



Equality Code

This Code must be read with the Code of Conduct. The Code of Conduct is the parent document of the CLC Handbook and Frameworks; it sits above all other Codes in our regulatory arrangements. The Code of Conduct prescribes six Ethical Principles of behaviour which are essential to delivering the specific Outcomes which sit beneath each of the Ethical Principles. All CLC regulated individuals and bodies are expected to comply with the Code of Conduct in the delivery of authorised reserved legal activities and permitted non-reserved legal activities.

The CLC also publishes several other topic specific Codes addressing important areas of practice, including this Equality Code. Topic specific Codes underpin the Code of Conduct and support regulated individuals and bodies in delivering the Ethical Principles and Outcomes of behaviour defined in the Code of Conduct. Topic specific Codes apply to all regulated activities carried out by the individuals or bodies specified in that Code.

In this Code 'you' refers to individuals and bodies regulated by the CLC. You must ensure that you always comply with the Code of Conduct and topic specific Codes and must not permit anyone else to act or fail to act in such a way as to amount to a breach of this Code, the Code of Conduct, or the Ethical Principles. Should circumstances arise in which there is an apparent conflict between a topic specific Code, the Code of Conduct, or any other regulatory requirement, you must ensure that you comply with the Code of Conduct. If in doubt, contact the CLC for advice.

-all individuals and bodies regulated by the CLC must comply with this Code. You must not permit anyone else to act or fail to act in such a way as to amount to a breach of this Code.

Outcomes Focused

The **Code of Conduct** requires you to deliver the following **Outcomes**:

- ~~The service is accessible and responsive to the needs of individual Clients, including those who are vulnerable; (Outcome 6.1)¹~~
- ~~No one – Client, employee, colleague, job applicant, trainee, or other party – you deal with feels discriminated against (whether directly or indirectly), victimised or harassed. (Outcome 6.2)²~~

Accessible employment and business arrangements You must ensure that help you deliver these **Outcomes** and requires you to act in a principled way:

~~1. Promote Equality of Access & Service. (Principle 6)~~

~~2.1. You comply with relevant **Equalities legislation**. (CoC P6a)~~

~~3.2. You make reasonable adjustments to prevent persons with disabilities from being placed at~~

disadvantage. ~~(CoC P6b)~~

4.3. You provide equal opportunities for all partners, **employees** or applicants in employment and training. ~~(CoC P6e)~~

4. 'You do not take unfair advantage of anyone, including vulnerable people, regardless of whether they are a **Client** of the business.'

5. You make all reasonable efforts to ensure your service is accessible and responsive to **Clients**, including those with vulnerabilities. ~~(CoC P6d)~~

~~You must also comply with the following specific requirement:~~

6. Any allegation of (direct or indirect) discrimination, victimisation and harassment is investigated thoroughly, resulting, where appropriate, in disciplinary action. ~~(CoC P6i)~~

¹ a **Client** may be vulnerable because of a range of characteristics, including (but not limited to): basic skills: literacy and numeracy; complexity and confusion; difficulty of accessing and understanding

large amounts of information; disability or other impairment; mental health issues; distress or sudden change in circumstances e.g. bereavement, divorce, illness or loss of employment; low income; age; caring responsibilities; limited knowledge of, or limited skills in, use of English; balance of power; lack of competition and choice; or inexperience or lack of knowledge of a particular subject. Vulnerability can only be assessed on a case-by-case basis.

²

On the grounds of age, disability, gender reassignment, marital and civil partnership status, pregnancy and maternity, race, religion or faith, sex or sexual orientation.

Should you require information on how to meet your responsibilities under this Code, please see the **CLC's Equality Guidance ~~Equality Guidance~~.**

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