



KALAYAAN

justice for migrant domestic workers

ANNUAL REPORT AND FINANCIAL STATEMENTS

APRIL 2011-MARCH 2012

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Kalayaan and migrant domestic workers

Since 1987 Kalayaan has worked with and supported migrant domestic workers (MDWs) in the UK, aiming to improve their quality of life. Kalayaan recognises that MDWs frequently experience abuse, exploitation, discrimination, racism and social exclusion. The organisation aims to reduce these problems by increasing MDWs' knowledge of their rights and ability to access them in practice, and to improve the policy and legislative environment for MDWs in the UK.

Migrant domestic workers are foreign nationals who have come to the UK accompanying their employers to work in their private household, typically as house-keepers, cooks, nannies, elder carers, or chauffeurs. They enter the UK on an overseas domestic worker visa. The visa and its associated basic rights, in particular the right to change employer and therefore be able to escape abusive situations without fear of deportation, was introduced in 1998 as the result of a 10-year-long campaign by domestic workers, Kalayaan and the Unions to secure better protection for this vulnerable category of workers.

These hard-won rights have been under threats since 2006, when the government announced its plan to review the domestic worker visa as part of its introduction of the Points Based System to control migration. Since then Kalayaan has been campaigning to maintain the domestic worker visa and the vital protection it affords, but as part of their pledge to cut back on immigration, the coalition government has reviewed the domestic worker visa and from 6th April 2012 people applying to enter the UK on a domestic worker visa will only be able to enter the UK on a 6-month non-renewable visa, and they will be tied to the employer they accompany. They will not be able to change employer: if they experience abuse and exploitation they will face the choice of continuing to suffer or fleeing and becoming undocumented. The short period of their stay also means that it will be impossible in practice to access justice through an employment tribunal, due to the length of the process.

Kalayaan will continue to oppose these changes and to campaign for the rights granted in 1998 to be reinstated. In terms of services, Kalayaan will continue to meet the demand of domestic workers already in the UK, not affected by these changes, while also welcoming and supporting newcomers.

In this financial year, Kalayaan has registered **317 new MDWs**, 270 of which were women (85% of the total).

The majority of MDWs who come to Kalayaan live within London, but Kalayaan is keen to extend the benefits of its expertise to all MDWs in the UK, and we answers calls for help or advice from all over the UK, both from workers and from those supporting them. Some MDWs travel from other cities to use our services, particularly the advice sessions on Sundays.

The table below shows the breakdown of newly registered clients by nationality:

New clients by nationality

Philippines	40%
India	21%
Indonesia	11%
Nepal	8%
Sri Lanka	6%
Nigeria	3%
Egypt	2%
Bangladesh	1%
Pakistan	1%

The remaining 7% of clients consisted of nationals of the following countries:

Africa: Eritrea, Ethiopia, Ghana, Ivory Coast, Kenya, Madagascar, Morocco, Senegal, Tunisia

The Americas: Colombia, Mexico, Peru

Asia: Burma

Issues experienced by MDWs

MDWs are particularly vulnerable to abuse of their human rights and to labour exploitation, or in some cases forced labour, for several reasons: they are isolated within their employer's private house, hidden from any of the usual oversight mechanisms for workers, and often have little or no knowledge of the English language. They rely on their employer for their income, their accommodation and their immigration status in the UK, as well as for any information about their rights in the UK. MDWs are restricted from accessing public funds.

Statistics collected upon registration of new clients confirm that MDWs continue to face high levels of abuse as well as exploitative working conditions, as the table below will show. Alarming, it is likely that these figures do not reveal the full extent of the problem. These data are collected as part of the registration process, at a time when MDWs will not have built up enough trust to disclose the full extent of their treatment. Taboos mean that sexual

abuse is especially likely to be under reported. Often, MDWs are also scared of the repercussions of reporting abuse, particularly if the employer has relatives or powerful contacts in the country where the worker's family lives.

New clients reported situations of physical abuse such as employers hitting them, kicking them, spitting in their face, grabbing them by their clothes, slapping them and pushing them. Domestic workers caring for children often report of being kicked and hit by them, even under the eyes of their parents, who don't reprimand them.

Forms of psychological abuse described by our clients included shouting and insults such as 'useless' or 'idiot' and threats to be thrown out or deported. Workers often describe these humiliations as 'being treated like an animal'.

The isolated nature of their work within their employers' private houses makes domestic workers particularly vulnerable to the risk of sexual abuse. We fear that the percentage of victims might be higher than our statistics indicate, as evidence collected during more in-depths interviews shows that this crime is highly underreported at the point of registration.

Lack of privacy is another recurrent problem for MDWs, and often linked to sexual abuse. The majority live in the employer's household and have no private space to which they can retire. Over half of the MDWs that we have registered don't have their own room and sleep in public areas such as the kitchen, the living-room or the children's bedroom. Sleeping in a public area means that they have no protection against the men in the house's attempts to approach them. In addition, it means that sleep is interrupted by people entering the room for other purposes, or by children waking up. Many of the workers told us that they are expected to wake up in the middle of the night to attend to any needs of the members of the household, like making hot drinks, bringing water, etc. Many MDWs don't even have a proper bed and have to sleep on cold floors, with serious consequences for their health.

