

CLEAN AIR ZONE PUBLIC CONSULTATION

ANALYSIS OF CITIZENS RESPONSES



FINAL REPORT

SYSTRA

SHEFFIELD CITY COUNCIL

CLEAN AIR ZONE PUBLIC CONSULTATION – CITIZENS RESPONSES

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1. BACKGROUND INFORMATION

1.1 The Sheffield Clean Air Zone

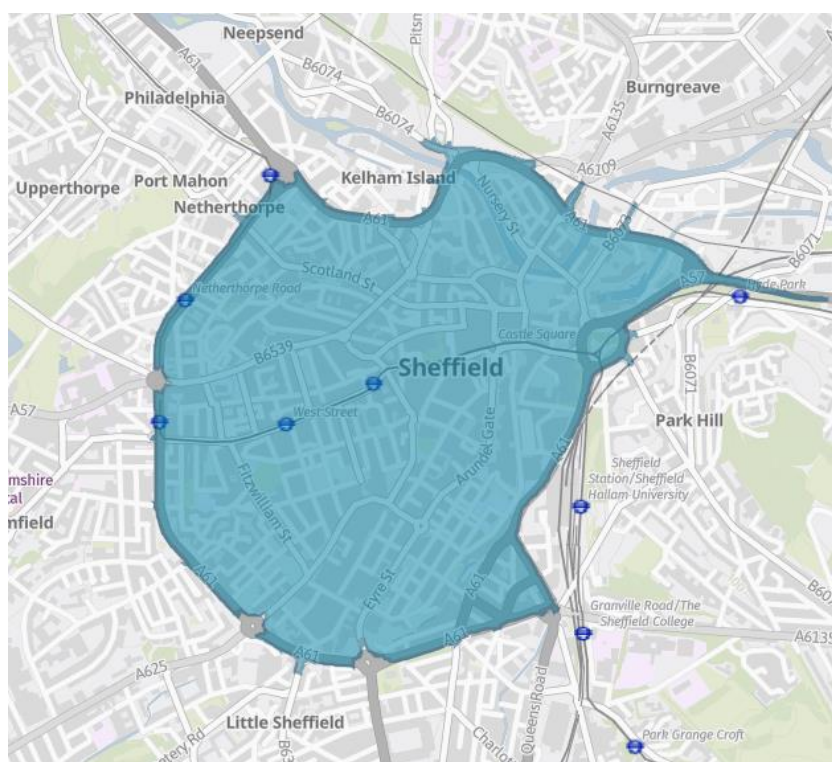
1.1.1 Air pollution contributes to around 500 deaths a year in Sheffield. Poor air quality also contributes to health issues such as strokes, lung cancer and cardiovascular disease. Sheffield has been in breach of the legal limits for Nitrogen Dioxide (NO₂) levels since January 2010¹.

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 (NO₂) 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 junction². This area is highlighted in Figure 1.

Figure 1. Sheffield Clean Air Zone proposed boundary



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

²<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
 Bus Coach	M3	Euro VI	£50
 HGV	N2, N3	Euro VI	£50
 Van	N1	Diesel: Euro 6 Petrol: Euro 4	£10
 Minibus	M2	Diesel: Euro 6 Petrol: Euro 4	£10
 Taxi & Private Hire	Registered as a taxi	Diesel: Euro 6 Petrol: Euro 4	£10
 Private car	NOT CHARGED		

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 22nd November 2021 until 17th 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 members of the public (citizens)** in and around Sheffield. A separate report has been produced for the consultation with businesses. 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 citizens who responded to the consultation;
 - Chapters 4-6 outline the key findings obtained from the consultation with citizens, 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 citizens. Specifically, this chapter will cover:

- The response channels which were available to respondents;
- 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 22nd November 2021 until 17th 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/>;
- Any respondents 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-for-businesses/>
- Freeform responses accepted via email (cleanair@sheffield.gov.uk) and post; and
- A public webinar conducted on Monday 29th November 2021.

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

Coding of open-ended questions

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;
- Respondents current travel behaviour;
- Impacts of the CAZ on businesses;
- Impacts of the CAZ on individuals;
- Impacts of the CAZ on the city;
- Support packages;
- Other schemes not related to the CAZ; 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

- 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 of 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 AND VEHICLE PROFILE

Key Points:

2,342 citizens responded to the consultation via an online consultation or freeform email response, and 37 citizens attended the public webinar.

The profile of respondents was broadly similar to the 2019 consultation in terms of connection to the area, age, disability status, and ethnicity, but markedly different in terms of gender, with a greater share of males completing the survey compared to 2019.

- Eighty percent of respondents lived in Sheffield, whilst around half worked in city or visited for leisure or shopping purposes.
- The majority of respondents were between the ages of 25-64, male, and of white ethnicity; while around one in five reported a disability or had caring responsibilities.

A third of respondents indicated that they use a vehicle which is non-compliant and subject to the CAZ charges; twice the 17% reported in the 2019 consultation.

Of those who believe they own a non-compliant vehicle, the percentage share of those intending to upgrade their vehicle is lower than was reported in the 2019 consultation. The percentage intending to upgrade was as follows for those who own or lease each type of vehicle:

- Minibus or LGV: 4% (13% in 2019);
- HGV: 2% (21% in 2019); and
- SPV: 16% (no comparative data for 2019).

3.1 Introduction

3.1.1 This chapter provides the number of citizens 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 2,342 responses were received from members of the public via an online consultation survey or a freeform email/telephone response, whilst 37 citizens attended an online public webinar. 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	2,262
Provided freeform comments via email / telephone	80
Attendance at public webinar session	37
Total	2,379

3.3 Characteristics of online survey responses

- 3.3.1 This section provides a breakdown of the demographic characteristics for those who responded to the online survey.
- 3.3.2 Table 3 shows that around four in five respondents (83%) live in Sheffield, which is very similar to the 81% reported in the 2019 citizens consultation. Half (50%) worked in Sheffield. A substantial share of respondents (46%) visit Sheffield for leisure and shopping, whilst around three in ten (29%) pass through the city on their way to elsewhere else. A quarter visit Sheffield to see family or friends, whilst around one in five (19%) visit the city for other personal reasons. A small share of respondents (5%) study in Sheffield.

Table 3. Connection to the area

LOCATION	COUNT	PERCENTAGE
I live in Sheffield	1,877	83%
I work in Sheffield	1,119	50%
I visit Sheffield for leisure and shopping	1,039	46%
I pass through Sheffield on my way to somewhere else	649	29%
I visit Sheffield to see family or friends	559	25%
I visit Sheffield for personal reasons	427	19%
I study in Sheffield	105	5%
None of the above	5	0%
Base	2,250	100%

- 3.3.3 Table 4 provides the demographic profile of survey respondents. Of those respondents who provided further details on their demographic background:

- Around two in five (39%) were aged 25-44 years, with a further two in five (40%) were aged 45-64 years. This is very similar to the 2019 consultation in which 81% of respondents were aged between 25-64 years;
- Almost two-thirds were male (63%) compared to one-third who were female (34%), which was markedly different to the 2019 consultation, in which there was a 51% male and 47% female representation;
- Almost one in five (18%) reported having some form of disability, higher than the 12% reported in the 2019 citizens consultation;
 - The most commonly cited disabilities were long-term illness or health conditions (42%), mobility and physical impairments (33%), and mental ill health (30%), with these percentages all similar to the 2019 citizens consultation.
- Around two in five (38%) identified as having a religion, compared to 62% who did not;
- around one in six (17%) had responsibilities as a carer; and
- The vast majority of respondents were of white ethnicity (96%), similar to the 2019 citizens consultation in which 93% identified as white.

Table 4. Respondent profile

DEMOGRAPHIC CHARACTERISTIC	COUNT	PERCENTAGE
Age		
16 to 24	135	6%
25 to 44	848	39%
45 to 64	879	40%
65+	335	15%
Base	2,197	100%
Sex		
Female	724	34%
Male	1,328	63%
Non-binary & Other	48	2%
Base	2,100	100%

DEMOGRAPHIC CHARACTERISTIC	COUNT	PERCENTAGE
Disability status		
Disability identified	377	18%
No disability identified	1,671	82%
Base	2,048	100%
Ethnicity		
White ethnicity	1953	96%
Non-white ethnicities (e.g. Asian, Black, Mixed or Other backgrounds)	128	6% ³
Base	2,035	100%
Religion		
Religion identified	735	38%
No religion	1,209	62%
Base	1,944	100%
Carer status		
Has responsibilities as a carer	345	17%
No responsibilities as a carer	1,694	83%
Base	2,039	100%

3.4 Number of vehicles owned/leased by online survey respondents

3.4.1 Respondents to the consultation survey were asked whether they operate (i.e. own or lease) one or more minibuses or other Light Goods Vehicles (LGV), Heavy Goods Vehicles (HGV), or Special Purpose Vehicles (SPV). The results indicate that of 2,253 consultation respondents:

- 497 (22%) either own or lease a minibus or LGV;
- 56 (2%) either own or lease an HGV; and
- 50 (2%) either own or lease a SPV.

³ Percentages for ethnicity demographics do not add to 100%, as 30 consultation survey respondents identified themselves as having multiple ethnicities.

