

Client Forum

Highlights from the Client Forum

Last meeting: 30 November 2023

This meeting was the last one for our Director of Client Services who is moving on to a new venture – Adele Duncan has chaired the group for almost four years and the group thanked her for her contribution and commitment, The new Director of Client Services, Bex Pritchard started on 4 December and we wish her well in this role.

Key topics from the last meeting

Transform policies

The Client Forum was briefed on two new policies that have been developed. One regarding “reasonable adjustments”. This covers things that Transform can reasonably do to a property to make it easier for clients to live there i.e. changes for those with disabilities. The second policy was about the de-escalation of violence at work. While it is rare for Transform clients and colleagues to experience this we need to ensure that the policy covers what people should do in such situation.



Newsletter update

A client newsletter was published in November which focused on health and safety issues and how to keep yourself safe in your home. If you have not had a copy of this do let your keyworker know as printed copies have been provided for every client. We will be introducing a regular newsletter in the New Year, there will be an opportunity for you to tell us what you'd like to see and how you'd like to receive it.

New Transform Chair

Ollie Smedley joined the meeting to introduce himself as the new Chair of the Transform Board. Clients were involved in the interview process and everyone welcomed Ollie into this important role at Transform. Going forward, different trustees will attend the Client Forum.



Next meeting:
Midday, Tuesday 6 February

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