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Chair's Report

This year I have had the impossible task of replacing Bridget Anderson as the Chair of Kalayaan and it has proved an eventful year. The organisation has had a complete changeover of staff and I would like to give a special thank you to all the new members for the contribution they have made in ensuring that the changes did not disrupt the support services offered to clients. I would also like to thank all our funders, particularly the ALG, Tudor Trust 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.

The highlight of the year from an organisational viewpoint was the fact that Kalayaan has now become a registered charity. This new status will allow us to seek financial support from a much wider source of funders and trusts. I hope that for the first time this will allow Kalayaan to widen its sources of funding and to build up a regular and diversified range of funders. Another important area of progress was the co-operation protocol reached with two local police forces on passport retention and if this can be extended to other police forces it could be of real long term significance for migrant domestic workers.

During all the changes the Centre continued to offer a range of support and activities to our clients and you will find reports on all these in this 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.

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. In particular I must mention Stephanie Harrison for her work in handling a very difficult and complex complaints case during the year and Margaret Healy for the support she has given me as a new Chair. At the end of the year Ama Guere resigned from the Committee and I would like to thank her for her period of office.

David Ould
August 2004

Migrant Domestic Workers Accessing Rights & Services

Between April 2003 and end of March 2004, Kalayaan registered 362 new MDW's. This is slightly less than the 422 new clients registered in 2002-2003. According to Home Office statistics, 10,600 persons were given leave to enter the UK as Domestic Workers (excluding EEA nationals) in 2003. This means that Kalayaan is currently accessing approximately 4% of new MDW's entering the UK each year.

New Clients 2003-2004

<i>Month</i> (April 2003 – March 2004)	Number of New Clients (April 2003-March 2004)
April	21
May	18
June	28
July	41
August	92
September	49
October	30
November	16
December	10
January	18
February	24
March	15
<i>TOTAL</i>	362

Nationalities 2003-2004

The % breakdown of clients registered by nationality remains similar to 2002-2003.

Country	%	Country	%
Philippines	51.5	Colombia	0.2
India	22	Egypt	0.2
Sri Lanka	9.5	Ethiopia	0.2
Indonesia	6	Jamaica	0.2
Nepal	2.2	Kenya	0.2
Morocco	1.3	Malawi	0.2
Nigeria	1.3	Senegal	0.2
Bangladesh	1.1	Tanzania	0.2
Pakistan	1.1	Uganda	0.2
Eritrea	0.5	Zambia	0.2
South Africa	0.5		

There has been a small increase in the % of workers from Morocco and Nigeria.

Working Conditions

Despite changes in law since 1998, allowing MDW's in private households to change employers, certain types of abuse / exploitative working conditions remain prevalent. The figures below emerge from interviews conducted by Kalayaan with newly registered clients in August 2003. August was the month in which the greatest number of clients registered. The figures reflect the isolated, unregulated and vulnerable nature of working in private households, where domestic work is not always considered 'real work'. The figures also reflect the continuing need for Kalayaan to reach out to increasing numbers of MDW's in the UK, and enable them to access their rights and mainstream services.

Type of Abuse	% (Sept 2002)	% (Aug 2003)
Physical	40	39
Psychological	82	80
Sexual	14	3
Passport retained	49	55
Locked in / not allowed to leave	65	47
Working over 15 hours / day, 7 days / week for less than £200 / month		67

Accessing Employment Rights & Support

Accessing employment opportunities is integral to MDW's finding a way out of poverty, supporting families overseas and enhancing their self-confidence. Kalayaan's employment support is designed to enable MDW's to access non-exploitative employment; improve their awareness of rights within the workplace; enable them to develop the skills and confidence to access these.

Between August 2003 and April 2004, Kalayaan provided employment support to approximately 543 clients. This included:

- Advice re: accessing employment rights; referrals to Trade Unions, Law Centres and employment Lawyers.
- Support negotiating with employers for improved working conditions.
- Support compiling CV's, filling in application forms and accessing job agencies.
- Facilitating clients' access to employment within private households through Kalayaan's weekly job service.
- Supporting clients through employment tribunals.

During the past year, our Community Support Worker, Areeba Nizam, has organised **2 accessing employment workshops**, in which 63 MDW's from 7 different nationalities participated. Through discussion and role play, we addressed how to find a job, approach an employer for interview, prepare and succeed at an interview and negotiate with an employer. Clients' feedback indicates that they find these workshops both enjoyable, very useful and they suggested that Kalayaan organise these workshops more frequently.

