



# 2nd Joint Migration Policy Workshop Towards sustainability and adoption

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Enabling immigrants to easily know and exercise their rights

EasyRights has received funding from the EU Horizon 2020 research and innovation programme under grant agreement No 870980.



# Human Rights Literacy in service design and supply

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# About easyRights



enabling immigrants to easily know and exercise their rights

**easyRights** aims at easing migrants' access and use of public services to guarantee their inclusion and integration

- ICT based
- Four pilots: Palermo, Larissa, Málaga, Birmingham

immigrants' rights



# The nexus between access to services and human rights enforcement

- Welcoming migrants and implementing measures to **guarantee their inclusion and integration are public administrations' key duties** and goals within the constraints of national and international norms and regulations.
- The project is providing evidence that, in addition to well-known obstacles frequently making services access hard for migrants (like **linguistic gaps, bureaucratic complexities, complicated interfaces**), a relevant and sometimes disruptive role is played by the **limited literacy regarding human rights** general principles, prescriptions, and norms among people dealing with migrants' needs and problems.
- This limitation often inhibits existing rights enforcement and implementation thus restricting migrants' opportunities.

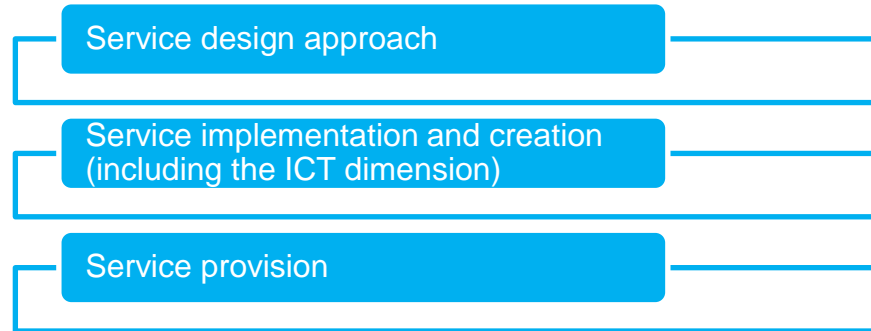
Pilot	Services	Connected general rights	Legal basis of protected rights	List of individual rights	Consequences of lack of recognition of rights
Palermo	REGISTRATION TO THE REGISTER OFFICE	<b>Right to private and family life respect</b>	Art. 8 European Convention of human rights Art. 7 EU Charter of Fundamental Rights Ar. 14 EU Charter of Fundamental Rights	Right to identity, to an own name, to reputation, to psychophysical integrity, to develop one's personality, right to registration in the employment office, right to access to nursery schools Right not to be discriminated	Impossibility of having the identity card Impossibility of having a tax code Impossibility to enrol a child in kindergarten Impossibility to open a bank account, Impossibility of registration in the lists of the employment offices
Palermo	JOB SEEKING AND WORK ORIENTATION	<b>Right to work Right not to be subjected to labour exploitation</b>	International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families Art. 4 European Convention of human rights Art. 5 EU Charter of Fundamental Rights	Right to work and to develop an own personality in the workplace Right not to suffer inhuman and degrading treatment Right not to be subjected to discriminatory treatment in the workplace	Impossibility to economically support oneself economically Difficulties in integration Difficulties in finding a rewarding job





