

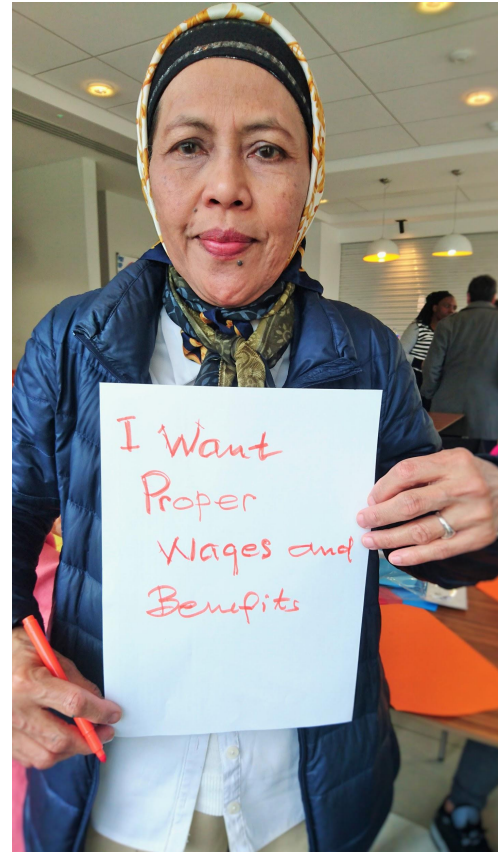
The Voice of Domestic Workers



Annual survey of members 2018-19

A summary of the results
October 2019

Our survey



Introduction

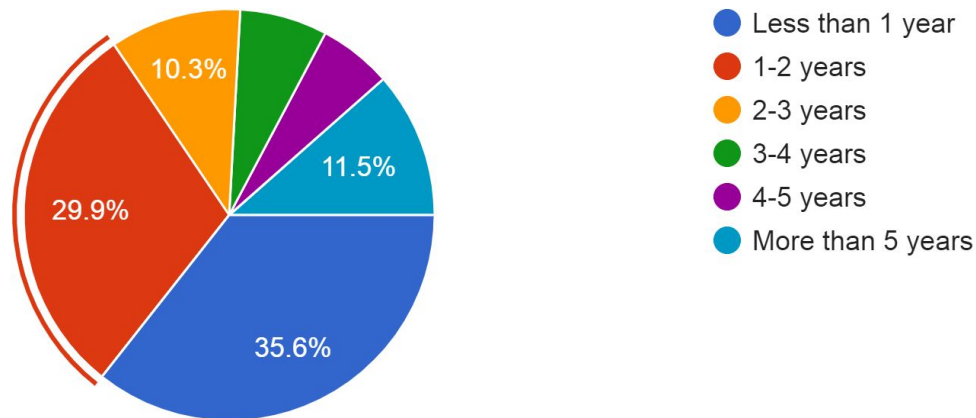
Every year we carry out a survey of our members to get a better understanding of how well our activities meet their needs; what we are doing well and where we can improve. The findings are shared with our working groups and board of Trustees to make decisions about future activities, and where to seek funding.

This year, our survey was completed by 87 people. The data was collected using a Google form between May and October, and analysed by one of our volunteers.

How long have the respondents been a member of VODW?

This is reflective of our wider membership and previous surveys.

In addition, our 2018 employment survey found 132 of respondents had entered the UK before 2012, when the ODW Visa changed. 404 entered the UK since 2012.



