

Headline Results

Demographic Information

- A total of 351 responses were received, representing a response rate of 22%. 37% of members completed the survey online whilst 63% opted to complete hard copies of the survey.
- Majority of respondents to Survey 18 were female (74%) with the largest proportion of individuals aged between 70 and 79 (34%). Over a quarter (27%) of the respondents noted that they considered themselves to have a disability.

Transport

- Majority of respondents stated that they were aware of the Concessionary Fares Scheme with over 90% of 70-79 year olds hearing about the scheme.
- Only 12% of respondents indicated that they have used the Country Cars Scheme with a higher amount of older individuals reporting its use. Furthermore, 40% of those who have used this service considered themselves to be disabled.
- 71% of respondents have used the Concessionary Fares Scheme to use free bus travel with 95% of 80+ year olds having used this service. A large majority of individuals noted that they had not used the Bwcabus service (96%).
- Respondents indicated that they are likely to use the bus service less frequently with 32% of respondents indicating that they have never used the service. Of those who have used the service, just under half (49%) rated the disability services on the buses 4 or more stars out of 5.
- The most often reported reasons for not using the Carmarthenshire Bus Service more regularly were Service Frequency (29%), availability of services within easy walking distances (23%) and Interchange between bus/coach/rail (10%).
- All sources of information were deemed useful when using bus services in Carmarthenshire. Printed timetable information at bus stops was seen to be the most useful.

Mobile Libraries

- A large majority of respondents are currently not using (97%) the mobile library service.
- Of those who had used the mobile library (3 %), many noted their satisfaction of the service. Some comments were made regarding the lack of publicised information regarding the mobile library, the need for extra books and increasing the number of places that they visit.
- The main reasons why individuals have not used the mobile libraries were; currently able to access local library, the mobile library does not visit their area, lack of information regarding where and what time the van visits, some noted their use of personal devices and personal books and finally, some noted that they are in work when the mobile library visits.
- Many expressed that they like the idea of a 'themed approach' to content in the mobile library, however some noted that this would not suit everyone. The majority of suggestions in terms of possible themes were concerned with Health, fitness and well-being (51%) whilst Gardening (16%) and Cooking (15%) also received a high number of mentions.
- A slight majority (52%) of respondents reported that they are confident using iPads. Interestingly, as age increased, confidence in the use of iPads decreased.
- A number of suggestions were made regarding what other services the mobile libraries could provide such as; Citizens advice, Provide Blue Bags, Arts and Craft Sessions, Information provided on 'What is going on', Teaching Digital Skills, Provide Refreshments and Health Advisors.

Digital Inclusion

- The most common technology used was mobile phones with 90% of respondents stating that they currently use. Interestingly, use of all technologies decreased as the age group increased.
- The most often reported reasons for using the internet were; sending and receiving emails (72%), shopping online (58%) and accessing health information online (56%).
- 60% of respondents indicated that the training/advice session they would most like to receive is researching family history. Using computers and laptops (39%) and Internet safety (33%) also received a large proportion of selections.

- Most age groups reported that the training/advice session they would like to receive would be on researching family history. However the 80+ age category indicated that they would be most interested in receiving support and training in using a computer and laptop.

Ageing Well Carmarthenshire

- The training or educational course which received the highest interest was Arts and Crafts (44%). This was then closely followed by Welsh for Adults (30%), Digital literacy (24%) and foreign language courses (24%).
- 15% of respondents noted they cared for someone, over half (52%) of carers indicated that they are aware of the Carmarthenshire Carers Forum. 75% of respondents who indicated that they care for someone, reported that they do not receive support from appropriate organisations as a carer. The age group which had the highest percentage of carers was the 50-59 age category (25%).
- Respondents indicated that assistance in helping create an excellent C.V., providing more information on available support services, hosting more job fairs and increasing advertisement of appropriate jobs for older people would provide support when concerning employment opportunities.
- 60% of respondents agree or strongly agree that they live in an age-friendly community. Responses also indicate that older age groups perceive they live in an age friendly community in comparison to younger age bands.
- Results show that 35% of respondents either strongly agreed (5%) or agreed (30%) that Carmarthenshire is a Dementia-friendly community.
- 21% of respondents do not think that the Local Authority is doing all it can, in line with their service provision, to reduce the risk of falls.
- 16% of members noted that they had fallen in the last 12 months. Of those who had fallen, over half (51%) did not report the event to any services. Only 4% of individuals were assessed by the 'falls prevention programme'. 87% of respondents indicated that they did not receive sufficient support to reduce the risk of fall events in future.
- 17% of respondents noted that they have experienced social isolation. 1 in 3 adults in the 50-59 age group experienced social isolation whilst 36% of those who noted they have experienced social isolation were aged 60-69.

- 22% of respondents indicated that they have experienced Loneliness. Of the 22%, 33% of these individuals were aged 70-79. Furthermore, it was also seen that of those individuals who have experienced loneliness 39% considered themselves to be disabled

- 31% of individuals either disagreed (23%) or strongly disagreed (8%) that enough is being done to tackle loneliness and isolation in the county. Many suggestions were made in order to tackle social isolation and loneliness such as; increase number of events, increase the number of places to meet, community engagement, home visits from professionals and provide more information on how volunteers can help lonely people.