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TOPHOUSE – Towards Person Centered Housing Services in Europe
2017-1-AT01-KA202-035029

M2. Human rights, equality and diversity



Housekeeping

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- Knowledge, skills and behaviours audit
- Action planning logs
- Refreshments
- Fire alarms and exits
- Toilets
- Breaks
- Finish time





Purpose of the training

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- TOPHOUSE Erasmus+ funded resources support staff in undertaking person centred integrated housing and support assessments
- Suite of training modules covering 11 different learning outcomes
- This training contributes to the learning outcomes
 - LO1 Work in a person-centred way
 - LO2 Treat Service User with dignity and respect
 - LO5 Build trusting relationship with service users
- Co-delivered by a service user with ‘lived experience’ and a technical trainer



Learner Agreement

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- Respect others and their experience, knowledge and skills
- Contribute and allow others to contribute
- One voice at a time
- Ask questions seeks clarification
- Confidentiality
- Time-keeping
- Mobiles off silent and out of sight please





Objectives of module

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- **By the end of this module you will be able to:**
 - Describe Human Rights and Equality legislative framework
 - Ensure that service users' human rights are upheld
 - Carry out housing and support assessment in a way that upholds human rights, respects equality and promotes diversity
 - Consider human rights, equality and diversity in the accommodation of service users with support requirements



Customer Journey

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Human Rights Key words

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Person-
Centred

Treated fairly

Having a
voice

Information

Peaceful life

Non-
judgemental

Beliefs

Choices

Own opinions and
thoughts

Fair trial

Home and family

Respect



Rights of service users – Convention to Practice

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- EU Convention on Human Rights
 - Article 3 Prohibition of torture – includes degrading treatment
 - Article 5 Right to liberty and security of person
 - Article 8 Right to respect for private and family life, home and correspondence
- UN Convention on Rights for Persons with Disabilities (ratified by EU Countries)
 - Respect for rights and dignity of people with disabilities
- Irish Human Rights and Equality Act 2014
- <https://www.youtube.com/watch?v=ew993Wdc0zo> 2.30
- <https://www.youtube.com/watch?v=pRGhrYmUjU4> 2.08



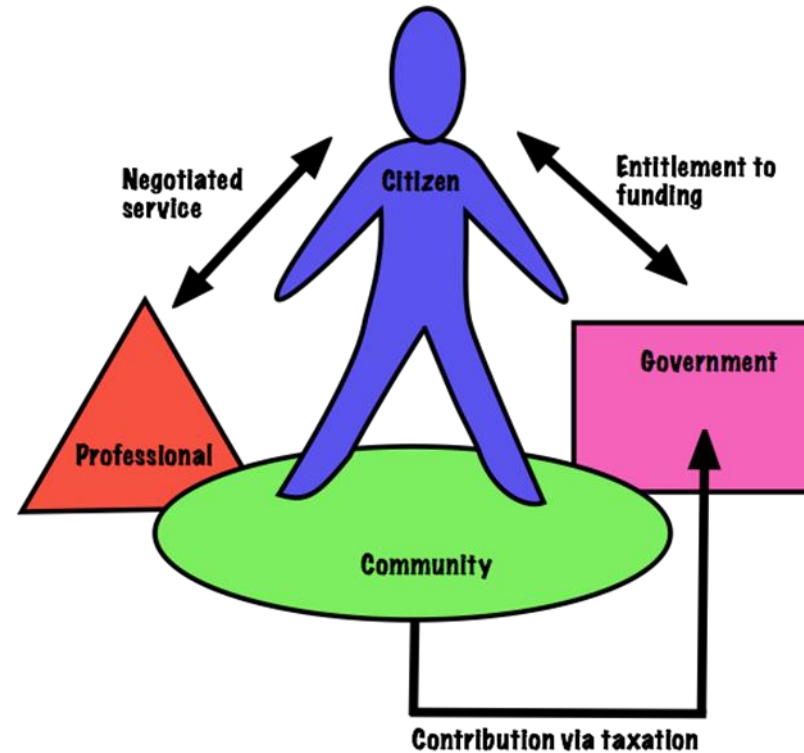
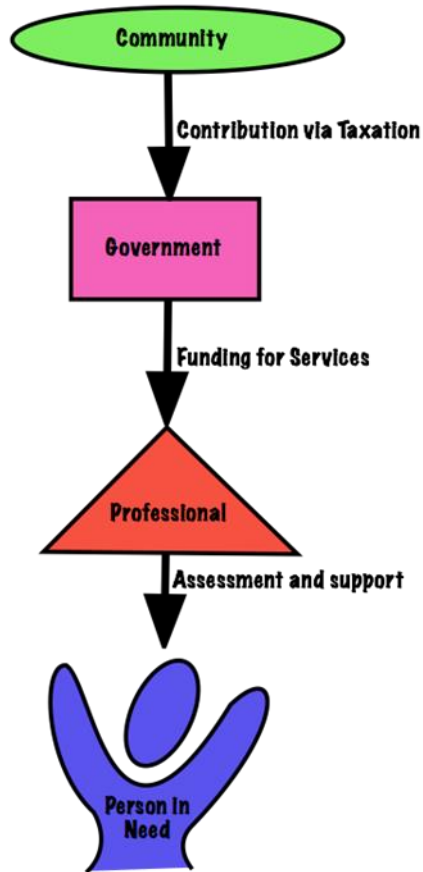
Basic rights in assessing housing and support

