

The purpose of an Integrated Impact Assessment is to evidence that Aberdeen City Council is meeting its legislative duties by assessing the potential impacts of its policies and decisions on different groups of people and the environment. The legislation considered within this assessment is:

- Section 2 [Equality Act 2010 protected characteristics](#)
- Section 3 [Socio-Economic](#)
- Section 4 [Consumer Duty](#)
- Section 5 [Human Rights](#)
- Section 6 [Children and Young People’s Rights](#)
- Section 7 [Environmental impacts](#)

The term ‘policy’ is used throughout this document and applies to policies, proposals, strategies, provision, criteria, functions, practice, budget savings and activities that includes delivery of our services.

1. About the Policy

| |
|---|
| 1.1 Title |
| Stop delivery of the taxi marshals service |
| 1.2 What does this policy seek to achieve? |
| This IIA aims to evaluate the impact of discontinuing the Taxi Marshall service on both the citizens and visitors of the city. The Taxi Marshall service operates on Friday and Saturday nights, staffed by SIA-licensed personnel, to support the night-time taxi ranks in the city centre. Their presence acts as a high-visibility deterrent to anti-social behaviour and helps resolve conflicts that may arise while queuing for taxis. They ensure that patrons only board licensed taxis and maintain orderly queues. The service is directly coordinated with the Police, providing real-time communication between on-ground marshals and Police officers. |
| 1.3 Is this a strategic programme/proposal/decision? |
| Budget Saving |
| 1.4 Is this a new or existing policy? |
| New Saving |
| 1.5 Is this report going to a committee? |
| Yes |
| 1.6 Committee name and date: |
| Full Council as part of budget setting process. |
| 1.7 Report no and / or Budget proposal number and / or Business Case reference number: |
| New-16 |
| 1.8 Function and Cluster: |
| Corporate Service/Governance |

Impacts

Aberdeen City Council has a legal requirement as a public sector organisation to assess the impact of its work on equality groups and assess against human rights, children’s rights and our socio-economic duty. This is our Public Sector Equality Duty (PSED). The PSED has three key parts:

- Eliminate unlawful discrimination, harassment, victimisation or any other prohibited conduct.
- Advance equality of opportunity.
- Foster good relations by tackling prejudice, promoting understanding.

This following five sections in the Integrated Impact Assessment demonstrate that these considerations that have been made in the policy, that the impact of proposals made is understood and accepted, and what mitigating steps can be taken to reduce any negative impact of the policy.

2: Equality Act 2010 - Protected Characteristics

Aberdeen City Council wants to ensure everyone is treated fairly. This section identifies what impact the policy may have on people with [protected characteristics](#).

2.1 What impact could this policy have on any of the below groups?

| Protected Characteristic | Negative | | | Neutral | Positive |
|--|----------|--------|-----|---------|----------|
| | High | Medium | Low | | |
| Age | | | ✓ | ✓ | |
| Disability | | | ✓ | | |
| Gender Reassignment | | | ✓ | | |
| Marriage and Civil Partnership | | | | ✓ | |
| Pregnancy and Maternity | | | | ✓ | |
| Race | | | ✓ | | |
| Religion or Belief | | | | ✓ | |
| Sex | | | ✓ | | |
| Sexual Orientation | | | ✓ | | |

2.2 In what way will the policy impact people with these protected characteristics?

No specific impact has been identified for those with protected characteristics.

2.3 What considerations have been made in reaching the above assessment?

What internal or external data has been considered? What does this data tell us?

The service only collects data on the number of users that have made use of the service. It would be difficult to establish any particular impact the service has on reducing ASB using Police data however, Police Scotland have advised that the service provides early intervention opportunity which avoids ASB escalating.

Data on hate crime would suggest that more vulnerable groups could be impacted. This is general data rather than specific but worth considering.

What consultation and engagement has been undertaken with officers and partner organisations?

Police Scotland have been consulted on the proposal.
Public consultation on proposed budget saving options including Taxi Marshalls.

What consultation and engagement has been undertaken with people who may be impacted by this policy?

Aberdeen City Council undertook a two-part public consultation around the 2025/26 Budget and future spending plans from August 2024 to November 2024.

In Part 1, conducted throughout August 2024, participants were asked to provide feedback on four key areas: Budget Options, Council Tax, Service Area Prioritisation, and Capital Programme Expenditure. Under Budget Options, respondents were queried about the potential impacts of proposed options, including both reduction strategies and income-boosting charges. Regarding Council Tax, input was sought on acceptable levels of increase and their potential impacts. Citizens were also invited to express their views on which service areas should be prioritised for spending and to offer their opinions on capital programme expenditure.

