

R2HTO Evaluation Framework

Background

R2HTO came together to advocate for the City of Toronto to adopt a human rights-based approach to housing in its HousingTO 2020-2030 Action Plan. In December 2019, the City made history by acknowledging housing as a human right in its Housing Charter. Now at the half-way point in the Action Plan, R2HTO is releasing an evaluation framework to track the City's progress on employing a rights-based approach to its housing policies and programs, with a focus on R2HTO's priority areas.

While R2HTO will apply this framework to each of its policy priorities over time, we also intend to translate this framework into a tool that other community groups, advocates, and organizations can use to evaluate the City's progress on other key housing policies and programs in the HousingTO 2020-2030 Action Plan.

R2HTO policy priorities

A) Preservation of affordable housing:

1. **Multi-Tenant Housing (MTH) framework**
2. **Rental housing replacement policies**
3. **Multi-Unit Residential Acquisition (MURA) program**

B) Tenant protections and supports:

1. **Eviction Prevention in the Community (EPIC)**
2. **Toronto Rent Bank**
3. **Toronto Tenant Support Program (TTSP)**



Key considerations for the evaluation framework

A) Process elements: Six elements of a rights-based approach to the HousingTO 2020-2030 Action Plan

1. Rights-based decision making
2. Coordinated governance and action
3. Goals, targets, timelines, and mechanisms
4. Transparent, evidence-based monitoring
5. Rights-based participation and leadership
6. Accountability mechanisms

B) Substantive elements: Seven elements of the human right to adequate housing

1. Affordability
 2. Security of tenure
 3. Habitability
 4. Accessibility
 5. Cultural adequacy
 6. Available of services
 7. Location
- * Equality/non-discrimination

C) Guiding framework: OPERA framework

1. **Outcomes:** assessing the level of realization of the right
2. **Policy efforts:** assessing the commitment and efforts of the state to realize the right
3. **Resources:** assessing whether the state is devoting adequate resources to the right
4. **Assessment:** understanding constraints, before making an overall assessment



Element	Outcomes	Policy efforts	Resources	Assessment
Process elements				
Rights-based decision-making	What efforts are the City making to apply a rights-based lens to its decision-making processes?	E.g., rights-based trainings for City staff/councilors, engagement/collaboration with rights-holders	E.g., staff resources allotted for training and engagement	
Coordinated governance and action	What efforts are the City making to break down siloes and coordinate its work and impact across relevant departments?	E.g., coordinated policy and program development, implementation, and monitoring across departments	E.g., staff resources allotted for inter-departmental coordination	
Goals, targets, timelines, and mechanisms	Has the City set sufficient goals, targets, and timelines to meet the housing needs of all residents? What efforts are the City making to maximize the impact of its housing policies and programs?	E.g., setting clear goals, targets, and timelines, prioritizing policies and programs for those in greatest housing need	E.g., \$\$ dedicated to policies and programs targeting those in greatest housing need	
Transparent, evidence-based monitoring	What efforts are the City making to collect and share relevant data on its housing policies and programs, including as it relates to impacts on equity-deserving groups?	E.g., collaborating with community agencies to gather relevant data, reporting publicly on policy and program development, implementation, and monitoring	E.g., \$\$ dedicated to support community-based data collection	



Rights-based participation and leadership	What efforts are the City making to ensure the meaningful participation of individuals and communities most impacted in the development, implementation, and monitoring of its housing policies and programs?	E.g., providing engagement opportunities throughout policy/program life cycle, education and awareness building around new housing initiatives	E.g., staff resources allotted to engagement and education	
Accountability mechanisms	What efforts are the City making to collaborate with internal and external accountability bodies and implement recommendations to ensure a rights-based approach to its housing policies and programs?	E.g., working closely with and implementing recommendations from Deputy Ombudsman Housing, HRAC, R2HTO, etc.	E.g., staff resources allotted to collaboration with accountability bodies	
Substantive elements				
Affordability	What efforts are the City making to ensure residents are living in affordable homes (i.e., paying 30% or less of their pre-tax income on housing costs)?	E.g., development and preservation of affordable housing, rental assistance programs	E.g., \$\$ dedicated to the development and preservation of affordable housing, rental assistance programs	
Security of tenure	What efforts are the City making to ensure	E.g., eviction prevention programs, tenant and	E.g., \$\$ dedicated to eviction prevention	



	residents are protected against evictions and displacement?	landlord education on rights and responsibilities	programs, tenant and landlord education programs	
Habitability	What efforts are the City making to ensure homes are maintained in a good state of repair and are safe and healthy?	E.g., monitoring and enforcement of rental housing standards	E.g., staff resources allotted to monitoring and enforcement of rental housing standards	
Accessibility	What efforts are the City making to ensure residents can access housing that meets their accessibility needs?	E.g., development and preservation of accessible housing, development and enforcement of accessibility standards	E.g., \$\$ dedicated to the development and preservation of accessible housing, staff resources allotted to the development and enforcement of accessibility standards	
Cultural adequacy	What efforts are the City making to ensure residents can access housing that meets their cultural needs?	E.g., development and preservation of culturally adequate housing, development and enforcement of cultural adequacy standards	E.g., \$\$ dedicated to the development and preservation of culturally adequate housing, staff resources allotted to the development and enforcement of cultural adequacy standards	
Availability of services	What efforts are the City making to ensure residents have access	E.g., monitoring and enforcement of rental housing standards	E.g., staff resources allotted to monitoring and enforcement of	



	to all necessary services in their homes (e.g., drinking water, sanitation, heating/cooling, etc.)		rental housing standards	
Location	What efforts are the City making to ensure residents are located close to vital community services (e.g., healthcare, grocery stores, public transportation, etc.)?	E.g., coordination of affordable housing development and preservation with city/land use planning	E.g., staff resources allotted to coordination with city/land use planning	
Equality/non-discrimination	What efforts are the City making to ensure residents are protected against violence, harassment, and discrimination in their homes?	E.g., monitoring and enforcement of rental housing standards, coordination with LTB/Human Rights Tribunal	E.g., staff resources allotted to monitoring and enforcement of rental housing standards, coordination with LTB/Human Rights Tribunal	

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