		Pilot	Services	Connected general rights	Legal basis of protected rights	Pilot	Services	Connected general rights	Legal basis of protected rights	List of individual rights	Consequences of lack of recognition of rights
Pilot	Services	Palermo	REGISTRATION TO THE REGISTER OFFICE	<b>Right to Asylum</b> <b>Right to liberty and security</b> <b>Right to leave any country including the own one and right to return to own's country</b> <b>Right not to be illegitimately detained</b> <b>Right to a due process or a fair administrative procedure</b> <b>Protection in case of removal, expulsion, or extradition</b>	Art. 13, 14 Universal Declaration of human rights Art. 1 Convention relating the Status of refugees of 1951 Art. 18 EU Charter of Fundamental Rights Art. 5 EU Charter of Fundamental Rights Art. 19 EU Charter of fundamental rights. Art. 4 4th Protocol annexed to the European Convention of human rights	Larissa	CERTIFICATE OF NATIONALITY	<b>Right to citizenship</b> <b>Right to privacy and personal protection</b>	Art. 15 Universal Declaration of Human Rights Resolution no. 50/152 of the United Nations General Assembly Art. 8 European Convention on Human Rights	Right to identity Right to the development of one's personality and enjoyment of all civil rights provided by the Constitutions of the countries for which it is requested	non- enjoyment of fundamental rights provided for in the Constitutions of Countries where the certificate is requested
						Larissa	CERTIFICATION OF RESIDENCE	<b>Right to respect for private and family life</b>	Art. 8 European Convention of human rights. Art. 7 EU Charter of Fundamental Rights.	Right to family reunification Right to the protection of the family unit right to the development of one's personality and fulfilment Right to integration	In the case of service denial, the possible consequences are non-integration, lack of stability, lack of protection of his/her domicile, and possible family breakdown
						Birmingham	VEHICLES COMPLIANCE WITH CLEAN AIR ZONE CONSTRAINTS	<b>Freedom of movement</b> <b>Right to life</b> <b>Right to health</b> <b>Right to a healthy environment</b>	Art. 1,2,7 EU Charter of Fundamental Rights Art. 2 European Convention of human rights.	Right to live in a healthy environment, Obligation of States and the European Union to make the environment healthy Freedom of movement	Discriminatory inhibition of freedom of movement Air toxicity, with consequences on health
Pilot	Services	Palermo	JOB SEEKING AND WORK ORIENTATION			Malaga	WORK GUIDANCE	<b>Right to work</b> <b>Right not to be subjected to labour exploitation</b>	International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families Art. 4 EU Charter of Fundamental Rights Art. 5, 7 EU Charter of Fundamental Rights		
						Birmingham	RIGHT TO PARTICIPATE TO PUBLIC CONSULTATIONS	<b>Right of assembly</b> <b>Right to integration</b> <b>Right to vote</b>	Art. 11 European Convention of human rights Art. 12 EU Charter of Fundamental Rights Art. 3 Protocol 1 annexed to European Convention of human rights	Right of assembly Right to integration, Right to vote	In the case of service denial, the possible consequences are non-participation to a community and non-integration

## Different implications depending on the HR sensitiveness of





# Human Rights Literacy

Injustice anywhere is a threat to justice everywhere (Martin Luther King)



**Human Rights Literacy** can be defined as a **condition of knowledge** actors may have as a consequence of “education, training and information towards a universal culture of human rights” as well as a **condition of abilities** (skills/attitudes) necessary to promote, defend and apply human rights in daily life” (United Nations, 2017, p.2)

**THE PERSPECTIVE: empowerment of (im)migrants, institutions, public officials, civil society and NGOs in their respective communication, bearing in mind the innate human dignity of any person.**

