

# news



## IN THIS ISSUE:

### 3 – 6 BIHR NEWS

BIHR annual conference 2010; BIHR project updates; BIHR and the marathon; photography exhibition

### 7 – 8 HUMAN RIGHTS NEWS

Human rights in a new era

### 10 – 11 HUMAN RIGHTS: IMPROVING HEALTH AND CARE SERVICES

An introduction to BIHR's work in this area

### 12 – 15 HUMAN RIGHTS IN HEALTHCARE PROJECT

Hear from each of the participating NHS Trusts on the work they have been doing over the past year

### 16 – 18 VIEWPOINT

Eight different perspectives on the relevance of human rights in health and care services

### 19 A WORD FROM OUR SPONSORS

Standing up for the right to protest

### 20 GET INVOLVED

Support us in our work to bring rights to life

*'Sometimes people like me don't always get treated the same as everyone else. We don't always have the same opportunities to follow our dreams and aspirations.'*  
Kaya Taner (pictured)

Find out about our work with photographer Nadia Bettega to show the 'human face' of human rights on page 6.



Welcome to this edition of BIHR News which shines a spotlight on how human rights can change people's experiences of health and care services.

One service

user from Mersey Care NHS Trust describes the role human rights has played in her journey from 'someone who was very ill and had little will to live, to a life full of interesting and worthwhile activities'. (p16). All four trusts currently participating in the national Human rights and Healthcare project share their experiences (pp 12-15) and we hear from others at home and abroad about the relevance of human rights to everyday issues: preventing malnutrition; dignified treatment of severely disabled or older people and supporting unpaid carers (pp 16-18). Our projects are an important source of examples of human rights in practice (pp4-6), and with the Human Rights Act still under threat (pp8-9) collecting and disseminating this evidence is more important than ever.

Public and voluntary bodies are focused on how to protect the most vulnerable people with fewer public funds. Our training courses (p2) and annual conference on 18th November (p3) are packed with practical suggestions for using the language, law and principles of human rights to meet these challenges head-on.

Finally, thanks as always to our Friends, funders, and partners. Please do get in touch to find out more about our work. Details of how to become a Friend are on p20. ■

**Katie Ghose**  
Director

## STAFF AND TRUSTEE NEWS

Emily Thomas, our Communications and Events Officer, left BIHR in February 2010 to pursue a career as a BBC journalist. In her 2 years at BIHR, Emily transformed our website and newsletter, and successfully managed our varied events programme. We were also very sorry to say goodbye to Celine Rotcajg, our Training and Consultancy Assistant, who also left in February to spend time in India. Celine made a huge contribution to our training and consultancy programme. We wish them both the best of luck for the future.

We are delighted to welcome Hannah Clayton, our Training and Consultancy Manager, back from maternity leave, and also to welcome our new Training and Consultancy Assistant, Ed Wilcox and Ellen Stuart our Fundraising and Events Officer.

Parosha Chandran steps down after long service as a volunteer, Governor and then trustee. Sandy Ruxton, trustee since 2008, has also left the Board. We are very grateful for their support for BIHR. And we welcome three new trustees – Dorothy Thomas, Tanuka Loha and Sonny Taank. ■

## Want to know more about human rights?

**"It was one of the best training sessions I have ever attended." NHS professional**

BIHR is the leading provider of human rights training to the third and public sectors in the UK. We have been providing training for more than 10 years, to over 5000 individuals in over 800 organisations.

### Human rights training can support you to:

- Challenge poor treatment
- Tackle inequalities
- Meet legal obligations including the Equality Act 2010
- Inspire, empower and engage people

BIHR training is well-respected, tested, and is continually updated. It is interactive and practical, and is accessible for all groups and organisations.

**For more details visit [www.bihar.org.uk](http://www.bihar.org.uk)  
or contact us on 020 7848 1816  
or [training@bihar.org.uk](mailto:training@bihar.org.uk)**

**BIHR**  
bringing rights to life

## SAVE THE DATE: THURSDAY 18 NOVEMBER 2010

### BIHR ANNUAL CONFERENCE: HUMAN RIGHTS AT HOME – TRANSFORMING SERVICES, CHANGING LIVES

**Venue:** LSO St Luke's, London EC1V 9NG

**Time:** 9.30am – 5.30pm

We are delighted to announce that BIHR's annual conference 2010 will take place on 18 November in London.

- Hear influential keynote speakers including Human Rights Minister Lord McNally
- Share experiences of putting human rights into practice
- Learn how human rights can help your work on equalities
- Network with a diverse range of delegates
- Attend an exciting range of interactive and participatory workshops
- Free (*subject to BIHR securing funds*) pre-conference capacity building training day on Wednesday 17 November for representatives from voluntary and community sector organisations with low income. Clifford Chance is kindly providing the venue.

A convincing body of evidence is emerging about the practical value of human rights in the UK. Disabled people living independently; young people learning to respect others' freedom of speech; a safe place for a

woman fleeing a violent ex-partner – all have benefited from basic entitlements like the right to a family life. Yet the real potential of human rights to help improve public services, breathe fresh life into campaigns and devolve power to the people is yet to be fully understood.

This conference will look at current debates such as the devolution of power; public spending cuts and the future shape of our democracy through a human rights lens. It will reveal compelling examples of human rights in action and provide delegates from public, voluntary and community organisations with the practical tools for putting human rights to good use.

Speakers and workshops will be confirmed shortly and updates will be posted on our website at [www.bihar.org.uk/upcoming-events](http://www.bihar.org.uk/upcoming-events). Previous keynote speakers and chairs have included Justice Albie Sachs, Rt Hon Jack Straw MP, Anna Ford, Jon Snow, Professor Monica McWilliams and Trevor Phillips.

See [www.bihar.org.uk/annual-conference2010](http://www.bihar.org.uk/annual-conference2010) for more details and booking. Contact Ellen Stuart, BIHR's Fundraising & Events Officer, on [estuart@bihar.org.uk](mailto:estuart@bihar.org.uk) for more information on a range of partnership and sponsorship opportunities and packages. ■



*Panel debate at BIHR's annual conference 2009*

# PROJECT IN FOCUS: HUMAN RIGHTS IN THE COMMUNITY



## What is the Human Rights in the Community Project all about?

Human rights begin with human beings: individuals becoming neighbours and neighbourhoods becoming communities. Driven by this vision, BIHR is delighted to have secured a three year grant from the Equality and Human Rights Commission to run our **Human Rights in the Community Project**, in partnership with the English Regions Equality Network (EREN). Starting in April 2010, the project focuses on equipping communities with human rights language and tools, supporting them to challenge poor service provision and resolve everyday problems and inequality at a local level.

