



CITY AND COUNTY OF SWANSEA

DINAS A SIR ABERTAWE

Have your say on services for older people in Swansea

We are inviting you to have your say on how we provide a range of services for older people.

Your views count and we are keen to hear them because we want to make sure we do the right things to provide the right support, at the right time, in the right place where people need it.

We want to hear everyone's views especially people who have used our services or who may need to in the future, their carers and families, and the many staff and organisations working with adults and older people or representing their views.

I hope you will take part and I enclose a questionnaire and some background information about the issues.

You can give us your views by:

- Post: complete the enclosed form and return to us by DD/MM/YYYY to The admin team, Civic Centre Swansea.
- Online: by going to www.swansea.gov.uk/ (to be completed)

If you need assistance with the questionnaire, or need it in a different format please phone us on 01792 TELEPHONE NUMBER TO GO HERE Mondays to Thursday from 9am to 5pm and Friday from 9am to 4.30pm.

All your answers will be treated as confidential. You will not be identified and your answers will not affect the services you (or the person that you care for) receive at this time.

At this stage no decisions have been made. If you are currently receiving one of these services or may require them in the future you will continue to receive the service you need.

The feedback you provide will help inform recommendations made to the Council's Cabinet which is responsible for deciding how services should be provided in the future.

I hope you can help and thank you in advance for providing your views.

Yours sincerely

Appendix 1: General Overview Letter

Alex Williams - Head of Adult Services