

Modernising and Integrating our services

Cardiff Assessment of Local Well-being

Nb: This assessment has been carried out using the most recently available data. In many cases this does not capture the full impact of the global COVID-19 pandemic. The pandemic also saw the suspension of collection of some datasets.

Indicator

1. How satisfied are you with the quality of public services in Cardiff?
 - a) Overview
 - b) By deprivation fifth

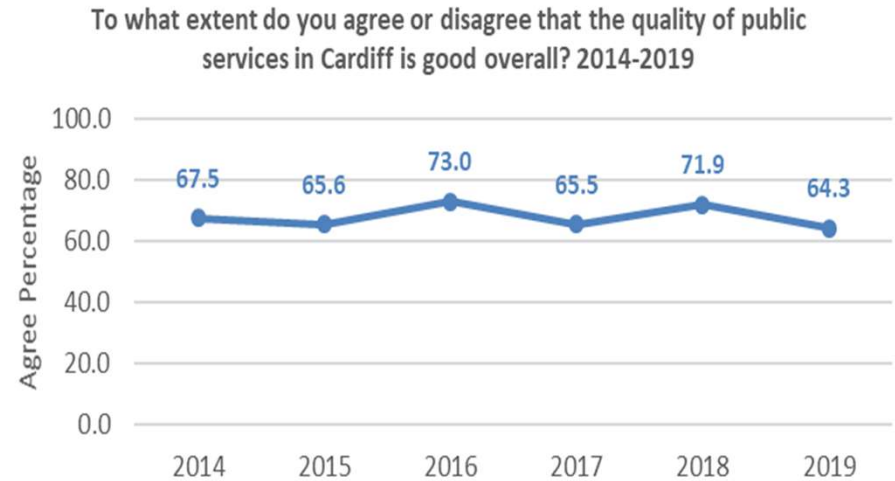
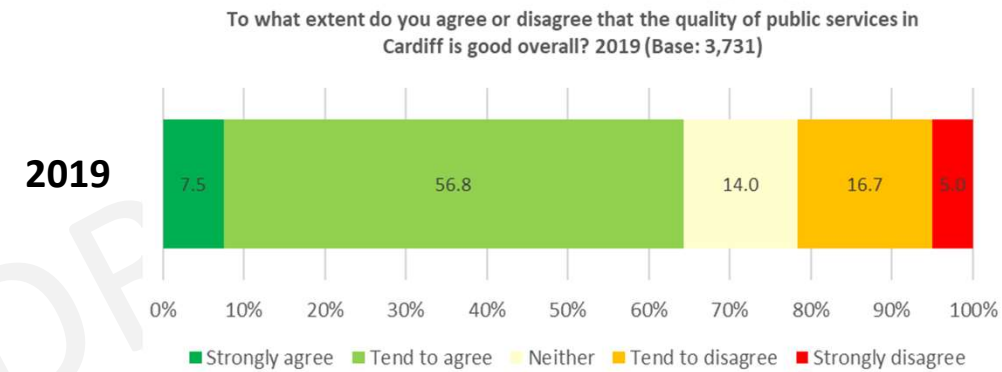
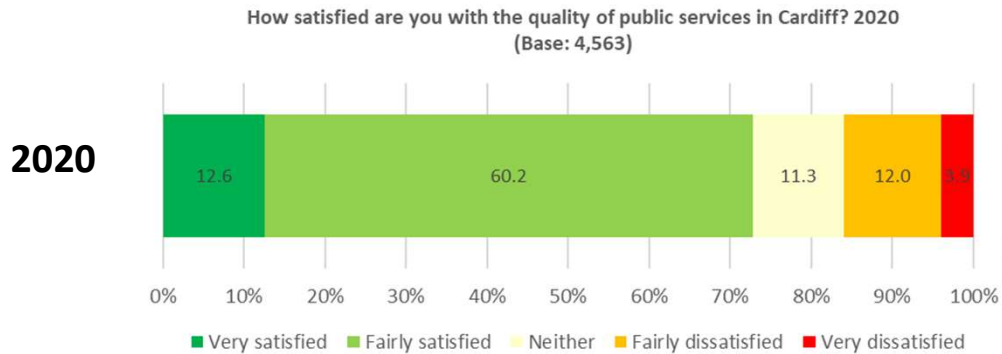
2. Percentage of people satisfied with their ability to get to/access the facilities and services they need

1a. How satisfied are you with the quality of public services in Cardiff?

