Rights and Better Livelihoods for Women and Girl Domestic Workers in Uganda
(RABLID) Project

End of Project Evaluation

Action on Poverty (APT)

Platform for Labour Action (PLA)

With support from Comic Relief

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An Evaluation of the Rights and Better Livelihoods for Women and Girl Domestic Workers in Uganda (RABLID) Project

RECOGNISING ACHIEVEMENTS AND PROSPECTS FOR THE FUTURE

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Acronyms

ADR	Alternative Dispute Resolution
APT	Action on Poverty
CFP	Child and Family Protection Unit
CLO	Community Liaison Officer
DW	Domestic Work
DW/s	Domestic Worker/s
GoU	Government of Uganda
IGP	Inspector General of Police
JLOS	Justice Law and Order Sector
KII	Key Informant Interviews
LGBTI	Lesbian, Gay, Bi-Sexual, Transgender, Intersex
PLA	Platform for Labour Action
RABLID	Rights and Better Livelihoods for female Domestic Workers in Uganda
SIP	Strategic Investment Plan
RABLID	Rights and Better Livelihoods for female Domestic Workers in Uganda

Operational Definitions

Domestic Worker:	A domestic worker is a person who works within the employer's household performing a variety of household services for an individual or a family such as providing care for children and elderly dependents, cleaning and household maintenance, cooking, laundry and ironing, food shopping and other household errands. Some domestic workers live within the household where they work and other do not.
"Live in" and "Live out"	These are domestic workers who either stay on the residential premises of their employers as part of their household, and those that come in to work from their own homes.
Employers:	These are the people employing domestic workers.
Law enforcement agencies:	These are legal entities sanctioned by the local, state or national government to ensure respect and protection of human rights through or by use as provided for under of the national constitution.

Executive Summary

I. Overview: Rationale and Methodology for the Evaluation

The use of domestic workers (DWs) in Ugandan homes is a practice that has been widely utilized for decades. DWs are among the most vulnerable, marginalized and lowest paid workers in the informal sector, often kept behind closed doors with no outside contact. The majority of DWs are women and girls, and this work is characterized by poor conditions of service including long hours of work, poor healthcare, restricted mobility, exposure to violence and most DWs are school drops-outs with limited options for alternative livelihoods.

The 'Rights and Better Livelihoods for Women and Girl Domestic Workers in Uganda'(RABLID), a three year project that commenced in May 2012 was implemented by Platform for Labour Action (PLA) with Action on Poverty (APT) through funding from Comic Relief. The project was designed to respond to some of the challenges faced by female DWs in their work. It was intended to protect the rights of these workers and enhance the ability to improve their livelihoods. The RABLID project was implemented in four divisions of urban Kampala – Makindye, Nakawa, Kampala Central and Kawempe with the following project outcomes:

1. 5000 Women and girl domestic workers accessing legal aid, counselling services and exercising resilience against emotional, physical, economic and sexual abuse.
2. 450 women and girls domestic workers accessing support groups, linked to peers for mutual support.
3. PLA's institutional capacity strengthened.

Methodology. This report evaluates the performance of the RABLID project including the extent to which it met objectives and its impact on individual beneficiaries and their communities over the three-year implementation period from May 2012 to April 2015. A consultant, Dr. Zahara Nampewo, a legal and gender specialist was identified to carry out the evaluation of the project. She was assisted by Ms. Fatumah Kakooza Bagalaaliwo, a human rights lawyer. The evaluation took place between 2nd – 28th February 2015. Performance was evaluated against the project outcomes set out in the Grant Start Up Form. Information was primarily gathered through a review of relevant project documents and performance reports by PLA/APT (*see Annex F on list of documents reviewed*). The desk review was supplemented by qualitative focus group discussions (FGDs) with direct and indirect beneficiaries of the project including DWs and employers as well as one-on-one interviews with key stakeholders involved in the project such as law enforcement and policy officials as well as journalists (s*ee Annex G for list of Persons Interviewed).*

Field visits were undertaken to all four sites in Urban Kampala in which the project was directly implemented. The Consultant was able to access a wide range of beneficiaries such as live-in and live-out DWs, employers and personnel working in employment agencies, local council officials and local areas leaders. A control group of DWs not part of the project were also interviewed. A total of 85 DWs were met, providing a fair representation of the project's target group.

Report Structure. The report is divided into three parts. Part I gives the introduction and outline of the methodology, and sets the context for the evaluation. Part II delves into an analysis of project implementation and presents the findings of the evaluation; Part III highlights good practices,

operational challenges and lessons learnt, and concludes with strategic recommendations for implementation of a future phase of the RABLID project.

II. Summary of Findings

Key Evaluation Findings

The message coming through from all stakeholders and beneficiaries is that the RABLID project is valuable and has made positive impact in enabling DWs to access human rights information, empowerment skills and legal aid services. Through this project, the number of DWs accessing legal services and knowledge on their rights and responsibilities increased from **347** in the first year to **2310** in the second and finally to **5,680**. These statistics exceed the numbers targeted by the project at **5000**. In addition **6,455** other vulnerable and marginalized workers including security guards, cleaners, food vendors, masons, porters, casual workers, shop attendants, informal sector workers, housewives and farmers also accessed similar service as indirect beneficiaries since the beginning of the program. Overall **12,135** individuals benefited from direct project services. This position, set against that reflected in the baseline report of February 2013 which indicated that the majority of domestic workers 107(82%) are not aware of their rights, and neither are their employers 73(88%) shows a far-reaching improvement in the number of persons accessing knowledge and services related to DW rights. The RABLID has utilized a number of approaches to reach out to its beneficiaries including door-to-door outreach, community trainings, rights sensitization through the media and provision of legal services.

Nevertheless, even with the efforts made through the RABLID project, only a minimal number of DWs have been reached. Whereas the project has managed to exceed its targets, the need to reach out to larger numbers of DWs is still great – far and wide, way beyond the borders of Kampala city where the project was situated. This is because a majority of homes in urban areas in Uganda use the services of domestic workers. The call is for further expansion of the project to other parts of the country as well as focus on supporting better livelihoods.

Progress against indicators: The RABLID project was fairly ambitious in setting high targets, 5000 under Outcome One and 450 under Outcome Two in only three years. Even then, the project has been successful in a number of ways. First is the fact that it has surpassed its intended numbers for direct beneficiaries. For instance, with regard to the second outcome on linking 450 domestic workers through self groups, the project surpassed this target by 84, enabling 534 domestic workers to join mutual support groups; secondly is the fact that even unintended beneficiaries such as male DWs have benefitted. Additionally, PLA has made progress with building its institutional capacity, including mainstreaming gender and building new skills in aspects such as business counseling, monitoring and evaluation, and formation and management of self help groups.

Key achievement: The biggest achievement of the project to-date is the enhancement of knowledge of rights of DWs to a cross section of beneficiaries including DWs themselves, employers, local leaders and the general public, thus providing information that was previously insufficient, especially considering the closed and inaccessible nature of domestic work, and giving visibility to a group of workers that was previously hidden. The project has been effective and impressive in raising the awareness of the rights of DW and made them a familiar notion through trainings, community sensitisations and also through the media. What was unexpected but a surprising accomplishment is the level of interest nationally in matters concerning DWs. These are no longer relegated to the private, remaining in people's homes, but have become a public issue that is worthy of discussion in the public arena over the

media, in civil society forums and as a matter for policy reform. As such, rights of DWs are better known and appreciated as essential for all human beings. (*See summary of learnings in annex A*).

The RABLID project enabled the training of 81 law enforcement officers, 45 staff from recruitment agencies and 37 from informal agents. 99 DWs were trained as peer educators, 534 female DWs joined mutual support and self help groups, 61 savings groups were formed while 1,317 DWs were reached through peer educators. Uplifting of lives and hope could be felt from the stories shared by DWs who confirmed that the training received had empowered them with knowledge of their rights as well as confidence to challenge their situations. The formation of self help groups and vigilance of peer educators, themselves DWs, was evidence of tangible changes propelled by the project. (*For examples, see case studies in annex B*).

Further, by facilitating DWs to access legal services, this propelled their status as workers just like any other category, to demand their rights and guarantee avenues for redress. PLA through its legal staff, peer educators and community volunteers was able to render legal aid, counseling and referral services to many deserving cases of DWs. It is important to note that most of the concluded cases were decided in favour of the clients, thus averting what would have otherwise been an injustice had the project not intervened.

Challenges: There is generally low appreciation of rights of DWs and the value of domestic work to the national economy. Within this context, many abuses suffered by DWs barely receive appropriate legal redress. Activities of the RABLID project were able to create change in the lives of the DWs who were specifically targeted as its direct beneficiaries in Urban Kampala. However, these interventions also created an interest and demand for services across different parts of the country. It is clear that a lot more DWs still need to be reached with similar and even higher level services, beyond rights awareness and legal services, to some form of support for better livelihoods. At the same time, attitude-changing efforts take time, often going beyond set timeframes and available resources and thus, only so much could be expected from the project.

The optimal outcome of the project was to act as a catalyst for creating awareness on the rights of domestic workers, a goal that was surpassed in the current phase. Nevertheless, as a next step, it is crucial that DWs be empowered enough in terms of translating knowledge gained into action through advocacy. To date, this is yet to be fully achieved. In the interim, PLA has had to fill this gap and has utilized various platforms to raise the issues of DWs including the Parliament, government ministries and local government. The need remains for DWs to gain the capacity to undertake this role majorly by themselves in the future.

Further, PLA as an implementing organ will have to enhance its monitoring and evaluation mechanisms especially those involving practical data collection systems by peer educators and community volunteers so as to record more qualitative and quantitative impact.

III. Key Recommendations

A number of recommendations arise, both at policy and programmatic level for APT and PLA.

Within the remaining period, the project needs to:

1. Vigilantly continue to undertake national advocacy for law reform aimed at adoption of a minimum wage, regulation of the domestic work sector and operationalizing the ILO Convention on Decent Work for DWs.

2. Maximise linkages and partnerships by reaching out to other actors doing work similar to that of PLA, in rights awareness, knowledge and skills building whether as government or civil society. Some of these partnerships already exist and should be optimally utilized.

3. Strengthen monitoring and evaluation through more practical data capture and documentation of the resultant changes in the lives of DWs. For instance, the M&E framework sets targets under Outcome 2 on numbers of DWs who have the confidence to challenge unfair practices but these statistics were not clearly articulated especially because having confidence does not translate directly into challenge to authourity. It is expected that only those DWs in difficult situations would make such confrontations on their employers. Nevertheless, this information should originate from peer support groups and be compiled and analysed by PLA. Thus, peer educators should be strengthened to undertake consistent and timely data collection to fill up these gaps.

At a later phase, the project needs to:

4. Undertake advocacy to improve the general working environment for DWs through:
   i. establishment of community structures that are legitimate and operational. In this regard, the status of Local Councils (LCs) under the law should be clarified and their roles enhanced to include, for example, maintenance of registers for DWs as well as records of homes with DWs in their localities.

   ii. continued improvement in service provision and access to justice for vulnerable groups such as DWs within the Justice Law and Order Sector (JLOS) for.

5. Concretise and improve on the gains that have been made in the first phase with the following modifications:

   i. Undertake mobile legal clinics to reach out to large numbers of community members so as to increase legal services beyond those provided at PLA offices, and through the door-to-door approaches. Other actors such as police (Child and Family Protection Unit and Community Liaison Unit) should be included as resource persons.

   ii. Strengthen trainings beyond DWs and other stakeholders as one side of the relationship, to include employers and journalists as a second deliberate target group. Similarly, peer educators should have an increased role in training of DWs. Also, emphasis should be placed on special issues such as sexual and reproductive health.

   iii. Introduce awards as encouragement for better behavior or more creative initiatives in improving rights and livelihoods of DWs, including Good Employer Award and Best Self Help Group Award.

6. Initiate strategic litigation for high profile or group cases where DW rights have been violated and which have a close correlation to the State's failure to regulate the domestic work sector. Such an approach not only generates media and public interest in issues of DWs but is a push factor for the State to undertake steps for better protection of rights and livelihoods of DWs in

Uganda. This is an area where the project's efforts would best be served by PLA working jointly with similarly placed partners.

7. Undertake research studies on the enjoyment of rights by DWs, and the economic value of domestic work on the national economy.

8. Strengthen capacity building for PLA geared towards enhancement of skills to better implement the RABLID and other projects, and to compliment project interventions with approaches such as strategic litigation, group management and advocacy.

PART ONE: INTRODUCTION AND CONTEXT OF EVALUATION

Introduction

This part begins with an overview of the two implementing partners in the Rights and Better Livelihoods for Women and Girl Domestic Workers in Uganda (RABLID) project, Action on Poverty (APT) and Platform for Labour Action (PLA). It then provides a summary of the RABLID project and the context within which it is implemented and thereafter gives a detailed outline of the evaluation methodology.

I. Implementing Agency: APT and PLA

1. **Action on Poverty (APT)** is a United Kingdom based agency with a mission to promote economic empowerment and social change by helping the most vulnerable and disadvantaged achieve sustainable livelihoods and by addressing the barriers that limit their participation. APT supports the efforts of local partners to implement projects empowering the most disadvantaged both economically and socially. It has supported over 160 projects in 30 developing countries of Africa and Asia, tackling the root causes of poverty and transforming lives by building self-reliance and enterprise.

2. **Platform for Labour Action (PLA)** is a Ugandan Civil Society Organization working for a society where democratic values and social justice are respected and observed in the world of work. PLA promotes and protects the rights of vulnerable and marginalized workers through empowerment of communities and individuals, action oriented research, policy dialogue, and legal aid in Uganda.

II. About the RABLID Project

3. Domestic workers are among the most vulnerable, marginalized and lowest paid workers in the informal sector in Uganda. The continuous invisibility and hidden nature of their work and cultural biases against women and girls have made them prone to exploitation. Upon this background, PLA initiated the Rights and Better Livelihoods for Women and Girl Domestic Workers in Uganda (RABLID) project, to protect female domestic workers from gender inequality, inhumane treatment and discrimination as well as enhance the ability to improve their incomes and acquire assets. This three-year project (May 2012-April 2015) was implemented in four divisions of urban Kampala – Makindye, Nakawa, Kampala Central and Kawempe with the following objectives:

   i. 5000 Women and girl domestic workers accessing legal aid, counselling services and exercise resilience against emotional, physical, economic and sexual abuse.

ii. 450 women and girls domestic workers accessing support groups, linked to peers for mutual support.

iii. PLA's institutional capacity strengthened.

