

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- MARCH 2012

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 49 new adults clients, 40 females and 9 males received face to face counselling
 - Spousal abuse was identified as the type of abuse experienced by 37/93% of all female clients, with physical abuse at 23/62% being the most predominant followed by non-physical at 12/32% and psychological at 2/5%.

- Intra-family sexual abuse was also experienced by 3/7% of female clients.
 - Spousal abuse was also identified as the type of abuse experienced by all male clients 9/100%. Non-physical abuse was experienced by 4/44%, physical abuse by 3/33% and psychological abuse by 2/22%.
 - There were no intra-family male abuse cases this month.
 - For females a total of 9 were between the ages of 19-25, 21 were between the ages of 26-40, 7 were between the ages of 41-60, 2 were 60+ and 1 female client did not state her age.
 - For males- 3 clients were between the ages of 19-25, 3 were between the ages of 26-40 and 3 were between the ages of 41-60.
 - A total of 14/35% of female clients and 4/44% of male clients described themselves as Black, a similar 13/32% of female clients and 1/11% of males identified themselves as East Indian. A further 13/32% of female clients and 4/44% of male clients identified themselves as Mixed.
 - In terms of employment status 17/42% of female clients described themselves as full time employed, 6/15% as self employed, 1/2% was unemployed. A further 15/37% of female clients identified themselves as home makers.
 - For male clients 6/66% described themselves as full time employed, 1/11% as self employed, 1/11% as unemployed and 1/11% as retired.
 - A total of 24/60% of female clients and 5/55% of male clients were from the county of Demerara and a further 2/5% of female clients were from Berbice. Eleven 11/27% of female clients and 3/33% of male clients were from Georgetown while 2/5% of female clients and 1/11% of male clients were from Linden. One female client 1/2% described her residence as 'other'.
 - A total of 6/12% of cases seen this month were alcohol related.
- **Returning Adult Clients**
 - A total of 37 returning adult clients, 31 females and 6 males received follow up face to face counselling
 - **New Child Clients**
 - There was 1 new female child client who received face to face counselling.
 - The 1 female client was physically abused.
 - She was between the ages of 9-11 and was of Mixed heritage.
 - She attended secondary school and was from the county of Demerara.
 - **Returning Child Clients**
 - A total of 11 returning child clients, 9 female and 2 male received follow up face to face counselling

Qualitative Data

- Twelve (12) clients are attending their " follow up" counseling sessions as scheduled
- 1 male client is going through the process of applying for DVA Protection and Occupancy Orders. This male client has the support of his children in pursuing this legal option.
- Approximately 3 couples are accessing counseling through the Crisis Centre
- Referrals were made to the Georgetown Legal Aid Clinic; CEO of GPHC; Georgetown, Sparendam and Vigilance Court Registry; C&PA; CR&MA; Grove, Turkeyen, Sparendam police stations; Commander's Office; Brickdam police station; Enmore police outpost.
- Counsellor worked with clients to empower them and by doing so increased their self awareness which allowed them to self disclose more pertinent information about self and family history. This helped to enhance continuous assessment of clients.

- Grandmother of a teenage client who was raped and subsequently bore a child as a result of the rape was enlightened to the fact that client can apply to the court for child maintenance now, and does not have to await the decision of the PI to that rape to be completed, in order to do so. This was good news for client and grandmother since it's the grandparents of client who has all the responsibilities to bear in regards the baby.

Hotline Counselling

Quantitative Data

- **Adult Clients**

- A total of 27 hotline calls from 22 female and 5 males were received this month through H&S 24 hr hot line service
- Of the 22 female hotline callers, 7/31% were between the ages of 19-25, 9/41% were between the ages of 26-40, 5/23% were 41-60 years old and 1/4% was 60+.
- 3/60% of male callers were between the ages of 26-40, and 2/40% were between the ages of 41-60.
- 9/33% of the hotline callers were from the county of Demerara., 6/22% were from the county of Berbice, 7/26% were from Georgetown, 1/3% of calls were from Essequibo and 2/7% callers were from Linden. A further 2/7% place of residence was listed as 'Other'.
- In terms of employment, 8/29% of callers were full time employed, 4/14% were self employed, 3/11% were unemployed and 5/18% were home makers.. A further 7/26% identified their employment status as 'Other'.
- A total of 16/59% of callers were counselled, 6/22% were given advice and 5/18% of callers received referrals.