3.4.2 Subsequently, respondents were asked to state the number of each type of these vehicles they own or lease, which they currently use within the proposed CAZ area. Tables 5 and 6 show that of those owning/leasing each type of vehicle:

- 94% of LGV owners use at least one of their vehicle(s) within the CAZ, along with 18% of those who lease LGVs;
- 5% of minibus owners use at least one of their vehicle(s) within the CAZ, along with 2% of those who lease minibuses;
- 70% of HGV owners use at least one of their vehicle(s) within the CAZ, along with 18% of those who lease HGVs; and
- 80% of SPV owners use at least one of their vehicle(s) within the CAZ, along with 28% of those who lease SPVs.

Table 5. Number of vehicles owned and used within the CAZ

VEHICLES	LGV	MINIBUS	HGV	SPV
0	6%	95%	30%	20%
1	83%	3%	50%	66%
2	7%	1%	4%	2%
3	2%	<1%	4%	4%
4	<1%		2%	2%
5	1%	<1%	2%	2%
6-9			2%	
10-20			2%	
21+	<1%	<1%	5%	4%
Base	497	497	56	50

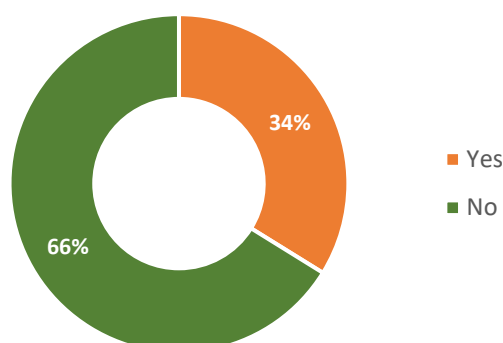
Table 6. Number of vehicles leased and used within the CAZ

VEHICLES	LGV	MINIBUS	HGV	SPV
0	82%	98%	82%	72%
1	15%	1%	11%	20%
2	1%	<1%		
3	1%		2%	4%
4		<1%		
5				
6-9		<1%		
10-20		<1%		2%
21+	<1%	<1%	5%	2%
Base	497	497	56	50

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

- 3.5.1 Respondents to the consultation survey were also asked more generally whether they believe they drive or own a non-compliant vehicle. **Error! Reference source not found.** shows that the around one third of respondents (34%) consider they drive or own a non-compliant vehicle, while around two thirds (66%) believe that they do not. This figure is double the 2019 consultation result, in which 17% of respondents thought they owned at least one vehicle which would be subject to the charge.
- 3.5.2 When considering the absolute number of citizens suggesting they had a non-compliant vehicle, the number who perceive they have a non-compliant vehicle was greater in 2019 (819) compared to this 2021 consultation (748). This indicates that the respondent base to this 2021 consultation is more weighted towards those who are likely to be affected by the charge than in 2019.

Figure 3. Do you believe that you drive or own a vehicle that is non-compliant? (Base: 2,211)



3.5.3 The share of respondents who thought they drive or own a vehicle which is non-compliant varied significantly by their characteristics, in particular:

- Connection to the area, with those who visit for the following reasons being more likely to drive or own a vehicle which is non-compliant than those who do not:
 - Pass through Sheffield on their way to somewhere else (42%);
 - Visit Sheffield to see family (40%); and
 - Visit Sheffield for other personal reasons (41%).
- Age, with those aged 45-64 most likely to drive or own a vehicle which is non-compliant (38%); and those aged 65+ least likely to do so (26%).
- Gender, with females more likely to drive or own a vehicle which is non-compliant (30%) than those who identify as 'other' (41%).
- Carer status, with those who have caring responsibilities more likely to drive or own a vehicle which is non-compliant (38%) than those who do not (32%).

3.5.4 Respondents were asked to specify, for each type of vehicle they owned or leased, the number which were non-compliant, and which would therefore be charged to drive into the proposed CAZ. Tables 7 and 8 show that:

- 73% of LGV owners, and 17% of those who lease LGVs, have at least one LGV which is non-compliant;
- 4% of minibus owners, and 2% of those who lease minibuses, have at least one minibus which is non-compliant;
- 61% of HGV owners, and 23% of those who lease HGVs, have at least one HGV which is non-compliant; and
- 54% of SPV owners, and 36% of those who lease SPVs, have at least one SPV of their non-compliant.

Table 7. Number of non-compliant vehicles owned and used within the CAZ

VEHICLES	LGV	MINIBUS	HGV	SPV
0	27%	96%	39%	46%
1	66%	3%	41%	46%
2	5%	<1%	5%	2%
3	1%	<1%	2%	2%
4	<1%		4%	
5	<1%		2%	2%
6-9			2%	
10-20		<1%	2%	
21+	1%	<1%	4%	2%
Base	497	497	56	50

Table 8. Number of non-compliant vehicles leased and used within the CAZ

VEHICLES	LGV	MINIBUS	HGV	SPV
0	83%	98%	77%	64%
1	14%	1%	13%	30%
2	2%	<1%	2%	
3	1%	<1%		2%
4	<1%		2%	
5		<1%	4%	2%
6-9				
10-20		<1%		
21+	1%	<1%	4%	2%
Base	497	497	56	50

3.6 Intentions to upgrade or replace vehicles

3.6.1 Respondents to the consultation survey who believe they own a non-compliant vehicle were asked whether they have plans to upgrade or replace any of their vehicles to a Clean Air Zone compliant model between now and the end of 2023. The results indicate that:

- Of 424 respondents answering the question for who those own or lease a **minibus or LGV**: 4% plan to upgrade, whilst 84% do not, and 12% are unsure;
- Of 47 respondents answering the question for those who own or lease **HGV**: 2% plan to upgrade, whilst 96% do not, and 2% are unsure; and
- Of 38 respondents answering the question for those who own or lease a **SPV**: 16% plan to upgrade, whilst 74% do not, and 11% are unsure.

3.6.2 These figures indicate that the share of respondents intending to upgrade their vehicles is lower than reported in the 2019 consultation, and far fewer in the current consultation are unsure. In 2019, the reported intentions were (no data available for SPV comparison):

- **Van or LGV**: 13% planned to upgrade, whilst 31% did not, and 55% were unsure; and
- **HGV**: 21% planned to upgrade, whilst 21% did not, and 58% were unsure.

3.6.3 The proportion of respondents with intentions to upgrade or replace vehicles were much lower in the citizens survey than the equivalent proportion in the business survey. However, it must be noted that the base size for the equivalent question in the business survey is very low.

4. VEHICLE EXEMPTIONS

Key Points:

Over 80% of citizen survey respondents agreed with exemptions for emergency services vehicles, and over half agreed with exemptions for not-for-profit and community interest group vehicles, and vehicles that are hard to replace.

After being presented with information on the vehicle exemption criteria, one in eight respondents perceived they owned a vehicle that may be eligible for an exemption. The exemption most likely to be applied for (mostly by LGVs) is the 'hard to replace vehicle' exemption, which one third of respondents with a potentially eligible vehicle anticipated applying for.

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

- Specific types of vehicles which they felt should, or should not be exempt, including many suggestions that private vehicles should be subject to the CAZ charge, and many calls for exemptions for campervans/motorhomes and other specific vehicles; and
- Suggestions for exemptions for vehicles being used for specific purposes or by specific groups, for example LGVs not being used for business purposes.

4.1 Introduction

4.1.1 This chapter outlines respondents 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, respondents 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. Respondents were asked to state whether they agreed or disagreed with each of these additional local exemptions.

4.2.2 Table 9 shows that the most widely supported exemption type was exemptions for specialist emergency services vehicles, agreed with by more than four in five (83%) respondents. This was followed by exemptions for not-for-profit and community interest group vehicles, agreed with by more than half (59%) of respondents.

4.2.3 The vehicles which received the lowest levels of agreement over exemptions was for non-compliant commercial vehicles subject to a finance agreement, with around two fifths (39%) disagreeing with this exemption.

Table 9. 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	83%	5%	10%	6%	2,205
Not-for-profit and community interest group vehicles	59%	14%	23%	4%	2,203
Vehicles which cannot be or are hard to be replaced	55%	14%	25%	6%	2,214
Replacement or retrofitted compliant vehicle on order	49%	16%	29%	6%	2,209
Non-compliant commercial vehicle which is subject to a finance agreement	36%	17%	39%	7%	2,204

4.2.4 The likelihood of agreeing with the exemption ‘Vehicles which cannot be or are hard to replace’ varied significantly by **caring responsibility**. Those with a caring responsibility were more likely to agree with this exemption than those without (63% compared with 53%).

4.2.5 The likelihood of agreeing or disagreeing with the exemption ‘Where there is a replacement or retrofitted compliant vehicle on order’ varied significantly by:

- **Age:** Those aged 16 to 24 were more likely to agree with this exemption (57%) than those aged 25 or older (49%);
- **Gender:** Men were more likely to disagree with this exemption (31%) than women (25%) or people who identify in another way (23%);
- **Disability status:** Those without a disability were more likely to disagree with this exemption (30%) than those with a disability (24%); and
- **Caring responsibilities:** Those with caring responsibilities were more likely to agree with this exemption (55%) than those without (47%).

