

**REPORT OF THE FINAL EVALUATION  
SUMMARY**

**PROJECT :**

**STOPPING VIOLENCE AGAINST CHILD DOMESTIC WORKERS IN EASTERN  
AFRICA AND THE DRC THROUGH REGULATION AND EDUCATION**

**(Contract no DCI-HUM/2013/323-263)**

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This report gives the results of the final evaluation of the project « Stopping violence against child domestic workers in East Africa and the DRC through regulation and education » implemented from November 2013 and November 2016 in 5 countries (Burundi, DRC, Kenya, Rwanda & Uganda) with the financial assistance of the European Union under the coordination of IDAY-International.

All the activities planned under the project during the 3 years have been implemented. Performance in terms of realization is hence excellent, close to 100% because no planned activity was left behind whether in Burundi, DRC, Kenya, Rwanda or Uganda.

The work started with initial surveys of the domestic workers in each of the project countries. The surveys lent credibility to the domestic workers' actual situation and the ensuing advocacy and sensitization based on factual observations resulted in a stronger commitment from the part of numerous state actors and civil society in the fight against violence and exploitation of children and young domestic workers.

The good collaboration among project partners, the involvement of workers' unions in some places, the participation of Ministries and governmental institutions in charge of Labor, children and human rights protection agencies as well as the sharing of responsibilities in project implementation have resulted in a positive functioning of multi-actor partnership civil society-government put in place in this project.

In addition, the regional approach of the project brought added value in comparison to what had resulted of separate projects in each of the 5 participating countries. Advantages of the regional approach included the exchange of rich field experiences, in particular the wealth of exchanges of information and experiences on the issue of young and child domestic workers, the mutual inspiration among countries and the awareness of the regional dimension of the issue with its similitudes and differences according to each country.

The project put in broad daylight the issues of domestic work, neglected for a long time and kept silent although they concern the life of millions of children and youngsters, putting them in really precarious conditions as revealed by the enquiries realized in the 5 countries. There is merit to have increased the understanding of the importance of reorienting domestic workers in their society and protecting child domestic workers. The project contributed to raise awareness among the domestic workers, their employers, the families, the communities and the local authorities about the need to increase social and legal protection of domestic workers.

In none of the 5 countries did any major problem perturb the financial management of the project. Accounts were validated each year through a credible external audit approved by the European Union. The project was operated by light implementation teams of 2 to 3 persons per project area. It has greatly benefited from the human and logistical support of the lead organization in each country, and it focused its activities in just a few main cities, primarily the capital cities, hereby raising the efficiency of the limited means available.

With the exception of Burundi, where, due to particular circumstances, the project was led by an organization not member of the IDAY network, the lead organizations

of the project were all first-rate members of the IDAY national coalitions. Broadly speaking, the coalitions have taken ownership of the project, to various levels in each country, with a remarkable degree of voluntary implication of quite a few member organizations. This is in line with the founding principles of IDAY under which the national coalitions are the spinal column of the network. The project was initially conceived by the IDAY coalitions of the 5 countries concerned. It has given to the coalitions and the project teams the opportunity to become more visible and gain consideration through project activities, particularly among the national and local authorities, large NGOs and international organizations.

The involvement of several type of actors in the project (state actors, non-state actors, unions and community leaders), has created synergies with the participants developing into their own structure activities inspired by the project. In some countries, participants have been prone to continue the awareness raising and advocacy work on the issue of domestic workers, contributing hereby to a lasting impact of the project

Due to the coordination by the Belgian office of IDAY-International and coordination missions in the area, foreign co-financing for the project were obtained while all the efforts to find donors inside the participating countries remained fruitless, in particular due to the competition from numerous human and developmental priorities in the region that receive greater attention from the public authorities and international donors.

The project achieved some improvements of the regulation in favor of the domestic workers in particular in Rwanda while commitments and actual improvements are on-going regarding issues raised by the project (in particular in Uganda, Kenya, Rwanda and DRC) due to the active involvement of some state organizations.

