



RCC

THE DUBLIN RAPE CRISIS CENTRE
ANNUAL REPORT 2011

*Preventing and healing
the trauma of rape
and sexual abuse*



THE SPIRAL - SYMBOL OF THE DRCC

The single spiral is one of the oldest and most recorded geometric motifs prominent in Celtic artwork, and can be seen, for example, in the highly decorated stone carvings of Newgrange burial mound, whose burial chamber each year is illuminated by a single shaft of light during the winter solstice.

For many cultures, including the Celts, the single spiral symbolised the sun, and concepts of growth, expansion and cosmic energy. In our logo, its broken circularity mirrors the client's often difficult and indirect journey of growth towards a fuller, more satisfying life.

“Preventing and healing the trauma of rape and sexual abuse” - The spiral is the symbolic expression of our mission statement, and of our clients’ unfolding individual journey from the darkness of sexual violence and abuse into the light, freedom and energy of healing.

Chairperson's Report	2
Chief Executive's Report	4
Overview of Clinical Services	6
Key Services provided by the DRCC	9
Volunteer Services Department	10
Telephone Counselling	12
Education and Training Department	13
Social Media	17
DRCC Awareness Raising Campaign 2011	18
Newspaper Article	19
Fundraising	20
Support the DRCC	21
Statistics 2011	22
Financial Summary 2011	31



EIBHLÍN BYRNE
Chairperson of the Board

THE ANNUAL REPORT of Dublin Rape Crisis Centre (DRCC) is presented as both an account of the Centre's activities and a stark reminder to all of us that rape and sexual violence continue to exact a terrible price on the men and women who experience it and on the society to which we all belong.

This document makes for bleak reading. It contains information which makes the reader uncomfortable. It should carry a health warning that we ignore at our peril the growing levels of violence quoted therein.

Only the perpetrator is guilty of the crime of assault but none of us should be guilty of a complacency that allows us to believe that sexual violence exists in a vacuum separate to the norms tolerated in our society. No level of sexual violence is acceptable, so we cannot fall into the trap of 'doing nothing because we can only do a little'. There is much to be done and many required to do it.

I would like to acknowledge the tremendous efforts made by Ellen O' Malley-Dunlop and all the staff at the Dublin Rape Crisis Centre in delivering a service which is responsive, dedicated and deeply committed. Increasingly, this support has been delivered against a backdrop of limited resources. Throughout 2011 concerted efforts were made to review and reconfigure services to be innovative and to ensure maximum productivity for all resources. This was done with a strong willingness on the part of staff to ensure services continued to be run in a client centred fashion.

To those who have suffered the violation of rape or indeed any attack, sexual or otherwise, the path to recovery is arduous, painful and often very lonely. Given the already traumatic violation suffered by people attending the Centre, I would like to pay tribute to staff and volunteers who offer a professional service in an unobtrusive and deeply caring manner. I am heartened by the work done in 2011 to ensure waiting lists have been challenged and crisis responses improved. Much thanks is due to Angela McCarthy and her team for this important initiative.

As a former volunteer with the Sexual Assault Treatment Unit (SATU) at the Rotunda Hospital, I would like to thank those volunteers who attended with 270 people in 2011. Though your presence cannot erase the trauma of sexual assault, you can diminish the sense of isolation. I would urge people to consider volunteering with the DRCC either through fundraising, telephones, SATU or in whatever area of DRCC work you can make a contribution.

Our country is currently experiencing one of the greatest periods of economic turbulence it has ever witnessed. Our strength has always been our people, and while economic circumstances have meant many of us are uncertain about the future, volunteering can at least ensure a contribution to somebody's future at what can only be one of their darkest hours.

The range and breadth of services delivered by the DRCC belies the small team supporting it. To all who have contributed whether by offering therapeutic interventions and educational programmes, operating helplines every day of the year, attending at the SATU, or maintaining finances and administration, a very sincere thank you.

I would like to express my gratitude to my fellow Board members whose expertise, commitment and willingness to engage in all aspects of the administration of services have been outstanding. In particular I would like to express my gratitude to Malinda Dolan for her input in the financial administration of the Centre. I know her considerable expertise was of enormous value in the development of financial systems worthy of the challenge of these economically stringent times.

At a period of increasing professional and personal demands on staff, volunteers, Board members and supporters, it is testimony to the vital role that the DRCC plays in the lives of the victims of sexual assault that so many people are willing to go that extra mile to provide support for those who choose to engage with the Centre. Alongside the direct work of therapeutic interventions and counselling, I acknowledge the important role of everybody involved as advocates on behalf of every victim of rape and sexual violence. I would especially appeal to young people who engage so fully with life to be those advocates, to be vigilant in their own safety and in the protection of others. Through increased awareness and ensuring solidarity with those who have suffered sexual violence in any way, we can ensure society does not become inured to the terrible price paid by victims of this most heinous of crimes.

“An individual has not started living until he can rise above the narrow confines of his individualistic concerns to the broader concerns of all humanity.” Martin Luther King Jr.

EIBHLIN BYRNE
Chairperson of the Board

CURRENT BOARD OF DIRECTORS OF THE DRCC:

Frances Gardiner (Chairperson) Graham Crisp, Eugene Davy, Tom Doherty, Malinda Dolan, Ann Marie Gill, Aibhlin McCrann, Maud McKee, David O'Brien, Yvonne Pim, Simon Pratt



ELLEN O'MALLEY-DUNLOP
Chief Executive

OVERVIEW

The Dublin Rape Crisis Centre (DRCC) has a vision of a future Irish society free from rape and sexual abuse, where our services will no longer be needed.

Reading the reports and statistics in the DRCC's 2011 Annual Report, however, reveals we are still very far away from achieving this vision. The reality is that in 2011 demand for the services of the centre in relation to sexual violence in adulthood and childhood sexual abuse, continued to increase.

First time calls to the National 24-Hour Helpline operated by the Centre increased by 17.9% in 2011, and increased by 25% since 2008. In addition, the percentage of clients attending for therapy for childhood sexual abuse (CSA) in 2011, a figure of 55.5%, was the highest attendance for victims of CSA in over eight years. The Clinical Report shows that in striving to meet the needs of victims of sexual violence and sexual abuse, all our services were stretched in 2011.

Another reality of 2011 was the consequences of the on-going recession. There was a further reduction in statutory funding received from the HSE, and a marked decline in proceeds received from the Centre's general fundraising initiatives. Statistics show the services are desperately needed, and at a time of such high demand, when many agencies have closed or have had to cut their services due to loss of funding, the DRCC continues in its endeavours to create new strategies in order to meet victims' needs.

The fact that the number of first-time callers has increased on a year on year basis, is an indicator that the work of rape crisis centres is now known to the general public through word of mouth and through awareness raising campaigns. While it has not totally gone away, the stigma that existed in the past of availing of the centres' services has diminished considerably. It continues to diminish as more and more victims come forward to tell their stories and seek the available help and support to come through the trauma of rape and sexual abuse.

We have witnessed the courage of many victims who have stayed the course of the criminal justice system, and with each guilty judgement and custodial sentence delivered comes a very firm message to the perpetrators of these crimes, that they are going to be punished. They will not get away with committing these heinous crimes,

whether they have been perpetrated against adults or children.

These are extremely important shifts in the consciousness of Irish society and ones we need to build on so that rape and sexual abuse become the exception and not the curse that has plagued our society for so long in the past. This is definitely not a time to cut back on the services of any rape crisis centre.

THE PUBLICATION OF THE CLOYNE REPORT

In 2011 the Cloyne Report was published documenting the cover up of clerical child sexual abuse cases by the diocese. This report followed the publication of the Ryan and Murphy Reports, all of which shocked the nation. At the time, there was a marked increase in the number of callers to the National 24-Hour Helpline. The Centre collaborated with One in Four, Towards Healing and the National Counselling Service of the HSE to ensure all calls were picked up and no one needing to avail of our services was left without support.

The Ryan Report published in 2009, documenting the terrible abuse of children in industrial schools run by the state, made 99 recommendations to ensure these crimes would never be repeated in the future. The DRCC supported all of these and has joined with other NGOs – Barnardos, ISPCC, One in Four, CARI, Children's Rights Alliance, and EPIC – to lobby for their implementation, in particular the inclusion of the Rights of the Child in our Constitution.

A SENIOR MINISTER FOR CHILDREN AND YOUTH AFFAIRS

In 2011 the new coalition government was formed after the general election in March. The view of the DRCC is that the creation of a full Minister for Children and Youth Affairs who sits at the Cabinet table is one of its most important initiatives. Frances Fitzgerald's appointment to this new ministerial post augurs well for its success. She has the experience of working in the field of children's services, and knowledge, commitment and foresight to drive her portfolio for Irish society's collective intention to make Ireland a model country in terms of children's wellbeing and development.

Since the publication of the SAVI Report (Sexual Abuse and Violence in Ireland) in 2002, there has been growing recognition of the validity of the stories told in the therapy rooms and to the helplines of agencies like the DRCC. Since 2009, with the publication of the Ryan and Murphy Reports, and the Cloyne Report in 2011,

there is now no doubt that a great number of our children had not been nurtured, protected, made safe, cared for and listened to in Irish Society. With this government's commitment to our children's well being and protection, we look forward to a healthier society and hopefully a place where childhood sexual abuse will be the big exception.

The Minister set up a Task Force in 2011 to make recommendations on the establishment of the new Child and Family Support Agency within the Department of Children and Youth Affairs. The DRCC was honoured to be invited to sit on the Task Force and looks forward to Minister Fitzgerald's commitment to following through on the implementation of the recommendations of the Ryan Report and in particular to the referendum on the inclusion of the Rights of the Child in our Constitution.

