Understanding Industry Perceptions and Experiences of Seventeen of the Measures to Reduce the HGV Driver Shortage

Technical Annex

On behalf of the Department for Transport

transport for quality of life

UNIVERSITY OF WESTMINSTER

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1. Purpose

This Technical Annex of the strategic approach and methodology followed by research team in conducting a project commissioned by the Department for Transport (DfT) to evaluate industry perceptions and experiences of 17 of the to reduce the HGV driver shortage.

The Annex covers:

- The objectives of the evaluation.

- The evaluation questions associated with each objective.

- The methodological approach to address the evaluation questions.

- The primary data required to answer the evaluation questions.

- The approach underpinning data analysis and interpretation.

It draws on the evaluation approach and findings provided in the DfT Interim Evaluation final report issued in September 2022, as well as further input from the DfT.

2. Objectives and evaluation questions

The project specification provided by the DfT sets out four clear objectives for the evaluation of 17 (out of 33) measures implemented to reduce the HGV driver shortage, identified by DfT as in scope for this project. The objectives are presented here (Table 1) accompanied with the overarching evaluation questions.

Table 1: Objectives and evaluation questions

Objectives	Evaluation questions (EQ)
1. To understand to what extent the measures have been effective in meeting their objectives	• Impact EQ: To what extent have the measures achieved their planned objectives?
2. To understand to what extent the measures have been effective in reducing the HGV driver shortage in the short, medium, and long term	• Impact EQ: To what extent have the measures created an improvement to the HGV driver shortages in the short, medium, and long term? • Impact EQ: Which measures have had the most impact in reducing the HGV driver shortage in the short, medium, and long term?
3. To explore any unintended outcomes and how these can be mitigated	• Impact EQ: Are there unintended outcomes associated with individual measures, or groups of measures? • Impact/Process EQ: How might these unintended outcomes be mitigated?
4. To understand whether the process has been successfully implemented	• Process EQ: Were the measures implemented as planned? • Process EQ: Were the measures implemented optimally? • Process EQ: What aspects of implementing the measures have worked well and which aspects less well and why?

Table 2, on the next page, defines the 17 measures which are referred to later in the report with the notation M1-M26. The table also indicates the timescales for the implementation of the 17 measure

Table 2. Measures by group and timescale of implementation

Measure Group/Number	Specific Measures	Implementation Dates ** No end
Increasing efficiency in the HGV's supply chain (M1 and M2)	Temporary relaxation of drivers' hours Relaxation of late-night delivery restrictions	July 2021 – February 2022 September 2021 – February 2022
Increased support from foreign hauliers (M3 and M4)	Added 4,700 HGV temporary driver visas to the existing visa scheme Extended cabotage for foreign hauliers in the UK	October 2021 – March 2022 November 2021 – April 2022
Providing support and training for new HGV drivers (M6-M12, and M20 and M26)	New HGV Skills Bootcamps New £7,000 incentive for LGVD apprenticeships Temporary incentive of £3,000 for taking on a new apprentice Additional Government funding for medical & HGV licences Accelerated development of new Urban Driver Apprenticeship Expansion of DWP driver training pilot £1m of grant funding to Road to Logistics New measures for former Forces personnel to qualify as lorry drivers Funding for Job seekers and on Universal Credit with HGV licence to get Driver Certificates of Professional Competence	December 2021** August 2021** September 2021 – January 2022 October 2021 – July 2022 July 2021 – December 2022 July 2021 – March 2022 July 2021 – December 2023 November 2021** December 2021**
Expanding HGV driver testing capacity and improving licencing processes (M15-M18)	Recruitment campaign for 40 new vocational examiners MOD examiners trained and deployed to conduct civilian tests with the DVSA. Streamlined testing Examiners at police, ambulance, fire and the MOD to conduct driving tests for one another	December 2021 – December 2023 November 2021 – January 2022 December 2021** December 2021**

3. Methodological approach

The evaluation adopted a mainly qualitative research approach to understanding the perspective of key stakeholders, as well as HGV drivers and trainees towards the 17 measures considered in this evaluation. Qualitative research offers in-depth exploration and contextual understanding of complex phenomena, capturing the richness of human experiences and perspective. Its emphasis on participant perspectives contributes to theory development. It is particularly valuable in policy evaluation, as it helps explore the perspective of those who have been affected by a specific policy, and is a powerful way of discovering patterns, while complementing quantitative approaches for a holistic understanding of complex subjects. However, qualitative research presents some limitations, including 'subjectivity' and related challenges of ensuring objectivity in interpretation, mirroring the potential biases and subjective judgments that may arise in technical assessments. Other limitations include time intensiveness (e.g., data collection) and limited sample size (and therefore representativeness of overall population).

The method of qualitative data collection was that of **in-depth semi structured interviews**, which involved open-ended questions guided by a flexible framework (see Annex 2). This method captures rich, detailed information, offering a nuanced understanding of complex phenomena while accommodating the dynamic nature of qualitative exploration. However, interviews can be time-consuming, with challenges related to recruitment and scheduling, and lengthy data analysis. In addition, small sample sizes limit generalisability of results. We used this method to understand key stakeholders' perspective towards the measures that were the object of the evaluation, as well as HGV drivers and trainees' experience with some of the measures.

The qualitative data collection was supported by an **online quantitative survey** in two ways. Primarily it was a means to recruit a diverse group of drivers and trainees for the qualitative interviews. Secondarily it provided some descriptive statistics for some of the measures where recording experience at the 'grass roots' level was relevant and important.

Although the survey was administered as a single survey it in practice had two distinct routing pathways: one targeted to HGV drivers and one to trainees, to collect a wider view of a subset of the measures under evaluation (see Annex 3). Drivers were not asked to comment on matters relevant only for trainees (unless they were in a subgroup that had completed training in the previous two years). Trainees were not asked about driving experiences.

The online survey was used as it is an efficient and accessible method of widespread data collection, reaching diverse audiences located in different areas of GB. An online survey is easy to administer, quick to process, and cost-effective. However, some limitations of online surveys include non-response bias, potential under-representation of certain demographics, limited participant engagement, and potential for survey fatigue to compromise data quality. A fully representative sample addressing these issues and reducing biases would have been the ideal but was not possible. Resources did not allow for constructing such a sample. Practically the team had limited access to drivers and trainees (for example we could not be given

access to contact details for trainees for data protection reasons). However, for the primary purpose of identifying qualitative interview participants it was only necessary that a diverse sample was reached, rather than a representative one.