4. The **Theory of Change** of the RABLID project takes into cognizance the situation of DWs in targeted areas in Uganda as one of vulnerability brought on by a number of factors such as poor awareness of rights, limited knowledge on avenues for redress and lack of support mechanisms. Through provision of legal aid, community sensitization and training on human rights and support through peer groups, DWs attain the relevant knowledge, know-how and confidence to challenge violations such as low and untimely pay, general abuse and exploitation. The RABLID project utilises several strategies, some directed at DWs themselves while others are far reaching to other stakeholders such as state policy officials, community leaders and the general public to create a change geared at respect of rights and livelihoods of DWs in Uganda.

III. Local Context for Domestic Work Provision in Uganda

5. **Human Rights Framework.** Uganda is a signatory to most of the major human rights instruments at the international and regional levels and has made progress in ratifying and domesticating these standards. Uganda's Constitution incorporates the Bill of Rights and is regarded by many as progressive. The last few decades have seen establishment of key democratic and human rights institutions such as the Uganda Human Rights Commission, the Inspectorate of Government and the Equal Opportunities Commission. These interventions have translated into some progress in the respect for and actualization of citizen's rights in Uganda.

6. **National Legislation** provides some protection to persons during work. The Employment Act 2006 prohibits unfair and inhuman conditions of work, and like the Children Act cap 59, also disallows the employment of children in work that interferes with their education. The Prevention and Prohibition of Torture Act 2012criminalizes torture, while the Domestic Violence Act 2010 forbids violence to all persons within a domestic setting. Furthermore, the Trafficking in Persons Act 2009outlaws trafficking of persons and creates a specific offence of 'aggravated trafficking' when the practice involves children.

7. **Growth and Inequality**: Despite the progress made with regard to the legal and policy framework and attendant infrastructure, challenges remain with regard to overall enjoyment of rights for people in Uganda. Poverty rates are still high with the national poverty head count at 24.5% by 2009/10 (MDG Report 2013). There are high levels of inequality with the poorest quintile (the bottom 20% of the income distribution)

accounting for only 6.2% of national consumption (MDG 2013). Additionally, there are stark regional disparities in chronic poverty entrenched especially in formerly war torn Northern Uganda where the poverty levels at 64% are twice the national levels (UNHHS, 2006).

8. **Domestic Labour Market**. The International Labour Organisation Convention No. 189 on Decent Work for Domestic Workers defines the term "domestic work" as work performed in or for a household or households and "domestic worker" as any person engaged in domestic work within an employment relationship. With the national overview of poverty and inequality in mind, domestic work is at the lowest rung of the labour market and DWs face challenges in rights and legal protection. A Baseline survey undertaken by PLA in November 2012 reports that the majority of domestic workers (82%) and their employers (88%) are not aware of rights of DWs. The former also were not always certain when their rights had been violated or where to seek legal redress. As a result, the mostly young girls and women engaged in domestic work were far from being treated as 'decent workers'. Many had horrific experiences of poor conditions of work, poor healthcare, abuse and exploitation, and they were generally extremely poor. There have also been reports of trafficking of children for domestic work.

9. **Access to justice**, though being one of the most important basic human rights and guaranteed in Uganda's Constitution (Article 28) remains a mirage for the majority of people living in Uganda. The services of private legal practitioners are too expensive for most, DWs notwithstanding. At the same time, few organisations are engaged in rights awareness and promotion on matters of domestic work.

10. **Legal Regulation of domestic work** is effectively non-existent mainly because of the 'hidden' nature of this work. There is no law on a minimum wage and the ILO Convention on Decent Work for Domestic Workers has yet to be ratified and is certainly not popularised.

IV. Evaluation Methodology

11. This report evaluates the RABLID project from May 2012 to date. It considers the project's performance including the extent to which it met objectives and its impact on individual beneficiaries and their communities. (*See terms of reference in annex C*).The evaluation focuses on the successes that the RABLID project has had in the four identified project areas basing on the key outcome indicators in the M&E Matrix (*see annex D*) as well as nationally basing on public messages/Television/communication strategies and national advocacy efforts. Data on impact is reviewed in Part Two of this report.

12. The evaluation took place between 2nd to 28th February 2015 and was undertaken by Dr. Zahara Nampewo. It was participatory and utilized a "mixed methods" approach, using both quantitative as well as qualitative data. First, an extensive literature review was undertaken of all documents generated by the RABLID project. (*See documents considered in annex F)*. Next, interviews were conducted with key stakeholders in Kampala, including the project implementation team of APT and PLA, government representatives (Workers MP, Ministry of Gender, Labour and Social Development (MoGLSD), law enforcement including police and local council officials. Thereafter, field visits were undertaken to all four project sites where DWs involved in the project shared their experiences (See list of people consulted during the evaluation in annex G).

Report Structure

13. Part One of the report gives an introduction of the project and its implementing partners, the local context in which the project operated, and lays out the methodology. Part Two sets out the evaluation findings, focusing on achievements against intended outcomes while Part Three considers good practices, operational challenges and lessons learnt and concludes by setting out strategic recommendations for a next phase of the RABLID project.

PART TWO: EVALUATION FINDINGS; PROJECT PERFORMANCE, ACHIEVEMENTS AND CHALLENGES

Introduction

This Part of the report evaluates the performance of the RABLID project from its start date in May 2012 until the time of this evaluation. The starting point for the evaluation is the three key outcomes in the Start-up Grant Form against which the achievements of the project are considered. The table below indicates numerical progress made against set targets. This is followed by a narrative giving both quantitative as well as qualitative achievements. The section also highlights the project's response to special issues and management approaches.

Table 1: Project performance against Set targets

Outcome 1: 5000 Women and girl domestic workers accessing legal aid, counseling services and exercise resilience against emotional, physical, economic and sexual abuse.								
	Direct targeted Beneficiaries		**Indirect targeted Beneficiaries**		**Actual Direct Beneficiaries**		**Actual Indirect Beneficiaries**	
	M	**F**	**M**	**F**	**M**	**F**		
1.1 No. of DWs seeking and accessing Legal services	-	5000	-	500	746	4934	3667	2793
1.2 No. of DWs reporting safe environment and enjoyment of rights	1700	3300	-	-				
1.3 Positive changes in behavior amongst stakeholders and service providers	-	-	-	-	64	62		
Outcome 2: 450 women and girls domestic workers accessing support groups, links to peers for mutual support								
	Direct Beneficiaries		**Indirect Beneficiaries**		**Actual Beneficiaries**			

	M	F	M	F	M	F
2.1 No. of DWs forming / joining support groups	-	450	-	-	-	**534**
2.2 Increase in No. of DWs following a saving plan		300			11	**56**
2.3 Increase in No. of DWs accessing services from providers		100	397	3521	98	**845**
2.4 Groups of DWs having confidence to challenge unfair practices		80				**2**

Outcome 3: PLA's institutional capacity strengthened

	Direct Beneficiaries		Indirect Beneficiaries		Actual Beneficiaries	Actual Indirect Beneficiaries	
	M	F	M	F	M & F	M	F
3.1 Increased knowledge and skills within PLA on gender, data management etc	7	19	150	450	21 (gender training) 14 (business skills)		
3.2 Techniques for managing DWs in self-help groups learned and implemented by PLA staff	7	19	-	450	15	534	
3.3 Increased organizational capacity of PLA in one other specific area following an organizational audit	7	19	-	-	-	-	

conducted together with APT.							

Achievement of RABLID Project Objectives

I. Objective One: 5000 Women and girl domestic workers accessing legal aid, counselling services and exercising resilience against emotional, physical, economic and sexual abuse.

1. **Indicator 1.1** involved the provision of legal aid services to 5000 DWs. PLA undertakes legal aid services through a number of models: receiving walk-in clients and opening case files by PLA advocates, meeting and providing one-on-one advice to DWs during field outreach visits and community training sessions. Services provided ranged from advice, mediation, representation in courts of law, and education and awareness raising on the rights and responsibilities of DWs. Non-payment of wages was the most reported abuse with a few instances of sexual abuse and unlawful arrests.

2. Out of the target of 5000 cases, a total of **5,680** domestic workers (4,934 female and 746 male) had been reached by the time of the evaluation. These beneficiaries received both primary and secondary legal aid services. Out of these, **1,860 (**1,639 female and 221 male) DWs received primary legal aid services such as legal advice, counseling, mediation and representation in courts of law while **3,820 (**3,293 female and 527 male) DWs received secondary legal aid services especially sensitization on their rights. In addition **6,455** (2,793 female and 3,667 male) other vulnerable and marginalized workers including security guards, cleaners, food vendors, masons, porters, casual workers, shop attendants, informal sector workers, housewives and farmers also accessed similar services as indirect beneficiaries. Overall **12,135** (7,727 female and 4,413 male) individuals have benefited from RABLID's legal aid services.

3. There was a relative progression of caseload from a minimal number of 347 cases in the first year, to 5,680 at the time of the evaluation. The small numbers in Year One can perhaps be explained by the fact that the project delivery team concentrated more on preparatory phases such as staff recruitments, concluding the baseline survey, developing monitoring tools and preparing other project materials. By the end of the second year, 2310 cases had been concluded and an even higher figure of 3,370 cases were concluded in the third year alone. It is expected that these statistics will be exceeded by the end of the project in May 2015. Considering the inaccessibility of the target group, closed from contact with society, and the pervasive negative

attitudes towards domestic work which are widely accepted at all levels of society, it is a major success that the RABLID project has been able to reach this number of DWs, surpassing the fairly ambitious figure of 5000 targeted for a space of three years.

4. It should be noted that during the design of the project, it was anticipated that 500 cases would be litigated upon in courts of law. However, the nature of cases received by PLA such as non-payment of salaries and unfair termination are civil in nature and are usually small claims, which make litigation an unnecessarily long, tedious and expensive venture. By the time of the evaluation, there were only 4 cases that had been litigated, (3 in the Labour Tribunal and 1 in a Magistrate court) and of these, 2 had been concluded. Thus, the majority of cases were settled through Alternative Dispute Resolution (ADR) which is a faster mode of conflict resolution. It should be noted that it is a prerequisite under the judicial system that ADR be explored as a first option of dispute resolution before a case is filed for litigation. The project should however take up advocacy for improved justice services so that even those cases that fall under the justice system are resolved speedily.

Table 2: DWs met in sampled field project sites

Field Site	Live in	Live out	No. of DWs Met
Kawempe	16	9	25
Nakawa	6	6	12
Central	2	22	24
Makindye	4	9	13
Control Group	11	-	11
Total No. of DWs Met			**85**

5. Almost all of the DWs sampled during this evaluation were happy with the services received from PLA and noted the expedient way in which their matters were handled. Because of the nature of violations such as non payment of wages, cases handled by PLA take a short time to resolve, a plus to the service that PLA provides through the RABLID project. Further, it was observed that services availed to the DWs were not strictly legal in nature. When required, DWs received counseling and general life advice, thus expanding the type of services beyond legal aid to general life improvement and support.

Betty Naigaga (PLA client)

"I am 25 years old. I was a domestic worker doing housework, but now I work in the Riham factory in Kawempe. When I was still working as a domestic worker my master refused to pay my salary. I heard of PLA through my friend called Sarah Birungi. She told me that some people had come to the area and sensitised them on domestic workers rights. She said they also provide for legal assistance. I went to PLA and lodged my case with them and they called up my employer. She paid me all the money she owed. Ever since I got help from PLA, I am careful not to enter into employment without a contract. I do enjoy my day offs; I attend support groups because I work from morning to 3pm. I am generally happy with my work now that I know my rights."

6. Even unintended persons benefitted from the project. For instance, of the 347 clients handled in the first year, 4 were male and of the 2,310 cases received in Year Two, there were 249 male DWs), yet the project was initially intended for female DWs. (*See No. 2 above for emphasis*).

7. The strategy of door to door outreach together with other wider reaching approaches such as community training sessions have empowered DWs to report cases of abuse and this is evidenced by the growth in number of cases handled over the three year period. The selection of project sites could also explain the ability to reach the set project targets. The four areas – Kawempe, Nakawa, Kampala Central and Makindye are some of the most populous and yet low income parts of Kampala city, meaning that the DWs reached were mainly those from low income earners' homes and receiving little pay. Levels of knowledge of rights and responsibilities tested during the evaluation showed that DWs are conversant in this area and can identify which institutions to approach in cases of abuse. Most were able to list at least four rights of DWs such as the right to a written contract of employment, day off and payment of a living wage. They were able to recognize sexual and physical abuse and were better placed to excise resilience to abuse of their rights. Considering the high number of cases handled over the three-year project period, it is clear that the RABLID project has the potential to assist many DWs requiring legal assistance.

8. Indicator 1.2 aims at increasing DW resilience to abuse and securing change in their lives. Interviews undertaken during the evaluation indicate that the majority of DWs have a good grasp of their rights. However, the progress made by the increased levels

of knowledge and rights empowerment within DWs in sampled project sites cannot match that of employers. It is apparent that although some DWs have initiated discussion with their employers on aspects such as better pay and more rest, the changes are not as fast in coming. Some of the employers who were sampled still feel wary about DWs knowing 'too much' of their rights, stating that they will become unruly. Discussions with employers confirmed that they prefer hiring DWs who were recently arrived in Kampala with little experience or contacts as these were 'easier to control.'

Table 3: Common Abuses of Domestic Workers: Hearing it in their own words…..

