

Client forum

Highlights from the Client forum

Last meeting: 12 May 2021

Welcome to the Client forum update

At the Client Forum meeting on 12 May we looked at what the meetings have achieved over the past nine months. We received some excellent feedback, with group members saying they genuinely enjoyed being part of the Client Forum and seeing the impact that the group has.

Key topics from the last meeting

Some of the key achievements are:

- We have reviewed the **Feedback and complaints leaflet** and made changes to make it clearer.
- We have reviewed the **Staying safe online training module** and also almost finished writing a new one on **Starting and maintaining a tenancy**.
- We have provided feedback on the updated **Safeguarding policy**.
- One client has written a piece which will be included in the **Welcome Pack** for all new staff.



Exit questionnaire results

The group considered the results of the Exit Questionnaire for 2020/21. The results were excellent with **100%** of respondents saying they were either satisfied or very satisfied with the quality of the accommodation provided by Transform and **95%** saying they were satisfied or very satisfied with the support they received. Thanks to everyone for their help in getting these surveys completed and also to former client David for checking the results.

Long-term outcome monitoring results

Once a year Transform staff contact clients who have left Transform to see whether the progress they had made whilst with us has been maintained since moving on. Many former clients had been seriously affected by the pandemic lockdowns which had stopped a lot of their structure. It was heartening that despite this, **95%** still said they felt happier than they did before they received support from Transform and **100%** felt more secure.



Next two meetings:
Wednesday 7 July
Wednesday 1 September

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