

ANNUAL REPORT 2014



RCC

The Dublin Rape
Crisis Centre

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

The background of the page is a gradient of light blue and purple, with large, curved, overlapping shapes. A white spiral graphic is positioned in the upper left quadrant, partially overlapping the text area.

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.

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CHAIRPERSON'S REPORT



Ann Marie Gill
CHAIRPERSON OF THE BOARD

It is now four decades since the founders of Dublin Rape Crisis Centre responded to an issue that was a taboo subject in Irish society, largely unquantified and, where acknowledged, frequently minimised. Inspired by the ideals of the broader women's movement, DRCC set out to change this, reaching out with services to victims of rape and sexual abuse and violence, and campaigning tirelessly on their behalf.

Sexual assault elicits outrage, not only because of the immediate physical violation but the violation which goes beyond the assault. The trauma lies in the crime as committed and in its aftermath, and in the consequences for the victim which can be long lasting and life diminishing.

Our staff and volunteers in DRCC have been listening, supporting and counselling victims for almost 40 years. Our expertise and experience continues to develop. Each victim's needs are different and complex, and we work to international best practice, providing victim-centred, tailored services.

This annual report sets out the details of our work in 2014. It reveals the demand and need for the National 24-Hour Helpline and counselling services. It sets out how we are responding to changing needs, particularly those of more marginalised groups. We have a particular challenge to prioritise and adapt our services and to reach all vulnerable social groups, reflecting the changing face of Irish society.

Equally, we emphasise preventive initiatives which continue to be central to our work and to a holistic and comprehensive approach to ending the trauma of rape and sexual violence. That goal requires action on many fronts, not least a clear understanding of the prevalence of these crimes and how our system responds.

In 2002 the SAVI report research identified that 42% of women and 28% of men reported experiencing some form of sexual violence in their lifetime. That research provided a benchmark, but it is time the benchmark is tested. A second SAVI will provide comparative, rigorous research and will identify whether there has been change for better or worse. It will tell us whether the increase in the number of victims using DRCC services indicates an increase in the prevalence of crimes, or whether victims are simply reporting the crime in increasing numbers.

Many of our clients enter the criminal justice system by chance rather than choice, yet participation and cooperation in the criminal justice system is essential for prosecution and law enforcement efforts to control crime. Without the victims it may not be possible to determine the facts of the case and administer justice.

The participation by victims is linked to their experience within the justice system. This is the subject of an EU Directive which we hope will be transposed into Irish law in 2015. The Directive sets minimum standards on victims' rights, supports and protection. As a founding member of the Victims' Rights Alliance, we will be working with our partners and the Department of Justice and Equality to ensure the Directive is implemented within the proposed timeframe.

Our campaigning in 2014 included a national initiative with Women's Aid supported by Cosc which focused on sexual violence within intimate partner relationships. Many countries do not yet recognise the rape of women by their husband or intimate partner as a crime. Internationally, The UN Declaration on the Elimination of Violence against Women requires that member states seek to eradicate the problem of violence against women within their respective jurisdictions and challenge religious beliefs, social attitudes and customs which legitimise it.

The issue could be advanced with a definition of consent within the Criminal Law (Sexual Offences) Bill published in November 2014. We welcomed the Bill as an extensive piece of legislation covering a wide range of relevant issues, but were disappointed by this glaring omission and will continue to campaign for change.

Once again, we are reporting a busy and challenging year for DRCC, both in terms of our services and in maintaining our strong campaigning voice in the public sphere. This work would not be possible without the support of our funders, in particular Tusla, the Child and Family Agency, together with our generous individual supporters. We greatly appreciate their confidence in us and what we are striving to do. Day to day, DRCC relies on the considerable dedication and expertise of our staff and volunteers led by CEO Ellen O'Malley Dunlop together with our strong and committed Board.

The past few years have been particularly demanding as we balanced reducing funds with increasing demands. We look forward to 2015, to continuing the work of DRCC in serving our clients and bringing their voice to advancing change.

ANN MARIE GILL

Chairperson of the Board

Current Board of Directors of the DRCC:

Ann Marie Gill (Chairperson), Caroline Crowley, Keith Herman, Helen Jones, Neasa Kane-Fine, Aibhlín McCrann, David O'Brien, Simon Pratt

CHIEF EXECUTIVE'S REPORT



Ellen O'Malley-Dunlop
CHIEF EXECUTIVE OFFICER

OVERVIEW

2014 has been a very difficult year for the work of Dublin Rape Crisis Centre (DRCC). For the seventh year in a row statutory funding was cut. This has made it very difficult to deliver the timely services necessary to victims of sexual violence so they can be supported and guided through their healing process. While victims of recent rape are responded to appropriately, other victims of sexual violence – including victims of childhood sexual abuse – have had to wait for longer periods before being seen by a therapist. By the end of 2014 the waiting list had grown to over 100 victims waiting for services, which is a wholly unacceptable situation.

While every effort has been made by the telephone counselling team to provide interim holding support for these victims, and therapy teams have restructured their working time to provide more session times, losing two therapists due to funding cutbacks at a time when more victims are trying to access the services, has contributed to the escalating problems. While restructuring has helped bridge some gaps due to the cutbacks, nothing makes up for the loss of two therapists to the therapy teams.

TUSLA AND COSC

At the beginning of 2014 Tusla, The Child and Family Agency, under the Department of Children and Youth Affairs, came into being, which was a very welcome development. The then Minister for Children and Youth Affairs, Frances Fitzgerald, launched the Agency at a ceremony in Dublin Castle.

We welcomed the appointment of well known children's advocate Norah Gibbons as the first Chairperson of Tusla, and Gordon Jeyes as its Chief Executive Officer. DRCC's funding was formally transferred from the HSE to Tusla at this time and we welcomed the beginning of the consultation process led by Tusla to develop new ways of collaborating in our work for the benefit of victims of sexual violence in Ireland.

A review of all rape crisis centres' services was conducted nationally, with all of the centres involved in this process.

Tusla now has overall statutory responsibility for implementing the National Strategy for Domestic, Sexual and Gender Based Violence, while Cosc is the national body with responsibility for developing the national strategy for the sector. 2014 saw the end of its first national strategy in which DRCC was involved in giving feedback on the outgoing strategy and informing the development of the new one.

SEXUAL OFFENCES AND THE LAW

In 2014 DRCC made a number of submissions to the Minister for Justice, to the All-Party Committee on Justice and Equality and to the Law Reform Commission on the proposed new Sexual Offences Bill, and on the European Directive on Victims' Rights. The EU Directive on Victims' Rights is to be transposed into Irish law in November 2015. DRCC, as a member of the Victims' Rights Alliance, supported and took part in a conference on victims' rights in November 2014 where there were many very interesting presentations from both national and international speakers. The conference was opened by Minister Frances Fitzgerald in her capacity as Minister for Justice and Equality.

Towards the end of 2014, Minister Fitzgerald published the Heads of a Bill on Sexual Offences. DRCC welcomed this all-important bill and made further submissions in response to the publication of the 62 Heads of the Bill, both in its own right and in collaboration with the Turn off the Red Light Group of which it is a member.

SEXUAL ABUSE AND VIOLENCE IN IRELAND (SAVI) REPORT

For many years DRCC has lobbied Government to support the delivery of a second SAVI report. The first SAVI report was the most comprehensive piece of research ever delivered on the prevalence, beliefs and attitudes to sexual violence in Ireland. Since its publication, it has helped to inform policies across government departments on sexual violence. It validated the stories of victims who for years had been telling their stories of rape, sexual assault and childhood sexual abuse across the country in counselling rooms, RCCs, doctors' surgeries, and A and E Departments. After SAVI came the publication of the Ferns, Ryan, Murphy and Cloyne Reports which further validated the stories of victims of sexual violence and shocked the country.

SAVI told us that 3.2% of abusers were ‘clerical/religious ministers or clerical/religious teachers’. In four-fifths of cases of child sexual abuse, the perpetrator was known to the abused child; 24% of perpetrators against girls were family members; 53% non-family members but known to the girl, and 24% were strangers. 14% were family members, and 66% non-family but known to the abused boy child, and 20% were strangers.

If we assume our population is circa four million, and it’s divided into two million men and two million women, SAVI’s most startling statistic is that 200,000 Irish women and 60,000 Irish men were victims of rape, the second most serious crime on our statute books.

In 2014, having lobbied for many years to deliver a second SAVI, Minister Frances Fitzgerald has committed to supporting its delivery and will endeavour to bring along her fellow ministers in the departments of Health, Education, and Children and Youth Affairs to support this most needed research. It is imperative that the policies and services needed in the area of sexual violence are appropriately informed by up to date empirical longitudinal research.

AWARENESS RAISING CAMPAIGN 2014

Cosc supported a collaborative National Awareness Raising Campaign with Women’s Aid, DRCC and a number of other RCCs around the country. The campaign was entitled *Not Happily Ever After* and played on the fairy-tale notion of “... and they all lived happily ever after” to call attention to sexual violence within intimate partner relationships. The campaign challenged the common misconception that sexual violence is mainly perpetrated by strangers. There was a rise in the number of first time callers to the Helpline during and after the campaign, from victims who had experienced sexual violence within their relationships but who had remained silent until they saw the posters, due to shame, and fear of not being believed.

RAPE CRISIS CENTRES MANAGERS’ FORUM

There are 16 RCCs across Ireland and during 2014 the majority of their front line services’ managers got together to support each other, to share experiences and to work together with Tusla to find ways of managing services within the new emerging inter-agency framework Tusla is devising. The RCC Managers’ Forum has been a very welcome development for RCC managers. Their expertise

within communities across the country, as well as the participation of local people on their boards, contribute to empowering those within local communities to acknowledge the prevalence of sexual violence in Ireland and to supporting the much needed counselling services for victims of sexual violence at local level, as well as linking in with other relevant agencies such as Sexual Assault Treatment Units, An Garda Síochána, The Probation Service and Court Services.

CONCLUSION

This has been a very eventful year, especially for changes taking place with regard to Tusla and working within a new overall framework of service delivery. I want to pay tribute to the management team and staff of DRCC who without doubt go the extra mile every time in their work with the victims of sexual violence. I want to thank Dr. Frances Gardiner, who retired from the position of Chairperson of the Board of DRCC, for her commitment and time in fulfilling her role for the past three years. I want to welcome and thank Ann Marie Gill, her successor, and who along with the other members of the Board, give voluntarily of their expertise and time to govern and steer our strategy and work policy.

