



مؤسسة دبي
لرعاية النساء والأطفال
DUBAI FOUNDATION FOR WOMEN & CHILDREN



Annual Report 2014

BUILDING STRONGBONDS FOR LIFE



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His Highness Khalifa bin Zayed bin Sultan Al Nahyan

President of the UAE and Ruler of Abu Dhabi

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His Highness Sheikh Mohammed bin Rashid Al Maktoum

Prime Minister Vice President and Ruler of Dubai

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Chairman Message

In the Name of Allah, the Most Gracious, the Most Merciful

Our vision is... a community free of violence and abuse.

This is our vision in Dubai Foundation for Women and Children... We want everyone living in this country from all nationalities, religions and sects to feel safe. We want them to believe that the only difference between people from religions and denominations is their good deeds. The best proof for this argument is God's words in the Holy Quran, "O mankind! We have created you from a male and a female, and made you into nations and tribes, that you may know one another. Verily, the most honorable of you with Allah is that who is pious. Verily, Allah is All-Knowing, All-Aware."

Everyone has the right to enjoy full safety and respect and to live without fear, violence, ridicule or mockery. We never forget words of the Almighty God, "O you who believe! Let not a group scoff at another group, it may be that the latter are better than the former; nor let (some) women scoff at other women, it may be that the latter are better than the former, nor defame one another, nor insult one another by nicknames. How bad is it, to insult one's brother after having Faith. And whosoever does not repent, then such are wrong-doers.

Providing protection and care for women and children who are victims of violence, misuse or even ridicule is a religious and national duty that contributes to maintaining safely and security of the community.

DR. Abdulla AL Khayat
Chairman



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Welcoming Speech by the Director General

The success in achieving the desired objectives of any entity or individual in Dubai is no longer an end in itself, but Dubai has developed a new standard for success, which is excellence and creativity in achieving these goals. Philanthropy and charity work has become a known title for the UAE and all of its children. The UAE has extended its hands to all those in need, without exception, and without waiting for anything in return.

In Dubai Foundation for Women and children we have gathered our noble humanitarian goals that consist of excellent and innovative standards, so that the our foundation everyday within ourselves using our knowledge and resources is to seek to attain an achievement in the providing better ways to care and protect the women and children in the UAE society, aiming towards our ultimate goal of making our society an oasis free from all forms of abuse, and a model of humanity and creativity.

Yours sincerely..

H.E Afra Al Basti
Director General



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Members of the Board of Directors of the Dubai Foundation for Women and Children



Dr. Abdulla Al Khayat



Brigadier Obaid Muhair



H.E. Afra Al Basti



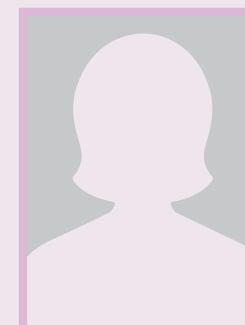
Advisor Khalifa Bin Dimas



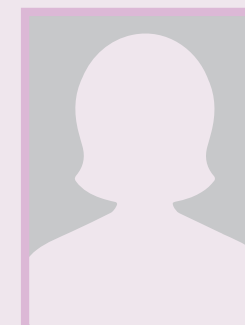
Mr. Abdulla Bin Sougat



Advocate
Abdulmonem Suwaidan



Dr. Suad Al Marzouqi



Dr. Asma Al Ghurair

Name	Designation
Dr. Abdulla Al Khayat Pediatric Cardiologist	Chairman
Brigadier Obaid Muhair	Deputy Chairman Deputy Director - General Directorate of Residency and Foreigners Affairs - Dubai
H.E. Afra Al Basti	Member Director General – Dubai Foundation for Women and Children
Mr. Abdulla Bin Sougat	Member Executive Director - Sheikh Hamdan Award for Medical Science
Advisor Khalifa Bin Dimas	Member Senior Advocate General – Dubai Puplic Prosecution
Advocate Abdulmonem Suwaidan	Member Director General - Bin Suwaidan Advocates & Legal Consultation
Dr. Suad Al Marzouqi	Member Clinical psychologist and professor of psychology - UAE University Psychology Department
Dr. Asma Al Ghurair	Member Business Woman

Who Are We?

The Dubai Foundation for Women and Children (DFWAC) is the first licensed non-profit shelter in the UAE for women and children victims of domestic violence, child abuse, and human trafficking. It was established in July 2007 to offer victims immediate protection and support services in accordance with international human rights obligations.



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Vision

A community free of violence and abuse.

Mission

The Dubai Foundation for Women and Children aims to alleviate violence against women and children through protection, prevention and promotion.

Strategy

- Provide shelter service and social and psychological care for women and children exposed to violence.
- Family empowerment and strengthening ties.
- Promote the collective work among local parties, organizations and unions to secure a smooth and effective service system.
- Build collaborations with local and international parties that are involved in the protection of the basic principles of human rights.
- Develop research on relevant social issues that will inform program and policy development.
- Promoting community awareness to reduce all forms of abuse against women and children through educational outreach.

Core Principles:

- Protect physically, sexually, emotionally abused women and children.
- Prevent ongoing abuse and the escalation of violence.
- Promote social awareness through education and outreach.

Our Beliefs:

- Every person has the right to human dignity and respect.
- Every person has the right to live without fear and violence.
- Violence and abuse is never the victim's fault.
- No violence is justifiable.
- By educating people, we can prevent the spread of abuse in families and society.
- The protection of women and children is fundamental to the health and well-being of our society.

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Executive Summary

Dubai Foundation for Women and Children received 1,090 new cases in 2014. Of these cases, 85 were “internal clients” who entered and received in-house shelter and support services at the Foundation, and 1,005 cases were “external clients” who received services outside of the Foundation premises. The Foundation also received 4,529 calls from its helpline.

The following lines show details of the main categories of internal and external cases and hotline calls, respectively:

Firstly, Internal Clients:

From the total of 85 new internal cases, cases were divided into 20 cases (24%) victims of domestic violence, 31 cases (36%) victims of child abuse, and three cases (4%) victims of human trafficking, while the remaining cases were categorized as “Other”, and made up 31 cases (36%) accepted as humanitarian cases related directly or indirectly with other targeted cases of foundation services, (Definitions in the Appendix).

All victims of domestic violence are women over the age of 17 years old, and their ages ranged from 18 to 47 years old. Four of them are UAE national, and 16 are from other different nationalities. The educational level of the victims varied from illiteracy to the university level, yet the majority fell under secondary level and below; most of them don’t work or don’t have any sources of income. The majority of them, 13 cases, were married, four were divorced and three cases were not married. The husband was primarily responsible for violence by 55 %; two cases were abused by ex-husband, three cases by fathers and three cases by employers while the remaining cases were abused by a mother and other relatives. All of the cases (100%) were emotionally abused, 85% were physically abused, 80% were deprived and neglected, 75% were financially abused, and 35% were sexually abused. Half of domestic violence cases (50%) were mothers entered the foundation with their children.

Victims of Child Abuse comprised the highest percentage of all internal clients and made up 31 cases. Of those children, 22 were UAE national, and eight from other nationalists, while one child was categorized as “Unknown”. Most of the children were female (74%), and eight were male (26%), and this slight difference in the percentages is probably depends on the admission’s age of male clients should not exceed 12 years old. Their ages ranged from three months to 17 years old. Most of them were pre-school age (45%), and 49% were in different educational levels, while two children did not go to school although they were at school age. Children experienced abuses from fathers by 87%, two cases from mother, two cases from step father, one case from a relative, while one case did not identify the perpetrator of the abuse. Emotional/verbal abused comprised 84%, neglect/deprivation 81%, witnessed domestic violence 68%, financial abuse 58%, physical abuse 32%, and sexual abuse (two cases). The majority of the children entered the shelter with their mothers by 77 %, and seven children alone.

DFWAC received three victims of human trafficking during 2014 referred by Dubai Police. The victims were from Asia. Most of the victims fell under the low levels of education. The ages of those victims ranged from 20 years to 26 years old.

The youngest one was a six month child sold by her mother, and the other child was 7 years old trafficked for exploitation in begging.



Traffickers made false promises for the victims of good job opportunities in different occupations such as a housemaid, a cleaner, and a beautician. Employers were responsible for most victims being trafficked (67%). All the victims were female and were exploited in commercial sex activities. Emotional/verbal and physical abuse comprised 100% of each, sexual abuse, financial abuse and neglect/deprivation composed 67% of each.

Two cases were externally trafficked (it was planned to be trafficked outside UAE), mostly in their homelands. One case was internally trafficked (it was planned to be trafficked inside UAE).

All the victims of human trafficking were discharged during the reporting period, and did not exceed 3 months of staying at DFWAC.

It should be noted that during this period, Dubai Foundation for Women and Children sheltered 12 cases referred by Criminal Investigation Department (CID) of Dubai as "Suspected Victims of Human Trafficking", and during the investigations it found that there were no indicators of trafficking, and thereby CID took the necessary right actions, while DFWAC categorized these cases into other cases.



Secondly, External Client:

Of the total 1,005 new external clients 494 (49%) of them victims of domestic violence, 36 (4%) victims of child abuse and 475 (47%) cases were categorized as "Other".

The domestic violence victims comprised 494 cases (49%) of all external cases, and their ages ranged from 18 to 61 years. The majority of domestic violence victims were female (93%), and 7% male. Of those victims, 35% hold UAE nationality, and 65% hold other nationalities. Most of the cases (79%) were married, 10% were divorced, 8% were not married, 3% were separated and one

case was widowed. The husband was the main responsible for the violence by 74%, the ex-husband by 14% while the remaining cases were abused by other relatives. Emotional/verbal abuse consists 92%, neglect/deprivation 72%, physical abuse 55%, sexual abuse 20% and financial abuse 49%.

A total of 36 were victims of child abuse, and their ages ranged from one year to 17 years old, the majority of the children (55%) were referred by their relatives. Four children were referred by Child Helpline; four by hospital, four by self-referral while the remaining were referred by Dubai Police, CDA, friend and school. Most of the child abuse victims (58%) were female and 42% cases were male. UAE Nationals comprised 53% and expatriates comprised 44% and one case was categorized as "Unknown". The father was the main perpetrator of abuse in 47%; mother in 33% and other relatives in four cases. Other cases reported that they were abused by a brother, a sister, a family friend, other friend, students, a teacher and a housemaid. However, one case didn't specify the abuser. Neglect and deprivation constituted 53%; physical abuse 47%; emotional/verbal abuse 42%; sexual abuse 22% (8 cases); financial abuse 14% (5 cases) and witnessed domestic violence 11% (4 cases).

Thirdly, helpline

DFWAC received 4,529 calls from helpline in 2014. The majority of the callers (69%) came from the public about the foundation and its services. Victims calls made up 22% of all callers and 2% were callers who called on behalf of victims (Personal & Professional referrals). Some victims called back multiple times to contact with case managers and made up 7%, and 12 calls were from volunteers.

Of the 4,529 callers, 1,088 callers were asking for DFWAC services, 74% were looking for advice and consultation on the problems concerning domestic violence; 7% child abuse; three cases human trafficking, and 19% of the callers were for other reasons rather than the mentioned categories. Most of the victims were adults (92%) and children made up 8%. The majority of them (52%) were expatriates and 48% were from UAE nationals. The majority of the victims reported experiencing neglect/deprivation by 79%; physical abuse by 67%; financial abuse by 14%; sexual abuse by 11%; emotional/verbal abuse by 1%. The main reason for the victims to call is to get counseling by 99%, while 1% of the victims contacted for sheltering. Mostly, the calls were not in immediate danger (86%), while 8% were in immediate danger and 6% were to ask for services and took appropriate actions to deal with her.

INTRODUCTION



1 Introduction

1.1 About the Foundation

Dubai Foundation for Women and Children (DFWAC) was established in July 2007 as a humanitarian initiative and was the first licensed nonprofit shelter in the UAE for women and children victims of domestic violence, child abuse, and human trafficking. This report covers the reporting period of January 01– December 31, 2014, and is the 7th report issued by the Dubai Foundation for Women and Children.

1.2 Confidentiality Disclosure

In order to protect the privacy, confidentiality, and safety of clients served at DFWAC, information that could result in the identification of a victim will not be included.

1.3 Services Provided

DFWAC provides free services to women and children victims of violence, including a helpline, safe shelter, case management, medical care, psychological support, counseling, legal, consular and immigration assistance. In addition to those core services, DFWAC also provides secondary support services including children's education, recreational activities, vocational services, physical fitness, empowerment, and skills training.

1.4 Definition

Refer to Definitions Section in the Appendix for full explanation of terminology used in this report.





2 History

2.1 DFWAC Clients

DFWAC served **2,521** clients since it opened its doors in October 2007, inclusive of internal and external cases. Clients were divided into the following:

- **693 Internal Clients:**

Clients who first entered the Foundation for shelter and support services.

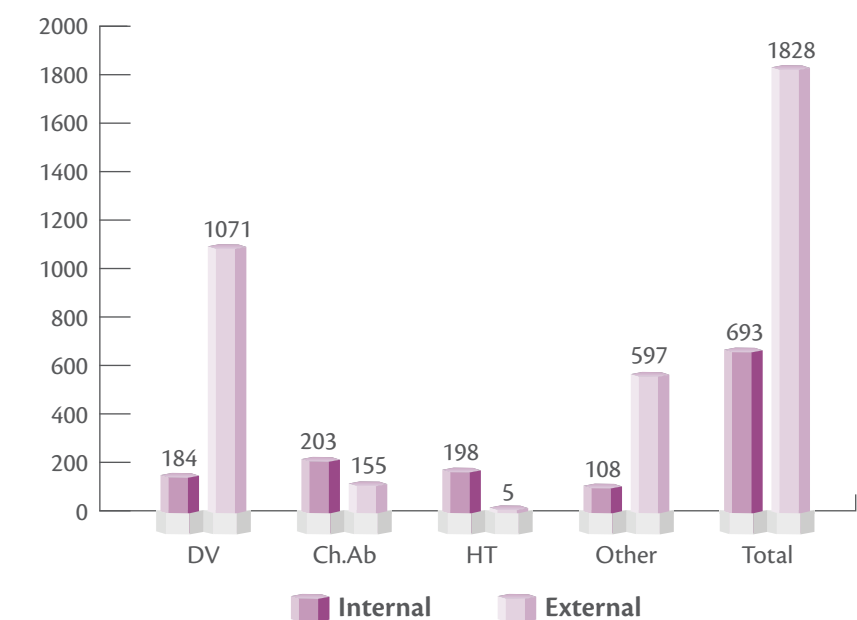
- **1828 External Clients:**

Clients who began receiving services outside the Foundation premises.

Of the total **693** internal clients, 184 were victims of “Domestic Violence”, 203 were victims of “Child Abuse”, and 198 were victims of “Human Trafficking” “See Fig 1.1”. The remaining cases as shown in Figure 2.1 were “Others”, and made up 108 clients (Refer to the Definition).

Of the **1828** external clients, 1071 were cases of “Domestic violence”; 155 cases were victims of “Child Abuse”; five were cases of “Human Trafficking” and 597 cases were re categorized as “Other” (Refer to Fig 2.1).

*2.1: Types of Internal & External
Figure Clients since 2007 -2014*



2.2 Existing Clients

2.2.1 Number of Existing Clients

DFWAC served 43 existing internal and external clients and divided as following:

- **35 Internal Clients:**
who entered the foundation prior to January 01, 2014, but continued to receive shelter and support services during January 01-December 31, 2014.
- **8 External Clients:**
clients who received services outside of the Foundation premises prior to the specified reporting but continue to receive support services during the reporting period (January 01- December 31, 2014).