3.1.   Evolution of the approach during delivery

The original methodological approach was based on a Theory of Change (ToC)-driven approach leading to contribution analysis. However, some constraints emerged as the study moved from the strategic design stage to detailed design and delivery.

Through the process of redrafting the research instruments with DfT feedback it became clear that participants would not be able to provide relevant information about all parts of the ToC logic map within the confines of the time-limited interview, so a more pragmatic approach was followed, focussing on the questions which would produce the most relevant and useful information.

The original DfT work had been based on secondary data and not all of these were available in published form to the study team to coincide with the period of primary data collection. Therefore, the detailed contextual information necessary to conduct a contribution analysis was not available.

3.2.   Limitations of the approach

The key specific limitations of the research are acknowledged here. More detail is provided on caveats and limitations in the discussion of recruitment and data collection in the sections that follow.

- The qualitative research with stakeholders was diverse in terms of groups included but few small Logistics Business Operators (LBOs) took part. This was mainly due to their limited capacity to engage with the research. Nonetheless, the research captured a range of perspectives and provided some deeper insights from key groups.

- The quantitative survey included drivers of all ages and genders and from all parts of the UK. For reasons discussed above it could not be constructed as a representative sample, for example, including factors such as driver experience and type of haulage normally driven. Findings from a fully representative sample might have been different. Not enough information was available about people engaging in training courses for that sample to be constructed on a representative basis.

- Some of the measures were targeted at specific types of haulage, and the quantitative sample size of drivers was not large enough to examine responses according to the types of haulage normally undertaken.

- From both the qualitative and quantitative research, not many participants in the study experienced the relaxation of drivers' hours and night-time deliveries measures, and there is therefore little evidence about the perceived effectiveness of these measures.

4. Primary data collection strategy

The evaluation included primary data collection to contribute to addressing the gaps identified in the DfT's initial evaluation and those provided by an initial gap analysis undertaken by the DfT commissioning team. The DfT commissioning team set the order of priority associated with these gaps (see Section 5). The UWE team collected primary data in two stages:

- Stage 1 (Dec 2022 – Mar 2023): we interviewed key stakeholder groups to explore their perspective towards the measures and whether they thought the measures had an impact on the HGV drivers' shortage, including unintended outcomes. In addition, we captured the views of HGV drivers and trainees through an online survey with two distinctive pathways, one for HGV drivers and one for trainees.

- Stage 2 (Apr 2023 - June 2023): we completed the interviews with key stakeholder groups, and we interviewed a selected sample of HGV drivers and trainees who took part in the online survey.

Table 3 provides an overview of the stakeholders that we engaged for primary data collection and generation, and the methods that we used.

Table 3. Stakeholder groups engaged for primary data collection

(see **Section 6** for more details of the sampling).

Stakeholder group	Method	Stage
HGV business operators	semi-structured interview with individual companies	1&2
Recruitment agencies, and professionals particularly involved in attracting drivers from abroad	semi-structured interview with individual agencies	1&2
Logistics associations and interested groups	semi-structured interviews or small group sessions with individual associations	1
HGV drivers and trainees	online survey	1
The motoring agencies responsible for the licensing and testing of HGV drivers (DVLA and DVSA)	semi-structured interviews or small group sessions with individual organisations	1
HGV drivers and trainees	semi-structured interview with a selected sample who took part in the online survey	2

5. Recruitment

5.1.   Key stakeholders

Key stakeholders for the interviews were identified within DfT's freight sector engagement groups and professional networks of the research team. Stakeholders were invited through an invite letter sent by DfT on behalf of the study. The email provided information about the project, aim of the evaluation, and a brief description of the research activities. A repeat invite was sent where it was felt contacts had not responded to accept or decline the invitation.

Participation of key stakeholders was not incentivised as they were assumed to engage during remunerated time as part of their professional roles.

Despite explaining the benefit for organisation to take part in the project, smaller logistics business organisations were difficult to reach, as they were not interested or reported that they did not have enough time to take part in research activities. For this reason, only three of the LBOs were small to medium size operators, which meant that all regions were not covered from this perspective, whereas the other three were large operators which had a national presence.

5.2.   Drivers and trainees

The main approach to recruiting drivers was to contact operators (either directly or via industry representational bodies) requesting that the survey be shared with their drivers (whether directly employed or agency workers).

For trainees, the study team drew upon a UK Government Department for Education list of training providers and approached them to share the survey link with current and recent trainees.

Driver and trainee participation in the survey was incentivised by a prize draw (three £50 shopping vouchers were offered and randomly allocated to three participants).

Participants in the survey were then offered the opportunity to indicate whether they wanted to take part in future research. 53% of the sample responded positively and we invited 76[1] of them by email to take part in an in-depth interview. Conversion following re-approach was low despite attempts to contact by email and/or telephone on up to three occasions (See 7.3 below for more details).

The use of websites known to be frequented by HGV drivers was also explored to increase interview participation, but in practice this approach was not suitable.

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[1] Among HGV drivers, those who indicated they had benefitted from M1 and M2 were selected. Among trainees a diverse sample was selected.

For drivers and trainees who engaged in the interview stage a £10 shopping voucher was offered.

6. Interview Procedures and Participation

6.1. Interview Conduct and Analysis

All but two interviews were conducted and recorded on Microsoft Teams. The software produced an automated transcript. The two not conducted via the teleconference software were undertaken by phone. The interviewer took notes manually during these phone interviews.

The interview discussion was structured around each of the measures being evaluated. The study team evaluated the interview discourses relating to each of the 17 measures to understand level of the success and any barriers to success. At literal reading was used. Responses were compared within each of the groups interviewed (professional stakeholders; HGV drivers; trainee/recent trainee HGV drivers).

The interviews also considered the reasons why people join the profession and the wider experiences and perceptions of driving and training during the evaluation period. These wider discourses provided context for any unintended consequences of the measures.

6.2. Key stakeholders

The research team conducted 14 interviews in total, with 20 participants (Table 7). In eight interviews one interviewee represented the organisation/company (1:1), and in the further six interviews there were two people from the same organisation/company (1:2). Three of the LBOs were small-to-medium-size operators, and the other three were large operators.

All stakeholders' viewpoints were anonymised, and stakeholders are identified by numerical references within the main report where direct quotes have been made.

Table 4. Numbers of stakeholder interviews by group and composition

Stakeholder sector (interview code)	Total interviews	With one participant (1:1)	With two participants (1:2)
Logistics Associations (LA1-4)	3	2	1
Logistics Business Operators (LBO-6)	6	5	1
Monitoring Agencies DVSA/DVLA- (MA1&2)	2	0	2
Recruitment Agencies (RA 1-3)	3	1	2

6.3.   HGV drivers and trainees

We recruited the driver and trainee interview samples by contacting the survey participants who had indicated a willingness to participate in future research.