I would also like to thank most sincerely all the volunteers of the Centre, as without them we would not be in a position to deliver the suite of services which include the 24-Hour National Helpline, court and Garda accompaniment, Sexual Assault Treatment Unit accompaniment, and school talks. Last but not least, I want to thank everyone who supported the Centre in 2014 through their donations and continued support of all the fundraising events. Without this money DRCC would be unable to continue being the centre of excellence it is in its support for the victims of rape and sexual violence in Ireland.

In Dublin Rape Crisis Centre we are committed to working as agents of change, educating society about the impacts of sexual violence; challenging attitudes and injustices, advocating for legislation, informing policy and providing victims/survivors with the compassion and dignity they deserve.

ELLEN O'MALLEY-DUNLOP
Chief Executive

Overview of Clinical Services

2014 was a year which showed a sharp increase in demand for DRCC's National 24-Hour Helpline and counselling services, with a total of 12,059 counselling contacts of which 5,077 were first-time, i.e. 55.14% of total genuine contacts. This represented a dramatic increase of almost 30% in first time contacts in comparison with 2013 figures (N=3928).

24% of calls were from men, representing almost a quarter of all callers. This reflected a steady year-on-year incremental increase in the number of male callers from a low of 14% in 2008. This was a very welcome development as so often in the past first-time male callers would enquire tentatively of Helpline counsellors: "I'm not sure if you take calls from men?"

The number of calls from areas outside Dublin reached 30% of all calls in 2014, with a steady incremental increase in calls from outside the area since 2007 when DRCC ran its first awareness-raising campaign with assistance from Cosc. The percentage of callers from outside the Dublin area was 22.8% in 2007. 2014 also saw an increase in the number of callers of different nationalities, totalling 58 making contact with the Helpline.

Overall, in 2014 there was an increased demand for our services with more victims coming forward to seek support and help. There was an increase of nearly 11% in calls relating to all forms of adult sexual violence, including rape, sexual assault, sexual harassment and trafficking, and a shocking increase of 13.81% in the number of calls relating specifically to adult rape compared with 2013 figures.

In 2014, in relation to sexual violence in adulthood, 30% of the perpetrators were strangers, 70% of sexual crimes were carried out by people known to the victim and 14.57% of perpetrators were partners/boyfriends of the victim.

Almost half of the 293 new face-to-face clients (N=140) attending for counselling in 2014 reported 202 incidents of sexual violence which included other forms of violence such as physical abuse, psychological abuse, harassment and intimidation, threats or attempts to kill and stalking. 35.53% (N=113) of these incidents were experienced as adults, while 27.99% (N=89) had occurred in childhood.

The increased number of calls to the Helpline in 2014 translated into a huge demand for crisis appointments

for men and women who had experienced recent sexual violence, i.e. in the previous six months. Almost 60% of all clients were new in 2014, i.e. 293 of the total 493 seen in the year. As a result of reduced staffing and the loss of two therapists in 2013 due to cutbacks, the therapy team struggled to effectively handle the increase in the number of new clients in 2014 and the increased demand for crisis appointments. These appointments were prioritised in 2014 as it is vital they are delivered in a timely manner. Of the 3,341 completed individual sessions delivered by the therapy teams in 2014, 38.46% (N=1286) were crisis appointments. This represented an increase of 71.46% in crisis appointments delivered in 2014, compared with 2013 figures (N=750), reflecting not only the increased demand but also the commitment of the therapists to meet the needs of crisis clients.

Of the 3,341 completed individual sessions delivered in 2014, 61.54% (N=2055) were assessment appointments for victims of past rape or sexual assault, and victims of childhood sexual abuse (CSA). With reduced staffing levels, and with a view to balancing the demand for crisis and assessment appointments, the assessment waiting list was closed twice in 2014. It closed in February with 65 on the list and re-opened in early April. It closed again temporarily in September when the numbers reached 60, in order to prioritise crisis appointments which had spiralled into the mid-teens. The assessment waiting list re-opened in early November and it was agreed would remain open over Christmas 2014 and the New Year as these are very difficult times for victims of sexual abuse and when the Helpline is a great support. The waiting list for assessment appointments was over 80 in mid-December and reached 100 soon after that. As the year drew to a close, the demand for appointments for past sexual violence was clearly on the increase.

In 2014, therapists continued to offer crisis counselling and long-term therapy at DRCC in Leeson Street, central Dublin, and maintained ongoing services in three

outreach counselling services in Coolock Civic Centre, Tallaght Hospital and the Dóchas Centre for female offenders, although with reduced staffing levels in Coolock. 18% of all appointments were delivered in the Outreach services, demonstrating that DRCC's therapists delivered on the commitment to provide services to people who need them in their local areas, and awareness that these outreach services in Tallaght and Coolock are accessed also by clients from surrounding counties.

Therapists working with interpreters when necessary adapted themselves to the cultural diversity of their clients. 15.21% of clients (N=75) were of 36 other nationalities, and interpreters were provided by DRCC for clients who did not speak English. Sign language interpreters and texting were provided for deaf clients.

As described in the Telephone Counselling and Volunteer Services' Reports, victims of sexual violence and abuse were provided with a comprehensive service, including accompaniment at the SATU, Helpline support and information; crisis counselling and long-term therapy as well as accompaniment by trained volunteers to Garda stations, court and other venues such as the Refugee Appeals Tribunal. The commitment and dedication of staff and volunteers in these services shine through in the reports.

National 24-Hour Helpline

The DRCC's National 24-Hour Helpline (1800 778888) is open seven days a week, 365 days a year and is operated by a dedicated team of staff telephone counsellors by day and by a cohort of up to 70 trained volunteers outside of office hours. *There is always a telephone counsellor at the end of the line.*

In 2014, there were a total of 12,059 counselling contacts to the Helpline with counsellors responding to 11,553 counselling calls, 269 emails, and 237 text messages.

Of the 11,553 counselling calls:

- 9,207 of the total were genuine counselling calls
- 5,077 were first-time contacts, i.e. 55.15% of total genuine contacts representing an increase of 29.25% in first-time contacts in comparison with 2013 figures (N=3928)
- 4,124 were repeat contacts
- 75.53% were female and 23.53% male, while 0.94% identified as transgender

- 69.43% were from Dublin city and county area, while 30.57% were from 14 other counties compared with 28% in 2013
- 94.51% were Irish and 5.49% were of 58 other nationalities, compared with 4 % other nationalities in 2013.

Calls by Type of Abuse

- 46.31% of genuine calls to the Helpline in 2014 related to adult rape (N=3436). This represents an increase of 13.81% in the number of calls relating to adult rape compared with 2013 figures (N=3019).
- Combining calls relating to rape, sexual assault, sexual harassment and trafficking, 56.11% of the total genuine calls in 2014 related to sexual violence in adulthood (N=4163). This represents an overall increase of 10.19% in 2014, compared with 2013 figures (N=3778).
- 43.74% (N=3245) of total genuine calls in 2014 related to childhood sexual abuse (CSA). Compared with 2013 figures (N=3150), there was an increase of 3.02% in calls relating to CSA in 2014.
- 56.11% of the total genuine calls in 2014 related to sexual violence in adulthood, while 43.89%* related to CSA. In 2013, 53% of calls related to sexual violence in adulthood and 47% to childhood sexual abuse. In 2012, 54.03% related to adult sexual violence and 44.96% related to CSA. In 2011 51.88% of calls related to adult sexual violence and 48.12% related to CSA. While the number of calls relating to CSA is still very significant, the current trend is clearly one of a greater proportion of calls relating to issues of sexual violence in adulthood.

*including figures relating to ritual abuse and suspected abuse

Counselling and Therapy Services

In 2014, the therapy team comprising nine therapists continued to offer crisis counselling and long-term therapy at DRCC and in three outreach counselling services in Coolock Civic Centre, Tallaght Hospital, and the Dóchas Centre for female offenders.

493 clients were seen for face-to-face counselling of which 59.43% (N= 293) were new clients who commenced therapy in 2014. This represents an increase in the proportion of new clients compared with

Overview of Clinical Services continued

2013 when 55.47% (N=286) of all clients were new, totalling almost 60% of clients in 2014 compared with 40% ongoing clients. 87.63% were female, 12.17% were male and 0.2% transgender.

4,323 individual appointments were offered by the Therapy Team in 2014, an increase of 3.92% compared with 2013 figures (N=4,160). 3,341 individual client sessions were delivered, an increase of 4.05% compared with 2013 figures (N=3,211). Allowing for cancellations and 'no-shows' deducted, there was a take-up rate of 77.28% in 2014 compared with 77.19% in 2013.

Of the 3,341 completed individual sessions delivered in 2014, 38.46% (N=1286) were crisis* appointments. This represents an increase of 71.33% in crisis appointments delivered in 2014, compared with 2013 figures (N=750).

**for men and women who had experienced recent rape or sexual assault within the previous 6 months.*

Of the 3,341 completed individual sessions delivered in 2014, 61.54% (N=2055) were assessment appointments for victims of past* rape or sexual assault, and victims of CSA. Compared with 2013 figures for assessments (N=2461), this represents a decrease of 16.46%.

**for men and women who had experienced sexual violence as adults outside the previous six months, or who experienced sexual abuse as children.*

The ratio in 2014 was 38.49% crisis appointments to 61.51% assessments, a ratio of approximately 40% to 60% or 2:3. In 2013 it was 23% crisis appointments to 77% assessments, a ratio of approximately 1:3. It is clear the increased emphasis in 2014 on prioritising crisis appointments shifted the balance between crisis and assessment appointments in 2014.

54.55% of clients received therapy in 2014 for issues of rape, sexual assault or sexual harassment in adulthood, compared to 51.73% in 2013 and 46% in 2012.

45.45% of clients in 2014 received psychotherapy for issues of CSA, compared with 48.27% in 2013 and 54% in 2012.

Since 2011 when the figure for clients attending therapy for CSA was 55.51%, the highest figure in nine years, the figures gradually reduced, while figures for clients

attending for sexual violence in adulthood have increased. In 2010 the ratio of clients attending DRCC for therapy for CSA compared with clients dealing with sexual violence in adulthood was 50:50. It is now 45:55.