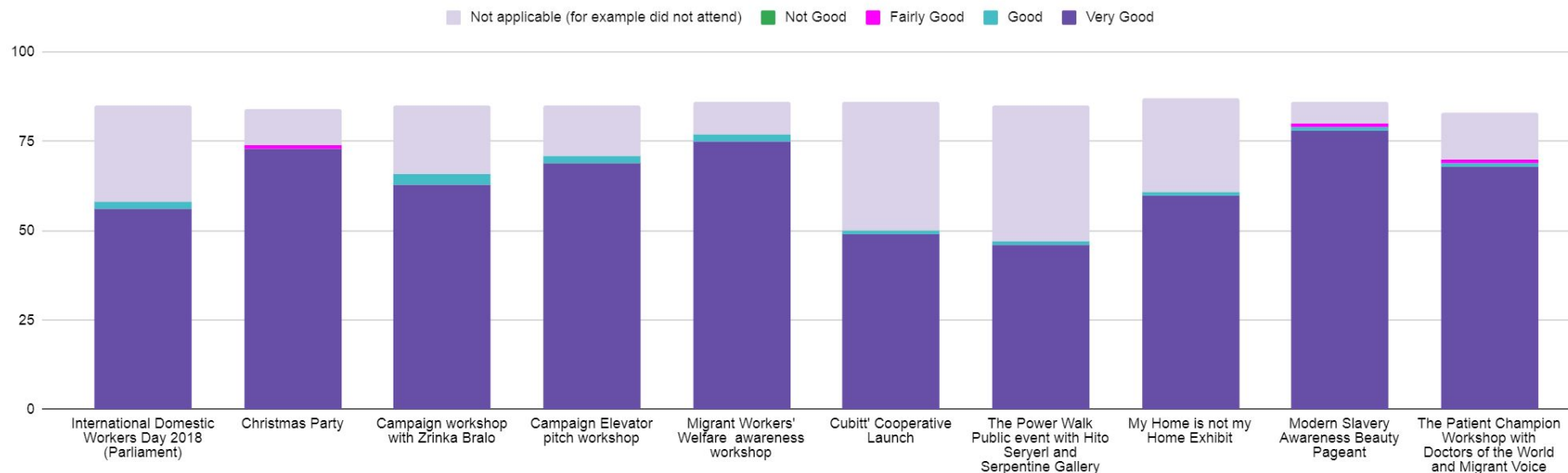
Our activities

What do our members think of our work? What outcomes do they experience?



One off events

The quality of our events



What were the outcomes for our members?

We asked our members to describe in their own words what they liked most about the events. This is what they told us:

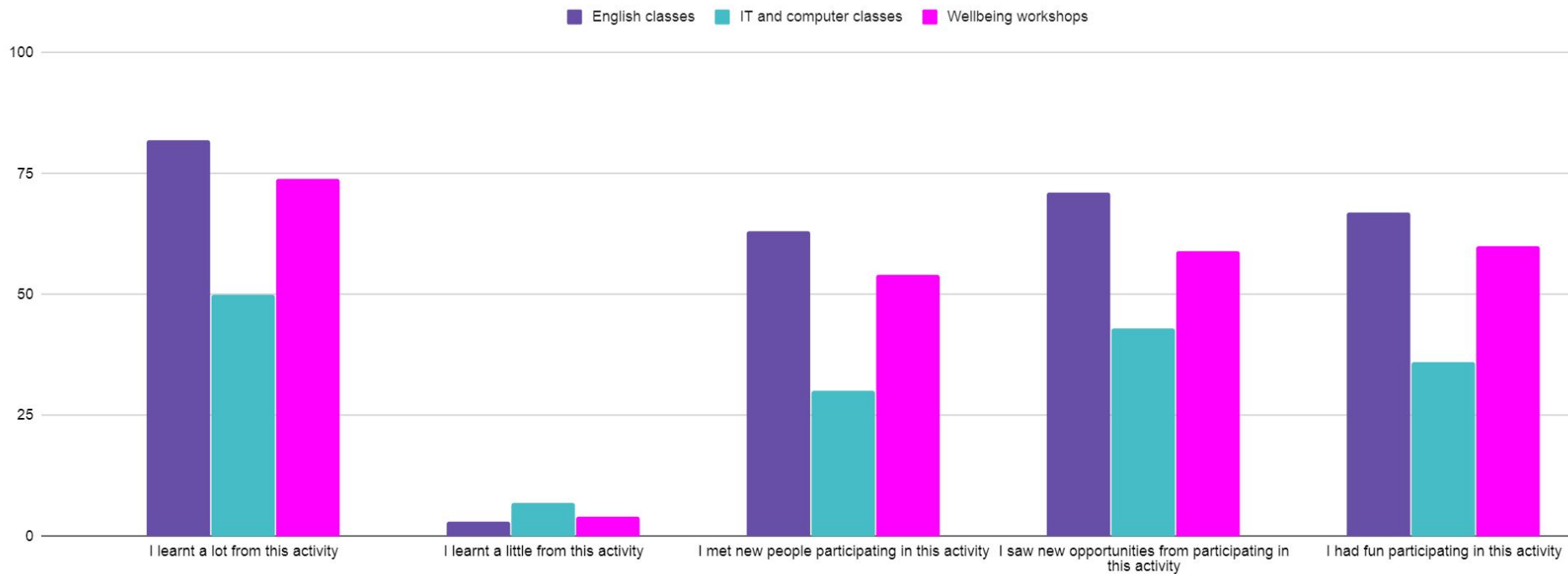
- The chance to have a voice (24 people)
- Feeling empowered, gaining skills and knowledge (41 people)
- A chance to share talents (8 people)
- Being part of a community (5 people)
- Feeling happy (6 people)
- Having activities available (3 people)
- Raising self esteem (2 people)