- **Child Clients**

- No hotline calls were received from children for this month

Qualitative Data

- A hotline and face to face client's case was referred to the DPP for advice. This was successfully reviewed and returned to No 55 Police Station via Springlands Police Station. The reviewed police case file has a charge of felonious wounding. This matter was supposed to have been forwarded to the Army where client's boyfriend is working. The problem is that the Police has not sent the file or informed the Army about this matter. It is now approximately a month, many calls are being made about this issue but the police instead of taking the necessary action are coming up with a lot of excuses.

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

<h3><u>Expected Results/Outcomes</u></h3> <ul style="list-style-type: none"> • 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
- The 5 new female clients were applicants in Court for Assault Causing Bodily Harm (1); Assault & DVA P.O (1).; DVA P.O. & Maintenance (1); Division of Property (1); Alimony & Child Maintenance (1) matters.
- One (1) female client was between the ages of 26-40, 3 clients were between the ages of 41-60 and the age of 1 female client was not known.
- Four (4) Court cases were held in Region 4 -2 of the cases were heard at the Sparedaam Magistrate Court, 1 case was heard in Georgetown Magistrate Court #6. One case was held in Region 3, Vreed-en-Hoop Magistrate Court and 1 case was heard in the Georgetown High Court.
- The accused were husbands (3), ex- husbands (1) while relationship between client and offender was not known.
- Outcomes – Magistrate granted DVA P.O. and placed offender on 1 yr bail
 - Client was granted maintenance of \$ 5,000 for herself and \$2,000 for her daughter
 - 2 cases are continuing
 - In 1 case the file was not available

- **New Child Clients**

- No new child clients were seen for this month

- **Returning Adult Clients**

- A total of 8 returning female clients received court support assistance through court attendances and counselling.
- Two (2) clients were between the ages of 26-40 and 6 were between the ages of 41-60
- Six (6) clients were pursuing DVA P.O.; 1 client was also pursuing assault charges, 1 client was pursuing an attempted murder charge, another division of property and divorce and 1 client was pursuing an incest charge.
- All 8 of the cases were heard in Region 4: the Georgetown Magistrates Courts # 2 & 6 (2); Providence Magistrate Court (2); Sparendaaam Magistrate Court (1); and Mahaica Magistrate Court (2).
- In all the cases the perpetrators were husbands (1), common law husband/ partners (4); ex-boyfriend (1); father (1); son (1).
- Outcomes -7 of these cases are continuing
 - 1 case was dismissed and P.O. not granted

- **Returning Child Clients**

- A total of 9 returning female child clients received court support assistance through court attendances and counselling.
- Clients were survivors of the offences of carnal knowledge (3), incest (2), rape (2), indecent assault (1), buggery (1).
- Perpetrators were fathers (2), stepfathers (1), uncle (1), brother-in-law (1), villagers (1), neighbour (1), Pandit (1) not stated (1).
- Clients ranged from 4- 18 years with 3/33% between the ages of 9-11 and 6/66% between the ages of 12-18.

- Court cases were held in the Region 4 at Sparendam (1), Providence (5) and G/town Magistrate Courts #3 (1); and in Region 3 at Vreed-en-Hoop Magistrate Courts (2)
- Outcomes - Eight (8) of the 9 Court support cases are continuing.
 - Accused committed to stand trial in the High Court

Qualitative Data

- A couple who were being counselled completed 2 more of their mandatory counselling sessions. A verbal report on the outcome of these counselling sessions was given to Magistrate Sobers who had ordered the counselling. Clients were informed that they can access the services of Help & Shelter if they need further counselling.
- A former client of Help & Shelter, who had previously benefitted from the services of H&S, returned for guidance and counselling as she had entered into a new relationship.
- Teenage client and her mother who has previously not been consistent in attending court for rape committed on client approximately two years ago saw hope and exhibited enthusiasm after the court support counsellor explained that the PI will now be done as a Paper Committal PI. They have since been very regular in their attendance to court.