4.2.6 The likelihood of agreeing or disagreeing with the exemption ‘Where the non-compliant commercial vehicle is subject to a finance agreement’ varied significantly by:

- **Age:** The younger a respondent the more likely they were to agree with this exemption, for example 46% of those aged 16-24 agreed with this exemption, compared with only 28% of those aged 65 or older;

- **Gender:** Men were more likely to disagree with this exemption (42%) than women (35%); and
- **Caring responsibilities:** Those with caring responsibilities were more likely to agree with this exemption (46%) than those without (34%).

4.2.7 The likelihood of agreeing or disagreeing with the exemption for ‘Not-for-profit and community interest group vehicles’ varied significantly by:

- **Age:** The younger a respondent the more likely they were to agree with this exemption, for example 74% of those aged 16-24 agreed with this exemption, compared with only 54% of those aged 65 or older; and
- **Gender:** Women were more likely to agree with this exemption (66%) than men (55%).

4.2.8 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, and are summarised below.

4.2.9 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**.

Types of vehicles which should or should not be exempt

4.2.10 Within the consultation survey, 247 comments were received relating to **vehicle exemptions**, of which:

- 101 comments included a suggestion for further restrictions rather than exemptions, including:
 - 93 proposing that restrictions apply to all non-compliant vehicles, including private cars;
 - Three calling for restrictions on all diesel vehicles; and
 - One calling for each of the following restrictions:
 - Restrictions on SUVs;
 - Limit number of times exempt vehicles can enter CAZ;
 - Restrictions on classic cars;
 - A total ban on HGVs; and
 - No exemptions for taxis registered outside of Sheffield.

“Exempting private vehicles seems a bizarre way of implementing a clean air zone. Commercial vehicles often have no alternative but to drive in the city centre whilst there are viable alternatives for a large number of people using private vehicles (public transport, cycling and walking).”

- 79 comments called for exemptions for specific vehicle types, including:

- 44 for camper van/motorhome exemptions;
 - It is interesting to note that amongst campervan/motorhome owners specifically (39 owners within the sample), there is a lower share of owners who live in Sheffield compared to the sample average (70% vs. 83% overall); but a higher share who pass through Sheffield on their way to somewhere else (46% vs. 29% overall).
- 11 for passenger carrying vehicle exemptions;
- Nine calling for exemptions for vans;
- Five calling for exemptions for buses;
- Two calling for exemptions on each of the following:
 - Classic cars;
 - Coaches;
 - Specialist vehicles; and
 - Taxis.
- One calling for exemptions for range extended EVs; and
- One suggesting allowing taxis to use ring road.

“Including privately owned campervans is very unfair, and that category sticks out as they will largely be privately owned like most cars, but no support for conversion upgrade etc. Campervans need to be included alongside private cars.”

- 29 comments called for exemptions for vehicles being used for specific purposes, including:
 - 13 calling for exemptions for LGVs not used for business purposes;
 - Eight calling for exemptions for all private vehicles;
 - Two suggesting business vehicle exemptions;
 - Two calling for exemptions when collecting items from shops;
 - One calling for each of the following exemptions:
 - For those living outside Sheffield commuting into the city;
 - For coaches being used for educational purposes;
 - For buses on key routes; and
 - Public transport services with a temporarily reduced fleet.

“What does concern me is that people in our situation (large family, need 6 seats, self-employed but can only afford one vehicle) who have to have a van as their main transport will be charged for essential journeys to the city centre if we need to attend appointments or take family to appointments at the hospital.”

- 17 comments called for exemptions for specific groups, including:
 - Six calling for exemptions for residents within the CAZ;
 - Three calling for exemptions for blue badge holders (if private cars are included);
 - Two calling for exemptions for low mileage/infrequent drivers;
 - One calling for each of the following exemptions :

- Emergency services;
 - Charities;
 - Blue badge holders;
 - Healthcare workers;
 - Low-income drivers; and
 - Tradespeople serving city centre businesses.
- 10 comments made suggestions around delivery of exemptions, of which:
 - Four suggested allowing a limited number of free annual passes for non-compliant vehicles;
 - Three suggested only allowing exemptions for vehicles financed prior to the announcement of the CAZ;
 - Two called for clear rules in relation to exemptions; and
 - One requested more detail on eligibility for exemptions.
- Four comments called for additional timed exemptions, with one comment each for:
 - Time-based exemptions for coaches;
 - Night-time exemptions for HGVs;
 - Exemptions at night generally; and
 - Exemptions until a vehicle ages out of use.
- Three comments requested further information on vehicle exemptions, but did not specify what additional information they required;
- One comment was made in relation to each of the following:
 - Council vehicles should be compliant, not exempt; and
 - A fear that compliance regulations will change.

4.2.11 A few of these suggestions were also proposed during the public webinar, namely:

- Restrictions should apply to private cars; and
- Exemptions should be allowed for LGVs not used for business purposes.

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

- 38 comments suggesting that more information was required on vehicle exemptions, but did not specify what information they needed.
- 11 comments calling for exemptions of certain vehicle types, including:
 - Four calling for campervan/motorhome exemptions;
 - Three calling for exemptions for vans;
 - Two calling for exemptions for residents within the CAZ; and
 - One comment regarding exemptions based on low-incomes; and
 - One comment regarding leisure vehicles generally.

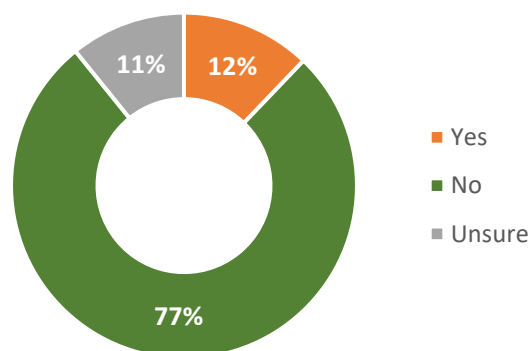
- Two comments included a suggestion for further restrictions rather than exemptions, including one comment regarding private cars, and one comment regarding all non-compliant vehicles generally.

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 majority of respondents (77%) do not perceive they own a vehicle eligible for an exemption, with only 12% of respondents reporting owning a vehicle which may be eligible. One in ten (11%) were unsure.

4.3.2 Anticipated eligibility for an exemption did not vary significantly by connection to Sheffield, age, gender, disability status, or caring responsibilities.

Figure 4. Do you drive or own a vehicle which could be eligible for an exemption? (Base: 2,239)



4.3.3 Those respondents who reported owning a vehicle potentially eligible for an exemption were asked to indicate which type(s) of exemptions they would be applying for, and how many vehicles they would be applying for. The percentage of citizens who stated they would apply for each type of exemption was as follows:

- Hard to replace vehicle exemption: 33%;
- Replacement or retrofitted compliant vehicle on order exemption: 16%;
- Non-compliant commercial vehicle subject to a finance agreement exemption: 15%; and
- Vehicles used to support a not-for-profit/community interest group exemption: 14%.

4.3.4 0 shows a full breakdown of the number of vehicle exemption applications that citizens anticipated applying for.

Table 10. How many of the following types of exemptions will you be applying for?

EXEMPTION TYPE	0	1	2-5	6-10	11-20	21+	BASE
Hard to replace vehicle exemption	67%	18%	5%	1%	1%	8%	272
A replacement or retrofitted compliant vehicle on order exemption	84%	3%	2%	1%	2%	8%	264
A non-compliant commercial vehicle being subject to a finance agreement exemption	85%	3%	2%	2%	2%	6%	263
Vehicles used to support a not-for-profit and community interest group exemption	86%	2%	2%	2%	2%	7%	261

5. SUPPORT PACKAGES

Key Points:

For both owner/operators of minibuses and LGVs, and owner/operators of HGVs, the most likely response to the offer of support measures was to not take any of the proposed measures. For each type of vehicle, the most likely response responses were:

- **LGV owners/operators:** will not take measures (46%); currently undecided (26%);
- **HGV owners/operators:** will not take measures (57%); currently undecided (36%);.

The most likely measure to be taken up was a lump sum grant for Euro upgrade which one in five LGV owners/operators said they were likely to use.

When provided the opportunity to provide feedback on support packages generally, respondents 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;
- The delivery of support packages, in terms of timescales and areas/types of vehicles to be prioritised; and
- A requirement for further clarity around support package applications, eligibility criteria, and the exact means through which support will be provided.

5.1 Introduction

5.1.1 This chapter outlines respondents 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

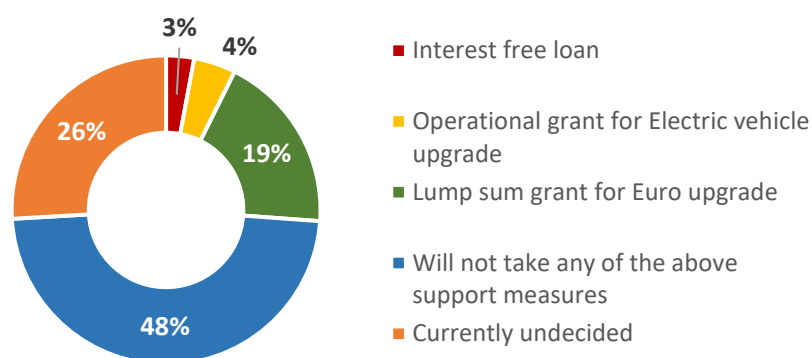
Light Goods Vehicles

5.2.1 Figure 5 shows that of the of the 409 Light Goods Vehicle owners/operators who answered the question regarding which type of support they were most likely to apply for, around half (48%) would not take any of the proposed support measures, whilst around a quarter (26%) were currently undecided. Approximately one in five (19%) would take up the offer of a lump sum grant for Euro 6 diesel or Euro 4 petrol hybrid upgrade. Only a small share of respondents were most likely to apply for an operational grant for electric vehicle upgrade (4%) or an interest free loan (3%).

