

Thank you to everyone who attended our event on Monday 9<sup>th</sup> March at the Matthewsgreen Community Centre. We welcomed 22 attendees, including people we support and their families, staff from the Out and About Team and Julia Granovsky, an artist we are collaborating with in April. We were pleased to show you the community centre, with its rooms, adapted kitchen, large hall, changing place and paved garden area. A special thank you to Luke and Megan who shared their experiences of using the service. We hope the opportunity to hear about some of the developments in the service was useful for you. The following is a list of the points discussed:

- Outline of the Out and About service including the 10-person team
- The service in March in numbers:
  - 52 people supported
  - 210 group sessions
  - 39 1:1 support sessions
- Previous feedback in October and our response:

You Said: More activities and spaces please

We Did: Booked group activity spaces have increased from 135 to 210 in five months.

You Said: More staffing

We Did: There are now 10 people in the team. Five of these are new appointments.

You Said: Make the brochure more accessible

We Did: Booking is no longer first come first served.

You Said: Reduce the waiting list

We Did: There is now no waiting list.

You Said: More weekends away

We Did: One weekend away was offered in December 2025, as promised. Five people took part and visited Portsmouth.

We would like to offer more weekends away. There are some challenges we need to work through. These include:

- cost
- staff interest
- making sure weekends away are suitable for everyone, taking into account gender, interests, age and physical ability.

- Next steps:
  - Price review – *to be completed in April & reflected in May programme*
  - Mondays at Matthewsgreen – *a 3-month pilot with Dance with Ali each Monday, an art collaboration with Julia, Benchball and a new activity called Cook and Learn*

We were grateful for your feedback during the meeting and in order to ensure the whole Out and About community has an opportunity to share their views, we told you about a FORM that we would send to all families on Friday 13<sup>th</sup> March: [Out and About - Customer Feedback \(March 2026\) – Fill in form](#) There are a few questions and a chance to share your thoughts about the service. We would be grateful if you could give as much information as possible so that the team at Out and About, the leadership team at Optalis and colleagues from Wokingham Borough Council fully understand the impact of the service and your needs and wishes for the future.