50+ Forum survey 13

If you have access to the Internet, please help us by filling out this survey electronically at: www.carmarthenshire50.org.uk.

1   Membership number

2   Following 'SA', what are the first <u>numbers</u> of your postcode?

3   Are you...?
- ⬤ male
- ⬤ female

4   What is your age?
- ⬤ 50-59
- ⬤ 60-69
- ⬤ 70-79
- ⬤ 80+

5   How long have you lived in Carmarthenshire?
- ⬤ less than one year
- ⬤ 1-5 years
- ⬤ 6-10 years
- ⬤ 11-15 years
- ⬤ 16-20 years
- ⬤ over 20 years

Ageing Well in Wales (AWW) programme

An initiative of the Older People's Commission, the AWW programme has five priority aims for Wales:

To make sure communities are '**age friendly**'
To reduce **falling** amongst older people
To make sure communities support people with **dementia**
To keep people involved in **learning and employment**
To address **loneliness and isolation**

These five aims (<u>not</u> listed in any priority order) are known to have big effects on the independence and wellbeing of older people .

The Older People's Commission and Carmarthenshire County Council are interested in your views.

When answering the following questions, please think about <u>Carmarthenshire</u>.

Aim 1 - <u>making sure communities are 'age friendly'</u>, involves older people being able to access services, shops, social opportunities, recreation and leisure activities, as other members of the community can.

6   Thinking about the aim of <u>making sure communities are 'age friendly'</u>, please indicate how far you agree with the following statements.

	strongly agree	agree	neither agree nor disagree	disagree	strongly disagree	don't know
the idea of 'age friendly communities' is given importance by public organisations	☐	☐	☐	☐	☐	☐
the development of 'age friendly communities' takes into account the views of all age groups	☐	☐	☐	☐	☐	☐
organisations support the development of 'age friendly communities'	☐	☐	☐	☐	☐	☐

7   In making our plans, **we need your ideas**. What suggestions do you have for <u>making communities 'age friendly'</u>? You may also want to mention good (or bad) examples you have come across.

Aim 2 - <u>reducing falling amongst older people</u>, involves action to prevent falls, such as identifying and supporting people who may be proned to falling.

8   Thinking about the aim of <u>reducing falling amongst older people</u>, please indicate how far you agree with the following statements.

	strongly agree	agree	neither agree nor disagree	disagree	strongly disagree	don't know
people know how to prevent falling or reduce their risks	☐	☐	☐	☐	☐	☐
the effects of early identification and preventative action are better understood by relevant organisations	☐	☐	☐	☐	☐	☐
falls prevention is an essential part of what health and social care do to help people 'age well'	☐	☐	☐	☐	☐	☐

9   In making our plans, **we need your ideas**. What suggestions do you have for <u>reducing falling amongst older people</u>? You may also want to mention good (or bad) examples you have come across.

Aim 3 - <u>making sure communities support people with dementia</u> is all about ensuring people with the condition can continue about their daily lives to the greatest extent possible.

10   Thinking about the aim of <u>making sure communities support people with dementia</u>, please indicate how far you agree with the following statements.

	strongly agree	agree	neither agree nor disagree	disagree	strongly disagree	don't know
people with dementia are valued and can continue to contribute	☐	☐	☐	☐	☐	☐
there is early diagnosis and support	☐	☐	☐	☐	☐	☐
information, advice and training is available for people with dementia, <u>and</u> those who offer a service to people with dementia (e.g., health worker, bus driver, shop keeper, etc.)	☐	☐	☐	☐	☐	☐

11   In making our plans, **we need your ideas**. What suggestions do you have for <u>making sure communities support people with dementia</u>? You may also want to mention good (or bad) examples you have come across.

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Aim 4 - <u>involving older people in learning and employment</u> is about opportunities for older people to continue to make a substantial contribution.

