

# CLEAN AIR ZONE PUBLIC CONSULTATION

## ANALYSIS OF BUSINESS RESPONSES



FINAL REPORT

**SYSTRA**

# SHEFFIELD CITY COUNCIL

## CLEAN AIR ZONE PUBLIC CONSULTATION – BUSINESS RESPONSES

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1	Authors	Aisling O’Riain Bradley Goodsell	Assistant Consultant Senior Consultant	10/01/2022	Draft outline for internal review
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2	Authors	Aisling O’Riain Bradley Goodsell	Assistant Consultant Senior Consultant	13/01/2022	First draft for client review
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3	Authors	Aisling O’Riain Bradley Goodsell	Assistant Consultant Senior Consultant	20/01/2022	Updated following client comments
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# 1. INTRODUCTION

## 1.1 The Sheffield Clean Air Zone

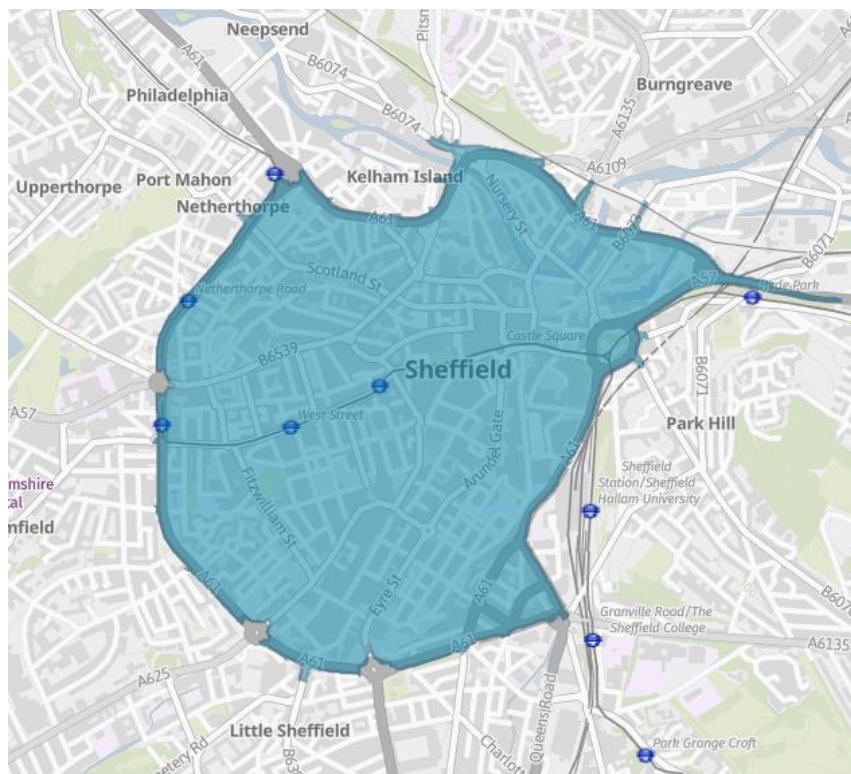
1.1.1 Air pollution contributes to around 500 deaths a year in Sheffield. Poor air quality also contributes to health issues such as strokes, lung cancer and cardiovascular disease. Sheffield has been in breach of the legal limits for Nitrogen Dioxide (NO<sub>2</sub>) levels since January 2010<sup>1</sup>.

1.1.2 Those who are particularly susceptible to the consequences of air pollution include, but are not limited to, vulnerable groups, such as the elderly, people with respiratory conditions and young children; drivers in queuing traffic; cyclists and pedestrians.

1.1.3 Diesel and older vehicles are a major source of air pollution. In 2018, national Government legally directed Sheffield City Council (SCC) and Rotherham Metropolitan Borough Council (RMBC) to introduce a Clean Air Zone (or other appropriate and effective measures) to ensure that levels of Nitrogen Dioxide (NO<sub>2</sub>) are brought within safe legal limits in the shortest possible time.

1.1.4 A Clean Air Zone is currently being proposed which will cover the inner ring road and all roads in the city centre, including Park Square and the A61/Parkway junction<sup>2</sup>. This area is highlighted in Figure 1.

**Figure 1. Sheffield Clean Air Zone proposed boundary**



<sup>1</sup><https://www.sheffield.gov.uk/home/pollution-nuisance/clean-air-zone>

<sup>2</sup><https://sheffieldcc.maps.arcgis.com/apps/webappviewer/index.html?id=209bfe53e5b34c06878e0f0d6c39ee88>







## 1.2 Previous Public Consultation

- 1.2.1 In December 2018, SCC and RMBC submitted its Clean Air Plan to central Government, which included proposals for a **Category C+** Clean Air Zone. In summer 2019, stakeholders and the public were consulted on those plans.
- 1.2.2 The 2019 consultation consisted of three surveys: one for the general public; one for businesses; and one for the taxi industry. Over 12,000 responses were elicited from these 3 separate surveys. Approximately 9,000 responses were from the public, 2,000 from the taxi industry, 300 from businesses and around 20 from other large stakeholders.
- 1.2.3 The plans for a Category C+ Clean Air Zone were approved by Government in February 2020.

## 1.3 The updated proposals

- 1.3.1 The onset and impact of the Covid-19 pandemic prompted Sheffield City Council to review its Category C+ proposals to ensure they represented the most suitable response to deliver clean air. In light of this review, SCC amended their proposals to a **Category C** Clean Air Zone.
- 1.3.2 Sheffield is moving forward with its plans to introduce a Category C Clean Air Zone. This means that all non-compliant buses, coaches, taxis, Heavy Goods Vehicles (HGVs) and Light Good Vehicles (LGVs) will be charged a daily Clean Air Zone fee for driving on or anywhere within the Sheffield inner ring road.
- 1.3.3 'Non-compliant' broadly refers to diesel vehicles that are older than Euro 6 (around 2016) or petrol vehicles that are older than Euro 4 (around 2006). In a Class C Clean Air Zone charges apply to vehicles that do not meet these minimum standards:
- Hackney carriages and private hire vehicles which are Euro 6 Diesel or Euro 4 Petrol;
  - Light goods vehicles (LGVs) such as vans, campervans, pickup trucks and minibuses which are Euro 6 Diesel or Euro 4 Petrol;
  - buses and coaches which are Euro 6 Diesel; and
  - Heavy goods vehicles (HGVs) which are Euro 6 Diesel.
- 1.3.4 The previous Category C+ Charging Zone proposals required all taxis to be ultra-low emission vehicles (ULEV) to be compliant and avoid charges for entering the Zone. As a result of the review, the standard required for taxis to be compliant has been revised. Taxis will instead now be required to have a minimum Euro 6 diesel or Euro 4 petrol engine to be compliant, but not be ultra-low emission. Cars will not be subject to a CAZ charge under these proposals, unless they are licensed as taxis or private hire vehicles.
- 1.3.5 A summary of the required vehicle standards and the daily charges for each type of non-compliant vehicle are outlined in Figure 2 below.

**Figure 2. Category C Clean Air Zone: Vehicle standards and charges**

VEHICLE	TYPE	MINIMUM STANDARD	DAILY CHARGE
 <b>Bus Coach</b>	<b>M3</b>	<b>Euro VI</b>	<b>£50</b>
 <b>HGV</b>	<b>N2, N3</b>	<b>Euro VI</b>	<b>£50</b>
 <b>Van</b>	<b>N1</b>	<b>Diesel: Euro 6 Petrol: Euro 4</b>	<b>£10</b>
 <b>Minibus</b>	<b>M2</b>	<b>Diesel: Euro 6 Petrol: Euro 4</b>	<b>£10</b>
 <b>Taxi &amp; Private Hire</b>	<b>Registered as a taxi</b>	<b>Diesel: Euro 6 Petrol: Euro 4</b>	<b>£10</b>
 <b>Private car</b>	<b>NOT CHARGED</b>		

1.3.6 However, some vehicles will be exempt from paying charges for entering or driving within Clean Air Zones across the country because of guidance (the National Clean Air Zone Framework) produced by the Government for local authorities. The Government’s Clean Air Zone Framework sets permanent national exemptions for the following vehicles:

- A vehicle that’s ultra-low emission;
- A disabled passenger tax class vehicle;
- A disabled tax class vehicle;
- A military vehicle;
- A historic vehicle;
- A vehicle retrofitted with technology accredited by the Clean Vehicle Retrofit Accreditation Scheme (CVRAS); and
- Certain types of agricultural vehicles.

1.3.7 In addition, SCC is also proposing a number of local exemptions, some of which will be temporary while others will be permanent. These proposed exemptions are as follows:

- Hard-to-replace vehicles;
- Vehicles for which either a replacement or retrofitted compliant vehicle is on order, or the current non-compliant commercial vehicle is subject to a finance agreement;
- Specialist emergency services vehicles;
- Vehicles which support not-for-profit and community interest groups; and
- Non-compliant vehicles that have been unavoidably diverted into the Clean Air Zone.

1.3.8 As part of the Clean Air Zone, SCC is proposing various forms of financial support designed to make it easier for vehicles that would be subject to charges to be upgraded. A maximum pot



of £20 million is available to fund all of the support measures proposed. Once the £20 million has been allocated, no further financial support would be available. The broad range of supporting measures is outlined below in Table 1.

**Table 1. Details of support packages**

SUPPORT PACKAGE	ELIGIBLE VEHICLES AND MAXIMUM AVAILABLE PER VEHICLE
Retrofit grant	Buses, Coaches, HGVs (£16k), Hackney Carriages (£4k)
Upgrade grant	Buses, Coaches, HGVs (£16k), Hackney Carriages (£5k), Private Hire (£1.5k), LGV (£1k), Minibus (£16k)
Interest free loan	Hackney Carriages, Private Hire, LGV
Operational grant	Hackney Carriages (£10k), Private Hire (£3k), LGV (£3.5k)
Delicensing grant	Hackney Carriages (£4k)

## 1.4 Current consultation

- 1.4.1 As a result of proposed changes from a Category C+ to a Category C Clean Air Zone, SCC wished to re-consult with the general public and businesses. SCC also wanted to share and consult on their plans for financial support, to help those whose vehicles would be subject to charges for entering the Clean Air Zone to upgrade their vehicles.
- 1.4.2 SCC have therefore undertaken a second consultation in the form of two online surveys, one for the general public, and one for business including the taxi trade. These were available for those who wished to provide their views via the SCC website, from 22<sup>nd</sup> November 2021 until 17<sup>th</sup> December 2021.
- 1.4.3 The consultation responses will inform the Clean Air Zone Plans and the development of the Final Business Case (FBC), and allow SCC to proceed with implementing the necessary measures by the end of 2022.

## 1.5 This report

1.5.1 This report provides the findings from the consultation activity undertaken with **businesses** in and around Sheffield as part of the current consultation. A separate report has been produced for the consultation with members of the public. The structure of the report is as follows:

- Chapter 2 outlines the consultation approach, including the available response channels, materials provided, and approach to analysis and reporting the responses;
- Chapter 3 outlines the profile of business respondents to the consultation;
- Chapters 4-6 outline the key findings obtained from the consultation with businesses, including respondents views on vehicle exemptions, support packages, and sentiments towards the Clean Air Zone and other potential measures; and
- Chapter 7 provides conclusions and how the results from this consultation can be taken forward by SCC to inform the next steps they take.

## 2. METHODOLOGY

### 2.1 Introduction

This chapter outlines the approach to consultation with businesses. Specifically, this chapter will cover:

- The response channels which were available to business representatives;
- The materials used in the consultation, and how these were developed; and
- The approach taken to coding, analysing and reporting responses to the consultation.

### 2.2 Consultation Response Channels

2.2.1 The consultation on the Category C plans to the Clean Air Zone ran from 22<sup>nd</sup> November 2021 until 17<sup>th</sup> December 2021.

2.2.2 The consultation was open to any organisation and any member of the public who wished to provide a response. The following channels were made available for responding:

- An online version of the consultation questionnaire, managed by SCC through Citizen Space. The survey link could be accessed through Sheffield City Councils' website at <https://sheffield.citizenspace.com/place/clean-air-zone-2021-consultation-for-businesses/>.
  - Any representatives not responding on behalf of a business, organisation, or as a taxi/private hire driver were re-directed to the consultation survey for the public, available at <https://sheffield.citizenspace.com/place/clean-air-zone-2021-consultation/>
- Freeform responses were accepted via email ([cleanair@sheffield.gov.uk](mailto:cleanair@sheffield.gov.uk)) as well as post;
- A freephone line was established to enable enquiries and feedback to be left by consultees over the phone; and
- Thirteen workshop sessions were undertaken with key stakeholders and businesses, including those working within the taxi/private hire industry.

