



مؤسسة دبي
لرعاية النساء والأطفال
DUBAI FOUNDATION FOR WOMEN & CHILDREN



Annual Report 2015

BUILDING STRONGBONDS FOR LIFE





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لرعاية النساء والأطفال
DUBAI FOUNDATION FOR WOMEN & CHILDREN

BUILDING STRONG BONDS FOR LIFE



His Highness Khalifa bin Zayed bin Sultan Al Nahyan

President of the UAE and Ruler of Abu Dhabi

Annual Report 2015



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DUBAI FOUNDATION FOR WOMEN & CHILDREN

BUILDING STRONG BONDS FOR LIFE



His Highness Sheikh Mohammed bin Rashid Al Maktoum

Prime Minister Vice President and Ruler of Dubai

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BUILDING STRONG BONDS FOR LIFE



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



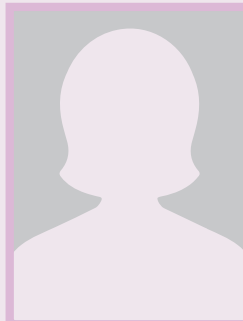
Advisor Khalifa Bin Dimas



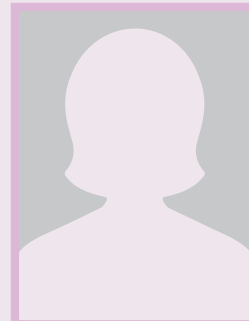
Mr. Abdulla Bin Sougat



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 Public 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

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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

Society free of violence.

Mission

“Provision of safe housing and rehabilitation services to violence victim women and children, spreading social culture, strengthening local and international partnerships, adoption of a research database that contributes to the development of policies commensurate with international standards for violence control”.

Strategic Goals

- Provision of ideal services and pioneering programs for violence victim women and children in accordance with international laws and standards.
- Awareness raising, community education and specialized skills building to deal with women and children issues.
- Promotion of local and international partnerships for achieving DFWAC's vision and developing permanent financial resources.
- Development of a research database to become a reliable scientific reference and contribute to the development of proper policies on women and children violence and abuse.
- Guarantee of all administrative services according to quality and excellence standards.

Directive Principals

- **PROTECT...** Protect and support women and children through the provision of safe housing and rehabilitation services.
- **PREVENT....** Prevent various forms of violence through community education programs.
- **PROMOTE....** Promote community awareness on violence against women and children and inculcate empowerment culture through support programs.
- **PARTNERSHIP....** Build neutral and international relationships to help achieving DFWAC's vision and objectives.

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SUMMARY

Summary

Dubai Foundation for Women and Children received 1,221 new cases in 2015. Of these cases, 143 were “internal clients” who entered and received in-house shelter and support services at the Foundation, and 1,078 cases were “external clients” who received all the support services at the Foundation without shelter. The Foundation also received 3,461 calls from its Helpline Center.

The following lines show details of the main categories of internal and external cases and helpline calls, in addition to the achievements programs and services provided by the DFWAC during 2015, as follows:

Firstly: Internal Clients

From the total of 143 new internal cases, cases were divided into 30 cases (21%) victims of domestic violence, 41 cases (29%) victims of child abuse, and 18 cases (13%) victims of human trafficking, while the remaining cases were categorized as “Other”, and made up 54 cases (37%) 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 43 years old. Seven of them are UAE national, and 23 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, 17 cases, were married, eight cases were not married and five were divorced. The husband was primarily responsible for violence by 53%; followed by fathers; employers; ex-husbands, brothers and other relatives. All of the cases (100%) were emotionally abused, 63% were physically abused, 63% were financially abused, 60% were deprived and neglected and 10% were sexually abused. The majority of the domestic violence cases (43%) were mothers entered the foundation with their children.

Victims of Child Abuse comprised the highest percentage of all internal clients and made up 41 cases. Of those children, 19 were male who didn't exceed 12 years old and 22 cases were female. Mostly, they were UAE national (26 cases) and 11 children were from other nationalities, while four children were categorized as “Unknown”. Their ages ranged from 6 months to 16 years old. Twenty two of them were pre-school age by 54%, and 18 were in different educational levels by 44%, while one child did not go to school although he was at school age. Children experienced abuses from fathers by 77% (37 cases), mothers by 17% (8 cases) and from step fathers (3 cases). Neglect/ deprivation comprised 78%, Emotional/ verbal abused 73%, witnessed domestic violence 49%, financial abuse 34%, physical abuse 17% (7 cases) and sexual abuse (4 cases). The majority of the children (30 cases) entered the shelter with their mothers by 73%, and 11 children were alone by 27%.

DFWAC received 18 victims of human trafficking during 2015 referred by Dubai Police. All the victims were female and they belong to Asia & Africa. Most of the victims fell under the low levels of education. The ages of those victims ranged from 6 months to 45 years old.

Traffickers made false promises for the victims of good job opportunities in different occupations such as working in house services; dance center; sport club; restaurant; massage center and beauty

salon. Emotional/ verbal and neglect/ deprivation abuses comprised 94% of each; financial abuse by 89%; sexual abuse by 72% and physical abuse by 61%.

Eleven victims were externally trafficked (it was planned to be trafficked outside UAE), mostly in their homelands. Seven victims were internally trafficked (it was planned to be trafficked inside UAE). Traffickers used different types of violence to subjugate victims and traffic them in the area of sexual exploitation (14 cases) and forced labor (3 cases) while one case was recorded as selling a child.

Ten victims were discharged during the reporting period, mostly stayed from 1- 6 months, and two cases stayed for more than 6 months.

It should be noted that during 2015, Dubai Foundation for Women and Children sheltered 12 cases referred by Criminal Investigation Department (CID) of Dubai as “Suspected Victims of Human Trafficking”. 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 1,078 new external clients 405 (37%) of them victims of domestic violence, 28 (3%) victims of child abuse and 645 (60%) cases were categorized as “Other”.

The domestic violence victims comprised 405 cases (37%) of all external cases, and their ages ranged from 18 to 63 years. The majority of domestic violence victims were female (94%), and

6% male. Of those victims, 31% hold UAE nationality, and 69% hold other nationalities. Most of the cases (79%) were married, 9% were divorced, 10% were not married, 5 cases were separated and two cases were widowed. The husband was the main responsible for the violence by 79%, the ex-husband by 5% while the remaining cases were abused by other relatives. Emotional/ verbal abuse consists 99%, neglect/ deprivation 73%, physical abuse 56%, financial abuse 54% and sexual abuse 15%.

A total of 28 were victims of child abuse, and their ages ranged from two years to 17 years old, and 12 children were referred by schools, four by their relatives, four by self-referral, three by hospitals while the remaining were referred by a friend; Ministry of Social Affairs; Dubai Police and from a neighbor. Most of the child abuse victims (75%) were female and 25% cases were male. UAE Nationals comprised 93% and expatriates comprised 7%. The father was the main perpetrator of abuse in 19 cases; mother in 16 cases; other relatives in two cases; housemaid in two cases while one case didn't specify the abuser. Neglect and deprivation constituted 86% (24 cases); emotional/ verbal abuse 71% (20 cases); physical abuse 36% (10 cases); witnessed domestic violence 36% (10 cases); financial abuse 29% (8 cases) and sexual abuse 11% (3 cases).

Thirdly: Helpline Calls

DFWAC received 3,461 calls from Helpline Center 800111 in 2015. The majority of callers (30%) were from the general public and callers who inquired about services offered by the foundation and the quality of assistance and counselling for victims, whether inside or outside the foundation by 1,030 calls, 27% were victims by 935 calls, 23% of non-victims callers requiring services by 807 calls, 19% victims called back multiple times to contact with case managers by 673, and 1% calls were from volunteers by 16 calls.

Of the 3,462 callers, 935 callers were asking for DFWAC services, 87.5% were looking for advice and consultation on the problems concerning domestic violence; 9.8% child abuse; 2.6% human trafficking. Most of the victims were adults (94%) and children made up 6%. The majority of them (65%) were expatriates and 35% were from UAE nationals. The majority of the victims reported experiencing emotional/ verbal abuse by 90%; neglect/ deprivation by 54%; physical abuse by 44%; financial abuse by 34% and sexual abuse by 6%. Most of the victims were not in immediate danger (91%), while 8.6% were urgent but not in immediate danger and was response within two work days and four callers (0.4%) were in immediate danger and took appropriate actions to deal with them.

Fourthly: Programs, Services and Achievements

Programs, cultural activities, community and relevant partnerships that are developed and implemented by the Dubai Foundation for women and children, have all contributed to relieve pressure on the victims, find appropriate solutions and to provide financial support for relevant projects. Besides, it provides legal consultations and exchange of information, experiences and skills gained in this regard; and all to achieve in a comprehensive and integrated strategy for the foundation.

It should be noted that the Dubai Foundation for Women and Children has won a number of awards within the Hamdan bin Mohammed Award for Smart Government program for three categories. The first award in the initiative of the best internal cooperation, the second award of

the best Leader Innovation and the third award is winning the yellow team in the City Builders Race competent in social care services. The Foundation also got 3 international certification "ISO 9000", competent in improving quality.



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Introduction

Introduction

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, 2015, and is the 8th report issued by the Dubai Foundation for Women and Children.

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.

Services Provided

DFWAC provides free services to women and children victims of violence, including a helpline, safe shelter, case management, medical care, psychological and social 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.

