

HELP & SHELTER

PROMOTION OF HUMAN RIGHTS OF VICTIMS OF DOMESTIC AND SEXUAL VIOLENCE AND CHILD ABUSE PROJECT (BY AGREEMENT WITH THE EUROPEAN UNION: EUROPEAID/130-666/L/ACT/GY, EUROPEAN INSTRUMENT FOR DEMOCRACY AND HUMAN RIGHTS)

M&E REPORT- JANUARY 2013

OBJECTIVES

The overall objective of the project is to improve the lives of women, children and men who are experiencing domestic and sexual violence and child abuse.

The specific objectives are the provision of free services to victims/survivors of domestic and sexual violence and child abuse survivors to assist them to develop the necessary coping skills and build their confidence and self esteem, to support them through the judicial process, and to advise and assist them in accessing support services, so that they can rebuild their lives free from violence and the threat of violence.

ACTIVITIES

1. PROVISION OF FREE FACE-TO-FACE AND HOTLINE COUNSELLING TO 2,175 VICTIMS/SURVIVORS OF DOMESTIC AND SEXUAL VIOLENCE AND CHILD ABUSE

Expected Results/Outcomes

- Victims/survivors able to understand the nature and dynamics of the violence
- Victims/survivors develop necessary coping skills, self confidence/self esteem and access support services
- Family members including children affected will benefit directly and indirectly from counselling as the violence is reduced
- Counselling for family members will help to foster positive changes in their own lives while at the same time encouraging support and assistance to those relatives who have experienced domestic/sexual violence/child abuse

Achieved Results/Outcomes

Face-to-Face Counselling

Quantitative Data

- **New Adult Clients**
 - A total of 44 new adults clients, 32 females and 12 males received face to face counselling
 - Spousal abuse was identified as the type of abuse experienced by 19/57% of female clients, with physical spousal abuse at 17/51% and non-physical abuse at 2/6%.
 - During this month 13/39% of female clients also experienced intra-family violence with psychological being the most predominant at 6/18% followed by physical abuse at 4/12% and non-physical at 2/6%. A further 1/3% experienced 'other' types of intra family abuse.

- Spousal abuse was identified as the type of abuse experienced by 8/67% of male clients with non-physical being the most prominent at 5/42% followed by physical abuse at 3/25%.
 - During this month 4/33% of male clients also experienced intra-family violence with physical at 2/16%; non- physical at 1/8% and psychological at 1/8%.
 - For females a total of 4/12% were between the ages of 19-25, 19/57% were between the ages of 26-40, 8/24% were between the ages of 41-60 and 1/3% was 60+.
 - For males- 5/42% were between the ages of 26-40 and 7/58% were between the ages of 41-60.
 - A total of 10/30% of all female clients and 6/50% of all male clients described themselves as Black, 7/21% of female clients and 3/25% of male clients identified themselves as East Indian. A further 14/42% of female clients and 3/25% male client identified themselves as Mixed.
 - In terms of employment status 7/21% of female clients described themselves as full time employed; 2/6% as part time employed; 11/33% as self employed; 4/12% as unemployed, 6/18% as homemakers 1/3% was retired and 1/3% gave their employment status as 'other'.
 - For male clients 2//17% described themselves as full time employed; 8/67% as self employed and 1/8% gave their employment status and 1/8% as a homemaker.
 - A total of 14/42% of female clients and 8/67% of male clients were from the county of Demerara with 13/39% of female clients and 4/33% of male clients from Georgetown. Three 3/9% of female clients were from Berbice; 1/3% was from Essequibo and 1/3% was from Linden.
 - A total of 14/27% of all cases seen this month were alcohol related and 1/2% were drug related.
 - A total of 10/23% of all client were married; 19/43% were in common law unions; 5/11% were single 7/16% were separated; 1/2% were divorced; 1/2% was in a visiting relationship and 1/2% described their marital status as 'other'.
- **Returning Adult Clients**
 - A total of 58 clients, 42 females and 16 males returned for follow up counselling this month.
 - **New Child Clients**
 - A total of 1 new female child clients were seen for this month.
 - The 1 female child clients had been psychologically abuse.
 - The 1 female child clients were between the ages of 12-18.
 - The 1 female child was of mixed ethnicity.
 - One 1 female child was from Georgetown.
 - She was attending secondary school.
 - **Returning Child Clients**
 - There were no returning child clients

