

National Taxi & Private Hire Driver Survey 2024/25

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“Hopefully, the insights from this report can help shine a light on the key issues that policymakers need to address to not only improve but save the industry.”



Ryan Sidley
General Manager
Taxi Plus

“Each year, we work alongside tens of thousands of taxi and private hire drivers across the UK. Helping them to get their DBS Checks and ultimately their licences. Along the way, we hear a broad range of sentiments about the state of the industry.

This year, for the first time, we’ve been able to capture a comprehensive snapshot of how drivers are feeling about the state of the industry.

With input from nearly 1,500 drivers across the UK, this survey paints a clear picture of an industry under pressure.

Drivers are telling us, loud and clear, that they feel overlooked. Whether it’s the burden of rising costs or the risks they face on the job, there’s a growing frustration that their concerns are being ignored by decision-makers.

Over half of drivers have been verbally abused, and 40.9% have faced physical violence. These things are now so commonplace that they have become a “normal” part of the job. But no one should have to put up with this kind of abuse.

The transition to electric vehicles (EVs) is another area where drivers feel left behind, with an overwhelming 88.5% unable to charge an EV at home.

In their opinion, the charging infrastructure is not ready for the widespread adoption of EVs. Without significant investment in charging infrastructure and financial support, the push for sustainability risks alienating drivers who are already struggling.

Despite all this, and all the noise on social media, the majority of drivers still believe their profession is still worthwhile.

Personally, I think this speaks volumes about the resilience and dedication of the people who keep our towns and cities moving.

Being from a rural Northern town, I see firsthand how essential these drivers are. They are the backbone of our transport infrastructure, helping not just the elderly and disabled to get around, but everyone. These drivers fulfil an essential function in society, but they need advocates—partners who will push for better infrastructure, fairer regulation, and safer working conditions.

Hopefully, the insights from this report can help shine a light on the key issues that policymakers need to address to not only improve but save the industry.

By doing so, we can not only protect the livelihoods of drivers but also ensure the long-term health and sustainability of the industry.”

The insights within have the potential to inform policymakers, local authorities, and industry leaders, fostering meaningful change for the benefit of drivers, passengers, and communities alike.



Perry Richardson
Editor
Taxi Point

The taxi and private hire industry remains at the heart of both urban and rural transport, connecting millions of people to their destinations with reliability and professionalism. Yet, despite its crucial role, the voices of drivers—those who power the sector—often go unheard. This report marks a significant step in bridging that gap.

This comprehensive survey captures the perspectives of nearly 1,500 licensed drivers across the UK, offering an unparalleled view of the challenges and successes within the industry. By providing a neutral platform for these voices, the survey establishes a new benchmark for understanding what works and what falls short, both locally and nationally.

The insights within have the potential to inform policymakers, local authorities, and industry leaders, fostering meaningful change for the benefit of drivers, passengers, and communities alike.

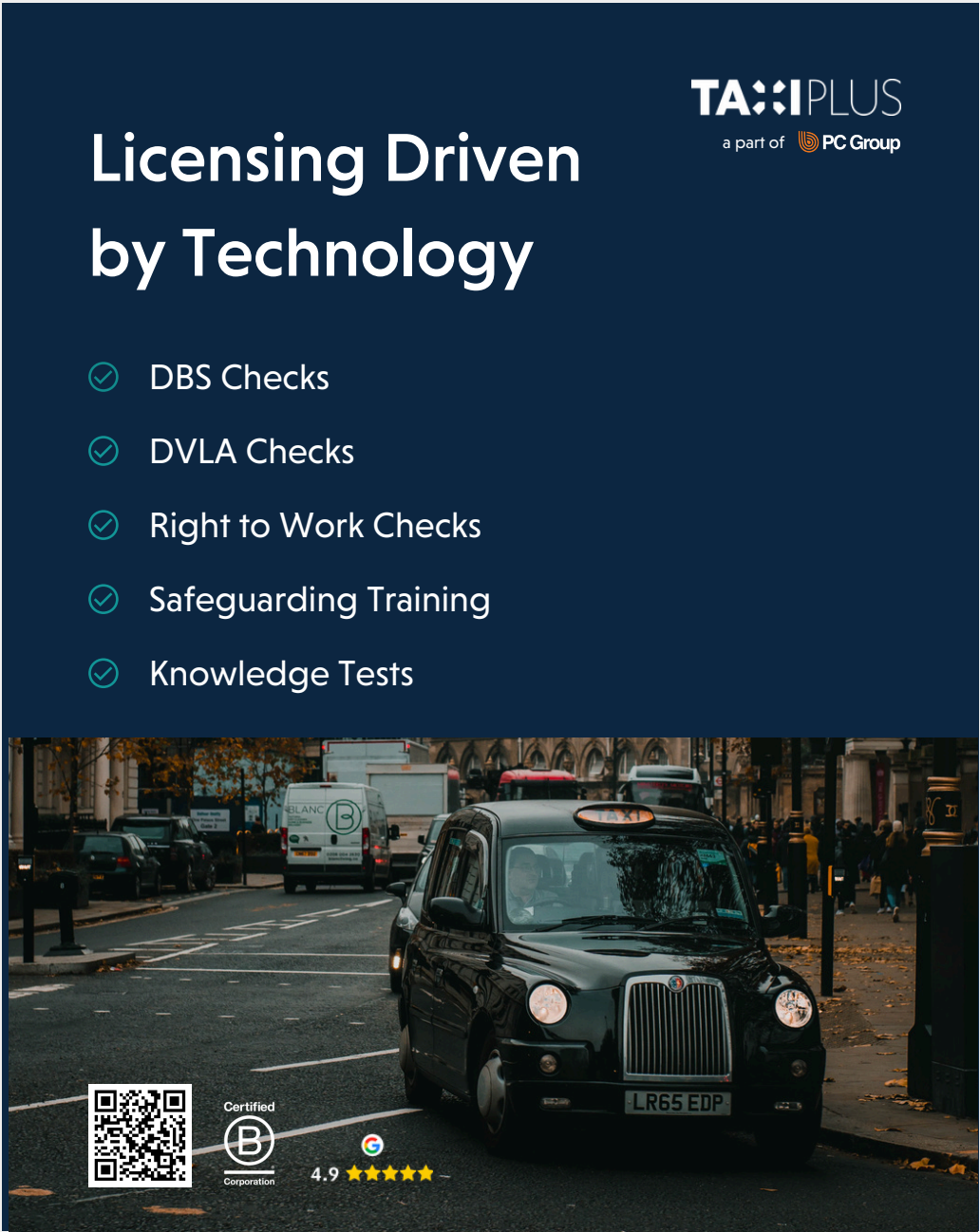
It is our hope at TaxiPoint that this report over time becomes a cornerstone for constructive dialogue and a catalyst for progress—an indispensable tool for shaping the future of the taxi and private hire sector.





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- ✓ DVLA Checks
- ✓ Right to Work Checks
- ✓ Safeguarding Training
- ✓ Knowledge Tests

Who is the Average UK Driver?



The average UK driver is a 44-year-old, self-employed male, who has been licensed for about 10-15 years. Working roughly 45 hours per week, he completes around three fares an hour, driving over 35,000 miles annually for work. He sources his work from a mix of apps as well as through traditional means.

Regularly frustrated by poor driving from other road users, he reckons that his ability to drive safely is impacted by these individuals several times a week. The biggest causes of this are mobile phone use, tailgating, and a general lack of road awareness.

He is also infuriated by the number of potholes and roadworks across the UK road network.

But despite the issues facing the industry at the moment, he feels it's still worthwhile to pursue this career.

He commonly encounters verbally aggressive passengers, with racism often factoring into these incidents. He is also no stranger to being on the receiving end of violence thanks to intoxicated passengers.

He feels that while passengers are well safeguarded, the same can't be said of drivers and more needs to be done to help protect them from the public. While he appreciates the health and well-being support from their licensing authority, they feel more could be done to address other driver concerns.

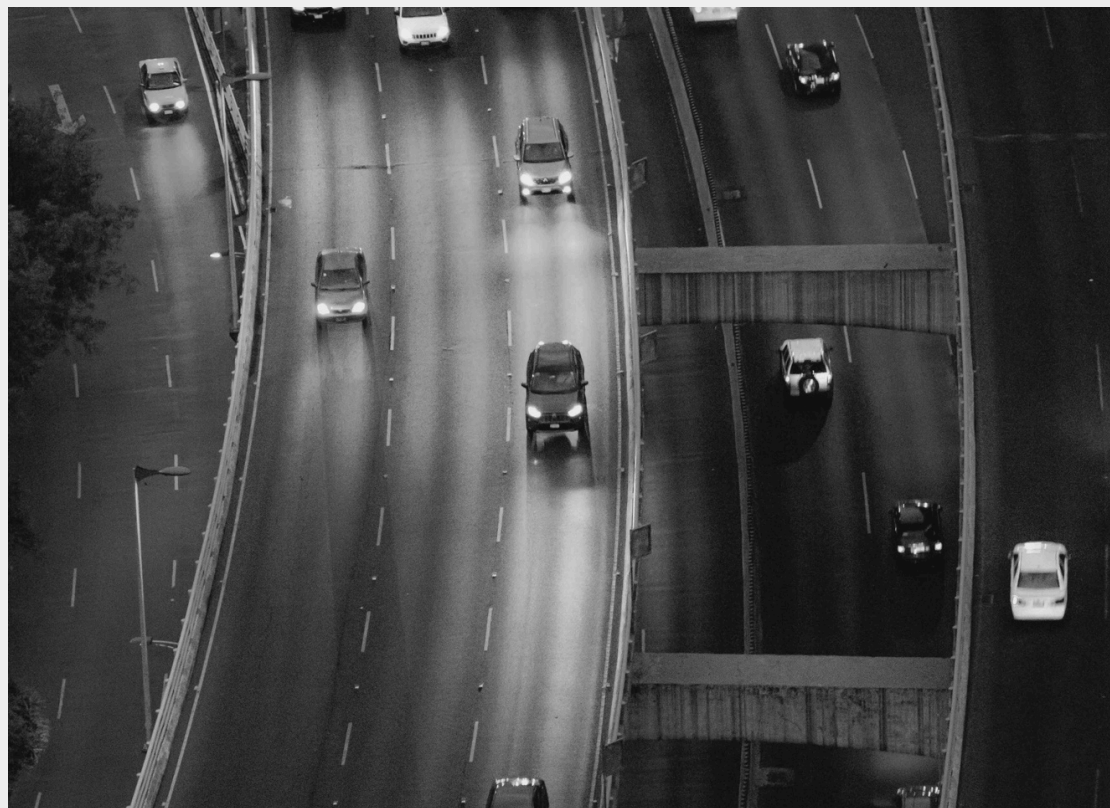
He thinks that cross-border licensing is the biggest threat to the survival of the industry - something he feels is falling on deaf ears. While Low Traffic Neighbourhoods have proven to be contentious in the media, he broadly supports them in areas where traffic issues are significant.

We know no such thing as an average UK taxi or private hire driver...

The profession attracts a huge range of people with vastly different life experiences, which is one of the many reasons the industry is so special.

However, creating a picture of the average driver gives us the chance to track high-level changes at a glance, and see how things change (or don't) as the years go by.

In future editions of this report, this section will provide a quick snapshot of how things have changed in the industry.



Who is the average UK Driver?

Regional snapshot

Cymru	West Midlands	East Midlands	Yorkshire & The Humber
Age: 44 Insurance: £1500 Mileage: 34,000 Fares (Weekly): 66 Hours (Weekly): 48 Licenced for: 9 years Top Issue: Cross-Border Licensing Most Common Vehicle: VW Passat Top App: Ola/FREENOW Maintenance Costs: £2700	Age: 43 Insurance: £1500 Mileage: 27,000 Fares (Weekly): 74 Hours (Weekly): 40 Licenced for: 8 years Top Issue: Cross-Border Licensing Most Common Vehicle: Toyota Prius Top App: Taxiapp UK Maintenance Costs: £2400	Age: 40 Insurance: £1500 Mileage: 31,000 Fares (Weekly): 76 Hours (Weekly): 47 Licenced for: 6 years Top Issue: Cross-Border Licensing Most Common Vehicle: Ford Galaxy Top App: Bolt Maintenance Costs: £2100	Age: 50 Insurance: £1600 Mileage: 29,000 Fares (Weekly): 85 Hours (Weekly): 45 Licenced for: 13 years Top Issue: Cross-Border Licensing Most Common Vehicle: Toyota Corolla Top App: Uber Maintenance Costs: £1900
South East	London	South West	East of England
Age: 47 Insurance: £1500 Mileage: 30,000 Fares (Weekly): 84 Hours (Weekly): 43 Licenced for: 11 years Top Issue: Cross-Border Licensing Most Common Vehicle: Skoda Octavia Top App: Ola Maintenance Costs: £2900	Age: 44 Insurance: £1500 Mileage: 28,000 Fares (Weekly): 132 Hours (Weekly): 45 Licenced for: 9 years Top Issue: Cross-Border Licensing Most Common Vehicle: LEVC TX/Tx4 Top App: Gett Maintenance Costs: £2500	Age: 40 Insurance: £1500 Mileage: 30,000 Fares (Weekly): 87 Hours (Weekly): 42 Licenced for: 8 years Top Issue: Rising Maintenance Costs Most Common Vehicle: VW Touran/Skoda Superb Top App: Taxiapp UK Maintenance Costs: £3400	Age: 44 Insurance: £1500 Mileage: 33,000 Fares (Weekly): 105 Hours (Weekly): 47 Licenced for: 9 years Top Issue: Rising Maintenance Costs Most Common Vehicle: Citroen Berlingo Top App: Taxiapp UK Maintenance Costs: £2700

Who is the average UK Driver?

Regional snapshot

Scotland	Northern Ireland	North East	North West & Cumbria
Age: 45 Insurance: £1600 Mileage: 35,000 Fares (Weekly): 77 Hours (Weekly): 50 Licenced for: 9 years Top Issue: EV Transition Most Common Vehicle: Ford Mondeo Top App: Ola Maintenance Costs: £3400	Age: 43 Insurance: £1500 Mileage: 36,000 Fares (Weekly): 65 Hours (Weekly): 46 Licenced for: 9 years Top Issue: EV Transition Most Common Vehicle: Hyundai i30 Top App: Gett Maintenance Costs: £4100	Age: 40 Insurance: £1500 Mileage: 30,000 Fares (Weekly): 87 Hours (Weekly): 43 Licenced for: 8 years Top Issue: EV Transition Most Common Vehicle: Toyota Prius Top App: Gett/Ola Maintenance Costs: £3200	Age: 46 Insurance: £1600 Mileage: 28,000 Fares (Weekly): 76 Hours (Weekly): 44 Licenced for: 9 years Top Issue: Cross-Border Licensing Most Common Vehicle: Ford Mondeo Top App: Uber Maintenance Costs: £2400

Sat-navs & Navigation Apps



Historically, the taxi and private hire industry has been relatively slow to adopt new technology...

But over the past 20 years, the industry has been revolutionised by the introduction of new technology.

From sat-navs to ride-hailing apps, these digital innovations have become indispensable for many drivers. In this section, we explore how drivers are embracing navigation technology and booking platforms, highlighting trends across different licence types and regions.