Definition

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



History

History

DFWAC Clients

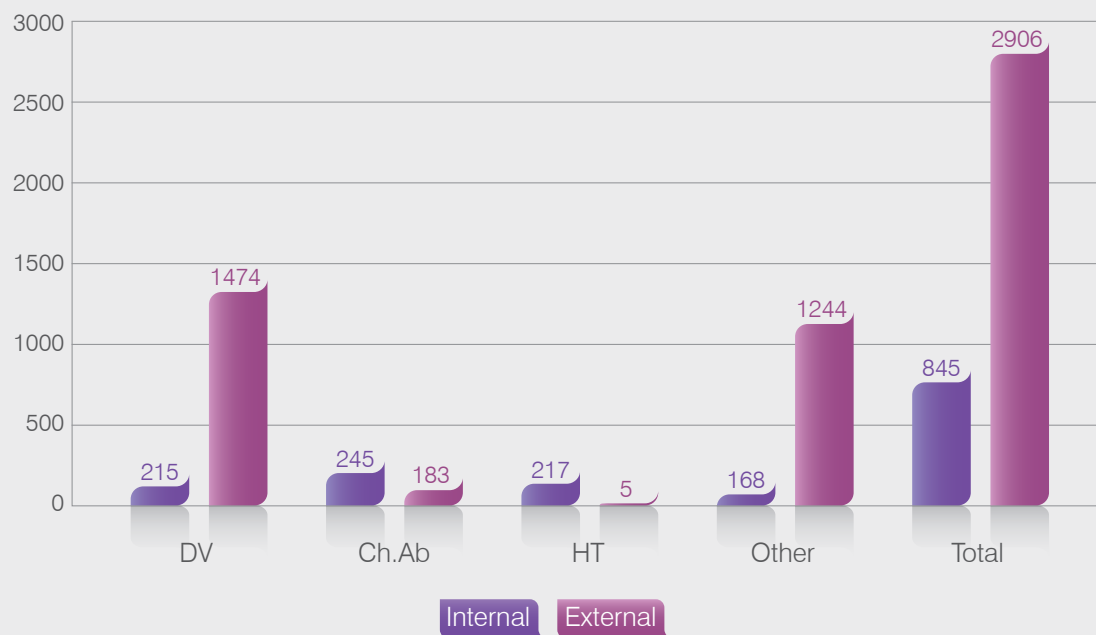
DFWAC served 3,751 clients since it opened its doors in October 2007, inclusive of internal and external cases. Clients were divided into the following:

- **845 Internal Clients:** Clients who first entered the Foundation for shelter and support services.
- **2906 External Clients:** Clients who received all the support services at the Foundation without shelter.

Of the total 845 internal clients, 215 were victims of “Domestic Violence”, 245 were victims of “Child Abuse”, and 217 were victims of “Human Trafficking” “See Fig 1.2”. The remaining cases as shown in Figure 2.1 were “Others”, and made up 168 clients. This category “Other” is for clients received by DFWAC for different reasons while they were not in the main categories (Refer to the Definition).

Of the 2,906 external clients, 1,474 were cases of “Domestic violence”; 183 cases were victims of “Child Abuse”; five were cases of “Human Trafficking” and 1,244 cases were re categorized as “Other” (Refer to Fig 1).

Figure 1: Types of Internal & External Clients since 2007 -2015



Existing Clients

Number of Existing Clients

DFWAC served 116 existing internal and external clients and divided as following:

- **34 Internal Clients:** clients who entered the foundation prior to January 01, 2015, but continued to receive shelter and support services during January 01-December 31, 2015

- **82 External Clients:** clients who received all the support services at the Foundation without shelter but continue to receive support services during the reporting period (January 01-December 31, 2015).

Detailed statistics on these 116 cases were documented in previous annual reports.

Duration of Stay for Internal Existing Clients

Twenty-seven existing clients were discharged during 2015. The table below shows the duration of stay for existing clients discharged during 2015. Two cases less than one month, six cases stayed for 1-3 months, five cases for 3-6 month and 13 cases for more than 6 months, while one case for more than a year. I should be noted that this is not conducted with DFWAC polices. It is more conducted with prosecutions and courts.

Table 1: Duration of Stay for Discharged Existing Internal Clients

Duration of Stay	of Cases #	%
Less than 30 days	2	7%
30-90 days	6	22%
91-180 days	5	19%
181- 365 days	13	48%
More than a year	1	4%
Total	27	100%



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New
Clients 2015

1. NEW CLIENTS 2015

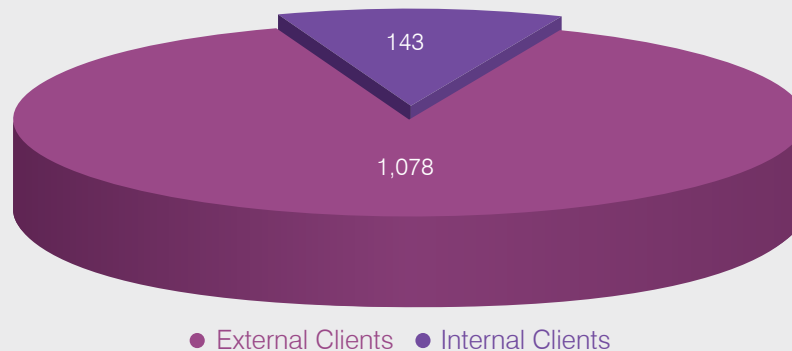
DFWAC received 1,221 new clients and they were divided into the following:

- **143 New Internal Clients:** clients who entered and received in-house shelter and support services at the Foundation during specified reporting (January 01- December 31, 2015).
- **1078 New External Clients:** clients who received all the support services at the Foundation without shelter during the specified reporting period (January 01- December 31, 2015).

Of the total 845 internal clients, 215 were victims of “Domestic Violence”, 245 were victims of “Child Abuse”, and 217 were victims of “Human Trafficking” “See Fig 1.2”. The remaining cases as shown in Figure 2.1 were “Others”, and made up 168 clients. This category “Other” is for clients received by DFWAC for different reasons while they were not in the main categories (Refer to the Definition).

Of the 2,906 external clients, 1,474 were cases of “Domestic violence”; 183 cases were victims of “Child Abuse”; five were cases of “Human Trafficking” and 1,244 cases were re categorized as “Other” (Refer to Fig 1).

Figure 1.1: New Clients



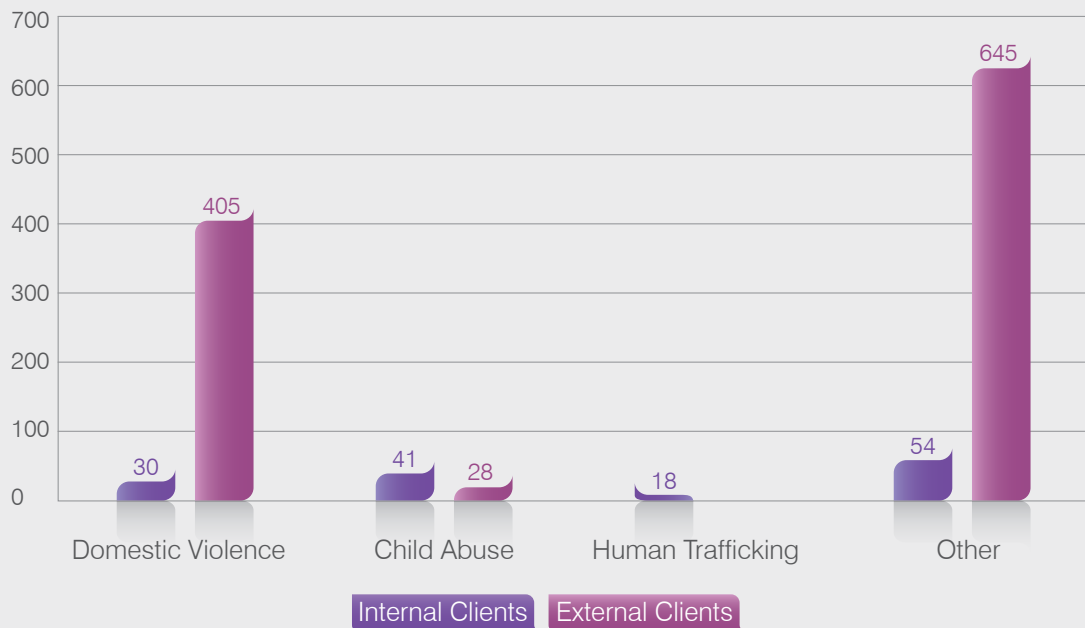
New clients were divided into three main categories: Domestic Violence, Child Abuse and Human Trafficking.

Of the total 1,221 new internal and external clients, 435 were victims of “Domestic Violence”, 69 were victims of “Child Abuse”, 18 cases were victims of “Human Trafficking” and 699 were “Other”, see table 1.1:

Table 1.1: New Clients (Internal & External)

Category of Violence	of Clients #		Total
	Internal	External	
Domestic Violence	30	405	435
Child Abuse	41	28	69
Human Trafficking	18	-	18
Others	54	645	699
Total	143	1,078	1,221

Figure 1.2: New Clients (Internal & External)



1.1 New Internal Clients 2015

1.1.1 Category of New Internal Clients

DFWAC received a total of 143 new internal clients during 2015, 30 were victims of Domestic Violence by (21%), 41 were victims of Child Abuse by (29%) and 18 cases were victims of Human Trafficking by (13%), (See Fig 1.3). The remainders of cases, as shown in the same figure, were referred to as “Others” were 54 cases by (37%) of all DFWAC clients admitted during that period. These “Other” cases were accepted by the Foundation during this period (37 cases for exceptional humanitarian reasons, 12 cases as suspected human trafficking, four witnessed human trafficking and one case as abuse against woman).

Figure 1.3: Types of DFWAC New Internal Clients

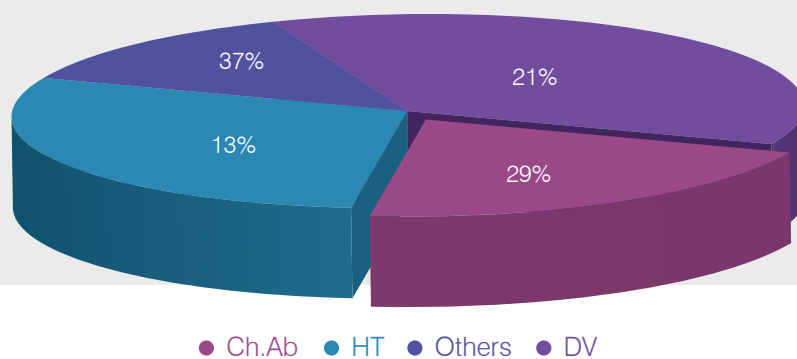
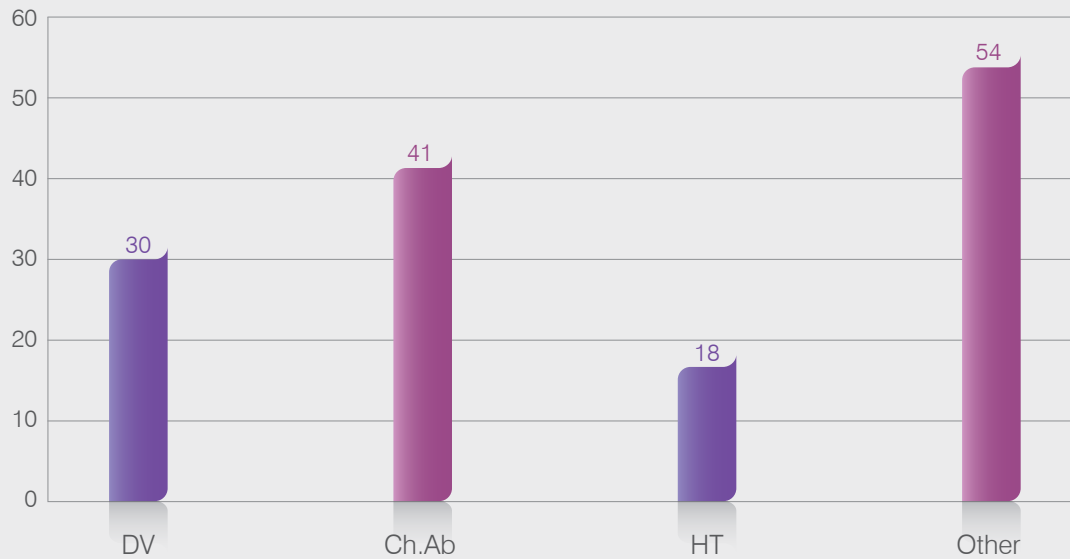


