

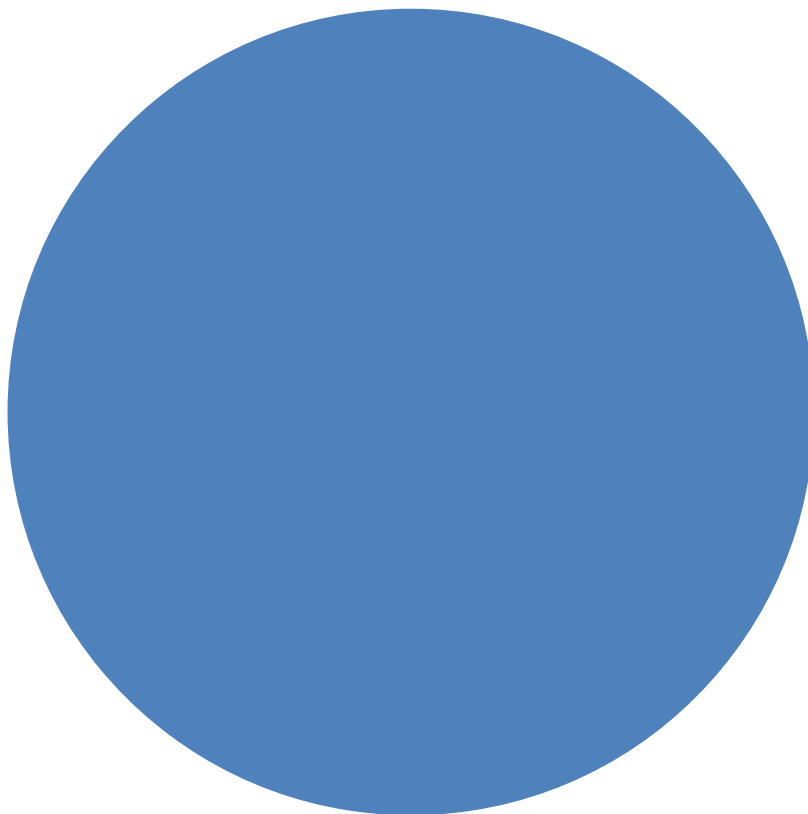


Horizon Fostering Services Consultation Form

April/May 2013

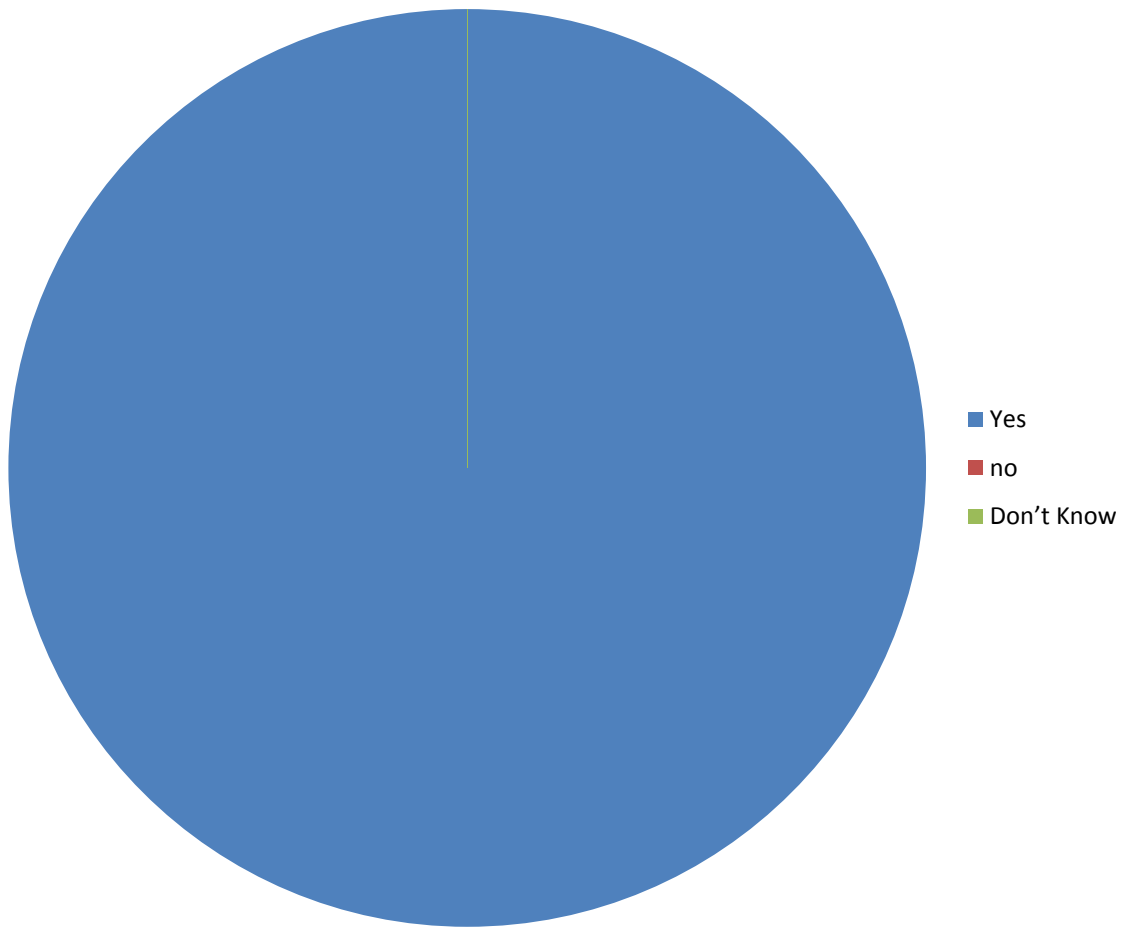
