



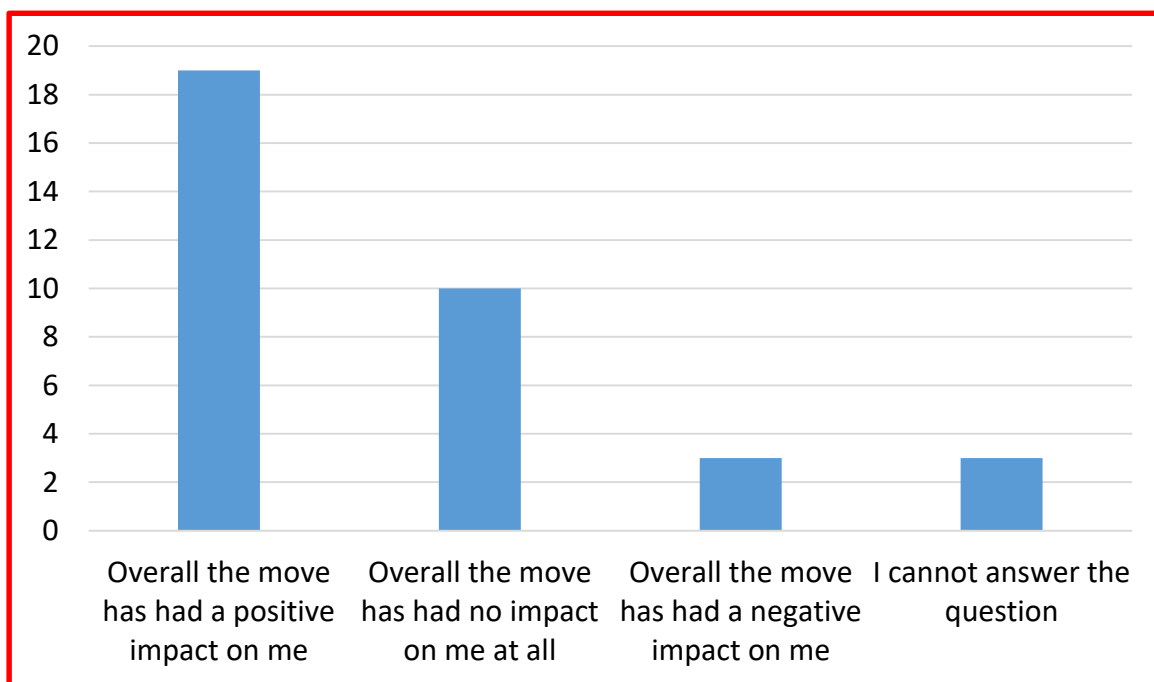
November 2019

### Moving to TRAX – the impact

Over the summer we moved all activities and the office to TRAX in North Ascot and closed The Space in Bracknell.

We asked the Ark Assembly if this has had an impact (made a difference) on them.

The question was sent to all 61 current members of the Ark Assembly. 35 people replied.



Positive comments were made about TRAX's location (it is closer to people who attend from Ascot, Windsor & Maidenhead), the facilities, the location being safer and easier to park at.

People who felt it had no impact on them either had no reason to attend the office/TRAX or felt traveling to a different venue was not a problem – e.g. they had their own car or could use public transport or the RBus.

Only three people felt they were negatively impacted. This was due to transport issues.

We did receive a comment that indicated communication was an issue.

So, overall - good news. As we had thought, the move has had positive or no impact on the majority of people who use our services or who are part of our projects.

### *Actions to take:*

#### *Transport*

For the few people who are finding transport difficult we will continue to look at bus timetables and Rbus availability to plan sessions and help look for other solutions where people cannot take these options.

#### *Communication*

We feel that we communicate well as an organisation. The Ark and its projects have websites and social media pages. There is a main Ark newsletter every term and newsletters and bulletins for SIGNAL and local Healthwatch. We have noticed that if people tell us they have not received an email bulletin or newsletter it is usually because they have changed email addresses, it has gone in the spam folder or they have forgotten they have received it. We will continue to encourage people to let us know any change of contact details and to request postal contact if they do not check their emails regularly.

#### *Membership of the Ark Assembly*

We would like to get this to 100 people made up of people from all of our activities and projects. To be a member you agree to us sending you a question about every 2 months. All people that reply are entered into a free prize draw as a thank you from the Ark trustees.

Interested? Contact Andrea in the office. 01344 266899 or [andrea@theark.org.uk](mailto:andrea@theark.org.uk)



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