

Reducing Social and Economic Vulnerability through Rights-Based Approach to Service Delivery in the Public Sector Workshop Report

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Introduction

The first **Reducing Social and Economic Vulnerability through Rights-Based Approach to Service Delivery in the Public Sector** workshop was held on November 26, 2015 at Hotel Four Seasons, Kingston with fifteen (15) participants.

The objectives of the workshop were:

- To increase awareness among Policy, Legal and Communications Officers and Focal Points on HIV of the effect of human rights violations on service uptake by all Jamaicans and
- To build capacity among Policy, Legal and Communications Officers to integrate rights-based approaches into the legal and policy frameworks of government entities

The following resource materials were made available:

- Agenda and Objectives (see Annex I)
- Evaluation form (see Annex II)
- PowerPoint slides for the following presentations:
 - Vulnerability
- Handouts:
 - Universal Declaration of Human Rights
 - What are Human Rights?
 - National Development Plan- Vision 2030
 - Persuasion and Influencing Change - A Toolkit

Instructional Methods used:

- ⇒ PowerPoint presentations and discussion
- ⇒ Case Studies and discussion
- ⇒ Group Work and discussion

The main findings of this report relate to the following areas:

1. Attendance and Participation
2. Structure and Content
3. Evaluation Results
4. Planning and Logistics
5. Challenges



1. Attendance and Participation

1.1 Participant Profile and Attendance

Fifteen (15) participants were in attendance in total representing various Ministries and Agencies. Of this number three were male. Table 1 shows the organisations represented. It was a diverse group of participants with positions ranging from Postal Clerks, Human Resource officers and Directors, Policy Analysts and Corporate Planners.

Table 1. Ministries, Departments and Agencies (MDAs) Represented

Name of Organization
Ministry of Justice (MOJ)
Ministry of Education (MOE)
Ministry of Transport, Works and Housing (MTWH)
Ministry of Foreign Affairs and Fair Trade (MFA&FT)
Ministry of Agriculture and Fisheries (MOA&F)
Ministry of Local Government and Community Development (MLG&CD)
Ministry of Labour & Social Security (MLSS)
Office of the Cabinet
National Works Agency (NWA)-MTWH
Post and Telecommunications Department (Ministry of Science, Technology, Energy and Mining)
National Family Planning Board (NFPB)

1.2 Participation

Participants were eager to learn and were engaged throughout the workshop. Several of the sessions were interactive and facilitated participation. Overall the workshop maintained active involvement and a comfortable, friendly environment.

2. Workshop Structure and Content

2.1 Structure and content

The one day workshop was structured around the concept of a *Client -Centred Approach to Service Delivery in Public Sector Entities*. The workshop was designed to provide the necessary information about social and economic vulnerability including the characteristics of the vulnerable and the factors driving vulnerability and for participants to become more aware and empowered to incorporate a rights-based approach to service delivery in their respective Ministry, Department or Agency (MDA). The workshop got off to a late start due to the inclement weather. However despite the late start participants were ready to go and depicted this through their level of interaction. The facilitators introduced themselves as well as the hosts of the workshop then provided an overview of the training. Participants were asked to introduce themselves to the persons at their table and provide a synopsis of the services that their organisation provided. on the completion of this exercise participants reported the outcomes to the facilitators and the larger group (See Annex III). The objective of the introductory exercise was to encourage participants to think in the context of service delivery.

This activity was followed by group work and a presentation on Exploring Vulnerability. This presentation served to introduce key concepts and definitions such as vulnerability, vulnerable groups, associated risk factors and social protection. The session allowed participants to think through what vulnerability meant to them and which groups they identified as vulnerable. Though the list was not exhaustive participants came up with several groups that were among the key vulnerable

populations as identified by the Planning Institute of Jamaica (PIOJ), in addition to a few which were not. See Table 2. The Vulnerability group work followed allowing participants to explore the "special vulnerabilities" that these groups faced as well as the barriers to accessing services (See Annex IV). Possible solutions to the identified barriers were also brainstormed.

