

50+ FORUM – RESULTS FROM SURVEY 2

Energy Efficiency Assistance

We asked you if prior to receiving this survey, you were aware that by insulating your walls and loft you could save between £210 and £310 on your fuel bills. Pleasingly, 90% of you replied 'yes' and only 10% replied 'no'.

We then asked you whether you were aware that the Council is able to arrange loft and cavity wall insulation for people aged over 70, or on certain state benefits free of charge. Again, the results were positive with 83% of you replying 'yes', 16% of you replying 'no' and 1% saying that you weren't sure.

When asked where would you go for help if you wanted advice about how to make your home more energy efficient to save money on your bills. The results were...

Council via telephone	19%
Internet	11%
Advice organisation	7%
Ask friends or family	15%
Leaflet put through the door	5%
Council face-to-face	4%
Council via internet or e-mail	11%
Library	12%
Phone directory	13%
Other	3%

For your information, Energy Efficiency Assistance is available through Carmarthenshire County Council's Home Improvement Team and for further information or to apply for assistance, please call Carmarthenshire Direct on 01267 234567.

Your Health

We initially asked to rate your health and the results were...

Excellent	10%
Very good	26%
Good	33%
Fair	24%
Poor	7%

Following on from this, we asked if you had your flu immunisation last year. 49% of you responded 'yes' and 51% 'no'. Those who **hadn't** had a flu immunisation last year were then asked the main reasons for not doing so. The most mentioned reason was '*I am in good health so I don't need an annual flue immunisation*' with 25% of responses. The full list is detailed below...

Not enough information is available about the benefits of receiving annual flu immunisations	8%
Lack of awareness about local availability of the flu immunisation clinics	9%
I don't believe it works	6%
I believe that flu immunisations can make you ill	11%
I am concerned about the side effects	16%
I am in good health so don't need an annual flu immunisation	25%
I don't think it is necessary	11%

Over a half of you (55%) said that you were planning to get your flu immunisation this year and 45% of you weren't.

Consultation

When asked 'If we were to organise a 50+ Forum meeting involving small discussion groups with forum members, county councillors, a guest speaker and key officers from Carmarthenshire County Council in attendance, would you be likely to attend?' the majority of you (76%) responded positively. When asked when it would be most convenient for you to attend, the results were.....

Weekday day time	48%
Weekday evening	29%
Saturday day time	16%
Saturday evening	6%
Other	1%

Housing

Carmarthenshire County Council is considering building, in partnership with local housing associations, accommodation specially-designed for the needs of older people. This may include:

- 2 bedroom bungalows, in small groups, spread around the County
- Flexible care schemes, with self-contained 1 and 2 bedroom apartments, with care and support according to the needs of the individual, ranging from no support through to very high levels of support. Generally these would have 40 - 60 apartments on the same site.
- Care villages, with a range of different types of home for older people on the same site, including bungalows and apartments, as well as a nursing home. These might have 60 - 150 homes on the same site.

We wanted to know your views on these potential schemes, both generally across the county as a whole, and also in relation to yourself or your family.

We asked which of the options you thought Carmarthenshire County Council should be building for older people across the county. The most popular option with 93% of you responding positively was 2 bedroom bungalows, followed by flexible care schemes (92%) and care villages (75%). Suggestions regarding other options included better home care provision to allow people to stay in their own homes.

We then asked you to think specifically about you and your family – which of the housing options would **you** consider. Again the 2 bedroom was the most popular option with 91% of you responding positively. This was followed by flexible care schemes (77%) and care villages (63%).

You were invited to suggest any other options and although you responded positively to the flexible care schemes in the county, many commented the sheltered housing schemes throughout the county already work well and it seems that many like the idea of groups of self contained flats with communal areas and gardens. Another common theme throughout the responses was that any new developments should include, or at least be near to local shops.