## What role do human rights play in the community?

From BIHR's experience of working with communities, we know that human rights knowledge can be dynamite in the hands of individuals. Human rights shift the balance of power – they increase people's confidence to challenge decisions, negotiate solutions and have a greater say in the provision of public services in their community.

Without concrete community action, human rights may appear to be lofty ideals hidden in dusty law books. Bringing human rights to life is about transforming them into accessible, tangible, relevant messages that can be understood and applied in our everyday lives.

## How is the project going to bring human rights to local communities?

In partnership with EREN's regional representatives, BIHR will provide support to local community groups in three English regions – London and the South East, the North East and the North West. Three information days were held about the project in these regions in June/July 2010, and we were excited to see a huge appetite and enthusiasm for human rights among the groups that attended.

The pilot groups will receive an intensive human rights advocacy training programme, and will road-test a wide range of innovative tools, resources and methods. We will develop a comprehensive evidence-gathering and evaluation framework that will provide a model for sharing the learning with others.

We plan to take a diverse and dynamic approach to sharing the value of human rights, using contemporary and engaging media. From exciting arts-based initiatives to online resources, there will be something for everyone. The pilots will provide a springboard for wider work with the voluntary and community sector at both the policy-influencing and grassroots levels.

## How can I get involved?

Information about taking part in the project is available on our website at [www.bihar.org.uk/projects/human-rights-in-the-community](http://www.bihar.org.uk/projects/human-rights-in-the-community). The deadline for pilot applications is Monday 9th August. If you'd like to find out more about the project, take a look at our website or contact Sonia Omar, Voluntary & Community Sector Development Officer, on [somar@bihr.org.uk](mailto:somar@bihr.org.uk). ■

*Human Rights in the Community event, Live Theatre, Newcastle*



## PROJECT UPDATE: HUMAN RIGHTS AND LOCAL GOVERNMENT

- Improving services for people who lack capacity under the Mental Capacity Act and Deprivation of Liberty Safeguards (Oxfordshire County Council)
- Strengthening work around adult social care and commissioned services for vulnerable people (Hackney Council)
- Developing an Equality and Human Rights Charter for public services (Herefordshire Council)
- Enhancing policy and practice across community services, including building links to inclusive communities and the transformation of social care (Wiltshire Council)
- Supporting a more co-ordinated and holistic approach to service provision for people with no recourse to public funds (London Borough of Tower Hamlets)

These are the issues that the human rights and local government project will be focusing on. The project has been commissioned by Local Government Improvement and Development to explore the added value a human rights perspective can bring to local authorities. We will be working with five local authorities until March 2011 to test out the application of human rights in the above areas.

We are very much looking forward to working with the project participants, and sharing the learning through two national events in late 2010/early 2011 (dates tbc). Details of these events will be posted on our website. If you would like to find out more, contact Hannah Clayton on [hclayton@bihr.org.uk](mailto:hclayton@bihr.org.uk). ■

## PROJECT UPDATE: OLDER PEOPLE AND HUMAN RIGHTS

Our Older People and Human Rights project, run in partnership with Age UK, continues to inspire and engage, and throw up a whole range of interesting issues and challenges. We are working with groups of older people in Hackney, Slough, Derby and Stockport. All have received a series of human rights training sessions. They are now drawing up plans for how they can use their new-found knowledge. For example, the group in Hackney have decided to lobby for the protection of the Human Rights Act and Derby are making an older people and human rights video to use as an awareness raising tool in the region. An independent evaluator will be working closely with the groups of older people to gather evidence of the impact of the



*Alberto Fitzgerald from Hackney, one of the people taking part in the project*

project, and we look forward to seeing the results! ■

## RUNNING FOR RIGHTS

Charity challenges, cheering crowds and remarkable endurance; the atmosphere of the London Marathon is unparalleled. Undertaking this monumental 26.2 mile challenge in aid of BIHR in April was lawyer and BIHR Friend, Lucy Rigby (pictured). Staff and friends joined Lucy on the day, who flew through the finishing line victoriously in 4 hours 18 minutes! Lucy raised a whopping £2,521.77 for BIHR, and we are hugely grateful for all her efforts on our behalf.

Lucy shared her experience of the marathon: 'there is such a positive atmosphere on the day – there are so many charities represented and people cheering at every bit of the course. There was so much support (both vocally and in sugar form) that I didn't ever feel like I could legitimately stop running!' ■



# CHANGING THE FACE OF HUMAN RIGHTS

Through a series of thought-provoking and inspiring images, the Changing the Face of Human Rights photography project explores what human rights mean to 60 people living in Britain today. Here we interview photographer Nadia Bettega to find out more about what inspired her to work on the project with BIHR.

**Q How did your relationship with BIHR begin?**

**A** I came across BIHR when I heard about their conference 'Changing the Face of Human Rights'. The name of the conference gave me a vision of the many types of faces, colours, ages and cultures that are involved in this sort of work. I contacted BIHR and explained what I thought we could do together, and then applied for a grant from the Arts Council who generously supported the project. Without them, this would not have been possible.

**Q What is the exhibition about?**

**A** The exhibition is a story about people involved in delivering basic human rights, but also highlights those who have received the fruits of this work. It provides a positive testimony to the thousands of people and organisations that are fighting for human rights. I hope the project increases the awareness of the role we all have, as well as the importance of arts and human rights.

**Q Could you give us a flavour of what it was like to interview and photograph people from such diverse backgrounds?**

**A** I learned so much by meeting and talking to the people I photographed. People really are amazing. They are incredibly resilient and also incredibly deep – even at a young age. I photographed a four year old Sudanese girl (pictured) and asked her what human rights meant to her, and what her object would be (each person was asked to choose an object that represents what human rights mean to them). She chose a doll, and said it represented childhood and innocence, and that every child should have these, but they don't always. That really moved me.



*Rosabella and Rhodina Gabrasadig*

**Q What was the most rewarding element of the exhibition?**

**A** I feel honoured to have met the people that I have through this project. Incredible people who take the time to tell me their lives and allow me to photograph them. I am always humbled, inspired and re-energised each time this happens.

The images will be exhibited from 2 – 20 August 2010 at Free Word Gallery, 60 Farringdon Road, London. There will be an exhibition launch event at Free Word on 5 August, from 6.30 – 8.30pm. If you would like to come along, contact us for more details on [events@bihr.org.uk](mailto:events@bihr.org.uk).

You can also view the photos online at [www.bihr.org.uk](http://www.bihr.org.uk).

**Nadia Bettega** is a freelance photographer who has been involved in a number of educational photography projects. ■

# Free independent thinking

Independence is fundamental to what we do.

**New Internationalist** is written for our readers and supported by our readers. It's as simple as that.

**N**ot in the pocket of corporate advertisers.

**N**o egomaniac proprietor to answer to.

**N**ot owned by a multinational conglomerate.

To find out more and learn about real solutions to world problems, subscribe to New Internationalist. If you'd like to try three editions at no cost at all – please feel free.

