

**HELP & SHELTER/UNICEF COOPERATION:
VIOLENCE PREVENTION & RESPONSE
REPORT FOR PERIOD 1 FEBRUARY – 30 APRIL 2011**

The following activities were carried out during the reporting period:

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

**1. Counselling-
New Cases**

During the period 1 February 2011 to 30 April 2011 a total of 101 new clients received face-to-face and court support counselling services. 2% of these were children and 98% adults. Spousal abuse accounted for 72% of new clients accessing our services, of which 36% were physically abused and 18% emotionally or psychologically abused. A high percentage of clients (45%) also experienced abuse which was alcohol/drugs related. Intra-family non-spousal abuse was reported by 3 clients with physical abuse being most prevalent. A further 19 clients also suffered psychological trauma inflicted by non-family members. No rape cases were reported

Sex & Gender

The vast majority of clients accessing our services (86%) were women and girls, men & boys made up the other 14% of clients seen.

Age, Ethnicity & Employment

9% of all new clients were between the ages of 9 and 20, 70% between the ages of 21 and 40 and 20% between the ages of 41 and 60+.

Approximately 29 % were of African heritage, 35% of East Indian, 29% of Mixed Race heritage, 2% of Amerindian heritage and 4% of other ethnicity. The majority of clients, 50%, were employed fulltime, part time or self employed, 31% were homemakers, 2% unemployed, 1 % students and 13 % listed their employment status as other

Repeat Clients/Hotline Services

A total of 83 repeat clients were counselled and 76 hotline calls received.

Court Support Services

81 court appearances were made on behalf of and with clients by our 2 court support counsellors. Locations of court cases were spread across Regions 2, 3 and 4. 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), domestic violence protection orders, common assault and maintenance were attended to. All of the sexual offence cases being followed up are still being heard under the old legislation relating to sex offences. 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 and 3 years before completion if not dismissed for non-attendance by complainants or witnesses.

Referrals

Referrals were written for 78 clients and 36 non clients to Legal Aid, MLHSSS, various police stations, C&PA, 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)	101
Face to Face & Court Support (repeat)	83
Hotline Calls	76
TOTAL	260

No. of Persons Referred

Referrals	Total
Clients	78
Non-Clients	36
TOTAL	114

New Clients- Selected Demographics

Sex		Ethnicity				Age		
F	M	African	E. Indian	Amerindian	Mixed	9-20	21-40	41-60
86%	14%	29%	35%	2%	29%	9%	70%	20%

Employment Status –New Clients

Type	Total
Full Time, Part Time, Self Employed	50%
Unemployed	2%
Homemaker	31%
Students	1%
Other	13%

2. Counselling Supervision

For this reporting period counselling supervisory sessions were conducted with 6 Help & Shelter counsellors, 4 at our Crisis Centre, 1 at our Shelter and with 1 hotline counsellor. One of our full time counsellors was on sick leave so she was not available for supervision during the latter part of the month of April.

Successes

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

- Accessing appropriate medical attention for a client who was mentally ill and being abused
- Making a successful intervention to relevant authorities in having the perpetrator of a client arrested
- Information on sexual and reproductive health shared with mothers has been successfully passed on to their children
- Information on rules and procedures in criminal matters exposed attempts by a legal officer to solicit unlawful payments from a client
- Increased assertiveness, self esteem and empowerment of clients
- Improved self reflection and communication techniques being used by clients
- Resolution of conflicts among family members

- Anger management tips and relaxation techniques helped clients to reduce and manage stress in their lives
- Reinforcing of parenting skills
- Improved intra-family relations
- Accessing DVA protection orders through referral process
- Follow up hotline calls received indicating positive behaviour change and improved family situations
- Counselors reported success in interventions with male clients.

Case Load

Counsellors felt that their respective case load was manageable. Some counselors insist that there is no stress or frustration to interfere with their performance. However, mention was made of financial stress and frustration with networking connections from time to time.

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.

Some counsellors benefited from a recent Help & Shelter capacity building training workshops on Family Planning. There was keen interest and participation among the counselors during this workshop and evidence of appreciation for learning opportunities and a willingness to make use of techniques acquired, during the role play and group sessions.

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:

In addition to an interest in being able to access information on mental illness and suicide and methods of intervention, counsellors also requested information on the Men's Bureau and the protocol for referrals.

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.

Child Protection Cases

During the reporting period, a total of 31 H&S child protection cases involving children between the ages of 0 – 17 years were reported and child protection forms filled out and

submitted to the C&PA. The forms of child abuse seen included physical abuse in 14 of the cases, sexual abuse or risk of sexual abuse in 5, emotional/psychological abuse in 22 of the cases, neglect in 6 of the cases including non attendance at school in 7 of these cases, exposure to domestic violence in 9 of the cases including the presence of alcohol and drug abuse in some of these cases. In most of the cases forms of child abuse occurred simultaneously. Our data base is presently in use to track cases and monthly meetings are being held with C&PA officers to discuss follow up etc of H&S referred child protection cases.

Child Protection Cases

Type of Abuse	# of Children Exposed
Physical Abuse	14
Sexual Abuse	5
Risk of Sexual Abuse	
Emotional/Psychological Abuse	22
Neglect (including non attendance at school and abandonment)	13
Attempted Suicide	
Exposure to Domestic Violence	9

Referrals C&PA/ H&S Shelter

During this reporting period we have accommodated 8 children referred from the C&PA at the shelter.