# Haulage Sector Survey on Driver Shortage Impact

The survey is split into three parts, each will help us understand the severity of the issues and formulate solutions.

1. **Driver shortages and goods supply impact**

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| **Q1** | **Do you run a business which transports goods via road?** | Yes  No | |
| Q1a | If yes to Q1, does your business provide goods to any of the following: (put a 'X' in any box which applies to you) | Distribution, haulage, Parcels/Courier Shipping line/airline/carrier ☐Shipping line/airline/carrier ☐  Recycling, waste disposal ☐  Recruitment, Training ☐  Events ☐  Vehicle Hire and Leasing ☐  Agriculture ☐  Retail ☐  Wholesale ☐  If others, please specify: Click or tap here to enter text. | Utilities ☐  Public Authority ☐  Consultancy ☐  Food Beverage and Tobacco☐  Passenger☐  Freight Forwarder☐  Fuel Supplier☐  Vehicle Repair/maintenance☐  Construction ☐ |
| Q1b | If yes to Q1, does your business provide products to a critical public service, please select relevant service; (put a 'X' in any box which applies to you) | Education  Healthcare  Prisons and Probation Services Local Councils Social Care  If others, please specify: Click or tap here to enter text. | |
| **Q2** | **Do you operate Large Goods Vehicles?** | Yes  No  If yes, how many;  Category C+E: Click or tap here to enter text.  Category C: Click or tap here to enter text.  Category C1: Click or tap here to enter text. | |
| Q2a | If yes to Q2, how many drivers do you currently need each day? | Category C+E: Click or tap here to enter text.  Category C: Click or tap here to enter text.  Category C1: Click or tap here to enter text. | |
| Q2b | What are the key challenges your organisation has faced over the last [4 weeks]? (put a 'X' in any box which applies to you) | Access to skilled drivers ☐  Drivers Isolating/recovering due to Covid-19 ☐  Decrease in volume of work due to Covid-19 ☐  Increase in volume of work due to Covid-19 ☐  Access to financial support ☐  Changes to your supply chain ☐  Other: Click or tap here to enter text. | |
| Q2c | If yes to Q2, please provide the number of vacancies you currently have? | Category C+E: Click or tap here to enter text.  Category C: Click or tap here to enter text.  Category C1: Click or tap here to enter text.  What is the percentage difference compared to 2019?  Category C+E: [enter value] %  Category C: [enter value] %  Category C1: [enter value] % | |
| Q2d | If yes to Q2, how many HGV vehicles do you have sitting idle (not operational) on a daily basis due to lack of drivers? | Click or tap here to enter text. | |
| Q2e | If yes to Q2, how long on average does it take to fill a driving vacancy? (Please specify to the nearest week) | Click or tap here to enter text. | |
| **Q3** | **What contribution did non-UK labour make to your workforce?** | Prior to EU-exit: Click or tap here to enter text.  Prior to COVID-19: Click or tap here to enter text.  Current: Click or tap here to enter text.  Unsure: | |
| **Q4** | **How many people work for the organisation?** | ☐1 – 9  ☐10- 49  ☐50 - 249  ☐250 or more | |
| **Q5** | **Are you experiencing missed deliveries due to driver shortages?** | Yes  No  If so, please indicate weekly volume? Click or tap here to enter text.  How does this relate to 2019 missed volumes? Click or tap here to enter text. | |
| Q5a | If yes to Q5, how many deliveries have been missed?  And how does this compare to 2019 period? | Click or tap here to enter text.  Missed deliveries are [enter value] % higher than in 2019. | |

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| Q5b | If yes to Q5, what quantity of goods were not delivered? Please choose unit of measure of either *Kg/Tonnes or pallets.* | Goods not delivered: Click or tap here to enter text.  How does this relate to 2019 missed volumes? Click or tap here to enter text. Kg/Tonnes or pallets. |
| Q5c | If yes to Q5, have you incurred penalties due to missed deliveries?  If so, to what value? | Yes  No  What value is your penalties: Click or tap here to enter text. |
| Q5d | If yes to Q5, have you had to undertake mitigation to compensate for missed deliveries? | If yes, what form of mitigation have your undertaken? Click or tap here to enter text. |
| Q5e | If yes to Q5, which specific product(s) were not delivered? e.g. parcels, food, bricks etc. Specify the product(s) | Product(s) in missing deliveries: Click or tap here to enter text. |
| **Q6** | **How does the current level of demand for road haulage compare to 2019 levels?** | Demand levels are **higher** by [enter value] %  Demand levels are **lower** by [enter value] %  Unsure |