Qualitative Data

- A client whose husband tried to kill her came in to H & S Crisis Centre seeking support. Client was informed of H&S counseling and court support services. Client informed the counsellor that she had already applied for a Protection Order against her husband. Client was encouraged to return to H& S for counseling and to keep the agency up- to- date with her matter. When client returned she complained that the police has not contacted her about her Court matter, which occurred in December 2012, disclosed that she keeps receiving calls from her offender and from females who taunt her. Counselor called the DPP office and conveyed the client's concern and was advised to send client to their office. This action resulted in the DPP having client write a complaint to their office, which they sent to the police who quickly reacted in having the file sent to the DPP office. The DPP quickly dealt with the matter and advised the police to charge offender with attempted murder. The client who had difficulty serving the offender with the notice to attend court due not knowing where to find him, was also granted more time to find offender. Client importantly is in possession of an DVA Interim Order until the offender can be locate and served with the DVA order. Client later informed H&S that the matter of attempted

murder was called up at the Bartica court without her knowledge and she was dissatisfied that offender was granted bail. Client was referred internally to a Court support counselor. As a result of interacting with the DPP, 2 persons have been referred to H&S for counseling.

- An irate male came in to H&S to complain that his partner asked him to leave the home and was not allowing him cook on the stove. He also said that he planned to leave the home the following Sunday and requested that the counselor to call his partner in to have a confrontation. Counselor declined to do so because of his attitude. However after he left the office, counselor called his partner to alert her and she said “I am glad that H&S has taken up this matter”, counselor invited her to come in to the agency which she did immediately and she was able to explain her side of the story. She was advised that if her partner does not leave the house by Sunday as he said, she has the option of going to the Georgetown Legal Aid Clinic to apply for a Protection/Occupancy Order under the DVA. Both clients have not returned to the agency, and telephone calls made by counselor to the female proved futile.
- A male client who was referred to H&S by the DPP expressed his satisfaction of the service and advice he received from the agency and acknowledged that it is a service that not only serves women but men also.
- Another male client came in voluntarily and reported that his ex-reputed wife and his uncle were harassing him and his customers. The male client also reported that the police were also harassing him and had him arrested and locked up after reports were made that he had assaulted his ex-reputed wife and her daughter. The male client was advised to seek legal advice and given information about the Protection/Restraining Order under the DVA. He subsequently returned and informed the counselor that his ex partner was granted an Interim P&O order against him and he had to vacate the premise and is unable to operate his business that has perishable items within, he said that he went to the Georgetown Legal Aid clinic and was given a date to return but he opted then to see a private lawyer who has prepared an Application for Variation or Revocation of Interim Protection Order for him. This client expressed gratitude to the service and advice from H&S and indicated that he will continue to access the services of the agency whenever the need arises.
- A female client who accessed the service of H&S complained that she worked hard to help build the family home and whenever her partner abuses her verbally and physically he tells her that she can move from the home “all yuh gat hay is yuh clothes an a ole machine in hay”. Client explained that the transport is in her reputed husband’s name and wants to know her rights and entitlement. Client was told of her rights to property and counselor gave client the options of calling her husband in to H&S for counselling, being given a referral to the Legal Aid Clinic to apply for division of property or applying for a Protection/Occupancy Order. Client had left her home and is now staying at her parents. Client opted for the letter to her husband to come in, he did come in and admitted to abusing his wife and that her parents also helped them to build their home. He was interested in knowing when client will return home but client said that she wants him to behave himself, to stop taking his friends into their home for drinking sprees, do chores around the home and spend more time with the family. Client feels that her partner is abusive to her when under the influence of alcohol. Her husband feels that he does not have an alcoholic problem. Counsellor advised that male client attend Alcohol Anonymous sessions while his family attends Al Anon and referral was given to that effect. Further, advice was given to client’s partner to go to an attorney at law to have his partner’s name included on the Transport and he agreed to do so the next day. Client was very pleased with that advice. When the couple returned for counseling, they said that they did go to the Legal Aid Clinic and were told the cost to have client’s name included on the Transport. The male partner explained that he does not have the money right now as he is still paying the mortgage but will work towards getting this done.
- A client was referred to the Crisis Centre by the GPHC and was brought in by the social worker of the Ministry of Amerindian Affairs to access the IXORA shelter. The client’s reputed husband had broken her jaw. Counselor is now in the process of communication with the police with regards to her case. Counselor also developed a good working relationship with the Social Worker.
- Counselor met a client selling greens in the market place and was happy to learn that she is now out of the abusive environment. The counselor previously had called the police to intervene in