1.	"Some employers give us under wear to wash. Even after having been taught about our rights……"
2.	"They give us left overs of their children's food to eat"
3.	"Children of our employers are so insolent and disrespectful to us, but no reprimanding is done by the parents"
4.	"Some of the employers make sexual advances to us, and when their wives get to know, they allege that it is us the workers who are being seductive to their partners"
5.	"As a food vendor, sometimes when the customer refuses to pay, the payment is set off from your salary"
6.	"Inconsistence in the work schedule. Sometimes one may finish doing all the planned work in agreed time; and just as you are ready to leave the employer asks you to do some other works. The extra hours are usually not paid for"
7.	Overwhelming us with work especially when our employers have guests in the home. It does not matter whether it is a weekend, or late at night. You have to clear up before you can rest"
8.	"Sometimes the employers do not allow us to use the house toilets, and ask you to improvise for the times you are at work"

9. Whereas an improvement in the levels of knowledge of rights was demonstrated by DWs, this does not obviously translate into safe and respectful environments in their places of work and some commented that they have to be patient and resilient with their employers. The Monitoring and Evaluation (M&E) team has been vigilant in recording impact in cases handled, enabling the RABLID project to reach a total of 5,680 DWs. In fact, PLA developed reporting formats for use by DWs, simple enough to be used even by those with basic literacy skills. However, realistically, the numbers of DWs who secure change in their situation will be significantly less than those who are better informed. This is because access to knowledge does not translate automatically to change in circumstances. Thus, it seems unlikely that all 5000 (with 1700 directly benefitting and 3300 as indirect benefits) as intended by the project will be able to do this. Nevertheless, stories shared by DWs during interviews captured accounts of successes and increased levels of intolerance of abuse meaning that through RABLID, there are certain violations that can no longer be tolerated. Still, this is an area where the evaluation team felt that more data confirming changes in the lives of DWs needs to be vigilantly collected and analysed on a case-by-case basis in order to trace progress in the personal circumstances of selected DWs.

Nakitto's story (not real name)

Nakitto worked with a family of eight persons in Kitintale with four adults and four children in one homestead. One of the adults, a 27-year-old man was a brother to her employer's wife. On several occasions, the said young man sexually harassed her by touching her breasts and squeezing her bottom. He also made unwelcome remarks. Nakitto withstood all this. One time the young man attempted to rape Nakitto She screamed and was freed by neighbours. When she reported the matter to her employer's wife, she was told to pack her bags and leave. Nakitto was not deterred by this negative response. She left the house and instead reported the matter to the police who summoned the young man and his family. Nakitto's employer offered to pay her wages and an additional sum so that she would drop the case, which she did. In Nakitto's view, she was able to tolerate the minor abuse but not rape. She stated that she dropped the charges against the said young man because her employer had been good to her.

10. Related to the above, PLA needs to continue advocacy for law reform aimed at adoption of a minimum wage, regulation of the domestic work sector and operationalizing the ILO Convention on Decent Work for DWs as a means to improving the general environment in which DWs work.

11. **RABLID adds Value to other Service Providers.** A number of actors including both service providers such as employment agencies and law enforcement officers received training through the RABLID project. 81 law enforcement officers of whom 39 (19 female and 20 male) were police officers, 2 labour officers and 40 local leaders including Local Council (LC) officials (21 female, 19 male) were trained. Additionally, 8 recruitment agencies including 45 staff (22 female and 23 male) and 37 informal recruitment agents were trained. The topics covered included gender and domestic work, rights of domestic workers, abuse faced by domestic workers, roles of domestic workers and those of law enforcement officers. Further, the trainings were result-oriented, requiring the development of action plans which included furnishing PLA with monthly reports detailing their activities in relation to domestic workers. A sample of trainees that were interviewed demonstrated a good understanding of rights issues concerning DWs. Also, one police station (Wandegeya) which houses a police officer trained by PLA has started recording cases handled in relation to domestic workers, a sign of change within justice service provision.

> *I received only 2 DW related cases in 2013 but about 15 cases in 2014 especially towards Christmas as more and more DWs demanded their pay form employers and a holiday to return home and visit their families* – ***Okit Albert, Community Liaison Officer, Kitintale Police Station***.

12. Training of stakeholders on the rights and responsibilities of DWs benefits the overall condition of DWs. Local leaders who received training are more sensitive to cases of DWs and have been useful resources in referring deserving cases to police and PLA. At the same time, these officials, being community persons are a form of mitigation for possible negative consequences on DWs whose employers may not want them engaging in training because they are able to confirm when trainings of DWs have ensued, allaying the fear of employers that their DWs might have been elsewhere other than attending trainings. Further, the presence of LC officials adds a tone of authority to the trainings.

13. Thus, the positive role of local leaders, especially local council officials is apparent to the successful implementation of the project. It should however be noted that to date, the legal regime under which these structures are operating is not clear, and there are views that they are acting outside the law. At a national level, PLA in collaboration with other actors should advocate for a clarification of the legal status of local councils, as well as an expansion of their duties to include, for example, maintenance of registers for DWs as well as records of homes with DWs in their localities, just as is required of them to keep records of and support neglected children.

14. With regard to this evaluation, local leaders and peer coordinators were particularly useful in mobilising DWs for interviews and it was clear that they are more sensitive

to matters of DWs as a result of the training. During the evaluation, two male DWs interviewed narrated that although they did not receive any training, they were able to get advice from their local council leaders. David Kalinaki (Kisugu area) stated that, " ***other than PLA, there is no other organization working to help DWs***."

15. **Official Sanctioning.** The trainings for stakeholders were often officiated upon by government heads, which was one way through which matters of DWs were leveraged beyond mere organizational targets, to matters for national and public concern. It was at such fora that policy makers committed themselves to advance the lives of DWs. For example, the Minister of Labour and Industrial Relations in his speech at the training of informal and formal Recruitment Agents and Bureaus resounded Government's commitment to establish a policy and legal framework where issues of Domestic workers would be addressed including ratifying the ILO Convention No. 189 on decent work for domestic workers, setting up a monitoring mechanism for domestic work, enactment of professional standards related to the same, as well as developing an effective registration system for DWs. He committed himself on behalf of the Government to ensure that better working conditions like adequate and timely pay are provided to domestic workers. As a result of the training for Law enforcement Officers, PLA was granted a one-hour talk show programme on WBS TV to sensitise employers on the rights of domestic workers, an aspect that massively captured the attention of the public, as evidenced by the level of response through calls and letters to PLA on issues of DWs.

Journalists who covered and documented the processes and content of the trainings, though not directly targeted for the trainings, also gained knowledge on rights of DWs.

Table 4: Reflections from the Press……..

"I felt as a journalist that the 'Jolly Tumuhirwe 'torture maid' case could and should have been handled differently by the media bringing in a more balanced angle from the DW perspective. Instead, the press focused on the tortured child's parents' version of events. (Ahmed Mukiibi, journalist, Bukedde Newpaper).
"RABLID is a good initiative. Through this project, we are now more sensitive to cases of DWs – the project has opened up DWs to the public, making their matters public rather than private. Now it is not only about the employers…..humane face to DWs… " Namale Rose, journalist, Radio One.
"DWs are more empowered, they now know where to report cases of abuse especially at police stations" Adia Nakuti, journalist, UBC

16. Similarly, training of employment agencies has been worthwhile in that the said agencies are able to provide quick advice on cases of abuse. Recruitment agencies have referred cases of abused domestic workers to PLA and 3 domestic workers have so far been referred for primary legal aid services. Further, the employment agencies have been able to share a simplified employment contract in vernacular with new DWs before allotting them their new employment venues.

There is no doubt that the training of stakeholders such as those focused on by the RABLID project influences positive attitude change which strengthens the creation of a supportive environment and redress system for DWs. Local leaders, police and other law enforcement agencies as well as employment agencies trained have not only been of benefit to DWs in their communities but have been useful as the eyes and ears of PLA on the RABLID project, especially in giving feedback on its impact and usefulness. Perhaps what is absent from the trainings are the consumers of DWs, the employers. These have so far not been majorly part of trainings, occasioning a missinglink to an overall informed and sensitized environment on rights of DWs in Uganda, a fact confirmed by one local leader, **Tamale Katumba (LC I Chairperson, KirombeNakawa Division):** ***'employers should be sensitized extensively about the rights and responsibilities of domestic workers***.'

It should be noted however that the commitments made by government officials during trainings are yet to be realized and should be followed up astutely.

17. **Documentation**. The RABLID programme has been critical in building literature on DWs, which was previously deficient. The baseline survey completed in 2012 together with an Employers Handbook and three training manuals, one for recruitment agencies/ agents, one for law enforcement officials, and the other for peer educators have contributed to knowledge on DWs. In addition, PLA developed 100 poster charts, (500 in English and 500 in Luganda) on the rights and responsibilities of domestic workers language, 500 copies of the Employers Handbook as well as a simplified model employment contract which were shared with employment bureaus. Further, 500 2014 calendars with 12 message lines on the rights and responsibilities of DW were produced and distributed to PLA's stakeholders including DWs, local council leaders and police stations. This literature is particularly valuable for giving visibility and record to issues of DWs across different parts of the country. In fact, during the evaluation, there was demand especially from local leaders for calendars for 2015 to be printed and distributed widely.

"We need more IEC materials for distribution amongst all community members." **Mr. Abby Mivule LC 1 Chairman Lule Zone Kawempe Division.**

As simple as some of these materials may seem, they are a year-long reminder about the plight of DWs and the need for all stakeholders to work together.

II. Objective Two: 450 women and girls domestic workers accessing support groups, linked to peers for mutual support.

18. **Objective 2** targeted 450 women and girl domestic workers accessing support groups and links to peers for mutual support. It was aimed at supporting DWs to form beneficial links to "peer educators" (PEs) and/or other domestic workers, join support groups, follow saving plans, access services from providers and gain confidence to challenge unfair treatment by their employers.

19. This objective envisaged that DWs would benefit from association with others. Associations are particularly important in the nature of work done by DWs which presents a number of challenges including sexual and gender-based abuse such as rape. Often times, these young girls are forced to work in this sector due to poverty and discrimination. Further, because of their low social status, lack of education and prevalence of cultural norms that silence and consequently institutionalize abuse against women, most DWs are unable to, or unwilling to report cases of abuse to the police. As such, domestic worker peer educators have the potential to play a critical role in promoting and protecting their fellow domestic workers from abuse if equipped with knowledge and skills on how their rights.

20. A total of 99 DW peer coordinators, from all four project sites - Nakawa, Kampala Central, Kawempe and Makindye were selected and trained on aspects such as report writing, monitoring fellow peer educators, collecting and compiling division performance reports and business counselling and management. These trainings were beneficial in that they allowed PEs and DWs to gain specialized skills in areas which are key in improving their livelihoods such as business management. They have further benefitted from a two-day refresher training to enrich them further with knowledge on human rights. At the time of evaluation, a total of 1,317 (1,271 female and 46 male) DWs had been reached through PEs who provided services including counseling, mediation and sensitization on their rights.

21. Regarding outcome 2, 534 female DWs have formed and joined mutual support/self-help groups. Of these, 251 accessed mutual support groups and 283 were linked to peers. These mutual groupings not only serve as a venue for sharing and acquiring

information by DWs on their rights and responsibilities but are also used as saving and support groups. They provide mutual support and encourage self-reliance through group savings and development of supplementary livelihood activities.

22. A total of 61 saving groups have been established as part of this initiative and whereas the savings are minimal, being part of a group provides self-confidence and belief to DWs that they can change their lives. A women's savings group "BasilikaBamanyi savings group" requires members to save UGX 100 (2.4 pence)per day, but out of this, one of the group members, Masane started a vegetable store with UGX 320,000 (£76). She attributes this to the business counselling and management skills she acquired from the training she got from PLA.

> *In one interview, a DW indicated that through her group, she was advised by members to report the failure to pay her wages for over six months to the Local Council Secretary of Women Affairs, which she did. She was thereafter paid, and she realized through this process that her employer used to remit her wages on a monthly basis to his wife but it was the latter who kept them, refusing to pay her on grounds that she would escape from work. To her pleasant surprise, she did not lose her job – Salama Nabbagala, DW, Kitintale*

Figure 1: DWs during an FGD

23. In another savings group from Nakawa division, members save UGX 10,000 (£2.40) per week and have managed to start up a poultry business with 400 chickens. These DWs have also undertaken training in candle making using their monthly saving to pay the trainer. The results from this outcome are exciting to experience because they portray true signs of empowerment where DWs are using the knowledge gained from trainings to change their lives for better.

24. Interviews with some of these DWs ascertain that there is confidence in numbers. There is a feeling of more protection arising from association with others who are similarly placed. Those who are participating in these groups portray confidence, evidenced by the stories shared of how some DWs responded to challenging work situations. Many recounted stories that demonstrated that there are increasing numbers of DWs being allowed outside the house to attend training and even day-offs.

25. Additionally, a few DWs have gone a step further by translating the knowledge gained into action through advocacy. PLA created forums where DWs led debates on topical

issues affecting them such as a press conference where a DW, Mbabazi highlighted the common challenges that they face at work. However, it should be noted that these advocacy efforts by DWs are still minimal. In the interim, PLA has had to fill this gap and has utilized various platforms to raise the issues of DWs including the Parliament, government ministries and local government. The need remains for DWs to gain the capacity to undertake this role majorly by themselves in the future.

26. The evaluation further notes that the quality of the relationships that have been established amongst DW groups is good but cautions that PLA should keep an eye and ensure that there is no manipulation of vulnerable members by older more exposed DWs especially with regard to managing of savings of group members. The evaluation also feels that these groups still need to be supported in terms of capacity building on how to undertake advocacy for themselves as DWs rather than relying solely on PLA and other civil society organisations for this.

27. Furthermore, the groups of DWs that have been reached can be leveraged and transformed to a next level by receiving other valuable and usable skills especially those which can be learned during relatively short periods of time including accounts management and book keeping, general life skills training such as opening and maintaining bank account, confidence building and advocacy skills. PLA should facilitate linkages between these groups and persons who can provide these skills. Additionally, DWs should benefit from inter group sharing where newly formed groups meet and learn from older existing ones. These groups should further be supported with legal services, if required such as drafting partnership agreements or other constitutive documents. Best performing groups should also be motivated through awards.