Range of Clients Accessing our Counselling Services by County

In relation to county of origin, 81.54% of clients were from the Dublin city and county areas and 18.46% from 14 other counties. We are aware that many clients opt for the anonymity and privacy that attending services in the capital city may provide. 14.81% (N=73) of clients were from Kildare, Meath and Wicklow and 3.65% (N=18) from 11 other counties.

Cultural Diversity of Clients

Of 493 clients, 84.79% (N=418) were of Irish nationality, while 15.21% (N=75) were 36 other nationalities and, where necessary, interpreters were provided by DRCC.

Outreach Counselling Services to Local Communities

DRCC has shown its ongoing commitment to outreaching to local communities through its services in Coolock, Tallaght Hospital and the Dóchas Centre for female offenders, comprising 18.02% of all appointments delivered in 2014 (N=602).

Outreach Counselling Services in Tallaght

DRCC's Outreach counselling service at Tallaght Hospital was established in 2007 and was warmly greeted by the local community and community services. It is availed of by people living in areas including south Dublin, Wicklow and Kildare. In 2014, two therapists worked there together to offer eight sessions weekly on Saturdays. 277 appointments were offered in 2014, compared with 247 in 2013, an increase of 12.15%. 228 of the offered appointments were completed compared with 185 in 2013, an increase of 23.24%. The take-up rate in 2014 was 82.31% compared with 75% in 2013, an increase of 7.31%.

DRCC would like to thank the Administrator and staff of Tallaght Hospital for providing us with comfortable rooms, a warm welcome, on-going support and back-up.

DRCC Outreach in Coolock Civic Centre

Since its re-location to the Civic Centre in 2005, the value of this easily accessible service to the local community has been evident. The service is used by clients from north Dublin, but also from adjoining counties such as Kildare and Meath. From April 2013 onwards, the number of therapists was reduced to two due to cutbacks, each offering a day's service on Tuesdays and Thursdays. In 2014, the same two days' service was continued with 319 sessions offered of which 225 were completed, totalling a take-up rate of appointments in 2014 of 70.53%.

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.

Outreach in the Dóchas Centre

DRCC started a counselling service in the Dóchas Centre in 2005 at the request of the prison governor and provided by six therapists over the years in a weekly half-day session. Funded by the Department of Justice, it has always been well supported by prison staff and availed of by women in the Centre. In 2014 a total of 149 sessions were delivered, compared with 71 sessions in 2013, an increase of 109.86%.

Our sincere thanks to the Governor Mary O'Connor and her staff for their ongoing support of our service.

Statistics

The DRCC statistics for 2014 are the result of a lot of hard work by the Telephone Team, who are responsible for data inputting and do a tremendous job, supported by their Team Leader, Michelle Grehan. Special credit is due to Shirley Scott, Deputy Team Leader and data collection officer, who has played a lead role in this process. Our sincere thanks also to Ian Craig, DRCC's I.T. consultant, for his help throughout the year.

We would like to thank Sheena Frost, Fellow of the Society of Actuaries in Ireland, for her expertise in helping us with our statistics. We would also like to extend our thanks and appreciation to Mercer Ireland Ltd. for facilitating Sheena's work with the DRCC on a pro bono basis.

Conclusion

In the face of funding and staffing difficulties, the courage and determination of callers and clients

continue to inspire us – the staff and volunteers at DRCC. At the end of a year which was very challenging in terms of the increased demands on clinical services in a period of reduced resources, I would like to thank all our dedicated staff involved in the provision of Clinical Services, both directly and indirectly. Together in 2014 we strove to fulfil our mission statement: "Preventing and healing the trauma of rape and sexual abuse".



ANGELA McCARTHY
Head of Clinical Service

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
- 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

Right: Launch of the Grooming Bill – Sarah Benson (Ruhama), Ellen O'Malley-Dunlop (DRCC), Deputy Marcella Corcoran Kennedy and Denise Charlton (ICI).



Above: The Hope Foundations 'Blue Campaign' raising awareness against human trafficking. Ellen O'Malley-Dunlop (CEO, DRCC) with RCC Managers: Ina Stanley (Athlone), Anita Clancy Clarke (Tipperary), Catherine Dooley (Tullamore), Anne Kirwan-Finn (Carlow & South Leinster).

Right: Launch of the new Child and Family agency, Tusla, with Minister for Justice and Equality, Frances Fitzgerald, Ellen O'Malley Dunlop (DRCC), Norah Gibbons (Chair of Tusla), and Margaret Martin (Womens Aid).





Left: In November the staff of the DRCC marked the start of the 16 Day campaign to End Violence against Women.

Right: The 15th Annual National Prosecutors' Conference at Dublin Castle. Presenters: Detective Sergeant Michael Macken; Colm O'Briain BL; Tom O'Malley BL; Claire Loftus (Director of Public Prosecutions); Ellen O'Malley-Dunlop (CEO, DRCC); Barry Donoghue (Deputy Director of Public Prosecutions).



Left: Marking International Women's Day with staff and volunteers in the centre, March 2014

Telephone Counselling Team

*“Healing doesn’t mean the damage never existed;
it means the damage no longer controls our lives.”*

UNKNOWN

Speaking with a telephone counsellor is often the first step on the road to healing. Frequently we are asked, “What is the point of counselling?” Although there is a myriad of responses to this question, the simplest one is: Counselling is a way to achieve a peaceful relationship with the experiences that have hurt us.

There is no perfect time to undertake this work, and the decision to do so is very personal to each caller. Often people carry these painful experiences for many years before they feel ready to talk about them, and may feel empowered to do so after hearing someone else speak out. During the year, both Louise O’Keefe and Mairia Cahill doing so generated many first time calls to our team.

Frequently, first time callers cite blocks to disclosure such as, “I did not think I would be believed” ... “It was my fault” ... “I do not want this to be reported”, and there is a palpable sense of relief when we can address those fears.

By far the greatest concern for many callers is the issue of consent, fearful that they may have somehow given the impression that they agreed to, or possibly caused, what happened. Very often ambivalent societal perceptions have added to this burden, so it is an important part of our work to break this cycle of victim blaming and reassure our callers that if they did not, or could not, give consent by reason of age or incapacity, the sole responsibility for the assault lies with the perpetrator.

One such caller was *Daisy, a 22 year old woman who had recently graduated and had been invited out to celebrate with her classmates. Although the party continued back at the house she shared with friends, she excused herself and went to bed. Later that night she awoke to find a male acquaintance in bed beside her, and although she said no, he did not listen. She froze, unable to stop him taking advantage of her.

The following morning she called us in a very distressed state, unable to believe a trusted acquaintance could have done this, but because she had not physically stopped him, she felt responsible for what happened. She had started to minimise the rape and convinced herself no-one would believe her including her circle of friends. She was angry with herself for freezing and had rationalized that she must have encouraged him in some way. During the call she was met with compassion, understanding and, most importantly, belief, which helped her to realise she had not consented to what occurred and was entitled to the help and support she needed to overcome this experience.

*Name and identifying details have been changed to protect the confidentiality of our caller

“Looking back on our work over the past year, I am still amazed at the amount of calls that were taken by our team. Yet, every call represents a personal story of strength and courage which sustains us in our work.”

MICHELLE GREHAN
Team Leader

Volunteer Services Department

The Volunteer Services Department co-ordinates and manages recruitment, training, assessment and supervision of all volunteers who cover four services: the National out of hours 24-Hour Helpline, accompaniment to the Sexual Assault Treatment Unit (SATU) at the Rotunda Hospital; court and Garda station accompaniment, and outreach talks.

Staff comprise one full-time manager and two part-time volunteer co-ordinators, providing 24-hour support and back-up service, and regular supervision meetings to all of the volunteers, weekly or fortnightly.

2014 was another busy year for the department. In July we had the temporary addition to volunteer services of Teresa Melling, an experienced DRCC telephone counsellor who was seconded to the department for six months to cover sick leave. Teresa quickly settled in and became a valued member of the team.

Our advertising campaign to recruit new volunteers started in December 2013. They come from all walks of life and all nationalities, and bring diverse experience that enhances the work we do.

Recruitment and training happens twice yearly in spring and autumn as it is necessary for the department to have an average of 80 volunteers throughout the year to cover all services. We continuously review and update our training to ensure volunteers are fully equipped to undertake this difficult, though very rewarding, work. We also place huge emphasis on volunteer self-care, utilising such techniques as mindfulness. Throughout their time with us we endeavour to provide a strong support system for volunteers, including formal supervision and one-to-one meetings.

We are very fortunate to have a team of committed and dedicated former volunteers who for the last 12 years have formed our co-facilitators' cohort. These are six mentors who have become an integral part of the volunteer training programme and offer their experience, support and wisdom to new recruits. They also give very practical help to the Volunteer Department staff, and we would like to acknowledge that essential contribution.

Overseas Activity

Mairead Mallon, Manager of Volunteer Services, was contacted by Sara McIntosh in October 2014 seeking advice on setting up and operating a rape crisis centre in Jersey. Sara had found it difficult to access information and support elsewhere and was very grateful when Mairead and the Volunteer Services' Department sprung into action to help.

Jersey Action Against Rape (JAAR) was set up as a direct result of a close personal experience of Sara's and the realisation that there was no dedicated service for the survivors of rape and sexual abuse in Jersey.

Over the next few months there were many long emails and telephone calls from Mairead to Sara to advise and support her in setting up JAAR's 24-Hour Helpline. Practical help was given on the operational side, including recruitment, training and supervising of volunteers. Plans were made to officially open the new centre in January 2015 which Mairead attended.

Commitment and Graduation

In May and December 2014 we held graduation ceremonies for a total of 14 volunteers who completed their two year commitment with us. This was the Centre's opportunity to express its gratitude and celebrate their achievement by presenting them with a unique piece of jewellery and a certificate.

Volunteers consistently tell us that not only do they gain a lot by being able to assist others during a very vulnerable and traumatic time in their lives, but the skills they develop are transferable and useful in their own lives too. As one volunteer reflected, "I learned so many life skills during the course of my two years."

On-Going Training

We feel it is very important to continuously develop and progress our skills and knowledge in all areas related to the work of DRCC. In the autumn we invited Harriet Parsons, a representative from Bodywhys, to give an input to the volunteers.

