

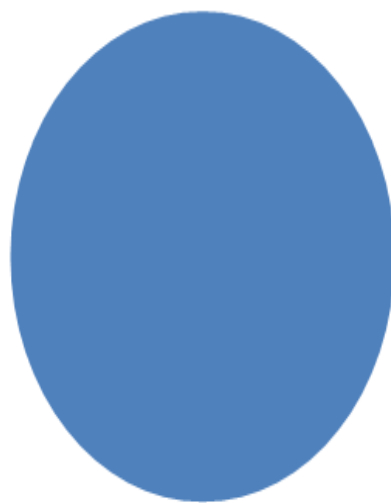


## Horizon Fostering Services Consultation

February/March 2015

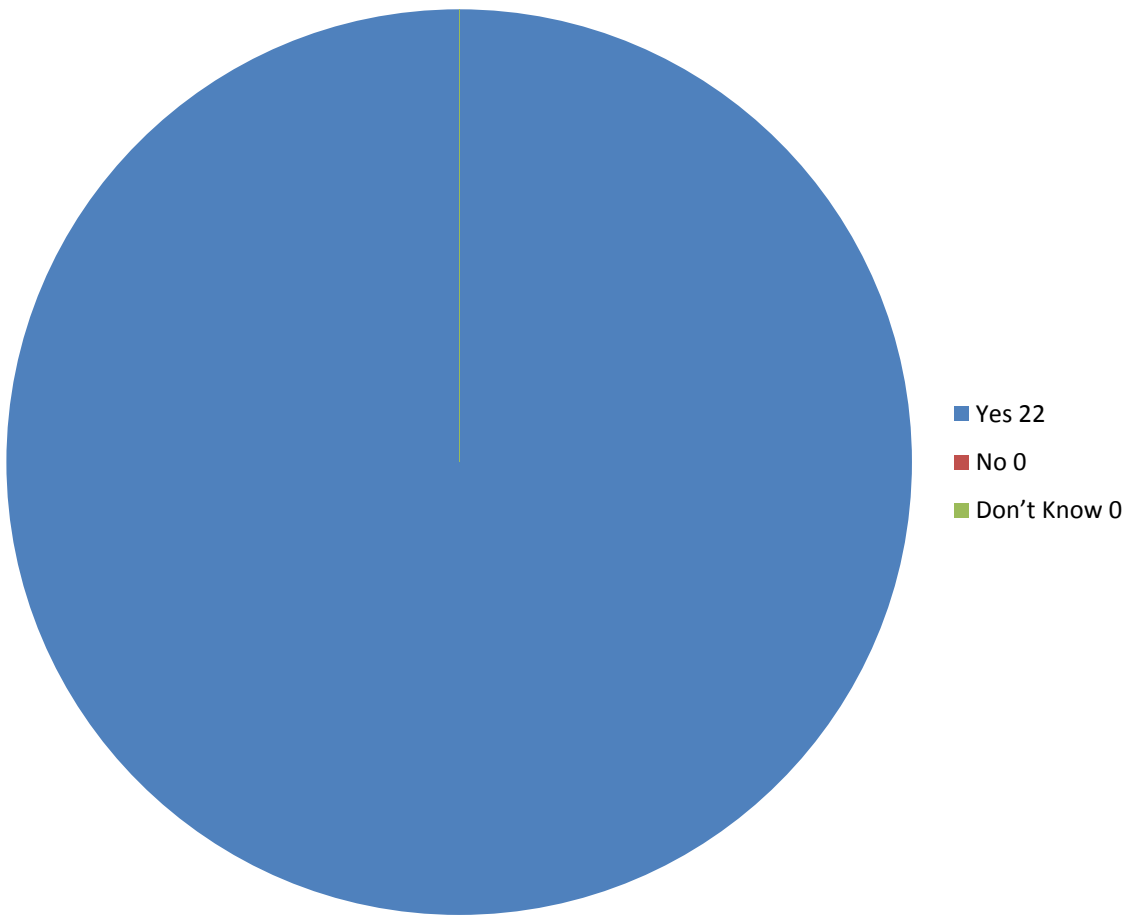
22 foster carers participated in the survey

