

# Client Forum Annual Summary 2023

Welcome to the very first Client Forum Annual Summary! For those of you who aren't sure what the Client Forum is or what it does, here is a short explanation...

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 will provide a wide variety of opportunities for clients and colleagues to be involved to ensure that client involvement is fully inclusive for those who access Transform services.

Below are a few quotes from forum members commenting on their experience at the forum and at Transform in general. Overleaf you will also find a round up of the activity the forum has taken part in over the past year!

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Being part of the Client Forum is a chance to be involved in helping Transform help you better!

Simon

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“

I work on the basis that if something is worrying me, or might be an issue for me in the future, then it is likely to be worrying other clients too. So I like to research information about topics that might be of use to the Client Forum.

Rachel

”

“

Transform, the proactive transformer and believer that all lives can be transformed.

Sonia

”

I felt a little surplus to requirements when I had to stop working and my confidence was slowly disappearing, then I had the chance to join the Client Forum.

I was a little nervous before the first meeting but I found I was able to join in and contribute, my contributions were listened to and treated with importance and respect.

Joining the Client Forum has given me my confidence back and I feel I am now ready to see what voluntary work I can do in the future.

Christine



# Client Forum activity 2022-23

Here is a round up of the activity the group has been working on throughout the year.

## Effecting change

- Final client engagement strategy shared having now had board approval further to co-production with the client forum and further to client visits.
- Discussion with maintenance manager about the lettable standard and involvement in refreshing and updating that
- New fundraising policy consulted on with group and updated.
- Contribution to new Transform Website, reviewed content and functionality.
- Review of on-call service shared with Client Forum for their input and feedback.
- Cost of living, inflation and rent increases discussed and suggestions from Forum as to what more Transform can do.



## Data review

- KPI and complaints data shared with the group and discussed.
- Client Satisfaction Survey input and piloted with members of the group.



## Organisational involvement

- 50<sup>th</sup> Anniversary events attended by representatives and celebration events held at services.
- Feedback from two of the Client Forum members who have taken up a role on the Client Experience and Impact Committee (CEIC).



## Documents

- New hoarding policy consulted on and guidance produced for clients.
- Safeguarding leaflet produced for clients.
- Guidance produced on damp, mould and condensation and preparing for black outs and group consulted on content.
- NEW Training modules produced and launched on Starting and Maintaining a Tenancy; Food waste and eating well.



## Client success

- Member of the Client Forum successful in getting an article on pensions on Money Saving Expert website further to lots of research.