5.2.2 The anticipated uptake of support measures amongst LGV owner/ operators responding to the citizen’s survey was much lower than the anticipated uptake of support measures amongst LGV owner/ operators in the business survey. In the business survey, around three

in ten (31%) business representatives stated they 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%).

Figure 5. As a light goods vehicle or minibus owner or operator, which of the following support measures would you be most likely to apply for? (Base: 409)

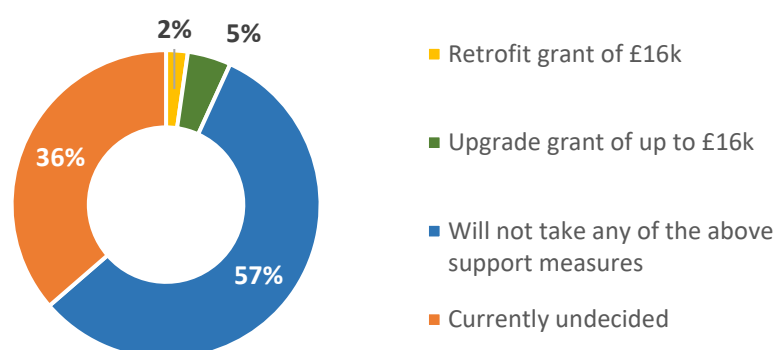


Heavy Goods Vehicles

5.2.3 Figure 6 shows that of the of the 44 Heavy Goods Vehicle owners/operators who answered the question regarding which type of support they were most likely to apply for, around a third (36%) were currently undecided, whilst nearly three in five (57%) stated they would not take up on of the support measures. A small share (5%) would be most likely to apply for the upgrade grant of up to £16k, whilst only 2% would apply for a retrofit grant.

5.2.4 The anticipated uptake of support measures amongst HGV owner/ operators was much lower in the citizens survey than in the business survey. Almost half of business representatives (49%) would be most likely to apply for the upgrade grant of up to £16k, whilst 3% would apply for a retrofit grant.

Figure 6. As a heavy goods vehicle owner or operator, which of the following support measures would you be most likely to apply for? (Base: 44)



5.3 General sentiments towards support packages

5.3.1 Across all the modes of engagement, many citizens 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 and whether individuals could afford to upgrade, greater clarity regarding support package application processes and eligibility, and the understanding how support packages would be delivered. 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 public webinar relating to support packages is outlined in **Appendix D**. All coded sentiments from email responses are summarised in **Appendix E**.

Financial considerations:

5.3.3 Within the consultation survey questions, 52 comments were provided relating to financial considerations, mostly indicating concern for viability of upgrading vehicles, including:

- 37 comments suggesting respondents could not afford to upgrade their vehicles, with specific groups of vehicles including:
 - Vans;
 - Camper vans or motorhomes;
 - Private cars, including those used for business travel; and
 - Private hire vehicles.

“Campervans and Motorhomes are private vehicles similar to private cars so should not be charged. The cost to change is excessive, my motorhome is 15 years old but still has a value of £25,000, the cost to change to a Euro6 vehicle would be over £20,000. Not affordable.”

- 14 comments provided the view that the value of the loans/grants available need to be increased, with specific reference being made to increasing the level of support for:
 - Charities/the voluntary sector; and
 - Bus and coach operators.

“I think the support packages need to be more generous to help people move away from polluting vehicles. I am supportive of improving air quality but the current support offered won't be enough to help me purchase a new vehicle which meets the criteria.”

- One comment supported the provision of support packages overall, without specifying any particular reason.

Delivery of support packages:

5.3.4 Within the consultation survey questions, 29 comments were provided regarding the delivery of financial support packages.

- 11 comments related to who should be able to access support packages, including:
 - Six which stated that private non-compliant vehicles should be included;
 - Two which stated that support should only be offered to those upgrading their vehicles to ULEV or zero-emissions vehicles;
 - One which stated that support should be available for anyone purchasing an electric vehicle;
 - One which stated that any impacted party should be able to access support; and
 - One stated that taxis, minibuses and PHVs should not be eligible for support.

“You should ONLY be funding zero-emissions vehicles with grant money and 0% loans. Otherwise you're just spreading the funding thinner and tacitly endorsing emitting vehicles which will inevitably have to be fined sooner or later when the zone is strengthened.”

- Eight comments related to the conditions of support packages, including:
 - Four which requested that measures were included to prevent exploitation of support package;
 - Two which stated that the level of support should be the same for all types of taxi and private hire vehicle;
 - One which stated that the level of support should be the same for all types of vehicle; and
 - One which requested that conditions were included in support to ensure that upgraded vehicles remained accessible to all types of potential user.

“Please ensure robust measures are in place to prevent fraudulent claims for support packages so this system is not abused.”

- Seven comments related to different groups being unable to access support packages at present, including:
 - Two which suggested that campervans or motorhomes were not currently eligible;
 - Two which suggested that their van would not be eligible for support;
 - One which suggested that low income households required additional support;
 - One which suggested that local businesses required additional support; and
 - One which did not specify why they were unable to access support.

5.3.5 As part of the public webinar, five comments were made in relation to other practical issues around the delivery of support packages, with one comment for each of the following:

- There is a need for inclusion of measures to prevent exploiting support packages;
 - Financial support should be offered only to private hire vehicles upgrading to fully electric vehicles;
 - The funding pot is not large enough to meet the requirements of all parties who require financial support;
 - Support packages favour Council contractors;
- Large parking fines should be administered to any vehicle that has received financial support that is found to be illegally parked in Sheffield.

Requests for clarity regarding support packages and eligibility:

5.3.6 Within the consultation survey questions, ten 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 more information was required for how to identify the Euro category of a vehicle;
- Two comments requested greater clarity on the size of grants available;
- Two comments requested further details on whether campervans / motorhomes were eligible for support;
- One comment related to a request for details on how support packages are being funded; and
- Two comments did not specify what additional information was required.

“It is almost impossible to work out which Euro band my vehicle is in. Could you please provide a web site where I can enter my reg and find out. Links on this page do not do that.”

5.3.7 Responses obtained via emails from citizens regarding support packages generally followed the sentiments expressed in the consultation survey. From email responses, there were:

- 11 comments suggesting that more information was required, including:
 - Three requests for information on how support packages can be accessed;
 - Three regarding eligibility criteria for support;
 - Two on the application processes generally;
 - One asking if support could be applied for retrospectively;
 - One requesting additional information for campervan/motorhome owners; and
 - One unspecified request for more information.
- Five comments regarding financial considerations, including
 - Three suggesting respondents could not afford to upgrade their vehicles, with specific groups of vehicles including vans, as well as campervans/motorhomes; and
 - Two of the view that the value of the loans/grants available need to be increased.
- Three comments related to the delivery of support packages, with:
 - Two stating that support packages should be accessible prior to CAZ implementation; and
 - One stating that private non-compliant vehicles should be included for vehicle support.

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

Key points:

Two thirds of the general public agreed that tackling air pollution should be a priority for Sheffield City Council, and seven in ten considered air quality to be important to them.

In response to the introduction of the CAZ, actions relating to change in behaviour to reduce use of the CAZ were more commonly anticipated than making changes to vehicles to make them compliant, or paying the CAZ charge.

Working to improve clean public transport, encouraging walking and cycling, and taking action to reduce congestion were the most commonly selected other actions that the public consider Sheffield City Council should take to improve air quality in the city. Lots of detailed suggestions were made by individuals relating to improving public transport, active travel, road traffic management, road layouts and electric vehicles.

When given the opportunity to provide feedback on the CAZ, respondents often:

- Provided reasons for supporting or opposing the CAZ, with the most common reasons for opposition being that it was perceived as a money making scheme, and that it will create social inequality;
- Expressed concerns around the potential lack of effectiveness of the CAZ; the negative impacts on the roads, in particular relating to traffic displacement; the negative impacts on businesses, individuals, and the city in general, in particular its' economy; and about the scheme expanding to include private cars at some point;
- Requested more information regarding delivery and evidence to support the CAZ;
- Made suggestions relating to the implementation of the CAZ, in particular changing the boundaries to exclude the inner ring road, and delaying implementation.

6.1 Introduction

6.1.1 This chapter outlines citizens' sentiments towards the CAZ proposals more generally, in particular their views on addressing air pollution, their likely responses to the CAZ, their support for the CAZ, their views on the impacts of the CAZ, suggestions for implementation, and their views on other potential actions which could be considered by Sheffield CC to tackle air pollution.