18 foster carers participated in survey

**Do you feel that the communication
between Horizon Fostering Services and
yourself has been good?**

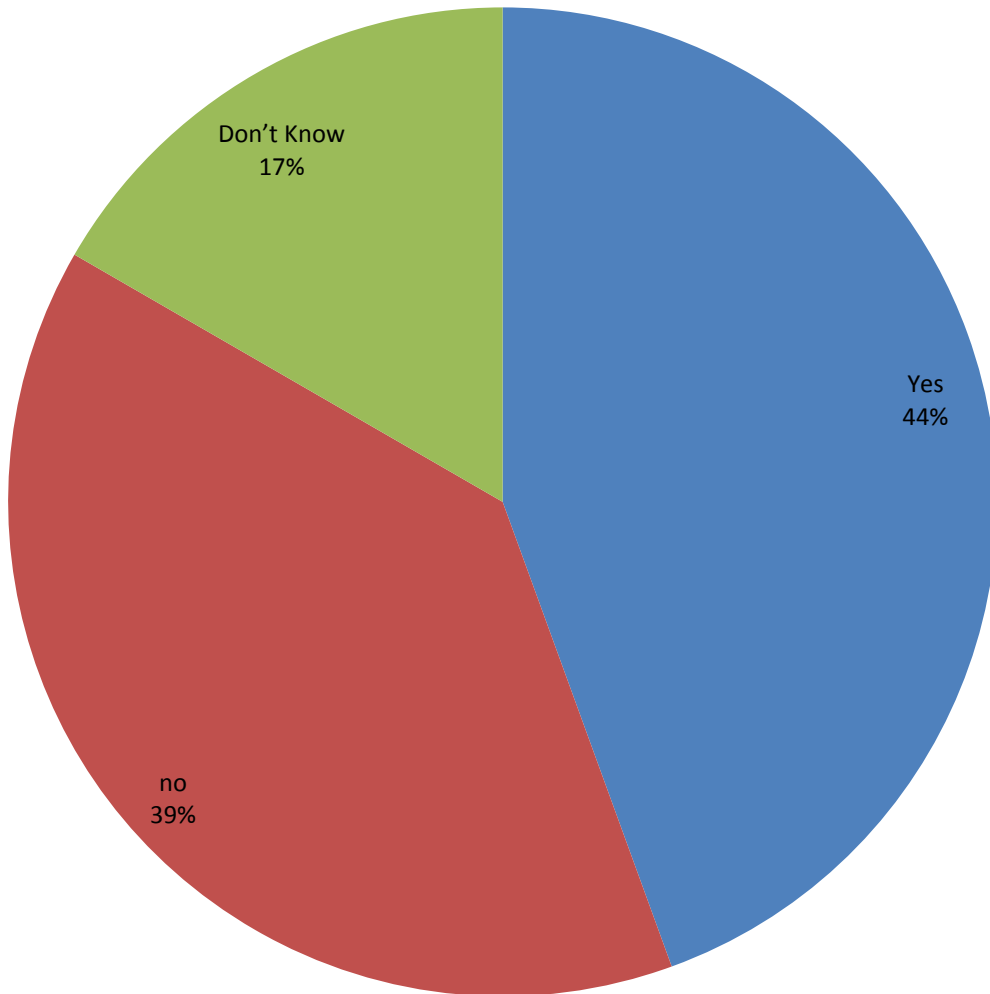


■ Yes
■ No
■ Don't Know

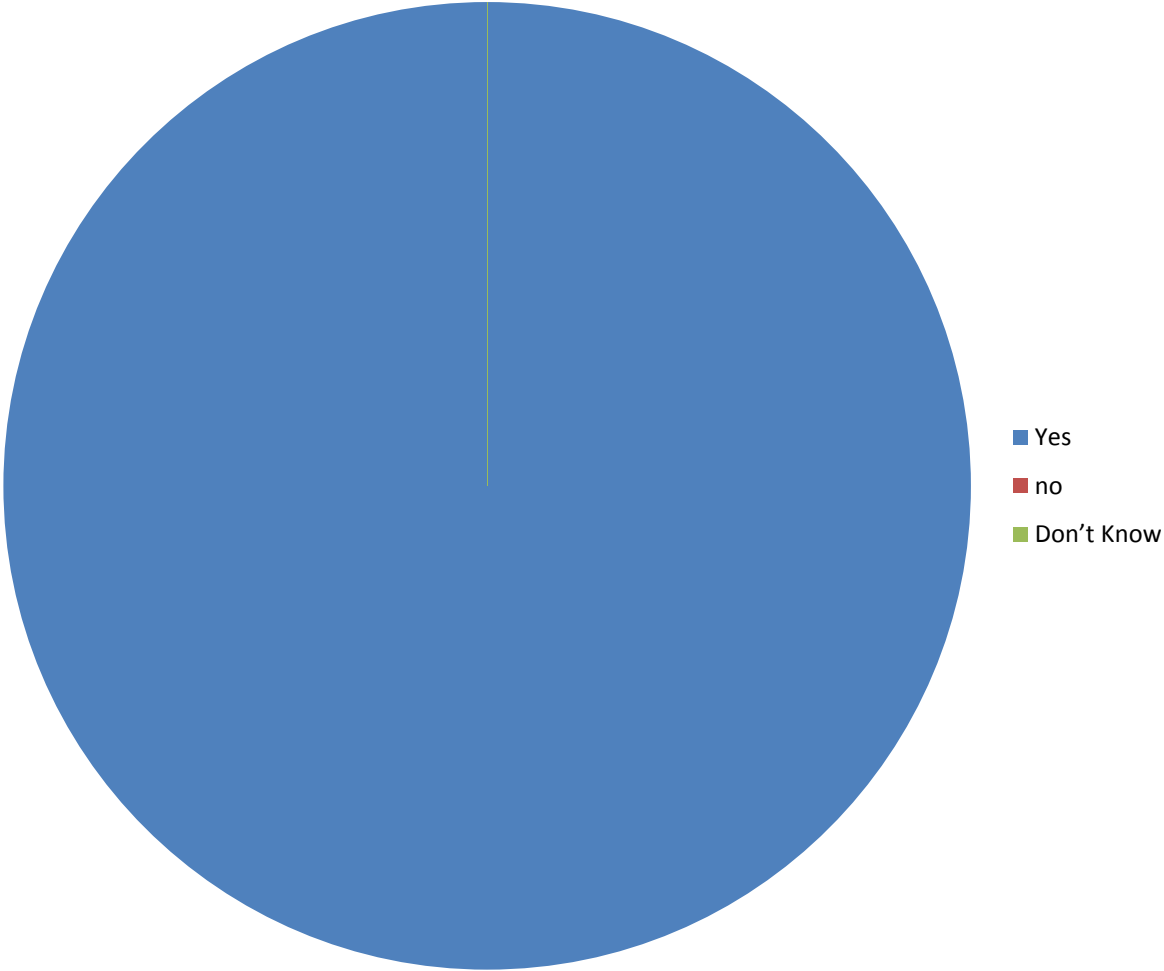
Are you satisfied with the service you have received?