28. It should be noted however that some of the information in the M&E framework on Outcome 2 has not been adequately captured. Targets are set out under outcome 2.2 on DWs following saving plans (300), outcome 2.3 on number of DWs accessing services (100) and outcome 2.4 on groups of DWs having the confidence to challenge unfair practices (80). Data on the first two sub outcomes has been easily captured though with big variances. For instance, according to the Aug – Oct 2014 quarterly report, 67 persons were able to follow saving plans while 943 DWs were able to directly access services and 3918 were indirect beneficiaries. Against a target of 100, the latter has been far exceeded and yet outcome 2.2 indicates low outcome. On the other hand, outcome 2.4 differs. Out of a target of 80, only 2 is indicated as direct beneficiaries and 4 as indirect. (See table 1 above for details). These findings arouse questions. It is not clear why there is under performance on some aspects of this outcome and over performance on others. Also, in relation to outcome 2.4, it is not

clear whether these records are individual DWs or groups. Could this, for instance, be explained by the fact that having the confidence to challenge unfair practices or situations does not translate into automatic action. It is understood that a DW may have the confidence to act, but not need to apply it unless confronted with a situation of abuse or likewise. The way in which data under this indicator was captured is not clear as to what was being tested, whether it was merely numbers of DWs with confidence, or the ones who use the confidence against abuses. Ideally, this is information that should originate from peer support groups and be compiled and analysed by PLA. Thus, peer educators should be strengthened to undertake consistent and timely data collection to fill up these gaps.

Figure 2: DWs in their self help group

Table 5: Case Study: Falahiya Masane (Peer Coordinator Kawempe Division)

My name is Falahiya Masane aged 38. I am a'live out' domestic worker. I have three children 2 – 16 years. I worked as a live in domestic worker for five years and moved out after an offer made by my employer to start a small scale informal retail business selling snacks and groceries. She offered me a place to stay and I have put small stall in front of the house where a conduct my business. Before I used to do housework but lately my employer reduced my work to taking and collecting the children from school. I got to know PLA while I was still doing housework as a live in domestic worker, through our area LC person who identified me in a survey that was being conducted. I attended training as a peer educator on the rights and responsibilities of domestic workers and I trained other domestic workers in my vicinity on the same. Then I was appointed as peer coordinator to supervise the work of other peer educators. As peer coordinator I have been able to help domestic workers with legal challenges like non payment by referring them to the PLA lawyers who provide free legal assistance. There is also a toll free number which we call to follow up the cases reported. As part of our training, PLA advised us to mobilize into self help support groups, and I became a member of a group of eight other domestic workers. In this group called "BasirikaBamanyi" we would save 10000 Ushs per month and then gift each other in turns, one person would be gifted per month. It is from this money that I was able to start my retail business. Right now our group has a bank account with FINCA Uganda; and it has three signatories.

I have benefited so much from the PLA activities in terms of self confidence and planning for the future of my children through saving. I am still active as peer educator of PLA activities in my division Kawempe. I call upon all employers to allow their domestic workers to join the PLA activities so that they can benefit like I have done. I am now able to take care of my children and still do my employer's work.

III Objective Three: PLA's Institutional Capacity Strengthened.

29. **Objective 3** was aimed at strengthening PLA's institutional capacity specifically to enhance delivery of RABLID project outcomes, but also generally to augment its positioning within civil society in Uganda. All three indicators under this Objective target increased organizational capacity of PLA in acquisition of knowledge in several thematic areas, skills in management of self help groups and assessment of performance through conducting of an organizational audit together with APT.

30. **Thematic Knowledge and Skills acquisition**. PLA staff were trained on a number of thematic areas such as gender mainstreaming (21 staff) and business counselling and coaching (14 staff). They also acquired skills in undertaking door-to-door outreach, negotiation, advocacy, market led approaches to income generation for DWs, set up and management of self help groups (15 staff), monitoring and evaluation (M&E) as well as designing and implementation of communication strategies and training materials. A weekly mentoring and coaching programme for staff is in place to equip them with project management and target handling skills.

31. From a review of the training content, it is without doubt that the trainings were useful. They were largely practical involving, for instance, development by PLA staff of the media strategy and training manuals. The knowledge and skills gained from the trainings have been of benefit to individual staff members, PLA and the wider DW community. PLA staff revealed that some of them have been able to start their own small businesses such as mobile money services, pottery and Sim sim. Further, some PLA staff have benefitted from exchange visits. For instance, one officer attended an exchange information visit in Moshi-Tanzania with Kilimanjaro Women Information Exchange Consultancy Organisation (KWIECO) an organization undertaking similar work of protecting and promoting the rights of women in Kilimanjaro region in Tanzania. Such initiatives build staff capacity and boost motivation for work.

32. PLA as an organization has been able to utilize the knowledge and skills gained to advance the objectives of the RABLID project. Gender sensitive indicators developed after the gender mainstreaming training have bolstered more sensitive gender

analysis in planning and implementation of RABLID project activities, implying an increase in 'know-how' of how to deal with DWs as a vulnerable group with gendered challenges. An organizational gender focal champion supported by a gender focus team ensures that gender is mainstreamed within the organisation's programmes. To date, PLA generates gender-disaggregated data on beneficiaries of the RABLID project, and staff is more critical on how socio-economic factors affect the wellbeing of DWs in Uganda.

33. PLA staff has better outreach and negotiation skills which they have used to access the domestic workers in the confines of their employer's homes, as evidenced by the progressive increase in number of DWs reached. Furthermore, the knowledge gained has been shared with others. For instance, some of PLA's staff who received training on business counselling and coaching were able to train 99 female DWs, building knowledge of their rights and enabling them to start side businesses and hence increase their incomes.

34. APT's role is critical in this objective. Some of the trainings to PLA were given by APT. Likewise, the mid-term review of the project was led by APT and included members of PLA. The trainings were participatory, involving APT and at the same time building the capacity of PLA staff to 'do it themselves.' Thus, APT's role in PLA's capacity building needs to be emphasized.

35. The process of documenting changes amongst beneficiaries and impact of project activities has been strengthened through the monitoring and evaluation (M&E) section in PLA. The M&E matrix is being carefully used to document and monitor progress beyond merely numbers to actual improvements in the lives of DWs. However, even with the matrix in place, the process to fully capture relevant data needs to be strengthened, as has already been highlighted. (*See No. 28 above for details*).

IV. Response to Special / Vulnerability Issues

36. Vulnerable persons under the Strategic Investment Plan (SIP) III of the Justice Law and Order Sector (JLOS) include persons whose access to justice services is limited by age, material and knowledge poverty, physical impairment, powerlessness, gender based barriers and may extend to minority groups, Internally displaced persons, migrants, children, suspects and prisoners, refugees, persons living with HIV/AIDS and persons with disability among others. Whereas there have been attempts by the RABLID project to report disaggregated data based on vulnerability, this has mainly been restricted to gender. It has been found that hardly any people with disabilities are

employed as DWs in the target locations, possibly because most employers are not interested in employing such persons due to their perceived inability to cope with the physical requirements of domestic work.

37. The requirement to provide responses to the two learning questions which form part of the RABLID reporting format have enabled the project to give specific focus to vulnerability. These are:

i. *What are the social and economic factors that enable women and girls in domestic service to end the cycle of abuse by their employers?*

ii. What are the key factors necessary to support government legislation to bring about the eradication of abuse of rights of domestic workers?

A review of periodic responses to the two questions above indicates that while implementing the RABLID project, PLA was cognisant of the common abuses and vulnerabilities suffered by DWs. It was clear that data in the 2012/2013 baseline survey indicating DWs having low levels of awareness of their rights and poor enjoyment of gender specific issues such as such as maternity leave and freedom from sexual abuse, inter alia, guided project interventions. It is therefore not surprising that aspects such as resilience to and redress to sexual abuse were integrated as part of the community trainings.

Additionally, it is undisputable that the requirement to respond to the two questions above has inevitably resulted into PLA being more aware of factors outside of the project affecting the situation of DWs. Thus, the nature of interventions under the project such as legal services and advice, human rights training as well as capacity building address the general cycle of abuse against DWs while at the same time provide mutual support and confidence building. Similarly, the project has had to work externally through media campaigns and advocacy to support government legislation so as to improve the welfare of DWs generally in the country.

38. Another factor pointing towards the project's awareness to vulnerability isues is in regard to its efforts towards particular groups. There are records of children rescued from child labour. Further, PLA staff has interacted with members of LGBTI (Lesbians Gay Bisexual Transgender and Intersex) minority rights groups to discuss the possibility of collaboration in promoting minority rights. Although these aspects were not a direct target of the project, it is a plus that PLA has been able to respond to them as emerging human rights issues. In the future, PLA could deliberately target how factors such as conflict, human trafficking, imprisonment, age and ethnicity interact with and influence enjoyment of rights of DWs.

V. Grant Making and Project Management

39. **Grant making and project support processes: Comic Relief and APT.** The RABLID project and PLA in particular has benefitted from the tripartite operational set-up of the grant making process involving APT and Comic Relief, and there are several examples to this effect. A review of the grant making policies and processes undertaken at the commencement of the project ensured that clear targets were set from the very beginning. Having clear goals is one way of ensuring that they will be met and Comic Relief played a key role in ensuring this. Also, the funding approach of directing support through APT to PLA ensured that the latter benefited from APT's experience on a number of levels; through strengthening in areas where they had little experience (self help group formation and sustainable livelihood support for very disadvantaged), through attendance on appropriate training courses/ capacity building workshops, exchange visits to other APT partners in East Africa with relevant experience, on-the-job training and mentoring by APT staff during technical support visits. APT has experience working with local projects, some of them Ugandan based. Thus, PLA benefitted from APT's already existing knowledge on various thematic areas as well as project management in the Ugandan environment, including the mid term review that was led by APT. PLA further benefitted from APT's knowledge and extensive work experience of donor relations with Comic Relief.

Additionally, the reporting mechanism from PLA through APT ensured that reports submitted to Comic Relief were of high quality. Also extremely valuable was the feedback (colour coded to gauge levels of progress) from Comic Relief, including questions to PLA/APT on submitted periodic reports requiring clarifications. For instance, one report raised the aspect of backlash on DWs who engage in the project and how PLA was mitigating that. This feedback was very useful for improvement in the project's work. Further, each report required PLA to provide a summary of relevant learning and experience on two aspects; the social and economic factors that enable women and girls in domestic service to end the cycle of abuse by their employers; and the key factors necessary to support government legislation to bring about the eradication of abuse of rights of domestic workers. The requirement for each periodic report to answer these issues ensured that PLA's approach was not only focused on day to day project implementation but that it took into consideration the overall external environment through which the project operated. Constant reference to these aforementioned two aspects also guaranteed PLA a window of opportunity to constantly learn and evaluate its strategies in light of prevailing factors affecting the project.

40. **RABLID Project management and Delivery: PLA's Role.** PLA provided the direct day-to-day management of the RABLID project. It implemented project activities following plans agreed with APT, monitored progress and reported on progress, the last two in collaboration with APT. From a mere review of progress reports, the evaluation team feels that the RABLID project was managed rigorously and proactively. The PLA team followed workplans, monitored progress and adjusted strategies in line with feedback from reports from both APT and Comic Relief. For instance, on realisation that the set target of 500 cases for litigation would not be met, PLA covered this gap by taking more cases on ADR. Even during the evaluation process, the PLA team was able to furnish updated data on set targets beyond the previous periodic reports submitted in December 2014. As such, data as recent as January 2015 was available for use in the evaluation. PLA was also able to manage project scope despite constant calls to extend services to other areas across the country. It is believed that the RABLID will be completed within the original effort and duration. This evaluation did not, however, extend to review of cost.

PART THREE: GOOD PRACTICES, LESSONS LEARNT AND RECOMMENDATIONS FOR FUTURE PROGRAMME IMPLEMENTATION

Introduction

This Part of the report considers good practices emerging during the implementation of the RABLID from 2012-2015, lessons learnt at the operational level and then proposes recommendations for the future.

I. Good Practices

The following good practices were found to be the most effective strategic approaches utillised by the RABLID project in view of tangibility of results.

1. **Use of 'In-House' resources**. PLA was established as a legal aid service provider for marginalized workers. It has used its already existing in-house expertise in delivering services under the RABLID project. PLA legal officers and community volunteers have the know-how in handling client matters expeditiously and comprehensively. Another example of use of In-house resources are the trainings undertaken under the RABLID project. Most of the trainings under Objective 3 on institutional capacity building for PLA staff were undertaken by APT. Thereafter, PLA staff carried on similar trainings for larger community groups, a mechanism that strengthened PLA's capacity in training, while at the same time saving on costs that would otherwise have been incurred by hiring external trainers.

2. **Alternative Dispute Resolution (ADR)** has been utilized as a first approach to conflict resolution. Resort to litigation is made only for those cases that fail to be resolved amicably. ADR has obvious benefits. Firstly, only those cases that deserve to be litigated get into the courts, as evidenced by the minimal number of cases registered in court. This strategy saves time and resources for DWs, PLA and courts. At the same time, ADR is a quicker, less antagonist approach to resolving disputes, especially those involving community members. It should be noted however, that it is a prerequisite under court processes for counsel to give evidence of ADR proceedings before a case is filed in court.

3. Another strategy that has been employed is the '**dual approach'**, which targets two sides of an angle. The first form of dualism concerns both DWs and their employers. Whereas the project targets DWs as direct beneficiaries through legal aid, training and rights awareness, focus also stretches to employers and potential employers as the

key persons involved in respecting the rights of DWs. This is relevant because it addresses both ends of ensuring that DWs rights are respected, one, by equipping DWs with knowledge of their rights and responsibilities, and also by furnishing employers as duty bearers with knowledge of rights of DWs as well as their responsibilities. Additionally, the project has provided information on rights as well as responsibilities of DWs, avoiding a one sided focus to the issue of DWs. This dual approach creates demand for better treatment from DWs as rights holders, and boosts supply of respect for DW rights by their employers as duty bearers. This approach also recognizes that an improved relationship between the employer and the DW can have benefits. In addition, employers who do not meet their obligations can be held to account legally. Targeting the two most important parties involved in the DW situation is a certain approach to creating a better environment that respects rights and promotes better livelihoods for DWs in Uganda.

4. Another form of dual approach is the door-to-door outreach to DWs on the one hand, and the community training sessions on the other. The former concentrates on one beneficiary at a time, while the latter concentrates on groups. Both approaches are valuable. The door-to-door approach reaches fewer numbers of DWs, and depends on the cooperation of employers but allows for a more detailed and thorough handling of individual cases. Community trainings on the other hand provide quick advice and rights information to larger numbers of DWs. In order for the door-to-door approach to be effective, it requires more PLA officers on the ground, but this is mitigated when fewer staff are required in the larger community trainings. The two approaches compliment each other.

