

# Client forum

Highlights from the Client forum

Last meeting: 1 September 2021

Welcome to the Client forum update It was a packed and productive meeting with a key focus on the Client engagement strategy.

## Key topics from the last meeting

### Client engagement strategy

The group discussed the different ways that Transform might engage more actively with clients. Suggestions ranged from roadshows to evening surgeries and even bingo. We would like to get suggestions and feedback from as broad a range of clients as possible so over the coming weeks we will be visiting teams to explain what we do at the Client Forum, discuss how clients can be more involved and asking for your feedback.

### Christmas wish list

We welcomed David Annand to the meeting who discussed the Christmas wish list where members of the public donate gifts to Transform clients. The group provided some great feedback on the sorts of gifts that we might add to the list this year which will be provided via a number of routes e.g. direct donations, the Amazon wish list and others.



### The long-term impact of Transform support

Clients who have left Transform are asked to complete a survey to help us assess the impact of the accommodation and support we provide. We considered responses from clients going back to 2013 to see if the results varied depending on how long the client had left Transform for. The results show that much of the progress made by clients while with Transform is maintained even after they leave.

- 90% of skills and abilities developed by clients while with Transform are maintained in the first 12 months after leaving, and 81% are maintained for clients who have left Transform for over 12 months
- 89% of clients continued to feel improvements to their quality of life compared with how they felt before coming to Transform. This result remained the same irrespective of how long they had left Transform for.

2021

The next meeting is on Wednesday 24 November at 2pm. The meeting will be held at Bradmere House so people can attend either in person or online via Teams. Please do contact your keyworker or a member of staff if you are interested in being part of this group.