Libraries and Heritage Service

Carmarthenshire County Council is conducting a review of its Libraries and Heritage Service to identify future service options. It wants to spend the money it has available for Libraries and Heritage services in the best possible way to meet the needs of the Carmarthenshire population. The results of the 50+ Forum survey along with other consultation exercises will help to decide the future of Carmarthenshire's Library and Heritage Services.

When asked '*How often do you visit a Carmarthenshire library?*' the most popular response was 'never' (32%). The full list of responses is detailed below.

Those that did visit libraries were asked a series of questions. The reasons for visiting a library are listed below:

Borrow adult books	34%
Obtain information	21%
Use the local history collections	8%
Use the photocopier	7%
Use computers	7%
Borrow DVDs	5%
Sit and read newspapers	5%
Attend an event	4%
Use as a study space	2%
A meeting	2%

Borrow children's books	1%
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87% of you felt it was fairly or very easy to find the book/information you wanted. 6% felt it was fairly difficult or very difficult and 7% felt it was neither easy nor difficult.

When asked how satisfied you were with the service provided by Carmarthenshire library service, 37% of you were very satisfied, 48% were fairly satisfied, 10% were neither satisfied nor dissatisfied and 4% were fairly dissatisfied.

Those that didn't visit libraries were asked a series of questions. The main reason given for not using libraries was 'I buy all my books' (34%). When asked what would make you begin to use the library service more often, the results were....

Longer opening hours	14%
Having a library close to where I live	12%
Longer borrowing period	11%
Better access / transport links	10%
Wider choice of reference books	9%
More publicity about services	9%
Wider choice of non-fiction	8%
Wider choice of fiction	7%
More publicity about events / displays	7%
Able to hire computer games	2%
More seating or reading areas	2%
More computers	1%

You said that you would like Carmarthenshire Libraries to offer other services, namely refreshments, well-publicised lectures and discussion groups. When asked for other ideas to improve the libraries services you said that some signage within the libraries could be better placed and that some book collections such as crime and fiction could be expanded. Some commented that the mobile library should visit more frequently than they do currently.

When asked, *Have you ever visited one of Carmarthenshire's museums?* 63% of you had and 37% hadn't.

Those that had visited one of Carmarthenshire's museums were asked a series of questions. The museum most visited was Carmarthenshire County Museum in Abergwili – 34% of those who said they had visited a Carmarthenshire museum had visited the County Museum. Parc Howard Museum was second on the list (19%) followed by The Museum of Speed, Pendine (17%). By far the most popular reason for visiting the museum was 'leisure'.

Overall, you said that you were satisfied with the museum service provided by the Carmarthenshire Heritage service.

Very satisfied	31%
Fairly satisfied	45%
Neither	20%
Fairly dissatisfied	4%

When asked for suggestions for additional service you would like to see Carmarthenshire Museums provide, many said they would like to see more exhibitions about local life, culture, ecology and local environmental issues. Some said they would like to see on-line exhibitions and more information available on-line.

For those that hadn't visited a museum, your top 3 reasons were:

1.	Don't know where they are	25%
2.	Don't know what is on offer	24%
3.	Access transport problems	17%

When those who hadn't visited Carmarthenshire's museums were asked 'What would make you begin to use the Museum service more often? The top 3 suggestions were.....

1.	More publicity about the service	27%
2.	More publicity about events /exhibitions	26%
3.	Having a museum closer to where I live	13%

When asked if you had ever visited the Archive service the greatest proportion of you (80%) responded negatively. The most popular for visiting the archive service was to research local history (46%).

Pleasingly, 99% of those who had visited the archive service said that they would visit the service again and 82% said that they were satisfied with the service provided by the archive service (42% very satisfied and 40% fairly satisfied).

For those who hadn't visited the archive service your top 3 reasons were:

1.	Don't know where they are / where to find them	34%
2.	Don't know what is on offer	31%
3.	Irrelevant to me	12%

When those who hadn't visited the Archive service were asked '*What would make you begin to use the archive service more often*, the top suggestions were:

Better publicity about what is in the archives	62%
Having an archive service closer to where I live	16%