[www.newint.org/freetrial](http://www.newint.org/freetrial)  
call 01858 438896 (quote 4190)

**New Internationalist**  
Independent reporting from around the world





# Human rights in a new era: analysing the coalition government's first days

As we enter a new era under a coalition government, BIHR believes that we must remain vigilant about the future of the Human Rights Act (HRA). In this article we analyse the positions of the two governing parties, the proposals that have emerged from the coalition and what they mean for the practical application of human rights in the UK.

## **MANIFESTOS, AN ELECTION AND A COALITION AGREEMENT**

The manifestos of the three main parties provided some clarity on their positions about the future of the HRA. Labour and the Liberal Democrats came out in support of the HRA, whilst the Conservatives pledged to “replace the Human Rights Act with a UK Bill of Rights.”

The initial Conservative-Liberal Democrat negotiations were silent on the HRA, a clear reflection of the clear blue water between the parties' policies. Just a few days into the new government, the coalition was tested when a highly publicised court ruling held that two students suspected of terrorism could not be deported to Pakistan because they were at risk of being tortured, which is prohibited under the European Convention on Human Rights (ECHR) and the HRA. The Home Secretary Theresa May said the government was disappointed at the ruling<sup>1</sup> and immediately announced a Commission to consider all options, including repeal of the HRA. Meanwhile, Deputy Prime Minister Nick Clegg described the Act as an “absolute constitutional

cornerstone” and said “any government would tamper with it at its peril”.<sup>2</sup>

The full coalition agreement describes the Commission's remit as follows: “to investigate the creation of a British Bill of Rights that incorporates and builds on all our obligations under the European Convention on Human Rights, ensures that these rights continue to be enshrined in British law and protects and extends British liberties.”<sup>3</sup>

## **WHAT DOES THIS MEAN IN PRACTICE?**

Reading the coalition agreement and listening to the Deputy Prime Minister may lead some to assume that the HRA and protection for our human rights are secure. This is not the case. The Commission's remit is a compromise and one which leaves repeal of the HRA on the table.

A commitment that any new Bill of Rights would build on existing ECHR obligations reflects the views of Liberal Democrats and some Conservatives. However, this plays on confusion over the difference between the HRA and the ECHR. The policies of all the major political parties, including the Conservatives, have been clear that the UK will remain bound by the ECHR. It is the HRA that makes the rights in the ECHR enforceable in the UK. Without the HRA there is no duty on public authorities in the UK (e.g. NHS Trusts, local authorities and central government) to respect the ECHR human rights in



everything that they do, and nor is it possible to enforce these rights by taking your case to the UK courts. Clearly, building on the ECHR is not the same as building on the HRA. In practice this means the proposed Commission and the government's commitment to the ECHR does not remove the dangers to the HRA. On the contrary, if the Commission goes ahead, all options remain on the table, including repeal. It is also concerning that the coalition agreement refers to a 'British' Bill of Rights' yet fails to mention the detailed process of community engagement on a Bill of Rights which has taken place in Northern Ireland over the last 10 years as part of the 1998 Belfast/Good Friday Agreement peace process. This leaves organisations in great uncertainty about the future of human rights protections in Northern Ireland. BIHR will continue to work with organisations from all parts of the UK to ensure maximum protection for people's human rights in law and in practice.

Our other concern is the impact of criticism of the HRA and ongoing uncertainty about the future of the Act on the many people and organisations that have begun to use the HRA in practice. Exactly the kind of work that is taking place in the Human Rights in Healthcare Project, featured on pages 10 – 15 of this newsletter, demonstrating how the HRA is being used by public services to improve provision and involve users more meaningfully in their work. As the HRA beds down, evidence is emerging not only of the positive differences it can make to individuals who are more aware of their entitlements, but the helping hand the HRA provides service providers in making difficult decisions. As public and voluntary service providers struggle to safeguard the vulnerable in spite of severe cuts to the public purse, the practical value of the HRA becomes all the more valuable.

## WHAT NEXT?

Despite debates about the future of the HRA, it remains the law. This means public authorities continue to be under a legal duty to respect human rights in everything they do. Many organisations will also find human rights and the HRA a useful framework for ensuring they meet their new Equality Act obligations.

In terms of the Commission, the coalition agreement states the government "will seek to promote a better understanding of the true scope of these [ECHR] obligations and liberties". BIHR is mindful that the proposed Commission is coming from a coalition where the value of the HRA is not only contested but opposed. The extent to which this process will provide the space to strengthen and build upon our domestic human rights protections needs to be approached with caution. But, whatever form the Commission takes, it should take into account the whole of the HRA and its positive value, not just the headline grabbing issues. This includes recognising that the HRA is being used to ensure older people are treated with dignity in care homes, disabled children are supported to be part of the school community, and carers and families are receiving respite care and support.

It is essential that a wide range of voices are heard in any debates about the future of the HRA. We will be working closely with an informal alliance of organisations we have been coordinating since before the General Election. This alliance is made up of organisations working on a broad range of issues such as Carers UK, Child Poverty Action Group, Equality and Diversity Forum, Justice, Liberty, Mind, Radar and Unison.<sup>4</sup> What we share in common is a commitment to standing up both publicly and privately for the HRA. Earlier in the year BIHR launched [www.ourhumanrightstories.org.uk](http://www.ourhumanrightstories.org.uk), a unique space to tell our stories about how the HRA is being used in everyday life, especially outside the courtroom. We hope that the Commission will not see the light of day, but if it does, we will be ready with many concrete examples of the everyday benefit of the HRA to people in the UK today. ■

<sup>1</sup> *BBC News* 18/05/2010

<sup>2</sup> *The Times*, 19/05/2010. Liberal Democrat Ministers Chris Huhne and Lord McNally also threatened to resign if the HRA was repealed.

<sup>3</sup> *The Coalition: our programme for government* p. 11

<sup>4</sup> For more information about the organisations involved in the informal alliance see [www.ourhumanrightstories.org.uk/contributing-and-supporting-organisations](http://www.ourhumanrightstories.org.uk/contributing-and-supporting-organisations)



## HUMAN RIGHTS: IMPROVING HEALTH AND CARE SERVICES

Lucy Matthews, BIHR

In the current climate of deep public spending cuts, it is more important than ever that those delivering health and social care services are equipped with tools that help ensure a high quality of care for all. It is also essential that those who are most vulnerable do not 'fall through the gaps'. The Human Rights in Healthcare project has been testing the assumption that human rights can lead to improved standards of care since 2006. As can be seen over the next few pages, the project is now starting to produce some exciting results.