12   Thinking about the aim of <u>involving older people in learning and employment</u>, please indicate how far you agree with the following statements.

	strongly agree	agree	neither agree nor disagree	disagree	strongly disagree	don't know
older people continue to participate in things like work and learning opportunities	☐	☐	☐	☐	☐	☐
income is maximised through benefit take up, employment, etc.	☐	☐	☐	☐	☐	☐
older people adequately plan for their futures	☐	☐	☐	☐	☐	☐

13   In making our plans, **we need your ideas**. What suggestions do you have for <u>involving older people in learning and employment</u>? You may also want to mention good (or bad) examples you have come across.

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Aim 5 - <u>addressing loneliness and isolation</u>, involves recognising that some older people may become cut off or lonely, perhaps because of poor health and mobility, a reduced social circle or bereavement.

14   Thinking about the aim of <u>addressing loneliness and isolation</u>, please indicate how far you agree with the following statements.

	strongly agree	agree	neither agree nor disagree	disagree	strongly disagree	don't know
the significance of loneliness and isolation to personal wellbeing is recognised	☐	☐	☐	☐	☐	☐
there is greater understanding of the main causes of loneliness and isolation	☐	☐	☐	☐	☐	☐
new ways to tackle loneliness and isolation are developed	☐	☐	☐	☐	☐	☐

15   In making our plans, **we need your ideas**. What suggestions do you have for <u>addressing loneliness and isolation</u>? You may also want to mention good (or bad) examples you have come across.

16   All five aims of the AWW programme are known to be important to the independence and wellbeing of older people. To help us focus our efforts, please tell us how far you agree with each of the five aims.

	strongly agree	agree	neither agree nor disagree	disagree	strongly disagree	don't know
making sure communities are **'age friendly'**	☐	☐	☐	☐	☐	☐
reducing **falling** amongst older people	☐	☐	☐	☐	☐	☐
making sure communities support people with **dementia**	☐	☐	☐	☐	☐	☐
involving older people in **learning and employment**	☐	☐	☐	☐	☐	☐
addressing **loneliness and isolation**	☐	☐	☐	☐	☐	☐

17   Thinking about the Ageing Well in Wales programme, do you have any further suggestions of what could be done to support the independence and wellbeing of older people?

Budget consultation 2015-16

For a number of years the Authority has acknowledged the difficult funding scenario that it has faced, and has recognised the need to do things differently and prioritise how it wishes to spend its (increasingly) scarce resources. The authority has been able to set balanced budgets despite the decreasing resources, whilst maintaining service standards to a large degree and during the last five years we have had to achieve and deliver some £41 million of efficiencies.

The Authority has budgeted to spend £503 million on the provision of services this year (2014/15) and this will be funded as follows:

- Welsh Government Revenue Support Grant - £203m (40%);
- Council Tax - £72m (14%);
- Fees, Charges and Other income - £68m (13%)
- National Non Domestic Rates (NNDR) - £58m (12%)
- Specific Grants / Reimbursements - £102m (21%)

Priorities for Service Spending.

Please note: any decision that the Council takes to increase or reduce spending in its individual services will have real implications for people in Carmarthenshire who use those services.

18   Please rank, on the scale below, how important you feel each service is.

	very important	fairly important	neither	not very important	not at all important	don't know
consumer protection	⭕	⭕	⭕	⭕	⭕	⭕
council housing	⭕	⭕	⭕	⭕	⭕	⭕
council housing repairs	⭕	⭕	⭕	⭕	⭕	⭕
environmental health / trading standards	⭕	⭕	⭕	⭕	⭕	⭕
services and facilities for older people	⭕	⭕	⭕	⭕	⭕	⭕
services and facilities for ill and disabled people	⭕	⭕	⭕	⭕	⭕	⭕
countryside access	⭕	⭕	⭕	⭕	⭕	⭕
leisure centres	⭕	⭕	⭕	⭕	⭕	⭕
theatres, art galleries	⭕	⭕	⭕	⭕	⭕	⭕
parks, including Millennium Coastal Park, open spaces	⭕	⭕	⭕	⭕	⭕	⭕
planning services	⭕	⭕	⭕	⭕	⭕	⭕
playgrounds	⭕	⭕	⭕	⭕	⭕	⭕
festivals and events	⭕	⭕	⭕	⭕	⭕	⭕
bus services	⭕	⭕	⭕	⭕	⭕	⭕