helping the client to remove from the home. Client said that she is working hard to provide for herself and daughter hence the reason why she did not return to H&S to update counselor.

Hotline Counselling

Quantitative Data

• Adult Clients

- A total of 13 hotline calls from 9 females and 4 males were received this month through H&S 24 hr hot line service.
- A total of 9/69% of all clients experienced spousal abuse with physical spousal abuse affecting 2/15%, non-physical abuse affecting 4/31% and psychological abuse affecting 2/15%. One 1/8% was suicidal or had experienced suicidal thoughts.
- A total of 4/31% of clients experienced intra family abuse with psychological abuse affecting 2/15%, suicidal thoughts affecting 1/8% and 1/8% caller's issue was classified as 'other'.
- Of the 18 hotline callers, 1/8% was between the ages of 19-25; 4/31% were between the ages of 26-40; 4/31% were between 41-60 years old and 1/8% was 60+. A further 3/23% did not state their age.
- Four 4/31% of all hotline callers were from the county of Demerara.; 2/15% was from the county of Berbice; 1/8% were from the county of Essequibo; 5/38% were from Georgetown and 1/8% did not state their age..
- In terms of employment, 2/15% of callers were full time employed; 1/8% was part time employed; 1/8% was self-employed; 4/31% were unemployed and 2/15% described themselves as home makers. A further 3/23% listed their employment as 'other'.
- A total of 1/8% of callers received counselling, 5/38% were given advice and 7/54% of callers were given referrals.

• Child Clients

- No child callers called H&S 24 hr hotline service this month.

Qualitative Data

- Client called very confused and crying on the phone, after some time spent talking about her feelings she further explained she had never shared this information with anyone before and never thought sharing her problem with a stranger on the phone could make her feel better, she promised to visit the Crisis Centre for further counseling.
- A hotline caller one evening called three (3) times. The calls were being made from a cell phone; the caller explained the hotline number was given to him by a male friend, who had received help from H&S in the past. He was calling to see how he can be helped in his situation; in closing he shared he was happy he called and would visit H&S Crisis Centre for face to face counseling when he next visits Georgetown.
- A caller's whose husband left the home for some time, was feeling depressed about the current situation of her marriage. After counselling, the caller reported that she felt much better and was happy to talk to someone.
- Another caller was recently separated from her reputed husband and felt very confused and unsure about her rights as a reputed wife and mother of the perpetrator's two children. The caller was informed about the services of the LACs and referred to that agency. Other callers were enlightened about the DVA and the orders that are provided by the act, namely the protection order

2. DELIVERY OF FREE COURT SUPPORT SERVICES (COUNSELLING, PREPARING CLIENT FOR COURT PROCEDURES, ATTENDING COURT SESSIONS) TO 150 SURVIVORS/VICTIMS OF DOMESTIC AND SEXUAL VIOLENCE AND CHILD ABUSE

Expected Results/Outcomes

- Reduction in psychological trauma associated with domestic and sexual violence and child abuse suffered by victims/survivors and their families during the judicial process as a result of counselling
- In court support and information provided about relevant legislation and services available for prevention of domestic and sexual violence and child abuse and protection of and legal redress for victims/survivors.

Achieved Results/Outcomes

Court Support Counselling

Quantitative Data

• New Adult Clients

- A total of 5 new female adult clients were given court support service this month.
- The 5 new female clients were applicants in Court for Assault (1); DVA P.O. (2); Assault & Threatening Behaviour(1); Division of Property (1)
- One (1) of the female clients was between the ages of 19-25; 4 were between the ages of 26-40.
- All 5 of the Court cases were held in Region 4. Three (3) cases were heard at Georgetown Magistrate Court; #1; 1 case was heard at Vigilance Magistrate Court and 1 case was heard in the High Court, Georgetown.
- The accused for female clients were husbands (2); reputed husbands (3).
- Outcomes – All 5 of the 4 cases are continuing

• New Child Clients

- No new female child clients were given court support service this month.