“International Domestic Workers Day, we had the ability to promote our rights in-front of Parliament and public”

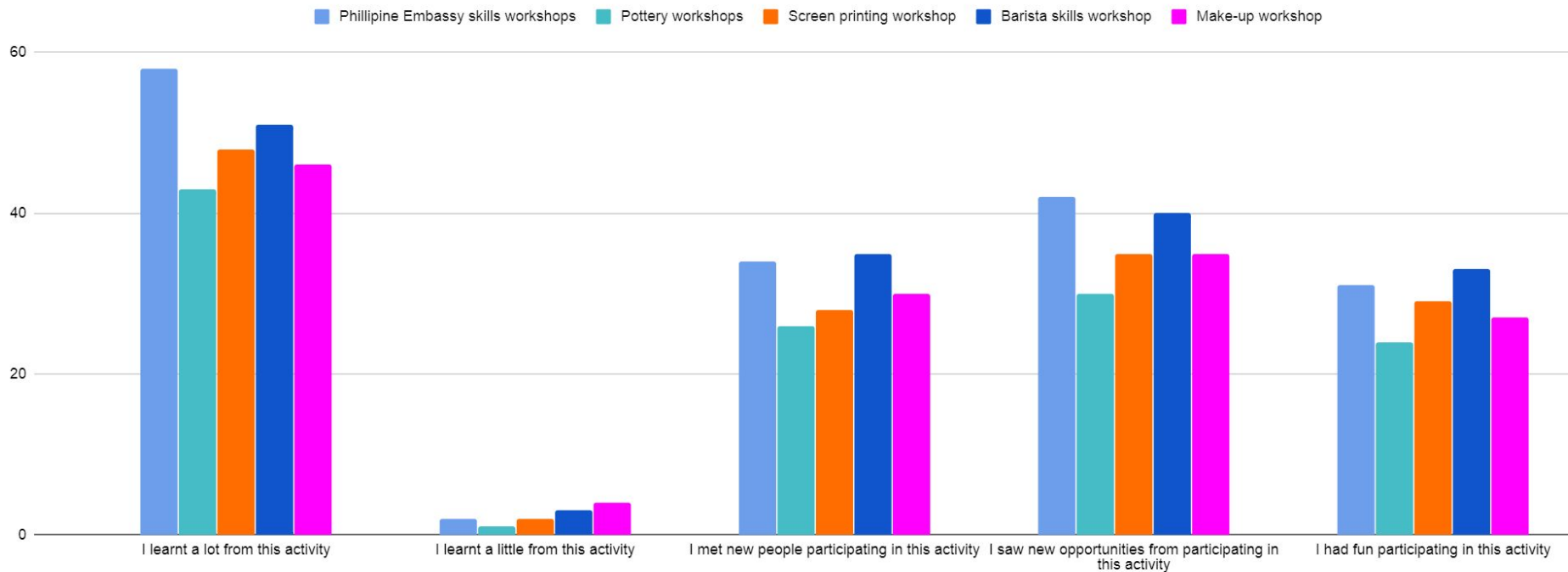
“Our Christmas party, that was so amazing because even we are far from our family we enjoyed and we share our talents and foods”

