

Client forum

Highlights from the Client forum

Last meeting dates: September and October

Welcome to the new Client forum update!

We have recently held two client forum meetings in quick succession due to having put these on hold for the previous 4-5 months.

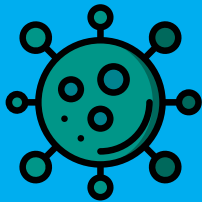
Two meetings were therefore held in September and October with a further one pre-Christmas already booked for Wednesday 16 December. **Adele Duncan, Director of Client Services (pictured right)** has taken over as the chair of the meeting with Andrea Cannon having retired earlier this year and has kick-started a review of the purpose of the group.



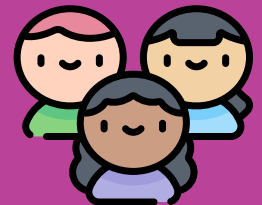
Key topics from the last meetings

Some of the key topics of conversation in the last two meetings have been:

Covid 19 – not surprising, giving feedback on how we have managed this within Transform but also how this has impacted clients.



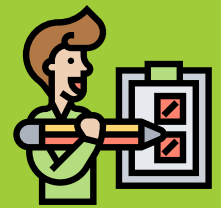
Discussion on the **purpose of the Client Forum** and finding more people who would like to attend. More details to follow...



Review complaints, compliments received and any safeguarding issues that we have been working with.



Discussed the **results of the regular surveys** we complete including the **Client Satisfaction Survey** and the **Exit Questionnaire**.



Looked at the **Lockdown art competition** entries.

The winner was **Jessica** – a client from the Elmbriage team!



Coming up in December will be a review of draft terms of reference and plans for engaging more staff and clients in the Client Forum moving into 2021.



If you would like to join the Client Forum please contact **Tim Butcher** or **Adele Duncan**.
Ask your Keyworker for contact details.