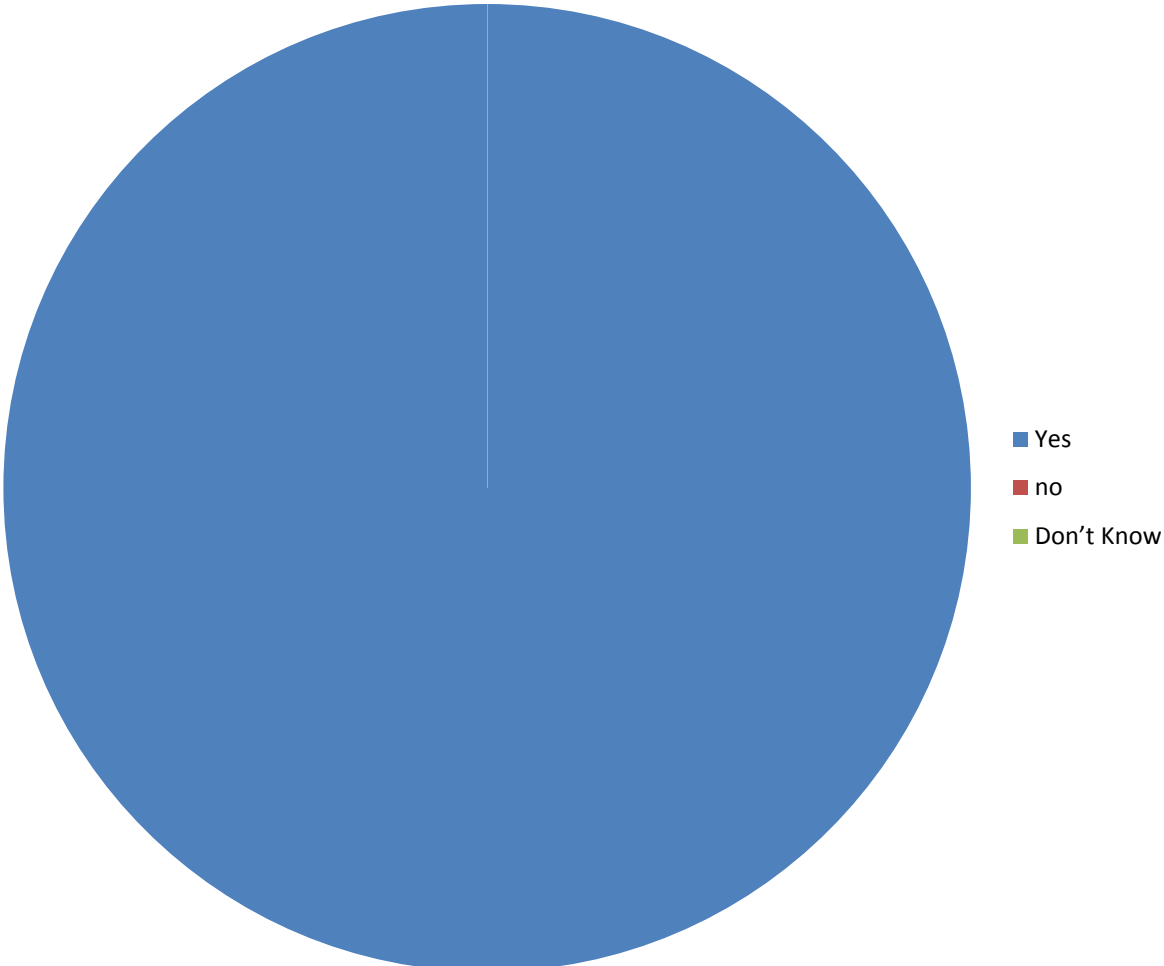
Can you think of any specific trainings that will benefit you as a foster carer?



Do people get back to you when they say they will?