Key Points:

- In 2020, nearly 73% of Cardiff’s surveyed residents reported being either very or fairly satisfied with the quality of public services in Cardiff. Satisfaction with the quality of public services in Cardiff has had minor increases and decreases since 2014, but it has stayed broadly consistent.
- Satisfaction in Cardiff’s public services has been maintained despite significant budgetary cuts during this period, which has likely been made possible by the adoption of new and more efficient ways of working, namely the integration of digital technology in the Council’s service delivery.

Nb. 2020 figures are not directly comparable with previous years due to a change in wording of the question.



Source: Ask Cardiff Survey

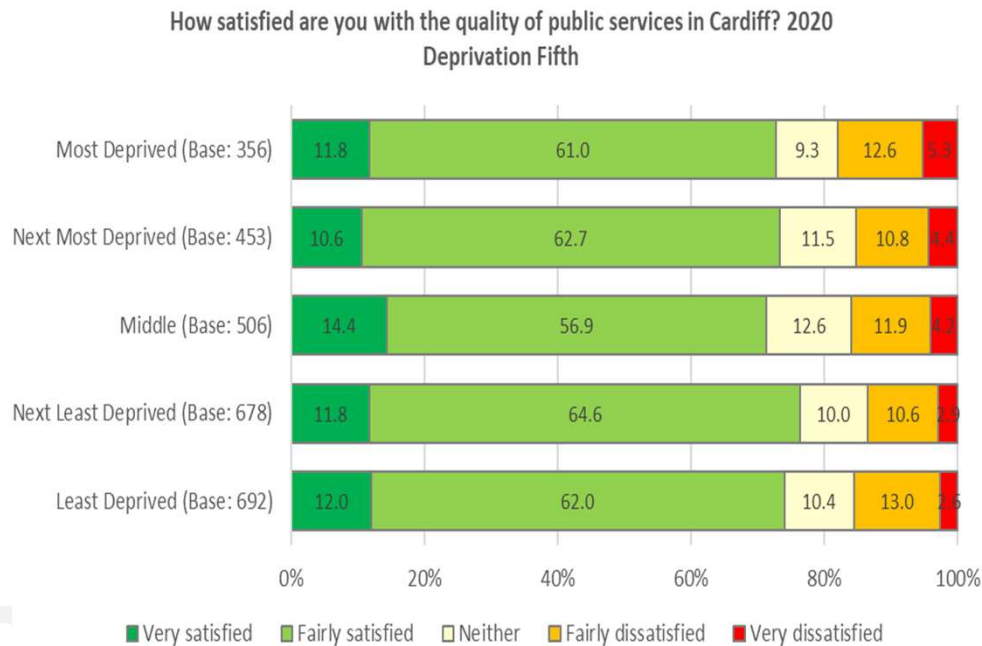
1b. How satisfied are you with the quality of public services in Cardiff? (by Deprivation Fifth)

Key Points:

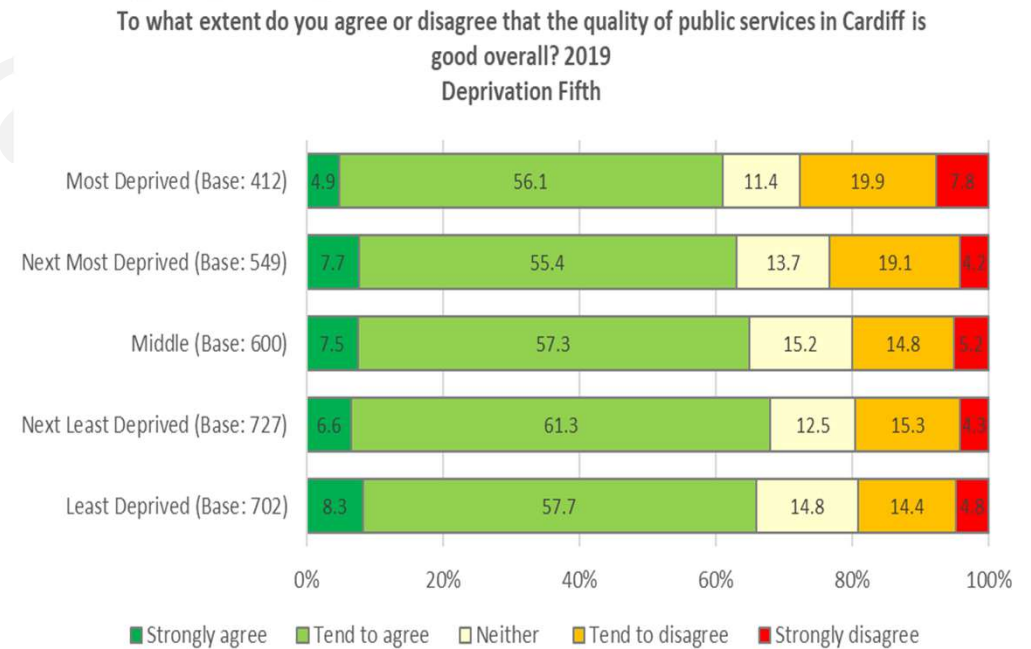
- Satisfaction with the quality of public services in Cardiff is broadly consistent across deprivation fifths, reflecting the Council's commitment to making good quality services accessible to all communities across the city.
- Four of the five groups reported higher satisfaction levels from 2019 to 2020, with the level of satisfaction for the other group falling only 0.4%.