5. **Selection of Trainees.** The category of parties selected and trained on rights of DWs is a significant approach. Trainings held under the RABLID project included law enforcement officials, Local Council (LC) officers, local leaders and employment agencies. Journalists also attended the trainings whilst documenting and providing media coverage. All these parties play a crucial rule in ensuring that rights of vulnerable groups are respected and promoted. Law enforcement agencies provide remedies for abuse. It is noted that priority of training was given to police officers in the Child and Family Protection Unit (CFPU) as well as those in the Community Liaison Office (CLO). Within the police force, it is these two offices with the biggest contact with members of local communities. It is important to note that local leaders and sometimes the police are often the only people DWs can turn to in their community. In particular, LCs and local leaders play a monitoring and referral function. The evaluation found it particularly useful that in the selection of local leaders, PLA chose persons who are well regarded in society, and better still, part of the formal structure. Jackline Birungi, Secretary for Women and Youth on the LC committee in Nsambya

Barracks received several trainings from PLA on aspects such as child labour. She has been particularly resourceful to the RABLID project. She keeps a meticulous record of cases handled, which has been used as an evaluation tool by PLA. Also, she has rescued over 10 children from labour.

6. Employment agencies on the other hand are a significant player in the market and have the potential to reach large numbers of DWs. When well informed, they are key in advising DWs on their rights. Also, journalists play a crucial role in informing the public on rights and responsibilities of DWs and highlighting cases of abuse. This multipronged target group ensures that a reasonable part of the populace are knowledgeable and responsible for the observance of DWs rights in Uganda.

7. Use of **community based peer educators** (PEs) to train and support DWs is a very important approach. No one is better placed to support another than one in a similar situation. Additionally, PEs have the best chance of reaching the most vulnerable DWs behind closed doors as they are most likely to come into contact through common errands such as market shopping and taking out refuse. Through PEs, a critical mass of 1,317 DWs was reached through the project. Using PEs builds empathy amongst DWs to support each other and provides a sustainable mechanism for continued mentoring and support. An added bonus to using PEs is that it is cost effective because it maximizes the use of other persons (PEs) other than purely PLA staff to advance project goals. Additionally, this strategy works towards future sustainability beyond the existence of the RABLID project because it builds capacity within the community through PEs who are able to carry on the work of raising awareness on rights and improving livelihood of DWs in Uganda.

8. **Adjustability**. The RABLID project was able to adjust its approaches in order to achieve maximum benefit from planned interventions. For instance, three rather than one training manual was developed, each adjusted to suit a particular target group, whether DWs, law enforcement leaders or even recruitment agencies. Adjusting the information in each manual allowed the beneficiaries to benefit maximally. Similarly, trainings for DWs were moved from weekdays to weekends when this particular group could take day-offs and were often carried out in Luganda, the vernacular commonly spoken in Kampala. Similarly, the use of SMS by PLA to contact DWs with information about their cases and the establishment of a toll free line is not only cost effective, adding a personal touch to each case handled by PLA but also enables PLA to access DWs through

> *"On how I would challenge unfair treatment by my employers, now that I know about PLA, that is not a problem. I just call the toll free number and seek help on an issue, and then I engage with my employer. The PLA lawyers give me advice which I use."* ***Naigaga Betty, PLA client.***

innovative ways beyond the two main channels of door-to-door and community sensitization. These modifications portray flexibility and adjustability on the part of PLA so as to maximize on project outcomes. They further illustrate that PLA is a learning organization and has made use of lessons got through implementation of the RABLID project.

9. The **Media Strategy** especially the radio campaign has been vital in generating more information on the situation of rights and responsibilities of DWs especially because this platform has a wide catchment area beyond merely the four project sites, to other urban as well as rural parts of the country. For instance, in 2014, 23 DWs and 3 employers from the surrounding districts of Masaka, Gomba, Wakiso, Mukono and Luwero though not part of the project sites, reported cases and sought advice on matters of DWs. The selection of media houses was particularly crucial, because it targeted the most popular ones such as NTV, Bukedde and CBS. The media was heavily involved in RABLID project activities such as trainings which were often aired on television and radio networks. The training for recruitment bureaus for instance, was aired on WBS Television and NTV with a viewership of approximately 3m people, most of whom are employers of domestic workers. NTV further covered a feature story on the rights of domestic workers in which PLA was given opportunity to create awareness about domestic workers as workers. The media strategy through the TV advertisements has been an important tool in reaching out to, and sensitizing employers widely since many of them are hesitant to engage directly in project activities. Thus, the wide reception and interest in issues of DWs can majorly be attributed to the media strategy which was by far the most outreaching of those employed by the project.

10. That said, the evaluators were often faced with 'requests' for compensation for time by media practitioners who were interviewed during the evaluation process. It was felt that most of the time, these journalists expected to be paid even for the smallest time dedicated to the evaluation, despite the fact that they have benefitted from the RABLID project through trainings. This points to the fact that despite its worth, the media is an expensive strategy. Additionally, reliance on SMS as a mode of communication assumes that the majority of DWs own or have access to a mobile phone which is not always the case. The SMS methodology can only be targeted to reach a category of DWs who have been in employment for a while and have saved enough to buy a mobile phone, omitting the 'newly arrived' or poorer DWs who should be the project's biggest target. Thus, whereas the media strategy may have worked just as well in achieving project goals, this may have come at a slightly higher

cost and in our view, may not have worked as well as initially expected. Therefore, cheaper modes of engagement may need to be sought to supplement this strategy.

11. **Linkages to other Rights**. As part of the implementation of the media strategy, PLA has used eye-catching themes with messages on domestic work at different forums and promotions such as World Day against Child Labour, Day of the African Child and International Women's Day. For instance, PLA's participation in National women's week focusing on the topic "*Balancing work and family: Opportunities and challenges for women at the work place"* attracted the attention of media houses like NTV who invited the executive director to discuss the issue on prime time television. This approach has focused attention of the media and other stakeholders to issues of DWs, as well as aligned them to other more publicized human rights matters such as child labour and women's rights.

12. **Public Engagement**. Through the media, a public discussion was initiated on the need for recognition of domestic workers as employees and their rights as workers. In 2014 alone, 687 spot- television (42) and radio (645) informatics with line messages on the rights of DWs ran on several media forums. This debate is on going in the media and is informing the public and other stakeholders about domestic workers rights and the need to respect and treat them as workers. Related to this, The Sunday Vision newspaper has been running stories of DWs. One story, " ***How Nyangoma became a Mucunguzi*** " published on 11th January 2015 features the experiences of Sarah Nyangoma, a DW who has stayed with her employers for 13 years. Sarah narrates that she is allowed her right of worship and breaks from work. She earns 150,000 shillings (34 pounds) per month. In similar vein, an article in the New Vision newspaper of April 10th 2013 reports the Inspector General of Police (IGP) urging police officers to sensitize community leaders on their roles in protecting the rights of DWs by diligently following and forwarding cases involving violation of their rights to actors such as PLA. Highlighting success stories of DWs in their work places, and the non disputed interest by State agencies in supporting rights of DWs could well be one way through which the media sways the public to respect DW rights.

13. **Partnerships and Linkages**. PLA has worked with other institutions in raising awareness, undertaking advocacy and handling matters of DWs. These linkages include human rights institutions such as Human Rights Network (Uganda), legal aid service providers such as Uganda Law Society and women's organisations such as National Association of Women's Organisations in Uganda (NAWOU), Uganda Women's Network (UWONET), Action for Development (ACFODE), Women & Young People's Leadership Academy (iCON), Akina Mama Wa Africa (AMWA) and Centre for Domestic Violence Prevention (CEDOVIP). By working with others, PLA has ensured

that issues of DWs are included in the agendas of other rights institutions. As a result of such linkages, PLA has been able to carry out joint advocacy and handling of DW cases. For example, by partnering with Wakisa Ministries Uganda, an organisation working to promote dignity, self-esteem and physical well being of young pregnant girls in Uganda, PLA was able to place a 15-year-old female DW who was pregnant and needed special care. Related to this is creation of a ground force of officers to follow up on abuses of DW rights. PLA has established a database of trained law enforcement officers as a point of reference for long-term relations involving following up on project activities.

From the above, it can be concluded that whereas the RABLID project is responsible for direct outcomes in the lives of individual DWs in project sites, it also reaped from the efforts of other actors working for better respect and promotion of rights of different groups of persons in Uganda. Further, the external context in Uganda including a relatively progressive human rights legal regime and the growing culture of new technology especially mobile phones (sms) aided the progress of the project.

14. **Geographical Reach**. The geographical coverage of the RABLID project targeted four parts of Kampala. These areas are fairly densely populated and part of Kampala city, the biggest catchment area for DWs in the country. The selection of these project sites has allowed a broad section of DWs to benefit from rights awareness and legal services.

15. Over all, the approaches highlighted in this section have contributed to efficiency and effectiveness of the RABLID project and have worked well. Perhaps the most efficient is the dual approach which reaches a wider target group, making PLA's work more effective. Furthermore, concentrating RABLID activities in geographical areas with a ready supply of DWs allows large numbers of beneficiaries to be reached at the lowest cost possible. Another aspect to be highlighted is that of working with other actors and institutions such as human rights organisations, legal aid service providers and PEs which in a way eased the strain on PLA's human resources, allowing them to respond only to those cases that need specific attention.

II. Operational Challenges and Lessons Learnt

16. **Access to DWs.** One of the biggest challenges of the RABLID project was the limited access to DWs, this factor being set against the high number of beneficiaries targeted by the project. Employers generally prefer non exposure of their DWs to external actors and often, DW are kept behind closed doors with no contact to

outsiders. In the initial stages, PLA staff were refused access to DWs and sometimes confronted with non-disclosure of status of domestic workers in homes, particularly in the case of live-in DWs. This was further complicated by the fact that LC officials never know the nature and actual terms and conditions of work of DWs within their areas, thus being unable to confirm their existence, numbers and work circumstances. Nonetheless, with increased efforts explaining the rights and responsibilities of DWs, some minimal employers have slowly mellowed to allowing their DWs to access RABLID project services.

17. **Long entrenched Systematic Abuses**. Generally, there is a negative attitude towards DWs, being regarded not as workers but as servants, a position confirmed in the 2012 baseline on DWs. Domestic work is strongly gender focussed and tied into traditional gender specific responsibilities, with abuse of DWs being accepted as 'normal'. Many violations suffered by DWs such as physical abuse, starvation and late pay are not seen as 'serious' by duty holders and society in general. Domestic work is not viewed as work in a real sense, and its contribution to the national economy and Gross Domestic Product is not appreciated. An example of the lack of appreciation of domestic work is evident by the 'Super Maid' stories run regularly in the Newspapers. Whereas these stories are reported in a positive light, highlighting families with success stories living with their DWs, they, at the same time have negative undertones. In many of these stories, family members are quoted '*boasting*' about the ways in which they treat their DWs. In one story, "***Namubiru is just like family***", published on 22 February 2015, an employer comments that her DW is allowed to eat with her family. Ideally, this should be a right for anyone who lives in a household to eat in community with others. Rather, it is reported as a privilege. In view of such situations, the RABLID project which targeted rights awareness and access to legal services in defined geographical boundaries and within a three year period could only achieve so much for DWs, many of whom suffer low self-esteem, insecurity and have limited skills. Accordingly, moving DWs from awareness and understanding of their rights to challenging others and changing their situation will take time and interventions at different levels.

18. **Dilemma of Livelihood Support**. The RABLID project aimed to improve the situation of DWs, not just in securing legal redress for human rights violations, but considering the whole process of change, from awareness of rights to a position where DWs can demand, negotiate and secure improved livelihoods. The RABLID project has sufficiently been able to meet its objectives in this regard, especially through numbers of DWs reached and creation and support of self help groups. However, there is demand to go beyond this, to provide actual skills training and support towards better

livelihoods. The dilemma in this is the fact that DWs wish to transcend beyond their ordinary nature of work, to starting their own petty businesses. The initial (pre-project) study found that many DWs aspired to securing alternative employment or self-employment at some point in the future. Thus, many DWs view their jobs as transitional, being something that they would only like to do for a limited time. The evidence from this project is that many live-in DWs not only aspire to have supplementary livelihoods or becoming live-out DWs. Through their own efforts and savings (to some extent catalysed by the project), DWs have been able to secure such changes for themselves. The challenge for the next phase of the project will be how best to support such DW to achieve their aspirations but also to ensure that the rights of the new DWs (replaced by their employers) are protected.

19. **Constraints within JLOS**. Successful and timely completion of cases is hampered by factors within the Justice, Law and Order Sector (JLOS) where frequent transfers of judicial officers, recurrent adjournments and heavy case backlog result into low case completion rates. Predictably, only 2 out of the 4 cases instituted in judicial tribunals have been resolved. It is not surprisingly that PLA has preferred the use of ADR, steering clear of the high target of 500 cases initially targeted for court.

20. **Monitoring Impact**. PLA has engaged different modes of monitoring project performance. One is through field monitoring visits by the PLA management team where domestic workers feedback on how they are affected by the project. This approach allows the head office to make episodic checks on the quality of services received by DWs in the field. Further, personal narrative stories are recorded before and after accessing legal aid services and PLA uses a client satisfaction form to gauge level of satisfaction of services. PEs within the field sites keep records of cases handled, both advisory and referral. Therefore, PLA relies on its own data as well as that generated through PEs. Additionally, PLA has undertaken annual reviews and APT's programme manager conducts feed-back meetings and interviews with domestic workers during monitoring visits. The RABLID project has also undergone an internal mid-term review of the project. All these strategies allow frequent feedback about project performance.

21. **Monitoring and Evaluation**. The evaluation team however feels that there is a lot of data lying with the PEs that is not properly reflected in overall project statistics. In some project sites, PEs did not have up to date data of cases handled. Thus, it appears that PEs are making contact with many DWs which information is not fully captured by the project team. It is also hard, for instance, to gauge the change in circumstances of a DW accessing counseling and rights awareness services from a PE, or even those that challenge unfair practices and the consequences of these actions. The frequency

of such challenges of authority for instance, as well as the resultant consequences should be captured by PEs. Consequently, determining quantitative and qualitative impact of PE services requires more consistent recording and follow up for more accurate information.

III. Conclusions and Strategic Recommendations

22. **RABLID makes a difference!** The message coming through from all stakeholders and beneficiaries interviewed is that the RABLID project is valuable and makes positive impact in enabling DWs access better conditions of work and justice in cases of abuse. This is evidenced by the numbers of DWs that have benefitted both directly and indirectly through the project, as well as the other stakeholders who have received training.

