**Questionnaire of the Independent Expert on the enjoyment of all human rights by older persons on best practices in the implementation of existing law related to the promotion and protection of the rights of older persons**

The Human Rights Council, in its resolution 24/20, requested the Independent Expert on the enjoyment of all human rights by older persons, Ms. Rosa Kornfeld-Matte, to assess the implementation of existing international instruments with regard to older persons while identifying best practices and gaps in the implementation of existing law related to the promotion and protection of the rights of older persons and gaps in the implementation of existing law.

Pursuant to this request, the Independent Expert has prepared this questionnaire to identify best/good practices. The responses to the questionnaire, as well as the country visits undertaken will contribute to the comprehensive report of the Independent Expert that will be presented to the Human Rights Council in September 2016.

In order to enable the Independent Expert to consider the submissions in good time for the report, all stakeholders are encouraged to submit the responses to the questionnaire at their earliest convenience and no later than 18 December 2015.

Kindly indicate whether you have any objection for the responses provided to be made available on the OHCHR webpage of the Independent Expert on the enjoyment of all human rights by older persons.

**Definition of good/best practices**

The term “best practices” is defined broadly in order to include different situations that could be considered positive and successful in a country and could inspire others. Therefore, practice is understood in a comprehensive way, including legislations, policies, strategies, statute, national plans, regulatory and institutional frameworks, data collection, indicators, case law, administrative practices, and projects among others. The practice could be implemented by different actors, State, regional and local authorities, public and private providers, civil society organisations, private sector, academia, national human rights institutions, or international organisations.

To be a good/best practice, the practice should integrate a human rights based approach when implementing existing international instruments related to the promotion and protection of the rights of older persons.

The questionnaire should preferably be completed in English, French or Spanish. The responses to the questionnaire can be transmitted electronically to the Independent Expert, Ms. Rosa Kornfeld-Matte and to be sent to olderpersons@ohchr.org, with copy to Mr. Khaled Hassine, khassine@ohchr.org by 18 December 2015.

Please include in your submissions the name of the State/organization submitting the practice, as well as contact details. Feel free to attach additional pages if you have several good/best practices to share.

Your contact details:

Name: Tim Gunning

State/ Organisation: UK Equality and Human Rights Commission

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

The Independent Expert would like to thank you for your support!

For more information on the mandate of the Independent Expert, please

visit: <http://www.ohchr.org/EN/Issues/OlderPersons/IE/Pages/IEOlderPersons.aspx>

**Questionnaire of the Independent Expert on the enjoyment of all human rights by older persons on best practices in the implementation of existing law related to the promotion and protection of the rights of older persons.**

1. **Name of the practice: ‘Your home care and human rights.’**

[**http://www.equalityhumanrights.com/publication/your-home-care-and-human-rights**](http://www.equalityhumanrights.com/publication/your-home-care-and-human-rights)

1. **Area concerned:**

 Discrimination (e.g. legal/institutional framework, access to facilities and services, etc.)

 Violence and abuse

 Adequate standard of living (e.g. resource availability, housing, etc.)

 Independence and autonomy (e.g. legal guardianship, accessibility, etc.)

 Participation

 Social protection (e.g. social security, incl. pension)

 Education, training and lifelong learning

X Care (home, family or institutional care, long-term care, palliative care, geriatric services, quality of care and availability of services, care workers, etc.)

1. **Type of practice:**

 Legal (Constitution, law, etc.)

 Policy/Programme/Strategy/Action Plan on Ageing

 Institution

 Regulation

Administrative practice

 Case law/jurisprudence

 Disaggregated statistical data by age/gender

Training programme

X Other (please specify): Information for older people using home care services.

1. **Level of implementation:**

X National

Local (Sub-national, community, urban/rural area)

 Other (please specify):....................................

1. **Please describe the practice, including:**
2. **Its purpose:**

To inform older people using home care services about their human rights and how to complain if their rights are contravened,

1. **When and how it was adopted:**

2012. The guidance was widely disseminated through Age UK national and regional networks, other NGOs representing older people (eg Alzheimer’s Society) and promoted at relevant sector conferences.

1. **How long it has been used/implemented:**

Since 2012.

1. **Its geographic scope:** England
2. **Which actors are involved in the development and implementation of such practice?** For instance, national and local authorities; private and public sector; academia; civil society organizations; international or regional organisations; older persons themselves, among others.

Key actors involved in developing and implementing the guidance were Independent Age, UK Homecare Association, individual older people and focus groups and Age UK.

1. **Which rights of older persons does the practice promote and protect?**

European Convention of Human Rights as codified into UK law by the Human Rights Act 1998.

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1. **How does the practice promote or protect such rights?**

The guide explains how human rights protect older people when they use home care services.

1. **What groups of older persons** (for instance, older women, persons with disabilities, persons of African descent, individuals belonging to indigenous peoples, persons belonging to national or ethnic, religious and linguistic minorities, rural persons, persons living on the streets, and refugees, among other groups), **if any, particularly benefit from the practice?**

Disabled older people, as defined by the UK Equality Act, are the predominant users of English home care services and as such will be the main beneficiaries of the guidance.

1. **How has the practice been assessed and monitored? Please provide specific information on the impact of the practice, with data, indicators, among others, if any.**

The Commission monitors and reviews all of its web based materials to ascertain how frequently they are used.  We also use stakeholder feedback and occasionally undertake research on the views of people accessing our materials.

1. **What lessons do you believe could be learnt from this practice? How could it be improved?**
2. **How could this practice be a model for other countries?**

The guide would be useful to older people using home care services in other countries.