

2013

ISST DOMESTIC WORKERS PROJECT

Midterm Evaluation Report

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ACKNOWLEDGEMENT

The dedication, sincerity and clarity of purpose of the ISST team are very inspiring and interacting with them was a very enriching experience for me.

I am especially grateful to the women of the pressure group at 18 Block Kalyanpuri and of the SHGs at Block 5 Kichripur for sharing their stories of courage and their determination to bring about a positive change to their quality of life. Their warmth and sense of camaraderie fills one with a sense of hope and admiration.

My interaction with the children and youth associated with ISST was an especially rewarding experience as their enthusiasm, energy is very infectious and re-energises one almost instantaneously.

A special thank you to Ms. Amita Joshi, who is an admirable and truly democratic leader. Very much like the project, the evaluation would not have been possible without her support and guidance.

Finally a thanks is also due towards the funding agency Sir Dorabji Tata Trust for their continued support to a very worthy project.

INTRODUCTION

The Institute of Social Studies Trust (ISST) initiated a specific programme for WOMEN DOMESTIC WORKERS under its ongoing community outreach programme in Kalyanpuri and surrounding slum areas in 2010. This programme is supported by the Sir Dorabji Tata Trust and the following is a midterm evaluation of the work undertaken by the ISST team and its impact.

The two broad areas the project was conceived to address were: -

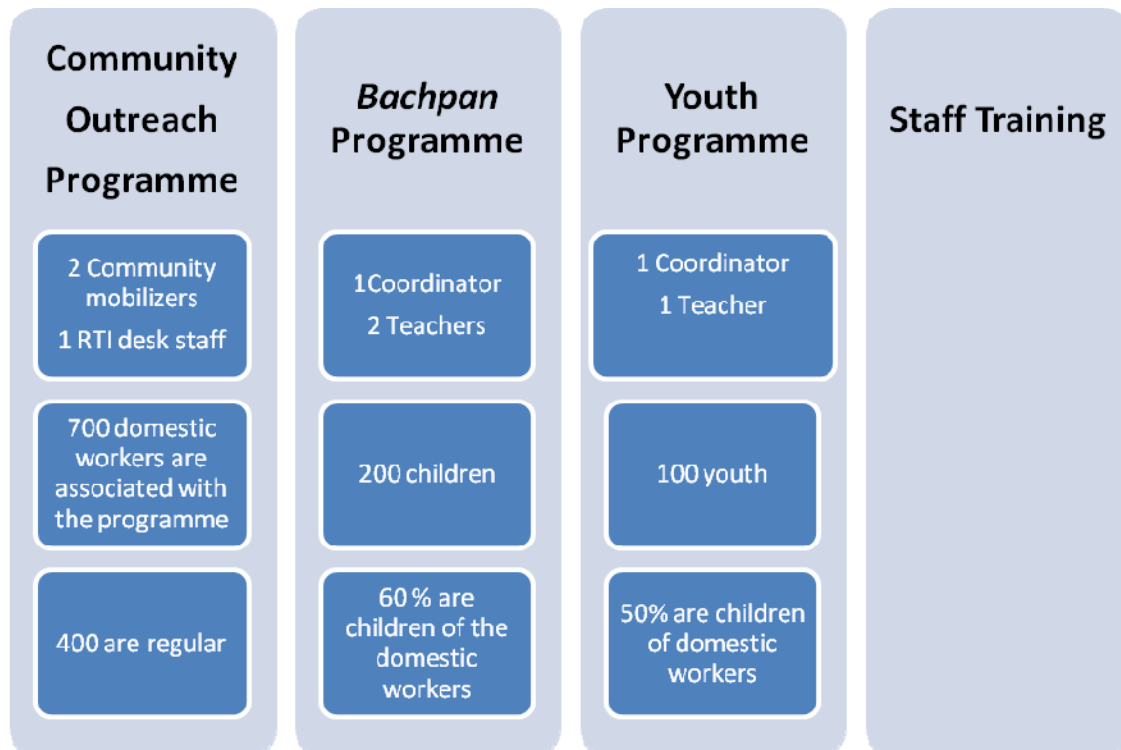
1. Mobilization of the domestic workers:
 - a. To become aware of their entitlements and helping them to gain access to these.
 - b. Money management, facilitating saving in banks and managing their incomes.
 - c. Counselling and support in dealing with their domestic issues including violence, alcoholism.
 - d. Self empowerment so that they are able to articulate their challenges and are also able to work out their own unique solutions.
2. Child care and youth resource centre: The children are most vulnerable to negative influences and the ISST programme is to ensure an alternate to roaming the streets and also to gain meaningful skills.

These two broad objectives were to be supported by regular staff trainings and organising an annual workshop with partner organisations.

MAIN OBJECTIVES OF THE ISST DOMESTIC WORKERS PROGRAMME

1. Mobilizing women domestic workers to enhance their quality of life through various interventions.
2. Setting up child care and youth resource centres and link the children of the domestic workers to these programmes to support them through crucial years of their development.
3. To provide appropriate and adequate training to the staff to ensure effective intervention on daily basis and also to enrich ISST's resource bank.
4. Empowering domestic workers through formal SHG's and pressure groups to take charge of their own life.