Navigation and Sat-Navs

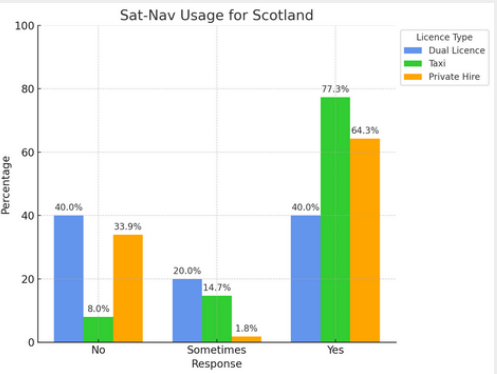
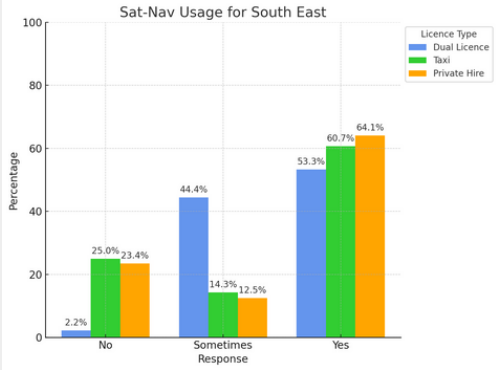
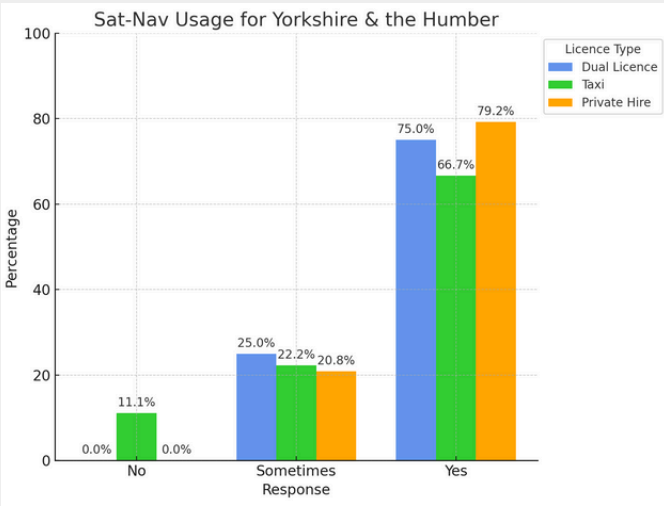
Sat-navs have become an essential tool for many drivers, helping to navigate unfamiliar routes, avoid congestion, and save time. As the chart shows, the overwhelming majority of drivers use a sat-nav some or all of the time. This remains broadly true regardless of licence type.

The survey revealed that **68.81%** of taxi drivers, **70.43%** of private hire drivers, and **61.14%** of dual licence holders regularly use a sat-nav, showing broad adoption across the industry.

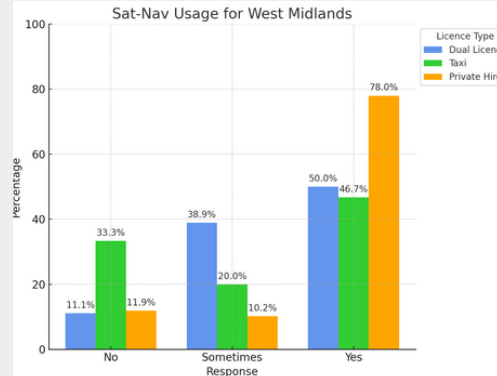
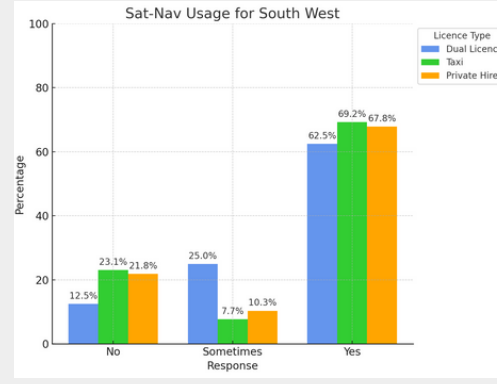
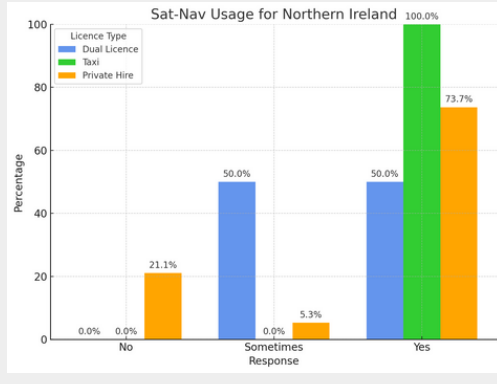
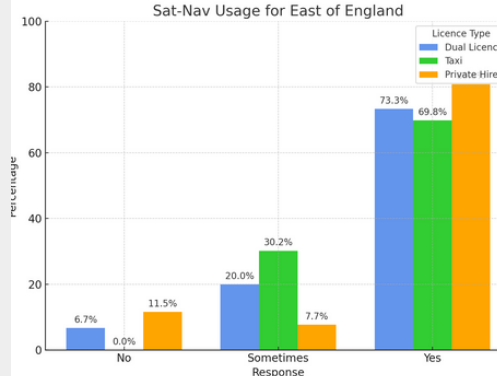
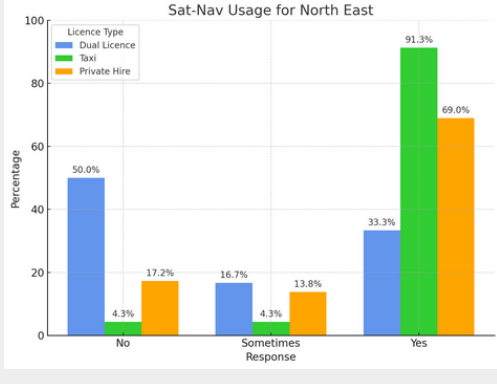
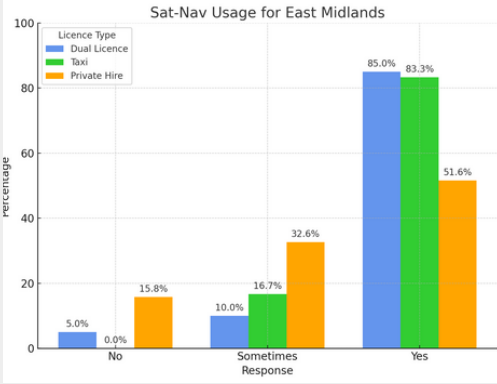
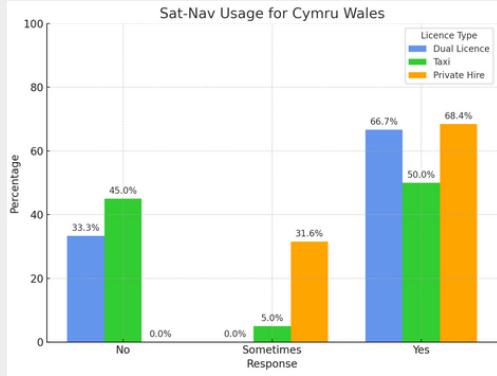
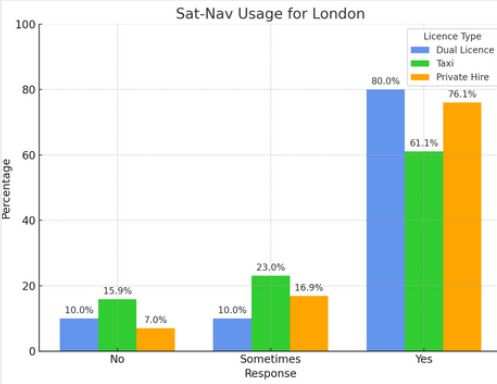
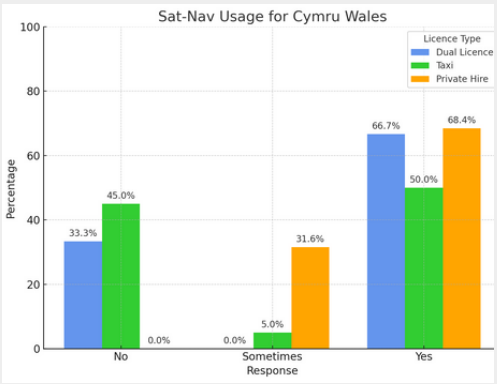
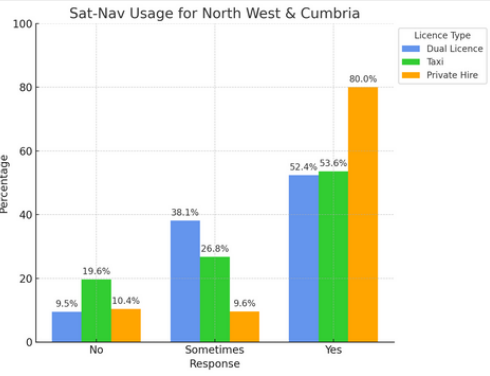
Do you use a sat-nav?



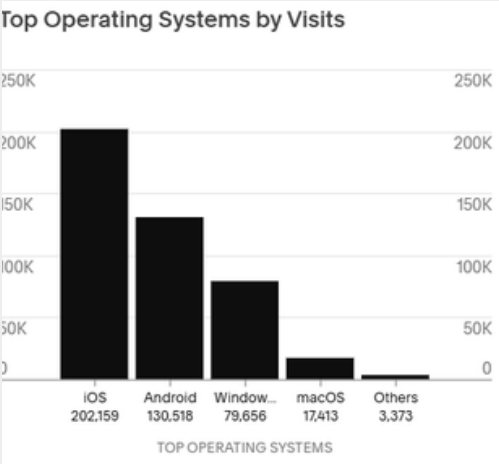
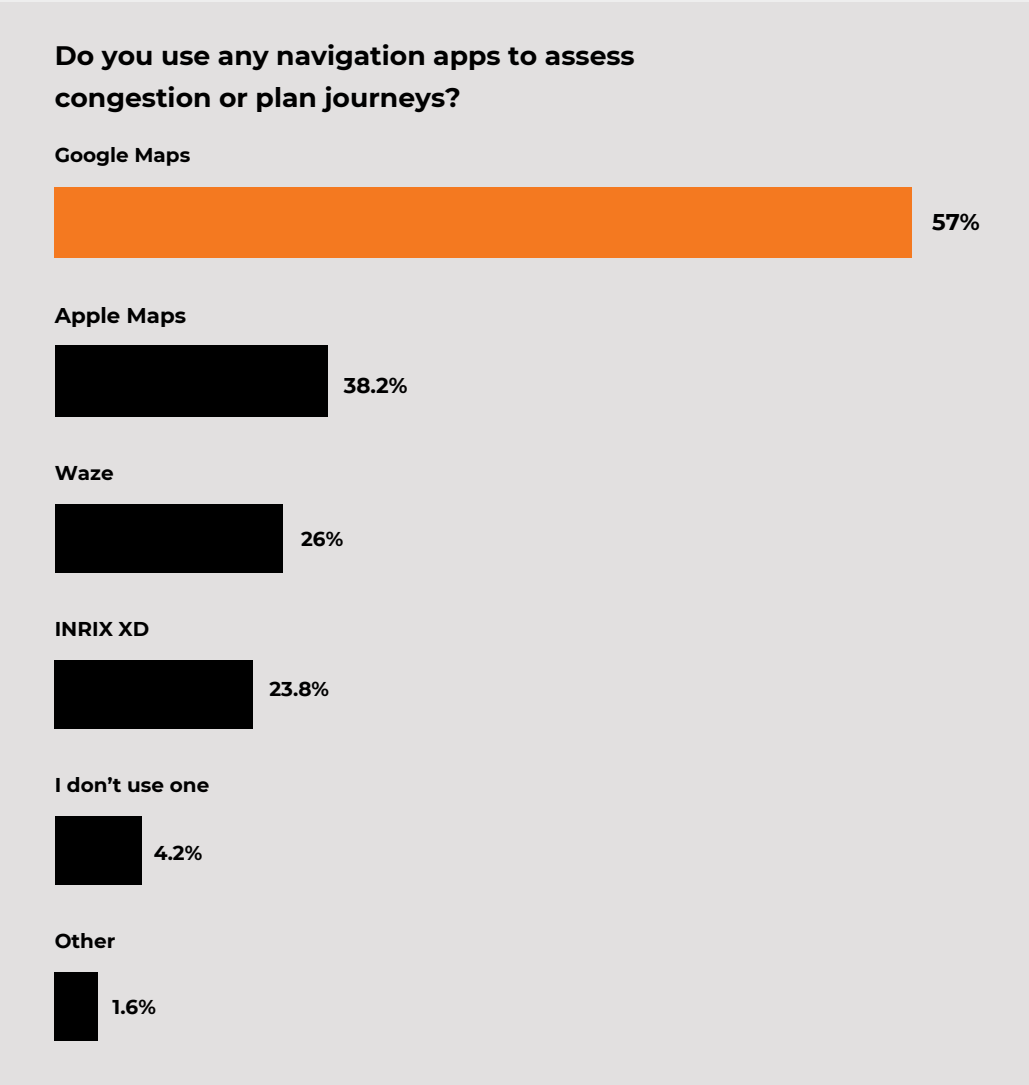
Over the next couple of pages, the charts will show a breakdown of sat-nav usage by region and licence type.



Taxi drivers using sat-navs at nearly the same rate as private hire drivers was an unexpected result for us. While we often think of taxi drivers as relying on local knowledge, the data suggests a shift towards technology. In regions like the North East, the use of sat-navs surpasses private hire drivers by more than 20% (91.30% vs 69.07%)



When it comes to map apps, there is a clear favourite - Google Maps. With 855 votes (57%), it outpaces its closest competitor, Apple Maps, by nearly twenty percent. This could be an indicator that taxi and private hire drivers primarily use Android devices, but our data doesn't reflect this. When drivers use the TaxiPlus platform for processing their DBS Checks, they overwhelmingly do so via iOS devices:



The popularity of Google Maps suggests that it is simply the most accessible, user-friendly and reliable mapping tool out there. Whilst tools like Waze and Inrix XD provide cutting-edge data about traffic and road conditions, the consistency of Google Maps seems to be preferred by professional drivers.

Interestingly out of the 1499 drivers who were surveyed, only 63 didn't use any kind of mapping app to aid them. The largest concentrations of non-users were in the South West (13 drivers) and London (11 drivers).

Ride-hailing and Booking Apps



Whether you like them or not, ride-hailing and digital booking apps have completely changed the face of the industry.

With nearly 81% of survey respondents stating that they use one or more apps to source work, their impact is undeniable.

The industry has a wealth of both taxi and private hire apps these days. To remain competitive many operators have had to build their own, or invest in technology that gives them app functionality. In fact, over three-quarters of the drivers surveyed (76.3%) said the operator they worked for had a passenger booking app.

App Usage by Age and Licence Type

Licence Type	Percentage Using Apps
Private hire	85%
Taxi/Hackney	84%
Dual Licence	54%
All Licences	81%

As the table above shows, the vast majority of both taxi and private hire Drivers use at least one app to source work (85% of private hire drivers vs 84% of taxi Drivers). It was drivers who hold a dual licence which brought the average down. Only around 54% of dual licence holders use one or more apps to source work.

The data doesn't reveal any probable cause for this huge deviation from the other licence types. It could be due to dual licence holders having more flexibility with how work is sourced, so they don't need to rely on apps as much.

However, the sample size for dual licence holders was significantly smaller than other licence types, so may not be entirely representative of the wider industry.

When analysing app usage by age, a quick glance at the numbers reveals a clear trend. Over 50% of drivers who don't use apps are over the age of 55, whilst less than 1% of this group are 18-25 year-olds.

Do you accept any work via taxi/PHV hailing or booking apps?	No. of Respondents	%
Doesn't Use Apps	285	
18-25	3	0.82%
26-35	23	8.07%
36-45	42	14.74%
46-55	65	22.81%
56-65	107	37.54%
65+	45	15.79%
Does Use Apps	1212	
18-25	60	4.95%
26-35	337	27.81%
36-45	366	30.20%
46-55	267	22.03%
56-65	156	12.87%
65+	26	2.15%

App Usage by Region

The data reveals significant regional variations in app usage.

Northern Ireland stands out with 98% of drivers using apps—the highest rate in the UK. This is surprising when you consider most ride-hailing apps don’t have much of a presence in Northern Ireland outside of Belfast.