Initial follow-up to the offer to participate was made by email, with a further reminder sent if necessary. As these actions resulted in few interviews being secured, the survey participants who had provided phone numbers but not yet signed up for an interview were telephoned, to increase the sample size. Most people did not answer the phone call or respond to the messages, but a few more participants were secured this way.

Table 7 sets out the details of the interviews conducted. In two cases the interviews were conducted with two participants together.

Table 5. Driver and trainee interview participant details

Group	Total participants	Individual interviews	Paired interviews	Participant code
Experienced drivers	5	3	1	ED
Trained, not employed	5	3	1	TNE
Trainees	5	5	0	T
All	15	11	2	

7. Survey Design and Sample

7.1. Structure of the survey and data collection process

The survey aimed to (i) facilitate recruitment of HGV drivers and trainees for the Stage 2 in-depth semi-structured interviews; and (ii) to generate some indicative data about the perspectives and experience of HGV drivers and those training to become HGV drivers on the measures that those groups could have directly experienced.

The survey was hosted on the Qualtrics platform and ran from 23/03/2023 until 23/05/2023. The survey was designed to offer two distinct pathways (with different questions) to drivers and trainees, depending on whether a respondent was a driver or a trainee, to ensure they encountered questions relevant to their roles and expertise with the measures.

HGV drivers were asked about these measures as they could have experienced them, whereas people training at the time of the survey would not have done:

- M1 – relaxation of driving hours, to allow short-term extra flexibility for the industry,

- M2 – late-night deliveries to supermarkets, food retailers, and distribution centres in England, providing greater operational flexibility,

- M20 - measures to make it easier for former armed forces personnel to qualify as HGV drivers.

Trainees were asked specifically about the experiences of different training schemes and passing through the examining process:

- M6 – HGV Skills Boot Camps in England,

- M7, M8, M9 – Apprenticeship schemes,

- M16, M17, M18 – increased testing capacity.

The data were downloaded from Qualtrics in tabular form for descriptive analyse in Microsoft Excel. A copy of the survey form adapted from the online format is provided in Annex 3.

7.2. Representativeness of survey sample

Considering that the main aim of the survey was to facilitate recruitment for the in-depth interviews, we wanted to reach a diverse set of participants, but with no expectations of reaching a fully representative sample. The survey ran for two months, resulting in 463 responses, with the majority (77%) from drivers. The sample was broadly representative of the age-structure of the current population of HGV drivers. The largest age groups were 50-59 years old (35%), followed by 40-49 years old (27%) and 30-39 years (18%). Age groups with fewer respondents were 60-69 years (12%), 18-29 years (8%) and 70 or above (1%).

With the most obvious exception of over-representation of the Southwest region by 5 percentage points, the regional samples broadly reflect the distribution of the population of drivers. As noted above, 'females' are on one national measure 2% of the UK HGV driver population. We had an 8% representation of female participants (of drivers plus trainees, the latter unlikely to be recorded by the Census data). Being a minority, female drivers and trainees may have been particularly keen to share their views.

In terms of ethnicity, 80% were White-British, 10% were White (any other background), 5% were Asian/Asian British, 3% were Black/Black British/Caribbean or African, and the remaining 2% represented other ethnicities.

Among the overall sample, 88% were full-time employed, 6% were working part-time, 5% were unemployed (or had never worked), and 1% were working in roles other than HGV driving. 3% of the respondents reported that they had come to live in the UK specifically to work as an HGV driver.

Considering regional distribution, Table 8 shows the subsamples by region and APS reported regional populations for the year to March 2023. We over-recruited in the South West region, due to the study team having a stronger network there. For the other regions and UK nations the differences were 0-5 percentage points.

Table 6. Geographical distribution of sample and UK HGV drivers

UK Nation/Region of Driver Residence	% of survey sample	% of UK driver population	Difference (% points)
South West	19	10	+9
West Midlands	14	11	+3
South East	12	11	+1
East Midlands	10	14	-4
North West	9	10	-1
East of England	8	10	-2
Greater London	8	4	+4
Yorkshire & the Humber	7	12	-5
North East	3	5	-2
Wales	6	5	+1
Scotland	5	5	0
Northern Ireland	1	3	-2

In terms of educational qualifications, 33% had a college or university degree, 30% had a secondary school (up to 16 years) qualification, 27% had higher secondary or further education (A-levels, BTEC, etc.), 4% had a postgraduate degree and 1% had a primary school qualification. The remaining 4% did not indicate their qualifications.

Annex 1 – List of the 17 prioritised measures for evaluation (wording extracted from gov.uk)

Increasing efficiency in existing supply chains

We relaxed drivers' hours rules from 12 July 2021 to 10 February 2022. This allowed short-term extra flexibility for the industry.

We have relaxed the restrictions on late-night deliveries to supermarkets, food retailers, and distribution centres in England, providing greater operational flexibility until September 2022.

We added 4,700 HGV drivers to the existing visa scheme to help food industries with driver shortages during exceptional circumstances. We allowed up to 300 extra fuel drivers to come to the UK between 1 October and 15 October 2021 - they could work in the UK until 31 March 2022.

We extended cabotage rights for foreign hauliers in the UK to 30 April 2022 to make their trips more efficient.

Providing support and training for new HGV drivers

We invested £34 million to create new HGV Skills Bootcamps to train just over 11,000 more people to become HGV drivers in England.

We launched the new Large Goods Vehicle Driver apprenticeships on 1 August 2021, which provides up to £7,000 of funding for training.

We provided an incentive payment of £3,000 to employers who employed an apprentice before 31 January 2022.

We launched the new Urban Driver apprenticeship for lorries (category C vehicles) which provides up to £5,000 of funding for training.

We are providing extra funding for both medical and HGV licences for any adult who completes a vocational qualification in HGV driving accessed through the adult education budget in the 2021 to 2022 academic year.

We are expanding the Department for Work and Pension's driver training pilot delivered through Jobcentre Plus to bring jobseekers into the industry.

We have provided grant funding to Road to Logistics (a national, not for profit, logistics training organisation) which is working with the Welsh Government and HM Prison and Probation Service to train ex-offenders to drive lorries as well as supporting the Jobcentre Plus pilot.

