Baring Foundation Communities Support Solution

HUMAN RIGHTS PROGRAMME

Impact Report

MARCH 2024
Author: Jacob Charnick, Programme Lead
Contact: Carlyn Miller, cmiller@bihr.org.uk

The British Institute of Human Rights

CONTENTS

EXECUTIVE SUMMARY

This impact report relates to the 'co-design' phase of our community's programme. This phase involved working with six community and voluntary groups across the United Kingdom, selected through an application process and criteria, to create a human rights resource. This is part of the 2022–2025 communities programme that has been funded by the Baring Foundation. This programme is part of strategic aim 2: Strengthening the agency of community and voluntary groups to use human rights advocacy in their everyday actions.

The work involved:

- A free 'discover' workshop which was open to any community and voluntary group across the UK.
- An application process where we would select up to six community or voluntary groups based on a criteria.
- A 'define' meeting with the selected community groups to get a good idea of the issues they face and how we can use human rights to address them.
- Individual mapping meetings with each community group to ask what they need from the resource.
- Content creation of the resources.
- Consistent feedback meetings with community groups.
- Launch of six finished human rights support solutions.

This report will show that the programme was a success on many fronts. We were able to get a community group from a broad geographical range of the UK (including England, Wales, and Scotland). We were able to work with each of the community groups in a meaningful way to create human rights resources based on their needs, feedback, and lived experiences.

This report includes quotes from the community groups that took part in the programme. These are taken from surveys, quote requests, content provided for the resource, and feedback correspondence. There will also be data taken from Slidos and SurveyMonkey surveys conducted throughout the programme. It will reflect on these successes, why they occurred and what can be improved using the data gathered.

PROGRAMME CONTEXT & AIM

The aim of this phase of the programme resource is to use the Human Rights Act 1998 to assist the community groups to use human rights in their work. The hope was that each of the six selected community groups would finish the programme with a human rights support solution that would use human rights and the Human Rights Act 1998 to address an issue that they are facing as an organisation, and for the community group to feel as though the solution is something that they have had a substantial input on and that they have effectively co-designed.

This is the second time that the British Institute of Human Rights (BIHR) has ran the co-design programme, with the first instance being a pilot programme in 2021 with four community groups. Work on the 2023-2024 co-design programme commenced in August 2023, and between August 2023 and January 2024, the programme moved through four phases: Discover, Define, Develop, and Deliver. Each of these phases involved working closely with each of the six community groups to understand the issues they face as an organization, and thinking about how they can use human rights to address these. Based on this, we developed resources, one for each community group, to address these issues.

> "For me it was important to have a resource that supported young people in understanding their human rights, as it is such a crucial element for a young person to have the best day to day life experience. However the information is not always available for them in an accessible way, as knowing your human rights is taken for granted. Something I really wanted this document to be is accessible for young people but also for everyone, by using pictures, colours and accessible layout. I also liked the focus we made on some key rights that can be important for young people in certain circumstances including the right to housing and family. I know from personal experience the impact of not being aware of these or not knowing how to act on them. Which is another element that I really like about our resource: we show when and how a young person can act if they don't feel like their rights are being respected." - Tiegan Boyens, lived experience activist, ATD UK.

BIHR'S INVOLVEMENT

The co-design communities programme covered four 'phases' which took the programme from its beginning to end. Each stage involved BIHR creating and facilitating the programme from an initial free 'discovery' workshop where we invited community groups from across the UK to learn about the Human Rights Act and how it could be beneficial to them, and then a bit about the co-design programme itself.

We then opened applications up to community groups, and following the application process, we selected six community groups which we would then work with for the duration of the programme to co-design human rights resources.