However, a search of driver forums suggests that the two big firms in Northern Ireland rapidly developed their apps following Uber’s expansion in Belfast to remain competitive. However, the popularity of Gett as the most popular named app is slightly surprising. Particularly considering Gett is primarily a black cab app and the number of licensed cabbies in Northern Ireland has more than halved since 2014.

Wales is an outlier when it comes to the volume of Dual Licence holders that use apps, with 100% of Dual Licence holders stating they use one or more to source work. This is likely down to a large number of Welsh licensing authorities only offering Dual Licences - a contentious issue amongst some Welsh drivers.

The recent whitepaper from the Welsh Government highlighted that many believe that the focus on dual licences is driving some individuals who only want a private hire licence to look elsewhere.

The most popular app varies significantly between areas. Only drivers in the North West & Cumbria and Yorkshire & The Humber put Uber at the top of the list. The regions where Gett and TaxiApp UK rank as most popular all have large urban centres where taxis are still more common than private hire.

Ola’s popularity was unexpected, particularly considering they stopped operating in the UK in April 2024.

UK Region	Most Popular App	Total % using apps	Private Hire %	Taxi/Hackney %	Dual Licence %
Cymru Wales	Ola/FREENOW	90%	84%	90%	100%
East Midlands	Bolt	91%	93%	98%	70%
East of England	TaxiApp UK	69%	75%	72%	40%
London	Gett	91%	92%	90%	90%
North East	Gett/Ola	91%	90%	96%	67%
North West & Cumbria	Uber	73%	82%	57%	62%
Northern Ireland	Gett	98%	100%	100%	50%
Scotland	Ola	80%	98%	72%	N/A
South East	Ola	65%	64%	80%	49%
South West	TaxiApp UK	86%	93%	88%	38%
West Midlands	TaxiApp UK	81%	83%	93%	44%
Yorkshire & the Humber	Uber	54%	67%	44%	25%

This would suggest they made a significant positive impact on those drivers who were registered with them.

Bolt only showed as the most popular in one UK region (East Midlands) despite being one of the fast-growing ride-sharing platforms in Europe.

Uber Users by Region & Licence Type

Ranking as the most popular (or at least the most widely used) app is Uber!

While this might elicit a groan from some readers, it will come as no surprise. For over a decade now, social media and industry events have been awash with arguments for and against the growth of Uber's market share in the UK.

But regardless of your opinion, it's clear that they are here to stay and for the most part, passengers enjoy the flexibility and perceived transparency of the platform.

The table below looks at the percentage of each licence type in each UK region which uses Uber as one of the apps they source work from.

UK Region	Taxi Driver %	Private Hire %	Dual Licence %
Cymru Wales	30.00%	10.53%	77.78%
East Midlands	47.62%	20.00%	55.00%
East of England	33.96%	19.23%	13.33%
London	34.13%	54.93%	70.00%
North East	13.04%	48.28%	33.33%
North West & Cumbria	16.07%	52.80%	42.86%
Northern Ireland	11.90%	N/A*	50.00%
Scotland	17.33%	14.29%	0.00%
South East	1.79%	28.13%	15.56%
South West	7.69%	16.09%	43.75%
West Midlands	17.78%	57.63%	16.67%
Yorkshire & the Humber	11.11%	41.67%	25.00%

*All Uber drivers in Northern Ireland must hold a full taxi licence.

Regional Variations in Uber Usage

The regional data highlights some intriguing contrasts when it comes to Uber usage. While London's private hire drivers top the charts with 54.93% using Uber, over a third of licensed taxi drivers in the capital (34.13%) who responded are also sourcing work from the platform.

It's important to note that this figure is unlikely to be representative. Uber themselves have confirmed that the number of black cabs on the platform amounts to 'several hundred' out of over 16,000.

However, considering the vocal opposition towards Uber from cabbies in the Capital, it will be interesting to see how this figure develops over the next 12 months.

In Cymru Wales, Uber is notably popular among dual-licensed drivers, with 77.78% using the app. This is likely tied to the prevalence of dual licences in Wales, offering drivers greater flexibility to tap into both the taxi and private hire markets.

On the other hand, Uber sees relatively low adoption in Yorkshire & the Humber, where only 25% of dual-licensed drivers use the app and just 11.11% of taxi drivers. This may be reflective of strong local allegiances to traditional booking systems or operator-specific apps.

Northern Ireland presents a unique case. All Uber drivers here are required to hold a full taxi licence, which limits the pool of eligible users. Yet, 50% of dual-licensed drivers and nearly 12% of taxi drivers have embraced the app, suggesting its foothold in the market is growing despite regulatory constraints.

Vehicles



Vehicles

Vehicles are the backbone of the taxi and private hire industry. Whether it's reliability, fuel efficiency, or sheer comfort, drivers have strong opinions about what works best for them. After all, when you spend hours on the road, your vehicle becomes an extension of yourself—and perhaps even a tiny reflection of your personality.

Wheelchair Accessibility

Is your primary vehicle wheelchair accessible?	All Licences	Private Hire	Taxi/Hackney	Dual Licence
Yes	50.4%	37%	73%	22%
No	49.6%	63%	27%	78%

Is your primary vehicle wheelchair accessible?	All Licences	Private Hire	Taxi/Hackney	Dual Licence
Cymru Wales	39.58%	31.58%	60.00%	11.11%
East Midlands	53.50%	56.84%	69.05%	5.00%
East of England	59.17%	57.69%	69.81%	26.67%
London	71.01%	50.70%	83.33%	60.00%
North East	59.26%	31.03%	78.26%	50.00%
North West & Cumbria	27.72%	10.40%	69.64%	19.05%
Northern Ireland	82.54%	94.74%	80.95%	N/A
Scotland	68.38%	50.00%	85.33%	20.00%
South East	31.52%	7.81%	64.29%	24.44%
South West	50.32%	52.87%	57.69%	11.11%
West Midlands	38.52%	22.03%	64.44%	62.50%
Yorkshire & the Humber	14.63%	4.17%	55.56%	N/A

What Type of Vehicle do you drive for work?

Vehicle Type	Percentage	Respondents
Saloon	19.9%	298
Estate	19.5%	292
MPV	17.1%	256
Hatchback	12.7%	191
SUV	12.6%	189
Black Cab	8.7%	131
Van	6.5%	98
Minibus	2.9%	44

Most Popular Makes and Models

There are certain vehicle brands and models which will always come to mind when thinking of taxi or private hire vehicles. Some of these are so pervasive in the industry, that it can be a shock to see one that isn't badged.

The survey asked respondents to share their primary work vehicle. They were provided with a list of 19 popular options, as well as given the option to manually enter their make and model if it wasn't on the list.

Out of all the responses, only 16.1% (242) drove vehicles that weren't on the original list of 19. These options were:

- 1. **Ford Tourneo**
- 2. **Ford Galaxy**
- 3. **Ford Mondeo**
- 4. **Citroen Berlingo**
- 5. **Skoda Octavia**
- 6. **Skoda Superb**
- 7. **Hyundai i30**
- 8. **Hyundai i40**
- 9. **LEVC TX**
- 10. **SEAT Alhambra**
- 11. **Toyota Avensis**
- 12. **Toyota Prius**
- 13. **Toyota Corolla**
- 14. **Mercedes C-Class**
- 15. **Mercedes E-Class**
- 16. **Mercedes Vito**
- 17. **Volkswagen Transporter**
- 18. **Volkswagen Passat**
- 19. **Volkswagen Touran**

The most popular model, with 111 respondents was the Toyota Prius (incl. Prius Plus). However, the most popular car manufacturer overall was Ford, accounting for just over a fifth of vehicles.

Key Observations:

- **The Toyota Prius** is popular across all three licence types, appearing as the top model for Dual Licence holders and also frequently used by taxi and private hire drivers.
- **Ford** models (Galaxy, Mondeo, Tourneo) are very popular among both taxi and private hire drivers.
- **LEVC TX** is notably popular among taxi drivers, suggesting its suitability as a traditional taxi vehicle.
- **Citroen Berlingo** is the top choice for private hire drivers, indicating a preference for more spacious vehicles.

Top 5 Manufacturers (All Drivers)

21.54% of respondents drove a Ford (323) respondents across 6 named models - in order of popularity: Tourneo 7.1% (106); Galaxy 7% (105); Mondeo 6.9% (103); Focus 0.4% (6); and the Kuga and Transit with 1 vote each.

15.54% of respondents drove a Toyota (233) across 10 named models - in order of popularity: Prius 7.4% (111); Corolla 5.5% (82); Avensis 1.5% (22); Auris 0.5% (8); Pro Ace Verso 0.26% (4); Camry 0.13 % (2); and the CHR, Noah, Yaris Cross and Verso coming in with one vote each.

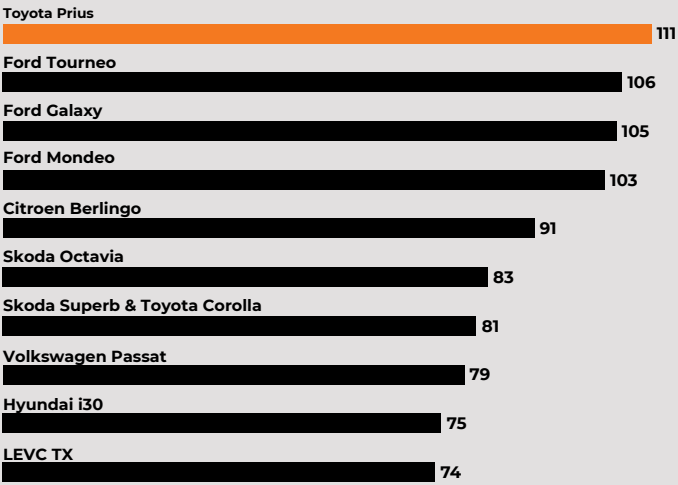
11.1% of respondents drove a Skoda (167) across 4 named models - in order of popularity: Octavia 5.5% (83); Superb 5.4% (81); Enyaq 0.13% (2); and one Kodiaq

9% of respondents drove a Volkswagen (135) across 7 named models - in order of popularity: Passat 5.3% (79); Touran 2.8% (42); Transporter 0.3% (5); CaddyMaxi 0.23% (4); Sharan 0.2% (3); and the Golf and T7 Multivan with 1 vote each.

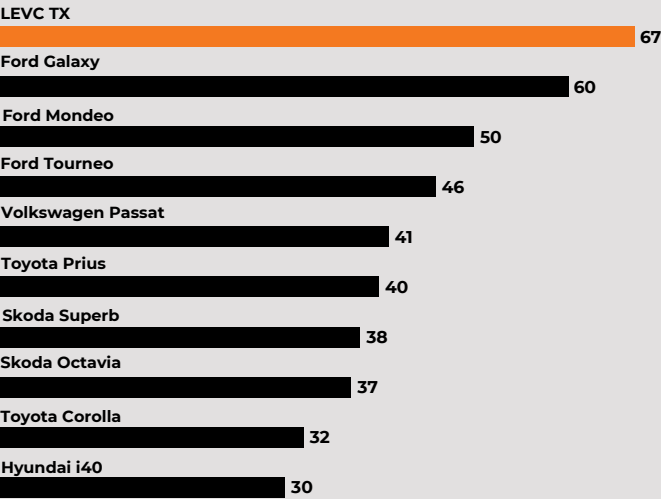
10.2% of respondents drove a Hyundai (153) across 3 named models: i30 5% (75); i40 4.3% (65); and variants of the Ioniq 0.87% (13)(incomplete data means variants could not be identified).

Top 10 Models by Licence Type

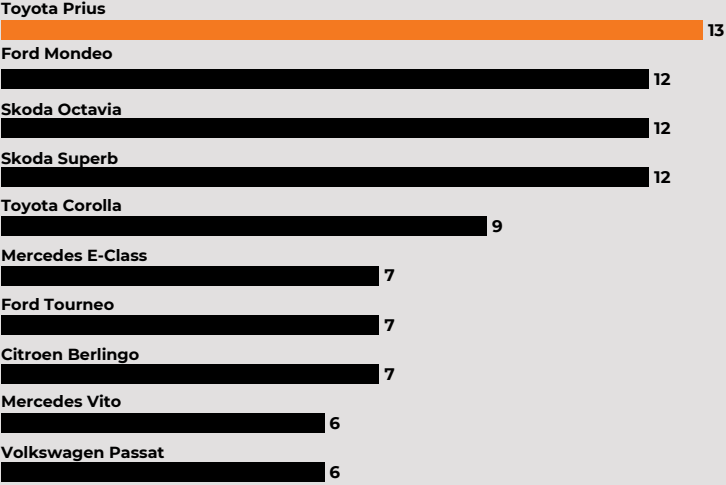
All Licence Types



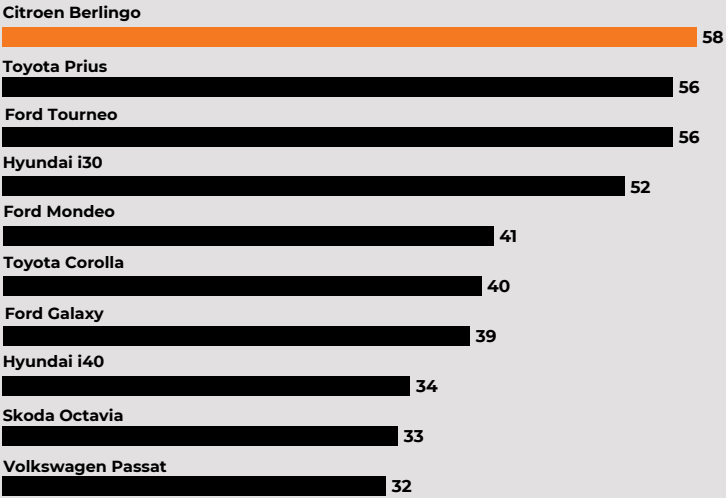
Taxi Drivers



Dual Licence Holders



Private Hire Drivers



Here are the Top 10 Car Models for Taxi Drivers, separated by London and non-London regions:

London Taxi Drivers:

- 1. LEVC TX - 42
- 2. Ford Galaxy - 23
- 3. Ford Mondeo - 10
- 4. Skoda Superb - 7
- 5. Citroen Berlingo - 6
- 6. Mercedes E-Class - 6
- 7. Mercedes Vito - 5
- 8. Hyundai i40 - 5
- 9. Toyota Corolla - 3
- 10. Ford Tourneo - 2

Non-London Taxi Drivers:

- 1. Ford Tourneo - 44
- 2. Volkswagen Passat - 41
- 3. Ford Mondeo - 40
- 4. Toyota Prius - 39
- 5. Ford Galaxy - 37
- 6. Skoda Octavia - 36
- 7. Skoda Superb - 31
- 8. Toyota Corolla - 29
- 9. Hyundai i40 - 25
- 10. LEVC TX - 25

Regional Vehicle Popularity

Cymru Wales	VW Passat
East Midlands	Ford Galaxy
East of England	Citroen Berlingo
London	LEVC TX
North East	Toyota Prius
North West & Cumbria	Ford Mondeo
Northern Ireland	Hyundai i30
Scotland	Ford Mondeo
South East	Skoda Octavia
South West	VW Touran/Skoda Superb
West Midlands	Toyota Prius
Yorkshire & The Humber	Toyota Corolla

EVs and Sustainability



The electric vehicle (EV) transition is a massively contentious issue. Not just in the industry but amongst society as a whole. But with drivers from 3 of the 12 UK regions ranking it as the most important issue, it's clearly at the forefront of the industry zeitgeist.

Respondents were asked multiple questions about EVs and sustainability as part of this survey. The data gives us a clear indicator of which regions have made the greatest strides in the EV transition so far and which areas need significant investment to be ready for the transition.

Sustainable Vehicles

The majority of drivers are planning on moving to an EV within the next 12 months (40.15%) with just over a quarter having already made the move to an EV (26.59%).

