

**HELP & SHELTER/UNICEF COOPERATION:
VIOLENCE PREVENTION & RESPONSE
REPORT FOR PERIOD 1 NOVEMBER 2010 – 31 JANUARY 2011**

The following activities were carried out for this period

1. Face to face, court support and hotline counselling services
2. Counselling supervision
3. H&S Child Protection Policy launch, training and cases

**1. Counselling-
New Cases**

For the period November 2010 to January 2011 a total of 108 new clients received face to face and court support counselling services, 5% of these were children and 93% adults in 2% of cases clients did not reveal their ages. Spousal abuse accounted for 75% of new clients accessing our services of which 49 % were physically abuse and 6% emotionally or psychologically abused. A high percentage of clients, 44% also experienced abuse which was alcohol and drugs related. Intra/family non spousal abuse was reported by 10 clients with physical abuse being most prevalent. A further 13 clients also suffered psychological trauma by non family members. Counselling and court support services Out of the 3 rape cases counselled, all 3 were of children between the ages of 9 -17.

Sex & Gender

The majority of clients, 84%, accessing our services are women and girls, men & boys made up the other 14% of clients seen.

Age, Ethnicity & Employment

A total of 12 % of all new clients were between the ages of 9-20, 64% between the ages of 21 – 40 and 23% between the ages of 41-60+.

Approximately 30 % were of African heritage, 41% of East Indian, 24% of Mixed Race heritage and 3% of Amerindian heritage. The majority of clients, 39%, were employed fulltime, part time or were self employed, 31% were homemakers and 4% students.

Repeat Clients/ Hotline Services

For the period November 2010 – January 2011 a total of 114 repeat clients were counselled, 101 hotline calls received and 104 Court appearances made on behalf of and with clients by our 2 court support counsellors.

Court Support Services

104 Court appearances were made on behalf of and with clients by our 2 court support counsellors. Location of court cases were spread out across Region 2, 3, 4 and 5. All of the child and adult clients accessing court support services were female and all of the perpetrators were male. Cases ranging from carnal knowledge (rape), sexual assault, domestic violence, common assault and threatening language were attended to. All of the sexual offence cases being followed up are still being heard under the old Sexual Offences Act. Due to the frequent postponement of court cases, Help & Shelter's court support cases usually require numerous court attendances and one case can last anything

between 1 – 3 years before completion if not dismissed for non attendance by complainants or witnesses.

Referrals

Referrals were written for 70 clients and 28 non clients to Legal Aid, MLHSSS, various police stations, C&PA, Court Registry, AA, Salvation Army, Lifeline Counselling, the Night Shelter, Food for the Poor and the recruitment agency.

1(a). Tables

Total No. of Persons Reached

Counselling Service	Total
Face to Face & Court Support (new)	108
Face to Face & Court Support (repeat)	114
Hotline Calls	101
TOTAL	323

No. of Persons Referred

Referrals	Total
Clients	70
Non-Clients	28
TOTAL	98

New Clients- Selected Demographics

Sex		Ethnicity				Age		
F	M	African	E. Indian	Amerindian	Mixed	9-20	21-40	41-60
84%	14%	30%	41%	3%	24%	12%	64%	23%

Employment Status –New Clients

Type	Total
Full Time, Part Time, Self Employed	39%
Homemaker	31%
Students	4%

2. Counselling Supervision

For this reporting period counselling supervisory sessions were conducted with 7 Help & Shelter counsellors, 4 at our Crisis Centre, 1 at our Shelter and in the month of January with 2 of our hotline counsellors. One of our part time counsellors was on sick leave so she was not available for supervision during the month of January.

Successes

During this 3 monthly reporting period counsellors reported success as a result of counselling in:

- Increased assertiveness and empowerment of clients
- Resolution of conflicts among family members
- Reinforcing of parenting skills
- Improved intra-family relations
- Accessing DVA protection orders through referral process
- Positive behaviour change in the home
- Survivors and partners attending counselling sessions

Case Load

Counsellors felt that their respective case load was manageable. Client numbers tend to fluctuate, at times there is a large influx at other times reduced numbers. generally there

is a steady stream of clients who access services offered.

Training

Counsellors were all amenable to additional training opportunities and have agreed that this will improve their service delivery. They continue to use skills and implement strategies learnt during training sessions and are revising and researching other relevant areas for effective intervention.

Counsellors benefited from 2 recent Help & Shelter capacity building training workshops; Protection of the Children's Act & Sexual Offences Act and Upgrading for Counsellors There was keen interest and participation among the counselors during these 2 workshop and evidence of appreciation for learning opportunities and a willingness to make use of techniques acquired, during the role play and group sessions in the Upgrading for Counsellors Workshop.

There was some concern expressed about the inter-agency referral process especially as it relates to some agencies where inadequate information is supplied. It was suggested that Help & Shelter creates a standardized referral form which will be available to all counsellors, in order to maintain efficiency. At the moment these are prepared as the need arises.

Learning needs:

The following topic areas remain the interest of Counselors and will be dealt with over time through planned Professional Development training and supervision sessions.

- Interviewing skills and management of time
- Communicating with children
- Working with traumatized children
- Couple and family counseling
- Communicating with perpetrators
- Counseling Men
- Suicide Intervention

It was proposed that some discussions on a topic of concern will form part of the agenda for counsellors' monthly meetings. A presentation on 'Trafficking in Persons was done at the meeting in January.

The Counselling Supervisor has discussed the need for counsellors to monitor their stress levels and is in the process of putting together some light reading materials on stress management for distribution to those counselors who are interested.

3. H&S Child Protection Policy & Cases

Help & Shelter's CPP has been finalized and the process of training all H&S representatives in the implementation of this is underway.

The policy was formally launched at the National Library on 31 January 2011.

Child Protection Cases

For this second project quarter, a total of 18 H&S child protection cases involving children between the ages of 3 – 16 years were reported and child protection forms filled out and submitted to C&PA. The forms of child abuse seen included physical abuse in 8 of the cases, sexual abuse in 2, risk of sexual abuse in 1 case, emotional/psychological abuse in all 18 of the cases, neglect in 9 of the cases including non attendance at school in 8 of these cases and abandonment in one case, 2 cases of attempted suicide, exposure to domestic violence in 12 of the cases including the presence of alcohol and drug abuse in 6 of these cases. In the great majority of cases forms of child abuse occurred simultaneously. We plan to have in place a data base to track these cases more efficiently by the end of the next quarter.

Child Protection Cases

Type of Abuse	# of Children Exposed
Physical Abuse	8
Sexual Abuse	2
Risk of Sexual Abuse	1
Emotional/Psychological Abuse	18
Neglect (including non attendance at school and abandonment)	9
Attempted Suicide	2
Exposure to Domestic Violence	12

Referrals C&PA/ H&S Shelter

The MOU between Help & Shelter & C&PA and which covers guidelines for the temporary and emergency placement of children by the C&PA for a period of 2 weeks at our shelter has been signed. For this reporting period we have accommodated 4 children referred by the C&PA.