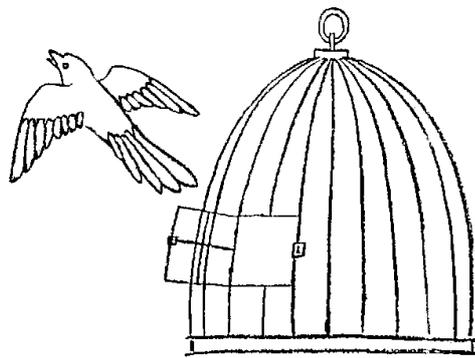


# KALAYAAN

justice for migrant domestic workers



## ANNUAL REPORT

APRIL 2004-MARCH 2005

St. Francis Centre, 13 Hippodrome Place, LONDON, W11 4SF

t: + 44 (0)20 7243 2942 f: +44 (0)20 7792 3060

[www.kalayaan.org.uk](http://www.kalayaan.org.uk) email: [info@kalayaan.org.uk](mailto:info@kalayaan.org.uk)

Charity n. 1103847

OISC n. N200100457

## **CONTENTS**

---

<b>Chair’s Report</b> (David Ould).....	2
<b>Kalayaan and Migrant Domestic Workers</b> .....	3
MDWs accessing services at Kalayaan (Rita Gava).....	3
Problems faced by MDWs (Rita Gava).....	4
<b>Services Provided</b> .....	5
Accessing Immigration Rights and Passport Support (Rita Gava).....	6
Accessing Employment Rights and Support (Rita Gava).....	7
Health Project (Camilla Brown).....	8
Accessing Skills (Rita Gava).....	10
Emergency Accommodation (Rita Gava).....	11
Cross-nationality Community Building amongst MDWs (Rita Gava).....	12
Campaign Plans (Rita Gava).....	12
<b>Staff and Volunteers</b> .....	14
<b>Treasurer’s Report</b> (David Ould).....	14
<b>Thanks</b> .....	16
<b>Appendix:</b>	
<b>Financial Statements</b>	

## Chair's Report

The past year has been one of consolidation for the office as new staff members settled in and became more experienced in the issues and problems that affect the migrant domestic workers who come to the centre for support. Despite the changes in staff during the year the office has been able to continue offer a full service to clients and to extend this by moving to a system that gives almost full advice coverage on Sundays. You will find detailed reports on all the activities elsewhere in the report. The number of people who continue to access these services is testament to the work of the staff and volunteers, but also makes clear that the treatment of many domestic workers in this country remains unacceptable. For this reason I hope that it will be possible during the coming year to reinvigorate our campaigning activity.

I have been particularly pleased in the last year at the large increase in the number of English classes that Kalayaan has been able to offer and the wide take up of this opportunity by our clients. There is no doubt in my mind that improved language skills can play an important part in widening the opportunities available to migrant domestic workers and to increase their confidence in challenging exploitation by employers.

Fundraising during the year was quite successful and one positive sign has been the increase in multi-year grants, as these help to provide some stability for the organisation's work. I would like to thank all of our funders, particularly the ALG, the City Parochial Foundation, The Oak Foundation, Sigrid Rausing Trust, Lloyds TSB and the Kings Fund, for their support for our work. Finally I must also offer thanks to St Francis Church for continuing to rent us the St Francis Centre, which provides such an ideal space for the office and all the activities.

Unfortunately some difficulties have arisen during the year in our relationship with UWA and this has created problems for the office staff and we have been concerned that misleading messages are sometimes given to migrant domestic workers visiting the centre for the first time. The Management Committee are discussing the issues with the management of UWA and we hope they will be resolved soon.

Finally I would like to thank all the members of the Management Committee who have given up their time to support the work of Kalayaan during the year. I am pleased to report that we gained four new members of the Management Committee during the year and I would like to thank Ricky Denton in particular for his enthusiasm and support, particularly with the arrangement of English classes. Lira Cabatbat resigned from the Committee and I would like to thank her for her long period of office.