### 2.3 Consultation Materials

2.3.1 The consultation questionnaires for businesses and the general public were developed by SCC and Counter Context. Whilst the questions within each survey were broadly similar, the survey for businesses had some separate questions focussing on the support measures proposed, and more detailed questions to gauge feedback on specific exemptions proposed.

2.3.2 Respondents were presented with an introductory page which explained why the consultation was taking place, and explained that a small amount of personal data would be collected as part of the submission. The consultation end date was also displayed.

2.3.3 Initial drafts of the questionnaires were subject to an independent review by SYSTRA, who provided further inputs from a research perspective, ensuring that: the survey was as easy for a respondent to understand and complete as possible; questions were not ambiguous;

answer codes were comprehensive; adequate context was provided, and all areas of interest were explored. Suggestions provided by SYSTRA were considered by SCC and Counter Context, who maintained overall control of the survey scripting and hosting throughout.

2.3.4 The design of the materials for the workshop sessions, as well as the content for the consultation survey online landing page, was undertaken by SCC and Counter Context.

2.3.5 The full consultation survey is available to view in **Appendix A**.

## 2.4 Coding and analysis of qualitative data

2.4.1 All comments made in open-ended questions, freeform responses received by email and post, and summarised from workshops, were read, and each sentiment or idea mentioned was allocated to a code, or 'heading'. These headings (and their relationships) are known as the 'coding framework'.

2.4.2 Analysis of these freeform responses about the Clean Air Zone and supporting measures has broadly been grouped into comments relating to:

- Addressing air quality;
- Alternative measures which could be introduced;
- The consultation processes;
- The Council;
- Electric vehicles;
- Impacts of the CAZ on businesses;
- Impacts of the CAZ on schools;
- Impacts of the CAZ on the city;
- Support packages; and
- The Clean Air Zone more generally.

2.4.3 New codes were added as new sentiments were found in the responses. This allowed the coding frame to be developed and refined over time, and ensured all views were captured.

2.4.4 Our approach was to code based solely on what the responses stated, and not to interpret or assess whether their comments were valid. This was to ensure that the process of coding was as objective as possible, which in turn maximises inter-coder reliability.

2.4.5 SYSTRA have analysed and reported on all the coding of open ended responses, freeform responses, and summaries of points made at workshops. As independent, impartial researchers, we believe that we have a duty to society to ensure that we report findings accurately, and with honesty. In adherence to our industry guidelines, we have not been selective in our reporting, and we provide insight into both commonly and uncommonly cited themes referenced by respondents.

2.4.6 We have developed a data-led, three-tier coding framework to standardise the analysis of these responses.

- Level 1 – Broad/overall theme of sentiment (e.g. Comment on CAZ)
- Level 2 – Specific sub-theme of sentiment (e.g. Vehicle exemptions)
- Level 3 – Specific comments (e.g. Allow exemptions – Vans)

## 2.5 Reporting and interpretation of findings

- 2.5.1 Those responding to the consultation were self-selecting rather than a representative sample of organisations and this must be taken into consideration when interpreting the findings.
- 2.5.2 Responses to the closed (quantitative) questions in the questionnaire, open (qualitative) questions in the questionnaire, free form responses, and comments made at workshops, have been reported within the same chapters, according to the chapter themes.
- 2.5.3 For quantitative survey responses, the base sizes to different questions throughout the consultation vary, reflecting a combination of survey routing, or questions which respondents did not answer. For questions with lower base sizes reported, it is worth noting that the confidence interval error margins will be larger, and therefore a greater degree of caution should be exercised in the interpretation these results.
- 2.5.4 The qualitative themes reported in each chapter are presented in decreasing frequency of occurrence.
- 2.5.5 In reporting the closed questions, differences between different groups of people have only been provided where they are statistically significant.
- 2.5.6 Verbatim quotes from consultation responses are used to illustrate the points made and demonstrate not just the content or the specific points raised by respondents, but also to convey the tone of responses received. Where a number of points are discussed consecutively quotes have been grouped together at the end of the paragraph.
- 2.5.7 As with all analysis of qualitative data, it should be noted that:
- The views and opinions reported are the views and perceptions of respondents and are not necessarily factually correct;
  - Qualitative data, particularly in instances where the sample is self-selecting, does not provide a statistically representative sample. Instead, it ensures the views and opinions of different types of people are heard; and
  - Whilst we have provided numbers to illustrate the prevalence of each sentiment, this engagement process cannot be seen as a 'vote' and we do not attempt to draw conclusions about what the 'best' suggestion might be, based on the number of people offering positive or negative comments about a particular suggestion.

### 3. RESPONDENT PROFILE

#### Key Points:

271 organisations responded to the consultation via an online consultation or freeform email/telephone response, and 145 representatives took part in an interactive engagement session.

The profile of businesses was broadly similar to the 2019 consultation in terms of business location, size of business, and types of vehicles owned and leased.

- Forty percent of organisations who responded had at least one site inside the CAZ, around a third were from the transport sector, and almost three quarters had less than 10 employees.
- Diesel vans or minibuses, and diesel cars (both owned and leased) were the vehicles most likely to be used within the CAZ, highlighting businesses current dependence on diesel vehicles.
- Light goods vehicles were the most likely types of vehicle to be non-compliant at present, whilst coaches/buses were least likely to be non-compliant.

Almost 80% of businesses believed they use a vehicle which is non-compliant and subject to the CAZ charges; down from 85% in 2019.

#### 3.1 Introduction

3.1.1 This chapter provides the number of organisations who participated in the consultation through different channels, and a breakdown of the characteristics of those who responded to the online survey.

#### 3.2 Response rates

3.2.1 271 representatives from businesses and organisations responded to the consultation via an online consultation or freeform email/telephone response, and 145 organisations took part in an interactive engagement session. The number of responses obtained through each channel is provided in Table 2.

**Table 2. Number of responses received by channel**

CHANNEL	NUMBER OF RESPONSES
Responded to online consultation survey form	218
Provided freeform comments via Email	44
Provided comments via freephone	9
Attendance at interactive engagement session	145
<b>Total</b>	<b>416</b>

### 3.3 Business characteristics of online survey respondents

3.3.1 This section provides a breakdown of the business characteristics for those who responded to the online survey.

3.3.2 Table 3 shows that around two in five representatives (40%) reported that at least one of their sites was located inside the CAZ (broadly similar to the 2019 consultation); around seven in ten (68%) reported that at least one of their sites was located outside the CAZ, but within Sheffield or Rotherham, and almost a quarter (23%) reported that at least one of their sites was located outside Sheffield or Rotherham. Around one in ten did not identify the location of any sites.

**Table 3. Site locations of businesses (Multi-response)**

LOCATION	NUMBER	PERCENTAGE
Site inside CAZ	88	40%
Site outside CAZ, but in Sheffield or Rotherham	149	68%
Site outside Sheffield or Rotherham	51	23%
No sites identified	25	12%
<b>Total</b>	<b>218</b>	<b>100%</b>

3.3.3 Of those who provided details on the main business sector their organisation operates in, around one third (34%) identified their business as being in the transport sector. The share of businesses operating within the transport sector was greater than reported in the 2019 consultation sample (16%).

**Table 4. Main business sector**

MAIN BUSINESS SECTOR	COUNT	PERCENTAGE
Transport	57	34%
Non-transport	109	66%
<b>Base</b>	<b>166</b>	<b>100%</b>

3.3.4 Of those who provided details on the number of employees working in their business, the majority (73%) had 0-9 employees in their business, around a sixth (16%) had 10-49 employees, and around one in ten (11%) had 50+ employees. These figures were similar to the 2019 consultation, in which 70% were micro businesses and 18% were small businesses.

**Table 5. Number of employees in business**

NUMBER OF EMPLOYEES IN BUSINESS	COUNT	PERCENTAGE
0-9	149	73%
10-49	33	16%
50-249	16	8%
250+	6	3%
<b>Base</b>	<b>204</b>	<b>100%</b>

### **3.4 Number of vehicles owned/leased by online survey respondents**

- 3.4.1 The number of vehicles owned and used within the CAZ, broken down by vehicle type, is shown provided in Table 6.
- 3.4.2 Amongst business representatives who provided details, the vehicles most likely to be owned and used within CAZ were diesel cars (46% of businesses) and diesel vans or minibuses (67%). These findings mirror the 2019 consultation, in which diesel vans or minibuses were also the most commonly owned and used vehicle, with an average of 2.1 diesel vans or minibuses per business responding.

**Table 6. Number of vehicles owned and used within the CAZ (Base: 184)**

NUMBER OF VEHICLES	0	1-2	3-4	5-6	7-8	9-10	11+	% OF SAMPLE THAT OWN
Diesel vans or minibuses	33%	51%	8%	2%	1%		7%	<b>67%</b>
Diesel cars	54%	33%	8%	1%	1%	1%	3%	<b>46%</b>
Petrol cars	77%	19%	2%	2%		1%	2%	<b>23%</b>
Heavy Goods Vehicles	84%	7.1%	3%	2%	1%		4%	<b>16%</b>
Private Hire Vehicles	90%	8%			1%		1%	<b>10%</b>
Motorbikes, scooters or mopeds	93%	4%	1%				2%	<b>7%</b>
Petrol vans or minibuses	94%	4%	1%	1%			1%	<b>7%</b>
Other fuel car (e.g. electric, LPG, hybrid)	94%	5%	1%				1%	<b>7%</b>
Hackney Carriages	94%	5%	1%				1%	<b>7%</b>
Coaches or buses	96%	2%	1%	2%				<b>4%</b>

3.4.3 The number of vehicles leased and used within the CAZ, broken down by vehicle type, is shown provided in Table7.

3.4.4 Amongst business representatives who provided details, the vehicles most likely to be leased and used within CAZ were diesel cars (25% of businesses) and diesel vans or minibuses (29%). These findings mirror the 2019 consultation, in which diesel vans or minibuses were also the most commonly leased and used vehicle, with an average of 2.3 diesel vans or minibuses per business responding.



**Table 7. Number of vehicles leased and used within the CAZ (Base: 142)**

NUMBER OF VEHICLES	0	1-2	3-4	5-6	7-8	9-10	11+	% OF SAMPLE THAT LEASE
Diesel vans or minibuses	71%	22%	4%	1%			3%	29%
Diesel cars	75%	20%	1%	1%	1%		1%	25%
Private Hire Vehicles	89%	9%			1%		1%	11%
Heavy Goods Vehicles	94%	2%	1%	1%			2%	6%
Hackney Carriages	94%	6%						6%
Motorbikes, scooters or mopeds	97%	3%						3%
Other fuel car (e.g. electric, LPG, hybrid)	97%	2%		1%				3%
Petrol cars	98%	2%						2%
Petrol vans or minibuses	98%	2%						2%

### 3.5 Number of non-compliant vehicles owned/leased by online survey respondents

3.5.1 The number of non-compliant vehicles owned and used within the CAZ, broken down by vehicle type, is shown provided in Table 8.

3.5.2 Amongst business representatives who responded, the non-compliant vehicles most likely to be owned and used within CAZ were light goods vehicles (66%).

**Table 8. Number of non-compliant vehicles owned and used within the CAZ (Base: 142)**

NUMBER OF VEHICLES	0	1-2	3-4	5-6	7-8	9-10	11+	% OF SAMPLE OWNING NON-COMPLIANT
Light Goods Vehicles	34%	55%	6%	1%		1%	4%	<b>66%</b>
Heavy Goods Vehicles	87%	9%	1%	1%			2%	<b>13%</b>
Private Hire Vehicles	89%	10%		1%				<b>11%</b>
Special purpose vehicle	92%	4%	2%	1%			1%	<b>8%</b>
Hackney Carriages	93%	7%						<b>7%</b>
Coach	97%	1%		1%			1%	<b>4%</b>
Non-scheduled bus	97%	1%	1%				1%	<b>3%</b>
Scheduled bus	99%	1%	1%					<b>1%</b>

3.5.3 The number of non-compliant vehicles leased and used within the CAZ, broken down by vehicle type, is shown provided in Table 9.

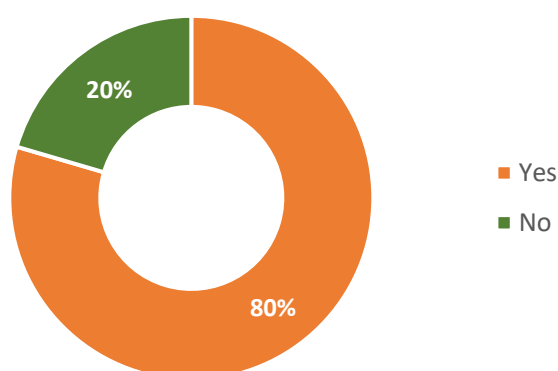
3.5.4 Amongst business representatives who responded, the non-compliant vehicles most likely to be leased and used within CAZ were light goods vehicles (28%).