Nb. 2020 figures are not directly comparable with previous years due to a change in wording of the question.

2020



2019

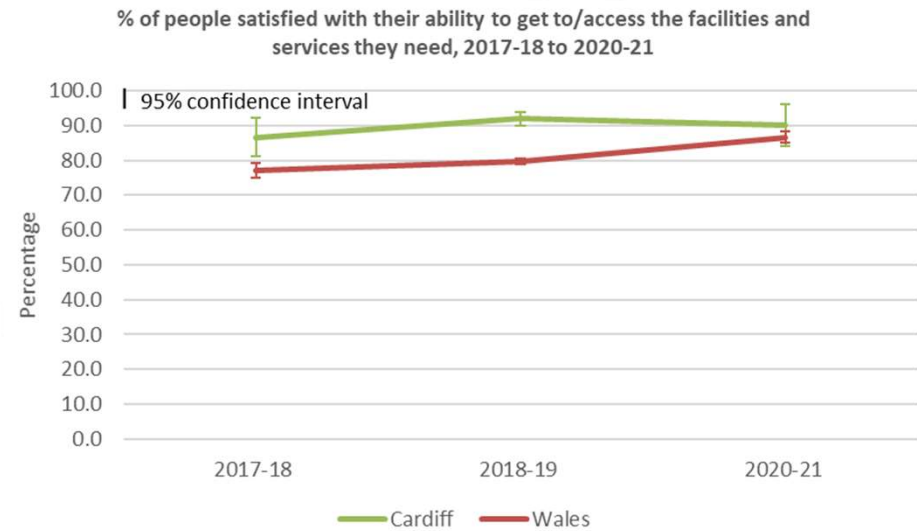
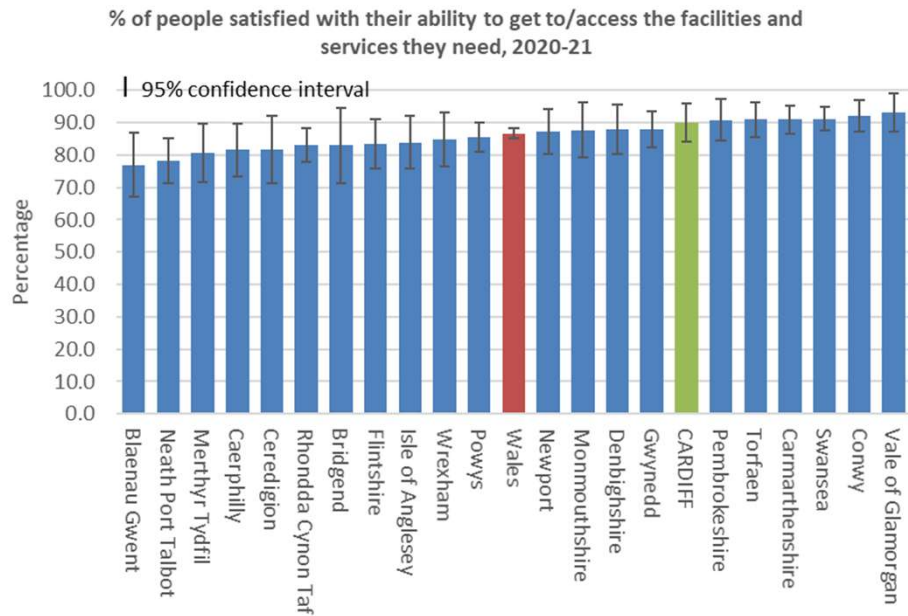


Source: Ask Cardiff Survey

2. Percentage of people satisfied with their ability to get to/access the facilities and services they need

Key Points:

- Cardiff is in the top third of Welsh Local Authorities with 90% of respondents satisfied with access to facilities and services in the 2020/21 Welsh Government survey.



Source: Welsh Government