In part 2, which took place throughout November 2024, the Council consulted on additional budget options, again focusing on the impact if implemented. The phase 2 consultation included budget options relating to the Aberdeen Health and Social Care Partnership.

There were 4278 responses across the four areas consulted on during part 1 of the online consultation and 1535 responses to part 2. Respondents had the option to indicate which protected characteristics would be affected.

Various approaches were offered to support participation. Throughout both phases, opportunities were offered for the public to attend face to face and digital sessions to discuss the proposals in more detail. There were 2 face to face sessions, including British Sign Language options and 4 digital sessions, with a total of 24 attendees

52% of respondents indicated stopping the delivery of taxi marshalls services would have no impact, while 22% indicated low impact, 13% indicated medium impact and 11% indicated high negative impact.

Summary of comments: Many believe that removing taxi marshalls would lead to increased violence and anti-social behaviour at taxi ranks, putting additional strain on emergency services.

2.4 What mitigations can be put in place?

What can be done to remove or reduce any negative impacts of this policy (if applicable)?

CCTV, Police Scotland for criminal activity.

With mitigations in place, what is the new overall rating of the negative impact(s)?

| | |
|-------------------------|---|
| High | |
| Medium | |
| Low | ✓ |
| Negative Impact Removed | |

3: Socio-Economic Impacts

Aberdeen City Council has a duty to reduce the inequalities of outcome that can arise from socio-economic disadvantage. This section is used to consider what impact the policy may have on people experiencing socio-economic disadvantage – and how any inequalities of outcome arising from the policy can be reduced.

Use this guide to understand more on socio-economic inequalities: [The Fairer Scotland Duty: Guidance for Public Bodies \(www.gov.scot\)](http://www.gov.scot)

3.1 What impact could this policy have on people who experience the following aspects of socio-economic disadvantage?

| | Negative | Neutral | Positive |
|--|----------|---------|----------|
| Low income – those who have insufficient earnings to meet basic needs, such as food, clothing, housing, or utilities. | | ✓ | |
| Low/ no wealth – those who have no savings for unexpected spend or provision for the future. | | ✓ | |
| Material deprivation – those who cannot afford or access goods or services that are considered essential or desirable for a decent quality of life, such as food, clothing, heating, transport, internet, cultural, recreational and social activities. | | ✓ | |
| Area deprivation – those who live in an area with poor living conditions, such as higher levels of crime, pollution, noise, congestion, or lack of infrastructure, amenities, or green spaces. | | ✓ | |
| Socio-economic background – social class, parents’ education, employment, income. | | ✓ | |

3.2 In what way will the policy impact people experiencing socio-economic disadvantage?

No impact identified.

3.3 What considerations have been made in reaching the above assessment?

What internal or external data has been considered? What does this data tell us?

What consultation and engagement has been undertaken with officers and partner organisations?

Detailed in section 2.3

What consultation and engagement has been undertaken with people who may be impacted by this policy?

Detailed in section 2.3

3.4 What mitigations can be put in place?

What can be done to remove or reduce any negative impacts of this policy (if applicable)?

N/A

If mitigations are in place, does this remove or reduce the negative impact?

No – negative impact remains

Yes – negative impact reduced

4: Consumer Impacts

The Consumer Scotland Act 2020 places a Consumer Duty on the public sector to put consumer interests at the heart of strategic decision-making, emphasising the need for accessible and affordable public services, especially during times of financial pressure. This person-centred approach is intended to result in better quality services and outcomes for the public as consumers of public services across Scotland.

This section of the IIA is used to consider the impact of the policy on consumers of any services that the policy is intended to change.

Use this guide to understand more on the consumer duty: [How to meet the consumer duty: guidance for public authorities](#)

4.1 What impact could this policy have on any of the below consumer groups?

| | Negative | Neutral | Positive |
|-------------------------|----------|---------|----------|
| Individuals | ✓ | | |
| Small businesses | | ✓ | |

4.2 In what way will the policy impact people in these consumer groups?

The discontinuation of the Taxi Marshall service could have notable effects on various consumer groups and the night-time economy. Without the presence of SIA-licensed personnel, there may be an increase in anti-social behaviour and conflicts at night-time taxi ranks, which could deter citizens and visitors from participating in night-time activities. This could lead to a decline in footfall in the city centre during these hours.

