



Carmarthenshire Citizens' Panel - survey 33

Carmarthenshire County Council

Recycling

Carmarthenshire, like all local authorities in Wales, must reduce the amount of waste it sends to landfill and increase its recycling rate. Last year we recycled 43% of our waste, but we must achieve a 52% recycling rate by 2012/13 and 70% by 2025 or risk financial penalties.

We would be grateful for your views and will use this information to improve our services where possible.

Q1 How often do you put your green food recycling bin out for collection?

Weekly (Go to Q3) Less frequently (Go to Q2)
Fortnightly (Go to Q2) Never (Go to Q2)

Q2 If less frequently than every week, could you please tell us why?

Q3 Do you think the Council should provide free compostable liners for your small brown food recycling bin (caddy)?

Yes (Go to Q4) No (Go to Q5)

Q4 If yes, please tell us why.

Q5 Do you put blue recycling bags out for collection every two weeks?

Yes (Go to Q7) No (Go to Q6)

Q6 If no, please tell us why.

Recycling Centres

Q7 Have you ever used a Household Waste Recycling Centre, sometimes known as the Civic Amenity site / local tip?
Yes (Go to Q8) No (Go to Q13)

Q8 Which one(s) have you used? (Please tick all that apply)
Trostre (Llanelli) Nantycaws (Carmarthen) Llangadog
Wernddu (Ammanford) Whitland
Other (please specify)

Q9 Please indicate how satisfied or dissatisfied you were with the facilities at the site(s) you visited.

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Trostre (Llanelli)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wernddu (Ammanford)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nantycaws (Carmarthen)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whitland	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Llangadog	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10 If you were fairly or very dissatisfied with the facilities you visited, please tell us why.

Q11 Please indicate how satisfied or dissatisfied you were with the service at the site(s) you visited.

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Trostre (Llanelli)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wernddu (Ammanford)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nantycaws (Carmarthen)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whitland	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Llangadog	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12 If you were fairly or very dissatisfied with the service you received, please tell us why.

Q13 Have you ever used one of the Council's mini recycling centres e.g. community bottle banks, to recycle your rubbish?

Yes (Go to Q14)

No (Go to Q18)

Q14 How satisfied or dissatisfied were you with the mini recycling centre(s) you used.

Very satisfied

Fairly dissatisfied

Fairly satisfied

Very dissatisfied

Neither

Q15 If you were fairly or very dissatisfied with the mini recycling centre(s) you used, please tell us why.

Q16 Would you like to see more of these mini recycling centre sites provided across the county?

Yes (Go to Q17)

No (Go to Q18)

Q17 Where would you like to see them located?

Q18 Do you have any other comments/suggestions on how the Council can make it easier for you to recycle?

Dyfed-Powys Police

Public Perception

Q19 From the list below, please tell us which are a concern for you in your community. (Tick all that apply)

- | | |
|--|--|
| <i>Burglary / theft</i> <input type="checkbox"/> | <i>Knife crime</i> <input type="checkbox"/> |
| <i>Car crime</i> <input type="checkbox"/> | <i>Violent crime</i> <input type="checkbox"/> |
| <i>Fly tipping</i> <input type="checkbox"/> | <i>Discrimination; including race, disability, homophobic, transphobic and religious hate</i> <input type="checkbox"/> |
| <i>Gun crime</i> <input type="checkbox"/> | <i>No problems (Go to Q21)</i> <input type="checkbox"/> |

If you have any concerns that are not listed, please include them below:

Q20 Thinking about your answers to Q19, how confident are you that these issues are being dealt with by the police?

- | | |
|--|--|
| <i>Very confident</i> <input type="checkbox"/> | <i>Not very confident</i> <input type="checkbox"/> |
| <i>Fairly confident</i> <input type="checkbox"/> | <i>Not at all confident</i> <input type="checkbox"/> |
| <i>Neither</i> <input type="checkbox"/> | |

Q21 To what extent do you agree or disagree with the following statements about the police in your area?