### THE HUMAN RIGHTS IN HEALTHCARE PROJECT

The Human Rights in Healthcare project has an overall aim of supporting the use of human rights approaches in improving health and social care. The project is led by the Department of Health in partnership with five NHS trusts, BIHR and ROI Operations. One of the main resources developed through the project is Human Rights in Healthcare – a Framework for Local Action. This is a practical guide to assist people working in the NHS to put human rights principles into practice. The framework combines introductory information about human rights and their application to healthcare, practical tools, and case studies from five NHS trusts.

The five participating NHS trusts engaged in the project have been 'road-testing' the framework by looking at human rights in different aspects of their work. They have explored the application of human rights to

a wide range of areas, including learning and development, commissioning, risk management, service user involvement, strategic planning and policy development. Each trust has produced one or more human rights products that are available to other NHS organisations such as training modules, questionnaires and assessments (available with the framework).

From September 2009 – June 2010, four of these trusts have been working to implement a human rights approach to an operational area of their work, such as a specific ward or service, with support from BIHR. This phase of the project has been particularly exciting, as it has been an opportunity to explore what human rights really look like when applied in practice. You can read more about what each pilot has been doing over the past year in the next four pages of this newsletter.

### OTHER WORK ON HEALTH AND SOCIAL CARE

BIHR's work on health and social care is not limited to the Human Rights in Healthcare project. We have been working with the Care Quality Commission to support them to embed human rights in the regulation of health and social care services. We also provide training and consultancy to a wide range of other organisations working on health and social care issues, and we recently

Find out how two residential care homes for older people in Southwark are using human rights to transform their services on [page 12](#)

Read about how Surrey & Borders are exploring the links between human rights, emotional labour and leadership on [page 14](#)

ran a series of human rights and healthcare road-shows across the country in partnership with Skills for Health. Health and social care issues also cut across many of our other projects. For example, issues identified in our human rights and older people project include access to GPs, support for older people wishing to be cared for at home, and residential care placements. The organisations in our poverty project are exploring issues such as discrimination in the provision of health services to the Irish Traveller community and access to healthcare for refugees and asylum seekers.

## EVALUATION AND IMPACT

In our experience of working on health and social care issues, practitioners have consistently fed back to us that they feel that human rights go to the heart of their work. They provide a framework of common values, and a reminder for many of the importance of what they do. The project has also revealed a number of practical benefits of a human rights based approach, including:

- Providing a practical tool to improve policies, procedures and practices
- Inspiring, engaging and enthusing staff and service users
- Supporting existing national health care drivers, for example personalisation and dignity in care
- Reducing the risk of complaints and litigation

The Human Right in Healthcare project is being independently evaluated by Ipsos Mori. Their interim report in 2008<sup>1</sup> revealed how human rights are already starting to lead to measurable improvements in the pilot trusts. We are very much looking forward to seeing the results of their final evaluation report, which will be available later this year.

Mersey Care is supporting service users to stand up for their human rights – more on [page 13](#)

*“A human rights based approach goes above and beyond good practice in providing renewed quality of care for service users, and staff are empowered to challenge care decisions ...it defines a common shared value base more effectively than other guidelines about standards of care... [and is] an empowering tool for service users to hold organisations to account.”*

*Human Rights in Healthcare evaluation, Ipsos Mori 2008*

## LOOKING TO THE FUTURE – WHERE NEXT?

BIHR is absolutely committed to continuing to work in the area of health and social care. We look forward to discussing with the Department of Health how we can continue to harness the learning from the project and embed human rights into the wider health and social care sector. We are also excited to be launching a new project with voluntary and community organisations in July 2010, funded by the Department of Health's third sector investment fund. Building on the learning from our previous work, the project will support voluntary and community organisations in applying human rights to health and social care issues. If you would like to know more about this project, please contact Ellie Keen on [ekeen@bihr.org.uk](mailto:ekeen@bihr.org.uk). ■

Read about how Birmingham are using human rights to improve the end of life experience for patients and carers on [page 15](#)

## USING HUMAN RIGHTS IN HEALTH AND CARE – AN EXAMPLE

Mersey Care NHS Trust's learning disability service has been working closely with Carol, a service user with learning disabilities, and other agencies that support her to ensure a human rights approach addresses her needs. Carol says:

*“I'm all right now, but I used to be bad tempered and run off and the police would bring me back. Staff didn't understand how I felt and it made me so angry; I'd get so upset they'd have to restrain me so I didn't hurt myself. I feel much happier about my life. I've been living in this supported house now for three or four years. The carers who stay with me are great; they really help and take me out. When I wake up in my house the staff give me some space to come around, and because of that I'm usually chirpy, so that shows they treat me with respect.”*

<sup>1</sup> *Human Rights in Healthcare evaluation, Ipsos Mori 2008, available from [www.bihr.org.uk](http://www.bihr.org.uk)*

# EQUALITY AND HUMAN RIGHTS – A VISION FOR SOUTHWARK

Tod Heyda, Equality and Human Rights Manager, Southwark Health & Social Care

Southwark Health and Social Care has been involved in the national Human Rights in Healthcare project since it began in 2006. Up until last year, the main focus of our work in this area has been embedding human rights in our vision and governance, and developing a core human rights and equality learning and development programme. The pilot project has allowed us to build on our existing equality and diversity strategies to make human rights central to the way we commission and deliver health and social care services and protect vulnerable people from abuse.

The current phase of work we have been doing is exciting because it is about outcomes – for our service users, staff and for the organisation as a whole. We decided for this phase of the project to focus on two residential care homes for older people – Burgess Park and Camberwell Green. Both of these homes are run by a private provider, Southern Cross, and commissioned by Southwark Council. We chose privately run homes as we are particularly interested in exploring how we can build human rights into our commissioning process.

The core objectives of the project were to:

- Develop a human rights mindset among staff at these two homes
- Make a ‘first step’ towards ensuring that the protection of human rights becomes part of organisational thinking from the way services are planned to the way they are delivered and evaluated at these homes
- Ensure that human rights-based improvements form the basis of a comprehensive patient and staff experience improvement plan at the homes

We began by working with BIHR on a series of human rights training workshops for the staff teams. Each training session included a wide range of staff from both homes, including care assistants, kitchen staff,

handymen, nurses and managers. The training was extremely well received, and staff immediately saw the benefits and relevance of human rights for their work.

The training was accompanied by service improvement workshops where staff identified specific changes they would like to make following the training, in order to ensure the human rights of residents and staff were better protected and respected. A number of changes were identified, including:

- Giving residents more choice and control – for example in daily activities and at mealtimes
- Promoting independence as much as possible, while ensuring that residents are safe
- Better communication – between staff, and with residents
- Nominating a human rights champion who can take up issues and concerns

The care homes are now at the stage of implementing some of these changes, and we are working with them to develop a strategy on taking this work forward further. At a recent meeting with the two care homes, one of the managers remarked that he had seen a marked change in the attitude of his staff since the training, and the quality of the service they provide. In particular he felt that staff were communicating better with each other and with residents, and were making clear efforts to ensure that residents had more choices available to them in their daily routine and activities.