# The (ongoing) fieldwork

## Our background questions

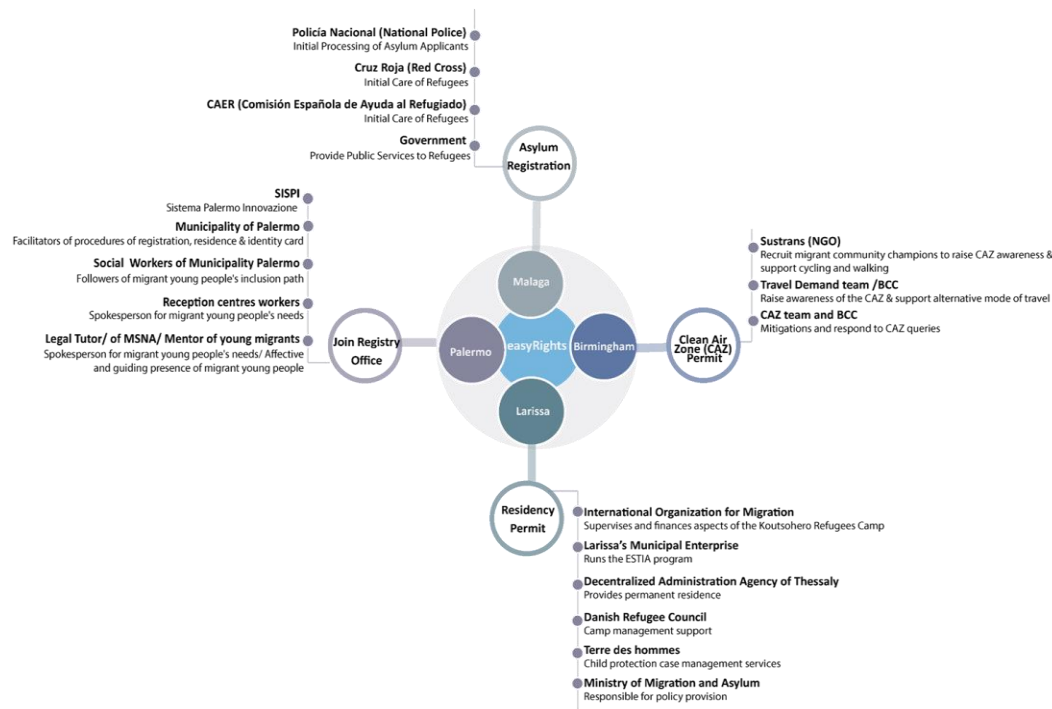
- To what extent civil servants and NGOs staff are acquainted with human rights issues in dealing with migrants?
- Are they conscious of the fact that accessing services is a way of implementing basic rights?
- What about migrants, are they aware that they carry fundamental rights in their interaction with services?

- **Qualitative interviews** in 4 different pilots (UK, GR, IT, ES) and languages

- **Actors** involved in service provision or support:

- **public officials** being responsible for the service delivery;
- **volunteers** belonging to NGOs or migrants supporting agencies;
- **private actors** eventually supplying services the immigrants interact with

- **ICT developers** to be engaged through a survey (under design)



We have used a **story telling** approach to “allow the simultaneous expression of multiple points of view because stories (Maynard-Moody & Musheno 2000, p. 336)

- sustain and suspend multiple voices and conflicting perspectives;
- can present highly textured depictions of practices and institutions;
- can show what situations call for certain routines and how the specifics of a case fit or do not fit standard practices
- illustrate the consequences of following, bending, or ignoring rules and practices”.

We asked about **story of any critical episodes** in which they had to pragmatically "surf" between existing norms to find a useful response to the migrant and if they were motivated by the idea of respecting fundamental rights.

# Very preliminary findings

Awareness and empowerment

Education and training

Service design and supply

## Awareness and empowerment

- migrants **are weakly aware of being the owner** of inalienable human rights
- many respondents are fully aware that **services do have impacts on human rights** and can list the negative implications consequent to the failing of the service journey completion
- HR violations occurs because of the **discretionality of street level bureaucrats** or operators involved in providing services to migrants
- the **language barrier is widely recognized as an impediment** to the completion of service journey worsening the migrants fragility
- not diffused awareness on the relevance of **multiple language provision of services**



## Education and training

- in the public administration, **literacy on human rights is mostly developed on the field**, in the sense that operators, whether they are top management or front office staff, had minimum opportunities to participate in training courses on human rights or issues related to migrants
- training on the field was carried out very often thanks to the fact that people had previously held other **roles in the public administration**, an **experience** that allowed them to immerse themselves in the problems of migrants
- whether formal training is relevant but big uncertainty is consequent to the **scarce alignment of laws and regulations across EU**
- training may be useless **when there is misalignment between policy makers and employees** directly interacting with migrants
- the crucial role of **translators and interpreters (mediators)** and the importance of their HR literacy

## Service design and supply

- **long timing in accessing services** is **not clearly understood as a form of infringement of basic human rights** by civil servants; this specific topic is, on the contrary, identified as one of the most evident forms of human rights negation by NGOs'
- **services are not explicitly "human rights oriented"** as well as they are not "children" or "gender" oriented
- service interfaces (digital or not):
  - no clear pathways
  - too many steps/clicks
  - multiple language is rare and not directly targeted to migrants natural language
  - usability assured to people with "young/basic" digital skills



# THANK YOU

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