



50+ Forum Survey 11 (September 2013)

We value the views of our Forum Members and aim to use the results to help improve service delivery. Please complete the following survey by Friday 11th October. We sincerely thank you for your time and efforts in completing this survey.

Questions 1-5 are asked to gather demographic data only and are used to identify trends by age, gender, postcode area and length of residence. This data is not used for any other purpose. We fully comply with the Data Protection Act.

1. Membership Number

2. Following 'SA', what are the first two numbers of your postcode?

3. Are You...?

- Male
 Female

4. What is your age?

- 50-59
 60-69
 70-79
 80+

5. How long have you lived in Carmarthenshire?

- Less than one year*
- 1-5 years*
- 6-10 years*
- 11-15 years*
- 16-20 years*
- Over 20 years*

Budget Consultation 2014/15

For a number of years the Authority has acknowledged the difficult funding scenario that it has faced, and has recognised the need to do things differently and prioritise how it wishes to spend its (increasingly) scarce resources. The authority has been able to set balanced budgets despite the decreasing resources, whilst maintaining service standards to a large degree and during the last five years we have had to achieve and deliver some £32 million of efficiencies.

Moving forward, whilst still retaining a focus on efficiency, it is recognised that a fundamental shift is required in relation to the scale of saving proposals to ensure that financial sustainability can be achieved and a balanced budget set. Views expressed will be considered by Members as they formulate the budget over the coming months.

The Authority has budgeted to spend £499 million on the provision of services this year (2013/14) and this will be funded as follows:

- Welsh Government Revenue Support Grant - £215m (43%);**
- Council Tax - £67m (13%);**
- Fees, Charges and Other income - £56m (11%)**
- National Non Domestic Rates (NDR) - £57m (12%)**
- Specific Grants/Reimbursements - £103m (21%)**

Priorities for Service Spending

Please note: Any decision that the Council takes to increase or reduce spending in its individual services will have real implications for people in Carmarthenshire who use those services.

A number of key Council services are listed below.

2014/2015 Council Tax

The average Council tax bill in Carmarthenshire is £979.70 per annum (£81.64 per month). Accordingly:
- Every 1% increase in Council tax equates to an additional spend of £675,000 on Council services
- Every 1% decrease in Council tax would lead to a cut of £675,000 in Council services

8. Please complete the following statement by choosing the option you most agree with in respect of setting Council Tax for 2014/2015

- I would be prepared to pay **slightly more Council tax** in order to protect council services
- I would prefer to **freeze Council tax**, even if this leads to a reduction in Council services
- I would be prepared to pay **lower council tax even** if it meant greater cuts in services

9. The cost of some services are met by a mix of tax revenue and user charges. In general, to what extent do you agree that a greater proportion of the cost should be borne by those using the service?

- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree
- Don't know

10. Do you have any reasonable ideas or suggestions as to where and/or how the Council could make efficiency savings or raise income? Please also include suggestions for services that should be discontinued.

11. Do you have any further comments to make on the 2014/2015 budget?

Council Webcasting

In May 2013, Carmarthenshire County Council become the first local authority in Wales to broadcast, over the internet, simultaneous bilingual transmissions of its Full Council Meetings. The live webcast, and subsequent archived versions, can be accessed through www.carmarthenshire.gov.uk

12. Have you viewed a Full Council Meeting live or as an archived version?

- Yes (Go to Q13)
- No (Go to Q16)

13. How did you find out about the webcast (please tick all that apply)?

- | | |
|---|---|
| <input type="checkbox"/> Information from the Council (e.g. Carmarthenshire News) | <input type="checkbox"/> Word of mouth |
| <input type="checkbox"/> Council website | <input type="checkbox"/> Told about it by a Council Officer |
| <input type="checkbox"/> Local newspaper | <input type="checkbox"/> Told about it by a Councillor |
| <input type="checkbox"/> Online news source (e.g. BBC) | <input type="checkbox"/> Other (please specify) |