Table 2

Participants' list of Vulnerable Groups	
<ul style="list-style-type: none"> ▶ Children ▶ Single Parent households 	<ul style="list-style-type: none"> ▶ The elderly
<ul style="list-style-type: none"> ▶ Mentally Ill 	<ul style="list-style-type: none"> ▶ Homeless, Street People
<ul style="list-style-type: none"> ▶ Persons affected by Chronic Illnesses/Persons living with HIV 	<ul style="list-style-type: none"> ▶ The poor
<ul style="list-style-type: none"> ▶ Sexually Abused 	<ul style="list-style-type: none"> ▶ Homosexuals (men who have sex with men)
<ul style="list-style-type: none"> ▶ Sex Workers 	<ul style="list-style-type: none"> ▶ Persons with Disabilities
<ul style="list-style-type: none"> ▶ Uneducated or Illiterate 	<ul style="list-style-type: none"> ▶ Unemployed

After this the participants participated in group activities which focused on Human Rights and examining the link to vulnerability. The first exercise took the form of a competitive race. Each table was given strips of paper and a different colour marker. They were asked to write a human right on each paper then stick it on the board at the

front of the room. There could however be no duplication of the rights listed by each group. The exercise succeeded in engaging the participants as the three groups were extremely competitive. The activity was followed by a discussion on each human right which solidified the groups' understanding and appreciation for the human rights listed. They received a handout listing all Human Rights as outlined in the Universal Declaration of Human Rights (UDHR), which reminded them of other Rights with which they were less familiar. Overall, participants seemed fairly knowledgeable on existing human rights. However the in-depth explanation and information shared by the Facilitator expanded their capacity and provided a comprehensive framework for their work.

The next activity was a role reversal where each participant was assigned the identity of a vulnerable person and a brief scenario. They were instructed to take on the character of the vulnerable person and reflect on the discrimination, challenges and any human rights abuses that they would face in accessing services. After persons reflected they were asked to share their experience with the group. The discussion was very fruitful as persons were able to identify the specific issues that their character would face as well as the feelings that would be associated with it. It was clear to the facilitators that through the exercise the group was able to appreciate the challenges that some groups are faced with on a continuous basis, the myriad of barriers that exist as well as the violation of human rights that occurs. "victimisation" "a sense of helplessness" "exposure to potential danger" "violation of rights" "an inherent disadvantage based on circumstances" were phrases used during the discussion to express how vulnerable groups would feel when their rights were infringed upon.

The afternoon session began with a warm up exercise to keep participants energized, after which there was further sharing and discussion. This was followed by another session which entailed a case study and the group was asked to identify the sexual reproductive health (SRH), gender and human rights issues that surfaced. The groups were completely engaged in the discussion as each group shared reasons for the SRH

issues that surfaced in the case. They highlighted key points about the gender and power dynamics that exist in relationships and how they affect SRH decisions.

The final session of the day focused on 'Stepping towards Change' and examined a Human Rights-based approach to service delivery in MDAs, providing some useful tips for integrating this approach into policy. Due to the lack of time the Influencing Change presentation did not take place.

The final activity entailed individuals outlining the steps that they would take in their respective MDAs to facilitate a human rights-based approach in the implementation of policies and programmes. They each came up with realistic and appropriate steps which would aid them and their places of work to incorporate a human rights-based approach and wrote them on a sheet of flip chart paper bearing the outline of a footprint.

The day ended with participants completing and submitting their evaluation forms.

Stepping into change



3. Evaluation

3.1 Evaluation Methodology

In order to assess the success of the training three mediums were utilised:

- a) Participant's evaluation form where participants were asked to respond to questions, which required a combination of ratings and open ended responses.
- b) Post training debriefing meeting
- c) Observation to assess teaching methods, appropriateness of content, utility of handouts, timing and flow and the general effectiveness of the workshop.

3.1 Objectives achieved

As it relates to the workshop meeting its objectives, twelve out of thirteen respondents felt that that the workshop met its main objectives. One person commented that they were

