

50+ FORUM

SURVEY 2



Llywodraeth Cynulliad Cymru
Welsh Assembly Government



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ENERGY EFFICIENCY ASSISTANCE

Q1. Prior to receiving this survey, were you aware that by insulating your walls and loft you could save between £210 and £310 on your fuel bills?

- Yes
- No

Q2. Are you 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?

- Yes
- No
- Don't Know

Q3. If you wanted advice about how to make your home more energy efficient to save money on your bills, where would you go for help? (please tick all that apply)

- Council via telephone
- Council face-to-face
- Council via internet or e-mail
- Internet
- Library
- Phone directory
- Leaflet put through the door
- Advice organisation (such as Citizens Advice Bureau, Age Concern etc.)
- Ask friends or family
- Other (please state) _____

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

Q4. In general would you say your health is...

- Excellent
- Very Good
- Good
- Fair
- Poor

Q5. Did you get your Flu Immunisation **last** year?

- Yes (Please go to **Q7**)
- No (Please go to **Q6**)

Q6. What were your main reasons for not getting a flu shot? (please tick all that apply)

- Not enough information is available about the benefits of receiving annual flu immunisations
 - Lack of awareness about local availability of the flu immunisation clinics
 - I don't believe it works
 - I believe that flu immunisations can make you ill
 - I am concerned about the side effects
 - I am in good health so don't need an annual flu immunisation
 - I don't think it is necessary
 - If you have any other reasons for not wanting an annual flu immunisation then please write them in the space below
-

Q7. Are you planning to get your flu immunisation **this year?**

- Yes
- No

CONSULTATION

In Survey 1, we asked if you would be prepared to take part in consultation exercises outside of the survey format. Further to those responses, we would like to know...

Q8. If we were to organise a 50+ Forum meeting in your area involving several small discussion groups with forum members, county councillors, a guest speaker and key officers from Carmarthenshire County Council in attendance....

a) Would you be likely to attend?

- Yes
- No

b) When would be more convenient for you to attend? (please tick all that apply)

- Weekday day time
- Weekday evening
- Saturday day time
- Saturday evening
- Other, please state _____

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 would like 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.

Q9. Which of these do you think Carmarthenshire County Council should be building for older people across the county?

a) 2 bedroom bungalows

- Yes
 No

b) Flexible care schemes

- Yes
 No

c) Care villages

- Yes
 No

Q10. Could you suggest any other options? If so, please state...

Q11. Which of these housing options would you consider for **yourself?**

a) 2 bedroom bungalows

- Yes
 No

b) Flexible care schemes

- Yes
 No

c) Care villages

- Yes
 No

Q12. Would you consider any other options? If so, please state...

CARMARTHENSHIRE COUNTY COUNCIL 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.

By completing this survey, you will help to decide the future of Carmarthenshire's Library and Heritage Services.

LIBRARIES SERVICE

Service Profile:

There are 3 regional libraries within Carmarthenshire (Carmarthen, Llanelli and Ammanford).

There are currently 28 branch / community libraries (8 in Carmarthen region, 10 in Llanelli region and 10 in Ammanford region).

There are 5 mobile libraries in Carmarthenshire. The Mobile libraries operate throughout the County. The larger mobile libraries visit villages and hamlets without branch / community libraries on a regular cycle of journeys and the smaller mobile libraries visit hamlets and individual farmhouses on a similar cycle.

Q13. How often do you visit a Carmarthenshire library? (Please tick one box only)

- More than once a week (Please go to **Q14**)
- Weekly (Please go to **Q14**)
- Fortnightly (Please go to **Q14**)
- Monthly (Please go to **Q14**)
- Less often (Please go to **Q14**)
- Never (Please go to **Q19**)

Q14. Please write in the name of the library (libraries) most used

Q15. What do you use a library for? (Please tick all that apply)

- | | |
|---|--|
| <input type="radio"/> Borrow adult books | <input type="radio"/> Use as a study space |
| <input type="radio"/> Borrow children's books | <input type="radio"/> Use computers |
| <input type="radio"/> Borrow DVD's | <input type="radio"/> Attend an event |
| <input type="radio"/> Obtain information | <input type="radio"/> Use the photocopier |
| <input type="radio"/> Use the local history collections | <input type="radio"/> A meeting |
| <input type="radio"/> Sit and read newspapers | |
| <input type="radio"/> Other (please specify) _____ | |