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 13 new adult female clients and 1 male client was given advisory counselling and referral services for this month
 - Two (2) clients were between the ages of 19-25, 6 were between the ages of 26-40, 5 were aged 41-60 and 1 client was 61+
 - Nine (9) of the clients were referred and or accompanied to the GLAC for legal services, additionally 2 clients were accompanied to police stations, 1 telephone call was made to the police on behalf of 1 client, 3 clients were referred to CPA, 2 clients were also referred for employment services; 1 client was referred for health services, another was referred for housing/shelter services and 1 client was referred to the valuation office.
 - Three (3) of the clients receiving advisory and referral services were of Mixed ethnicity, 8 were East Indian and 3 were Black

- Five (5) were legally married, 4 were in common law relationships, 2 were separated, 1 client was in a visiting relationship, 1 was widowed and 1 client had been in both a married and common law relationship.
 - All 14 of the clients had between 1-9 children
 - Clients resided in Region 4 (12) and in Region 3 (2)
- **New Child Clients**
 - A total of 3 new child clients, 2 females and 1 male accessed advisory counselling and referral services this month
 - Child clients were between the ages of 5- 10 with 1 between the ages of 0-5 and 2 between the ages of 6-11.
 - The CPA was contacted about the situation of all 3 of the child clients and they promised to follow up on the cases.
 - One (1) child was of Mixed heritage and 2 were of East Indian descent.
 - All 3 of the child clients were students.
 - **Returning Adult Clients**
 - A total of 6 returning clients 4 female adult clients and 2 male adult clients were given advisory and counselling and referral services for this month.
 - Clients were between the ages of 24-51 with 1 client between the ages of 19-25, 2 between the ages of 25-40 and 3 between the ages of 41-60.
 - Five (5) clients were referred to GLAC for legal services and or advice, 1 client was accompanied to Probation & Welfare services, 1 was referred to CPA, 2 were referred for housing/shelter services and 1 client was referred to the National Commission on Disability & Speech Therapy Dept (GPHC).
 - Two (2) clients were of East Indian ethnicity, 2 were Black/African ethnicity and 2 were of Mixed ethnicity.
 - A total of 3 clients were married, 1 was widowed, 1 was single and 1 was separated.
 - Clients were from Region 4 (5) and Region 3 (1).
 - **Returning Child Clients**
 - There were no returning child clients this month.

Qualitative Data

- The client's husband refuses to give her sufficient money to maintain the home, herself and her 13 year old son. Most of his money, according to the client, is spent on alcohol. I informed the client about child maintenance and the steps to apply for the maintenance. The client was able to make her application and will summons her partner when he is back in Georgetown. Furthermore I accompanied the client to GLAC so that she may apply for an occupation order. I explained the procedures at GLAC to the client and assisted her in filling up the GLAC client form (client is illiterate). I encouraged the client to visit Help & Shelter again when she is aware of her court date, so that H&S may provide her with court support.
- This 5 year old female child and her 9 and 10 year old brothers are all suffering from physical, emotional, psychological abuse, neglect and are exposed to domestic violence. The perpetrators of the abuse are the children's mother and stepfather. The case was reported in 2010 to CPA but the children were not removed from the home. The mother was given social assistance but the situation has not changed. Since then CPA had intervened but the children remained in the custody of their mother and the children's situation has not changed since the initial report. Counsellor advocate spoke to the CPA care worker who informed counselor advocate about interventions by CPA. CPA care worker promised to visit the children again, make another assessment & keep counsellor advocate updated.

Counsellor advocate spoke to the case worker on 28/03/12 but she had no updates except to say that she would be in the children's community on 29/03/12.