# KALAYAAN AND MIGRANT DOMESTIC WORKERS

## MDWs accessing services at Kalayaan

Kalayaan continues to provide advice, support and advocacy services to all migrant domestic workers regardless of nationality, gender, physical ability, religion or age.

Migrant domestic workers are people who have entered the UK legally with an employer on a domestic worker visa to work in a private household.

Between April 2004 and March 2005, Kalayaan registered 322 new Migrant Domestic Workers (MDW) and provided face-to-face advice and support to a total of 2965 clients. 92% of service users were women.

### New clients 2004-2005

Country	Number of clients	%
India	129	40%
Philippines	110	34%
Sri Lanka	33	10%
Indonesia	18	5%
Bangladesh	6	1.9%
Nepal	5	1.6%
Egypt	3	1%
Nigeria	3	1%
Morocco	2	0.6%
Peru	2	0.6%
Sudan	2	0.6%
Brazil	1	0.3%
Dominican Republic	1	0.3%
Eritrea	1	0.3%
Ethiopia	1	0.3%
Ghana	1	0.3%
Kenya	1	0.3%
Senegal	1	0.3%

The breakdown of new clients by nationality shows an increase of Indian nationals (22% in previous year) and a slight decrease in Filipino nationals (51% in previous year). The percentage for other nationalities remains similar to 2003-2004, with the new addition of clients from: Brazil, the Dominican Republic, Ghana, Peru, and Sudan. Kalayaan always welcomes clients from new countries, both as a means to enrich its multicultural environment and as a way to reach out to new communities. Word of mouth among people of the same nationality remains a strong means of advertising our services to domestic workers living in very isolated conditions.

## **Problems faced by MDWs**

Statistics collected upon registration of new clients indicate that MDWs continue to be exposed to abusive and exploitative situations.

Clients report of physical abuse such as employers beating them, throwing things at them, sometimes even spitting in their face. Domestic workers caring for children often report of being kicked by them.

Forms of psychological abuse include shouting and insults such as ‘donkey’ or ‘dog’, and threats to throw them out, have them deported or cut their salary.

The majority of MDWs live in the employer’s household and have no privacy. Most don’t have their own room and often they sleep on the floor in the kitchen, in the children’s bedroom, or in some extreme cases even outside the employer’s room, to be readily at service.

The isolated nature of their work is often worsened by the fact that they are not allowed to go out unless when accompanying the employer. Many MDWs are locked in when the employer leaves the house.

Long hours and salaries well below the National Minimum Wage rate are recurrent problems that stem from domestic work too often not being perceived as ‘real work’.

The table below shows percentage of new clients reporting abuse, based on data collected in August 2004, the month of the year with the highest number of registrations.

<b>Type of abuse</b>	
Physical	25%
Psychological	74%
Sexual	5%
Food deprivation	18%
Working over 15 hours/day with no day off	82%

Kalayaan continues in its fight to make domestic work more visible and professionalised through spreading information on domestic workers’ employment rights, advocacy and negotiation with employers, campaign and media work.

Kalayaan also provides a centre point where MDWs can counteract the isolation of their working life by meeting colleagues, exchanging experiences and make friends in the social area.

## **SERVICES PROVIDED**

Kalayaan's clients access information and services through face-to-face individual sessions and through regular workshops. Relevant literature in several languages is also available in the social area.

During the one-hour-long registration process, all new clients receive information regarding the terms of their domestic worker visa and the procedure for its renewal. The session also includes an introduction to their employment rights in the UK.

All clients have access to individual advice sessions with Kalayaan staff. In emergencies, clients are seen without appointments; under normal circumstances, they are encouraged to make an appointment to ensure that they have whole one-hour sessions with an adviser, without interruptions and with sufficient time to discuss available options. Kalayaan encourages clients to decide themselves which option they wish to pursue, rather than offering them solutions. This aims at helping them to build up the confidence necessary to take some control of their situation.

This year Kalayaan continued to provide essential services and saw an increased number of service users.