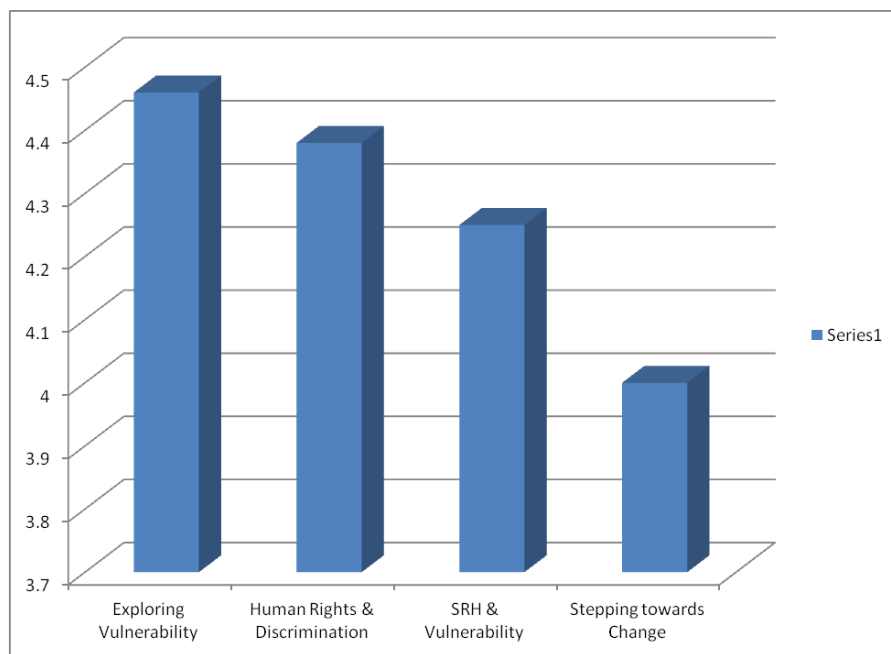
uncertain. Several participants commented that they now have a deeper and clearer understanding of human rights, discrimination and the policies and programmes that should be developed or strengthened to avoid violations.

3.2 Overall assessment

Thirteen evaluation forms were received, not all participants completed forms as two persons left the training early.

Participants were asked to evaluate the presentations on a scale of 1-5, with 1 being Very Poor and 5 being Very Good. The majority of ratings were Very Good or Good. 'Exploring Vulnerability' received the highest average score of 4.46 (Very Good) while Stepping towards Change received the lowest score of 4. Figure 1 shows the average score for each presentation.

Figure 1. Presentation ratings



When asked to rate their level of confidence/knowledge on how to integrate a Human Rights approach to service delivery one person rated her/his confidence/knowledge as very high, two (2) persons rated their confidence/knowledge as high, four (4) persons rated average and one rated themselves as low, while five (5) persons did not respond to the question. See Table 3 for responses.

Table 3

Rating	No. of respondents
Very Low	-
Low	I
Average	III
High	II
Very High	I
No response	V

When asked if there were any areas that they did not understand, one respondent stated that s/he did not understand the terms “duty bearers” and “right holders”.

Participants were asked to indicate topics or areas that were omitted from the workshop. The following were listed:

- a) Measures that are being put in place to have this information put in the public sphere
- b) Invite other speakers to share examples and testimonials

3.3 General Feedback

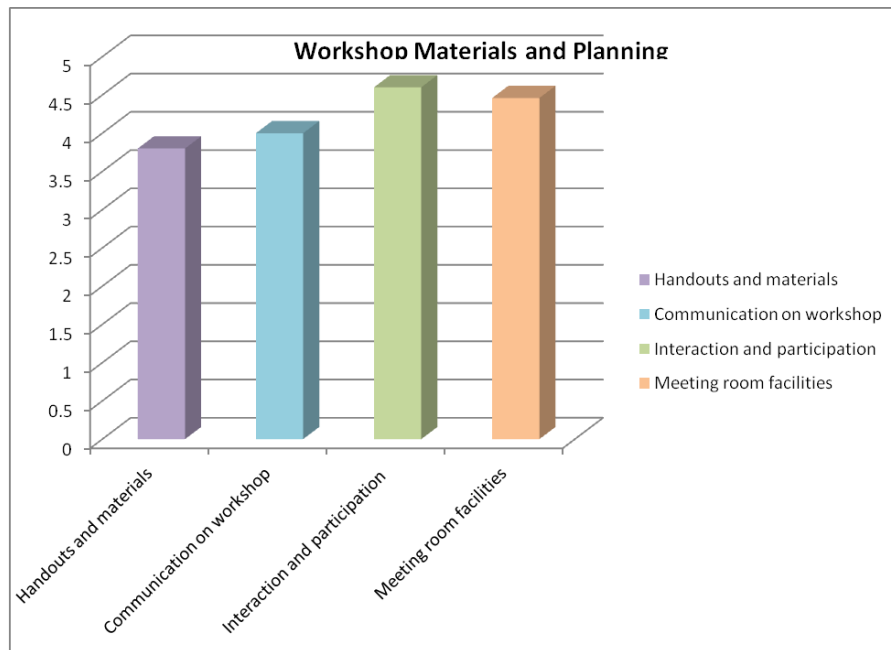
General feedback indicated that the workshop was informative and well-delivered. A few persons, however, felt that the length of the workshop should be adjusted based on the amount of information that was disseminated. Respondents’ comments were mostly positive: *“Overall the workshop was very informative and more workshops should be considered to inform others”*