	<i>Strongly agree</i>	<i>Agree</i>	<i>Neither</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>Don't know</i>
Taking everything into account I have confidence in the police in my local area.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police in this area are dealing with the things that matter to people in my local area.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel informed about policing issues in my local area.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q22 How would you rate policing in your local area?

- | | | |
|---|--------------------------------------|---|
| <i>Excellent</i> <input type="checkbox"/> | <i>Fair</i> <input type="checkbox"/> | <i>Very poor</i> <input type="checkbox"/> |
| <i>Good</i> <input type="checkbox"/> | <i>Poor</i> <input type="checkbox"/> | |

Q23 Please tell us why.

Access to information and services

Q24 Have you ever encountered any difficulties when contacting Dyfed-Powys Police (DPP)?

Yes (Go to Q25)

Have not contacted DPP (Go to Q26)

No (Go to Q26)

Q25 If yes, please tell us what these were.

Q26 Generally, do you feel that the written information produced by Dyfed-Powys Police is easy to understand?

Yes

No

Don't know

Q27 Would you, a member of your family, or friends, require information from the police in any of the following formats? (Tick all that apply)

Braille

Audio (spoken word)

Large print

British Sign Language video or DVD

Other (please specify)

Q28 Have you ever requested information in one of the above formats? (Tick all that apply)

Braille

British Sign Language video or DVD

Large print

Other

Audio

No (Go to Q31)

Q29 Have you ever encountered difficulties with your request?

Yes (Go to Q30)

No (Go to Q31)

Q30 If yes, please tell us what these were.

Access to buildings

Q31 Have you ever experienced problems physically getting into a police building e.g. due to the lack of ramps or narrow doorways?

Yes (Go to Q32)

No (Go to Q33)

Q32 If yes, please identify which building(s):

Police HQ, Llangunnor, Carmarthen

Haverfordwest, Pembrokeshire

Friars Park, Carmarthen

Brecon, Powys

Aberystwyth, Ceredigion

Other Carmarthenshire stations (please specify)

Other (please specify)

Q33 Please tell us the difficulties you had accessing these Dyfed-Powys Police buildings.

Q34 If you wanted to get in touch with Dyfed-Powys Police, which of these methods of getting in touch would you most likely use? (Tick all that apply)

In person at a police station

Non-emergency number 101

By phone

Dialling 999

By letter / fax

Dyfed-Powys Police website

By e-mail

Local Police Officer / PCSO (Community Officer)

Someone else (please specify)

Q35 Would you have difficulty in using any of the following methods of getting in touch with Dyfed-Powys Police? (Tick all that apply)

In person at a police station

Non-emergency number 101

By phone

Dialling 999

By letter / fax

Dyfed-Powys Police website

By e-mail

Local Police Officer / PCSO (Community Officer)

Other (please specify)

Q36 If yes, can you please tell us why?

Hywel Dda Health Board

As of April 1st, 2011, the way in which the NHS organisations in Wales deal with complaints, claims and incidents (collectively known as *concerns*) has changed. These new arrangements are called “Putting Things Right” and will require a different approach to dealing with concerns.

Q37 If you had a concern relating to NHS care, would you know...?

	Yes	No	Unsure of the most appropriate way
Who to contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How to raise the issue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q38 Would you prefer to raise a concern...? (Tick all that apply)

By telephone In person By email By letter By text

Q39 Would you prefer to make your concern...?

Yourself Through an advocate or family friend

Q40 Would you have any unease about raising the matter with the NHS body e.g. Health Board, GP, dentist?

Yes (Go to Q41) No (Go to Q42)

Q41 If yes, please tell us why.

Q42 If you had raised a serious concern with the Health Board would you prefer...?

A full written response
An opportunity to meet with relevant staff to discuss your issues
Both a meeting **and** a written response
Other (please specify)

Q43 What would you hope the outcome of raising your concern would be? (Tick all that apply)

An apology

Full explanation

Reassurance that the organisation has learned from the experience and has taken measures to prevent the issue recurring

Copy of an action plan from the organisation

Financial compensation

The Community Health Council provides a free and independent advocacy service, which is able to help patients or the people acting for them, to raise a concern via the NHS *concerns* procedure.