Service						
bus shelters	◯	◯	◯	◯	◯	◯
pavement maintenance	◯	◯	◯	◯	◯	◯
public car parks	◯	◯	◯	◯	◯	◯
public conveniences	◯	◯	◯	◯	◯	◯
recycling facilities	◯	◯	◯	◯	◯	◯
refuse collection	◯	◯	◯	◯	◯	◯
road maintenance	◯	◯	◯	◯	◯	◯
school transport	◯	◯	◯	◯	◯	◯
street cleaning	◯	◯	◯	◯	◯	◯
street lighting	◯	◯	◯	◯	◯	◯
nursery education	◯	◯	◯	◯	◯	◯
primary and secondary education	◯	◯	◯	◯	◯	◯
adult education	◯	◯	◯	◯	◯	◯
youth clubs and facilities for young people	◯	◯	◯	◯	◯	◯

The average Council tax bill in Carmarthenshire is £1026.48 per annum (£85.54 per month). Accordingly:
- Every 1% increase in Council tax equates to an additional spend of £700,000 on Council services
- Every 1% decrease in Council tax would lead to a cut of £700,000 in Council services.

19   Do you have any reasonable ideas or suggestions as to where and / or how the Council could make efficiency savings or raise income? Please also include suggestions for services that should be discontinued.

20   Do you have any further comments to make on the 2015-16 budget?

Contacting Carmarthenshire County Council

21   Do you use Carmarthenshire County Council's website (www.carmarthenshire.gov.uk)?

☐ yes (go to Q22)

☐ no (go to Q28)

22   How often do you use Carmarthenshire County Council's website to carry out the following specific tasks?

	never	once a week	more than once a week	emergencies only
blue bags and food liners requests	○	○	○	○
bulky waste	○	○	○	○
complaint / compliment	○	○	○	○
fly tipping	○	○	○	○
highway defect	○	○	○	○
housing repairs	○	○	○	○
job application	○	○	○	○
litter	○	○	○	○
missed collections	○	○	○	○
payments	○	○	○	○
public protection issues	○	○	○	○
replacement food waste bins	○	○	○	○
street lighting	○	○	○	○

23 If you use the Council's website for any other specific task, please state what it is and how often you use the site for the task.

24 How did you hear about our website?

☐ contact centre
☐ Carmarthenshire News
☐ social media
☐ word of mouth
☐ other
please specify

We've recently launched iLocal - ilocal.carmarthenshire.gov.uk.
The site is designed to give you quick access to our most popular online tasks. We are looking for local residents to test the website so that we can continue to improve our online services. We would welcome your feedback on this site.

25 Would you be interested in testing the new iLocal site? (by ticking 'yes', you agree to your details being passed to Carmarthenshire County Council so they can contact you when the testing process starts).

○ yes (go to Q26)
○ no (go to Q28)

26 Which devices do you use to access the Internet?

○ laptop / desktop PC
○ Windows / Mac
○ tablet
○ mobile phone

27 Which web browser do you use? If you know what version please let us know.

- ◯ Internet Explorer
- ◯ Opera
- ◯ Google Chrome
- ◯ Safari
- ◯ Firefox
- ◯ don't know
- ◯ other

please specify

[   ]

28 Do you request services over the phone through the Council's Contact Centre (01267 234567)?

- ◯ yes (go to Q29)
- ◯ no (go to Q31)

29 What are the main services you request via our contact centre? Please list as many as possible.

[   ]

30 If you do request services via the contact centre, what are your main reasons for not doing this online?

[   ]

Days Out

By 'days out' we mean a trip taken away from home, undertaken solely for the purposes of recreation, enjoyment and / or relaxation. The trip would last for a minimum of around 5 hours but would not involve an overnight stay away from home.