We then facilitated mapping and development meetings with each of the six community groups where we shared ideas, heard about issues they were facing and how they would like to solve them using human rights, and from that we drafted the resources using the ideas and content of the community groups, as well as original content created by BIHR for the resources.
We shared the first look at these resources at our Human Rights Day Event on 11th December 2023 in the Houses of Parliament. Then, final tweaks were made to the content and we started the design process which again included input from the community groups to reach the final resources in early February 2024.
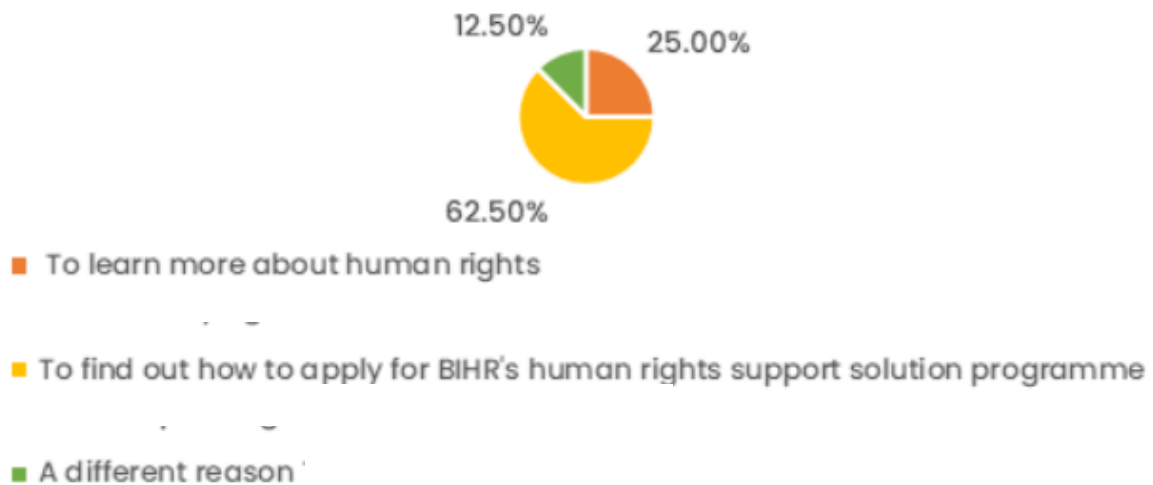
The four phases of the programme are as follows:

- **Discover**
- **Define**
- **Develop**
- **Deliver**

The 'discover' phase involved inviting community and voluntary groups from around the UK to attend a free, online workshop that introduced the Human Rights Act and gave information about the co-design programme. We then invited those community groups to apply for the programme.

We used SurveyMonkey and Slido to gather data in the discover workshop.

Reason for joining the discover workshop

12.50% 25.00%

62.50%

■ To learn more about human rights

■ To find out how to apply for BIHR's human rights support solution programme

■ A different reason

The majority of people in attendance at the discovery workshop were there to learn more about the co-design programme.

Where do you live?

0.00%

33.33%

0.00%   66.67%

■ England ■ Scotland ■ Northern Ireland ■ Wales
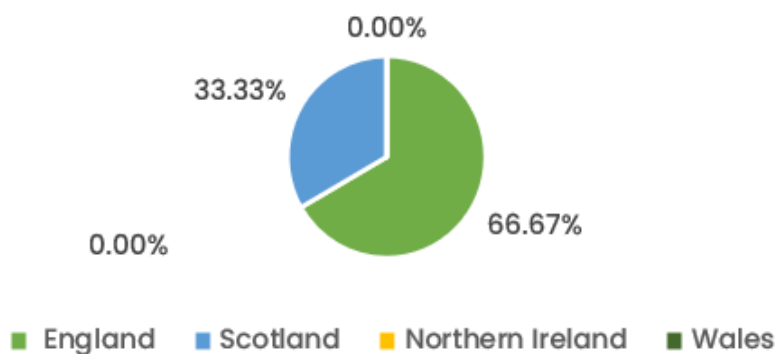
The discover workshop was attended by groups exclusively from England and Scotland. Invites were also sent out to groups in Wales and Northern Ireland but no groups from these regions attended. However, we did have groups from Wales apply, one of the groups was selected for the programme.

Following the discover workshop, we opened the application process for the co-design programme which we sent out to community and voluntary organisations across the UK, even if they did not attend the discover workshop.

In total, we received applications from seventeen community groups. Out of the application pool, we chose six groups. Those groups were as follows:

- All Together in Dignity Fourth World UK (ATD UK)
- All Wales People First
- Fair Justice System Scotland
- Families in Trauma and Recovery
- Migrants' Rights Network
- My Life My Choice

Define

The 'define phase of the co-design programme involved inviting the six selected community groups to a workshop where we explained more about the co-design programme and did some mapping using Slido and breakout rooms to figure out what issues each community group has and how they would like to use a human rights resource to address this issue.

