



# Service User Handbook

Contact us on [info@willderland.com](mailto:info@willderland.com)

For more information visit: <http://willderland.com/> or



Cambridgeshire



Social Farms & Gardens



CHARITY COMMISSION FOR ENGLAND AND WALES

[WILLDERLAND FARM](#) Registered Charity Number: [1182071](#)

# Welcome to Willderland Farm

This pack contains all the information you need in order to attend Willderland Farm safely and get the most from the experience.

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## 1. About Willderland Farm (also referred to as “the Farm”)

Willderland Farm is a social enterprise registered with the Charity Commission and Social Farms & Gardens. Our aim is to provide a therapeutic outdoor space with opportunities to participate in horticulture, wildlife habitat management and animal care, creating an environment that encourages wellbeing and community cohesion. Everybody is welcome to use the facilities we offer, but we have a particular emphasis on supporting children and adults with learning disabilities, and other groups with specific needs, for example, cognitive impairments or physical disabilities. Our ethos and purpose can be summarised as:

- \* Providing a safe, therapeutic, natural environment to experience small breed livestock and chickens
- \* Participation in wildlife management and monitoring
- \* Opportunities to learn about the principles of agro-ecology, how to grow vegetables and fruit, and identify plants and animals

*The facilities we offer at Willderland Farm include:*

- \* Community orchard
- \* Community garden and pond
- \* Grazing animals
- \* Educational building (The Lodge)
- \* Picnic area
- \* Wildlife pond
- \* On site parking
- \* Disabled access
- \* Disabled toilet facilities

## 2. Facilities:

- \* Community orchard
- \* Community garden
- \* Grazing animals
- \* Educational building (The Lodge)
- \* Picnic area and refreshments
- \* Wildlife pond
- \* On site parking
- \* Disabled access
- \* Disabled toilet facilities

Please note that food and drink is not currently provided on site so bringing packed snacks or lunches and bottled drinks is advisable.

## 3. Contact details and access:

### **Address:**

Land West of North Fen Drove  
Sutton Road  
Haddenham  
Cambridgeshire  
CB6 3PS

**Telephone:** Number to be confirmed

**Email:** [info@willderland.com](mailto:info@willderland.com)

Willderland Farm is located just outside Haddenham, off the A142. Access is down North Fen Drove running alongside St Georges Farm. Please note the access gate to the drove is locked during the winter but will be opened by a member of our team in order to facilitate your visit.

Willderland is located 500m down the drove on your left-hand-side. The drove is accessible to vehicles and can be navigated on foot. It is uneven in places so caution must be taken when walking, and if you own a vehicle with a low sump, you should be particularly cautious.

Once on site, eco-grid paths permit access to key areas of the farm. These are suitable for wheelchair users and those with limited mobility.

Access to the environmental area and inside the animal paddocks is limited to those who can walk safely along uneven ground.

The site has eco grid access to a disabled toilet.

#### **4. Parking**

Parking is available on site and there is space for up to ten vehicles up to the size of a large minibus. There is sufficient access space to lower a wheelchair ramp. Alternatively, vehicles may be parked in the lay-by adjacent to St George's Farm. Please note the main road can be busy so care must be taken when parking and alighting passengers.

#### **5. Personal Belongings**

Space will be available in the lodge for personal belongings. Items will be left in an open non-secure space so belongings are left at the owners risk and we would encourage visitors to keep valuables on their person. However, only one visit per service provider will be conducted at any one time. During open farm events we cannot accept responsibility for any lost or damaged items.

#### **6. Activities**

Willderland provides a range of outdoor activities as well as a selection of indoor activities within our educational building. Activities are facilitated by our volunteer staff and can be selected based on service user choice and preference. The activities available to service users include:

- \* Animal husbandry
- \* Therapeutic animal walking
- \* Fruit and vegetable plant care
- \* Apple and fruit picking
- \* Bird spotting
- \* Wild plant identification
- \* Habitat management

A range of activities can be provided in the lodge in the event of adverse weather. These include:

- \* Educational activities, e.g. wildlife identification, nature and environmental quizzes, and talks
- \* Potting and seeding
- \* Produce cleaning and preparation

**A designated hand-washing area is provided for all activities.**

## **7. Outcomes and Monitoring**

Outcomes and Monitoring Criteria for specific activities are detailed below (Appendix 1). More broadly, the aims of Willderland, consistent with its status as registered Charity and its accreditation with Social Farms and Gardens, are to facilitate land-based activities for individuals who might otherwise not have access to such, create opportunities for learning, and offer stimulating and enjoyable activities which cultivate an appreciation of the natural world. While Willderland does not provide voluntary placements as such, services supporting individuals to access Willderland may wish to incorporate the activities that we offer into a broader vocational and/or educational set of outcomes, subject to the specific aims of the service.

## **8. Change of circumstances**

Willderland would expect to be informed with good notice with regard to any changes or cancellations regarding pre-booked or routinely scheduled activities. This is to ensure both that Trustees or volunteers - who are unpaid - are not unnecessarily inconvenienced, and enable us to offer the opportunities we provide to other potential users.

