

Client Forum

Highlights from the Client Forum

Last meeting: Thursday 15 June 2023

At the most recent Client Forum we saw an increase of clients joining the group with a total of 10 in attendance. We welcomed new members from Elmbridge and Reigate following engagement events which took place few weeks prior. This is great news and we hope to increase this further over the coming year.

Key topics from the last meeting

Training module update

We currently have 11 training modules available on our [website](#) covering a range of topics. Attendees discussed what topic should be covered next and there were a number of suggestions including the menopause, substance misuse, and anxiety management. A meeting will be arranged for the Training Module group to meet and discuss next steps.

Hardship Fund available soon

Watch out for our new **Hardship Fund** application process which will be available over the coming weeks to support those struggling with the cost of living crisis and the impact that has had on their rent payments.



Digital switchover

One of the members shared information about the changes due to take place by 2026 to replace analogue phone lines with digital ones. This is called the **Digital switchover**. More information can be found [here](#). We will be providing further information to clients as soon as we have it but please speak to a member of Transform if you have any immediate questions.

Client involvement

Four members of the Client Forum were recently involved in the recruitment process for the new Chair of Transform's Board. This feeds into the policy that was discussed relating to client involvement in the recruitment process for operational roles. The final policy will be submitted to the Board for approval and will then be launched.



Next meeting:
Thursday 17 August
10am – Middy

These meetings are held at Bradmere House in Leatherhead and on Teams – a staff member will be able to support you to attend this.