During the workshop, we asked the community groups to provide a 'solution statement' to describe how they would want to use a human rights resource to address the issues they are facing.

A support solution uses the following template:

1. As a...
2. I want to know...
3. So I can..

These are some of the responses taken from the define workshop:

> "As a person with a learning disability I want to know how to access my rights when being locked away in long term hospital, so I can return home safely as soon as possible."

> "As a practitioner working with children, young people and families, I want to know which rights are most relevant when social work interventions happen so that I can strongly advocate for the rights of the people I'm working with."

> "As a young person facing a social work intervention, I want to know what rights I have and how to assert them if I think they've been breached so that I can be involved in decisions about my family and personal life."

> "As a parent facing a social work intervention, I want to know what rights I have and how to assert them so that I can challenge infringements of my own and my family members' rights."

> "As a self-advocacy organisation, we want to empower our members to be able to make challenges at a local level in Wales when their Human Rights are breached and contradict the principles of WG legislation that is supposed to empower them."

> "As a social worker intervening into families' lives, I want to know what rights the children and parents I'm working with have so that I can make sure my work is respectful of the rights of the people I'm working with."

We used these solution statements, along with some of the conversations we had with the community groups through breakout rooms and group discussions in the define workshop to be able to begin thinking about how to create resources that will work for them.

The develop phase of the co-design programme is where we worked with the six community groups to map, develop, and test their human rights "solutions". This began with initial 1 to 1 meeting with each of the community groups where we asked them some questions to help gauge what they needed. Some of the questions we asked them include:

- What is a problem your organisation is currently having?
- How would you like to use Human Rights to address this?
- What is the target audience for the resource you would like to create?
- What format are you looking for? (video, audio, text, etc.)
- What content would you be interested in covering in the resource?
- What is the best way for us to stay in contact (zoom calls, emails, etc).
- Would you need an easy read version of the resource?
- Are there any specific rights you would like us to cover?
- What is the public service angle that you would like to address using human rights?

We noted the answers to these questions down into a table for each community group, and these were used to inform a first draft of the resources.

The co-design process involved creating draft content for each resource, before sending this draft and any questions to the relevant community group, where we would then receive written feedback and have further meetings to discuss changes. We would also then take materials and contributions from the community groups to add their voice and input into the resource.
Here are some of the quotes from the community groups during the co-design process:

"this is excellent so far" - Families in Trauma and Recovery

"I've taken a look, thank you so much for putting the information together and for the level of detail in it. "– My Life My Choice

"I don't have much feedback, it's looking really good, I can picture someone flicking through it and suddenly realising "hey, that's just like my situation, I *can* do something about it!" – Families in Trauma and Recovery

"I absolutely love it – I love the way you have used our background – as it is so calming. I love the little images and characters you've used – the fonts are right – it doesn't feel "official", but rather an easy to read document." - Families in Trauma and Recovery

DELIVER: OUTCOMES

By the end of the co-design programme, we had created six human rights support solutions, one for each of the community groups. This followed from a process of mapping and collaboration where community groups and their members contributed ideas, feedback, and content that could be used for the resource.

We published the resources onto the BIHR website, and each day of the launch week we spotlighted a different resource so that we could have a big focus on each resource and get as much traction for them as possible. We are also producing hard copies for each resource.

Along the way, drafts were sent to community groups so that they could be tested with members and audiences so we could make sure the resource was as accessible and useful as possible. Here are some examples of feedback we received and how we implemented it.

You said, we did:

All Wales People First

"Members would prefer stories from Wales but do feel it is necessary for the stories to be true. They wondered if elements of the stories could be changed to make it more Welsh.

They would also like to see examples that focus more on what the person did themselves, including deciding to enlist the help of an advocate."

→

We collaborated with All Wales People First to use real stories from within their organisation for the resources. This meant that their voices and experiences would be used throughout the resource, and this made them more relevant.