SETTING AND SHARING STANDARDS NATIONALLY AND INTERNATIONALLY

- In 2011 the British Embassy invited the DRCC to Berlin to make a presentation to a conference of British Consulates drawn from 27 different European countries on how to respond to victims of recent rape and sexual assault when away from their country of origin. Subsequently, the DRCC was invited to train British Consulates on how to respond appropriately to rape and sexual assault victims, and how to deal with any vicarious trauma that might arise as a consequence.
- The DRCC, with its colleagues from Cork Sexual Violence Centre, Galway Rape Crisis Centre and One in Four, met in Cork with representatives of England-based The Survivors Trust to share common concerns and experiences regarding both the therapeutic and legal issues arising from working with victims of rape and sexual abuse in both jurisdictions.
- In 2011 the DRCC took part in meetings with representatives from statutory agencies and NGOs to discuss and explore Client Note Disclosure in the court setting, in order to update policies and work towards lobbying for a place of privilege for psychotherapy and counselling notes in the Criminal Justice System.
- The DRCC supported and participated in the Turn Off the Red Light Campaign which was led by the Immigrant Council of Ireland.
- The DRCC continues to have representation on the National Steering Committee (NSC) on Violence Against Women (VAW), on the Legal Issues Sub Committee and Public Awareness Sub Committee of the NSC on VAW, The National Observatory on VAW, and The National Women's Council. It also works closely with Cosc (National Office for the Prevention of Domestic, Sexual and Gender Based Violence) and the HSE's office responsible for Domestic, Sexual and Gender Based Violence.
- The DRCC is very grateful to Cosc which supported a national awareness raising campaign, designed and delivered by the DRCC, to publicise the national and local helplines.
- In 2011 the DRCC began inputting its statistics into the Rape Crisis Network of Ireland's data base along with the 15 other rape crisis centres around the country.

CONCLUSION

I would like to thank the DRCC's Board and its chairperson Eibhlin Byrne for their support and commitment to the governance and overall work of the Centre. We welcome new members of the Board who joined in 2011: Aibhlin McCrann, Ann Marie Gill and Simon Pratt, and acknowledge the huge contribution made by outgoing Chairman Brendan Spring who stepped down in 2011.

The management and staff of the DRCC continue to work on the very difficult task of delivering on the day to day services of the Centre. I want to commend them on their work, particularly in these difficult times when they have had to take pay cuts on top of frozen salaries while continuing to work with such commitment and dedication. To all departments, Clinical, Volunteer Services, Telephone Room, Administration, Reception, Finance, Education, and Fundraising, I say a very big thank you.

And last but not least, I would like to pay tribute to and say a very special thank you to the volunteer cohort without whom we could not offer the much needed National 24-Hour Helpline, the Sexual Assault Treatment Unit accompaniment service, the Court accompaniment service and the outreach talks to schools.

ELLEN O'MALLEY-DUNLOP
Chief Executive

OVERVIEW OF CLINICAL SERVICES

2011 WAS A YEAR when clinical staff struggled to meet the challenges of increased demands on both the 24-Hour Helpline and face to face counselling services. To address the situation, a number of strategies were implemented to try to ensure a prompt service for crisis clients, as well as keeping our assessment waiting lists to a reasonable length.

In 2010, due to the continued knock-on effect from the Ryan and Murphy Reports, the DRCC had the highest percentage of clients attending for childhood sexual abuse (CSA) in eight years. The percentage of related appointments rose from 47.73% in 2009 to 52.35% in 2010, an increase of 4.62%. This led to a situation in November 2010 where we had one hundred people on our assessment waiting list. As 49% of clients were dealing with issues of rape and sexual assault, we were struggling, additionally, to provide crisis appointments in a timely manner.

As a temporary measure, we reluctantly closed the assessment waiting list in November 2010 when it reached one hundred. As a result of limiting intake and offering appointments as promptly as possible, by the end of February 2011 the numbers on the waiting list had been reduced to thirty. On 28th February 2011 we re-opened our assessment waiting list. Fortunately, due to the implementation of further measures described below, we did not have to close the waiting list again in 2011.

The crisis list for recent victims of rape and sexual assault had remained open continuously, but the increased demand for both crisis and assessment appointments meant the waiting time had increased. We implemented some changes to alleviate the situation for the following reasons:

- In order to ensure a quicker response to crisis appointments from February 28th 2011, we began to implement new 'crisis' criteria. Only those who had experienced rape or sexual assault *in the past six months* would go on the fast-tracked crisis list. Previously, 'crisis' referred to those who had experienced sexual violence *in the past twelve months*. This also redefined the 'assessment' criteria, which from February 28th 2011 referred to those who experienced past rape, sexual assault or CSA

outside of the past six months, whereas previously this had been *outside of the past twelve months*.

- As an extra support, it was agreed that one therapist would operate a two-day 'crisis only' service for several months in addition to all therapists offering crisis appointments regularly. This 'crisis-only' service was very successful in helping to provide a prompt service to crisis clients. It also freed up the other therapists to take on more assessment clients and reduce the waiting list.

The analysis of statistics for 2011 clarified, in retrospect, the situation regarding extra demands that had arisen for appointments. The numbers of clients dealing with CSA rose to 55.51%, in 2011, an increase of 3.16% compared with 2010, and an increase of 7.78% compared to 2009. This was the highest figure in nine years and showed a 20% increase in clients dealing with CSA since 2003. This explained, to a large extent, the increased numbers on the waiting list and the pressure for appointments.

National 24-Hour Helpline

Our Helpline (1800 778888) operates 24 hours a day, seven days a week, 365 days a year. *There is always a telephone counsellor at the other end of the line.*

In 2011 Helpline personnel responded to 11,839 counselling contacts. This comprised 11,578 Helpline calls, 166 emails and 95 text messages.

- 80.8% of callers were female, 18.8% male (compared to 14% male in 2008 and 17% male in 2010). 0.4% (N=37) identified as transgender/transsexual
- 72.74% of calls were from the Dublin area, while 27.26 % were from other counties. This represented a 0.98% increase in calls from outside the Dublin area, compared with 2010 figures
- Callers were of 41 different nationalities
- 9,085 of the contacts in 2011 were genuine counselling contacts, of which 3,988 were

first-time contacts, compared with 3,382 in 2010, an increase of 17.86%

- 4,371 repeat contacts were received in this period, compared with 3,239 in 2010, an increase of 34.95%.
- 48.12% of contacts in 2011 related to CSA, compared to 49.57% in 2010, 53% in 2009 and 45% in 2008. While clearly the calls relating to CSA peaked in 2009 following the Ryan and Murphy Reports, they remained elevated in 2011 with a 3.12% increase compared to 2008.
- 44.14% of calls to the Helpline in 2011 related to adult rape compared with 41.91% in 2010, an increase of 2.23%. 6.4% of calls related to adult sexual assault compared to 6.15% in 2010. Including statistics for sexual harassment and trafficking, 51.88% of calls in 2011 related to adult sexual violence, compared to 50.39% in 2010, an increase of 1.49 %.
- 55% of calls in 2008 related to adult sexual violence, and 45% related to childhood sexual abuse. In 2009, the ratio was 53% CSA compared to 47% adult sexual violence, reflecting the impact of the Ryan and Murphy Reports on the Helpline service. In 2010, the ratio was almost 50:50. In 2011, the ratio was 51.88% (adult sexual violence) and 48.12% (CSA), showing, since 2010, an increase of 1.49 % in calls relating to adult sexual violence and a decrease of 1.45 % in calls relating to CSA.

Counselling and Therapy Services

In 2011, eleven therapists offered crisis counselling and long-term therapy in the DRCC in Leeson Street, Dublin, and in four outreach counselling services in Coolock Civic Centre, Tallaght Hospital, Tallaght Rehabilitation Project (TRP), Jobstown and the Dochás Centre for female offenders.

- A total of 4,910 individual appointments were made available by the Therapy Team in 2011. Of these, 3,818 individual client sessions were delivered in 2011, compared with 3,790 in 2010. Deducting cancellations and 'no-shows', this



represents a take-up rate of 77.76% compared with 75.7% in 2010, an increase of 2.06%.

- 537 clients were seen for face to face counselling in 2011. Of these, 88.27% were female and 11.73% male. Of the 3,818 completed individual sessions delivered in 2011, 27.29% (N=1,042) were crisis appointments for men and women who had experienced *recent rape or sexual assault*, i.e. within the previous 6 or 12 months*.
- 72.71% (N=2,776) were assessment appointments for past rape, sexual assault and past childhood sexual abuse, i.e. which occurred *outside* the previous 6 or 12-month period*. In addition to face to face appointments, a one-day workshop was provided in July 2011 in relation to Family Systems for 12 clients facilitated by two therapists.

* See page 6 re. changes of criteria for crisis and assessment in February 2011

- 55.51% of clients in 2011 received psychotherapy for issues of CSA, compared with 52.35% in 2010, an increase of 3.16%, confirming *an ongoing upward trend in the demand for psychotherapy for CSA*. 44.49% of clients received therapy for issues of rape, sexual assault or sexual harassment, compared to 47.16% in 2010, a decrease of 2.67%.
- Where known, there were 33 different nationalities among clients.
- 87.88% of clients (N=457) were Irish, of which 87.31% were settled Irish and 0.57% travellers. Over a fifth of clients (12.12%) were of 32 other nationalities. Interpreters were provided by the DRCC for non-English speakers.

