

HOUSEHOLD SURVEY 2016/17

Appendix 14

Qs 10-13 Local Access Points

Q10: Have you used a Local Access Point in the last :

Q11 : If you have used a local access point what was it for?

Q12 : If you have never used a Local Access Point – why not?

Q13 : What services or community activities would you like to see at a Local Access Point

KEY FINDINGS

• Overall

- The majority of respondents (86%) have never used a Local Access Point, however this is slightly misleading and levels do differ when wards with and without a Local Access Point are considered separately.
 - The percentage dropped to 77% across the eight wards with a Local Access Point as compared with 93% in all other wards.
 - Nevertheless within the eight there are some significant differences still : 57% in Metheringham have never used a LAP but almost 90% in Heckington Rural.
- Of those residents who have used a LAP only a very small percentage ; 3.5%, had done so within the last three months.
- The main reason for those who have not used a LAP previously was that they did not know about them – interestingly the percentage (c.43%) was almost identical in the group of wards with a LAP as for the group without one.

• Demographics

- The older demographics use LAPs far more than the younger age groups.
- The most common reasons for visiting a LAP, accounting for over 40% of stated reasons, were to:
 - Request a Bus Pass Application
 - Enquire about a planning application
- The survey included a set of reasons for the visit, plus the option for “other” and a text box to indicate what this “other” was. This is fully captured in the detailed analysis and shows that LAPS, for those who do use them, are in many ways more of a Community Hub, with residents using them to promote local community activities and carry out tasks such as photocopying agendas / minutes from local clubs
- The survey also shows that many reasons for visiting are to undertake / enquire about County Council functions
- The survey showed that those with a disability visited for slightly different reasons and were more likely more example to visit a LAP for benefit enquiries and / or support with forms to be completed.

• Comments

- Respondents made 150+ comments in response to the question as to what other activities or services they would like to see at a LAP. These were grouped primarily around improved facilities (ranging from cafes, internet access, and opening times); more information to be available, and to be able to report to see actioned a wider range of issues – both NKDC and LCC services
- A number of residents also made very positive comments in terms of the service that they had received from their local LAP

Q10: Have you used a Local Access Point in the last :?

Total Respondents : 3335 Raw Data Summary					
Month	0-3 Months	3-6 Months	6-12 Months	More than a year ago	Never used one
40	34	39	72	281	2869
1.2%	1.0%	1.2%	2.2%	8.4%	86.0%
Relatively Frequently		Less Frequently		Hardly Ever	Never
74 : 2.2%		111 : 3.4%		281 : 8.4%	2689 : 86.0%

Total Respondents : 3335 Age Weighted Summary					
Month	0-3 Months	3-6 Months	6-12 Months	More than a year ago	Never used one
1.0%	1.0%	1.2%	2.1%	7.2%	87.7%

Total Respondents LAP Wards only : 1251 Raw Data Summary					
Month	0-3 Months	3-6 Months	6-12 Months	More than a year ago	Never used one
26	18	23	48	175	961
2.1%	1.4%	1.8%	3.8%	14.0%	76.8%
Relatively Frequently		Less Frequently		Hardly Ever	Never
44 : 3.5%		71 : 5.6%		175 : 14.0%	961 : 76.8%

Total Respondents All other Wards : 1670 Raw Data Summary					
Month	0-3 Months	3-6 Months	6-12 Months	More than a year ago	Never used one
10	10	13	13	75	1549
0.6%	0.6%	0.8%	0.8%	4.5%	92.8%
Relatively Frequently		Less Frequently		Hardly Ever	Never
20 : 1.2%		26 : 1.6%		75 : 4.5%	1549 : 92.8%

Q10: Have you used a Local Access Point in the last :?