We are providing flexible support funding for jobseekers and those on Universal Credit who have an HGV licence towards the costs of getting their Driver Certificate of Professional Competence (CPC) qualification, which is needed to drive an HGV for a living.

Expanding HGV driver testing capacity and improving licencing processes

We changed the law about towing a trailer with a car, the staging of HGV tests, and who can test the off-road exercises to increase the number of HGV tests.

Recruitment campaign for 40 new vocational examiners, launched on 16 August 2021

The Ministry of Defence (MOD) is providing Defence Driving Examiners (DDEs) to be trained and redeployed to conduct civilian tests with the DVSA until the end of the year.

We introduced new legislation to allow delegated driving examiners at the 3 emergency services and the MOD to be able to carry out driving tests for one another.

We have announced measures to make it easier for former armed forces personnel to qualify as HGV drivers.

Annex 2 – Topic Guides for the Stakeholder Interviews

Evaluation of the Package of Measures to reduce the HGV Drivers Shortage

INTERVIEW TOPIC GUIDE: Logistics Business Operators

Reminder of Key Objectives (for Interviewer)

- To understand to what extent specific measures had an impact on the HGV drivers' shortage in the UK.

- To understand the perspective of different stakeholders on the HGV drivers' shortage

- To explore challenges and opportunities for the UK Government to avoid any potential future major shortages.

Introduction and Consent Procedure (3-5mins)

Briefly explain our role and reporting

Explain that participation is voluntary, and that interviewee has the right to withdraw during this interview and up to 7 days after the interview if they subsequently want data to be removed from the study.

Explain the data will be anonymised in the transcript with each company being given participant number, and the interview recording deleted once completed. The name of the individual interviewee and the company will not be used in the project reports and other public outputs unless specifically requested.

Ask if it is OK to record.

Ask participant if they wish to proceed.

Questions

1.   Warm up (3-5 mins)

Can you **briefly** describe what your [name of business] does, and what your role is?

How long have you been working in the logistics sector?

Which of the government's measures to reduce the HGV driver shortage are you aware of, if any?

(Allow a little time for unprompted recall to allow front of mind measures to emerge, then provide list of 17 evaluation measures as prompt on slide.)

I'm going to ask some questions about some of these measures, which may have directly affected your business. Don't worry if you don't have an answer and remember there are no right or wrong answers. If we have missed anything out that you think is important then please tell me either as we go along or at the end.

2.a   The effectiveness of the measures [EQ1;2;4] (10 mins)

Looking at the slide, have any of these measures to increase the number of HGV drivers already made an impact on your business?

If so, which ones?

Follow up:

How have they made or how will they make an impact?

What evidence has demonstrated this/these impact(s) to you?

And are there some measures on this list which have not had an impact yet, but you believe might increase the number of HGV drivers in the **future**?

Would that future impact on the number of drivers be in the near future or longer term?

How/Why do you expect those impacts to emerge?

2b. Individual measures in more detail (20 mins)

Efficiency in existing supply chains (Hours/Visas) [M1.2.]:

Note to interviewer: remember that these two measures were time limited. Drivers' hours measure until Feb 2022; night deliveries until Sept 2022.

What impact, if any, did the change in **drivers' hours rules** have on your business? Please can you explain how and why.

Prompt: fulfilment of contracts, taking on extra deliveries, customer satisfaction; drivers' work experience and work life balance; attractiveness of the HGV driving job.

What impact, if any, did **the relaxation of the restrictions on late night deliveries** have on your business? Please can you explain how and why.

Prompt: fulfilment of contracts, taking on extra deliveries, customer satisfaction; drivers' work experience and work life balance; attractiveness of the HGV driving job.

Increased support from foreign hauliers [M3.]

Note for interviewer: the maximum quota was an extra 4,700 HGV drivers to help the food industries and 300 extra fuel drivers = 5,000 total. The visas were until 31 March 2022. Quantitative data indicate only a **fraction** of these opportunities were taken up. Around 150 (3% of quota).

What impact, if any, did the increase in the number of [non-UK national] drivers to the existing visa scheme have on your business? Please can you explain how and why.

Prompt: number of drivers filling vacancies, fulfilment of contracts, taking on extra deliveries.

Support and Training [M6.7.8.9.]:

Note for Interviewer [check before interview the appropriate geographic region/size of company for following Qs.]

Note for interviewer: Skills Bootcamps are free flexible courses of up to 16 weeks for people looking for a new role or job opportunity. This specific scheme was only available to residents of England, so may not be relevant to all.

What impact, **if any,** have the **Skills bootcamps** had on your business? Please can you explain how and why.

Prompt: number of drivers filling vacancies, better skilled drivers.

Note for the interviewer: There are different types of apprenticeship schemes e.g., the Large Goods Vehicle Driver apprenticeship and the urban driver apprenticeship scheme.

What impact, if any, have the **new apprenticeship schemes** had on your business? Please can you explain how and why.

Prompt: affordability of training, number of drivers filling vacancies; better skilled drivers.

What impact, if any, has the **incentive payment for employing an apprentice HGV driver** had on your business? Please can you explain how and why.

Prompt: affordability of recruitment, number of drivers filling vacancies, better skilled drivers.

Testing capacity/licence processing [M15.16.17.18]:

Note for the interviewer: HGV testing was streamlined by changing the law about towing a trailer, the staging of HGV tests and who can test the off-road exercise.

What impact, **if any,** has **the increase** in numbers of **HGV examiners** and **licence processing** had on your business? Please can you explain why and how?

Prompt: number of drivers available to fill vacancies, trainees able to take a test at appropriate time, safety/risk of accident.

Implementation of measures [EQ4a-c] (10 minutes)

Do you have any views about how the measures were implemented?

Prompts:

From your point of view, were they implemented well?

What has worked well and what you think could have been done better or improved going forward?

Are you aware of any geographical (e.g. north/south) differences in the roll out, or the roll out preferentially affecting specific types of logistics companies?

Concluding the interview (if time permits)

Anything else you would like to say or to add to this discussion that we have not covered already? Any further impacts or outcomes?

Is there anything you would like to ask me about the project before we finish?

Thank you very much for your time today.

Finish by reiterating points about anonymity and the right to withdraw.

Evaluation of the Package of Measures to reduce the HGV Drivers Shortage

INTERVIEW TOPIC GUIDE: HGV Examiners

Reminder of Key Objectives (for Interviewer)

- To understand to what extent specific measures had an impact on the HGV drivers' shortage in the UK

- To understand the perspective of different stakeholders on the HGV drivers' shortage

- To explore challenges and opportunities for the UK Government to avoid any potential future major shortages

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Introduction and Consent Procedure (3-5mins)

Briefly explain our role and reporting

Explain that participation is voluntary, and that interviewee has the right to withdraw during this interview and up to 7 days after the interview if they subsequently want data to be removed from the study.