DRCC Outreach Counselling Services to Local Communities

The DRCC has shown its commitment to local communities through its four outreach services in Coolock, Tallaght, Dochás Women's prison and Tallaght Rehabilitation Project (TRP). A fifth of all appointments delivered in 2011 (N=744) were in outreach services.

DRCC Outreach in the Dóchas Centre

The DRCC started a counselling service in the Dochás Centre in 2005. A half day counselling service is offered once a week. In 2011, 102 sessions were completed, compared to 76 in 2008, an increase of 34.21% on 2008 figures. Our sincere thanks to the Governor and staff for their ongoing support of our service within the Dochás Centre.

DRCC Outreach in Coolock Civic Centre

In 2011, three therapists provided a service spread over three days a week on Tuesdays, Thursdays and Fridays. As this was one therapist less than the previous year, appointments for 2011 were lower than for 2010. The take-up of appointments offered has been very encouraging. 507 sessions were offered in 2011, of which 409 were completed. The take-up rate of appointments increased from 75.4% in 2009 to 76.8% in 2010 and to 80.67% in 2011. This high take-up rate proves the value of a local service, easily accessible to the local community. The service is used by clients from north Dublin, but also from adjoining counties such as Kildare, Louth and Meath. The DRCC would like to thank the Manager of the Civic Centre, and the staff at Reception who provide unobtrusive and sensitive support to this confidential service.

DRCC Outreach Counselling Services in Tallaght

The DRCC offered two services locally in the Tallaght area in 2011. The first is a DRCC Outreach counselling service based in Tallaght Hospital, which was established in 2005. In 2011 two therapists worked together in Tallaght Outreach to offer eight sessions on Saturdays. The service is accessed by clients in the Tallaght area but also from adjoining counties such as Wicklow. The second service, based

in Kiltalown House, Jobstown, is a specialised counselling service for clients stabilised on methadone, in partnership with TRP, which opened in summer 2009. In 2011, one therapist offered four appointments in TRP Jobstown once a fortnight.

Combined statistics for the two services for 2011 are presented below.

322 appointments were offered in 2011 of which 233 were completed. This compares with 295 offered and 207 delivered by the combined services in 2010. This represents an increase of appointments delivered of 12.56% compared with 2010. The take-up rate was 72.36% for the combined services in 2011 compared with 70.17% in 2010, an increase of 2.19%. The DRCC would like to thank the Administrator and staff of Tallaght hospital and the manager and staff of TRP for providing us with comfortable rooms, a warm welcome, ongoing support and back-up.

Clinical Issues Interagency Group

Interagency meetings proved to be a great resource during 2011. It was agreed that sharing of information and ideas with regard to clinical issues would be helpful. Directors and Clinical Directors of the DRCC, Faoiseamh/Towards Healing, One in Four and NCS held meetings in March 2011 and expanded to include representatives of CARI and the Women's Therapy Centre. We met regularly throughout 2011 to discuss shared clinical and therapy services' concerns including a joint response to the Cloyne Report.

Involvement of DRCC with RCNI Database

The statistics for 2011 are the result of a successful process of collaboration with the Rape Crisis Network Ireland (RCNI), with DRCC inputting into the RCNI database since January 2011. The purpose of DRCC's change-over to the RCNI database was to help in the production of a more complete set of nationwide statistics in relation to sexual violence and abuse in Ireland, i.e. the RCNI Annual Report. The

DRCC will, however, continue to produce its own Annual Report.

Prior to implementation in 2011, representatives of both RCNI (Dr. Susan Miner, and Dr. Maureen Lyons, UCD), and of the DRCC (Angela McCarthy, Irene Walsh and Shirley Cummins) met on a regular basis for over a year to reach agreement on the proposed new joint data collection process. On the successful completion of this process, new data collection forms were agreed and produced. Two DRCC data collection officers (Shirley Cummins and Michelle Grehan) were appointed and received specialised ongoing training through the assistance of RCNI.

Members of the Telephone Team who are responsible for data inputting, did a tremendous job in implementing the new system from January 2011. Despite the pressures of having to learn to operate a new system and induct therapists and volunteers into this new process, they fulfilled all the requirements for inputting, checking and 'cleaning' data in a timely manner, as required by the RCNI system. We want to pay tribute to their hard work and dedication in ensuring this new system has been successfully operated by the DRCC. Special credit is due to Shirley Cummins, Deputy Team Leader, who has played a lead role in this process. Our sincere thanks also goes to Elaine Mears, RCNI and to Ian Craig, the DRCC's IT consultant for their sustained help throughout the year.

Conclusion

At the end of a year which was very challenging in terms of the increased demands on clinical services, I would like to say a special thanks to all our dedicated staff involved in the provision of these services both directly and indirectly. Together in 2011 we strove to fulfil our mission statement: *'Preventing and healing the trauma of rape and sexual abuse'*.



Angela McCarthy
Head of Clinical Services

KEY SERVICES PROVIDED BY THE DRCC

- **National 24-Hour Helpline**
1800 77 88 88
- **Crisis Counselling Service for recent victims of rape and sexual assault**
- **Long-term therapy for adult victims of childhood sexual abuse and past sexual violence**
- **Coolock Outreach Counselling Service**
- **Dóchas Centre Counselling Service**
- **Tallaght Outreach Counselling Service**
- **Medical Accompaniment to the Sexual Assault Treatment Unit**
- **Court Accompaniment**
- **Outreach Talks to Schools and Community Groups**
- **Training of professionals who work with victims of rape, sexual assault and sexual abuse in Ireland**
- **Training programmes on preventing and dealing with bullying, harassment and sexual harassment in the workplace**
- **Campaigning, Lobbying and Awareness Raising**
- **Research and Statistics**

VOLUNTEER SERVICES DEPARTMENT

Introduction

THE VOLUNTEER SERVICES DEPARTMENT co-ordinates and manages the recruitment, training, assessment and supervision of all volunteers covering four services: the out of hours service of the National 24-Hour Crisis Helpline, accompaniment to the Sexual Assault Treatment Unit (SATU) at the Rotunda Hospital, court accompaniment, and outreach talks. The staff of the department comprises one full-time manager and two part-time volunteer co-ordinators. The staff, through on-call rotation, provides a 24-hour support and back-up service to all volunteers.

2011 was another very busy year for the department. Our advertising campaign to recruit new volunteers started in December 2010 with a reasonable response from the public. Unlike other years, we noticed a little reluctance at giving a commitment for two years, as their own futures held some uncertainty. We feel the decline in the economy has had a negative effect on both recruiting and retaining volunteers.

Our working assumption initially was that more people out of work would mean more people with time to volunteer. This proved erroneous. We have since realised through feedback from applicants that uncertainties associated with career and finances are so stressful they are using up all their own resources to cope, and have limited ability to give emotionally and psychologically. There seems to be an ever-present theme of having to keep extraneous activities at a minimum to be free to take up any new job opportunities that may arise. Unfortunately, we have also lost some of our international volunteers during the year who had to return home after job losses here.

We also noticed that those volunteers currently in employment seemed to be working longer hours and more intensively which we utterly respected and tried to work around, offering alternative practical options such as additional new lunchtime supervision as well as our weekly Monday night supervision. We have also changed our Sexual Assault Treatment Unit (SATU) shift times from a 6am to 7am start.

The smaller in-take of volunteers in February 2011 necessitated a second recruitment drive in

September, and we were very grateful to receive on-going free advertising from national and local newspapers and Dublin and Wicklow radio stations.

Our 72-Hour Volunteer Training Programme is both intensive and comprehensive. Training is reviewed every year with changes made and information updated as necessary. We also 'recycled' some of our ex-volunteers after giving them a long break.

In May 2011 we had our graduation ceremony for 29 volunteers who have completed their two years' commitment with us. We take this opportunity to express our gratitude and to celebrate their achievement by presenting them with a unique piece of jewellery and a certificate.

In the feedback we received from our volunteers on completion of their commitment, we were told:

- it had been one of the best and most rewarding experiences of their lives
- they felt privileged and had gotten far more out of it than they put in
- they received excellent training and consistent support and assistance from the team
- they found the skills they developed over the two years both life-enhancing and affirming

A large number of volunteers go on to further education in the mental health sector. We also retain a number of graduate volunteers to assist with the volunteer training programme, some of whom have been part of our training team for up to ten years.

On-Going Training

We feel it is very important to continually develop and progress our skills and knowledge in related areas of mental health. At regular intervals we invite other organisations to give presentations to our volunteers on topics such as depression and suicide, sex trafficking, self harm, self-care, children and sexual abuse, and the treatment of sexual offenders. Some of these organisations included Pieta House, the Samaritans, CARI and Ruhama.



Group of DRCC volunteers

The National 24-Hour Helpline 1800 77 88 88

Our telephone volunteers operate the out of hours service of the DRCC's National 24-Hour Helpline. They are at the end of the line ready to listen, support and offer information to callers. They receive calls from a wide range of people such as those who have personal experience of sexual violence, and family members supporting a victim, to professionals looking for specific information and support in their contact with victims. We noticed in 2011 a marked number of callers expressing hopelessness, and that the calls had become more complex with many layers of distress being experienced.

SATU Support Personnel

24 hours a day, 365 days a year, our volunteers, working 12-hour shifts, provide a support service to any victim of sexual violence attending the SATU in the Rotunda Hospital, Dublin. When a victim of rape or sexual assault is brought to the SATU for forensic testing, the volunteer on-call will be there to assist, to listen, to support, give information and create a link to the services of the DRCC. In cases where the victim has decided not to report to the Gardaí, the volunteer will be also be in attendance to support them during their medical check-up appointment.