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

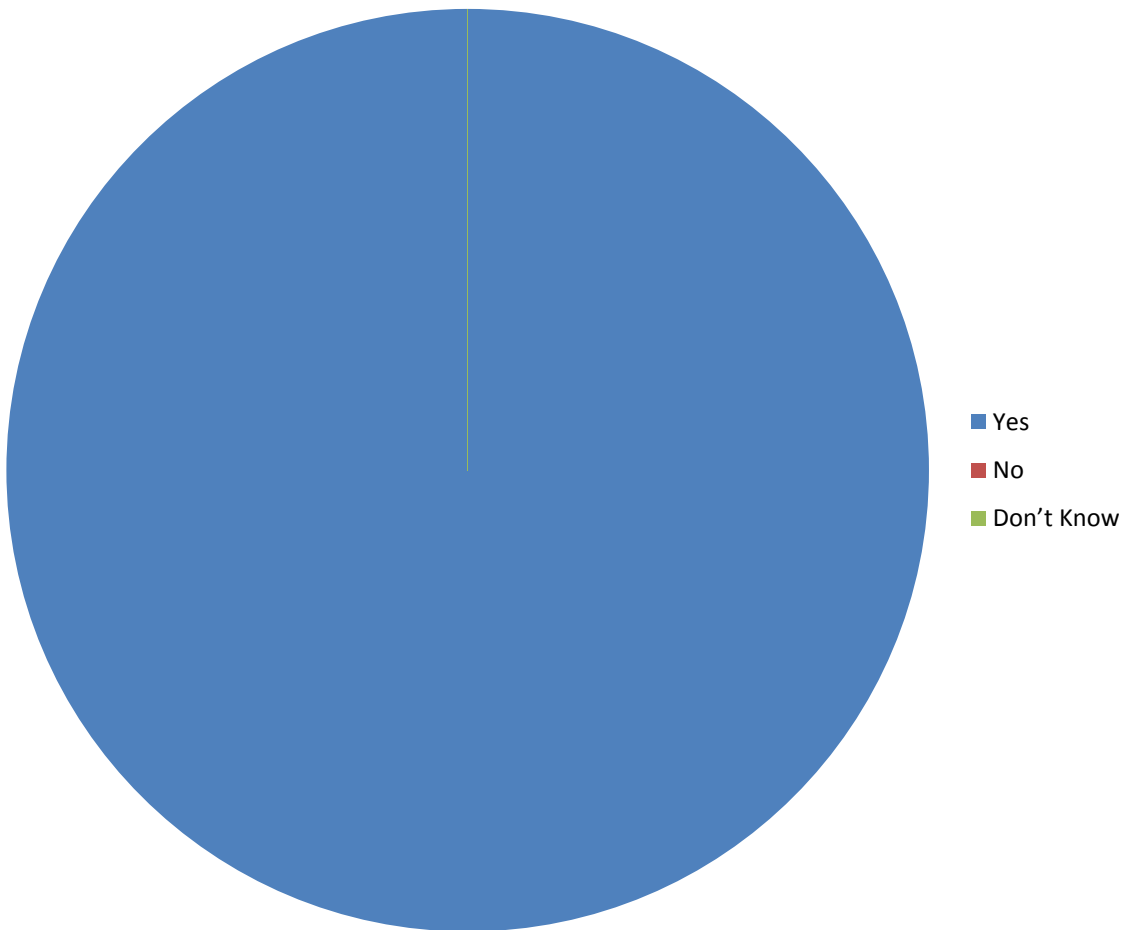


- Yes
- No
- Don't Know

**Are you satisfied with the service you have received?