The stories also meant we could focus the stories more on self-advocacy.

Families in Trauma and Recovery

"Our logo and background was based on Kintsugi – the ancient Japanese art form of repairing broken pottery as it had been so valuable. So rather than throw it away, the broken pieces were mended with gold – to make it more beautiful and to celebrate the cracks. So often the new vessel was worth more than the old one due to the repairs in gold."

→

We loved this philosophy that Families and Trauma takes towards Kintsugi, so we took this and used it in the design elements of the resource.

We used gold coloured cracks to make the background of the resource across all the pages so this philosophy could be present throughout.

All Together in Dignity Fourth World UK

"Our audience should be young people BUT if we make it accessible for young people, it will be accessible for everyone. Meanwhile, if it's done the other way around, and targeted to professionals or older people, the language and design won't be accessible for young people."

→

We took this feedback and changed the language of the resource to make it more appealing to a wider audience. We also included more visual elements so that the resource was easier to read. Additionally, we added QR codes that link to Easy Read versions of some of the sections.

My Life My Choice

"Some of the information we could use links to other guides rather than explain - for example I am sure there are Easy Read guides to the Human Rights Act out there? Are there videos or picture examples in your archive that we could link to rather than written text?"

→

We loved the idea of having video versions of the content to make the resource more accessible and easier to digest. Therefore, we created a video version of the entire resource, with audio versions of the content, and linked to these in the resource with a QR code.

Overall, the community groups involved in the co-design programme seemed highly positive. Here are some quotes from a final survey on the programme:

❝

I hoped we would have an equal role in co-designing the programme and this definitely happened. All of our expectations were met.

❞

❝

We will be using this at every event we have, we will also be using it with our service users and will also be distributing this to all the local services we work alongside. We will also be promoting this on social media too.

In answer to "How do you hope to use the Human Rights support solution we co-designed?"

❞

❝

Being able to work with an organisation who understood the formal language of human rights and how it would apply in particular situations.

In answer to "What was your favourite part about the co-design programme?"

❞

❝

I believe you have the right balance with allowing the community organisations to lead in the areas they know best, but also merging this with "official" language and knowledge from your own perspective worked really well.

❞

Similarly, we asked the community groups who were involved in the co-design programme to share their reflections on the programme. These are some of the responses:

"This resource is incredibly valuable for our Know Your Rights campaign and also to the entire charity sector working with migrants including asylum seekers and refugees. It will empower asylum seekers by providing them with vital knowledge about their rights while residing in Home Office accommodations. Equipped with this information, they will be auditors against any form of oppression and human rights violations, enabling them to assert their rights in situations where they are not respected." - Ernest Ulaya, Ambassador and Advisor at the Migrants' Rights Network

"Now that we've got this Easy Read document people will know their rights without having to worry about knowing the jargon and long words. We can take it when we go and visit people from our area stuck in long stay hospitals away from where they live. We will show people how to use the guide to make sure their rights are met. It will be very effective and help make sure people are out of hospital and back home soon!"- Ady Chappell, My Life My Choice Champion

"I am really happy that we created a resource that highlights that under the Human Rights Act everyone has a right to family life. I think it is a right that can be overlooked despite being so important. Hopefully by creating more awareness and understanding of the right to family life, people can be empowered to make sure this right is respected for themselves and those around them." - Kaydence Drayak, lived experience activist, ATD UK.

"I'm really proud to have worked with the British Institute of Human Rights on this resource which empowers both the understanding and application of human rights. By explaining not only what human rights are but also how to protect them, human rights become an active and useful tool to fight for dignity and justice." - Aurelia Drayak, lived experience activist, ATD UK.

The community groups also had a positive response to the final resources themselves, here are some quotes from the groups about the final support solutions:

"I wanted to mention how amazing the resource looks like and how happy we are with it! The girls are very proud of it." – ATD Fourth World Member

"Thanks so much for this- it looks great!" – Migrants' Rights Network

"I love the resource" – Families in Trauma and Recovery Member

"That looks really great. Thank you for all your hard work." – My Life My Choice

GOALS

1. At the start of the programme, we hoped that we would be able to create six resources, one for each community group, that would be genuinely co-designed through all phases of the programme, resulting in a truly bespoke, meaningful, and useful resources that promote human rights and offer practical tools for using human rights.