GENDER BREAKDOWN : 3198 respondents

Group	Month		0-3 Months		3-6 Months		6-12 Months		More than a year ago		Never used one	
Female	17	1.2%	19	1.3%	13	0.9%	20	1.4%	107	7.3%	1295	88.0%
Male	22	1.3%	14	0.8%	26	1.5%	50	2.9%	165	9.6%	1450	84.0%
Total	39	1.2%	33	1.0%	39	1.2%	70	2.2%	272	8.5%	2745	85.8%

DISABILITY, INFIRMITY, LONGSTANDING ILLNESS BREAKDOWN : 33305 respondents

Group	Month		0-3 Months		3-6 Months		6-12 Months		More than a year ago		Never used one	
No	26	1.1%	23	0.9%	23	0.9%	50	2.1%	188	7.8%	2140	88.3%
Yes	14	1.7%	10	1.2%	16	1.9%	20	2.4%	90	10.7%	705	83.8%
Total	40	1.2%	33	1.0%	39	1.2%	70	2.1%	278	8.5%	2845	85.8%

Q10: Have you used a Local Access Point in the last :?

AGE GROUP BREAKDOWN : 3214 respondents												
Group	Month		0-3 Months		3-6 Months		6-12 Months		More than a year ago		Never used one	
	16-24	0	0%	1	1.2%	1	1.2%	0	0.0%	1	1.2%	79
25-34	0	0%	0	0.0%	0	0.0%	3	1.5%	4	2.0%	193	96.5%
35-44	1	0.3%	3	0.8%	1	0.3%	1	0.3%	11	2.9%	359	95.5%
45-54	3	0.5%	1	0.2%	3	0.5%	11	1.7%	39	6.0%	596	91.3%
55-64	10	1.4%	6	0.8%	7	1.0%	6	0.8%	49	6.8%	642	89.2%
65-74	19	2.2%	16	1.9%	14	1.7%	29	3.4%	130	15.3%	639	75.4%
Over 75	6	1.8%	6	1.8%	12	3.6%	20	6.0%	39	11.6%	253	75.3%
	39		33		38		72		273		2761	

AGE GROUP BREAKDOWN : 3214 respondents									
Group	Relatively Frequently		Less Frequently		Hardy Ever		Never used one		
	16-24	1	1.2%	1	1.2%	1	1.2%	79	96.3%
25-34	0	0.0%	3	1.5%	4	2.0%	193	96.5%	
35-44	4	1.1%	2	0.6%	11	2.9%	359	95.5%	
45-54	4	0.7%	14	2.2%	39	6.0%	596	91.3%	
55-64	16	2.2%	13	1.8%	49	6.8%	642	89.2%	
65-74	35	4.1%	43	5.1%	130	15.3%	639	75.4%	
Over 75	12	3.6%	32	9.6%	39	11.6%	253	75.3%	
	72		110		273		2761		

Q10: Have you used a Local Access Point in the last :?

RESIDENCY in NK (Years) 2903 respondents												
Yrs	Month		0-3 Months		3-6 Months		6-12 Months		More than a year ago		Never used one	
	0 to 5	3	0.6%	2	0.4%	2	0.4%	3	0.6%	10	2.0%	488
6 to 10	1	0.2%	2	0.5%	0	0.0%	6	1.4%	28	6.7%	382	91.2%
11 to 20	10	1.3%	7	0.9%	8	1.0%	12	1.5%	61	7.8%	683	87.5%
21 to 30	8	1.7%	7	1.5%	11	2.3%	14	3.0%	55	11.7%	376	79.8%
31 to 40	7	2.4%	5	1.7%	5	1.7%	12	4.1%	28	9.6%	236	80.5%
> 40	5	1.2%	7	1.6%	10	2.3%	16	3.7%	69	16.0%	324	75.2%
	34	1.2%	30	1.0%	36	1.2%	63	2.2%	251	8.6%	2489	85.7%

AGE GROUP BREAKDOWN : 3214 respondents									
Group	Relatively Frequently		Less Frequently		Hardy Ever		Never used one		
	0 to 5	5	1.0%	5	1.0%	10	2.0%	488	96.1%
6 to 10	3	0.7%	6	1.4%	28	6.7%	382	91.2%	
11 to 20	17	2.2%	20	2.5%	61	7.8%	683	87.5%	
21 to 30	15	3.2%	25	5.3%	55	11.7%	376	79.8%	
31 to 40	12	4.1%	17	5.8%	28	9.6%	236	80.5%	
> 40	12	2.8%	26	6.0%	69	16.0%	324	75.2%	
	64	2.2%	99	3.4%	251	8.6%	2489	85.7%	

Q10: Have you used a Local Access Point in the last :?