To achieve these objectives the programme is conducted under four major heads -



The DWs programme has to be placed in the perspective of extensive work that has been undertaken by the ISST in the Kalyanpuri, Trilokpuri & Mandavali communities over the last decade. It is also important to understand why the domestic workers were chosen as the focus group to provide services to.

BACKGROUND

The three communities mentioned are essentially slums and resettlement colonies with a very high crime rate and till today it is considered to be the den of pickpockets and drug addiction rates is also high. Many families have been living there for over 40 years while some are new migrants to the city. The usual problems of the city slums like poor sanitation, no toilet facilities, unhygienic cramped living conditions etc plague these communities. In terms of human conditions crime and alcoholism along with gambling would top the list of concerns.

The ISST community outreach programme started in 2005 with the intent to reach out to the children and youth in the community which had gained reputation for being involved in illegitimate activities. The reputation was based on facts but other side of the coin was that the youth genuinely did not have many alternates to life of crime. ISST programme in the initial years completely focused on children and facilitated their school

learning and gradually the youth programme evolved with the youth finding a voice to express their needs; broadening of their horizons and appropriate channelization of their energies and talents.

A deeper engagement with the community and the work of the team meant that the scope of work extended to include families and the community at large. The backbone of all programmes undertaken has been empowerment and awareness building of one's rights. However a study by ISST indicated that the domestic workers were not able to avail benefits of various government schemes as well as the services of ISST.

ISST's study on urban poor livelihoods (2007-09) supported by SDTT includes a major study of women domestic workers in Delhi. A key finding of the study in East Delhi was that of the whole sample of married domestic workers who have children at home, nearly 52% leave them on their own when out for work. Based on the interviews conducted during the domestic worker's study, it came out clearly that women were concerned about the environment in which their children will grow up, as articulated by them that in many areas alcohol abuse and drug abuse is fairly common and as children are left unattended, they are susceptible to many such negative influence. To quote from the study, 'In the absence of any facilities for child care, proximity to work and reliance on social network becomes even more significant'. Sazid, a domestic worker from *Gokulpuri* made a clear link between wages and childcare. She said "the number of households women are able to work in is dependent on the age of their children, the lesser the responsibility at home, the more they are able to take." Such views were echoed by several other women interviewed. Rani who had four children (age 8, 10, 15 and 17 years) said she would only work in one house in *Gokulpuri* and earn Rs. 600/-, as opposed to working in more houses as she wanted to be near her children – two of whom were recovering from substance. Moreover, with many children out of school (45-50% of girls under 15 years, depending on the area, were not in school). It was noted that young girls get drawn into domestic work (26% of the sample of girl children in East Delhi and 43% of the sample in North East Delhi). In many cases it has been found that many girls either never enrol in school or drop out after 5th standard in order to take over child care responsibilities for younger sibling(s) and household chores.

The Community Centre of ISST undertook a special programme for the domestic workers in 2011. The total duration of the project is 3 years i.e. upto March 2014.

MIDTERM EVALUATION

The midterm evaluations set purpose was to -

- Analyse the relevance and appropriateness of the activities in relation to the set objectives.
- Evaluate the extent to which communities were able to participate in the implementation of the activities.
- Assess the impact of the project in the life of the beneficiaries.
- Determine the effectiveness and quality of the work realized.
- Determine the effectiveness of the structures and processes of the organisation.
- Determine the effective use of the resources.
- Assess the sustainability of actions implemented.
- Express recommendation regarding the implementing organisation.

In order to achieve the set purpose of the evaluation, the evaluation was undertaken under three major heads -

1. To review the work undertaken in context of the proposal submitted and as a road map for the activities of the *Saathi* Centre.
2. Quantitative Review which covers the reach of the various programmes.
3. Qualitative Review which covers impact of the programme and the crucial issue of sustainability of the programmes.

PROJECT PROPOSAL & QUANTITATIVE REVIEW:

The project proposal clearly demarcates the yearly goals for each aspect of the programme since the genesis of the proposal was from the ongoing work of the community outreach programme. The proposal seems to have served as a clear sighted road map for the work undertaken under the DWs programme.

For the purpose of the review the yearly goals were viewed as the three distinct phases of the programme. The 3 phases mark a progression not only in terms of the reach of the programmes but also seem to have enough flexibility to incorporate the 'actual' needs of the community. The Project proposal, Annual reports, Daily record registers and manuals developed by the ISST team provided the data required for this analysis.

QUALITATIVE REVIEW:

If an impact study is to be objective, it requires that the areas are clearly defined on the onset of the programme. However, in the project of this nature it is a difficult task and the most reliable source are anecdotal accounts and reports by the workers, community members, children and youth.

