



Creating a human rights support solution with Hopscotch

July 2021 – June 2022

1. Context

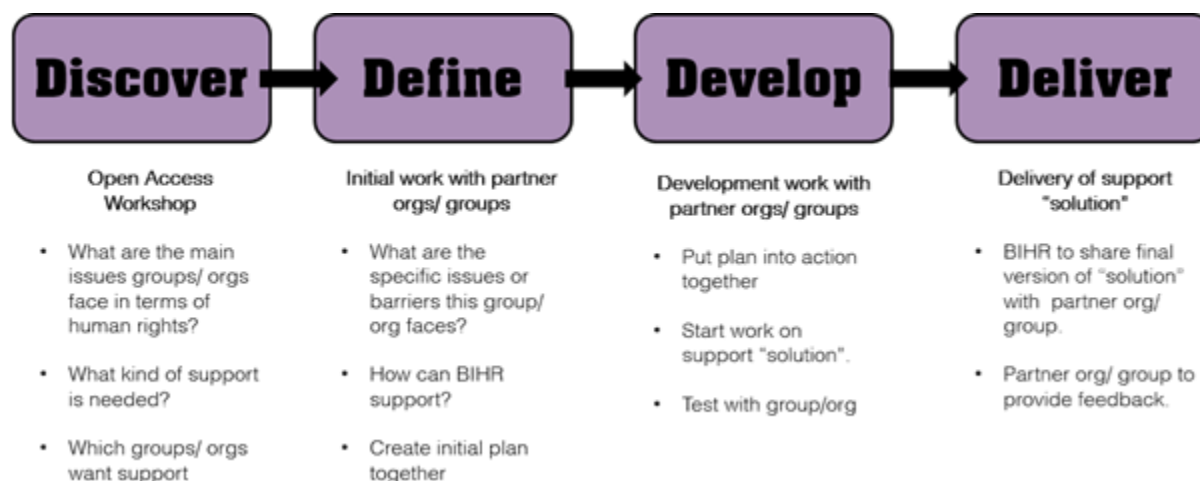
The British Institute of Human Rights is a small, independent charity working UK-wide. Our mission is to enable change through human rights by supporting people and organisations to use human rights advocacy and approaches in their everyday life to achieve positive social change. This sees us [working with community groups](#) to enable them to use human rights advocacy to tackle social justice issues affecting the people they support.

In July 2021, [BIHR embarked on a new programme of work](#) to support community groups and voluntary groups across the UK. The aim of this project was to co-design human rights support “solutions” with four partner organisations using human rights.

One of our partners was [Hopscotch](#), a women’s centre based in Camden, London who provide a range of services to empower, support and advocate for women. They specialise in working with women from Black and minoritised ethnic backgrounds.

2. Our involvement

Co-design is at the core of this project. Our approach to co-design used the below 4-stage process to ensure that the views and opinions of our partners and the eventual end “users” of the solution are central to the development.



2.1 Discover

In July 2021, BIHR hosted a workshop with community, campaigning and advocacy organisations across the UK who were interested in working with BIHR longer-term to support their human rights advocacy.

This session was so valuable for BIHR as a human rights charity, and the feedback we received from the groups and organisations that joined made it clear that having a space to have conversations and build relationships was very helpful.

You can read more about the 'Discover' workshop and our key findings from it [here](#).

2.2 Define

Following the 'Discover' stage, Hopscotch was selected as one of our four partners organisations. They were then invited to a 'Define' workshop where we worked together to further define the ideas for human rights support "solutions".

Hopscotch identified a need for developing staff knowledge and confidence in human rights and supporting them to use human rights legislation as a tool to support women accessing their services.

Hopscotch: Solution Statement

As a staff member in a community organisation working with Black and minoritised women, I want to train staff and provide accessible and relevant resources so that staff have the confidence to locate their day-to-day work supporting service users within a human rights framework.

2.3 Develop

Over several months, a member of the BIHR team worked alongside the staff and self-advocates at Hopscotch to develop the human rights support "solution".

Mapping

First, a mapping exercise was completed to identify staff knowledge and confidence levels about human rights and to find out what staff wanted Hopscotch and BIHR to co-develop to support them to use human rights in their role.

Staff were asked to rate their current knowledge and confidence about using human rights in their role. Overall, staff rated their **knowledge about rights under UK human rights law as 2.6 out of 5** and their **confidence in using the language of human rights in their work as 2.7**

out of 5. Staff would later be asked this same question again at the end of the of the programme to track any changes in terms of human rights knowledge and confidence.

As part of the mapping exercise BIHR delivered introductory information about human rights law to support staff to identify how human rights might be relevant to their role and what would encourage them to use human rights in practice.