When asked how they intended to finance the new car, the respondents were fairly evenly split. Those buying their new vehicle outright were the largest proportion (39.16%), followed closely by those planning on leasing (33.5%) and then a smaller portion were planning on renting their new EV (23.5%).

However, around a third of drivers (33.27%) stated that they had no plans to make the transition in the next year. There were several reasons that cropped up for not transitioning sooner. In order of frequency, the most common of these were

- Poor charging infrastructure
- Initial costs are too high
- Range insecurity (particularly for drivers in rural areas or who mainly do airport runs)
- Recently bought a new vehicle
- Retiring when current vehicle/licence expires

There were also plenty who felt that EVs were overall a waste of time when it comes to sustainability.

Although it is undeniable that on-the-ground EVs produce far less pollutants, many drivers felt that the process for producing EVs, in particular the batteries, did more environmental damage than the average fossil fuel car over the course of its entire lifetime.

Charging Infrastructure

Poor charging infrastructure was the number one reason preventing drivers from committing to moving to an EV. Considering nearly 50% of UK housing stock is either terraced (23.2%) or flats/apartments (21.7%), many drivers wishing to adopt an EV must rely on the public charging infrastructure to make running one viable.

Survey responses gave an average rating of 5.1 for the UK's charging infrastructure. However, the majority of drivers rated the charging network as average or worse (54% scored 5 or less), suggesting a significant regional disparity in charging capabilities

As the table shows, whether or not someone has the ability to charge an EV from home has a big impact on their perception of the charging infrastructure in their area.

In every region, except Yorkshire and The Humber, those with the ability to charge from home, even if extensive work was required, perceive the charging infrastructure as significantly better than those who lack the capability. The reverse seems true of Yorkshire, suggesting that those with experience of EVs in the area have found it not fit for purpose.

	How would you rate the charging infrastructure in your area?*		
Region	Can Charge at Home	Can charge at home with extensive work	Cannot charge at home
Cymru Wales	6.8	5	2.6
East Midlands	6.8	6.7	3.1
East of England	6.5	6.5	3.7
London	5.8	6.3	4.6
North East	6.5	6.3	4.3
North West & Cumbria	4.9	4.5	3.5
Northern Ireland	7.2	7.6	1.3
Scotland	6.6	5.8	2.1
South East	4.6	5.2	3.1
South West	5.3	5.2	3.4
West Midlands	5.5	5.7	3
Yorkshire & the Humber	2.3	3	3.4
All Regions Combined	5.6	5.8	3.5

*charging infrastructure was rated on a scale of 1-10

Most Sustainable Region:
Northern Ireland

Northern Ireland leads in sustainable vehicle usage, with 68.25% of vehicles being either hybrid or fully electric. This is driven by the highest percentage of fully electric vehicles (34.92%) among all UK regions.

Northern Ireland's notable adoption of electric vehicles (EVs) can be attributed to several key factors:

- **High Rate of Off-Street Parking:** Approximately 80% of households in Northern Ireland have access to a driveway, facilitating convenient home charging for EV owners. This accessibility reduces dependence on public charging infrastructure, making EV ownership more practical.
- **Financial Incentives and Lower Running Costs:** The availability of grants, such as those towards the purchase of an electric vehicle, and the appeal of low overall running costs have been significant motivators for residents considering EVs. In a survey, 47% of respondents indicated that a grant towards the purchase would encourage them to buy an EV, while 46% were motivated by low running costs.



- **Environmental Awareness:** A growing environmental consciousness among residents has contributed to the shift towards EVs. Surveys indicate that environmental benefits are a common reason for considering an EV purchase, reflecting an increasing commitment to sustainable living. This is reflected in our survey data as well, with Northern Irish drivers ranking the EV transition as the biggest issue in the industry right now.
- **Government Policies and Commitments:** The Northern Ireland government's commitment to phasing out petrol and diesel cars by 2030 underscores the region's efforts towards sustainable transportation. This policy direction provides confidence to electric vehicle charging point providers that the number of electric vehicles in Northern Ireland will continue to grow.

These factors collectively create a conducive environment for EV adoption in Northern Ireland, positioning the region as a leader in embracing electric mobility.

Least Sustainable Regions:

Yorkshire & the Humber has the biggest reliance on fossil fuels (68.29%) with only 2.44% of vehicles being fully electric. The next two least sustainable regions were the South East (with 64.25% fossil fuel usage) and the North East (with 59.26%).

These stats are symptomatic of a range of issues that need addressing in these regions before widescale adoption of EVs can be achieved.

- **Economic Constraints:** Data indicates that higher-income households are more likely to own EVs, with 21% of EV drivers in the UK earning over £83,000 annually. Yorkshire and the North East both contain some of the most deprived regions of the UK, so this is no doubt a contributor to the slow transition.
- **Charging Infrastructure Disparities:** There is a notable regional disparity in the availability of public charging points. For example, while London boasts 80 public charging devices per 100,000 people, Yorkshire & the Humber only has 20 per 100,000. The survey data supports this, with drivers from Yorkshire and the South East rating the charging infrastructure in their areas as the worst in the country. This limited infrastructure can deter potential EV buyers concerned about convenient access to charging facilities.



- **Higher Charging Costs:** The cost of using public EV chargers varies across regions. In Yorkshire & the Humber, the average cost is £0.31 per kWh, compared to £0.20 in the West Midlands. Higher charging costs can make EV ownership less economically attractive, especially for those without access to private charging options.
- **Rural and Market Town Dynamics:** Yorkshire & the Humber encompasses numerous rural areas and market towns where residents may perceive EVs as less practical due to longer travel distances and limited charging infrastructure. The same likely applies to the South East, where around 80% of the region is rural.

These challenges cannot be addressed by drivers alone. They require targeted investments in charging infrastructure, financial incentives to reduce the upfront costs of EVs, and public awareness campaigns to educate residents about the long-term benefits and practicality of electric vehicles.

Fuel Types National

Fuel Type	Percentage	Respondents
Diesel	26.8%	402
Petrol Hybrid	26.6%	398
Petrol	24.5%	368
Electric	13.7%	205
Plug-in Hybrid	6.9%	103
Diesel Hybrid	1.5%	23

Regional Fuel Types

Region	Fuel Class		
	Fossil Fuel	Hybrid	Full Electric
Cymru Wales	56.25%	31.25%	12.50%
East Midlands	46.50%	47.77%	5.73%
East of England	40.83%	39.17%	20.00%
London	52.66%	30.92%	16.43%
North East	59.26%	27.16%	13.58%
North West & Cumbria	56.93%	35.15%	7.92%
Northern Ireland	31.75%	33.33%	34.92%
Scotland	38.97%	36.76%	24.26%
South East	64.24%	26.67%	9.09%
South West	48.39%	40.65%	10.97%
West Midlands	53.28%	32.79%	13.93%
Yorkshire & the Humber	68.29%	29.27%	2.44%
All Regions Combined	51%	35%	14%

Driver Health and Wellbeing



There are three main factors that would suggest taxi and private hire drivers are more likely to have difficulty with their health and well-being.

The first is biological sex. The overwhelming majority (93.6%) of drivers in the industry are men. Men's health is already a national health concern, with a range of medical conditions disproportionately affecting them. This has led to the Government announcing a men's health strategy to tackle the growing issue.

Secondly, multiple studies have proven beyond doubt that driving and being stuck in traffic have a measurable impact on blood pressure, volume of stress hormones and tiredness. We're confident all drivers are able to corroborate this.

Finally, there is the lack of physical activity. Driving for tens of thousands of miles yearly makes being a taxi or private hire driver extremely sedentary. A cursory search reveals that leading a sedentary lifestyle increases the risk of nearly all health conditions.

But while these factors would suggest a health crisis in the industry - drivers don't necessarily view it the same way.

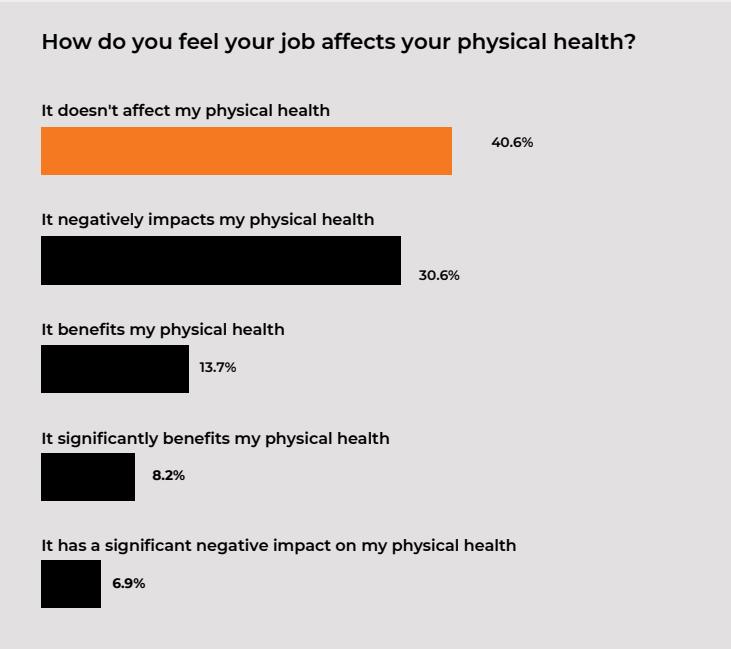
Physical Health

When asked to rate their physical health on a scale of 0-10 (with 5 being average), the average score for drivers across the country was 6.5.

Over a third of drivers (37.3%) rated their health between 8 and 10 suggesting they perceived their health as very good to excellent. Around 44% felt their physical health was between good and average (5 - 7) while a minority (18.5%) felt their health was below average or worse (less than 4).

Accounting for the general age and sex of taxi and private hire drivers, the survey respondents' perception of their own physical health broadly mirrors 2021 census data.

Interestingly, the majority of UK taxi and private hire drivers felt that their job had no effect on their physical health (40.6%). However, nearly 40% of drivers did feel that their job had a negative (30.6%) or, a significant negative impact (6.9%) on their physical health. But despite this, most drivers had a generally positive view of their health.



Mental Health

With the past few years being some of the hardest on record for UK drivers, it's no surprise that more than half of drivers (54.2%) felt that the industry was experiencing a mental health crisis. From the pandemic to the rising cost of living, the taxi and private hire industry has been assailed from all sides.

On an individual level, over a quarter (25.8%) of our respondents reported that their mental health was negatively impacted (20.5%), or significantly negatively impacted (5.3%) by their job.

Despite this, on average, drivers rated their mental health quite favourably. The average rating for all drivers was 6.9 out of 10, so higher than what they rated their physical health. Only 16% of survey respondents felt that they were experiencing poor mental health as a general rule.

In fact, 28.6% of drivers felt that their job positively benefited (23.8%), or, significantly benefited their mental health (5.8%).

The strangest result from this section is that 44.5% of respondents didn't feel that their job affected their mental health at all. This is surprising as being a taxi or private hire driver is notoriously stressful. Various international studies have found drivers exhibit higher rates of psychological distress and substance abuse than the general population.



Seeking support

Overall drivers felt positive about the availability of support from both licensing authorities and operators. Nearly two-thirds of drivers (61.5%) felt that their licensing authority was supportive, while slightly less said the same about the operator they work for (59.4%).

Although most drivers felt support was available, this doesn't necessarily mean they would be likely to seek support if needed. Respondents were asked to rate the likelihood that they would visit a healthcare professional if suffering from a mental health issue. They were asked to rate this likelihood on a scale of 0-10, with 10 being 'Without Hesitation', 5 being 'I'd think about it' and 0 being 'I Wouldn't'.

Over a third of drivers (35.1%) scored between 8 and 10, suggesting that they would visit a professional without question if they were struggling.

Unfortunately, 44% scored their likelihood as less than 5, suggesting that for a large proportion of drivers, treatment for mental health issues remains a hypothetical option at best. This figure lines up with national mental health statistics suggesting that over 40% of men would never consider talking about their mental health.

While we can't force anyone to do anything they don't want to do - if you are struggling with your mental health, please seek support.

On this page is a list of the leading helplines across the UK that can help if you don't wish to visit a doctor:

Mind

Call Mind's support line on 0300 102 1234. Open 9am to 6pm, Monday to Friday (except bank holidays).

Samaritans

You can contact [Samaritans](#) 24 hours a day, 365 days a year:

- Call [116 123](#) (free from any phone)
- Call the Samaritans Welsh Language Line on [0808 164 0123](#) (7pm–11pm every day)
- Email jo@samaritans.org

SANeline

If you're experiencing a mental health problem or supporting someone else, you can call [SANeline](#) on [0300 304 7000](#) (4.30pm–10pm every day).

National Suicide Prevention Helpline UK

Offers a supportive listening service to anyone with thoughts of suicide. You can call the [National Suicide Prevention Helpline UK](#) on [0800 689 5652](#) (6pm to midnight every day).

Campaign Against Living Miserably (CALM)

You can call the [CALM](#) on [0800 58 58 58](#) (5pm–midnight every day) if you're affected by suicide or suicidal thoughts. Or if you prefer not to speak on the phone, you could try the [CALM webchat service](#).

Shout

If you would prefer not to talk but want some mental health support, you could text SHOUT to 85258. Shout offers a confidential 24/7 text service providing support if you are in crisis and need immediate help.

Papyrus HOPELINEUK

If you're under 35 and struggling with suicidal feelings, or concerned about a young person who might be struggling, you can call Papyrus HOPELINEUK on 0800 068 4141 (24 hours, 7 days a week), email pat@papyrus-uk.org or text 07786 209 697.

Switchboard

If you identify as gay, lesbian, bisexual or transgender, you can call Switchboard on 0300 330 0630 (10am–10pm every day), email chris@switchboard.lgbt or use their webchat service. Phone operators all identify as LGBT+.

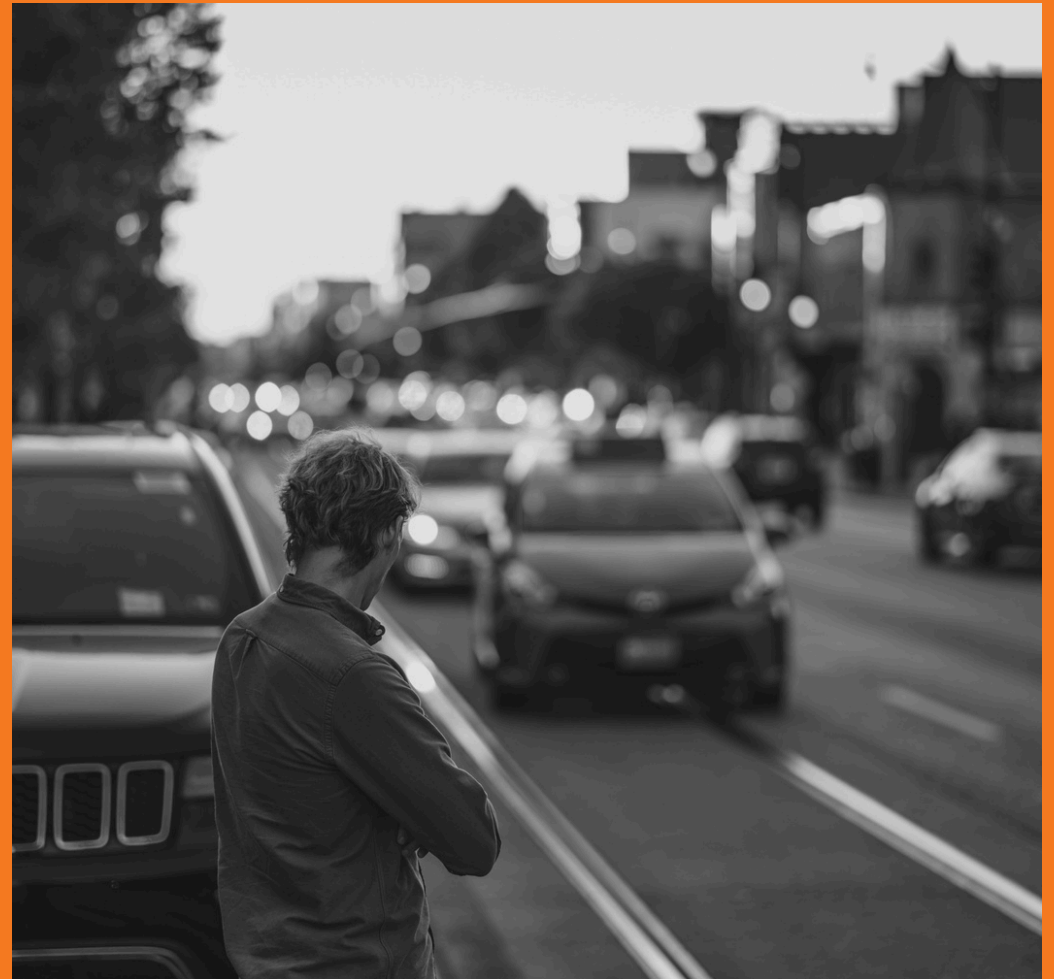
C.A.L.L.