The proposal states under expected outcomes and qualitative means of verifications of the following indicators -

Mobilisation of Domestic Workers	
Expected outcomes	Qualitative means of verification
<ul style="list-style-type: none"> ♦ Reduction of violence within homes ♦ Better capacity to manage money earned ♦ Improved access to services available like vocational training(s), SHGs, PDS etc 	<ul style="list-style-type: none"> ♦ Through interviews ♦ Success Stories ♦ Case Studies ♦ Checklists of access of services (before and after)
Bachpan Centre	
Expected outcomes	Qualitative means of verification
<ul style="list-style-type: none"> ♦ Women able to work longer hours ♦ Children show better hygiene & confidence ♦ Increased levels of motivation for schooling ♦ Decrease in drop-out rate 	<ul style="list-style-type: none"> ♦ Through interviews ♦ Weekly activity chart ♦ Recording of <i>Balmanch & Balutsav</i>
Youth Programme	
Expected outcomes	Qualitative means of verification
<ul style="list-style-type: none"> ♦ Reduction in crime, drug abuse ♦ Improved school attendance & performance ♦ Active youth group 	<ul style="list-style-type: none"> ♦ Recording of group discussions ♦ Case studies ♦ Number of youth filing RTIs

In order to collect the relevant information detailed discussions/ interviews were conducted with the programme coordinator Ms Amita Joshi; Ms Kamlesh and most other team members. Also discussions were conducted with SHGs, Pressure Groups and youth groups. The team also self evaluated the work undertaken under three heads –

- ♦ 5 big challenges
- ♦ 5 achievements, and
- ♦ 3 future goals to be undertaken

The work of certain other NGO's and research studies on the working & living conditions of DWs were reviewed to better understand the project and also to place it in the big context of the rights of DWs at large. Personal experience of domestic helps at one's own home and their experiences also proved to be a rich source of information and understanding of issues faced by DWs.

KEY OBSERVATIONS:

DOMESTIC WORKERS PROGRAMME PHASE WISE REVIEW				
Mobilizing Domestic Workers				
Activities Planned	Proposed Numbers Phase 1	Proposed Numbers Phase 2	Actual Numbers till Dec 2012	Proposal for Phase 3
Reaching out to domestic workers through FGD's, workshops	200	300	700	Consolidation of work with the associated women
Increase access to Institutions				
Opening bank accounts for savings	120- 150	100	81+	100
Enrolment in GRC's vocational training programmes	30-40	30-40	127	30-40
Non formal education classes	70 -100	40		40
Health camps, nutrition camps	150- 170	200	339	300-350
Legal counselling at individual and community level	70-90	250	153+	

Help desk for getting documents made like birth certificates etc	70	250	92+	
Exposure Trip			94	
Bachpan Centre				
Activities Planned	Proposed Numbers Phase 1	Proposed Numbers Phase 2	Actual Numbers till Dec 2012	Proposed numbers for Phase 3
Two centres with daily activities for children	60	60	130	2-3 centre with 60 more kids
Mainstreaming of children through admissions into regular schools	20	20	38+20	20
Remedial and support classes	70	70-80	250	70-80
Balmanch	70-80	120 total	90-100 pm	120 total
Balutsav – meeting with parents	150	200 total	162	200 total
Exposure Trip	70	70		70
Youth Resource Centre				
Activities Planned	Proposed Numbers Phase 1	Proposed Numbers Phase 2	Actual Numbers till Dec 2012	Proposed numbers for Phase 3
Library				200
6 months course in English speaking, computer courses	200	200	166+ 82	70-80
3 Life skill training workshops	70-80	70-80	79+ 40	50 -60
2 vocational training workshops	50-60	50 -60	87+ 50	50
Group discussions once a month			35 pm	
Nakshatra theatre group	30—40	50	42	50
Help desk twice a week	120- 150	120- 150	120 pm	120-150
Camps every 2 months	120-150	120-150	140	120 – 140
4 capacity building workshops	120	120	165	120

The quantitative indicators clearly indicate that the project has had overwhelming success in meeting its objectives. Given the fact that more than a 1000 people per month benefit from the services of the team which places the outreach ratio at approximately 100:1. The

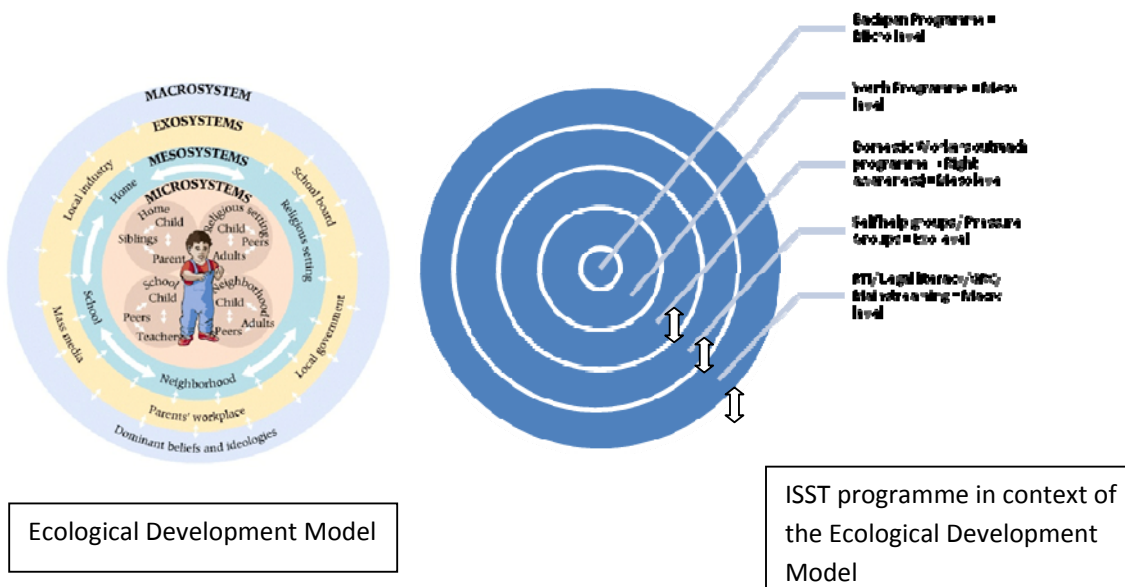
present estimate does not include workshops the team conducts with other community members like the gender sensitization workshops for the police. The reach, the team has is truly remarkable and each of the team members epitomises the axiom that it only takes one person to start a revolution!!