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- Privacy – of person, of possessions, within relationships
- Confidentiality – of sensitive information for example support, life experiences, preferences, and data
- Respect – to be treated with dignity as an individual
- Safety – to engage in positive risk-taking and to live free from abuse and harassment
- Security - confidence that you have as much control as possible over your environment, your support, your friendships
- Self-autonomy – being able to make decisions about the life you want to lead

Personalisation and Human Rights

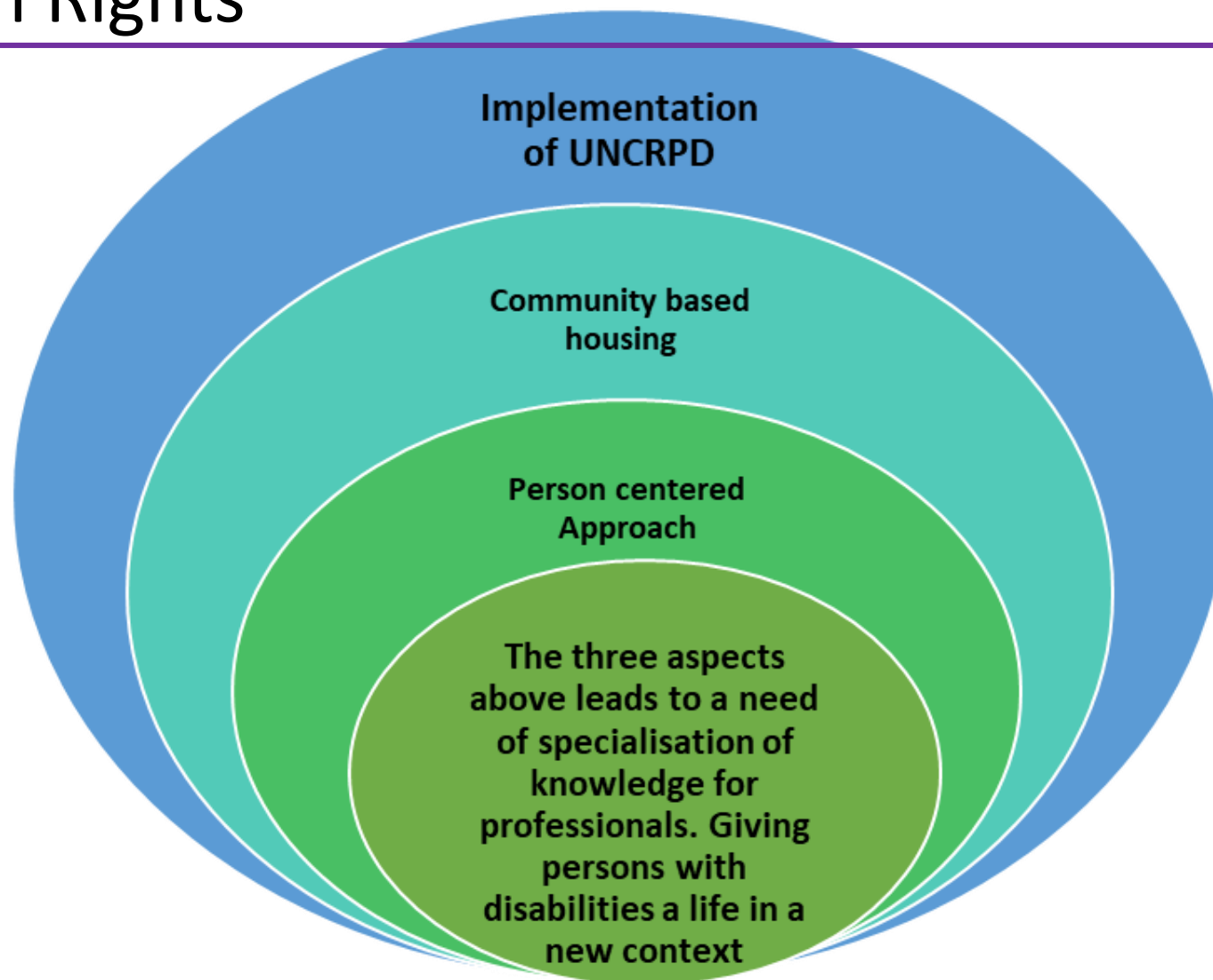
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Personalisation and Human Rights