So, what next for the pilot project? We very much hope that the pilot will form the basis of a service improvement plan covering all care homes in Southwark. With the support of Southwark and Southern Cross healthcare, the pilot project could deliver significant improvements to residential care across all of Southwark’s homes, and perhaps further afield. ■

## STANDING UP FOR HUMAN RIGHTS AT MERSEY CARE

Meryl Cuzak, Beth Greenhill & Lindsey Dyer, Mersey Care NHS Trust

Service users with learning disabilities have been working to make human rights part of everyday healthcare as part of an initiative at Mersey Care NHS Trust, a specialist mental health trust.

Our human rights project has focussed on the Learning Disabilities Service, but the learning has influenced and informed our approach across our REBUILD Clinical Business Unit and the whole Trust. Our Learning Disabilities Service has developed a human rights based approach to risk assessment and risk management. We are currently evaluating the tools developed to support this approach. These include:

- 'Keeping Me Safe and Well' – a human rights risk screen developed with service users for use with all service users, so that risk assessment is 'done with' rather than 'done to' people who come into our service. The tool aims to ensure that any identified risks are discussed with service users and care plans which restrict individual's rights are lawful, legitimate and proportionate and reviewed regularly to ensure restrictions are implemented for the least amount of time possible.
- A more detailed assessment process called HRJRAMP (Human Rights Joint Risk Assessment and Management Plan). This is being used with the Primary Care Trust to look explicitly at human rights within the context of planning care pathways for a small number of individuals with complex needs. This assessment can take 6 months to complete. It is clearly essential that decisions made within this process consider the human rights of individuals as the decisions made can impact on every aspect of a person's life.
- A human rights benchmarking tool which is being used with independent sector providers to ensure people with learning disabilities in supported housing are able to access their human rights.



Mersey Care NHS Trust's 'Standing up for human rights group'  
Photo Courtesy of Mersey Care NHS Trust

- 'Standing up for Human Rights' group – the Trust has supported a group of people with learning disabilities to develop their confidence, skills and knowledge about human rights. The members of the group have developed skills and aspirations to use human rights to enhance their own lives and those of others. The group also hopes to share the benefits of using a human rights based approach beyond the Trust. They are developing the first booklet about human rights by people with learning disabilities for people with learning disabilities. This will be available shortly.

There is huge commitment and enthusiasm to use the learning from the human rights project to develop a human rights based approach across the whole organisation. This work is supported at the highest level, by the Trust Board, which has agreed a Trust-wide human rights strategy. ■

### CASE STUDY – STANDING UP FOR HUMAN RIGHTS GROUP

Alex, a 37 year old man who lived with his family, was very unhappy with the support he was receiving from a social support agency. He attended some training in human rights (Mersey Care's Standing up for Human Rights group). After several sessions Alex felt able to approach the manager of the service to say that he was unhappy with the people who were supporting him as they made him do things they were interested in and not what he wanted. He felt they told him what to do and did not care about his feelings. After talking with the support agency manager the care package was reviewed and several changes were made to ensure that it met his needs and not the needs of the staff. Alex felt the group enabled him to find the right words and the strength to say he was not being treated with respect.

# HUMAN RIGHTS, EMOTIONAL LABOUR AND LEADERSHIP

Pam Frost, Interim Director of Learning and Development, Surrey and Borders Partnership NHS Foundation Trust

When Surrey and Borders Partnership NHS Foundation Trust was formed five years ago, our Board wanted to put the people using our services at the heart of the organisation. To do that, we realised we would need a strong vision and values. We ran a wide-ranging consultation with key stakeholders, including staff, carers and people who use the Trust's services, to collectively shape the Trust's vision and values. In going through this process, the Trust realised that we wanted to take a human rights based approach to the way we work.

This led to the development of an equality and human rights strategy. Therefore when the opportunity came around to take part in the Human Rights in Healthcare project it felt absolutely right, given the philosophy and vision of the Trust.

Our starting point for approaching the pilot project was that in order to apply human rights, we would need to help people understand what we mean by human rights and how they link to their work. We therefore put together a human rights learning programme for the Trust with support from BIHR. The materials encompass level 1 induction training, level 2 training for team awareness, and level 3 training for managers. These learning materials are now used across the Trust and have been very well received.

We then started thinking about how we ensure that human rights become a way of thinking for staff, rather than just another training session. In particular we began thinking about the links between human rights and emotional labour: Do the effects of emotional labour have a negative impact on human rights? Could human rights training and a better understanding of the effects of emotional labour reinvigorate staff? We also wanted to explore the concept of leadership – can strong leaders within a team help to ensure human rights become a reality, and can human rights support strong leadership?

To test out some of these ideas, we identified three care homes for people with a learning disability. We devised a two day programme of training with support from BIHR focusing on three core aspects:

- Human rights
- Emotional labour
- Leadership (through the seven habits of highly effective people methodology developed by Steven Covey<sup>1</sup>)

The training was delivered between February and April, with a 2 day session for each team. All three training sessions were very successful, with feedback from participants that they found the training inspiring, enjoyable and challenging.

We are now at the stage of evaluating the impact of the training and developing an ongoing strategy. We are gathering the views of the participants now that they have had a chance to reflect on the training. As the training was delivered quite recently, we are still at an early stage in terms of evaluating the impact, but we are already starting to see some positive results, with staff feeling engaged, inspired and motivated to continue this work. We are very much looking forward to evaluating the work further and looking at how we can roll the learning out further across the Trust. ■

---

*Emotional labour is defined as 'what individuals do with their feelings to comply with professional and/or organisational role requirements.'*  
*Yanay and Shahar 1998*

---

<sup>1</sup> [www.stephencovey.com](http://www.stephencovey.com)

*Yvonne Thompson & Jennifer Iniss from Birmingham with Ellie Keen, BIHR's Training and Consultancy Officer*



## HUMAN RIGHTS AND END OF LIFE CARE

**Yvonne Thompson, Head of Equality and Human Rights, Heart of Birmingham teaching Primary Care Trust**

Heart of Birmingham teaching Primary Care Trust (PCT) is one of the NHS trusts participating in the pilot Human Rights in Healthcare project. For this recent phase of the project, we decided to focus on our end of life care programme, specifically the development of a new internal service – Hospice at Home. We felt that integrating a human rights based approach could make a positive impact on the patient's and carer's end of life experience. We also felt it would give us the opportunity to work in partnership with professionals, staff and patients who had a real passion for improved end of life care.