Figure 1.4: Types of DFWAC Internal Clients

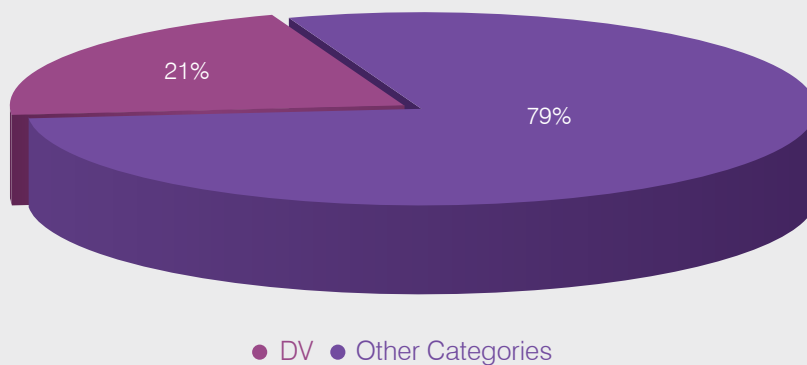


1.1.1.1 Victims of Domestic Violence of Internal Clients

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 143 new internal clients received during 2015, 30 were female victims of domestic violence. This category of victims made up about 21% of all new internal clients (Child Abuse, Human Trafficking and Others).

Figure 1.5: Victims of Domestic Violence Vs Other Categories



Characteristics of Internal Domestic Violence Victims

Age

All cases of domestic violence were women over the age of 17, with an average age of 30.6 years old with standard deviation ± 7.4 . Their ages ranged from 18 to 43 years old.

Table 1.2: Age of Domestic Violence Clients

Mean (average)	30.6 y
Standard Deviation	± 7.4
Median	32.5 y
Minimum	18 y
Maximum	43 y

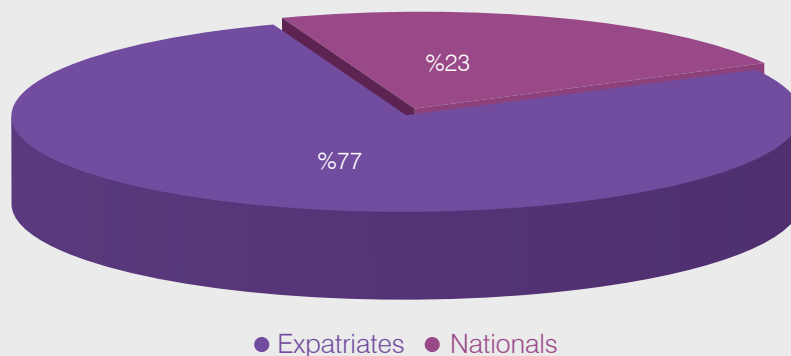
Nationality

Out of a total of 30 domestic violence cases, seven cases were Nationals, and 23 cases were Expatriates 77%.

Table 1.3: Nationality of Domestic Violence Clients

Nationality	# of Cases	(%)
Nationals	7	23%
Expatriates	23	77%
Total	30	100%

Figure 1.6: Nationality of Victims of Domestic Violence

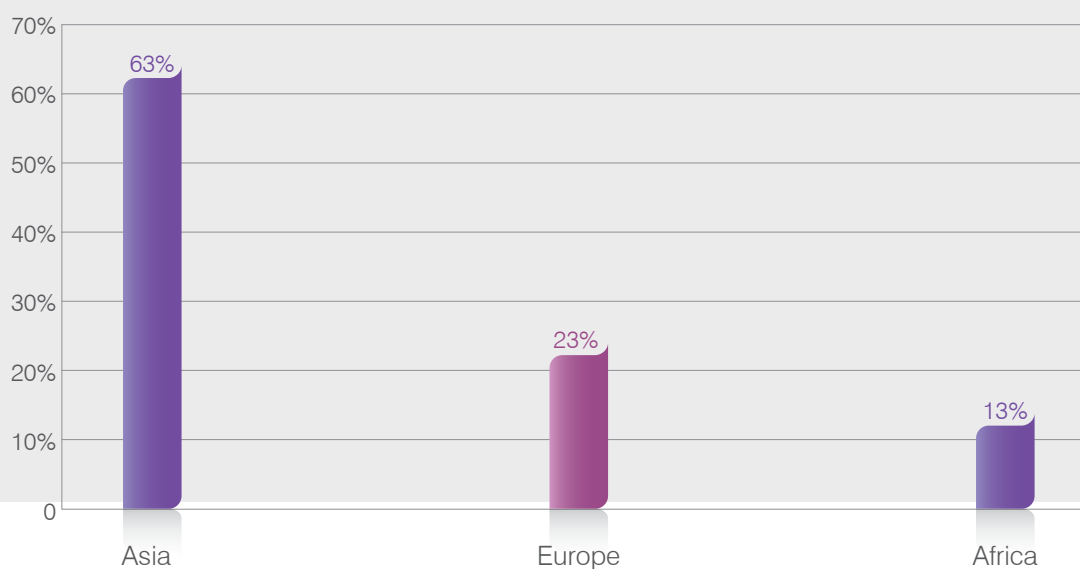


The regional breakdown of domestic violence victims is illustrated below:

Table 1.4: Breakdown of Internal Victims of Domestic Violence by Continent

Continent	# of Cases	(%)
Asia	19	63.3%
Europe	7	23.3%
Africa	4	13.3%
Total	30	100%

Figure 1.7: Regional breakdown of Internal Victims of Domestic Violence



Education

As can be seen in the table below, most of the victims of domestic violence had some formal education; four cases had attended primary school; eight cases had attended secondary school; three cases were in university; eight cases had Bachelor's degree and one case complete Master degree while three six had no education at all.

Table 1.5: Educational Level of Domestic Violence Victims

Educational Level	# of Cases	(%)
No education	6	20%
Primary School	4	13%
Secondary/ High School	8	27%
Some college uncompleted	3	10%
Bachelor/college completed	8	27%
Master degree	1	3%
Total	30	100%

Occupation

Victims of domestic violence were assessed for their occupations and work activities. This analysis showed that 73% (22 cases) were not working; four cases were housemaids; one case was a social worker, one case was working in customer services; one case was a receptionist and one case was a journalist.

Table 1.6: Occupation of Domestic Violence Victims

Occupation	# of Cases	(%)
Do not Work	22	73.3%
Housemaid	4	13.3%
Social Worker	1	3.3%
Customer Services	1	3.3%
Reception	1	3.3%
Journalist	1	3.3%
Total	30	100%

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 74% were not receiving money from any source. Three cases reported receiving less than 1000 (AED) per month; one case (1000-3000 AED) per month; one case (3000 - 6000 AED); one case (6000 -10,000 AED); one case (15,000 – 20,000 AED) while one case reported receiving more than 20,000 AED.

Table 1.7: Monthly Income of Domestic Violence Victims

Monthly Income	# of Cases	(%)
Nothing	22	73.3%
<1000 Dhs	3	10%
1000 – <3000 Dhs	1	3.3%
3000 - <6000 Dhs	1	3.3%
6000- <10,000 Dhs	1	3.3%
15,000 - <20,000 Dhs	1	3.3%
More than 20,000 Dhs	1	3.3%
Total	30	100%

Marital Status

The table below shows that 17 victims of domestic violence were married; five cases were divorced and eight cases were single.

Table 1.8: Marital Status of Domestic Violence Victims

Marital Status	# of Cases	(%)
Single	8	26.7%
Married	17	56.7%
Divorced	5	16.7%
Total	30	100%

Sheltering Status

Of the domestic violence cases according to the classifications listed in Table below, 30 cases came to the Foundation with their children 13 “Mother with Children”; seven cases were mothers of living children but their children were not sheltered with them at DFWAC “Mother alone”, and ten women did not have children at all “Lady alone”:

Table 1.9: Sheltering Status of Domestic Violence Victims

Sheltering Status	# of Cases	(%)
Mother alone	7	23.3%
Mother with Child/children	13	43.3%
Lady alone	10	33.3%
Total	30	100%

The Perpetrator

Some of the domestic violence victims reported more than one perpetrator and thus, the total number of the cases in the relationship to perpetrator as in table 3.10 will be more than the total number of the victims. It was reported by the cases that the abuse was perpetrated by husband (16 cases) an ex-husband (2 cases); a father (5 cases); a brother (1 case); other relatives (2 cases). Five cases, however, reported that they were abused by employers.