However, despite the remarkable numbers, the focus of the present evaluation was more to ascertain the quality of the services, their impact and its sustainability. The following observations regarding the various programmes undertaken by ISST are more from a qualitative review perspective.

HIGHLIGHTS OF THE OVERALL PROGRAMME

- ISST’s work is very comprehensive and each programme undertaken has a linkage with each other. Non is a standalone programme. The programmes cater to a specific population like the children, youth, women domestic workers but they feed towards a change within the community at large. The programmes have catered to the present needs of the people but with an eye on the future. The efforts are intended for long term change and importantly do not seem to be driven by numbers but quality.

The theoretical framework which can help summarise the work of the ISST is the Ecological Systems Theory as proposed by Urie Bronfenbrenner. The theory was proposed in the context of child development and states that a child’s development is influenced by 5 environmental systems



The model highlights the fact that a child’s development is dependent on their immediate environment as well as the social, political and cultural context they are placed in. This is true of any development initiative; it cannot be done in isolation for sustainable results the whole has to be kept in perspective.

The Ecological Model best explains the comprehensive nature of the ISST’s work!!

- The ISST team has shown remarkable adherence to the set objectives of the project through its activities. The previous experience with the community and a systemic approach has provided clarity and focus which has helped them to provide the services needed by the community.
- Another distinct feature of the proposal and the work has been its inclusive nature of the project. The focus group of the work is distinctly the domestic workers and their families but the project does not exclude other members of the community. The ISST programme and team seems to have taken a holistic view as one of the team members put it *“the dengue mosquito will not make a distinction in the houses of the ISST programme beneficiary, if one wants to get rid of the menace of dengue one has to work on hygiene & sanitation with the whole community”* This inclusionary and holistic approach is one of the most commendable feature of the project. Be it the RTI help desk, *bachpan* programme or the youth programme all those who can benefit from the services offered have been encouraged to avail of them.
- Another feature of the programme which is distinctive is the linkages it has tried to build with the formal systems. The focus has been to ensure that the DWs and other community workers become more aware of the facilities they are entitled to and are facilitated to access these. No NGO can replace the formal systems and neither can one build alternate systems which are self sustaining in the long run. The overall objective of mainstreaming also demands that the marginalised members are given support such that they are empowered to demand what is rightfully theirs.
- The programmes are participative and respond to the expressed need of the members.

MOBILISATION OF THE DOMESTIC WOMEN WORKERS

Activities Planned	Proposed Numbers Phase 1	Proposed Numbers Phase 2	Actual Numbers till Dec 2012
Reaching out to domestic workers through FGD’s, workshops	200	300	700
Opening bank accounts for savings	120- 150	100	81+

Enrolment in GRC's vocational training programmes	30-40	30-40	127
Non formal education classes	70 -100	40	
Health camps, nutrition camps	150- 170	200	339
Legal counselling at individual and community level	70-90	250	153+
Help desk for getting documents made like birth certificates etc	70	250	92+
Exposure Trip			94

- The programme started in April 2011 for the initial two months a survey was conducted to identify domestic workers and simultaneously community meetings were conducted to develop insights to start interventions. The insights gained by these meetings soon translated into interventions like linkages with G.R.C for vocational trainings, healthcamp/clinics/adult educations and nutrition awareness followed by opening bank accounts and post office accounts and also through RTI help desk which helped them to obtain certificates, Rations from P.D.S and other public services, due to them. The meeting and group discussions also indicated that one of the key areas of work would be health and a series of workshops called *Meri Sehat* were organised; similarly workshop on hygiene; appropriate attire were organised along with awareness of the domestic violence act and legal recourse available to women as the domestic violence was found to be prevalent in the group.

While in the second phase the health issues were addressed by regular health camps and establishment of a small centre which was named *Sakhi Kendra* by these women. This centre is working as health guide for all domestic workers who are associated with ISST and also for others who need support or intervention. In the 3rd phase ISST plans to train the women in health care help them establish a health care centre which they can manage and can act as a first aid intervention centre.

- Over 10 SHG's have been formed and 2 pressure groups have been initiated. The interactions with some of the women involved in these is an enlightening experience as they despite not being very educated have a keen sense of understanding of their rights and have a collaborative spirit. Consistently the solidarity they feel and display as a community is heart warming and at the same time ironic. The community mobilizers report that the ladies leave their homes unlocked with their children there safe in the knowledge that the neighbours will be to look for them. This kind of safety is ironic in a community which is well known for harbouring criminals.
- The SHG's work under the GRC and have been very successful in encouraging money saving and management skills in the women domestic workers. Some of the SHG's have not only used the money saved for individual needs but also for the community benefit. One of the inspiring example is the SHG in block 5 where the SHG put in money to lay

down a sewer so that the girls in the community could have access to toilets at all times. Lack of toilets is a problem that plagues all the communities. The community toilets are too far away which tend to be locked in the night time. The girls particularly are badly affected as they have nowhere to go in the night and during the day time also the toilets are surrounded by boys who make it embarrassing and unsafe for the girls. The solution worked out by the block 5 SHG has improved the quality of life of all the women in the community and is an excellent example of empowerment and the role financial freedom savings allow.