In terms of impact, the project has started to produce remarkable changes. In all 5 countries, it is at the origin of the public authorities' awareness of the need and decision to actually cater for the domestic workers in particular for children and young workers through relevant ministries and governmental institutions that participated in the project.

IDAY notes that other coalitions have started raising the issue of domestic workers in their own country. IDAY-Guinea (Conakry), for instance, has devoted a Day of the African Child commemoration (June 16) on the situation of their domestic workers. IDAY coalitions in Guinea, Niger, Mauritania, Senegal, Burkina-Faso, Benin, Togo, Cameroon, Ivory Coast and Tanzania have asked the support of the coordination office of IDAY-International to carry out a similar project in their own country.

Certain aspects, mainly the advocacy for the ratification of ILO Convention 189 on domestic workers and the legal recognition of domestic work as a full fledge profession, did not fully succeed, in part because of the limited activity undertaken on their behalf, and, in part because of an unfavorable or unstable political-institutional context. Hence, they require priority attention if the project is extended.

The geographical coverage of the project within the participating countries has remained limited, as work has usually been concentrated on the capital cities and a

few provincial centers. This was mainly due to financial constraints. Hence, the expected project induced changes and influence has remained geographically limited although the surveys showed that domestic workers exist over several regions inside each of the countries.

The project was intended as a first phase of a broader advocacy program and not as a service delivery project that would improve the services provided to the target beneficiaries as this was supposed to be the subject of later phases. In a regional context of limited public budgetary resources and a strong competition among financing requested from donors, it appears that providing access to basic services to the project beneficiaries remains their preoccupation as well as that of the national and regional authorities. Thus, among the future extensions of this interesting initiative, the provision of services complementary to the advocacy activity, namely professional training of domestic workers, would offer a strategic advantage and would reinforce the direct impact on the beneficiaries.

Considering the known strengths and weaknesses of the project and the opportunities and constraints of its implementation, the following main recommendations are formulated to IDAY-International and its donors:

- Envisage continuing to disseminate under various forms (conferences, exchange meetings, wider distribution of summaries of the regional report) the results of the surveys implemented under the project in the 5 countries. This dissemination will target persons, organizations, and institutions strategically capable of promoting the use of the results in the framework of projects, programs, laws, references and training operations.

- Continue and intensify advocacy campaigns for the ratification of Convention 189 on domestic workers by the 5 target countries. This advocacy should be carefully prepared (choice of targets, elaboration of message, mobilization of allies and diversification of the communication channels) and be oriented towards top decision-makers in charge of the ratification process.

- Maintain and reinforce the strategy of multi-actor partnerships with civil society and governmental agencies to further increase the efficiency of future projects.

- Reinforce the work started by the project through a second phase to consolidate the achievements of the advocacy campaign and capacity building during these first 3 years, and capitalize on the greater visibility of IDAY and its national coalitions as well as the interest raised by the issue of children and young domestic workers in the 5 countries.

- If funds become available for future interventions in the sector, look into the possibility to enlarge the geographical coverage of the interventions beyond the capital cities and include elements of school or social reorientation of domestic workers and their legal support for the defense of the rights of the children and young domestic workers.

## **Lessons learned and recommendations**

### **Lessons learned**

Many lessons can be learned from this project. In the framework of this evaluation, we will limit ourselves to consider the five most relevant ones, which can be immediately used to continue the work started, in case the opportunity arises for a second phase of the project and in case similar projects could be planned by the partners.

The first lesson is that at the beginning of a project, the implementation of an initial survey to clarify the scope and the characteristics of the issues that need to be solved, as well as the specific needs of the target groups, is a key element of its future success. Such surveys must be carefully prepared and professionally implemented with the collaboration of the institutions having the confirmed skills and experiences, in particular with the participation of the National Institute of Statistics or its equivalent, to secure the recognition of the results by the government. The initial surveys of this project on the situation of the domestic workers in the 5 countries were a real driving force for the mobilization of the partners of the action.