- The client is in a physically and verbally abusive relationship. During the last violent incident, her partner punched her, threatened her with a cutlass and told her to leave the home. The client was referred to the shelter. The client wants to get a job and the shelter counsellor requested that a letter to Denmore be drafted for the client. A letter was completed and sent to the manager of Denmore so that the client may gain employment and valuable on the job training in garment construction. The client however decided that the work offered at Denmore may not be suitable and she is therefore looking at other options.
- The client is living in a verbally abusive environment and was referred for a DVA Protection Order. Counsellor advocate tried to contact the client but was unsuccessful.
- This client was attacked by her child's father from whom she has been separated. Counsellor advocate spoke to her lawyer at GLAC and was informed that the client DVA P.O. has not been granted as yet.
- The client reported being in an abusive relationship for fifteen years and applied for a DVA P.O. and O.O. The client needed to get a PO served on her husband (she was initially encountering some difficulty in doing so). Counsellor advocate first accompanied the client to the Georgetown Magistrate's Court to get a bailiff to serve the order but none were available, so counsellor advocate and client went to the Brickdam Police Station and got an officer to visit the perpetrator's place of employment, where the officer served the order. Counsellor advocate also accompanied client to GLAC for her appointment with her lawyer. Client was subsequently granted her DVA P.O.
- The client's husband is having an extramarital affair for 2.5 years and is abusive to the client. A call was made by the counsellor advocate to the client's area police station regarding an assault perpetrated against the client by her husband. Counsellor advocate tried calling to follow up on this matter at a later date but was unsuccessful. Counsellor advocate has also not been able to make contact with client since.
- The client left her matrimonial home in October 2011 due to constant physical abuse. Through the Government P&W Service, it was decided that she can visit the children on weekends until she gets her own place to live. However, her ex-husband does not adhere to the visitation schedule. She wants to be able to see her children on a more regular basis. The client is seeking legal advice on getting custody of her children. Client was advised by counsellor to get copies of her children's birth certificates through the Registrar at GPO (her husband has the certificates in his possession). Client did not keep her GLAC appointment.
- The client suffered a stroke and as a result, is in a wheelchair and dependent on others for care. The client reported abuse and neglect at the hands of her daughter. She no longer wishes to live with her daughter. The client wants to go to the Palms and her daughter agreed that it would be the best thing for the client. The daughter needs to get the client's medical records together and a referral will be made to the Palms who agreed to take the mother.
- The client is experiencing financial abuse from the father of his children. The client is considering summoning him for child support. However she is reluctant to do so since her partner did not sign the birth certificate of their first child (the client got someone else to do so). The client wanted to apply for child support but is in a dilemma regarding the first child. Since the client cannot come down to town, I visited GLAC and got some legal advice for the client. The advice was that the client should go ahead and apply for maintenance for the second child. She would be able to get maintenance for the first child if she can prove that her partner is the child's biological father, through a DNA test. The client decided that now would not be the best time to summons her partner for child support. Her partner has agreed to provide more for the children (but still does not want to give the client any more money). Her partner also agreed to take the steps to legally acknowledge the first child has his own. I made some inquiries on how this can be done. I was informed that before the court can have a name removed from the birth certificate, a DNA test must be done.

