

Client forum

Highlights from the Client forum

Last meeting: 24 November 2021

Welcome to the Client forum update

It was great to be able to meet in person at the last Client Forum meeting in November! We had excellent attendance with nine people attending the meeting in person and nine attending online.

Key topics from the last meeting

Client Engagement Strategy

Adele gave a presentation about key points from the new Client Engagement Strategy. Adele has now met with 44 clients around Transform who have explained what is most important to them about the service we provide. The most important aspects identified so far have been:

- Feeling safe
- Security
- Access to good staff
- Flexibility to meet client needs

We intend to have a final strategy document ready for January along with a detailed three year action plan.

Client Satisfaction Survey 2022

The Client Satisfaction Survey in 2022 will be carried out by **TLF Research** on behalf of Transform.



To help ensure the survey asks those questions which are most important to clients, TLF Research will be 'phoning 10 clients to carry out interviews.

This information will then be used to develop a new set of survey questions. All clients who attended the Client Forum kindly volunteered to take part in the interview process.

Client Handbook Review

Following earlier discussions in the Client Forum and a focus group meeting, we are now well on our way to reviewing the Client Handbook.



The group considered the changes that have been made to date and those which remain and we hope to have a final draft ready soon.

Happy holidays!

We would like to thank everyone who has been involved in the Client Forum meetings during 2021 and managed to do so via new and different means for lots of us.



A lot has been achieved and it would not have been possible without everyone's involvement – we wish everyone a peaceful and happy Christmas time.



The next meeting is on Wednesday 12 January 2022 at 2pm. At the moment the intention is that the meeting will be held at Bradmere House so people can attend

either in person or online via Teams. We may need to review this nearer the time, however.