**

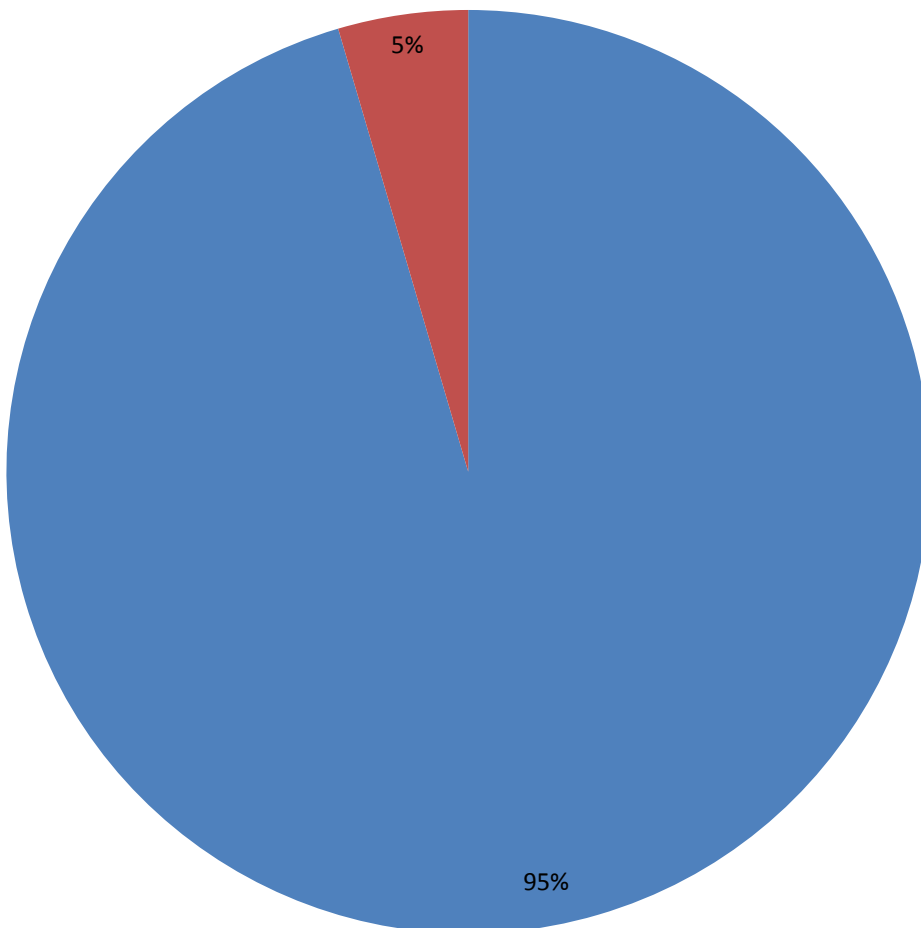


**Are you able to get into contact with the worker you wish to speak to?