Education and learning activities

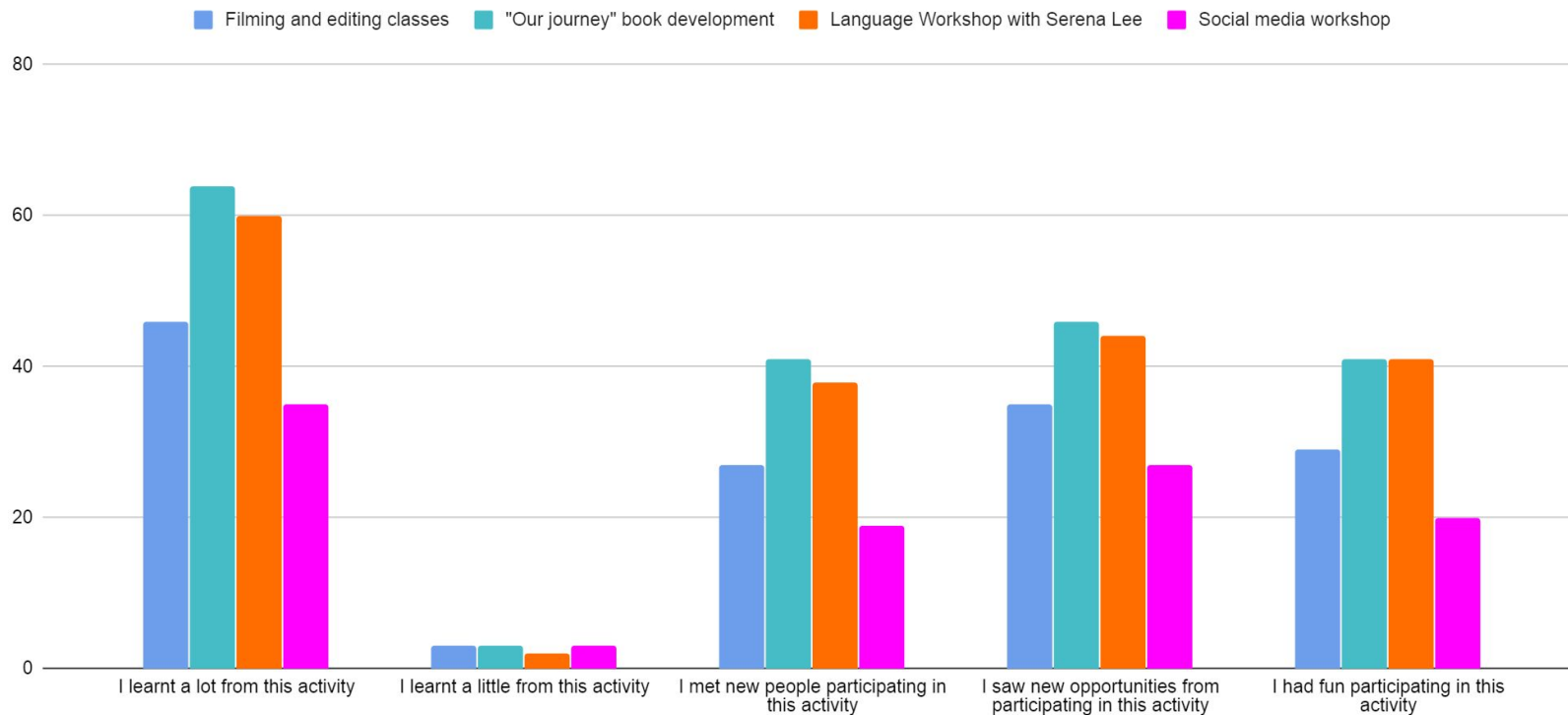
Core weekly classes: outcomes



Vocational activities: outcomes



Arts and advocacy: outcomes



Outcomes for members, in their words

We asked the members to describe the best things that they got from the learning activities, this is what they told us:

- Learning knowledge and skills (50 people)
- Having something that can help them in the future (26 people)
- Increased confidence (17 people)
- Enjoyed participating (7 people)
- Feeling more optimistic/ ready for the future (5 people)
- Meeting new people and building friendships (4 people)
- Sharing their experiences and feelings (2 people)

Outcomes for members, in their words

"Because of this activities, I was able to [write] and contribute my own story in the book of VODW"

"I loved those activities because not only we learned and have knowledge but we bond as one family"

"Those lessons gave us Additional skills, talents and knowledge that we can use everyday or even we go back in the Philippines."

"The English workshop because they teach us to be more confident in terms of speaking English"

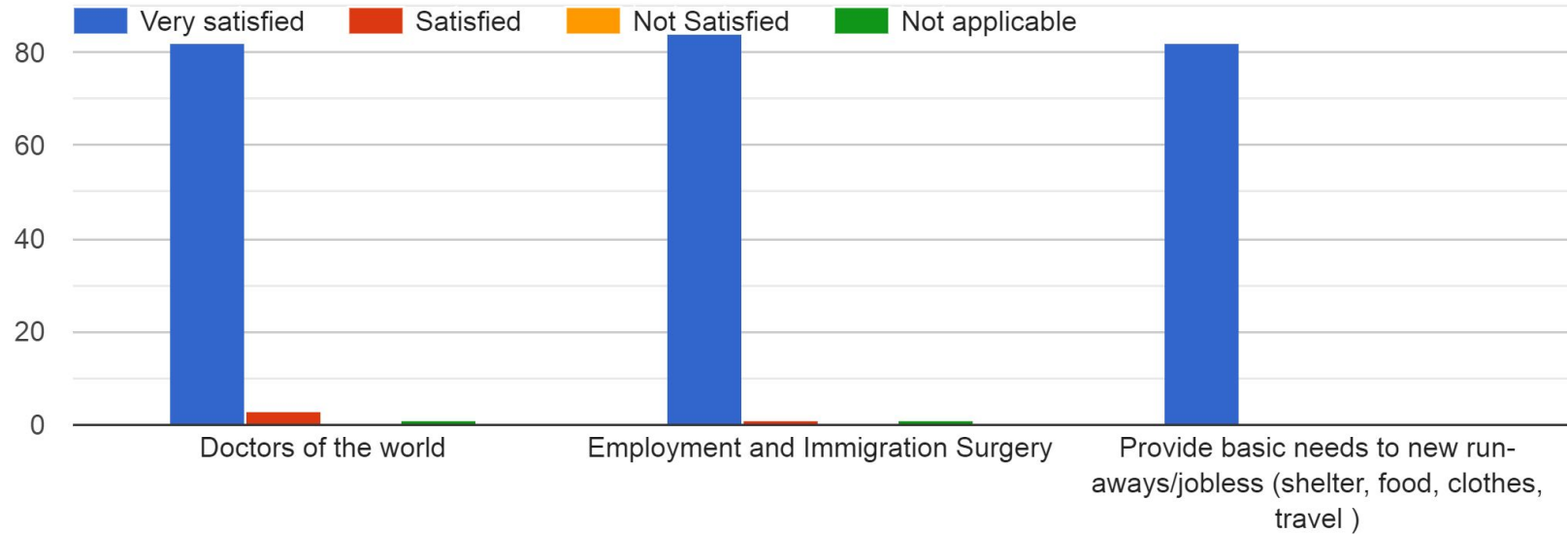
"I am no longer afraid. There's something I could use if thing go wrong for me but It made me positive"

What can we do to improve?

- Provide more workshops (43 people): our members want more workshops for new members, and to increase the scope of activities. They requested business/ entrepreneurship training, cooking, sports and more regular filming and makeup classes. One person also asked for more accredited courses, such as first aid.
- Tied to this, 8 people asked for more volunteers and teachers, to deal with overcrowding and high levels of demand.
- 3 people asked for more equipment for the sessions..