	<b>April 04 - March 05</b>	<b>April 03 -March 04</b>
<b>Service provided</b>	<b>Number of users</b>	<b>Number of users</b>
Accessing employment rights and support	1856	543
Immigration advice and passport support	730	727
Health advice and support	235	198
English classes	84	49
Emergency accommodation	12	16

The increased total figure of clients accessing services indicates that existing clients are becoming more aware of their rights and are making use of available channels to access them.

## **ACCESSING IMMIGRATION RIGHTS AND PASSPORT SUPPORT**

Kalayaan is authorised, by the OISC, to provide immigration advice and services. Our exemption number is: N200100457.

Between April 2004 and March 2005, Kalayaan provided Immigration advice and support to 730 MDWs through face-to-face advice, free legal advice services at Kalayaan and referrals to Law centres, Solicitors, and Home Office. Free legal advice sessions in our offices were kindly provided by Lawrence Lupin Solicitors. Kalayaan wishes to thank Lawrence Lupin for the support given to the organisation through his expertise.

Kalayaan ensured that all MDWs attending the centre understood the terms of their visa and the responsibility of applying for visa renewal in time and the procedure to follow.

55% of MDWs seeking immigration advice, had their passports retained by former employers. Passport retention causes serious problems to migrant domestic workers, including:

- Lack of official identification and/or knowledge of immigration status. At worst, this can lead to arrest, detention and incorrect deportation. It can also lead to the worker becoming undocumented unknowingly.
- Abuse and exploitation, as MDWs without passports feel unable to leave employers. Retaining a worker's passport confers power and enables the employer to intimidate workers and subject them to unacceptable working conditions.
- Difficulties accessing essential services including healthcare, education, financial services, legal services, emergency housing or refuges.

The protocol previously developed with the Metropolitan Police has been implemented throughout the year. Kalayaan initially contacts the employer in writing requesting the return of the passport to us or the embassy of the worker. If employers do not respond within 7 working days, workers can then report the retention to the Police as theft. Police provide a crime reference number, which enables workers to apply for a new passport if necessary. The protocol has proved very effective and has led to retrieving a higher number of passports.

However, there still appears to be lack of information being provided to foreign visitors travelling with domestic workers as to the illegitimacy of withholding their employees' passport.

Delays in regaining possession of their passports is also a common problem for MDWs when employers return passports to their own Embassy, which then forwards it to the Home Office instead of the worker's Embassy. Kalayaan hopes to work more closely with the Home Office, UK Missions abroad, and Embassies in London to tackle these problems.

Kalayaan assisted over 400 clients in reporting passports as stolen to the Police, retrieving their passports or applying for a new one. Wherever possible, clients were accompanied to the Police station by a volunteer or a staff member.

## **ACCESSING EMPLOYMENT RIGHTS AND SUPPORT**

Between April 2004 and March 2005, Kalayaan provided employment rights support and advocacy to 1856 MDWs through face to face advice, referral to Law Centres and Trade Unions; negotiating with employers, facilitating employment workshops and supporting MDWs at Employment Tribunals.

Over the year, Kalayaan made an increasing number of referrals to Law Centres for employment related issues. This reflects the growing number of MDWs seeking employment rights assistance, as a result of being more aware of their rights.

Kalayaan facilitated 3 employment workshops in which 90 clients participated. The workshops were organised by the Community Support Worker. Issues addressed included: UK law regarding employment rights, negotiating with employers, interview skills.

The job service continued to be very popular amongst the clients and was provided regularly on Mondays. With this service Kalayaan facilitated access to potential employers that left details of available positions with staff. Employment offers that didn't comply with employment rights such as National Minimum Wage were not advertised. Due to the high demand, the service continued to be supplied on a lottery basis.

With the assistance of local Law centres and Trade Unions, Kalayaan has enabled 5 MDWs to apply to employment tribunals for non-payment of minimum wage and breach of contract. Two of these have settled out of court and the other three are outgoing.

Kalayaan had a meeting with SAFE (Services against Financial Exclusion) to enable MDWs to open a bank account.

On the second Sunday of each month, Kalayaan staff update approximately 200 clients / month on changes to employment, immigration and other legal issues.

## **HEALTH PROJECT**

Health Project Workers: Camilla Brown & Sheela Valavi

Unfortunately Sheela had to leave Kalayaan in October 2004. Her input to the health project was invaluable and we thank her for her input.