Q44 Did you know that there are Community Health Councils who represent you in your area?

Yes (Go to Q45)

No (Go to Q46)

Q45 If yes, did you know that they provide a free advocacy service to support you and advise you about the NHS *concerns* procedure?

Yes

No

You can contact your local Community Health Council Complaints Advocacy Service on 0845 6650763.

Equality Objectives

Hywel Dda Health Board is required to publish equality objectives by April 2012 as part of the Equality Act 2010, and we are keen to engage with and involve as many people as possible in setting these objectives.

Evidence has revealed that healthcare services are not always the same quality or are not always delivered with the most appropriate cultural sensitivity or level of respect. Other factors, such as greater public awareness of people's sexual orientation and an increasingly older population, add to the possible risk of one group being treated differently or less favourably than another.

Our commitment is to continually reduce the impact of 'health inequalities' by identifying their cause and addressing them. We want to ensure that everyone has the opportunity - together with our support - to improve their health and receive the best services we can make available, therefore we would like to hear your views to help plan our Equality Objectives.

For the following questions, please tell us about your or a family member's experience with healthcare services received from Hywel Dda Health Board.

Q46 Which, if any, of the following services have you or a family member accessed in the last 12 months? (Tick all that apply)

In-patient

Community healthcare

Out-patient

Mental health/learning disabilities

Physiotherapy

Maternity

Dietetics

None (Go to end of survey)

Pathology tests

Other services (please specify)

For the services you have used and wish to comment on, please name the service and then tell us the following (please consider one service at a time):

Q47 First service:

Service used	<input type="text"/>
Location	<input type="text"/>
Approx date	<input type="text"/>

Q47b Please tell us what was good about the service.

Q47c Please tell us what was bad about the service.

Q47d Please tell us what you think we can do to get better.

Q47e Did you experience any access problems or difficulty in... ?

	Yes	No
Finding information on services	<input type="checkbox"/>	<input type="checkbox"/>
Physically accessing buildings	<input type="checkbox"/>	<input type="checkbox"/>
Obtaining services	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)		

If yes, please tell us what these were?

Q48 Second service:

Service used	<input type="text"/>
Location	<input type="text"/>
Approx date	<input type="text"/>

Q48b Please tell us what was good about the service.

Q48c Please tell us what was bad about the service.

Q48d Please tell us what you think we can do to get better.

Q48e Did you experience any access problems or difficulty in... ?

	Yes	No
Finding information on services	<input type="checkbox"/>	<input type="checkbox"/>
Physically accessing buildings	<input type="checkbox"/>	<input type="checkbox"/>
Obtaining services	<input type="checkbox"/>	<input type="checkbox"/>
<i>Other (please specify)</i>		

If yes, please tell us what these were?

Q49 Do you have any other experiences you would like to tell us about or any further comments regarding the services you or a family member has received?

In order to fully understand the experiences of a wide range of people across the Hywel Dda Health Board area, we would be grateful if you would complete the following demographic questions for whoever you have completed these questions for:

Age.....

Gender

Male

Female

Gender reassignment i.e. is your present gender the same as the one assigned to you at birth?

Yes

No

Prefer not to say

Sexual orientation

Bisexual

Gay/lesbian

Heterosexual

Prefer not to say

Race

White

Mixed race

Black & Black British

Other ethnic background

Asian & Asian British

Prefer not to say

Religion/belief

Buddhist

Jewish

None (atheist)

Christian

Muslim

Prefer not to say

Hindu

Sikh

Disability or long standing illness?

Yes

No

If yes, please tell us what this is.

What do you consider to be your main language?

English

Welsh

Other (please specify)

Are you or is your family member a carer?

Yes

No

Thank you very much for completing your survey

Please return it in the prepaid envelope as soon as possible