**Table 9. Number of non-compliant vehicles leased and used within the CAZ (Base: 142)**

NUMBER OF VEHICLES	0	1-2	3-4	5-6	7-8	9-10	11+	% OF SAMPLE LEASING NON-COMPLIANT
Light Goods Vehicles	72%	20%	6%				1%	28%
Private Hire Vehicles	91%	8%	1%	1%				9%
Heavy Goods Vehicles	94%	3%	1%	1%			1%	6%
Hackney Carriages	95%	5%						5%
Special purpose vehicle	97%	1%		1%			1%	3%
Coach	98%	1%					1%	2%
Non-scheduled bus	99%	1%	1%					1%
Scheduled bus	99%	1%						1%

3.5.5 Figure 3 shows that the majority of organisations (80%) consider they drive or own a non-compliant vehicle, while around one in five (20%) believe that they do not. This figure is slightly lower than the 2019 consultation, in which 85% of business representatives thought they owned at least one vehicle which would be charged to drive within the CAZ.

**Figure 3. Do you believe that you drive or own a vehicle that is non-compliant? (Base: 215)**



- 3.5.6 Organisations who reported driving or owning a non-compliant vehicle were more likely to be located outside the CAZ, but within Sheffield or Rotherham (83%), than organisations within the CAZ (77%), or those outside Sheffield or Rotherham altogether (73%).
- 3.5.7 There were no statistically significant differences noted between different business sectors, or size of business (by number of employees) with regards to whether they drive or own a non-compliant vehicle.
- 3.5.8 Of the 11 representatives who answered the question regarding whether they intend to upgrade their non-compliant vehicles with a compliant vehicle at the end of the temporary exemption period (October 2023), 6 said they planned to upgrade at least one of their vehicles; whilst 5 said they would not upgrade any. The small base size to this question means the result must be interpreted with a high degree of caution.

## 4. VEHICLE EXEMPTIONS

### Key Points:

Over half of the business survey respondents agreed with each of the types of vehicle for which exemptions from charges are proposed, and over 70% agreed that emergency services vehicles, and vehicles which cannot or are hard to be replaced, should be exempt.

After being presented with information on vehicle exemptions, around one in six businesses perceived they owned a vehicle which might be eligible for an exemption. The exemption most likely to be applied for is the hard to replace vehicle exemption, with owners and operators of cars, LGVs and HGVs most likely to apply for this type of exemption.

When provided the opportunity to provide feedback on vehicle exemptions, business representatives often made reference to:

- Specific types of vehicle which they considered should (or should not) be exempt, including many suggestions that private vehicles should be subject to the CAZ charges; and
- A requirement for further clarity around specific types of vehicles which may or may not meet CAZ exemption criteria.

### 4.1 Introduction

4.1.1 This chapter outlines business representatives views towards the various exemption criteria included as part of the CAZ proposals, and their likelihood of applying for them.

4.1.2 The data used includes respondent’s answers to the closed questions within the consultation survey, as well as relevant comments made in open-ended questions in the survey, comments made in the engagement sessions, and comments made in telephone and email enquiries and freeform responses.

### 4.2 Sentiments towards exemptions

4.2.1 As part of the consultation survey, representatives were presented with a list of vehicles which are exempt from CAZ charges nationally, as well as additional local exemptions proposed as part of the Sheffield CAZ. Representatives were asked to state whether they agreed or disagreed with each of these additional local exemptions.

4.2.2 Over three quarters of businesses who responded to survey question on exemptions (79%) considered that, in addition to national exemptions, specialist emergency service vehicles should be exempt from the CAZ charge. Similarly, at least two thirds considered vehicles which cannot or are hard to be replaced (72%) and replacement or retrofitted compliant vehicles on order (66%) should be exempt. The vehicles which received the lowest levels of agreement over exemptions (albeit still at around three in five agreeing) were not-for-profit and community interest group vehicles (62%) and commercial vehicles subject to a finance agreement (59%).

**Table 10. Level of agreement towards whether vehicles should be exempt from the charge**

EXEMPTION TYPE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	UNSURE	BASE
Specialist emergency services vehicles	79%	6%	12%	4%	201
Vehicles which cannot or are hard to be replaced	72%	12%	12%	4%	209
Replacement or retrofitted compliant vehicle on order	66%	12%	14%	8%	208
Not-for-profit and community interest group vehicles	62%	11%	22%	5%	206
Non-compliant commercial vehicle is subject to a finance agreement	59%	10%	25%	5%	206

4.2.3 Across all the modes of engagement, many open-ended comments were provided regarding vehicle exemptions. These comments predominantly related to suggestions for the types of vehicles which should or should not be exempt from the CAZ charges, as well as requests for greater clarity regarding exemption criteria, and are summarised below.

4.2.4 The full list of sentiments provided in open ended questions in the consultation survey regarding vehicle exemptions, and the number of times these were cited. Is provided in **Appendix C**. The full list of sentiments provided in the engagement sessions regarding vehicle exemptions, and the types of stakeholder who raised each sentiment, is outlined in **Appendix D**. All sentiments coded from email responses are provided in **Appendix E**.

**Types of vehicles which should or should not be exempt:**

4.2.5 Within the consultation survey, 25 open-ended comments regarding vehicle exemptions related to the types of vehicles which should or should not be exempt.

- Ten comments related to suggestions for types of vehicles which should be exempt from the CAZ charges. This was also a prevalent theme in the 2019 consultation with businesses. These suggestions included:
  - Camper vans/motorhomes;
  - Vehicles owned by key workers;
  - Vehicles owned by sole traders;
  - Specialist vehicles;
  - Trade customers and suppliers; and
  - Vans.
  
- Ten comments included the suggestion that restrictions should apply to private vehicles (i.e. that private vehicles should not be exempt from the CAZ charges). This was also a prevalent theme as part of the 2019 consultation with businesses.

- Two comments agreed with HGV exemptions for when either a retrofit or a replacement vehicle is on order.
- One comment was provided for each of the following points respectively:
  - Most vehicles should be exempt, with charges applying only to the ‘most polluting’ types of vehicle;
  - The number of exemptions should be kept to a minimum; and
  - No vehicles should be exempt from the charges.

*“An exemption for drivers delivering or collecting goods from a business within the zone would provide the best support for companies located in the area.”*

*“The council should seriously consider charging the general public using private vehicles entering the clean air zone, thus encouraging more use of public transport, encouraging more business for this sector. This will clear the air and bring down the horrendous traffic congestion. Charging businesses will not impact on your aims at all.”*

4.2.6 Furthermore, as part of the interactive engagement sessions undertaken with business representatives, many representatives offered suggestions for specific types of groups, organisations, and vehicles for which exemption criteria should apply. Specific groups referred to as requiring exemption were:

- Coaches transporting school children;
- Coaches transporting Sheffield residents;
- Community transport;
- Neighbouring emergency services;
- Small businesses;
- Trains *should not* be exempt from the CAZ charges;
- Vehicles awaiting upgrade due to supply issues;
- Vehicles used for business and personal use; and
- Vehicles with emminox retrofit systems.

**Requests for clarity regarding exemption criteria:**

4.2.7 Within the consultation survey, two queries was received from a representative who was unsure if residents were subject to the charges, or if they were exempt.

4.2.8 As part of the interactive engagement sessions undertaken with business representatives, several requests were made for greater clarity regarding specific exemption criteria, in particular:

- Are businesses based outside Sheffield exempt from the CAZ charges?
- How will businesses go about applying for exemptions (i.e. what is the format of the application)?
- Which types of businesses qualify for exemptions?
- Which types of vehicles qualify for exemptions?

4.2.9 Two telephone enquiries were received from individuals during the consultation period asking whether their vehicles would be exempt, including:

- A van which is used for both business and private purposes; and
- A pick-up truck.

4.2.10 As part of the interactive engagement sessions undertaken with business representatives, several requests were made for greater clarity regarding specific exemption criteria, in particular:

- Whether businesses based outside Sheffield are exempt from the CAZ charges;
- How businesses will need to go about applying for exemptions (i.e. what is the format of the application);
- Which types of businesses qualify for exemptions; and
- Which types of vehicles qualify for exemptions.

4.2.11 A representative at one of the engagement events suggested there is a need for regular data sharing around which types of vehicles qualify for exemptions.

4.2.12 Responses obtained via emails from representatives regarding vehicle exemptions generally followed the sentiments expressed in the consultation survey. From email responses, there were:

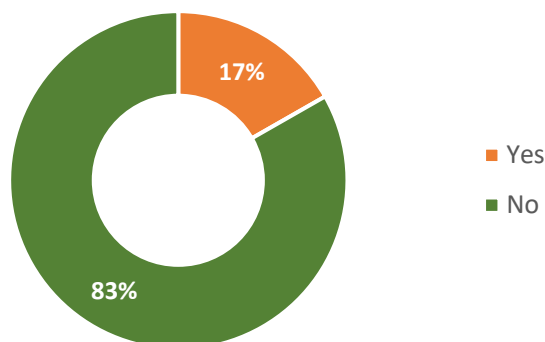
- 11 comments stating that more information was required on vehicle exemptions, but did not specify what information they needed;
- Two suggestions that restrictions should also apply to private vehicles; and
- One suggestion for each of the following vehicle types/groups that could be exempt:
  - Buses;
  - Charities; and
  - Any vehicle until their registration plate expires.

### 4.3 Likely applications for exemptions

4.3.1 After being presented with information on all of the proposed exemptions, survey respondents were asked whether they owned a vehicle that could potentially be eligible for an exemption. Figure 4 shows that the overwhelming majority of business representatives responding to the survey (83%) reported that their business does not own a vehicle which would be eligible for an exemption, while 17% believe they do own a vehicle which might be eligible.



**Figure 4. Do you own a vehicle which could be eligible for an exemption? (Base: 215)**



4.3.2 The types of business which suggested that they had a vehicle which would be eligible for exemption did not vary significantly by location, size of business, or number of employees.

4.3.3 Representatives who suggested their business did have a vehicle which would be eligible for an exemption were asked to indicate what type of exemption they would be applying for, and for how many vehicles they would be applying. The percentage of business representatives who stated they would apply for each type of exemption was as follows:

- Hard to replace vehicle exemption: 46%;
- Vehicles used to support a not-for-profit/community interest group exemption: 28%;
- Non-compliant commercial vehicle subject to a finance agreement exemption: 24%; and
- Replacement or retrofitted compliant vehicle on order exemption: 20%.

4.3.4 Of the 18 representatives who suggested they were likely to apply for the hard to replace vehicle exemption, the most common vehicle types were petrol or diesel cars (15 representatives), LGVs or minibuses (10) and HGVs (6). The fact that several car owners suggested they would apply for an exemption here, alongside the evidence seen from the open-ended comments to the survey, where respondents made reference to exemption applications (despite the CAZ charges not applying to private cars), points to an element of uncertainty amongst some citizens of who can apply for exemptions, and who the CAZ charges will apply to. In addition, there is also the possibility that some private hire drivers viewed themselves as citizens rather than businesses.

4.3.5 **Error! Reference source not found.** shows a full breakdown of the number of vehicle exemption applications that business representatives anticipated applying for.

**Table 11. How many of the following types of exemptions will your business or organisation be applying for?**

EXEMPTION TYPE	0	1	2-5	6-20	21+	BASE
Hard to replace vehicle exemption	54%	17%	24%		5%	<b>41</b>
Vehicles used to support a not-for-profit and community interest group exemption	72%	15%	8%	3%	3%	<b>39</b>
A non-compliant commercial vehicle being subject to a finance agreement exemption	76%	12%	7%		5%	<b>41</b>
A replacement or retrofitted compliant vehicle on order exemption	81%	10%	5%		5%	<b>41</b>

## 5. SUPPORT PACKAGES

### Key Points:

Private hire vehicle drivers, HGV and LGV owners/operators were most likely to apply for one of the available support packages. By contrast, bus and coach owners/operators and Hackney Carriage drivers were most likely to be either undecided in which type of support they would apply for, or state that they would not apply for any of support.

The measures likely to be applied for were as follows:

- **Bus owners/operators:** upgrade grant of up to £16K (26%); retrofit grant of £16K (16%);
- **Coach owners/operators:** retrofit grant of £16K (28%); upgrade grant of up to £16K (11%);
- **Hackney Carriage drivers:** interest free loan (11%); retrofit grant (11%);
- **Private Hire Vehicle drivers:** interest free loans (32%); lump sum grants (25%);
- **HGV owners/operators:** upgrade grant of up to £16k (49%); retrofit grant of £16k (3%); and
- **LGV owners/operators:** lump sum grant for Euro 6 diesel or Euro 4 petrol hybrid upgrade (31%); interest free loan (11%); and upgrade grant for EV upgrade (9%).