Support services

Satisfaction with support services



Impact of the activities of our support services

- Access to healthcare: 29 members reported that they now had **access to healthcare**, as a result of our partnership with Doctors of the World. For those with health conditions, this was “life changing”
- 21 members had been supported to **find work**
- 17 people had been provided with **shelter** after escaping abusive employers
- 7 had **legal advice** and 5 reported a **legal win**, an upholding of their rights
- Four had been supported to **escape** and three explained that they had received **emergency** clothes and support.
- Five had been supported to **improve their working conditions** and three mentioned the impact of wider advocacy work on their rights.

“I escaped... and VODW rescued and sheltered me, gave me job, legal advice and now I have GP.”

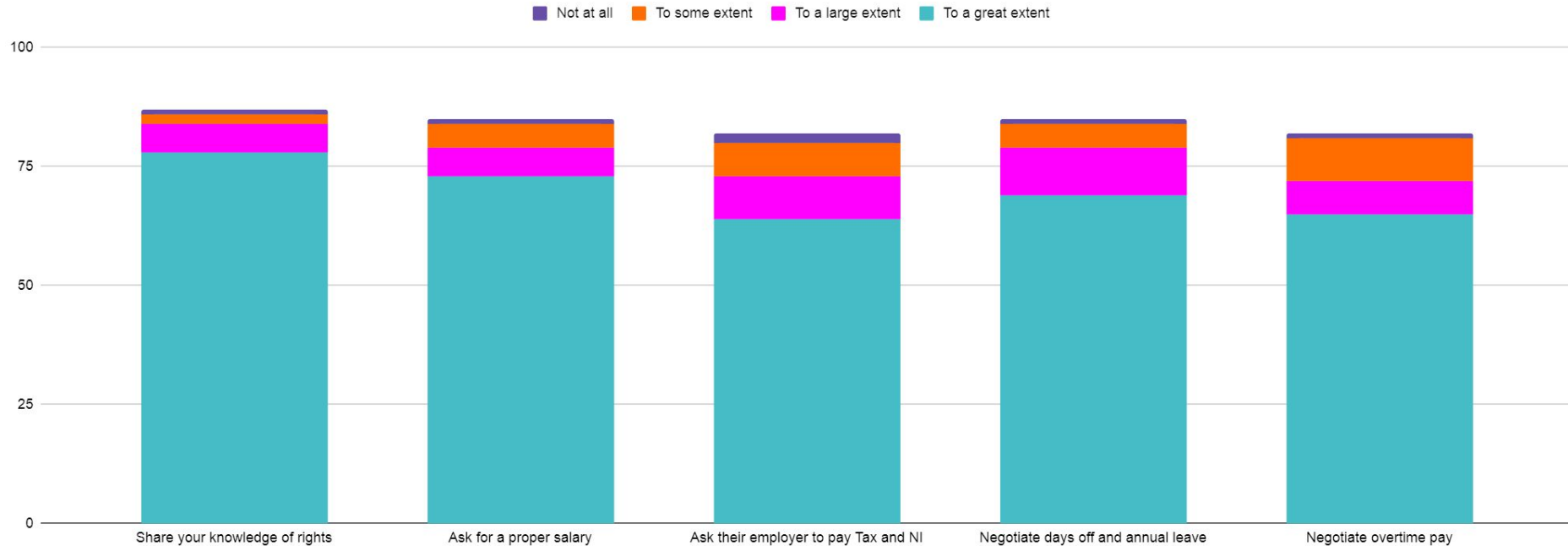
“When my visa was refused, vodw helped and supported me to my court case and won. I’m grateful forever”