Table 1.10: The Perpetrator's of Domestic Violence Victims

Perpetrator	# of Cases	(%)
Spouse	16	53%
Ex-husband	2	7%
Father	5	17%
Brother	1	3%
Other Relatives	2	7%
Employers	5	17%

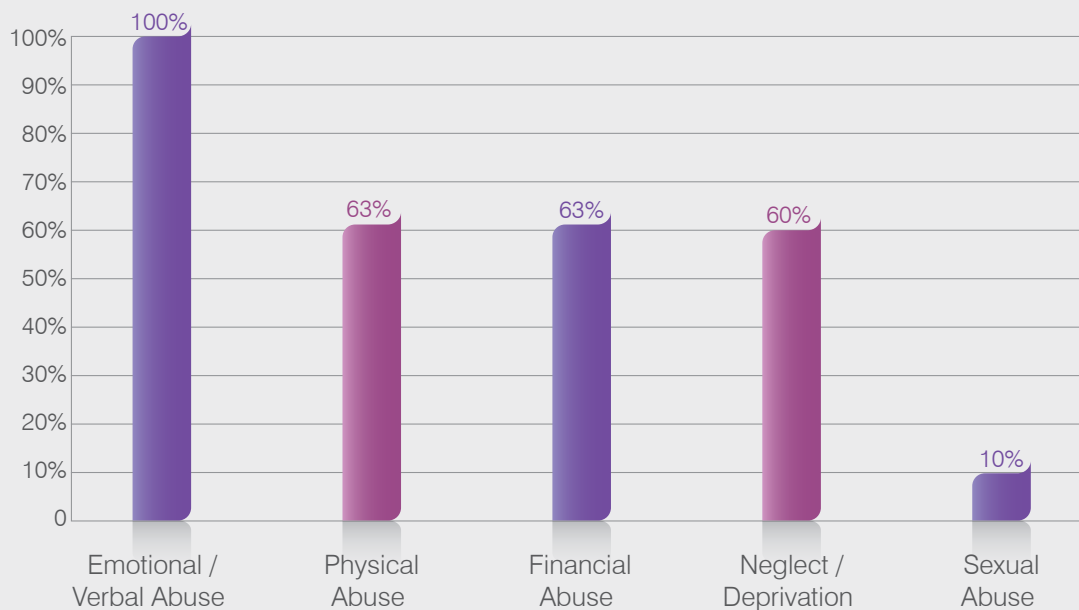
Types of Abuse

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%); physical abuse by 63%; financial abuses by 63%; neglect/ deprivation by 60% and sexual abuse by 10% (3 cases).

Table 1.11: Types of Abuse experienced by Domestic Violence Victims

Type of Abuse	# of Cases	(%)
Emotional/Verbal Abuse	30	100%
Physical Abuse	19	63%
Financial Abuse	19	63%
Neglect/Deprivation	18	60%
Sexual Abuse	3	10%

Figure 1.8: Types of Abuse experienced by Domestic Violence Victims



Duration of Stay at DFWAC of Discharged Cases

Of the 30 victims of domestic violence, 23 cases discharged during the reporting period in 2015. Of the discharged cases, 12 cases stayed at DFWAC for less than one month, within the recommended length of stay for emergency shelter services. Five cases stayed from 1-3 months; five cases stayed from 3-6 months and one case stayed for more than 6 months.

Table 1.12: Duration of Stay at DFWAC of Discharged Cases

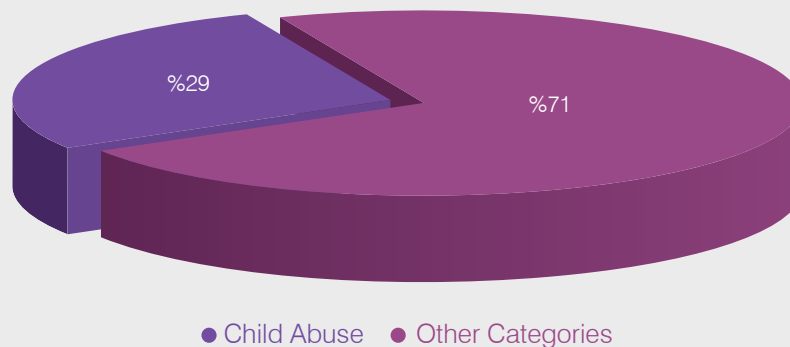
Duration Stay at DFWAC	# of Cases	(%)
<30 days	12	52%
30- 90 days	5	22%
91-180 days	5	22%
More than 181 days	1	4%
Total	23	100%

1.1.1.2 Victims of Child Abuse of Internal Clients

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.

DFWAC received 41 victims of domestic violence (29%) who 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 1.9: Child Abuse Vs Other Categories



Characteristics of Internal Child Abuse victims

Age

The ages for victims of child abuse ranged from 6 months to 16 years old. The table below shows more details about ages of the victims.

Table 1.13: Age of Child Abuse Victims

Mean (average) Age - in Years	y 5.4
Standard Deviation	±3.68
Median	5
Minimum	months 6
Maximum	16 y

Gender

The table below shows that 22 cases (54%) of child abuse victims were female. It should be noted that the sheltered male children are less than 12 years old and comprised 19 cases (46%).

Table 1.14: Gender of Child Abuse Victims

Gender	# of Cases	(%)
Female	22	54%
Male	19	46%
Total	41	100%

Nationality

As shown in Table below, 26 children (63%) were UAE Nationals; 11 cases (27%) were expatriates and four children were categorized as "Unknown".

Table 1.15: Nationality of Child Abuse Victims

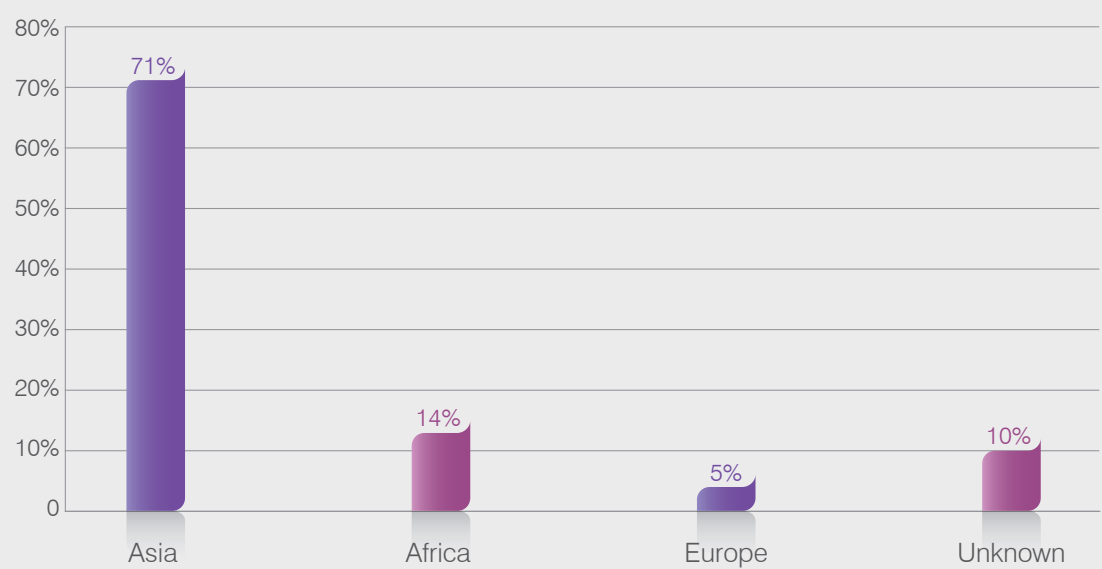
Nationality	# of Cases	(%)
Nationals	26	63%
Expatriates	11	27%
Unknown	4	10%
Total	41	100%

The table below shows the nationalities of child abuse victims by continent:

Table 1.16: Nationalities of Child Abuse Victims by Continent

Continent	# of Cases	(%)
Asia	29	71%
Africa	6	14%
Europe	2	5%
Unknown	4	10%
Total	41	100%

Figure 1.10: Nationality of Child Abuse Victims by Continent



Education

Children who were not of school age comprised the highest percentage 54% (22 cases) of all cases and 44% (18 cases) were in different levels of education varied from KG to the Secondary/ High School, (See Table 1.17). One case was not attending school and they were in school age.

Table 1.17: Level of Education attended by Child Abuse Victims

Level Attended	# of Cases	(%)
Not of School Age	22	54%
Dose not Go to School	1	2%
KG	2	5%
Primary School	14	34%
Secondary/ High School	2	5%
Total	41	100%

Sheltering Status

The cases were classified by sheltering status according to the categories shown in table 3.18, from 41 cases 30 cases were classified as “child with its mother, and 11 cases of “child alone”.

Table 1.18: Sheltering Status of Child Abuse Victims

Sheltering Status	# of Cases	(%)
Child with Mother	30	73%
Child alone	11	27%
Total	41	%100

The 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 77%. The remaining cases reported mothers (8 cases) and step fathers (3 cases) as abusers.

Table 1.19: The Perpetrator of Child Abuse Victims

Perpetrator	# of Cases	(%)
Father	37	77%
Mother	8	17%
Step Father	3	6%

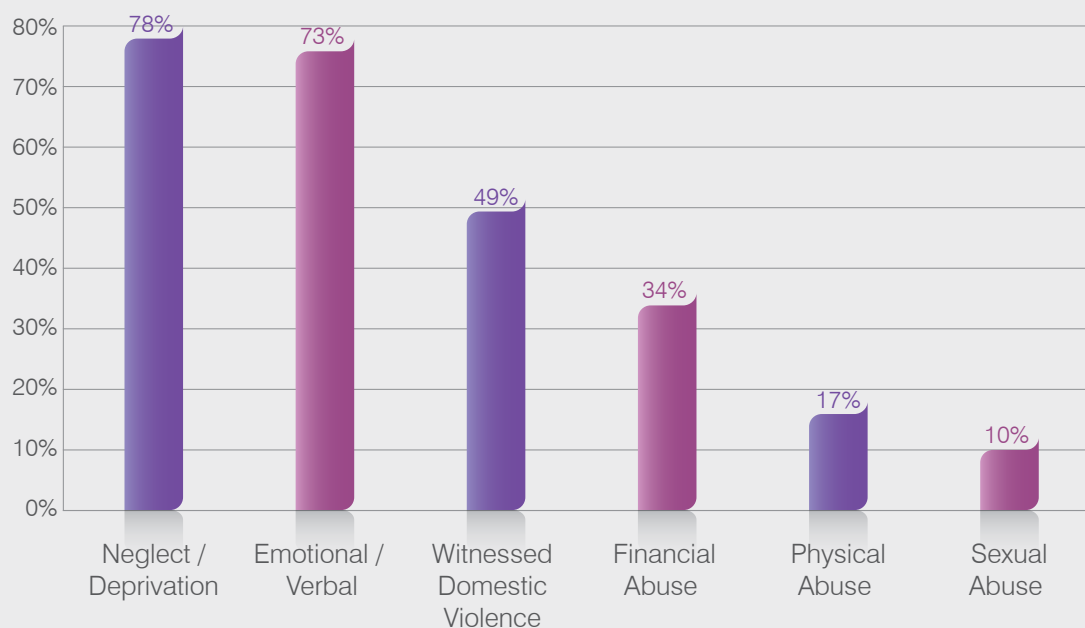
Types of Abuse

It is common that a child abuse victim exposed to more than one type of abuse; hence the difference. Neglect/ deprivation was the most common form by 78%; emotional/verbal abuse 73%; witnessed domestic violence by 49%; financial abuse by 34% and physical abuse by 17%. The least percentage was for cases experienced some kinds of sexual abuse comprised 10%.