Explain the data will be anonymised in the transcript with each company being given participant number, and the interview recording deleted once completed. The name of the individual interviewee and the company will not be used in the project reports and other public outputs unless specifically requested.

Ask if it is OK to record.

Ask participant if they wish to proceed.

Notes to Interviewer: the main types of HGV training/qualification that might be discussed by interviewees using technical jargon are:

Category C licence (3.5-32 tonnes weight but not articulated and any trailer limited to 0.75t)

Category C+E as 'C' above plus articulated lorries (semitrailers) - these are the classic big truck with a cab unit which swivels separately from the main body. Usually up to 40t in UK (in special cases 44t).

In addition, HGV drivers need a Certificate of Professional Competence which is an ongoing 'CPD' type refresher training that has to be updated every five years. CPD is

provided by recognised training providers, who award officially recognised certificates.

NB Govt launched a consultation into reform of Drivers' CPC on 2/3/23, so this may be front of mind for interviewees. Reform of DCPC is not one of our 19 measures for evaluation but if views are raised unprompted, we can capture them provided they do not prevent progress on our target questions.

Questions

Warm up (2-3 mins)

Can you **briefly** describe what your [name of business] does, and what your role is?

How long have you been working as an examiner?

Which of the government's measures to reduce the HGV driver shortage are you aware of?

(Allow a little time for unprompted recall to allow front of mind measures to emerge, then provide a list of 19 evaluation measures as prompt on Word document.)

I'm going to ask some questions about some of these measures, which may have directly affected HGV examiners. Don't worry if you don't have an answer and remember there are no right or wrong answers. If we have missed anything out that you think is important then please tell me either as we go along or at the end.

2a.   The overall effectiveness of the measures [EQ1;2;4] (10 mins)

Looking at the slide, have any of these measures to increase the number of HGV drivers **already** made an impact on the logistics sector?

If so, which ones?

Follow up:

How have they made or how will they make an impact?

What evidence has demonstrated this/these impact(s) to you?

And are there some measures on this list which have not had an impact yet, but you believe they might do in the **future**?

Would that future impact be in the near future or longer term?

How/Why do you expect those impacts to emerge?

2b. Individual measures in more detail (20 mins)

Testing capacity/licence processing [M15.16.17.18.]:

[Note to interviewers: the changes about towing a trailer allow people with a car licence to two a bigger, heavier trailer without needing an HGV licence, so the effect is to increase the availability of places for those going on to drive lorries. The emergency services measure does not seem to be about allowing examiners to test members of the public, but to test each other's employees, again, taking strain off the 'public' system. The MOD is also part of that exchange scheme but also involved in testing civilians under a different measure.]

What has been the impact, if any, of **changing the law** about towing a trailer, the staging of HGV tests and who can test the off-road exercise to increase the number of HGV tests for examiners? Please can you explain why and how?

Prompt: number of tests, location of tests, skills of drivers

What has been the impact, if any, on the number of tests that can be conducted as a result of the **recruitment drive** for 40 more vocational examiners?

Prompt: number of examiners increased, number of tests conducted, waiting time for tests,

What has been the impact, if any, on the number of tests that can be conducted of enabling **Ministry of Defence Driving Examiners** to undertake civilian tests and the **MOD/emergency service examiners to be used flexibly for those groups**?

Prompt: number of examiners increased, number of tests conducted, waiting time for tests

Training [M6.7.9.]:

What impact, if any, have examiners seen on the test performance of people who have trained with the **Skills bootcamps** or **apprenticeships** schemes? Please can you explain why that is the case?

Prompt: pass rate, skill of drivers.

3.   Implementation of measures [EQ4a-c] (10 mins)

Do you have any views about how the measures were implemented? Prompts:-

Were they implemented well or poorly?

What has worked well and what you think could have been done better or improved going forward?

Are you aware of any geographical (e.g. north/south) differences in the roll out, or the roll out preferentially affecting specific types of logistics companies?

4. Concluding the interview (if time permits)

Anything else you would like to say or to add to this discussion that we have not covered already? Any further impacts or outcomes?

Is there anything you would like to ask me about the project before we finish?

Thank you very much for your time today.

Finish by reiterating points about anonymity and the right to withdraw.

Evaluation of the Package of Measures to reduce the HGV Drivers Shortage

INTERVIEW TOPIC GUIDE: Recruitment Agencies

Reminder of Key Objectives (for Interviewer)

- To understand to what extent specific measures had an impact on the HGV drivers' shortage in the UK

- To understand the perspective of different stakeholders on the HGV drivers' shortage

- To explore challenges and opportunities for the UK Government to avoid any potential future major shortages

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Introduction and Consent Procedure (3-5mins)

Briefly explain our role and reporting

Explain that participation is voluntary, and that interviewee has the right to withdraw during this interview and up to 7 days after the interview if they subsequently want data to be removed from the study.

Explain the data will be anonymised in the transcript with each company being given participant number, and the interview recording deleted once completed. The name of the individual interviewee and the company will not be used in the project reports and other public outputs unless specifically requested.

Ask if it is OK to record.

Ask participant if they wish to proceed.

Note to Interviewer: the main types of HGV training/qualification that might be discussed by interviewees using technical jargon are:

Category C licence (3.5-32 tonnes weight but <u>not</u> articulated and any trailer limited to 0.75t)

Category C+E as 'C' above plus articulated lorries (semitrailers) - these are the classic big truck with a cab unit which swivels separately from the main body. Usually up to 40t in UK (in special cases 44t).

In addition, HGV drivers need a Certificate of Professional Competence which is an ongoing 'CPD' type refresher training that has to be updated every five years.

1.   Warm up (2-3 mins)

Can you **briefly** describe what your [name of organisation] does, and what your role is?

How long have you been working in **recruiting** for the logistics sector?

Which of the government's measures to reduce the HGV driver shortage are you aware of, if any?

(Allow a little time for unprompted recall to allow front of mind measures to emerge, then provide a list of 19 evaluation measures as prompt on slide.)

I'm going to ask some questions about some of these measures, which may have directly affected your business. Don't worry if you don't have an answer, and remember there are no right or wrong answers. If we have missed anything out that you think is important then please tell me either as we go along or at the end.