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TOPHOUSE THINA Tool

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Me

Me means the person with disability. Identity aspect of me is defined as emotional well being, privacy, self-awareness, selfrealization, selfsureness, independence, own abilities and personal growth.

CRPD: Articles 3,8,20,22 and 24 a and b,

Person Centered Approach

Me and my close relationships

Me and my close relationships are an important part of lifequality. Specially for the emotional wellbeing, Definition in THINA of close relationships refers to freinds, relatives, near professionals and anybody else which the person recognice as an near person.

CRDP:Articles 19,20 and 23

Person Centered Approach

Me and my social contacts

Me and my social contacts is defined as the persons who play a role in supporting and organizing in a flexible way the persons own wishes. Arrange opportunities and support the persons rights.

CRPD: Articles 24,25,26,27,28

Person Centered Approach

Me and citizenship

Me and citizenship is connected to inclusion in the society. To support the opportunities to belong to the sectors in the society as anybody else. In organizations, politics, in actions important for citizens.

CRPD: Articles 21,28,29, 30

Person Centred Approach

Me and my future

Me and my future. Many persons with disabilities in any ages need support to plan, get information and create a future fitting their abilities. This is linked to topics which can support a successful future.

CRPD Articles 24, 25, 26, 27

Person Centered Approach





Definition of Equality

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- Equality is about making sure there's a 'level playing field' for everyone, it's about providing fair and equal access/treatment for everyone
- Equality is often described as treating everyone the same.
- However sometimes treating people differently is the best way to treat everyone fairly.



The Charter of Fundamental Rights of the European Union

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- Fundamental rights in the EU are protected
 - By the EU Charter of Fundamental Rights
 - European Convention on Human Rights article 14
Prohibition of discrimination The enjoyment of the rights and freedoms in the convention shall be secured without discrimination.
- Equal Status Acts 2000-2015
- https://www.youtube.com/watch?v=UuIdq_ftQY8



Definition of Diversity

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- Diversity is about seeing people as individuals
- Diversity is about everyone- it recognises that we all have skills, experiences, perspectives, values and characteristics that can be used to benefit us, service users and society as a whole
- Diversity is about every aspect of the support and housing assessment valuing and respecting service users
- Diversity is about being positive about the differences - valuing and respecting difference
- <https://www.youtube.com/watch?v=hfO82z29hWg>