## Upcoming pressures on your business

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| Q7 | **On a scale of 1 to 5 (where 1 = not at all concerned, to 5 = highly concerned), please rate your level of concern to the following pressures:** | **Rate from 1- 5** |
| Q7a | The upcoming increase in goods demand from the easing of COVID restrictions, and the re-opening of other sectors: | 1  2  3  4  5  Don’t Know ☐ |
| Q7b | Increased demand for supplies due to COVID (e.g. PPE, antibacterial products): | 1  2  3  4  5  Don’t Know ☐ |
| Q7c | Increased demand for goods due to post-Brexit supply chain changes e.g. UK sourced products: | 1  2  3  4  5  Don’t Know ☐ |
| Q7d | Christmas season: | 1  2  3  4  5  Don’t Know ☐ |
| Q7e | Increase in demand for goods as more people are ordering online and/or are holiday locally, rather than abroad: | 1  2  3  4  5  Don’t Know ☐ |
| **Q8** | **Compared to the first COVID lockdown in March 2020 - May 2020, how severe are the logistical issues you are currently facing?**  Please respond on a scale of 1 to 5 (where 1 = a lot less than Spring 2020, 3 = the same, to 5 = a lot more now) | 1  2  3  4  5  Don’t Know ☐ |

## Mitigations and alternatives

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| **Q9** | **What mitigations does your company have in place to manage shortage of drivers? Please describe.** | Click or tap here to enter text. |
| Q9a | How effective have these mitigations been in enabling you to continue to operate as a business.  Please respond on a scale of 1 to 5 (where 1 = not at all effective, to 5 = highly effective) | 1  2  3  4  5  Don’t Know ☐ |
| **Q10** | **Please rank the following interventions in order of importance for helping ease the impact of driver shortages on your business.**  Please respond on a scale of 1 to 5 (where 1 = not important to, 5 = highly important) | Relaxing driver hours rules [ ]  Increasing DVSA driver testing capacity [ ]  Industry collaboration to resolve driver shortages [ ]  Attract non-active drivers back into industry [ ]  Increasing the speed and access for potential new drivers to learn and take HGV Class C+E tests [ ]  Driving apprenticeships or other training [ ]  Delivery Curfews [ ]  Don't Know [ ]  If others, specify: Click or tap here to enter text. |
| Q10a | How confident do you feel about collaborating with other businesses to ensure most effective use of vehicles as a solution?  Please respond on a scale of 1 to 5 (where 1 = not confident, to 5 = highly confident) | 1  2  3  4  5  Don’t Know ☐ |
| Q10b | How effective has the current drivers’ hours relaxation been in resolving logistical issues your company is facing?  Please respond on a scale of 1 to 5 (where 1 = not effective, to 5 = highly effective) | 1  2  3  4  5  Don’t Know ☐ |
| Q10c | How effective would a ***further*** relaxation of drivers’ hours be in resolving the logistical issues your company is facing?  Please respond on a scale of 1 to 5 (where 1 = not effective, to 5 = highly effective) | 1  2  3  4  5  Don’t Know ☐ |
| **Q11** | **Have you/would you need to increase the prices of the services you sell because of increased driver wages?** | Yes - We have increased the prices of our services  Yes – I expect we will need to increase the prices of our services, but haven't yet ☐  No  Don’t Know ☐  If yes, please explain why: Click or tap here to enter text. |
| Q11a | If yes to Q11, please indicate by what percentage % you would need to increase your costs. | <25%☐  26-50%☐  51-75%☐  >75%☐  Don’t Know ☐ |
| Q11b | If yes to Q11, how easily can you increase your prices to your customers? E.g. Without losing a lot of customer base.  Please respond on a scale of 1 to 5 (where 1 = not easily, to 5 = very easily) | 1☐  2☐  3☐  4☐  5☐  Don’t Know ☐ |

## Survey Questions Finished.

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## Please email your completed survey to [RSSSFOLRCOVID19@dft.gov.uk](mailto:RSSSFOLRCOVID19@dft.gov.uk) with the subject line; *Response to DfT Haulier Survey*