Kalayaan's job service remains hugely popular, with demand exceeding supply. As a result, this is now accessible on Monday's only. The service continues to operate on a lottery system, rather than a first come first serve basis, with the exception of priority workers. Due to the high demand for this service, which we are unable to meet, Kalayaan has been making contacts with employment agencies in London to assist workers in accessing good jobs. As a result of this, we are now able to regularly refer workers, with indefinite leave to remain in the UK, to the Childcare Recruitment Company and Mrs Hunts Agency in Notting Hill.

Former employers refusing to provide references for workers is an ongoing problem, which makes it very difficult for workers to access new jobs and register with agencies. In some cases, where we have known workers for a sufficient period of time, Kalayaan will provide a character reference.

Accessing Immigration & Passport Support

Between August 2003 and April 2004, Kalayaan supported 727 workers in regularising or renewing their immigration status, retrieving their passports from employers, applying for new passports, reporting passport retention to the Police, contacting Embassies and referring workers to law centres or Solicitors for legal assistance.

We have increased the number of Solicitors providing free legal advice sessions at Kalayaan. Currently Bates Wells & Braithwaite, Douglas Simon and Lawrence Lupin Solicitors provide free legal advice on the 1st, 2nd and 3rd Sunday's of each month respectively. This means that workers have more choice when deciding to approach a Solicitor to assist them.

Kalayaan has developed a protocol of co-operation, to address passport retention, with the Police in the boroughs of Kensington & Chelsea and Westminster. When workers passports are withheld by employers, Kalayaan initially contacts the employer in writing requesting its return 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. Although employers are generally not prosecuted for passport retention (which is theft), Kalayaan have been able to retrieve increasing numbers of passports since the protocol started.

All new staff have participated in OISC recognised immigration training to ensure we continue to provide high quality, accurate and up to date advice to all workers.

Accessing emergency accommodation

Migrant domestic workers do not have recourse to public funds and, therefore, access to most emergency shelters / other accommodation. Consequently, workers fleeing or wishing to leave abusive employers can find themselves in particularly vulnerable situations if they do not have any friends or another job to go to. They may end up sleeping on the street and face further violence and exploitation. Enabling MDW's to access emergency accommodation has been a particularly challenging area of work for Kalayaan. However, over the past year, thanks to the generosity of **Daughter's of the Heart of Mary** Congregation, Kalayaan has been able to rent 1 room from a client and enable 16 MDW's to access safe, short-term shelter from which to start rebuilding their lives.

Other services

Kalayaan continues to provide a 6 days / week drop-in centre, where MDW's can meet, make friends, make phone calls, receive post and generally relax. In addition to support in accessing employment and immigration rights and services, Kalayaan continues to assist MDW's in accessing emergency accommodation, domestic violence services, health services (see health report), basic skills education (see basic skills report), national insurance numbers, accessing Embassies and a range of social services.

Linking Communities

Thanks to funding from the Tudor Trust, Kalayaan has been able to develop its work strengthening ties between the different communities represented at Kalayaan. Over the past year, the Community Support Worker (Areeba), together with volunteers from within the different communities, have organised a series of community events. The aim of these has been to encourage communities to mix and learn from each other in a safe environment, where the focus is on enjoyment and group activities. Community building activities between October 2003 and March 2004 include:

- Spoil yourself day – with makeovers, haircuts, massages.
- 2 evenings out at the theatre
- Weekly exercise sessions for 20 minutes
- 4 multi-national food days – where MDW's from different nationalities cooked their national dishes for others to try for the first time.

Workers found eating together to be a strong community building activity, eating and discussing food from countries they might not otherwise consider. This activity, along with the exercise sessions, took place on Monday's, when many MDW's come to Kalayaan for support in accessing employment.

Networking

Kalayaan's networking over the past year has focused on improving MDW's access to mainstream and specialist services in the public and voluntary sectors. This includes:

1. Meeting with and developing a protocol with Kensington & Chelsea and Westminster Police to address passport retention.
2. Meetings and developing an agreement with Kensington & Chelsea Primary Care Trust (PCT), re: enabling MDW's to register with GP's and Dentists.
3. Meetings with Home Office to raise awareness of issues affecting MDW's in diplomatic households and consequences of passport retention.
4. Meeting with and setting up partnerships with BOOST and TGWU to enable more MDW's to access basic skills classes.
5. Making contact with Ashiana, Pukaar, Ethiopian Advice Centre, Bangladesh Women's Society, ARHAG, Asian Women's Centre, Sethi Partnership and local law centres, in order to improve MDW's access to emergency accommodation, domestic violence assistance and affordable legal advice.