The second lesson is that, in a project focused on advocacy, there is a great advantage to work with multi-stakeholders consortia gathering State as well as non-State actors, rather than having them work separately, in order to raise the efficiency in tackling complex issues, such as the adult, child and young domestic work targeted by this particular project. The good collaboration among lead organizations, including outside non-State and governmental partners, greatly contributed to the success of this project.

The third lesson is that, among the key factors that facilitate the good collaboration and the efficiency of multi-stakeholders partnerships in advocacy projects, are the previous and current experience of the organization in charge of the coordination, the way implementation responsibilities among partners is organized, the active involvement and the accountability of the partners representing the public authorities, the relevance of the project issues with regards to the context and the favorable political and administrative environment under which the public-private partnership is achieved.

The fourth lesson is that, despite the greater relevance of an advocacy rather than a direct service delivery project or program approach to achieve transformations of the legal and institutional framework and socio-professional practices in fragile and unstable political institutions and public administrations with limited governmental financial resources, it is important to try to combine both approaches in order to increase the direct usefulness, the interest of the beneficiaries and the project visibility.

Finally, the fifth lesson is that in each institutional structure of a transnational network of NGOs active in Africa, the assistance of a relay for coordination and support provided by an organization in Europe can be an important factor of efficiency, if it is conducted by dedicated persons, respectful of the spirit of real partnership. Indeed, the assistance of the secretariat of IDAY-International in Belgium as the apex IDAY

network coordination office, its information and advocacy activity in the framework of this project and the promotion of the network, its fundraising activities in Europe, as well as its readiness to provide information and advice to the partners, directly from Belgium or during the field visits, greatly contributed to the success of the project.

## **Recommendations**

This section is a summary of the recommendations already outlined earlier with regards to the different project evaluation criteria, but reorganized according to the most relevant actors to ensure their implementation, or at least, to take them into consideration in future projects or programs.

### **Recommendations to the project implementing partners in the project countries (including IDAY national coalitions)**

1°) Given the need to match jobs supply and demand at all levels and in all economic sectors in each country, the vocational training either to raise their professionalism as domestic worker, or increase their chances to be employed in similar services outside a private house (hotels, restaurants, bars, touristic places, etc.) merits careful attention from the competent organizations. Domestic workers' training should be adapted, in each of the countries, to the specific needs of the domestic workers.

2°) Considering the high quality of the domestic workers' survey results and their limited dissemination in this project, it would be useful to consider the continuation of their dissemination and the planned awareness raising activities. The forms used for the dissemination - conferences, exchange meetings, distribution of summaries and even publication such as the regional report) must be adapted to strategic targets : i.e. organizations and institutions able to promote the use of those results in the framework of projects, laws, reference mechanisms and training programs.

3) With regards to the advocacy for the ratification of the ILO convention 189 on domestic workers, it would be useful in case of a second project phase to reinforce this component by preparing it in a harmonized approach: choice of targets, preparation of messages, mobilization of partners, diversification of the actions, and by orienting it towards top decision-makers in charge of the ratification process

4) To raise the efficiency of future projects and optimize resources and expertise towards the achievement of intended development results, it would be helpful to maintain and reinforce the multi-stakeholders partnership strategy combining civil society and State actors.

5°) In case of availability of financial resources for further potential interventions in this sector, as the survey results give indications about the areas of high concentration of domestic workers in the different countries, it would be important, for a most widespread impact, to extent the geographical scope of the interventions beyond the capital cities.

## **Recommendations to IDAY-International**

1°) The combination of advocacy with service delivery for domestic workers in the next phases of the project will reinforce the recognized relevance of the project. Among the important services to be added to the advocacy component, one should consider the support to school or social reorientation of child domestic workers, the vocational training for young and adult domestic workers and the legal support to defend child, young and women domestic workers' rights.