Kalayaan received a grant from the Kings Fund to coordinate a three-year health awareness and promotion project. The overall aim of the project is to promote all relevant aspects of health among migrant domestic workers and to increase workers understanding of identified health issues through advice, information and detailed workshops. As well as promoting knowledge of health issues among our client group, the project specifically aims to: promote knowledge of NHS and how to access it; support clients with mental health needs and raise awareness of this much misunderstood area among the community more generally; to target the health needs of excluded groups of MDWs, including those newly arrived and certain nationalities.

### **Health advice given**

A total of 235 MDWs accessed health advice at Kalayaan. This was mainly by providing support to register with GP's and referrals to mainstream health services. 103 MDWs were successfully registered with a GP.

### **Health pack for all newly arrived migrant domestic workers**

We decided to collate all of the relevant information into one leaflet that was eventually translated into 7 community languages: English, Sinhala, Indonesian, Malayalam, Kannada, Tagalog. The leaflet is designed to be a manual to access health and information relating to health in the UK. The main topics covered are as follows: Accessing primary health care; dental treatment; opticians; fitness; weight loss; heart disease; safer lifting; helpful exercises for bad backs; stress; depression; breast awareness; cervical screening; sexual health contacts. We have printed a total of 1500 leaflets so far, and aim to print an extra 200 of the translated Tamil document when completed. We aim this supply of manuals to be available to clients for the total 3 years of the project.

### **ESOL for Health workshops**

A qualified ESOL teacher, planned a series of 4 ESOL classes for health. These covered basic literacy to access healthcare in the UK. Each class took place on a Monday morning to overlap with jobs to make it more accessible to our most vulnerable client group. Each class lasted 3 hours with a break. Unfortunately the teacher fell sick after the third class so we have scheduled an additional fifth class in basic literacy for the 2nd series of classes next autumn. The teacher discovered that whilst many clients had some grasp on basic spoken English, very few were at all familiar with the alphabet and basic literacy. In total an average of 13.5 clients attended each class (slightly lower than our target). In total we had 40 clients: 2xFilipino; 15x Indian; 17x Sri Lankan; 3x Indonesian; 3x African.

## Health Workshops

Date	Workshop Topic	Facilitator	No of People
05.04.04	1. <i>TB awareness training</i>	Camilla Brown Supported by K&C PCT	<b>Total: 21.</b> F 20, M 1 <ul style="list-style-type: none"> <li>• Sri Lankan: 7</li> <li>• Indian: 8</li> <li>• Filipino: 5</li> <li>• Nepalese: 1</li> </ul>
22.11.04	2. <i>Flu and Antibiotic awareness training</i>	Camilla Brown Supported by K&C PCT	<b>Total: 29.</b> All female <ul style="list-style-type: none"> <li>• Filipino: 9</li> <li>• Sri Lankan: 4</li> <li>• Indian: 10</li> <li>• Indonesian: 3</li> <li>• Pakistani: 1</li> <li>• African: 1</li> </ul>
24.01.05	3. <i>Accessing Primary Health Care</i>	Camilla Brown	<b>Total: 23.</b> F18, M 4 <ul style="list-style-type: none"> <li>• Indian: 9</li> <li>• Sri Lankan: 4</li> <li>• African: 2</li> <li>• Filipino: 6</li> <li>• S. American: 1</li> </ul>
14.02.05	4. <i>Cervical and Breast Screening</i>	K&C PCT	<b>Total: 15.</b> All female <ul style="list-style-type: none"> <li>• Sri Lankan: 6</li> <li>• Filipino: 2</li> <li>• Indian: 4</li> <li>• Indonesian: 3</li> </ul>
21.03.05	5. <i>Dentists/ Opticians</i>	Camilla Brown- supported by K&C PCT	<b>Total: 28.</b> F21, M7 <ul style="list-style-type: none"> <li>• Sri Lankan: 7</li> <li>• Indian: 15</li> <li>• Indonesian: 2</li> <li>• Filipino 2</li> <li>• African: 2</li> </ul>

### **Advisory group of migrant domestic workers to assist in guiding and promoting the project.**

The initial proposal in the health project was to form an advisory group of at least 5 domestic workers with whom the health worker would meet 3 times per year to discuss the progress and direction of the health project. In practice this did not prove successful as it demanded too much of the domestic workers time. We are now using focus groups after other workshops and events where a wider cross section of domestic workers can feed their opinion into the structure of the project.