In many cases the isolation of living and working within the private household becomes extreme and MDWs are not allowed to go out except when accompanying the employer.

Many of the exploitative situations suffered by MDWs, such as unreasonably long working hours and salaries well below the National Minimum Wage, are linked to the fact that domestic work is often not perceived as 'real work'. On average, the MDWs we registered in this financial year, worked 15 hours per day. The average monthly salary is £70 per week. Over 70% of workers had no day off.

The tables on the next page show the level of abuse and exploitation reported by new service users.

Abuse by former employer reported by migrant domestic workers who registered at Kalayaan between 1/4/11 and 31/3/12

Type of abuse	Percentage	Number of MDWs who reported this abuse out of total answers
Physical assault	18%	39 (N=214)
Psychological abuse (threats, insults, intimidation etc)	52%	126 (N=244)
Not allowed out of the house without employer/ supervision from family	59%	157 (N=264)
Sexual abuse reported by women	6%	9 (N= 141)
Did not get regular food	24%	59 (N= 244)
Did not have own room or any personal space in the house(slept in hall, lounge, kitchen or children's room)	50%	132 (N=263)
Did not have a bed (slept on the floor or had to share a bed with the children)	32%	72 (N=225)
No day off	71%	190 (N=267)
Worked 'on call' – had to be available to work any time	71%	129 (N=181)
Received no salary	24%	55 (N=228)
Paid less than £50 a week	29%	67 (N=228)
Paid less than £100 a week	24%	54 (N=228)
Had their passport kept from them by their employer	66%	180 (N=271)

Working hours

Number of hours worked per day	Percentage	Number of MDWs out of total answers
8 or less	9%	22 (n=232)
Between 9-13 hours	15%	35 (n=232)
Between 14-16 hours	37%	85 (n=232)
Over 16 hours	39%	90 (n=232)

Services at Kalayaan

Immigration and Employment Advice

Kalayaan has continued to provide one-to-one advice sessions to migrant domestic workers on immigration and employment matters, including making referrals to relevant law centres and solicitors where appropriate. In order to ensure maximum accessibility, advice sessions were also available every Sunday, (except on national holidays). Sunday is the only day off for the majority of MDWs, and the most popular choice for appointment time. We have also provided advice sessions in the evening.

Kalayaan has given between 20-25 sessions of advice to domestic workers each week. Our aim is to offer 25 sessions each week. Some cases can be extremely involved and lengthy whereas others can be quite straightforward advice sessions, and for this reason we try to operate flexibly depending on the caseload of each community advocate and the co-ordinator. However, in any week there are often emergency cases where migrant domestic workers attend Kalayaan having just fled an employer. In these cases we provide advice outside of the allocated sessions and as such they are often not possible to identify in our outputs.

Advice sessions are normally one hour long and they are strictly confidential. For new clients the first session was the registration process, in which they received information about their immigration and employment rights and has an initial assessment of their situation. They were also given information leaflets, available in 12 community languages.

Most people that approach Kalayaan for the first time are not aware of their rights in the UK, and this initial session often represents a breakthrough towards regaining control of their lives. For many MDWs this is a sensitive and emotional time, since this is often the first time they have been able to talk about the abuse they have experienced. During advice sessions the advisor discusses the situation with the workers, and informs them of their rights and responsibilities. Once the situation has been assessed and discussed, Kalayaan's policy is to encourage MDWs to decide themselves which option they wish to pursue, rather than offering them solutions.

Although MDWs will be seen without appointment in an emergency situation, we normally encourage our service users to make an appointment, so that we can ensure we can dedicate the appropriate amount of time to their questions and problems.

If we identify that the individual has had their employment rights violated or is a potential victim of trafficking we discuss this with the domestic worker and make referrals where desired and appropriate.

If they have immigration issues that are beyond our level of expertise and exemption, we refer domestic workers into the Kalayaan legal surgeries for advice or directly to legal aid or private immigration lawyers depending on the person's means.

Additionally, there are many domestic workers who pop in to ask quick questions about their situation and to seek advice. Where these questions are straightforward we endeavour to answer them immediately rather than requiring people to return for an appointment.

We also provide advice by telephone to domestic workers, and to employers. We will not discuss individual cases with employers unless the domestic worker gives us express permission.

We are often called by employers in situations where we have not met their domestic employee. In these cases, although our purpose is not to serve employers, we do assist with general advice and information as for instance about the National Minimum Wage or what documents they need to provide to assist a domestic worker to renew their visa, as we consider that this will be in the interest of the domestic worker concerned.

Kalayaan has recruited and managed a number of volunteers to support our advice and advocacy work. During this year Kalayaan held two advocacy support training days attended by over 20 volunteers in total. The training specifically looked at advocacy skills related to reporting the theft of passports to the police. These *ad hoc* volunteers were available when a service user needed support: they have acted as interpreters, accompanied workers to appointments with lawyers, the Home Office, police stations and embassies, and provided support in registering for bank accounts.

