

SurveyTool :		Hackney Carriage and Private Hire Licensing Policy		01-Sep-2021		to		29-Apr-2022							
Visitors	45	Contributor Summary (Signup form Go - Detailed breakup on the right >)	Do you consent for the Council to collate and process your feedback?	Do you consent for the Council to collate and process your feedback?	Statutory Taxi & Private Hire Vehicle Standards stipulate that a set frequency of 6 months must be established for the monitoring of licensed drivers' criminal convictions through the Disclosure and Barring Service (DBS) Update Service. The draft policy has been updated with the following: Whilst a full DBS Enhanced Disclosure is required from each licensed driver on application and then maintained through the DBS Update Service, where offences leading to conviction, formal caution and/or charge are committed by licensed drivers, it is important, in the interests of consistency and transparency that a procedure is in place to consider what effect this should have on their licence. The Authority will carry out checks of DBS status every 6 months. To what extent do you agree that the above clearly outlines the requirement?	Statutory Taxi & Private Hire Vehicle Standards stipulate that a set frequency of 6 months must be established for the monitoring of licensed drivers' criminal convictions through the Disclosure and Barring Service (DBS) Update Service. The draft policy has been updated with the following: Whilst a full DBS Enhanced Disclosure is required from each licensed driver on application and then maintained through the DBS Update Service, where offences leading to conviction, formal caution and/or charge are committed by licensed drivers, it is important, in the interests of consistency and transparency that a procedure is in place to consider what effect this should have on their licence. The Authority will carry out checks of DBS status every 6 months. To what extent do you agree that the above clearly outlines the requirement? (Other (please specify))	If you answered disagree or strongly disagree please tell us why below	The policy states: Whilst a full DBS Enhanced Disclosure is required from each licensed driver on application and then maintained through the DBS Update Service, where offences leading to conviction, formal caution and/or charge are committed by licensed drivers, it is important, in the interests of consistency and transparency that a procedure is in place to consider what effect this should have on their licence. The Authority will carry out checks of DBS status every 6 months. The recommendation is: A set frequency of 6 months established for DBS monitoring of licensed drivers through the DBS update service. To what extent do you agree the authority should carry our DBS status checks every 6 months.(deleted)	If you answered disagree or strongly disagree please tell us why below(deleted)	The Council already has a process in place to deal with issues and complaints about licensed drivers and vehicles. We intend to update this with a 'Comments, Compliments, Complaints' scheme to ensure anyone has the means to report concerns about licensed (or unlicensed) drivers, vehicles, or operators. This will include specific information to be displayed in all licensed vehicles and a reemphasis that taxi plates must be suitably secured to vehicles. To what extent do you agree that the above clearly outlines the requirement?	If you answered disagree or strongly disagree please tell us why below	Statutory Taxi & Private Hire Vehicle Standards stipulates the time limit for existing licence holders to report offences incurred during the period of licence to the Council must be reduced from 7 days to 48 hours. The draft policy has been updated with the following: The driver shall inform the Council of any conviction, formal caution, fixed penalty, absolute discharge and/or criminal charge imposed on him/her (or, if the proprietor is a company or partnership, any of the directors or partners) during the period of the licence. This notification must be in writing and be made within 48 hours of the offence. To what extent do you agree that the above clearly outlines the requirement?	Statutory Taxi & Private Hire Vehicle Standards stipulates the time limit for existing licence holders to report offences incurred during the period of licence to the Council must be reduced from 7 days to 48 hours. The draft policy has been updated with the following: The driver shall inform the Council of any conviction, formal caution, fixed penalty, absolute discharge and/or criminal charge imposed on him/her (or, if the proprietor is a company or partnership, any of the directors or partners) during the period of the licence. This notification must be in writing and be made within 48 hours of the offence. To what extent do you agree that the above clearly outlines the requirement?(deleted)	If you answered disagree or strongly disagree please tell us why below	
Contributors	19		Yes		Neither agree/disagree					Neither agree/disagree		Neither agree/disagree			
Registered	19		Yes		Strongly agree		TEST			Strongly agree	TEST	Strongly agree			TEST
Unverified	0		Yes		Strongly agree					Strongly agree		Agree			
Anonymous	0		Yes		Agree					Agree		Disagree			I consider the 7 day window for reporting of offences is acceptable
Admin	0		Yes		Neither agree/disagree					Strongly disagree	Since the pandemic, the general public are out to blame anyone but themselves, the council would be bombarded with petty complaints - as a licensed driver I advise any customer	Strongly agree			
SUBMISSIONS	19		Yes		Strongly agree					Strongly agree		Strongly agree			I don't believe it should be reduced to 48 hours
			Yes		Strongly agree		3 years is to long			Strongly agree		Strongly disagree			Anything could happen with the driver or family, 48 hours it's not long enough
			Yes		Agree					Agree		Neither agree/disagree			
			Yes		Agree					Strongly agree		Strongly agree			
Demographics Graphs Below			Yes		Strongly agree					Strongly agree		Strongly agree			
			Yes		Strongly agree					Strongly agree		Strongly agree			
			Yes		Neither agree/disagree					Neither agree/disagree		Agree			
			Yes		Strongly agree					Agree		Strongly agree			
			Yes		Neither agree/disagree					Agree		Neither agree/disagree			
			Yes		Agree					Neither agree/disagree		Agree			
			Yes		Agree					Agree		Agree			
			Yes		Neither agree/disagree					Neither agree/disagree		Disagree			How would this include weekends as the Council is closed ?