If you live in Wales, you can call the Community Advice and Listening Line (C.A.L.L.) on 0800 132 737 (open 24/7) or you can text 'help' followed by a question to 81066.

Do you think the industry is experiencing a mental health epidemic?



Safeguarding



There have been great advances in passenger safeguarding over the past decade. The introduction of criminal record checks, safeguarding training, and stricter licensing conditions have undeniably ensured greater protections for the public.

When asked whether they thought enough was done to safeguard vulnerable passengers, drivers were generally favourable. More than half (54.3%) stated either 'Yes' (22%) or 'Mostly' (32.3%), while only 4% said 'Not at all'. However, there was a large portion of drivers who weren't sure whether enough was being done (30.2%).

Although much has been done to improve public protection, from the drivers' perspective, many feel that their concerns aren't addressed when raised with their licensing authority. Around a third (31.6%) felt they were rarely listened to, while over a fifth (20.9%) felt they were never listened to.

Regarding your licensing authority which statement do you most identify with?

They rarely listen to concerns raised by drivers



They sometimes listen to concerns raised by drivers



They never listen to concerns raised by drivers



They always listen to concerns raised by drivers



Not sure either way



Safeguarding Drivers

While stricter measures have been introduced to protect passengers, the survey responses revealed a growing frustration that there isn't enough being done to safeguard drivers. 88.5% felt that more focus was needed to ensure drivers themselves were safeguarded effectively.



This figure varies slightly between regions, but over 75% of respondents in each area felt that more needed to be done to safeguard drivers.

Interestingly, the 5 areas that score over 90% reflect the UK areas with the highest levels of problematic alcohol consumption.

Northern Ireland and Scotland have the highest rates of alcohol mortality in the UK. The North East of England has the highest alcohol-specific mortality rate in England, and, along with the South West, shares the highest rates of binge drinking in England.

Data shows that Wales also has an extremely high rate of regular binge drinkers

Region	Do you think there needs to be more focus on safeguarding drivers? (%)
Northern Ireland	98.41%
Cymru Wales	97.92%
Scotland	96.32%
South West	94.84%
North East	93.83%
London	89.86%
West Midlands	88.52%
North West & Cumbria	88.12%
South East	84.85%
East Midlands	80.89%
East of England	76.67%
Yorkshire & the Humber	75.61%

Safeguarding Drivers

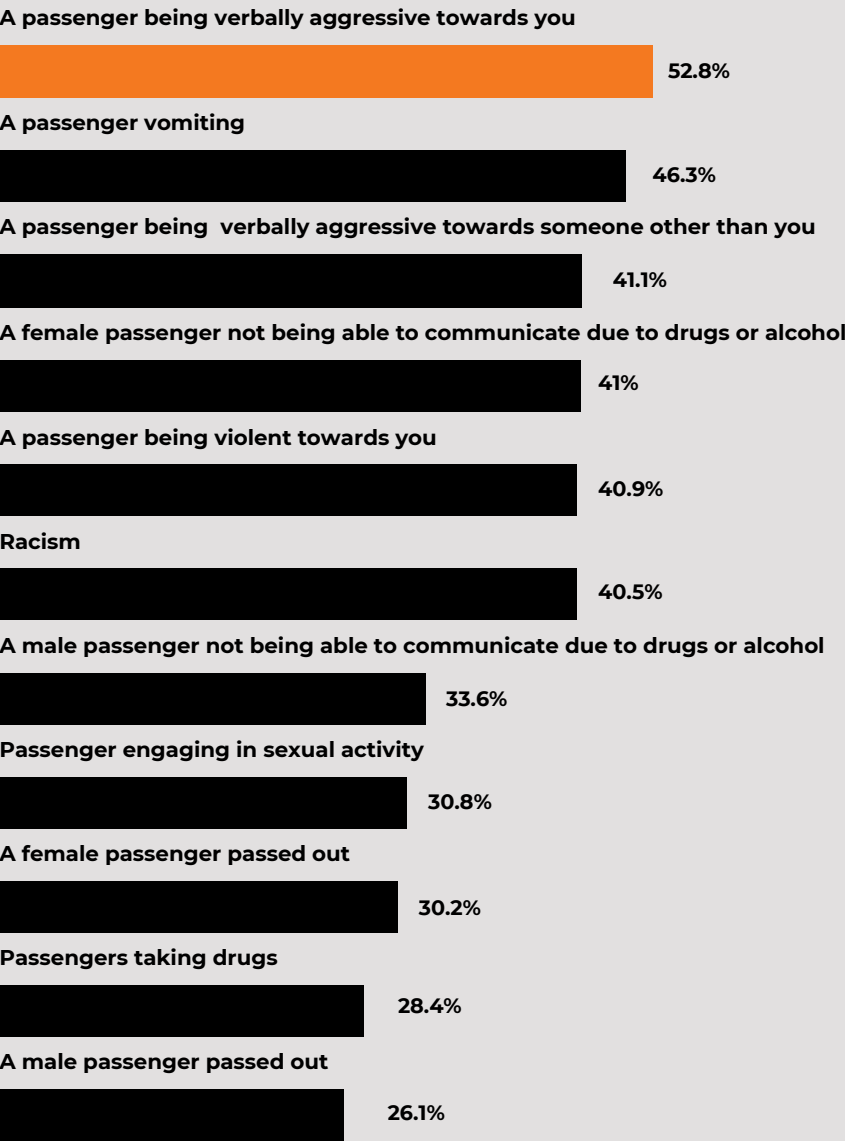
Many of the negative behaviours drivers have to deal with (if not all) are directly due to alcohol or drug consumption. Nearly half of drivers had experienced passengers vomiting in their vehicle (46.3%) and over a quarter had experienced passengers blatantly using drugs (28.4%).

Additionally, over half (52.8%) had experienced a passenger being verbally aggressive towards them and around 40% of drivers had experienced passengers being violent (40.9%).

A similar number had also faced racist abuse whilst working (40.5%). While this figure was larger for drivers from an ethnic minority (51.1%), over a third of white drivers had also experienced racism (34.4%).

While not all these experiences can be directly attributed to drug or alcohol abuse, the vast majority of people would never dream of behaving in such a way sober.

Have you ever experienced any of the following events?



Respondents were given the opportunity to suggest how driver safeguarding could be improved. There were 925 unique suggestions on how to improve driver safeguarding, but these could broadly be placed into the following categories:

- Mandating CCTV in vehicles (Only 44.9% had CCTV in their vehicle at all times)
- Fitting screens in all vehicles to separate the driver from the passengers
- Emergency alarms/panic buttons linked to the police
- Additional training programmes ranging from advanced driving courses to de-escalation training.
- Improved information sharing between drivers, police and licensing authorities

What was clear from many of these responses is that drivers are often put in situations where they fear for their lives due to the behaviour of passengers.

Although there are no national statistics relating to the number of assaults on drivers, searching through regional reports and FOI requests suggests that there are between 75-200 attacks on drivers in each region every year.

No one in their working life should have to deal with behaviours like this. When these things happen in other places or towards other professions, much more is done to prevent it.

Unfortunately, many of these behaviours are so commonplace for drivers that they no longer bother complaining.

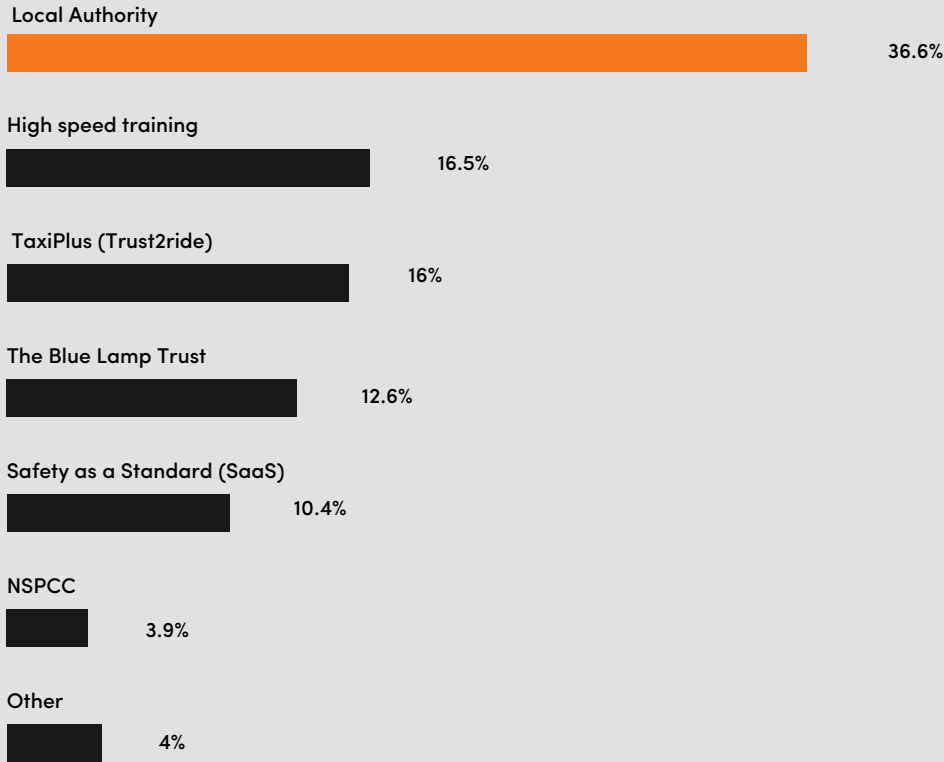
Safeguarding Training

Safeguarding training started to be recommended around 2012, a similar time as criminal record checks. But it wasn't adopted en masse until the launch of the Statutory taxi and private hire vehicle standards in 2020, which essentially mandated the training.

The latest stats show that 96% of licensing authorities now require drivers to complete this training. 87.8% of drivers surveyed had already completed safeguarding training. Of those who hadn't completed a course, 43.2% said that their licensing authority had it scheduled.

Around a third of drivers had their training delivered directly by their licensing authority (36.6%) but for the most part, this training was outsourced to specialist providers. The two most popular are High Speed Training (16.5%) and TaxiPlus' Trust2Ride (16%).

Do you remember which training provider delivered your safeguarding training?



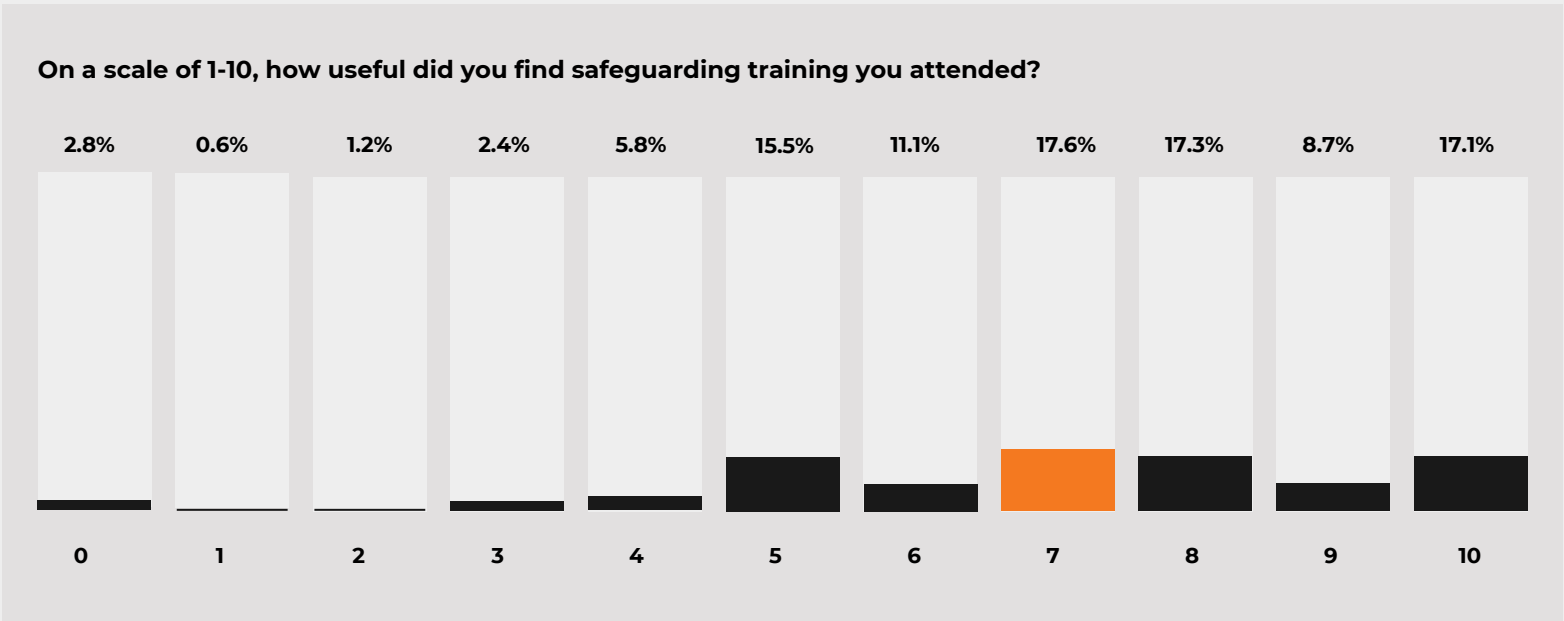
Safeguarding Training

Overall, safeguarding training was rated 6.9 out of 10. However, the vast majority of drivers rated their safeguarding training very highly, with 43.1% rating it between 8 and 10 on a scale of 1-10. Only 12.8% rated their training as below average or worse (rating less than 5).

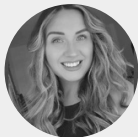
While there is a small minority who believe safeguarding training is unnecessary, what is encouraging to see is that 87.9% of drivers felt that they would be more likely to identify someone in a vulnerable situation thanks to the training.

Even more positive, 69% said they had implemented some of their training in a real-world situation.

With such a high volume having used their training in real life, it's clear safeguarding training has been an effective measure for boosting public protection. The success of these sessions indicates that the additional training many drivers suggested to improve their own safeguarding could also be incredibly worthwhile.



We have seen too many serious practice reviews and incidents occur within this industry. More work must always be done to ensure everyone is safeguarded, whether they're drivers or passengers.



**Rachael Bishop of RLB
Safeguarding and TaxiPlus'
Trust2Ride Safeguarding Lead**

Drivers demonstrate a real care and passion for those who they deem to be vulnerable and they understand that they have a duty of care when transporting a child or vulnerable adult.

It can be an extremely difficult role as a driver, with the ever-growing risks that can occur within the community and night time economy. Drivers often request support and advice around their own safety and how they can protect themselves from risky situations.