Detailed statistics on these 43 cases were documented in previous annual reports.

2.2.2 Duration of Stay for Internal Existing Clients

Twenty-seven existing clients were discharged during 2014. The table below shows the duration of stay for existing clients discharged during 2014. One case stayed for 1-3 months, 5 cases for 3-6 month and 15 cases for more than 6 months, and six cases for more than a year. It should be noted that this is not conducted with DFWAC polices. It is more conducted with prosecutions and courts.

Table 2.1: Duration of Stay for Discharged Existing Internal Clients

Duration of Stay	# of Cases	(%)
31-90 days	1	4%
91-180 days	5	18%
181- 365 days	15	56%
More than a year	6	22%
Total	27	100%



3 New Clients

DFWAC received 1,090 new clients and they were divided into the following:

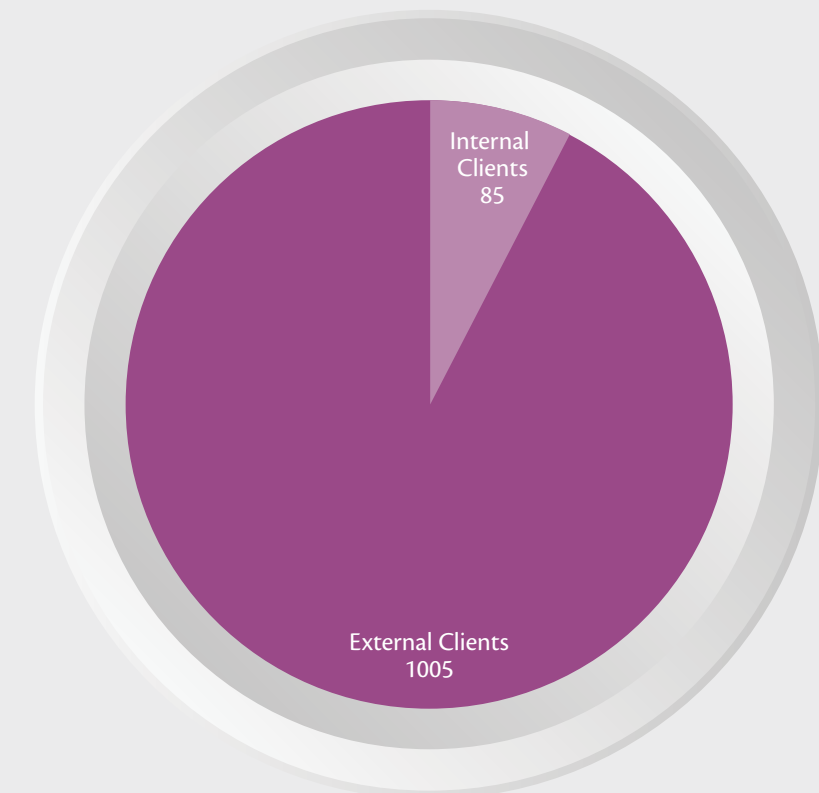
85 New Internal Clients:

clients who entered and received in-house shelter and support services at the Foundation during specified reporting (January 01- December 31, 2014).

1,005 New External Clients:

clients who received services outside of the Foundation premises during the specified reporting period (January 01- December 31, 2014).

Figure 3.1: New Clients



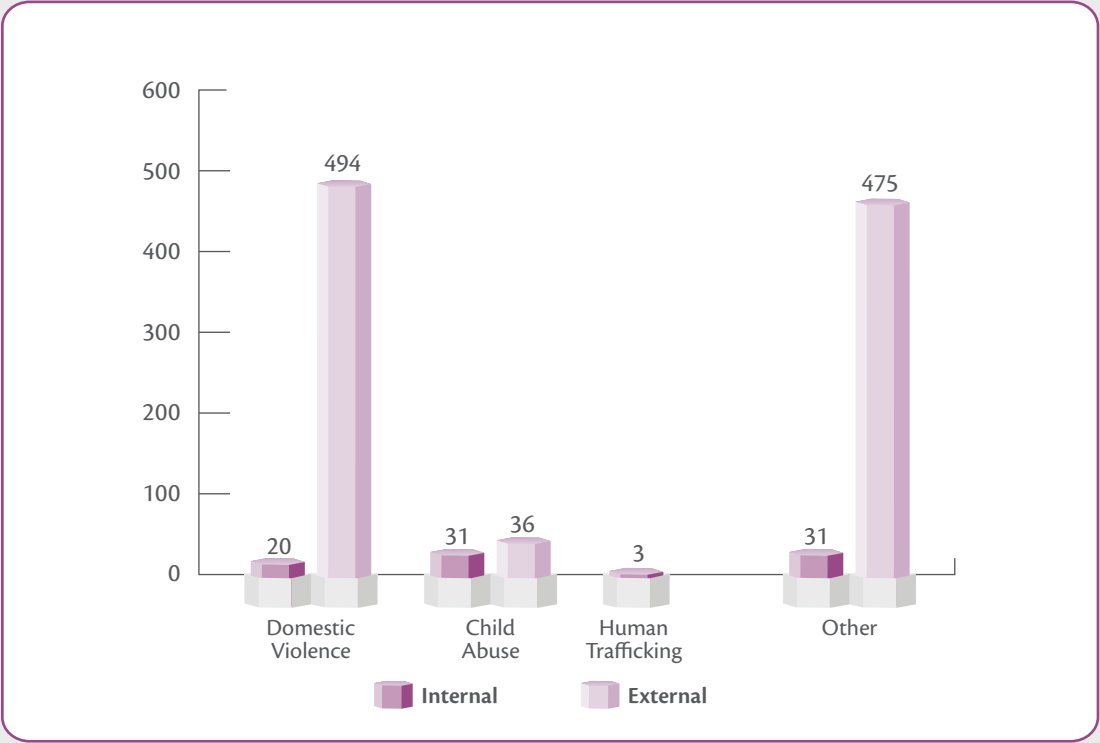
New clients were divided into three main categories: Domestic Violence, Child Abuse and Human Trafficking.

Of the total **1090** new internal and external clients, 514 (47%) were victims of “Domestic Violence”, 67 (6%) were victims of “Child Abuse”, three cases (0.3%) were victims of “Human Trafficking” and 506 (46%) were “Other”, see table 3.1:

Table 3.1: New Clients (Internal & External)

Category of Violence	Number of Clients		Total
	Internal Clients	External Clients	
Domestic Violence	20 (24%)	494 (49%)	514 (47.2%)
Child Abuse	31 (36%)	36 (4%)	67 (6.1%)
Human Trafficking	3 (4%)	-	3 (0.3%)
Others	31 (36%)	475 (47%)	506 (46.4%)
Total	85 (100%)	1005 (100%)	1090 (100%)

Figure 3.2: New Clients (Internal & External)



3.1 New Internal Clients

DFWAC received a total of **85** new internal clients during 2014, 20 (24%) were victims of Domestic Violence, 31 (36%) were victims of Child Abuse and three cases (4%) were victims of Human Trafficking (see Fig 3.2). The remainders of cases, as shown in the same figure, were referred to as “Others” were 31 (36%) of all DFWAC clients admitted during that period. These “Other” cases were accepted by the Foundation during this period (17 cases for exceptional humanitarian reasons, 12 cases as suspected human trafficking, one case as abuse against woman, one case as baby of a single mother).

Figure 3.3: Types of DFWAC New Internal Clients

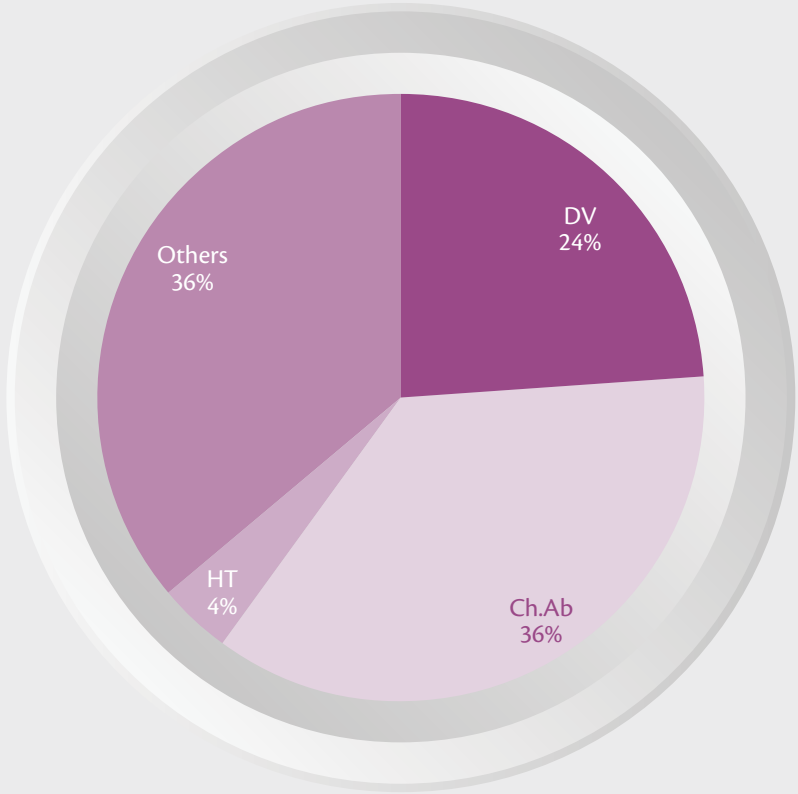
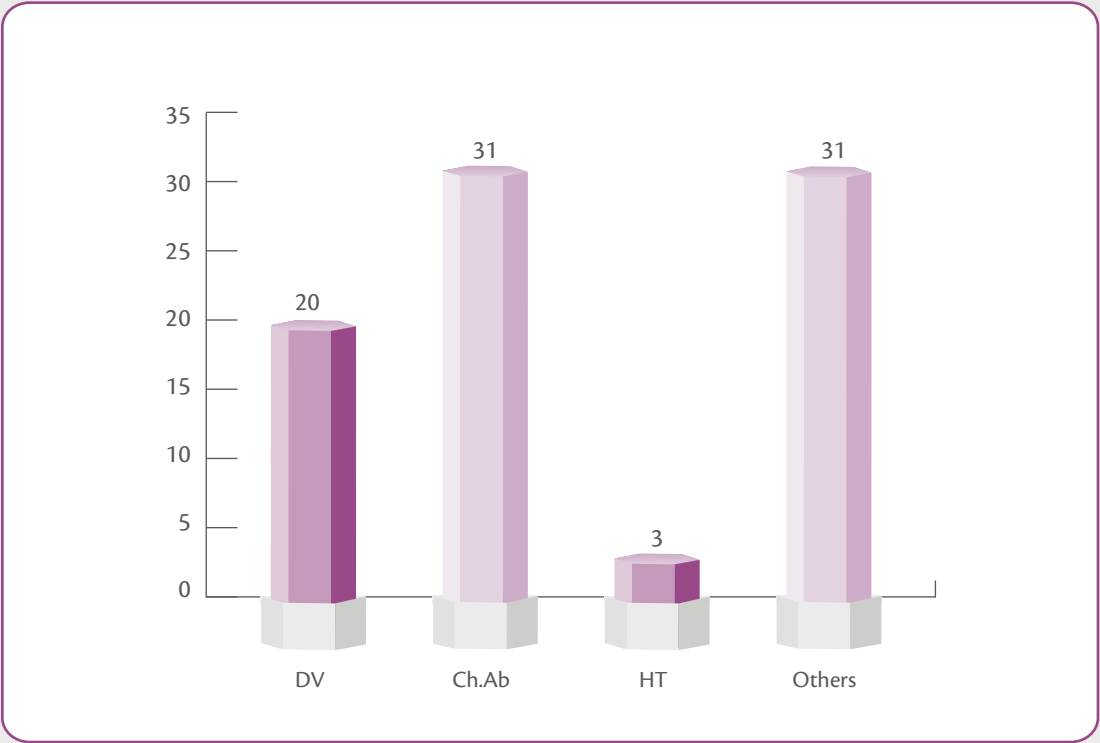


Figure 3.4: Types of DFWAC Internal Clients

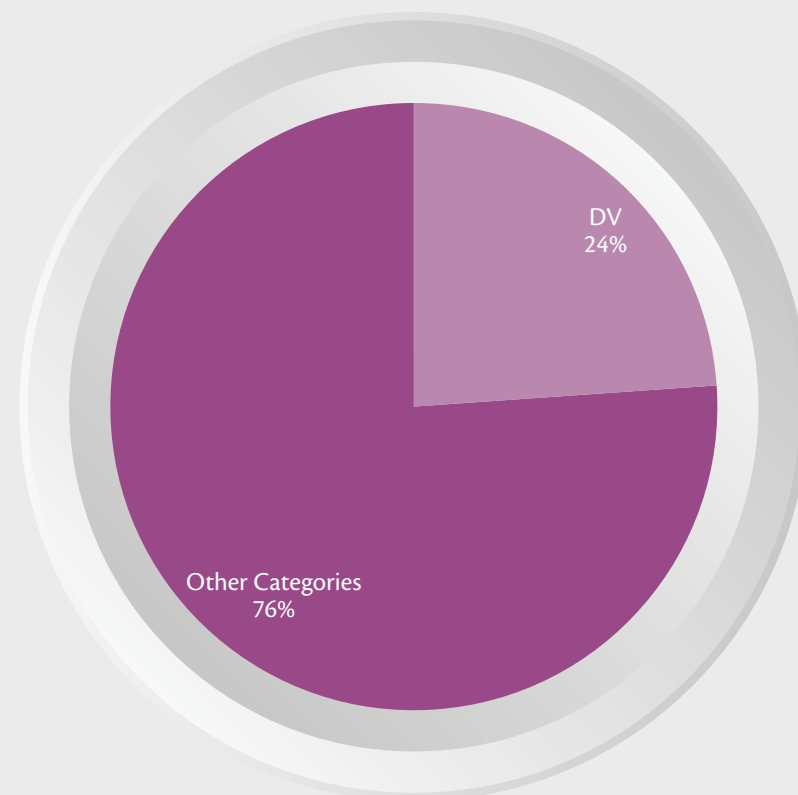


3.1.1 Victims of Domestic Violence

Domestic violence is the use of force by one person to maintain power and control over the other and occurs largely between family members and intimate partners, usually taking place in the home.

Of the 85 new internal clients received during 2014, **20** were female victims of domestic violence. This category of victims made up about 24% of all new internal clients (Child Abuse, Human Trafficking and Others).

Figure 3.5: Victims of Domestic Violence Vs Other Categories



3.1.1.1 Characteristics of Domestic Violence Victims

3.1.1.1.1 Age

All cases of domestic violence were women over the age of 17, with an average age of 28.8 years old with standard deviation ± 7.87 . Their ages ranged from 18 to 47 years old.