## **9. Breach of agreement**

It is not intention of Willderland to enter into formal contracts with those accessing our services. However, all users of Willderland are expected to adhere to the principles and conditions outlined in section 8 above. The Trustees of Willderland Fram reserve the right to determine when the conduct of an individual or group fails to meet the above and, if deemed appropriate, prohibit further access to our land. In the event that Willderland enters into a formal contract with an organisation, the subject of breach of agreement will be subject to the specific conditions of said contract.

## **10. Staffing**

Everyone who works on Willderland Farm does so voluntarily. Will Berkin is the main landowner and visionary who is supported by a number of land and farm Trustees. The Trustees manage the site and charity and support the volunteer staff in their roles. There will never be less than one Willderland team member (Trustee or volunteer) present at any specified session taking place on site.

## **11. Pricing**

Willderland Farm is a registered charity and, as such, does not charge a fixed entrance fee and suggested donations for regular facilitated sessions will be agreed between the farm and the visitor. All of our staff are volunteers so donations go towards insurance, animal feed and care, up-keep of the site, and purchasing materials for service user activities.

Donations can be made in cash on site or via our website using Paypal. Receipts can be provided upon request.

## 12. Service user contract

Individuals and groups accessing Willderland are expected to adhere to the Farm's policies and procedures, e.g., in respect of health and safety, environmental responsibility, and equality of opportunity. Otherwise, individuals or groups accessing our facilities are subject to the policies and procedures of the service or organisation which provides their support, e.g., day centre or school. Under no circumstances will groups or individuals be permitted to access Willderland unaccompanied by their staff or, as applicable (e.g, in the case families or individuals), other legally responsible guardian.

In the event that Willderland enters into a formal contract with an organisation or service, arrangements will be subject to the specific terms pertaining to said contract.

**Individuals or groups using Willderland are asked to sign the declaration below to confirm they have read, understood and agree to adhere to Willderland policies and procedures:**

I \_\_\_\_\_ (state name) agree to adhere at all times to the conditions attendant upon accessing Willderland Farm, as described in this Handbook and the Farm's Codes of Practice.

Your Name:

Group, individual, or service you represent (if applicable):

Your Signature:

Name (Willderland Trustee):

Signed (Willderland Trustee):

Date of agreement:



## 13. Appendix 1: Activity Plans

Activity No. 1	Animal experiences and husbandry
<b>Activity Overview and Purpose</b>	Feeding the grazing animals and chickens. Collecting chicken eggs. Mucking out shelter and distributing straw. Filling water troughs. Grooming and petting.
<b>Learning Outcomes</b>	To gain confidence and understanding of the care of animals. To maintain a calm manner around the animals. To learn about basic animal care and husbandry. To experience sensory feedback from therapeutic touch and contact with the animals.
<b>Adaptations</b>	Services users can choose which animals they feel most comfortable with. Service users can remain on the other side of the fence until confident with the animals. Service users can observe the activities until they feel confident to join in.
<b>Monitoring</b>	Observation of levels of engagement in the activity over time.
<b>Risk assessment</b>	Paddocks can be accessed via the eco-grid but on entering the paddocks there ground is uneven, so care must be taken not to trip. The animals are livestock and therefore can be spooked and react so there is always some degree of risk during animal contact. Staff who know the animals well will be present at all times. Hands must be thoroughly washed following any animal based activity.

Activity No. 2	Therapeutic animal walking
<b>Activity Overview and Purpose</b>	To have the experience of walking with an animal. Animals will be chosen who have a gentle nature and walk slowly, facilitating a therapeutic pace and experience in being alongside them. The service user will get to take hold of the rein during a walk around the site and along the drove.
<b>Learning Outcomes</b>	To experience the gentle paced walk of an animal which is both a calming experience as well as gentle outdoor exercise. To gain confidence in walking alongside an animal and responding to its needs i.e. when to stop for food/toileting. To manage temperament in order to provide a calm atmosphere for the animal. Service users can feed the animals following the walk to thank them.
<b>Adaptations</b>	The service user can walk alongside staff if they do not feel confident to hold the rein themselves. Service users who use a wheelchair can walk the animal along the eco-grid path.
<b>Monitoring</b>	Observation of levels of engagement in the activity over time.

<b>Activity No. 2</b>	<b>Therapeutic animal walking</b>
<b>Risk assessment</b>	Hands must be washed thoroughly following the activity. The walk will take place on a surface suited to the service user and animal but care must be taken as the site does contain uneven surfaces.