We are aware that calls to our out-of-hours Helpline are becoming more complex, with many layers of distress and hopelessness being experienced by callers. This can have a negative impact on volunteers over a period of time, so we held a self-care evening for all volunteers which looked at the difficulties other helplines experience; how to exercise self-care, and the importance of self-compassion and supervision in order to stay healthy in this work.

Volunteer Services Department continued



Some volunteers of DRCC

The National 24-Hour Helpline (out-of-hours service) 1800 778888

Our trained Helpline volunteers offer a very necessary listening service outside of office hours and at weekends and bank holidays. They are at the end of the line at all times, ready to listen, support and offer information to callers.

They receive calls from a wide range of people, from 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.

Many callers to the Helpline express a sense of hopelessness, and our volunteers have noticed an increase in callers struggling with other significant mental health issues too.

In 2014 our volunteers handled 5,867 telephone calls.

SATU Support Personnel

Our volunteers provide a support service to any victim of sexual violence attending the Sexual Assault Treatment Unit (SATU) in the Rotunda Hospital. This service is available 24 hours a day, 365 days a year. Regular liaison meetings between staff of the SATU, Gardaí and DRCC ensure this essential service can be provided to a high standard.

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, listen, support, give information and create a link to the services of DRCC. If the victim has decided not to report to the Gardaí, the volunteer will also be in attendance to support them during their appointment for a medical check up. The volunteer is 'on call' for a period of twelve hours.

In 2014, our volunteers were contacted 215 times by the SATU. We find that after this initial contact, the victim will often go on to make contact with our National 24-Hour Helpline for further support. The feedback from volunteers attending the SATU unit again this year consistently highlights an increase in the level of violence experienced by victims.

Outreach Speakers

Our outreach speakers had a very busy year with 41 talks given by volunteers, the majority of which were to schools. Secondary school teachers recognise the importance of allowing senior students to explore the important issues of consent in a safe, informed environment. The feedback is very positive with schools requesting return visits. Talks were also delivered to various community groups, and volunteers provided information on DRCC at Expo events and third level colleges throughout Dublin.

Court and other Accompaniment

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. As far as possible, the volunteer will stay with their client for as long as the trial lasts. This service also includes a court familiarisation and orientation in advance of the trial date.

We also provide a similar accompaniment service, when requested, for a victim making a statement to the Gardaí.

In 2014 there were 12 Garda station accompaniments: 33 days were spent in court accompanying a survivor.

MAIREAD MALLON *Manager of Volunteer Services*

QUOTES BY VOLUNTEERS IN 2014

"I gained enough confidence and belief in myself that I went back to college to further my education. This was something I had always wanted to do but as a stay at home mum, I had lost my assertiveness."

"I have met some really wonderful people through my volunteering - people I would never have ordinarily had the chance to meet in my everyday life."

"The side of life we see is dark - but when we come together as a group of volunteers who care and reach out, I know life is more good than bad."

Fundraising

The goal of DRCC's Fundraising Department is to bridge the shortfall between statutory funding it receives from Tusla, and the total cost of running the Centre and providing the suite of services necessary to victims of sexual violence. We depend greatly on the generosity of the public and are most grateful to our loyal, committed benefactors and fundraising volunteers without whom we cannot achieve our goals.

This year we partnered again with Pluto Communications who worked on a pro bono basis, creating a new ladies' fundraising event in March 2014 called *Woman-Kind*, with plans to make it an annual event. We are indebted to Pluto Communications and its staff for this valuable and beneficial partnership.

Statement of Guiding Principles for Fundraising

The Dublin Rape Crisis Centre is committed to complying with the standards contained in the Statement which was developed by the Irish Charities' Tax Reform (ICTR) to provide charities in Ireland with a fundraising code of best practice.

Our Board of Directors will sign up to the Resolution in 2015.

We commit to the Statement by:

- Maintaining the highest standards of fundraising practice
- Providing accountability to our donors and the public
- Providing clarity and assurances about our organisation

Friends of The Rape Crisis Centre

The Friends of DRCC are committed people who assist with fundraising events and are a huge resource and help to the Fundraising Department. We are always looking for new ideas and would be delighted to hear from you. Maybe you would like to organise a new fundraiser, help with our annual bucket collection, make a donation, or set up a monthly standing order.

All gifts we receive support our vital services, ensuring our clients receive support and counselling.

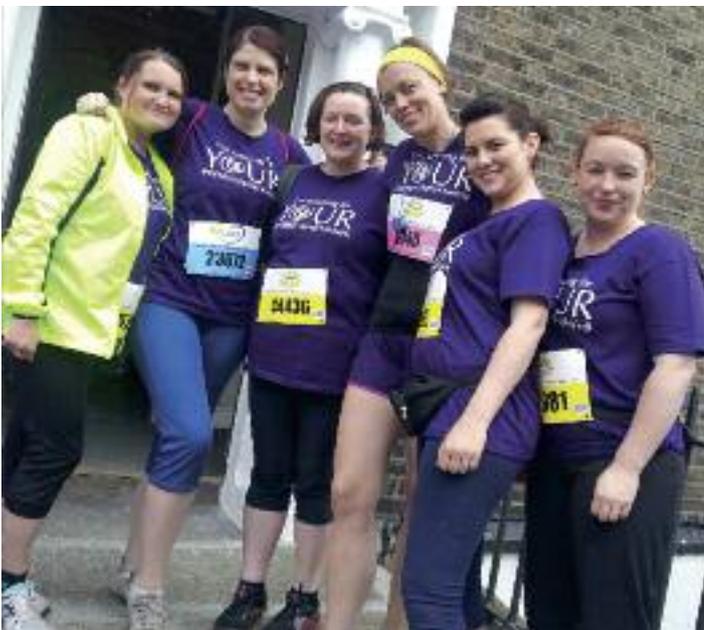
Email: fundraising@rcc.ie | Tel: 01 661 4911

Main Events 2014

- CORPORATE QUIZ - February
- WOMANKIND LUNCH - March
- GOLF CLASSIC - May
- FLORA WOMEN'S MINI MARATHON - June
- INTERNATIONAL FASHION LUNCH - September
- ROYAL TARA GOLF DAY - September
- ANNUAL BUCKET COLLECTION - October
- DURROW CASTLE LUNCH - October
- LET'S DO LUNCH CAMPAIGN - December

During the year other smaller community events took place.

ANNIE GALLAGHER & COLETTE SCHUTZ
Fundraising Co-ordinators



Left: Team DRCC - The Flora Women's Mini Marathon took place in June 2014

Right: Our Annual Flag Days took place in October 2014



Education And Training Department

A wide range of training programmes to professionals and volunteers is provided by the Education and Training Department, designed to enhance and develop the knowledge and skills of participants, and to promote, develop and support best practice in the delivery of services.

These range from short inputs on professional and volunteer training programmes, to longer, more in-depth trainings for those working at a deeper level with individuals who have experienced sexual violence. Professionals who access DRCC training include counsellors, psychotherapists, psychologists, residential child care workers, medical staff, social workers, staff and volunteers of rape crisis centres, Gardaí, prison officers, mental health professionals, teachers, guidance counsellors, those working in addiction and homelessness.

The Education and Training Department also sets out to raise awareness about and prevent occurrence of sexual violence. Through the development of a *BodyRight* prevention and awareness-raising programme for young people, and training of staff in educational and youth work settings to deliver this, DRCC aims to increase awareness among young people as well as their capacity to protect themselves, and to develop their understanding of how their own attitudes and behaviours may be harmful to others.

DRCC does not receive any core funding for training and educational work so training must be funded from fees charged to participants and organisations. We have, however, received funding from Cosc and from the European Refugee Fund for which we are very grateful, to support two very important projects.

The European Refugee Fund

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

In 2014 DRCC received funding from the European Refugee Fund (ERF) - administered by Pobal - for a further 12 months. This allowed us to continue our work delivering a range of short intensive training programmes to support a wide variety of staff in their work with refugees and asylum seekers who have experienced sexual violence and other trauma.

These included:

- a two-day programme for Gardaí.
- a four-day programme for those in more in-depth, face-to-face support roles.

- a two-day programme for community interpreters.
- a four-day programme for those working with young children and their families.
- a two-day programme for those working with people experiencing homelessness.
- a three-hour module, *Trauma and the Child*, for primary school staff and delivered on several occasions.

Many asylum seekers and refugees have experienced multiple traumas including, in some cases, sexual violence. These trainings support those working with vulnerable individuals and families, and also address the impact on workers of hearing about very traumatic experiences, and how workers themselves can stay well while doing this work.

"The course has increased awareness among Gardaí about issues including cultural ones they may face in dealing with refugees and asylum seekers."

Garda Superintendent

"Relevant to all schools and teachers, it helps to build awareness of trauma and its impact, and in particular how the school can support a child and family where there have been traumatic experiences."

"Mindfulness and resourcing will be brought into my supervision framework for my staff."

"Ireland has become multi-cultural so many workers should be trained on the issues which may affect migrants e.g. FGM and other forms of trauma."

"All medical staff, social work departments and legal professionals should receive this training."

"This course raises awareness of how sensitive this issue is and the need for interpreters taking on these assignments to be non-judgmental, respectful and sensitive."

"I learned how to help children experiencing trauma and provide strategies that can be used in a whole classroom setting."

SOS-VICS Conference

We were invited to address the First International SOS-VICS Conference, “Building Communication Bridges in Gender Violence”, which was held in Vigo, Spain, from 25th - 26th September 2014. The project Speak Out for Support (SOS-VICS) created tools for specialised training of interpreters. The conference was multidisciplinary and covered communication problems between victims/survivors who do not speak the official language/s and the people assisting them (legal professionals, public prosecutors, police, medical professionals, psychologists, social workers, NGO’s, victims’ associations, immigrants’ associations, etc.) DRCC was invited to share its experience as a pioneer in this field.



In 2007, in what appears to have been the first such initiative internationally, DRCC developed and delivered a training programme for community interpreters and produced a handbook *Interpreting in Situations of Sexual Violence and other Trauma*.

BodyRight A Sexual Violence Awareness and Prevention Programme for Young People

The **BodyRight** programme was developed by DRCC for use with young people to raise awareness of, and prevent, sexual violence. It is supported by funding from Cosc, the National Office for the Prevention of Domestic, Sexual and Gender-Based Violence. DRCC provides an intensive training to equip appropriate school Youthreach, youth work, and other staff working with young people to facilitate **BodyRight**.