			Yes		Neither agree/disagree					Neither agree/disagree		Neither agree/disagree			
			Yes		Agree					Agree		Agree			

<p>Statutory Taxi & Private Hire Vehicle Standards stipulates we must update safeguarding and public safety statements. The draft policy has been updated with the following: The Authority has in place arrangements that reflect the importance of safeguarding and promoting the welfare of children. This includes clear whistleblowing procedures, safe recruitment practices and clear policies for dealing with allegations against people who work with children, as set out in the Working Together to Safeguard Children statutory guidance. The Authority also has effective internal procedures in place for staff to raise concerns and for any concerns to be dealt with openly and fairly. Accordingly, the Authority operates and maintains Whistleblowing, Safeguarding and Safe Recruitment policies. It also operates a clear 'comments, complements complaints' process that anyone can use if they have a concern about any licence holder. To help protect all passengers, this Policy also aims to advise the public on the risks of using unlicensed drivers and vehicles, how to identify the licensed trade and the appropriate measures to take when using these services. A copy of the Department for Transport (DfT) Guidance is available at www.gov.uk/government/publications/statutory-taxi-and-private-hire-vehicle-standards To what extent do you agree that the above clearly outlines the requirement?</p>	<p>If you answered disagree or strongly disagree please tell us why below</p>	<p>Statutory Taxi & Private Hire Vehicle Standards require changes to our licensing processes for licensed private operators to include a requirement that an up-to-date Basic Disclosure and Barring Service (DBS) check is carried out on all booking and dispatch staff and operate a policy on the employment of ex-offenders. The draft policy has been updated accordingly and stipulates: - Carry out a Basic DBS check on all booking and dispatch staff and must update their records with every member of staff ensuring records are kept up to date. - Ensure that they have seen the DBS disclosure for each member of staff. - Maintain a policy on employing ex-offenders. To what extent do you agree that the above clearly outlines the requirement?</p>	<p>Statutory Taxi & Private Hire Vehicle Standards stipulates the following must be made. Changes to the licensing processes for licensed operators to include a requirement that an up-to-date basic DBS check is carried out on all booking and dispatch staff and operate a policy on the employment of ex-offenders. The draft policy has been updated with the following: Given the amount of sensitive information Operators hold about their customers it is appropriate that any person employed or otherwise used by the Operator in the conduct of their business is also subject to scrutiny. To this end, all Operators shall provide to the Authority [in a prescribed form] an up-to-date list of the names of persons employed or otherwise used by them in the operation of their business. This list must be accompanied by a signed declaration from the Operator that he/she is satisfied that they have taken the appropriate steps to ensure those persons named on the list are safe and suitable to undertake work for the Operator, taking account of the potential risks to the travelling public outlined above. In providing this list, the Operator takes responsibility to ensure his/her employees are safe and suitable to undertake the duties of the Operator in ensuring the safety of the travelling public. The Operator will remain ultimately accountable in this regard. It is not the responsibility of the Authority to undertake any checks and/or attest to the safety and suitability of any persons employed or otherwise used by an Operator. However, Operators are required to: - Carry out a Basic DBS check on all booking and dispatch staff and must update their records with every member of staff ensuring records are kept up to date. - Ensure that they have seen the DBS disclosure for each member of staff. - Maintain a policy on employing ex-offenders. To what extent do you agree that the above clearly outlines the requirement? (deleted)</p>	<p>If you answered disagree or strongly disagree please tell us why below</p>	<p>When required to do so, the Council expects applicants and licensed drivers undertake a medical examination that is conducted by their own general practitioner or medical practice. To assist applicants and licensed drivers where this may not be possible, the Council intends to amend the policy to allow the examination to be completed by a suitably qualified medical practitioner but with access to the applicant's full medical history. The draft policy has been updated with the following: The Authority will expect medical examinations must be conducted by the applicant's own general practitioner or medical practice. Where this cannot be achieved, the examination must be completed by a suitably qualified medical practitioner with access to the applicant's full medical history. To what extent do you agree that the above clearly outlines the requirement?