When provided the opportunity to provide feedback on support packages generally, business representatives often made reference to:

- The financial elements of support packages, particularly with regards to the size of the loans/grants available, and the affordability of upgrading;
- A requirement for further clarity around support package applications, eligibility criteria, and the exact means through which support will be provided; and
- The delivery of support packages, in terms of timescales and areas/types of vehicles to be prioritised.

### 5.1 Introduction

5.1.1 This chapter outlines business representatives views on the different support packages offered as part of the CAZ proposals, and their likelihood of applying.

5.1.2 The data used includes respondent’s answers to the closed questions within the consultation survey, as well as relevant comments made in open-ended questions provided as part of the survey, comments made in the engagement sessions, and comments made in telephone and email enquiries and freeform responses.

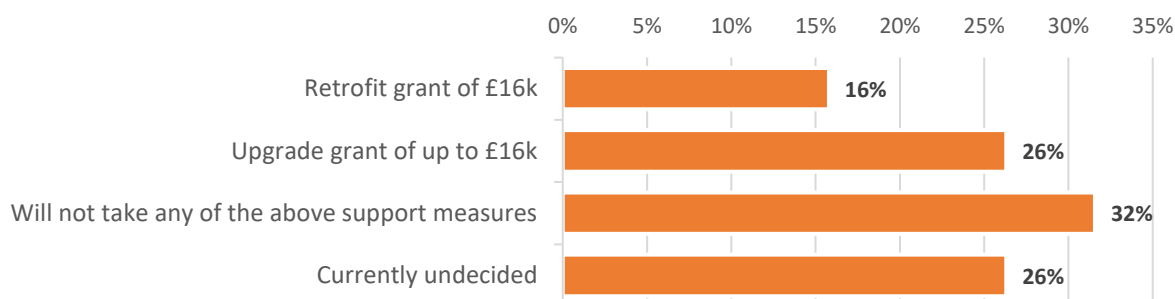
### 5.2 Types of support likely to apply for by vehicle type

#### *Bus owners/operators*

5.2.1 Figure 5 shows that of the 19 bus owners/operators who answered the question regarding which type of support they were most likely to apply for, around a quarter (26%) were currently undecided, and around a third (32%) stated they would not take up on of the support measures. Around a quarter (26%) stated they would be most likely to apply for an

upgrade grant of up to £16k, while one in six (16%) reported that they would apply for a retrofit grant of up to £16k.

**Figure 5. As a scheduled bus owner or operator, which of the following support measures would you be most likely to apply for? (Base: 19)**



5.2.2 Within the consultation survey, several representatives provided additional feedback on the support packages available for bus owners/operators specifically. The six comments included:

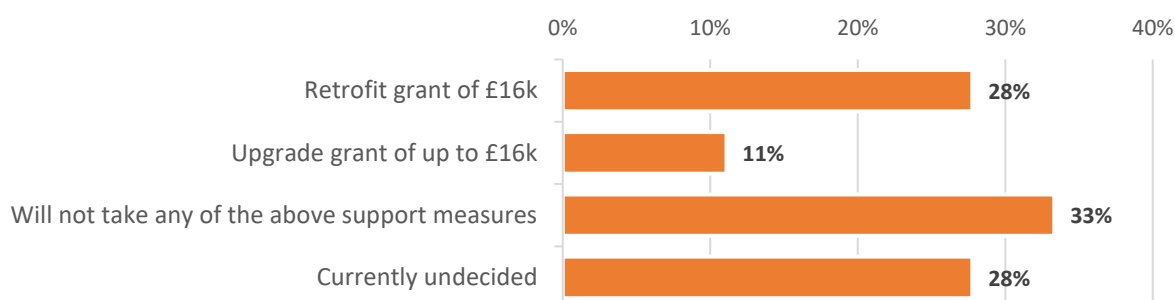
- Two stating the value of the loans/grants available needs to be increased;
- One indicated that operators require time to investigate their own vehicle fleet further before they make a decision on what support package they apply for;
- One indicated that schools are likely to face additional charges passed-on from operators; and
- Two were classified as an ‘unclear sentiment’.

*“Despite the £16000 loan / grant, the replacement vehicles would cost almost 3 times that each to replace. This goes nowhere near the full replacement costs within the anticipated life time of the vehicles when they were originally bought.”*

### **Coach owners/operators**

5.2.3 Figure 6 shows that of the of the 18 coach owners/operators who answered the question regarding which type of support they were most likely to apply for, around a quarter (28%) were currently undecided, whilst a third (33%) stated they would not take up any support measure. Around a quarter (28%) reported that they would apply for a retrofit grant of up to £16k, while around one in ten (11%) would take the upgrade grant of up to £16k.

**Figure 6. As a scheduled coach owner or operator, which of the following support measures would you be most likely to apply for? (Base: 18)**



5.2.4 Within the consultation survey, several representatives provided additional feedback on the support packages available for coach owners/operators specifically. The three comments included:

- A degree of uncertainty over future work demands;
- The need to understand more about the application processes; and
- A representative feeling that their business could not afford to upgrade their fleet.

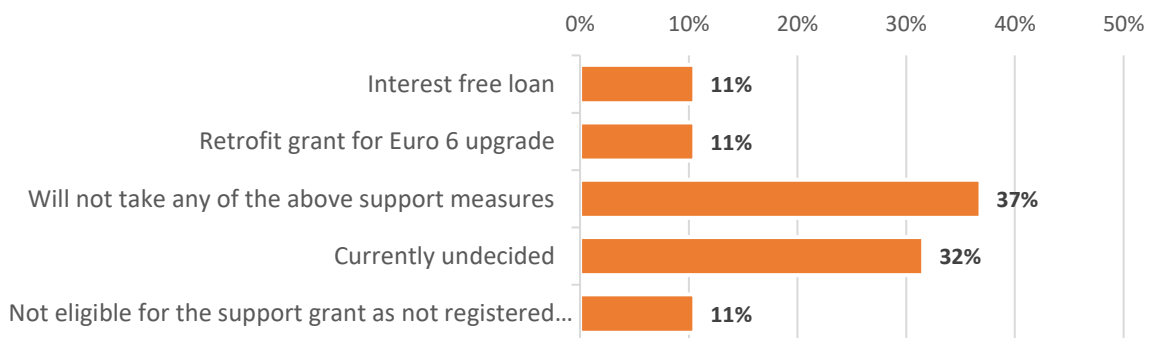
5.2.5 Responses obtained via emails from representatives regarding support packages for coaches specifically followed the sentiments expressed in the consultation survey. From email responses, there was:

- One comment on the need for the loan/grant value to be increased; and
- One comment on the long lead time for purchasing new coaches needing to be factored in to the delivery of support packages for coaches.

### ***Hackney Carriage drivers***

5.2.6 Figure 7 shows that of the of the 19 Hackney Carriage drivers who answered the question regarding which type of support they were most likely to apply for, around one-third (32%) were currently undecided, whilst over a third (37%) stated they would not take up on of the support measures. Around one in ten suggested they would take up an interest free loan (11%), and the same proportion said they would take a retrofit grant for a Euro 6 upgrade (11%), or would not be eligible for the support grant as they were not registered with Sheffield Council (11%).

**Figure 7. As a Hackney Carriage driver licensed in Sheffield, which of the following support measures would you be most likely to apply for? (Base: 19)**



5.2.7 Within the consultation survey, several representatives provided additional feedback on the support packages available for Hackney Carriage drivers specifically. The 11 comments included:

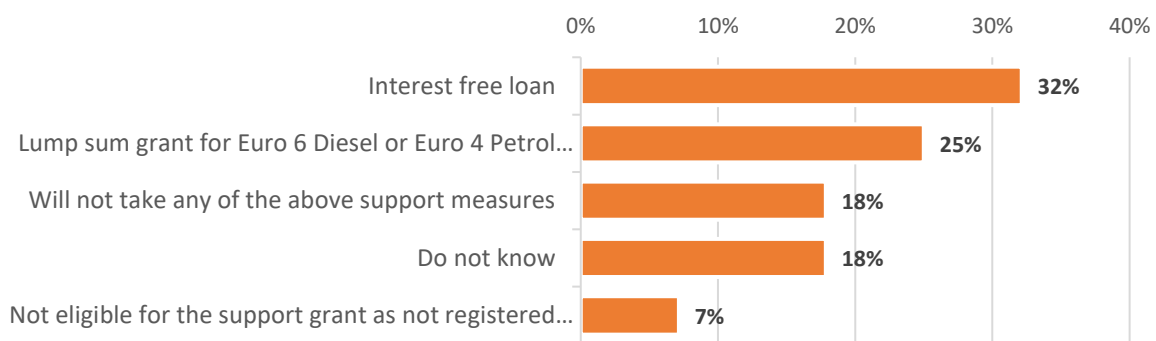
- Five comments relating to financial considerations, including:
  - Three of the view that the value of the loans/grants available needs to be increased;
  - One expressing concern about taking on loans/grants;
  - One with unspecified financial concerns.

- Four comments where drivers stated they require further information before they feel they can make an informed decision on support packages (one of whom expressed uncertainty over their future work demands);
- One comment relating to general support for the introduction of grants; and
- One comment was classified as an ‘unclear sentiment’.

### Private Hire Vehicle drivers

5.2.8 Figure 8 shows that of the of the 28 Private Hire Vehicle drivers who answered the question regarding which type of support they were most likely to apply for, around one in five (18%) were currently undecided, with the same percentage stating they would not take up on of the support measures. Almost one in three (32%) would take up an interest free loan, whilst a quarter (25%) would apply for a lump sum grant for Euro 6 diesel or Euro 4 petrol hybrid upgrade. A small percentage (7%) would not be eligible for the support grant as they were not registered with Sheffield Council.

**Figure 8. As a Private Hire Vehicle driver, which of the following support measures would you be most likely to apply for? (Base: 28)**



5.2.9 Within the consultation survey, several representatives provided additional feedback on the support packages available for Private Hire Vehicle drivers specifically. The 11 comments included:

- Three comments where drivers stated they require further information before they feel they can make an informed decision on support packages;
  - One did not know if they would be eligible for the grant if they scrapped or de-licensed their older vehicles;
  - One did not know how much a new vehicle would cost them; and
  - One expressed uncertainty over their future work demands.

*“It needs to be clarified if I choose to delicense, or opt for the scrappage scheme, and if I buy a euro 4 or 6 vehicle, will I be eligible for the grant and interest free scheme at the same time.”*

- Three comments of the view that the value of the loans/grants available need to be increased.
- One comment was made regarding each of the following sentiments:

- The introduction of the CAZ should be delayed;
- General support for the introduction of grants;
- One business may cease trading as it will not be financially viable for them to operate;
- One business suggested they already use a suitable vehicle, so will not need to upgrade; and
- One comment was classified as ‘unclear sentiment’.

5.2.10 Responses obtained via emails from representatives regarding support packages for private hire drivers specifically followed the sentiments expressed in the consultation survey. From email responses, there were:

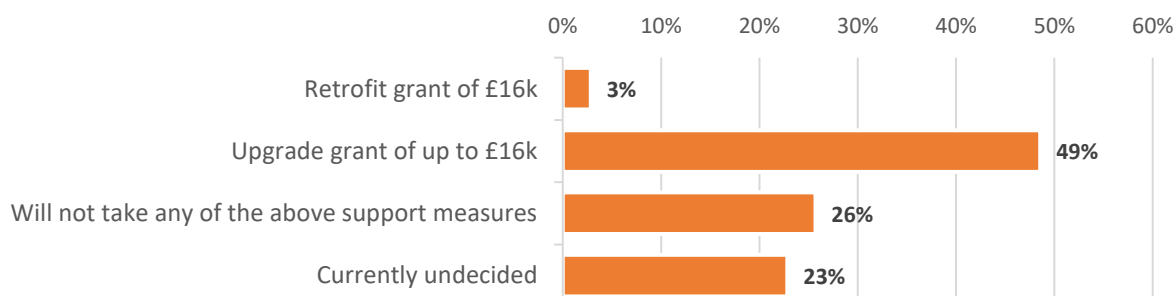
- Nine comments requesting further information, of which:
  - Four were requests for further information on application processes;
  - Three questioned whether they would still be eligible for loans/grants in the event that their old vehicle was de-licensed or scrapped;
  - One questioned whether drivers could apply for support retrospectively (in the event they had already purchased a new vehicle prior to support being available); and
  - One was an unspecified comment on eligibility for support generally.