The impact of our work

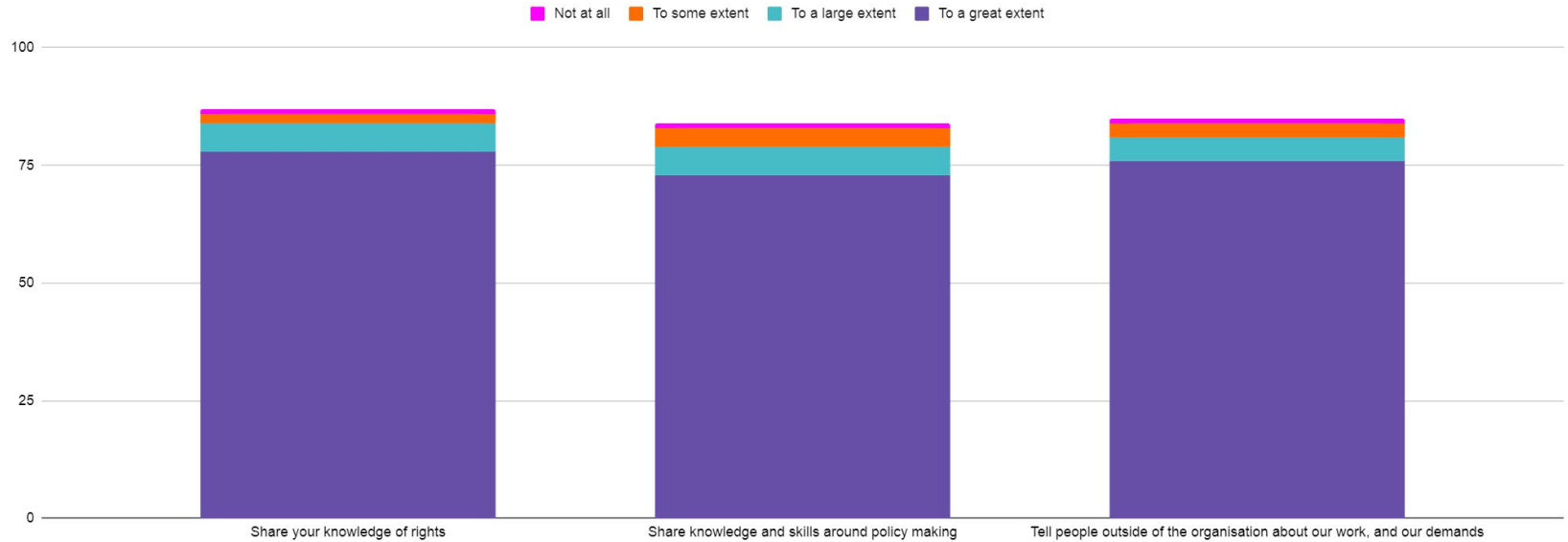
On the personal and professional lives of our members