WARD	Month	0 - 3 months	3 - 6 months	6 - 12 months	More than a year ago	Never used one
Metheringham	4.0%	2.0%	4.0%	6.0%	26.8%	57.0%
Skellingthorpe	3.3%	1.1%	3.3%	8.7%	17.4%	66.3%
Heighington and Washingborough	1.4%	0.9%	0.5%	6.8%	20.7%	69.8%
Waddington West	1.3%	0.0%	2.5%	3.8%	21.5%	70.9%
Cliff Villages	1.7%	1.2%	3.5%	1.2%	14.5%	77.9%
Bassingham and Brant Broughton	0.7%	1.5%	3.0%	1.5%	11.1%	82.2%
North Hykeham Moor	1.7%	3.4%	0.0%	1.7%	10.3%	82.8%
Billingham, Martin and North Kyme	3.0%	0.0%	1.0%	4.0%	8.0%	84.0%
Bracebridge Heath and Waddington East	2.3%	2.3%	0.5%	2.8%	7.4%	84.8%
Branston	0.8%	0.0%	2.5%	0.8%	10.2%	85.6%
North Hykeham Memorial	1.7%	1.7%	0.0%	0.0%	8.3%	88.3%
Heckington Rural	1.2%	1.8%	0.6%	1.2%	5.5%	89.6%
North Hykeham Mill	0.0%	0.8%	2.3%	2.3%	4.5%	90.2%
North Hykeham Forum	1.2%	0.0%	0.0%	1.2%	6.0%	91.6%
Ashby de la Launde and Cranwell	0.8%	1.6%	0.8%	1.6%	3.3%	91.9%
North Hykeham Witham	0.0%	0.0%	0.0%	0.0%	7.6%	92.4%
Eagle, Swinderby and Witham St Hughs	0.8%	0.0%	0.8%	0.8%	3.8%	93.9%
Leasingham and Rauceby	1.2%	0.0%	0.0%	0.0%	3.5%	95.3%
Sleaford Castle	0.0%	3.1%	0.0%	0.0%	1.5%	95.4%
Osbournby	0.0%	0.0%	1.9%	1.9%	0.0%	96.2%
Sleaford Holdingham	0.0%	0.0%	0.0%	0.0%	3.1%	96.9%
Ruskington	1.2%	0.0%	0.0%	0.0%	1.2%	97.6%
Sleaford Navigation	0.0%	2.2%	0.0%	0.0%	0.0%	97.8%
Sleaford Westholme	0.0%	0.0%	2.2%	0.0%	0.0%	97.8%
Kirkby la Thorpe and South Kyme	0.0%	0.0%	1.5%	0.0%	0.0%	98.5%
Sleaford Quarrington and Mareham	0.0%	0.5%	0.0%	0.0%	0.5%	99.1%
Ward Declared	1.2%	1.0%	1.2%	2.1%	8.6%	85.9%

Wards with a Local Access Point

Q11: If you have used a Local Access Point at some point what was it for: ?

456 respondents selecting 530 options							
To report broken streetlights	To report potholes	To report dog mess	To request a Buss Pass application form	To enquire about a planning application	To ask about Council Housing	To enquire about benefits	Other
42	50	13	119	117	21	37	131
7.8%	9.4%	2.5%	22.5%	22.1%	4.0%	7.0%	24.7%

"Other" comprised the following							
To use the facilities available	Find Information	Report a problem	Garden Waste	Council Tax	Council Housing Other	Bulky Waste	Highways
30	24	21	12	11	8	7	6
5.7%	4.5%	4.0%	2.3%	2.1%	1.5%	1.3%	1.1%
Pay a Bill	Misc						
6	6						
1.1%	1.1%						

Q11: If you have used a Local Access Point at some point what was it for:? AGE BREAKDOWN

