

WBL Logbook Sheet Template

Competency e.g. 1	Learning Outcome e.g. 1.1	Example Number
6	6.3	1
Evidence provided		
e.g. letter to client dated 01.01.2017, Telephone attendance note dated 01.01.2017		
Copy of the email sent from my Client at 8:45am and my email in response, sent at 9:24am on 29 November 2017. The Client's account reference was used as the subject heading rather than our reference for their convenience, as files can also be located on our system using their account number too.		
Explain how the example meets the learning Outcome and how the evidence shows this		
<p>This example meets learning outcome 6.3 as it displays my understanding of the need to avoid discrimination and promote equality and diversity.</p> <p>The Equality Act 2010 is the current legislation on equality and diversity. It consolidated the majority of anti-discrimination law in the UK, such as the Equal Pay Act 1970, the Sex Discrimination Act 1975, the Race Relations Act 1976, and the Disability Discrimination Act 1995. The Act protects people against discrimination, harassment or victimisation based on nine characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation. It also sets out to increase equality of opportunity.</p> <p>There are many current issues with equality and diversity, which this Act aims to try and fix. For example, discrimination between men and women in the workplace, with discrepancies between the two sexes' pay. The 2010 codifies the Equal Pay Act 1970, and requires certain employers to publish information about the differences in pay between male and female employees. This is meant to encourage employers to pay people based on skill rather than gender.</p> <p>Another big issue in this area is in respect of people with disabilities, and how they are not afforded equal opportunity due to being disabled. For example, an individual who was deaf or had severe hearing difficulties would not be able to deal with a matter over the telephone as easily as would a person with full hearing. They are therefore disadvantaged due to their physical disability. To rectify this, the 2010 Act sets out that a reasonable adjustment should be made in these circumstances to avoid the disadvantage.</p> <p>These issues also transpose into culture and religion, as people can be discriminated against, or can be disadvantaged due to certain aspects of their culture or religion. People should not be put to an disadvantage due to their attitudes or beliefs, and as such reasonable adjustments should be made.</p> <p>I understand that at my firm, reasonable adjustments are given to people for religious purposes. For example, during Ramadan, my colleagues who were Muslims, were given the option to work more flexible hours to accommodate the late</p>		

nights. This is also been applicable in one of my cases, where a Defendant sought additional time for filing witness evidence to take into account Ramadan. She requested 56 days, we did not object and this was granted by the Judge. This is an example of an adjustment being made by us, and the Court, to ensure no one is deprived of equal opportunity.

The evidence I have attached is an email to my Client. It concerns a file in which the Defendant, in a Fast Track matter, had explained she had fibromyalgia, anxiety and depression. In her Defence she had raised concerns that she did not believe she could attend Court, or deal with the proceedings properly, due to these issues.

Due to my understanding of the need to avoid discrimination and promote equality and diversity, I acknowledged that all reasonable steps should be taken to ensure the Defendant was not disadvantaged by her physical and mental illnesses. I understood I needed to recommend proceeding with the Claim in a manner which gave the Defendant equal opportunity to address the matter. I therefore suggested to my Client that we spend additional time attempting a form of Alternative Dispute Resolution before proceeding with an onerous Fast Track Claim.

As a result of this we were able to settle the matter, with the debt being payable at a rate affordable by the Defendant. To evidence what was affordable, the Defendant completed a statement of means, detailing her incomings and outgoings. However some of the entries, such as TV and mobile phone package, were higher than the recommended amount, as set out by Step Change (a large UK based debt charity).

My Client wanted me query this with the Defendant. However, I was aware the Defendant's stress and anxiety levels were increasing with the repeated questions and that she would soon struggle to continue dealing with this.

I therefore wanted to ensure reasonable adjustments were made to make sure she was not restricted or disadvantaged by her mental disabilities. Consequently, I informed my Client that the things they wanted to question were likely subscription contracts and therefore it was very unlikely that they could be changed, and that questioning the Defendant on this would increase her anxiety.