- Pressure group interactions are also energising and indicate the great sense of empowerment the women feel in resolving issues that impact their lives. They have taken up issues like ensuring release of a young man wrongly accused & arrested by the police; ration distribution and getting toilet facilities for the community. Pressure groups are an essential instrument for sustainability and it is imperative that they are given more training and leadership skill training in bringing about the change for the better in their communities.
- The Help Desk is one of the most successful programmes and has used the RTI to address and resolve all kinds of issues, for example- revoking of divorce; getting school admissions; getting appropriate ration supplies; getting a foot bridge made at the railway stations; getting a government job and making of the ration card. The RTI has proved to be one of the most powerful tools for the citizens to get the agencies to do their duty. The Help Desk also assists people to get all the necessary documents like ration card, smart cards and coordinates with GRC and other appropriate agencies. RTI awareness and training workshops are also undertaken by this programme and have been very well attended and much appreciated by the community members.

BACHPAN PROGRAMME

Activities Planned	Proposed Numbers Phase 1	Proposed Numbers Phase 2	Actual Numbers till Dec 2012
Two centres with daily activities for children	60	60	130
Mainstreaming of children through admissions into regular schools	20	20	38+20
Remedial and support classes	70	70-80	250
Balmanch	70-80	120 total	90-100 pm
Balutsav – meeting with parents	150	200 total	162
Exposure Trip	70	70	

- The *Bachpan* Programme is an innovative teaching & learning programme which is child centric. The programme has used many creative

processes to foster the natural curiosity in children and most importantly makes learning relevant to their immediate environment. The programme also works on holistic development and specifically tries to build 'learning pre skills' like attention & concentration; eye hand coordination; observation; critical analysis and reasoning and creative thinking. This programme too was initiated to respond to the expressed need of the domestic workers to have a place where their children could be safe while they were away at work. The programme has been very successful in providing a safe and enriching experience to the children. The repeated visits to the *Bachpan* programme bear witness to the complete ownership the children feel towards the centre and the enthusiasm and focus they have towards learning. The children also reported that the children who are attending the *Bachpan* programme tend to bond and form friendships which extend to their community and schools. This helps the children to take the learnings from the centre to their families and peers. The students from the centre have been the best ambassadors for the *Bachpan* programme and the growing numbers of the children indicate the success of the programme. The team also reports that the children are more regular in attending the classes; their hygiene standards improve tremendously; their attention & concentration levels also improve. Another achievement has been the increased involvement of parents over the years. The centre at present caters to about 200 children with just 3 regular staff members. The volunteers and interns support the programme but given the age range and variety of needs of the children the programme is a marvel in maximising resources.

YOUTH PROGRAMME

Activities Planned	Proposed Numbers Phase 1	Proposed Numbers Phase 2	Actual Numbers till Dec 2012
Library			
6 mth course in English speaking, computer courses	200	200	166+ 82
3 Life skill training workshops	70-80	70-80	79+ 40
2 vocational training workshops	50-60	50 -60	87+ 50
Group discussions once a month			35 pm
Nakshatra theatre group	30—40	50	42
Help desk twice a week	120- 150	120- 150	120 pm
Camps every 2 months	120-150	120-150	140
4 capacity building workshops	120	120	165

- The Youth Programme is one of the most popular programmes of the Centre and is a live example of what a conducive environment and faith & trust can achieve. One of the most heartening aspect of the programme is the mentorship programme where the youth who have passed out from the ISST programmes join back as volunteers or trainers for the various youth programmes or *Bachpan* programmes. The youth have become

the agents of change within their communities. The programme has led to broadening their horizons and has empowered them to dream of 'different' and a better future. The discussions with the youth indicated a glaring need for continued counselling and guidance. Many of the vocational trainings organised are in consultation with the youth themselves. The skills that seem to carry immense value for them are English speaking; computers; stenography; soft skill trainings and mobile repair work. Another vocational skill training that was undertaken was carpentry specifically for the students with limited academic qualifications.

- One of the most tangible benefits for the youth has been that the programmes have helped them in getting employment. Over 35 students have landed private and government jobs and well on the path for a better future. Many of the young boys and girls have had a chance to intern with some of the popular corporate chains like Mcdonald's, Cafe Day; Reliance stores and have gained invaluable work experience which has better prepared them for future employment.
- Another success of the programme has been to get girls to enrol for the youth programme specifically. The drop out of girls from programmes when they are 15 years and above is very common. One of the team members reported that this was partly because the parents do not want the young girls to move out of the home as they consider it inappropriate while some others think it is unsafe for the girls to move out. The continuous work of the community mobilizers, the youth centre and the alumni have played a crucial role in making the girls opt for the youth programme.

This is also a good example of Ecological Development and various ISST programmes intertwining to bring about a desirable outcome. The mobilization of domestic workers has established trust in the ISST programmes and team members which has translated in children attending the *bachpan* programme and youth programmes.