The recruitment and management of the volunteers has significantly increased our overall capacity and dramatically improved our ability to communicate directly with workers. We benefited from the volunteers' skills in a wide range of languages, including Arabic, Hindi, Indonesian, Nepalese, Punjabi, Singhalese, Tagalog, Tamil and Urdu.

Kalayaan would like to thank all the advocacy volunteers and the volunteer interpreters who have offered their support and their friendship to our service users and enabled them to access the services they needed.

Immigration legal surgeries

Kalayaan also continued to run legal surgeries on immigration thanks to immigration solicitors and barristers who give their time as volunteers on Sundays or in the evening. This year 124 domestic workers received free immigration advice from a volunteer lawyer or barrister. This advice is usually on issues such as (a) the documents required to bring a dependent (b) advice on whether the person has a case to take for leave/to appeal a decision (where the person would like free advice about this before spending money engaging private representation). Kalayaan wishes to thank the following solicitors for giving us their time and expertise:

Adrian Seelhoff at A. Seelhoff Solicitors

Chris Randall at Bates, Wells and Braithwaite Solicitors

Jenny Oscroft at Cornerstone Barristers

Priya Solanki at 10 King's Bench Walk

Tahir Bashir at Farringtons Solicitors

Advice sessions outcomes for individuals

- 317 domestic workers registered with Kalayaan and thus received information about their employment and immigration right
- 121 domestic workers were supported to obtain evidence of their immigration status and most of these were supported to either retrieve their passport and residence permit or to apply for new ones.
- 124 domestic workers received free immigration advice from a volunteer lawyer/barrister. This advice is usually on issues such as (a) the documents required to bring a dependent (b) advice on whether the person has a case to take for leave/to appeal a decision (where the person would like free advice about this before spending money engaging private representation)
- 68 domestic workers had support from volunteers to make CVs. This is useful to show employers generally but particularly for workers who want to try and get work through a job agency.
- 32 domestic workers had been accompanied to the police by volunteers to report their passports stolen or lost
- 45 people had been referred to legal aid or pro bono solicitors (this is over and above those who have come to the Kalayaan legal surgeries). We do not 'refer' people into private solicitors where used but provide a list of solicitors we know work with domestic workers.
- 44 individuals had been supported into emergency accommodation (either with another domestic worker, through the National Referral Mechanism or in one case through the borough council homeless persons unit)

Changes to provision

Following the the UK Border Agency announced proposals to remove the domestic worker visa or significantly restrict the rights of MDWs, on 9th June 2011, Kalayaan accorded a high priority to campaigning to prevent these changes. In order to free up staff time for campaign work without compromising the level of direct support to service users we brought in a part time advice worker for July to October, the period of highest demand. This part-time immigration adviser's post was funded by Oxfam. With the assistance of this additional advice worker we were able to provide 17-22 advice sessions per week throughout the summer.

Employment Law Project

The Barrow Cadbury Trust partly funded Kalayaan and the employment solicitors at North Kensington Law Centre to provide increased access to legal advice and representation on breaches of employment law. During this year of the project, we have given employment advice to over 170 migrant domestic workers. These sessions would include advice on the National Minimum Wage, payment of tax and National Insurance and what to do when rights have been breached.

We have referred 41 cases for further legal advice and representation to employment lawyers. Most of these were referred to the employment team at North Kensington Law Centre (NKLC), but some were referred to Islington Law Centre and others taken pro bono by solicitors at various firms, including: Hogan Lovells, Russell Jones and Walker, Mackrell Turner Garrett, Freshfields.

We would like to thank all the solicitors that have offered their expertise and support to our service users.

Kalayaan also continued to work intensively with the employment solicitors at North Kensington Law Centre around our campaign against the Family Worker Exemption.

The Family Worker Exemption is found at Regulation 2(2) National Minimum Wage Regulations 1999 which sets out the conditions to be satisfied for the exception to apply:

the worker resides in the family home of the employer;

the worker is not a member of that family but is treated as such, in particular as regards the provision of accommodation and meals and the sharing of tasks and leisure activities;

the worker does not have to make any payment to or suffer deduction in respect of provision of accommodation or meals; and

the worker shares in the tasks and activities of the family.

We understand that the Family Worker Exemption was created in order to ensure that Au Pairs would be exempt from the National Minimum Wage. Au Pairs come to the UK for the purposes of cultural exchange and for learning English. Their explicit purpose for coming to the UK is therefore not work. The same cannot be said for migrant domestic workers whose reason for being in the UK is economic migration in order to send remittances home. Whilst Migrant Domestic Workers may live in the household, and are often required to take part in the leisure activities of that household, their participation is as workers, not for the purposes of cultural or language exchange.