But it can be confusing at times when services are not offering the immediate response or support drivers feel is required. However we are dealing with a time of adversity in terms of capacity and demand and service shortages and cuts across the UK.

There is much work to be done across local authorities in respect of working together and how information should be shared by all licensees, members of the public and organisations.

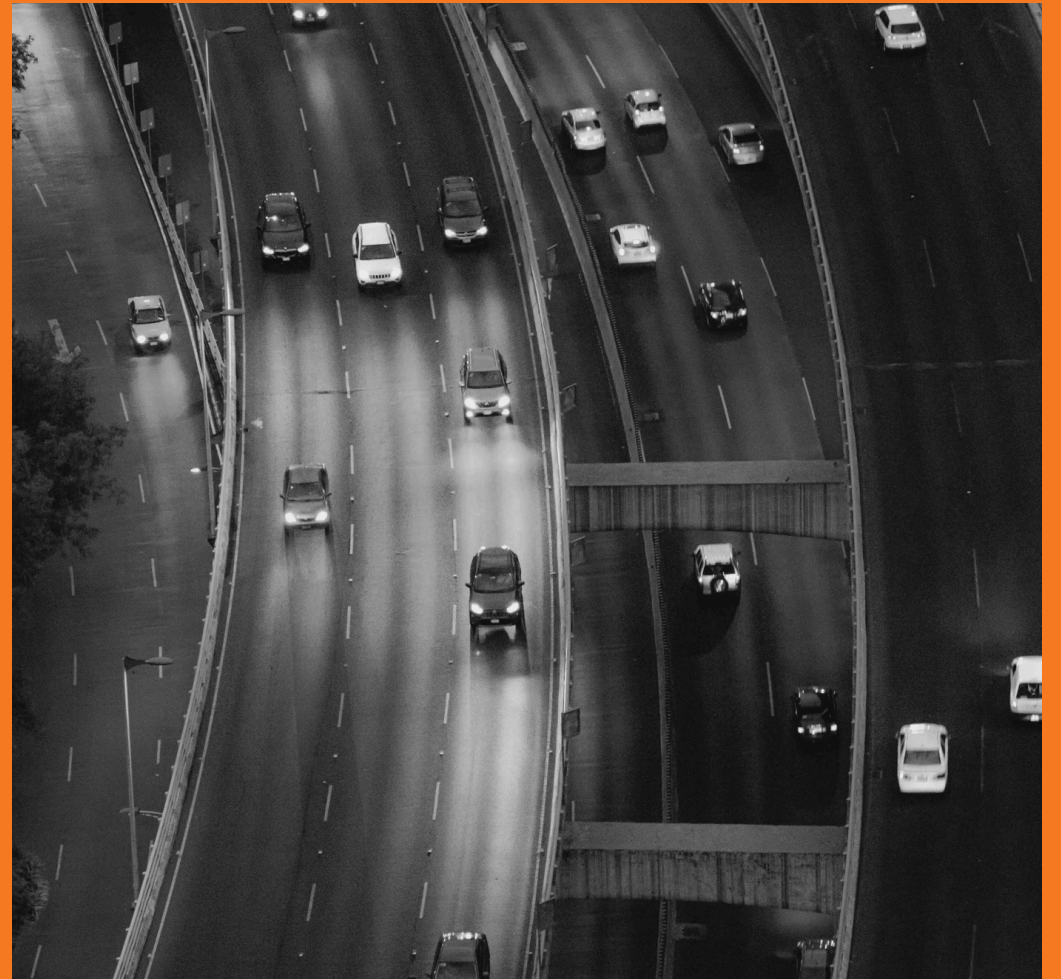
For example, hotel colleagues require a higher level of bespoke safeguarding training that includes a contextual safeguarding approach. This work must be linked up by utilising information sharing meetings such as hotel watch, pub watch and so on.

We will endeavour as part of our Trust2Ride training to empower drivers with knowledge and the awareness of safeguarding issues and what to do when faced with a crisis or a concern and empowering them also to consider their own personal safety.

We have seen too many serious practice reviews and incidents occur within this industry. More work must always be done to ensure everyone is safeguarded, whether they're drivers or passengers.

We are missing an opportunity to really work together as differing sectors to ensure that safeguarding is everyone's responsibility.

The Big Issues



The Big Issues

As part of the survey, drivers were asked to identify the biggest issues affecting the industry right now. This was asked in two ways, first, they were asked to select the biggest issue based on 11 options, with the option to enter an alternative issue if required. Secondly, they were asked to rank all of the 11 issues on a scale (Not Important, A Little Important, Quite Important Important, Extremely Important). The list below shows the 11 options respondents were presented with, along with the percentage of votes that issue received:

Rank	Issue	Vote share (%)
1	Cross-border licensing loophole	27.5%
2	The transition to electric vehicles	15.5%
3	Rising vehicle maintenance costs (incl. fuel)	14.5%
4	Ride-hailing apps	10.9%
5	Passenger numbers not recovering to pre-pandemic levels	7.1%
6	Driver shortages	6.6%
7	Blurring lines between taxis and private hire	6.3%
8	A lack of national standards for the industry	4.1%
9	Over regulation of the industry	2.7%
10	20% VAT Issue for PHV Fares	2.5%
11	New tax rules for drivers (Tax Conditionality)	1.5%

Cross-border licensing

Unlike taxi drivers, private hire drivers are not restricted to working solely within the jurisdiction that issued their license. They can cross borders and operate in areas that may have stricter local licensing requirements, without needing to meet those higher standards.

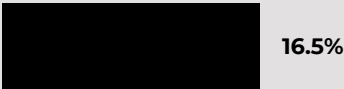
Nearly 80% of drivers stated that there are drivers licensed elsewhere operating in their area, with only 1.5% stating that there weren't any. This has been a growing issue in recent years and has caused significant controversy and frustration among drivers, operators, regulators and even passengers.

In your experience, are there many drivers in your area that are licensed elsewhere (cross-border licensing)?

Yes, Loads



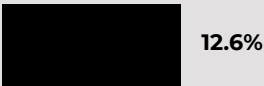
Yes, a few



Not sure



There aren't any



The Big Issues

It received the most votes regardless of which licence respondents held and in total, 8 of 12 UK regions ranked it as the most important issue affecting the industry.

The new Labour government have stated they are planning on addressing the issue. In parliament, Simon Lightwood MP, Parliamentary Under-Secretary for Transport, said:

“The Secretary of State and I are aware of the concerns about the current legislative and regulatory framework for taxi and private hire vehicle licensing and are looking at options to improve the current regulatory position.”

This is the same level of commitment the industry has seen from the central government for years. So it’s no surprise if industry stakeholders take this statement with a pinch of salt.

Region	Biggest Issue	Driver %
Cymru Wales	Cross-border Licensing	23.4%
East Midlands	Cross-border Licensing	28.6%
East of England	Rising maintenance costs	24.4%
London	Cross-border Licensing	20%
North East	EV Transition	29.6%
North West & Cumbria	Cross-border Licensing	53.2%
Northern Ireland	EV Transition	30.2%
Scotland	EV Transition	28.9%
South East	Cross-border Licensing	37.8%
South West	Cross-border/Ride hailing Apps	18.8% each
West Midlands	Cross-border Licensing	33.1%
Yorkshire & the Humber	Cross-border Licensing	69.2%

The Button Plan

It's unlikely that the industry will receive any clarification on how to tackle this issue from central government anytime soon. But that doesn't mean people aren't trying to resolve the issue.

At last year's Institute of Licensing's National Training Conference, James Button, leading licensing solicitor, presented his plan for the cross-border issue. While it achieved a kneejerk reaction from some delegates, the plan is relatively simple and in theory would work to prevent the issue.

In essence, the Button Plan is as follows:

A "Principal Authority" takes responsibility for issuing all private hire licences: drivers, vehicles and operators, whilst all other 'outlier' authorities cease issuing these licences. The principal authority then essentially outsource enforcement to outlier authority officers, allowing enforcement at a national level. All costs incurred by the outlier authorities are then recharged to the principal authority.

The advantages of this in theory are threefold: Public safety will improve because all licensees will be vetted and approved to the same standard.

- The primary authority will require additional staff, creating jobs at no cost to the council taxpayer.
- Outlier authorities will need to retain all staff to administer and enforce private hire requirements on behalf of the principal authority.

Not only would this solve the cross-border licensing issue, but it also tackles the issue of national standards for the industry - an issue that has been looming for decades at this point.

This summary is a simplification and in practice, implementing this plan would require a huge amount of cooperation between licensing authorities. You can learn more about this proposal at <https://www.jamesbutton.co.uk/button-plan>.

Other Key Issues

Drivers were seemingly clear on the top issue affecting the industry. However, when they were asked to rank each issue on a scale ranging from 'Not Important' to 'Extremely Important' a more balanced picture appeared. The table below shows the results of these rankings, highlighting the issues identified as most important to drivers. As you can see, using this method, cross-border licensing drops to fourth place, while rising maintenance costs jump to first place.

Rank	Issue Description	Important (%)	Extremely Important (%)	Combined (%)
1	Rising Vehicle Maintenance Costs (including fuel)	20%	24.7%	44.7%
2	A Lack of National Standards for Drivers	17.5%	21.4%	38.9%
3	20% VAT Issue for PHV Fares	19.9%	18.8%	38.7%
4	Cross-Border Licensing Loophole	16.4%	21.9%	38.3%
5	Passenger Numbers Not Recovering to Pre-Pandemic Levels	17.1%	17.5%	34.6%
6	Over-Regulation of the Industry	15.9%	18%	33.9%
7	Blurring lines between taxis and private hire	15.3%	17.8%	33.1%
8	The Transition to Electric Vehicles	18.3%	14.7%	33%
9	New Tax Rules for Drivers (Tax Conditionality)	18.6%	14.5%	33.1%
10	Ride-Hailing Apps	15.5%	13.7%	29.2%
11	Driver Shortages	14.5%	9.3%	23.8%

Rising Maintenance Costs

All UK drivers have felt the pressure of increasing maintenance costs, but it's another story when your vehicle is your livelihood. For some vehicle owners, repair costs have increased 40-50% over the past five years, thanks to a combination of rising labour costs and supply chain disruptions.

Rising maintenance costs are eating into profits at a time when over two-thirds of drivers (68.3%) also felt that their earnings have been significantly impacted by the rising cost of living. This is despite a third of drivers having experienced either increased (27.8%) or significantly increased (10.5%) demand for their services in the past 12 months.

National Standards

It is often assumed that different standards between areas are only a problem for licensing authorities. But with almost 40% of respondents rating it as important, the data indicates that drivers are just as keen on getting standardisation for the industry.

The notion of national standards has been raised so often that it has almost become a bit of a joke in the industry. Nearly a quarter of drivers think it'll take either longer than ten years to be introduced (5.7%) or won't happen at all (16.4%). The majority of drivers are a bit more positive than that, believing they'll arrive either within the next 5 years (35.8%) or next 10 years (16.2%)

Although the benefits are clear, there is little political desire to implement this. The Button Plan outlined above could potentially address this problem without having to rely on politicians. But even if the industry did take it upon themselves, it would still take years to implement.

20% VAT Issue

Although this issue ranked highly, at the time of writing it appears the issue has been resolved - at least for now. Earlier this year, in a landmark case at the Court of Appeals, Delta & Veezu successfully overturned 2023's High Court decision which would have led to private hire operators needing to charge 20% VAT on all journeys.

This confirms that for businesses outside of London, the VAT liability remains on the driver, not the operator. As part of the ruling, Uber are unable to bring further litigation via the Court of Appeals, but could still lodge a request to be heard by the Supreme Court. Uber was expected to do this in August 2024, but as it stands nothing has been raised.

On The Road



The life of a taxi or private hire driver is as varied as it is challenging. Drivers encounter a wide spectrum of experiences on the road, ranging from the mundane to the downright bizarre.

In this final section of the survey, we explore the human side of the profession—what drivers encounter in their vehicles, the reasons behind their frustrations, and their views on the industry’s future.

What Drivers Experience on the Road

Taxi and private hire drivers are on the road far more frequently than the average person. As such, they deal with more than their fair share of annoyances, both from other drivers and the roads themselves.

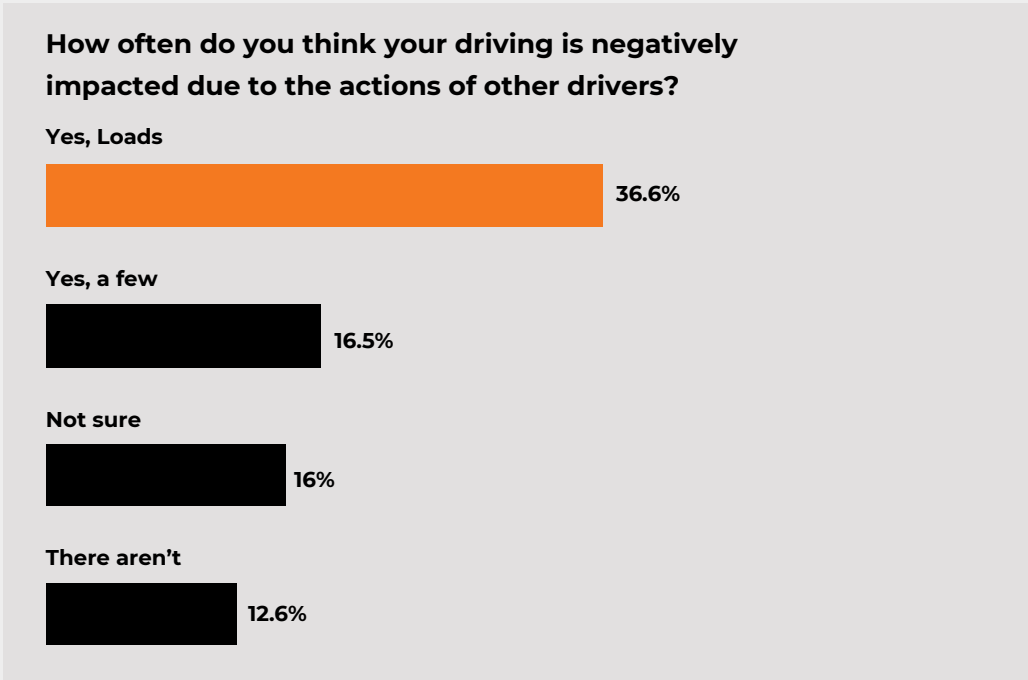
Drivers were presented with two lists, one of driving behaviours and the other, a list of things they might encounter whilst driving. They were asked to rate each item on a scale from ‘Not Annoying’ to ‘Extremely Annoying’. Their responses give a great insight into the frustrations that drivers face on a daily basis.

Several behaviours stand out as consistently annoying or extremely annoying to drivers:

- Using the phone while driving (40%): This ranks as one of the most aggravating behaviours, with nearly a quarter of respondents labelling it "Extremely Annoying." The danger posed by distracted driving is likely the key factor here, as professional drivers depend on safety and predictability from others on the road.
- Tailgating (39%): Similarly, tailgating receives high annoyance ratings, with a significant proportion labelling it as "Annoying" or "Extremely Annoying." Close-following not only creates a stressful environment but also increases the risk of accidents, making it a serious concern for professional drivers.
- Middle-lane hogging (39%): With nearly 20% calling it "Extremely Annoying," this behaviour is seen as disruptive to traffic flow, particularly on motorways where professional drivers spend considerable time.
- These issues likely rate highly as they directly impact the flow of traffic and ultimately impact a driver’s ability to do their job quickly and efficiently.