Table 3.2: Age of Domestic Violence Clients

Mean (average)	28.8 y
Standard Deviation	± 7.87
Median	28 y
Minimum	18 y
Maximum	47 y

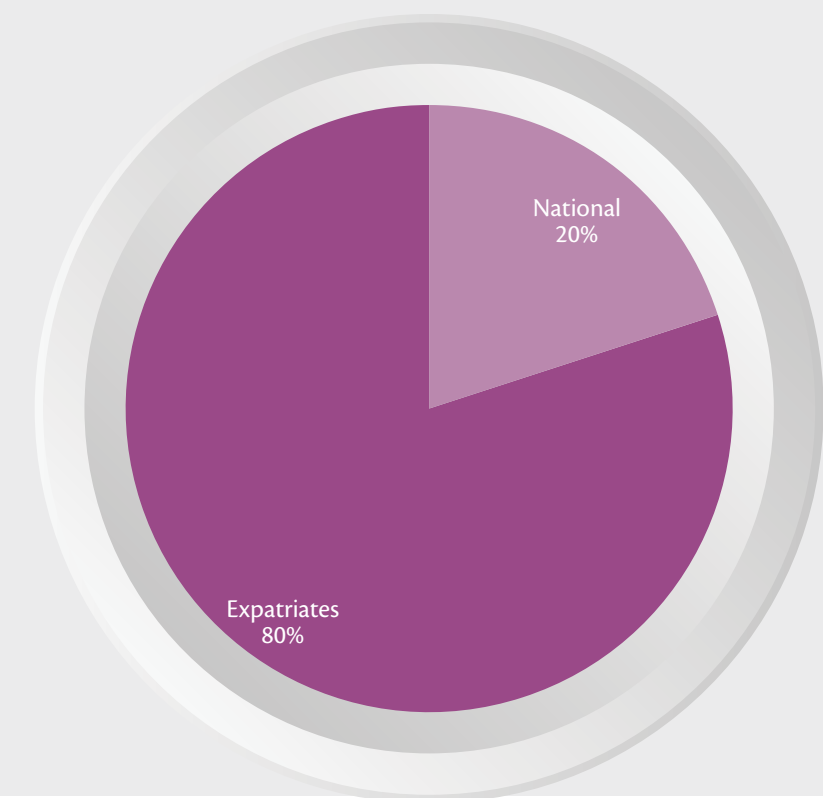
3.1.1.1.2 Nationality

Out of a total of 20 domestic violence cases, four cases were Nationals, and 16 cases were Expatriates.

Table 3.3: Nationality of Domestic Violence Clients

Nationality	# of Cases	(%)
Nationals	4	20%
Expatriates	16	80%
Total	20	100%

Figure 3.6: Nationality of Victims of Domestic Violence



Foundation served internal clients of domestic violence from 14 countries other than the United Arab Emirates. UAE, India and Pakistan constituted 2-4 cases of domestic violence. Other nationalities constituted one client from each country.

Table 3.4: Country of Internal Clients of Domestic Violence

#	Country	# of Cases	(%)
1	UAE	4	20%
2	India	2	10%
3	Pakistan	2	10%
4	Jordan	1	5%
5	Philippine	1	5%
6	Morocco	1	5%
7	Yemen	1	5%
8	Iran	1	5%
9	Indonesia	1	5%
10	Tanzania	1	5%
11	Comoros	1	5%
12	Syria	1	5%
13	Palestine	1	5%
14	France	1	5%
15	Kenya	1	5%
Total		20	100%

The regional breakdown of domestic violence victims is illustrated below:

Table 3.5: Regional breakdown of Internal Victims of Domestic Violence

#	Region	# of Cases	(%)
1	Asia	15	75%
2	Africa	4	20%
3	Europe	1	5%
Total		20	100%

Figure 3.7: Regional breakdown of Internal Victims of Domestic Violence



3.1.1.1.3 Education

As can be seen in the table below, victims of domestic violence had some formal education, one case had attended primary school, 11 cases had attended secondary school, five cases had Bachelor's degree while three cases had no education at all.

Table 3.6: Educational Level of Domestic Violence Victims

Education	# of Cases	(%)
No education	3	15%
Primary School	1	5%
Secondary/High School	11	55%
Bachelor/college completed	5	25%
Total	20	100%

3.1.1.1.4 Occupation

Victims of domestic violence were assessed for their occupations and work activities. This analysis showed that 85% of the cases were not working and three cases were housemaids.

Table 3.7: Occupation of Domestic Violence Victims

Occupation	# of Cases	(%)
Do not Work	17	85%
Housemaid	3	15%
Total	20	100%

3.1.1.1.5 Income

Victims of domestic violence were assessed for their economic status, by looking at their monthly incomes (i.e. the amount of money they received monthly from any and all sources), showed that 80% were not receiving money from any source. One case reported receiving less than 1000 (AED) per month; two cases from 1000-3000 (AED) per month and one case reported receiving irregular salary.

Table 3.8: Monthly Income of Domestic Violence Victims

Monthly Income	# of Cases	(%)
0	16	80%
<1000	1	5%
1000 – <3000	2	10%
Irregular income	1	5%
Total	20	100%

3.1.1.1.6 Marital Status

About two thirds of victims of domestic violence (65%) were married; four cases were divorced and three cases were single (See Table 3.9).

Table 3.9: Marital Status of Domestic Violence Victims

Marital Status	# of Cases	(%)
Single	3	15%
Married	13	65%
Divorced	4	20%
Total	20	100%

3.1.1.2 Sheltering Status

Of the domestic violence cases, ten cases came to the Foundation with their children "Mother with Children"; three cases were mothers of living children but their children were not sheltered with them at DFWAC "Mother alone", and seven women did not have children at all "Lady alone" (See Table 3.10):

Table 3.10: Sheltering Status of Domestic Violence Victims

Sheltering Status	# of Cases	(%)
Mother alone	3	15%
Mother with Child/children	10	50%
Lady alone	7	35%
Total	20	100%

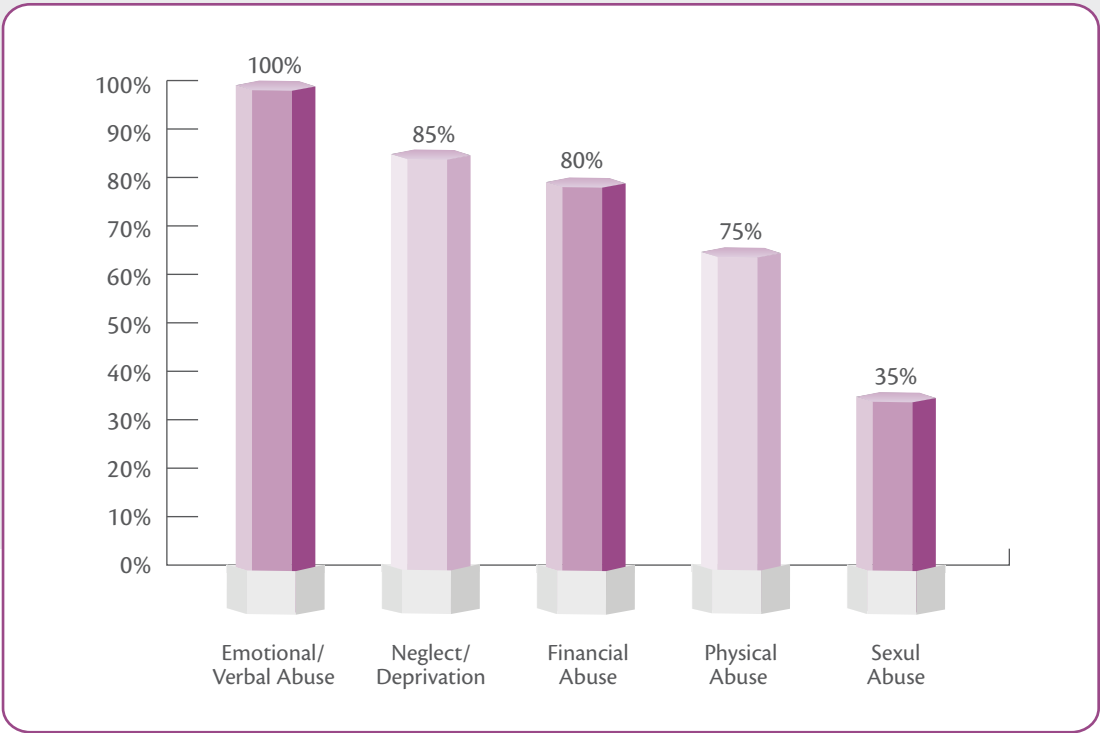
3.1.1.3 Types of Abuse

It is common that a domestic violence victim exposed to more than one type of abuse; hence the difference. Emotional/Verbal was the most common form with all cases (100%); neglect/deprivation by 85%; financial abuses by 80%; physical abuse by 75% and sexual abuse by 35%.

Table 3.11: Types of Abuse experienced by Domestic Violence Victims

Type of Abuse	# of Cases	(%)
Emotional/Verbal Abuse	20	100%
Neglect/Deprivation	17	85%
Financial Abuse	16	80%
Physical Abuse	15	75%
Sexual Abuse	7	35%

Figure 3.8: Types of Abuse experienced by Domestic Violence Victims



3.1.1.4 Relationship to Perpetrator

Some of the domestic violence victims reported more than one perpetrator. As can be seen below, 12 cases reported that the spouse was the perpetrator. In the remaining cases, the abuse was perpetrated by an ex-husband, a father, a mother and other relatives. Three cases, however, reported that they were abused by employers.

Table 3.12: Perpetrator’s Relationship to the Domestic Violence Victims

Perpetrator	# of Cases	(%)
Spouse	12	55%
Ex-husband	2	9%
Father	3	14%
Mother	1	4%
Other Relatives	1	4%
Employers	3	14%

3.1.1.5 Duration of Stay at DFWAC of Discharged Cases

Of the 20 victims of domestic violence, 10 cases discharged during the reporting period. Of the discharged cases, eight cases stayed at DFWAC for less than one month, within the recommended length of stay for emergency shelter services. Two cases stayed from 1-3 months.

Table 3.13: Duration of Stay at DFWAC of Discharged Cases

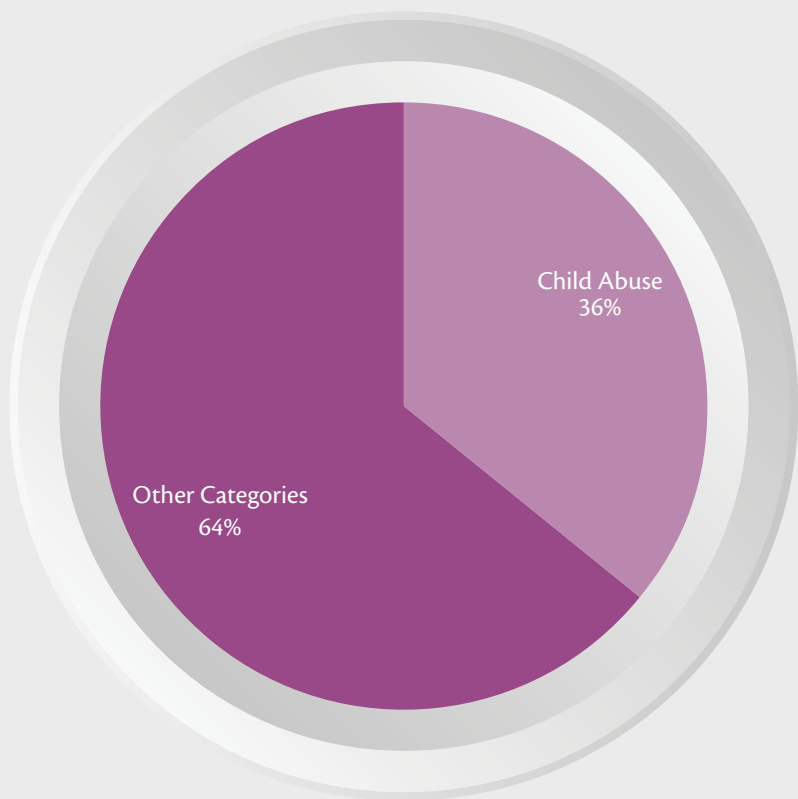
Duration Stay at DFWAC	# of Cases	(%)
<30 Days	8	80%
30– 90 Days	2	20%
Total	10	100%

3.1.2 Victims of Child Abuse

Child Abuse refers to violence (physical, emotional, sexual, and/or neglect and deprivation) experienced by a child inside or outside the household (i.e. in any setting). At the time the violence occurred the victim is less than 18 years old and experienced abuse/violence other than trafficking. For the purpose of categorization, children who were abused as victims of trafficking are categorized as trafficked cases and the abuse they incurred will be addresses in Human Trafficking Section of this report.

Of the 85 new internal clients admitted during 2014, 31 were children (36%) had been exposed to some forms of violence and abuse, including physical, sexual, emotional, and/or neglect, or had witnessed abuse by their fathers.

Figure 3.9: Child Abuse Vs Other Categories



3.1.2.1 Characteristics of Child Abuse victims

3.1.2.1.1 Age

The ages for victims of child abuse ranged from 3 months to 17 years old. The table below shows more details about ages of the victims.

Table 3.14: Age of Child Abuse Victims

Mean (average) Age - in Years	6.2
Standard Deviation	±5.2
Median	5 y
Minimum	3 month
Maximum	17 y

3.1.2.1.2 Gender

The table below shows that 74% of child abuse victims were female. It should be noted that the sheltered male children are less than 12 years old and comprised 26% (8 cases).

Table 3.15: Gender of Child Abuse Victims

Gender	# of Cases	(%)
Female	23	74%
Male	8	26%
Total	31	100%

3.1.2.1.3 Nationality

As shown in Table below, 22 children (71%) were UAE Nationals; eight cases (26%) were expatriates and one child was categorized as “Unknown”.

Table 3.16: Nationality of Child Abuse Victims

Nationality	# of Cases	(%)
Nationals	22	71%
Expatriates	8	26%
Unknown	1	3%
Total	31	100%

3.1.2.1.4 Education

Children were not of school age comprised 45% of all cases and 49% were in different levels of education varied from KG to the Secondary/High School, (See Table 3.17). Two cases were not attending school and they were in school age.

Table 3.17: Level of Education attended by Child Abuse Victims

Level Attended	# of Cases	(%)
Not Attending Schools Yet	14	45%
None	2	6%
KG	3	10%
Primary School	7	23%
Secondary/High School	5	16%
Total	31	100%

3.1.2.2 Sheltering Status

Most of the children (77%) came to the Foundation with their mothers while seven children were sheltered alone without mother or guardian (See Table 3.18).

