

**Organisation:**

South Lanarkshire ADP & Commissioned Services

**Key Rights Applied:**

All

**Background & Context:**

A short life working group was established to develop an Action Plan with an initial focus on raising awareness of the Charter among both service practitioners and people using services. Developing data capturing and reporting mechanisms will follow.

“Lunch and Learn” sessions were opened to all practitioners, creating opportunities to build awareness and shared understanding. In addition, a commissioned service is developing dedicated awareness-raising sessions to be used more widely across organisations for both practitioners and people who use the services. LLE panels have also been involved in hosting awareness-raising sessions for individuals, e.g. conversation café style.

**Use of the Charter Toolkit:**

Many organisations were already contributing positively to people’s rights, but there was limited evidence being gathered or shared to demonstrate this impact. The Toolkit supported thinking on how to strengthen local practice, identify gaps, and build more consistent approaches to capturing and evidencing rights-based work across services. For example, the PANEL principles will guide the development of reporting methodology, ensuring that processes are participatory, accountable, non-discriminatory, empowering, and firmly grounded in human rights.

**Results to date:**

- Baseline scoping exercise completed across both statutory and non-statutory services which will feed into local framework to progress actions.

This was centred on assessing each right in the Charter against three simple questions:

- How does your service currently apply this right?
  - What changes / improvements could be made to ensure the service is applying this right?
  - What could support your service to embed this rights into practice?
- Process has started to raise awareness and initiate discussions around shifting culture, human rights-based practice, and rights.

**Lessons Learned:**

- Many services are already delivering interventions and practices that contribute to a rights-based approaches and support people in realising their rights. However, there is limited recognition of this work, and no mechanism currently exists for gathering and reporting the evidence.
- Reporting responsibilities should be shared fairly across both statutory and non-statutory services.

- It will be welcomed better if you can get ‘buy in’ rather than it becoming mandatory.
- Collaboration and shared ownership are critical: the Charter will be more effective when services, practitioners, and people with lived and living experience are actively engaged in the process together.

### Recommendations for Others:

- **Begin with a baseline measurement:** If the approach is locality-wide, a baseline is invaluable in understanding the starting point, highlighting existing strengths, and identifying gaps. Individual services can also complete their own baseline to map current practice against the rights.
- **Share examples of good practice:** Tangible, real-life examples make the concept of rights-based practice easier to understand and apply. Highlighting existing successes across different services helps generate ideas and inspiration for others.
- **Keep it simple and accessible:** Avoid over-complicating processes or creating unnecessary hesitancy within teams. The Charter should be framed as a practical, supportive tool that enhances—not burdens—service delivery and crucially improves the person’s experience when attending services.
- **Facilitate regular practice-sharing sessions:** Create opportunities, such as online forums or workshops, where both statutory and non-statutory services can share learning, provide feedback, and explore how rights are being embedded in their own contexts.
- **Support staff with tools and training:** Simple templates, guidance notes, or “how-to” resources can make it easier for practitioners to evidence rights-based approaches and feel confident in applying the Charter.
- **Promote collaboration and inclusivity:** Ensure people with lived and living experience voices are central in discussions and training on how the Charter is applied in real-world service settings.
- **Ensure clarity of understanding for all involved:** Duty bearers have obligations and rights-holders have entitlements.