Nonetheless, there are still challenges in observance of rights of DWs by employers, as well as appreciation of domestic work as real work. Generally, domestic work is not perceived as real work worthy of contributing to the national economy. Cases of abuse continue to occur, and there are still challenges in accessing DWs in their places of work.

In the interim, the following recommendations are proposed:

23. **Continue 'as is'**. PLA must continue to provide rights awareness, legal services and group support within the four selected project sites, and beyond, guided by the set targets.

24. Undertake **advocacy** for law reform aimed at adoption of a minimum wage, regulation of the domestic work sector and operationalizing the ILO Convention on Decent Work for DWs should continue.

25. **Maximise outreach through partnerships.** There are many actors doing work similar to that of PLA, in rights awareness, knowledge and skills building whether as government or civil society. Often, these interventions utilize the services of local leaders to mobilise and sensitise community members. This could be through programmes such as security maintenance, sanitation sensitization, immunization, HIV/AIDS management, mosquito net distribution etc. PLA should utilize these linkages to enhance RABLID project objectives.

Further, the project should continue to work with the media to document and publicize human rights abuse, as well as inform the public on the rights and responsibilities of DWs. The media is a particularly strategic partner for creating public

outrage on abuses of DWs by highlighting circumstances that amount to violations of DW's human rights standards and violators that are principally or significantly responsible.

26. **Monitoring and Evaluation.** The project team should be more astute in recording impact including DWs seeking and accessing support from services such as the police, local councils, local leaders, recruitment agencies, informal recruiters and PEs. The evaluation established that many of these actors were responding to problems presented by DWs to a greater or lesser extent. Further, that PEs working individually or through self-help groups were sharing information, following saving plans, accessing service providers and actively recruiting other DWs. For instance, data of DWs challenging unfair practices, the frequency of such challenges of authority and the resultant consequences of these actions should be captured by PEs. All of these efforts need to be documented as well as the resultant changes in the lives of DWs. PEs are a particularly strategic partner in the RABLID project and the project should continue to build and strengthen them through working with Peer Co-ordinators who will have a role in monitoring project impact through consistent and timely data collection. If all this is done, the quantitative impact of the project may well exceed project targets, even beyond the selected project areas.

In the future, the following steps should be taken to enhance project output and efficiency:

27. **Replicate and Improve.** PLA should continue with the current project set-up where community volunteers access DWs within the project sites through the door-to-door approach, while PLA staff undertake legal services and training to larger groups.

28. A **needs assessment** should guide selection of new project sites. However, RABLID should concretise and build onto the gains that have been made in the first phase. Thus, in the immediate future, new field sites should be limited to urban areas in Kampala where most DWs are, rather than venturing out to other parts of the country, and certainly not in rural areas. Criteria for selection of partners could include for instance; presence in chosen geographical area, work experience in related fields such as human rights, women and children's rights, availability of in-house lawyers as well as strong advocacy programmes. PLA should also link up with other DW training programmes such as the Mama Tendo training programme.

29. In order not to overly stretch PLA's resources, it is recommended that partnerships be established with institutions working on rights related to domestic work such as gender issues, torture and child labour. In this case, PLA can refer cases requiring legal and advocacy services beyond what it can provide to partner organisations working in these thematic areas.

Further, in order to enhance efficiency and effectiveness, some modifications should be made within project activities.

30. **Mobile Legal Clinics**. Access to legal services should be increased beyond those provided at PLA offices, and through the door-to-door approaches. Mobile legal clinics are useful in providing quick legal advice to large numbers of community members. PLA should organize a few days periodically to offer one-on-one or general advice to large groups of DWs and employers in selected project sites. Other actors such as police (Child and Family Protection Unit and Community Liaison Unit) should be included as resource persons. Police involvement can be particularly useful especially in reaching employers as it adds some authority to awareness raising sessions.

31. **Trainings** should move beyond DWs and other stakeholders as one side of the relationship, to include employers as the other part. Moving DWs from awareness and understanding of their rights to challenging their employers and changing their situation should involve targeted actions to employers. Training employers is a necessary strategy to reach bigger numbers and with more depth of rights issues, than is possible in short media broadcasts. Training employers should include knowledge of DW rights and further portray the benefits of keeping well-motivated employees (DWs). Through training, employers should be encouraged to improve the living conditions and skills of their DWs and build their capacity by including aspects such as catering and childcare which could in turn be used by the latter to negotiate for better pay. Training employers should be linked to some form of benefit, or be combined with ongoing public events. In this regard, PLA could benefit from linkages with associations that organize events such as cancer awareness week and blood donation drives. Also, journalists should be a deliberate target group for future trainings. Similarly, PEs should have an increased role in training of DWs and more emphasis should be placed on special issues such as sexual and reproductive health.

32. **Awards** should be introduced as encouragement for better behavior or more creative initiatives in improving rights and livelihoods of DWs. For instance, Good Employer Awards, promoting attributes of good employers could be introduced, as well as Best Self Help Group Award for groups with the highest savings, good organizational structure and record keeping, highest retention rates of DWs and most skills learnt.

33. **Support to Groups**. Domestic worker self-help groups should continue to be supported through valuable and usable skills to domestic workers especially those which can be learned during relatively short periods of time including group formation and sustenance, accounts management and book keeping, general life skills training such as opening and maintaining bank account, confidence building, etc. Also, where

possible, PLA should facilitate linkages between these groups and persons who can provide simple vocational skills such as bracelet making and hairdressing. Strategic links could be negotiated with groups such as Rotary clubs, local NGOs and volunteer retired teachers in localities in which these groups are based. Additionally, DWs should be equipped with advocacy skills in order to enable them to reach out to relevant agencies such as the Parliament, government ministries and local governments to demand for policy and legislative reform.

34. **National Advocacy.** Advocacy should be undertaken with a view to improving the general environment of rights and livelihoods for DWs in Uganda. This should be on various fronts including:

a. Advocacy for establishment of community structures that are operational. To date, there is a dilemma as to whether Local Councils are legal and yet these are the first point of contact with the law for DWs whose rights have been abused. LCs do a lot in mobilizing, advising and referring DWs. The status of LCs under the law should be clarified and their roles enhanced to include, for example, maintenance of registers for DWs as well as homes with DWs in their areas.

b. Advocacy within the Justice Law and Order Sector (JLOS) for continued improvement in service provision and access to justice for vulnerable groups such as DWs. These efforts should target, for example, more judicial appointments, creation and supervision of lower courts in more magisterial areas and reduction in number of adjournments per case.

35. **Strategic Litigation**. Hand in hand with advocacy, PLA should undertake strategic litigation on high profile or group cases where DW rights have been violated and having a close correlation to the State's failure to regulate the domestic work sector. This not only generates media and public interest in issues of DWs but is a push factor for the State to undertake steps for better protection of rights and livelihoods of DWs in Uganda. Strategic litigation, if carefully handled, is an effective avenue through which lawyers can enforce rights of vulnerable groups and it is proposed that it be considered in the case of DWs. This is an area where the project's efforts would best be served by PLA working jointly with similarly placed partners.

36. **Documentation / Research Study.** This evaluation notes that PLA and the RABLID project have contributed to literature on the plight of DWs in Uganda, which was previously insufficient. By not knowing the common violations of rights against DWs, the general public failed to appreciate their plight. As such, there was general indifference to the sufferings and abuses against DWs and many members of society turned a blind eye, perceiving issues of DWs as internal and private matters for

individual employers. In order to generate information to boost its advocacy efforts, PLA should continue to undertake studies on DWs tracing progress of enjoyment of rights. Additionally, a study quantifying the economic value of DWs on the national economy and Gross Domestic Product should be undertaken so as to illustrate the value of DWs not only in private homes, but also as worthwhile workers to the economy. Also, a documentary highlighting issues affecting DWs in Uganda should be developed and widely shared with key stakeholders and employers. PLA should share widely the information gathered through the RABLID project, through mechanisms such as a blog, facebook page and a coalition/working group of organisations working on labour and human rights issues generally. Such a forum should meet periodically to share information and coordinate efforts on labour related claims.

37. **More Capacity Building.** PLA should continue to seek opportunities for capacity building geared towards enhancement of skills to better implement the RABLID and other projects, and to compliment project interventions with strategies such as strategic litigation, group management and advocacy. In this regard, its continued partnership with APT is critical and recommended.

In conclusion, the RABLID project has been able to meet its targets on all the three outcomes but there remains a big calling to which a future project can be focused in light of the modifications highlighted above.

Annex A: Summary of Key Learnings: Summary of Lessons Learnt

Lessons	To be shared with	Mode
The project worked on **the assumption that it would be possible to access DWs** but this was not always guaranteed. As much as the project was aimed at improving enjoyment of rights and livelihoods of DWs, it was not certain that DWs as key beneficiaries could be accessed because employers generally prefer workers who are not exposed and knowledgeable about rights. It is important for project staff to work through community structures trusted by both DWs and employers such as Local Councils as well as utilize existing systems such as police and local leaders to train DWs.	• Ministry of Gender Labour and Social Development (Department of Labour) • Police • Local Councils • Local leaders	• Research and policy papers • IEC materials on rights of DWs and role of duty bearers • Periodic information and coordination meetings • Media
The human rights violations that DWs suffer are part of long entrenched systematic abuses emanating from a patriarchal culture that perceives domestic work as strongly gender focussed and tied into traditional gender specific responsibilities. Consequently, domestic work by girls and women is viewed as a duty rather than work to be paid for, and often gives rise to abuse which is accepted as 'normal'. Interventions to remedy this situation must take diverse forms and target different levels of societal structures including state and community, schools, media and the like. It also makes sense to work with other partners working on related issues of human rights such as women and children's rights and freedom from torture and inhumane treatment.	• Ministry of gender Labour and Social Development • Member of parliament, Workers • Media – targeting schools, local communities • Civil society partners working on related issues of human rights such as women and children's rights and freedom from torture and inhumane treatment.	• Policy statements for joint advocacy for law reform • Media • Blogs, facebook page • Coalition/working group that meets periodically to share information and coordinate efforts on human rights and labour related claims.
The project was confronted with a **dilemma to provide some sort of livelihood outside of domestic work.** This is because many DWs, especially 'live-ins' aspire to have supplementary means of income. The project must continue to ensure that the rights of the new DWs (replaced by their employers) are protected, but further work with other	• State and civil society organizations working on human rights including the Uganda Human Rights Commission and the Equal Opportunities Commission • Employment bureaus • Rotary Clubs	• Joint research and studies on aspects such as economic value of domestic work on the national economy • IEC materials on rights of DWs and roles of duty bearers
The project operated within the overall framework of the Justice, Law and Order Sector. Cases directed through the project to courts inevitably face challenges such as frequent transfers of judicial officers, recurrent adjournments and heavy case backlog. This results into low case completion rates. PLA must liaise with others to advocate for enhanced performance of the JLOS.	• Uganda Law Society • Legal Aid Service Providers Network • Justice Centres Uganda • Association of Uganda Women Lawyers (FIDA-U)	• Coordinated case referral mechanisms • Joint advocacy for law reform through research and policy briefs • Media campaigns

Annex B: Case Studies

Zuena Chandiru (32 yrs), Domestic worker in Nakawa Division)

My name is Zuena Chandiru. I am a domestic worker, I do housework. I met the PLA team through the labour officer of Makindye Division after I had been cheat of my money by my employer at the time. I am now a live out domestic worker, and also informally recruit other domestic workers for interested employers.

Before I met PLA, I used to orally negotiate with employers the terms and conditions of the work, and many a time they would not fulfill their part of the contract. But now I don't trust people, ever since were taught by PLA officials about making contracts, I never accept to start doing any work with a written contract.

In fact my interaction with PLA has been very helpful because I am able to help other people under my supervision and I get then secured jobs. I am also a member of a self help group comprising of some other domestic workers. We contribute money every month and one person is gifted in alternative monthly. I am now planning to buy myself a piece of land to build myself a house.

Nuru Katongole (52 yrs) Peer Educator in Makindye Division

My name is Nuulu Katongole. I do domestic work in nature of housekeeping and providing guardianship to my employer's children. My employer lives abroad. I have not had many challenges in my work since the children I provide guardianship to respect. However involvement in the PLA activities provided an opportunity for me to freely associate with fellow domestic workers. I now know many of my rights as a domestic worker which I otherwise believed were a myth. I did not know that I am also entitled to a written contract. Frankly we were not aware that domestic workers re entitled to any kind of rights. I feel more relevant to my community now because as a peer educator I am able to help other domestic workers that face challenges in their work place; for example there is one time when I picked up a domestic worker that had been dismissed by her employer at night without any pay. I informed PLA and the police and allowed her to reside at my master's place for three days. I with other group members have at least tried to involve the domestic workers in this our zone in self help groups in which they save between 1000Ushs and 2000 Ushs weekly. Ultimately we hope to buy tents and chairs for hire; and also make liquid soap. The employers we have managed to approach have also embraced the domestic workers a right to day offs, and timely payments. A lesson we have learnt that saving groups help the group members to avoid wastage of their money and plan for schemes for extra income.

I am so grateful to have been involved in the PLA activities, because now that my employer's children are grown (the last borne is 16 years); I am able to gainfully use my free time.

Salma Barka Muhammed (36 yrs) Domestic worker in Central Division

My name is Barka Muhammad; I am a 36 year old mother. I am a leave out domestic worker; I do laundry, and cooking mainly. I heard of PLA through a friend of mine in Makindye division who had

been participating in their activities. Since I started interacting with PLA, I am not faced with many challenges. However there is still the challenge of late payment. Sometimes you finish doing the agreed work load and then the employer promises to pay you at a later date. I always however make sure I have a written contract between me and the employer since the lawyers told us it is very good evidence in case of a complaint.

I became a peer coordinator, built on my confidence and I command respect in my community. When a domestic worker gets a challenge, I can ably initiate discussion between the worker and employer. I have a very good relationship with the Local Council officials. I am even a leader of a self help group in which we collect money for savings and we plan to start a chicken rearing project with support from PLA.

