

50+ Survey 2017 - Headline Results

Below, the results of the consultation have been summarised in order to provide an overview of the Survey findings. The sections have been divided into the central themes, which were a part of the survey.

Theatres

- Over 60% of individuals have not visited any of the three theatres in Carmarthenshire in the last twelve months. The primary reason for attending the theatres was because of a specific performance.
- Overall, the majority of respondents were happy with the cleanliness, the programmes, value for money, facilities, accessibility and parking of theatres in Carmarthenshire with an Average Index Score (AIS) consistently over 1.
- Most 50+ members who had visited the theatres found out about the events through brochures, word of mouth and posters with less than 20% receiving information from online sources.
- - Main reasons for not attending: lack of awareness, no interest, lack of publicity, performances shown not of interest and lack of transport.
- How can the council encourage individuals to attend: cheaper tickets, greater range of shows and better transport.
- An average percentage of 85% of individuals would not be interested attending Welsh language shows across the three theatres in Carmarthenshire.

Trading Standards

- Nuisance/scam telephone calls were noted as the most important issue that needs to be prioritised by Trading Standards. Doorstep selling and investment/pension fraud also received high priority ratings.
- Respondents agreed that a list of builders and allied trades persons registered with, and audited by Trading Standards would be beneficial and that nuisance

calls is a problem. Also, a trend in the results shows that as age increases, individuals are less confident in using computers.

- When concerning managing financial affairs, members of the 50+ Forum noted that friends and family, Citizens Advice Bureaux and individual financial advisors are the main sources of information regarding managing finances.

Age Friendly Communities

- 65% of respondents' strongly agreed/agreed that they live in an age friendly community. A trend which was seen was that as age increased, the perception that Carmarthenshire has an age friendly community increased.
- Respondents noted that improving transport, monitoring isolated residence, raise awareness regarding barriers facing older people, increase the amount of day centres and increase the number events available for older residence would promote an age friendly community.
- 59% of respondents feel that they are not being consulted with properly and that the Council is not addressing the core issues that matter to older adults.

Dementia friendly community

- Respondents overall neither disagreed nor agreed that Carmarthenshire is a Dementia friendly community (AIS 0.02).
- Forum members suggested providing information to the public, Create Social Groups, Advertisement of services / facilities available and train more staff would improve Carmarthenshire as a Dementia friendly community.

Falls Prevention

- 'Inspecting Highways, footways and lighting infrastructure on a regular basis to identify any defects posing a danger or hazard to the public' was the most important action the Council takes to prevent falls. Also, all actions, which are taken by the Council to reduce the risk of falls, received support with all AIS over 0.8.
- Uneven pavements, stairs, gardening and physical health were the most reported causes of falls.

- Increased pavement maintenance, additional support for the vulnerable and improve accessibility in public areas were sighted as additional actions the Council need to take in order to reduce the risk and prevalence of falls.

Opportunities for Employment and New Skills

- 50+ forum agreed that the council are doing the right things to maximise opportunities for employment and new skills.
- The action which received the lowest AIS was 'Pre-retirement planning sessions – highlight the benefits of continued employment, volunteering and learning.
- The actions, which received the highest AIS, are 'Deliver computer classes at libraries throughout the county' and 'consider the feasibility of installing superfast broadband in community venues throughout the County'.
- Respondents reported that if the Council publicised classes and events, increased the selection of courses, increased the number of classes in all areas of the county and provide lessons/classes in I.T. literacy this would encourage members to attend.
- A slight majority of respondents did not feel that their contribution as a volunteer was supported or celebrated by the Council. Participants noted that the Council could raise awareness provide financial assistance, listening to carers, improve training, provide a reward scheme and increase training opportunities in order to assist volunteers and carers.

Loneliness and Isolation

- Overall there was a relatively strong agreement by respondents that then council is doing all it can to reduce loneliness and isolation in Carmarthenshire.
- Members of the forum suggested by improving community transport, increasing events in local areas and setting up a home visit scheme by volunteers, this would help tackle loneliness and isolation.
- Respondents suggested that bereavements are the main cause of loneliness and isolation. Other key causes of isolation and loneliness also included; the lack of family or that they live in another area, insufficient transport and illness.

- High percentages of respondents reported that they do not know where to access information regarding isolation or loneliness. Similarly, a high percentage reported that they do not feel voluntary services are publicised enough.