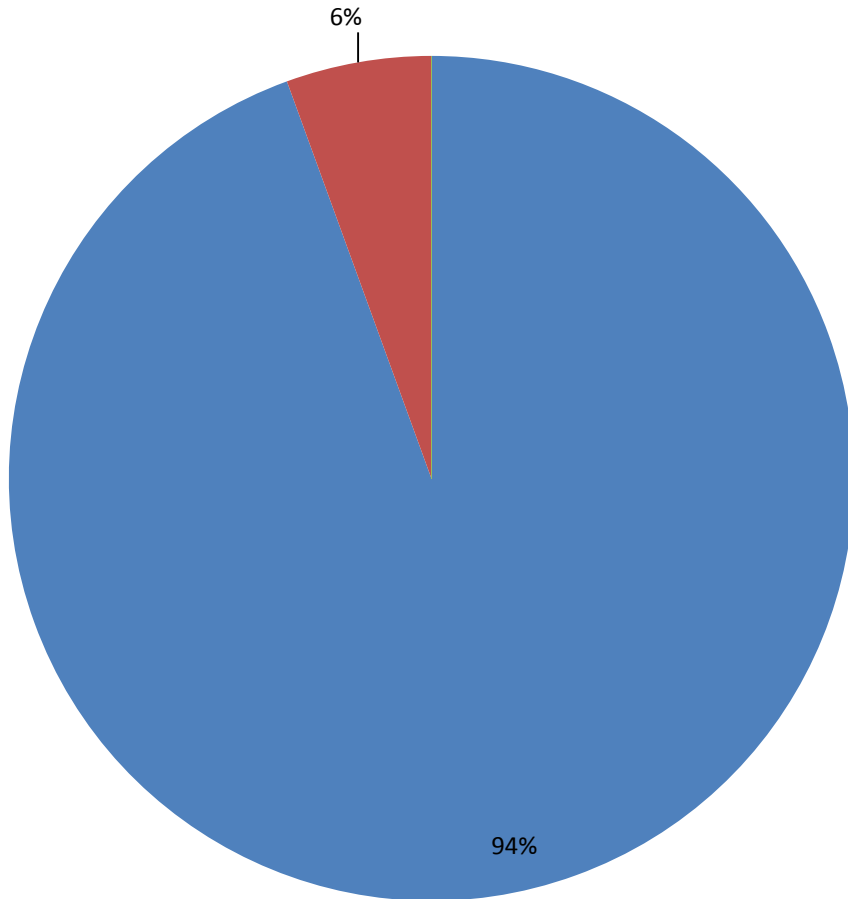


Do you know where to go or who to ask if you have a concern about Horizon Fostering Services or a member of its staff?



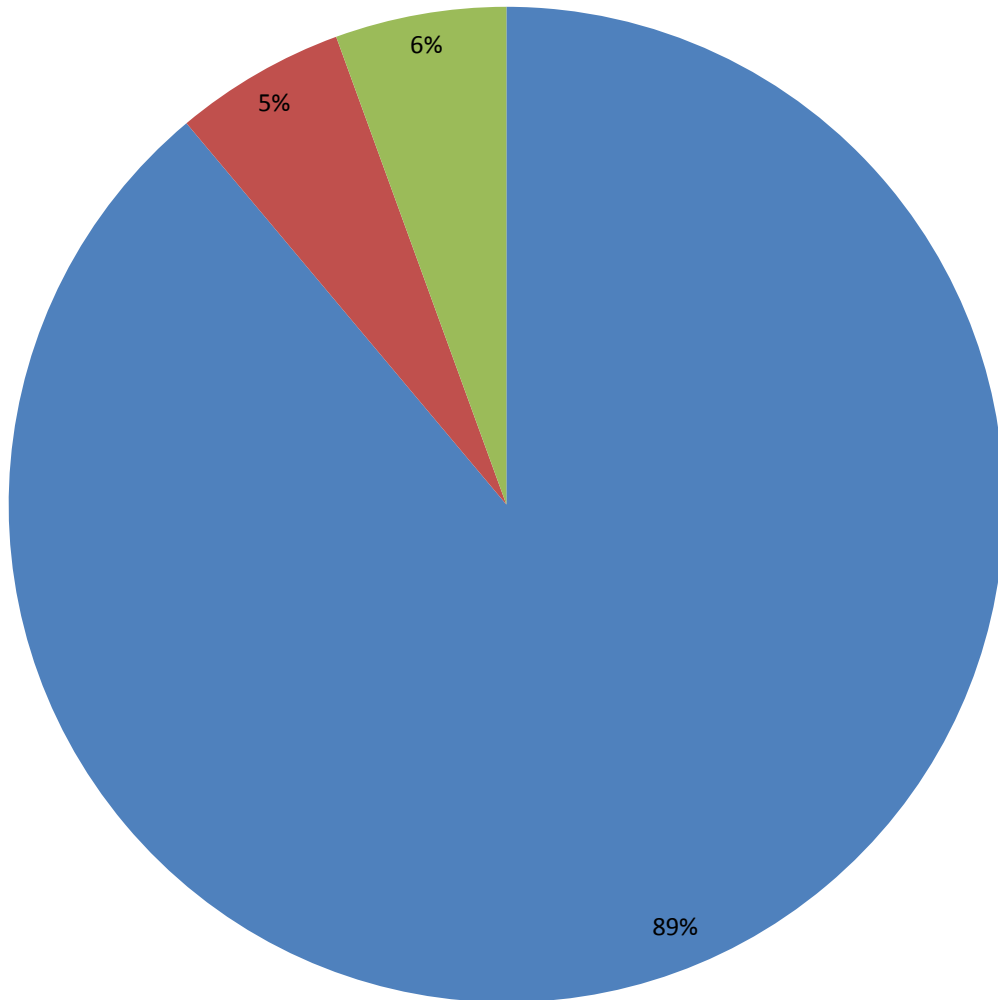
Do you know how to make a complaint about the service?

