

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- SEPTEMBER 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 21 new adults clients, 17 females and 4 males received face to face counselling
 - Spousal abuse was identified as the type of abuse experienced by 14/67% of female clients, with physical spousal abuse at 8/47% being the most predominant followed by psychological abuse at 3/17%% and non-physical abuse 3/17%.
 - During this month 3/18% of female clients also experienced intra-family violence with physical intra family abuse being the most predominant at 2/12% followed by non-physical at 1/6%. One client also experienced 'other' type of abuse.

- Spousal abuse was also identified as the type of abuse experienced by all male clients at 4/100% for this month; of which 3/75% experienced psychological abuse and 1/25% physical abuse.
 - For females a total of 2/12% were between the ages of 19-25, 9/53% were between the ages of 26-40 and 4/23% were between the ages of 41-60 and 2/2% were 60+.
 - For males- 1/25% clients were between the ages of 26-40 and 3/75% were 41-60.
 - A total of 3/17% of all female clients and 4/100% of all male clients described themselves as Black, 5/29% of female clients identified themselves as East Indian. A further 9/53% of female clients identified themselves as Mixed.
 - In terms of employment status 1/6% of female clients described themselves as full time employed; 2/12 as part time employed; 1/3%, 7/41% as self employed; 2/11% as unemployed and 5/29% as homemakers.
 - For male clients all 4/100% described themselves as self employed.
 - A total of 10/59% of female clients and 3/75% of male clients were from the county of Demerara with 6/35% of female clients and 1/25% of male clients from Georgetown. A further 1/6% of female clients were from the county of Essequibo.
 - A total of 6/29% of cases seen this month were alcohol related.
 - A total of 9/43% of all client were married; 10/47% were in common law unions; 1/5% were single and 1/5% were divorced.
- **Returning Adult Clients**
 - A total of 26 clients, 21 females and 5 males returned for follow up counselling this month.
 - **New Child Clients**
 - There were no new child clients seen for this month.
 - **Returning Child Clients**
 - There were no returning child clients seen this month.

Qualitative Data

- A couple who accessed counseling here at H & S has done 3 sessions on Cognitive Behavioral Therapy, better communication skills and understanding the biological, psychological and sociological differences of male and female. This couple was also encouraged to eat together as a family at the dining table instead of eating in front of the TV explaining the benefits of this for the entire family.
- A client reported that her partner was arrested by the police from the Turkeyen police station for assaulting her however she was told that if she wanted the matter to go to court the police would have to charge both of them, this was done and she and her partner was placed on 3 or 4 months bond, during which time her partner beat and punctured her below be mouth with a ice pick. Client reported the matter to the station and she was sent for a medical report. A complaint about client's matter was raised by the counselor at the monthly counselor's meeting and recommended that this issue of police intimidating victims and charging them be reported to the relevant authorities.
- Client stated at the end of her first counseling session that she felt relieved and much better after just being given the opportunity of speaking about her problem, even though it was not solved.
- Counsellor reported that she made a maiden voyage in counseling when she counseled a mother who disapproved of her homosexual daughter's current partner. Positive reviews of the counselling were given by both parties who were happy that they had come to a position of understanding, which will allow their relationship of mother and daughter to be maintained.

Hotline Counselling

Quantitative Data

• Adult Clients

- A total of 22 hotline calls from 19 females and 3 males were received this month through H&S 24 hr hot line service.
- A total of 13/59% of all clients experienced spousal abuse with physical spousal abuse affecting 7/32% and non physical abuse affecting 6/27%.
- A total of 6/27% of clients experienced intra family abuse with physical abuse affecting 2/9%, non physical abuse affecting 2/9% and psychological abuse affecting 2/9%
- Of the 19 female hotline callers, 4/21% were between the ages of 19-25; 5/26% were between the ages of 26-40; 5/26% were 41-60 years old and 1/5% female caller was 60+ A further 4/21% did not state their age. *
- Of the 3 male callers, 1/33% was between the ages of 19-25%; 1/33% was between the ages of 26-40 and 1/33% did not state his age. *
- Thirteen 13/59% of all hotline callers were from the county of Demerara.; 1/4% was from the county of Berbice; 6/27% said they were from Georgetown and 2/9% listed their residence as 'other'. *
- In terms of employment, 4/18% of callers were full time employed; 4/18% was self employed 2/9% were unemployed, 7/32% were home makers and 5/22% employment status was listed as 'other'. *
- A total of 5/23% of callers were counselled, 15/68% were given advice and 2/9% of callers received referrals. *

• Child Clients

- No female child clients accessed services from H&S 24 hr hotline service this month. *

Qualitative Data

- During the month of September, approximately four of the clients have come in for face to face counseling (at present one family is still having weekly sessions with Ms. Baptise).
- One of the clients that came in for face to face counseling called back to say how thankful she was to be able to seek professional help and further shared how she has seen changes in her husband who has accompanied her to the crisis centre on one occasion.
- Clients would be asked how they feel at the end of the call (in closing) compared to when the conversation started, responses from some included- "She felt better"; "Now felt like a weight came off her shoulder"; "She is now confident and is prepared to start working again to help provide for herself".*

