



Young Inspectors - Kew Little Pigs



What did you like about the activity and environment?

- It was a friendly team who were honest and happy to talk to me
- Lots of lovely animals to interact with in an open space
- Suitable for many ages and needs with events going on throughout the year, with a few small adjustments everyone would feel included
- Parking area had a lot of space

What had room for improvement?

- Signs could be bigger with pictures and symbols, making it easier to read
- The foot-wash station could be in the waiting area instead, because; and area to sit down helps keep things calm, and it was a bit confusing by the entrance. A sign would help too.
- The intro speech when we arrived was overwhelming as it was lots of information at a fast pace which I struggled with

| <u>Easy wins</u> | <u>Big wins</u> |
|---|---|
| <ul style="list-style-type: none">● Make the intro speech slower and more interactive, maybe a quiz or an easy read to help people with SEND● More time to ask questions at the start● Trip hazards in pens made aware to visitors● An I-spy book or quiz to do as we went around, to make it more interactive | <ul style="list-style-type: none">● Create videos to help customers understand more about the visit, it helps people with SEND● It would help if staff had more SEND training (like autism awareness or sign language).● Make easy-read and braille safety sheets, and pictures showing which pigs don't like being petted. |



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Accessibility

How did the environment make you feel:



Very Unsatisfied



Unsatisfied



Neutral



Satisfied



Very Satisfied

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|--------|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 X | 10 |
|---|---|---|---|---|---|---|---|--------|----|

Any comments

- Could use some changes to the introduction/tour to make it more SEND friendly and easier to understand.

How were the facilities at the space?



Very Unsatisfied



Unsatisfied



Neutral



Satisfied



Very Satisfied

| | | | | | | | | | |
|---|---|---|---|--------|---|---|---|---|----|
| 1 | 2 | 3 | 4 | 5 X | 6 | 7 | 8 | 9 | 10 |
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Any other comments

- It was ok but found it tricky to use the hand-washing stations which is important for people with who may have worries about hygiene
- The toilet in the café was accessible and was a good space for everyone to use it, including wheelchair users.



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How easy was it to get to the activity?



Very Unsatisfied



Unsatisfied



Neutral



Satisfied



Very Satisfied

| | | | | | | | | | |
|---|---|---|---|---|---|--------|---|---|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 X | 8 | 9 | 10 |
|---|---|---|---|---|---|--------|---|---|----|

Any other comments

- Easy to find using google maps and from the website with signs. But it would have been very helpful for signs to be bigger and easier to see from the road.
- Difficult to access using public transport, which is a big barrier for many people with SEND. Maybe arranging a bus/lifts from the train station could be helpful for us.

Staff and Communication

The staff's understanding to support with SEND



Very Unsatisfied



Unsatisfied



Neutral



Satisfied



Very Satisfied

| | | | | | | | | | |
|---|---|---|---|--------|---|---|---|---|----|
| 1 | 2 | 3 | 4 | 5 X | 6 | 7 | 8 | 9 | 10 |
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Any other comments

- Staff were lovely, but more SEND training would help make the start easier for people with SEND
- Amelia at the coffee shop was very kind and attentive
- **With small changes this would be a 10/10**



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How were the inclusive signs and information?



Very Unsatisfied



Unsatisfied



Neutral



Satisfied



Very Satisfied

| | | | | | | | | | |
|---|---|---|---|---|---|---|--------|---|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 X | 9 | 10 |
|---|---|---|---|---|---|---|--------|---|----|

Any other comments

- Some smaller signs were hard to see
- Making some of the information more SEND friendly would be great

Accessible leaflets/displays?



Very Unsatisfied



Unsatisfied



Neutral



Satisfied



Very Satisfied

| | | | | | | | | | |
|---|---|---|---|---|---|---|--------|---|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 X | 9 | 10 |
|---|---|---|---|---|---|---|--------|---|----|

Any other comments

- Good to see upcoming events but would like to see more inclusive events for SEND groups

Atmosphere & inclusion

Did the activity feel safe and inclusive? Yes

Did you enjoy the activity? Yes

Would you recommend this activity to someone else? Yes

Extra comments on the experience

If you could make three changes to the activity, what changes would they be?

1. A more relaxed and SEND friendly health and safety talk
2. Clearer signs with SEND friendly symbols/pictures
3. Offering a concession for people with SEND and/or a free carer/companion ticket would make a big difference – or maybe affordable SEND events

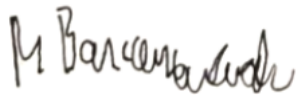
Final comments!

Thank you very much for inviting me to inspect your farm. Your team were all very lovely, kind, honest, and approachable. I had a fun time.

I will definitely recommend you to my friends!

From Ryan

Signed:



Date of inspection:06/03/26



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