



GUIDING SEND FAMILIES

Special educational needs & disabilities

Supporting children, young people and families through advocacy, mentoring, SEND guidance and preparation for adulthood.

Equality, Diversity & Inclusion Policy

Organisation: Guiding SEND Families

Policy Owner: Nicola Palfreyman (Sole Trader)

Version: 2.0

Effective Date: 16/07/2026

Review Date: 16/07/2027

1. Purpose

This policy sets out Guiding SEND Families' commitment to promoting equality, diversity and inclusion in every aspect of service delivery. It aims to ensure that everyone accessing support is treated fairly, respectfully and with dignity.

2. Scope

This policy applies to all services delivered by Guiding SEND Families, including work with children, young people, adults, parents, carers and professionals. It also applies to anyone working on behalf of Guiding SEND Families.

3. Legal Framework

This policy is underpinned by the Equality Act 2010 and reflects Guiding SEND Families' commitment to promoting equality, diversity and inclusion in all aspects of service delivery. It also takes account of the Human Rights Act 1998, the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR), where applicable. Guiding SEND Families will comply with all relevant equality and human rights legislation.

4. Commitment

Guiding SEND Families is committed to creating an inclusive, welcoming and respectful environment where everyone is treated with dignity, fairness and respect.



Guiding SEND Families | ✉ Guiding-SEND-Families@outlook.com | 📍 West Oxfordshire & UK-wide Support

ICO Registration Number: ZC167648



GUIDING SEND FAMILIES

Special educational needs & disabilities

Supporting children, young people and families through advocacy, mentoring, SEND guidance and preparation for adulthood.

No person will be treated less favourably because of disability, neurodivergence, age, race, ethnicity, religion or belief, sex, gender reassignment, sexual orientation, pregnancy or maternity, or marital or civil partnership status.

Equality, diversity and inclusion underpin every aspect of the support, advocacy and guidance provided by Guiding SEND Families.

5. Inclusive Practice

Support is tailored wherever reasonably practicable to meet individual needs. Reasonable adjustments are made, communication is adapted where required and accessible information is provided whenever possible.

6. Accessibility

Guiding SEND Families is committed to reducing barriers to participation and ensuring services are as accessible as reasonably practicable.

Where appropriate, reasonable adjustments will be made to meet individual needs. This may include adapting communication methods, providing information in accessible formats, considering sensory or mobility needs, offering flexibility around appointments and making adjustments to support meaningful participation.

7. Neurodiversity

Guiding SEND Families values neurodiversity and recognises the strengths, differences and challenges experienced by neurodivergent individuals. Services are delivered in a way that promotes understanding, inclusion and respect.

8. Respectful Communication

Everyone will be treated with courtesy and respect. Lived experience is valued and discriminatory, offensive or abusive language or behaviour will be challenged.

9. Challenging Discrimination

Discrimination, harassment, bullying and victimisation are not tolerated. Any concerns raised will be taken seriously, investigated fairly and addressed promptly.



Guiding SEND Families | ✉ Guiding-SEND-Families@outlook.com | 📍 West Oxfordshire & UK-wide Support

ICO Registration Number: ZC167648



GUIDING SEND FAMILIES

Special educational needs & disabilities

Supporting children, young people and families through advocacy, mentoring, SEND guidance and preparation for adulthood.

10. Concerns and Complaints

Anyone who believes they have experienced discrimination while using the service is encouraged to raise their concerns directly with Guiding SEND Families. Concerns will be handled sensitively, fairly and in accordance with the Complaints Policy.

11. Confidentiality

Personal information is managed in accordance with UK GDPR and the Data Protection Act 2018. Information will only be shared where lawful, necessary or where safeguarding responsibilities require it.

12. Responsibility

As the sole trader of Guiding SEND Families, Nicola Palfreyman is responsible for implementing, reviewing and monitoring this policy and ensuring equality, diversity and inclusion are embedded in everyday practice.

13. Training and Professional Development

Guiding SEND Families is committed to continuous professional development to maintain knowledge and understanding of equality, diversity, inclusion, safeguarding and SEND best practice.

14. Monitoring and Review

Practice is reviewed regularly through reflection, feedback from families and ongoing professional learning. This policy will be reviewed annually or sooner if legislation or guidance changes.

15. Related Policies

This policy should be read alongside the Safeguarding Policy, Complaints Policy, Privacy Policy, Confidentiality Policy and Data Protection Policy.





GUIDING SEND FAMILIES

Special educational needs & disabilities

Supporting children, young people and families through advocacy, mentoring, SEND guidance and preparation for adulthood.

16. Equality Statement

Guiding SEND Families celebrates diversity and is committed to creating an environment where everyone feels welcomed, respected, valued and empowered to achieve positive outcomes.

Equality, diversity and inclusion are at the heart of everything we do, and we are committed to continually improving our practice to ensure our services remain accessible, inclusive and responsive to the needs of the individuals and families we support.



Guiding SEND Families |  Guiding-SEND-Families@outlook.com |  West Oxfordshire & UK-wide Support

ICO Registration Number: ZC167648