### **Heavy Goods Vehicle owners/operators**

5.2.11 Figure 9 shows that of the of the 35 Heavy Goods Vehicle owners/operators who answered the question regarding which type of support they were most likely to apply for, around a quarter (23%) were currently undecided, whilst a further quarter (26%) stated they would not take up on of the support measures. Almost half (49%) would be most likely to apply for the upgrade grant of up to £16k, whilst only 3% would apply for a retrofit grant.

5.2.12 The anticipated uptake of support measures amongst HGV owner/ operators responding to the business survey was much higher than in the responses to the citizens survey, with 52% of businesses owning or operating HGVs suggesting they would apply for support measures, compared to 7% of citizens.

**Figure 9. As a Heavy Goods Vehicle owner or operator, which of the following support measures would you be most likely to apply for? (Base: 35)**



5.2.13 Within the consultation survey, several representatives provided additional feedback on the support packages available for Heavy Goods Vehicle owners/operators specifically. The 12 comments included:

- Two comments regarding the features of the CAZ more generally:
  - One was opposed to the CAZ generally; and
  - One stated that CAZ restrictions should apply to private cars only.
- Two comments where representatives stated they were unsure if they would be eligible for the support packages;

*“Key question is can we apply, vehicles are registered to our head office in Manchester but as they are hire vehicles, our hirers are free to use anywhere in the UK or overseas with permission.”*

- Two comments relating to financial considerations, including:
  - One of the view that the value of the loans/grants available need to be increased; and
  - One suggesting that businesses could not afford to upgrade their vehicles.
- Two comments that businesses will be impacted by the CAZ charges:
  - One stating that costs will need to be passed on to customers; and
  - One stating that their business will change their site location as a consequence.
- One indicating that there are currently long lead times for those purchasing electric vehicles;
- One stating that additional support is required for owners/operators of specialist vehicles; and
- Three were classified as ‘unclear sentiment’.

5.2.14 Responses obtained via emails from representatives regarding support packages for HGV drivers specifically followed the sentiments expressed in the consultation survey. From email responses, there were three comments requesting additional information around support packages, with one request for information on each of the following:

- Details on the application processes;
- What the value of the loans/grants available was; and
- Details on the criteria for eligibility.

### ***Light Goods Vehicle owners/operators***

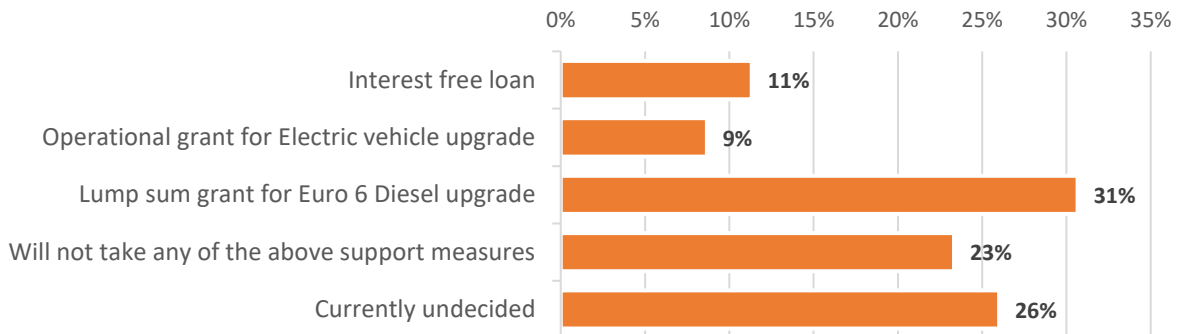
5.2.15 Figure 10 shows that of the of the 150 Light Goods Vehicle owners/operators who answered the question regarding which type of support they were most likely to apply for, around a quarter (26%) were currently undecided, whilst similar numbers (23%) stated they would not take up on of the support measures. Over three in ten (31%) would apply for a lump sum grant for Euro 6 diesel or Euro 4 petrol hybrid upgrade, while around one in ten respectively would be most likely to apply for an interest free loan (11%) or an operational grant for electric vehicle upgrade (9%).

5.2.16 The anticipated uptake of support measures amongst LGV owner/ operators responding to the business survey was much higher than in the responses to the citizens survey, with 51%



of businesses owning or operating LGVs suggesting they would apply for support measures, compared to 26% of citizens.

**Figure 10. As a Light Goods Vehicle owner or operator, which of the following support measures would you be most likely to apply for? (Base: 150)**



5.2.17 Within the consultation survey, many representatives provided additional feedback on the support packages available for Light Goods Vehicle owners/operators specifically. The 101 comments included:

- 51 comments relating to financial considerations, including:
  - 24 of the view that the value of the loans/grants available need to be increased;
  - 19 suggesting that businesses could not afford to upgrade their vehicles;
  - Four expressing concern about taking on loans/grants;
  - One for each of the following sentiments:
    - Overall funding pots for support packages not being large enough;
    - Greater support is required for sole traders specifically;
    - Negative impacts of the economy; and
    - Unspecified financial concerns.

*“The support package appropriate for me as a self-employed person with a single LGV is an insult. They all essentially just force me lose money or gain debt. None of them are acceptable. Not applying to cars feels like a direct attack on self-employed tradespeople who almost exclusively drive LGVs and will all be worse off because of this policy. £1,000 towards a euro 6 vehicle costing a minimum of £14,000 is still forcing me to spend £13,000.”*

- 13 comments where representatives stated they require further information before they feel they can make an informed decision on support packages, in particular:
  - Three about wanting to understand more about the relative benefits of taking an interest free loan compared to a grant;
  - Two about businesses needing to investigate their own vehicle fleet further before they make a decision on what support package they apply for;
  - Two about needing to understand how much it would cost to upgrade their fleet;
  - Two on requiring details on eligibility for loans/grants;

- One relating to requirements for information on each of the following:
  - Details on loans terms and conditions;
  - Details on the application processes; and
  - Unspecified information required.
- 11 comments where representatives made reference to the impacts on businesses, in particular:
  - Three about needing to use alternative routes to avoid CAZ charges;
  - Two suggesting the CAZ unfairly targets businesses with LGVs;
  - One for each of the following sentiments:
    - Costs will need to be passed on to customers;
    - Businesses will change their trading patterns;
    - Businesses will buy larger cars to circumvent the rules;
    - Businesses will be forced to cease trading as it is not financially viable for them to operate; and
    - Businesses may continue to operate but at significant financial risk.

*“I fear that drivers, including myself, will be displaced on to local residential streets to avoid the inner ring road area and the charge. It won't make economic sense to me to pay £10 just to pass through the inner ring road to get to a business customer, or to pay for a new engine or new vehicle.”*

- Ten comments regarding electric LGVs specifically:
  - Four stating that EV charging infrastructure in Sheffield is limited;
  - Three stating EVs are inadequate for the demands of their business;
  - One was provided on each of the following sentiments:
    - There are long lead times for those purchasing electric vehicles;
    - EVs themselves still produce pollution; and
    - There are a lack of suitable EV alternatives on the market.
- Ten comments regarding the features of the CAZ more generally:
  - Four stating that CAZ restrictions should apply to private cars only;
  - Four were opposed to the CAZ generally;
  - One was supportive of the CAZ generally; and
  - One suggested the introduction of the CAZ should be delayed.
- Two where representatives felt they did not need to upgrade as they already use a suitable compliant vehicle;
- One providing general support for the inclusion of grants for LGVs;
- One indicating a lack of suitable alternative vehicle owners/operators of specialist vehicles; and
- Three were classified as ‘unclear sentiment’.

5.2.18 From the telephone enquiries, one query was received about whether support would include upgrading to an electric van, and if this would include the provision of adequate parking provisions for the electric vehicle.

5.2.19 Responses obtained via emails from representatives regarding support packages for LGV drivers specifically followed the sentiments expressed in the consultation survey. From email responses, there were:

- Five comments requesting further information, of which:
  - Three were requests for further information on application processes;
  - One requested details on loan terms and conditions; and
  - One asked whether they would be eligible for support.
- One comment was made in reference to limited EV charging infrastructure being available for LGVs.

## 5.3 General sentiments towards support packages

5.3.1 Across all the modes of engagement, many representatives provided their views regarding support packages. These comments predominantly related to requests for further consideration being required to the size of the loans/grants available, greater clarity regarding the support package application processes and eligibility, and greater clarity around how support packages would be delivered to businesses. These comments are summarised in this section.

5.3.2 The full list of sentiments relating to support packages which were provided in the open ended responses in the consultation survey, and the number of times these were cited, is provided in **Appendix C**. The full list of sentiments provided in the engagement sessions relating to support packages, and the types of stakeholder who raised each sentiment, is outlined in **Appendix D**. All sentiments coded from email responses are provided in **Appendix E**.

### **Financial considerations:**

5.3.3 Within the consultation survey questions, 21 comments were provided relating to financial considerations, mostly indicating concern for businesses, including:

- 14 comments suggesting that businesses could not afford to upgrade their vehicles, with specific groups cited including:
  - Small businesses;
  - Charities/third sector;
  - Private hire sector; and
  - Less affluent residents.

*“Supportive of the concept but please be aware that many small businesses and 3rd sector organisations will not be able to afford the cost of upgrading/replacing older vehicles.”*

- Five comments provided the view that the value of the loans/grants available need to be increased; and
- Two comments supported the principle of grants overall, including one comment requesting that higher grants are provided for upgrading to ULEVs.

5.3.4 As part of the interactive engagement sessions undertaken with business representatives, one comment was provided for each of the following points:

- The proposed grants are not large enough, or need to be increased to be of real value;
- Grants need to be proportionate to the scale of assets that a business has.

**Requests for clarity regarding support packages and eligibility:**

5.3.5 Within the consultation survey questions, several comments were provided where representatives stated they require further information before they feel they can make an informed decision on support packages.

- Three comments suggested that businesses need more information on the process of applying for grants before they can purchase a new vehicle;
- Two comments related to needing further details on loan terms and conditions;
- Details on the following were each requested in a single instance:
  - How support packages are being funded;
  - How to replace multiple vehicles;
  - How non-compliant HGVs specifically can be replaced; and
  - How older Euro 4/5 vehicles generally can be replaced.

*“How are businesses being helped needing to replace multiple vehicles? Are the interest free loans per vehicle? And how long are the terms?”*

5.3.6 Furthermore, as part of the interactive engagement sessions undertaken with business representatives, there were many requests for further information on:

- Whether funding will be available retrospectively for businesses who have upgraded vehicles recently without the aid of grants;
- Where the revenue generated by the CAZ will go;
- What the eligibility criteria for different support packages would be;
- The format in which funding will be received (e.g. in cash, or as part of the vehicle itself);
- The format in which applications will need to be completed;
- The format in which interest free loans will be provided;
- Whether there are any limits on the number of grants/applications that can be made per company/fleet;
- Whether the size of grant varies for each vehicle type; and
- Whether any support will be on offer for businesses which cease trading as a result of the CAZ.

5.3.7 Multiple telephone enquiries were also received, in which questions were raised regarding support package eligibility and application processes. Specific queries made included:

- Whether construction equipment (e.g. mobile cranes) would be eligible for financial support;
- What support is available for drivers of Euro 5 minibuses, private hired by SCC;
- Whether company turnover would impact eligibility for grants;
- Whether hybrid vehicles would be eligible for support to upgrade; and

- What the date applications process for financial support will be available from.

**Delivery of support packages:**

5.3.8 Within the consultation survey questions, ten comments were provided regarding the delivery of financial support packages.

- Two stated that support should be provided sooner;
- Two requested that support is extended to businesses located in areas outside Sheffield;
- One was provided for each of the following sentiments:
  - Support should be limited to zero-emission vehicles only.
  - Support should be prioritised for low-income households.
  - Support should be prioritised for smaller businesses.
  - Grants should be paid to retrofit suppliers/manufacturers directly.
  - Additional support should be provided for owners/operators of specialist vehicles.
  - One representative had no intention to apply for support, as they felt it should be businesses own responsibility to operate sustainably.

*“The support packages for businesses upgrading to a compliant vehicle need to come much sooner than spring. All it will do is put prices up as businesses rush to buy vehicles in a very short time window in order to be compliant. Should make it possible to upgrade now and apply for a grant retrospectively in spring. This would also benefit the city.”*

5.3.9 As part of the interactive engagement sessions undertaken with business representatives, two comments were made in relation to other practical issues around the delivery of support packages, with one comment for each of the following:

- Conditions relating to grants should be provided to ensure that businesses are upgrading to compliant vehicles which do not compromise accessibility for users; and
- It should be recognised that there is limited availability of compliant vehicles.