</p>	<p>If you answered disagree or strongly disagree please tell us why below</p>	<p>To allow for continued changes in vehicle technology, the Council intends to change its licensed vehicle specifications to further support the use of hybrid / electric vehicles where this impacts on the layout and the available space for passengers. The draft policy has been updated to incorporate the following: Depending upon design, electric vehicles may not meet the requested headroom requirements due to the positioning of the battery. Each vehicle (if not already granted) will require full measurement and approval will only be granted on a case-by-case basis after a full assessment has been carried out. To what extent do you agree that the above outlines the requirement?</p>	<p>If you answered disagree or strongly disagree please tell us why below</p>
Agree		Agree			Strongly disagree	Medical history is private. council shouldn't know or ask for medical history. If DVLA have been informed of an medical issue, then that should be the end of it.	Agree	
Strongly agree	TEST	Strongly agree		TEST	Strongly agree	TEST	Strongly agree	TEST
Strongly agree		Neither agree/disagree			Agree		Agree	
Strongly agree		Agree			Agree		Neither agree/disagree	
Strongly agree		Neither agree/disagree			Strongly agree		Neither agree/disagree	
Agree	More should be done to inform the public of licensed and unlicensed drivers and operators	Agree			Strongly agree		Agree	
Agree		Strongly agree			Strongly agree		Strongly agree	All cars must be big enough to take 4 passengers comfortably
Agree		Agree			Agree		Neither agree/disagree	Is this the right question for the subject above
Strongly agree		Agree			Agree		Neither agree/disagree	
Strongly agree		Strongly agree			Strongly agree		Strongly agree	
Strongly agree		Strongly agree		I feel it should be an enhanced DBS check as they have access to personal information and whereabouts of potentially vulnerable customers	Agree		Strongly disagree	You cannot expect someone to purchase a vehicle on the chance it will be ok the council need to gain these measurements from manufacturers and put a approved list out not wait for someone to buy the vehicle then see if its OK
Agree		Neither agree/disagree			Neither agree/disagree		Neither agree/disagree	
Strongly agree		Strongly agree			Strongly agree		Strongly agree	
Strongly agree		Strongly agree			Strongly agree		Agree	
Agree		Neither agree/disagree			Agree		Agree	
Neither agree/disagree		Agree			Agree		Strongly disagree	This question makes no sense
Agree		Disagree		This would not benefit anyone.	Disagree	The use of any dr should be allowed as long as they have medical records.	Neither agree/disagree	
Neither agree/disagree		Neither agree/disagree			Neither agree/disagree		Neither agree/disagree	
Agree		Agree			Agree		Agree	

<p>New legislative requirements stipulate Hackney Carriage and Private Hire drivers and operators must confirm their tax responsibilities if applying for a licence for the first time or applying for a licence already held but has not been valid for over a year. This will include the provision of a tax check code to confirm the completion of a tax check if renewing a licence, applying for the same type of licence previously held that ceased to be valid less than a year ago or applying for the same type of licence already held with another licensing authority. The draft policy has been updated with the following:- [From 4 April 2022, where relevant] Confirmation of their tax responsibilities if applying for a licence for the first time or applying for a licence already held but has not been valid for over a year. [From 4 April 2022, where relevant] A tax check code to confirm the completion of a tax check if renewing a licence, applying for the same type of licence previously held that ceased to be valid less than a year ago or applying for the same type of licence already held with another licensing authority. To what extent do you agree that the above clearly outlines the requirement?</p>	<p>Statutory Taxi & Private Hire Vehicle Standards stipulates Hackney Carriage and Private Hire drivers and operators must ensure all applicants confirm their tax responsibilities if applying for a licence for the first time or applying for a licence already held but has not been valid for over a year. This will include the provision of a tax check code to confirm the completion of a tax check if renewing a licence, applying for the same type of licence previously held that ceased to be valid less than a year ago or applying for the same type of licence already held with another licensing authority. The draft policy has been updated with the following:- [From 4 April 2022, where relevant] Confirmation of their tax responsibilities if applying for a licence for the first time or applying for a licence already held but has not been valid for over a year. [From 4 April 2022, where relevant] A tax check code to confirm the completion of a tax check if renewing a licence, applying for the same type of licence previously held that ceased to be valid less than a year ago or applying for the same type of licence already held with another licensing authority. To what extent do you agree that the above clearly outlines the requirement? (deleted)</p>	<p>If you answered disagree or strongly disagree please tell us why below</p>	<p>Overall to what extent do you agree that the policy is clear and easy to understand?