

# Carer Satisfaction Survey 2019

## National View

74%  
felt FCA listen  
to their views  
and opinions

84%  
would recommend  
FCA to a friend or  
family member

66%  
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

81%

91%  
are aware of our  
WOM scheme

### Relationship with FCA

40%  
of all carers  
responded  
to the survey

79%  
can make direct  
contact with their  
Registered  
Manager

92%  
are encouraged to  
participate in events  
and activities

84%  
found training  
opportunities  
readily accessible

### Training

90%  
are confident dealing  
with child protection  
and bullying

90%  
thought the training  
had helped them to meet  
the specific needs of  
the child(ren) they foster

### Social Work

83%  
felt that their Social  
Worker always spent  
time with any child(ren)  
in the household

90%  
feel their  
Social Worker  
is knowledgeable

81%  
feel that full referral  
information is given and  
there is time to fully  
discuss it

74%  
of carers have a  
Supervising Social  
Worker present when a  
placement is made

92%  
felt they could discuss  
their own needs as  
well as the care plan of  
their placements with  
their Social Worker

### Fostering Family

78%  
felt FCA took their  
birth children's needs  
into account and  
offered support  
where needed

### Placements

76%  
feel like they are  
well matched

Thank you for all who contributed to the survey.