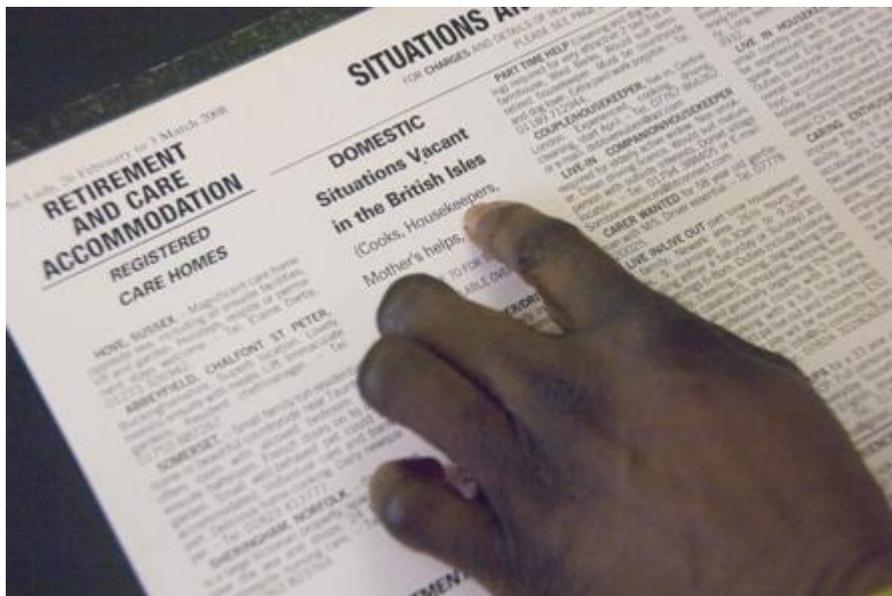
The current drafting of the Family Worker Exemption is unclear and has led to much confusion both in the employment tribunal and in accessing advice from the Pay and Work Rights helpline.

The employment solicitors at NKLC have taken a lead on Kalayaan's campaign around the Family Worker Exemption, however this is still a work in progress and we are yet to hear

what the final outcome will be. Unite the Union facilitated a meeting between domestic workers from Justice 4 Domestic Workers, Kalayaan and the Commissioners to discuss the subject further and to have an input into their 2013 report. This provided an opportunity for the commissioners to hear first hand the experiences of migrant domestic workers and also to learn more about the family worker exemption.

Helping MDWs back to work

One of the challenges for a MDW upon leaving an employer is finding another full time job as a domestic worker in a private household. Finding a new job represents not just a source of income, but also a way out of homelessness. Being in employment as domestic workers is also the condition for them to maintain a legal status in the UK.



Kalayaan has continued to support MDWs find their way back to work by displaying job adverts that employers send us via our website. Employers that advertise through us are aware that workers have often escaped abusive situations and are therefore unable to provide references. Employers are also provided with information about UK employment law and only jobs that comply are advertised. We have employers of many nationalities, which means that even MDWs who can't speak English might be able to find employment.

We display the job adverts on a board in the social area, and we update it every Monday. On Mondays there are two trained volunteers to help manage this service. They also help service users who can't read English or need help to understand some details. Kalayaan would like to thank Jennifer Makin and Sr Shalini, the volunteers who have made this service possible.

Unfortunately, the demand for jobs continue to remain higher than the offer. Although we have established contacts with several employment agencies, their requirement for references restrict the number of clients that can benefit from their services.

Kalayaan has further supported MDWs looking for work by assisting with CV writing: administration volunteers were in the office four days a week and available to offer this service.

In order to increase MDWs' chances to find employment, Kalayaan has offered them the opportunity to gain further qualifications through workshops.

Kalayaan ran two First Aid Courses in September 2011. One was specifically targeted at looking after children, and one towards caring for the elderly. Kalayaan funded one course that was delivered through the British Red Cross the other was delivered free by the provider. 24 domestic workers received certificates for their First Aid qualification. These will assist them in getting better work and have a benefit in terms of self-esteem.

English classes

Accredited Classes

The partnership between the Workers Education Association and Kalayaan continues to deliver for migrant domestic workers. At any one time the WEA were delivering 7 classes specifically for migrant domestic workers. These classes are partly funded by Kalayaan, partly by the Learning Skills Council and partly by the domestic worker learners themselves.

Two ESOL & Citizenship classes per term: These classes teach English through a syllabus that has a 'citizenship' content. This means that on successful completion of their final exam, students have a certificate that will allow them to apply for indefinite leave to remain (ILR) in the UK. This is important as ILR dramatically reduces the vulnerability of domestic workers, and many would struggle to pass the computerised 'life in the UK test' which requires a high standard of literacy in English. In one term, only one citizenship class ran as number of the number of new recruits was lower than normal.

Two ESOL & Numeracy classes: These classes allow domestic workers to improve their basic skills and thus progress into better domestic work positions and potentially at some point into different careers if they so choose.

Two basic literacy classes: Many domestic workers are not literate in their own language and therefore in order to progress in their English they need support with their literacy.

One higher level literacy class: This class is for domestic workers who have completed the entry level ESOL courses and wish to progress but need to improve their literacy to do so.

There are plans to continue expanding the provision available to domestic workers, for instance including computer classes.



Volunteer English Classes

The volunteer English classes remained popular this year, providing an important forum through which migrant domestic workers can develop practical skills in English as well as meeting and socialising with other domestic workers. We ran 4 classes each Sunday at Edward Woods's Community Centre and at Kalayaan. The classes are designed to meet the needs of students who have been in the UK for less than 3 years, with the level of the classes ranging from pre-literate up to ESOL level 1. Each class is co-taught by 2 volunteer teachers, some supported by teaching assistants.