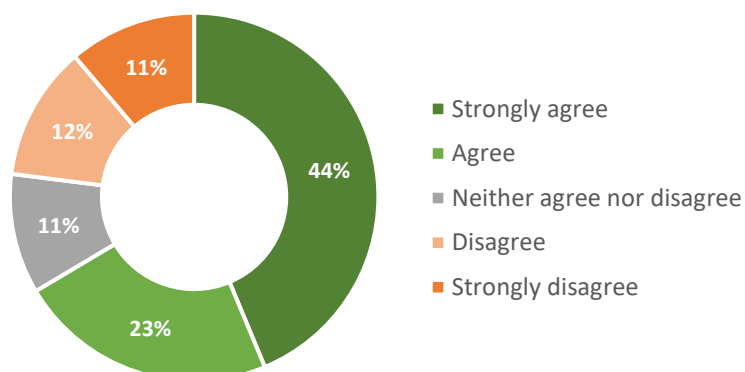
6.1.2 As with previous chapters, the data used includes respondent's answers to the closed questions within the consultation survey, as well as relevant comments made in open-ended questions provided as part of the survey, comments made in the engagement sessions, and comments made in telephone and email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

6.1.3 The views expressed in this chapter were provided by respondents 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 When asked to what extent they agreed tackling air pollution should be a priority for Sheffield City Council, two thirds of respondents (67%) either agreed or strongly agreed that this should be a priority, compared to less than a quarter (23%) who disagreed or strongly disagreed.

Figure 7. To what extent do you agree or disagree that tackling air pollution should be a priority for Sheffield City Council? (Base: 2,248)

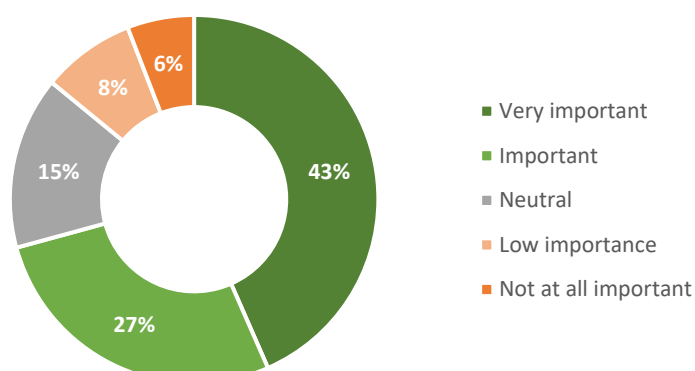


6.2.2 Likelihood of agreeing or disagreeing with this statement varied significantly by:

- **Age:** Younger respondents were more likely than older respondents to disagree that tackling air pollution should be a priority for Sheffield City Council, with 24% of those aged 16 to 64 disagreeing compared with 14% of those aged 65+;
- **Gender:** Women were more likely to agree that tackling air pollution should be a priority (73%) than men (66%);
- **Disability status:** Those with a disability were more likely to disagree that tackling air pollution should be a priority (30%) than those without a disability (20%); and
- **Caring responsibilities:** Those without caring responsibilities were more likely to agree that tackling air pollution should be a priority (69%) than those with caring responsibilities (62%).

6.2.3 Almost seven in ten respondents (70%) reported that air quality in Sheffield is either important or very important to them, compared with only 14% who felt that air quality in Sheffield had low or no importance, and a similar proportion (15%) who reported feeling neutral on the issue.

Figure 8. How important is air quality in Sheffield to you? (Base: 2,247)



6.2.4 Views on the importance of air quality in Sheffield varied significantly by:

- **Age:** The younger the respondent, the more likely they are to view air quality in Sheffield as not important, with 15% of those aged 16 to 64 reporting this compared to 8% of those aged 65 or older;
- **Gender:** Men were more likely to view air quality in Sheffield as not important (15%) than women (8%); and
- **Caring responsibilities:** Those without caring responsibilities were more likely to view air quality in Sheffield as important (73%) than those with caring responsibilities (65%).

6.2.5 In response to the consultation, 51 members of the public offered their views on addressing air quality in the open ended responses:

- 23 comments related to a feeling that it is important to address air quality;
- 13 comments included a suggestion to plant more trees/greenery in order to address air quality;
- Eight comments included a suggestion to address other pollutants, of which:
 - Five suggested measures to reduce use of wood burners;
 - Two suggested measures to target industrial polluters; and
 - One did not specify which other pollutants to address.
- Additional comments relating to addressing air quality, each mentioned by one or two respondents included:
 - Not believing in climate change;
 - A suggestion to improve air quality outside of the CAZ;
 - A suggestion to address actions in the Sheffield Air Quality Action Plan;
 - Support for synthetic fuels in place of electric vehicles; and
 - A suggested move towards electric/hybrid vehicles to improve air quality.

6.2.6 Members of public who took part in the webinar also suggested implementing measure to prevent buses idling in the city as another way to address air quality.

6.3 Support and opposition towards the CAZ

6.3.1 In response to the consultation survey, many members of the public provided a view in the open ended questions on whether they supported or opposed the introduction of the CAZ in Sheffield, many of which qualified their position.

- 249 comments were made in opposition of the CAZ, of which:
 - 81 suggested that the proposals are a money-making scheme;
 - 58 suggested that the CAZ will create social inequality;
 - 36 did not include a reason for opposition towards the CAZ;
 - 22 suggested that the proposals are unnecessary or a waste of money;
 - 21 raised a concern that the CAZ restricts freedom of movement;
 - 11 expressed concerns with impacts of the CAZ on accessibility;
 - Nine expressed a feeling that charges will have a negative financial impact;
 - Eight suggested that the CAZ will have limited benefits;
 - One comment was made in relation to each of the following sentiments:
 - Concern that there are a limited number of compliant vehicles available;
 - The view that proposed CAZ changes are confusing;
 - That the ring road and
 - The view that the CAZ will exacerbate impacts of the pandemic.

“The rich people won’t be bothered by this because they can afford the charge they won’t care, but the everyday person who can’t afford to upgrade their vehicle and certainly couldn’t afford £50 pound a week if they needed to enter zone five days a week are being priced off the roads.”

- Additionally, 263 comments were received in relation to concerns about the effectiveness of the CAZ or the negative impact on the roads, of which:
 - 145 expressed a concern that the CAZ would cause traffic displacement or congestion elsewhere;
 - 37 suggested that the CAZ will not improve air quality across the city;
 - 30 suggested that the CAZ will increase journey times;
 - 13 called for more severe restrictions to increase effectiveness;
 - Nine expressed concerns that the CAZ would encourage the use of private cars;
 - Eight suggested that the CAZ will not reduce congestion;
 - Seven expressed a view that the CAZ would lead to wasteful scrappage of usable vehicles;
 - Four requested monitoring of impacts of the CAZ to evaluate its effectiveness;
 - Four did not specify why they were concerned with the effectiveness of the CAZ;
 - Three expressed a concern that people would continue to drive in the CAZ and pay the charge – and therefore it would have no impact on air quality;
 - Two were concerned that the CAZ will not reduce road deaths; and

- One was concerned that the CAZ would have a limited impact as few non-compliant lorries drive within the CAZ area.

“Living just outside the CAZ I have real concerns about a knock on effect in our area which may increase traffic and pollution in a residential area because of drivers avoiding the CAZ and parking in our area and walking into town.”

6.3.2 Concerns around traffic displacement, the CAZ not benefitting schools, and a lack of impact on air quality across the entire city were also raised in the public webinar.

- 72 comments made were in support of the CAZ, of which:
 - 53 did not specify a reason for supporting the CAZ;
 - 18 supported the CAZ due to anticipated benefits to air quality; and
 - One expressed a feeling that the CAZ would encourage active travel.

“I support the clean air zone in the city and feel it should be used as a basis to go further, to improve both air quality but also tackle climate change by helping the rollout of zero emission vehicles.”

6.3.3 Responses obtained via emails from citizens regarding support or opposition for the CAZ followed the same sentiments expressed in the consultation survey. From email responses, there were:

- Six comments in opposition to the CAZ, of which:
 - Two suggested the proposals are a money-making scheme; and
 - One comment for each of the following:
 - Proposals will create social inequality;
 - Negative financial impacts, but the impacts were not specified;
 - Proposals are unnecessary, or a waste of money; and
 - An unspecified comment in opposition to the CAZ.
- Two comments in support of the CAZ, of which neither provided a reason for this position.

6.4 Views on the impacts of the CAZ

6.4.1 Views on the likely impacts to individuals, businesses and Sheffield were collected in open ended responses to the survey, during the public webinar and on freeform responses received by email and telephone.

Impacts on individuals:

6.4.2 Within their consultation responses, many respondents provided comments on the anticipated impacts of the CAZ on individuals; 95 comments relating to impacts on individuals were received:

- 45 comments were received in relation to an anticipated increased cost of travel:
 - 31 anticipated an increase in public transport fares;
 - 12 anticipated an increase in taxi fares, three of which felt that this would reduce accessibility; and
 - Two expressed a feeling that particular groups would be impacted by an increased cost of travel, one being NHS staff, and the other being school children who take educational trips via coach.
- 24 comments received were in relation to anticipated additional charges from businesses;

“Encouraging people to use public transport instead of cars is not going to work if the cost of travelling by bus increases due to the daily cost. These measures will raise costs to city centre businesses which will be passed on to customers.”