Table 1.20: Types of Abuse experienced by Child Abuse Victims

Type of Abuse	# of Cases	(%)
Neglect/Deprivation	32	78%
Emotional/Verbal Abuse	30	73%
Witnessed Domestic Violence	20	49%
Financial Abuse	14	34%
Physical Abuse	7	17%
Sexual Abuse	4	10%

Figure 1.11: Types of Abuse Experienced by Child Abuse Victims



Duration of Stay at DFWAC

As can be seen below, 35 children were discharged by the end of 2015; 12 cases stayed for less than one month (the recommended length of stay for emergency shelter services) while 8 stayed from 1-3 months, 10 cases from 3 – 6 months and 5 cases more than 6 months.

Table 1.21: Duration of Stay of Discharged Child Abuse Victims

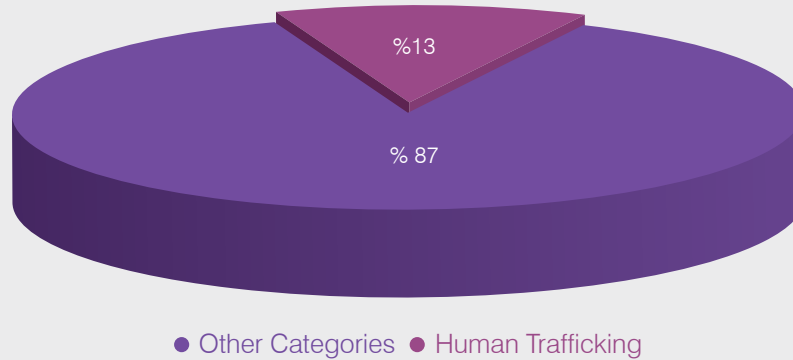
Duration Stayed at DFWAC	# of Cases	(%)
≤ 30 days	12	34%
30-90 days	8	23%
91-180 days	10	29%
More than 181 days	5	14%
Total	35	100%

1.1.1.3 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, engaging others in prostitutions, servitude, forced labor, enslavement, quasi-slavery practices, or the detachment of organs (UAE Federal Law 51 for 2006).

DFWAC sheltered 18 cases of human trafficking from January 01- December 31, 2015. This category of victims made up (13%) of all new cases (Other than victims of Domestic Violence, Child Abuse and other cases).

Figure 1.12: Human Trafficking vs. Other Categories



Characteristics of Human Trafficking Victims

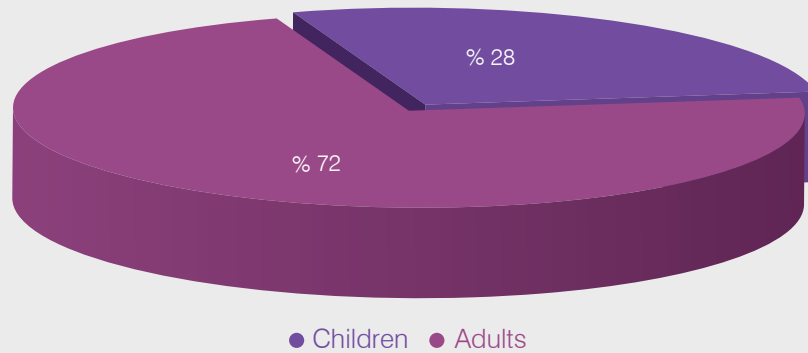
Age & Gender

The table below shows the ages of human trafficking victims by average age 22.5 years, with standard deviation of ± 9 . Their ages ranged from 6 months to 45 years. According to the table 3.23 children consist 28% from human trafficking victims, against 72% from adults and all of them are female.

Table 1.22 : Age of Human Trafficking Victims

Mean	22.5 y
Standard Diviation	± 9
Median	23.5 y
Mode	15 y
Minimum	6 months
Maximum	45 y

Figure 1.13 : Adults vs Children



Nationality

Most victims of human trafficking belong to Asia (15 cases) and from Africa (3 cases). The table below shows the nationalities of the cases:

Table 1.23: Nationality of Human Trafficking Victims

Nationality	# of Cases	(%)
Bangladesh	9	50%
Indonesia	5	28%
Morocco	3	17%
Pakistan	1	5%
Total	18	100%

Education

In looking at their educational levels, it was found that ten of the victims had completed secondary/ high education; five victims had completed primary education; two had never attended school or received any kind of vocational training and one was a baby under age of school.

Table 1.24: Education Level of Human Trafficking Victims

Level Attended	# of Cases	(%)
Not Applicable (under 5 y)	1	5%
No Education	2	11%
Primary School	5	28%
Secondary/ High School	10	56%
Total	18	100%

Marital Status

Table 1.25 shows the marital status of human trafficking victims and it distributes between nine single; six married; two divorced and one baby.

Table 1.25: Marital Status of Human Trafficking Victims

Marital Status	# of Cases	(%)
Not Applicable (under 9 y)	1	6%
Single	9	50%
Married	6	33%
Divorced	2	11%
Total	18	100%

Income

In assessing the income levels of human trafficking cases (the estimated amount of money they received on a monthly basis and reported by the clients), 16 victims had not been paid at all by the traffickers and one victim was receiving from 1000 Dhs to 3000 per month while one was a baby.

Table 1.26: Monthly Income

Monthly Income	# of Cases	(%)
Not Applicable	1	5.5%
Nothing	16	89%
1000 < 3000 Dhs	1	5.5%
Total	18	100%

Referral Sites

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

Visa

Visa Type

The types of visas held by victims of human trafficking; 12 cases hold 'Work visa'; two cases hold 'Visit Visa'; one case doesn't hold any visa and she is a baby who born in UAE and doesn't hold any identification documents while three cases don't know the kind of visa they hold.

Table 1.27: Visa Kind

Visa Kind	# of Cases	(%)
Work Visa	12	67%
Visit Visa	2	11%
Doesn't hold visa	1	5%
Unknown	5	17%
Total	18	100%

Validity of Visa

With respect to validity of visas, four cases have valid visas; one case has cancelled visa; one case has expired visa; 11 cases, however, did not know if their visas are valid and one cases not applicable visa.

Table 1.28: Validity of Visa

Validity of Visa	# of Cases	(%)
Not Applicable	1	5%
Valid	4	22%
Cancelled	1	6%
Expired	1	6%
Doesn't know	11	61%
Total	18	100%

Human Trafficking Process

Types of Trafficking

Eleven 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. Seven case were internally trafficked (it was planned to be trafficked inside UAE).

Table 1.29: Types of Trafficking

Types	# of Cases	(%)
External	11	61%
Internal	7	39%
Total	18	100%

Classification of Trafficking

Traffickers used different types of violence to subjugate victims and trafficked into sexual exploitation (14 cases); forced labor (3 cases) and one case was recorded as selling a child.

Table 1.30: Classification of Trafficking

Classification	# of Cases	(%)
Sexual exploitation	14	78%
Forced labor	3	17%
Selling a child	1	5%
Total	18	100%

How they got trafficked

All the victims of human trafficking were promised to get a job or were assured some money earning activity except one case was a baby and it was sold.

Work/Activity the Victims thought they would do

When victims were asked what they were told by their traffickers, eight cases were informed to work as housemaids; three cases promised to work in a massage center three cases were promised to work in a dance center; one in a beauty salon; one in a sport club and one in a restaurant.

Table 1.31: Work/Activity thought they would do?

Work/Activity thought they would do	# of Cases	(%)
Not Applicable	1	5%
House Service	8	44%
Massage Center	3	17%
Dance Center	3	17%
Beauty Salon	1	5%
Sport Club	1	6%
Restaurant	1	6%
Total	18	100%

When the Victims Knew

Victims of human trafficking knew what was expected from them on the day of arrival (7 cases); before the day of arrival (7 cases), after one month (3 cases) and one case was a sold baby.

Table 1.32: When the victims knew about it?

When the victims knew about it?	# of Cases	(%)
Not Applicable	1	5%
Before arriving	7	39%
On the day of arrival	7	39%
After one month	3	17%
Total	18	100%

How the Victim Knew about the Trafficking

When assessing the victims on how they knew what was required from them, it was found that they were informed about the topic directly.

Transit Countries

One case passed through Pakistan as a transit country for 2 hours before arriving to Dubai.

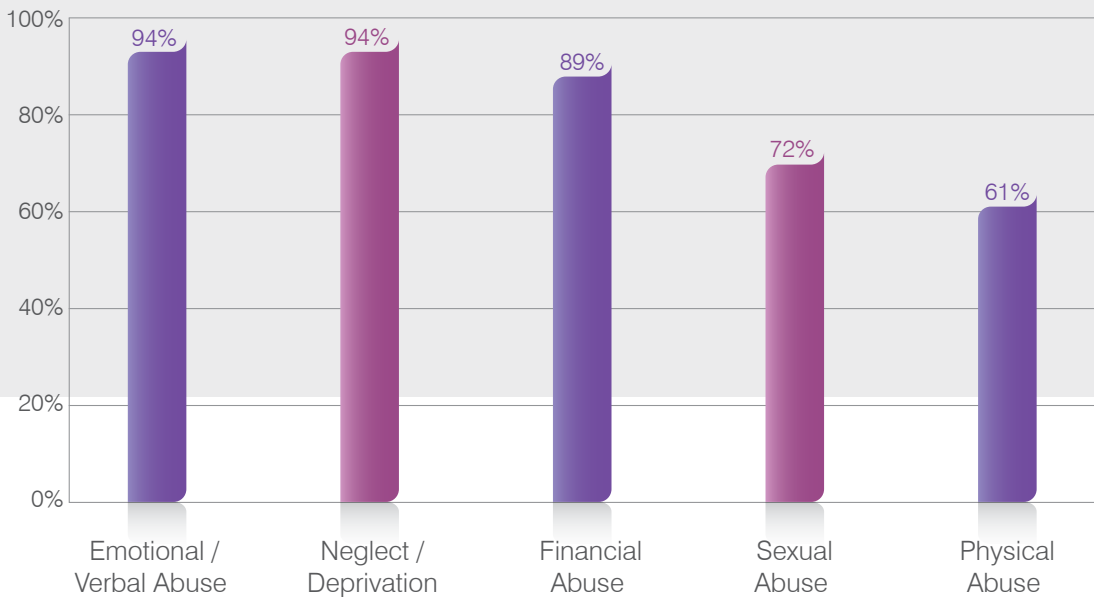
Types of Abuse

It is common that a human trafficking victim exposed to more than one type of abuse; hence the difference. Emotional/ verbal and neglect/ deprivation abuses comprised 94% (17 cases) of each; financial abuse by 89% (16 cases); sexual abuse by 72% (13 cases) and physical abuse by 61% (11 cases).