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 10 new female adult clients and 1 male adult client were given court support service this month.
- The 10 new female clients were applicants in Court for Assault (6); threatening language (1); damage to property (1); DVA P.O. (2).
- The 1 male client was also an applicant in the case of damage to property (1)
- Four (4) of the female clients were between the ages of 19-25; 3 were between the ages of 26-40 and 3 were 41-50 year old
- The 1 male client was between the ages of 26-40.
- All 11 of the Court cases were held in Region 4. Ten (10) cases were heard at Georgetown Magistrate Court; #1, and 1 case was heard at Sparendam Magistrate Court.
- The accused for female clients were husbands (4); reputed husbands (4); child father (1)
- The accused for the male client was his child mother (1)
- Outcomes – 1 final DVA P.O. granted
 - 1 case dismissed (assault)
 - 3 case jacket not available in Court, cases postponed
 - 2 assault cases and 1 damage to property cases referred to H&S for counselling and report back on progress made to Magistrate Court
 - 2 cases continuing

• **New Child Clients**

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

• **Returning Adult Clients**

- A total of 14 returning female received court support assistance through court attendances and counselling.
- One (1) client was between the ages of 19-25; 5 clients were between the ages of 26-40 and 8 were between the ages of 41-60.
- Clients were pursuing DVA P.O. (6); Assault charges (3); Divorce & Division of Property matters (1); Divorce (1); Maintenance (2); Custody (1).
- Thirteen (13) of the cases were heard in Region 4 and 1 was heard in Region 3: Georgetown Magistrates Courts # 6 (4); Georgetown Magistrates Courts #1 (1); Providence Magistrate Court (4); High Court (2); and Sparendam Magistrate Court (1) and Vigilance Magistrate Court (1). Wales Magistrate Court (1).
- In all the cases the perpetrators were husbands (8), common law husband/ partners (4); ex-partner (2);
- Outcomes -6 of these cases are continuing
 - In 1 case DVA P.O. was granted
 - In 2 cases maintenance orders were granted
 - In 1 cases interim order for custody granted
 - In 1 case if client fails to appear DVA PO will be dismissed as requested by defence lawyer.
 - In 1 assault case client, case was dismissed for want of prosecution.
 - In 1 case defendant did not attend Court- arrest warrant was issued by Magistrate for Assault charge. DVA PO case continues.
 - In 1 cases DVA PO case was dismissed.

• **Returning Child Clients**

- A total of 4 returning clients, 3 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); Carnal Knowledge (1); Buggery (1).
- Perpetrators were neighbours (1); strangers (1); family Pandit (1); villagers (1).
- Clients ranged from 7-18 years in the following age groups; 6-8 years (1); 12-18 years (3)
- Three (3) Court cases were held in the Region 4 and I was held in Region 3- Providence Magistrate Court (2); Vreed-en-Hoop Magistrate Court (1); High Court (1).
- Outcomes – All 4 cases are continuing.

Qualitative Data

- A client who was in possession of a copy of her DVA PO application was helped in recognizing that her copy was not signed and dated by the Court Registry Clerk and therefore it was not filed as yet. She was assisted in checking with the Court Registry Office to verify if the application was filed or not, since she had submitted three copies to the Court Registry five months ago and was assured by the clerk at that time, that the application would be filed. It was discovered upon checking that the application was not filed. Client was guided as to returning to LAC for copies of the DVA PO application, so it can be filed. The application was filed the next day.
- A client and her partner were referred to H&S by the magistrate for counseling. The client and his partner were involved in years of abusing each other physically and verbally. After a few sessions of counseling, they both reported that they are having fewer arguments and enjoys a more peaceful relationship.
- Using a written format, brief written reports were compiled by the court support counsellor for the Magistrate Court on progress made by offenders and their partners who were referred by the court for counseling at H&S. Prior to using this format, verbal reports were done. The written reports were welcomed by the Chief Magistrate since sometimes there were several cases being heard on the same day. The Chief Magistrate advised that she is willing to receive reports and use same in absence of H&S Court Counselors being physically present in Court. She also requested these reports be done on H & S letterhead since she will keep same on file

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

Expected Results/Outcomes

Victims/survivors of domestic and sexual violence and child abuse

- 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 15 new adult clients, 14 female clients and 1 male client were given advisory counselling and referral services for this month
 - Two (2) of the female clients were between the ages of 19-25; 7 were between the ages of 26-40 and 4 were aged 41-60.
 - The 1 male client was between the ages of 41-60.