Age Group	Buss Pass Application		Planning Application		Pot Holes		Broken Streetlights		Benefits		Use of facilities		Find information		Report a problem	
16-24	1	0.9%	0	0.0%	1	2.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
25-34	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	8.6%	1	3.4%	0	0.0%	1	4.8%
35-44	0	0.0%	3	2.6%	1	2.1%	0	0.0%	2	5.7%	4	13.8%	2	8.7%	1	4.8%
45-54	3	2.6%	17	14.7%	8	16.7%	4	9.8%	7	20.0%	3	10.3%	4	17.4%	2	9.5%
55-64	4	3.4%	22	19.0%	12	25.0%	10	24.4%	9	25.7%	5	17.2%	7	30.4%	3	14.3%
65-74	80	68.4%	46	39.7%	19	39.6%	15	36.6%	9	25.7%	12	41.4%	7	30.4%	11	52.4%
Over 75	29	24.8%	28	24.1%	7	14.6%	12	29.3%	5	14.3%	4	13.8%	3	13.0%	3	14.3%
Age Stated	117	100.0%	116		48		41		35		29		23		21	
Not stated	2		1		2		1		2		1		1			
Grand Total	119		117		50		42		37		30		24		21	

Age Group	Council Housing		Dog Mess		Council Tax		Garden Waste		Council Housing		Bulky waste		Highways		Pay a bill		Misc	
16-24	0	0.0%	0	0.0%	1	9.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
25-34	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	12.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
35-44	0	0.0%	0	0.0%	0	0.0%	1	9.1%	2	25.0%	1	16.7%	0	0.0%	0	0.0%	0	0.0%
45-54	4	20.0%	0	0.0%	3	27.3%	4	36.4%	0	0.0%	0	0.0%	1	16.7%	0	0.0%	2	40.0%
55-64	3	15.0%	1	7.7%	5	45.5%	0	0.0%	2	25.0%	1	16.7%	1	16.7%	3	50.0%	0	0.0%
65-74	10	50.0%	6	46.2%	2	18.2%	4	36.4%	2	25.0%	4	66.7%	0	0.0%	2	33.3%	3	60.0%
Over 75	3	15.0%	6	46.2%	0	0.0%	2	18.2%	1	12.5%	0	0.0%	4	66.7%	1	16.7%	0	0.0%
Age Stated	20	100.0%	13	1	11	1	11	1	8	1	6	1	6	1	6	1	5	1
Not stated	1						1				1						1	
Grand Total	21		13		11		12		8		7		6		6		6	

Q11: If you have used a Local Access Point at some point what was it for?: Disability

Disability	Buss Pass Application		Planning Application		Pot Holes		Benefits		Broken Streetlights	
	No	82	69.5%	80	69.0%	32	66.7%	20	55.6%	30
Yes	36	30.5%	36	31.0%	16	33.3%	16	44.4%	12	28.6%
Stated	118	100.0%	116	100.0%	48	100.0%	36	100.0%	42	100.0%
Not stated	1		1		2		1			
Total	119		117		50		37		42	
Disability	Find information		Garden Waste		Council Housing		Report a problem		Council Tax	
	No	16	69.6%	4	36.4%	14	66.7%	15	71.4%	7
Yes	7	30.4%	7	63.6%	7	33.3%	6	28.6%	4	36.4%
Stated	23	100.0%	11	100.0%	21	100.0%	21	100.0%	11	100.0%
Not stated	1		1							
Total	24		12		21		21		11	
Disability	Use of facilities		Dog Mess		Highways		Misc		Bulky waste	
	No	26	86.7%	9	69.2%	2	33.3%	2	40.0%	5
Yes	4	13.3%	4	30.8%	4	66.7%	3	60.0%	2	28.6%
Stated	30	100.0%	13	100.0%	6	100.0%	5	100.0%	7	100.0%
Not stated							1			
Total	30		13		6		6		7	
Disability	Council Housing		Council Housing Other		Pay a bill		ALL			
	No	6	75.0%	6	75.0%	5	83.3%	361	68.1%	
Yes	2	25.0%	2	25.0%	1	16.7%	169	31.9%		
Stated	8	100.0%	8	100.0%	6	100.0%	530	100.0%		
Not stated			0		0		8			
Total	8		8		6		6			

Q12: If you have never used a Local Access Point – why not?