	Not Annoying	Occasionally Annoying	Quite Annoying	Annoying	Extremely Annoying
Not indicating	19.8%	39.5%	13.9%	16.5%	13.6%
Speeding	10.3%	33%	31.8%	17.9%	9.6%
Lack of awareness	12%	34.4%	20.4%	17.9%	18.5%
Driving several miles per hour below the speed limit	17.1%	36.4%	21.9%	15.6%	12.2%
Tailgating	13.3%	31.1%	19.8%	18.5%	20.5%
Middle lane hogging	14.1%	29.9%	19.5%	20.5%	18.5%
Setting off from the lights too early	23%	31.9%	22%	17.9%	7.8%
Using the phone whilst driving	13.2%	28.8%	20.5%	17.5%	22.5%
Not saying thank you	22.7%	30.4%	18.7%	20.3%	10.2%
Bad parking	13.8%	33%	19.5%	20.8%	15.5%
Rubbernecking	16%	28.2%	24.1%	19.6%	13.9%

These issues likely rate highly as they directly impact the flow of traffic and ultimately impact a driver's ability to do their job quickly and efficiently. This is supported by the fact that over half of drivers feel that other road users impact their driving ability daily (27.2%) or several times a week (28.8%).



When it came to infrastructure and non-driver issues, the top issue was clear - potholes. The only thing that annoyed drivers more than potholes, was people using their phone whilst driving. The RAC estimates that there are well over one million potholes on UK roads and they are one of the leading causes of breakdowns nationwide. Potholes are annoying for all road users, but when you're vehicle is your livelihood, the risks are compounded.

Every time you hit one there's a chance of a puncture, suspension damage, or worse. Data from the RAC suggests that the average bill for a typical family car damaged by a pothole is around £460 - around 43% more than the average cost of pothole compensation claims paid out by councils to drivers in 2023. While £460 isn't hugely expensive, if your place of work is in the garage for two days getting fixed, it starts to cost a lot more.

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In second place, we have roadworks, which although unsurprising, is a little ironic considering they are the solution to the pothole issue.

In third place, we have the motorists' classic enemy, cyclists. Although cyclists have always been considered an annoyance by some drivers, in recent years, tensions between the two have reached epic proportions, with daily encounters being documented for all to see on social media.

The most annoying things were to be expected, but the least annoying things also provided some eye-opening insights. For example, the tolerance of LED headlights.

For many road users LED headlights have become such an annoyance that there have been calls from campaigners for ministers to table a motion to ban them. As this issue came in last in our survey, it's clear that taxi and private hire drivers don't feel the same way. This could indicate that over time drivers do get used to the brighter headlights.

All the other low-scoring issues were speed-related. Community speed checks, 50mph signs on the motorway, and speed cameras, all ranked as not particularly annoying for drivers. This clearly reflects that professional drivers have greater respect for driving safely than they are often given credit for by the general public.

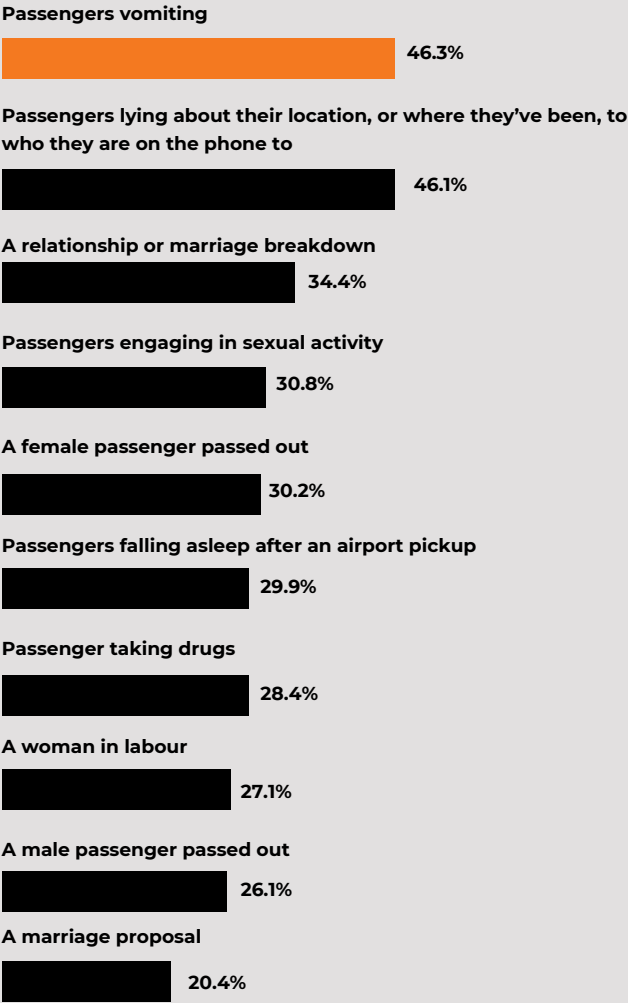
	Not Annoying	Occasionally Annoying	Quite Annoying	Annoying	Extremely Annoying
LED Headlights	24.3%	34.2%	17.9%	17.3%	8%
Potholes	6.1%	31.2%	27.5%	15.8%	21.3%
Speed Cameras	22.1%	32.4%	23.3%	14.9%	9.2%
Road works	10.3%	33.5%	19.5%	18.6%	19.9%
Cyclists	14.5%	33.8%	18.9%	19.1%	14.5%
50mph signs on the motorway	24%	30.4%	18.4%	17.5%	11.2%
Faded/Missing road signs and markings	16.7%	31.5%	24.8%	14.9%	13.5%
Community Speed Checks	24%	30.4%	22.6%	14.8%	9.3%
Low Traffic Neighbourhoods	21.1%	28.6%	20.6%	18.9%	11.8%

What Drivers Experience from Passengers

By the nature of their profession, taxi and private hire drivers are exposed to the full range of human experience. Whether it's marriage proposals or drunken debauchery, drivers often feel the extremes of life. Drivers were presented with 10 situations (and an Other option) and asked whether or not they had experienced any of them.

First, we'll look at the national stats and then take a look at some regional trends as well.

Have you ever experienced any of the following events?



It'll come as no surprise that passengers vomiting (46.3%) tops the list as the most frequently reported event across the UK. This no doubt reflects the prevalence of taxi and private hire services as the go-to transport for drinkers and partygoers. But this was only narrowly the top experience.

Passengers lying about their location or where they've been (to someone they're on the phone to) (46.1%) is another significant finding. At only 0.2% behind the top spot, this shows people are more than happy to include drivers in their deceptions.

There is also a sneaking suspicion that the top two events could be related in some way.

A smaller but notable percentage of drivers reported witnessing a woman in labour (27.1%) or a marriage proposal (20.4%).

Experiences of these events are broadly similar between taxi and private hire drivers, but as the table below shows, dual licence holders top 8 of the 10 categories by quite a significant margin. This would suggest that the broader scope of work offered by a dual licence leads to higher exposure to a range of different experiences.

	Passengers taking drugs	A woman in labour	A relationship or marriage breakdown	Passengers engaging in sexual activity
Dual Licence	44.57%	23.43%	33.71%	33.71%
Private Hire	26.86%	29.14%	37.86%	31.43%
Taxi/Hackney	25.72%	25.88%	30.71%	29.42%

	A female passenger passed out	A marriage proposal	Passengers falling asleep after an airport pickup	Passengers vomiting	A male passenger passed out	Passengers lying about their location.
Dual Licence	41.14%	4.57%	50.86%	64.57%	34.29%	57.71%
Private Hire	27.29%	23.14%	29.86%	43.57%	25.71%	43.00%
Taxi/Hackney	30.39%	21.86%	22.35%	44.21%	24.28%	46.30%

Regional Analysis

Cymru’s drivers topped 8 different experience categories including:

- Passengers vomiting (63.41%)
- A relationship or marriage breakdown (62.50%)
- Passengers lying about their location (54.17%)
- A woman in labour (52.08%)
- Passengers falling asleep after an airport pickup (46.34%)
- Passengers engaging in sexual activity (43.90%)
- Male passengers passed out (36.59%)
- Marriage proposals (32.9%)

These results can likely be attributed to a combination of the dominance of dual licence types in Wales and, as mentioned in the Safeguarding section, the often problematic drinking culture in the region.

The two categories Welsh drivers didn't score the top spot were 'Passengers taking drugs' and conveying 'a female passenger passed out'. The top two regions for both of these categories were Yorkshire & The Humber (53.66% and 50%) and the North West & Cumbria (52.97% and 43.38%). Cymru came third place in both these categories (37.50% and 39.02%).

The tables in this section show the full regional rankings for all the categories:

Region	Passengers vomiting
Cymru Wales	63.41%
Northern Ireland	61.39%
South West	56.56%
South East	54.59%
Scotland	52.94%
London	43.64%
West Midlands	41.67%
North West & Cumbria	39.35%
East Midlands	37.50%
North East	37.04%
East of England	29.30%
Yorkshire & the Humber	19.05%

Region	A relationship or marriage breakdown
Cymru Wales	62.50%
South West	45.16%
West Midlands	42.62%
London	40.10%
South East	36.97%
East of England	30.83%
North West & Cumbria	29.70%
Yorkshire & the Humber	29.27%
Scotland	28.68%
East Midlands	25.48%
North East	22.22%
Northern Ireland	20.63%

Region	Passengers engaging in sexual activity
Cymru Wales	43.90%
South West	40.83%
West Midlands	37.62%
London	35.42%
South East	35.25%
East of England	30.30%
North West & Cumbria	29.95%
Yorkshire & the Humber	28.40%
Scotland	26.47%
East Midlands	24.52%
North East	23.57%
Northern Ireland	20.63%

Region	A female passenger passed out
Yorkshire & the Humber	50.00%
North West & Cumbria	43.38%
Cymru Wales	39.02%
London	34.78%
South East	33.33%
Scotland	33.33%
West Midlands	32.67%
North East	27.74%
East of England	26.23%
South West	22.50%
East Midlands	14.29%
Northern Ireland	14.01%

Region	Passengers falling asleep after an airport pickup
Cymru Wales	46.34%
Northern Ireland	43.75%
South West	37.58%
South East	34.39%
Scotland	34.16%
London	27.94%
West Midlands	27.87%
North West & Cumbria	27.50%
East Midlands	25.60%
North East	20.00%
East of England	19.75%
Yorkshire & the Humber	11.11%

Region	Passengers taking drugs
Yorkshire & the Humber	53.66%
North West & Cumbria	52.97%
Cymru Wales	37.50%
London	31.40%
South East	26.67%
Scotland	23.53%
West Midlands	22.95%
North East	22.22%
East of England	20.00%
South West	19.35%
East Midlands	19.11%
Northern Ireland	12.70%

Region	A woman in labour
Cymru Wales	52.08%
Northern Ireland	31.75%
South West	31.61%
South East	31.52%
Scotland	30.88%
London	29.95%
West Midlands	25.41%
North West & Cumbria	23.76%
East Midlands	21.66%
North East	20.99%
East of England	16.67%
Yorkshire & the Humber	14.63%

Region	A male passenger passed out
Cymru Wales	36.59%
Northern Ireland	36.36%
South West	33.66%
South East	33.33%
Scotland	32.48%
London	32.35%
West Midlands	24.17%
North West & Cumbria	20.00%
East Midlands	18.36%
North East	16.67%
East of England	13.11%
Yorkshire & the Humber	12.35%

Region	A marriage proposal
Cymru Wales	32.90%
Northern Ireland	28.68%
South West	
South East	23.77%
Scotland	22.42%
London	19.75%
West Midlands	19.32%
North West & Cumbria	19.05%
East Midlands	18.47%
North East	9.90%
East of England	6.25%
Yorkshire & the Humber	0.00%

Region	A woman in labour
Cymru Wales	52.08%
Northern Ireland	31.75%
South West	31.61%
South East	31.52%
Scotland	30.88%
London	29.95%
West Midlands	25.41%
North West & Cumbria	23.76%
East Midlands	21.66%
North East	20.99%
East of England	16.67%
Yorkshire & the Humber	14.63%

Region	Passengers lying about their location, or where they've been, to someone they are on the phone to.
Cymru Wales	54.17%
Northern Ireland	53.33%
South West	51.22%
South East	50.91%
Scotland	49.28%
London	49.18%
West Midlands	48.02%
North West & Cumbria	47.10%
East Midlands	40.13%
North East	36.76%
East of England	34.92%
Yorkshire & the Humber	34.57%

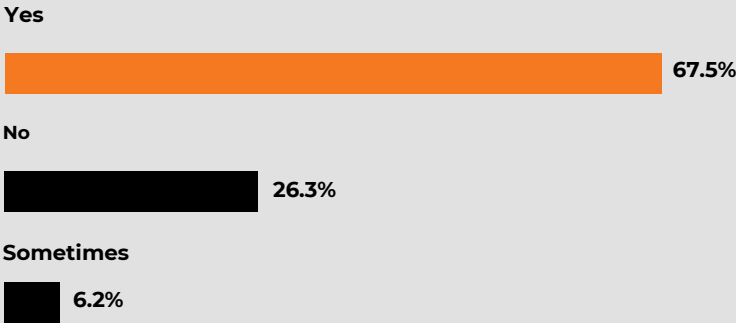
Dashcams and CCTV

The use of dashcams and CCTV in taxis and private hire vehicles has become increasingly common, offering both drivers and passengers greater security and peace of mind.

Dashcams in particular have become a key gadget for not only professional drivers but for everyone on the road. In fact, some insurers even offer dashcam discounts, due to the ease of resolving claims using their footage.

There is a high adoption rate amongst taxi and private hire drivers, with over two-thirds using a dashcam all the time.

Do you have a dashcam?



Usage was broadly similar across licence types, but with taxi drivers having the highest rate. This could reflect the prevalence of taxi licences in urban areas, where minor collisions can occur far more often than in rural areas. The supporting evidence likely helps resolve insurance claims far more easily than without.

We think it's likely that these rates will increase over the next 12 months.

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There is a high adoption rate amongst taxi and private hire drivers, with over two-thirds using a dashcam all the time.

Licence Type	Do you use a Dashcam?		
	No	Sometimes	Yes
Dual Licence	28.57%	4.57%	66.86%
Private Hire	32.14%	7.29%	60.57%
Taxi/Hackney	19.13%	5.31%	75.56%

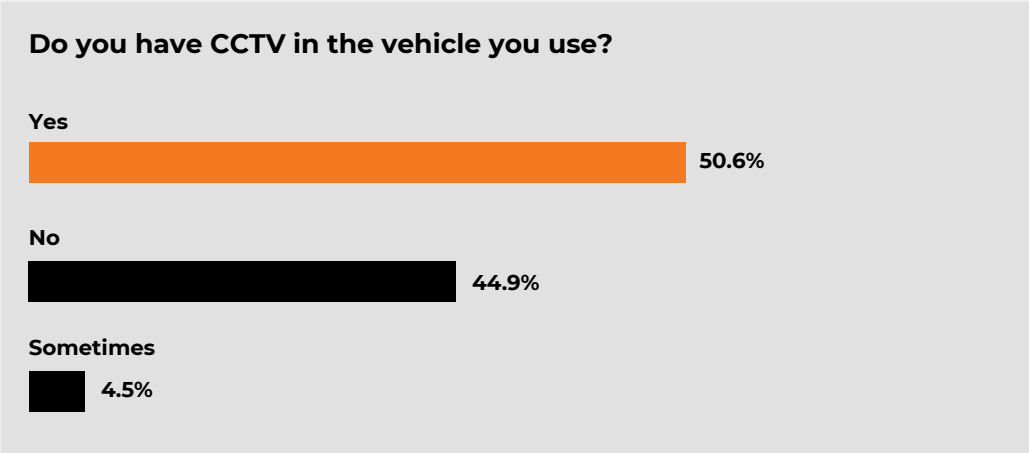
While the uptake of dashcams is high, the story is slightly different when it comes to CCTV. With data protection and privacy considerations, surveillance of any kind is always a contentious issue. While many drivers advocate for its use (just look at their response in the Safeguarding section of this report), it is rarely mandated by licensing authorities.