Diversity how people are different

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- Immigrant status
- Appearance
- Physical/Mental Ability
- Language
- Accent
- Religion/Faith
- Social Class
- Political Outlook
- Marital/Partner status
- Lifestyle
- Culture
- Gender
- Sexual Orientation
- Ethnicity
- Skin Colour
- Age
- Family makeup
- Educational Background
- Job Role
- Address

Equality Diversity Inclusion

- Equality - everyone has equal opportunity to participate, contribute to and benefit from activities and opportunities and have equal opportunities to access services appropriate to their needs.
- Diversity - goes beyond fair and equal treatment to recognise and appreciate the benefits that different peoples' talents bring to an organisation.
- Inclusion - society is diverse in many different ways. Embracing and celebrating diversity helps create an environment where everyone feels included and valued





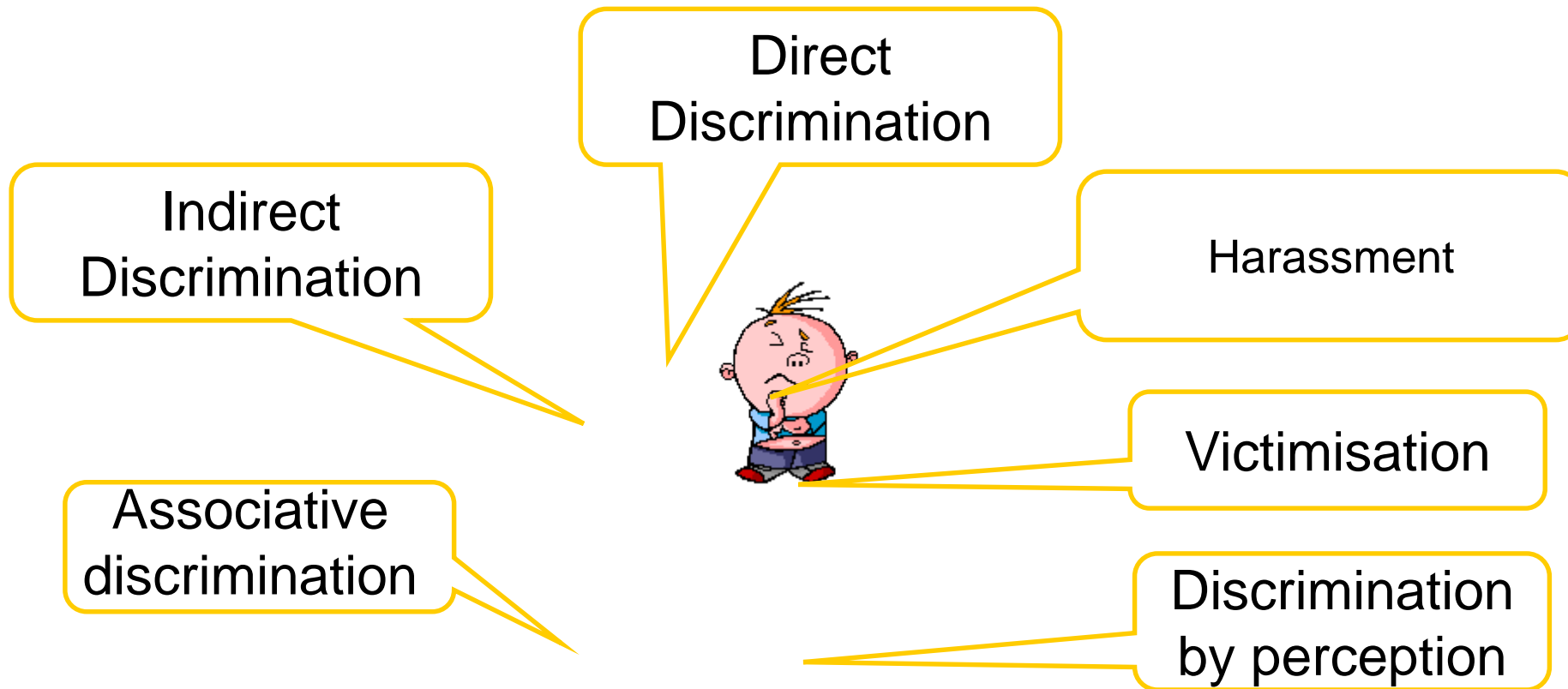
How does discrimination occur?