2776 (out of 2869) Respondents providing 3474 reasons

I didn't know about them	I do business with the Council...				I have not needed to interact with the Council	Other
	Though the Website	On the telephone	At the Sleaford Office	At the North Hykeham Office		
1515	647	289	257	70	671	21
43.7%	18.6%	8.3%	7.4%	2.0%	19.3%	0.6%

AGE GROUP BREAKDOWN

Age Group	I didn't know about them		I do business with the Council....										Other	
			through the website		on the telephone		at the Sleaford office		at the North Hyleham Office		I have not needed to interact with the Council			
16-24	51	53.7%	3	3.2%	1	1.1%	2	2.1%	1	1.1%	37	38.9%		0.0%
25-34	137	58.8%	42	18.0%	10	4.3%	11	4.7%	1	0.4%	32	13.7%		0.0%
35-44	232	56.7%	65	15.9%	20	4.9%	13	3.2%	3	0.7%	74	18.1%	2	0.5%
45-54	344	48.9%	128	18.2%	46	6.5%	45	6.4%	7	1.0%	131	18.6%	2	0.3%
55-64	303	39.0%	182	23.4%	70	9.0%	49	6.3%	17	2.2%	150	19.3%	6	0.8%
65-74	297	37.2%	157	19.6%	86	10.8%	81	10.1%	23	2.9%	151	18.9%	4	0.5%
Over 75	95	30.1%	52	16.5%	41	13.0%	46	14.6%	12	3.8%	65	20.6%	5	1.6%
Age Given	1459	43.8%	629	18.9%	274	8.2%	247	7.4%	64	1.9%	640	19.2%	19	0.6%
Not stated	56	40.6%	18	13.0%	15	10.9%	10	7.2%	6	4.3%	31	22.5%	2	1.4%
Grand Total	1515	43.7%	647	18.6%	289	8.3%	257	7.4%	70	2.0%	671	19.3%	21	0.6%

Q12: If you have never used a Local Access Point – why not? WARD SUMMARY

	2776 (out of 2869) Respondents providing 3474 reasons						
	A. I didn't know about them	B. I do business with the Council...				B5 I have not needed to interact with the Council	B6 Other
		B1 Though the Website	B2 On the telephone	B3 At the Sleaford Office	B4 At the North Hykeham Office		
LAP WARDS	43.8%	20.1%	8.5%	3.1%	1.0%	22.9%	0.6%
NO LAP WARDS	43.9%	17.9%	8.1%	10.0%	2.8%	16.7%	0.6%
ALL WARDS	43.9%	18.7%	8.2%	7.5%	2.1%	19.0%	0.6%

Listing by ward is on the following page, and uses the reasons codes (A, B1, B2 etc as used in the table above) only

Q12: If you have never used a Local Access Point – why not? WARD SUMMARY

	2776 (out of 2869) Respondents providing 3474 reasons						
	A. I didn't know about them	B. I do business with the Council...				B5 I have not needed to interact with the Council	B6 Other
		B1 Though the Website	B2 On the telephone	B3 At the Sleaford Office	B4 At the North Hykeham Office		
LAP WARDS	43.8%	20.1%	8.5%	3.1%	1.0%	22.9%	0.6%
NO LAP WARDS	43.9%	17.9%	8.1%	10.0%	2.8%	16.7%	0.6%
ALL WARDS	43.9%	18.7%	8.2%	7.5%	2.1%	19.0%	0.6%

Listing by ward is on the following page, and uses the reasons codes (A, B1, B2 etc as used in the table above) only

