

50+ Forum Annual Survey 18



1) Following 'SA', what are the first two numbers of your postcode? (e.g. if your postcode was SA50 2PG the numbers we require are 50).

2) What is your age?

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

3) How long have you lived in Carmarthenshire?

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

4) What is your ethnic group?

- White Black / African / Caribbean / Black British
 Mixed / multiple ethnic groups Prefer not to say
 Asian / Asian British Other ethnic group (please specify below)

5) What is your gender?

- Female Male Prefer not to say

6) What is your partnership status

- Single Separated Civil Partner
 Married Divorced Prefer not to say
 Cohabiting Widowed Other (please specify below)

7) Do you consider yourself to be disabled?

- Yes No Prefer not to say

8) Can you understand, speak, read or write Welsh? (Please tick all that apply)

- Understand spoken Welsh Speak Welsh Write Welsh
 Read Welsh None of the above

Transport

- 9) The Concessionary Fares Scheme exists all over Wales for people aged 60+ and offers benefits such as **free bus travel, free Bwcabus** and half price on **Country Cars** journeys for residents of Carmarthenshire. For more information regarding the scheme and how to register please visit the Carmarthenshire County Council website .
 - **Country Cars** is a voluntary social care scheme which is designed to fill gaps in the rural areas and also caters for people who are physically unable to use public transport in both town and rural areas.
 - If you don't have a bus service or if the times are not suitable, you can take advantage of the **Bwcabus** service. Bwcabus allows you the possibility to travel where and when you want in the Teifi Valley.

| | Yes | No |
|---|-----------------------|-----------------------|
| Were you aware of the Concessionary Fares Scheme? | <input type="radio"/> | <input type="radio"/> |
| Have you used the Country Cars Scheme? | <input type="radio"/> | <input type="radio"/> |
| Have you used a bus pass to use the free bus service? | <input type="radio"/> | <input type="radio"/> |
| Have you used the Bwcabws service? | <input type="radio"/> | <input type="radio"/> |

- 10) **How often do you travel by bus within Carmarthenshire?**

- 5+ times a week Once a week At least 4 times a year
 2-4 times a week At least once a month Never

- 11) **How would you rate the disabled access and facilities of the bus service in Carmarthenshire? (1 = Very poor to 5 = Excellent)**

- 1 2 3 4 5

- 12) **If you do not use the bus service often, please tell us why? (please tick all that apply)**

- | | |
|--|--|
| <input type="checkbox"/> Service frequency | <input type="checkbox"/> Reliability of travel times |
| <input type="checkbox"/> Fare costs | <input type="checkbox"/> Lack of provision of low floor easy access vehicles |
| <input type="checkbox"/> Length of journey | <input type="checkbox"/> Interchange between bus/coach/rail |
| <input type="checkbox"/> Availability of services within easy walking distance | <input type="checkbox"/> Other (please specify below) |

If other, please Specify:

- 13) **To what extent do you agree that the following sources of information are useful when using bus services in Carmarthenshire?**

| | Strongly agree | Agree | Don't know | Disagree | Strongly disagree |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Printed timetable information at bus stops | <input type="radio"/> |
| Real-time information at bus stops offering notification of delays (<u>Not currently available in the County</u>) | <input type="radio"/> |
| Printed timetables available by post | <input type="radio"/> |
| Printed timetables available on board the buses | <input type="radio"/> |
| Timetables via the website | <input type="radio"/> |
| Public transport telephone/online journey enquiry service (Traveline - a public transport route planner) | <input type="radio"/> |

14) Do you have any suggestions on how the access and facilities could be improved?

Mobile Libraries

The mobile library carries a choice of books for adults and children, in English and in Welsh, including popular fiction and non-fiction, as well as large print titles. Audio and visual material is also available. You can use the mobile library's free Wi-Fi using our on-board iPads or your own device. You can access photocopying and printing facilities and a range of other services including Universal Credit, citizen's advice as well as searching for employment opportunities.

15) Please tell us your opinion on the new mobile library provision.

