



HELP & SHELTER



ANNUAL REPORT 2011

HOMESTRETCH AVENUE, GEORGETOWN, GUYANA, S. AMERICA

TEL: +592 225 4731; 227 3454; 227 8353 FAX: +592 227 8353

EMAIL: hands@networksgy.com WEBSITE: <http://www.hands.org.gy>

INTRODUCTION

Help & Shelter is a non-governmental organisation established in November 1994 to address all forms of violence, but especially domestic and sexual violence and child abuse, with the aim of creating a society where attitudes towards violence and the use of violence are transformed. Our Mission, Goals, Objectives and Areas of Action are set out in our Governance, Policies & Procedures Manual, which is available on our website at <http://www.hands.org.gy/governancemanual>.

We are a company limited by guarantee with charitable status. The members in annual general meeting elect the board of directors, which is responsible for policy and overall management and supervision, and day-to-day operations are carried out by a combination of paid staff and project personnel and volunteers (who may be, but are not necessarily, members of the company).

Help & Shelter is recognised as a leader in the fight against violence in Guyana. In addition to the provision of counselling, shelter and other support to victims of domestic and sexual violence and child abuse and our public education work, we advocate for relevant legislative changes, including reform of sexual offences legislation and the abolition of corporal punishment. We contributed to the crafting of the National Domestic Violence Policy and are represented on the Sex Offences Task Force, the Domestic Violence Oversight Committee and the National Task Force to Combat Trafficking in Persons.

In the 2011 national honours list, Help & Shelter was awarded a Medal of Service in recognition of its work.

This report is intentionally concise. Project agreements and reports, statistics, media statements and a wealth of other relevant information are available on our website - <http://www.hands.org.gy/>.

OUR PEOPLE

Our Members & Volunteers

Membership of Help & Shelter the company is not mandatory for volunteers, but those who wish to join and have demonstrated the required level of commitment to the organisation may do so.

Our volunteers were exceptionally active during 2011, assisting with our public education work, holding a number of fundraisers to help cover the cost of their work and organising a candle-lit vigil on 25 November 2011 to mark International Day for the Elimination of Violence Against Women (IDEVAW) and the start of 16 days of activism against violence against women.

Our Staff & Project Personnel

Thanks to continued government support, we were able to retain the services of our shelter staff.

Due to continuing insufficient funding for our non-shelter services, we continued throughout 2011 the practice begun in 2010 of making up fees for core personnel from our dwindling own funds. For several months were forced to ask most personnel to accept a reduced fee rate and are very grateful that all of them did.

The tradition of many paid staff and project personnel also providing voluntary services during the year was maintained.

Our Board

There were no changes in board membership during the year but Gaitrie Shivsankar was appointed as alternate for the volunteer representatives.

A list of those who contributed to our work during 2011 is at Appendix I.

OUR WORK

During 2011, Help & Shelter's principal activities continued to be the provision of counselling and referral services, public education, networking and advocacy and the maintenance of the shelter, but for several months non-shelter work was not or only partly covered by project funding, as a result of which the organisation's dwindling own funds were again used to make up the shortfall in personnel's fees.

Our January 2011 application to UN Women as the administrator of the UN Trust Fund to End Violence Against Women 2010 for a public education/counselling project was unfortunately unsuccessful, but following the February submission to the EU for a 3 year project for the promotion of human rights of victims of domestic and sexual violence and child abuse through counselling, advocacy and referral services, we were informed in April that our proposal had been approved and project implementation began in July (see below).

UNICEF Counselling Support - 1/8/10 to 30/4/11

The G\$4 million support provided by UNICEF covered the fees of 2 full time and 2 part time counsellors until the end of April and the reproduction of some public education materials.

Reports in relation to the support received are available on our website at <http://www.hands.org.gy/unicef2010>.

UK Government Counselling Support 1/1/11-31/3/11

Funding of G\$1,560,000 was provided in January 2011 pursuant to a contract dated 25 January 2011 between the UK Secretary of State for Foreign and Commonwealth Affairs, represented by His Excellency Mr. Simon Bond, Acting British High Commissioner, and Help & Shelter to assist Help & Shelter in combating violence against women & children by support for provision of counselling services to survivors/victims of domestic & sexual violence and child abuse and enhancing public awareness of domestic & sexual violence and child abuse by reproduction & distribution of public awareness materials.

