

Acorn Farm Accessibility statement - Created 09/06/2008

Introduction

Acorn Farm is an award winning visitor attraction which provides an educational and leisure resource for people from the local community and further afield. We offer special support to enable individuals with disabilities to fully access our services and facilities.

Pre-Arrival

- Phone fax and e-mail contact
- Website with clear visible text and interactive text size adjuster.
- Images contain alt tags and header tags to allow for speech
- Images are adjustable to produce larger version
- Information regarding public transport is available on the website.

Arrival & Car Parking Facilities

- Car parking for approx. 40 cars.
- Drop off point by main entrance doors to farm building.
- No kerbs, steps or barriers.
- Ramps to building entrance with hand rails
- Rear access to vehicles
- Contact phone number at entrance
- Some braille signage

Main Entrance & Reception

- Open 7 days per week. 10am to 4pm
- Guided Tours available
- Two side hung entrance doors to farm building Double door entrance most accessible
- Ramps with hand rails
- Seating available at entrance
- Grab rail in accessible toilet.
- Floor level throughout
- Site signs in Arial typeface black print on white background. Laminated on matt finish

Public Areas - General (Internal)

- Flooring lino with no joins
- Building on one level
- Pay phone at wheel chair accessible height
- Ample seating

- Lighting uniform, minimal use of fluorescent tubes
- No thresholds or steps
- Doors side hung
- Baby changing facilities available

Public Areas - WC

- Accessible unisex toilet easily accessible from entrance
- Side hung door with sliding bolt, door width 760 mm .Newton's measure less than 20
- Floor is a slip resistant surface
- Toilet seat height 475 mm
- Cistern handle large spatula type.
- Basin with lever taps and thermostatic mixer
- Accessible toilet paper, soap and paper towel dispensers.
- Baby changing facilities
- Located outside pay boundary

Restaurant / Dining Room, Bar & Lounges, Take Away & Cafe

- Café situated by main entrance.
- Moveable tables accessible for wheelchair use
- Menus with Arial font and menu blackboard.
- Serving counter 990mm ffl
- Uniform lighting
- Waitress service on request
- No steps
- Accessible WC by cafe
- Several picnic areas with accessible benches

Shop

- No steps
- Located by main entrance
- Assistance available on request
- Counter height 860 mm ffl.
- Price list large print black on white.
- Uniform lighting
- Low level accessible public phone

Outdoor Facilities

- Farm Animals to feed and stroke
- Wide ,smooth paths with different textured surfaces
- Small animal petting area for "hands on " contact
- Horse riding arena .Mounting block with ramped access. Specially adapted

equipment.

- Sensory garden
- Children's play areas.
- Animal housing with low level viewing windows
- Fully accessible lambing shed.
- Ample seating
- Some braille signage

Attractions (Displays, exhibits, rides etc.)

- Open 10am to 4 pm seven days per week.
- No barriers or turnstiles
- Animals easily accessible
- No steps or kerbs
- Small animal petting area offering "hands on "experience.
- Sensory garden. with musical chimes
- Horse riding
- Ample seating

Grounds and Gardens

- Even paths of tarmac and flagstones
- Sensory garden with musical chimes
- Ample seating and picnic tables
- Horse riding and small animal handling activities available
- No water features
- No steps
- Some braille signage
- Play ares with bark chipping safety surface

Additional Information

- Clear signed fire escape routes
- Fire alarm system and staff trained in evacuation procedure
- Staff trained in disability awareness
- Staff have attended Welcome Host and Welcome All training courses.
- Service dogs welcome
- No smoking in enclosed areas
- No background music
- Members of Riding for the Disabled Association.
- VAQAS accredited.

Contact Information

- Address: Depot Road, Kirkby. Merseyside L33 3AR
- Telephone: 0151 548 1524

- Fax: 0151 548 3687
- Email: info@acornfarm.co.uk
- Website: www.acornfarm.co.uk
- Postcode L333AR
- Hours of operation: 10 am to 4 pm . Seven days per week.
- Emergency number: 0151 931 5936
- Local carers: N/A
- Local equipment hire companies: N/A
- Local public transport numbers: Merseytravel 0870 608 2 608
- Local accessible taxi numbers: Radcliffe Taxis 0151 547 2699

Future Plans

- Upgrade paths in sensory garden [November 2008]
- Renovate woodland walk to make it more accessible [March 2009]

We welcome your feedback to help us continuously improve if you have any comments please phone 0151 548 1524 or email info@acornfarm.co.uk