Table 3.18: Sheltering Status of Child Abuse Victims

Sheltering Status	# of Cases	(%)
Child with Mother	24	77%
Child Alone	7	23%
Total	31	100%

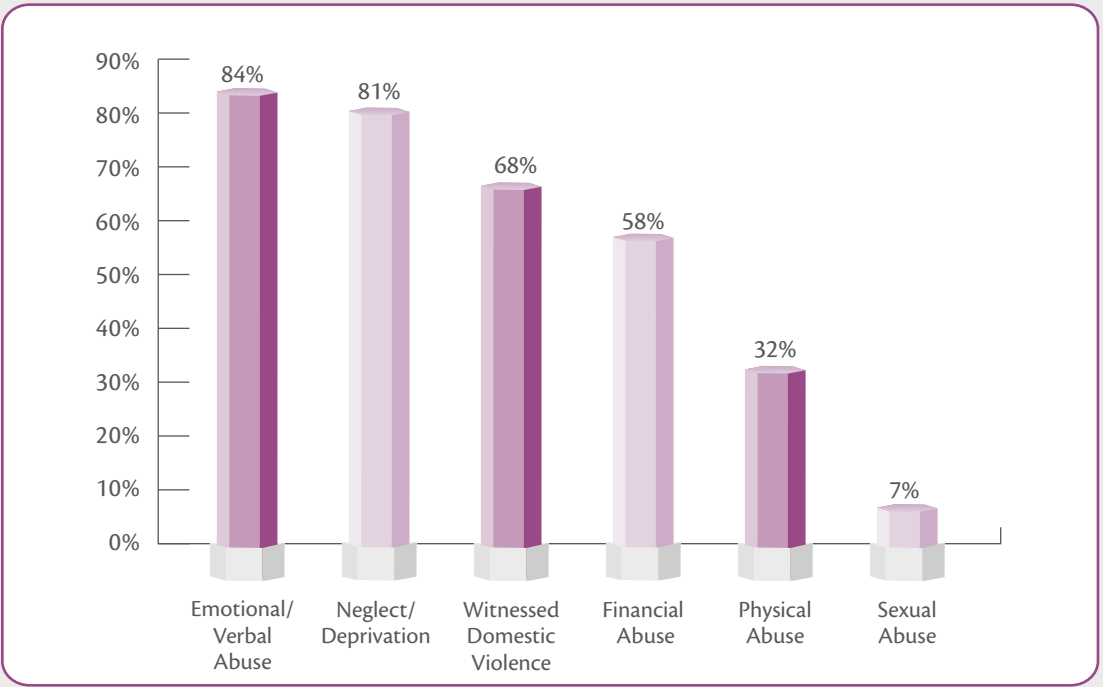
3.1.2.3 Types of Abuse

It is common that a child abuse victim exposed to more than one type of abuse; hence the difference. Emotional/verbal abuse was the most common form by 84% of all cases; neglect/deprivation by 81%; witnessed domestic violence by 68%; financial abuse by 58% and physical abuse by 32%. The least percentage was for cases experienced some kinds of sexual abuse comprised 7% (2 cases).

Table 3.19: Types of Abuse experienced by Child Abuse Victims

Type of Abuse	# of Cases	(%)
Emotional/Verbal Abuse	26	84%
Neglect/Deprivation	25	81%
Witnessed Domestic Violence	21	68%
Financial Abuse	18	58%
Physical Abuse	10	32%
Sexual Abuse	2	7%

Figure 3.10: Types of Abuse Experienced by Child Abuse Victims



3.1.2.4 Relationship to Perpetrator

Some of the child abuse victims reported more than one perpetrator. As can be seen below, the father was the sole perpetrator of abuse in 87%. The remaining cases reported a mother (2 cases), a step father (2 cases) and a relative (1 case) as abusers. In one case, the abuser was unknown.

Table 3.20: Relationship to Perpetrator

Perpetrator	# of Cases	(%)
Father	27	87%
Mother	2	6%
Step Father	2	6%
Relative	1	3%
Unknown	1	3%

3.1.2.5 Duration of Stay at DFWAC

As can be seen below, 18 children were discharged by the end of 2014; 16 cases stayed for less than one month (the recommended length of stay for emergency shelter services) while two stayed from 1-3 months.

Table 3.21: Duration of Stay of Discharged Child Abuse Victims

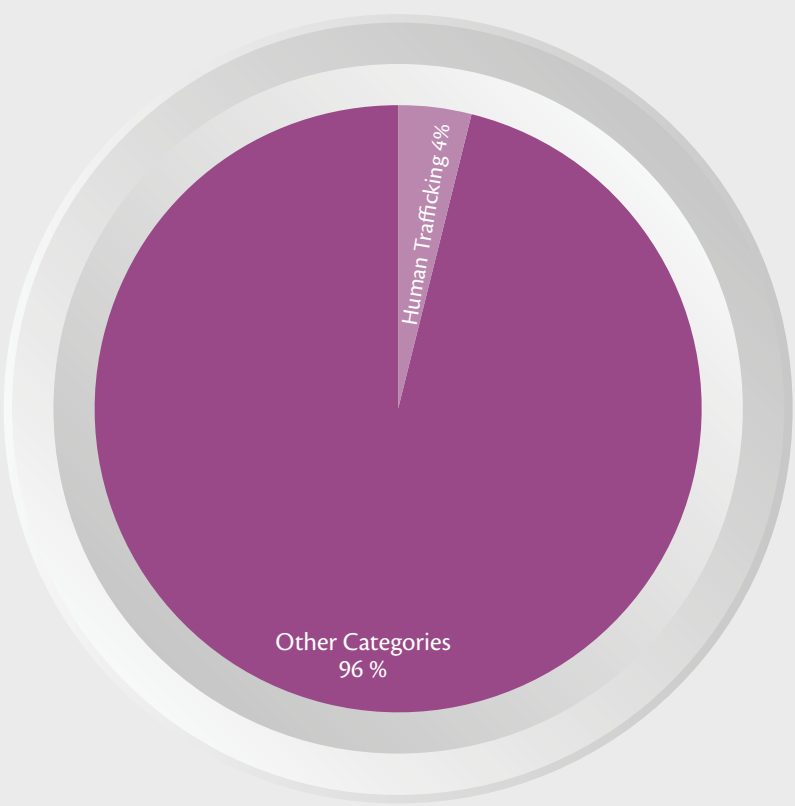
Duration Stayed at DFWAC	# of Cases	(%)
≤ 30 Days	16	89%
30-90 Days	2	11%
Total	18	100%

3.1.3 Victims of Human Trafficking

Human trafficking is the recruiting, transporting, transferring, harboring or receiving persons by means of threat or use of force or other forms of coercion, abduction, fraud, deception, abuse of power or of position, taking advantage of the vulnerability of the person or the giving or receiving of payments or benefits to achieve the consent of a person having control over another person for the purpose of exploitation (UAE Federal Law 51).

A total of three cases of human trafficking were received and sheltered at DFWAC from January 01- December 31, 2014. This category of victims made up (4%) of all new cases (Other than victims of Domestic Violence, Child Abuse and Others).

Figure 3.11 Human Trafficking vs. Other Categories



3.1.3.1 Characteristics of Human Trafficking Victims

3.1.3.1.1 Age and Gender

All victims of human trafficking victims were adults, and the average age was 23.6 years old with standard deviation of ±3.2. Their ages ranged from 20 to 26 years old.

Table 3.22: Age of Adults

Mean	23.6 y
Standard Diviation	±3.2
Median	25 y
Minimum	20 y
Maximum	26 y

3.1.3.1.2 Nationality

Two victims of human trafficking were from Pakistan and one victim was from Bangladesh and they all belongs Asia.

Table 3.23: Nationality of Human Trafficking Victims

#	Country	# of Cases	(%)
1	Pakistan	2	67%
2	Bangladesh	1	33
Total		3	100

3.1.3.1.3 Education

In looking at their educational levels, it was found that two of the victims had completed some secondary/high education and one victim had never attended school or received any kind of vocational training.

Table 3.24: Education

Level Attended	# of Cases	(%)
No Education	1	33%
Secondary/High School	2	67%
Total	3	100%

3.1.3.1.4 Marital Status

Table 3.25 shows the marital status of human trafficking victims and it distributes between one married case and two divorced cases.

Table 3.25: Marital Status

Marital Status	# of Cases	(%)
Married	1	33%
Divorced	2	67%
Total	3	100%

3.1.3.1.5 Income

In assessing the income levels (the estimated amount of money they received on a monthly basis) of human trafficking cases, two victims had not been paid at all by the traffickers and one victim was receiving less than 1000 Dhs per month.

Table 3.26: Monthly Income

Monthly Income*	# of Cases	(%)
0	2	67%
< 1000	1	33%
Total	3	100%

* The table shows the income categories reported by the clients.

3.1.3.2 Referral Sites

All human trafficking victims were referred to DFWAC by Dubai Police.

3.1.3.3 Visa

3.1.3.3.1 Visa Type

The types of visas held by victims of human trafficking; one case held 'Work visa' and two cases held 'Visit Visa'.

Table 3.27: Visa Kind

Visa Kind	# of Cases	(%)
Work Visa	1	33%
Visit Visa	2	67%
Total	3	100%

3.1.3.3.2 Validity of Visa

With respect to validity of visas, one case had cancelled visa and two cases, however, did not know if their visas were valid.

Table 3.28: Validity of Visa

Validity of Visa	# of Cases	(%)
Cancelled	1	33%
Doesn't know	2	67%
Total	3	100%

3.1.3.4 Human Trafficking Process

3.1.3.4.1 Place of Trafficking

Two cases of human trafficking were externally trafficked (it was planned to be trafficked outside UAE), mostly in their homelands, and brought to UAE for the purpose of sexual exploitation. One case was internally trafficked (it was planned to be trafficked inside UAE).

Table 3.29: Place of Trafficking

Place of Trafficking	# of Cases	(%)
External	2	67%
Internal	1	33%
Total	3	100%

3.1.3.4.2 How they got trafficked

All the victims of human trafficking were promised to get a job or were assured some money earning activity.

3.1.3.4.3 Work/Activity the Victims thought they would do

When victims were asked what they were told by their traffickers, one case was informed to work as a housemaid; one as a cleaner; and one as a beautician.

Table 3.30: Work/Activity thought they would do?

Work/Activity thought they would do	# of Cases	(%)
Housemaid	1	33.3%
Cleaner	1	33.3%
Beautician	1	33.3%
Total	3	100

3.1.3.4.4 When the Victims Knew

Victims of human trafficking knew what was expected from them on either the day of arrival (one case) or a few days later (2 cases).

Table 3.31: When the victims knew about it?

When the victims knew about it?	# of Cases	(%)
On the day of arrival	1	33%
Few days later	2	67%
Total	3	100%

3.1.3.4.5 How They Knew

It is common that victims of human trafficking experiencing more than one way while telling her to trafficked. It was found that two were told about it directly, and one case was raped.

Table 3.32: How they knew?

How they knew?	# of Cases	(%)
Told about It	2	67%
Got Raped	1	33%
Total	3	100%

3.1.3.4.6 Transit Countries

Two cases passed through Pakistan as a transit country for 3 hours before arriving to Dubai.

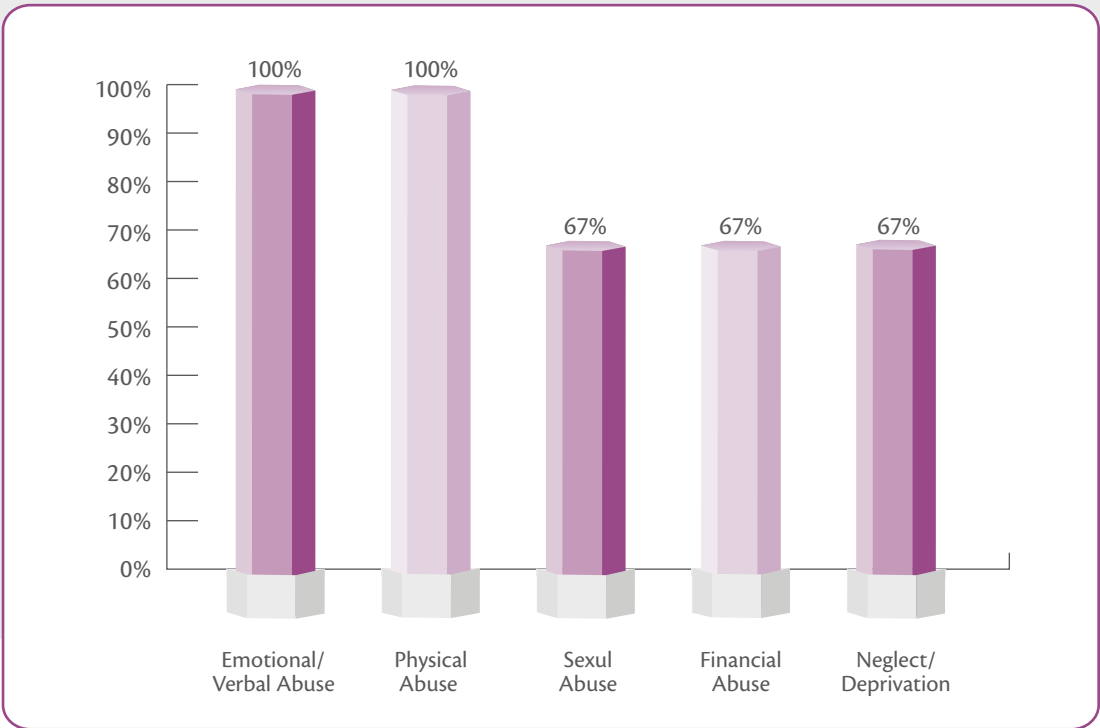
3.1.3.5 Types of Abuse

It is common that a human trafficking victim exposed to more than one type of abuse; hence the difference. Emotional/Verbal and physical abuses were the most common forms with three cases (100%). Sexual, financial and neglect/deprivation comprised 67% (2 cases) of each.

Table 3.33: Types of Abuse

Types of Abuse	# of Cases	(%)
Emotional/Verbal Abuse	3	100%
Physical Abuse	3	100%
Sexual Abuse	2	67%
Financial Abuse	2	67%
Neglect/Deprivation	2	67%

Figure 3.12: Types of Abuse experienced by Victims of Human Trafficking



3.1.3.6 Relationship to Perpetrator

Two cases reported that employers were responsible in human trafficking. Yet, in one case, the perpetrator remained unknown.

Table 3.34: Perpetrator's Relationship to Clients

Perpetrator	# of Cases	(%)
Employer	2	67%
Unknown	1	33%
Total	3	100%

3.1.3.7 Sheltering Status

As can be seen in the table below, one of the victims did not have children, therefore categorized as 'Lady Alone'. One case was a mother brought her children in DFWAC, therefore categorized as 'Mother with child'. One case was a mother of living children who did not accompany them in DFWAC, therefore categorized as 'Mother Alone', her children were living in their home countries and did not accompany them to the UAE.

Table 3.35: Sheltering Status

Sheltering Status	# of Cases	(%)
Lady Alone	1	33.3%
Mother with Child/Children	1	33.3%
Mother Alone	1	33.3%
Total	3	100%

3.1.3.8 Duration of Stay at DFWAC

All cases of human trafficking were discharged during the reporting period in less than three months.

3.1.3.9 How they left DFWAC

All of the discharged new cases were repatriated by Dubai Police and were sent back to their home countries. It should be noted that, all repatriated victims were sent to their homes after giving them a list of resources to contact in their countries whenever is needed. The foundation has also made direct contact with the National and International Organization to follow up with the victims when they are back homes. DFWAC follows these procedures to ensure supportive organizations providing appropriate services to prevent the victims of being trafficked again.

3.1.3.10 Follow up

The 30-90-180 days Follow-up is conducted by the foundation after client departure from DFWAC. This provides the client with aftercare services by inquiring about the status of her safety, housing/ basics, medical, children, work/education, address/phone and others. The table below shows the number of follow up undertaken directly during 2014 over six months:

Table 3.36: Number of Follow-up on 2013 Discharged Clients

Follow-up after discharge	Responded	Not Responded	Total
After 30 days	4	-	4
After 90 days	-	6	6
After 180 days	-	-	-
Total	4	6	10

A total of 10 follow-up were conducted for victims of human trafficking in 2014 after discharge; four of them were responded by the clients in their home country after 30 days of discharge while six were not responded by the clients for several reasons, such as unused phone number, not answered, there were no contact services in the client's area, or travel the case to another country.

3.2 New External Clients

DFWAC received a total of **1,005** new external clients during 2014, 494 (49%) were victims of Domestic Violence, 36 (4%) were victims of Child Abuse and 475 (47%) were categorized as "Others". These "Others" (261 cases for those who asks for consultations about dealing with abused cases; 106 cases humanitarian reasons; 67 cases financial aid; 38 cases reported abuse and three cases abuse against woman), (See the definition).