• Returning Adult Clients

- A total of 7 returning female adult clients received court support assistance through court attendances and counselling.
- One (1) client was between the ages of 19-25; 3 clients were 26-40; 3 clients were between the ages of 41-60.
- Clients were pursuing; Maintenance (3); Assault (2); Rape (1); DVA P. O. (1).
- All 7 of the cases were heard in Region 4. One (1) were heard in Georgetown Magistrate Court; #1; 2 was heard in Georgetown Magistrate Court; #6; 2 was heard in Providence Magistrate Court; 2 was heard in Vigilance Magistrate Court.
- Perpetrators were husbands (3); child fathers (1); common law husband/ partners (1); wife (1); ex-partner (1).
- Outcomes -7 of these cases are continuing

• Returning Child Clients

- A total of 7 returning child clients, 6 female child clients and 1 male client received court support assistance through court attendances and counselling.
- Clients were survivors of the offences of Rape (2); Buggery (1); Incest (3) Indecent Assault (1).

- Perpetrators were father (2); stranger (1); Family Pandit (1) neighbour (1).
- Clients ranged from 7-18 years in the following age groups; 6-8 years (2); 9-11 (1) 12-18 years (4)
- All (7) Court cases were held in the Region 4 - Providence Magistrate Court (6); Vreed-en Hoop Magistrate Court (1)
- Outcomes – 3 cases are continuing
 - 1 case was dismissed
 - 3 cases of Incest was discharged due to accused not yet arrested.

Qualitative Data

- A client who had a PO application hearing in October 2012, but missed those hearings due to sickness, was told by the court clerk it had been dismissed. However upon referral to LAC to re-file same, it was discovered that the application was granted and it was only for client to uplift the final order copies from LAC to have them signed by the Magistrate. This said client also had, another case in court, in regards to assault by her common law partner, which was also dismissed due to her non-attendance because of her illness. She was interested in that matter continuing. Networking was done with the DPP office, who gave guidance on how such a process is accomplished. She was assured that the matter can return to court at her request. She was then referred to the Court Registry for that process to begin.
- An elderly client who had some concerns in regards to ownership of her house lot, on which another family (not related to her) occupied part of her land, was given confirmation that the said family has no legal rights to ownership, according to the documents she produced. Client felt that she should not responsible for paying the full amount of rate and taxes due. Counsellor was able to help the client to understand that the entire plot of land was titled to her, as such it was her legal responsibility to pay for same, regardless of who else was occupying the land. Over the years the other occupant of her land was abusive to her, client also wanted this other occupant to stop any further development to her surroundings; that is, house and land. Client was given options that could help her to address and rectify her latter concerns. It should be noted that client sought the help of the agency, since she could not get her children to understand her concerns.

3. PROVISION OF FREE ADVOCACY AND ADVISORY COUNSELLING AND REFERRAL SERVICES TO 450 VICTIMS/SURVIVORS OF DOMESTIC AND SEXUAL VIOLENCE AND CHILD ABUSE

<p><u>Expected Results/Outcomes</u></p> <p>Victims/survivors of domestic and sexual violence and child abuse</p> <ul style="list-style-type: none"> • informed of the legal, health, educational, housing, employment, financial and other services available to them, and • supported in making informed choices through accessing a multi-agency network of services

Achieved Results/Outcomes

Advocacy & Advisory Counselling & Referral Services

Quantitative Data

• New Adult Clients

- A total of 20 new female adult clients were given advisory counselling and referral services for this month