We came across a series of challenges early on in the project. After several weeks of planning, we realised that the commissioners had already decided what the service should look like, and the relevant documentation had already been ratified so was difficult to influence at this stage. The short timeframe of the human rights project also did not fit well with the development of Hospice at Home. In addition, there were staff shortages and changes within the Hospice at Home team.

However, despite these challenges, we were determined to succeed. This determination was supported by strong leadership from the Chairman and Chief Executive. This gave the project a high profile and demonstrated real passion and commitment from the top. Investment in our Equality and Human Rights Team meant there was a dedicated team to drive the project forward.

We started off with a series of human rights training sessions for staff. These were instrumental in gaining momentum for the project. The training was important, because many staff did not understand what was meant by a human rights based approach, or how it was relevant for their work. We found that building relationships with key stakeholders and communicating the vision of a human rights based approach in an

environment conducive to learning made a real difference to busy frontline staff. Also, human rights provide an inclusive approach and staff quickly recognised how they could benefit from engaging with it.

The training helped us to refocus our project on the District Nursing Care Assessment Process, Care Plans and the service as a whole. We decided on this change of focus because of the challenges mentioned above, and also because we saw this as an opportunity to engage the largest staff group in the PCT who regularly care for patients at the end of life. This focus was also more manageable, as the key people we needed to engage with were from within the PCT.

A final workshop in April helped us to focus on taking this forward. We are now in the process of integrating human rights into the District Nursing assessment process, care plans and guidance notes. We hope this will lead to:

- Improved quality of service for patients and carers at the end of life stage
- A patient-centred approach to end of life care
- Improved professional communication and integration of services
- Reduced risks of complaints and litigation
- More meaningful engagement
- Increased confidence and competence of professionals in using human rights
- A tool for pioneering good practice

The next stage will be testing the new documentation and approach, and obtaining feedback to establish if it has made a difference to patient experience. Beyond this, we hope that we will be able to extend the principles and learning of the project to other services such as Health Visiting, Stroke Service and School Nursing. ■

# HUMAN RIGHTS AND HEALTH AND SOCIAL CARE

We set eight people involved in delivering, receiving or monitoring health and social care services the challenge of summing up in less than 200 words why they think human rights are important, and what difference they can make to the way health and social care services are delivered.

## EMILY HOLZHAUSEN

Director of Policy and Public Affairs

Carers UK [www.carersuk.org](http://www.carersuk.org)

Human rights are critically important to people who care, unpaid, for their elderly, sick or disabled relatives. Their lives are intertwined with the people for whom they care. Public services can easily take their support for granted which can have a very detrimental effect on their human rights. Our advice line often quotes the Human Rights Act in extreme cases to carers or professionals seeking advice for people. For example, a man who was mentally ill repeatedly threatened to harm his wife and was sharpening knives in the house. He was sectioned under the Mental Health Act, but was then discharged back into their home without consulting or informing his wife until a few hours before his discharge. The Trust refused to give her any information about his condition despite her obvious concerns. His right to return home would easily be considered to be compatible under the Human Rights Act. But were her rights to family life and right to life considered sufficiently? This is the sort

of case where we would use the principles of the Human Rights Act in advising carers and professionals. ■

**CARERS UK**  
the voice of carers

## CATHERINE MILLS

Service user

Mersey Care NHS Trust



To me, human rights are partly and importantly about addressing discrimination, stigma and oppression of all vulnerable people. But they are also about much more than that. As a service user of mental health services, I have been involved in the evolution of Mersey Care NHS Trust since its inception in 2001. I have been involved in the recruitment and selection of staff, a research group, the appraisal and objective setting of Trust managers and the service user and carer forum, to name but a few of the opportunities that are open to me and all service users and carers.

This has enabled me to grow from someone who was very ill and had little will to live, to a person whose life is now full of interesting and worthwhile activities. As well as being involved with Mersey Care, I have developed the confidence to take on voluntary roles with two organisations. Through my involvement, Mersey Care has put the FREDA principles into practice by affording me fairness, respect, equality and dignity as well as allowing me autonomy in decision making. In my care and through my involvement, I am now a fully engaged and active partner with the Trust. ■

## WENDY IRWIN

Diversity and Equalities Coordinator

Royal College of Nursing

[www.rcn.org.uk](http://www.rcn.org.uk)



The Royal College of Nursing (RCN) aspires to be a world-class champion of diversity, equality and

human rights issues within the health and social care sector. Human rights lie at the heart of providing dignity both to patients and to the nursing workforce. Having a human rights-based approach to healthcare

decision-making has proved valuable in both partnering and challenging organisations to ensure dignity is central to service delivery and characterises good employment practice.

The RCN is particularly proud of the way human rights influenced the design of our award-winning Dignity Campaign. This campaign championed patient dignity by giving nurses practical tools to deliver compassionate care and to challenge poor practice where it exists. The campaign support packs highlighted the role human rights play in improving patient care in all care settings. ■

## MONICA DENNIS

Founder Member and Trustee

Dignified Revolution

[www.dignifiedrevolution.org.uk](http://www.dignifiedrevolution.org.uk)



The right to dignity and the respect of everyone's human rights is synonymous. However, although the Human Rights Act is enshrined in UK law, the underpinning principles of dignity and respect do not appear to be consistently applied in health and social care settings. Consequently, the most vulnerable people frequently suffer abuses of their human rights, which are deeply distressing. Professionals involved in delivering health

and social care need to be reminded that human rights law is not discretionary; it underpins all UK law. Embedding a human rights culture requires a basic understanding of what the rights are, and what they can and cannot deliver. Such an understanding could be used to persuade public sector bodies to re-examine the way they respond to meeting the needs of the most vulnerable. ■

## GERRY ZARB

Head of Human Rights in the Public Sector

Equality and Human Rights Commission

[www.equalityhumanrights.com](http://www.equalityhumanrights.com)



The Commission believes that, by focusing on individual needs and the principles of respect, dignity and autonomy, putting human rights at the heart of health and social care can make a positive difference to people's lives, and to the effective delivery of public services. This is particularly true, for example, in the provision of adequate food to patients, or dignified treatment of severely disabled and older people.

A human rights approach also encourages participation by users in service planning and delivery, enhancing their autonomy and self-respect, and building better partnerships between users and services. The Human Rights Act has also been used to extend protection of people living in privately run care homes through changes that the Commission helped to secure to the 2008 Health and Social Care Act. ■

## JACKIE MANSOURIAN

Senior Project Officer

Health Issues Centre (Melbourne, Australia)

[www.healthissuescentre.org.au](http://www.healthissuescentre.org.au)



Health Issues Centre advocates for strengthened participation in decision-making in health and healthcare. We have been working to help translate people's rights within the new Victoria Charter for Human Rights and Responsibilities (2006) to healthcare services, to help them make sense of it for their day-to-day practice. It is exciting and challenging.