2a.   The overall effectiveness of the measures [EQ1;2;4] (10 mins)

Looking at the slide, have any of these measures to increase the number of HGV drivers **already** made an impact on the logistics sector?

Follow up:

How have they made or how will they make an impact?

What evidence has demonstrated this/these impact(s) to you?

And are there some measures on this list which have not had an impact yet, but you believe they might do in the **future**?

Would that future impact be in the near future or longer term?

How/Why do you expect those impacts to emerge?

2b. Individual measures in more detail (20 mins)

Increased support from foreign hauliers [M3.]

Note for interviewer: the maximum quota was an extra 4,700 HGV drivers to help the food industries and 300 extra fuel drivers = 5,000 total. The visas were until 31 March 2022. Quantitative data indicate only a **fraction** of these opportunities were taken up. Around 150 (3% of quota). Questions in past tense; impacts may be ongoing.

The government temporarily increased the number of drivers from abroad who could apply to the existing **visa scheme**. What impact, if any, did this have on your personal experience of recruiting for the logistics industry?

Please can you explain how and why.

Thinking more generally, what impact, if any, did this have measure have on the logistics sector?

Prompt: numbers drivers filling vacancies

Support and Training [M6, 7, 8, 9, 10, 11, 20, 26.]:

Note for Interviewer: some of the measures are very specific and small scale. If time is limited the main ones to pick up are bootcamps and apprenticeships. Plus the Armed Forces measure also involved fully funded places.

Note for interviewer: Skills Bootcamps are free flexible courses of up to 16 weeks for people looking for a new role or job opportunity.

In your personal experience, what impact, if any, have the **Skills bootcamps** had on recruiting for the logistics industry? Please can you explain how and why.

Thinking more generally, what impact, if any, did this have measure have on the logistics sector?

Prompt: number of drivers filling vacancies; better skilled drivers.

Note for the interviewer: There are different types of apprenticeship schemes e.g., the Large Goods Vehicle Driver apprenticeship and the urban driver apprenticeship scheme.

In your personal experience, what impact, if any, have the **new apprenticeship schemes** had on recruiting for the logistics industry? Please can you explain how and why.

Thinking more generally, what impact, if any, did this have measure have on the logistics sector?

Prompt: affordability of training, number of drivers filling vacancies; better skilled drivers.

In your personal experience, what impact, if any, has the **incentive payment for employing an apprentice HGV driver** had on recruiting for the logistics industry? Please can you explain how and why.

Thinking more generally, what impact, if any, did this have measure have on the logistics sector?

[**Note to interviewer**: the role of the Adult Education Budget measure was specific and limited: it was specifically to fund the cost of the medical and HGV licences (not the training – that had to have been completed AND to have been funded the Adult Education Budget (AEB) in the academic year 2021/22) The scheme was also limited to 1,000 applicants (which may not have been a limit in practice given the other constraints).

In your personal experience, what impact, if any, have the **funding incentives for adults completing the HGV vocational qualification** had on recruiting for the logistics industry? Please can you explain how and why.

Thinking more generally, what impact, if any, did this have measure have on the logistics sector?

[**Note to interviewer**: additional trainees from Armed Forces measure: 240 extra training places for a 12-month period over existing 100. These seem to have been fully funded places]

In your personal experience, what impact, if any, has making it easier for **former Armed Forces personnel** to **qualify as HGV drivers** had on recruiting for the logistics industry?

Thinking more generally, what impact, if any, did this have measure have on the logistics sector?

[**Note to Interviewer**: flexible support funding is in fact limited discretionary support from existing funds provided by JobCentre staff to people registered with JobCentres e.g. more likely to be bus fare to get to the training location etc. rather than paying for people outright to attend CPC training courses.]

In your personal experience, what impact, if any, has the **flexible support funding for jobseekers and those on universal credit** who have an HGV licence towards the cost of getting their driver certificate of **Professional Competence Qualification** had on recruiting for the logistics industry? Please can you explain how and why?

Thinking more generally, what impact, if any, did this have measure have on the logistics sector?

Testing capacity/licence processing [M15.16.17.18.]:

In your personal experience, what impact, if any, has changing the law about towing a trailer, the staging of HGV tests and who can test the off-road exercise to increase the number of HGV tests had on recruiting for the logistics industry?

Please can you explain why and how?

Thinking more generally, what impact, if any, did this have measure have on the logistics sector?

Prompt: drivers' skills

In your personal experience, what impact, if any, has increasing the number of HGV examiners (including changing who can test HGV drivers) on recruiting for the logistics industry?

Please can you explain why and how?

Thinking more generally, what impact, if any, did this have measure have on the logistics sector?

Prompt: increased number of drivers

3.   Implementation of measures [EQ4a-c] (10 minutes)

From your point of view, how easy or difficult was it for job seekers, drivers returning to the profession, and companies (e.g., HGV operators), to take advantage of the opportunities created by government to address the driver shortage?

Prompts:

From your point of view, were the measures implemented well or poorly?

Do you think some measures were implemented better or less well than others? Which ones?

What has worked well and what you think could have been done better?

Are you aware of any geographical (e.g. north/south) differences in the roll out, or the roll out preferentially affecting specific types of logistics companies?

4. Concluding the interview (if time permits)

Anything else you would like to say or to add to this discussion that we have not covered already? Any further impacts or outcomes?

Is there anything you would like to ask me about the project before we finish?

Thank you very much for your time today.

Finish by reiterating points about anonymity and the right to withdraw.

Evaluation of the Package of Measures to reduce the HGV Drivers Shortage

INTERVIEW TOPIC GUIDE: Logistics Associations

> ### Reminder of Key Objectives (for Interviewer)
>
> - To understand to what extent specific measures had an impact on the HGV drivers' shortage in the UK
>
> - To understand the perspective of different stakeholders on the HGV drivers' shortage
>
> - To explore challenges and opportunities for the UK Government to avoid any potential future major shortages

Introduction and Consent Procedure (3-5mins)

Briefly explain our role and reporting

Explain that participation is voluntary, and that interviewee has the right to withdraw during this interview and up to 7 days after the interview if they subsequently want data to be removed from the study.

Explain the data will be anonymised in the transcript with each company being given a participant number, and the interview recording will be deleted once completed. The name of the individual interviewee and the company will not be used in the project reports and other public outputs unless specifically requested.

Ask if it is OK to record.

Ask participant if they wish to proceed.

Questions

1.   Warm up (3-5 mins)

Can you **briefly** describe what your [name of organisation] does, and what your role is?

How long have you been working in the logistics sector?

Which of the government's measures to reduce the HGV driver shortage are you aware of, if any?