4 Workshop Planning and Logistics

Figure 2 shows the ratings given by participants on the handouts received, venue, pre workshop communication and the level of interaction during the workshop.

The level of interaction was appreciated by many participants which is reflected by the highest score of 4.6 (Very Good). One respondent commented that "the presenters ensured that interaction and participation [were integrated into all presentations. It was a good and timely session (workshop)."

Figure 2



5.Challenges

- Audio-visual (AV) Equipment - Technical difficulties were experienced when a trigger scenario contained in a DVD could not be played. Measures should be put in place to prevent a reoccurrence.
- Time Management – some sessions, mainly because of the level of engagement and interest demonstrated by participants, ran over the allotted time. Better time management is needed to minimise this.
- Late Start - due to the poor weather conditions the majority of participants were late which led to a delayed start time.

Annex I - Workshop Agenda

Reducing Social and Economic Vulnerability through Rights-Based Approach to Service Delivery in the Public Sector

26 November 2015

@Hotel Four Seasons, Kingston, Jamaica

OBJECTIVES

- To increase awareness among Policy, Legal and Communications Officers and Focal Point on HIV of the effect of human rights violations on service uptake by all Jamaicans
- To build capacity among Policy, Legal and Communications Officers to integrate rights-based approaches into the legal and policy frameworks of government entities

Time	Activity
8:30 - 9:00	REGISTRATION
9:00 - 9:30	Welcome, Introductions & Overview
9:30 - 10:15	Exploring Vulnerability-Concepts, Definitions and Group Work
10:15 - 10:30	COFFEE BREAK
10:30 – 11:30	Exploring Vulnerability-Concepts, Definitions and Group Work cont'd
11:30- 1:00	Human Rights & Discrimination: Examining the Link to Vulnerability
1:00 – 2:00	LUNCH
2:00 – 3:00	Sexual and Reproductive Health & Vulnerability: A Scenario
3:00 – 4:30	Stepping towards Change: Some Tips Group Work
4:30 – 5:00	Evaluation and Way Forward



Annex II - Evaluation Form

#Reducing Social and Economic Vulnerability through #Rights-Based Approach to Service Delivery in the Public Sector
EVALUATION FORM
November 26, 2015

Please circle your answer.

1. Did this workshop meet its objectives? YES NO

Comments:

2. Please evaluate the presentations/sessions conducted using the following scale

1 = Very poor 2 = Poor 3=Average 4=Good 5=Very Good

	1	2	3	4	5
Exploring Vulnerability-Concepts, Definitions and Group Work					
Human Rights & Discrimination: Examining the Link to Vulnerability					
Sexual and Reproductive Health & Vulnerability: A Scenario					
Stepping towards Change: Some Tips (Group Work)					

3. Please rate the following using the scale below.

1 = Very poor 2 = Poor 3=Average 4=Good 5=Very Good

	1	2	3	4	5

Handouts and materials					
Communication regarding workshop					
Interaction and participation throughout the workshop					
Meeting room facilities					

4. Please rate your level of confidence / knowledge on how to integrate **Human Rights approach to service delivery** (especially for vulnerable groups) using the scale below.

1 = Very low 2 = Low 3=Average 4=High 5=Very High

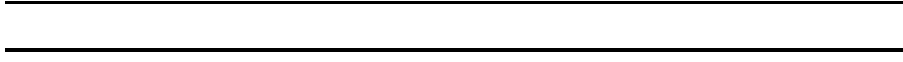
	1	2	3	4	5
Level of confidence / knowledge on how to integrate Human Rights approach to service delivery					

Additional Comments:

5. Were there any areas that you did not understand, if so please list below

6. As a guide to the workshop organizers, please indicate if there were any topics/areas that were omitted that you think should have been included in the workshop.