This goal was achieved through the fact that we have six completed resources that each of the community groups have individually stated that they are very pleased with, evidenced by the quotes supplied in this report. We also asked if they felt as though they had been involved in the co-design process in a meaningful way, and we feel as though the quotes and examples throughout this report demonstrate that they felt this goal was met.

2. We also hoped that it would meet our second strategic aim of "strengthening the agency of community and voluntary groups to use human rights advocacy in their everyday actions."

We feel as though the resources have been able to present human rights and the Human Rights Act in a way that is easy to understand and is catered meaningfully towards the individual goals and issues of each of the community groups we worked with.

The resources were made with the groups, and for them, this way the resources were written and designed in a way to make them as usable as possible for their target audience. We went through a thorough process of testing and feedback for each of the resources to ensure that the community groups were happy that they were clear and user friendly. The feedback evidenced in this report shows they were satisfied that the resources could be used for human rights advocacy in their work.

3. We wanted the community groups to have experienced a genuine co-design programme where they had their voices heard and could put their own experiences and materials into the resource so that it was meaningful to them.

We included community groups in every step of the process, including the community members. We had frequent zoom meetings with each of the groups, and email correspondence. Every line of content and every design choice was given to the community groups to see if it could be improved or changed, and we made sure that their own content, examples, and experiences were built into the resource at every opportunity.

Inviting each of the community groups to the Human Rights Day event at the Houses of Parliament in December 2023 was also a great way for each of the community groups to have their voices heard in front of an audience in one of the most important political buildings in the UK.

Feedback and quotes demonstrated throughout this report also indicate that the community groups felt as though they were included meaningfully throughout the programme.

4. We also hoped that these resources could be spread widely and usable by a wide range of community groups and individual groups across the UK.

To launch the resources, we placed them all online on our website on the same day, however following this, we spent a day on each individual resource to spotlight them with their own page on our website, as well as a big social media push across all our social media platforms to share the resource, the contents, and some quotes from the community group that worked on them.

Most of the community groups similarly shared their resources on their social media pages and on their websites. We are currently producing hard copies of the resources to send to the community groups so they can have them and share them with their members.

One of the community groups, Fair Justice System Scotland, is planning an in-person launch event in Scottish Parliament in the coming months.

We hope that the community groups will not only be able to use these resources to help understand and think about human rights more in their work, but that these resources can also be used across the UK more broadly. The key goal in the long term is that, through repeat co-design programmes, we can come up with a diverse range of human rights support solutions that can be used by as many people as possible in order to demystify the Human Rights Act.

We hope that this phase of the communities' programme has created new relationships that can be maintained on a long term basis, so we can continue to work together to ensure the Human Rights Act is understood, and accessible to all of us.

As an organisation, in the next co-design programme we hope to assign a community group resource to a specific member of staff so more focus can be placed on each community group to further enhance the quality and bespoke nature of each of the resources.
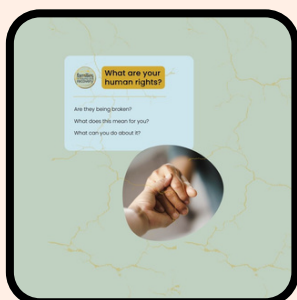
> "It's been an honour working alongside this team of young people with lived experience of poverty and other human rights violations. Seeing how they transform their difficult experiences into a drive and passion for change has been truly inspirational. I am incredibly grateful for the opportunity the BIHR has given us to work in collaboration with the young people and with the BIHR to create an essential tool for young people. As a team, we felt listened to in every step of the resource production and are incredibly proud of the outcome. It has been a great pleasure to work with their team."
> – Eva Carrillo, Project officer, ATD UK

CONCLUDING REMARKS

Overall, the response to the communities' co-design programme has been overwhelmingly positive. The resources we have co-designed have been well received by the community groups and beyond. The survey responses and quotes we have received regarding the resources and the programme have expressed that the programme has been a meaningful experience that has resulted in genuinely useful human rights tools that the communities can use and share.

You can find all of the resources here.

The British Institute of Human Rights