We are finding that there is openness and responsiveness to the core values of human rights.

What I have observed is that human rights have the potential to create and strengthen dialogue between consumers and healthcare workers – because they allow both to see how each other's rights and responsibilities affect each other. Some of the issues we have explored have been in situations where healthcare services and workers have made decisions that have disempowered people, especially when they are at their most vulnerable. We have encouraged healthcare workers to consider what that would feel like and to recognise that they have the power and capability to make decisions that disempower people or that are respectful and dignifying to people. And we encourage their reflection even further – that they have the capability to open up the space for consumers to be part of the decisions made, and that this is part of the process of contributing to each others' human rights. ■

## LINDSEY DYER

Director, Service Users and Carers  
Mersey Care NHS Trust  
[www.mersecare.nhs.uk](http://www.mersecare.nhs.uk)

Mersey Care works with people with mental health problems and learning disabilities who are vulnerable to stigma, discrimination and abuse of their human rights. We are also mindful that Mersey Care has powers of coercion and can interfere in human rights by detaining and treating people against their will. A human rights based approach is a constant reminder of the seriousness of what we do.

Everybody has human rights and we are building a partnership with service users, carers and staff based on human rights principles of Fairness, Respect,

Equality, Dignity and Autonomy. We are using a human rights based approach to improve all we do. A human rights based approach is an effective way of protecting vulnerable people and improving the quality both of people's lives and the services we provide. ■



## NIGEL THOMPSON

Head of Equality and Human Rights  
Care Quality Commission  
[www.cqc.org.uk](http://www.cqc.org.uk)

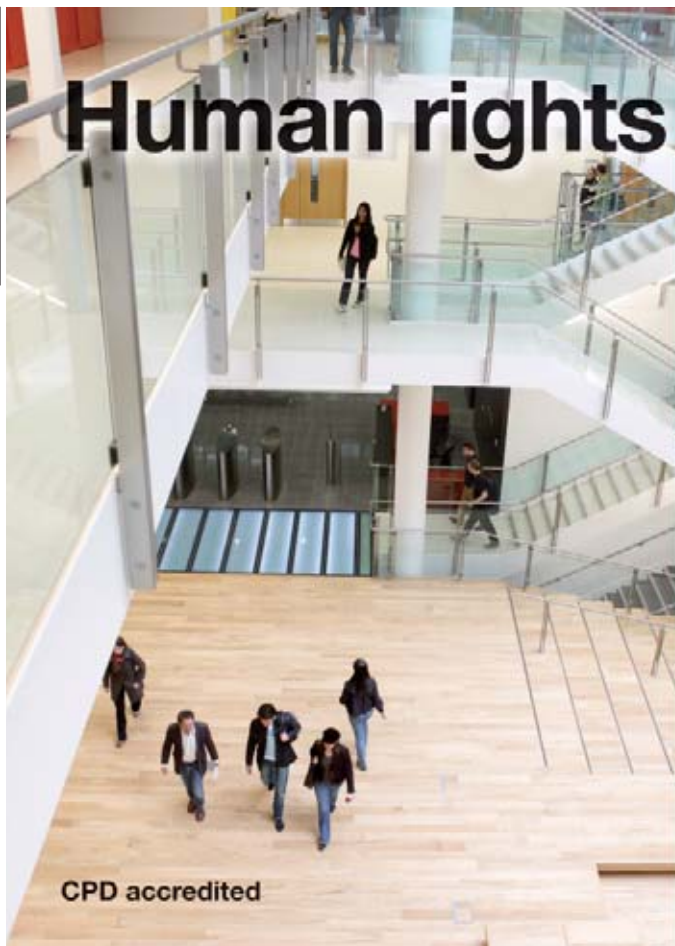
The Care Quality Commission (CQC) puts people at the centre of everything we do. We are interested in care outcomes, not processes. This means asking people questions like: did they believe their dignity and independence were respected by professionals? And were they involved in decisions about their own care?

One of our core values is 'put the people who use services first, be informed by what they tell us, and stand up for their rights and dignity'. This human rights based approach embodies CQC's desire to empower people and to treat people as individuals – rather than placing them in 'boxes' with associated needs.

As one person asked us, "How do you exercise your rights when a group of doctors talks about you over your head?" CQC wants to use its powers to champion people's rights, challenge such behaviour, and to make a difference in people's day-to-day lives. ■



ADVERTISEMENT



CPD accredited

## short courses

LSE's Centre for the Study of Human Rights runs a programme of short human rights courses for professional participants.

There are three courses in the programme:

- International human rights law and practice
- Law, war and human rights
- Understanding children's human rights

These courses provide a comprehensive understanding of the human rights principles relating to the area under consideration.

They are held on consecutive Monday or Tuesday evenings over six to ten weeks and taught by leading human rights practitioners and academic experts.

Course fees start from £990 for a six-week course. The Centre for the Study of Human Rights is able to offer a small number of subsidised (half price and fully funded) places to those who would otherwise be unable to attend.

For more information:  
[www.lse.ac.uk/humanrights](http://www.lse.ac.uk/humanrights)

Centre for the Study of  
**Human Rights**



# A WORD FROM OUR SPONSORS

BIHR's newsletter is generously sponsored by Bindmans LLP, one of the country's leading law firms. Specialising in civil liberties and human rights, the firm also offers expertise across a broad range of other areas and is highly ranked by the professional legal directories in all of them. Bindmans acts for individuals, NGOs, trade unions and regulatory bodies. In this article, Bindmans looks at how a recent test case brought by two 11 year olds demonstrates that no-one is too young to enforce their democratic rights.

## STANDING UP FOR THE RIGHT TO PROTEST

R (E, T and Morris) v Chief Constable of Kent involved a challenge by two children and a seasoned activist (Dave Morris – one of the “McLibel 2”) to the policing of a week long ‘Climate Camp’ demonstration near Kingsnorth Power Station in Kent. Kingsnorth is the proposed site for Britain's first coal-fired power station in 30 years.

The policing operation was one of the most expensive ever undertaken in the UK and involved 26 forces who formed a cordon around the Camp and searched all those entering and leaving. Over 8000 searches took place over the week, of which 3500 were purportedly authorised under s. 1 of PACE. That requires the searching officer to have reasonable grounds for suspecting they will find stolen or prohibited articles, weapons or fireworks. Yet the search slips issued to those searched – including the children – simply gave the name of the operation in the reasons box. Quite why they, and thousands of other peaceful protestors, had fallen under suspicion was unclear, but the experience was very distressing and they were put off attending a number of Camp events including a children's march.