Another remarkable feature of the girls in the youth programme is that they are encouraged to 'learn' and experience skills which are considered to be male specific. The coordinator of the programme is clear that it is not necessary for the girls to be 'career oriented' to benefit from vocational trainings, the trainings serve a larger purpose in making the girls gain more confidence and explore skills they themselves and people at large do not believe to be meant for girls. This is a big enough step for first generation learners.

This kind of positivism, acceptance and optimism is one of the fundamental reasons for the programme to be successful and popular with all those the programme reaches out to.

STAFF TRAININGS

WORKSHOPS IN PHASE 1	WORKSHOPS IN PHASE 2
Issues of domestic workers	Paralegal Training
Capacity building training of <i>Bachpan</i> staff	<i>Bachpan</i> staff training in dealing with children with varying intellectual abilities
Working with children with special needs	
Workshop for community mobilizers & GRC staff	Workshop for community mobilizers & GRC staff

- Staff trainings which were seen as an integral part of the programme at the very onset of the programme have been regularly conducted and have led to the strengthening of the skill sets of the team and have prepared them to take on more progressive job responsibilities. This is another essential step in making the programme sustainable.

SUGGESTIONS AND RECOMMENDATIONS

The major objectives of the evaluation was to ascertain the structures and processes that facilitate the impact of the programmes on target populations and the steps that must be taken to ensure sustainability of the project. As is the experience in community based work sustainability is possible only when the processes and structures are such which can be taken over by the community members themselves. The following suggestions are based in this belief and inspired by the tremendous outreach the programmes have had within the community.

TO ENHANCE THE PROGRAMME IMPACT

Human Resource:

One of the most glaring needs is to have more staff to cater to the growing demand for services. The community mobilization and *bachpan* programme in particular need to have more staff to fulfil the needs of the community and the children. The 200 students have 3 teachers which is a ratio of 67students:1teacher and the community mobilizers have to reach out to approximately a community of over 5000 households.

The ISST has a very dedicated and sincere set of workers and they are the most valuable resource of the centre, effort must be made to address their concerns regarding remunerations and work stress. Further, in addition to regular trainings they must also have opportunity to visit other services and spend time in learning and observing new things.

Documentation:

The need for documentation cannot be overstated and specifically the recording of the insights, creative solutions, inspiring stories, plans etc which give us qualitative progression of projects. This is a need which is felt by the team also. Writing skills is one of the priority skills in which training is required according to the programme coordinator. Given the extent of work undertaken by the team the paucity of time to make reports is understandable, but it is not advisable to let the intensive work done to be left to anecdotal accounts. As an evaluator also one felt that it would have been wonderful to have more success stories to read about and if the obvious extensions of the programme could be chronologically recorded the 'success story' of ISST's project would have been more readily accessible. It is believed that such a record would act as a guide map for replicating the programme in other communities.

Further, it is strongly recommended that for the next phase at least the pre and post recording method is adopted to mark the progression of the students. Simple rating systems can be worked out for the expected outcomes in the various programmes, these will help any future impact study that might be undertaken and equally importantly will give tangible measures for the team to assess their own work and successes.

Mobilisation of Domestic Workers:

One aspect that is troubling is the continued reluctance the women feel in sharing domestic work as a vocation (means of earning a livelihood). Most seem to be ashamed to share that they work as domestic workers. This is one of the areas where more assertive inputs are required which are based not only in dignity of labour but also pride in ones work.

The mindset of people to see the domestic workers as servants rather than helpers is a deterrent in them gaining respectability and due credit for the work they do. There is a famous dialogue from the film - The Maid in Manhattan "We serve but we are not servants" is the kind of attitude that needs to be instilled in the DWs and the public at large. It might be a worthwhile effort to undertake a campaign under this slogan.

Politically what might be the correct terminology is not clear but in our discussions with the SHG & Pressure groups, when the idea was introduced that the domestic workers were helpers for the ladies of the household or that they supported the employers in managing

their households, the ladies were more forthcoming in sharing information about their work. So 'helpers' or 'support staff' may be the terms that can help in breaking the lack of dignity associated with their work.

Employment is driven by the supply and demand principle and the domestic workers are no exception. Given the present scenario, demand for domestic workers is going to increase and it would be advisable that the situation is viewed as an opportunity rather than as an unfortunate circumstance.

In the coming years, specialised help will be much valued, would help to earn better wages and the areas in which specific training may be given are:

- ♦ Cooking
- ♦ Laundry services
- ♦ Nursing-as the aged population is set to increase in Delhi and the need for care takers is going to be high where the aged require help to run errands like shopping, doing bank work etc., as well as assistance to run their households.
- ♦ Similarly the need for care takers or assistant for children and adults with special needs is also another specialised area;
- ♦ Child care& Nursery teacher training
- ♦ Beautician
- ♦ Massage
- ♦ Table setting, flower arrangements; desert making; ice cream making
- ♦ Home management

Based on discussions with the youth group and women group, entrepreneurship training might be very beneficial. This would help in gaining an understanding about business and how money, time and resource have to be managed, invaluable skills in all walks of life. Further, many of the women want to work out of their homes therefore a '*laghu udhyo*' may be explored for possible opportunities where the women can collectively set cooperatives and produce products which may be marketed using the ISST as a platform to start with and gradually take over the marketing aspect also. The *Meri Sehat* series may have some ideas that can be taken up for cooperative production and marketing.