In 2011 our volunteers attended 270 callouts to the SATU. Following victims' initial contact with the volunteer, we find they will often go on to make contact with the 24-Hour Helpline for further support. The feedback from volunteers attending the SATU consistently highlighted an increase in the level of violence experienced by victims in 2011.

Court and other Accompaniments

The Volunteer Services Department provides court accompaniment to any member of the general public who has been a victim of sexual violence and is attending court in relation to this crime. We also provide a similar service when requested by a victim making a statement to the Gardaí or accessing other relevant services.

In 2011 there were:

- 26 court accompaniments
- 1 accompaniment to the Refugee Appeals Tribunal
- 8 Garda station accompaniments

Outreach Speakers

During the year, thirteen talks were given by outreach volunteers. Twelve of these were to second-level schools and one to a community organisation.

Mairead Mallon
Head of Volunteer Services

TELEPHONE COUNSELLING

THE TELEPHONE TEAM operates a National 24-Hour Helpline from 8am to 7pm, Monday to Friday, providing a listening service, counselling, support and information. The team of five operates a shift system to ensure there is always somebody to answer calls, while the Volunteer Services Department operates the out of hours' service.

Additionally, we are responsible for organising appointments in consultation with the Head of Clinical Services. This involves an initial assessment of clients' needs and responding to them as soon as possible, co-ordinating appointments between our head office in Leeson Street and outreach centres in Coolock and Tallaght. We try to ensure the clients' experience will be as positive as possible by providing interpreters where necessary and addressing any concerns the clients may have.

Operating the National 24-Hour Helpline, we receive calls from all parts of the country and from abroad, offering referrals to relevant agencies and doing our best to facilitate all requests for help.

The main body of our work involves the Helpline. 2011 was a very busy year for us with an increase in callers affected by the release of the Cloyne Report in July, and the subsequent fallout. This included the

Taoiseach Enda Kenny's condemnation of the Vatican's response to the clerical abuse scandal and the welcome announcement by the Minister for Justice, Alan Shatter, of his intention to introduce reforms and legislation to strengthen child protection.

Many of our callers were deeply moved by the horrific case of child abuse in Galway which came to national prominence, and were inspired by the victim's strength in speaking publically about the abuse he suffered at the hands of caretaker Michael Ferry in Donegal. We are constantly struck by the courage and resolve of our callers, many of whom are speaking about their experiences for the first time.

We have noted an increase in the levels of violence experienced by our callers and are concerned by their feelings of frustration and desperation when trying to access ever decreasing resources.

Callers to our helpline may be young or old, male or female, from different backgrounds and at different stages in their lives, but most call to talk about those issues they cannot, or choose not to, broach with family or friends. We appreciate that it takes courage to call, so be assured that if or when you do contact us, we will be there to listen.



DRCC Reception

EDUCATION AND TRAINING DEPARTMENT

IN 2011, the Education and Training Department had a very interesting and varied year. It provided 124 days of training to a wide range of professionals and volunteers who offer support and services to children and adults who have experienced sexual violence and other trauma. Given that the DRCC does not receive any core funding for its training programmes, and many organisations have reduced or eradicated their training budgets, we were very pleased to find ourselves fully stretched throughout the year.

BodyRight A Sexual Violence Awareness and Prevention Programme for Young People

BodyRight is a programme developed by the DRCC and supported by funding from Cosc, The National Office for the Prevention of Domestic, Sexual and Gender-based Violence. It is delivered by staff of schools or other youth education and youth training settings, trained by the DRCC, to raise awareness of and prevent sexual violence.

The DRCC offers a three-day training programme to appropriate staff of youth work settings, schools, Youthreach centres, and alternative educational settings to introduce them to the *BodyRight* programme and to equip them in its facilitation. In 2011 this training was provided on four occasions to 64 facilitators from a variety of settings including Youthreach, Community Training Centres, secondary schools, organisations working with young Travellers, and staff working with young people with intellectual disability.

The City of Dublin Youth Services Board (CDYSB) invited the DRCC to provide training for youth workers. We were very grateful that having attended this training, staff of CDYSB generously undertook to review the *BodyRight* programme for use in youth work settings. The suggestions they made and additional resources they developed have now been integrated into the programme.

We were pleased to collaborate again with the National Youth Council of Ireland (NYCI) in

providing a *BodyRight* facilitator training programme for youth workers from organisations affiliated to the NYCI.

In June 2011 we were delighted to have the opportunity to provide training to the national Social, Personal and Health Education (SPHE) team, to support its development of modules on awareness of and prevention of sexual violence for inclusion in its schools' programme.

The European Refugee Fund

'Working sensitively with refugees and asylum seekers who have experienced sexual violence and other trauma'.

2011 saw us continue to develop this three year project starting in November 2010, funded by the European Refugee Fund (ERF), and administered through Pobal. We are very grateful for the opportunities to provide training that this funding allows, and for the support and encouragement received from Pobal.

The training is intended to support a wide variety of staff in their work with refugees and asylum seekers. An added value of the project is that the training also supports these staff in their work with other clients who have experienced sexual violence and other trauma.

We also provided a range of training programmes aimed at staff of any organisation providing a service which is accessed by refugees and asylum seekers. These included:

- a two-day programme delivered on two occasions for service providers in a variety of roles
- a four-day programme for those in more in-depth, face to face support roles
- a two-day programme for community interpreters
- a three-day programme for those working in the area of domestic violence
- a three-day programme for primary school staff and others working with young children of refugees and asylum seekers

- a three-hour Trauma and the Child, module designed to be delivered to all staff of a primary school

A valuable development occurring as a result of our involvement in this project was an invitation to provide training for staff in the office of the Refugee Applications Commission and staff of the Reception and Integration Agency.

Training Programmes Provided on Request

These are designed in consultation with the organisation or group making the request, to ensure they meet particular needs and are attuned to the situations and clients with whom they work. These are wide-ranging training programmes varying in content and depth, depending on the needs of the particular organisations or groups.

Some of the training programmes we provide include:

- sexual violence and the therapeutic process for counsellors and psychotherapists
- offering support in the aftermath of rape vicarious traumatisation and self-care
- counselling skills for 24-Hour Helpline staff/ telephone counsellors
- training for reception staff and for support workers offering accompaniment to sexual assault treatment units
- training on Dignity at Work and preventing and dealing with bullying, harassment and sexual harassment
- training for staff taking on the role of support colleague under a Dignity at Work policy

In 2011 we were pleased to provide training on request for many organisations including the Teenage Health Initiative, Cork Counselling

Institute graduates, Northside Counselling Centre, and the National Traveller Women's Forum, Merchants Quay.

Training Programmes which individuals can attend at the DRCC

Individuals involved in working with and offering support and services to those who have experienced sexual violence, can attend training programmes at the DRCC to develop their knowledge, understanding and skills in this area.

In February we provided a four-day intensive in-service course for counsellors and psychotherapists entitled, '*Child Sexual Abuse: the counselling process*'.

Our training programme also includes introductory one-day workshops on issues of child sexual abuse, and rape and sexual assault, held regularly throughout the year.

Information about our training programmes is available on our website www.drcc.ie

Post Graduate Certificate Course: 'Issues of Sexual Violence: the Counselling Process'

The DRCC is keen to share the experience and expertise it has developed over three decades with other counsellors and psychotherapists, to support them in working with their clients who have experienced sexual abuse in childhood and sexual assault and rape in their adult lives.

Our in-depth training programme for psychotherapists and counsellors, which has been running for many years, is now well established and is provided once a year for 12 days in a series of six two-day modules over the winter period. This course explores issues arising in working as a psychotherapist/counsellor with adolescent and adult clients who have experienced child sexual abuse, rape, sexual assault or sexual harassment.



This programme is designed to validate, enhance and develop the existing understanding and skills of participants when working with these clients, and to allow those working in specialised areas such as addiction to feel equipped to deal with issues of sexual violence appropriately as they arise. It is informed by trauma therapy, attachment theory, neurobiology, practices of mindful self-awareness, body-centred psychotherapy, and other theories and methodologies. It is intended and taught as a practical in-service training, focussed very much on the work with the client. While there is a strong emphasis on vicarious traumatisation and strategies for self-awareness and self-care for the therapist, the learning is also relevant to working with clients who have experienced other trauma.

In 2011 there were fifteen programme participants from a wide variety of settings.

Training in Northern Ireland

We were very pleased to be invited again to provide a four-day training programme for staff of Contact, Northern Ireland's independent counselling service, which provides a 24-hour helpline – Lifeline, and counselling services in over 100 community based venues across the region.

The collaboration with Contact will continue and is bringing significant and very valuable reciprocal learning to ourselves.

We were also invited to provide training for Newry Women's Aid which was attended by staff working with issues of domestic violence in Newry and other centres in Northern Ireland. Again, there was significant learning for us in collaborating with a key service-provider to traumatised individuals in communities which have experienced high levels of trauma for decades. This training included

collaboration with senior PSNI officers with responsibility for sexual violence and domestic violence investigations.

Our Approach to Training

Our training programmes are provided within an ethos of non-violence and care for participants, with respect for the existing knowledge and expertise of those who attend. We see ourselves as sharing the knowledge and expertise which has been gathered at the DRCC over three decades. This allows participants in training to integrate it with their own approach and knowledge, adapting where necessary for the particular situation and clients with whom they work.

We are aware that no matter how experienced the participant in training, the issues we are dealing with are powerful and sensitive and can resonate quite deeply. Our training approach is participative and experiential, but invitational and without pressure. Participants are encouraged and supported in self-care and to resource themselves throughout the training. This mirrors the approach to working with victims of trauma which we advocate in our training.

