies is an upstream approach for health and wellbeing promotion and prevention, and to reduce health inequalities. The Health Impact Assessment (HIA) is the supporting mechanism

- Health Impact Assessment (HIA) is the technical name for a process that considers the wider effects of local policies, strategies and initiatives and how they, in turn, may affect people's health and wellbeing.
- Health Impact Assessment is a means of assessing both the positive and negative health impacts of a policy. It is also a means of developing good evidence-based policy and strategy using a structured process to review the impact.
- A Health Impact Assessment seeks to determine how to maximise health benefits and reduce health inequalities. It identifies any unintended health consequences. These consequences may support policy and strategy or may lead to suggestions for improvements.
- An agreed framework will set out a clear pathway through which a policy or strategy can be assessed and impacts with outcomes identified. It also sets out the support mechanisms for maximising health benefits.

The embedding of a Health in All Policies approach will support Shropshire Council through evidence-based practice and a whole systems approach, in achieving our corporate and partnership strategic priorities. This will assist the Council and partners in promoting, enabling and sustaining the health and wellbeing of individuals and communities whilst reducing health inequalities.

Individuals

Will the proposal have a *direct impact* on health, mental health and wellbeing?

For example, would it cause ill health, affecting social inclusion, independence and participation?

Will the proposal directly affect an individual's ability to improve their own health and wellbeing?

This could include the following: their ability to be physically active e.g., being able to use a cycle route; to access food more easily; to change lifestyle in ways that are of positive impact for their health.

Provision or change to a service that allows greater reach to those most in need, this can involve relocation, pooling of resource/efficiency changes, or digitisation of some provision. It may also involve greater opportunities for employment, decreasing socio-economic inequality. Physical alternatives to be made available (where practical) to be offered wherever possible to avoid digital exclusion and reduce social isolation. These changes can be either positive or negative depending on the proposal.

An example of this could be that you may be involved in proposals for the establishment of safer walking and cycling routes (e.g., green highways), and changes to public transport that could encourage people away from car usage. and increase the number of journeys that they make on public transport, by foot or on bicycle or scooter. This could improve lives. It could also involve virtual support sessions/appointments to avoid unnecessary travel and provide greater flexibility

with individuals work schedules. It may involve greater internet connectivity, to improve remote working opportunities and air pollution concerns, or improved communications coverage through closer partnership working – targeting those most in need of specific information.

Will the proposal *indirectly impact* an individual's ability to improve their own health and wellbeing?

This could include the following: their ability to access local facilities e.g., to access food more easily, or to access a means of mobility to local services and amenities? (e.g. change to bus route)

Similarly to the above, an example of this could be that you may be involved in proposals for the establishment of safer walking and cycling routes (e.g. pedestrianisation of town centres), and changes to public transport that could encourage people away from car usage, and increase the number of journeys that they make on public transport, by foot or on bicycle or scooter. This could improve their health and wellbeing.

Communities

Will the proposal directly or indirectly affect the physical health, mental health, and wellbeing of the wider community?

A *direct impact* could include either the causing of ill health, affecting social inclusion, independence and participation, or the promotion of better health.

An example of this could be that safer walking and cycling routes could help the wider community, as more people across groupings may be encouraged to walk or engage in active travel. Increasing physical activity and minimising the time spent sitting down helps to maintain a healthy weight and reduces the risk of cardiovascular disease, type 2 diabetes, cancer, and depression. The UK Chief Medical Officers recommend that adults should do at least 150 minutes of moderate activity, or 75 minutes of vigorous activity, each week. At a wider level, reductions in vehicular emission lead to better air quality, and a reduction in NO₂ in the atmosphere.

An *indirect impact* could mean that a service change could indirectly affect living and working conditions and therefore the health and wellbeing of the wider community.

An example of this could be: an increase in the availability of warm homes would improve the quality of the housing offer in Shropshire and reduce the costs for households of having a warm home in Shropshire. This can reduce the risks of cold related health effects, as well as reduce the financial burden on the population, whose ability to shoulder these costs can vary. Often a health promoting approach also supports our agenda to reduce the level of Carbon Dioxide emissions and to reduce the impact of climate change.

Please record whether at this stage you consider the proposed service change to have a direct or an indirect impact upon communities.

Demand

Will there be a change in demand for or access to health, local authority and social care services?

For example: Primary Care, Hospital Care, Community Services, Mental Health and Social Services?

An example of this could be: a new housing development in an area would affect demand for primary care and local authority facilities and services in that location and surrounding areas. If the housing development does not factor in consideration of availability of green space and safety within the public realm, further down the line there could be an increased demand upon health and social care services as a result of the lack of opportunities for physical recreation, and reluctance of some groupings to venture outside if they do not perceive it to be safe.

For further advice: please contact

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