<b>Activity No. 3</b>	<b>Fruit and vegetable plant care</b>
<b>Activity Overview and Purpose</b>	Within the community garden there are three raised vegetable beds, an asparagus plot, and a number of fruit bushes. Service users can join in with a range of plants care activities to contribute to the growing of the fruit and vegetables and, when ready, can participate in harvesting and enjoying the crops. Tasks include digging, planting, watering, weeding, and picking. Herbs are also grown to provide stimulus for those with sensory impairments.
<b>Learning Outcomes</b>	To learn about the care needed to grow fruits and vegetables at each step of the process.
<b>Adaptations</b>	The raised beds allow access to wheelchair users and the range of activities involved in fruit and vegetable care can be adapted to service user need and attention span. This activity can also be adapted to be provided within the seated indoor yurt facility for those service users better suited to this environment or during inclement weather. Indoor activities include planting seeds and cleaning/preparing produced once harvested. Herb can be undertaken by those with sensory impairments who require tactile or olfactory stimulus.
<b>Monitoring</b>	To observe level of confidence and engagement in the tasks and learning and understanding overtime of what the plants require.
<b>Risk assessment</b>	Hands should be cleaned thoroughly after any gardening activity, especially prior to eating or drinking. Some fruit bushes can be spiky so gloves will be provided and guidance about care required will be given.

<b>Activity No. 4</b>	<b>Apple and fruit picking</b>
<b>Activity Overview and Purpose</b>	Within the community orchard are numerous apple and fruit trees. Service users can join in with a range of tree care activities to contribute to the growing of the fruit and, when ready, can participate in picking and enjoying the crops. Tasks include watering, weeding, tree care and fruit picking.
<b>Learning Outcomes</b>	To learn about the care needed to grow fruit trees at each step of the process.

<b>Activity No. 4</b>	<b>Apple and fruit picking</b>
<b>Adaptations</b>	Eco-grid access is not available for this activity so service users wishing to engage in this activity will need to be mobile and able to stand in order to care for the trees. Trees closer to the gate can be accessed more easily for those who cannot walk as far or stand for as long.
<b>Monitoring</b>	To observe level of confidence and engagement in the tasks. Observe how far the service user is able to walk through the orchard and how long they can stand for when engaged in the task.
<b>Risk assessment</b>	The orchard does have some uneven ground so care must be taken. The chicken will also have access to the orchard so care must be taken not to trip on them if they come close.

<b>Activity No. 5</b>	<b>Pond Dipping</b>
<b>Activity Overview and Purpose</b>	Dip nets into our natural pond and empty contents into a tray to learn about the creatures that live within the pond and how the ecosystem works
<b>Learning Outcomes</b>	Learn about natural pond ecosystems and gain confidence at having direct contact with nature.
<b>Adaptations</b>	Eco-grid access is not available for this activity so service users wishing to engage in this activity will need to be mobile and able to walk to the pond area of the farm. Assistance can be provided to those unable or not confident enough to dip the net into the pond.
<b>Monitoring</b>	To observe level of confidence and engagement in the task and ongoing learning from the experience.
<b>Risk assessment</b>	There is uneven ground on the lead up to the pond so care must be taken. The pond is natural and does not have fencing around it but staff will be on site to guide where is safest to access the pond from a safe distance.

<b>Activity No. 6</b>	<b>Bird spotting</b>
<b>Activity Overview and Purpose</b>	Willderland Farm is home to a number of local and migratory bird species, not least our Turtle Doves that visit each year. The wild birds can be identified from their calls and from observation. Service users can also participate in feeding the wild birds.
<b>Learning Outcomes</b>	Learning the calls and appearance of different birds. Learning which birds use the site at different times of year and what we can do to help encourage them.
<b>Adaptations</b>	Bird spotting can take place across the site so is available to all service users.
<b>Monitoring</b>	To observe level of knowledge and engagement in the activity our time.

<b>Activity No. 6</b>	<b>Bird spotting</b>
<b>Risk assessment</b>	This is a flexible activity which is highly adaptable to need so risk is minimal.

<b>Activity No. 7</b>	<b>Wild plant identification</b>
<b>Activity Overview and Purpose</b>	Throughout the Willderland Farm site numerous varieties of wild plant grow. These can be identified with the support of volunteers to teach the names and purpose of each identified plant.
<b>Learning Outcomes</b>	To learn about the importance of wild plants, their names and contribution to the farm site.
<b>Adaptations</b>	Wild plants grow throughout the site so can be spotted and identified by services users of any ability. For those with sensory impairments, touch and smell-based identification can be facilitated.
<b>Monitoring</b>	To observe level of knowledge and engagement in the activity our time.
<b>Risk assessment</b>	This is a flexible activity which is highly adaptable to need. Risk is minimal although uneven ground is present in some areas of the site so those looking for plants and flower in these areas should have good mobility.

<b>Activity No. 8</b>	<b>Educational talks and wildlife quizzes</b>
<b>Activity Overview and Purpose</b>	A range of educational talks and quizzes, pitched at levels suited to specific service users, can be provided within the indoor, seated area of the farm.
<b>Learning Outcomes</b>	Learning about a range of environmental and agricultural topics related to the farm and local environment and testing learnt knowledge through the use of fun quizzes and activities.
<b>Adaptations</b>	This is a seated, indoor activity which can be adapted to the level of learning ability and knowledge of the service users involved.
<b>Monitoring</b>	Ability to retain information delivered and ability to answer quiz questions.
<b>Risk assessment</b>	Seated indoor activity with minimal risk.