2°) The difficulties with access to funding by the partners in the implementation countries make it important to continue and strengthen IDAY-International in its work of capacity building and technical support to the members of IDAY coalitions in the region, in terms of fundraising at national and international levels.

3°) In the preparation of the project budget submitted to donors, ensure that the final versions are in line with local realities and are elaborated with the adequate involvement of the local actors, who will be in charge of the project implementation in their specific context, while respecting the deadline of the international call for proposals.

4°) In order to strengthen the sustainability of interventions driven by the IDAY network, it is worthwhile to stick to the strategy of enhancing IDAY national coalitions in each country, as prescribed by the founding principles of the IDAY network. This can be achieved by making one of its members responsible for local project coordination and by assigning responsibilities for implementation to other members of the coalition, which have the required skills. This would create a stronger dynamic and reconciliation in the framework of a platform sharing common vision and values. Hence, at the end of outside interventions, acquired skills and experience built into the network would enhance sustainability of the project achievements.

## **Recommendation to the European Union and other project donors**

In order to strengthen the achievements of the advocacy work and capacity building during these first 3 years, and capitalize on the greater visibility of IDAY and its national coalitions as well as the interest raised on the theme of children and young domestic workers in the 5 countries, it would be useful to continue the work through a second phase in the 5 countries. If the impact of the advocacy remains limited because of the instability of the institutions and governmental actors, it is not the case for other important complementary actions in favor of the domestic workers and the children in need of education, such as vocational training or multidimensional support. In the next phase of the project, the combination of advocacy with such services could reinforce the relevance and the direct usefulness of the intervention. It would thus be useful to continue the project by supporting the active commitment of the partners who have been mobilized during 3 years and the dynamic inside the IDAY coalitions, avoid losing the achieved results and the partners' recognition by the governmental authorities in their country.

## **Conclusions**

At the end of the final evaluation of the project *Stopping violence against child domestic workers in Eastern Africa and the DRC through regulation and education*, implemented from November 2013 to November 2016 in five countries (Burundi, Kenya, Uganda, DRC and Rwanda) with the financial support of the European Union and under the coordination of IDAY-International, it must be concluded that the achievement of the main planned results is proving satisfactory.

The work started with initial surveys of the domestic workers in each of the project countries. The surveys lend credibility to the domestic workers' actual situation and the ensuing advocacy and sensitization based on their factual observations resulted in a stronger commitment from the part of numerous State actors and civil society in the fight against violence and exploitation of children and young domestic workers.

The good collaboration among project partners, the involvement of workers' unions in some places, the participation of Ministries and governmental institutions in charge of Labor, children and human rights protection agencies as well as the sharing of responsibilities in project implementation have resulted in a positive functioning of multi-actor partnerships among civil society and government agencies put in place in this project.

In addition, the regional approach of the project reinforced the exchange of experiences and of good practices beyond the realities of individual countries taken separately.

The project obtained improvements of the regulation in favor of the domestic workers in particular in Rwanda while commitments and actual improvements are on-going in Uganda, Kenya, Rwanda and DRC due to the active involvement of some State organizations. The project's work has greatly contributed to achieve these results.

Certain aspects, mainly the advocacy for the ratification of Convention 189 of ILO on domestic workers and the legal recognition of domestic work as a full fledge profession, did not entirely succeed, in part because of the limited activity undertaken on their behalf, and, in part because of an unfavorable or unstable political-institutional context. Hence, they require priority attention if the project is extended.

This project focused on advocacy in order to make governmental authorities responsible for and civil society involved in the improvement of the regulation and service delivery in favor of domestic workers and in particular child domestic workers.

In the future efforts to continue this interesting work, it will be necessary to combine advocacy with complementary services, such as school or social reorientation of child domestic workers, vocational training for domestic workers and the legal support to defend child, young and women domestic workers' rights.

In each of the countries, the project played a leading role by putting in broad daylight the issues of child and young domestic work, neglected for a long time and kept silent by the development actors and governmental authorities.