Dignity at Work: Preventing and Dealing with Bullying, Harassment and Sexual Harassment in the Workplace

The DRCC has been providing training since 1988 in preventing and dealing with bullying, harassment and sexual harassment in the workplace.

2011 was very busy for us in this aspect of our work, and we provided a variety of seminars and training programmes on this theme, working with a number of state and voluntary organisations.

We have a particular specialisation in training for the role of Support Contact Person/Colleague under Dignity at Work/Bullying and Harassment policies. We provided programmes for organisations affiliated to the National Federation of Voluntary Bodies to train staff in the role of Support Contact Person and Support Contact service co-ordinator.

Training programmes and seminars are provided for businesses, the state sector and community and voluntary organisations, aimed at staff, managers, human resources staff, equality officers, support contact people, and those who will investigate a complaint. These are provided to organisations on request. Seminars are also provided at the DRCC which individual delegates may attend.

Consultancy Service

We offer a consultancy service to organisations to support them in developing policy and procedures. This includes child protection policies, good practice guidelines, and Dignity at Work and harassment and bullying policies.

Training programmes are provided for individuals, organisations, management and staff, or those in specific key roles to assist them in developing, implementing and reviewing policies and procedures.

Leonie O'Dowd

Head of Education and Training

SOCIAL MEDIA

www.drcc.ie Dublin Rape Crisis Centre On-line

www.facebook.com/pages/Dublin-Rape-Crisis-Centre

<https://twitter.com/DublinRCC>

In the past few years we've seen a major increase in the use of social networking sites and on-line services, prompting the launch of our new website - www.drcc.ie. This is part of the DRCC's continuing mission to raise awareness, advocate, and support both men and women affected by sexual violence. It provides vital information regarding counselling and support services, and also on training, education, fundraising and volunteering.

In 2011 the DRCC braved the new world of social media and established a presence on Facebook and Twitter where you can stay connected with the Centre and follow updates on our work. It is changing the way we engage and communicate with people, providing another platform to promote our services and to continue to raise awareness on-line. Going forward we hope to establish a strong on-line presence.



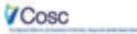
**Eibhlin Byrne, Chairperson, DRCC,
Ellen O'Malley-Dunlop, CEO, DRCC
and Minister Frances Fitzgerald at
Launch of 2010 Annual Report.**

DRCC AWARENESS RAISING CAMPAIGN 2011

The Dublin Rape Crisis Centre
Telephone: 01 661 4911 | Email: rcc@indigo.ie
Website: www.drcc.ie

 **RCC**
Preventing and healing the trauma of rape and sexual abuse

NATIONAL 24 HOUR HELPLINE
1800 77 88 88
"A new beginning at the end of the line"

DUBLIN RAPE CRISIS CENTRE
If you have been raped or sexually abused...

 **RCC** **NATIONAL 24 HOUR HELPLINE**
1800 77 88 88

...we are here to listen and offer support
www.drcc.ie

Print samples from the DRCC Awareness Raising Campaign



Sample of a Dublin Bus superside panel from DRCC Awareness Raising Campaign

'In court I thought: I am not that child any more, you have to listen to me now'



KATHY SHERIDAN
INTERVIEW

It took Michelle Hill Dixon years to accuse the teacher who abused her but it was worth it

MICHELLE HILL Dixon is unusual in one respect. The sentence served on her childhood abuser is of no concern to her: "That's because it could never match what he took from my life." On another point, however, she is unshakable: that he should be photographed and publicly named. Her anonymity is a price she is prepared to pay. "I want others to take courage from it and come forward. I think people should know about him, know exactly who he is."

In February, while she was finally facing him across a courtroom during an eight-day trial, media attention was focused on another defendant accused of

fathering his 14-year-old daughter's child.

Dixon's story was almost tame by comparison. The charge sheet referred to indecent assault on a female, under section 10 of the Criminal Law (Rape) Act 1981, at various addresses in or around Stamullen, Co Meath, in 1986 and 1987. The "female" however, was a little girl aged between eight and 10, and the defendant was Breffni O'Rourke, her music teacher.

Dixon comes across as a confident, personable 34-year-old, a successful photographer in her adopted city of Kilkenny.

Yet it took her 18 years to verbalise fully what had happened to her. It took another nine to see her abuser convicted of assaulting her, in his home.

His actions have shaped more than 25 years of her life. In her victim impact statement, she describes how the abuse crippled her self-esteem and her efforts to build relationships. It interfered with her career development and damaged her relationship with her husband. "I spent long periods wishing I was dead. I contemplated suicide on several occasions and I attempted it once. I have suffered countless paralysing panic attacks. I still do."

Above all, she feels "robbed" of a complete relationship with her little boy. She finds it unbearable to see anyone else tickling him,

because that is how O'Rourke began his abuse, when she took music lessons from him: "It started out with tickling."

In his home, he separated her from others and brought her to his bedroom. "He would take all my clothes off, would fondle me, lick my body, kiss me all over, press his penis against my vagina and would keep going until he climaxed. Then he would flop down on top of me with his full weight and lie there while I struggled and told him I couldn't breathe.

"I would ask him to stop what he was doing and he'd say, 'What am I doing? What am I doing?'"

"And I'd say, 'You're tickling me,' and he'd go, 'Sure, what's wrong with that? How do you try and explain to someone, 'He was tickling me,'" she says, her voice thickening with distress.

She remembers lying on his bed, staring at the bars on the windows, wishing it was over. The overriding feeling, in her childish innocence, was shame.

"I think it's because you're naked. You feel you had your clothes off when you shouldn't have had your clothes off. It's that shame of your being dirty."

Silenced by her "shame", confused by his manipulative answers, unsure if what was happening was wrong, but intuiting that her parents' world would "crumble" once they knew, she would run to the village

phone-box at every opportunity to ring Childline but never got a reply. She was 14 before she told the story to her English teacher, a strict but fair woman who could be relied on "to say either 'get up and get on with it' or 'oh my God, that was terrible'. She was very shocked when I told her."

During role-play sessions with an Irish Society for the Prevention of Cruelty to Children social worker in Drogheda, where she was at school, she remembers holding hands with her teacher while the social worker pretended to be O'Rourke. "The teacher turned round and said, 'oh look, there's Breffni'. All I remember next is they were pulling me from under the table."

Still, she felt unable to disclose any details. At 23, she walked into a Garda station but became so distressed, the female garda told her to find a counsellor.

She travelled widely, got married and moved to Kilkenny but the images persisted. "I always had horrific nightmares. I would be screaming, getting 'flop sweats' where I would be soaking wet, struggling, running away, getting caught - and this sense of a weight on me in the nightmare, of having him on top of me, a grown man on top of an eight or nine-year-old."

Eventually, she contacted the Rape Crisis Centre in Waterford and, after 18 hard months, finally gave a full statement.

"Afterwards, it felt like the first time I could actually take a full breath since I was eight."

Even then, it took nine years to get to a full trial and there were numerous false starts: the defendant - on legal aid - repeatedly sacked his legal teams; on two occasions the process had to be begun again from scratch; and there were long delays because defence witnesses were apparently unfit to give evidence (ultimately he was the only defence witness to take the stand).

In the meantime, neighbours reported that he had called with photographs of her, looking for her current address. "The guards could do nothing. I'm trying to run a business but I worked for months with the door locked."

She does not understate the difficulty of coming forward but feels strongly that it is worth the risk. "It helps to look at it in stages and, while each stage comes with its risk of disappointment, it can also come with a victory."

In the end, O'Rourke was found guilty on one of the four counts - of indecent assault at his home (he was sentenced to two years in prison, one suspended).

"I remember looking at him in court while giving evidence and thinking, I am not that small child any more, you have to listen to me now. Then I walked down from the stand, feeling about two feet taller."

FUNDRAISING

The shortfall between our statutory funding and our outgoings will remain for the foreseeable future and we must continue to actively protect our service by fundraising. The Fundraising Department has grown and developed and is an integral part of the Dublin Rape Crisis Centre.

We depend on the public to support our fundraising activities and we deeply appreciate the consistent generosity of our benefactors.

Most of our fundraising events are annual dates on the calendar. These are successful, thanks to the support of our loyal and generous benefactors.

Our fundraising volunteers give freely of their time and receive no payment.

Annie Gallagher, Colette Schütz

FRIENDS OF THE DUBLIN RAPE CRISIS CENTRE

The Friends of the Dublin Rape Crisis Centre is a group of committed people, dedicated to supporting our Fundraising Department.

Join the Friends of the Dublin Rape Crisis Centre to help organise our annual fund-raising activities and explore new ideas and events.



Orna O'Connor and Clara Mallon who ran the Flora Dublin Women's Mini Marathon for DRCC.

ANNUAL FUNDRAISING EVENTS

CORPORATE QUIZ CHALLENGE

March

This event is supported by the corporate sector and involves up to 40 teams, with RTÉ broadcaster Pat Kenny hosting the event.

FLORA WOMEN'S MINI MARATHON

June

This 10k run/walk takes place in Dublin on the June Bank Holiday Monday and has support from all over the country. The Dublin Rape Crisis Centre is well represented and our participants raise money through sponsorship.

GOLF CLASSIC

June

Powerscourt Golf Club is the home of our annual golf classic. This is a popular event and golfers compete for the Perpetual Joe Carr Trophy.

INTERNATIONAL FASHION LUNCH

September

Hosted by Joe Supple, aka Miss Candy, this lunch takes place in September and is a spectacular afternoon of food, fashion and fun.

FLAG DAY COLLECTION

October

Held over three days, this fundraiser gives everyone the opportunity to support our work either by giving or volunteering to collect on our behalf.