The funds were used to supplement those provided by UNICEF to enable to continued functioning of our counselling services without recourse having to be made to our dwindling own funds.

Reports in relation to the support received are available on our website at <http://www.hands.org.gy/bhc2011>.

Training and Capacity Building to Enhance Service Delivery Project (1/11/10-31/10/11)

Funded by the USAID Government Enhancement Project (GEP) implemented by Tetra Tech ARD

The goal of the project was to enhance the services provided by Help & Shelter personnel, volunteers, community-based workers and representatives of selected CBOs, NGOs and state agencies in addressing domestic violence through training and capacity-building workshops focusing on:

1. Training in the new Sexual Offences Act
2. Training in Monitoring & Evaluation and Documentation & Dissemination
3. Upgrading counselling skills
4. Follow-up counselling training for community-based workers
5. Training in Family Planning
6. Training in Child Counselling
7. Management; financial management; project proposal writing; community mobilization; advocacy; M&E and leadership skills)

The first workshop having taken place in December 2010, the remainder took place between January and October 2011. They all went well and the project met its objectives.

Reports on all workshops, together with the final project report and report on the outcomes of the workshops are on the website at <http://www.hands.org.gy/trainingproject>.

Reducing Gender-Based Violence at the Community Level (1/1/11-31/12/11)

Funded by UNFPA

The UNFPA/Help & Shelter partnership to significantly increase the level of awareness and reduce the high incidence of violence against women, girls and children in Hague and Zeelugt (West Coast Demerara) begun in October 2007, again continued during 2011, with funding under UNFPA's 2011 Workplan provided for work under the headings Gender Awareness & Youth Development & Family Planning.

The 2011 narrative report is available on the website at <http://www.hands.org.gy/node/93>.

As 31 December 2011 marked the end of UNFPA's 5 year project cycle, at the end of the year, we were waiting to hear whether our partnership would continue in 2012 and beyond.

Community-Based Gender-Based Violence Reduction Project (1/4/08-31/3/11)
Funded by the Women's World Day of Prayer German Committee

The project, which worked in 4 communities (Den Amstel, Good Hope, Kaneville and Covent Garden) towards reducing gender-based violence through education and empowerment by means of community-based promotion of awareness about GBV and its root causes, came to an end on 31 March 2011. The final reports and project evaluation are available on our website at <http://www.hands.org.gy/node/88>.

The project clearly showed the benefits to be gained by doing in-depth community-based work and it was with regret that in early 2011 we received a negative reply to our enquiry to WDP about the possibility of further funding, being informed that funds had been cut down considerably and that priority was being given to those who had not previously received funding. Efforts were accordingly made to seek funding from another source to enable additional and follow-up community-based work.

Community-Based Child Protection Project – 19/10/10-31/3/12
Funded by the EU & Help & Shelter

The general objective of the project is to develop the human rights agenda in Guyana as it relates to children by using a rights-based approach to strengthen child protection systems, policies and mechanisms to provide services for children whose rights have been violated.

Specifically, the project aims to promote children's safety in four communities (Hague and Zeelugt in Region 3 and Sophia and Good Hope in Region 4) through community-based actions that will improve the lives of children who have experienced abuse and violence, and through prevention education. Project activities will involve parents, and service providers from the education, health, judicial, and social service sectors and other relevant groups such as faith based organisations, with the aim of increasing awareness and changing attitudes and behaviour. It is intended that the knowledge gained during the project will be shared so as to stimulate similar types of community-based actions across Guyana.

Help & Shelter's 10% co-funding requirement was met thanks to donations, including substantial contributions from the US-registered charitable organisation Concerned Citizens Against Domestic Abuse (<http://www.ccadac.com/>).

Project activities began in earnest in January 2011 (the formal launching was on 31 January 2011) and continued throughout the year, with most of the targets being met or exceeded. Reports are available on the website at <http://www.hands.org.gy/childprotectionproject>.

As expenditure was under budget, an application for an extension of the project action implementation period to 31 March 2011 was submitted to the EU at the end of November 2011 and approved in December.