Consumer groups, especially those who rely on taxis for safe transportation after a night out, may feel less secure without the visible deterrent and conflict resolution provided by the Taxi Marshalls. Vulnerable groups, such as women and individuals with disabilities, might be particularly affected, as they may already feel apprehensive about travelling alone at night.

The night-time economy, including bars, restaurants, and entertainment venues, could also suffer. A decrease in the perceived safety and convenience of accessing transportation may result in fewer patrons frequenting these establishments, leading to lower revenues for businesses and potentially impacting employment within the sector.

Overall, the removal of the Taxi Marshall service could undermine efforts to create a vibrant and safe night-time economy, affecting both consumer confidence and the financial health of local businesses.

4.3 What mitigations can be put in place?

What can be done to remove or reduce any negative impacts of this policy (if applicable)?

The service is intended to mitigate risks and ASB there is no other mitigations have been identified.

If mitigations are in place, does this remove or reduce the negative impact?

No – negative impact remains

x

Yes – negative impact reduced

Yes - negative impact removed

5: Human Rights Impacts

The Human Rights Act 1998 sets out the fundamental rights and freedoms that everyone in the UK is entitled to. It incorporates the rights set out in the European Convention on Human Rights (ECHR) into domestic British law. The Human Rights Act came into force in the UK in October 2000

The Act sets out our human rights in a series of 'Articles'. Each Article deals with a different right.

Use this guide to understand more about [Human Rights](#).

5.1 What impact could this policy have on Human Rights?

| Human Rights Article | Negative | Neutral | Positive |
|--|----------|---------|----------|
| Article 2: Right to life | | ✓ | |
| Article 4: Prohibition of slavery and forced labour | | ✓ | |
| Article 5: Right to liberty and security | | ✓ | |
| Article 6: Right to a fair trial | | ✓ | |
| Article 7: No punishment without law | | ✓ | |
| Article 8: Right to respect for private and family life, home and correspondence | | ✓ | |
| Article 9: Freedom of thought, belief and religion | | ✓ | |
| Article 10: Freedom of expression | | ✓ | |
| Article 11: Freedom of assembly and association | | ✓ | |
| Article 12: Right to marry and start a family | | ✓ | |
| Article 14: Protection from discrimination in respect of these rights and freedoms | | ✓ | |
| Article 1 of Protocol 1: Right to peaceful enjoyment of your property | | ✓ | |
| Article 2 of Protocol 1: Right to education | | ✓ | |
| Article 3 of Protocol 1: Right to participate in free elections | | ✓ | |

5.2 In what way will the policy impact Human Rights?

No impact on human rights have been identified.

5.3 What mitigations can be put in place?

| What can be done to remove or reduce any negative impacts of this policy (if applicable)? | |
|---|-------------------------------|
| N/A | |
| If mitigations are in place, does this remove or reduce the negative impact? | No – negative impact remains |
| | Yes – negative impact reduced |
| | Yes - negative impact removed |

6: Children and Young People’s Rights Impacts

The United Nations Convention has 54 articles that cover all aspects of a child’s life and set out the civil, political, economic, social and cultural rights that all children everywhere are entitled to. It also explains how adults and governments must work together to make sure all children can enjoy all their rights.

Children’s rights apply to every child/young person under the age of 18 and to adults still eligible to receive a “children’s service” e.g. care leavers aged 18-26 years old.

You can [read the full UN Convention \(pdf\)](#), or [just a summary \(pdf\)](#), to find out more about the rights that are included.

6.1 What impact could this policy have on the rights of Children and Young People?

| | Negative | Neutral | Positive |
|---|----------|---------|----------|
| PROVISION | | | |
| Article 2: non-discrimination | | ✓ | |
| Article 3: best interests of the child provision and protection | | ✓ | |
| Article 5: parental guidance and a child's evolving capacities | | ✓ | |
| Article 16: right to privacy | | ✓ | |
| Article 17: access to information from the media | | ✓ | |
| Article 18: parental responsibilities and state assistance | | ✓ | |
| Article 22: refugee children | | ✓ | |
| Article 23: children with a disability | | ✓ | |
| Article 24: health and health services | | ✓ | |
| Article 26: social security | | ✓ | |
| Article 27: adequate standard of living | | ✓ | |
| Article 28: right to education | | ✓ | |
| Article 29: goals of education | | ✓ | |
| Article 30: children from minority or indigenous groups | | ✓ | |
| Article 31: leisure, play and culture | | ✓ | |
| Article 39: recovery from trauma and reintegration | | ✓ | |
| Article 40: juvenile justice | | ✓ | |
| PROTECTION | | | |
| Article 6: life, survival and development | | ✓ | |
| Article 7: birth registration, name, nationality, care | | ✓ | |
| Article 8: protection and preservation of identity | | ✓ | |
| Article 9: Separation from parents | | ✓ | |
| Article 10: family reunification protection | | ✓ | |
| Article 11: abduction and non-return of children | | ✓ | |
| Article 15: freedom of association | | ✓ | |
| Article 19: protection from violence, abuse and neglect | | ✓ | |
| Article 20: children unable to live with their family | | ✓ | |
| Article 21: adoption | | ✓ | |
| Article 25: review of treatment in care | | ✓ | |
| Article 33: drug abuse | | ✓ | |
| Article 34: sexual exploitation | | ✓ | |
| Article 35: abduction, sale and trafficking | | ✓ | |
| Article 36: other forms of exploitation | | ✓ | |
| Article 37: inhumane treatment and detention | | ✓ | |
| Article 38: war and armed conflicts | | ✓ | |
| Article 32: child labour | | ✓ | |