*Discrimination occurs when people make **unfair assumptions** about other people, usually based on **(negative) stereotyping and prejudices (an opinion formed without any proper evidence or consideration)**...the act of discrimination involves those with/in **power** or authority **using their position unfairly** (intentionally unintentionally)*



Jargon Buster – what's your definition?

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Importance of Equality and Diversity

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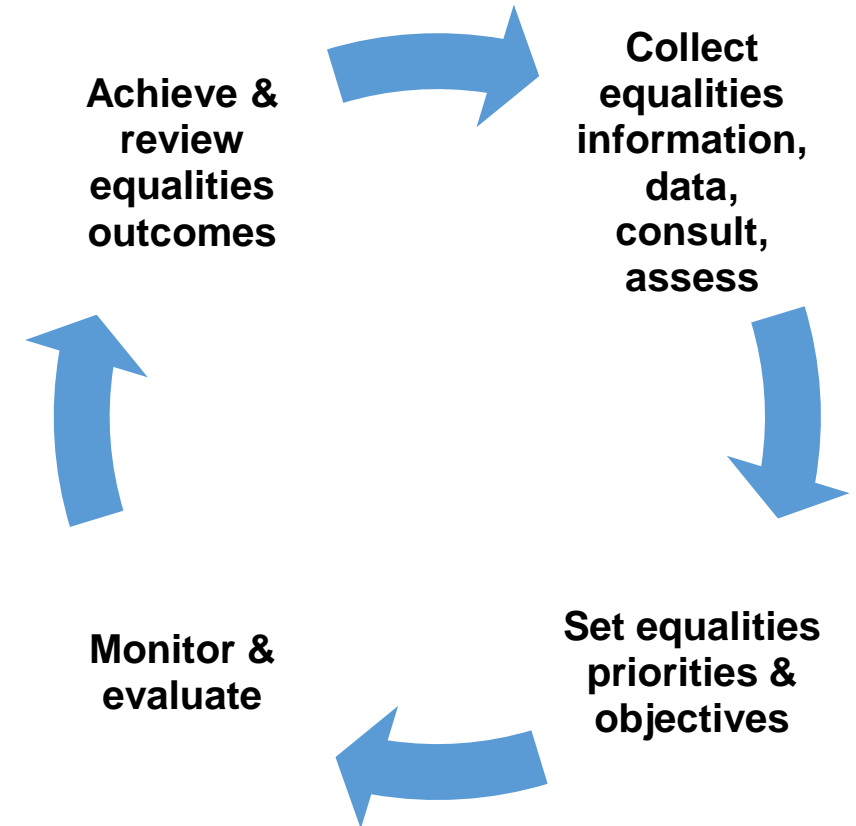
- Protect people's human rights
- Remove the risk of discrimination and exclusion
- Recognise the impact of historic prejudices
- Provide an equitable and fair service
- Provide a quality service to all
- Aid in maintaining good practice
- Enable comprehensive service user engagement
- Require an organisation to be accountable



Equalities Data

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- What is the purpose of gathering data?
- Why we should collect equalities data for both
 - Assessment
 - Housing and support outcome
- Using the data
- Ongoing to improve service delivery





Summing up

- In this module you have learnt to
 - Describe Human Rights and Equality legislative frameworks
 - Ensure that service users' human rights are upheld
 - Carry out housing and support assessment in a way that respects equality and promotes human rights
 - Consider human rights, equality and diversity in the accommodation of service users with support requirements
- Knowledge, skills and behaviours assessment
- Feedback sheet
- Action planning log



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