- Four (4) of the female clients were between the ages of 19-25; 11 were between the ages of 26-40, 4 female client were 41-60 and 1 was 60+.
 - Seventeen (17) of the female clients were referred and or accompanied to the GLAC for legal services; counsellor advocate prepared DVA PO application for 1 client; Police assistance (3); CPA (1); housing and shelter services (3), employment (1); other (1 referral to Director of Prisons)
 - Four (4) of the female clients receiving advisory and referral services were Black; 6 were of East Indian ethnicity; 1 was of Amerindian ethnicity, 9 were of Mixed ethnicity.
 - A total of (2) of the female clients were legally married, 2 were single, 12 were in common law relationships; 3 were separated and 1 client was in a visiting relationship.
 - Three (3) female clients did not have children, the 17 other female clients had between 1-9 children.
 - Fourteen (14) of the female adult clients resided in Region 4; two (2) resided in Region 3; three (3) resided in Region 6 and 1 client resided in Region 2.
- **New Child Clients**
 - No new child clients were given advisory counselling and referral services for this month
 - **Returning Adult Clients**
 - Two (2) returning female client was given advisory and counselling and referral services for this month.
 - One (1) female client was of East Indian ethnicity and 1 female client was of Mixed ethnicity.
 - One (1) female client was living in a common law union (1) and 1 was married.
 - Both of the 2 female clients were between the ages of 41-40 (1) and both had between 1-9 children
 - One (1) female client resided in Region 4 and the other female client resided in Region 3
 - The 2 returning female client was referred for legal services.
 - **Returning Child Clients**
 - There were no returning child clients this month.

Qualitative Data

- Counsellor advocate was able to prepare a protection order and occupation order application for a client. As such, the client did not incur any expense for applying for a PO and was able to get a court date in less than a week.
- The client is scared of her partner after he verbally abused her while under the influence of alcohol. She wants him out of the home and does not want to stay in the house with him. The client was referred to the shelter with her infant son. However, she decided to leave the shelter the next day to return home.

4. **ADVOCACY FOR ADVANCES IN THE IMPLEMENTATION OF THE NATIONAL DOMESTIC VIOLENCE POLICY**

Expected Results/Outcomes

Through its representation on the Domestic Violence Oversight Committee, H&S will advocate, support and participate in overseeing and implementation of all aspects of the National Domestic Violence Policy. including:

- Assessment of the Domestic Violence Act with a view to necessary amendments
- Development of inter-agency domestic violence protocols for frontline workers

- Training for health workers including the development of a standard curriculum on domestic violence intervention
- Collaboration with key decision makers in building the capacity of rural and hinterland communities to respond to domestic violence
- Encouragement and monitoring of a public awareness campaign targeting students and other members of the public on domestic violence prevention and gender and gender discrimination

Achieved Results/Outcomes

- No meeting of the NDOC was convened in the month of January 2013.

5. COUNSELLING SUPERVISION

- Counsellors continued to receive guidance and support from the counselling supervisor. During this period, one counselor reported a comfortable caseload while another reported a significant increase in cases, since one counselor was away on vacation for two weeks.
- Counsellors continued to update their records with appropriate entries, as necessary. Shelter client records were seen on site. The counselling supervisor visited on several occasions and there were no new residents between visits.

Counsellors' Intervention

- Counselors continued to make referrals to relevant agencies on clients' behalf.
- The shelter counselor continues to meet with a resident at the Crisis Service Centre twice weekly.
- There is a suggestion about conducting anger management session for clients. This possibility will be further discussed at the next counsellors' meeting.

Training/Learning Needs

- No report on training needs for this month

Staff Concerns

- Counsellors were anxiously anticipating the recruitment of a part-time counsellor.

6. COUNSELLORS' PROFESSIONAL/PERSONAL DEVELOPMENT

- I was able to prepare my first protection and occupation orders application for a client, using the templates provided by the legal aid clinic. I am awaiting the outcome of that client's application and I hope to prepare more applications in the future.
- I have developed professionally via the means of continued practice of my skills in counseling and have used research for my personal development.
- Professional and personal development is based on reading and research through the Internet and other media.

7. CHALLENGES

- One counsellor had seen a lot of clients during the month and found it very challenging to complete assessments etc. She resorted to typing some of the information for records.

8. RECOMMENDATIONS

- One counsellor would like to suggest that the new part-time counsellor fits in on Tuesdays & Thursdays when Karen Shaw goes on leave in future so as to have 2 counsellors in on those days.