Shakira Nakawooya(Kawempe Division)

My name is Shakira Nakawooya. I do house work and baby sitting as a live in domestic worker in Bwaise. I joined the RABLID project activities after listening to my area peer educator Falahiya Masane. I feel very empowered to negotiate terms of conditions of my work. Before I joined the RABLID activities, my employer would never give me day offs or time offs, but now she allows me to attend the self help group meetings on Sundays.

As a member of my self help group, we save and bank 1000 Ushs weekly. As a result of saving, I have been able to buy for my self personal belongings like a mattress, suitcase and also start a goat rearing project back home in my village. I now have three goats of which one is pregnant. I am very glad I chosen to be part of these activities because I am able to realize value for my money which was not the case before I joined.

Atim Pamela (minor)

One RABLID client Atim Pamela was orphaned at a tender age, leaving her in the hands of her uncle who also passed away. This left Atim with no option but to drop out of school in primary seven and join domestic work. Pamela was rescued and withdrawn from domestic work and with PLA's support was enrolled at National Vocational Institute in Jinja,Uganda where she will be equipped with catering skills. In October, Atim was falsely accused of theft and she was arrested and detained at Kampala central police station for one night. Due to the intervention of the PLA Legal Officer, Atim was released from detention and all charges against her dropped. As restitution, the complainant ordered to compensate our client due to the false accusations he had brought against her which had led to her arrest and detention and the mental and psychological anguish suffered by our client. As a result, **Ugx. 500,000/=** was recovered and handed over to Atim. She is now back in school and she was recently nominated as a student representative at Nile Vocational Institute where she is doing a great job supporting other PLA beneficiaries.

Annex C: Terms of Reference

Final Evaluation of the RABLID Project

Comic Relief code: GR002-06079-CQDS

1. Overview

APT Action on Poverty wishes to employ consultants to undertake a final evaluation of the above project which will make an assessment of how the project has performed. The evaluation is expected to be able to inform the implementation of a new project proposal to Comic Relief with the objective of building upon and extending the experience of this project supporting the theme of better rights and livelihood enrichment for domestic workers in Uganda.

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NOTE: The appointed consultants should also undertake discussions with the donor-Comic Relief and comply with Comic Relief's guidance on undertaking external evaluations which is attached at Annexe A on pages 7-9 of Comic Relief's guidence to grant holders.

Contact at Comic Relief:

Pontso Mafethe

International Grants Officer

P.Mafethe@comicrelief.com,Tel: 0207 8202000

2. Background and project objectives

This project is funded by Comic Relief. The overall project budget is £332,559. The duration of the project is three years from 1st May 2012 to 30th April 2015.

Expected project outcomes by the end of year 3:

1. 5000 Women and girl domestic workers accessing legal aid, counseling services and exercise resilience against emotional, physical, economic and sexual abuse.

2. 450 women and girls domestic workers accessing support groups, linked to peers for mutual support.

3. PLA's institutional capacity strengthened.

Project outcome indicators

1.1 Number of domestic workers seeking redress and accessing institutions offering legal aid and other support services; seeking redress or reporting abuse such as sexual harassment, non-payment of wages to appropriate authorities(local councils and other courts) and legal aid service providers.

1.2 Number of domestic workers reporting a safe environment and respect of their rights as workers by their employers in one or more of the following ways:

- granting a day off/ demanding no more than 40 working hours a week permitting the domestic workers to attend support group meetings, project activities or events
- paying agreed wages in a timely manner
- allowing the employee to have a supplementary livelihood activity
- Treating the employees with more respect and dignity
- Reduction in discrimination, verbal, sexual, and physical abuse.
- Reduction in accidents at work.
- Receiving written contracts of employment

1.3 Positive changes in behaviour amongst stakeholders and service providers towards domestic workers. E.g. police, local council officers, employers, welfare NGOs etc.1

2.1 Numbers of domestic workers reporting new beneficial links to "peer educators" and/or other domestic workers

2.2 Increase from baseline of numbers of domestic workers actively following a saving plan.

2.3 Increase in numbers of domestic workers accessing services from providers.

2.4 4 groups of domestic workers having the confidence to challenge unfair practices/treatment by their employers.

3.1 Increased knowledge and skills within PLA in gender main-streaming impact based monitoring and evaluation, sexual health and rights, data and knowledge management, community system strengthening, livelihood programming.

3.2 Techniques for including domestic workers in self-help groups learned and implemented by PLA management and staff.

3.3 Increased organizational capacity of PLA in another specific area following an organizational audit conducted together with APT.

Conditions of grant

1. By the end of the first three months of the project PLA and APT will produce a media strategy with indicators, outcomes and a clear M&E plan for measuring the impact of this work.

These are attached.

2. In project start-up, the partners are required to clearly define their project outcomes to show what advocacy outcomes and attitude change they will achieve.

Project start-up form attached.

3. Evaluation objective

The purpose of the evaluation is to make an assessment of how the project has performed including the following:

1. The success of the project in meeting the objectives and expected results and indicators including the impact of the project on individual beneficiaries and their communities;
2. Recommend any changes to improve implementation in the final phase to the end of April 2015;
3. The lessons learntthat need to be fed back into the design of a new project.

1 It is estimated that 64 local council leaders including chairperson and secretaries for women from four divisions of Kampala district, and police officers from 5 police stations and 20 police posts are to be trained and as such there will be need to measure changes in their attitudes towards domestic workers.

4. Evaluation methodology and approach

The starting point for the evaluation should be the expected outcomes and the key outcome indicators in the attached grant start-up form submitted to Comic Relief. The evaluation should be participatory engaging all key stakeholders including the Comic Relief grant programme manager, the project delivery team and beneficiaries.

The evaluation should reflect the following Comic Relief criteria and the questions asked under each.

What difference has the project made to people's lives (what, who, where, when)?

4. To what degree have project outcomes been achieved? Were there any unexpected outcomes?
5. Who has benefited (women, men, girls and boys) and in what ways?
6. Are those changes (outcomes) relevant to people's needs?
7. Are they likely to be sustainable in the long term?
8. Have there been changes to policies, practice and attitudes of decision and policy makers to benefit the project's target groups?
9. To what extent has the project contributed to the achievement of broader national and international policies, conventions, targets etc. in the country/ies where the project is working?
10. To what extent has the achievement of the changes/ outcomes been influenced by external context and other factors?

How has the project made this difference?

Approaches used by the project and implementing organisations:

11. What was the overall theory of change for this project? Has it been effective in bringing about lasting change? Were there any gaps?
12. What have been the most effective methodologies and approaches the organisation used to bring about changes to people's lives? What has worked and what has not? What lessons have been learned? Who have they been shared with?
13. How has the type of organisations funded (e.g. user-led, social enterprise, national or international NGO), both UK and local, helped or hindered the delivery of lasting change?
14. How have relationships between partners throughout the relationship chain (looking at UK organisation-local partner(s)-target groups) helped or hindered the delivery of change /outcomes?
15. How effective have the project's management, monitoring, learning and financial systems been? How have they helped or hindered the delivery of lasting change?
16. Has the project been cost effective?

Approaches used by Comic Relief:

17. How have Comic Relief's grant making policies and processes (e.g. how we define our programme strategies and outcomes, how we assess applications) helped or hindered the delivery of lasting change?
18. How has Comic Relief's approach to grant management (e.g. individual work with grant holders, and learning activities with other funded organisations) helped or hindered the delivery of lasting change?
19. How has the way Comic Relief used its organisational assets helped or hindered the delivery of change (e.g. use of the media, access to decision makers)?
20. Are there any other ways in which Comic Relief has helped or hindered the delivery of change?

5. Outputs

A concise report (of no more than 30 pages excluding annexes) covering the evaluation's objectives and the issues raised in this ToR, with an executive summary covering all activities, findings and detailed recommendations. Qualitative as well as quantitative findings should be presented. The report should include:

1. A consideration of project achievements, numerically and qualitatively.
2. A consideration of the design of the project to meet the project objectives within the overall socio-economic context in which the project operates;
3. A consideration of how well the project is being delivered and managed and recommendations for any changes to improve implementation in the final phase to the end of April 2015.
4. Case studies to give examples of successful DW role models whose lives have changed due to the project interventions.
5. Lessons learned and recommendations of measures required for future projects. This should include how CBOs and stakeholders will be made aware of the lessons learned and how the evaluation is to be shared.
6. To complement the above, consider the project's two learning questions and provide a summary of relevant learning and experience to date:

What are the social and economic factors that enable women and girls in domestic service to end the cycle of abuse by their employers?

What are the key factors necessary to support government legislation to bring about the eradication of abuse of rights of domestic workers?

7. A conclusion on how far the objectives of the project have been met.

The report should include the following basic information (1 A4 page maximum)

1. Project title
2. Agency name
3. Country
4. Name of local partner(s)
5. Name of person who compiled the evaluation report, including summary of role/contribution of others in the team
6. Period during which the evaluation was undertaken

The report format should be similar to that outlined below:

1. Contents page
2. Abbreviations and acronyms page
3. Executive summary (maximum of three pages)
4. A short introduction to the project
5. The evaluation methodology
6. Findings from the evaluation in relation to impact, overall aim, each expected outcome and the issues noted in section 7 below and the project objectives.
7. A summary of recommendations
8. A one page summary of lessons indicating with whom and how lessons should be shared.

5.1 Development of draft "How to" article/document

Production of text for a short practical project practice, achievements, challenges and lessons learned - "How to" article/document should be undertaken at the end of the evaluation specifically on the lessons learned regarding empowerment, rights and livelihoods development of women and girl domestic workers.

6. Specific Activities:

1. Undertake discussions with the donor –Comic Relief;
2. A review and analysis of relevant documents relating to the project including:
1. Evaluations of related projects;
2. Annual and quarterly reports;
3. Comic Relief's feedback to annual reports and APT/PLA's responses
4. Project document and revisions;
5. Grant start-up form;

6. Responses to grant conditions;
7. Project records including monitoring records, training materials, capacity building plans etc.
8. Undertake a visit to Uganda in January/February 2014/15 for approximately 2 weeks;
9. Oversee the design of a sample survey instrument (questionnaire) and collection of an appropriate and adequate sample of data prior to the in country visit (this may be an adaptation of the collection instrument used for the mid-term review of the project);
10. Identify and interview a range of individual beneficiaries and key people at PLA, domestic workers, employers, role models and other relevant stakeholders (including peer educators, local government, police, DW recruitment agencies/agents, NGOs, vocational training providers etc.) with whom the project is engaging to discuss the project operation, outcomes and show clearly how this project relates to them;
11. Field visits to a representative sample of domestic workers in Makindye, Nakawa, Central and Kawempe Municipalities covered by the project to include interviews and focus groups.
12. At least 5 brief case studies (to be included as an annexe to the report) on changes in rights and empowerment of women and girls;
13. Draft an outline report with initial findings, and present to the project team for discussion and feedback;
14. Discussions of the initial results/recommendations with APT's Programme Manager;
15. Produce a final version of the report by (to be decided) in the light of the feedback received.

7. Some additional issues to bear in mind

1. Have the measures put in place to increase the numbers of DW accessing legal aid and counselling services directly through PLA and through peer support been enough to achieve outcome 1?
2. Has the recruitment and training of peer educators and formation of support groups supported the achievement of outcomes 1 and 2?
3. Has there been effective monitoring of change in the field of the number of domestic workers reporting a safe environment and respect of their rights as workers and a clear understanding by project staff of what this means.
4. Have lessons learnt been put into practice?
5. Have any measures taken to increase the numbers of DW who are DP been effective?
6. Has the media strategy and M&E plan produced at the start of the project been used effectively to implement and monitor media activities?
7. How effective was has the radio campaign been in generating more contact with DW?

8. Timescale and duration

The evaluation is expected to be conducted in January/February 2015 including two weeks in Uganda (dates) and the final report sent to APT by 28 February 2015.

The consultant is expected to devote up 22 person days for this assignment (12 days information gathering, 6 for preparation and report writing, 4 days for development of the draft "How to" document).

Required consultant competencies and expertise:

1. a working knowledge of strengthening CBOs to be self-reliant using rights based approaches.
2. knowledge of inclusion of vulnerable children, youth and excluded groups in community and enterprise work.
3. experience in labour issues, gender and rights, campaigning and organising, an understanding of NGOs and movement building, etc.

Annex D: M&E / Outcome Indicators

Outcome 1:

5000 Women and girl domestic workers accessing legal aid, counseling services and exercise resilience against emotional, physical, economic and sexual abuse.

Outcome indicators *(including targets where appropriate in relation to baseline data)*	**Predicted number to benefit Directly**		**Estimated number to benefit indirectly (if possible)**	
	M	**F**	**M**	**F**
1.1Number of domestic workers seeking redress and accessing institutions offering legal aid and other support services ;seeking redress or reporting abuse such as sexual harassment, nonpayment of wages to appropriate authorities(local councils and other courts) and legal aid service providers.		5000 Total 5000	500	
1.2 Number of domestic workers reporting a safe environment and respect of their rights as workers by their employers in one or more of the following ways: • granting a day off/ demanding no more than 40 working hours a week • permitting the domestic workers to attend support group meetings, project activities or events • paying agreed wages in a timely manner • allowing the employee to have a supplementary livelihood activity • Treating the employees with more respect and dignity • Reeduction in discrimination, verbal, sexual, and physical abuse. • Reduction in accidents at work.	1700	3300		
1.3 Positive changes in behavior amongst stakeholders and service providers towards domestic workers. E.g. police, local council officers, employers, welfare NGOs etc.[2]				

[2] It is estimated that 64 local council leaders including chairperson and secretaries for women from four divisions of Kampala district , and police officers from 5 police stations and 20 police posts are to be trained and as such there will be need to measure changes in their attitudes towards domestic workers.