- The client reported that she and her partner are having problems and he is asking her to leave the house. However she has nowhere to go and does not want to live with her mother. She also said that he has not given her any money for the last four months. The client was referred to the Manpower Agency & advised on the documents that she would need to produce. The client said that she is right now focused on the property matter so right now she has not found the time to follow up with the Manpower Agency. The client wants a division of property. Counsellor advocate referred her to the Valuation Office to get the property valued. The client's case regarding the property is in court and she is using a private lawyer. Client is working toward getting the property valued but it is difficult to pay for the valuation. Once she gets the valuation done, counsellor advocate will get an appointment for client to see a GLAC lawyer.
- The client reported that her relationship with her partner of 11 years has been abusive (physical, verbal, sexual). The client met with a GLAC lawyer to discuss applying for a PO. At the end of the meeting the client decided to not go forward with PO at this time, giving financial reasons.
- The client's husband said he will torment her until she drinks poison. He abuses her verbally, emotionally and financially. She has been subjected to this abuse for eight years. When she became financially independent the situation got worse when she would not give him any money. She has left their home several times over the years but would return. The client initially was interested in getting a DVA P.O. but has since decided against getting the Protection Order now, citing issues with finding time to do so.
- The client wants her partner removed from the home that they occupy. Client's relationship is physically and financially abusive. Client referred to GLAC to get legal advice on Occupation Order. Client also related the financial difficulties she is facing in taking care of her 13 year old son. Her husband does not give the family sufficient funds. Counsellor advocate advised the client about how to apply for child support. The client visited the Magistrate's court and applied for child support. This will be served on her husband when he returns from out of town which should be next month. The client is now also applying for the occupation order.
- The client's husband and began quarrelling because the house was not cleaned and the food was not finished. He then proceeded to give her "upper cuts" cuffs to both sides of her face. She was then taken to the hospital. The client made a report against her husband and is now at the shelter. Counsellor advocate accompanied the client to her area Police Station where she made a report and provided her statement about the assault she suffered at the hands of her husband. After giving her statement ranks accompanied the client to the family home to collect her belongings (her husband was not at home at the time). Her husband has not yet been arrested.
- Client was referred to GLAC for a DVA PO & Occupation Order. The client met with a GLAC lawyer and proceeded with the applications. The client was able to serve the protection order on his partner. Client's court date for the matter is next month.

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 meetings of the Domestic Violence Oversight Committee were held in the month of March
- No word or notice was received from the Minister of Human Services or Director of Social Services concerning the convening of the DVOC

5. COUNSELLING SUPERVISION

- The Supervisor met with face to face and hotline counsellors and counsellor advocate during the month of November.
- Through face to face, hotline and court support counselling, a total of 132 clients were seen, including males, females and children.
- There was no indication in counselling supervisor's report that case files were examined by Supervisor.
- Counselors continue in their efforts to maintain and update their records in a timely manner. As a result of an increase in client visits, there is a backlog in the maintenance of record keeping. Efforts are being made to relocate for easy access, the Child Protection Records.
- Efforts are being made to relocate for easy access, the child protection records.
- The caseload of counselors at the crisis centre was overwhelming during the month of March

Counsellors' Intervention

- Counselor continued to offer counseling for 2 children referred from C&PA. Counselors intervened and made referrals for clients to the Police, Legal Aid Clinic, Georgetown Public Hospital Corporation and the Central Recruitment and Manpower Agency.
- A Counselor shared with a client, information about a shelter for commercial sex workers.
- Counselors were involved in the conduct of training for volunteers.

Training/Learning Needs

- Counselor is pursuing studies in Mental Health through the Institute of Distance and Continuing Education, University of Guyana. Other counselors browse the internet for relevant information as needed.

6. COUNSELLORS' PROFESSIONAL/PERSONAL DEVELOPMENT

- In March, the counsellor/advocate commenced hotline training. So far she has completed three days of training and has found it to be extremely informative, interactive and useful. She hopes that at the end of the training she would be capable of taking some of the hotline calls.
- Developing know-how and how to intervene successfully with police as regards counselling cases has come through discussions and knowledge sharing with other H&S counsellors.
- Counselling clients to understand and be conscious of their mental and emotional health allows them to make better and more informed choices.

- This month co-facilitating and sharing experiences during the Hotline Telephone Counseling Training Sessions was refreshing, and it also built my self confidence in facilitating skills
- I have developed professionally via continued practice of my skills in counseling and have used research for my personal development.

7. CHALLENGES

- Through the co-ordinator and counselling supervisor, attempts are being made to address the challenges one counselor is facing
- One counsellor's repeated calls to the No 55 police station to find out if they have sent a client's file on to another state agency so charges can be laid against one of the employees are being ignored. This continues to be a frustrating issue for both counsellor and client.
- It has always been a challenge to serve applications for DVA protection orders. This challenge was addressed by having the counsellor/advocate undertake this task, which she was successful in accomplishing for the client and with the help of the police.

8. RECOMMENDATIONS

- Training in couples counselling would improve effectiveness in working with couples who are seeking to improve their relationships