31 Have you been on any days out <u>in the last six months</u>?

- ◯ yes (go to Q32)
- ◯ no (go to Q39)

32 How frequently would you say that you had been on days out <u>in the last six months</u>?

- ◯ once a week or more
- ◯ about once a fortnight
- ◯ about once every three weeks
- ◯ about once a month
- ◯ less than once a month
- ◯ other

please specify

[   ]

33 Thinking about the days out you've been on <u>in the last six months</u>, please indicate the number and ages of people you would usually go with (e.g. if you went with 2 children under 16, please place 2 in the box after 'Under 16')

under 16	[ ]
17-24	[ ]
25-44	[ ]
45-64	[ ]
65-74	[ ]
75 or over	[ ]

34 Please indicate which of the following you have visited on a day out <u>in the last six months</u> (Tick all that apply).

- ◯ activity centre
- ◯ amusement / theme park
- ◯ beach
- ◯ farm / wildlife based attraction or zoo
- ◯ formal park or garden
- ◯ heritage attraction e.g. monument, castle, railway, etc
- ◯ indoor event e.g. exhibition, concert etc.
- ◯ national park
- ◯ museum / gallery
- ◯ places accessible by buggy / wheelchair / mobility scooter etc.
- ◯ river / lake
- ◯ shopping centre
- ◯ outdoor event e.g. agricultural show, fesival, sports fixture etc
- ◯ other

please specify

35 Please indicate which of the following activities you have undertaken on a day out <u>in the last six months</u> (tick all that apply).

- ◯ adverture activities e.g. abseiling, climbing, paragliding etc.
- ◯ buying souvenirs
- ◯ buying local produce
- ◯ cycling
- ◯ eating / drinking
- ◯ horseriding
- ◯ shopping
- ◯ sightseeing
- ◯ walking
- ◯ watching / observing wildlife
- ◯ water-based activities e.g. canoeing, fishing, kayaking, sailing, swimming etc.
- ◯ other

please specify

36 Where do you go most frequently to enjoy a day out? (Tick only one).

- ◯ Within Carmarthenshire
- ◯ within Pembrokeshire
- ◯ within Ceredigion
- ◯ within Swansea
- ◯ elsewhere within south Wales
- ◯ outside of Wales
- ◯ other

please specify

37 On average, approximately how much did you spend when on a day out <u>in the last six months</u>? (Tick only one).

- ☐ under £5
- ☐ £6 - £10
- ☐ £11 - £20
- ☐ £21 - £30
- ☐ £31 - £50
- ☐ £51 or more

38 How do you get information on places to go / things to do on days out? (Tick all that apply).

- ☐ word of mouth - talking to collegues, friends, relatives etc.
- ☐ Facebook - from pokes& friends
- ☐ I visit places I know well already
- ☐ pick up leaflets at local outlets
- ☐ through Google alerts
- ☐ using 'what's on' pages on websites
- ☐ listening to local radio station
- ☐ reading weekly 'what's on' column in local newspaper(s)
- ☐ see roadside banners
- ☐ other

please specify

39 Have you have looked for information on any of the following on-line sites in the last six months? (Tick all that apply).

- ⚪ www.visitwales.com
- ⚪ www.discovercarmarthenshire.com
- ⚪ www.facebook.com/discovercarmarthenshire
- ⚪ www.twitter.com/discovercarmarthenshire
- ⚪ www.carmarthenshire.gov.uk

- ⚪ www.bbc.co.uk
- ⚪ www.southwales-eveningpost.co.uk/entertainment
- ⚪ www.radiocarmarthenshire.com/?do=events
- ⚪ other

please specify

[   ]

40 What would encourage you to take more days out in Carmarthenshire between September and Easter? (Tick all that apply).

- ⚪ the development of more events / activities taking place September - Easter
- ⚪ more local attractions open throughout the year
- ⚪ improved information via the main county council website on local events (www.discovercarmarthenshire.com)
- ⚪ improved information via the main County Council website on activities available locally (www.discovercarmarthenshire.com)

- ⚪ information via Facebook on local events, activities, attractions and discounts / offers September - Easter (www.facebook.com/discovercarmarthenshire)
- ⚪ information via Twitter on local events, activities, attractions and discounts / offers September - Easter (www.twitter.com/discovercarmarthenshire)
- ⚪ discounts / offers targeted at local residents / visits during September - Easter

Waste and cleaning services

Carmarthenshire County Council, like all other local authorities in Wales, is obliged to reduce the amount of waste it sends to landfill and increase its recycling rate. Last year we recycled 54% of our waste. Future Welsh Government targets mean that we must achieve a 58% recycling rate by 2015/2016 and 70% by 2025.

