Bond and Behave - Accessibility and Reasonable Adjustments Policy

Effective Date: 09/05/2026
Last Reviewed: 09/05/2026
Next Review Date: 09/05/2027

Purpose

Bond and Behave CIC aims to make its services as accessible, inclusive and welcoming as reasonably possible. This policy explains how we identify and consider accessibility needs and requests for reasonable adjustments across our training, assessments, workshops, meetings and social activities.

We recognise that people may experience barriers because of disability, long-term health conditions, neurodivergence, mental health needs, mobility or sensory differences, communication needs, or other individual circumstances. People do not need to share a diagnosis to tell us about an access need.

Scope

This policy applies to clients, prospective clients, volunteers, advisory panel members and other people participating in activities organised or delivered by Bond and Behave CIC. It applies to in-person and, where relevant, online activities, communications, applications and assessments.

Read this policy alongside relevant Bond and Behave CIC documents, including the Terms and Conditions/Client Agreement, Health and Safety Policy, Safeguarding Policy, Animal Welfare Policy, and Limited-Capacity & Team Suitability Procedure.

Our commitments

- Treat people with dignity, respect and fairness.
- Consider accessibility needs individually and without assumptions based on diagnosis, appearance or disability.
- Consider reasonable adjustments in good time and, where practicable, before an activity takes place.
- Explain decisions clearly and respectfully, including where a requested adjustment cannot reasonably be provided.
- Keep access information confidential and share it only where necessary for a legitimate purpose, such as arranging an adjustment or managing safety.
- Review feedback and learn from barriers that people identify.

What reasonable adjustments may include

The appropriate adjustment depends on the person and needs, the activity, the venue, available resources and relevant safety or welfare considerations.

Examples may include:

- Providing information in advance, in plain language, with clear instructions and predictable session arrangements.
- Allowing additional processing time, breaks, a quieter space or reduced sensory demands where feasible.
- Offering written instructions, verbal explanations, demonstrations, or more than one way to receive

information.

- Considering seating, rest opportunities, step-free routes, accessible parking, suitable toilet facilities and room layout when choosing venues.
- Adapting an exercise, session format, communication method or assessment arrangement where this preserves the relevant learning or assessment outcome.
- Allowing a support person to attend where appropriate and agreed in advance.
- Considering alternative ways to participate if a venue, activity or format creates an avoidable barrier.

These are examples, not a guaranteed list of adjustments. We will consider each request on its own circumstances.

Physical access and venues

When planning an activity, Bond and Behave CIC will consider relevant access information available to us, including routes into and around a venue, steps, surfaces, seating, toilets, parking and space needed for mobility aids. We will provide accurate information about known access limitations where reasonably possible.

We may use hired or outdoor venues that have limitations outside our direct control. If a venue or location is not suitable for a person and needs, we will consider whether another venue, a different arrangement or an alternative activity is reasonably practicable. We will not describe a venue as accessible unless we have a reasonable basis for doing so.

Communication and neurodivergence

We recognise that people communicate, process information and manage sensory environments differently. Where reasonably practicable, we will aim to provide clear and direct communication, explain expectations, give notice of significant changes and allow reasonable time for questions or processing.

Clients may tell us if written communication, phone calls, group discussion, unexpected changes, noise, lighting or other aspects of an activity create barriers. We will discuss practical options without requiring unnecessary personal or medical information.

Training, assessments and dog-related activities

We will consider adjustments to training delivery and participation where these are compatible with the purpose of the activity. For formal assessments, any adjustment must preserve the essential skill or standard being assessed; an adjustment may change how a skill is demonstrated, but should not misrepresent whether the required standard has been met.

Adjustments must also take account of dog welfare, the needs of other participants, and the safe management of dogs in the setting. Where an activity presents a specific risk, we will consider whether that risk can be reduced through a reasonable change to the setup, timing, distance, equipment, staffing or format.

A disability or access request will not, by itself, be treated as proof that a person or dog is unsuitable. Equally, we cannot promise that every requested arrangement will be possible or that every activity will be suitable in every circumstance. Decisions about participation or suitability should be based on relevant individual circumstances and the applicable procedure, not assumptions.

Bond and Behave

From Puppy to Best Friend

*Lets build the **bond** and the **behaviour** your dog **deserves**.*

Requesting an adjustment

A person can request an adjustment by contacting Bond and Behave CIC through the usual contact route. Requests can be made before joining, when booking an activity, or later if needs or circumstances change.

Please tell us, as far as you feel comfortable, what barrier you are experiencing and what would help. You do not need to provide a formal diagnosis unless specific information is genuinely necessary to consider a particular request. We may ask proportionate follow-up questions where needed to understand the request, assess feasibility or manage a relevant risk.

Where possible, requests should be made in advance so arrangements can be considered. We will still consider requests made at short notice, but options may be more limited if changes cannot safely or practically be made before the activity.

Considering and communicating decisions

Bond and Behave CIC will consider requests individually, taking account of effectiveness, practicality, available resources, the nature of the activity, and relevant legal, safety, safeguarding or animal-welfare requirements.

If we can provide the requested adjustment, we will confirm the arrangement where practicable. If we cannot provide it, we will explain the relevant reason and, where possible, discuss an alternative. A request may need further consideration or a temporary arrangement while practical details are checked.

Where a decision affects participation, it will be based on the person & relevant circumstances and the requirements of the activity. We will not disclose another client & confidential information to explain a different decision.

Confidentiality and records

Information about access needs will be handled respectfully and confidentially. We will record only information reasonably necessary to consider or deliver adjustments, communicate arrangements, or meet relevant safety and administrative needs. Access to this information will be limited to people who need it for those purposes, subject to applicable legal requirements.
Please tell us if information changes or an agreed adjustment is no longer helpful. We will review arrangements when circumstances or activities change.

Feedback and concerns

Anyone who believes an accessibility barrier has not been considered appropriately is encouraged to contact Bond and Behave CIC and explain their concern. We will consider the information provided and, where appropriate, review the arrangement or decision. Raising an access concern will not in itself be treated as misconduct or a reason to disadvantage someone.

Limitations

We will make reasonable efforts to remove or reduce barriers, but cannot guarantee that every venue, activity or requested adjustment will be accessible or possible. If a specific arrangement cannot be provided, we will consider whether a reasonable alternative is available. Any restriction on participation should be proportionate to the circumstances and consistent with our other policies and applicable law.

Legal framework

This policy is intended to support fair and accessible services and should be applied consistently with applicable equality and disability law, including the Equality Act 2010 where it applies. This policy does not replace legal advice or create a promise that every requested adjustment must be provided; legal duties depend on the circumstances.

Review

This policy will be reviewed at least annually, and sooner if there are significant changes to our services, venues, procedures or relevant legal requirements, or if feedback indicates that changes are needed.