



## Section B

# About Transform

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# About this handbook

## Welcome to your new home

This handbook contains important information to help you settle into your new home. The handbook has been designed and produced with input from Transform's Client Forum. It is broken down into short, distinct sections. This means that it is not necessary to read the whole thing in one go. You can simply keep your handbook in a safe place and refer to relevant sections as the need arises.



## What this handbook covers

Transform provides a wide range of services and accommodation types:

- shared houses, often for clients with higher levels of support needs
- self-contained flats, usually for clients with lower levels of support needs
- accommodation where we provide a housing management function only
- floating support services.

Because of the range of services we provide not all sections of this handbook will be relevant to all clients and we will try and make this clear in each section. We have a separate handbook for clients in our Sheltered Housing services.

## Easily accessible documents

If you would like a large print version of this handbook, please ask a member of staff who will be happy to provide you with a copy. Transform are also in the process of producing a Handbook for other client groups with specific needs.

## Any questions?

Throughout this handbook you are prompted to speak to support staff if you are unclear on any issue. This is probably the best advice we can give; if you are unsure about anything or if anything is unclear, please just ask!

## Transform website

More information about some of the topics covered in this handbook is available on our website: [www.transformhousing.org.uk](http://www.transformhousing.org.uk). In addition, if you would like a copy of any of the policies referred to in this handbook, please speak to a member of staff.

You can also follow us on social media:



# About Transform

**Our purpose** is to help people live independent and fulfilling lives.

## Who we are

Transform is a registered social landlord that has been providing accommodation and support to homeless and vulnerable people since 1972. We are also a registered charity and we do not make a profit.

## What we do

Transform aims to prevent homelessness across Surrey, Sutton, Wokingham and West Sussex by providing accommodation, and housing related support services. The people we help are often extremely vulnerable and may have been marginalised by society. We work alongside clients, giving them one-to-one support to help them address the issues they are facing. We work in close partnership with local authorities and other agencies.

## Our values

Our values below are the organisation's guiding principles that influence our behaviour and actions. These values provide a clear focus for our employees: they explain how we work and guide what we do.

### Respect

- Value diversity and fairness
- Act with honesty and integrity
- Treat people with care and compassion

### Empowerment

- Support the needs of each individual
- Encourage personal development and independence
- Provide safety, stability and security

### Responsibility

- Work together, in partnership
- Take responsibility for our actions
- Continue learning and improving

### Excellence

- Provide a first-class service
- Deliver excellent value for money
- Explore innovative ways of working



# Client consultation and engagement

Transform has co-produced its approach to involving clients in the services that we provide and we have developed three key areas that involvement could take place. These are contained within our Client Engagement Strategy which you can get a copy of from local staff or on our website.

Below gives a summary of the three key areas of engagement that have been identified with our clients and staff:

## Local

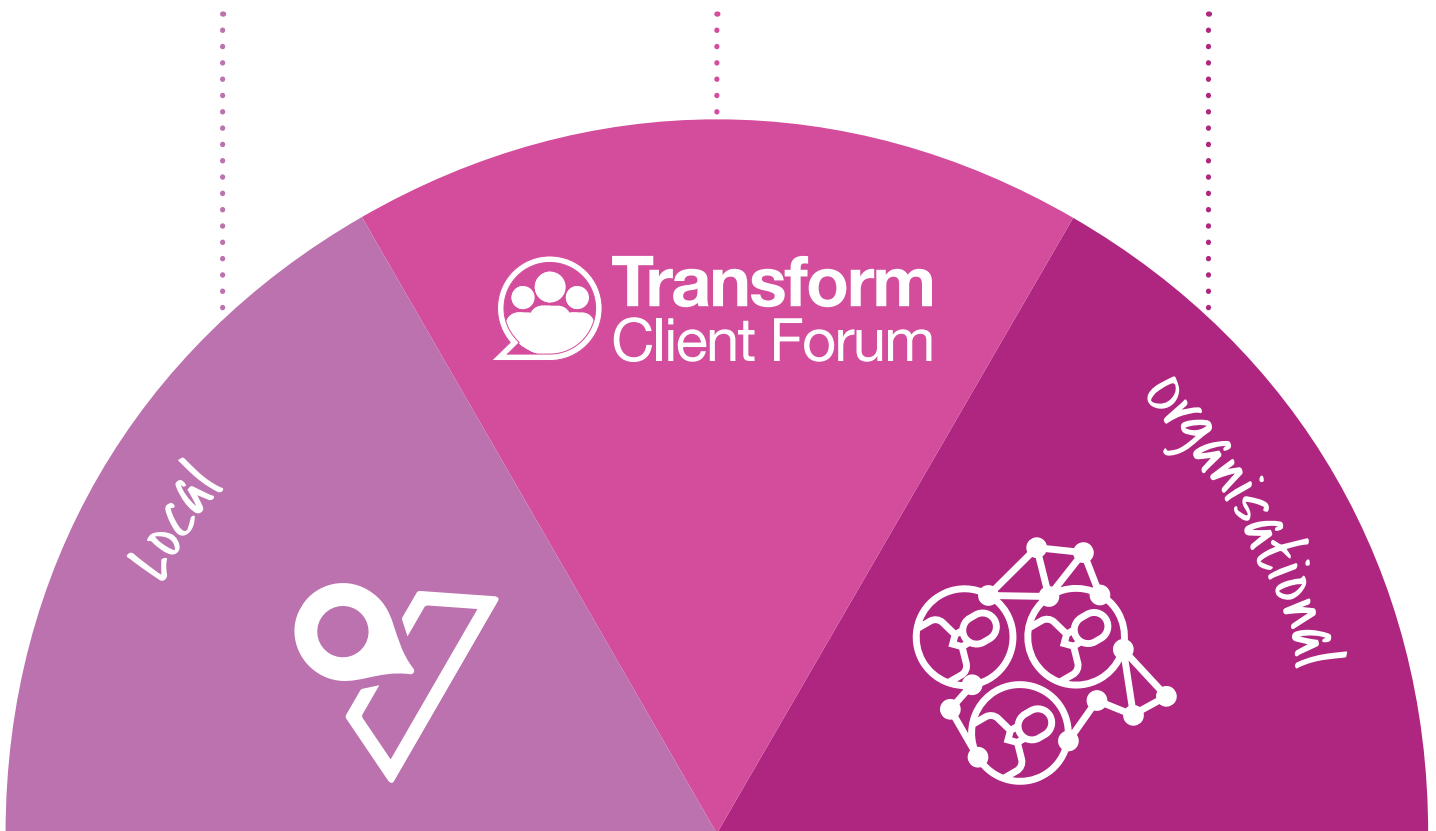
Ensuring person-centred and strength based services for all clients via a range of opportunities including support planning and keywork; house meetings and complaints and compliments.

## Client Forum

A well established group with a core of clients regularly attending – the Client Forum plays a lead role in a number of key areas such as policy review work; development of training modules for clients; client handbook production and review.

## Organisational

Ensuring voices of clients enable us to improve and enhance our local services with involvement in policy development work, membership of Client Experience & Impact Committee and client satisfaction surveys



## Satisfaction surveys

Each year we invite clients to complete a survey asking for feedback on the services we provide. We then produce a report on the results which we feedback to clients.

## The Client Forum

Every two months we hold an involvement meeting which is attended by both clients and Transform staff. In past meetings we have reviewed policies and developed questionnaires. The meetings are a great way for clients to directly influence what happens within Transform and are also a good opportunity to give us your feedback. If you would be interested in attending, please speak to a member of staff.



## Client Forum update

After every Client Forum meeting we produce a **Client Forum update**. This is an at-a-glance summary of the key issues that were discussed in the meeting so that everybody can be kept informed of what is happening within Transform regarding client engagement. For a copy of this, please ask a member of staff.

## Client events

There are a variety of social events for clients throughout the year. These range from BBQs to cinema trips. If you would like to be involved in arranging an event with staff then please let them know.

## House meetings

In many of our shared houses we hold regular house meetings. These provide an opportunity for clients to find out what is happening in their house and around Transform generally and to give their comments to staff.

## Annual Review

Each year we produce an Annual Review which tells you what has taken place in Transform over the past year and this is published on our website.

## Local fundraising

Fundraising is one of the ways in which we can raise money to pay for things like client training courses or move-on grants to help clients furnish their new home. We hold fundraising events throughout the year and client involvement is positively encouraged.