■ Yes ■ No ■ Don't Know



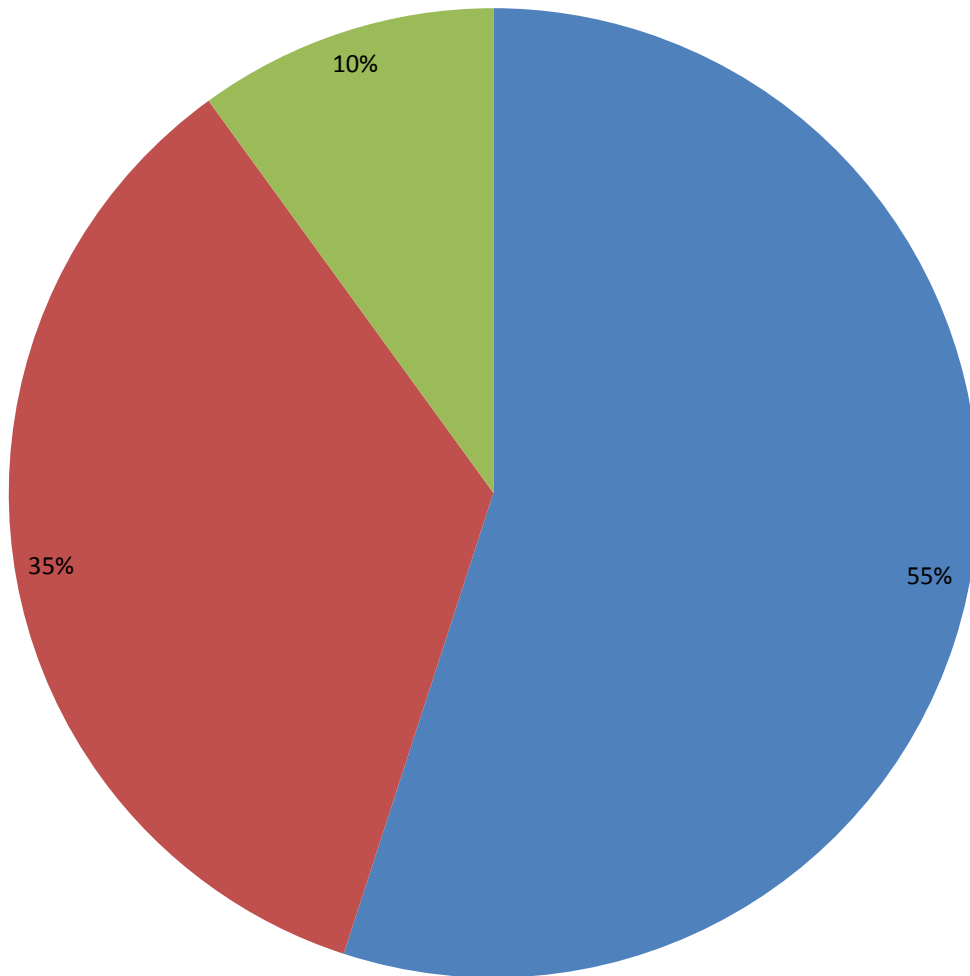
Would you like to receive and send information by email?