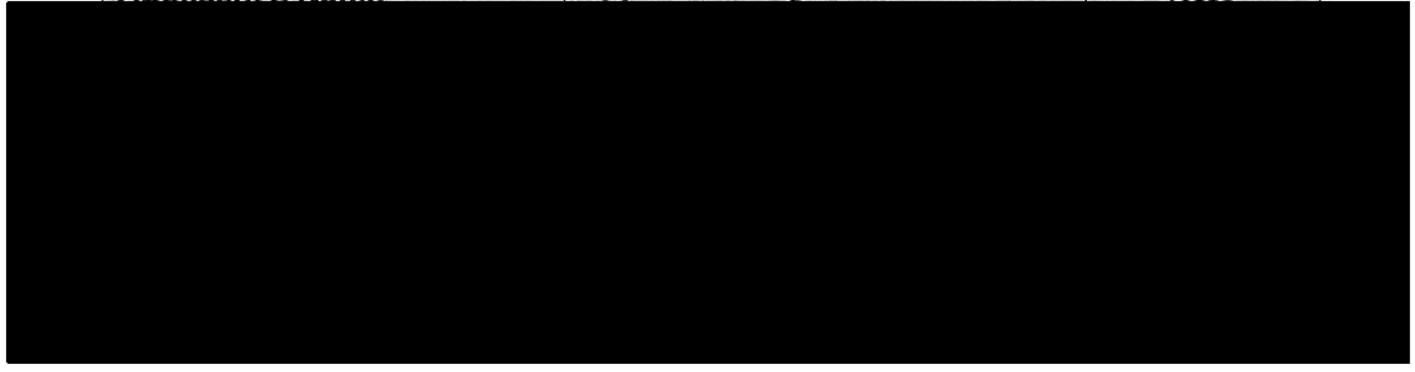
I therefore requested they make a reasonable adjustment, and not ask the Defendant, as although it was outside of their normal practice it could result in the Defendant no longer being able to deal with this matter. This would then put her at a disadvantage due to her disability, which would not be in compliance with the current equality legislation.

Reflection and evaluation

Describe what you learnt from the activity you undertook to meet the Learning Outcome. You may want to complete this section at a later date once you have had time to reflect on your practice and experience.

Upon reflection of this, I learnt how to consider the importance of avoiding discrimination and promoting equality and diversity during my everyday tasks. It can arise in many situations and therefore awareness is very important. Especially as the promotion of equality is not always achieved by treating everyone exactly the same, but rather making reasonable adjustments. This can ensure someone who is disadvantaged by a disability is treated in a way which affords them the same equal opportunity as someone who does not suffer from that disability.

Date work completed: (i.e. evidence date)	29/11/2017	
Applicant's Name	Applicant's signature	Date



[Redacted]

Subject: [Redacted] **Re:** [Redacted]

Sensitivity: Confidential

[Redacted]

Sent: 29 November 2017 09:24
To: [Redacted]
Cc: [Redacted]
Subject: RE: [Redacted]
Sensitivity: Confidential

Good Morning [Redacted],

Apologies, I did not realise you wanted me to ask about that point. I can go back to her on that point and request an explanation.

However I do not think she will be in a position to review these costs- on the basis that they are likely things that she is locked into (phone and subscription contracts) and therefore unlikely to be unable to change.

Furthermore, she has also stressed that this is making her anxiety worse, therefore going back to her on points that she will probably not be able to reduce, may make it worse- which I note you are very concerned about preventing.

In light of the above, please confirm if you want me to ask about her reviewing the costs, and I will do so accordingly.

Kind Regards,

[Redacted]

From: [Redacted]
Sent: 29 November 2017 08:45
[Redacted]
Cc: [Redacted]
Subject: RE: [Redacted]
Sensitivity: Confidential

Thanks [Redacted], we will look into & come back.

Please can you advise [Redacted] answer to reviewing her costs in line with StepChange guidelines?

[Redacted]

[Redacted]

[Redacted]