Table 1.33: Types of Abuse

Types of Abuse	# of Cases	(%)
Emotional/ Verbal Abuse	17	94%
Neglect/ Deprivation	17	94%
Financial Abuse	16	89%
Sexual Abuse	13	72%
Physical Abuse	11	61%

Figure 1.14: Types of Abuse experienced by Victims of Human Trafficking



Relationship to Perpetrator

Clients reported about the perpetrators who were responsible about trafficking: employers (5 cases) a friend (4 cases) and mother (one case), taxi driver (one case), whereas seven cases did not know who was behind the trafficking.

Table 1.34: Perpetrator's Relationship to Clients

Perpetrator	# of Cases	(%)
Employer	5	28%
Friend	4	22.2%
Mother	1	5.5%
Taxi Driver	1	5.5%
Unknown	7	38.8%
Total	18	100%

Sheltering Status

As can be seen in the table below, seven of the victims did not have children, therefore categorized as 'Lady Alone'. Six cases were mothers mother of living children who did not accompany them in DFWAC, therefore categorized as 'Mother Alone', their children were living in their home countries and did not accompany them to the UAE, and five cases were children without their mothers, therefore they were categorized as 'Child Alone'.

Table 1.35: Sheltering Status

Sheltering Status	# of Cases	(%)
Lady Alone	7	39%
Mother Alone	6	33%
Child Alone	5	28%
Total	18	100%

Duration of Stay at DFWAC

Ten cases of human trafficking discharged during the reporting period until the end of December 2015; seven of them stayed from 1-3 months; one case stayed for 3-6 months and two cases stayed for more than 6 months.

Table 1.36: Duration of Stay at DFWAC

Duration of Stay	# of Cases	(%)
30-90 Days	7	70%
91-180 Days	1	10%
More than 181 Days	2	20%
Total	10	100%

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.

Follow up

The after one month, after 3 month, after 6 month 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 2015 over six months:

1.37: Follow-up of Human Trafficking Discharged Clients

Follow-up after discharge	Responded	Not Responded	Total
After 30 days	2	8	10
After 90 days	1	6	7
After 180 days	3	2	5
Number of Follow-ups	6	16	22

Twenty-two follow-up conducted with victims of human trafficking in 2015 after discharge in their home country; two effective follow-ups were after 30 days of discharge; one effective follow-up one after 90 days of discharge and three effective follow-ups after 180 days of discharge. The remaining 16 follow-ups were ineffective for several reasons including: unused phone number, not answered, there were no contact services in the client's area, or not answering the call, or there were no connection with the client since she lives in a remote area, or the client traveled to another country or there was a new conditions happened to the client.

1.2 NEW EXTERNAL CLIENTS 2015

1.2.1 Category of New External Clients

DFWAC received a total of 1,078 new external clients during 2015, 405 (37%) were victims of Domestic Violence, 28 (3%) were victims of Child Abuse and 645 (60%) were categorized as "Others". These "Others" (422 cases for those who asks for consultations about dealing with abused cases; 22 cases humanitarian reasons; 138 cases financial aid; 57 cases reported abuse and 6 cases abuse against woman), (See the definition).

Figure 1.15: Types of New External Clients

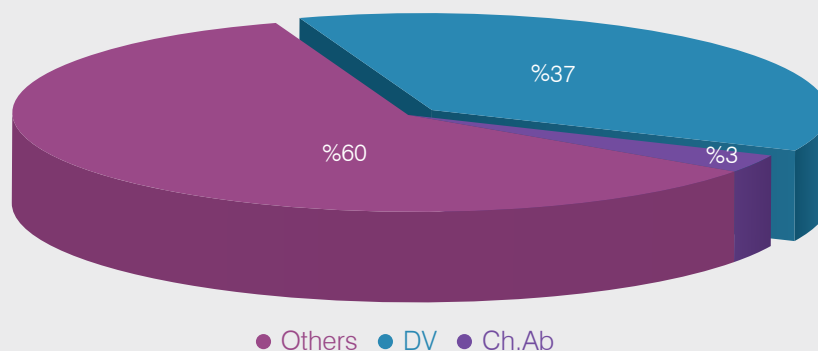


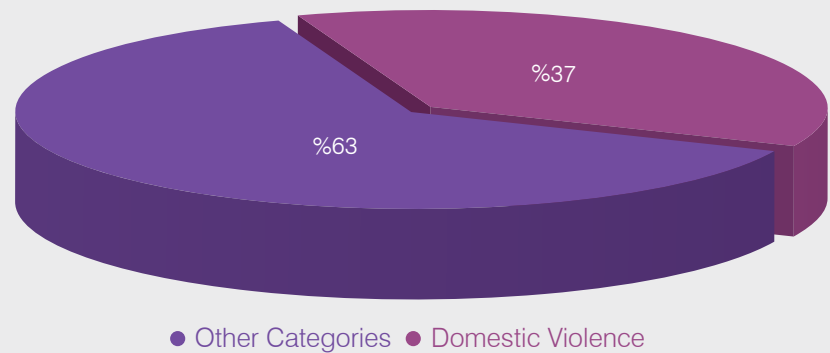
Figure 1.16: Types of New External Clients



1.2.1.1 Victims of Domestic Violence of External Clients

DFWAC received 405 victims of domestic violence. This category of victims made up about 37% of all new external clients (other than Child Abuse, and Others).

Figure 1.17: External Domestic Violence Victims Vs Other Categories



Characteristics of External Domestic Violence Victims

Age

The average age of domestic violence victims was 34.27 years old with standard deviation ± 7.74 . The ages of those victims ranged from 18 to 63 years old.

Table 1.38: Age of External Victims of Domestic Violence

Mean (average)	34.27 y
Standard Deviation	± 7.74
Median	33 y
Minimum	18 y
Maximum	63 y

Gender

The majority of domestic violence clients were female, making up 94% of the total while male clients consist 6%.

Table 1.39: Gender of External Victims of Domestic Violence

Gender	# of Cases	(%)
Females	381	94%
Males	24	6%
Total	405	100%

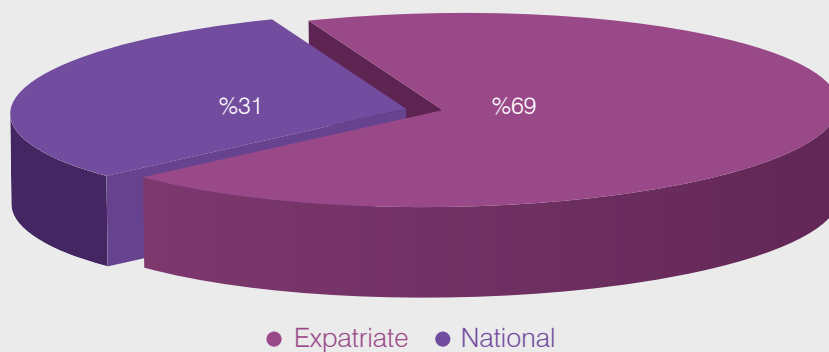
Nationality

Nationals accounting 31% and expatriates comprised 69% of all external domestic violence cases.

Table 1.40: Nationality of External Victims of Domestic Violence

Nationality	# of Cases	(%)
Nationals	126	31%
Expatriates	279	69%
Total	405	100%

Figure 1.18: Nationalities of Domestic Violence Victims

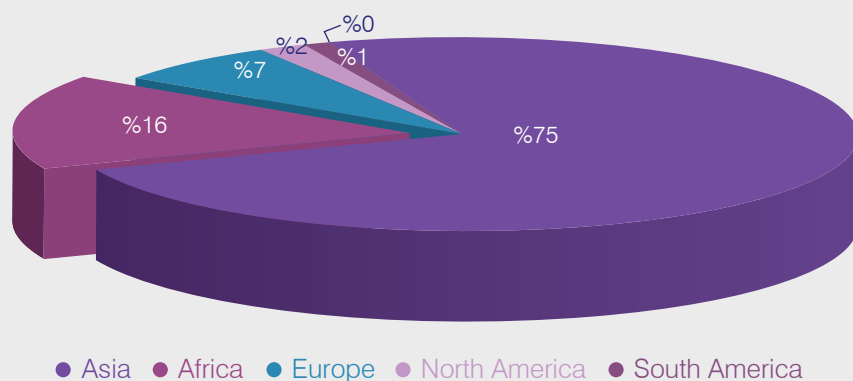


The Foundation served external clients from 47 countries other than the United Arab Emirates. The regional breakdown of domestic violence victims is illustrated below:

Table 1.41: Breakdown of External Victims of Domestic Violence By Continent

Continent	# of Cases	(%)
Asia	303	74.8%
Africa	64	15.8%
Europe	29	7.2%
North America	6	1.5%
South America	2	0.5%
Australia	1	0.2%
Total	405	100%

Figure 1.19: Breakdown of External Victims of Domestic Violence By Continent



Marital Status

In looking at the marital status of domestic violence clients, 79% were married; 10% were single; 9% were divorced; 5 cases were separated and two cases were widowed.

Table 1.42: Marital Status of External Victims of Domestic Violence

Marital Status	# of Cases	(%)
Single	42	10.3%
Married	321	79%
Divorced	35	9%
Separated	5	1.2%
Widowed	2	0.5%
Total	405	100%

The Perpetrator

Is it was reported by cases that 79% were abused by a spouse; 5% by an ex-husband; 7% by a father; 4% by a mother and 4% by a brother. The remainders of the cases, the abusers were an ex-wife, stepmother, relative, partner, daughter and employer.