Figure 3.13 Types of New External Clients

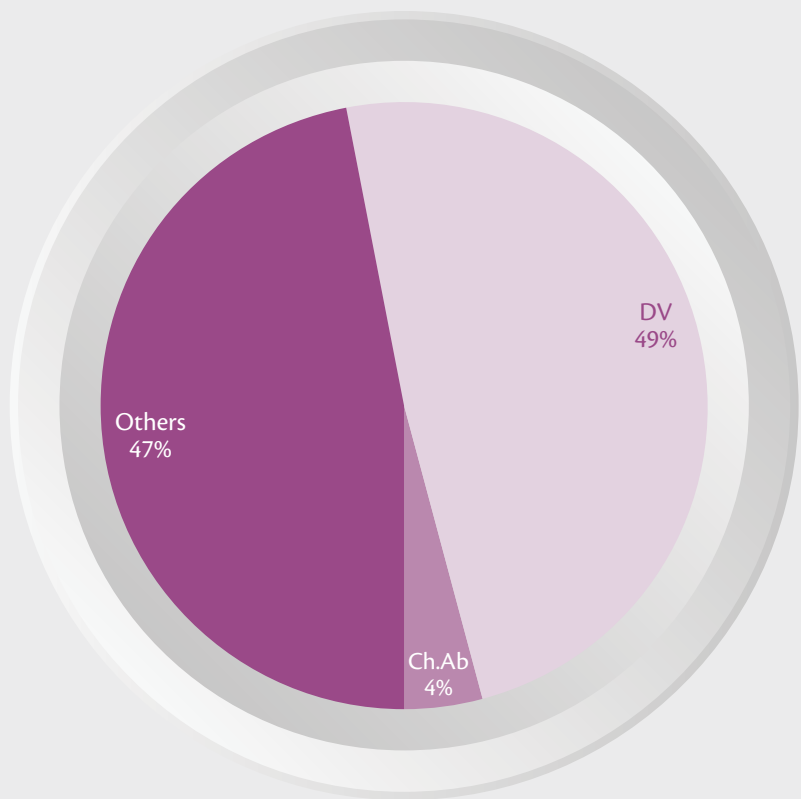
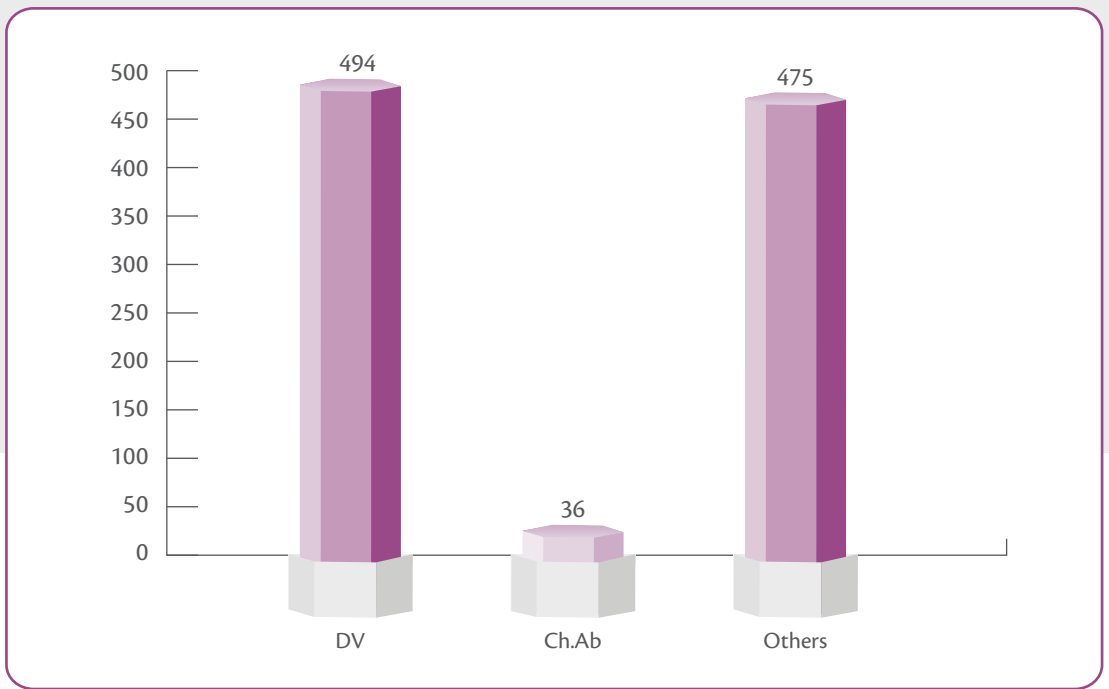


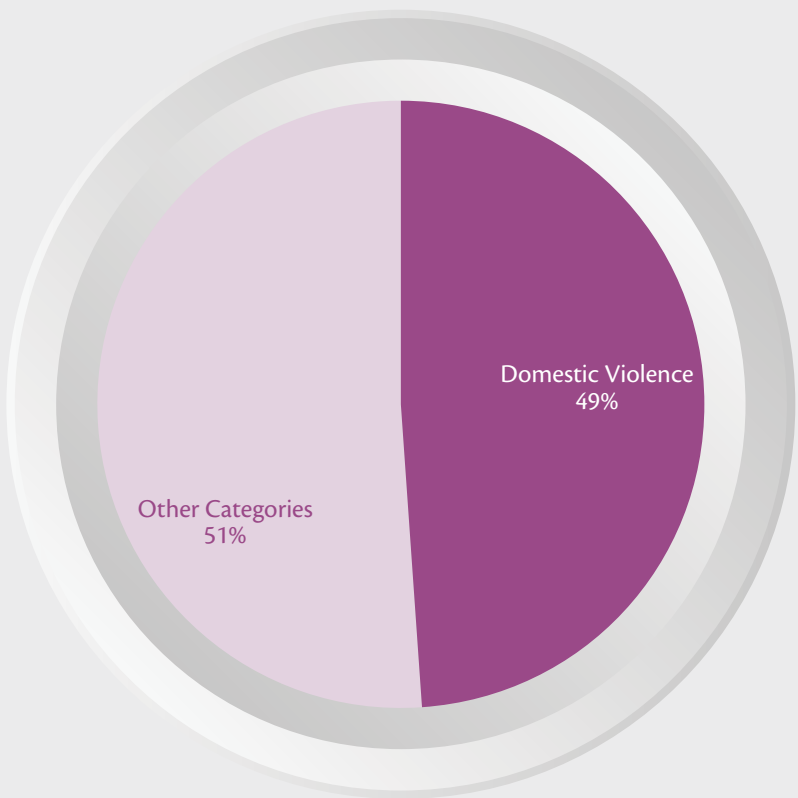
Figure 3.14: Types of New External Clients



3.2.1 Victims of Domestic Violence

DFWAC received 494 victims of domestic violence. This category of victims made up about 49% of all new external clients (other than Child Abuse, and Others).

Figure 3.15 External Domestic Violence Victims Vs Other Categories



3.2.1.1 Characteristics of External Domestic Violence Victims

3.2.1.1.1 Age

The average age of domestic violence victims was 34.2 years old with standard deviation ± 7.8 . However, the ages of those victims ranged from 18 to 61 years old.

Table 3.37 : Age of External Victims of Domestic Violence

Mean (average)	34.2 y
Standard Deviation	± 7.8
Median	33 y
Mode	35 y
Minimum	18 y
Maximum	61 y

3.2.1.1.2 Gender

The majority of domestic violence clients were female, making up 93% of the total while male clients consist 7%.

Table 3.38: Gender of External Victims of Domestic Violence

Gender	# of Cases	(%)
Females	459	93%
Males	35	7%
Total	494	100%

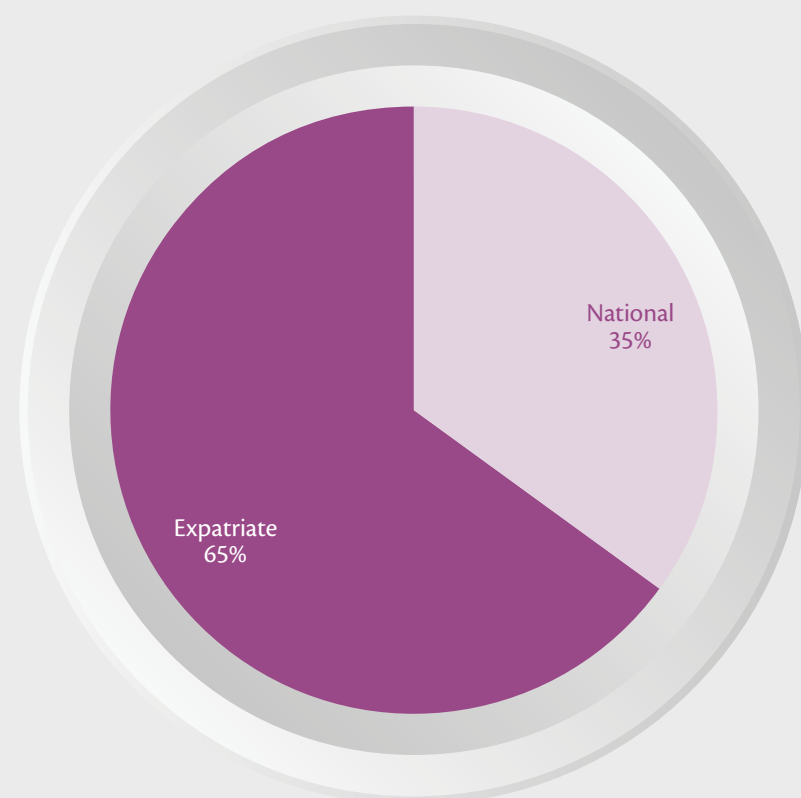
3.2.1.1.3 Nationality

Nationals accounting 35% and expatriates comprised 65% of all domestic violence cases.

Table 3.39: Nationality of External Victims of Domestic Violence

Nationality	# of Cases	(%)
Nationals	172	35%
Expatriates	322	65%
Total	494	100%

Figure 3.16 Nationalities of Domestic Violence Victims

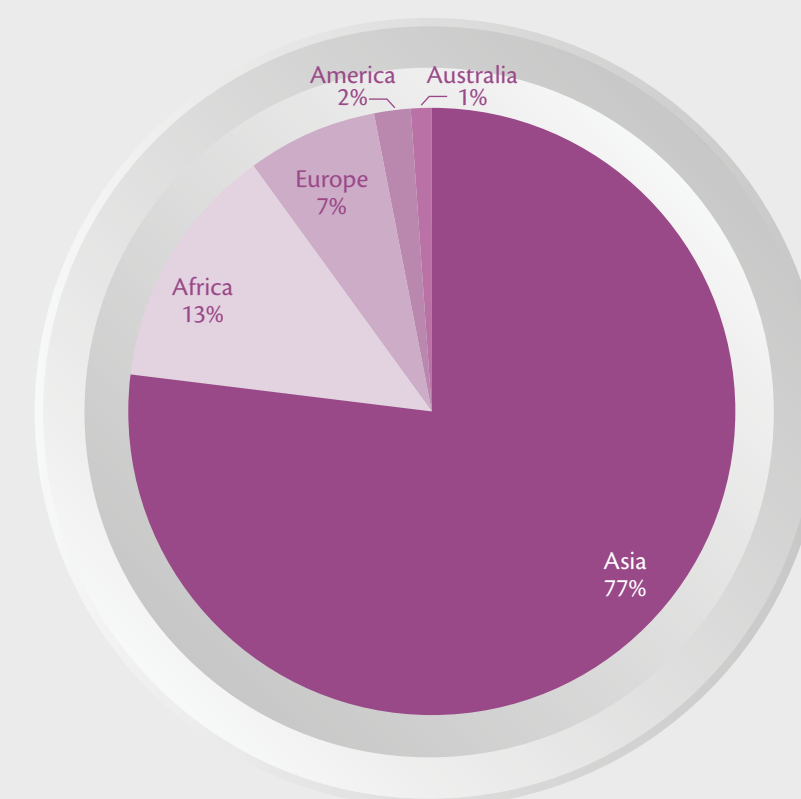


During 2014, the Foundation served external clients from 53 countries other than the United Arab Emirates. The regional breakdown of domestic violence victims is illustrated below:

Table 3.40: Regional breakdown of External Victims of Domestic Violence

#	Region	# of Cases	(%)
1	Asia	383	77.5%
2	Africa	65	13.2%
3	Europe	33	6.7%
4	America	8	1.6%
5	Australia	4	0.8%
6	Unknown	1	0.2%
Total		494	100%

Figure 3.17 Regional breakdown of External Victims of Domestic Violence



3.2.1.1.4 Marital Status

In looking at the marital status of domestic violence clients, 79% were married, 8% were single, 10% were divorced, 3% were separated and one case was widowed.

Table 3.41: Marital Status of External Victims of Domestic Violence

Marital Status	# of Cases	(%)
Single	41	8.3%
Married	390	78.9%
Divorced	47	9.5%
Separated	15	3%
Widowed	1	0.2%
Total	494	100%

3.2.1.2 Relationship to Perpetrator

From the table below, 74% of the cases, the spouse was the sole perpetrator of abuse while 14% of the cases reported that the ex-husband were the abuser. The brother reported as the sole abuser in 4% and 3% for each of father and mother. Other perpetrators such as an ex-wife, a step mother, a sister, and other relatives, partner, family friend, and employer. The percentages shown in the table below reflect the percentage of victims who experienced abuse from a family member or more than one, as indicated below.

Table 3.42: Perpetrator Relationship to Clients

Perpetrator	# of Cases	(%)
Spouse	366	74%
Ex-husband	68	14%
Ex-Wife	4	0.8%
Father	17	3%
Mother	13	2.6%
Step mother	2	0.4%
Brother	18	4%
Sister	3	0.6%
Other relatives	9	1.8%
Partner	2	0.4%
Family Friend	2	0.4%
Employer	8	1.6%
Not Specified	1	0.2%
Other	3	0.6%

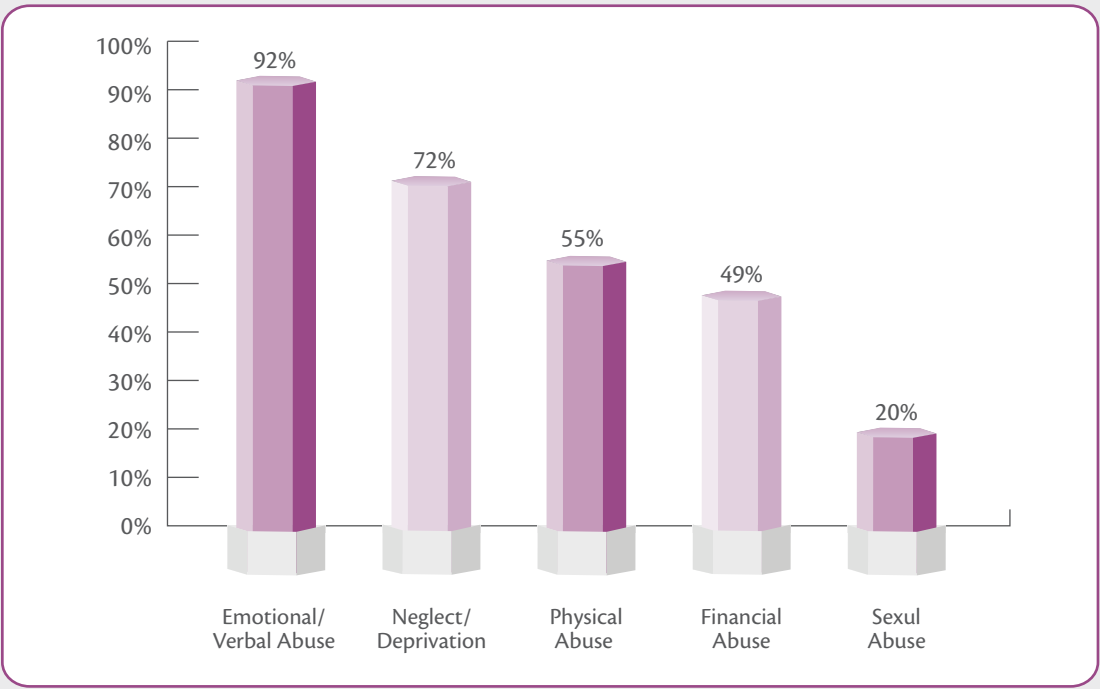
3.2.1.3 Types of Abuse

Assessment of external clients, for the kinds of abuse experienced, showed that 92% experienced emotional/verbal abuse; 72% neglect and deprivation; 55% physical abuse; 49% financial abuse and 20% sexual abuse. The percentages shown in the table below reflect the percentage of victims who experienced each kind of abuse. Most victims reported experiencing multiple forms of abuse, as indicated below.