THE WILDE BALL

October

This glamorous black tie ball, with champagne reception, dinner and dancing, is supported by 250 people each year.

LET'S DO LUNCH

December

Let's do Lunch is a fundraising event that takes place during the month of December and involves lunching with friends and everyone making a donation.

SUPPORT THE DRCC

BECOME A VOLUNTEER

Join one of our Volunteer Teams – we recruit annually. You can phone or email us for further information.

Give us a call at **01 661 4911**

or email us at: **volunteerservices@rcc.ie**

SUPPORT THE DRCC

Join the Friends of the Rape Crisis Centre to help us organise our regular fundraising activities and explore new ideas and events. We are always looking for new and innovative ideas.

Make a donation, whether that's a one-off contribution or you prefer to set up a monthly standing order with your bank.

Support one of our regular events with some friends. Maybe some of the current fundraising events appeal to you as corporate entertainment?

Give us a call at: **01 661 4911**

or email us at: **fundraising@rcc.ie**

Your help will make a difference
to those who seek our services

STATISTICS 2011

A NOTE ON THE STATISTICS FOR 2011

Due to the nature of our work, detailed information was not gathered for all individuals who contacted the DRCC. The primary concern of the Centre is to help callers and clients and in many cases, some or all of the detailed information on callers or clients was unavailable. The statistics below refer to the 12 month period from 1st January 2011 to 31st December 2011.

1. Contacts with the National 24-Hour Helpline, Jan 2011 - Dec 2011

DESCRIPTION	2011
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Total Counselling Contacts	11,839
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Helpline Counsellors responded to:

Counselling Calls	11,578
Emails	166
Text Messages	95

* Total Genuine Counselling Contacts	9,085
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First Time Contacts	3,988
Repeat Contacts	4,371
Unknown	726

* Total genuine counselling calls refer to the number of calls when hang-up, silent hoax and abusive calls are subtracted from the total number of calls.

BREAKDOWN OF GENUINE COUNSELLING CONTACTS BY TYPE

TYPE OF CONTACT	
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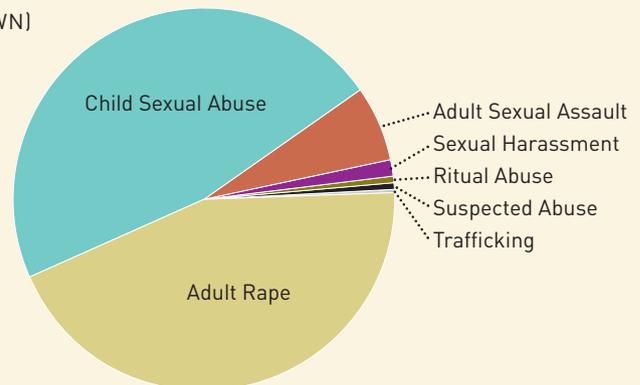
Total Genuine Counselling Contacts	9,085
Counselling/Support	5768
Information	2227
Schedule Appointment	973
Survivor Referral	104
Advocacy	13

2. Contacts with the National 24-Hour Helpline, Jan 2011 - Dec 2011

BREAKDOWN BY TYPE OF ABUSE (WHERE KNOWN)

TYPE OF ABUSE	% OF CALLS
---------------	------------

Adult Rape	44.14%
Child Sexual Abuse	46.93%
Adult Sexual Assault	6.40%
Sexual Harassment	1.25%
Ritual Abuse	0.47%
Suspected Abuse	0.72%
Trafficking	0.09%

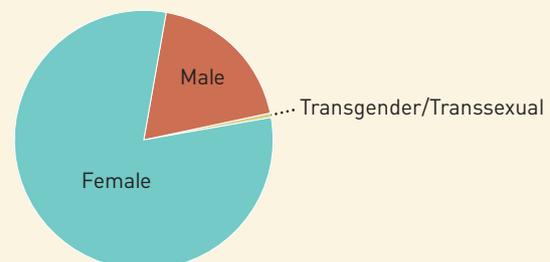


This table represents the type of abuse both first time and repeat callers experienced.

GENDER OF CALLER (WHERE KNOWN)

GENDER	% OF CALLS
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Female	80.80%
Male	18.80%
Transgender/Transsexual	0.40%



3. Contacts with the National 24-Hour Helpline, Jan 2011 - Dec 2011

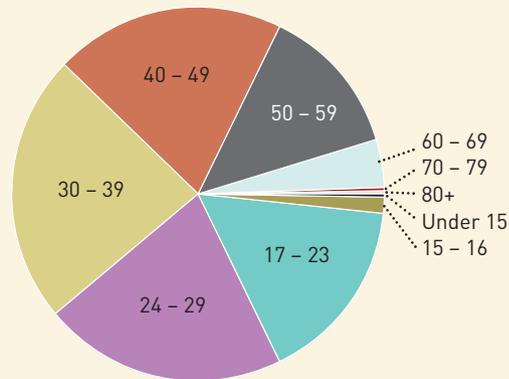
BREAKDOWN BY GEOGRAPHIC LOCATION (WHERE KNOWN)

GEOGRAPHIC LOCATION	% OF CALLS
Dublin	72.74%
Elsewhere	27.26%



BREAKDOWN BY AGE (WHERE KNOWN)

AGE OF VICTIM	% OF CALLS
Under 15	0.32%
15 - 16	1.61%
17 - 23	15.93%
24 - 29	21.25%
30 - 39	23.26%
40 - 49	19.98%
50 - 59	13.11%
60 - 69	4.04%
70 - 79	0.23%
80+	0.27%



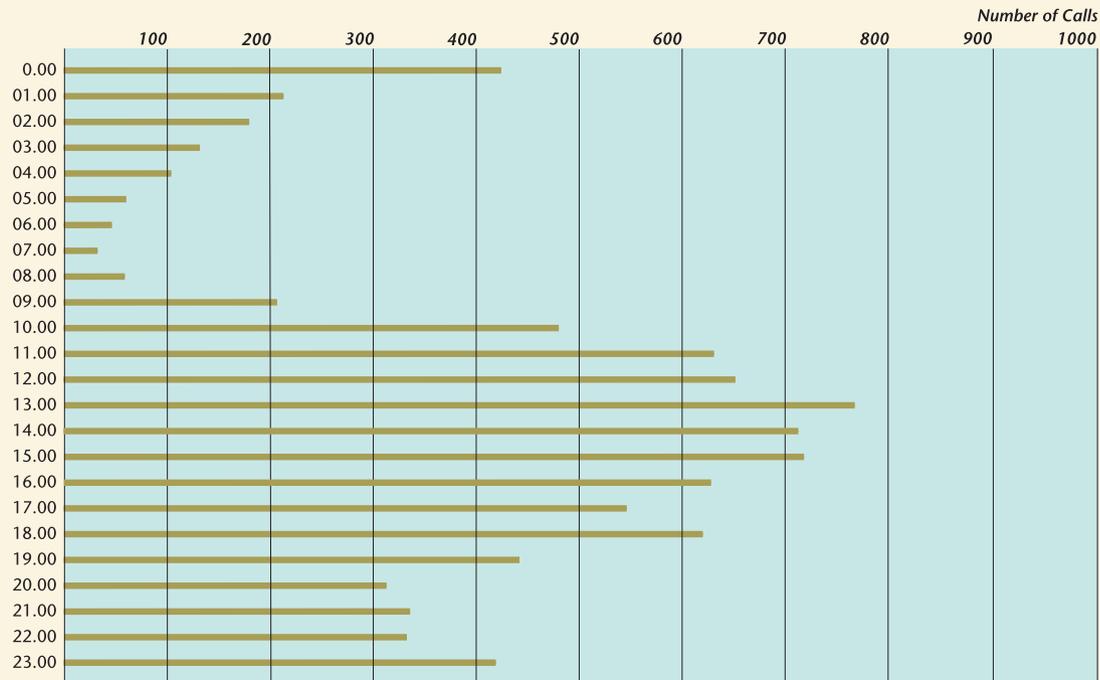
BREAKDOWN BY NATIONALITY (WHERE KNOWN)

ORIGIN	% OF CALLS
Irish	95.59%
United Kingdom	1.65%
European Union	1.26%
Africa	0.82%
USA & Canada	0.38%
Asia	0.15%
Australia & New Zealand	0.06%
South America	0.09%



4. Contacts with the National 24-Hour Helpline, Jan 2011 - Dec 2011

TIME OF CALL (CALLS MADE IN PREVIOUS HOUR)



This table refers to the number of genuine counselling calls made to the DRCC by hour of call.

5. Contacts with the National 24-Hour Helpline, Jan 2011 - Dec 2011

MONTH OF CALL

This graph shows the number of **first time calls** made to the DRCC by month.



6. Volunteer Services

ACCOMPANIMENT TO SEXUAL ASSAULT TREATMENT UNIT

In this period, DRCC trained volunteers attended the Sexual Assault Treatment Unit (SATU) with 270 victims. 1 victim was accompanied to a forensic examination outside of SATU. In addition, they carried out 37 days of court accompaniment with victims of sexual violence or abuse, 8 accompaniments to Garda Stations and 1 accompaniment to a Tribunal.

OUTREACH AWARENESS TALKS

DRCC trained outreach volunteers delivered 13 outreach awareness talks. 12 were delivered in second level schools while 1 was delivered to a community organisation.

7. Counselling and Psychotherapy Service Provision, Jan 2011 - Dec 2011

In 2011, eleven therapists, working as two teams, offered a six-day counselling service from Monday to Saturday, in the DRCC on Leeson Street. In addition, three of the therapists, working on Tuesday, Thursday and Friday, offered 12 sessions per week, in the Outreach Counselling Service in Coolock. A half-day service per week was also provided by one therapist at the Dóchas Centre, the national women’s prison. Two therapists worked in the DRCC Outreach service in Tallaght on Saturdays, while one therapist provided counselling in Tallaght Rehabilitation Project, once a fortnight. In all, six therapists worked in four Outreach services in 2011.