- Ten (10) of the female clients were referred and or accompanied to the GLAC for legal services. Other referrals were for court services (2); police assistance (2), employment services (2); housing and shelter services (1), and 'Other' services (Work Place supervisor) (1)
 - Male clients were referred to CPA (1).
 - Five (5) of the female clients receiving advisory and referral services were Black; 2 were of East Indian; 7 were of Mixed ethnicity.
 - The (1) male client was Black.
 - Four (4) of the female clients were legally married, 1 was single, 8 were in common law relationships and 1 was separated.
 - One (1) male client was legally married.
 - One (1) client did not have children, 13 other clients had between 1-9 children and 1 client has 11 children.
 - Clients resided in Region 4 (13); Region 3 (2).
- **New Child Clients**
 - No new child clients were given advisory counselling and referral services for this month.
 - **Returning Adult Clients**
 - No returning clients were given advisory and counselling and referral services for this month.
 - **Returning Child Clients**
 - There were no returning child clients this month.

Qualitative Data

- Counsellor advocate has been able to follow up with clients and track the progress/or lack of progress of their protection orders. Clients have expressed comfort in having someone go with them to Legal Aid.
- A client is attacked by her partner anywhere she goes. Client wanted to have the offender arrested and to apply for a protection order. Counsellor advocate accompanied the client to GLAC to get a PO application. Since then client has reported that she has not received any feedback from GLAC. Counsellor advocate encouraged her to follow up with them and let her know when she is successful in filing the PO application.
- Client is a victim of DVA and has left her home. She is very much afraid of her husband who has threatened to kill her on numerous occasions. Counsellor advocate accompanied the client to GLAC where she was able to meet with a lawyer and apply for a protection order. Client was advised to follow up with the Clinic to see if her application is ready
- The client reported that her husband is verbally abusive and has threatened her with a cutlass. Her husband gets money from their children abroad but he would not give her any money instead he puts all of it in the bank. The client left her home due to the torment and indicated that she thought of committing suicide. The client was referred to H&S Ixora Shelter.
- Client reported that, her partner had beaten her and she can no longer endure his abuse. Counsellor advocate was to accompany the client to however the client did not make contact with counsellor advocate and counsellor advocate has been unable to get in contact with the client as no contact info provided for client was provided
- Client reported that in September her partner came home and because she did not open the door right away for him, he became verbally abusive. When she responded to him, he punched her and head butted her. He also stabbed her with an ice pick.

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

- There was no meeting of the NDOC in the month of September.

5. **COUNSELLING SUPERVISION**

- The supervisor met with all face to face, hotline counsellors and counsellor advocate during the month of August.
- During this period, counselors at the crisis centre were kept busy while the resident counselor worked with only two clients for the month.
- For the month of September, counsellors experienced a manageable case load.

Counsellors' Intervention

- Counsellors continued to make referrals to relevant agencies on clients' behalf. These include, Guyana Legal Aid Clinic, Recruitment and Manpower Agency, Childcare and Protection Agency, Ruimveldt Police Station and The Night Shelter
- The court support counsellors are now engaged by the Chief Magistrate for the presentation of brief written reports, instead of oral reports as was done in the past. The Chief Magistrate also requested that these be done on H&S letterhead, as these will form part of the Courts' records.

Training/Learning Needs

- The proprietor of the Georgetown Reading and Research Library (Book Land) has donated a large number of books related to various aspects of counseling done by Help and Shelter. These books are already being used by Counselors in the enhancement of their knowledge for practice.

Staff Concerns

- No staff concerns were identified for this month

6. **COUNSELLORS' PROFESSIONAL/PERSONAL DEVELOPMENT**

- A counsellor had never previously done any counseling in the area of LGBT before and as such wondered how she would perform when and if faced with such a situation. Happily the counsellor

when faced with a client who was in a same sex relationship reported that this did not turn out to be an ethical dilemma for her and at the end of the session, clients were very satisfied with the counseling given and the way in which the matter was resolved.

- Counsellor used her initiative to prepare brief written reports for court cases referred to H&S for counselling. This initiative was well received by the Chief Magistrate who indicated that such reports will allow the court to hear a number of cases during the same day; allow for the information provided in the reports to be used without the physical presence of court support counsellors; will be kept as a written record by the Court for further reference.
- New hotline counsellor reported that she is now more confident about working with the hotline service; and has found the research directory to be of great help. She is also sharing some of the cases with her colleagues, getting their input on how to cope with and offload some of the drastic information clients discuss.
- Hotline counsellor says she has learnt to be more patient, since some clients have lots to share and really do need a lot of time. Hotline counsellor has also been engaged in professional and personal development through reading of books brought in by counselling supervisor, on identity, personal development, and depression.
- Counsellor advocate related that the opportunity to work on a proposal for a UN Women grant was a good experience and helped her to expand her professional and personal skills.
- Counselor is still working hard on managing her case loads using time management techniques.

7. CHALLENGES

- One challenge the hotline counsellor has encountered is the noise coming from the passing traffic, while talking to clients who have very soft voices.
- The counsellor/advocate encountered some difficulty this month with following up with a few clients since they did not leave any contact number in their files (one client did not have a number because her partner does not want her to have a cell phone).

8. RECOMMENDATIONS

- In cases where there may be absolutely no contact number for some clients, recommendation is for counsellors to try and collect the number of a person the client trusts as a means of maintaining contact.