5.3.10 Responses obtained via emails from representatives regarding support packages were generally aligned with the consultation survey responses. Specific comments provided via email responses included:

- Ten requests for further information, of which:
  - Five asked whether they would be eligible for support;
  - Two wanted more information on how to apply for grants before they committed to purchasing a new vehicle;
  - One requested further details on value of grant/loan;
  - One requested further details on accessing grants/loans generally; and
  - One requested further details on application processes.
- Two comments suggested that businesses could not afford to upgrade, of which one made reference to small businesses specifically.

## 6. VIEWS OF AND ANTICIPATED RESPONSE TO THE CAZ AND IMPROVING AIR QUALITY

### Key Points:

Twice as many business representatives agreed that tackling air pollution should be a priority for Sheffield City Council as disagreed, whilst four times as many considered air quality as important to them as considered it unimportant.

Around three quarters of business representatives considered the CAZ would have a negative impact on their organisation and on other businesses in Sheffield, and almost three in five it would have a negative impact on the city. Around two in five thought the CAZ would have a positive impact on health.

Compared to the 2019 consultation, overall sentiments towards the CAZ appear to be less positive, with the share of businesses anticipating negative impacts increasing, in particular with regard to the impact on Sheffield as a city.

When provided the opportunity to provide feedback on the CAZ, representatives often made reference to:

- Reasons for either supporting or opposing the introduction of the CAZ.
- Different types of potential impacts on businesses, individuals, and the city generally.
- Suggestions for implementation of the CAZ, such as changing the boundaries.
- Requesting further information regarding delivery and evidence to support the CAZ.

In terms of likely responses towards the CAZ, actions relating to change in behaviour to reduce use of the CAZ were more commonly anticipated than changes to make vehicles compliant. Medium and larger business were more likely to indicate that they would change their vehicles.

Working to improve clean public transport, and taking action to reduce congestion were the most commonly selected other actions that businesses consider Sheffield City Council should take to improve air quality in the city, as was the case in the 2019 consultation.

### 6.1 Introduction

6.1.1 This chapter outlines business representatives sentiments towards the CAZ proposals more generally. In particular it explores business representatives views on addressing air quality, the wider impacts of the CAZ, their likely responses to the CAZ, and their views on other actions which could be considered by Sheffield CC to tackle air pollution.

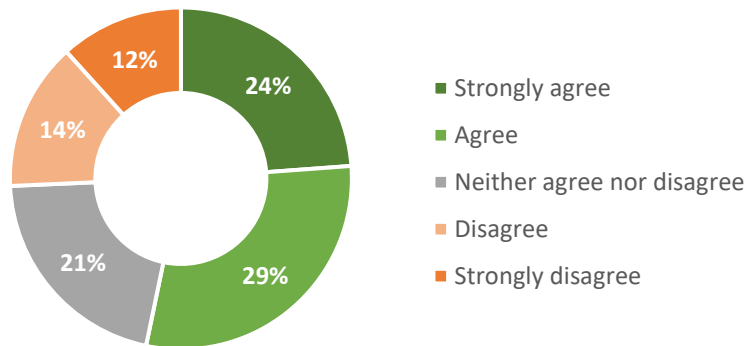
6.1.2 As with previous chapters, the data used includes respondent's answers to the closed questions within the consultation survey, as well as relevant comments made in open-ended questions provided as part of the survey, comments made in the engagement sessions, and comments made in telephone and email enquiries and freeform responses.

6.1.3 The views expressed in this chapter were provided by representatives from an informed perspective, after they had seen details of the support packages, vehicle exemptions, and the area covered by the CAZ.

**6.2 Importance of tackling air quality**

6.2.1 Within the consultation survey, representatives were asked to what extent they agreed or disagreed that tackling air pollution should be a priority for Sheffield City Council. Just over half (53%) either agreed or strongly agreed that tackling air pollution should be a priority, compared to around a quarter (26%) who either disagreed or strongly disagreed.

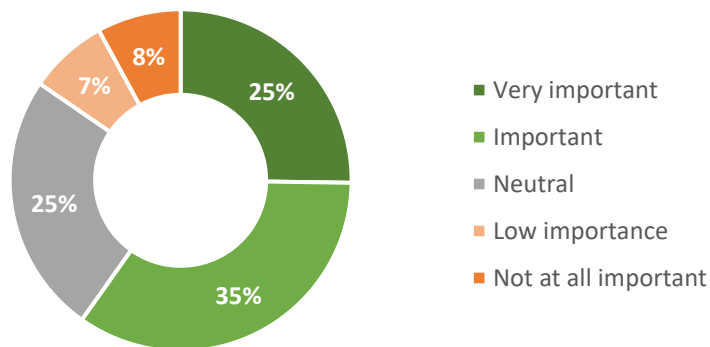
**Figure 11. To what extent do you agree or disagree that tackling air pollution should be a priority for Sheffield City Council?**



6.2.2 The extent to which business representatives either agreed or disagreed that tackling air pollution should be a priority for Sheffield City Council did not significantly differ by size of business, number of employees in the organisation, or business sector.

6.2.3 Six in ten (60%) business representatives reported that air quality in Sheffield is either important or very important to them. By contrast, 15% reported air quality was either of low importance or not at all important to them.

**Figure 12. How important is air quality in Sheffield to you?**



6.2.4 The extent to which business representatives felt that air quality in Sheffield was an important issue did not significantly differ by size of business, number of employees in the organisation, or business sector.

6.2.5 As part of the open-ended responses to the consultation survey, 12 comments were provided regarding the importance of addressing air quality in Sheffield. Of these, the majority agreed that air quality was an important issue to tackle, whilst one made reference to the need to focus on air quality outside the CAZ too.

*“Air pollution is a major health issue and needs to be tackled. the links between air pollution and climate change are clear also. This is a great project and is fully supported by [redacted] as long as there are alternatives put in place for people and no one is unfairly disadvantaged.”*

6.2.6 Furthermore, two email comments were received from representatives, stating the importance of air quality being addressed in the city.

## 6.3 Support and opposition towards the CAZ:

6.3.1 Within the consultation survey questions, many representatives provided their opinions on whether they supported or opposed the introduction of the CAZ in Sheffield.

- 25 comments related to being opposed to the introduction of the CAZ:
  - Six suggested the CAZ was unfair in light of the Covid-19 pandemic;
  - Six raised concerns about traffic being displaced to neighbouring areas;
  - Four suggested the CAZ is a money making scheme;
  - Two suggested the CAZ introduction should be delayed;
  - Two suggested that the CAZ targets those on low incomes;
  - Two were in opposition to the CAZ did not specify why they were opposed;
  - One was provided for each the following reasons for opposition:
    - Business vehicles are not the main contributor of pollution in Sheffield;
    - The proposed changes are confusing; and
    - Air quality is lower outside the city centre than inside the proposed boundary.

*“This ridiculous idea, in the name of being "green" is no more than a stealth tax on businesses.”*

- Nine comments related to supporting the introduction of the CAZ:
  - Three did not specify a reason for support.
  - Three suggested the CAZ would improve air quality in Sheffield.
  - Two suggested the CAZ would help tackle climate change.
  - One stated the CAZ would create an improved living environment for residents of Sheffield.



*“We support the introduction of the CAZ and think it will improve the experience of residents and visitors in the city centre as well as the expected health benefits of reducing NOx.”*

6.3.2 One telephone response was received, stating that the boundary should not cover the ring-road, with an additional concern that charges could be expanded to apply to citizens more generally in the future.

6.3.3 Responses obtained via emails from representatives included four comments in opposition to the CAZ, of which:

- Two suggested the proposals target low-income households;
- One was concerned by the potential for traffic displacement; and
- One suggested that business vehicles are not the main source of pollution.

## 6.4 Views on the impacts of the CAZ

6.4.1 In the consultation survey, business representatives were asked what they felt the impacts of the CAZ would be on their own organisation or business; the health of people in Sheffield; other businesses in Sheffield, and Sheffield as a city.

6.4.2 Figure 13 shows that three quarters (74%) of survey respondents thought that overall, the CAZ would have a negative or very negative impact on their organisation or business, compared to 12% who thought it would have a positive or very positive impact. The share of businesses anticipating a negative or very negative impact on their business was greater than in 2019 (69%).

6.4.3 However, two fifths (41%) of business representatives thought that the CAZ would have a positive or very positive impact on the health of people in Sheffield, while only one in ten (10%) thought the CAZ would have either a negative or very negative impact. This figure was lower than the 2019 consultation, in which over half (53%) of business representatives felt the CAZ would have a positive or very positive impact on people’s health and 6% thought it would have a negative or very negative impact.

6.4.4 Three quarters (74%) business representatives thought that the Clean Air Zone would have a negative or very negative impact on other business in Sheffield, compared to one in ten (10%) who thought it would have a positive or very positive impact. The share of businesses anticipating a negative or very negative impact on other business was greater than in 2019 (72%).

6.4.5 Around three in five business representatives (58%) thought that the Clean Air Zone would have a negative or very negative impact on Sheffield as a city, compared to around one in five (22%) who thought it would have a positive or very positive impact. This figure was far higher than the 40% of representatives who felt the impact on the city would be negative or very negative in 2019.

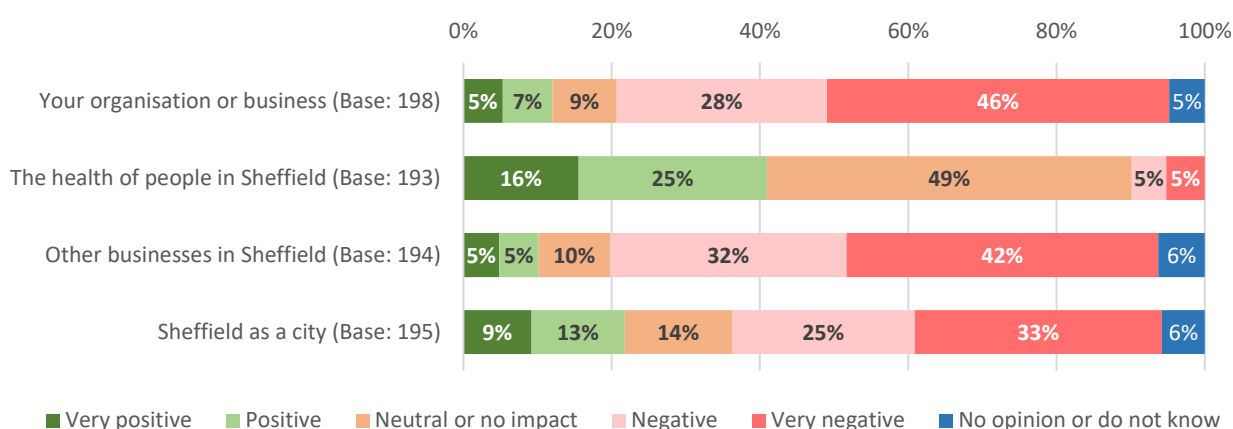
6.4.6 Sentiments towards the impacts of the CAZ varied significantly by the size of businesses, whereby medium/large businesses (50+ employees) were around twice as likely as

micro/small businesses (49 employees or less) to have positive sentiments towards the CAZ, regarding the impact on health and the city.

- 68% of medium/large businesses anticipate positive impacts to the health of people in Sheffield, compared to 37% of small/medium businesses.
- 40% of medium/large businesses anticipate positive impacts to Sheffield as a city, compared to 20% of small/medium businesses.

6.4.7 These findings mirror the sentiments from the 2019 consultation, in which smaller businesses were felt more negative about the CAZ than larger businesses, with regards to impacts on businesses.

**Figure 13. What do you think the overall impact of the Clean Air Zone would be on the following...**



6.4.8 Across all the modes of engagement, many representatives provided their views regarding the CAZ overall. These comments related to either supporting or opposing the introduction of the CAZ, the size/geography of the proposed boundaries, the effectiveness of the measures, impacts on businesses and the city, suggestions for implementation, research and communications strategies, and integration with other regional strategies. Their comments are summarised in the remainder of this chapter.

6.4.9 The full list of sentiments relating to CAZ more generally, which were provided in open ended responses to the consultation survey, and the number of times these were cited, is provided in **Appendix C**. The full list of sentiments provided in the engagement sessions relating to CAZ more generally (including implementation, research and communications strategies, and integration with other regional strategies), and the types of stakeholder who raised each sentiment, is outlined in **Appendix D**. All sentiments coded from email responses are provided in **Appendix E**.