- 12 comments expressed concern that individuals would not be able to afford the charge or to upgrade their vehicle(s);
- Eight comments were received in relation to reduced accessibility as a result of the CAZ, of which:
 - Three did not specify why accessibility would be reduced;
 - Two suggested that a lack of public transport connectivity would reduce accessibility; and
 - One comment was expressed each of the following reasons:
 - Increased social isolation;
 - Reduced hackney carriages with wheelchair capacity; and
 - Increased restrictions on parking.
- Three comments expressed a view that more information is required, of which two related to the impacts on NHS/hospital vehicles, and one related to the impact of the CAZ on disabled people;
- Two comments expressed a concern that fewer taxis would be available, which would reduce public safety; and
- One comment expressed a view that the CAZ would result in an increased likelihood of delays where rail/plane replacement vehicles are needed.

6.4.3 Responses obtained via emails from citizens regarding impacts of the CAZ on individuals followed the same sentiments expressed in the consultation survey. From email responses, there were:

- Three comments in relation to an increased cost of travel, of which one comment each was made in relation to taxi fares, public transport fares, and coach fares; and
- Two comments suggesting that individuals would not be able to afford to upgrade their vehicles.

Impacts on businesses:

6.4.4 In response to the consultation, many respondents provided comments on the anticipated impacts of the CAZ on businesses; 92 comments relating to impacts on businesses were received, of which:

- 31 comments anticipated that the CAZ would result in reduced trade for businesses, with 14 stating customers or suppliers would seek business outside of the CAZ instead;

“I think charging vehicles in to the town centre is bad idea. Covid has killed off lots of business not just people this will limit the people in to town and town footfall will drop even more... We will just loose more business to Meadowhall.”

- 21 comments expressed a concern that there would be negative impacts on businesses, but did not specify what these impacts would be;
- 12 comments expressed a concern that businesses would be unable to afford the charge or upgrade their vehicle(s);
- 12 comments expressed a concern that businesses would be forced to relocate;
- Nine comments suggested that businesses would be forced to close;
- Four comments related to a concern that the cost of deliveries would increase; and
- One comment was made expressing each of the following concerns:
 - Staff will be unable to afford the daily charge;
 - Businesses will be forced to use alternative routes; and
 - Businesses will face difficulties loading and unloading.

6.4.5 Additionally, concerns around small businesses and taxis being unfairly targeted or discriminated against were raised in the public webinar.

6.4.6 Responses obtained via emails from citizens regarding impacts of the CAZ on businesses followed the same sentiments expressed in the consultation survey, with three comments citing concerns regarding the increased cost for deliveries.

Impacts on Sheffield:

6.4.7 In response to the CAZ consultation, many respondents suggested that the CAZ would have a negative impact on Sheffield.

- 208 comments included a concern that the CAZ would have a negative impact on Sheffield:
 - 97 related to a concern that the CAZ would result in reduced footfall, visitors and tourism;
 - 65 included an unspecified concern for the potential negative impacts of the CAZ on Sheffield;
 - 19 included a concern that businesses would relocate outside of the city centre;

- 13 related to an anticipated negative impact on Sheffield’s economy;
- Nine included a concern that there would be reduced investment into the city;
- Four felt that the CAZ would diminish the public realm; and
- One did not specify what the impacts on Sheffield might be.

“A clean air zone will deter visitors from coming into the city and they will look elsewhere to go for leisure and do their shopping.”

6.4.8 Responses obtained via emails from citizens regarding impacts of the CAZ on the city followed the same sentiments expressed in the consultation survey. From email responses, there was one comment suggesting Sheffield would receive reduced tourism/visitors as a result, and three comments which did not specify the type of potential negative impact.

6.5 Suggestions for CAZ implementation

6.5.1 Many comments made in response to the consultation survey included suggestions around the implementation of the CAZ, and these are summarised below

- 170 comments were made in relation to the size and/or geography of the CAZ:
 - 111 included a suggestion to exclude the inner ring road from the CAZ;
 - 41 included a suggestion to increase the size of the CAZ;
 - Five suggested providing 'work-around' routes outside of the CAZ;
 - Four suggested excluding routes that avoid the city centre from the CAZ;
 - Three suggested reducing the size of the CAZ, without specifying which area(s) should be excluded;
 - Two suggested excluding roundabouts on the edge of the CAZ;
 - Two suggested excluding the train station;
 - One expressed a view that the CAZ boundary does not benefit most schools; and
 - One suggested excluding the parkway from the CAZ.

“The inclusion of the ring road in the CAZ is problematic because it will push high-pollution vehicles from the ring road into neighbourhoods around the ring road in an effort to avoid paying the charge. Residential neighbourhoods like Heeley, Sharrow and Broomhall will see an increase in the noisiest and most polluting vehicles using their streets as a cut through. This would be damaging to the health of residents and needs to be reconsidered.”

- 48 comments were made regarding concerns around the implementation of the CAZ:
 - 39 were in regard to a fear that the restrictions in the CAZ would eventually include private cars;
 - Six suggested that information would be needed on enforcement, and how compliance would be verified; and
 - Two called for clear signage to be displayed prior to entering the CAZ; and
 - One did not specify their concerns.
- 30 comments were made in relation to the CAZ charges, of which:

- Eight called for transparency about how charges will be spent;
- Six suggested that the daily charge should vary based on levels of pollution emitted;
- Four suggested the CAZ revenue should be invested into public transport improvements;
- Two suggested the daily charge should vary based on the size of the vehicle;
- Two called for CAZ revenue to be invested into environmental initiatives; and
- One comment was made regarding each of the following suggestions:
 - CAZ revenue should be used towards coach parking and priority measures;
 - Those who are charged should be able to pay on the day;
 - Charges for taxis should be higher;
 - Charges for all vehicles should be equal;
 - Charges should be at least equal to public transport fares;
 - Ensure users are only charged for entering one CAZ per day;
 - Issue initial warning letters before increasing fine; and
 - Offer season tickets for regular CAZ users.

○ 16 comments were received in relation to the timing of the CAZ implementation:

- Seven of which called for an unspecified delay to implementation;
- Three called for gradual implementation, with evolving compliance regulations; and
- One comment was made regarding each of the following suggestions:
 - More time is required for bus/coach operators to upgrade;
 - The timing of implementation must take into account low availability/high cost of low emission vehicles;
 - Allow longer lead time for operators who enter Sheffield infrequently;
 - Further baseline air quality reviews are needed before the CAZ is implemented;
 - Implement as soon as possible; and
 - One unspecified comment about the timing of the CAZ introduction.

○ Nine comments included calls for further information:

- Two requested justification for the introduction of the CAZ;
- Two requested justification for the inclusion of the ring road in the CAZ;
- One comment was raised for each of the following requests:
 - Details on how often drivers will be charged/how charges will be paid;
 - Information on volumes of coach travel within Sheffield; and
 - The cost of the CAZ introduction should be provided.

○ Four comments requested monitoring of impacts of the CAZ.

6.5.2 During the public webinar, similar comments and suggestions arose relating to the implementation of the CAZ, including:

- A suggestion to increase the size of the CAZ;
- Ensuring transparency around how revenue is spent;
- Providing offline methods to pay the charge;
- Providing further information on financial support eligibility;
- Concerns that the CAZ will eventually apply to private cars; and
- A request for further information on vehicle categorisation.

6.5.3 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 were:

- 11 comments including calls for further information:
 - Three requested justification for the inclusion of the ring road in the CAZ;
 - Two requests for each of the following information were raised:
 - Justification for the introduction of the CAZ;
 - How CAZ charges would be paid;
 - Which area is covered by the CAZ; and
 - What date the CAZ would be introduced.
- Four comments including concerns with the effectiveness of the CAZ, of which:
 - Two felt the CAZ would cause traffic displacement/congestion elsewhere;
 - One felt the CAZ would increase journey times; and
 - One felt it was wasteful to scrap usable vehicles.
- Two comments on the CAZ size/geography, with one comment each suggesting:
 - The CAZ should be increased in size; and
 - The inner ring road should not be included.
- Two comments on the CAZ charges, with one comment each requesting:
 - Transparency of how charges will be spent; and
 - Users are only charged for entering one CAZ per day.
- One comment requesting that the CAZ introduction takes into account the low availability and high cost of obtaining low emission vehicles.

6.6 Likely responses to the CAZ

6.6.1 Respondents were asked, if they own a non-compliant vehicle, how they anticipated the CAZ might affect their travel.

6.6.2 Despite the fact that two thirds of respondents had previously indicated that their vehicle was compliant, only about half this proportion indicated that they would make no change because their vehicle was not subject to the CAZ charge (32%) or they did not currently drive into the CAZ (8%), perhaps indicating some confusion amongst respondents over whether the charges would apply to them. These figures were significantly lower than the 2019 consultation with citizens, in which 49% reported they would continue to drive in the CAZ in a vehicle not subject to the charge and 29% did not drive within the CAZ.