Promotion of Human Rights of Victims of Domestic & Sexual Violence and Child Abuse Project
Funded by the EU & Help & Shelter

The overall objective of this €119,782 project, which is for 3 years from 24 June 2011, is to improve the lives of women, children and men who are experiencing domestic and sexual violence and child abuse, and the specific objectives are the provision of services to victims/survivors of domestic and sexual violence and child abuse and advances in implementation of the National Domestic Violence Policy. Help & Shelter's co-funding is being provided through fundraising events, by donations and through the support of Concerned Citizens Against Domestic Abuse (which has also provided support for our Child Protection Project) and the Government of Canada through the Canada Fund for Local Initiatives (see below).

The main activities of the project are:

1. Provision of free face-to-face and hotline counselling to victims/survivors of domestic and sexual violence and child abuse.
2. Delivery of free comprehensive court support services to survivors/victims of domestic and sexual

violence and child abuse.

3. Provision of free advocacy and advisory counselling and referral services to victims/survivors of domestic and sexual violence and child abuse.
4. Advocacy for advances in implementation of the National Domestic Violence Policy.

The intended results of the project are:

1. 2,175 victims/survivors of domestic and sexual violence and child abuse are provided with free face-to-face and hotline counselling.
2. Free comprehensive court support services are delivered to 150 survivors/victims of violence.
3. Free advocacy and advisory counselling and referral services are provided to 450 survivors/victims of violence.
4. Advances in the implementation of the National Domestic Violence Policy.

Project implementation began in July and proceeded largely on target, apart from with respect to advances in implementation of the National Domestic Violence Policy as the oversight committee, which is the mechanism through which we advocate for such advances did not meet for several months due to staffing problems and then national elections.

The project application and M&E reports are available on our website at <http://www.hands.org.gy/humanrightsproject>

Co-funding Support from the Canada Fund for Local Initiatives

In September, Help & Shelter was invited to submit a proposal to the Canada Fund for approximately G\$1.7m. Our application for 2 months' co-funding for the Help & Shelter/EU human rights project was approved and the G\$1,731,000 covered project expenses for November and December 2011.

Public Education Support from the Avon Foundation for Women

In May 2011 Help & Shelter was invited to submit a proposal for the expenditure of a grant of US\$10,000 from the foundation. The proposal for the funds to be used to enable us to continue our work to increase awareness of domestic and sexual violence and child abuse for 9 months from July 2011 to April 2012 was accepted and the cheque was formally handed over on 14 July 2011.

The proposal, budget and reports are available on our website at <http://www.hands.org.gy/avon>.

Further UK Government Support

In November 2011, at the invitation of the British High Commission, a proposal and budget (available on our website at <http://www.hands.org.gy/british2012>) were submitted for the expenditure of G\$1.5m on urgent repairs and items of furniture and equipment for the crisis service and shelter, the continuation of community-based public education work and limited broadcast of our PSAs.

The agreement was signed in early December 2011 and the funds received at the end of that month.

The Shelter

During 2011, the shelter provided a place of safety to 152 abused/trafficked women and their children and at risk children referred to us by the Childcare and Protection Agency.

The government continued to be the main source of funding for the operation of the shelter, providing a subvention of \$10m, which was received in May.

A number of private enterprises continued to make regular donations of foodstuffs and other supplies and periodic donations of clothing, toys and other items were also received. Some monetary donations were also received.

Our shelter intake data and manual are available on our website at <http://www.hands.org.gy/shelter> .

Personnel Awareness Sessions

Following the success of the sessions held in 2010 with Ansa McAl Trading Limited's staff, sessions were held

with the staff of Digicel but problems were encountered in scheduling for the staff of Qualfon Guyana Inc. and offers to do sessions with the staff of other companies were not taken up.

Help & Shelter's Child Protection Policy

Help & Shelter Child Protection Policy, which had been adopted in November 2010, was launched on in conjunction with the formal launching of the EU/Help & Shelter Child Protection Project on 31 January 2011.

The policy is available on our website at <http://www.hands.org.gy/childprotectionpolicy> .

OUR STATISTICS

Monthly and cumulative statistics were compiled and posted on the website throughout the year at <http://www.hands.org.gy/statistics>.