Less than half of drivers who responded to the survey had CCTV in their vehicle at all times. However, this is unlikely to be representative of UK taxi and private hire drivers as a whole. The last national statistics state that:

“As at 1 April 2024 8% of authorities had a requirement for all licensed taxis to have CCTV fitted (21 out of 266) and 7% had a requirement for all licensed PHVs to have CCTV fitted (20 out of 268). These represented a slight increase from the previous year. Of the authorities with the CCTV requirement, 17 had a requirement for the CCTV to have the facility to record audio in taxis and PHVs.

Almost all of the authorities without the CCTV requirement did allow licensed vehicles to have CCTV fitted. Only 1 authority did not allow licensed taxis to have CCTV fitted. The equivalent figure for PHVs was 2 authorities.”*

So while drivers in most areas have the option to have CCTV installed if they so wish, the cost itself could be prohibitive. Initial installation can cost anywhere from £300 - £1000 and there is an ongoing parts and maintenance cost as well. Overall, this could indicate the rates for CCTV usage in taxis and PHVs are a lot less than that recorded by our survey.



	Do you Have CCTV		
Licence Type	No	Sometimes	Yes
Dual Licence	51.43%	4.00%	44.57%
Private Hire	52.29%	2.57%	45.14%
Taxi/Hackney	48.39%	6.75%	44.86%

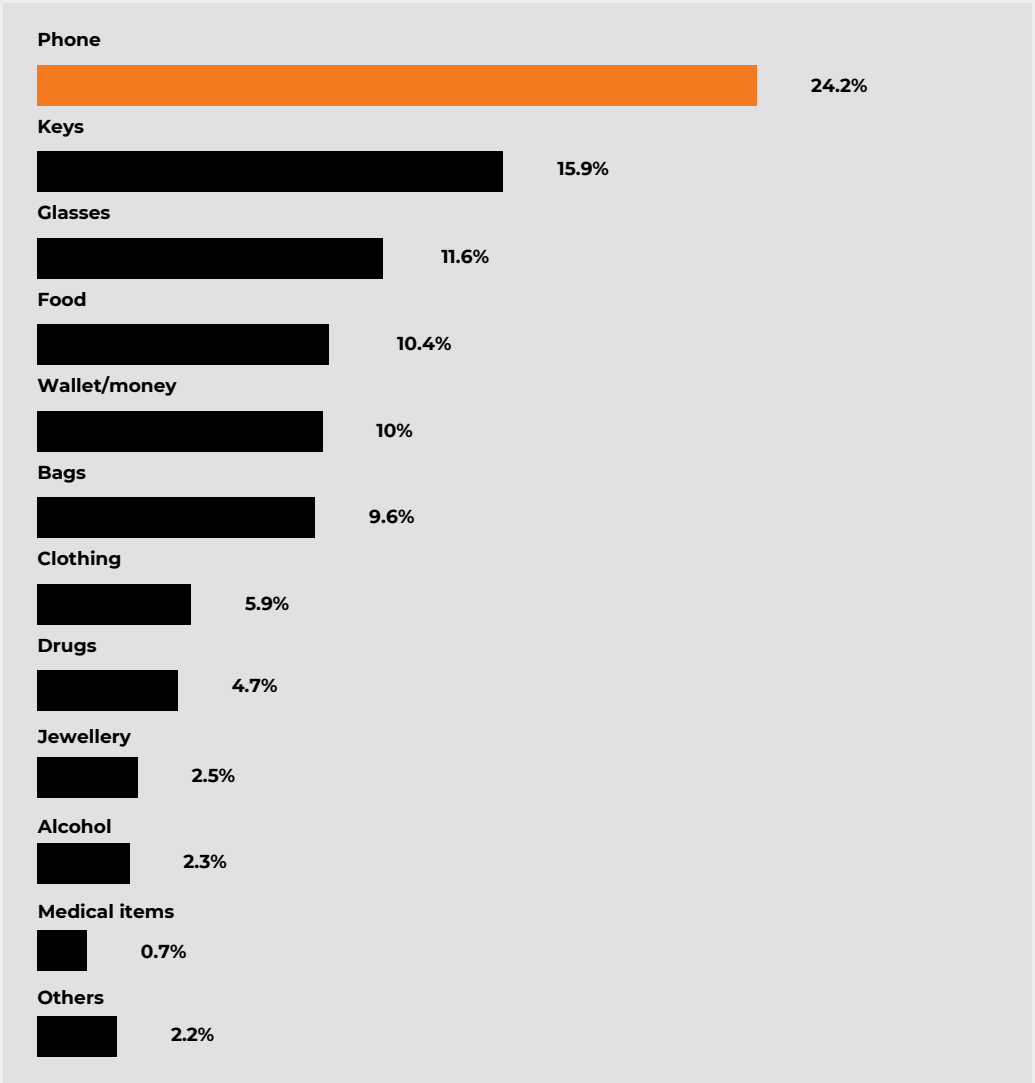
What Passengers Leave Behind

Drivers were asked two questions about the things passengers leave behind in their vehicles. The first question was:

“What is the most common item that passengers leave in your vehicle?”

When it came to the most common thing left in cabs, mobile phones took the top spot by a clear majority.

The rest of the Top 5 had a relatively similar distribution, as you can see in the graph below:



The second question we asked drivers is:

“What is the strangest thing a passenger has ever left in your vehicle?”

From prosthetic limbs to engagement rings, weapons to dirty underwear, the responses shine a light into some of the strange (and sometimes horrifying) things drivers have to deal with on a day-to-day basis.

The top ten strangest items left in the back of a taxi/PHV (as voted by the TaxiPlus office).

- **Carry bag containing £5000**
- **Viagra wrapped in a £50 note**
- **A large, handcrafted puppet**
- **A pet rabbit**
- **A “massive” jar of cannabis**
- **An inflatable backpack in the shape of a kangaroo.**
- **Antique gun**
- **The bottom set of false teeth on their own in a black handbag**
- **A bag of bricks**
- **A bag full of personalized fortune cookies.**

One thing that became evident when analysing the responses to these questions was that many passengers do not respect drivers or their vehicles.

A recurring thing was the amount of rubbish that passengers left behind. This ranged from packets of food and pizza boxes to human waste and soiled underwear.

This issue was perfectly captured by one driver who stated passengers always leave “A mess!” behind when they get out.

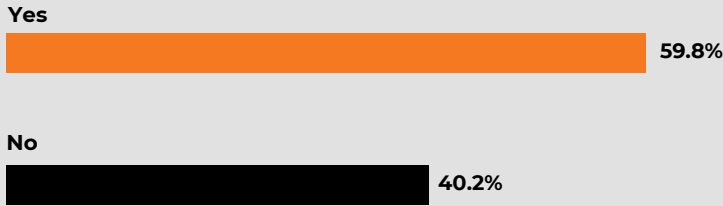
We had initially planned to publish the entire list. However, for reasons ranging from offensive commentary to clearly fabricated answers, we have decided against this.

Is it worthwhile being a driver?

To conclude the survey, drivers were asked two questions about their life on the road, what is your favourite thing about being a driver, and, do you think becoming a taxi or private hire driver is still worthwhile?

Now if you spend a lot of time on social media, you could be forgiven for thinking that all drivers hate the industry and the 'game is dead'. But there's a reason people say you shouldn't believe everything you read online. Our data shows that the majority of drivers still think becoming a driver is worthwhile:

Do you think becoming a taxi or private hire driver is still worthwhile?



There is some variation between licence types for this question, with taxi drivers being the most positive about the profession, while a slight majority of dual licence holders felt that the job is no longer worthwhile. This may stem from their exposure to a broader range of challenges, combining the difficulties of both taxi and private hire work.

Respondents who answered 'No' to this question were presented with a list of 5 possible reasons, and a free text 'Other' option, to help identify the key issue behind their answer.

Do you think becoming a taxi or private hire driver is still worthwhile?			
Licence Type	No	Yes	Grand Total
Dual Licence	54.29%	45.71%	175
private hire	40.57%	59.43%	700
Taxi	35.69%	64.31%	622

Respondents who answered 'No' to this question were presented with a list of 5 possible reasons, and a free text 'Other' option, to help identify the key issue behind their answer.

With the rising cost of living, it makes sense that the lack of earning potential would be the key driver of dissatisfaction. This no doubt reflects the industry-wide concerns about dwindling incomes, exacerbated by rising fuel & insurance prices, app fees, and increased competition.

Why do you feel it's no longer worthwhile?

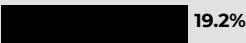
Not enough earning potential



It's becoming too stressful



All of the above



Rid -Hailing apps are changing the industry



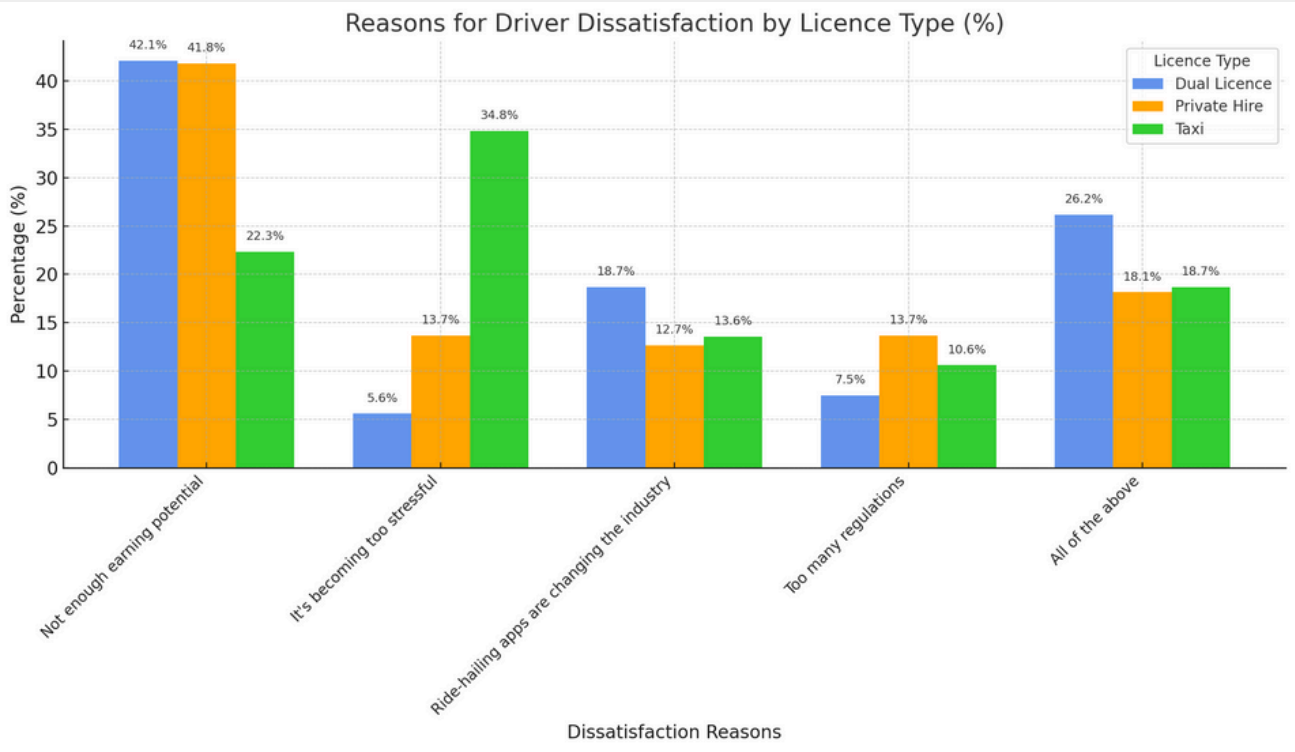
Too many regulations



Other



Interestingly there was a big difference between the reasoning between taxi drivers and the other licence types. While the top reason for private and dual licenced drivers was 'Not enough earning potential', for taxi drivers it's the stress of the role that is creating dissatisfaction. As the graph shows, taxi drivers rated stress as the key cause of their dissatisfaction at nearly double the rate of the other licence types combined (34.8% vs 19.3%).



Final Thoughts



The 2024 National Taxi and private hire Driver Survey reveals a profession in the midst of profound transformation. Drivers across the UK are navigating a rapidly changing industry shaped by technological advancements, shifting passenger expectations, and the persistent challenges of regulatory and financial pressures.

The relationship many drivers have with their profession is a complex one. While many still find satisfaction and value in their role, mounting concerns about income instability, rising costs, and the weight of regulations cast a shadow over their optimism. Though the majority of respondents believe their work is still worthwhile, an undercurrent of apprehension about the industry's future is undeniable.

Technology continues to reshape the way drivers operate, with 81% relying on apps to source work. However, the survey highlights stark regional disparities in app and navigation tool adoption, reflecting how digital transformation is not uniform across the trade. These gaps underline the need for tailored solutions that account for the diverse realities drivers face

Safety and safeguarding are paramount concerns, with nearly 90% of drivers calling for greater protections. From dealing with aggressive, violent, or even racist behavior to the physical and mental toll these incidents take, the data underscores an urgent need for action. Subsidizing CCTV installations, offering advanced de-escalation training, and fostering a culture of respect and support are just a few of the measures that could make a tangible difference in the lives of drivers.

As we look to the year ahead, the trends and challenges highlighted in this survey provide valuable insight into what the future may hold for the taxi and private hire industry. Below are our key predictions for next year's report.

Predictions for next year

- **Prediction: App usage will continue to grow**

The clear dominance of ride-hailing and navigation apps highlights a shift toward digital tools as essential components of the profession. We predict significant growth among regions currently lagging in adoption, such as Yorkshire and the Humber.

- **Prediction: Uber will remain popular but gain no significant market share**

The data from this years survey showed without a doubt that Uber was the most used ride-hailing amongst drivers. However, they only appeared as the most popular app in the two regions where app uptake was lowest (North West & Cumbria and Yorkshire & The Humber). It seems other platforms and traditional operators are generally preferred by the majority of drivers across the country.

- **Prediction: The EV transition will struggle to gain momentum across the UK.**

Less than a quarter of respondents have adopted an EV. While there are some areas where EV adoption is very high, comments from drivers show that across large swathes of the UK, the charging infrastructure is simply not fit for purpose. Although the range of EVs is getting better, for drivers who predominately do long range trips like airport runs, it is still a massive concern. Unless more is done to address the regional disparity in charging, then the EV transition will struggle.

- **Prediction: Cross-border licensing will remain the top issue for drivers**

It is highly unlikely that central government are going to introduce any guidance within the next 12 months that is going to address this issue - despite it being a major annoyance for most industry stakeholders. Things may change if licensing authorities embrace The Button Plan, but even then it will be more than 12 months to tackle the issue.

- **Predicton: Driver numbers will continue to fall**

The survey reveals a top-heavy age distribution, with many drivers expressing plans to retire once their current licence expires. Combined with dissatisfaction over income pressures and safety concerns, this creates a looming risk of a driver shortage. Regions already experiencing high demand for taxi and private hire services may be particularly impacted unless significant efforts are made to retain experienced professionals and attract younger drivers into the trade.

Acknowledgements and Contact Details



We would like to extend our thanks to every driver who took the time to participate in the 2024 National Taxi and Private Hire Driver Survey. Your insights and experiences are invaluable in shaping a deeper understanding of the challenges and opportunities within the industry. Your voices have helped to paint a picture of a profession that is both vital and complex, and we are grateful for your contributions.

If you have any further thoughts, questions, or feedback, we'd love to hear from you. Please don't hesitate to get in touch:

Contact Us

TaxiPlus

Email: driversurvey@taxiplus.co.uk

Website: www.taxiplus.co.uk

Thank you once again for helping us shine a light on the experiences of drivers across the UK.

Throughout this report, all statistics and insights are derived either directly from the 2024 National Taxi and Private Hire Driver Survey or from the external sources listed on this page.

Where external research or figures have been referenced, we have ensured they come from credible and authoritative sources to provide additional context and validation to our findings. The following references have been used to support the data presented in this report.

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