Staff were asked to pinpoint areas that they would like to know more about in relation to human rights. Staff identified the following:

- Women's rights
- Rights around autonomy and choice
- Decision-making that affects women and children, especially around domestic abuse
- Mental health
- Refugees and human rights
- Social housing

Staff were asked to identify what kind of support they wanted to develop their knowledge and confidence in human rights. Staff identified the following:

- Spaces created at work to talk about such matters
- Short training
- Clear information on human rights law
- Information about key concepts of human rights and their history
- A simple online resource pack
- Guidance and case studies
- Examples of how human rights apply in daily life
- An online resource
- Practical tools

Through discussion after staff were asked the above questions, it was decided that Hopscotch and BIHR would co-develop a downloadable human rights resource for staff focusing on the areas identified above. Staff said that the most important aspects for them were clear information, case studies and practical tools for raising human rights issue such as an example letter.

Creation

Developing the human rights resource involved a back-and-forth process between BIHR and Hopscotch. Co-production was at the heart of this work, ensuring that the views and ideas of staff at Hopscotch were listened to throughout the design process, from their initial ideas to their views on all drafts of the resource.

To develop the resource, BIHR mapped key human rights and existing case studies to the areas of interest identified by Hopscotch staff. BIHR also asked Hopscotch to provide relevant case studies from their work to use as part of the resource. Hopscotch were able to provide 3 practical case studies and these were adapted by BIHR to include human rights language. BIHR met with the Hopscotch leads to agree the mapped human rights and case studies. BIHR then worked to create the initial structure and content.

Testing

Testing the support “solution” was done in two stages. BIHR sent the first draft of the resource content for Hopscotch staff to review as a group. They provided detailed feedback identifying what they liked and what they wanted to be amended. Suggested amends included:

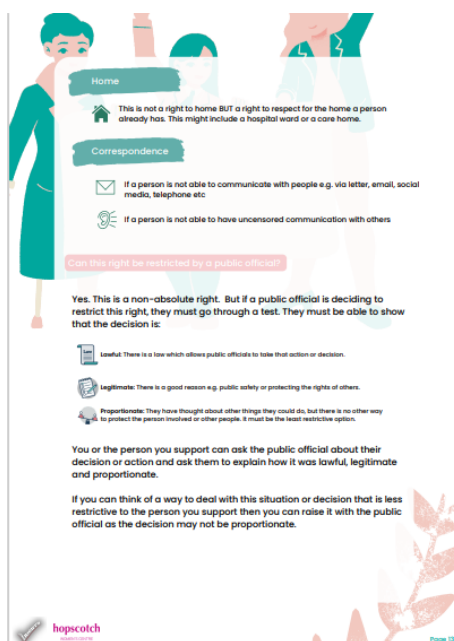
- Simplifying language
- Additional case studies
- Suggestion of a flowchart to support staff to raise a human rights issue
- Signposting to further information

BIHR used this feedback to amend the content and to create a design for the resource. BIHR and Hopscotch also decided to include a foreword to the resource from one of the Hopscotch staff leads to show the relevance and importance of this resource to Hopscotch’s work. This was again sent back to staff to review as a group. Feedback was very positive, with some suggestions for final changes including:

- Changes in colour to make it brighter
- Changes to the images in the design template to be more representative of the women that use Hopscotch’s services
- Larger text size
- An additional letter template
- A glossary for tricky words

BIHR used these to make additional changes and to agree a final version of the design and content of the resource. An example below illustrates some of the changes made after testing the resource and taking on board comments and ideas.

First Draft



Final Draft



2.4 Deliver

Launch Event

On 14th June 2022, BIHR and Hopscotch ran a hybrid in person and online event to celebrate the launch of Hopscotch’s new human rights resource. The launch was held at Hopscotch’s office and was attended by a group of 14 Hopscotch staff, the majority of whom had been involved in the resource development.

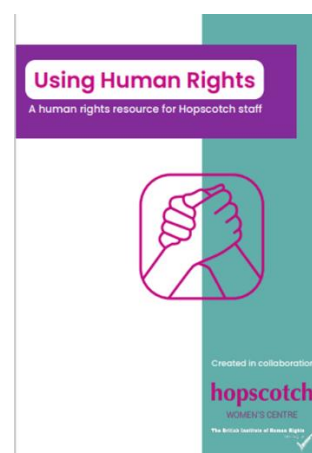
The launch event was planned together with the two Hopscotch staff leads. The aim was to launch and celebrate the resource but also to deliver a practical workshop in which staff could learn more about human rights and discuss key concepts through discussions based on case studies from the actual resource. Both BIHR and Hopscotch felt that staff would be more likely to use the resource if they had an opportunity to work through it together. The two staff leads also spoke to the group about Hopscotch’s involvement in the project and why this work fits into the key aim of Hopscotch to work towards a society in which women who have experienced inequality and abuse are empowered, connected, well and safe.



Sharing the human rights support “solution”

The resource was co-developed specifically with and for Hopscotch staff and is available for them to access on their intranet. Hopscotch staff are using it to support their work across their services.

