

# Carer Satisfaction Survey 2019

## Cymru Results

**78%** felt FCA listen to their views and opinions

**90%** would recommend FCA to a friend or family member

**69%** feel FCA have helped them build a strong relationship with their foster child(ren)

**85%** feel that the training FCA offers helps them to work positively with children and young people

Overall opinion was positive at

**85%**

**91%** are aware of our WOM scheme

### Relationship with FCA

**42%** of all carers responded to the survey

**86%** can make direct contact with their Registered Manager

**88%** found training opportunities readily accessible

### Training

**91%** are confident dealing with child protection and bullying

**93%** thought the training had helped them to meet the specific needs of the child(ren) they foster

### Social Work

**85%** felt that their Social Worker always spent time with any child(ren) in the household

**91%** feel their Social Worker is knowledgeable

**91%** feel that full referral information is given and there is time to fully discuss it

**87%** of carers have a Supervising Social Worker present when a placement is made

**95%** felt they could discuss their own needs as well as the care plan of their placements with their Social Worker

### Fostering Family

**83%** felt FCA took their birth children's needs into account and offered support where needed

### Placements

**81%** feel like they are well matched

Thank you for all who contributed to the survey.