



Special Needs Information

FORM OE:SPD2

Thank you for booking into the ONE Event!

We've put together the following information to give people with disabilities/special needs, an idea of what to expect at the event. Please do complete one of our Special Needs/Disability forms before the 31st July if you have not already completed one, as it will assist us in being able to offer the best help we can.

We are committed to making the ONE Event as accessible as possible so that everyone can get the best out of their time with us. We are continually reviewing the provision for our guests with disabilities. We highly value your opinions, so if you have any comments about the provision for disabilities/special needs please make your feelings known to us.

Steph Sargent

On Site Events Ops Assistant will be available if you have any queries in The Hub. Also our Site Team will be available throughout the event if you have any questions.

The below headings highlight the provision available at the ONE Event, The majority of these services are always available, however some more specialist requirements need to be arranged in advance, please complete a "Special Needs Form" by the end of July to ensure that provision can be in place.

Provision for Blind and Visually-Impaired Guests:

- Large print copies of key programme information & song books are available at Information, as are A3 copies of the site plan.
- Audio recordings giving an outline of the Programme are available if requested before the event.
- Large print copies of Gift Aid envelopes are available on request.
- Seating for a blind/visually impaired person and a friend is provided; please request the removal of an end of row seat should this be required for a guide dog to lay down, safe from people passing by.

Provision for Deaf and Hearing-Impaired Guests:

- Loops will be in place in the Big Top and some seminar venues. Details of where all loops have been installed are marked in the programme.
- BSL Interpreters are at the Big Top to cover the main Celebrations. So as not to limit the choice that Deaf people have we prefer to leave it that Deaf people request interpreters for the seminars they most want to attend. Please see an interpreter prior to a Big Top meeting or ask at the information desk for a contact telephone number.
- Designated seats are reserved for those using the loop, signers, lip readers and for a hearing friend

Provision for Wheelchair Guests:

- Designated Disabled car parks are situated in areas close to the Big Top and Exhibition area. You may need to walk up to 30 meters from these car parks to venues and other facilities.
- All vehicles wanting to use this facility must indicate so on their Special Needs Form. Disabled car passes will be issued once this process is complete.
- A designated Disabled entrance at the Big Top has been provided as near as possible to the Disabled car park.
- Scooter park facilities are situated in areas close to the Big Top and Exhibition area.
- Areas for wheelchair users in the Big Top are available. Designated stewards are there to assist if required. We request that carers seated with the friends in this area **remain seated** allowing all in the area the ability to see the screens/words.
- Connection availability to charge electrical equipment. (Batteries, scooters etc) please ask at Information.
- Wheelchair accessible toilets and showers are available throughout the site. If you should have any queries please check with the Information desk or site cabin.
- Wheelchairs are available for people to borrow during the Event. These can be booked at the information desk.

We also offer...

- Tables provided for the disabled at various eating venues.
- Pre meeting access (½ hour prior to start of meeting) is allowed to acquire a seat in the allocated seating area or otherwise.
- A selection of gluten free/sugar free products are available in the Mini Mart/ Grab and go Cafe
- Signs are displayed outside venues where moving/flashing lights may be used.
- Signing can be placed on DVD recordings of the event. These are available by Pre-order only before the event, please indicate this by the end of July.

Provision for Carers:

- ONE Event is pleased to offer free admission for Carers who would not otherwise be attending the Event.
- Please indicate this on your Special Needs Form when booking with us.

Children & Young People:

All children and young people with special needs are welcome in our Children's and Youth facilities. We provide:

- Pre registration/familiarisation time, carers to workers handover time, quiet areas, special materials and increased ratios of children's workers.
- To find out more about children & young people with special needs at ONE Event please indicate your requirements on a special needs form, we will then pass on your details to the venue leader who will call you to discuss your requirements.
- You can also visit the venue and speak to the coordinator of the relevant group at the event (Subject to staffing changes)

Venue	Venue Leader
Tiny Treasures 0-3	Emma Wooffindin
Kabloom 3-4	Cat Middleton
Goo 5 – 7	Jane Lloyd
Goo2 8 – 11	Jane Lloyd
Infinite 11-14	Matt Lofts
Vibe 15-18	Nathan Bengner

Special Celebrations:

Special Celebrations and workshops will be held for persons with learning disabilities throughout the event in the Livability Venue (see programme for further details). All with special needs are welcome, however children must be accompanied by their carer.

Information, Questions, Concerns:

If you have any questions or require confirmation of facilities or if you would like to leave feedback during or after the event you may do so via:

- Information Desk
Please visit them. They will endeavour to help or if they cannot, they can contact someone who will.
- Coordinator for Disabilities & Special Needs
During programmed proceedings and for specific venue issues and enquiries please speak to the relevant coordinator of the programme you are attending. Otherwise throughout the event Steph and the Site Team will be available for issues that may occur in between meetings. Please contact the Site Cabin in this case.
- Coordinators at each venue
Please let them know on your arrival should you require assistance or information regarding your chosen venue. All coordinators will be wearing badges for identification.
- Assistance Prior to the event
Please contact our office using the details below.

Nearest laundry: Castle Laundrette, 8 Burton Rd,
Lincoln, LN1 3LB

We trust you enjoy your time at this year's event, if you have any more questions or concerns that are not highlighted within this information please contact the office as below.

The ONE Event, 22 Newland Lincoln, LN1 1XD
01522 542166 admin@groundlevel.org.uk

You can find a special needs form by going to

<https://www.one-event.org.uk/special-needs>

It is important that you complete this form before 31st July for us to ensure adequate provision is in place.