- 6.6.3 Of those who would make a change, the most commonly anticipated responses related to changing their behaviour, namely travelling to destinations outside of the CAZ instead of destinations within the CAZ (37%); changing routes to avoid the CAZ (37%), stop making some or all of their trips (23%), and changing to more sustainable modes (13%). The share of respondents changing their route was greater than reported in 2019 (26%), as was the case for the share who would stop making some or all of their trips (20%). The share of respondents who would change their way of travel was significantly lower compared to the 2019 consultation (28%).
- 6.6.4 Less than one in twenty (4%) anticipated that they would pay the charge to drive their non-compliant vehicle into the CAZ, and around one in ten (9%) would consider replacing their current vehicle with a compliant alternative.

Table 11. Likely citizen responses to the CAZ (Multiple response)

RESPONSE TO CAZ	2021 COUNT	2021 PERCENTAGE	2019 PERCENTAGE
Would not make a change to behaviour or vehicle			
No change – I would continue to drive in the CAZ in a vehicle not subject to the charge	575	32%	49%
No change – I do not currently drive in the CAZ	149	8%	29%
Would pay the charge			
I would pay the charge to drive my current non-compliant LGV vehicle in the CAZ	79	4%	3%
Would make some change to vehicle			
I would consider replacing my current vehicle with a compliant alternative	156	9%	13%
Would make some change to behaviour			
I would travel to destinations outside of the CAZ instead i.e. shop, work or conduct leisure activities elsewhere	677	37%	-
I would try to change my routes to avoid the CAZ	676	37%	26%
I would stop making some or all of my trips	421	23%	20%
I would change the way I travel, e.g. switch to public transport, cycling or walking	231	13%	28%

RESPONSE TO CAZ	2021 COUNT	2021 PERCENTAGE	2019 PERCENTAGE
I would borrow someone else's car to drive in the CAZ	61	3%	-
I would switch to taxi for journeys into the CAZ	34	2%	-
Other			
Other	292	16%	-
Base	1,815	1,815	9,138

6.6.5 Anticipated likely responses to the CAZ varied significantly by:

- **Age:** Those aged 16-24 were more likely to anticipate making no changes, and continuing to drive within the CAZ in a vehicle not subject to the charge (42%), than all other age groups (31%). Additionally, those aged 25 or older were more likely than those aged 16-24 to anticipate changing routes to avoid the CAZ (43% compared with 34%) and cease making some or all trips (27% compared with 18%);
- **Disability status:** Those with a disability were more likely to anticipate travelling to destinations outside of the CAZ instead of destinations within the CAZ (43%) than those without a disability (34%); and
- **Caring responsibilities:** Those with caring responsibilities were more likely to anticipate travelling to destinations outside of the CAZ instead of destinations within the CAZ (46%) than those without caring responsibilities (34%).

6.6.6 Interestingly, those who own or operate campervans (39 respondents) had a high proportion of respondents stating they would change their routes to avoid the CAZ (78%) and travel to destinations outside of the CAZ i.e. shop, work or conduct leisure activities elsewhere (70%).

6.7 Other measures to improve air quality in the city

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

6.7.2 Table 12 shows that the most commonly supported measure was working to improve clean public transport, supported by nearly three quarters (72%) of respondents. Other popular measures, each supported by more than half of respondents, included:

- Encouraging walking (55%);
- Encouraging cycling (54%); and
- Taking action to reduce congestion (54%).

6.7.3 As shown in Table 12, working to improve clean public transport and encouraging walking and cycling were also the most commonly selected other measures in the 2019 consultation with members of the public. All the proposed measures were more likely to be selected in 2019 than they were in this 2021 consultation.

Table 12. Other measures citizens would support (Multiple response)

RESPONSE TO CAZ	2021 COUNT	2021 PERCENTAGE	2019 PERCENTAGE
Work to improve clean public transport	1,567	72%	75%
Encourage walking	1,188	55%	63%
Encourage cycling	1,172	54%	63%
Take action to reduce congestion	1,161	54%	57%
Discourage vehicle idling	1,032	48%	56%
Encourage low emission vehicles	1,007	46%	55%
Lobby for electrification of rail network	972	45%	49%
More pedestrianisation	941	43%	55%
Close roads around schools	746	34%	40%
Charge private vehicles to drive in the CAZ	637	29%	42%
Implement traffic free days	538	25%	41%
Other	556	26%	13%
Base	2,169	2,169	9,189

6.7.4 Levels of support for other measures varied significantly by:

- **Connection to the area:** Those who study in Sheffield were more likely than those with other connections to the area to support:
 - Charging private vehicles to drive in the CAZ (38% compared with 29%);
 - Implementing traffic free days (32% compared with 25%);
 - Encouraging cycling (67% compared with 54%);
 - Encouraging walking (66% compared with 55%); and
 - More pedestrianisation (57% compared with 43%).
- **Age:** Respondents aged 65 or older were more likely to support discouraging vehicle idling (63%) than those aged 25-64 (46%) and 16-25 (35%);

- **Gender:** Women were more likely to support discouraging vehicle idling (56%) than men (45%);
- **Disability status:** Those without disabilities were more likely than those with disabilities to support:
 - Encouraging cycling (58% compared with 43%);
 - Encouraging walking (59% compared with 45%); and
 - More pedestrianisation (47% compared with 34%).
- **Caring responsibilities:** Those without caring responsibilities were more likely than those with caring responsibilities to support:
 - Charging private vehicles to drive in the CAZ (32% compared with 21%);
 - Encouraging cycling (58% compared with 42%);
 - Encouraging walking (59% compared with 43%); and
 - More pedestrianisation (47% compared with 33%).

6.7.5 In response to the public consultation, many respondents provided suggestions for other or alternative measures that should be undertaken to reduce air pollution. These suggestions are summarised in the remainder of this chapter.

- 218 comments related to improving public transport provisions:
 - 61 did not specify what public transport improvements they would like to see;
 - 54 suggested providing free/reduced cost public transport;
 - 23 suggested improving the reliability of public transport;
 - 20 suggested the electrification of buses;
 - 17 suggested improving the frequency of public transport;
 - 12 suggested improving the connectivity of public transport;
 - Eight suggested taking public transport into public ownership;
 - Six suggested increasing park and ride provisions;
 - Six suggested improving accessibility of public transport;
 - Two suggested electrification of rail;
 - Two suggested increasing the number of public transport routes; and
 - One comment was provided for each of the following suggestions:
 - Improving school buses;
 - Subsidizing taxi fares;
 - Reducing the number of buses travelling in the city centre;
 - Removing the tram gates;
 - Support for franchising;
 - Improving the on-board environment on public transport; and
 - Improving Covid-19 safety measures on public transport.

“We need a low emission, efficient, reliable and affordable bus service to improve air quality across the whole city. This will only be achieved by taking buses into public control. There is also dissatisfaction with competing taxi firms and charges, but a reliable taxi service is necessary to complement buses, trains and trams, and to reduce the need for private car ownership.”

- 84 comments related to active travel provisions:
 - 47 of these comments related to investing in cycling, of which:
 - 23 related to investing in segregated cycle lanes;
 - 13 suggested an unspecified investment in cycling;
 - Five suggested investing in secure cycle parking;
 - Four comments suggested investing in an e-bike funding scheme;
 - One comment suggested investing in cyclist safety; and
 - One comment suggested investing in clothes changing spaces.
 - 28 of these comments related to investing in active travel generally, of which:
 - 13 suggested increased pedestrianisation;
 - 13 suggested an unspecified investment in active travel;
 - One suggested implementing Low Traffic Zones to support active travel; and
 - One suggested investing in active travel to support public health.

“Sheffield needs to have better cycling and walking infrastructure to encourage people away from cars, not the current disjointed ineffective routes we currently have. The £20 million would be better spent encouraging this and showing people to buy electric bikes to deal with Sheffield's hills.”

- Nine of these comments suggested investing in walking, of which:
 - Eight did not specify what investment they would like to see; and
 - One suggested increasing the number of pedestrian crossings.

- 77 comments included suggestions relating to road traffic management, of which:
 - 34 suggested measures to reduce congestion;
 - 18 suggested measures to reduce idling;
 - Five suggested implementing lower speed limits;
 - Five suggested improving traffic law enforcement;
 - Four suggested delivery of School Exclusion Zones;
 - Two suggested not preventing parking on busy shopping streets;
 - Two suggested delivery of Low Traffic Neighbourhoods; and
 - One comment was suggested for each of the following:
 - Measures to prevent rat running;
 - Removing one-way systems;
 - Moving council offices outside of CAZ;
 - Improving road maintenance;
 - Introducing parking permits;
 - Considering speed limits on the M1; and
 - Implementing measures to prevent pavement parking.

“To tackle the pollution within the city of Sheffield the best way to do this would be to minimise congestion. All vehicles when stuck in traffic within the city are causing more

pollution that they would simply moving through. During peak times a typical 5 mile journey can take up to 40 minutes.”

