

January 2024 | Issue. 1

NEW YEAR, NEW NEWSLETTER

Update for Transform clients

WISHING YOU A HAPPY NEW YEAR!

We hope you had a happy and healthy festive season!

In 2024, we're planning to keep you updated with regular bite-size news, tips and info. This time, we look at how to avoid damp, mould and condensation; share your feedback from the client satisfaction survey; introduce a new Transform colleague; talk about the Client Forum and tell you about our first client-written blog!

Goodbye Adele and Hello to Bex!

Thank you, Adele

As some of you may be aware, we said goodbye to Director of Client Services, Adele Duncan (pictured top) in December. We would like to take this opportunity to thank Adele for her incredible dedication to supporting clients and for her commitment to involving and engaging clients in Transform's services during her time.

Welcome Bex!

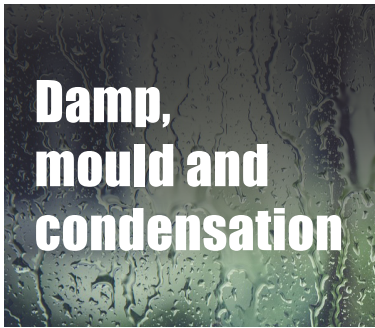
Rebecca 'Bex' Pritchard (pictured bottom) joined us at the beginning of December as the new Director of Client Services. Bex has an impressive resume with more than 30 years' experience in housing, homelessness and social care under her belt, having started as a volunteer on the Southampton Resettlement Project in 1989. She said of her appointment:

"My background has been mostly about supporting people who have faced trauma and those who have been excluded from society."

"I'm passionate about involving clients, alongside staff, to help us provide services which truly transform lives."

We hope you'll join in a warm welcome to Bex who will also take over chairing the Client Forum in February.





We are in that time of year where damp, mould and condensation (DMC) rears its ugly head. There is always moisture in the air even if you can't see it, when the air gets colder this turns from gas to liquid and tiny drops of water appear – this is condensation.

Untreated, this can cause damp and mould which doesn't only damage your property, it can also affect your health. There are some steps you can take to help prevent this happening including:

Putting less water in the air

Use lids on saucepans, avoid drying clothes indoors, run cold water in your bath before hot, wipe away condensation, and use a mould cleaning spray.

Making sure you heat your home properly

A low level of heating all day is better than quick blasts of heat (and helps to reduce bills too!).

Ventilating your home

Keep doors closed, especially in bedrooms, but keep a small window ajar to let air in, don't put too much in cupboards and wardrobes and avoid putting them against external walls.

Stopping water vapour spreading

Use extractor fans in the kitchen and bathroom, use a cooker hood and keep doors closed when cooking or showering but open a window.

For more information, check out your Client Handbook (received when you moved in), or visit our website to view the DMC guidance.

If you think the condition of your property is causing damp, mould or condensation, please tell your keyworker or service manager who will contact our repairs team. We'll investigate and let you know what we find. If there is an issue, we'll tell you what we'll do to fix it and by when.

Your Client Forum

Hopefully most of you are aware of our Client Forum, but if not...

One of the key purposes of the Client Forum is to empower clients by ensuring they have a voice which genuinely influences decisions within Transform. It provides a wide variety of opportunities for clients and colleagues to ensure that client involvement is fully inclusive for those who access Transform services.

During 2022/23 the group has been involved in things like reviewing and influencing policies, feeding back on new procedures and the Transform website among many other things, one member has even had an article published on the Money Saving Expert website.

If you would like more information or to get involved please speak to your keyworker.



Client satisfaction survey: the results!



In 2022, we evaluated how we gather client satisfaction information as we wanted to better understand your needs. We then launched a more comprehensive survey collaborating with a leading organisation in customer experience, The Leadership Factor Research (TLF).

From May-June 2023, TLF ran the expanded survey again. Our response rate increased – with 420 clients completing it – and we have now been able to look at your feedback to see where satisfaction has risen and what we can make further improvements on.

The survey identified an **85.4%** average satisfaction rate up from **83.7%** in 2022 with 307 respondents saying they were very, or fairly, satisfied with the service Transform provides. We are delighted that this not only puts us near the top of the table for all TLF-rated organisations, but it also places us among their top housing associations whose average satisfaction score was 16% lower at **69%**.

Ease of dealing with Transform

Transform achieved an average score of **8.5 out of 10** for how easy we are to deal with. **78%** of clients gave Transform **8, 9 or 10 (out of 10)** for this measure.

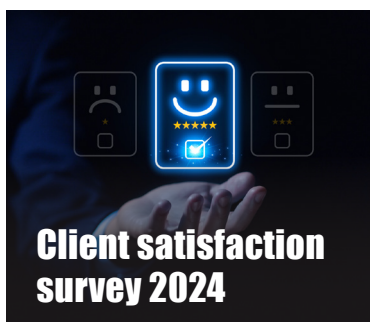
Trust in Transform

In terms of your trust in Transform, clients gave us an average score of **8.3 out of 10** with **76.9%** of you scoring **8, 9 or 10 (out of 10)**.

Areas for improvement

There are three main aspects of our service that clients have asked us to focus on (see below). We are reviewing these and are taking steps to improve our performance in all these areas. There will be updates on these in future newsletters

- our approach to complaints handling
- how we handle antisocial behaviour
- the time we take to complete repairs.



We are always looking to provide the best possible support to enable you to live independently and to feel safe, secure and healthy. This means we are looking very carefully at your feedback to see where we can make further improvements.

How you feel about the service Transform provides for you is extremely important to us, so please do let us know your feedback by completing the client satisfaction survey when it comes round this year!

"...It's a landline phone, but not as we know it..."



Client blog officially launched!

Transform is delighted to announce that we have officially published our first client-led Blog.

At the Client Forum there was a discussion about how best to get information – from a client perspective – out to clients, so after teaming up with George in the Comms team, the Guildford Blogger was born!

The Guildford Blogger (GB) is a Transform client who has a diverse background but most notably they worked in marketing for many years and also have a business degree.

GB works on the basis that if something is worrying them or might be an issue for them in the future, then it is likely to be worrying other clients too.

"Modern life can be quite complicated, so I look for things that can make life easier and better. In my blogs I share the benefit of my research.

"There are lots of interesting subjects on the horizon including making the best use of money, technology, legal stuff, and different aspects of health etc. The subjects may seem a bit boring but hopefully very useful, and I will try to make it more exciting! I look forward to writing for you and making life more successful for you!"

Check out our website for the latest blog: [Your National Insurance contributions and how to top up.](#)

We are looking to provide a regular update for clients, but we would like your input!

Scan the QR code below and tell us what you think – we will be asking about how often you'd like to receive these types of newsletters, the type of content you want to read and how you would like to receive it.

We would love to get as much input from you as possible so please make sure you get involved.

Can't access the survey? Not to worry! Contact your keyworker and they'll be able to help you access it another way.

We look forward to hearing from you!



SCAN ME!

Have your say on your newsletter