(Allow a little time for unprompted recall to allow front of mind measures to emerge, then provide a list of 19 evaluation measures as prompt on slide.)

I'm going to ask some questions about some of these measures, which may have directly affected the logistics industry. Don't worry if you don't have an answer and remember there are no right or wrong answers. If we have missed anything out that you think is important then please tell me either as we go along or at the end.

2a.   The overall effectiveness of the measures [EQ1;2;4] (10 mins)

Looking at the slide, have any of these measures to increase the number of HGV drivers **already** made an impact on the logistics sector?

Follow up:

How have they made or how will they make an impact?

What evidence has demonstrated this/these impact(s) to you?

And are there some measures on this list which have not had an impact yet, but you believe they might do in the **future**?

Would that future impact be in the near future or longer term?

How/Why do you expect those impacts to emerge?

2b. Individual measures in more detail (20 mins)

Efficiency in existing supply chains [M1, M2.]:

[**Note to interviewer**: remember that these two measures were time limited. Drivers' hours measure until Feb 2022; night deliveries until Sept 2022, so questions in past tense, but of course impacts may be ongoing.]

What impact, if any, did the change in **drivers' hours rules** have on the logistics industry and the attractiveness of the HGV driving job? Please can you explain how and why.

Prompt: fulfilment of contracts; taking on extra deliveries; customer satisfaction; drivers' work experience and work life balance.

What impact, if any, did **the relaxation of the restrictions on late night deliveries** have on the logistics industry and the attractiveness of the HGV driving job? Please can you explain how and why.

Prompt: fulfilment of contracts; taking on extra deliveries; customer satisfaction; drivers' work experience; work/life balance.

Increased support from foreign hauliers [M3, M4.]

Note for interviewer: the maximum quota was an extra 4,700 HGV drivers to help the food industries and 300 extra fuel drivers = 5,000 total. The visas were until 31 March 2022. Quantitative data indicate only a **fraction** of these opportunities were taken up. Around 150 (3% of quota). Questions in past tense; impacts may be ongoing.

What impact, if any, did the **temporary increase in the visa quota** for drivers who were not UK nationals have on the availability of drivers? And on the logistics industry more generally? Please can you explain how and why.

Prompt: number of drivers filling vacancies; fulfilment of contracts; taking on extra deliveries; wider economic benefits for the UK, availability of goods and supplies where needed.

Note for interviewer: the measure was a temporary extension to road haulage cabotage between 28 October 2021 to 30 April 2022, allowing unlimited cabotage movements of heavy good vehicles within Great Britain for up to 14 days after arriving in the United Kingdom on a laden international journey. These cabotage rights meant a foreign company could pick up goods and deliver them within the UK, a right that otherwise ended with Brexit.

What impact, if any, has enabling non-UK logistics companies temporarily to deliver goods within the UK (**cabotage**) on the logistics industry and wider business needs? Please can you explain how and why.

Prompt: wider economic benefits for the UK; availability of goods and supplies where needed.

Training [Ms 6, 7, 8, 9, 10, 11, 26]:

Note for interviewer: Skills Bootcamps are free flexible courses of up to 16 weeks for people looking for a new role or job opportunity.

What impact, if any, have the **Skills bootcamps** had on the driver shortage and on the logistics industry more generally? Please can you explain how and why.

Prompt: number of drivers filling vacancies; better skilled drivers.

Note for the interviewer: There are different types of apprenticeship schemes e.g., the Large Goods Vehicle Driver apprenticeship and the urban driver apprenticeship scheme.

What impact, if any, have the **new apprenticeship schemes** had on the driver shortage and the logistics industry more generally? Please can you explain how and why.

Testing capacity/licence processing [M15.16.17.18.]:

Note for the interviewer: HGV testing was streamlined by changing the law about towing a trailer, the staging of HGV tests and who can test the off-road exercise.

What impact, if any, has **changing the content and process of the HGV test** had on the driver shortage? And the logistics industry more generally? Please can you explain why and how?

What impact, if any, has changing who can test HGV drivers had on the driver shortage? And the logistics industry more generally? Please can you explain why and how?

Have any of the changes in licencing had any impact on the driver shortage? And the logistics industry more generally? Please can you explain why and how?

3.   Implementation of measures [EQ4a-c] (10 minutes)

Do you have any views about how the measures were implemented?

4. Concluding the interview (if time permits)

Anything else you would like to say or to add to this discussion that we have not covered already? Any further impacts or outcomes?

Is there anything you would like to ask me about the project before we finish?

Thank you very much for your time today.

Finish by reiterating points about anonymity and the right to withdraw.

Evaluation of the Package of Measures to reduce the HGV Drivers Shortage

GROUP INTERVIEW TOPIC GUIDE: HGV Drivers

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Reminder of Key Objectives (for Interviewer)

- To understand to what extent specific measures had an impact on the HGV drivers' shortage in the UK.

- To understand the perspective of HGV drivers on the HGV drivers' shortage

- To explore challenges and opportunities for the UK Government to avoid any potential future major shortages.

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Introduction and Consent Procedure (3-5mins)

Briefly explain our role and reporting

Explain that participation is voluntary, and that the participants have the right to withdraw during this group interview and up to 7 days after the group interview if they subsequently want individual contributions to be removed from the study.

The name of each participant in the group interview will not be used in the project reports. There will not be any reference made to the employer or training provider by name or in a way that could reveal a link to the individual participants within the project reports.

Group participants must treat everything shared in the meeting by other participants as confidential.

Ask if it is OK to record.

Ask participants if they wish to proceed.

Ask if it is OK to record.

Ask participants if they wish to proceed.

Questions

1.Warm up (3-5 mins)

Can you **briefly** introduce yourself and explain what made you become a lorry driver?

For how long have you been working as an HGV driver?

What type of transport services do you usually work on?

Prompt: short-to-medium distance transport; long-distance transport; international transport; last-mile/long-haul transport

Prompt: are you happy with your main type of transport service or would you prefer to be working more on different types?

2. Individual measures in more detail (20 mins)

I'm going to ask some questions about some of the measures the Government implemented to reduce the HGV driver shortage. Don't worry if you don't have an answer and remember there are no right or wrong answers. If we have missed anything out that you think is important then please tell me either as we go along or at the end.

Efficiency in existing supply chains (Hours/Nights) [M1.2.]:

Note to interviewer: remember that these two measures were time limited. Drivers' hours measure until Feb 2022; night deliveries until Sept 2022.

Did your employer ask you to work extra hours [during this time frame]?