</p>	<p>If you answered disagree or strongly disagree please tell us why below</p>	<p>Please tell us in the box below, if there are any aspects of the policy that are unclear?</p>	<p>Would you be in support of CCTV installation in taxi and private hire vehicles? (deleted)</p>	<p>Would you be in support of CCTV installation in taxis and private hire vehicles?</p>
Neither agree/disagree			Neither agree/disagree		None		Yes
Strongly agree		TEST	Strongly agree	TEST	TEST		Yes
Strongly agree			Agree				Yes
Agree			Agree				Yes
Neither agree/disagree			Agree				No
Agree			Agree		I think the wording could be a little more simplified. So its easier for everyone to understand		No
Disagree		Nothing to do with the council	Strongly agree				Yes
Agree			Agree				Yes
Agree			Agree		Nothing unclear but I don't agree with "suggestions of mandatory Cctv" in vehicles, as one of 2 hackney carriages that works the weekends might I would argue that cctv operating in the back of vehicle can cause argumentative issues with customers, and also do we have the police resources to call upon if an incident occurred where we had cctv proof, also are the pictures clearer enough to result in a positive outcome?		No
Strongly agree			Strongly agree				Unsure
Neither agree/disagree			Agree				No
Neither agree/disagree			Neither agree/disagree				No
Agree			Strongly agree				Yes
Neither agree/disagree			Neither agree/disagree				Yes
Agree			Agree				Unsure
Agree			Neither agree/disagree				Yes
Disagree		Absolutely no need for the council to need such information	Neither agree/disagree				No
Neither agree/disagree			Neither agree/disagree				No
Agree			Agree				Unsure

Please tell us in the box below the reason for your answer	Some CCTV devices can be manually operated by the driver, including the ability to record audio. Would you be in support of this approach to CCTV recording in taxis and private hire vehicles?	Some CCTV devices have the ability to audio record, would you be support of audio recording in taxi and private hire vehicles?(deleted)	Some CCTV devices have the ability to audio record, would you be support of audio recording in taxi and private hire vehicles?(deleted)	Please tell us in the box below the reason for your answer	Do you think the introduction of CCTV in taxis and private hire vehicles could have a positive or adverse effect on the safety of taxi and private hire vehicle users, including children and vulnerable adults?	Do you think the introduction of CCTV in taxi and private hire vehicles could have a positive or adverse effect on the safety of taxi and private hire vehicle users, including children and vulnerable adults?(deleted)
I would if the council pay for taxis to put them in, drivers already have touch to pay for.	Yes			It protects the driver and passenger from lies.	Positive	
TEST	Yes			TEST	Positive	
For the safety of both the Passenger and the drivers.	No			Recording conversations is an invasion of privacy.	Positive	
Safety of passengers and drivers	No			I am in support of CCTV but not the ability to record audio, passengers may be having private conversations which should not be recorded.	Positive	
Key fob car thefts are at an all time high, most cctv systems, that I know are approved (safe systems by David Lawrie) as soon as the public find out the cost of the system which in this case is E500 it will add stress to each licensed driver over the worry of their only means of income being stolen.	Yes			Threats are made to operating staff and drivers on a regular basis due to the shortage of licensed drivers and extending wait times.	Positive	
It invades privacy leaving drivers open to all kinds of accusations of looking up skirts etc. And who is going to pay this? We drivers don't make a loads of money in West Lancs so surely there should be some sort of financial support from the council. We simply don't earn enough to afford cctv. It's an unrealistic expectation	No			If the driver operates it again open to the accusation of looking up skirts	Adverse	
Driver and passenger safety	No			Not a good idea having to driver have control of camera. It should be biased	Positive	
I think it's a good idea, it may help protect drivers from violent customers and protect customers, from the minority of bad apple drivers	Yes			The driver should be able to turn it on	Positive	
See previous comment box	No			See previous comment box	Adverse	