7. Other Comments



Annex III - Services Provided by Organizations

Ministry of Education

- Teaching Council

Ministry of Justice

- Restorative justice
- Granting marriage and lottery licenses
- Local Government reform
- Local governance
- Parish council services

Cabinet Office

- Approval and adjustments of policies

Post and Telecoms Department

- Handling and delivery of mail and packages

Ministry of Local Government and Community Development

- Fire brigade
- Parish Council
- Transport eg. JUTC Depot
- Housing Agencies - affordable housing
- Infrastructure, roads
- Squatters

Ministry of Foreign Affairs

- Nation's diplomatic capital
- Bilateral/Multilateral agreements
- CSME - inter regional trade and labour

Ministry of Agriculture

- Agriculture
- Food security and safety

National Works Agency

Commented [n1]: I think these belong under the Ministry of Local Govt. Overall suggestion is to reformat this information (in table perhaps) so that the information can readily be identified by entity

Commented [n2]: These belong under MTWH

- River management
- Fixing potholes

Ministry of Labour

- Employment including overseas employment, work permits
- Industrial relations
- PATH
- Legal services
- CSME

National Family Planning Board

- Sexual and Reproductive Health Agency
- HIV
- Maternal Health
- Family Planning

Annex IV - Barriers To Accessing Services (identified by participants)

- ▶ Lack of information on laws that offer protection
- ▶ Lack of basic services for rural citizens eg. Roads , Light, Transportation, Water
- ▶ Financial barriers/money to access services
- ▶ Stigma & discrimination, judgment

- ▶ Limitations to young persons accessing SRH services
- ▶ Structural barriers eg. Lack of Ramps, Disability-friendly bathrooms/buses/side walks
- ▶ Communication barriers - Insufficient or no staff members trained in sign language
- ▶ Lack of knowledge/awareness
- ▶ Policies or guidelines that carry no sanctions
- ▶ Psychological barriers

Annex V - Steps Towards Change by respective MDAs

ORGANISATION	STEPS TOWARDS CHANGE
Post and Telecoms Department	<ol style="list-style-type: none"> 1. Being more customer service friendly 2. Sharing the knowledge and keeping your co-worker informed 3. Making an extra effort to have your service accessible 4. Stand together with customers and co-workers to improve policy
Ministry of Justice	<ol style="list-style-type: none"> 1. Ensure equity in the administration of benefits 2. Consequences for breaches are dealt with the same way regardless of position 3. Staff are treated the same thereby reducing discrimination
Ministry of Labour & Social Security	<ol style="list-style-type: none"> 1. To identify gaps in audit procedures 2. Adopt National Workplace Policy on HIV and AIDS and incorporate into employment contracts 3. Increase awareness of HIV and AIDS to bring about behaviour modification 4. Bring the Disability Discrimination Act into effect to enhance access to justice 5. Enact Occupational Safety and Health legislation

<p>Ministry of Transport Water and Housing</p>	<ol style="list-style-type: none"> 1. Recultralization of the workplace through the initiatives of Human Resource and other departments in order to ensure that all employees are sensitised to human rights issues and human rights based approaches 2. Use a human rights lens as one of the means to analyze and improve policies crafted and/ reviewed by the Ministry and its officers 3. Create incentives for officers or departments to use a human rights based approach
<p>Ministry of Agriculture and Fisheries</p>	<ol style="list-style-type: none"> 1. Increase awareness of those involved in policy decision making 2. Get buy in from the powers that be 3. Review service delivery documents and ensure that HR approach is incorporated 4. Embark on a general sensitisation proramme
<p>Ministry of Foreign Affairs</p>	<ol style="list-style-type: none"> 1. Make management aware of Human Rights-Based approach and seek buy in from them 2. get buy-in from management for HIV workplace policy

	<ol style="list-style-type: none"> 3. review employment contracts with the aim of incorporating the HR approach in them 4. conduct Focus Group Discussions to get feedback from staff on their human rights and extending these rights to others
Ministry of Education	<ol style="list-style-type: none"> 1. Ensure that from the conceptual stage in the development of policies that human rights are treated with and included 2. Sensitisation of stakeholders as it relates to human rights so that persons are fully aware of the rights based on the UN declaration on Human Rights 3. Ensure that capacity is built regarding human rights issues and that this can be clearly articulated and shared with different stakeholders