61 students enrolled at the beginning of the year and further students in the spring term. Kalayaan staff really enjoyed observing the classes and seeing the students' enthusiasm for the lessons and the commitment of the teachers and teaching assistants.

Due to Monika Saadi's maternity leave we were pleased to recruit Harry Ayles to teach class 1 in the spring term. We also lost Caroline Lawrey from class 3 during this year. We were very grateful that class 1 teacher Greg Wilson was able to cover class 3 in addition to his own class. At the end of the year Greg moved abroad to teach and we wish him all the best.

We were also sorry to unexpectedly lose both class 2 teachers Lisa Schulkind and Angela Archbold meaning that unfortunately class 2 was unable to run for the summer term. We are delighted to have secured new teachers for the coming year and look forward to benefitting from their skills and enthusiasm: Class 1 Natalie Sew, Class 2 Susan Toft and Angela Michel.

The feedback from this year's teachers was very positive:

I have so enjoyed being with the students, they are a lovely group who I have had a really nice time with.

It was great teaching this year, and I want to thank you for the opportunity of volunteering at Kalayaan.

I'm really looking forward to starting up again in the autumn.

We particularly want to thank all this year's teachers and teaching assistants: Greg Wilson, Monika Saadi, Harry Ayles, Angela Archbold, Lisa Schulkind, Marion Sharpe, Caroline Lawrey, Gareth Barnes, Simon Ryan, Min Aung, Emma Livingston-Jones, Neha Mansinghka, Ivona Assenova and Kam Matharu.

The Kalayaan Community

Kalayaan aims to be a safe space where MDWs can relax and make new friends. We have been significantly helped in our efforts to make the social area a warm, welcoming space by our invaluable Community Support volunteers. Thanks to the regular presence of Sr Shalini, Sr Hilda and Sr Leela on Mondays, Tuesdays and Sundays, clients who come to the centre on its busiest days are received at the centre by a warm welcome.

All service users are encouraged to join the volunteers at the table and share hot drinks and food. The community volunteers lend a friendly ear to those who want to have chat, help those who can't read English go through the job adverts, read letters, fill in forms etc. Sharing food and drinks also help people talk to each other, share experiences and make new friends.

We also had an 'End of Year' party for the members of the Kalayaan community, with multi-ethnic music, a Zumba dance class, and many games. Over 100 service users attended the party.

Campaign

Campaigns and Policy

This year was a particularly significant and difficult year for Kalayaan in terms of campaigns. In June 2011 the UK Government announced they planned to either remove the domestic worker visa entirely or to restrict it dramatically so that domestic workers can no longer change their employer, renew their visa, apply for indefinite leave or bring family members.

Kalayaan made very clear to Government that these plans would put domestic workers at far greater risk of experiencing abuse and exploitation because they would be trapped with an employer with no bargaining power to secure fair treatment. In addition domestic workers who fled abusive employers would end up homeless and destitute with no way of supporting themselves and highly vulnerable to further exploitation. At best they would be reliant on Government funded support, if they do not meet Government criteria, do not find support organisations to inform them about services available or are forced to work in order to support their families and pay debts, they will be forced to go underground to support themselves with the associated vulnerability.

Kalayaan engaged in discussions with the Government through their consultation process and meetings with high level civil servants and the Immigration Minister at the same time as running a campaign against these changes.



Photo credit: Ila Mehrotra

A domestic worker cheers at a rally outside parliament on 4 September 2011

Campaign actions:

Meetings with Ministers:

Immigration Minister

Shadow Immigration Minister (2 meetings)

Special Advisor to Secretary of State for Department of Work and Pensions

Shadow Business, Innovation and Skills Minister

Other organisations also raised concerns with Ministers including Oxfam with the Immigration Minister, and the TUC with the DWP

Helping domestic workers to raise their voices:

Working with domestic workers who are members of J4DW to send personal letters to MPs – 23 letters sent in April 2011

Joint public meeting of domestic workers – J4DW, Kalayaan, Unite, MRN – 250 DWs – July 2011

Two domestic workers supported by Kalayaan telling their stories to a roundtable of MPs – September 2011

Domestic worker rally in old palace yard – 100-120 DWs – September 2011

Publishing policy documents and other work on domestic worker issues:

Published report 'Ending the Abuse: Policies that work to protect migrant domestic workers' – May 2011

Contribution to USA Trafficking in persons report - Kalayaan figures published in the report – June 2011

Chapter written by Kalayaan staff published in handbook on human trafficking and exploitation –launched October 2011

Contributions to OSCE Special Representative for combating trafficking country report on UK country visit; EHRC Human Rights review; the Group of Experts on Trafficking country review; UN Universal Periodic Review of the UK stakeholder evidence; German Institute of Human Rights report and roundtable on domestic workers with diplomat employers; Kafa report on sponsorship system in Lebanon

Kalayaan did not achieve the ultimate aim of protecting domestic workers by persuading the Government to drop their plans to change the domestic worker visa. However, the climate for all migrant groups is currently extremely difficult, and domestic workers have not been singled out for changes but are part of a sweeping programme of changes across immigration, many of which are unfair, and have been said to be motivated by political concerns rather than sound policy judgment. Our campaign can be seen to have had some success:

The Government have had to change their discourse about the domestic worker visa – for instance in the consultation document they claimed domestic workers would be brought to the UK as visitors. They now state that domestic workers brought to the UK are here as workers and covered by employment legislation.