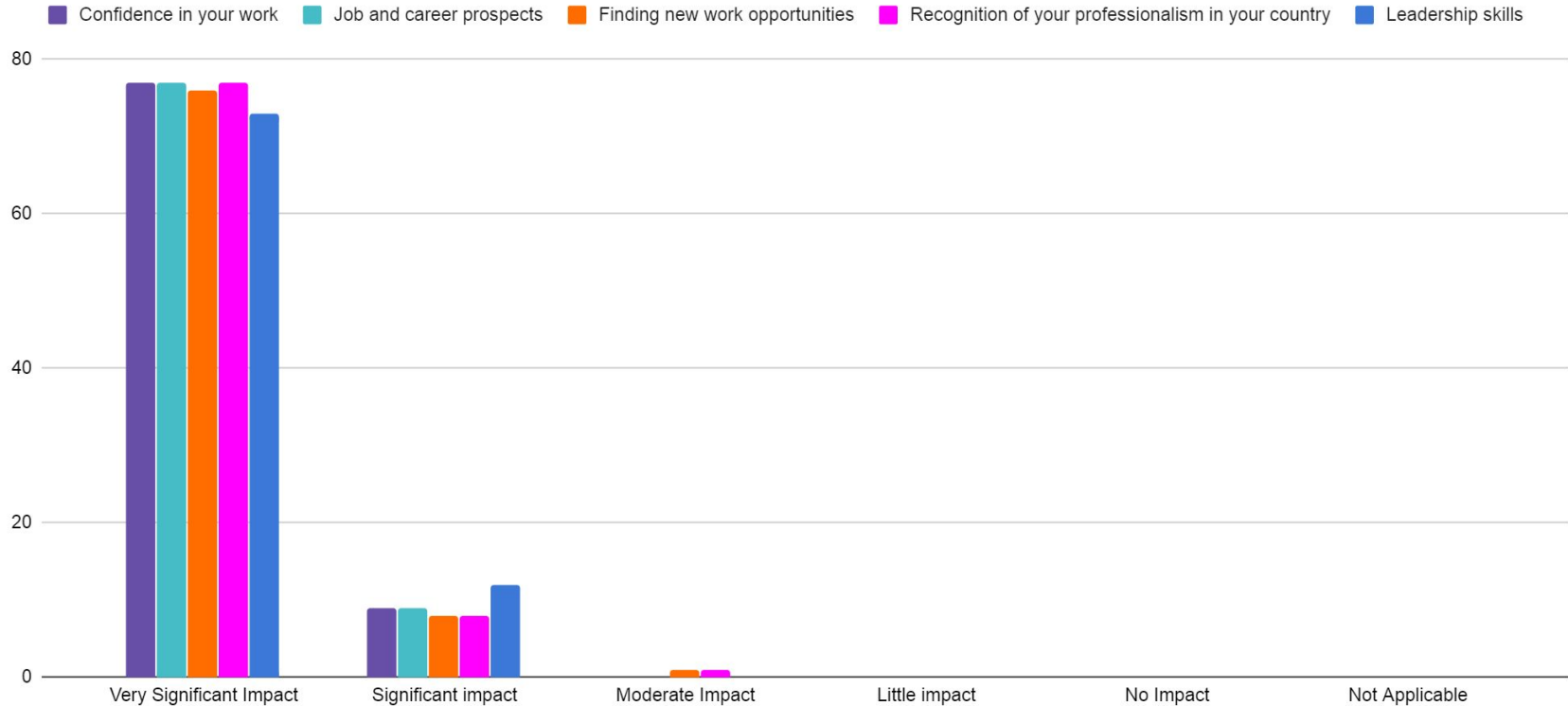
Professional life: using skills in the workplace



Professional life: using skills more broadly



On Professional Life: impacts



On Professional Life

"I have more freedom now. I could help my fellow domestic workers what to do and I have now confidence. People back home respect to me now."

"I can share my knowledge now with other domestic workers and I have a confidence to fight for my rights"

"[I am] proud because VODW helps me to recognize me as worker and not slave"

"I'm more confident now, not shy anymore for interviews whether job or journalist"

On Personal Life: the most important thing VODW brings

"I am now able to provide for my family a better life because of the help support of VODW. I feel very important person now. I am proud because VODW inspire many people too."

"When I came here in London The Voice of Domestic Workers is my shelter and my home. I feel secured with them. They helped me to have work and got my right salary, my benefits and my rights that I deserved."

"It's a big change for my personal life because i become strong, confident and i can fight now for my rights"

"VODW brings hope and happiness to my life"

"A shelter and a companion. because when i runaway VODW are the one who helped me. to provide shelter, needs and find job for me"

What if... we weren't around?

We asked our members what might have happened if we weren't providing services. This is what they told us:

- Trapped with an abusive employer (17 people)
- Still struggling, hopeless, suffering (38 people)
- Frightened (12 people)
- Alone (11 people)
- Without (knowledge of) rights (8 people)
- Not sure (9 people)
- Dead (3 people)

Five people said they are still in an abusive situation, even with the support of VODW

Reflections

What do we want to focus on in the coming year?



What have we learnt?

- Our services are in demand have a concrete impact on the lives of our members:
 - They are developing skills for their current work, as well as things they can use in the future
 - They are developing knowledge of their rights, where to get legal and medical support
 - They are developing confidence in themselves and their abilities
 - They are being supported to access health and legal services
 - We are helping people to get out of abusive situations and meet their immediate needs
- Our members love being able to share their skills and knowledge with each other and wider communities

Focus for 2019-20

- Continuing to deliver a range of activities to develop skills and knowledge
 - In particular seeking funding to expand scale of classes to meet needs
- Expanding services, where possible, to meet the wellbeing needs of members; to allay their fears and give them skills to look after themselves and each other