- 52 comments included suggestions relating to private vehicles, of which:
 - 35 suggested further measures to reduce car use/ownership:
 - 13 did not specify which additional measures should be implemented;
 - Four suggested a car parking levy;
 - Three suggested support for flexible working arrangements to reduce car usage;
 - Two comments were suggested for each of the following measures:
 - Implementing a scrappage scheme;
 - Limiting the number of cars per household; and
 - Discouraging driving to school;
 - One comment was suggested each of the following measures:
 - Road user charging;
 - Ban all diesel vehicles from Sheffield;
 - Increase vehicle tax;
 - Promote use of car hire/car clubs;
 - Trial car-free days;
 - Ban registration of new petrol cars;
 - Ban students from driving;
 - Introduce measures to reduce on-street parking; and
 - increasing the cost of purchasing a car.
 - Nine suggested providing parking for campervans/motorhomes;
 - Three suggested providing funding for upgrading private vehicles;
 - Three suggested implementing a fully electric taxi fleet;
 - One suggested decreasing road tax for compliant vehicles; and
 - One suggested greater regulation is required for taxis.
- 49 comments included suggestions relating to electric vehicles, of which:
 - 33 suggested improving charging infrastructure;
 - Eight suggested support is needed for those in terraced houses to adopt EVs;
 - Four suggested improving financial incentives to adopt EVs;
 - Two suggested the council should provide EVs for employees; and
 - Two suggested increasing private off-street parking for EVs.

“I'd love to buy an electric vehicle, but there are no charging points within 4 miles, I can't have a charging point outside my home (no parking space).”

- 19 comments suggested changes to the road layout, of which:
 - Five suggested removing one-way systems;
 - Five suggested improving road connectivity to the city centre;
 - Five suggested making changes to improve cyclist safety;
 - Two suggested providing more direct routes within CAZ; and

- Two suggested making changes to improve pedestrian safety.
- Three comments suggested that more information is required, relating to EV charging infrastructure, road layout changes, and integration of the CAZ with parking policy;
- Two comments suggested that consistent engagement and communication with the public is needed;
- 37 comments included suggestions for other measures, not captured in the above categories, of which:
 - 13 suggested improving the city centre, of which eight suggested this would help local business;
 - Seven suggested increasing the amount of affordable parking in the city centre;
 - Five suggested improving public safety, of which three suggested this would encourage active travel;
 - Two suggested taxing vehicle manufacturers rather than individuals;
 - Two suggested other measures which they did not specify; and
 - Each of the following measures was mentioned on a single occasion:
 - Build a wall around the motorway;
 - Target large companies with restrictions;
 - Reduce high-density housing in city centre;
 - Increase grid capacity;
 - Decrease homelessness;
 - Invest in Smart grid technology;
 - Improve the job market in Sheffield; and
 - Make space available in the city centre to support last-mile deliveries.

6.7.6 Some of these suggestions and comments were also raised in the public webinar, including:

- A suggestion to invest in active travel through increasing pedestrianisation;
- Implementing measures to reduce idling; and
- Implementing other measures to reduce car use.

6.7.7 Responses obtained via emails from citizens regarding other measures followed the same sentiments expressed in the consultation survey. From email responses, there was:

- One comment provided for each of the following alternative measures:
 - Introducing measures to reduce vehicle idling;
 - Allowing electric vehicles to use bus lanes; and
 - Providing information around the availability of EV charging infrastructure.
- Three comments called for other measures entirely, including one comment for each of the following:
 - Increased council support for flexible working;
 - Increased availability of affordable parking in the city centre; and
 - Unspecified projects which focus on improving the city centre.

7. CONCLUSIONS

7.1 Introduction

7.1.1 This report provides a detailed account of responses from members of the public, 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 2,262 citizens responding to the consultation via an online questionnaire; 80 providing a freeform email/telephone response, and 37 citizens attending an online public webinar.

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:

- Eighty percent of respondents lived in Sheffield, whilst around half worked in city or visited for leisure or shopping purposes.
- The majority of respondents were between the ages of 25-64, male, and of white ethnicity; while around one in five reported a disability or had caring responsibilities.
- A third of respondents indicated that they use a vehicle which is non-compliant and subject to the CAZ charges; twice the 17% reported in the 2019 consultation. When considering the absolute number of citizens suggesting they had a non-compliant vehicle, the number who perceive they have a non-compliant vehicle was greater in 2019 (819) compared to this 2021 consultation (748). This indicates that the respondent base to this 2021 consultation is more weighted towards those who are likely to be affected by the charge than in 2019.

7.2 Views on air pollution and the CAZ

7.2.1 Two thirds of the general public agreed that tackling air pollution should be a priority for Sheffield City Council, and seven in ten considered air quality to be important to them.

7.2.2 Working to improve clean public transport, encouraging walking and cycling, and taking action to reduce congestion were the most commonly selected other actions that the public consider Sheffield City Council should take to improve air quality in the city (as was the case in the 2019 consultation). Lots of detailed suggestions were made by individuals relating to improving public transport, active travel, road traffic management, road layouts and electric vehicles.

7.2.3 When given the opportunity to provide feedback on the CAZ, respondents often:

- Provided reasons for supporting or opposing the CAZ. Those supporting the CAZ tended to do so on the basis of the scheme tackling air quality; with the most common reasons for opposition being that it was perceived as a money making scheme, and that it will create social inequality and restrict freedom of movement;
- Expressed concerns around the potential lack of effectiveness of the CAZ; the negative impacts on the roads, in particular relating to traffic displacement; the negative

impacts on businesses, individuals, and the city in general, in particular its' economy; and about the scheme expanding to include private cars at some point;

- Requested more information regarding delivery and evidence to support the CAZ; and
- Made suggestions relating to the implementation of the CAZ, in particular changing the boundaries to exclude the inner ring road, and delaying implementation.

7.3 Views on vehicle exemptions

7.3.1 The vast majority of respondents (over 80%) agreed with exemptions for emergency services vehicles, whilst over half agreed with exemptions for not-for-profit and community interest group vehicles, and vehicles that are hard to replace.

7.3.2 Whilst many respondents 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	Residents within the CAZ
Any vehicle used to carry passengers	Blue badge holders
Vans	Low-mileage drivers
Buses	Emergency services
Vehicles used for business purposes	Key workers/trades

7.3.3 After being presented with information on the vehicle exemption criteria, around one in eight respondents perceived they owned a vehicle that may be eligible for an exemption. The exemption most likely to be applied for is the 'hard to replace vehicle' exemption, which around one third of respondents with a potentially eligible vehicle (mostly LGVs) anticipated applying for.

7.4 Views on support packages

7.4.1 Many respondents provided comments on the financial elements of support packages, particularly with regards to the size of the loans/grants available, and affordability of upgrading. They also highlighted the need for further clarity on a number of related issues. The sentiments uncovered within each of these overarching themes were as follows:

- Comments relating to the size of loans/grants available were generally expressing the view that grants need to be increased to make vehicle upgrade a viable option;
- Similarly, many comments stated that individuals could not afford to upgrade, with the cost of vehicle upgrade seen as prohibitive; whilst charities, smaller businesses and those on lower incomes were referenced specifically by some as affected groups;

- Requests for clarity on support packages included questions as to how individuals could identify their vehicles' euro category; queries on the size of grants available; questions on whether specific types of vehicle (such as campervans/motorhomes) were eligible for financial support; further clarity around applications procedures; and further clarity on eligibility criteria, and the exact means through which support will be provided .

7.4.2 For citizen's survey respondents who were owner/operators of minibuses and LGVs, and owner/operators of HGVs, the most likely response to the offer of support measures was not to take any of the proposed measures, alongside a large share who were currently undecided. The share of LGV and minibus owner/operators who do not anticipate taking support measures or are currently undecided was significantly greater than the share who anticipate taking-up support. The most likely measure to be taken up was a lump sum grant for Euro upgrade, which one in five LGV owners/operators said they were likely to use. Overall, the level of uptake for support measures was lower than reported by business representatives.

7.5 Likely response to the CAZ

7.5.1 In response to the introduction of the CAZ, actions relating to change in behaviour to reduce use of the CAZ were more commonly anticipated than making changes to vehicles to make them compliant, or paying the CAZ charge.

7.5.2 Of those citizens who believe they own a non-compliant vehicle, less than one in 20 thought they would upgrade their minibuses or LGVs or upgrade their HGVs, and around one in seven thought they would upgrade their SPVs.

7.5.3 Based on the open-ended comments provided by citizens, the low share of respondents intending to upgrade their vehicle appears to be linked to sentiments that the value of the loans/grants available need to be increased, or that the individuals cannot currently afford to upgrade their vehicles.

7.6 In summary

- Whilst the majority of respondents to the consultation overall acknowledged the importance of tackling air quality, many expressed concerns about the potential impacts of the CAZ. Likewise, many suggestions were made about how these impacts can be mitigated, and alternative suggestions on CAZ delivery or additional measures put forward.
- Proposed exemptions were generally supported and many others were suggested; however, there is seemingly still a high level of uncertainty amongst citizens around which types of vehicles would be subject to the CAZ charge.
- Support packages were often perceived as inadequate in value, with low levels of take-up anticipated by consultation respondents. This may be in part linked to the fact that many respondents had further queries regarding support package delivery and eligibility.
- In response to the introduction of the CAZ, actions relating to change in behaviour to reduce use of the CAZ were more commonly anticipated than making changes to vehicles to make them compliant, or paying the CAZ charge.

7.7 Next steps

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