Table 3.43: Types of Abuse experienced by External Victims of Domestic Violence

Type of Abuse	# of Cases	(%)
Emotional/Verbal Abuse	454	92%
Neglect/Deprivation	356	72%
Physical Abuse	271	55%
Financial Abuse	241	49%
Sexual Abuse	97	20%

Figure 3.18: Types of Abuse Experienced by Victims of Domestic Violence



3.2.1.4 Referral Sites

As shown in the table below, the majority of the domestic clients (93%) came to the Foundation as self-referrals; 17 cases by friends; 8 cases by Dubai Police and 4 cases by relatives. The other referral sites referred one case such as embassy/consulate, court, school, and two cases were referred by other referrals.

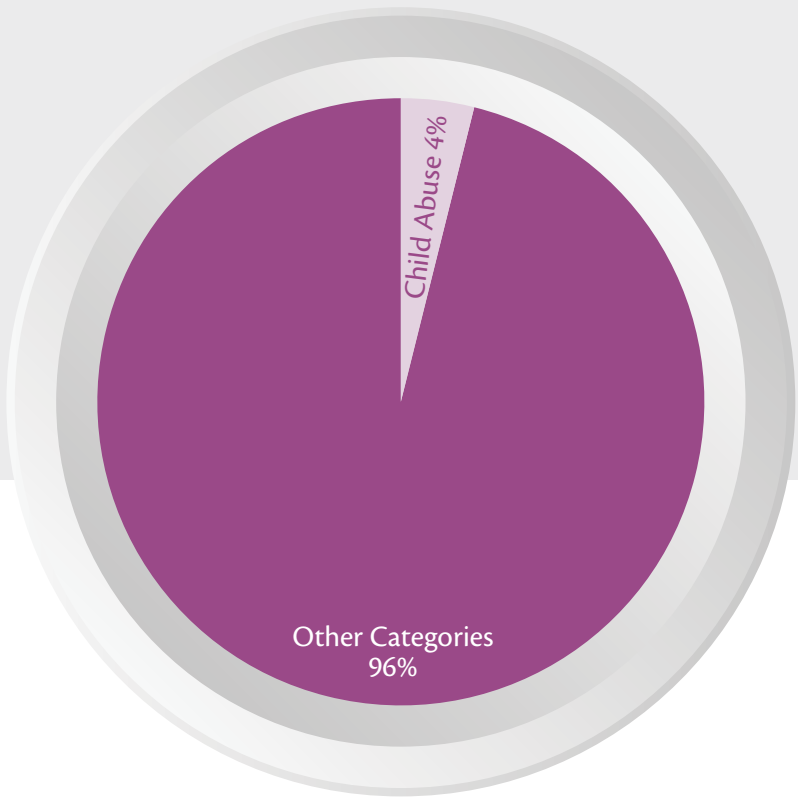
Table 3.44: Referral Sites

#	Referral Site	# of Cases	(%)
1	Self-Referral	460	93.1%
2	Friend	17	3.4%
3	Dubai Police	8	1.6%
4	Relative	4	0.8%
5	Embassy/Consulate	1	0.2%
6	School	1	0.2%
7	Courts	1	0.2%
8	Other	2	0.4%
Total		494	100%

3.2.2 Victims of Child Abuse

Of the 313 new external clients received during 2014, 36 were victims of child abuse. This category of victims made up about 4% of all new external clients (other than Domestic Violence, and Others).

Figure 3.19 External Victims of Child Abuse Vs Other Categories



3.2.2.1 Characteristics of External Domestic Violence Victims

3.2.2.1.1 Age

The average age for victims of child abuse was 10.16 years old with standard deviation ± 4.97 and ranged from 1 year to 17 years old.

Table 3.45 : Age of External Victims of Child Abuse

Mean (average)	10.16
Standard Deviation	± 4.97
Median	11.5
Minimum	1 y
Maximum	17 y

3.2.2.1.2 Gender

Most of the child abuse victims (58%) were female and 42% cases were male.

Table 3.46: Gender of External Victims of Child Abuse

Gender	# of Cases	(%)
Females	21	58%
Males	15	42%
Total	36	100%

3.2.2.1.3 Nationality

As shown in Table below, 53% of the children were UAE Nationals, 44% cases were expatriates, and one case was categorized as "Unknown".

Table 3.47: Nationality of External Victims of Child Abuse

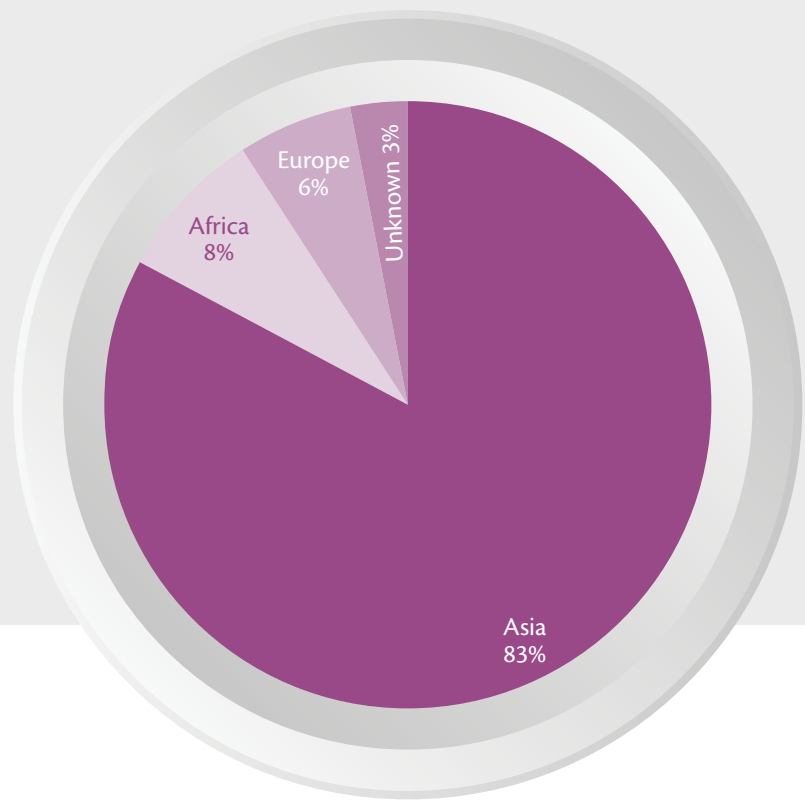
Nationality	# of Cases	(%)
Nationals	19	53%
Expatriates	16	44%
Unknown	1	3%
Total	36	100%

The Foundation served victims of child abuse from 10 countries other than the United Arab Emirates. The regional breakdown of domestic violence victims is illustrated below:

Table 3.48: Regional breakdown of External Victims of Child Abuse

#	Region	# of Cases	(%)
1	Asia	30	83%
2	Africa	3	8%
3	Europe	2	6%
4	Unknown	1	3%
Total		36	100%

Figure 3.20: Regional breakdown of External Victims of Child Abuse



3.2.2.2 Relationship to Perpetrator

The percentages shown in the table below reflect the percentage of victims who experienced abuse from one family member or more. As indicated below, father was the main perpetrator of abuse in 47%; mother in 33%; and other relatives in four cases. Other cases reported that they were abused by a brother, a sister, family friend, other friend, a student, teacher, and a housemaid. However, one case didn't specify the abuser.

Table 3.49: Perpetrator's Relationship to the Children

Perpetrator	# of Cases	(%)
Father	17	47%
Mother	12	33%
Brother	1	3%
Sister	1	3%
Other Relative	4	11%
Family Friend	1	3%
Other Friend	1	3%
Student	1	3%
Teacher	2	6%
Housemaid	1	3%
Not Specified	1	3%

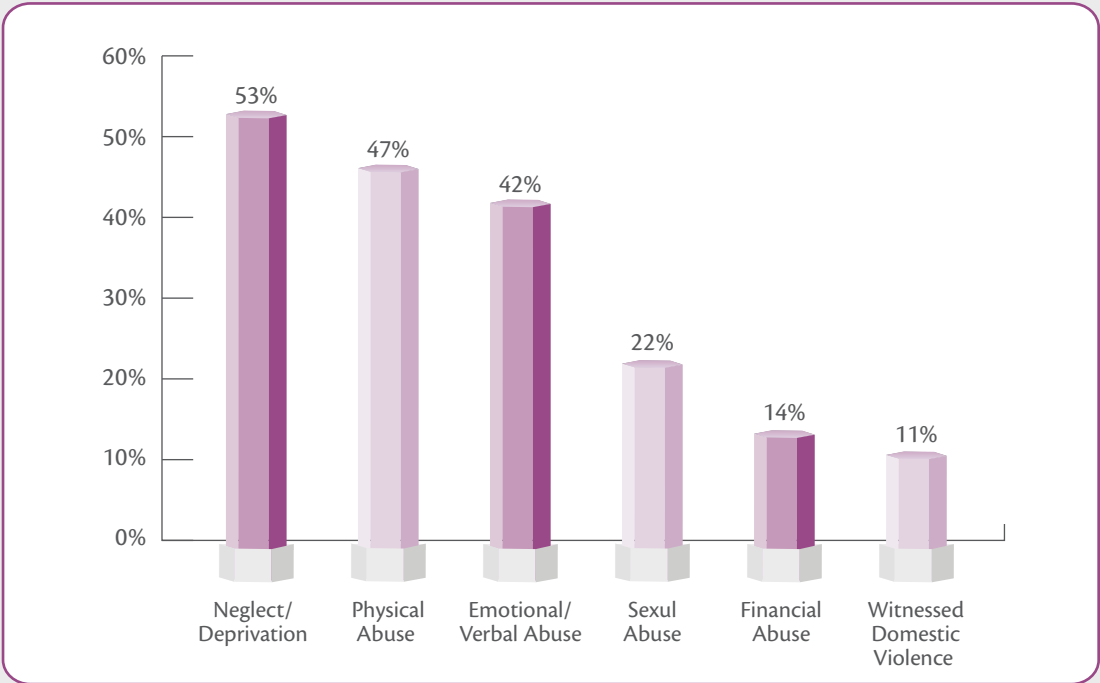
3.2.2.3 Types of Abuse

Assessment of external clients, for the kinds of abuse experienced, showed that most of the cases (53%) constituted some form of neglect and deprivation; 47% experienced physical abuse; 42% experienced emotional/verbal abuse; eight cases experienced sexual abuse; five cases experienced financial abuse; four cases experienced witnessed domestic violence. The percentages shown in the table below reflect the percentage of victims who experienced each kind of abuse. Most victims reported experiencing multiple forms of abuse, as indicated below.

Table 3.50: Types of Abuse Experienced by External Victims of Child Abuse

Type of Abuse	# of Cases	(%)
Neglect/Deprivation	19	53%
Physical Abuse	17	47%
Emotional/Verbal Abuse	15	42%
Sexual Abuse	8	22%
Financial Abuse	5	14%
Witnessed Domestic Violence	4	11%

Figure 3.21: Types of Abuse Experienced by External Victims of Child Abuse



3.2.2.4 Referral Sites

As shown in the table below, the majority of the children (55%) were referred by their relatives. Four children were referred by hospital; four by Child-Helpline; four as self-referral. The remaining was referred by CDA, Dubai Police, a friend and a school.

Table 3.51: Referral Sites

#	Referral Site	# of Cases	(%)
1	Relatives	20	55%
2	Hospital	4	11%
3	Child Helpline	4	11%
4	Self-Referral	4	11%
5	Friend	1	3%
6	School	1	3%
7	CDA	1	3%
8	Dubai Police	1	3%
Total		36	100%

CALL CENTRE



4 CALL CENTRE

4.1 Helpline Services

DFWAC Helpline Services (**800111**) is a 24-hour call service open to the public that provides free, emergency response, referral and consultation to callers. Calls that are determined to need DFWAC services are referred to the Care & Rehabilitation Department for thorough screening and assessment. Where appropriate, the following services were provided: internal services, external services, consultation or referral.

4.1.1 Types of Caller

The Call Center received a total of **4,529** calls during reporting period of January 01- December 31, 2014, and the calls were divided as following:

Table 4.1: Caller Types

Caller Types	# of Cases	(%)
Victims	986	21.8
Personal Referral (Friend/Family)	67	1.4
Professional Referral (School, Police...etc.)	35	0.8
General Public	3125	69
Chronic Call Back	304	6.7
Volunteer/ Donation	12	0.3
Total	4,529	100%

There were **1,088** calls need DFWAC services. The table below shows the nature of these calls:

Table 4.2: Caller Types (Related to Victims)

Caller Types	# of Cases	(%)
Victims	986	91%
Personal Referral (Friend/Family)	67	6%
Professional Referral (School, Police...etc.)	35	3%
Total	1,088	100%

The Call Center statistics track 'Caller' information. Once a victim is identified for services, detailed victim information is recorded in the sections on Internal and External clients.

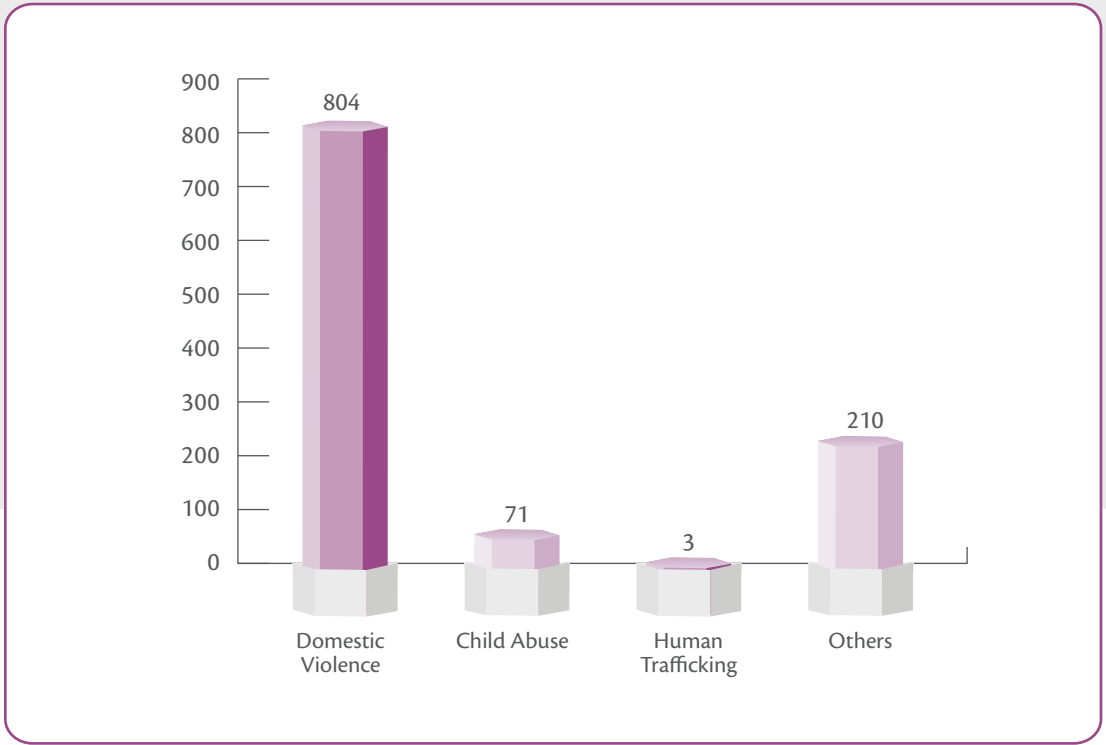
4.1.2 Category of Violence

According to categorization by types of violence, callers were mostly seeking advice and consultation on problems related to domestic violence (74% of the calls). Asking or reporting about child abuse made up 7% of the call categories and three reported they were victims of human trafficking. There were 19% of the calls from the public related to other reasons.