A legal challenge followed. On the eve of the final hearing Kent Police disclosed a secret internal briefing asserting that the activities described on the Camp website amounted to reasonable grounds for searching all who

wished to attend. The Divisional Court disagreed: any grounds for search had to relate directly to the searched individual. It also declared that the searches had breached the children's Article 8 privacy rights (as in Gillan and Quinton v UK), along with their Article 10

and 11 rights of expression and assembly. The County Court was directed to assess the appropriate level of damages payable at common law (for the assault, battery and any false imprisonment arising from the searches) and under the Human Rights Act (for just satisfaction). A settlement was reached, however, under which each child was paid £1125 and, more importantly, a letter was sent by Kent Police to all other forces explaining the unlawful conduct and setting out the operational lessons that “had to be learned”.

The claimants were represented by John Halford of Bindmans LLP. He comments:

*“This case is a good illustration of how indiscriminate, group suspicion was unlawfully used to frustrate children's basic rights to take part in a political event – in this case their very first. Their situation was far from unique. A nine year old was even searched during the course of the operation. Happily Kent has fully acknowledged its wrongdoing in response to the challenge and appears to be sincere in its intention not to act in this way again.”*

For more information about Bindmans LLP; telephone: 020 7833 4433 or visit their website at [www.bindmans.com](http://www.bindmans.com). ■

## THANK YOU

BIHR would like to thank all of our funders, donors and sponsors. Thanks also to our volunteers and interns for all their valuable work over the past six months: Tony Daly, Vibha Sharma, Judith Cravitz, Dunja Dunda, Mark Sun, Emma Ashru-Jones, Julia Angeli, David Nissan, Sara Brennan and Mike Threlfall.

British Institute of Human Rights  
7th Floor, Melbourne House,  
46 Aldwych, London, WC2B 4LL

Tel: 020 7 848 1818, • Fax: 0207 848 1814  
Email: [info@bihr.org.uk](mailto:info@bihr.org.uk) • [www.bihr.org.uk](http://www.bihr.org.uk)

Registered charity number: 1101575  
Registered company number: 4978121  
Registered Office as above.

President: Rt. Hon. Lord Justice Stephen Sedley.  
Chair: Sir Geoffrey Bindman

Editorial and Advertising: Lucy Matthews  
Contact: [lmattthews@bihr.org.uk](mailto:lmattthews@bihr.org.uk)

We want to hear from you! Please email Lucy with any comments and suggestions for our newsletter

The BIHR Newsletter is kindly sponsored by Bindmans LLP and is published twice yearly.



John Halford,  
Bindmans LLP

## Get Involved

### Become a Friend

You can support BIHR by joining up as a friend for just £25 a year. Your contribution will help us to keep working to achieve our aim of bringing rights to life for everyone in the UK. Friends of BIHR receive our twice-yearly newsletter, free copies of our publications and advance notice of our events. Fill in the form opposite or visit [www.bih.org.uk/support-us/friends](http://www.bih.org.uk/support-us/friends) to sign up online.

### Attend a BIHR event or training session

BIHR provides a wide range of in-house and open training courses on human rights. We also run regular public events such as conferences, debates and seminars. Visit [www.bih.org.uk](http://www.bih.org.uk) for further information.

### Fundraise for us

BIHR is a small charity and donations however big or small make a huge difference to us. Could you organise a fundraising event for us or take part in a fundraising sporting event? Contact Ellen Stuart, [estuart@bih.org.uk](mailto:estuart@bih.org.uk) with your fundraising ideas.

### Have you used the Human Rights Act outside the courtroom?

If you have used the Human Rights Act outside the courtroom to challenge or improve public services, we want to hear from you. Contact Sanchita Hosali (email: [shosali@bih.org.uk](mailto:shosali@bih.org.uk)).

### Sign up for BIHR's monthly e-news

BIHR's regular e-news bulletin keeps our supporters up-to-date with our latest news. Sign up for this free news service at [www.bih.org.uk/ebulletin-signup](http://www.bih.org.uk/ebulletin-signup).

### Visit your MP

The Government has announced a Commission which could result in repeal of the Human Rights Act. It remains vital that politicians from all parties hear the real story about the HRA. Write to or visit your MP and explain how the Act is making a practical difference to people's everyday lives. Visit [www.bih.org.uk/support-us/lobby-your-mp](http://www.bih.org.uk/support-us/lobby-your-mp).

### Recycle!

Pass on this newsletter to colleagues, friends or family and spread the message about why human rights matter for all of us in the UK.

### PERSONAL DETAILS

Title \_\_\_\_\_ Full name \_\_\_\_\_  
Address \_\_\_\_\_  
Postcode \_\_\_\_\_ Telephone \_\_\_\_\_  
Email \_\_\_\_\_

### I WOULD LIKE TO

Become a friend (£25 annually)  (£15 student)

Make a one-off donation £ \_\_\_\_\_

Please make cheques payable to The British Institute of Human Rights

If you are applying for student rate you must be enrolled in full-time study.

Name of institution \_\_\_\_\_

Year of study \_\_\_\_\_ Course length \_\_\_\_\_

### INSTRUCTION TO YOUR BANK/BUILDING SOCIETY TO PAY DIRECT DEBITS

Originators number: 9 5 8 6 4 4

#### Name and address of your bank or building society branch

To the manager \_\_\_\_\_ bank/building society

Address \_\_\_\_\_

Town/City \_\_\_\_\_ Postcode \_\_\_\_\_

#### Account holder details

Account name \_\_\_\_\_

Account number  Sortcode

Please pay CAF/ BIHR debits from the account detailed in this instruction subject to the safeguards assured by the direct debit guarantee. I understand that this instruction may remain with CAF/BIHR debits and if so, details will be passed electronically to my bank/building society. Bank and building societies may not accept some direct debit instructions for some types of accounts.

### THIS IS NOT PART OF THE INSTRUCTION TO YOUR BANK OR BUILDING SOCIETY.

For CAF (Official use only) BIHR reference number 6221-03 Subscription date \_\_\_\_\_

Please send this form to: British Institute of Human Rights, 7th Floor, Melbourne House, 46 Aldwych, London, WC2B 4LL



### THE DIRECT DEBIT GUARANTEE

This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme.

The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.

If the amounts to be paid or the payment dates change BIHR will notify you 30 working days in advance of your account being debited or as otherwise agreed.

If an error is made by BIHR or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid. You can cancel a Direct Debit at any time by writing to your Bank or Building Society.

Please also send a copy of your letter to us.

Using gift aid means that for every pound you give, we get an extra 28 pence from the Inland Revenue, helping your donation to go further.

I am a UK taxpayer and I want the British Institute of Human Rights to treat all donations I have made since 6 April 2000, and all donations I make from the date of this donation until I notify you otherwise as gift aid donations.

Signature \_\_\_\_\_

Date \_\_\_\_\_

To qualify for gift aid what you pay in UK income tax or capital gains tax must be at least equal to the amount we will claim in the tax year.