**Impacts on businesses:**

6.4.10 Within the consultation survey, many representatives provided comments on how the CAZ would impact upon businesses in Sheffield and the surrounding areas:

- Seven comments highlighted that businesses were unfairly targeted by the CAZ introduction, with four of these stating that small businesses in particular were targeted;

- Five comments related to impacts on customers and suppliers, with two of these stating that CAZ charges will be passed on to customers. This was also a notable theme in the 2019 consultation with businesses;
- Five comments related to businesses diverting their journeys around the CAZ. This was also a notable theme in the 2019 consultation with businesses;
- Four comments suggested that businesses will cease trading/close, with two of these stating this would be because it will not be financially viable for businesses to operate. This was also a notable theme in the 2019 consultation with businesses;
- Three comments stated that businesses would face an increased cost for deliveries;
- Two comments referred to a loss of trade as customers and suppliers seek business with organisations outside the CAZ;
- One comment was provided for each of the following business impacts:
  - A reduced number of business journeys being made overall;
  - Businesses will purchase cars to make journeys in the CAZ instead;
  - Impacts on staff; and
  - Needing to relocate businesses and their supply chains;
- Five comments related to unspecified negative impacts on businesses.

*“The scheme is biased against small businesses. Large multiples get everything a store needs on one lorry, serving more than one site in the city, only one charge. Small businesses like mine receive deliveries from many other small businesses, many times each week. Most of these suppliers are from outside Sheffield. Each will have to pay at each delivery. Many charges.”*

*“Our business relies on receiving deliveries from suppliers & carriers using LGV & HGV’s. This could be between 10-15 deliveries per day. We are concerned the costs incurred by our suppliers will be passed on to us.”*

6.4.11 As part of the interactive engagement sessions undertaken with business representatives, several comments were provided regarding the CAZ charges and how this would impact businesses. Specific comments provided included reference to:

- A disproportionate impact of CAZ charges on Hackney Carriage drivers;
- A disproportionate impact of CAZ charges on smaller businesses;
- Charges ultimately being passed on to passengers/residents;
- Charges being unfair on bus and coach operators; and
- Concerns regarding a reduced number of businesses in the city centre.

6.4.12 One telephone response was received, stating that CAZ would generally have a negative impact on businesses in Sheffield.

6.4.13 Responses obtained via emails from citizens regarding impacts of the CAZ on businesses followed the same sentiments expressed in the consultation survey, with one concern expressed for each of the following sentiments.

- Small businesses were being unfairly targeted by the CAZ introduction;
- Increased costs being passed on to customers; and
- Potentially needed to cease trading as it would not be financially viable to operate.

**Impacts on Sheffield:**

6.4.14 Within the consultation survey, many representatives provided comments on how the CAZ would impact Sheffield as a city; with all comments in this regard carrying negative sentiment.

- Nine comments did not specify what the negative impacts on Sheffield might be;
- Five comments stated there would be diminished public realm;
- Four comments suggested that air pollution would be displaced;
- Four comments stated that businesses will not want to operate in the city;
- Four comments suggested that traffic would be displaced, with two comments referring to a reduction in road safety;
- One comment was provided for the each of the following potential impacts on Sheffield:
  - Reduced availability of taxis;
  - Displacement of noise pollution;
  - Negative impacts on the local economy;
  - Increased traffic flow at the boundary of the CAZ; and
  - Reduced employment in the city.

6.4.15 As part of the interactive engagement sessions undertaken with business representatives, displacement of traffic was also a prevalent theme. Specific comments referred to an increased in private vehicle traffic, as well as increased pollution outside the CAZ.

6.4.16 Furthermore, at the engagement sessions, a comment was made suggesting that changes to vehicle fleets (e.g. taxis and buses) could impact upon access to opportunities for vulnerable groups (e.g. those with mobility impairments or others dependent on public transport for mobility).

## 6.5 Suggestions for CAZ implementation

6.5.1 Within the consultation survey, 21 comments were provided on how the CAZ should be implemented.

- 17 comments related to the size/geography of the CAZ boundaries.
  - 14 suggested the CAZ should not include the inner ring road.
  - One suggested the CAZ should not include the southern section of the inner ring road specifically;
  - One suggested the size of the CAZ should be increased; and
  - One suggested the boundaries of the CAZ should be changed (but not specifying how).

*“Because you are including the ring road into the CAZ this will cause more vehicles to divert to other routes, which will cause more traffic on single carriage roads which will then cause more pollution as vehicles will be crawling ( due to more traffic) rather than 40mph on the ring road! The CAZ should be within the ring road!”*

*“People like myself who provide a service all over the city and surrounding area will be forced to drive further to avoid the zone, which will make the pollution worse over a wider area.”*

- Three comments related to the timing of the CAZ introduction.
  - Two suggested the introduction of the CAZ should be delayed; and
  - One suggested the introduction of the CAZ should be accelerated.
- One comment was concerned with the fact that businesses may switch their vehicles to cars in a bid to avoid CAZ charges.

6.5.2 As part of the interactive engagement sessions undertaken with business representatives, several comments and suggestions were provided regarding how the CAZ could be implemented in practice. Specific points raised by attendees included:

- That the proposed boundaries do not include other polluted areas of the city, such as the bus and train station;
- Consideration should be given to whether a tiered approach could be made to CAZ charges (e.g. charges based on time spent/distance being travelled within the CAZ);
- Alternative routes for traffic likely to be displaced should be provided;
- Active travel improvements to supplement the benefits of the CAZ should be introduced; and
- That some types of business will prefer to upgrade their fleet as opposed to receiving an exemption.

6.5.3 Several queries were also received from representatives at the engagement sessions regarding the implementation of the CAZ. Specific queries were:

- Whether ANPR technology is sufficient to identify retrofitted vehicles when they enter the CAZ.
- Whether the CAZ boundaries might be subject to change in the future.
- Whether the charges might apply to private vehicles in the future.
- Whether there is an ambition to go beyond the minimum standards specified by Government in the future.
- Whether the Council has powers to restrict licenses to compliant operators only.
- Whether Sheffield’s topography had been considered.

6.5.4 Furthermore, a few comments were received from attendees at the engagement sessions regarding retrofitting specifically in relation to CAZ. These comments were requests to include an interim ‘transition’ period, to account for:

- Further developments in retrofit technologies to be realised;
- Ongoing supply chain issues and delays; and
- The limited choice of alternatives available to HGVs and specialist vehicle operators.

**Requirement for further information:**

6.5.5 Within the consultation survey, three requests for further information were made regarding the CAZ at a broad level.

- Two requested clarity over whether those who use a vehicle for both business and personal use would be subject to the charges; and
- One suggested that the information regarding vehicle emissions was inaccurate, and needed to be updated.

6.5.6 As part of the interactive engagement sessions undertaken with business representatives, several comments were provided regarding the need for further evidence being required to support the implementation of the CAZ. These were:

- The need to have access to the most up to date emissions data;
- Being able to demonstrate the separate benefits of the CAZ to other TCF schemes;
- The need for further investigation into organisations outside Sheffield to understand how they will be impacted by the CAZ.

6.5.7 Additionally, engagement session representatives provided suggestions for communications that would be required to aid the delivery of the CAZ, including:

- Drawing greater attention/emphasise of minimum vehicle standards;
- Providing a greater understanding of when Clean Air requirements will be met;
- Providing updates on CAZ developments in other cities;
- Publicising the implications on CAZ more widely; and
- Providing clearer information on the link between the CAZ to the National Clear Air Framework.

**Linking the CAZ to other city developments**

6.5.8 At the interactive engagement sessions undertaken with business representatives, several other suggestions were provided for how the CAZ could complement existing developments in the city. These suggestions included:

- EV vehicle scheme roll-outs;
- EV charging infrastructure developments;
- Street closures in the city;
- Housing growth strategies;
- Mobile emissions testing;
- Provision of taxi ranks in the city centre;
- Incentivisation of public transport; and
- Park and Ride scheme development.

6.5.9 Responses obtained via emails from citizens regarding the implementation of the CAZ followed the same sentiments expressed in the consultation survey. From email responses, there was one comment provided for each of the following:

- The CAZ boundaries should be changed to not include the inner ring road;

- Clarity should be provided on how those who use a vehicle for personal and business use will be impacted; and
- One concern for negative financial impacts of the CAZ generally.

## 6.6 Likely responses to the CAZ

- 6.6.1 Business representatives who took part in the consultation survey were asked how they would respond to the CAZ.
- 6.6.2 The most commonly anticipated responses relate to a change in behaviour to reduce use of the CAZ area, in particular diverting journeys around the CAZ (58%), reducing the number of journeys undertaken in the CAZ (53%), and relocating the business (49%) or supply chain (44%) to outside the CAZ. These percentages are far higher than they were in the 2019 consultation with businesses, as shown in Table 13 below.
- 6.6.3 Making changes to vehicles was also a common response with almost half (48%) indicating they would change their vehicle with a compliant model – less than the share who indicated they would take this action in 2019 (60%).
- 6.6.4 Around two in five businesses suggested they would cease trading or close their business (40%), or change their profession/retire (38%).
- 6.6.5 Almost half of the businesses (45%) indicated they would continue to use their vehicle and pay the daily charge – less than indicated they would take this course of action in 2019 (58%).

**Table 12. Likely business responses to the CAZ (Multiple response)**

RESPONSE TO CAZ	2021 COUNT	2021 PERCENTAGE	2019 PERCENTAGE
<b>Reduction in use of CAZ area</b>			
Divert journeys around the CAZ	118	58%	29%
Reduce the number of journeys in the CAZ	108	53%	25%
Relocate the business to outside the CAZ	99	49%	34%
Relocate the supply chain to outside the CAZ	89	44%	9%
Store and use vehicles outside of the Sheffield CAZ	66	33%	-
<b>Make changes to vehicles/vehicle fleet</b>			
Replace the vehicle with a compliant model	98	48%	60%
Change to another type of vehicle	74	36%	-
Retrofit the vehicle so it is compliant	67	33%	-

RESPONSE TO CAZ	2021 COUNT	2021 PERCENTAGE	2019 PERCENTAGE
Scrap or sell the vehicle and not replace it	59	29%	-
<b>Cease trading</b>			
Cease trading or close the business	82	40%	23%
Change profession or retire	78	38%	-
<b>No changes</b>			
Continue to use the vehicle and pay the daily charge	91	45%	58%
<b>Other</b>			
Other	63	31%	-
<b>Base</b>	<b>204</b>	<b>204</b>	<b>292</b>

6.6.6 Likely response to the CAZ differed significantly by the size of business. The largest differences observed between medium/large businesses compared to micro/small businesses with regards to their likely responses, was that smaller businesses were more likely to relocate themselves, their supply chain or their vehicle storage, or cease trading, and less likely to replace their vehicle with a compliant model. More specifically:

- **Relocate the business to outside the CAZ** – significantly more likely for micro/small businesses (49%) than medium/large businesses (24%).
- **Relocate the supply chain to outside the CAZ** – significantly more likely for micro/small businesses (45%) than medium/large businesses (24%).
- **Cease trading or close the business** – significantly more likely for micro/small businesses (43%) than medium/large businesses (24%).
- **Store and use vehicles outside of the Sheffield CAZ** – significantly more likely for micro/small businesses (35%) than medium/large businesses (14%).
- **Replace the vehicle with a compliant model** – significantly less likely for micro/small businesses (46%) than medium/large businesses (71%).

## 6.7 Other measures to improve air quality in the city

6.7.1 Within the consultation survey, representatives were asked to select from a list, what other actions they think Sheffield City Council should take to improve air quality in the city.

6.7.2 Table 14 shows that around half (51%) of business representatives considered Sheffield City Council should work to improve clean public transport, whilst more than four in ten felt that



action should be taken to reduce congestion (46%) and encourage low emission vehicles (41%). The least supported measure was to implement traffic free days, supported by just 15% of representatives.

**Table 13. Other measures businesses would support (Multiple response)**

RESPONSE TO CAZ	2021 COUNT	2021 PERCENTAGE	2019 PERCENTAGE
Work to improve clean public transport	104	51%	72%
Take action to reduce congestion	94	46%	63%
Encourage low emission vehicles	84	41%	56%
Discourage vehicle idling	79	39%	53%
Charge private vehicles to drive in the CAZ	71	35%	40%
Encourage walking	71	35%	57%
Encourage cycling	70	34%	58%
Lobby for electrification of rail network	68	33%	46%
Close roads around schools	48	24%	31%
More pedestrianisation	42	21%	39%
Implement traffic free days	31	15%	23%
Other	57	28%	16%
<b>Base</b>	<b>204</b>	<b>204</b>	<b>296</b>

6.7.3 As shown in Table 14, working to improve clean public transport and taking action to reduce congestion were also the most commonly selected other measures in the 2019 consultation with businesses. All measures were more likely to be selected in 2019 than they were in this 2021 consultation.

6.7.4 The types of other measures supported differed significantly by the size of business. The largest differences observed between medium/large businesses compared to micro/small businesses with regards to their likely responses were as follows:

- **Encourage low emissions vehicles** – significantly more supported by medium/large businesses (68%) than micro/small businesses (38%).
- **Lobby for electrification of rail network** – significantly more supported by medium/large businesses (55%) than micro/small businesses (31%).