Yes

No

Have you ***previously*** used the Carmarthenshire mobile libraries?

Do you ***currently*** use the Carmarthenshire mobile libraries?

16) Please give us your opinion on the mobile libraries:

17) If you don't use the mobile library please tell us why?

18) Please tell us which service you have used most when visiting our mobile library service?

Internet services

Borrowing books

Borrowing/Listening to music

Research

Borrowing films

Other

Please specify:

19) A themed approach is being considered for the delivery of the mobile library service, focusing on delivering an increased choice based on a given theme. Is there a particular theme you would like to see introduced? (e.g. well-being, fitness, dementia awareness, history, gardening, cooking, emotional well-being etc.). Please comment below.

20) The mobile libraries are supplied with iPads as a means of accessing internet services. Please answer the following questions:

Yes

No

I am confident using an iPad to access the internet

I would you like to have iPad training delivered in my local community

21) Please give a brief indication of what additional activities or services you would like to see provided through the mobile library services?

22) Please tell us how the mobile library service can be improved?

23) The council have an online digital library which provides library members with access to services online (e.g. e-books, access to newspapers and magazines, access to academic research, etc.). Do you use the Council's digital library service?

Yes

No

24) If not, please tell us why.

25) If you do use the online digital library, please rate your experience out of 5 (1-Poor to 5 - Excellent).

1

2

3

4

5

Digital Inclusion

Greater digital inclusion for older people in the County is important and it is recognised that this need will become greater as services, both public and private, are delivered through digital means, often with considerable savings and practical convenience for users.

26) Do you use the following technology?

| | Yes | No |
|---|-----------------------|-----------------------|
| Mobile phone | <input type="radio"/> | <input type="radio"/> |
| Internet at home | <input type="radio"/> | <input type="radio"/> |
| Smart television | <input type="radio"/> | <input type="radio"/> |
| Personal Computer (PC) or laptop at home | <input type="radio"/> | <input type="radio"/> |
| Games console (e.g. Wii, Xbox, PlayStation) | <input type="radio"/> | <input type="radio"/> |
| Tablet (e.g. iPad, Acer, Kindle, Galaxy etc.) | <input type="radio"/> | <input type="radio"/> |

27) Do you use the internet for the following purpose?

| | Yes | No |
|---|-----------------------|-----------------------|
| Sending and receiving emails | <input type="radio"/> | <input type="radio"/> |
| Social media (e.g. Facebook, Twitter) to contact friends and family | <input type="radio"/> | <input type="radio"/> |
| Searching for jobs or courses online | <input type="radio"/> | <input type="radio"/> |
| Access health information online | <input type="radio"/> | <input type="radio"/> |
| Shopping online | <input type="radio"/> | <input type="radio"/> |
| Managing my finances (online banking) | <input type="radio"/> | <input type="radio"/> |
| Other (Please Specify below) | <input type="radio"/> | <input type="radio"/> |

28) Please specify if you use the internet for any other function.

29) Would you be interested in any of the following training or advice sessions? (Please tick all that apply)

- | | | |
|---|---|---|
| <input type="checkbox"/> Using a computer/laptop | <input type="checkbox"/> Online job searching | <input type="checkbox"/> Online banking |
| <input type="checkbox"/> Internet and e-mail | <input type="checkbox"/> Social Media sites | <input type="checkbox"/> Using a mobile phone |
| <input type="checkbox"/> Researching family history | <input type="checkbox"/> Internet safety | <input type="checkbox"/> Other (Please specify) |

If other, please specify:

Ageing Well in Carmarthenshire

The following questions are linked to our Ageing-well, well-being objective.

Opportunities for Employment and New Skills - This entails maximising the benefits of work, volunteering and learning for older people, and the wider economy. Older people should be able to develop their employability, skills and interests and free to continue contributing to communities.

