

# Information about the Transform Client Forum

December 2025

**Thank you for your interest in the Transform Client Forum.**

We are sending this to you as you provided your contact details and said you'd be interested in knowing more in your response to the Transform Client Survey 2025.

## **Who are the Transform Client Forum?**

The Client Forum is open to anyone who is a current Transform client.

We currently have around 10 – 12 regular members who are clients of our services in Reigate, Guildford, Farnham, Elmbridge and Runnymede. We also have clients who attend occasional meetings. We are keen to involve more clients from across Transform.

## **What does the Transform Client Forum do?**

We meet every two months with senior staff and Trustees of Transform.

The meetings are chaired by the Director of Client Services.

Meetings are usually at Transform's head office in Leatherhead, but some clients (and staff and Trustees) join on-line as that can be easier for them. You can join online from your own home, or from a local office with staff support, so you don't need to travel or have your own computer.

We play a key role in making sure clients' voices and opinions are heard and included in decisions that affect us.

## **What has the Transform Client Forum achieved?**

In 2024 highlights included:

- Approving our 3-year Client Engagement Strategy – setting out priorities including
  - Increasing Client Forum Membership

- Reviewing how clients get involved in recruitment for influential positions
- Identifying areas clients want to have most influence about things that affect them
- Developing and improving policies on:
  - Complaints (including training for staff so our voices and experiences are heard)
  - Pets
  - E-bikes and e-scooters
  - Temporary Rehousing
- Agreeing the range of colours and finishing choices for new kitchens and bathrooms – so people had a choice and could personalise their homes

In 2025 we have put some of our Engagement Strategy into action.

**In February 2025 we:**

- Reviewed the Equality, Diversity and Inclusion Policy for Transform Housing & Support
- Agreed new Client Forum members to attend the Board-level Client Experience & Impact Committee
- Looked at reports on incidents and complaints
- Influenced the new window restrictors policy

**In April 2025 we:**

- Reviewed policies on referrals and assessments and tenancy sustainment arrangements

**In June 2025 we:**

- Started work looking at policies on Anti Social Behaviour, House Rules and a Good Neighbour Policy. We decided that House Rules would be for shared accommodation and the Good Neighbour Policy would be used for both shared and self contained accommodation.
- Reviewed and approved policies on Support Planning and Risk Assessment & Inclusion Planning

**In August we:**

- Developed a Client Forum Flyer to include in rent statements to promote and raise awareness of the Client Forum
- Reviewed the Client Survey questions and asked for a new question about the Client Forum to be included (you are getting this as a direct result!)
- Agreed attendance at Transform's AGM – including who would be speaking
- Celebrated a blog on On-line Safety and Passwords
- Agreed the approach to recruitment training for clients
- Looked at reports on incidents and complaints

**In October we:**

- Finalised and approved the Good Neighbour and House Rules Policies
- Reviewed and approved the Access to tenants' properties policy

- Improved the Contractor's Code of Conduct
- Looked at reports on incidents and complaints

Some of us also attended the training in recruitment we included in the Engagement Strategy. In November and December we have been part of the recruitment process for new Trustees and the new Chief Executive of Transform.

## **Joining the Client Forum in 2026**

The Client Forum is open to all Transform Clients.

The meetings for 2026 are all 10.00 am – 12.00 noon and at our head office Bradmere House (in Leatherhead) or you can join online.

The dates are:

26<sup>th</sup> February 2026

23<sup>rd</sup> April 2026

11<sup>th</sup> June 2026

6<sup>th</sup> August 2026

8<sup>th</sup> October 2026

10<sup>th</sup> December 2026

You can be as involved as you'd like.

You can come to just one meeting, to see what it's like, or attend only the meetings where you are interested in the things we'll be discussing. You don't need to commit to coming to every meeting, but we can include you in the mailing list so you get the agenda and talking points.

If, after reading this, you would like to be involved then please let us know by contacting Krista, the Client Services Administrator on [kwass@transformhousing.org.uk](mailto:kwass@transformhousing.org.uk)

We look forward to hearing from you.

## **The Client Forum**