Staff and Volunteers

There have been many staff and volunteer changes over the past year. Kalayaan was very sorry to see Lucy Rix and Jenny Jones leave last summer. However, the good news is that Lucy has had a beautiful baby boy and Jenny is continuing the good work training to become a Teacher. We were also sorry to lose Father Aodh, who remains in regular contact with Kalayaan. Kalayaan's current staff and volunteers are:

Fiona Luckhoo – Projects Co-ordinator
Areeba Nizam – Community Support Worker
Sheela Valavi – Health Worker (job share)
Camilla Brown – Health Worker (job share)

We have also been lucky to have been supported by some excellent new and old volunteers. These are:

Sr Hilda Kenny – continues to provide immeasurable social support, assisting clients filling in forms and accompanying them to Police and Embassies.

Maria Alexander – welcome to Maria, who is accompanying workers to Police, Embassies, Job centres etc. She has also done a great job helping one client to really improve her English by spending time reading with her.

Lula Bahta – Welcome and thanks to Lula for keeping the databases up to date helping with the general office administration. This support has been much needed and appreciated.

The past year has been a time of many changes and challenges. Thank you very much to all new staff and volunteers who have worked really hard to make the changeover period as smooth and stress-free as possible!

Advocacy and Campaigning

Passport Retention

Over the past year, much of Kalayaan's advocacy and campaigning has focused on the widespread problem of passport retention by employers. In July, Natasha Pearce and Lucy Rix researched and compiled a report for Kalayaan, examining the withholding of migrant domestic workers' passports by employers. The report, entitled '*Migrant Workers' Rights: The Passport Issue*', highlighted that an incredible 49% of migrant domestic workers, entering the UK legally, have their passports taken by employers. This 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 MDW's without passports feel unable to leave employers. Retaining a workers 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 report suggested detailed recommendations to the UK Home Office, UK Missions, Police, Embassies in London, NGO's and migrant groups and Trade Unions and Lobby Groups. In July, Kalayaan launched the findings from the report in London at an event hosted by the TGWU with participation from a wide range of speakers including: Migrant Domestic Workers, Metropolitan Police, Department for Trade and Industry, Simon Hughes (MP) and TGWU.

Following this event, Kalayaan held several meetings with the **Metropolitan Police** Diversity Directorate, Notting Hill Police and Marleybone Police to discuss how to address passport retention. As a result of these meetings, we have developed a Protocol of Co-operation with the Police in Kensington & Chelsea and Westminster boroughs. The protocol sets out action to be taken by Kalayaan and Police in the event of passport retention. It has, on the whole, been very successful, enabling many MDW's to retrieve their passports or apply for new ones more easily. Plans for next year include setting up the protocol with Police in other relevant London boroughs, where problems with reporting and addressing passport retention remain.

In April 2004, Kalayaan met with Gemma Aumeer from the Immigration Policy Directorate at the **Home Office**. In order to help MDW's reporting passport retention to the Police and reduce the risk of unlawful arrest and deportation, Kalayaan asked the Home Office to compile a template letter, which MDW's could take with them to the Police. We suggested the letter outline that MDW's can change employers; that they are subject to UK employment law and that passport retention is a criminal offence (theft). Gemma agreed that the Home Office would do this.

Domestic workers in diplomatic households

Overseas domestic workers, employed by diplomatic households remain unable to change employers under the current immigration rules. This means that many are unable to leave abusive employers. If they do, they become ‘illegal’. Kalayaan has campaigned for many years to enable domestic workers in diplomatic households to enjoy the same rights as those working in private households.

In April, Kalayaan met with the Home Office Immigration Policy Directorate. The Home Office reiterated that there is a ministerial commitment to look at this issue and protect diplomatic domestic workers from abuse. This might mean changing the immigration rules so that the same rights apply to MDW’s in diplomatic households as those in private households. Alternatively this might mean that MDW’s in diplomatic households can change employers within any embassy. These options are currently subject to legal review and there is no set timescale for changing the rules.

Kalayaan is advocating for the former option, which would afford MDW’s greater protection than if they merely changed employers from within embassies. We are also advocating for a period of regularisation when the rules are changed, which will enable MDW’s who have left abusive diplomatic employers to regularise their situation.

Fiona Luckhoo
Projects Co-ordinator

Migrant Workers Access Health

January 2004- March 2004

Health Project Workers: Camilla Brown & Sheela Valavi

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 MDW's, including those newly arrived and certain nationalities.

Planning:

Due to the long-term nature of the Health project, Sheela and Camilla spent the first month of their time at Kalayaan acquainting themselves with the clients, and understanding the project as a whole. In this time we devised a three-year project plan with potential dates. We also created a monitoring form to assess how much health advice we were giving, to which community groups and of what type.

