



# Evaluation Summary



International  
Labour  
Office

Evaluation Unit

## *Promoting Integration for Migrant Domestic Workers in Europe – Final Evaluation*

### Quick Facts

**Countries:** Belgium, France, Italy, Spain

**Final Evaluation:** August-September 2013

**Mode of Evaluation:** Independent

**ILO Office administratively backstopping the  
Project:** MIGRANT

**ILO Technical Backstopping Office:** MIGRANT

**Evaluation Manager:** Rasha Tabbara

**Evaluation Consultant:** Pierre Mahy

**Project End:** 14 August 2013

**Project Code:** RER/11/01/EEC

**Donor & Project Budget:** EC (European Fund  
for Integration) – € 1,055,288.65

**Keywords:** migration, migrant workers, domestic  
work, research, capacity building, European  
Commission

### Background & Context

#### Summary of the project purpose, logic and structure

With the overall objective to support European informed dialogue and action for the socio-economic integration of female migrant workers in low skilled occupations, the project was designed with three major objectives:

1. To expand the existing knowledge base on the characteristics, dimension and patterns of migration for the purpose of domestic work in the EU and possible impact on integration outcomes;
2. To enhance the awareness of European social partners, labour market and other

relevant actors, including local authorities, about the main challenges to socio-economic integration of migrant domestic workers, as well as about existing instruments to guarantee the protection of their rights; and

3. To provide European social partners, labour market actors and local authorities with enhanced capacities to plan and implement effective policies and programmes to remove the barriers and pro-actively promote socio-economic integration of migrant domestic workers.

#### Present Situation of the Project

The project has been implemented from November 2011 to August 2013.

#### Purpose, scope and clients of the evaluation

The objective of the evaluation assignment was to provide:

- An overview of the activities and outputs of the project;
- An assessment of the results achieved vis-à-vis the project immediate objectives; and
- Insights and lessons regarding the effectiveness of multi-partners and multidisciplinary approaches to migration and domestic work.

The evaluation was expected to provide recommendations on future steps to consolidate progress, ensure the achievement of objectives, and advance the policy debate on migrant domestic workers.

## Methodology of evaluation

The evaluation has been conducted in August and September 2013 and comprised field visits to Belgium, France and Italy as well as meetings in ILO Headquarters in Geneva and inputs from the consultant's base to undertake desk research and prepare this Final report.

The work plan for the evaluation comprised:

- Review of relevant documentation
- Interviews with ILO project management, coordinators and technical experts
- Interviews/consultations with project partners and sub-contractors, beneficiary organizations and other key informants.
- Debriefing meeting with ILO in Geneva to present the preliminary findings of the evaluation and solicit feedback, additional information and clarifications
- Preparation of the draft final report

The tools employed were documentary analysis, identification of relevant evaluation questions and sub-questions, semi-structured interviews to elicit the facts relevant to the evaluation questions and synthesis of findings, conclusions and recommendations.

## Main Findings & Conclusions

The project was designed to build and complement existing ILO and social partner initiatives to promote decent work for domestic workers, in particular the Domestic Workers Convention (Convention 189) and the ILO Strategy for Action towards making decent work a reality for domestic workers worldwide.

The project linked to several Outcomes of the Strategic Policy Framework (SPF) and to the ILO Programme and Budget 2010-2011 and 2012-2013; the planned project results fall in line with the specific aims of chapter III (Strengthening technical capacities) of the SPF, i.e. expanding the knowledge base (Result 1), building the capacity of constituents (Result 3), partnerships and communication (Result 2). The project also responds to specific objectives of the EC Integration Fund.

The overall strategy of the project was intended to fill the existing "knowledge gap" prevailing in the specific *sector* of migrant domestic workers in Europe.

The need for more reference material was clearly identified; the aim of the project to provide information on characteristics, dimension and patterns of migration for the purpose of domestic work in the EU contributes to fill the existing knowledge gap. The intervention logic and approach of the project was based on the availability of sufficient comparable statistical data in all countries. The assumption made in the project design proved to be optimistic and prompted the approach to be adapted with a higher focus on qualitative research work rather than on quantitative research work.

The LFM is clear in presenting objectives, results, deliverables and activities in a logical sequence, but lacks precision in suggesting certain very ambitious impact indicators.

Overall, the Terms of Reference have been delivered, though in a slightly different way than originally planned as far as the research work is concerned.

Activities proposed and implemented appear to be logical to achieve the planned results; they have been implemented in a logical sequence but with some delays in the preparation of research studies, which have resulted in delaying the final project conference.