**

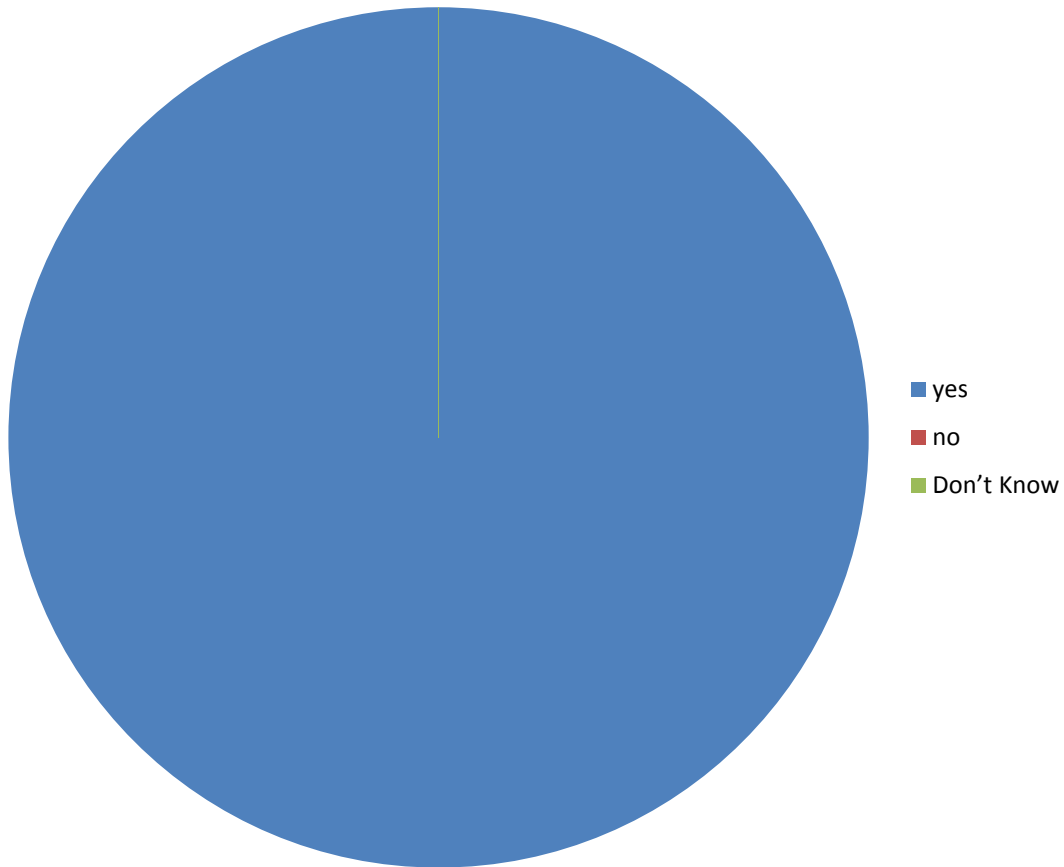


## Do people get back to you when they say they will?

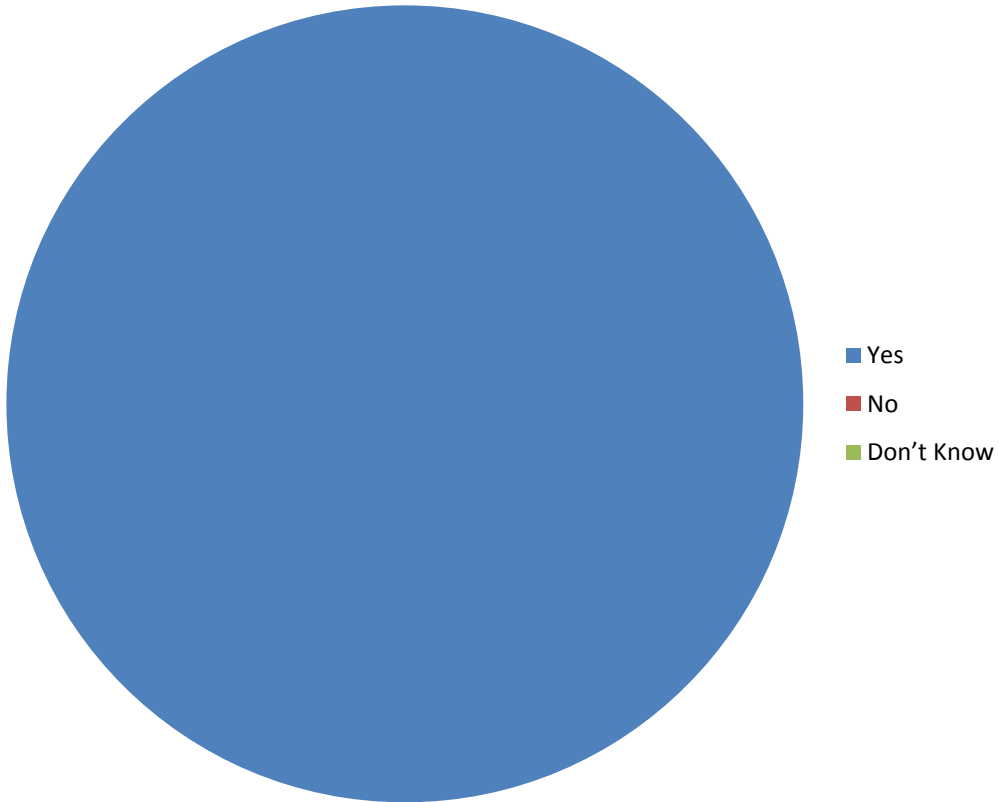
■ Yes ■ no ■ Don't know