What facilitators say about the programme:

“The training is very comprehensive and I feel very well prepared to use the programme. I also feel better equipped to support my students in other ways – those who have experienced rape, for example.”

“The kids really like it and made their own of it. The discussion on consent was very lively and honest. By the end I felt they had really got the message. They love the images.”

“‘Sexting’ is huge, and it is the most vulnerable young people who get most badly caught by it. I am so glad to have some resources I can use to bring this up with them. I am using some of them with the younger kids too, like the ones aged 12 and up. It is important to prevent it, to have this conversation with them before it happens.”

“Unfortunately due to cutbacks in our service I have not been able to deliver the full programme yet. However, I am finding it invaluable in my one-to-one work with young people and it is informing, and I am drawing the ideas into the programmes I do get to use.”

BodyRight provides information to young people and an opportunity to reflect on the beliefs and attitudes which they and others hold about sexual violence and its impact. It provides accurate information about the law, and also develops skills to support the young person in protecting him or herself, and also in considering whether his or her own behaviours might be harmful to others.

In 2014, training for appropriate school and youthwork staff to equip them to facilitate **BodyRight** was provided on four occasions to a total of 58 facilitators. By the end of 2014, 291 facilitators had been trained to use the **BodyRight** programme, including staff (mainly guidance counsellors) from 83 mainstream second level schools, and staff of 24 Youthreach centres, five rape crisis centres, 63 Youthwork settings and others including residential care and detention settings. Those trained as **BodyRight** facilitators so far have come from 23 of the Republic of Ireland’s 26 counties and from Northern Ireland and Scotland.

Development of a new module to address ‘sexting’

In 2014, in response to feedback from facilitators that they urgently needed content and materials to allow them to address the issue of ‘sexting’ with young people, DRCC developed an additional module which provides information and allows an opportunity for reflection and discussion. It teases out the possible impacts of sharing personal, sexually explicit images online and by text. DRCC is grateful to ThinkUKnow, Australia, and CEOPs

Education And Training Department continued

in the UK for permission to include their excellent DVDs in the module. In April 2014, 30 facilitators came together to consider the draft module which was then piloted in a number of settings. A final version was offered to all trained *BodyRight* facilitators in September.

Seminar for British Embassy Bratislava

For the past three years we have been very pleased to provide training at the British Embassy in Dublin for British Consular Staff from all over Europe. The training is designed to prepare and equip consular staff to offer support to a citizen abroad who is raped or sexually assaulted and who makes contact with local British consular services. DRCC has provided similar training for staff of the Irish Department of Foreign Affairs prior to posting abroad.

In July DRCC travelled to Slovakia at the invitation of the British Embassy in Bratislava to provide a training day for local key service providers including local NGOs, key government ministries, the Prosecutors Office and the police training college, which was hosted by both the British and Irish embassies.



Ann-Marie Callan, Irish Ambassador to the Slovak Republic and Gill Fraser, Head of Mission at the British Embassy in Bratislava, at the DRCC Seminar

Training Programmes Provided For Organisations on Request

DRCC develops and delivers training programmes designed to meet the needs of a specific organisation or group, provided on request throughout Ireland and overseas. In 2014 DRCC provided training for organisations working with people in homelessness, counselling and psychotherapy organisations, adolescent mental health services, organisations providing support to those who have experienced child abuse, British and Irish consular staff, the Defence Forces, GSOC, addiction services, domestic violence services, and others. DRCC also delivered training to organisations providing services in Northern Ireland.

Some of the training programmes DRCC provides on request, and which are adapted to the needs of the particular group, include:

- working with issues of childhood sexual abuse.
- sexual violence and the therapeutic process for counsellors and psychotherapists.
- offering support in the aftermath of rape.
- vicarious traumatisation and strategies to deal with it.
- child protection and the protection of vulnerable adults.
- training for helpline staff, telephone counsellors and support workers offering accompaniment to Sexual Assault Treatment Units.
- training for reception, case work and investigative staff.
- training for management, HR, support colleagues and staff on Dignity at Work, and preventing and dealing with bullying, harassment and sexual harassment.

Training programmes which an individual can attend at DRCC

DRCC holds training programmes which individuals can attend to develop their knowledge, understanding and skills. In April we provided a four-day intensive in-service course for counsellors and psychotherapists on *Childhood Sexual Abuse: the Counselling Process*.

We also offer introductory one-day workshops held regularly throughout the year on issues of childhood sexual abuse, rape and sexual assault. Information about our training programmes is available on our website www.drcc.ie.

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

This in-depth training programme for psychotherapists and counsellors has been running over the winter period for many years in a series of six two-day modules. This course explores issues arising in working as a psychotherapist/counsellor or similar role with adolescent and adult clients who have experienced childhood sexual abuse, rape, sexual assault or sexual harassment.

The programme is designed to validate, enhance and develop the existing understanding and skills of

participants when working with these issues, 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 with their clients. The learning is also relevant to working with clients who have experienced other trauma.

The training programme is informed by trauma therapy, attachment theory, neurobiology, practices of mindful self awareness, body centered psychotherapy and other theories and methodologies. It is intended and taught as a practical in-service training, focused very much on the work with the client. Methods include creative and experiential elements, DVDs of client experiences, theoretical inputs, mindful self-study and resourcing, case studies, role play and group interaction. There is a strong emphasis on vicarious traumatisation and strategies for self-awareness and self-care for the therapist. Comprehensive written handouts are provided to act as an on-going resource to participants.

“This training was so useful and practical for my work with clients. So many new maps and approaches and skills. What I wasn’t expecting was the personal benefit; the deeper awareness extends to myself also.”

“The way you deliver the training models, what you teach about how to work with traumatized people, I felt safe and contained and cared for, and I think that is how I was able to relax and really take advantage of the opportunity for learning.”

“I was always a bit wary of mindfulness, but now I totally understand how valuable it can be as a way of deepening and integrating the work, including the resourcing with clients. Some of the exercises – the lime exercise, the safe place, the gratitude meditation, the gateway for thoughts, so many others – will stay with me forever, and I will use them myself and with clients.”

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. The training shares the knowledge and expertise which has been gathered at DRCC over three decades, and allows participants to integrate this with their own approach and knowledge, and to adapt where necessary for the particular clients with whom they work.

DRCC is aware that no matter how experienced the participant in training, the issues being dealt with are powerful and sensitive and can resonate quite deeply. The training approach is participative and experiential, but invitational and without pressure. Participants are encouraged and supported to take care towards and to resource themselves throughout the training. Participants are supported to maintain a mindful self-awareness to assist them in noting how they are impacted, and how they can resource themselves as they do the work. 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

For over 25 years, DRCC has been a leading provider of training related to maintaining Dignity at Work and preventing and dealing with bullying, harassment and sexual harassment. In 2014 DRCC provided a variety of seminars and training programmes on this theme and worked with a number of state, voluntary and private organisations on these issues.

DRCC has a particular specialisation in training for the role of support contact person/colleague under Dignity at Work/bullying and harassment policies, and provided training for those in this role to the HSE and other organisations.

Training programmes and seminars are provided for private companies, 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 DRCC which individual delegates may attend.

Consultancy service

DRCC offers a consultancy service to support organisations in developing policy and procedures. This includes child protection policies, good practice guidelines, 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.



Social Media Report

www.drcc.ie



www.facebook.com/dublinrapecrisiscentre



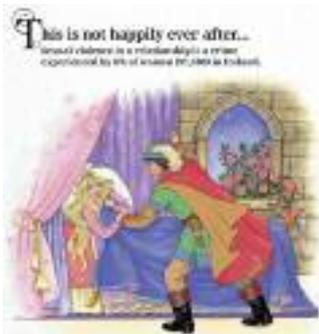
twitter.com/DublinRCC



www.youtube.com/user/DublinRapeCrisis

Digital Campaign

In 2013 DRCC launched its first ever digital awareness raising campaign which aimed to highlight the 24-Hour Helpline (1800 77 8888). Our campaign objectives were to generate awareness, encourage engagement by using online display adverts and social media platforms to maximise our audience reach. Following on from the success of that, we joined forces with Women's Aid for the 2014 campaign funded by Cosc.



Entitled, 'This Is Not Happily Ever After', it was launched in May to raise awareness of sexual violence within intimate relationships, using eye-catching fairy tale imagery. It was great to work with Women's Aid on such

an important campaign, and both agencies received a lot of public and media attention as a result.

A specially designed website www.nothappilyeverafter.ie was developed to highlight and raise awareness of sexual violence in relationships. Analysis of website traffic shows there were 9,438 page views to the site during the month-long campaign.

Its aim was to highlight the fact that the majority of rape and sexual assaults are committed by someone known to the victim. The objective was to use mid-page unit/web banner adverts with certain tag lines in order to raise awareness of the campaign issue. For example, "This is not happily ever after: sexual violence in a relationship is a crime experienced by 6% of women (91,000) in Ireland."

Dublin Rape Crisis Centre continues to lobby and advocate for change in relation to sexual violence in Ireland. Our goal was to provide new ways to support survivors using advancements in technology and to raise awareness of our services online. This meant 2014 was another very busy year social media-wise.

Website

In 2014 DRCC's website received 36,839 visits which is an increase of 16% session views compared with 31,659 for the previous year, of which 70% were new visitors and 30% returning. Page views were also up by 7% which indicated more time spent viewing different pages, with the 25–34 age group making up 31% of the users. Google Analytics has changed the way it calculates website traffic to now include sessions and users within the data overview, so the number of sessions within the date range includes the period of time a user is actively engaged with the website.

We also began one of our digital projects and updated our current website. Thanks to Google Analytics we could identify the sections most viewed which meant we could prioritise the information users wished to access. Working with our volunteer web developer, we have created a new look carousel across the top of the homepage with new imagery to engage users with our counselling services and calls to action. This reflects how significant and integral the volunteer base is to DRCC so volunteering now has its own section on the website.

Facebook

Fanbase increased from 5,200 to 5,800 'likes' in 2014

Facebook continues to provide DRCC with a more personal platform to engage with clients and supporters, with a marked increase in contacts via private messages. In 2014 we received 122 direct messages.