- **Work to improve clean public transport** – significantly more supported by medium/large businesses (73%) than micro/small businesses (50%).

6.7.5 The types of other measures supported also differed significantly by business sector. The largest differences observed between businesses operating within the transport sector compared to those primarily operating outside the transport sector were as follows:

- **Work to improve clean public transport** – significantly more supported by non-transport sectors (59%) than those within the transport sector (36%).
- **More pedestrianisation** – significantly more supported by non-transport sectors (26%) than those within the transport sector (8%).
- **Encourage cycling** – significantly more supported by non-transport sectors (37%) than those within the transport sector (21%).

6.7.6 Within the consultation survey, many representatives took the opportunity to provide suggestions for other or alternative measures which should be undertaken to reduce air pollution, as part of their open-ended responses.

- Eight comments were provided regarding improvement of public transport provisions:
  - Six related to the improvement of public transport provisions, of which one related to the city centre in general and related to reduced costs of public transport travel; and
  - Two related to the electrification of public transport.

*“This needs to be carried out in tandem with improving public transport, cycle routes and walking routes and with an understanding of which groups of people are going to be most impacted.”*

- Eight comments were provided regarding road traffic management:
  - Three related to improving traffic flow on the ring road;
  - Two related to the introduction of workplace parking levy and reduced availability of parking spaces;
  - One was made in relation to each of the following road traffic management points:
    - Introduce free parking in Sheffield;
    - Reduce parking charges; and
    - Introduce school streets closures.

*“Remove traffic lights and improve traffic flow - reducing stop/start traffic. The ring road and Penistone road + other arterial routes through the city are shocking compared to other cities.”*

- Three comments were provided regarding the improvement of active transport provisions, with one comment made for each of the following suggestions:
  - Promote walking for schools;

- Improve walking routes (unspecified); and
  - Improve cycle lanes (unspecified).
- One comment was made for each of the following points:
- Focus on reducing single occupancy car journeys;
  - Increase greenery/vegetation as part of building design;
  - Reward those who drive vehicles compliant with CAZ criteria;
  - Allow older vehicles to enter the CAZ;
  - Target other causes of death (unspecified); and
  - Make road layout changes (unspecified).

6.7.7 From the email responses received, there was one comment which suggested that there should be an increased availability of EV charge point infrastructure across Sheffield.

## 7. CONCLUSIONS

### 7.1 Introduction

7.1.1 This report provides a detailed account of responses, from a range of organisations, to Sheffield City Council’s 2021 consultation on their proposed Category C CAZ, including their plans for financial support to help those whose vehicles would be subject to charges. This follows a previous consultation in 2019 on earlier Category C+ plans.

7.1.2 The consultation attracted large interest, with 218 organisations responding to the consultation via an online questionnaire; 53 providing a freeform email/telephone response, and 145 organisations taking part in one of thirteen interactive engagement sessions.

7.1.3 Those responding to the consultation were self-selecting rather than a representative sample of organisations and this must be taken into consideration when interpreting the findings. Survey respondents profile was as follows:

- Four in five had at least one site inside the CAZ, around a third were from the transport sector, and almost three quarters had less than 10 employees;
- Almost four in five believed they use a vehicle which is non-compliant and therefore which will be subject to the CAZ charges, slightly lower than reported in 2019; and
- Diesel vans or minibuses and diesel cars were the vehicles most likely to be used at present within the CAZ by respondents. LGVs owned by respondents were the most likely types of vehicle to be non-compliant, whilst coaches/buses were least likely to be non-compliant.

### 7.2 Views on air pollution and the CAZ

7.2.1 Over half of business representatives who took part in the consultation survey agreed that tackling air pollution should be a priority for Sheffield City Council, and that air quality in Sheffield was important to them.

7.2.2 However, three quarters of business representatives considered the CAZ would have a negative impact on their organisation, and on other businesses in Sheffield; almost three in five thought it would have a negative impact on Sheffield as a city, and around two in five thought it would have a positive impact on health. This represents a greater degree of negative sentiment compared to the findings of the 2019 consultation

7.2.3 Those supporting the CAZ tended to do so on the basis of the scheme tackling climate change. Those opposing the CAZ tended to cite concerns regarding the timing of introduction (during the Covid-19 pandemic), traffic displacement, and the perception that the role of the CAZ was to generate revenue rather than tackle air quality.

7.2.4 The most commonly perceived negative impacts of the CAZ on businesses were related to the impacts of increased costs from CAZ charges (including businesses becoming unviable), increased costs of deliveries, the need to divert routes, reduced trade, and lack of adequate EV vehicles and infrastructure. Businesses also expressed concern about reduced access to key modes of transport for individuals; and the diminished public realm, reduced footfall in the city centre, traffic, noise and air pollution displacement impacting on the city.

7.2.5 Many suggestions were made relating to the implementation of the CAZ, most commonly relating to changing the boundaries to not include the inner ring road, linking the CAZ to other city developments, and the provision of more detailed information regarding delivery and evidence to support the CAZ.

7.2.6 Working to improve clean public transport, taking action to reduce congestion, and encouraging low emission vehicles were the most commonly selected other actions that businesses considered Sheffield City Council should take to improve air quality in the city (as was the case in the 2019 consultation). Charging for private vehicles to drive into the CAZ, along with encouraging walking and cycling and lobbying for electrification of the rail network were each considered an action Sheffield City Council should take by over a third of businesses who took part in the survey.

### 7.3 Views on vehicle exemptions

7.3.1 Most representatives were in favour of each of the five vehicle types for which exemptions from charges are proposed, with more than seven in ten agreeing that specialist emergency service vehicles, and vehicles that cannot or are hard to be replaced, being exempt. Each of the other forms of exemption received support from over half of representatives.

7.3.2 Whilst several representatives felt that private vehicles should not be exempt from the CAZ charges, many further exemptions were also suggested, as was the case in 2019. These requests predominantly related to specific types of vehicles and groups which representatives felt should be exempt. The most commonly cited vehicle types and groups in these instances are summarised below:

SUGGESTIONS FOR EXEMPT VEHICLES	SUGGESTIONS FOR EXEMPT GROUPS
Camper vans/motorhomes	Key workers
Specialist vehicles	Sole traders/tradespeople
Vans	Trade customers and suppliers

7.3.3 After being presented with information on vehicle exemptions, around one in six representatives believed they own a vehicle which might be eligible for one of the exemptions. The exemption most likely to be applied for is the hard to replace vehicle exemption. Of the 18 representatives who suggested they were likely to apply for this type of exemption, the most common vehicle types they were considering applying for were petrol or diesel cars and LGVs or minibuses.

7.3.4 When provided the opportunity to provide feedback on vehicle exemptions, business representatives often made reference to a requirement for further clarity around the following three themes:

- Whether different types of businesses qualify for exemptions, including those based outside Sheffield;
- How businesses should go about applying for exemptions; and
- Whether different types of vehicles qualify for exemptions.

## 7.4 Views on support packages

7.4.1 Sentiments towards the available support packages varied greatly by the types of vehicles owned by businesses. Private hire vehicle drivers, HGV and LGV owners/operators were most likely to apply for one of the available support packages. By contrast, bus and coach owners/operators and Hackney Carriage drivers were most likely to be either undecided in which type of support they would apply for, or state that they would not apply for any of the available support measures.

7.4.2 Many business representatives made comments on the financial elements of support packages, particularly with regards to concerns about the size of the loans/grants available, and the affordability of upgrading. The sentiments around affordability appeared to be particularly pertinent in relation to smaller business, and the voluntary/third sector.

7.4.3 Further comments were provided by representatives around the requirement for further clarity around applications procedures, eligibility criteria, and the exact means through which support will be provided. In particular, there were many requests for further information on:

- The size/scale of funding that could be received, both in terms of value of funding for individual vehicles, and the number of vehicles for which applications could be made;
- The format in which funding will be received (e.g. in cash, or as part of the vehicle itself);
- Whether funding will be available retrospectively for those who have already upgraded their vehicle(s) without the aid of grants;
- Where the revenue generated by the CAZ will go;
- What the eligibility criteria for different support packages will be;
- The format in which applications will need to be completed; and
- How businesses which cease trading as a result of the CAZ will be supported.

## 7.5 Likely response to the CAZ

7.5.1 In terms of likely response towards the CAZ, businesses were most likely to state they would divert journeys around the CAZ, reduce numbers of journeys in the CAZ, and relocate the business to outside the CAZ. These three likely responses were each reportedly more likely than was identified in the 2019 consultation. However, around half of representatives indicated that they would replace their vehicle with a compliant model and almost a third would retrofit their vehicle so it is compliant.

7.5.2 The measures likely to be applied for were as follows:

- Bus owners/operators: upgrade grant of up to £16K (26%); retrofit grant of £16K (16%);
- Coach owners/operators: retrofit grant of £16K (28%); upgrade grant of up to £16K (11%);
- Hackney Carriage drivers: interest free loan (11%); retrofit grant (11%);
- Private Hire Vehicle drivers: interest free loans (32%); lump sum grants (25%);
- HGV owners/operators: upgrade grant of up to £16k (49%); retrofit grant of £16k (3%);
- LGV owners/operators: lump sum grant for Euro 6 diesel or Euro 4 petrol hybrid upgrade (31%); interest free loan (11%); and upgrade grant for EV upgrade (9%).

7.5.3 Around half of LGV owner/operators and HGV owner/operators in the business survey indicated that they are likely to apply for support measures, compared to around a quarter of LGV owner/operators and less than one in ten HGV owner/operators in the citizens survey.

## 7.6 In summary

- Respondents to the consultation overall viewed the CAZ as having an overall negative impact on businesses and Sheffield as a city, and there is a lot of concern about these impacts. Many suggestions were made about how these impacts can be mitigated, and alternative suggestions on CAZ delivery put forward.
- Proposed exemptions were generally supported and many others were suggested; although some considered private cars should not be exempt.
- Support packages were often perceived as inadequate in value but are likely to be taken up by about half of respondents for each vehicle type, other than Hackney Carriage drivers, for which closer to one in four are likely to take up either a loan or retrofit grant. Several questions remain from businesses regarding support package delivery and eligibility.
- Businesses were most likely to state they would divert journeys around the CAZ, reduce numbers of journeys in the CAZ, and relocate the business to outside the CAZ. However, almost half indicated that they would replace their vehicle with a compliant model and almost a third would retrofit their vehicle so it is compliant.

## 7.7 Next steps

7.7.1 This report provides a comprehensive account of all of the views and opinions provided by businesses and organisations who responded to Sheffield County Council’s consultation on the Category C plans for the CAZ. An accompanying report provides the views of the general public.

7.7.2 The findings of the two reports will be used by SCC to inform the development of the Final Business Case for the Clean Air Zone, and allow SCC to proceed with implementing the necessary measures by the end of 2022.

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**Birmingham – Newhall Street**

5th Floor, Lancaster House, Newhall St,  
Birmingham, B3 1NQ  
T: +44 (0)121 393 4841

**Birmingham – Edmund Gardens**

1 Edmund Gardens, 121 Edmund Street,  
Birmingham B3 2HJ  
T: +44 (0)121 393 4841

**Dublin**

2nd Floor, Riverview House, 21-23 City Quay  
Dublin 2, Ireland  
T: +353 (0) 1 566 2028

**Edinburgh – Thistle Street**

Prospect House, 5 Thistle Street, Edinburgh EH2 1DF  
United Kingdom  
T: +44 (0)131 460 1847

**Glasgow – St Vincent St**

Seventh Floor, 124 St Vincent Street  
Glasgow G2 5HF United Kingdom  
T: +44 (0)141 468 4205

**Glasgow – West George St**

250 West George Street, Glasgow, G2 4QY  
T: +44 (0)141 468 4205

**Leeds**

100 Wellington Street, Leeds, LS1 1BA  
T: +44 (0)113 360 4842

**London**

3<sup>rd</sup> Floor, 5 Old Bailey, London EC4M 7BA United Kingdom  
T: +44 (0)20 3855 0079

**Manchester – 16<sup>th</sup> Floor, City Tower**

16th Floor, City Tower, Piccadilly Plaza  
Manchester M1 4BT United Kingdom  
T: +44 (0)161 504 5026

**Newcastle**

Floor B, South Corridor, Milburn House, Dean Street,  
Newcastle, NE1 1LE  
United Kingdom  
T: +44 (0)191 249 3816

**Perth**

13 Rose Terrace, Perth PH1 5HA  
T: +44 (0)131 460 1847

**Woking**

Dukes Court, Duke Street  
Woking, Surrey GU21 5BH United Kingdom  
T: +44 (0)1483 357705

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