| PARTICIPATION | | | |
|---|--|---|--|
| Article 12: respect for the views of the child | | ✓ | |
| Article 13: freedom of expression | | ✓ | |
| Article 14: freedom of thought, belief and religion | | ✓ | |
| Article 42: knowledge of rights | | ✓ | |

6.2 In what way will the policy impact the rights of Children and Young People?

No impact identified

6.3 What mitigations can be put in place?

What can be done to remove or reduce any negative impacts of this policy (if applicable)?

N/A

If mitigations are in place, does this remove or reduce the negative impact?

No – negative impact remains

Yes – negative impact reduced

Yes - negative impact removed

7: Environmental Impacts

Aberdeen City Council has a duty to meet its legal environmental responsibilities by working towards Net Zero emissions, adapting to climate change, and acting in a way it considers most sustainable. We must also fulfil the [biodiversity duty](#) and [sustainable procurement duty](#).

This section in the Integrated Impact Assessment demonstrates that these considerations that have been made in the policy, that the impact of proposals made is understood and accepted, and what mitigating steps can be taken to reduce any negative impact of the policy.

Use this guide to understand more on the legal climate change duty: [Climate change - gov.scot \(www.gov.scot\)](#) and find out more about how Aberdeen is adapting to Climate Change: [Aberdeen Adapts | Aberdeen City Council](#)

7.1 What is the impact of this policy on any of the below climate, environmental and waste considerations?

| | Negative | Neutral | Positive |
|--|----------|---------|----------|
| Council or City-wide carbon emissions | | ✓ | |
| Active and sustainable travel | | ✓ | |
| Facilities for local living | | ✓ | |
| Resilience and adaptability to flooding and weather events | | ✓ | |
| Biodiversity improvement and wildlife/habitat connectivity | | ✓ | |
| Water consumption and drainage | | ✓ | |
| Pollution (air, water, noise, light and land contamination) | | ✓ | |
| Impact on resource use and waste | | ✓ | |
| Sustainable procurement of goods and services | | ✓ | |

7.2 In what way will the policy impact the environment?

This policy does not impact on the policy positively or negatively

7.3 What considerations have been made in reaching the above assessment?

What internal or external data has been considered? What does this data tell us?

N/A

What consultation and engagement has been undertaken with local groups, partner organisations, experts etc? Where required, identify any other environmental assessments that have been completed.

See 2.3 above

7.4 What mitigations can be put in place?

What can be done to remove or reduce any negative impacts of this policy (if applicable)?

N/A

If mitigations are in place, does this remove or reduce the negative impact?

No – negative impact remains

Yes – negative impact reduced

Yes - negative impact removed

8: Sign Off

| |
|--|
| Any further positive or negative impacts on individuals or groups that have been considered? |
| None identified |
| Does the policy relate to the Council's Equality Outcomes? If yes, how. |
| No |
| Overall summary of changes made to the policy as a result of impact assessment. |
| No further suggestions to be made. The service has already been reduced to minimum levels with any further savings only achievable through stopping the service. |
| Outline how the impact of policy will be monitored. |
| The Community Safety Partnership analysis data on Anti-Social Behaviour in the City Centre, trends will be monitored to understand any increases in ASB. |
| If there are any remaining negative impacts after mitigation, what is the justification for why this policy should proceed. |
| |

| | |
|--------------------------|----------------|
| Assessment Author | Mark Wilson |
| Date | 21/01/2025 |
| Chief Officer | Vikki Cuthbert |
| Date | 20/02/2025 |