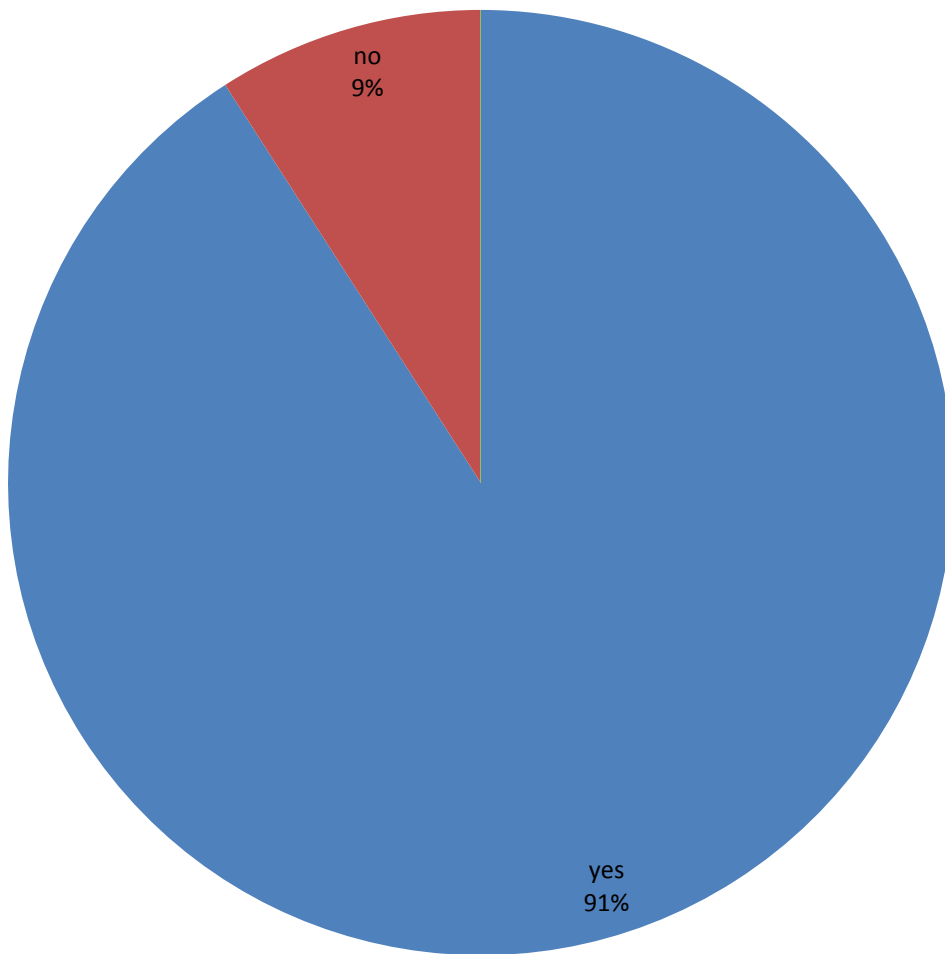
**Do you know where to go or who to ask if you have a concern about Horizon Fostering Services or a member of its staff?**