### **Networks**

BME Health Advocacy standards pilot project: Kalayaan was chosen as a pilot site to test the core advocacy service standards for BME communities developed by the Kings Fund. We are one of 10 chosen sites. An added feature of this involvement is our ability to network with the other organisations.

BME Health Forum: We have attended the monthly BME meetings. This is a collaborative partnership between statutory, voluntary and BME community groups that aims to improve health and reduce inequalities for BME communities in Royal K&C.

**ACCESSING SKILLS**  
**ESOL (English for Speakers of Other Languages)**

Being able to speak, read and write English is extremely important for MDWs.

Knowledge of English language:

- enables MDWs to access their rights and mainstream services;
- provides them with more negotiating power against their employers;
- increases their employment opportunities;
- enhances their self-confidence;
- facilitates their participation in the life of the community.

Thanks to a successful working relationship with the Trade Unions Congress (TUC), as well as with Kensington and Chelsea College, South Thames College and the Workers Education Association (WEA), Kalayaan has been able to secure access to classes to 84 MDWs, in comparison with 49 last year.

Several classes were held on Sunday, a very popular day for MDWs, as it is often the only day they have some time off.

Classes were held at Kalayaan on Sundays and Wednesday evenings, with teachers kindly provided by South Thames College and WEA.

Other classes were also run on Sundays at the Venture Centre, where Kensington and Chelsea College provided the teacher and contributed generously to the cost of the venue.

Kalayaan wishes to thank Rickey Denton (TUC), the learning providers, and the teachers Claudia Lozano, John Quesada and Justin Brown for their excellent work.

## **EMERGENCY ACCOMMODATION**

The majority of migrant domestic workers live in their employers' households. This increases their dependence from their employers and makes the decision to leave very difficult even when the conditions are unacceptable.

Being able to provide emergency accommodation for MDWs fleeing abusive employers continues to be one of the most challenging areas of work for Kalayaan. Migrant domestic workers do not have access to public funds and are therefore unable to access most emergency shelters.

Kalayaan expresses its gratitude to the Daughters of the Heart of Mary for their continuous support and their generous donation, which has enabled our organisation to provide emergency accommodation for 12 MDWs fleeing from abusive employers, enabling them some space from which to start rebuilding their lives.

Meetings with Eaves Housing for Women, House of Peace, and the Marist Sisters were also held with the purpose of establishing a support network for homeless MDWs.

## **CROSS-NATIONALITY COMMUNITY BUILDING AMONGST MDWS**

Health and employment workshops have provided a good opportunity for MDWs from different nationalities to mix, particularly at lunchtime, when staff and clients all eat together and discuss the session.

Over the past year, Kalayaan has had meetings with Asian Women's Resource Centre; Moroccan Women's organisation; Ashiana Project, Eaves Housing; Swahili Women's Organisation. This was to familiarise these voluntary organisations with our work and outreach to potential MDWs seeking assistance from these centres.

The new Community Support Worker (who started in March 05) will be developing cross community building through organising monthly workshops on issues identified by a multi-national advisory group of MDWs, representing the main nationalities represented amongst Kalayaan's client group.

## **CAMPAIGN PLANS**

In February 2005, the Government announced its 'five year strategy' for immigration and asylum in its publication *Controlling our borders: Making Migration work for Britain*.

The strategy proposes a points-based migration scheme with four tiers: highly skilled workers, skilled workers, low-skilled workers and specialists. Apart from those people applying under the first tier of highly skilled workers, each applicant will require a sponsor, and financial bonds may be applied. Settlement will only be open to skilled workers and the length of the qualifying period will be extended to five years.