The focus of this year's social media campaign was, again, Facebook, with the emphasis on specialised



Left: Claire Byrne was our host for *WomanKind* 2014

Below: *WomanKind* fashion show



sponsored posts rather than sponsored page 'likes'. During the four week campaign, eight promoted post adverts - four each from Women's Aid and DRCC - were launched for both desktop and mobile news feeds.

The insights show to date that 83% of our fan-base were women and 17% men, showing just a 1% increase of men to our page from the campaign starting point. The most popular age bracket for women is 25-34 which made up 26% of the total fanbase. For men it was, again, the 19-25 age group as it was for the 2013 campaign. The majority of DRCC's fanbase is from Ireland (5,263) with the majority from the Dublin area (3,704) and with most traffic from 12 noon to 3pm and 6pm to 10pm.

Twitter

Followers to DRCC increased significantly from 1,800 to 2,730 in 2014

Twitter continues to be a great platform to raise awareness and highlight campaigns and calls to action. Interestingly, on Twitter we have a much higher male following totalling 40% which is twice the number we have on Facebook.

Events

In 2014 DRCC continued to work with Pluto Communications on the branding of our YOUR Campaign for the Flora Women's Mini Marathon. We were also very excited to launch a new fundraising event *WomanKind* in the Four Seasons Hotel. The *WomanKind* lunch and fashion show were hosted by broadcaster Claire Byrne and were a great success. Thanks to Twitter, people were able to 'tweet' live from the event and share pictures from the fabulous fashion show, raising DRCC's profile and highlighting the importance of services for survivors.

Ezine

Subscribers increased to almost 600 in 2014

In 2013 DRCC launched its very own e-zine with two issues in 2014 highlighting our campaign work. This new resource gives the Centre another valuable avenue to share information about our services and up-coming events. We hope to continue to publish on a quarterly basis and to see an increase in subscribers.

Social Media Report continued

In conclusion, DRCC would like to thank all of its online supporters and volunteers as we continue to raise awareness and build our online presence. We need to continue to work with our partner agencies to support survivors and raise awareness about the need for increased services.

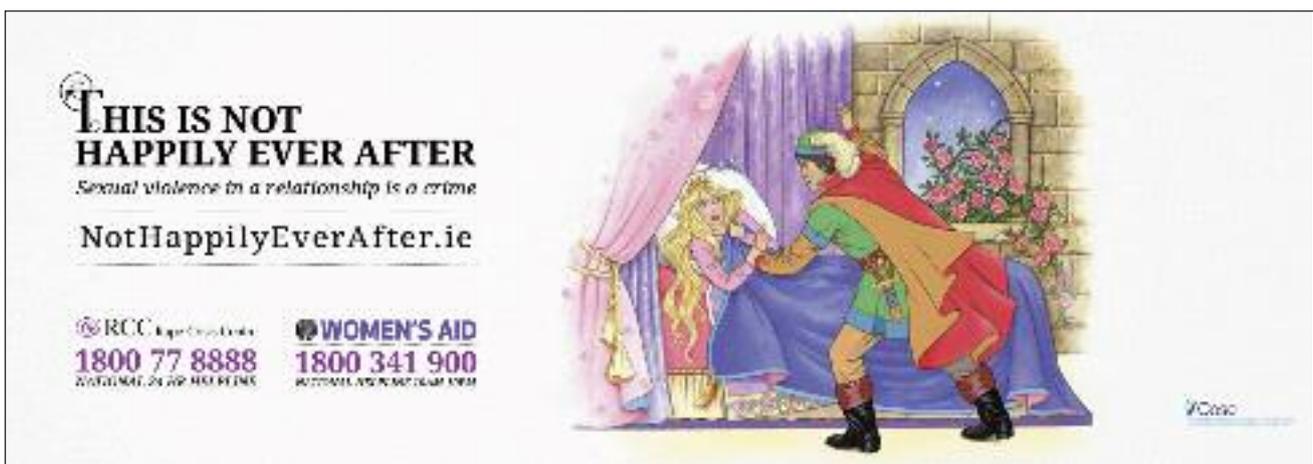
For 2015 we strive to engage with our younger audience and hope to work with students' unions around the issue of education and sexual consent. Many young people communicate just online so this is an area where we need to work to reach new people. We hope to continue

updating the website to reflect this and to work on a communications strategy for 2015 which includes social media.

We wish to continue supporting survivors and break the taboo about rape and sexual abuse, and hope our national campaigns and social media platforms will reach those experiencing sexual violence to let them know they are not alone.

JENNIFER GAVIN

Awareness Raising Campaign in 2014



Funded by Cosc, the National Office for the Prevention of Domestic, Sexual and Gender Based Violence



Campaign Launch with Margaret Martin & Ellen O'Malley Dunlop, September 2014

STATISTICS 2014

A NOTE ON THE STATISTICS FOR 2014

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 2014 to 31st December 2014.

1. Contacts with the National 24-Hour Helpline, Jan 2014 – Dec 2014

DESCRIPTION	Contacts 2014
Total Counselling Contacts	12,059
Helpline Counsellors responded to:	
Counselling Calls	11,553
Emails	269
Text Messages	237
*Total Genuine Counselling Contacts	9,207
First Time Contacts	5,077
Repeat Contacts	4,124
Unknown	6

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

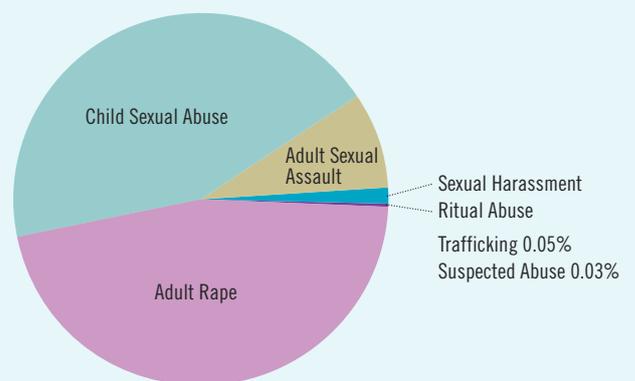
BREAKDOWN OF GENUINE COUNSELLING CONTACTS BY TYPE

Total Genuine Counselling Contacts	9,207
Counselling/Support	6,163
Information	1,563
Schedule Appointment	1,273
Survivor Referral	148
Concern about Abuser	31
Advocacy	29

2. Contacts with the National 24-Hour Helpline, Jan 2014 – Dec 2014

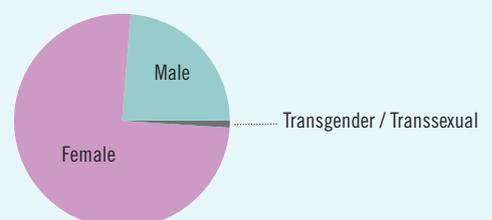
BREAKDOWN BY TYPE OF ABUSE (WHERE KNOWN)

	%
Adult Rape	46.31%
Child Sexual Abuse	43.74%
Adult Sexual Assault	8.56%
Sexual Harassment	1.19%
Ritual Abuse	0.12%
Trafficking	0.05%
Suspected Abuse	0.03%



GENDER OF CALLER (WHERE KNOWN)

	%
Female	75.53%
Male	23.53%
Transgender / Transsexual	0.94%



STATISTICS 2014

3. Contacts with the National 24-Hour Helpline, Jan 2014 – Dec 2014

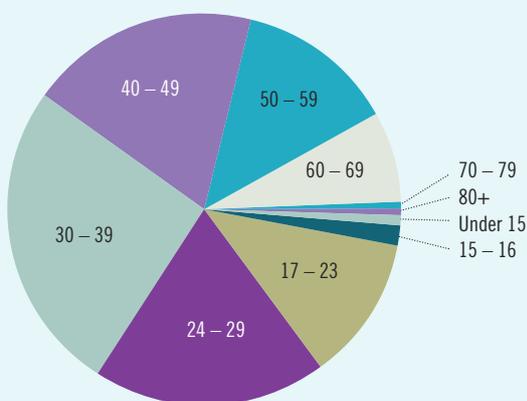
BREAKDOWN BY GEOGRAPHIC LOCATION (WHERE KNOWN)

	%
Dublin	69.43%
Elsewhere	30.57%



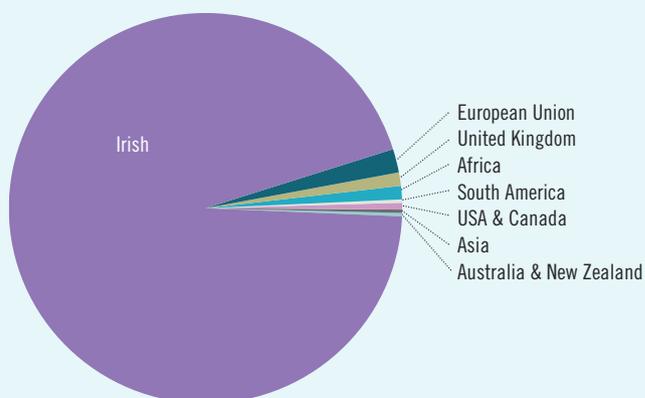
BREAKDOWN BY AGE (WHERE KNOWN)

	%
Under 15	0.97%
15 – 16	1.67%
17 – 23	11.91%
24 – 29	19.27%
30 – 39	25.72%
40 – 49	19.07%
50 – 59	12.84%
60 – 69	7.61%
70 – 79	0.50%
80+	0.44%



BREAKDOWN BY NATIONALITY (ORIGIN, WHERE KNOWN)