■ Yes ■ No ■ Don't Know



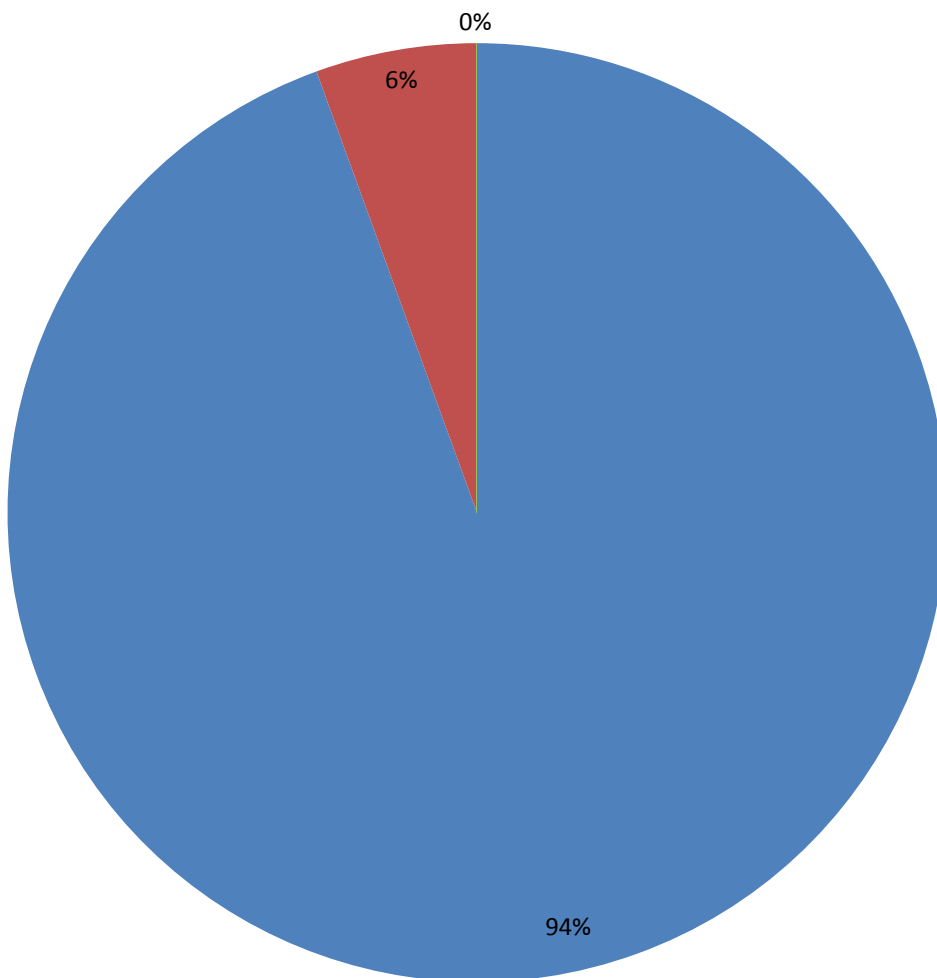
Would you like more speakers to be invited to the support group meetings?

■ Yes ■ No ■ Don't Know



Are your payments made on time?

■ Yes ■ No ■ Don't Know



Is there anything you would like to tell us?

'Horizon are a very good agency, staff are polite and conscious. They do get back to you and the support and advice are there if you need it'

'We are very happy with the support we receive from Horizon and feel they are appropriate'

'Would it be possible to have a small session (maybe question and answer session) how one can develop other skills that would enhance being a foster carer, i.e how one could be a mentor or become a panel member, where one could become involved in the process of foster carers coming into Horizon for example-just a thought'

'Very impressed with support and communication. The more speakers you have distract from the information your training to get across. Payment for fuel took over 3 weeks'

'Maybe specific training sessions for foster children'

'Horizon has always been very supportive and understanding regarding any concerns- no problems'

'Yes could we get some computer training for us if possible'

'The first question is about communication and it is very good, when you have a placement. We felt it wasn't good prior to placement'

'The agency has been very transparent in its dealings with us as carers'

'Any specific training-diploma in counselling'

'Horizon Services are amazing; always try to solve any problem, children in our care come across. Horizon always thinks of us. Thank you'

'Horizon does its best to give the best to carers and pupils. I think the communication is brilliant between social workers, director, carers and staff'