Prompt:

What was your experience of working longer hours?

Taking on extra deliveries, customer satisfaction; drivers' work experience and work life balance; attractiveness of the HGV driving job.

Did your employer ask you to make late night deliveries into town or city centres [during timeframe]?

Prompt:

What was your experience of working late night hours?

Taking on extra deliveries, customer satisfaction; drivers' work experience and work life balance; attractiveness of the HGV driving job.

Support and Training [M6.7.8.9.]:

Note for interviewer: Skills Bootcamps are free flexible courses of up to 16 weeks for people looking for a new role or job opportunity. This specific scheme was only available to residents of England, so may not be relevant to all.

Note for the interviewer: There are different types of apprenticeship schemes e.g., the Large Goods Vehicle Driver apprenticeship and the urban driver apprenticeship scheme.

Have you taken part in a **Skills bootcamp** or in a **apprenticeship scheme**?

[if Yes, then ask the following questions; if NO, then go to section 3]

How did you choose your training provider and training route?

Prompt: affordability of training, quality of training, support in applying for jobs; other incentives available; promotion within existing employer, location.

What was been your experience of the training, from signing up to completion?

Prompt: applying; availability of place, waiting time to start, flexibility of training; confidence in trainer; support provided; time spent in a vehicle practicing manoeuvres; ready for taking test; support applying for jobs

What types of vehicles did you learn to drive in?

Prompt: Smaller lorry (Category C) or articulated lorry (Category C+E)

How did it affect your readiness for the C+E test?

Testing capacity/licence processing [M15.16.17.18]:

When you took your HGV test did you go straight to the C+E (an articulated lorry) test rather than take a test on a small, C vehicle first?

Did you have/will you have the choice to take an outsourced (conducted by trainers) manoeuvres test?

What was your experience of the process of applying and getting your test?

Prompt: timescale application to test; trainees able to take a test at appropriate time, safety/risk of accident.

3.   Perception on 'HGV driver' job (10 minutes)

What was your experience of trying to find a job once you obtained your HGV licence?

When did you last look for an HGV driving job?

How did you find your current job?

How difficult did you find it to get one?

Did you consider other driving jobs or alternatives to driving?

Prompt: bus/forklift/warehouse work

What do you think are the positives and negatives of the job?

Do you intend to continue driving lorries as a job long term, or are you looking do something else in the future?

Prompts:

Have you used any of the following - job centres, company websites, recruitment agencies, word of mouth?

 What other kind of driving job? Or job not related to driving?

4. Concluding the interview (if time permits)

Is there anything else you have to say about learning to be a lorry driver, or your future career as a driver?

Do you have any questions for me [research interviewer] about the project before we finish?

Thank you very much for your time today.

Finish by reiterating points about anonymity and the right to withdraw.

Evaluation of the Package of Measures to reduce the HGV Drivers Shortage

GROUP INTERVIEW TOPIC GUIDE: HGV Trainees

Reminder of Key Objectives (for Interviewer)

- To understand to what extent specific measures had an impact on the HGV drivers' shortage in the UK.

- To understand the perspective of HGV driver trainees on the HGV drivers' shortage

- To explore challenges and opportunities for the UK Government to avoid any potential future major shortages.

Introduction and Consent Procedure (3-5mins)

Briefly explain our role and reporting

Explain that participation is voluntary, and that the participants have the right to withdraw during this group interview and up to 7 days after the group interview if they subsequently want individual contributions to be removed from the study.

The name of each participant in the group interview will not be used in the project reports. There will not be any reference made to the employer or training provider by name or in a way that could reveal a link to the individual participants within the project reports.

Group participants must treat everything shared in the meeting by other participants as confidential.

Ask if it is OK to record.

Ask participants if they wish to proceed

Questions

1.   Warm up (3-5 mins)

Can you **briefly** introduce yourself and explain what made you want to become a lorry driver?

Have you been working on a different sector before deciding to become an HGV driver?

I'm going to ask some questions about some of these measures, which may have directly affected your decision to become an HGV driver. Don't worry if you don't have an answer and remember there are no right or wrong answers. If we have

missed anything out that you think is important then please tell me either as we go along or at the end.

2. Individual measures in more detail (20 mins)

Support and Training [M6.7.8.9.]:

Note for interviewer: Skills Bootcamps are free flexible courses of up to 16 weeks for people looking for a new role or job opportunity. This specific scheme was only available to residents of England, so may not be relevant to all.

Note for the interviewer: There are different types of apprenticeship schemes e.g., the Large Goods Vehicle Driver apprenticeship and the urban driver apprenticeship scheme.

Have you taken part in a **Skills bootcamp** or in an **apprenticeship scheme**?

How did you choose your training provider and training route?

Prompt: affordability of training, quality of training, support in applying for jobs; other incentives available; promotion within existing employer, location.

What has been your experience of the training, from signing up to completion (if completed)?

Prompt: applying; availability of place, waiting time to start, flexibility of training; confidence in trainer; support provided; time spent in a vehicle practicing manoeuvres; ready for taking test; support applying for jobs

What types of vehicles did/are you learn/ing to drive in?

Prompt: Smaller lorry (Category C) or articulated lorry (Category C+E)

How has/did it affected your readiness for the C+E test?

Testing capacity/licence processing [M15.16.17.18]:

Have you applied for or taken your HGV test?

Did you/will you go straight to the C+E (an articulated lorry) test rather than take a test on a small, C vehicle first?

Did you have/will you have the choice to take an outsourced (conducted by trainers) manoeuvres test?

What was your experience of the process of applying and getting your test?

Prompt: trainees able to take a test at appropriate time, safety/risk of accident.

3.   Perception on 'HGV driver' job (10 minutes)

What are your views about the lorry driver job now you have completed or undertaken some of the training?

[For those **not yet employed** as an HGV driver]

Have you started looking for an HGV driving job? What has been your experience of looking for an HGV driving job?

Are you solely looking for HGV driving roles or also other types of driving or other types of work?

[For those **already employed** as an HGV driver]

What was your experience of finding a job as an HGV driver after your training?

Did you also consider taking other kinds of work either as a driver not requiring an HGV qualification or a job not involving driving?

Prompts:

Have you used any of the following - job centres, company websites, recruitment agencies, word of mouth?

Concluding the interview (if time permits)

Is there anything else you have to say about learning to be a lorry driver, or your future career as a driver?

Do you have any questions for me [research interviewer] about the project before we finish?

Thank you very much for your time today.

Finish by reiterating points about anonymity and the right to withdraw.