

# Carer Satisfaction Survey 2019

## Midlands Results

82% felt FCA listen to their views and opinions

87% would recommend FCA to a friend or family member

68% feel FCA have helped them build a strong relationship with their foster child(ren)

77% feel that the training FCA offers helps them to work positively with children and young people

Overall opinion was positive at

79%

93% are aware of our WOM scheme

### Relationship with FCA

35% of all carers responded to the survey

98% are encouraged to participate in events and activities

77% can make direct contact with their Registered Manager

80% found training opportunities readily accessible

### Training

92% are confident dealing with child protection and bullying

83% thought the training had helped them to meet the specific needs of the child(ren) they foster

### Social Work

88% felt that their Social Worker always spent time with any child(ren) in the household

92% feel their Social Worker is knowledgeable

63% feel that full referral information is given and there is time to fully discuss it

67% of carers have a Supervising Social Worker present when a placement is made

93% felt they could discuss their own needs as well as the care plan of their placements with their Social Worker

### Fostering Family

77% felt FCA took their birth children's needs into account and offered support where needed

### Placements

67% feel like they are well matched

Thank you for all who contributed to the survey.