

Client forum

Highlights from the Client forum

Last meeting: 20 January 2021

Welcome to the Client forum update

The last Client Forum took place on 20 January. There was very good attendance and a key focus of the meeting was discussing Transform’s Training modules, which you can find out more about below.

Key topics from the last meeting

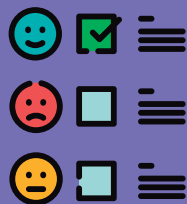
Discussed Transform’s **Training modules**. These are booklets which have been written by a group of Transform clients and staff covering key areas such as:

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|------------------------|--|
| 1. Alcohol | 6. Coping with sleep problems |
| 2. Anger management | 7. Problem solving and achieving goals |
| 3. Assertiveness | 8. Writing a CV |
| 4. Budgeting | |
| 5. Staying safe online | |

The booklets are designed to take clients through these topics one step at a time and contain useful information and exercises. Staff can provide clients with copies of these modules (they are on Milo) and we are just in the process of placing them on our website as well so clients can access them directly.

We are currently working on a new Training module aimed at clients who move on from Transform called “**Starting and maintaining a tenancy**”. The group discussed this module, focussing on three areas, essential items to have on day one of moving, important things to do on the day you move in, who to inform of your new address.

The group discussed our new **Feedback and Complaints leaflet** which has been updated to make processes simpler for clients.



Next two meetings:

Wednesday 24 March

Wednesday 12 May

All meetings will be held at 1pm via a Teams call – a staff member will be able to support you to attend this.



Coming up in March we will be reviewing the ‘**Staying Safe Online**’ module.

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