During 2011, we provided face-to-face counselling services to 355 new clients (336 adults and 19 children), court support counselling services to 58 clients (including 17 adult and 2 child new clients), received 288 hotline calls and directly reached 3,501 people through our education and awareness work, bringing our cumulative figures from November 1995, when the crisis service opened, to 31 December 2011 to 9,635 face-to-face counselling clients, 414 court support clients, 3,934 hotline calls, 1,397 non-client referrals and 38,862 persons directly reached through public education and awareness work.

OUR FINANCES

As in past years, our adherence to high standards of financial transparency and accountability continued throughout 2011.

2011 proved even more financially challenging than 2010. As indicated above, due to lack of project funding, we expended considerable amounts of our dwindling own funds to pay make-up fees to key personnel to maintain our core non-shelter services. In May, our finances were at such a low level that we were forced to request personnel to accept half of their make up fee. They all did so and most continued to provide full time services until the board decided to revert to full fee making up from August to the end of the year.

In March 2011, we sent out letters to a number of private sector enterprises, explaining our dire financial circumstances and requesting that they sponsor the running of our core non-shelter services for a month or a week. A second set of letters was sent to other businesses in September and as at the end of 2011, a total of \$2,495,000 had been received.

In terms of fund-raising, we had hoped to host a second Italian Night in view of the great success of the first held in 2010, but the chefs from Trinidad were unfortunately unavailable. Our third scavenger hunt on 28 December (<http://www.hands.org.gy/scavengerhunt2011>) was however the most successful to date, netting \$546,000.

Our 2011 audited financial statements appear in Appendix II.

The changes in fixed assets during 2011 consisted of the acquisition of four stand fans for \$ 8,000 each and a printer/scanner for \$68,000.

Help & Shelter is a company limited by guarantee and did not issue any shares or debentures during the period 1 January 2011 to 31 December 2011.

Help & Shelter extends deepest appreciation to all those who in any way assisted us in our work during 2011.

Appendix I

The following persons contributed to our work as volunteers, staff or project personnel during 2011:

- Petal Baboolall
- M. Bacchus
- Bibi Farida Baksh
- Angela Benjamin
- Natalya Bobb
- Homer Bowen
- Genevieve Bradford-Paul
- Renita Charles
- Suzanne Chung
- Venus de Freitas
- Niveta Deen
- Denise Dias
- Pamela Evans
- Monica Fordyce
- Genevieve Garcia
- Althea George
- Wendell George
- Rozana Girdharry
- Karen, Theresa Gomes
- Beverly Gomes-Lovell
- Joy Gravesande
- Patricia Gray
- Tessa Greene
- Melissa Harris
- Julian Haynes
- Isha Husain-Singh
- Shakira Hussain
- Linda Hustler
- Carol Innis-Baptiste
- Bibi Nafeeza Jaggernauth
- Yvette Joseph
- Fay Karim
- Margaret Kertzious
- Vidyaratha Kissoon
- Julia Kertzious
- Jenny Lancaster
- Selina Lepps
- Laurel Lester
- Chabela Lord
- Michelle Low
- Bonita Marissa Lowden
- Colin Marks
- Kevin Massiah
- Ebeth McIntosh
- Joshua Muridalll
- Pamela Nauth
- Patricia Noel
- Johnson Olatunji
- Subrina Paltoo
- Alison Parks
- Anthony Ram Paul
- Tronza Alexis Pellew
- Patricia Plummer
- Yvonne Quintin
- Danuta Radzik
- Manjusha (Cindy) Rahaman
- Parbattie Ranglall
- Kevin Reddy
- Paula Sampson
- Nicola Samuels
- Karen Shaw
- Gaitrie Shivsankar
- Mavis Stephen
- Donna Taylor
- Marva Thomas
- Sandra Thompson
- Josephine Whitehead

The following persons also served as directors during 2011:

- Homer Bowen
- Denise Dias
- Patricia Gray
- Isha Husain-Singh
- Selina Lepps
- Michelle Low
- Pamela Nauth
- Patricia Plummer
- Yvonne Quintin
- Danuta Radzik
- (Cindy) Manjusha Rahaman
- Josephine Whitehead