Advisory Group

Our primary project objective was to create an advisory group of at least 5 migrant domestic workers who would assist in running the project ensuring that the direction continues to be appropriate for client group. Four clients have already taken an active role in the planning of the project. We have representatives from Sri Lanka, India, the Philippines, and Indonesia. We are hoping to encourage a client from an African country to also join this group so as to represent their community's needs.

By March, Sheela had conducted two meetings with the advisory group. In these the main topics for discussion were the forum theatre workshops and the initial discussions of what to include in the Health information packs. Our project aim is to distribute 500 health packs to new clients during the course of the three-year project

Drama Workshops

Camilla had contacted Claire Fossey, a forum theatre practitioner, who later facilitated the workshops with her assistant Virginie Clarke. These took place over four half day Sundays in April and May. These explored cultural attitudes to health and traditional remedies, alongside the client's knowledge of healthcare in the UK. Our aim was to use them to highlight barriers to healthcare in the UK and recognise health needs that need to be considered during the rest of the project. An average of 8 domestic workers attended the workshops. This was slightly lower than our target of 10. We feel that this reflects the difficulty people have in having time off, and indicates that Sunday is not an ideal day to run workshops.

ESOL for health

Camilla has had a meeting with Lucy Rix with regard to her being our ESOL for health teacher. The project guidelines indicated there should be twelve 3-hour workshops throughout the 3-year term of the project. Lucy and I discussed the possibility of her creating a course of four sessions that would take place once a year. In this way a basic knowledge of health care could be built throughout the 4 sessions attended. Lucy is currently doing research into the structure and content of the project. We are aiming for this to take place in October.

Videos

We discovered a range of simple videos in the Kensington & Chelsea health library that we decided to show on a Monday morning before 'jobs'. This was intended to be a more productive and enjoyable use of the client's time. An average number of 26 clients watched and participated in the activities on the videos.

An example of on the videos is **Jeevan –'Life'** (In English aimed at an Asian audience)

Summary:

A fitness video designed to provide Asian women with an exercise routine to use in their own home or in a small group. It has warm-up, aerobic, muscular strength and endurance, and final stretch and relaxation sections.

The video was aimed at exactly the right level for our clients with gentle exercises and stretches.

All our clients actively watched the video and participated in the exercises on the video. Our clients really enjoyed this and made comments such as '*I love Mondays, they are my favourite days at Kalayaan*'.

Other videos shown:

- **Shanti-Asian Women and Stress**
- **Exercise with Padmina**
- **Just 5 minutes a day**

Yoga:

Sheela agreed to take a half hour class of Yoga every Monday morning when she is not on 'jobs'. This is an opportunity for our clients to some exercise and to relax on an often very stressful day. Kalayaan had previously purchased yoga mats, and the community centre agreed that we are able to use one of the rooms for free. This therefore needed no extra funding from the Kings Fund or Kalayaan.

Free food on Monday

A private donation has enabled us to provide a free and healthy lunch to all of our clients after jobs on a Monday. This is currently prepared for us in the community centre where we eat it together in the restaurant. In this single act we are encouraging both a healthy balanced diet and interaction within our community as a whole.

The Future:

The Project until this point is very much in its conception stages. Sheela and I feel that we have made a confident start and made the project and its potential aware to the clients. We are excited about the work that lies ahead and are constantly realising the need and the value of the Kings Fund Grant through our contact with the clients.

Camilla Brown & Sheela Valavi
Health Workers

Basic Skills Report

Learning to speak, read and write English is extremely important for MDW's. It not only enhances their self-confidence and ability to access their rights and mainstream services; Speaking English also provides an opportunity to find a way out of poverty and exploitative working conditions.

Demand amongst MDW's to learn English continues to be high and Kalayaan has developed new partnerships with providers to enable MDW's to access classes and improve their self-confidence.

Together with **Kensington & Chelsea College**, Kalayaan is running English classes for 36 MDW's. These take place every Sunday close to the centre, to reflect the needs of workers. For most MDW's, Sunday is the only day when they can participate in classes, as this is their only day off. Two classes are run on a Sunday – one for beginners and one for intermediate learners – and both classes are currently full.

Out of the 36 places, around 24 workers participate regularly each week. Those unable to attend every week often have work commitments, which makes consistency difficult. However, workers absent for more than 4 consecutive weeks are asked not to return, enabling another worker to access the classes. According to English Teacher – Claudia, the MDW's are keen to learn and are progressing steadily. The main areas with which they need particular help is pronunciation and reading.