CCTV makes journeys safer for drivers and passengers alike. However the council will have to be very clear in how long they expect Drivers to keep copies of CCTV images/video. This must be made very clear to the drivers/public whom may make complaints and expect the drivers footage to back up their complaints.	Unsure			Again the council would have to very clear in which circumstances they require audio to be on and how long they expect the driver to keep a copy.	Unsure	
Puts an burden of harm on the driver as it opens up action from the police and if any of the video footage was show in a case against someone it put the driver in a dangerous situation as they will know the drivers name from the badge the type of car and reg and as most drivers are from the area they operate the drivers address could easily be found and could open the driver up to physical repercussions for handing over the footage. Everyone has a mobile if they feel something is not right with the journey or driver the passanger could record the journey themselves.	No			No a taxi is seen sometimes as a safe space for people to open up and talk to the driver about issues they have	Adverse	
Invasion of privacy	No			Invasion of privacy	Adverse	
It provides a safe and secure environment for both taxi driver and passenger	No			CCTV should be on for every passenger	Positive	
To protect the driver and passengers from things that have been said or done and can be rightly proven by cctv	Yes			To prove what has been wrongly said by either the driver or passenger	Positive	
It depends on a couple of things. First of all, who will have to pay for the CCTV equipment and the installation in the vehicle? Will a grant be provided? The cost of everything is rising and is becoming a major issue for the self employed especially. Another expensive requirement to an already expensive job at this point in time will be a massive blow to drivers already feeling the pinch. If it will be provided by the council or by a government grant then I believe it will be more viable.	No			See previous comment	Unsure	
Secondly, from a safeguarding perspective, I think it depends on who has access to the CCTV footage and where it is stored. Will it only be accessible if a complaint is made? If it is stored remotely via network data, who will have access and who will maintain it? What would the costs involved be and who would pay for them? If it is stored locally on a flash drive, will the driver be able to access the footage whenever they want from a home PC? This could be especially problematic. I don't think a personal CCTV system maintained and accessible by the driver is a good idea. If the footage is only accessible when it is required by a third	No			See previous comment	Unsure	
CCTV will protect both passengers and drivers giving clear evidence to support or refute any allegations made . It may also act as a deterrent.	Yes			If things are not recorded then there is no point in the CCTV.	Positive	
If the cctv is a live feed and to be constantly monitored then this must not happen, if the cctv was only used for for the safety of the driver and passengers then maybe it could be looked into at the expense of the council.	Yes			It really should be up the owner if they feel they require such technology.	Positive	
As a taxi driver , I agree with cameras filming the exterior of the car for police incident or insurance purposes, but in general people don't want to be filmed & recorded when they are paying for a premium private service. Also as a driver not once in 16 years have I felt unsafe or threatened by a passengers behaviour	No			I believe cctv especially with audio recording invades people's private & personal space	Adverse	
While they are a good idea for the safety of the driver and passengers, there could be instances where a parent could object to their child being filmed. I personally don't have a problem with CCTV in a taxi, I think it safeguards both the driver and the passenger.	Yes			I would agree as long as the driver notifies the passenger that they are going to be recorded whether that is visual, audio or both.	Positive	

Please tell us in the box below the reason for your answer	Do you think the introduction of CCTV could have a positive or adverse effect on the privacy of taxi and private hire vehicle users, including children or vulnerable adults?	Do you think the introduction of CCTV could have a positive or adverse effect on the privacy of taxi and private hire vehicle users?(deleted)	Please tell us in the box below the reason for your answer		Usertype	Screen name (this will be visible to other users when you post on a forum etc.)	Are you in full time education?(deleted)	First name	Surname	Suburb(deleted)	What area of the borough do you live in?
It protects both driver and passenger.	Positive		Saves drivers from untrue allegations.								
TEST	Positive		TEST								
This will definitely add to the safety of everyone in the Taxi.	Positive		You are in a public vehicle, so the same as being on a bus that already have CCTV.								