Table 1.43: The Perpetrator of Domestic Violence Victims

Perpetrator	# of Cases	(%)
Spouse	334	79%
Ex-husband	20	5%
Ex-Wife	2	0.4%
Father	28	7%
Mother	15	4%
Step mother	1	0.2%
Brother	15	4%
Other relatives	3	1%
Daughter	1	0.2%
Partner	2	0.5%
Employer	2	0.5%

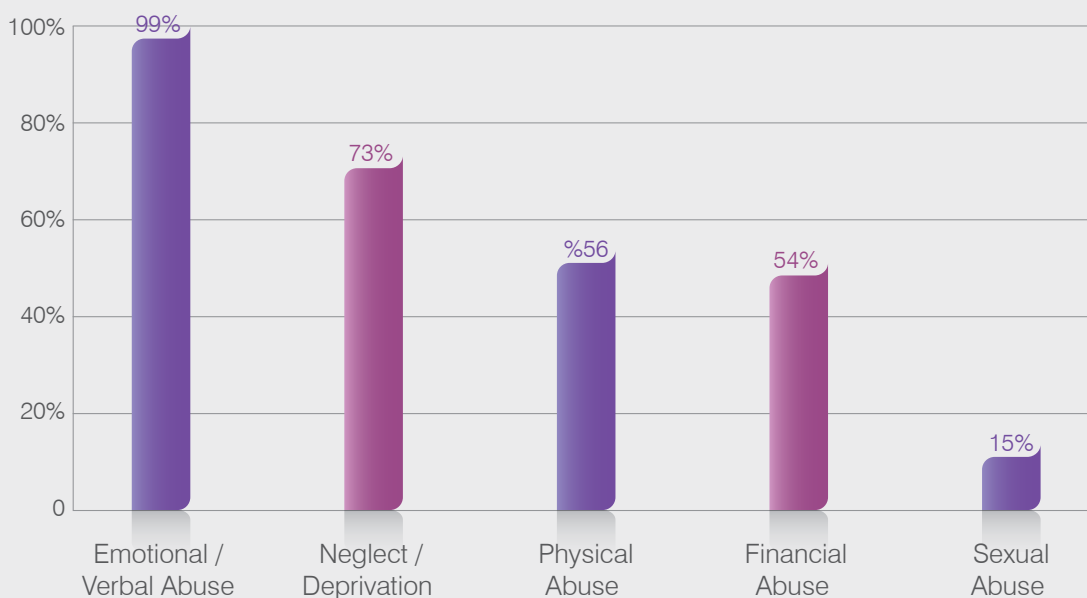
Types of Abuse

Assessment of external clients, for the kinds of abuse experienced, showed that 99% experienced emotional/verbal abuse; 73% neglect and deprivation; 56% physical abuse; 54% financial abuse and 15% 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 1.44: Types of Abuse experienced by External Victims of Domestic Violence

Type of Abuse	# of Cases	(%)
Emotional/ Verbal Abuse	400	99%
Neglect/ Deprivation	295	73%
Physical Abuse	228	56%
Financial Abuse	217	54%
Sexual Abuse	59	15%

Figure 1.20: Types of Abuse Experienced by Victims of Domestic Violence



Referral Sites

As shown in the table below, the majority of cases (94%) came to the foundation by “self-referral”; 11 cases were referred by friends and 9 cases by relatives. The remaining cases were referred by Dubai Police, the embassy/consulate, a school and a non-governmental organization.

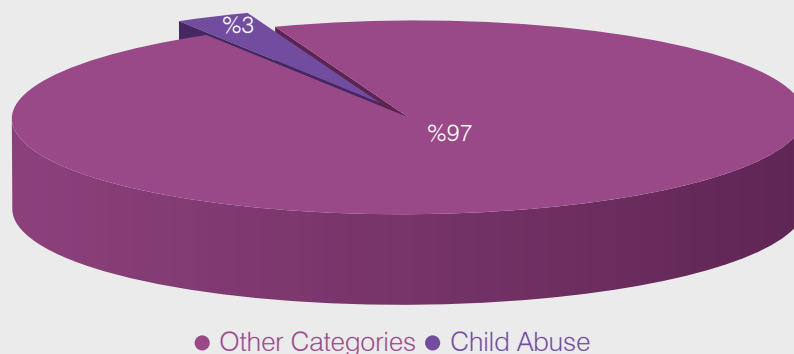
Table 1.45: Referral Sites

Referral Site	# of Cases	(%)
Self-Referral	381	94.1%
Friend	11	2.72%
Relative	9	2.22%
Dubai Police	1	0.2%
Embassy/ Consulate	1	0.24%
School	1	0.24%
NGO's	1	0.24%
Total	405	100%

1.2.1.2 Victims of Child Abuse of External Clients

Of the 313 new external clients received during 2015, 28 were victims of child abuse. This category of victims made up about 3% of all new external clients (other than Domestic Violence, and Others).

Figure 1.21: External Victims of Child Abuse Vs Other Categories



Characteristics of External Child Abuse Victims

Age

The average age for victims of child abuse was 10.7 years old with standard deviation ± 3.85 and ranged from 2 years to 17 years old.

Table 1.46: Age of External Victims of Child Abuse

Mean (average)	10.7
Standard Deviation	± 3.85
Median	10.5
Minimum	2 y
Maximum	17 y

Gender

Most of the child abuse victims (75%) were female and 25% cases were male.

Table 1.47: Gender of External Victims of Child Abuse

Gender	# of Cases	(%)
Female	21	75%
Male	7	25%
Total	28	100%

Nationality

As shown in Table below, 93% of the children were UAE Nationals, and two cases were categorized as “Unknown”.

Table 1.48: Nationality of External Victims of Child Abuse

Nationality	# of Cases	(%)
Nationals	26	93%
Unknown	2	7%
Total	28	100%

All the cases belonged to Asia, except two cases were unidentified.

Table 1.49: Breakdown of External Victims of Child Abuse By Continent

Continent	# of Cases	(%)
Asia	26	93%
Unknown	2	7%
Total	28	100%

The Perpetrator

It was reported by the cases that the relationship with abused people was by a fathers 68%; mothers 57%; relatives (2 cases); housemaids (2 cases) and one case did not specify the abuser.

Table 1.50: The Perpetrator of child Abuse Victims

Perpetrator	# of Cases	(%)
Father	19	68%
Mother	16	57%
Other Relative	2	7%
Housemaid	2	7%
Not Specified	1	4%

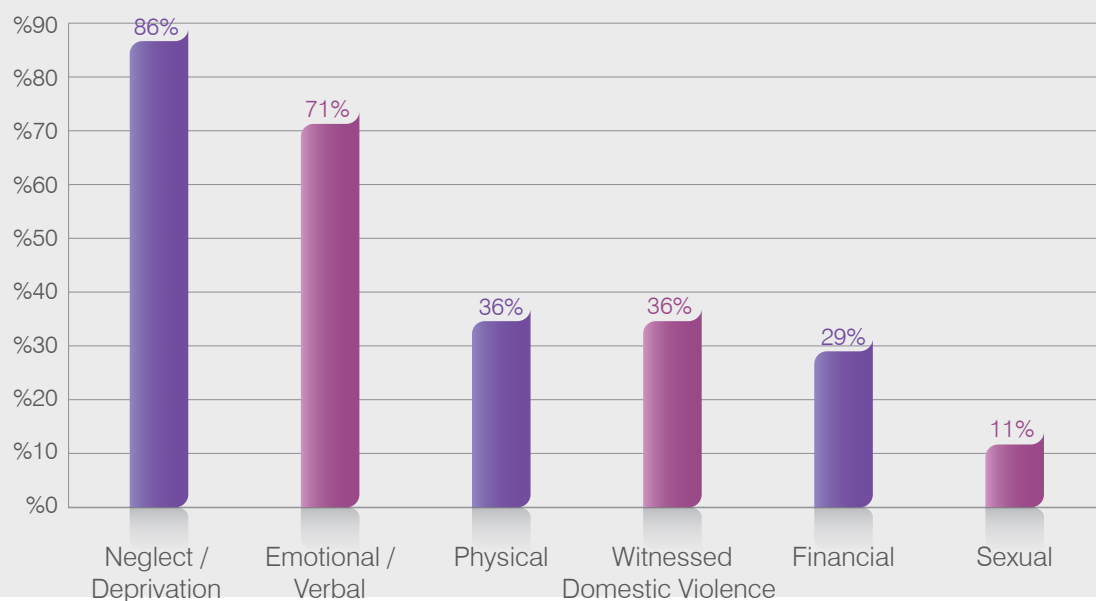
Types of Abuse

Assessment of external clients, for the kinds of abuse experienced, showed that most of the cases (86%) constituted some form of neglect and deprivation; 71% experienced emotional/verbal abuse; 36% experienced physical abuse; 36% cases experienced witnessed domestic violence; 8 cases experienced financial abuse and 3 cases experienced sexual abuse. Most victims reported experiencing multiple forms of abuse, as indicated below.

Table 1.51: Types of Abuse Experienced by External Victims of Child Abuse

Type of Abuse	# of Cases	(%)
Neglect/ Deprivation	24	86%
Emotional/ Verbal Abuse	20	71%
Physical Abuse	10	36%
Witnessed Domestic Violence	10	36%
Financial Abuse	8	29%
Sexual Abuse	3	11%

Figure 1.22: Types of Abuse Experienced by External Victims of Child Abuse



Referral Sites

As shown in the table below, the majority of the children (43%) were referred by school; four by their relatives; four were referred as self-referral; three by hospital. The remaining was referred by a friend, The Ministry of Social Affairs, Dubai Police and a neighbor.

Table 1.52: Referral Sites

Referral Site	# of Cases	(%)
School	12	42.9%
Relatives	4	14.3%
Self-Referral	4	14.3%
Hospital	3	10.7%
Friend	2	7.1%
The Ministry of Social Affairs	1	3.6%
Dubai Police	1	3.6%
Neighbor	1	3.6%
Total	28	100%



Helpline

2. Helpline

2.1 Helpline Services

DFWAC Call Center 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.

2.1.1 Types of Caller

The Call Center received a total of 3,461 calls during reporting period of January 01- December 31, 2015, and the calls were divided as following:

Table 2.1: Caller Types

Caller Types	# of Cases	(%)
Main Victims	935	27%
Other Clients	807	23%
General Public	1,030	30%
Chronic Call Back	673	19%
Volunteer/ Donation	16	1%
Total	3,461	100%

2.1.2 Category of Clients

According to the classification of the types of clients it has been divided into two parts: the main victims, such as domestic violence, child abuse and human trafficking; the other cases, however, cases of humanitarian reasons, financial aid, general consulting, report abuse, suspect human trafficking and abuse against women.

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.