The plan also proposes the abolition of rights of appeal against refusals of entry clearance and leave to enter.

Kalayaan fears that the proposed scheme may have a negative impact on the lives of MDWs, particularly if workers are tied to one employer, putting them at risk of living in abusive environment with no possibility to leave. In the past, Kalayaan campaigned to obtain basic human rights for MDWs, such as the right to change employer. Once again the organisation commits itself to defend MDWs' rights, and will campaign for fair and just immigration rules.

## **STAFF AND VOLUNTEERS**

**Fiona Luckhoo - Projects Co-ordinator.** Fiona held the post until March 2005, when she went on maternity leave.

**Rita Gava – Projects Co-ordinator.** Rita started in March 2005 and will cover the position while Fiona Luckhoo is on leave.

**Camilla Brown - Health Worker.** Camilla moved from a part-time to a full-time position in October 2004.

**Sheela Valavi - Health Worker.** Sheela shared the work on the Health Project with Camilla Brown until October 2004, when she left her post to move to Liverpool.

**Areeba Nizam - Community Support Worker.** Family illness in Bangladesh meant that Areeba left in July 2004.

**Kate Roberts - Community Support Worker.** Kate assumed her post at Kalayaan in March 2005.

Kalayaan has gratefully received the vital help and support of the following volunteers:

**Sr Hilda Kenny** - Sr Hilda continues to provide warm company to our clients at times when they may be feeling vulnerable or anxious. She supports them by assisting them with filling in forms, accompanying them to Police stations and Embassies, and sharing social time with them in the centre.

**Sr Anne Boland** - Sr Anne has been invaluable in helping run the jobs service. She assisted MDWs to look for job opportunities, and always offered support to clients in difficulties.

## **Treasurer's Report**

Income for the year of £120,695 was £45,965 higher than the previous year, mainly due to the large increase in restricted funds raised for Kalayaan's work. Total expenditure of £89,526 for the year was £5,342 above the previous year. In consequence Kalayaan's accounts for the financial year 2004/5 showed a surplus of £31,069, made up of £8,120 on unrestricted funds and £22,949 on grants carried forward. The gain on restricted funds was mainly caused by high levels of payments received in the final quarter of the year for work to be carried out during the following year. The small surplus on unrestricted funds allowed us to eliminate the deficit on the General Fund.

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 2004/5 we would particularly like to thank the following:

### Association of London Government (ALG)

The ALG made a one-year grant towards the costs of the advice worker.

### Kings Fund

The Fund made the first payments of a two-year grant towards the costs of employing a health advice worker.

### Lloyds TSB

A grant towards the costs of the advice work.

### Oak Foundation

A new two-year grant for the costs of advice and support work.

### The Sigrid Rausing Trust

A one-year grant towards the core costs of Kalayaan's work.

### Two Garden Court Chambers

Third year of four-year funding towards Kalayaan's running costs.

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.

David Ould  
Treasurer

## Thanks

---

*Kalayaan wishes to thank all those who have supported its work  
April 2004- March 2005*

*Thanks to our fantastic Management Committee members for their constant support*

David Ould – Chair and Treasurer  
Emma Newcombe  
Grace Opiyo  
Lynne Laidlaw  
Mahani Rajak  
Mara Stankovich - Secretary  
Margaret Healy  
Melanie Vilano  
Natasha David  
Rickey Denton  
Sheela Valavi  
Stephanie Harrison  
Trisha Deeney  
Viviane Abayomi

*Thanks to our staff team:*

Camilla Brown and Sheela Valavi, Health Project Workers  
Areeba Nizam and Kate Roberts, Community Support Workers  
Fiona Luckhoo and Rita Gava, Projects Co-ordinator

*Thanks to our invaluable, hard-working volunteers*

Sr Hilda Kenny  
Sr Anne Boland

*Thanks to solicitors who have offered free or reduced-rate services to our clients*

Chris Randall at Bates, Wells and Braithwaite Solicitors  
Lawrence Lupin and Juliette D'Souza at Lawrence Lupin Solicitors

*Thanks to our generous Funders and Donors, who made our work possible*