

Client forum

Highlights from the Client forum

Last meeting: 7 July 2021

Welcome to the Client forum update

There was a great attendance at the Client Forum meeting on 7 July with five clients and one former client taking part and giving feedback. We discussed training modules and also considered the results from the Client Satisfaction Survey 2021.

Key topics from the last meeting

Training modules

Following feedback from Client Forum group members we have now almost finished the review of the **Staying safe online** training module. In addition, we have now also completed the second draft of the **Starting and maintaining a tenancy** training module. Once final drafts have been completed we will focus on the presentation and style of both the modules before making them available to all clients. Many thanks to everybody for all their hard work and feedback on these modules.

Client handbook

Transform's Client Handbook was last reviewed in 2019 and so is in need of an update. A small group of clients and colleagues kindly volunteered to meet in August to review the handbook and we will keep you informed of progress in this update.

Client Satisfaction Survey 2021

The results for the Client Satisfaction Survey 2021 were excellent and a testament to the wonderful work of Transform colleagues during the COVID pandemic. Of those clients who completed the survey:

96.9% were either satisfied or very satisfied with the general advice and support they received from Transform staff.

96.4% were either satisfied or very satisfied with the actions taken by Transform staff to help keep them safe during the pandemic.

95.3% felt happier since receiving support from Transform and **92.1%** felt more independent.

Thanks to all the clients who took time to complete the survey and to all the colleagues who provided support and encouragement.



Next two meetings:
Wednesday 1 September
Wednesday 24 November

These meetings are held on Teams – a staff member will be able to support you to attend this.