Outcome 2: 450 women and girls domestic workers accessing support groups, links to peers for mutual support

Outcome indicators *(including targets where appropriate in relation to baseline data)*	**Predicted number to benefit Directly**		**Estimated number to benefit indirectly (if possible)**	
	M	**F**	**M**	**F**
2.1 Numbers of domestic workers reporting new beneficial links to "peer educators" and/or other domestic workers Number of domestic workers forming and joining support groups.		450		
2.2 Increase from baseline of numbers of domestic workers actively following a saving plan		300		
2.3 Increase in numbers of domestic workers accessing services from providers		100		
2.4 4 groups of domestic workers having the confidence to challenge unfair practices/treatment by their employers.		80		

Outcome 3: PLA's institutional capacity strengthened

Outcome indicators *(including targets where appropriate in relation to baseline data)*	**Predicted number to benefit directly**		**Estimated number to benefit indirectly (if possible)**	
	M	**F**	**M**	**F**
3.1 Increased knowledge and skills within PLA in gender mainstreaming impact based monitoring and evaluation ,sexual health and rights , data and knowledge management , community system strengthening , livelihood programming, documentation of best practices and knowledge sharing, mainstreaming in programmes to promote and protect rights of workers	7	19	150	450
3.2 Techniques for including domestic workers in self-help groups learned and implemented by PLA management and staff	7	19		450

3.3 Increased organizational capacity of PLA in another specific area following an organizational audit conducted together with APT.	7	19		

Annex E: Discussion Guide for Key Informant Interviews / FGDs

The objectives of the discussions are to:

1. Understand the way in which the RABLID project has interacted and impacted on the welfare of DWs.
2. Carry out an analysis of best practices, if any, and challenges, with a view to reworking these into a future project.

NOTE: The Guide is not entirely binding but the interviewer will be guided by the questions and select them for the particular audience as necessary.

Questions

PLA

1. How have you been helping DWs through the RABLID project?
2. How many women/ girls / men have benefitted from your services?
3. What type of services are these - primary and secondary legal aid services, counselling, other services?
4. What tangible benefits, if any, do DWs get from your services?
5. What are the common human rights abuses that you have addressed in regard to DWs?
6. What remedies / interventions does the police provide to referred DWs?
7. What measures have you put in place to increase the numbers of DWs accessing legal aid and counselling services directly through PLA?
8. What strategies do you use to identify, recruit and train peer educators?
9. How have you supported the formation of support groups?
10. What have been the most effective methodologies and approaches that you have used to ensure success of the project?
11. What has worked and what has not?
12. What lessons have been learned?
13. Have all your expected project outcomes been achieved? Were there any unexpected outcomes?
14. How have you mitigated against the negative unintended consequences of your activities such as dismissal of DWs from work?
15. Which organisations do you work with in regard to RABLID?
16. Have you linked up with other DW training programmes such as Mama Tendo?
17. How do you document changes amongst beneficiaries and measure impact of RABLID project activities?
18. How effective have the media strategy and M&E plan been in implementing and monitoring your activities?
19. How effective have the radio and TV campaigns been in advancing the goals of the project?
20. Have there been changes to policies, practice and attitudes of decision and policy makers to benefit the project's target groups?
21. In what ways do can the welfare and livelihood of DWs be improved and what role can PLA play in this?
22. What is the value of the mentoring, training and coaching programmes for staff that you have received under PLA and how has it improved your effectiveness?

23. How has the knowledge gained on gender main-streaming, impact based monitoring and evaluation, sexual health and rights, data and knowledge management, community system strengthening and livelihood programming been of help to your work at PLA?
24. How have Comic Relief's grant making policies and processes helped or hindered the delivery of lasting change?
25. Are there any ways in which these processes can be improved?
26. What would be an ideal timeframe for a future phase of the project?

Domestic Workers

1. Tell me about yourself – age, type of DW involved in?
2. What are the common challenges you face in your work?
3. How did you hear / learn about PLA and how has it helped you?
4. Are you able to enjoy the following: Day off, having less than 40 working hours a week, timely payment, liberty to attend support group meetings, PLA project activities or events.
5. To what extent would you attribute your interaction with PLA to the following: Getting a written contract of employment, having a supplementary livelihood activity, having a saving plan, being treated with more respect and dignity, freedom from discrimination, verbal, sexual, and physical abuse.
6. How would you challenge an unfair practices/treatment by your employers.
7. How do you cope / deal with abuse, what are strategies for resilience?
8. Who / which other organization has been of help?
9. Are you a member of a self help / peer group?
10. Did you receive training as a peer educator? How flexible / accessible was this training and how useful has it been for you?
11. In what ways can your welfare and livelihood be improved and how can PLA can support you?

State agencies / Police

1. What do you know about the RABLID project? Is it useful, what are its strengths and weaknesses?
2. Have you received any training on DW rights? How useful has this been for you?
3. Who are the key actors (this includes institutions) in relation to respect for rights of DWs?
4. What vulnerabilities affect DWs most, in relation to their work?
5. What inter linkages do you see between the above issues / factors of vulnerability?
6. What mechanisms and/or activities should be put in place to mitigate the above vulnerabilities?
7. In what ways can the welfare and livelihood of DWs be improved and what role can your institution play in this regard?
8. To what extent has the RABLID project contributed to the achievement of broader national goals?
9. What external factors have contributed to the success of this project?

Others (Recruitment bureaus / Employers / Journalists

1. What do you know about the RABLID project?
2. Is it useful? In what ways can it be strengthened?
3. Have you received any training on DW rights? How useful has this been for you?
4. What is your view of allowing DWs a day off?
5. Is it important for DWs to have contracts of service?
6. How do you handle cases of DWs who face abuse or other human rights challenges at work?
7. How have you interacted with PLA?
8. How can DWs be encouraged to make and keep to saving plans?
9. In what ways can the welfare and livelihood of DWs be improved and what role can your institution play in this regard?

Comic Relief

1. What was the overall theory of change for this project?
2. In your view, how has the present partnership of APT/PLA boosted or hindered the delivery of project objectives?
3. Has the project been cost effective?
4. How can Comic Relief's grant making policies and processes be further strengthened?
5. What considerations do you have for strengthening / expanding a future phase of the RABLID project?

Annex F: List of Documents Reviewed

1. Comic Relief Conditions of Grant
2. Comic Relief Grant Start up Form
3. Comic Relief Project Grant Application in Pound Sterling
4. APT Climate Change Competition Feedback Report
5. Comic Relief Yrl Feedback Report May 2012 – April 2013
6. Comic Relief Yr 2 Feedback Report May 2013 – April 2014
7. RABLID Project Year I Annual narrative and Data Report May 2012 – April 2013
8. RABLID Mid Term Review, December 2013
9. PLA/RABLID Baseline Survey Report March 2013
10. RABLID Training Manual for Domestic Worker Peer Educators: Promoting Rights and Better Livelihoods for Women and Girl Domestic Workers in Uganda
11. RABLID Media Strategy 2012 – 2015
12. RABLID Media Activity Plan
13. RABLID Media Strategy M & E Matrix
14. RABLID Quarterly Progress Report May – July 2013
15. RABLID Quarterly Progress Report May – July 2014
16. RABLID Quarterly Progress Report August – October 2012
17. RABLID Quarterly Progress Report Feb – Apr 2013
18. RABLID Quarterly Progress Report Aug – Oct 2013
19. RABLID Quarterly Progress Report Feb – Apr 2014
20. RABLID Quarterly Progress Report Aug – Oct 2014
21. PLA/RABLID ICT Poster: Rights and Responsibilities of Domestic Worker

Annex G: List of Persons Interviewed

	Name	Area / Designation
1.	Mr. MugaluKamya	ex Commissioner Labour, Ministry of Gender, Labour and Social Development
2.	Hon. ArinaitweRwakajara	Member of Parliament, Workers
Journalists		
3.	Ahmed Mukiibi	Bukedde Newspaper
4.	Moses Ndaye	KFM
5.	Namale Rose	Radio One
6.	YunusNtale	CBS FM
7.	SuhailMugabi	NTV
8.	NakutiAdia	UBC TV
Local Leaders		
9.	JacklineBirungi	Secretary for Women, Nsambya Barracks
Local council officials		
10.	Abby Mivule	LC 1 Chairman Lule Zone Kawempe Division
11.	Tamale Katumba	Kirombe Nakawa Division
12.	Jennifer Tebandeke	LC1 Kamwokya Central Zone
13.	Naomi AciroOdongo	LC 1 Finance Secretary, Mutajazi (MakindyeDivison)
14.	Jane Kyomugimba	LC1 Secretary for Women , Mutajazi (MakindyeDivison)
Police		
15.	Amia Carolyn	CFPU, Kitintale Police Station
16.	Okit Albert	Community Liaison Officer
Recruitment Agents		
17.	Kajara Andrew	Kandra Job Consultants
18.	Amalla Vincent	Informal
19.	Nabbale Betty	Informal
20.	Diana Tukwatanise	Tukwatanise Investments Ltd

Employers		
21.	BukirwaJalia	KetiFalawoKawempe Division
22.	Salome Nadyose	KibuliMutajaazi
23.	Nancy Begira	Kitintale
24.	Ahumuza Samson	Nakawa Market
DWs with on going cases at PLA (Clients with Files		
25.	Naigaga Betty	(C/o Birungi) Kaweme Division
26.	David Kalikwani	Kisugu , Makindye Division
27.	NgolobeApolo	Kisugu Makindye Division
28.	Achola Jane	Former Tea girl with National Water and Sewerage Corporation
Domestic Workers **Kawempe Division**		
29.	MASANE Falahiah	Nakamiro Zone
30.	Nabbagala Grace	Nakamiro Zone
31.	NakateFatuma	Bwaise
32.	NabulimeMoreen	Bwaise
33.	Nassiwajamila	Bwaise
34.	NamirembeFatina	Jambula
35.	NabwamiResty	Katale
36.	Babirye Florence	Bwaise
37.	Nakuya Rita	Bwaise
38.	Namatovu Maureen	Bwaise
39.	Nayiga Mable	Lufula
40.	AtwongyeirePamelah	Kawempe
41.	Nakagwa Alice	Kawempe
42.	NalikaZulaika	Kamalimali
43.	NakuAnnet	Bwaise
44.	Namuwaganya Alice	Kamalimali

45.	Naagendo Elizabeth	Bwaise
46.	NamayanjaLamulati	Bwaise
47.	Nakayi Halima	Bukasa
48.	NakawooyaShadiya	Bukasa
49.	Amooti Rose	Bukasa
50.	Nanono Jane	Bwaise
51.	NakitendeDaphine	Bwaise
52.	Nabatanzi Sarah	Bwaise
53.	NamakulaMoreen	Bwaise
Nakawa Division		
54.	ChandiruZuena	Nsimbiziwome
55.	Nangobi Violet	Naguru go down
56.	Nangobi Rita	Naguru go down
57.	NakanyiwaAnnet	Nsimbiziwome
58.	Malinga Irene	Nsimbiziwome
59.	Nakachwa Alice	Ntinda
60.	Nakalita Teddy	Wandegeya
61.	NamatovuAmiina	Nsimbiziwome
62.	ProssieNakiito	Nsimbiziwome
63.	NabaggalaFaridah	Nsimbiziwome
64.	Nayiga Diana	Nsimbiziwome
65.	Kansiime Jennifer	Ntinda
Central Division		
66.	SaluumaBarkaMuhamadi	Mengo -Kisenyi
67.	KanbuAngella	Mengo -Kisenyi
68.	BuzuniHadijah	Mengo – Kisenyi
69.	NayigaMuwelenza	Mengo – Kisenyi
70.	Kalungi Sarah	Mengo – Kisenyi
71.	Nasuuna Sarah	Mengo – Kisenyi

72.	NalubegaFaridah	Mengo – Kisenyi
73.	Zaward Allen	Mengo - Kisenyi
74.	Konbusinjje Beatrice	Mengo-Kisenyi
75.	NamuganyiHadijah	Mengo-Kisenyi
76.	ZianaMuhamadi	Mengo-Kisenyi
77.	Nabanjja Bridget	Mengo-Kisenyi
78.	ZainabuhAbudalah	Mengo-Kisenyi
79.	NampijjaWinnnie	Mengo-Kisenyi
80.	Mwajjambu Ibrahim	Mengo-Kisenyi
81.	Najjuma Joyce	Mengo-Kisenyi
82.	Birungi Shamim	Mengo-Kisenyi
83.	KakoozaJanati	Mengo-Kisenyi
84.	Nanva Silvia	Mengo-Kisenyi
85.	Nabulya Jessica	Mengo-Kisenyi
86.	Mbabazi Juliet	Mengo-Kisenyi
87.	JannyKikuni	Mengo-Kisenyi
88.	KabasomiOmuherenza	Mengo-Kisenyi
89.	TwaikyaOmuherenza	Mengo-Kisenyi
Makindye Division		
90.	Namayanja Jaliyah	Masaku Zone
91.	Nankya Marie	Masaku Zone
92.	KatongoleNuulu	Masaku Zone
93.	Nagawa Catherine	Masaku Zone
94.	NamudduTeopista	Masaku Zone
95.	NamubiruSauda	Masaku Zone
96.	NakittoResty	Masaku Zone
97.	NakuHadijah	Masaku Zone
98.	Namazi Christine	Masaku Zone
99.	NalongoGetrude	Masaku Zone

100.	KusiimaGladace	Masaku Zone
101.	NakachwaBarbra	Masaku Zone
102.	MasikaRehema	Masaku Zone
Control Group		
103.	Aida Namaganda	Bunga (Makindye)
104.	NabuufuZulaika	Kansanga (Makindye)
105.	Ndagire Betty	Kololo (Central)
106.	Nakityo Irene	Ntinda (Nakawa)
107.	Nadunga Aisha	Ntinda (Nakawa)
108.	Aisha Nangobi	Kibuli (Makindye)
109.	Margaret Wekesa	Luzira (Nakawa)
110.	Evelyn Natukunda	Bugolobi (Nakawa)
111.	Gloria Atuhaire	Bugolobi (Nakawa)
112.	Adrine Monica	Bugolobi (Nakawa)
113.	Joan Nakatude	Muyenga(Makindye)
APT Officials		
114.	Andy Jeans	Interim Programme Manager (and former CEO)
Comic Relief		
115.	PontsoMafethe	International Grants Officer
PLA Team		
116.	Grace MukwayaLule	Assistant Executive Director
117.	Nakitende Violet	Community Link Volunteer
118.	Adam T. Mayemba	M & E Volunteer
119.	Arinaitwe Isaac	Programme Officer Community Development
120.	Kuchuntera Monica	Legal Volunteer
121.	Kuheebwa Rosemary	Community Link Volunteer
122.	Akankwatsa Julian	Legal Volunteer
123.	Prida Diana	Legal Officer

124.	Bwiite Lydia	Legal Assistant
125.	Mbuzooha Innocent	Community Link Volunteer