The Government are evidently concerned that their measures will cause homelessness and destitution amongst domestic workers as Kalayaan has argued – they are planning a new system of government funded advice, accommodation and return for domestic workers who are exploited.

Kalayaan does not believe that any of these successes will ultimately mean that domestic workers are protected but they are evidence that our campaign made some inroads into the arguments and language used by Government.

Additionally running the campaign has built the capacity of domestic workers and the organisation to effect change through our campaign work in the future. For instance:

Domestic workers were involved in the campaign on an unprecedented level – see the above details of their involvement

Strong political support for Kalayaan and domestic workers was garnered – for example a roundtable of MPs met with domestic workers; there were two adjournment debates on domestic workers; many MPs wrote to the Immigration Minister; a group of Peers wrote to and met with the Immigration Minister and the Home Office Minister in the Lords; these same Peers also wrote two joint letters to the Times newspaper (facilitated by Kalayaan); amendments specific to domestic workers were laid down in the bill on Legal Aid; and in the event that the change to the visa was made, the opposition prayed against the statutory instrument

A coalition was drawn together in defence of domestic worker rights – for instance Kalayaan facilitated and sent a letter to the Secretary of State for the Home Office signed by over 30 organisations, including the Unions, a number of different religious leaders, large NGOs and academics. Organisations worked with Kalayaan to put out actions to their own supporters including Anti-Slavery International, the Migrant Rights Network, Rights of Women, and (just after the close of the financial year), Amnesty International UK.

Our engagement with the international rights community has been particularly strong – the issues were raised with the Immigration Minister by a number of international rights advocates – for example, a joint letter of concern was issued by five of the United Nations Special Rapporteurs for Human Rights, concerns were also raised by the OSCE Special Representative on trafficking, the Group of Experts on trafficking for the European Convention on Action Against Trafficking, and others.

Although the changes to the visa have been a tremendous blow to Kalayaan and to the domestic workers we serve, there have also been other campaign successes throughout the year. For instance in June 2011, Kalayaan was part of the TUC delegation, led by domestic worker Marissa Begonia, Chair of Justice for Domestic workers and member of Unite the Union, attending the historic International Labour Conference in which a convention on 'Decent Work for Domestic Workers' was voted into existence. A great deal of lobbying and

policy work was undertaken by a coalition of NGOs and Unions prior to the conference itself. The UK Government's performance in the conference was disappointing – they being one of only two EU countries to abstain from the vote on the convention but our persistent lobbying efforts and our attendance have helped the coalition hold the Government to account on these failings, for instance in an adjournment debate on the ILO convention.

Media work

It was a difficult year to get articles into the press, with column inches dominated by the London riots, the phone hacking scandal that grew by the day, and the dramatic cuts affecting all sectors of society including many vulnerable people. In spite of this Kalayaan was able to ensure a strong media presence for domestic worker issues.

Over the year, there were seven articles in national daily newspapers that were specifically placed by Kalayaan or where Kalayaan worked with the journalist in question on the article. These were two in the Times, three in the Guardian and two in the Independent. One piece was re-run in the Daily Mail and the Mirror. A group of Kalayaan's funders also had a letter printed in the letters section of the Times.

There were news stories on the BBC London news and Al Jazeera facilitated by Kalayaan, relating to the domestic worker rally in September. Three live interviews were broadcast on the same topic - with a Kalayaan staff member, the Chair of justice for domestic workers (a domestic worker) and a Union representative, and a Sunrise radio piece with a domestic worker. The BBC website also ran a web article on the rally. A piece was also broadcast with Kalayaan on BBC Berkshire for anti-slavery day.

In the online media, Kalayaan wrote or contributed to 7 blogs across different sites including the Guardian (written by a domestic worker and edited by Kalayaan), open democracy, left foot forward, the migrant rights network and a catholic publication. A blog written by a Kalayaan volunteer also appeared in an Indian journal.

Through the year there have also been articles that were not specifically facilitated by Kalayaan but that reflect our work and the level of awareness of domestic worker issues, an awareness to which Kalayaan has contributed. These have included a series of articles on a particular criminal case taken by a domestic worker who is supported by Kalayaan. Articles were published in the Telegraph and Daily Mail about the changes to the visa rules for domestic workers, and the Telegraph also published an article on a successful employment claim by a domestic worker who is a service user of Kalayaan and whom we referred into legal advice.