30) Would you be interested in any of the following education or training courses?

| | Yes | No |
|---|-----------------------|-----------------------|
| Literacy | <input type="radio"/> | <input type="radio"/> |
| Numeracy | <input type="radio"/> | <input type="radio"/> |
| Welsh for adults | <input type="radio"/> | <input type="radio"/> |
| English for speakers of other languages | <input type="radio"/> | <input type="radio"/> |
| Digital literacy | <input type="radio"/> | <input type="radio"/> |
| Foreign languages | <input type="radio"/> | <input type="radio"/> |
| Arts & Crafts | <input type="radio"/> | <input type="radio"/> |
| General education | <input type="radio"/> | <input type="radio"/> |
| Other | <input type="radio"/> | <input type="radio"/> |
| Other (Please specify) | | |

31) Please answer the following regarding Carers, Volunteering and Employment

| | Yes | No |
|---|-----------------------|-----------------------|
| Are you a carer | <input type="radio"/> | <input type="radio"/> |
| Are you aware of Carmarthenshire Carers Forum? | <input type="radio"/> | <input type="radio"/> |
| Do you receive support from appropriate organisations as a carer? | <input type="radio"/> | <input type="radio"/> |
| Do you volunteer on a regular basis? | <input type="radio"/> | <input type="radio"/> |
| Do you know where to find information about volunteering opportunities? | <input type="radio"/> | <input type="radio"/> |
| Are you currently seeking employment opportunities? | <input type="radio"/> | <input type="radio"/> |

32) If yes, please specify which organisations / services have provided you with information or assistance regarding volunteering opportunities?

33) Please tell us what additional support you would like to see provided in respect of employment opportunities?

Age Friendly Communities - An age Friendly Community describes taking action to make sure communities meet the needs of all sections of the community. Making sure facilities - such as transport, and opportunities for interaction, recreation and leisure - are open to older people, generally makes them more accessible to all.

Dementia Friendly Communities - A Dementia Friendly Community considers the ways in which people with dementia can continue to be independent within communities. Dementia comes with a stigma of 'decline', 'burden' and 'deficit'; but communities can do much to help independence and self-esteem. Communities can value the contribution of people with dementia.

Falls Prevention - Fall prevention describes the recognition the negative, and in some cases, irreversible effects fall events can have on older people, and doing what is possible to prevent falls.

34) To what extent do you agree with the following statements:

| | Strongly Agree | Agree | Don't know | Disagree | Strongly Disagree |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| I believe that I live in an age-friendly community. | <input type="radio"/> |
| I believe that I live in a dementia-friendly community. | <input type="radio"/> |
| I believe that the Local Authority is doing all it can, in line with their service provision, to reduce the risk of fall events. | <input type="radio"/> |

35) What further improvements could be made to help ensure that we live in an age-friendly community?

36) What further improvements could be made to help ensure that we live in a dementia-friendly community?

37) What further improvements could be made to ensure that the risk of falls is reduced?

38) Falls prevention. Please answer the following:

| | Yes | No |
|---|-----------------------|-----------------------|
| Have you experienced a significant fall event in the last 12 months? | <input type="radio"/> | <input type="radio"/> |
| Did you notify any services of your fall? (e.g. health services) | <input type="radio"/> | <input type="radio"/> |
| Were you assessed as part of a 'falls prevention' programme? | <input type="radio"/> | <input type="radio"/> |
| Did you receive sufficient support to lessen your risk of future falls? | <input type="radio"/> | <input type="radio"/> |

39) Please tell us how the support could have been improved?

Loneliness and Isolation

40) Would you say that you experience:

| | Yes | No |
|------------------|-----------------------|-----------------------|
| Social Isolation | <input type="radio"/> | <input type="radio"/> |
| Loneliness | <input type="radio"/> | <input type="radio"/> |

41) To what extent do you agree that enough is being done to tackle loneliness and isolation in the county?

- Strongly agree Agree Don't know Disagree Strongly disagree

Please tell us any suggestions for improvement that you would like to see implemented?

42) Are there enough social opportunities in your community?

- Yes No Unsure

43) What additional social opportunities would you like to see in your community?

Thank you for completing this survey