Another option is to study the existing pool of skills in the associated women and following a brainstorming session about marketable product(s) can be shortlisted for mass production. This may prove to be an interesting experiment for the team to undertake.

Youth programme:

The Youth Centre has successfully standardised all its programmes and has worked out linkages with government agencies for certification and has focused on trainings for improving employability. However career counselling/ guidance seem to be a priority of the

group. The group can be facilitated to set up a self run placement cell. This may prove to be a good preparation ground for gaining relevant work and management skills.

The youth centre can adopt one set of students and run one set of activities. The young people who are interested in teaching as a career can try it as an apprenticeship. This way the *bachpan* centre would have hands while the young people will gain much needed experience for the future.

Bachpan Centre:

The *Bachpan* Centre is bursting at the seams and as mentioned needs more hands to deal with the demands of the children. This programme has also standardised its programmes and had worked on specific manuals but further work is required to deal with the variety of needs of the children. The recently concluded workshops on learning disability and ADHD would prove to be very beneficial providing appropriate interventions and inputs for children who require them.

TO FACILITATE SUSTAINABILITY

The biggest challenge for the project is sustainability and the project proposal is not very clear in this aspect. This is where there is a reason for concern as no apparently specific efforts have been made for this. However, there is potential in some of the instruments which have been created by the programmes these being the pressure groups, youth groups, mentors. However the 3rd phase has to focus on gradually handing over the programmes to community members. The appropriate preparation and hand holding would have to be provided by ISST and one year might not be enough for the programmes to be handed over completely but a beginning must be made in the coming phase. The youth programme can offer many options for the programmes handing over.

As already stated the alignment of the programme with the formal systems is one of the major strengths of the programme but in the interest of sustainability again it might be best to try and designate the SHG or specifically chosen members to take over some of the tasks. The ASHA worker model is a good example to follow in this context.

RTI help desk is another project where the community must take over gradually. In the 3rd phase a gradual handing over must be started.

Another need that was strongly expressed and also felt in the interest of sustainability was adult education programme and alternatively to link the youth programme with the SHG's and more importantly the pressure groups. The distance and time have already been discussed by the ladies as concerns in undertaking education and literacy programmes. One

possible option is to conduct classes on Saturdays through volunteers and youth group members or to network with other NGO's to provide adult education.

The discussions with the team members as well as the discussions with the women indicated an urgent need to work with the men in the community as their attitude; affinity for alcohol and violence negatively impacted the women's health physically and mentally. Change would be escalated if men also actively participated in the process. Particularly for alcoholism and domestic violence it is essential that work is undertaken with the men directly. It is recommended that in the 3rd phase at least one set of activities is undertaken for men specifically. Perhaps a beginning can be made with health camps for men.

SPECIAL RECOMMENDATIONS:

- **Crèche:** The programme has not been able to reach out to children below three and the conditions in which these children have to stay are not very healthy. This also negatively impacts the earning capacity of the mothers as they have to get back as soon as they can to cater to their children. The existing *anganwari* are not effective. Therefore it is recommended that the ISST initiates a crèche where the women from the community can provide care and stimulation activities. This is part of the proposal as well and can be undertaken in the 3rd phase of the programme.
- **The children with special needs:** The almost negligent number of children with special needs in the community is fascinating. Poor nutrition & hygiene, large family sizes, poor maternal health and overall impoverished living conditions are conducive to high incidence of children with special needs. But the community mobilizers and other members have not reported many children with special needs. The challenged population is called the invisible minority for this very reason. The reason that they are not coming to the centre is understandable but if there are not many children with challenge in the slum then it would be a worthwhile effort to understand the reasons for the decline in the expected number of children with special needs in the slum.

The intellectually challenged are one of the most marginalised members of the society and in impoverished conditions they are likely to be further neglected. In ISST programme can become a good base for these children and their families too. One does wonder what the fate of domestic workers would be where there are children with challenge. These families would be doubly impacted as the mothers will not be able to work for long hours thus affecting their earnings.

It is clear that if children with special needs have to be included under the *bachpan* programme than the staff has to be hired for it but another option can be to network with other NGO's which are already providing services to them. Another

option is for the health camps to include getting specific check up for early identification of intellectual challenge and identification of children at risk. The Help Desk can also specifically offer to assist in making of disability certificates which is an essential document for getting access to any kind of services and assistance.

CONCLUSION

The Domestic Workers Programme as conducted under the ISST banner is unique in many respects starting with the place it is based in – the *Kalyanpuri* police station. Despite the challenges and at times the non cooperative attitude of the police towards the centre and its functioning, it is a shining example of public and private partnership. The programme if replicated in other similar communities can lead to reduction in crime rates, better school attendance, self motivated youth and overall a better quality of life for the citizens of the city.

The next unique feature is the team at the *Saathi* Centre. One can visit the centre at any point in time and one will be enveloped in a purposeful energy vibe. At no point one hears raised voices no matter how many children there might be. The patience and acceptance of the children and community members by the staff is heart warming. The projects are NOT mere jobs for them the value their own contribution in making a better tomorrow. The team members are keen learners and motivated to self improve. The personal growth that the team members have experienced makes for fascinating listening. They acknowledge that they have received as much as from the community as they have given to the community.