CLIENT APPOINTMENTS SUMMARY

- A total of 4,910 individual appointments were made available by the Therapy Team in 2011.
- Of these, 3,818 individual client sessions were delivered in 2011. Allowing for cancellations and ‘no-shows’ deducted, this represents a take-up rate of 77.76%.
- Of the 3,818 completed sessions, 27.29% (N=1,042) were crisis* appointments for men and women who had experienced a recent rape or sexual assault.
- 72.71% (N=2,776) were assessment* appointments for past rape, sexual assault and past child sexual abuse.
- One Family Systems Workshop was delivered in July 2011 by two therapists for twelve clients.

* See first page of **Overview of Clinical Services Report** regarding new criteria for crisis and assessment appointments from February 2011.

8. Counselling and Psychotherapy Service Provision, Jan 2011 - Dec 2011

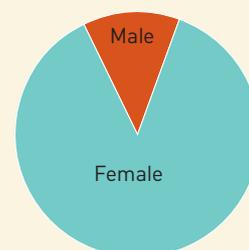
CLIENTS SEEN IN THE DRCC

(INCLUDING CRISIS AND LONG TERM SERVICE)

DESCRIPTION	NUMBER
Number of Clients Seen	537

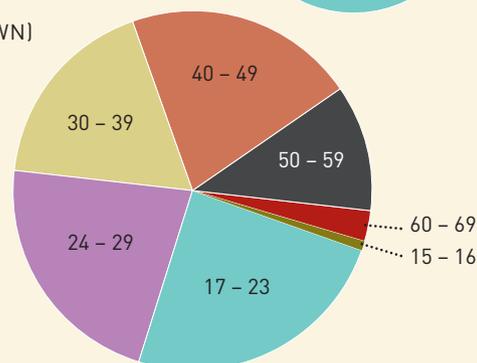
GENDER OF CLIENT USING THE COUNSELLING SERVICE

GENDER	%
Female	88.27%
Male	11.73%



AGE OF CLIENT USING THE SERVICE (WHERE KNOWN)

AGE OF VICTIM	%
15 – 16	0.96%
17 – 23	21.92%
24 – 29	19.81%
30 – 39	25.96%
40 – 49	18.65%
50 – 59	10.20%
60 – 69	2.50%

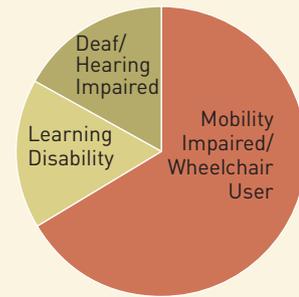


8. continued

CLIENTS WITH A DISABILITY (WHERE KNOWN)

3.35% of all the clients attending DRCC had a disability.

DISABILITY	%
Mobility Impaired / Wheelchair User	66.66%
Learning Disability	16.67%
Deaf / Hearing Impaired	16.67%



9. Counselling and Psychotherapy Service Provision, Jan 2011 - Dec 2011

BREAKDOWN BY TYPE OF ABUSE (WHERE KNOWN)

ADULT SEXUAL VIOLENCE

TYPE OF ABUSE	%
Rape	36.96%
Sexual Assault	6.83%
Aggravated Sexual Assault	0.42%
Sexual Harassment	0.28%
TOTAL	44.49%



CHILD SEXUAL ABUSE

TYPE OF ABUSE EXPERIENCED BY OUR CLIENTS AS CHILDREN	%
Rape	39.33%
Sexual Assault	14.22%
Aggravated Sexual Assault	0.42%
Grooming	0.70%
Ritual Abuse	0.42%
Observing / Voyeurism	0.42%
TOTAL	55.51%

5.20% of clients disclosed that they experienced both adult rape and past child sexual abuse.

10. Counselling and Psychotherapy Service Provision, Jan 2011 - Dec 2011

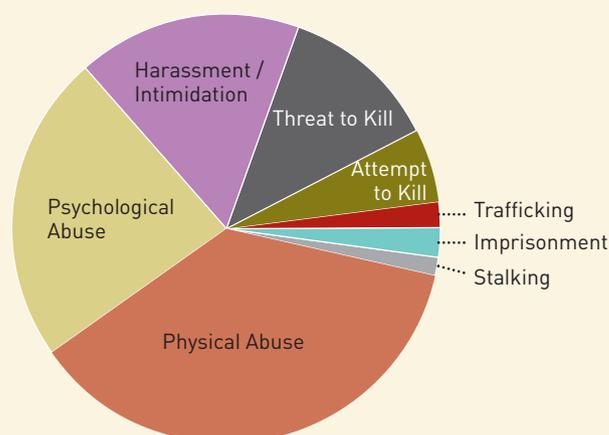
ANALYSIS OF ADDITIONAL TYPES OF VIOLENCE AND ABUSE EXPERIENCED BY CLIENTS, ALONG WITH RAPE, SEXUAL ASSAULT OR CHILD SEXUAL ABUSE

Of the 734 incidents of abuse disclosed by clients, 29.02% of incidents included other types of violence along with the main type of abuse.

CATEGORY	% OF ALL INCIDENTS WITH ADDITIONAL VIOLENCE
Adult Rape/Sexual Assault	14.31%
Child Sexual Abuse	14.71%

VIOLENT INCIDENTS REPORTED BY CLIENTS WHO ALSO EXPERIENCED ADULT RAPE/SEXUAL ASSAULT WHERE KNOWN, THE TYPES OF VIOLENCE EXPERIENCED WERE:

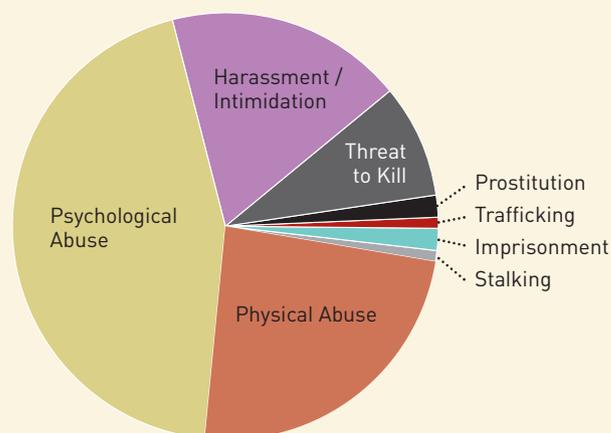
TYPE OF VIOLENCE EXPERIENCED BY ADULTS	%
Physical Abuse	36.75%
Psychological Abuse	23.49%
Harassment / Intimidation	16.87%
Threat to Kill	12.05%
Attempt to Kill	5.42%
Trafficking	1.81%
Imprisonment	2.41%
Stalking	1.20%



Note: This table counts all instances of violence for each abuse incident

VIOLENT INCIDENTS REPORTED BY CLIENTS WHO ALSO EXPERIENCED CHILD SEXUAL ABUSE WHERE KNOWN, THE TYPES OF VIOLENCE EXPERIENCED WERE:

TYPE OF VIOLENCE EXPERIENCED BY CHILDREN	%
Physical Abuse	24.07%
Psychological Abuse	44.45%
Harassment / Intimidation	17.90%
Threat to Kill	8.64%
Prostitution	1.85%
Trafficking	0.62%
Imprisonment	1.85%
Stalking	0.62%

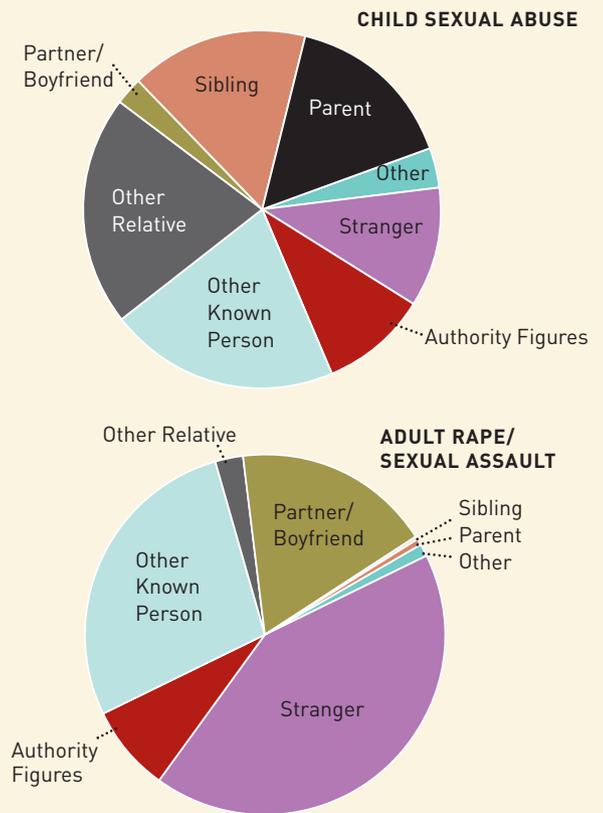


Note: This table counts all instances of violence for each abuse incident

11. Counselling and Psychotherapy Service Provision, Jan 2011 - Dec 2011

RELATIONSHIP BETWEEN THE VICTIM AND THE OFFENDER (WHERE KNOWN)

RELATIONSHIP	CHILD SEXUAL ABUSE	ADULT RAPE/ SEXUAL ASSAULT
Parent	15.77%	0.66%
Sibling	16.04%	0.33%
Partner / Boyfriend	2.41%	17.76%
Other Relative	20.86%	2.63%
Other Known Person	20.86%	27.63%
Authority Figures	9.63%	7.89%
Stranger	10.96%	42.11%
Other	3.47%	0.99%



12. Counselling and Psychotherapy Service Provision, Jan 2011 - Dec 2011

PREGNANCY

Female clients disclosed 18 pregnancies

OUTCOME OF PREGNANCIES	NUMBER
Became Pregnant, Parenting	7
Became Pregnant, Pregnancy Terminated	4
Became Pregnant, Baby Fostered	3
Became Pregnant, Miscarried	3
Became Pregnant, Stillborn	1

It is worth noting that many clients were not at risk of pregnancy for various reasons, including use of contraceptives, being beyond risk of pregnancy due to age, or being male, for example.