14. In what language did you view the webcast?

- English
- Welsh

15. If you have accessed the webcast, how would you rate the following?

	Very good	Good	Average	Poor	Very Poor	Have not used item
Webcast Quality (picture, sound etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The provision of archived meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Links to the agenda and reports for the meeting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Councillor / Speaker profiles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feedback form	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Go to Q18

16. Please tell us why you have not used our webcasting service (tick all that apply).

- I was not aware of it
- I have no interest in using the service
- I do not have a computer / internet access
- I am not computer literate
- Other (please specify)

17. Would you be inclined to watch a Full Council Meeting, over the internet, in the future?

- Yes
- No

18. To what extent do you agree or disagree that webcasting serves to improve local democracy and community engagement?

- Strongly agree Agree Neither Disagree Strongly disagree

19. Following a twelve month trial period, do you believe the Council should continue its commitment to broadcasting full Council meetings?

- Yes
- No
- Don't know

Tourism

Tourism is one of the major economies in Carmarthenshire with growth from £142 million in 1999 to £350 million in 2012 and employing over 6,200 people.

We are about to start developing a Tourism Destination Management Plan for Carmarthenshire - this is a shared vision, statement of intent and clear action plan of how Carmarthenshire should develop over a period of time, primarily taking into account the needs and quality of the visitors experience but also the needs of the local communities, residents, businesses and the environment. Therefore, this 5 year plan is for all those interested in the future of tourism in the county whether private sector, local government, government agencies, local community and residents.

28. How would you rate the effect of tourism in your local area on the following issues?

	<i>Very positive</i>	<i>Positive</i>	<i>Neither</i>	<i>Negative</i>	<i>Very negative</i>	<i>Don't know</i>
Employment levels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of the natural environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crime rates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prices of local goods and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Litter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Noise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wildlife	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic congestion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overcrowding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Property prices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29. What do you think is Carmarthenshire's most appealing feature to tourists?

30. What type of attractions, events or amenities should be developed in Carmarthenshire

31. What aspects of Carmarthenshire do you think need improving, for the tourist visitor?

32. What do you think is the biggest threat to Carmarthenshire's tourism industry?

33. What is Carmarthenshire's biggest opportunity or benefit from tourism?

34. Do you have any further comments on tourism in Carmarthenshire?

Trading Standards

Trading Standards are receiving an increase in complaints from consumers regarding nuisance telephone calls. With many elderly and vulnerable residents in Carmarthenshire falling victim to telephone scams.

Nuisance calls encompass any type of unwanted, unsolicited, telephone call. Common types of nuisance calls include telemarketing, silent and pre-recorded message calls e.g PPI

35. In an average week, how many nuisance calls do you receive?

- None (Go to Q37)
- 1-3
- 4-6
- 7-9
- More than 10

36. What type of nuisance calls do you receive? (please tick all that apply)

- Finance
- Scams
- Energy
- Home Improvements
- Surveys/Market research
- Silent calls
- Other (please specify)

37. How do nuisance calls make you feel? (please tick all that apply)

- Angry
- Annoyed
- Fearful
- Vulnerable
- Frightened
- Don't mind the calls
- Other (please specify)

38. The Telephone Preference Service is a free service which allows UK consumers to opt out of receiving telemarketing calls. Which of the following statements best applies to you? (please select ONE option only)

- I have never heard of the Telephone Preference Service
- I have heard of the Telephone Preference Service, but am unclear as to what it entails
- I am aware of the Telephone Preference Service but have not registered for the service
- I am aware of the Telephone Preference Service and have registered on the service

39. Carmarthenshire County Council currently operate a Registered Traders Scheme. The scheme is intended to help consumers identify reputable local businesses. If a business displayed the below logo, would you be more inclined to contract with them?



Yes

No

40. In the current financial climate it is ever more important that people of all ages should be aware of how to manage money responsibly and have the skills, knowledge and understanding to make good financial decisions.

How important do you feel that financial education is for the following age groups?

	Extremely Important	Important	Neither	Somewhat Important	Not at all important
7 - 10 years (primary school)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11 - 14 years (secondary school - Key Stage 3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15 - 18 years (secondary school & college)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19-21 years (University / further education)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22 - 49 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
50-64 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
65+ years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>