We have also been developing new partnerships over the year. One of these is with **BOOST**, a non-government organisation, based in Ladbroke Grove, providing small group basic skills classes to disadvantaged communities. Currently there are 15 Kalayaan clients participating regularly in English and basic computing classes. Another partnership we are currently developing to meet the educational and training needs of MDW's is with the **Transport and General Workers Union (TGWU)**. Along with United Workers Association and TGWU, Kalayaan are planning to start providing English classes at the Centre every Wednesday evening for 10-20 MDW's.

Kalayaan is committed to developing new partnerships to meet the educational and training needs of MDW's. Next term, only MDW's who have been in the UK for at least 3 years, will be able to access government funded English classes. This poses a real concern for Kalayaan. It is primarily those working in the UK for less than 3 year who have a greater need to learn English in order to access their rights, access basic services and enable them to play a fuller role within the community.

Fiona Luckhoo
Projects Co-ordinator

UWA Report to Kalayaan

As the new elected Chairperson of United Workers Association (UWA), I respectfully lay out our annual report to date. On the 18th January 2004, we had our very controversial election of new officers. In March, I participated as a panellist and speaker for the global Women's Strike. During April, UWA participated in leadership training in Brighton, and our trip to Althorp was successfully supported by members.

In May we organised the very popular Miss UWA contest, as a fundraising initiative for UWA. UWA and Kalayaan participated in this event and we all had a really enjoyable evening, which promoted community relations amongst our clients from many different nationalities.

Our on going project is the English classes. These are held every Wednesday evening at the Centre from 7-9pm, with the aid of the Transport and General Workers Union (TGWU) and the Trade Union Congress (TUC). Classes are available only to members of the TGWU and classes will commence on 6th October for the new term.

Over the next year, we will be organising a Miss Valentine's fundraiser, as well as a trip to Lourdes with our members.

Adelina Duenas
UWA Chair

Treasurer's Report

Income for the year was £47,650 lower than the previous year, mainly due to the fall in unrestricted funds raised following the postponement of the annual UWA Miss Kalayaan fundraising event and the ending of the computer classes. In consequence Kalayaan's accounts for the financial year 2003/4 showed a deficit of £9,454, made up of £5,319 on unrestricted funds and £4,135 on grants carried forward. The loss on unrestricted funds meant that at the end of the year the organisation carried forward a deficit in the General Fund of £5,578. This deficit was backed by the funds carried forward in the unrestricted fund. In the opinion of the Management Committee the level of the deficit is not a serious concern, but they recognise the need to find new sources of unrestricted funds to avoid the deficit growing. It also partly reflected delays in fundraising caused by the changes in staff during the year. The Committee expect that Kalayaan's new charity status should help to find new funds.

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 in the voluntary support so freely given by members, volunteers, solicitors, trade unions and religious organisations. In the financial year 2003/4 we would particularly like to thank the following:

Association of London Government (ALG)

The ALG made a two-year grant to cover the costs of employing the Kalayaan Co-ordinator.

Kings Fund

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

Tudor Trust

The Trust made a one -year grant to employ a Community Support Worker and undertake a series of community building events.

United Workers Association

We are most grateful for their continuing support for Kalayaan's work by the provision of supplies for the drop-in centre and funds for members speaking in support of Kalayaan's work.

We are also grateful for the many other generous donations that we have received and would like to particularly thank 2 Garden Court Chambers and Daughters of the Heart of Mary for their continued support.

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 would like to thank all those who have supported its work
April 2003– March 2004*

*Thanks to our fantastic committee members who give up so much of their
time to support Kalayaan*

Bridget Anderson
Mahani Rajak
Grace Baclagan
Grace Opiyo
Mara Stankovitch
David Ould
Margaret Healy
Lira Cabatbat
Charmy MacKeen
Stephanie Harrison
Viviane Abayomni
Sriyanie Sudasingha
Emma Newcombe
Natasha David
Ama Guere

Thanks to our staff team

Camilla Brown & Sheela Valavi, Health Project Workers
Fiona Luckhoo, Projects Co-ordinator
Areeba Nizam, Community Support Worker

Thanks to our hard-working volunteers

Sr Hilda Kenny
Lula Bahta
Maria Alexander

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

Chris Randall at Bates, Wells & Braithwaite Solicitors
Lira Cabatbat at Douglass Simon Solicitors
Lawrence Lupin & Juliette D' Souza at Lawrence Lupin Solicitors

*And special thanks to the **United Workers Association** and to all the
migrant domestic workers who support our work, use our services and have been so
patient and helpful with all the staff changes over the past year.*