List of articles:

[Britain is turning its back on slavery and the abolitionist ethos](#) Open Democracy, 8 March 2012

[UK new visa rules disadvantage workers](#) Press TV, 7 March 2012

[Looking in the wrong direction? Changes to the ODW visa and its consequences](#) Migration Pulse, 5 March 2012

[Two-thirds cut in migrant workers staying permanently under minimum salary plans](#) (includes disclosure of decision on domestic worker visa) The Telegraph, 26 February 2012

[Earn 35K to stay in the UK: New pay threshold to cut migrant numbers](#) (includes disclosure of decision on domestic worker visa) The Sun, 25 February 2012

[Lesser Citizens: Indian Migrant Domestic Worker in the UK](#) Manushi, December 2011

[Modern day slavery: the plight of domestic workers in the UK](#) Guardian, 18 December 2011

[Service not Servitude: Protecting the rights of domestic workers](#) IPPR, 17 Oct 2011

[Cameron plans to drop visa that saved his children's nanny](#) Independent on Sunday, 16 October 2011

[The Camerons, their Nepalese nanny and a very special visa](#) Mail Online, 16 October 2011

[Melanie McFadyean: Dark Places and Dirty Secrets](#) The Independent, 13 September 2011

[CARJ joins call for Government to retain migrant domestic workers visa](#) Catholic Association for Racial Justice, 11 September 2011

[Domestic workers demonstrate over UK visa changes](#) BBC Online, 4 September 2011

[Its a numbers game... could we PLEASE use the right ones?](#) Migration Pulse, 18 August 2011

[London HIV scientist jailed for keeping woman as slave](#) BBC Online, Thursday 11 August 2011

[HIV expert kept woman as a slave in Thamesmead](#) The Telegraph Thursday 11 August 2011

[Scientist 'smuggled woman from Africa to work as slave in her home'](#) The Telegraph Friday 5 August 2011

[HIV expert 'beat Tanzanian house slave with a wooden spoon after smuggling her into Britain'](#) The Mail Online Tuesday 2 August 2011

Read more: <http://www.dailymail.co.uk/news/article-2021513/HIV-expert-Rebecca-Balira-beat-slave-Methodia-Mathias-wooden-spoon.html#ixzz1U9OtUU6O>

[US state department concerned by lack of UK help for abused embassy staff](#) The Guardian, 27 June 2011

[A wound that shames our present](#) 50.50 Inclusive Democracy, Jenny Moss, 21 June 2011

[One step forward but two steps back for migrant domestic workers](#) Left Foot Forward Friday 10 June 2011

[Servant paid £2.50 an hour wins tribunal against Arab Princess](#) The Telegraph Thursday 9 June 2011

[Test case on 'abuse of embassy workers'](#) The Times, 16 May 2011

Treasurer's Report

Kalayaan Year 2011-12

Income for the year of **£217,436** was just above the previous year. Although most income came from restricted fund grants, unrestricted funds were not much below the high level of 2010/11 when they were boosted by a TV programme. Total expenditure of **£210,638** for the year was 2% below the previous year because of turnover in staff during the year.

In consequence Kalayaan's accounts for the financial year 2011/12 showed a surplus of **£6,798**, made up of a deficit of **£6,672** on restricted funds, and a surplus of **£13,470** on unrestricted funds. As a result the organisation's free (unrestricted) reserves have increased to **£82,828** in line with the Board's target. Overall the financial situation remains healthy.

At the beginning of 2012 Kalayaan became a not for profit company limited by guarantee. As a result the organisation had to re-register as a charity. This was done and the new company/charity took over all the assets and the debts of the old charity with effect from 1 April 2012.

The Management Committee would like to extend its thanks to all the donors and funders who have enabled Kalayaan to continue to provide support and services to migrant domestic workers throughout the year. Such support comes not only as financial contributions, but also in the voluntary support so freely given by members, volunteers, solicitors, trade unions and religious organisations. In the financial year 2011/12 we would particularly like to thank the following:

Barrow Cadbury Trust
The Bromley Trust
The Esmee Fairbairn Foundation
The Oak Foundation
Oxfam
The Royal Borough of Kensington and Chelsea
Trust for London
The Tudor Trust

We are also grateful for the many other generous donations that we have received. A full picture of Kalayaan's accounts for the year may be found in the figures provided in the financial statements at the end of this annual report.



Justice For Domestic Workers

Website:www.org.uk email:justice4_dw@yahoo.co.uk

J4DW's Activity Report April 2011-March 2012

Education

Regular classes on ESOL, ICT and ARTS every 1st, 2nd, 4th and 3rd Sundays of the Month is regular meeting. This has been effective way of organizing domestic workers to help them improve knowledge and skills while raise their political awareness and know their rights. All education and training are provided by Unite the union through Alternative education Model –UMWEP of Unite the Union.

J4DW has worked in partnership with other organization education provider;

Action Aid – Reflect English Session for adult learning and social change, worked with visuals and use them to construct literacy pieces with article published in Action aid on line international magazine.

MRC - provides ESOL Health Rights and helped domestic workers understand how they could access health services and registered with health centres.

Events and activities April 2011-March 2012

J4DW in March for the alternative, a national demo organised by the TUC against Cuts by the Government.

May Day Rally with placards and banners calling for the ILO Convention adoption and improve the current working and living condition of Domestic Workers.