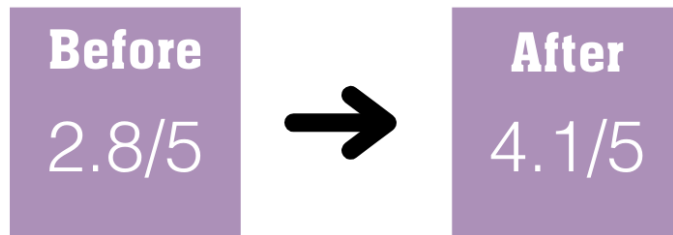
The resource is also available to download [on BIHR’s website](#).



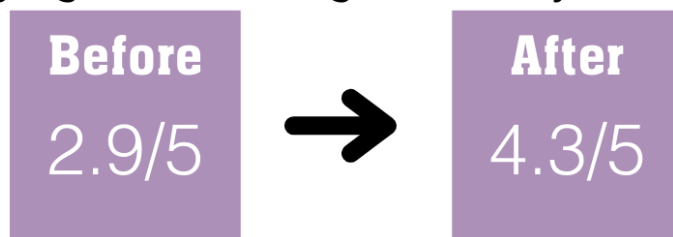
3. Outcome

At the very first fact finding session, Hopscotch staff were asked to rate their levels of knowledge and confidence about human rights law. They were asked the same question after the launch workshop:

How would you describe your level of knowledge of human rights law in the UK?



How confident do you feel about using the language of human rights law in your work?



Evaluation processes for this project have been largely qualitative, based on the verbal and written feedback provided by those involved. This was gathered via email communication, written documents and during workshops.

During the launch workshop staff were asked what they thought about the resource:

“ This was an amazing and informative session, and we are so pleased with the new guide! ”

Hopscotch staff member , 2022

“ It is vital to have this guide at the forefront of the work we do. ”

Hopscotch staff member , 2022

“ The guide is a very useful start to think more about rights and how to implement this in our work. ”

Hopscotch staff member , 2022



During the launch workshop 75% of staff said they would definitely use the resource and 25% of staff said they would probably use it. They were also asked how they would use the resource:

“
To raise awareness and educate grass root Black and Minoritised people to become more aware of their rights
 ”
 Hopscotch staff member , 2022

“
Whilst listening to my clients or in group work I will keep an ear open for anything that might constitute a violation of human rights, then check the tool kit (!) and take it from there
 ”
 Hopscotch staff member , 2022

“
To support a domestic violence survivor when applying for housing or going to court etc
 ”
 Hopscotch staff member , 2022

The two staff leads from Hopscotch also fed back their reflections on the resource and the process of working together with BIHR:

“
Working with BIHR has enabled us to reflect on our work as a community organisation and to locate this work within a human rights framework. The guide is an inspiring outcome which supports our staff members to take a human rights approach when they work with service users to ensure they access their rights.
 ”
 Isabelle Terrisson, Head of Programmes, Hopscotch

“
BIHR have helped us create and co-produce a comprehensive Human Rights toolkit that is tailored to the needs of the diverse service users facing multiple disadvantages who are accessing our services.
 ”
 Fairuz Choudhury, Programmes Manager, Hopscotch

Evidently, both the launch and the resource were successful in increasing staff knowledge and confidence in human rights. The feedback illustrates that staff were able to make connections between the resource's content and their own work and to recognise how they might use the resource to put this knowledge into practice. Plus, the process of being involved in co-developing this resource was one which staff at Hopscotch found meaningful, as the end result is a resource specifically tailored to their work and the women that they support.

4. Goal and Next Steps

The goal of this project was to work alongside Hopscotch to develop a human rights support "solution" for their staff. The solution, an online human rights resource for staff, was co-developed over a period of months, ensuring that the views of staff were listened to throughout.

Based on the initial mapping session and the launch, staff have shown that they have an improved knowledge of human rights and confidence to use them, as well a strong feeling that this resource is unique in the sense that it was created together with Hopscotch staff specially for Hopscotch staff.

Since the launch of the resource, Hopscotch have introduced it to staff across all of their services and have reported that it is already making a difference. BIHR have agreed with Hopscotch that we will periodically check in with Hopscotch to find out if and how staff have been using the resource.

In the long term, Hopscotch view the resource as a first step to embedding human rights knowledge into all of their services. Over the next few years, they would like to introduce key human rights concepts to the women they work with and to support them to use this knowledge to advocate for themselves in their day to day lives.

This has been a pilot project where BIHR has intended to enable groups to address the day-to-day issues where rights are risked, creating positive change within imperfect systems. We will be looking to re-run this programme with new partners to co-develop a human rights solution, whatever that might look like for them.



Thank you to our core funders [Joseph Rowntree Charitable Trust](#), the [Tudor Trust](#), and the [Bromley Trust](#), for making it possible for us to explore our work with communities, and helps us co-design support solutions that mean we can all make change through human rights, together.