Table 4.3: Category of Violence

Caller Types	# of Cases	(%)
Domestic Violence	804	73.9
Child Abuse	71	6.5
Human Trafficking	3	0.3
Other	210	19.3
Total	1,088	100%

Figure 4.1: Category of Violence



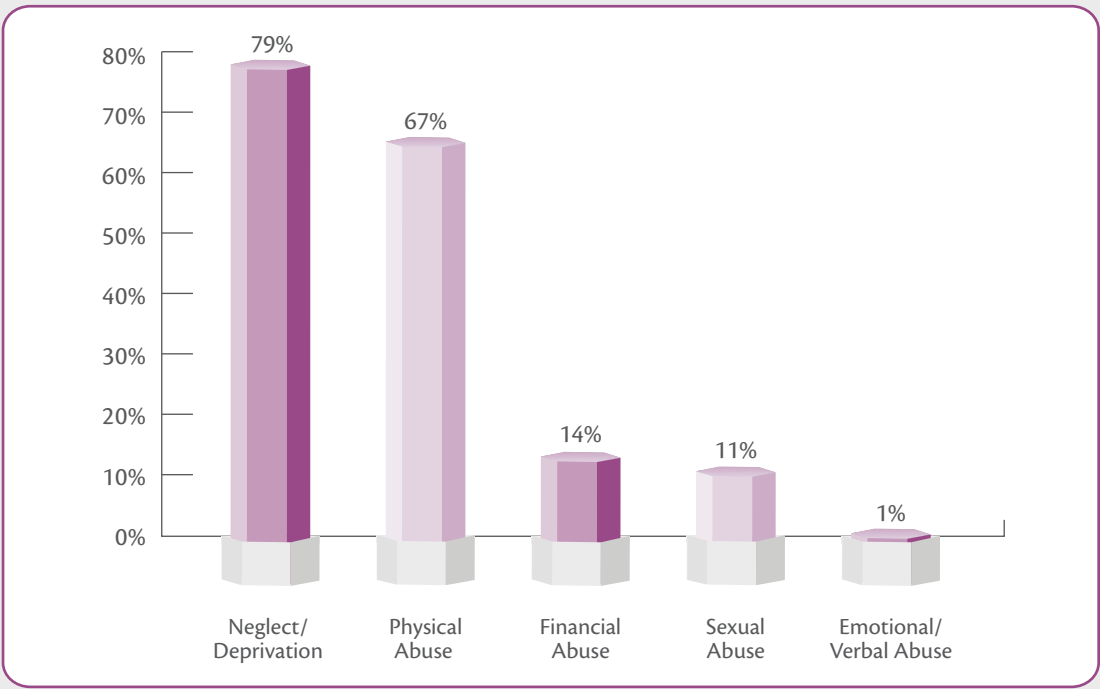
4.1.3 Types of Abuse

As shown in the figure below, 79% of the callers reported experiencing neglect/deprivation; 67% physical abuse; 14% financial abuse; 11% sexual abuse and 1% emotional/verbal abuse.

Table 4.4: Types of Abuse

Types of Abuse	# of Cases	(%)
Neglect/Deprivation	861	79%
Physical Abuse	733	67%
Financial Abuse	156	14%
Sexual Abuse	124	11%
Emotional/Verbal Abuse	11	1%

Figure 4.2: Types of Abuse Experienced by Callers



4.1.4 Reason for Call

The majority of the victims were asking for consultations 99% while 1% of the victims asked for a shelter at DFWAC.

Table 4.5: Reason for Call

Reason for Call	# of Cases	(%)
Consultations (social or psychological)	1074	99%
Shelter Services	14	1%
Total	1,088	100%

4.1.5 Level of Threat

The majorities of the victims were in urgent level of threat but not in immediate danger and made up 86%, 6% were asking for consultations and 8% were in immediate danger.

Table 4.6: Level of Threat

Level of Threat	# of Cases	(%)
Immediate Danger	84	8%
Urgent (but not in immediate danger)	939	86%
Not in Immediate Danger (requesting services)	65	6%
Total	1,088	100%

4.1.6 Marital Status of Victims

While looking in the marital status of the victims, 73% were married, 15% were not married, 11% were divorced, nine victims were widowed and four were not specified.

Table 4.7: Marital Status

Marital Status	# of Cases	(%)
Married	795	73%
Not Married	164	15%
Divorced	116	11%
Widowed	9	0.8%
Not Specified	4	0.4%
Total	1,088	100%

4.1.7 Age Category

Most of the callers were adults 92% and 8% were children.

Table 4.8: Age Category

Age Category	# of Cases	(%)
Children < 18 years	87	8%
Adults	1,001	92%
Total	1,088	100%

4.1.8 Nationality

The majority of the callers (52%) are expatriates, and 48% are UAE national.

Table 4.9: Nationality

Nationality	# of Cases	(%)
National	517	48%
Expatriate	571	52%
Total	1,088	100%



5 Victim Support Services and Programs

In line with DFWAC vision to establish a community free of violence and abuse and our mission to provide protection and prevention for women and children and increase community awareness to alleviate violence, DFWAC delivered many services targeting cases in 2014.

5.1 Direct Services to Victims

5.1.1 Safe Shelter Services

DFWAC provides shelter services for emergency cases referred from different bodies in the state, in addition to the cases facing a threat that endangers their safety. These services include temporary housing under the supervision of an integrated team working around the clock. Moreover, DFWAC provides all needs for residents including food, drinks, cloths, transport, etc.

5.1.2 Social Services

DFWAC delivers a complete set of social services such as: case management and social support suitable for the case's needs and expectations. Such support includes family mediation to reunite the family, home visits, school visits, appearance in court, facilitation of nationality and residence procedures, referral to competent bodies and providing financial subsidy, consultations and other services.

5.1.3 Health Services

DFWAC delivers health services to all residents free of charge in cooperation with Dubai Health Authority. Moreover, there is a resident nurse at DFWAC to treat and follow up cases continuously.

5.1.4 Psychological Services

Cases which were subjected to violence suffer from psychological disorder including: depression, tension and symptoms of post-traumatic stress disorder (PTSD). This negatively affects their personal and family activities and their learning and professional abilities. The mission of psychological services is to develop their personalities in a healthy way and enhance their personal strengths. This, in turn, requires case-customized treatment services and treatment plans prepared by a therapist or psychological constant, such as (psychological health evaluation, individual therapy, group therapy, consultations, therapeutic games and empowerment group).

5.1.5 Legal Services

DFWAC provides legal consultation services to support cases and guide them to the means of communicating with legal and judiciary authorities in the state. We also educate them about their legal rights and the correct mechanism to take legal actions such as filing lawsuits and police reports. A contract was made with a law firm through which a victim can file lawsuits before the court. This law firm will also provide lawyers to defend victims and follow up their lawsuits in courts.



The following table shows the types of services delivered to departing victims 2014:

Table 5.1: Types of Services Delivered to Departing Victims 2014

#	Kind of Services	# of Cases		Total
		Internal	External	
1	Safe shelter services	51	677	728
2	Social Services	26	3	29
3	Health Services	14	105	119
4	Psychological Services	11	87	98
5	Legal Services	32	202	234

5.1.6 Other Support Services

In addition to these basic services, DFWAC supports cases by offering them transport services and allowing them to regularly make local and international phone calls. DFWAC also provides them with financial subsidy when they leave as stated in Table 2.5 below (a 500-AED subsidy for each human trafficking victim when they leave). In addition to some in-kind support, DFWAC also pays for their travel tickets to help them go back to their homelands.

Table 5.2: Departure Subsidy

#	Subsidy	No. of cases
1	Travel tickets	9
2	Financial assistance	4
3	In-kind assistance	6

Table 5.3: Support Services

#	Support Services	No. of Services Provided
1	Transportation	1,040
2	International Calls	270

5.1.7 Programs and Activities

We provide educational, recreational and professional activities and empowerment programs to alleviate stress on cases. These activities and programs also aim at integrating victims in the society through various activities that are made regularly and periodically to educate and increase awareness of the society.

Table 5.4: Programs and Activities

Programs and Activities	The provider of the activity	Number of Sessions
Computer & Internet	DFWAC	103
Art activities	DFWAC	33
Beauty Services	DFWAC	15
Empowerment Group	DFWAC	38
Support Group	DFWAC	13
Health Lectures	Dubai Health Authority	11
English Lectures	ITAC Dubai	5
Sports	Volunteer	13
Karate	Karate Dubai Center	3
Islamic Lectures	Princess Haya Center/Royati Quran Center	26
Workshops	DFWAC	13
Stress Management	DFWAC	1
Trips and Special Occasions	DFWAC	16
Total		290

5.2 Events, Educating and Increasing Awareness of Society

DFWAC coordinates and implements community awareness-raising campaigns about domestic violence, child abuse and human trafficking (illegal immigration). Through this division, DFWAC diligently builds mutual relationships based on dialogue, teamwork and community awareness.

The most prominent events that had been completed during the year:

- Foundation helped organize and host the first International Global Child Forum, which was held for the first time outside the borders of Sweden under the patronage of Her Royal Majesty Queen Silvia, Queen of Sweden, and HRH Princess Haya Bint Al Hussein, wife of Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai, , Chairperson of Dubai Healthcare City Authority management, and Chairperson of International Humanitarian City Management Authority, Which took place at the Madinat Jumeirah in Dubai on 11.13.2014, and through cooperation with the Global Child Forum in Sweden with a number of relevant institutions in the country.
- On 16th January, 2014, DFWAC organized the third forum on human trafficking “Developing Education Programs to Raise Awareness about Human Trafficking among Most Vulnerable Groups”.
- In cooperation with the UN Higher Commission of Human Rights Office, DFWAC held a regional training workshop under the title “International Cooperation and Human Trafficking Victims”. In the workshop held in October 2014, DFWAC submitted a paper entitled “DWFAC Efforts – A Role Model in Combatting Human Trafficking”.
- DFWAC organized a workshop on adults post-traumatic stress disorder (PTSD) in November 2014.

The Foundation also continued awareness campaigns and education in schools, and various institutions and directed to all groups in society.

Table 5.5: Number of Workshops

#	Targeted Group	# of Workshops
1	Students	10
2	Social Workers	1
3	Parents	1
4	Employees	2
Total		14

5.2.1 Media awareness through audio, visual, and print media

DFWAC aims to develop marketing strategies in order to spread awareness of the Foundation and its role in providing social services, establishes relations with media representatives aiming to enhance media campaigns and to spread awareness of the foundation & its services, cooperate with specialists in the media field to prepare a media and advertising program showcasing the role of the Foundation in developing awareness programs along with inviting media professionals to attend events organized by the Foundation, coordinating the publishing of guidance and awareness publications used in awareness programs. It also uses various media platforms and social communication to promote the role of the foundation in implementing the UAE’s strategy in reducing violence against women and children as illustrated below:

• Monitoring Reports

Table 5.6: Reports through audio, visual, and print media

Monitoring Reports	Domestic Violence	Child Abuse	Human Trafficking	Sexual Assault	Total
Newspapers	463	450	79	6	998
Magazine	7	11	-	-	18
Radio	9	11	1	-	21
Television	4	12	1	-	17
Interviews	3	-	-	-	3
Total	486	484	81	6	1,057

• Monitoring Social Media Reports

Table 5.7: Social Media Reports

Social Report	Tweeters	Facebook	Instagram
Following	101,457	7,007	5,243
Followers	2,663	-	235
Twitters	30,235	-	-
Participants	-	30,235	2,620

• Radio Scripts

DFWAC ran **1,304** radio scripts about domestic violence which played five times daily for five days for one year. Such radio scripts targeted the whole public through one of the widely heard local radio station.

5.3 Building Cooperation and Partnership Relations

5.3.1 Local Partnerships

Building strong partnerships is one of the most important basic elements to provide comprehensively excellent care services to cases in DFWAC or to realize the general objectives of DFWAC. Based on this notion, DFWAC builds communication and cooperation channels with many partners on the local, regional and international levels to identify the best practices and make use of their expertise in protecting and caring for victims of all types of violence. These partnerships also contribute to providing inclusive services and integrated assistance to its customers of women and children. These services are either related to providing protection and prevention to victims or increasing awareness in the community. Since its establishment, DFWAC has been working hard to establish strong and continuous partnership and cooperation relationships with the following parties:

- National Committee to Combat Human Trafficking
- Dubai Police General Headquarters
- Public Prosecution offices and Courts
- General Department of Residence and Foreigners' Affairs
- Health Authority
- Ministry of Foreign Affairs
- Embassies and consulates
- EWAA Centers

The following list includes the most important partnerships and cooperation relations established by DFWAC in 2014

- Cooperation agreement between DFWAC and Ministry of Labor signed on 25/12/2014. Objectives of this agreement include: moving the cases and particularly human trafficking cases from the Ministry of Labor to DFWAC; implementing a series of awareness-raising programs about human trafficking to most vulnerable groups; exchanging data and information; helping in finding job opportunities for victims after completing the psycho-social program in DFWAC; preparing joint studies; and training staff on combating human trafficking.

Cooperation and Partnership with Private Sector

To enhance corporate social responsibility spirit and launch initiatives that would cement the private sector's role in supporting community causes, DFWAC, in cooperation with many private sector entities, implemented many initiatives to educate the community about establishing human rights and fighting violence. The following list includes the most important initiatives in this regard:

- Cooperation with Dubai Karate Center to provide specialized trainers to train victim women and children in DFWAC Shelter, with a view to empowering and rehabilitating victims;
- Cooperation with Papparoti Stores to donate a given percentage of the sales of a number of Papparoti stores; and
- Cooperation with Salamlek Restaurant to donate a percentage of its sales.

5.3.2 Partnerships on Regional and International Levels

DFWAC works with regional and international organizations to develop laws and policies and to give feedback on the most important decisions issued for the protection of victims. Moreover, DFWAC seeks assistance of international organizations to help victims by following up with them after they return back to their homelands or re-settlement. DFWAC build continuously strong cooperation and partnership relationships with Global Child Forum.

Volunteering Program

The volunteering program provides the opportunity to volunteer on an individual as well as group basis. To volunteer please contact us on: volunteers@dfwac.ae.

