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## Horserenity CIC – Behaviour Policy & Procedure

**Reviewed December 2025 by Dan Vivian. Next review December 2026**

*Working together in safety, kindness and respect – for each other and for our horses.*

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### Our Promise to You

At Horserenity CIC, we want everyone to feel **safe, welcome, and valued**. That includes the people who come here and the animals who help us learn.

We're here to support you, help you grow, and make sure your time with us is calm, kind, and enjoyable.

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### What We Expect from You

We ask everyone who attends Horserenity to:

- **Be kind** – to other people, staff, volunteers, and our horses
- **Use respectful language** – no shouting, swearing, or name-calling
- **Listen and follow instructions** – especially when working around horses
- **Stay safe** – by using equipment properly and following safety rules
- **Take responsibility** – for your choices and actions
- **Ask for help** – if you're upset, angry, or unsure what to do

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### Respecting the Horses

Our horses are not tools—they are living, feeling beings who help us learn. We ask that you:

- Approach horses **calmly and quietly**
- **Never shout, hit, tease, or chase** the horses
- **Don't enter the field, stable, or arena alone** or without permission
- Always follow the instructions given when working near or with a horse

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### If Things Go Wrong

Everyone makes mistakes sometimes. If there's a problem, we'll try to talk about it calmly and find a way forward. Here's how we handle difficult behaviour:

## **Step 1: Reminder**

We'll gently remind you of the rules and give you a chance to make a better choice.

## **Step 2: Conversation**

If the behaviour continues, we'll talk with you about what happened and how to fix it. We may ask you to take a short break from the activity.

## **Step 3: Informing Others**

If unsafe or hurtful behaviour carries on, we may contact your parent, carer, or key worker to help support you.

## **Step 4: Taking a Break from Sessions**

If things don't improve, you may be asked to take some time away from Horserenity until we can agree on a plan to move forward safely.

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### **Zero-Tolerance Behaviours**

We have a **zero-tolerance policy** for the following:

- **Violence or threats** towards people or animals
- **Bullying or intimidation**, including online bullying or insults
- **Deliberate cruelty to horses**
- **Carrying weapons or dangerous items**
- **Substance misuse (e.g., drugs or alcohol)**

These behaviours may lead to an immediate stop in your sessions and may involve outside support agencies.

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### **We're Here to Help**

If you're struggling with something, feeling angry, upset, or unsafe, **please talk to a member of staff**. We will always listen and do our best to help.

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### **Agreement**

By coming to Horserenity CIC, you agree to follow this behaviour policy and help make our farm a safe, respectful, and happy place for everyone.

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## **Horserenity CIC**

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 [www.horserenity.co.uk](http://www.horserenity.co.uk)

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