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

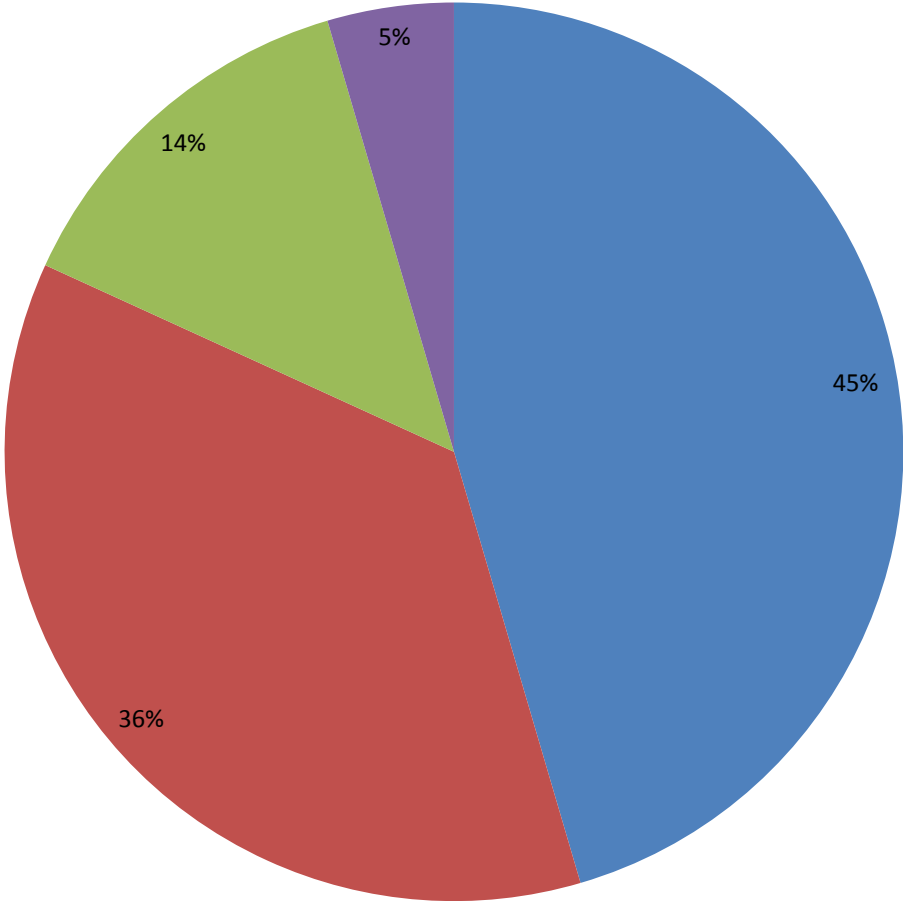


**Would you like to receive and send information by email?**



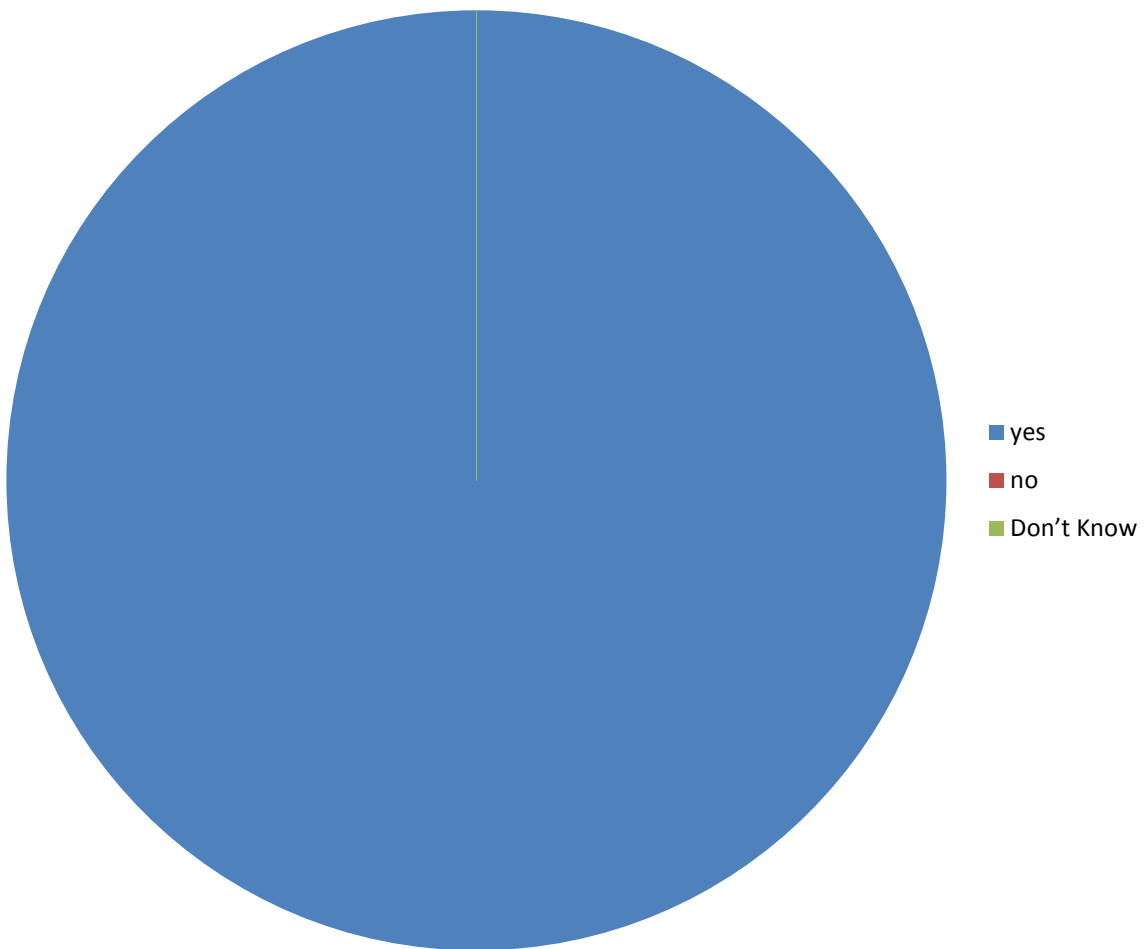
# Would you like more speakers to be invited to the support group meetings?

■ yes ■ no ■ Don't Know ■ Never been to one





## Are your payments made on time?



**Is there anything you would like to tell us?**

- **When holiday payments are made**
- **Find the company professional, supportive and approachable**