Donations and Sponsorships Program

The Foundation welcomes all financial and brand new donations for women and children. Please refer to the list of needs to identify the materials that we are most in need of. To make a donation please contact us on: donations@dfwac.ae.

Table 5.8: Donations and Sponsorships

#	Donor/Sponsor	Type of Donation
1	Maribel Nudalo	Financial
2	Abdulfattah Sharaf CEO HSBC	Financial
3	Land Department	Financial
4	Mohammed Mukhaini from Dubai Police, Human Rights Department	Financial
5	Girl Guide Group	
6	Salamlek Café Dubai	Financial
7	Dubai International School	Financial
8	Standard Chartered Bank	Financial
9	CEO of Sport 360	Financial
10	All As One charity	Vouchers/Gift Cards
11	Richard Bowcott	Vouchers/Gift Cards
12	Vince Camuto	Vouchers/Gift Cards
13	Hakan Aldic – general manager, from ORANTES GENERAL TRADING L.L.C	Vouchers/Gift Cards
14	Athkar Design & gifts.	Vouchers/Gift Cards
15	Dubai Airport terminal 2 / Dubai Customs	Vouchers/Gift Cards
16	Emirates Authority For Standardization & Metrology (ESMA)	Vouchers/Gift Cards
17	GlamBox	Vouchers/Gift Cards
18	RightBite	Vouchers/Gift Cards
19	Montreal Trading LLC, Aldo Footwear & Accessories	Vouchers/Gift Cards
20	Ms.Bita S. Razavi	Vouchers/Gift Cards
21	Emirated NBD	Vouchers/Gift Cards
22	Personal Donations	Daily Needs
23	Kings Revival International Charitable Trust	Daily Needs
24	NISSAN GULF FZCo	Daily Needs
25	DU	Play area

Fundraising Program

The fundraising program aims at raising social awareness about the issues the foundation tackles in addition to raising funds to provide the best services to the women and children at the shelter and for the community.

5.4 Training and Qualification

DFWAC trains and develops its staff members to improve their knowledge, expertise and skills on the one hand and to develop its services, programs and systems on the other hand. DFWAC was so keen to participate in many forums, seminars, conferences and workshops organized by competent bodies on the national and international levels.

The following table demonstrates the courses, seminars, conferences and workshops organized by competent bodies on the national and international levels. DFWAC participated in these events through its calibers whether through participation or presenting papers.

Table 5.9: Number of Participations on National and International Levels

Type of Participation	National	International
Attending forums	22 employers	2 employers
Attending training workshops	35 employers	-
Attending training courses	17 employers	4 employers
Presenting working paper	3 employers	1 employer

DFWAC also provided 17 internal trainings for Care & Rehabilitation employers.

5.5 Programs and Research

Since its establishment, DFWAC was keen to develop a correct database according a scientific approach. DFWAC also depends on credibility in disseminating knowledge and exchanging information and expertise; and updates programs and policies to provide protection and prevention against all forms of violence. The following list includes the most important achievements by DFWAC in 2014:

- Preparing and publishing periodical reports about DFWAC and its services and programs on different mass media and social media. This activity aims at communicating DFWAC's mission and vision to all members of the society and providing all bodies concerned with correct figures and data as an index that can measure how far violence cases are spread. DFWAC also increases awareness about treatment programs to face such problems. These reports include detailed statistics about victims and their demographics (sex, age, nationality, social status, profession, educational level and income level); types and perpetrators of violence; sources of referral to and from DFWAC; in addition to analytical data about each category and the full range of direct and indirect services provided by DFWAC to those victims.
- DFWAC cooperates with bodies concerned and partners and provides them with all required data about DFWAC statistics periodically and according to the needs and terms of reference of the requesting body (such as the National Committee to Combat Human Trafficking, Dubai Community Development Authority, Dubai Police General Headquarters, and other competent bodies in the state).
- DFWAC took part in the committee that prepared UAE Second Report about the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW) presided over by Women's Union.
- DFWAC published the outcomes of a study about child abuse in UAE society conducted by DFWAC during the year on a sample of national and resident children in UAE society in private schools. These outcomes were revealed in a press conference held on 18/11/2014 at DFWAC headquarters. During the event, all people who participated in data collection were honored and all challenges that faced data collectors and field experts in child abuse were revealed to develop a perception about protecting children against abuse.
- DFWAC collected and analyzed data about the study "Reality of Woman in Emirati Society" compiled by DFWAC on a representative sample of Emirati women in the state.
- DFWAC replied to Human Rights Watch report about domestic labor in UAE. The reply included DFWAC's role in providing protection and prevention to this category against all forms of violence in cooperation with all different government institutions in UAE as well as the services delivered by DFWAC, supported by accurate statistics reported by DFWAC.
- DFWAC got the approval of the National Committee to Combat Human Trafficking on a program to raise awareness about human trafficking among most vulnerable groups. It also selected main partners (Ministry of Labor and Department of Nationality and Residence) to implement the program.
- DFWAC organized the training course "Raising Awareness about Human Trafficking among Most Vulnerable Groups". This course targeted candidates from the Ministry of Labor, Department of Nationality and Residence and DFWAC on how to implement awareness-raising campaigns. The course was held on 14/02/2014 at DFWAC's headquarters. Participants were trained on program components, conditions of successful training, particularity of training most vulnerable groups of human trafficking and enabling them to apply necessary skills to communicate whatever information they deem necessary to protect themselves from being human trafficking victims.
- DFWAC took part in awareness raising campaigns held by Ministry of Labor to educate domestic labor against being victims of human trafficking and identifying signs of labor trafficking.

SUMMARY STATISTICS



6 Summary Statistics

6.1 Internal Clients

Table 6.1: Summary Statistics on Internal Clients 2014

Variable	Domestic Violence	Child Abuse	Trafficking
Number of Clients *	20	31	3
Nationality			
National	4	22	-
Expatriate	16	8	3
Unknown	-	1	-
Age			
Min	18 y	3 months	20
Max	47 y	17 y	26
Gender			
Female	20	23	3
Male	-	8	-
Duration of stay*			
>30 days	8	16	-
31-90 days	2	2	3
91-180 days	-	-	-
>181 days	-	-	-
Type of Abuse			
Physical abuse	15	10	3
Emotional /Verbal	20	26	3
Sexual abuse	7	2	2
Neglect/deprivation	17	25	2
Financial Abuse	16	18	2
Witnessed Domestic Violence	-	21	-

* The average duration was calculated for those who left the foundation.
 * Clients categorized as “Other” and who equal to 31 cases in total are not shown here.

6.2 External Clients

Table 6.2: Summary Statistics on external Clients 2013

Variable	Domestic Violence	Child Abuse
Number of Clients*	494	36
Nationality		
National	174	19
Expatriate	320	16
Unknown	-	1
Age Category		
Children (<18 y)	18 y	1 y
Adults	61 y	17 y
Gender		
Female	459	21
Male	35	15
Type of Abuse		
Physical abuse	272	17
Emotional /Verbal	454	15
Sexual abuse	97	8
Neglect/deprivation	356	19
Witnessed Domestic Violence	-	4

* Clients categorized as “Other” and who equal to 475 cases in total are not shown here.

OPERATIONAL DEFINITIONS



Operational Definitions

New Internal Clients:

clients who entered and received in-house shelter and support services at the Foundation during specified reporting (January 01- December 31, 2014).

Existing Internal Clients:

clients who entered the Foundation prior to the specified reporting but continue to receive shelter and support services during the reporting period (January 01- December 31, 2014).

New External Clients:

clients who received all the support services at the Foundation without shelter during the specified reporting period (January 01- December 31, 2013).

Existing External Clients:

clients who received all the support services at the Foundation without shelter prior to the specified reporting but continue to receive support services during the reporting period (January 01- December 31, 2014).

Reporting Period:

the time period the information in the report is covering (January 01- December 31, 2014).

Domestic Violence

This category refers to any woman exposed to (physical, emotional, sexual, and or financial abuse) that was committed by member/s within the same household or by a partner even if the violence occurred outside the household.

Therefore, the victim would be:

- A wife violated by her spouse (even if she was less than 18 years old).
- A woman over 18 years experienced violence by other family member/s within the same household.
- A maid exposed to any sort of violence from one or more members of the employing family, including neglect and/or deprivation.
- A man exposed to any sort of violence from one or more members of the family members as in external clients.

Child Abuse

Child Abuse refers to violence (physical, emotional, sexual, and/or neglect and deprivation) experienced by a child inside or outside the household (i.e. in any setting). At the time the violence occurred, the victim is less than 18 years old and experienced abuse/violence other than trafficking. For the purpose of categorization, children who were abused as victims of trafficking would be categorized as trafficked cases.

Therefore, a victim of child abuse would be:

- A child < 18 years who experienced violence within the household (from other family member/s).
- A child < 18 years who experienced violence in any setting and by anyone (excluding trafficked children). A victim = 18 years old has been admitted for violence/abuse that occurred on or before her 18th birthday.

Human Trafficking

Based on the definition of trafficking by law: "Trafficking is the recruiting, transporting, transferring, harboring or receiving persons by means of threat or use of force or other forms of coercion, abduction, fraud, deception, abuse of power or of position, taking advantage of the vulnerability of the person or the giving or receiving of payments or benefits to achieve the consent of a person having control over another person for the purpose of exploitation (UAE Federal Law 51)". A case will be categorized as a victim of trafficking in the following circumstances:

- If deception was used in the process of recruitment (i.e. they were not told the truth about the nature of work she would when she was first contacted by the recruiters).
- If there was no deception, but the victim had no choice as the recruiters had full control over her (i.e. even if she knew about the nature of work, and showed no resistance).
- If a child was exploited by recruiters for commercial sex (prostitution, or any other forms of body exploitation) on financial or labor exploitation.
- If the victim experiences any kind of exploitation without being able to refuse, for the sake of gaining money or other benefits for the recruiters.

Abuse against woman

Women who have been subjected to any form of abuse outside the family.

Others

This category “Other” is for clients received by DFWAC for different reasons while they were not in the main categories: (Domestic Violence, Child Abuse, and Human Trafficking), such as:

Humanitarian Reason

- DFWAC provides services for humanitarian reasons to support her in stabilization of the situation and to protect her from all forms of violence, such as the (emergency reasons, finding temporary house...etc.).

Financial aid

- DFWAC provides it to some cases which have economic deficit, to support them and stabilize their situation, and protect them and their families against all forms of violence.

Consultation

- Cases seek for general or family advice as dealing with behavior of children and marital situations to prevent falling into violence.

Report abuse

- Cases reported the occurrence of abuse against children or likelihood of abuse without having to be a part and ask advice on how to behave.

Attendant

- Cases that have been housed with the victim, such as children accompanying their mothers and did not subjected to violence or they were not aware of it because of their young age or accompanying adult in some special circumstances.

Suspected human trafficking

- Cases referred to the Foundation by security bodies (Dubai Police) as potential victims of human trafficking. Services are provided to them until the end of investigation and classification is either by the police or prosecution.

Types of Abuse

- Physical Abuse: The inflicting of physical injury upon a person. This may include, burning, hitting, punching, shaking, kicking, beating, or otherwise harming a person.
- Sexual Abuse: The inappropriate sexual behavior with a person. It includes fondling a person's genitals, making the person fondle the genitals of the other person, intercourse, incest, rape, sodomy, exhibitionism and sexual exploitation.
- Emotional Abuse: also known as: verbal abuse, mental abuse, and psychological maltreatment) Includes acts or the failures to act by someone caused or could cause, serious behavioral, cognitive, emotional, or mental disorders.
- Neglect: The failure to provide for the person's basic needs. Neglect can be physical, educational, or emotional.
- Financial Abuse: is to capture or deprivation of rights to achieve financial self-interests of an abusive and controlling the victim, such as: the denial of alimony, and control in the wife's money (salary, funds from other sources). This type of exploitation can be committed by someone you know or a complete stranger.

Nationality:

This refers to victims' nationality, National or expatriate.

- National: belonging to or maintained by UAE federal government.
- Expatriate: a person who holds nationality (passport) other than the UAE and is currently residing in the UAE.

Country:

refers to the country from which the victim holds nationality (passport).

Education:

This refers to the educational level of the victim before entering the DFWAC.

- None: no education at all
- KG (Kindergarten): a school or class for children usually from four to six years old
- Primary School: a school usually including the first six grades of elementary school.
- High School: a school usually including grades (7–12) (ALA Secondary School).
- Technical Training/Institute: Having special skills training or practical knowledge especially in a mechanical or scientific field.
- Uncompleted College: still studying in a college/university.
- Bachelor degree: is awarded to students, by colleges and universities, who have successfully completed a 3 to 4 year course of studies.
- Not applicable: children who are not of school age, usually under 5 years.

Occupation:

a person's usual work or business, especially as a means of earning a living; vocation.

- No Work/Money Earning Activity: unemployed
- Trafficked to Sex Industry: sex workers who are paid to engage in sexually explicit behavior that involve varying degrees of physical contact with clients (prostitutes, escorts, professional dominants).
- Not Applicable: children who are younger than 5 years old.

Marital Status:

This refers to the legal standing of a person in regard to his/her marriage state.

- Single: is someone who has never been married.
- Married: the legal union of a man and woman as husband and wife.
- Divorced: to end marriage with (one's spouse) by way of legal divorce.
- Separated: not living together as man and wife.
- Widowed: a woman whose spouse has died and who has not remarried.
- Not applicable: girls who are 9 years old and younger.

Visa Type

- Not applicable: for those who are not required for visas.
- Work Visa: gives the permission to stay and take up employment, for a specific job and only for a limited period.
- Residence Visa: allows an extended stay but does not grant permission to take up employment, for a specific job and only for limited period.
- Visit visa: a visa allows tourists to stay for a period of three months and non-renewable.
- Tourist Visa: a visa allows tourists to stay for a month and renewable.
- Transit Visa: Short term (usually 24 hours) visa that allows a passenger to travel across or through the issuing country on way to another country.
- Unclassified: Not included in any of the above categories.
- No Visa: the client doesn't hold any kind of visas.
- Unknown: the client doesn't know what kind of visas s/he holds.

Validity of Visa:

This refers to types of visa.

- Valid: legal, effective visa status.
- Cancelled: legal visa (residency) status has been terminated usually by the perpetrator.
- Expired: visa has run out, past the date (no longer a legal resident of UAE).

Client Types:

This refers to victims' condition in DFWAC.

- Main Victim: the main person admitted for services.
- Secondary Victim: an injured person such as the child of a main victim who has also been violated by the same abuser.
- Dependent: Children who were indirectly abused by witnessing the act of violence, or were not aware of the violence because of being so young (e.g. infants).
- Attendant: attendant or assistant with the main victim.

Sheltering Status:

This refers to with whom victims' protection is.

- Mother alone: the mother is sheltered alone at DFWAC, i.e. without having her children or any other attendant accompanying her.
- Mother with Child/Children: the mother is sheltered with her children at DFWAC.
- Child Alone: the child is sheltered alone at DFWAC, i.e. with no mothers or guardian accompanying him/her.
- Lady Alone: female victim who is sheltered alone at DFWAC, i.e. without being accompanied by either children or any attendant.

Referral Sites:

Refers to the source that referred or transferred victims to DFWAC.

Relationship to Perpetrator:

Refers to the relationship to the person responsible for what happened to the victim and includes the following categories:

Duration of Stay:

This refers to the length of stay at DFWAC and is counted in a 24 hour period of time.

NOTE: It should be noted that, operational definitions can be modified based on a consensus