Q12: If you have never used a Local Access Point – why not? WARDs Detail

WARD	A	B1	B2	B3	B4	C	D
Bassingham and Brant Broughton	35.9%	22.5%	12.7%	4.9%	3.5%	19.7%	0.7%
Billingham, Martin and North Kyme	49.5%	21.8%	7.9%	4.0%	0.0%	15.8%	1.0%
Bracebridge Heath and Waddington East	44.6%	17.4%	6.6%	1.4%	1.9%	26.8%	1.4%
Cliff Villages	41.0%	21.7%	8.1%	4.3%	0.6%	24.2%	0.0%
Heckington Rural	53.8%	12.3%	9.9%	7.6%	0.0%	16.4%	0.0%
Heighington and Washingborough	46.0%	20.1%	5.7%	0.6%	0.0%	27.6%	0.0%
Metheringham	27.8%	31.1%	13.3%	0.0%	0.0%	25.6%	2.2%
Skellingthorpe	47.1%	22.1%	4.4%	0.0%	1.5%	25.0%	0.0%
LAP Wards Subtotal	43.8%	20.1%	8.5%	3.1%	1.0%	22.9%	0.6%
Ashby de la Launde and Cranwell	50.7%	13.9%	8.3%	8.3%	0.0%	18.1%	0.7%
Branston	38.0%	27.1%	13.2%	0.8%	2.3%	17.8%	0.8%
Eagle, Swinderby and Witham St Hughs	48.4%	21.3%	7.1%	1.3%	1.9%	18.7%	1.3%
Kirkby la Thorpe and South Kyme	42.4%	20.0%	4.7%	12.9%	0.0%	20.0%	0.0%
Leasingham and Rauceby	36.9%	25.2%	9.9%	18.0%	0.0%	9.0%	0.9%
North Hykeham Forum	43.3%	17.5%	9.3%	2.1%	11.3%	14.4%	2.1%
North Hykeham Memorial	33.9%	16.9%	8.5%	0.0%	13.6%	25.4%	1.7%
North Hykeham Mill	49.3%	19.3%	5.7%	0.7%	7.9%	16.4%	0.7%
North Hykeham Moor	50.9%	17.0%	7.5%	3.8%	5.7%	15.1%	0.0%
North Hykeham Witham	41.2%	11.8%	7.1%	2.4%	14.1%	22.4%	1.2%
Osournby	42.9%	20.6%	9.5%	11.1%	0.0%	15.9%	0.0%
Ruskington	43.4%	18.0%	10.7%	13.2%	0.0%	14.1%	0.5%
Sleaford Castle	39.2%	13.9%	11.4%	26.6%	0.0%	7.6%	1.3%
Sleaford Holdingham	43.2%	16.2%	9.5%	16.2%	0.0%	14.9%	0.0%
Sleaford Navigation	34.5%	12.7%	10.9%	29.1%	0.0%	12.7%	0.0%
Sleaford Quarrington and Mareham	45.4%	14.2%	4.2%	15.8%	0.0%	20.4%	0.0%
Sleaford Westholme	34.0%	20.8%	3.8%	26.4%	0.0%	15.1%	0.0%
Waddington West	58.7%	12.7%	6.3%	0.0%	4.8%	17.5%	0.0%
Non LAP Wards sub-total	43.9%	17.9%	8.1%	10.0%	2.8%	16.7%	0.6%
ALL WARDS	43.9%	18.7%	8.2%	7.5%	2.1%	19.0%	0.6%

Q13: What services or community activities would you like to see at a Local Access Point

Response Category	16-24	25-34	35-44	45-54	55-64	65-74	Over 75	Not stated	Grand Total
No change			2	3	7	36	13		61
More information			1	8	5	14	7		35
Not sure			2	6	8	13	5		34
Bus pass renewals					2	10	3		15
Improved facilities					4	6	4	1	15
Social, health activities		1		1	4	6	1		13
All council services			1	2	1	1			5
lcc problem reporting					2	1			3
unrelated			1		1	1			3
Consultation events						1	1		2
Longer opening hours				1	1				2
police						1		1	2
road issues						1	1		2
closure								1	1
Services already provided							1		1
z-none stated	3	6	10	36	43	117	47	1	263
Grand Total	3	7	17	57	78	208	83	4	457

Actual comments for all with the exception of the “not sure” category are listed on the next 9 pages. Comments were only received for those respondents who had previously used a Local Access Point.