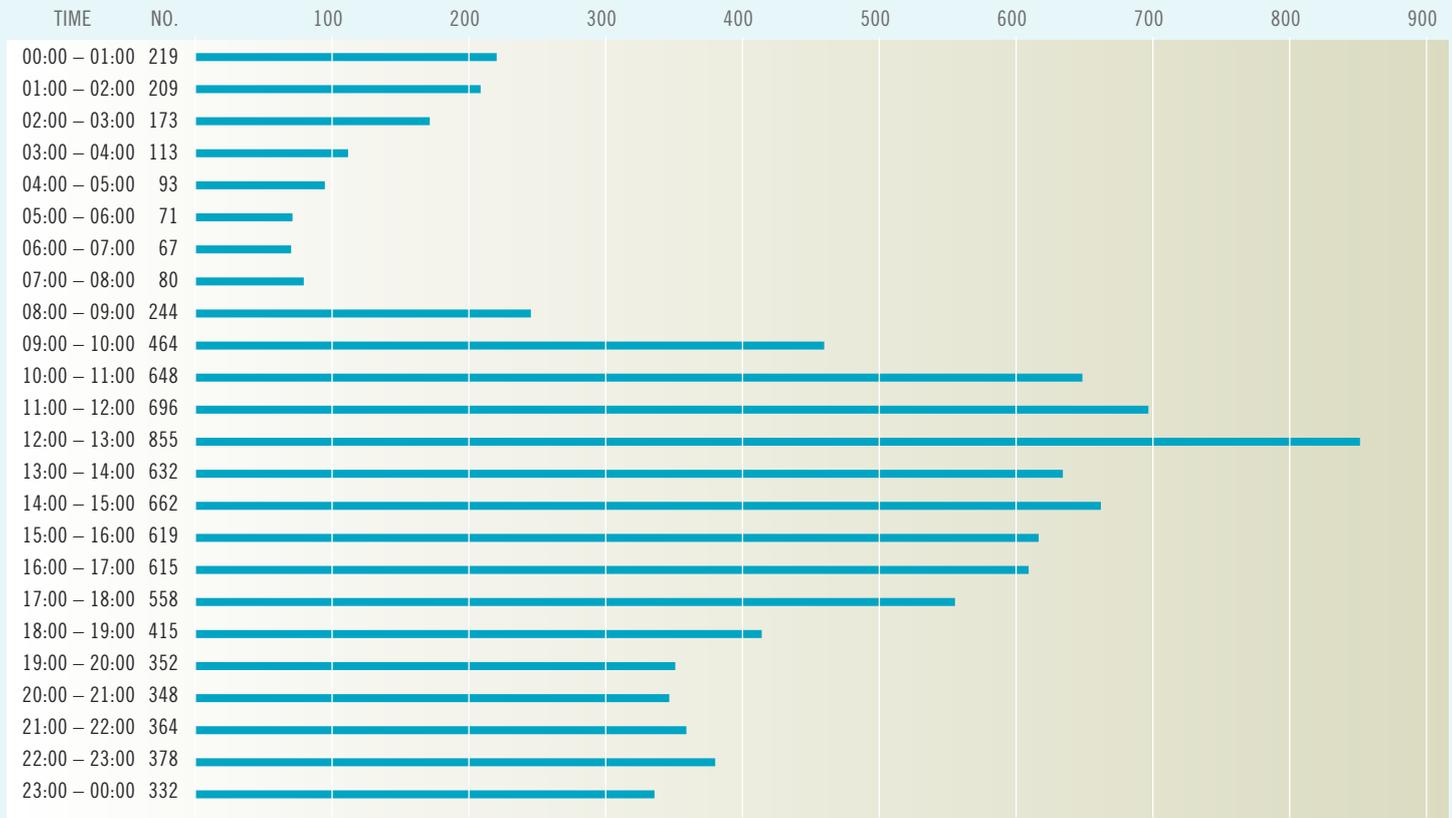
	%
Irish	94.51%
European Union	1.91%
United Kingdom	1.12%
Africa	1.11%
South America	0.51%
USA & Canada	0.42%
Asia	0.38%
Australia & New Zealand	0.04%



STATISTICS 2014

4. Contacts with the National 24-Hour Helpline, Jan 2014 – Dec 2014

GENUINE COUNSELLING CONTACTS MADE TO THE DRCC BY HOUR OF CONTACT



5. Contacts with the National 24-Hour Helpline, Jan 2014 – Dec 2014

NUMBER OF FIRST TIME CONTACTS MADE TO THE DRCC BY MONTH



STATISTICS 2014

6. Volunteer Services, Jan 2014 – Dec 2014

ACCOMPANIMENT TO SEXUAL ASSAULT TREATMENT UNIT

In this period, DRCC trained volunteers attended the Sexual Assault Treatment Unit (SATU) with 215 victims. In addition, they carried out 33 days of court accompaniment with victims of sexual violence or abuse and 12 accompaniments to Garda Stations.

OUTREACH AWARENESS TALKS

DRCC trained outreach volunteers delivered 41 outreach awareness talks.

7. Counselling and Psychotherapy Service Provision, Jan 2014 – Dec 2014

In 2014, nine therapists working as two teams offered a six-day counselling service from Monday to Saturday, in the DRCC on Leeson Street. In addition to the services offered in the main office in Leeson Street, outreach services were provided in Coolock, Tallaght and Dóchas Women's Prison.

CLIENT APPOINTMENTS SUMMARY

- A total of **4,323** individual appointments were made available by the therapy team in 2014.
- Of these, **3,341** individual client sessions were delivered in 2014. Allowing for cancellations and 'no-shows' deducted, this represents a take-up rate of 77.28%.
- Of the 3,341 completed sessions, 38.49% (N=1,286) were crisis appointments for men and women who had experienced a recent rape or sexual assault.
- 61.51% (N=2,055) were assessment appointments for past rape, sexual assault and past child sexual abuse.

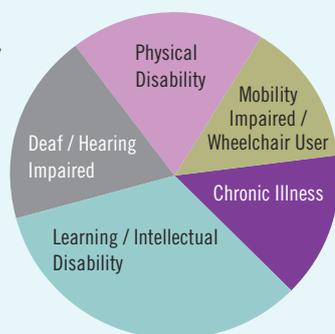
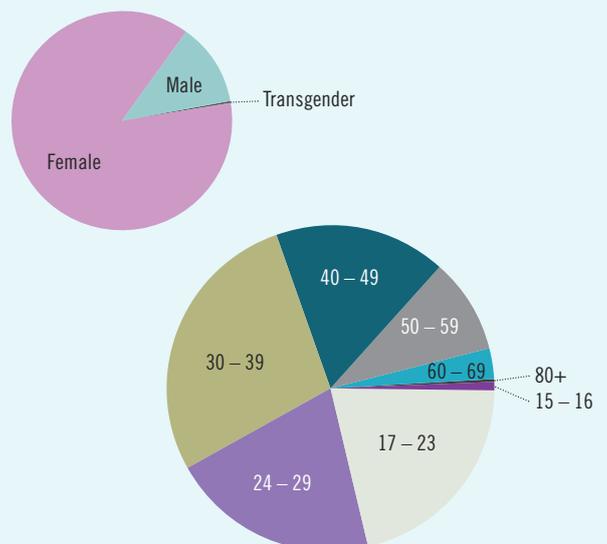
8. Counselling and Psychotherapy Service Provision, Jan 2014 – Dec 2014

NUMBER OF CLIENTS SEEN IN THE DRCC: 493 (including crisis and long term service)

GENDER	%
Female	87.63%
Male	12.17%
Transgender	0.2%

AGE OF CLIENT USING THE SERVICE (WHERE KNOWN)	%
15 – 16	1.01%
17 – 23	21.10%
24 – 29	20.49%
30 – 39	27.79%
40 – 49	17.04%
50 – 59	9.33%
60 – 69	3.04%
70 – 79	0%
80+	0.2%

CLIENTS WITH A DISABILITY (WHERE KNOWN)	%
Of the clients attending our service in 2014, 4.26% had a disability	
Learning / Intellectual Disability	33.34%
Deaf / Hearing Impaired	19.05%
Physical Disability	19.05%
Mobility Impaired / Wheelchair User	14.28%
Chronic Illness	14.28%



STATISTICS 2014

9. Counselling and Psychotherapy Service Provision, Jan 2014 – Dec 2014

BREAKDOWN BY TYPE OF ABUSE (WHERE KNOWN)

ADULT SEXUAL VIOLENCE

TYPE OF ABUSE EXPERIENCED BY OUR CLIENTS AS ADULTS	%
Rape	39.75%
Sexual Assault	10.34%
Marital Rape	2.14%
Sexual Harassment	1.25%
Suspected Drug Rape	0.71%
Aggravated Sexual Assault	0.36%
TOTAL	54.55%

CHILD SEXUAL ABUSE

TYPE OF ABUSE EXPERIENCED BY OUR CLIENTS AS CHILDREN	%
Rape	45.28%
Sexual Assault	0.17%
TOTAL	45.45%

5.48% of clients disclosed that they experienced both adult rape and past child sexual abuse.



10. Counselling and Psychotherapy Service Provision, Jan 2014 – Dec 2014

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

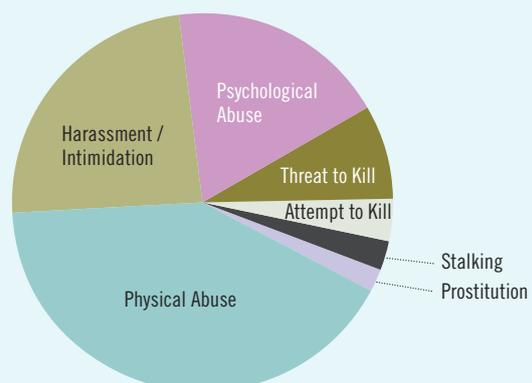
The 293 clients who commenced therapy in 2014 disclosed 318 abuse incidents. 140 of them reported experiencing other forms of violence in addition to the main abuse. Collectively these 140 clients reported 202 incidents (63.52%) which included other forms of violence.