Panel Participation at Anti-Slavery International event at the International Slavery Museum :Home Alone - Ending Domestic Slavery & Human Trafficking; workshops and exhibition

J4DW Visits to Swiss Union UNIA to encourage more union to organise and support domestic workers.

J4DW represented TUC and Unite to the Adoption of the ILO Domestic Workers Convention June 2011, Geneva. June 16, 2011. ILO C189 was adopted.

Migrant domestic workers Public meeting on settlement consultation,10 July 2011 with Kalayaan, Unite, MRN and J4DW.

J4DW responded to the Government's alarming proposed changes to the migrant domestic worker visa have been proposed in their Consultation on employment related settlement and members wrote to their respective MPs with the help and support of Kalayaan.

Trip to International Slavery Museum, Liverpool sponsored by ISM, workshops and opportunities to gain public support on campaign to retain Overseas Domestic Worker Visa and fun activities. August 23rd.

No Return to Slavery Rally and Stunt, Sept. 4, In front of House of Lords by Domestic Workers demonstrate in opposition to Government proposal of removing the rights and protection on overseas Domestic Worker Visa.

J4DW and Unite launch Postcard campaign to reify the ILO Domestic workers Convention on Decent work to Prime Minister David Cameron.

J4DW received Anti-Slavery Award from Anti-Slavery International awarded during the human trafficking foundation Award Ceremony at House of Lords.

On the 18th October (Anti-Slavery Day) - museum of London in Docklands linked to the exhibition and also in partnership with Unchosen. Film show and panel discussion on the Dispatches Britain's secret slaves.

J4DW celebrates 3rd Year Anniversary with performance, open forum and staged the Vagina Monologues, campaign to end violence against women and girls.

J4DW focused on strategic campaigns:

- Developing our leaders and members – all the classes, special courses and training provided by Trust for London, Evelyn Oldfield Unit and MRCF have been achieved and will continue to work.
- Developing our organisation – J4DW has been registered as Company Limited by guarantee and has been working on developing, implementing and overseeing organisational policies and procedures.
- Securing our rights as workers - Campaigning to restore all rights of domestic worker visa and to secure the same rights for domestic workers in diplomatic households.

Kalayaan wishes to thank all those that made our work possible

April 2011- March 2012

Thanks to our fantastic Management Committee members (past and present) for their constant support:

Francesca Cooney - Chair

David Ould - Treasurer

Margaret Healy – Deputy Chair

Bridget Anderson - Confidentiality Officer

Khadija Najlaoui

Maria Gonzalez Dardagan

Myriam Cherti

Ruby Lopes

Simon Goldie (joined March 2012)

Thanks to our 11-12 staff team and committed and inspirational volunteers.

Staff

Rita Gava – Projects Co-ordinator

Jenny Moss- Community Advocate

Kate Roberts – Community Advocate (mat leave from Oct 2011)

Camilla Brown - Community Advocate (left Nov 2011)

Natalie Sharples - Community Advocate (maternity cover from September 11)

Ishah Jawaid - Community Advocate (joined Dec 2011)

Karanvir Singh - Trainee Immigration Adviser (July – Sept 2011)

Volunteers

Sr Hilda, Sr Leela and **Sr Shalini** for their community support work. In particular we wish well to Sr Hilda who has now retired. She will be missed by both staff and service users.

Jennifer Makin for her support running the job service and her advocacy work

Joanna Muigua, Nina Holmes, Michelle Peña, Kimberly Meninga, Sonia Mrsic, Bhoomika Joshi for their reception and administration work

Asma Munir, Anna Cundall, Caroline Lawrey, Dilara Gurpinar, Dmitrii Singer, Divya Chandran, Emily Jones, Gareth Thomas, Jason Chester, Jason Kingery, Karima Salway, Karanvir Singh, Lisa Inceldon, Michelle Thornton, Naomi Innocent, Payoshni Mitra, Raji Sidhu, Rathi Ambarwati, Reina Theresia, Rob Moore, Samantha Breedneld, Sameerah Mirza, Sophie Crocker, Thaier Mokhef and Tamara Anthony for their advocacy and interpreting work

Our popular English classes could not run without the following volunteer teachers, who give their time on Sundays and in the evenings to ensure that workers not eligible for college classes can learn English:

Angela Archbold, Caroline Lawrey, Emma Livingston-Jones, Gareth Barnes, Greg Wilson, Harry Ayles, Ivona Assenova, Lisa Schulkind, Kam Matharu, Marion Sharpe, Min Aung, Monika Saadi, Neha Mansinghka and Simon Ryan

Thanks to Margaret Joojo Richards, Maria Zur, Richard Bell and Jill Walters from our partner organisation Workers Education Association (WEA) which runs accredited English classes and further training at times accessible to MDWs.

In addition to the solicitors who run free legal advice surgeries at Kalayaan, we would like to thank the lawyers who take on so many of our referrals, in particular the employment and immigration team at North Kensington Law Centre, Hogan Lovells and Russell & Jones Walker pro bono teams.

Thanks to our generous Funders and Donors, who make our work possible