Q16. How easy is it to find the book / information you want in Carmarthenshire libraries?
(Please tick one box only)

- Very easy
- Fairly easy
- Neither
- Fairly difficult
- Very difficult

Q17. Please rank the following aspects of a library service in importance. Please number each option 1-10, where 1= most important and 10 = least important
(do not use the same number twice)

- Range of books and materials
- Staff helpfulness
- Staff knowledge and expertise
- Reference and information provision
- Hours of opening
- Accessibility to library materials
- Accessibility to library buildings
- Layout and arrangement of library
- Computer access
- Setting / Location of library

Q18. Taking everything into consideration, how satisfied or dissatisfied are you with the service provided by the Carmarthenshire library service? (Please tick one box only)

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

NOW PLEASE GO TO Q22

Q19. Why don't you visit a library? (Please tick all that apply)

- Don't think libraries are relevant to me
- Too many rules and regulations
- Not interested in using a library
- Old fashioned and off-putting
- Don't know where they are / where to find them
- Don't know what is on offer
- Don't know how to join
- I wouldn't know what to do there
- Libraries are not open when I want them to be
- Other (please specify) _____
- I buy all my books
- Find reading difficult
- Fines are too high
- Can't afford to join
- Can't get the information I need
- Don't read books
- Problems last time I visited the library
- Access / Transport problems

Q20. What would make you begin to use the library service more often? (Please tick all that apply)

- | | |
|--|--|
| <input type="radio"/> Wider choice of reference books | <input type="radio"/> Longer opening hours |
| <input type="radio"/> Wider choice of non-fiction | <input type="radio"/> Longer borrowing period |
| <input type="radio"/> Wider choice of fiction | <input type="radio"/> Having a library close to where I live |
| <input type="radio"/> More seating or reading areas | <input type="radio"/> Able to hire computer games |
| <input type="radio"/> More publicity about services | <input type="radio"/> More computers |
| <input type="radio"/> More publicity about events / displays | <input type="radio"/> Better access / transport links |
| <input type="radio"/> More photocopiers | |
| <input type="radio"/> Other (please specify) _____ | |

Q21. Are you a) aware that the library service offers the following services and b) now that you are aware, would you use them? (Please tick all that apply)

	a) Aware of	b) Would use them
Children's story times	<input type="radio"/>	<input type="radio"/>
Housebound readers	<input type="radio"/>	<input type="radio"/>
Audio book loan	<input type="radio"/>	<input type="radio"/>
CD Rom loans	<input type="radio"/>	<input type="radio"/>
Free access to Internet	<input type="radio"/>	<input type="radio"/>
CD loans	<input type="radio"/>	<input type="radio"/>
DVD loans	<input type="radio"/>	<input type="radio"/>

Q22. What other services or facilities would you like Carmarthenshire Libraries to offer?

Q23. Have you any other ideas to improve the Libraries service?

HERITAGE SERVICE

Service Profile:

Heritage Services incorporates the Museum and Archive Services of Carmarthenshire County Council. It operates 5 museums (Carmarthenshire County Museum, Kidwelly Industrial Museum, Parc Howard Museum, Pendine Museum of Speed and Carmarthen Town Museum), a local heritage room in a library and a County Record Office. The service holds and preserves substantial collections of objects and documents, which record the rich and diverse heritage of the communities of Carmarthenshire. Key users are the local community, school children, academic, local and family historians and tourists.

MUSEUMS

Q24. Have you ever visited one of Carmarthenshire's museums? (Please tick one box only)

- Yes – visited a museum (Go to **Q25**)
- No (Please go to **Q29**)

Q25. Which museum(s) did you visit? (Please tick all that apply)

- Carmarthenshire County Museum
- Parc Howard Museum
- Museum of Speed, Pendine
- Kidwelly Industrial Museum
- Carmarthen Town Museum

Q26. Why did you visit the museum(s)? (Please tick all that apply)

- Education
- Leisure
- Asking advice
- Research
- Other _____

Q27. Please rank the following aspects of a museum service in importance. Please number each option 1-9, where 1= most important and 9= least important (do not use the same number twice)

- Displays and objects
- Exhibitions
- Events
- Staff knowledge and expertise
- Staff helpfulness
- Hours of opening
- Safeguarding museums' collections
- Accessibility to buildings
- Setting or location of the building

Q28. Taking everything into consideration, how satisfied or dissatisfied are you with the museum service provided by the Carmarthenshire Heritage Service?