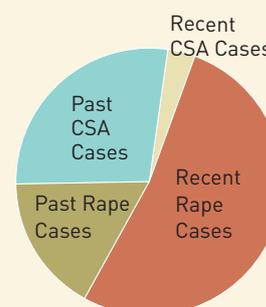
13. Counselling and Psychotherapy Service Provision, Jan 2011 - Dec 2011

Statistics provided in this section relate to 304 clients, who commenced therapy in the DRCC in 2011, where the reporting status was known. It is worth noting that reporting and convictions in this context refer to clients seen by our service in the year 2011, although the reports and convictions may have occurred in the previous years.

REPORTING TO GARDAÍ

Of the 304 cases where the reporting status was known, 91 cases were reported to the Gardaí, a reporting rate of 29.93%. Of these 91 cases, 7 cases (7.7%) were tried, resulting in 4 convictions or guilty pleas and 1 acquittal. There are 2 outcomes that are unknown at present.

CASES REPORTED	% OF TOTAL CASES REPORTED
Recent Rape Cases	52.75%
Past Rape Cases	16.48%
Past CSA Cases	27.47%
Recent CSA Cases	3.30%



Recent or past rape accounted for 69.23% of the 91 cases reported to the Gardaí, while childhood sexual abuse cases accounted for 30.77% of reports.

OUTCOME

Outcome information was known for 34 (37.36%) of the 91 cases reported.

OUTCOME	TOTAL
Dropped Charge (by Client or DPP)	9
Pending Charge	18
Went to Trial	7

Reporting of adult rape/sexual assault compared with reporting of CSA

Percentage of All* cases Reported to Gardaí:	29.93%
Percentage of Total* CSA Cases Reported:	21.70%
Percentage of Total* Rape/Sexual Assaults Reported:	36.00%

* Refers to the 304 cases where reporting status was known, 129 of which related to childhood sexual abuse and 175 to adult rape and sexual assault.

Clients who experienced adult rape/sexual assault were more likely to report to the Gardaí, than clients who had experienced childhood sexual abuse.

FACTORS AFFECTING RAPE REPORTING

TIME INTERVAL	%
Recent Rape/Sexual Assault Reported	52.75%
Past Rape/Sexual Assault Reported	16.48%

Clients who sought help for recent rape or sexual assault were over 3 times more likely to report to the Gardaí, than clients who had experienced past rape or sexual assault.

STATISTICS 2011

VICTIM/OFFENDER RELATIONSHIP

Of the 91 cases that were reported to the Gardaí, 28 of them related to childhood sexual abuse. Of the 63 clients who reported rape or sexual assault, (both recent and past) 33.33% had been raped or sexually assaulted by a stranger, while 66.67% had been raped or sexually assaulted by someone they knew. In past reports, we have noted that clients were more likely to report rape or sexual assault to the Gardaí if the assailant was a stranger, rather than someone known to them. However, in 2011, we observed a change in this pattern.

In 2011, it was noticeable that for victims of recent and past rape, there was a greater willingness to report persons known to them than was the case in previous years. This was particularly the case in relation to past rape/sexual assault.

RECENT RAPE / SEXUAL ASSAULT

30.16% of cases were reported where the assailant was a stranger to the client

46.03% of cases were reported where the client knew the assailant.

PAST RAPE / SEXUAL ASSAULT

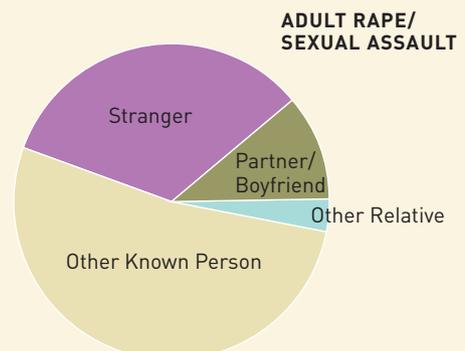
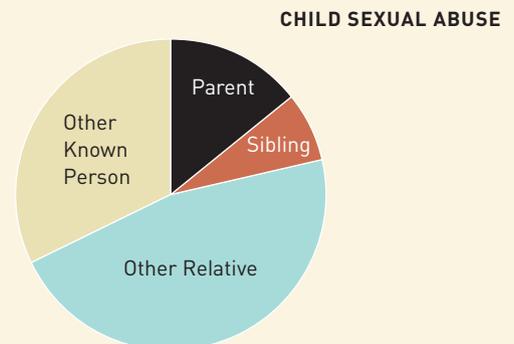
3.17% of cases were reported where the assailant was a stranger to the client.

20.64% of cases were reported where the client knew the assailant.

14. Counselling and Psychotherapy Service Provision, Jan 2011 - Dec 2011

IN CASES REPORTED TO THE GARDAÍ, RELATIONSHIP BETWEEN THE VICTIM AND THE OFFENDER (WHERE KNOWN)

RELATIONSHIP	CHILD SEXUAL ABUSE	ADULT RAPE/ SEXUAL ASSAULT
Parent	14.29%	0%
Sibling	7.14%	0%
Partner / Boyfriend	0%	11.11%
Other Relative	46.43%	3.18%
Other Known Person	32.14%	52.38%
Stranger	0%	33.33%



FINANCIAL SUMMARY 2011

DUBLIN RAPE CRISIS CENTRE LIMITED

A COMPANY LIMITED BY GUARANTEE NOT HAVING A SHARE CAPITAL

Profit and Loss Account for the year ended 31st December 2011

	2011 €	2010 €
INCOME	1,813,033	1,956,884
OVERHEADS	1,965,375	-2,044,655
DEFICIT FOR THE YEAR	-152,342	-87,771
GOVERNMENT GRANTS AMORTISED	17,369	15,960
	-134,973	-71,811
PRIOR YEAR ADJUSTMENT	122,317	83,475
INTEREST RECEIVABLE	34,950	33,515
SURPLUS AFTER PRIOR YEAR ADJUSTMENT	22,294	45,179
BALANCE FORWARD AT BEGINNING OF YEAR	736,455	691,276
BALANCE FORWARD AT END OF YEAR	758,749	736,455

Balance Sheet as at 31st December 2011

	2011 €	2010 €
FIXED ASSETS		
Tangible assets	294,395	327,151
CURRENT ASSETS		
Cash at bank / Building fund	1,213,642	1,253,184
Sundry receivables	19,574	111,366
	1,233,216	1,364,550
CREDITORS & PROVISIONS (Amounts falling due within 1 year)	183,038	353,462
NET CURRENT ASSETS	1,050,178	1,011,088
TOTAL ASSETS LESS LIABILITIES	1,344,573	1,338,239
REPRESENTED BY:		
CONTRIBUTION TO BUILDING FUND	470,834	470,834
GOVERNMENT GRANTS	114,890	130,950
SURPLUS ON PROFIT AND LOSS ACCOUNT	758,749	736,455
	1,344,573	1,338,239

FINANCIAL SUMMARY 2011

DUBLIN RAPE CRISIS CENTRE LIMITED

A COMPANY LIMITED BY GUARANTEE NOT HAVING A SHARE CAPITAL

Cash Flow Statement

for the year ended 31st December 2011

	2011 €	2010 €
Reconciliation of operating loss to net cash flow from operating activities		
Operating surplus	22,294	45,179
Depreciation	42,360	42,360
Government grant amortised	(15,960)	(15,960)
NET CASH INFLOW FROM OPERATING ACTIVITIES	48,694	71,579
PURCHASE OF FIXED ASSETS	(9,604)	(9,913)
INCREASE/(REDUCTION) IN FUNDS IN THE YEAR	39,090	61,666
MOVEMENT IN WORKING CAPITAL		
Movement in receivables	(91,792)	103,866
Movement in cash at bank	(39,542)	(13,836)
Movement in creditors	170,424	(28,364)
	39,090	61,666

Eibhlin Byrne, Chairperson
Maud McKee, Director
22 May, 2012

Auditor's Report to the Members

I have audited the financial statements above and opposite in accordance with Auditing Standards.

In my opinion, the financial statements give a true and fair view of the statement of the company's affairs at 31st December 2011, and of its results and state of affairs for the year then ended, and give in the requisite manner the information required by the Companies Acts 1963 to 2009. I have obtained all the information and explanations considered necessary for the purposes of my audit. In my opinion proper books of account have been kept by the company. The financial statements are in agreement with the books of account.

Dermot J Keogh FCA
REGISTERED AUDITOR
11 June, 2012





RCC

Preventing and healing
the trauma of rape and
sexual abuse

National 24 Hour Helpline

1800 77 88 88

A new beginning at the end of the line

**Dublin Rape Crisis Centre
70 Lower Leeson Street, Dublin 2**

Telephone: 01 661 4911

Facsimile: 01 661 0873

E-mail: rcc@indigo.ie

Web: www.drcc.ie