easyRights

Human Rights Literacy in Service Design and Supply: The easyRights Policy Recommendations

Prepared By:

easyRights Consortium

May 2022

Three Pillars of Human Rights Literacy

- Education and Training
- Awareness and Empowerment
- Processes and Practices in Service Supply

Education and Training

Key Lessons Learnt

- Knowledge of migrants' needs is scattered.
- Actors involved in the service ecosystems often do not have full pictures of issues of the services and the consequences of the implications of failing to access the service.
- In many cases the understanding of problems is emergency-driven.
- There is a lack of preparation to work in multilingual and multicultural contexts, for example about how the operators can translate without a specific training on language and cultural backgrounds of migrants.
- Curricula of prospective workers in migrants´ support networks often lack training on human rights.
- When training is available within public administration, this is very generic and does not necessarily deal with migration related issues, matters, European laws and the protection of human rights.
- Empathy leads to best practices, based on the knowledge of human rights.
- The migration background of workers might affect the approach to the service provided.

Policy Recommendations

- A stronger knowledge of human rights should integrate tertiary education.
- Fundamental Rights Agency Policy Recommendations on human right training for civil servants as well as EU Agency for Asylum Policy Recommendations on human right training for civil servants (complying with art. 8 and art. 13 of EU Regulation 2021/2303) should be implemented in the whole service ecosystem.
- A specific focus on migration issues (within a broader human rights training curriculum) should be included at national, regional and local level for civil servants who are specifically facing daily migrant problems.
- Courses and training should be inclusive and have a comprehensive approach to migration issues.
- In relation to language literacy, knowledge transferred through training and education on human rights should be targeted and operational to guarantee immediate mutual understanding.
- Diversity of backgrounds in the personnel supporting migrants should be supported to better acknowledge some essential migrants' needs.
- Specific courses should be set by default in public administrations, complying notably with Regulation EU 2021/2303 on the European Union Agency for Asylum, (art. 2 let. D and art. 8 on compulsory training and European curricula).
- The EU and the member states should consider including practical guidelines for services compliance with fundamental rights when designing and launching public tenders and competitions should be mandatory. A pilot phase could be considered to test this approach and best practices should be disseminated across Europe.
- Monitor mechanisms from the third sector should be adequately granted of the compliance of the practices of the National Law Enforcement Authorities (the Police) to the fundamental rights, as defined in the EU Charter.

Awareness and Empowerment

Key Lessons Learnt

- Lack of awareness of the human rights dimension by public officials jeopardises the right to asylum as well as the principle of good administration.
- Children are often the most affected by bottlenecks in the provision of public services.
- Awareness building and empowerment activities on human rights are often supported and implemented by International Organisations and research institutions. Locally-led activities are limited.
- Emergency-driven approaches in public services provision do not guarantee a full respect of human rights principles and undermine reforms in public administrations.

Policy Recommendations

- Raising awareness and empowerment activities for civil servants should become part of the curriculum of continuing education of personnel in public administration. These activities can benefit from the interaction with migrants and can generate larger opportunities for integration and widen welcoming attitudes and behaviours.

- Outreach activities with migrants should include a “listening space” to make sure that migrants´ narratives inform the provision of public services.

- Public administrations need to be equipped with adequate and permanent professional training on raising awareness and empowering migrants of their rights at national, regional and local level.

- It is crucial to provide multi-language training for civil servants who speak with migrants. It is necessary to provide translators for migrants and language and cultural training for migrants, as foreseen by art. 16, par. 2 letter I of EU Regulation 2021/2303.

Processes and Practices in Service Supply

Key Lessons Learnt

- Focusing on service design and on the role of ICT for developing better and more effective services for migrants according to their actual needs can be considered one of the integration strategies deployed by single countries, regions, or cities.

- Involving relevant stakeholder groups from the very beginning of the development is important for successful co-creation processes and paves the way for uptake of services.

- The voices and needs of migrants can easily be unheard and ignored in the process of service design and service provision.

- Services are not designed by service designers, and service developers in a manner to be accessible for migrants.

- It has been widely discussed that ICT solutions can facilitate access to information and increase the transparency and accessibility of the activities of public institutions and governments, however, they can be misused for disinformation, data falsification and manipulation so implying the necessity to consider that new technologies generate demands for a new generation of human rights that arise the need of specific and innovative research and professional practices.

Policy Recommendations

- Administrative documents should provide a clear procedures-target voice to guarantee the understanding from migrants so be respectful of their rights to have easy access to services

- ICT tools that are developed for migrants should consider their language capabilities and provide content in languages they can master.

- Funds for the development of basic technologies and methods should be provided that enable the effective translation of contents in ICT systems for migrants' integration.

- A framework should be developed for digital rights that encompasses all platform stakeholders, including - but not limited to- designers, users, and shareholders.

- ICT interfaces should be simple and usable by simple basic digital skills.

- ICT interfaces should be available in multiple languages (migrants' native language included) both in vocal and textual modes.

- Migrants should be included in the design, development and testing phase of the service interfaces to reduce the risk suche interfaces are not responding their needs.

This project has received funding from the European Union's Horizon 2020 Research and Innovation Programme under grant agreement no. 870980.

www.easyrights.eu

@easyRightsEU

@easyrights-eu

easyRights Channel