(Please tick one box only)

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

NOW PLEASE GO TO Q32

Q29. Why don't you visit Carmarthenshire's museums? (Please tick all that apply)

- Irrelevant to me
- Not interested
- Old fashioned and off-putting
- Don't know where they are
- Don't know what is on offer
- Not open when I want them to be
- Access / transport problems
- Other (please specify) _____

Q30. What would make you begin to use the Museums Service more often?

(Please tick all that apply)

- More displays / facilities
- More events / exhibitions
- More publicity about the service
- More publicity about events / exhibitions
- Longer opening hours
- Having a museum closer to where I live
- Better access / transport links
- Other (please specify) _____

Q31. Are you a) aware that the museum service offers the following services and b) would you use them? (Please tick all that apply)

	a) Aware of	b) Would use them
Displays about the history of Carmarthenshire	<input type="radio"/>	<input type="radio"/>
Displays about the history of Llanelli	<input type="radio"/>	<input type="radio"/>
Displays about the history of the tinplate and coal industry	<input type="radio"/>	<input type="radio"/>
Displays of art	<input type="radio"/>	<input type="radio"/>
Displays about everyday life	<input type="radio"/>	<input type="radio"/>
Exhibitions	<input type="radio"/>	<input type="radio"/>
Events	<input type="radio"/>	<input type="radio"/>

Q32. What other services or facilities would you like Carmarthenshire Museums to offer?

Q33. Have you any other ideas to improve the Museum service?

ARCHIVES

Q34. Have you ever visited the archive service? (Please tick one box only)

- Yes (Go to **Q35**)
- No (Please go to **Q40**)

Q35. What did you use the archive service for? (Please tick all that apply)

- Family history
- Local history
- Academic research / graduate / undergraduate dissertation
- Legal research
- Other (please specify) _____

Q36. How far did you travel to visit the archives? (Please tick one box only)

- 0-2 miles
- 2-5 miles
- 5 -10 miles
- 10-15 miles
- 15-20 miles
- 20+ miles

Q37. Would you use the archive service again? (Please tick one box only)

- Yes
- No

Q38. Please rank the following aspects of the archive service in importance. Please number each option 1-11 where 1= most important and 11 = least important (do not use the same number twice)

- | | |
|--|--|
| <input type="checkbox"/> Historical research | <input type="checkbox"/> Security of archive material |
| <input type="checkbox"/> Staff helpfulness | <input type="checkbox"/> Accessibility to archive material |
| <input type="checkbox"/> Staff knowledge and expertise | <input type="checkbox"/> Accessibility to building |
| <input type="checkbox"/> Finding aids | <input type="checkbox"/> Location of building |
| <input type="checkbox"/> Reference and information provision | <input type="checkbox"/> Computer access |
| <input type="checkbox"/> Opening hours | |

Q39. Taking everything into consideration, how satisfied or dissatisfied are you with the archive service? (Please tick one box only)

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

NOW PLEASE GO TO Q43

Q40. Why don't you visit the archive service? (Please tick all that apply)

- Irrelevant to me
- Not interested
- Old fashioned and off-putting
- Don't know where they are / where to find them
- Don't know what is on offer
- Not open when I want them to be
- Access / transport problems
- Other (please specify) _____

Q41. What would encourage you to use the archive service? (Please tick all that apply)

- Longer opening hours
- Better access / transport links
- Better publicity about what is in the archives
- Having an archive service closer to where I live
- Other (please specify) _____

Q42. Are you a) aware that you can research the following in the archives and b) would you use them? (Please tick all that apply)

	a) Aware of	b) Would use them
Family history	<input type="radio"/>	<input type="radio"/>
Local history	<input type="radio"/>	<input type="radio"/>
Industrial history	<input type="radio"/>	<input type="radio"/>
Rural history	<input type="radio"/>	<input type="radio"/>

Q43. What other services or facilities would you like the Archive Service to offer?

Q44. Have you any other ideas to improve the Archive service?