The Council has provided residents with simplistic kerbside collection recycling schemes - Blue Bag Collection (where a mix of recyclable materials e.g. paper, card, plastic and metal cans/tins can be placed together in a blue bag) and a Food Waste Bin Collection (together with an accompanying smaller kitchen caddy) to recycle all food waste. There are also 5 recycling centres and over 170 community recycling banks for residents to access and recycle other household waste items.

41 Are you aware of the Council's main recycling collection services?

	yes (go to Q42)	no (go to Q43)
fortnightly blue bag collection service	☐	☐
weekly food waste collection scheme	☐	☐

42 If yes, do you...

	yes	no
put blue recycling bags out for collection every fortnight?	☐	☐

	yes	no
buy / use bin liners to make it easier to recycle food waste?	☐	☐
wrap waste food in paper / newspaper?	☐	☐

place waste food unwrapped / unlined into the food caddy?

☐ ☐

43 If you answered 'no' to Q41 please give your reason(s) why.

[ ]

44 How often do you put your green food recycling bin out for collection?

☐ weekly
☐ fortnightly
☐ less frequently
☐ never

45 If you answered 'less frequently' in Q44 please give reason(s) why

[ ]

46 If you answered 'never' in Q44, would you use the food waste bin if the Council provided you with composable liners for the small brown kitchen caddy?

☐ yes
☐ no

47 If 'no', please give your reason(s) why

[ ]

48 Do you use our 'grass cuttings' collection service (by purchasing graden waste sacks)?

☐ yes
☐ no

49 If 'yes', please state how often during the growing season, and how many bags do you usually place out for collection

[ ]

50 How easy do you find our blue bag and food waste schemes to use (please rate on a scale from 1 - 5)?

☐ not easy 1
☐ 2
☐ 3
☐ 4
☐ very easy 5

51 If you scored 1 or 2 please give your reason(s)

[ ]

52 If the Council changed its method of collecting your recyclable waste, would you be prepared to store, sort out and separate your paper, plastics, cans, and cardboard and place them into separate bags or boxes before it gets collected by the Council at the kerbside?

☐ yes
☐ no

53 If 'no', please give your reasons why.

[ ]

54 Please let us know if you have used any of the following Council waste services (please tick appropriate box(es))?

☐ bulky waste collection
☐ assistance with refuse / recycling scheme
☐ purchased garden waste sacks
☐ ordered new food waste bin or kitchen caddy

☐ requested more blue bags
☐ community recycling banks e.g., bottle bank, textiles
☐ household waste recycling centre (sometimes called the tip)
☐ Age Cymru 50+ recycling assistance scheme

55 Do you have any other comments or suggestions about our kerbside recycling scheme?

[ ]

For more about our waste services please go to:
www.carmarthenshire.gov.uk/recycling or ring Carmarthenshire Direct on 01267 234 567

Dog(s) in your local community

56 Are there any dog related problems / issues generally affecting the quality of your local amenities / facilities?

☐ yes
☐ no

57 If YES, please tick appropriate box(es) to indicate the type of problem and how often it occurs.

	daily	weekly	monthly	less frequently
dog mess	☐	☐	☐	☐
dogs not on leads	☐	☐	☐	☐
dogs on beaches	☐	☐	☐	☐
dogs in playing fields / parks	☐	☐	☐	☐
dogs on footpath / cycle tracks	☐	☐	☐	☐
dogs on streets	☐	☐	☐	☐
other	☐	☐	☐	☐

please specify

[ ]

58 What suggestions would you make to the Council to try and address any of the abovementioned problems?

[ ]

Thank you for completing our survey. Please return in the prepaid envelope.