The four **research** studies and the synthesis note deliver interesting information in several ways:

- i) They provide a comprehensive overview of the background information available in each country;
- ii) They present already acknowledged information in a structured way; and
- iii) They identify new (or unknown) features of the domestic work sector as a result of the qualitative research work undertaken.

The research studies also provide a number of recommendations aiming at strengthening labour rights, promoting a better recognition of

domestic work, collective action and social dialogue in order to seek equal rights for migrants. The synthesis note furthermore highlights common features identified in the different countries.

The research component of the project has delivered the expected results in terms of substantially contributing to the knowledge gap.

The four research studies and the synthesis report have been presented at the final project conference in Brussels on 31 May 2013. The conference offered the opportunity to exchange ideas at multi-country policy level.

The **training on integration and non-discrimination of migrants** intended to increase the capabilities of stakeholders received a very positive feed-back from respondents to the different evaluation surveys. Training was provided in a three-phase approach to 27 participants (against an initial target of 25) from EU 13 countries. Participants recognize the added-value of the training provided, declare making best use of the knowledge acquired and suggest a follow-up training course to be organized by ILO one year later.

In terms of **awareness raising**, the project did not entirely deliver to expectations; awareness raising materials have been developed and made available for dissemination (e.g. project flyers, hand-outs, video) but some activities were not implemented (e.g. broadcasting of video on TV channels). Several indicators mentioned in the LFM have therefore not been met while others were not monitored (e.g. number of downloads from the website).

Delays in implementation resulted from the difficulties to find a common language among the research institutes to define the possible scope of the research work and the methodology. ILO expected project partners to provide a significant input for the definition of the methodology but did not provide a sufficient framework to allow swift progress to be made.

The main implementation constraints which had to be faced relate to the unavailability of comparable statistical data in all four

countries, the difficulty to identify informants among a largely hidden population of MDWs, limited access to authorities due to the political context (new government in Spain, elections in France), and limited communication with MDWs due to the migrants' lack of knowledge of foreign languages.

All project partners and sub-contractors have been very committed to implement activities and achieve expected results. Linkages with other ILO initiatives were made and support from ILO Headquarters staff and ILO offices in the target countries has been provided.

The sustainability of the project mainly lies in the use which will be made of the four research studies and of the synthesis note providing policy recommendations, as well as in the practical use made of knowledge acquired by participants in the training course.

Further developments can realistically be expected from the networking effect, as the different stakeholders involved in the activities were able to initiate new contacts and establish new communication lines (e.g. between "employment" authorities and "migration" authorities which often never actually communicated).

**Post-project dissemination** will be very important and ILO offices in the different countries will have an important role to play in order to ensure a correct distribution to key players. Project partners and sub-contractors have declared their intention to disseminate the results of the research work and make use of the findings in further initiatives.

In terms of **sustaining the results of the training** provided, several promising developments have already been reported by participants. These include sharing the acquired knowledge in different national and local networks, replicating modules of the training in workshops intended for migrant domestic workers, sharing information among branch offices of large associations aiming at encouraging advocacy efforts towards the ratification of Convention 189.

Overall, the project has generated innovative findings which add to the already existing knowledge. It provides an additional tool to

associations and trade unions defending the MDWs and supports the efforts undertaken in all countries towards the ratification of Convention 189 which undeniably will have long-term effects.

## Recommendations & Lessons Learned

### Main recommendations and follow-up

1. Involve specialized expertise at the design stage (e.g. sociologists when preparing research projects);
2. Design the Logical Framework Matrix with clear and quantified indicators and realistic assumptions (especially for EU funded projects);
3. Ensure strong leadership & monitoring of activities, including performance measurement, when multiple partners are involved in project implementation;
4. In further projects aiming at promoting policies, encourage and facilitate more dialogue during dissemination events;
5. Define a clear post-project dissemination and follow-up strategy of project results;
6. Consider the possibility of involving selected participants of the ITC training in the training component of the new project “Global Action Programme on Migrant Domestic Workers and their families”;
7. Complement the qualitative survey based on MDWs interviews with a similar survey based on interviews with employers of MDWs;
8. Seek further funding to fill the knowledge gap with focused statistical labour market analysis based on representative samples.

### Important lessons learned

1. Inaccurate assumptions in the project design impede instant and comprehensive implementation of proposed strategies;
2. Designing a research project requires informed input from researchers/sociologists as well as an interdisciplinary approach, including a practitioner/policy oriented designer;

3. Efficient coordination of project partners with different principles requires a basic framework to be defined and strong leadership;
4. Project partners do not always have the same capability to implement activities;
5. Mobilizing public authorities to attend training courses remains a challenge.
6. The involvement of stakeholders in policy debates during project implementation is likely to have a positive impact in terms of sustainability of results and enhancing synergies with other relevant initiatives.