CATEGORY	% OF ALL INCIDENTS WITH ADDITIONAL VIOLENCE
Adult Rape/Sexual Assault	35.53%
Child Sexual Abuse	27.99%

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	41.59%
Harassment / Intimidation	23.90%
Psychological Abuse	18.58%
Threat to Kill	7.97%
Attempt to Kill	3.54%
Stalking	2.65%
Prostitution	1.77%



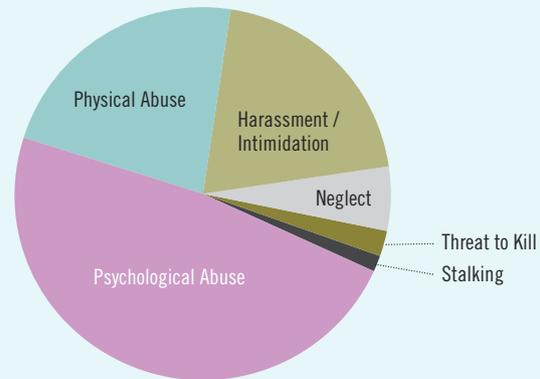
Note: This table counts all instances of violence for each abuse incident

STATISTICS 2014

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	%
Psychological Abuse	48.32%
Physical Abuse	22.47%
Harassment / Intimidation	20.22%
Neglect	5.62%
Threat to Kill	2.25%
Stalking	1.12%

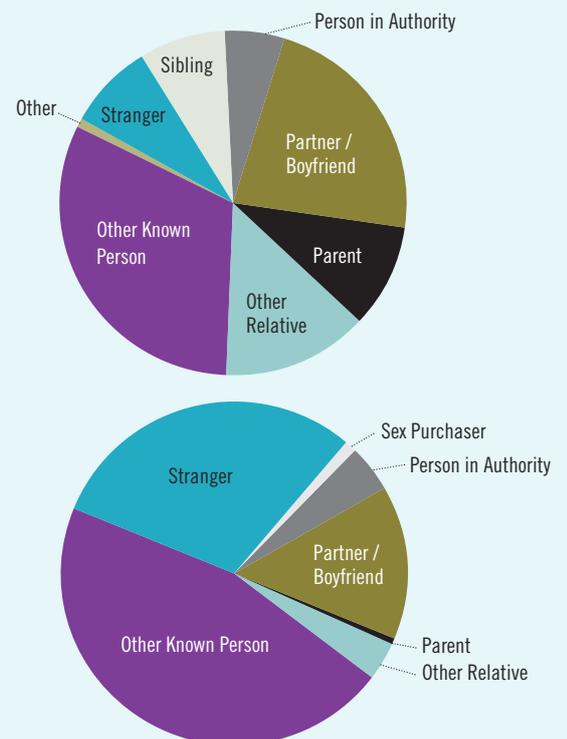


Note: This table counts all instances of violence for each abuse incident

11. Counselling and Psychotherapy Service Provision, Jan 2014 – Dec 2014

RELATIONSHIP BETWEEN THE VICTIM AND THE OFFENDER (WHERE KNOWN)

RELATIONSHIP	CHILD SEXUAL ABUSE	ADULT RAPE/SEXUAL ASSAULT
Stranger	8.06%	30.15%
Sibling	8.06%	0%
Sex Purchaser	0%	1.01%
Person in Authority	5.65%	4.52%
Partner / Boyfriend	22.58%	14.57%
Parent	9.68%	0.50%
Other Relative	13.71%	3.52%
Other Known Person	31.45%	45.73%
Other	0.81%	0%



12. Counselling and Psychotherapy Service Provision, Jan 2014 – Dec 2014

PREGNANCY FEMALE CLIENTS DISCLOSED 10 PREGNANCIES

OUTCOME OF PREGNANCIES	No.
Became Pregnant, Miscarried	4
Became Pregnant, Pregnancy Terminated	2
Became Pregnant, Baby Adopted	2
Became Pregnant, Parenting	1
Became Pregnant, Outcome of Pregnancy Unknown	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.

STATISTICS 2014

13. Counselling and Psychotherapy Service Provision, Jan 2014 – Dec 2014

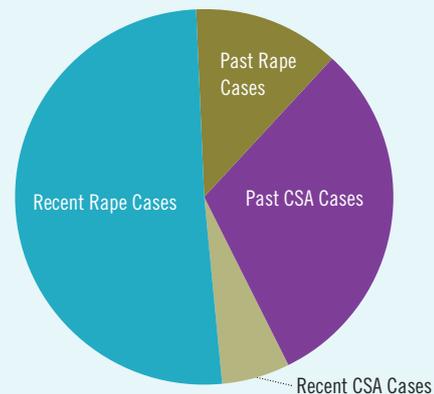
Statistics provided in this section relate to 293 clients, who commenced therapy in the DRCC in 2014, where the reporting status was known. It is worth noting that reporting and convictions in this context refer to clients seen by our service in the year 2014, although the reports and convictions may have occurred in the previous years.

REPORTING TO GARDAÍ

Of the 293 cases where the reporting status was known, 104 cases were reported to the Gardaí, a reporting rate of 35.49%. Of these 104 cases, 4 cases were tried, resulting in 3 convictions/guilty pleas, with the outcome of one case unknown.

CASES REPORTED	% OF TOTAL CASES REPORTED
Recent Rape Cases	50.96%
Past Rape Cases	12.50%
Past CSA Cases	30.77%
Recent CSA Cases	5.77%

Recent or past rape accounted for 63.46% of the 104 cases reported to the Gardaí, while childhood sexual abuse cases accounted for 36.54% of reports.



OUTCOME

Outcome information was known for 26 (25%) of the 104 cases reported.

OUTCOME	TOTAL
Pending charge	15
Dropped charge (by client or DPP)	7
Went to trial	4

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

Percentage of All* cases reported to Gardaí:	35.49%
Percentage of Total* CSA Cases Reported:	37.25%
Percentage of Total* Rape/Sexual Assaults Reported:	34.55%

* Refers to the 293 cases where reporting status was known, 102 of which related to childhood sexual abuse and 191 to adult rape and sexual assault.

In 2014 we have observed that clients who experienced childhood sexual abuse were just as likely to report to the Gardaí, as clients who had experienced adult rape/sexual assault.

FACTORS AFFECTING RAPE REPORTING

TIME INTERVAL	%
Recent Rape/Sexual Assault Reported:	50.96%
Past Rape/Sexual Assault Reported:	12.50%

Clients who sought help for recent rape or sexual assault were 4 times more likely to report to the Gardaí, than clients who had experienced past rape or sexual assault.

STATISTICS 2014

VICTIM/OFFENDER RELATIONSHIP

Of the 104 cases that were reported to the Gardaí, 38 of them related to childhood sexual abuse. Of the 66 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 are more likely to report rape and sexual assault to the Gardaí if the assailant was a stranger rather than someone known to them. Similar to 2013, it is noticeable again this year that for victims of recent and past rape, there is a greater willingness to report persons known to them than was the case in previous years.

Recent Rape/Sexual Assault

30.30% of cases were reported where the assailant was a stranger to the client
 50% of cases were reported where the client knew the assailant.

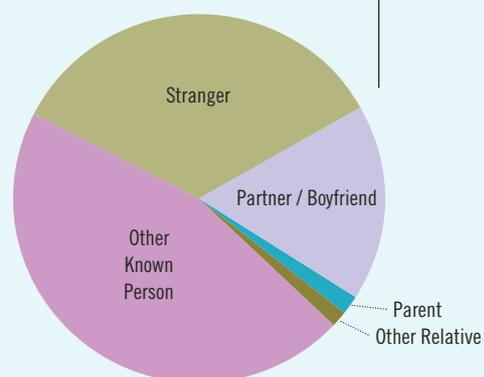
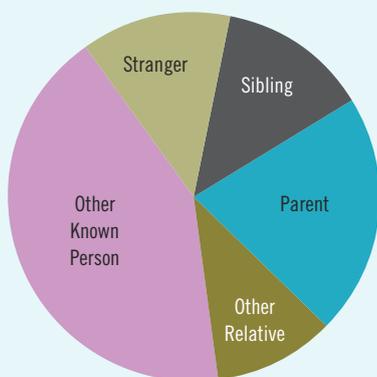
Past Rape/Sexual Assault

3.03% of cases were reported where the assailant was a stranger to the client.
 16.67% of cases were reported where the client knew the assailant.

14. Counselling and Psychotherapy Service Provision, Jan 2014 – Dec 2014

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

RELATIONSHIP	CHILD SEXUAL ABUSE	ADULT RAPE/SEXUAL ASSAULT
Stranger	13.16%	33.33%
Sibling	13.16%	0%
Partner/Boyfriend	0%	19.69%
Parent	21.05%	1.52%
Other Relative	10.53%	1.52%
Other Known Person	42.10%	43.94%



FINANCIAL SUMMARY 2014

DUBLIN RAPE CRISIS CENTRE LIMITED

A COMPANY LIMITED BY GUARANTEE NOT HAVING A SHARE CAPITAL

Profit and Loss Account for the year ended 31 st December 2014		
	2014 €	2013 €
INCOME	1,678,084	1,754,924
OVERHEADS	1,749,242	1,833,986
DEFICIT FOR THE YEAR	(71,158)	(79,062)
GOVERNMENT GRANTS AMORTISED	18,918	18,777
	-(52,240)	(60,285)
EXCEPTIONAL ITEM	—	(14,931)
INTEREST RECEIVABLE	8,986	15,785
(DEFICIT)/SURPLUS AFTER PRIOR YEAR ADJUSTMENT	-(43,254)	(59,431)
BALANCE FORWARD AT BEGINNING OF YEAR	665,538	724,963
BALANCE FORWARD AT END OF YEAR	622,278	665,532
Balance Sheet as at 31 st December 2014		
	2014 €	2013 €
FIXED ASSETS		
Tangible assets	183,972	212,809
CURRENT ASSETS		
Cash at bank / Building fund	1,071,983	1,136,468
Sundry receivables	22,722	15,002
	1,094,705	1,151,470
CREDITORS & PROVISIONS (Amounts falling due within 1 year)	-(118,455)	(144,843)
NET CURRENT ASSETS	976,250	1,006,627
TOTAL ASSETS LESS CURRENT LIABILITIES	1,160,222	1,219,436
REPRESENTED BY:		
CONTRIBUTION TO BUILDING FUND	470,934	470,934
GOVERNMENT GRANTS	67,010	82,970
SURPLUS ON PROFIT AND LOSS ACCOUNT	622,278	665,532
	1,160,222	1,219,436

FINANCIAL SUMMARY 2014

Employees Salary Range

A total of 2 employees earned remuneration in excess of €70,000 per annum as follows:

Number of employees	2014	2013
€95,000 to €105,000	1	1
€70,000 to €80,000	1	1

Remuneration includes salaries, but excludes employer pension contributions to the company's defined contribution pension scheme. These contributions are 7% of gross salaries.

Remuneration of Board Members

Board members are not remunerated for their services to the company nor are any expenses reimbursed for travelling to/from board meetings.

Caroline Crowley, Director
Keith Herman, Director
25 May 2015

Audit Committee

The members of the Audit Committee of Dublin Rape Crisis Centre are: Keith Herman, Company Secretary, Aibhlín McCrann, Director and Caroline Crowley, Director.

Abridged Auditors' 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 31 December 2014, 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 2013. 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
26 May 2015



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



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