The programmes are exemplary in terms of what need based work based in participatory approach can achieve. The rights based approach deeply ingrained in legal awareness and learning to use the RTI as a tool for self emancipation has been one of the most successful aspect of the programmes

The programme has undergone many challenges but the solution oriented approach of the team has been inspirational.

The GRC was central to the functioning of the programme and was one of the core components of the programme. The decision to discontinue must not have been an easy one but the team is very clear that the GRC style of functioning actually impeded the outreach to the community. The numbers are much more important in the target driven GRC programmes and the multiplicity of reporting took away time from doing work on the ground. However, the whole experience has provided the much needed insight and experience to the team to understand government machinery & bureaucratic style of working. As always the team has taken an optimistic and positive attitude towards a change.

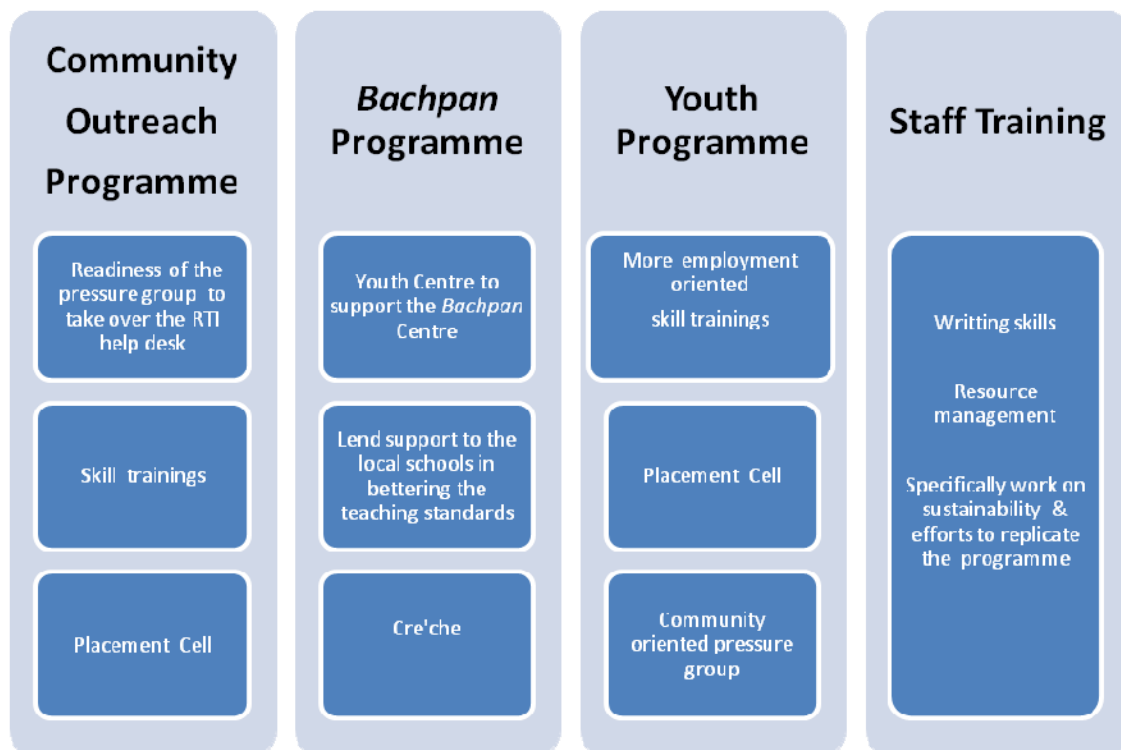
The overall the programme has been a resounding success in impacting the lives of the children, youth, domestic workers and the community at large. The intended outreach of 300 – 400 domestic workers, 100 children, 100 youth have been overshoot by big margins as the programme has reached 700 domestic workers, 200 children and about 150 youth that is a testament of the trust and faith the community has in the ISST centre.

However it would be very apt if research studies are undertaken to systematically collate the qualitative expected outcomes of reduced crime rate; reduction in school dropout rates; better attendance & improved results; higher confidence & motivation levels for the youth attending the youth programme. Long term studies may also be undertaken to see the impact of better education and its relation to better quality of life or to identify the factors that contribute towards a successful community based programmes. Such a study would help immensely in replicating the programmes where they may be needed.

The Documentation of the project is seen as crucial and perhaps hiring someone to specifically compile a complete project report may be a worthwhile effort. The skill training of the domestic workers and the youth is another area where the project can put in more resources and eventually it might be advisable to experiment with placement cells for both the programmes. The *Bachpan* Programme needs to form stronger linkages with the schools in the area and the work for this has already been initiated by the team.

Finally sustainability of the project defined as that when the projects run independently of the *Saathi* centre in *Kalyanpuri*, does not seem a probable at present. The need for hand holding is still there but if a systematic approach is taken it seems possible that gradually the project can become self sustainable. The three groups which can play a critical role in this are the pressure group; SHG & youth group members. Small bits of the programme like the RTI & Help Desk can be handed over to these groups and gradually the *Saathi* Centre can become a resource centre which coordinates similar community based rehabilitation programmes all over India.

The summarised recommendations for Phase 3



ANNEXURES:

- The ISST project proposal to Sir Dorabji Tata Trust.
- ISST Yearly Report JRDT-JTT
- The Half Yearly Report July to December-2012

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