Safety for both the passenger and driver	Positive		Safety of both the passenger and driver								
All involved are protected in the event of an allegation made	Adverse		Customers become paranoid as soon as they spot a dash camera and the first thing they ask, does it record their voice.								
The council have no idea of what drivers have to contend with and people just don't like being on cctv it could put drivers in a serious problem situation when it can be avoided	Adverse		Again for ladies down top shots or up skirts shots. It isn't good. People take drugs in taxis, without our consent and knowledge, we just hear a big sniff and we tell them not to do it. If it's on cctv they could start trouble asking for the footage so we can't show it to police etc								
Passengers will feel safe	Positive		Everyone feeling safe								
I think CCTV backs up dbc checks and protects passengers and drivers	Unsure		Passengers may be concerned about their privacy but it's a small price to pay for reassurance								
People expect privacy which as I driver I maintain	Adverse		Privacy is the key word								
I don't think it would have a positive or adverse impact. The public and vulnerable may feel safer but it won't change the way a driver does their job.	Unsure		I think there will be members of the public whom will hate having CCTV images of them inside the vehicles and will make the drivers aware of this. There will also be members of the public who love it. again the council will have to be clear on how long and where the images and audio should be stored.								
Feel with all the council checks and job booking and tracking driver digital location and job time and route, CCTV would not enhance the safety, also its a electronic device who would cover the cost of the device for damage or malfunction the cost of operating a vehicle is expensive enough	Adverse		There would be no privacy for driver or passanger								
Not sure really	Adverse		Invasion of privacy								
Makes a safer environment	Unsure		I hadn't considered privacy of children or vulnerable adults but shouldn't cause problems.								
Video footage doesn't lie	Positive		Video footage doesn't lie								
I'm not sure. In theory it could have a positive effect for the safety of both especially when it comes to any violent behaviour. However, owing to certain types of people having anxieties and mental health issues, the idea of being filmed and recorded could have a negative impact on their experience in vehicles or make them avoid using taxis and PHV's altogether. Furthermore I think the CCTV should only be active when a driver has a fare. Most Private Hire drivers use their cars personally as well as for work and would not want to be filmed when using the vehicle with their families or when sitting waiting for a fare.	Adverse		See previous comment.								
Anything that happens in the vehicle is recorded	Positive		If the passenger feels safer then surely they have a better experience .								
Although I think it would positive effect. I think it depends on what kind of cctv is used if the council monitoring cctv in a private hire that is being used as a family car then this shouldn't happen. It's not clear about what kind of cctv would ne used.	Positive		Depending on what kind of cctv is to be used , if the cctv is being monitored 24hrs it shouldn't happen as a lot of owners use their cars for private use.								
I don't see what difference it would make . I don't do school contracts , so don't pick up enough vulnerable children/adults to make a valid comment.	Adverse		Adverse, see previous comments								
I believe it to be a positive thing although the privacy of children and vulnerable adults must be taken into account.	Unsure		Privacy could be an issue particularly for children and vulnerable adults.								

If other, please specify	What is your age?	Please select all of the following that apply to yourself	Email	What age category do you fit into?(deleted)	Response ID
	35 - 44	I live in West Lancashire			
		I work for West Lancashire Borough Council			
	55 - 64	I live in West Lancashire			
	55 - 64	I live in West Lancashire , I am an elected Councillor			
	25 - 34	I live in West Lancashire , I am a West Lancashire Borough Council tenant , I own a business in West Lancashire			
	45- 54	I live in West Lancashire , I am a West Lancashire Borough Council tenant			
	35 - 44	I live in West Lancashire			
	35 - 44	I live in West Lancashire			
	45- 54	I live in West Lancashire , I am a West Lancashire Borough Council tenant			
	35 - 44	I live in West Lancashire			
	35 - 44	I live in West Lancashire			
	55 - 64	I live in West Lancashire			
	65 - 74	I live in West Lancashire , I am a West Lancashire Borough Council tenant			
	55 - 64	I live in West Lancashire			
	35 - 44	I live in West Lancashire , I am a West Lancashire Borough Council tenant			
	55 - 64	I live in West Lancashire			
	45- 54	I live in West Lancashire			
	35 - 44	I live in West Lancashire , I own a business in West Lancashire			
	65 - 74	I live in West Lancashire , I am a West Lancashire Borough Council tenant			