Characteristics of Victims

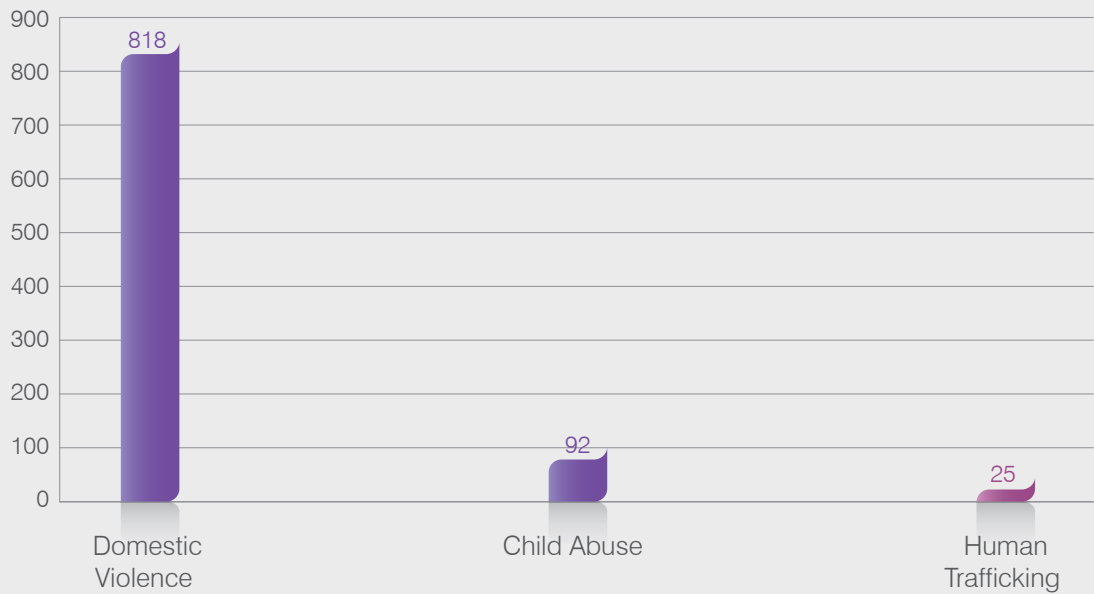
Category of Victims

DFWAC received 935 victims, and mostly they were victims of domestic violence (87.5%), 9.8% of child abuse, and 2.6% of human trafficking.

Table 2.2: Category of Violence

Category of Violence	# of Cases	(%)
Domestic Violence	818	87.5%
Child Abuse	92	9.8%
Human Trafficking	25	2.6%
Total	935	100%

Figure 2.1: Category of Violence



Age Category

Most of the callers were adults 94% and 6% were children.

Table 2.3: Age Category

Age Category	# of Cases	(%)
Children < 18 years	59	6%
Adults	876	94%
Total	935	100%

Gender

The majority of the callers (90%) are female, and 10% are male.

Table 2.4: Gender

Gender	# of Cases	(%)
Female	837	90%
Male	98	10%
Total	935	100%

Nationality

The majority of the callers (65%) are expatriates, and 35% are UAE national.

Table 2.5: Nationality

Nationality	# of Cases	(%)
National	330	35%
Expatriate	605	65%
Total	935	100%

Marital Status of Victims

While looking in the marital status of the victims, 68% were married, 16% were not married, 9% were divorced, four victims were widowed and 6% were children under 18.

Table 2.6: Marital Status

Marital Status	# of Cases	(%)
Married	639	68%
Not Married	150	16%
Divorced	83	9%
Widowed	4	1%
Not Specified	59	6%
Total	935	100%

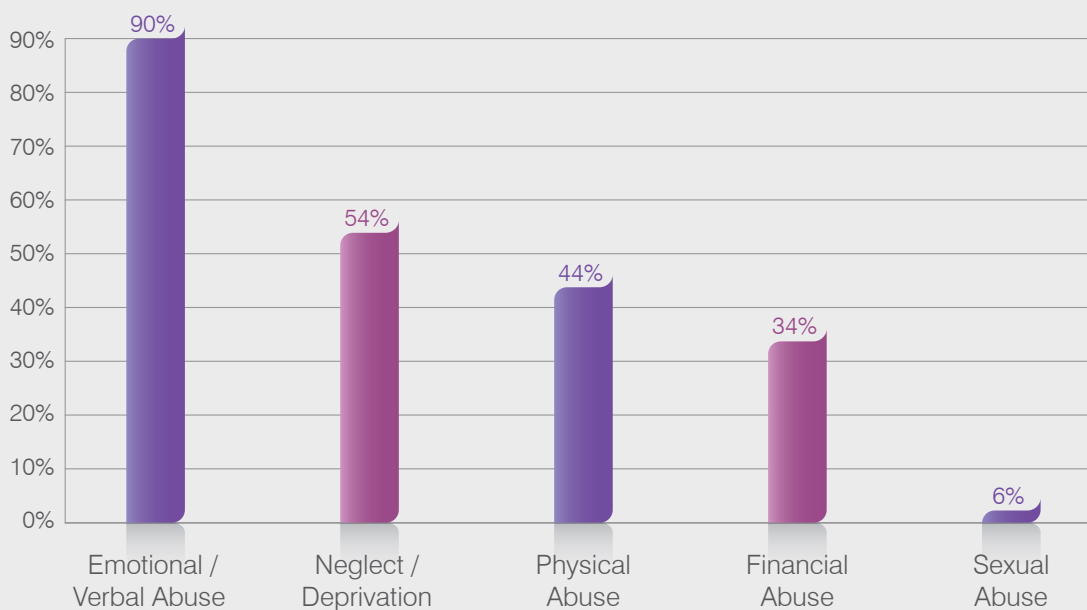
Types of Abuse

As shown in the figure below, 90% of the callers reported experiencing emotional/ verbal abuse; 54% neglect/ deprivation; 44% physical abuse; 34% financial abuse; 6% sexual abuse.

Table 2.7: Types of Abuse

Types of Abuse	# of Cases	(%)
Emotional/Verbal Abuse	840	90%
Neglect/Deprivation	503	54%
Physical Abuse	410	44%
Financial Abuse	319	34%
Sexual Abuse	52	6%

Figure 2.2: Types of Abuse Experienced by Callers



Level of Threat

The majority of calls requested services and they were not in immediate danger by 91%, and 8.6% of the calls were urgent but not in immediate danger and four calls were urgent.

Table 2.8: Level of Threat

Level of Threat	# of Cases	(%)
Immediate Danger	4	0.4%
Urgent (but not in immediate danger)	80	8.6%
Not in Immediate Danger (requesting services)	851	91%
Total	935	100%

Conclusions

Relevant conclusions highlighted the “new internal cases” for 2015:

- Most victims of domestic violence, due to the economic situation, as (74%) cases do not have monthly income or any other financial rewards.
- Most cases of domestic violence were married, representing approximately (56%) of the total of marital status.
- The husband comprised the first in violence against the victim, followed respectively: ex-husband, the father, the brother and an employer.
- Emotional and verbal abuse comprised the first among the types of abuses, as a percentage (100%), followed by physical and financial abuse (63%), neglect and deprivation (60%) and sexual abuse (10%).

- Children (29%) Of the total number of cases received by the Foundation during the year 2015, and that (54%) were female, and the rest were males, and may expose children to different types of abuses, neglect and deprivation occupied first place, followed by respectively: emotional abuse and verbal abuse, witnessing domestic violence, financial abuse, physical and sexual abuse.
- Most cases of human trafficking were adults, by percentage (72%), and most hold a work visa, had been trafficked in their countries, and most of them were trafficked to sexual exploitation.

Relevant conclusions highlighted the “new external cases” for 2015:

- The majority of the external victims of domestic violence were female (49%), while males (6%).
- DFWAC provided services to victims of domestic violence from (47) countries other than U.A.E. Asia comprised the first place, then followed by Africa, Europe, North America, South America, and Australia.
- The victim experienced more than one type of abuse, where verbal emotional abuse comprised the first place, followed by respectively: neglect and deprivation, physical abuse, financial abuse and sexual abuse.
- Children comprised (3%) of the total external cases, mostly were female (75%) and the rest were male, and (93%) were from United Arab Emirates, and these children were abused by the father (68%), by the mother (57%), relatives (7%) and the housemaid (7%).

Relevant conclusions highlighted the “Helpline” for 2015:

- The Foundation provided a helpline to provide services to callers, mostly were from adults (49%), while the children were (6%), and that the majority of callers were female (90%), and (10%) males. The majority of the callers were from non-Emirati nationality. Most callers (87.5%) were looking for advice and consultation on problems of domestic violence, followed by (8.9%) who are looking for advice and consultation on child abuse, and (2.6%) about human trafficking.
- The majority of callers, suffered from verbal/emotional abuse, followed by: neglect/deprivation, physical abuse, sexual abuse and financial abuse.



مؤسسة دبي
لرعاية النساء والأطفال
DUBAI FOUNDATION FOR WOMEN & CHILDREN





Victim Support Services And Programs

3. 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 2015.

3.1 Direct Services to Victims

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.

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.

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.

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).

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 2015:

Table 3.1: Types of Services Delivered to Departing Victims 2015

Type of Service	of Clients #		Total
	Internal	External	
Social Services	103	936	1,039
Health Services	63	-	63
Psychological Services	34	161	195
Legal Services	24	116	140
Referral Services	10	273	283

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 the table 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 3.2: Departure Subsidy

#	Subsidy	No. of cases
1	Travel tickets	10
2	Financial assistance	13
3	In-kind assistance	46

Table 3.3: Support Services

Support Services	No. of Services Provided
International Calls	1,040

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 3.4: Programs and Activities

	Programs and Activities	The provider of the activity	of # Sessions	of Clients #
1	Computer & Internet	DFWAC	173	1,495
2	Art activities	DFWAC	61	471
3	Beauty Services	DFWAC	85	7
4	Empowerment Group	DFWAC	25	239
5	Support Group	DFWAC	33	215
6	Health Lectures	DHA	7	81
7	Recreational activities	DFWAC	31	339
8	Zumba	Volunteer	9	70
9	Karate	Dubai karate Centre	51	364
10	Islamic lectures	DFWAC	22	209
11	Kids Activities	DFWAC	103	637
12	Trips	Chuck E.Cheese's	21	326
13	Cooking	DFWAC	17	229
14	Movie views	DFWAC	19	207
15	Sports activities	DFWAC	6	65
16	Special Occasions	DHA/volunteer, airport security, citizenship, residence, DFWAC, Rotana	14	340

	Programs and Activities	The provider of the activity	of # Sessions	of Clients #
17	Training Course	DFWAC	8	48
18	Workshops	University students/Salon Alyazia	2	23
19	First Aid	Dubai ambulance services	1	12
20	Lectures on home fire	Civil Defense	1	9
21	Lecture management funds	Standard Chartered Bank	4	39
22	Swimming	Volunteer	5	62
Total			698	5,487

3.2 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, such as:

DFWAC starts providing counseling services through Princess Haya's Center

Dubai Foundation for Women and Children "DFWAC", announced that it has started, the provision of psychological and social counseling services for women and children, through Princess Haya bint Al Hussein Cultural & Islamic centers in Al Mazhar branch, as a part of DFWAC's plan to reach a larger audience and save their time and efforts by getting closer to them in areas closer to the heart of Dubai.

DFWAC provided well qualified psychologists and social workers to offer psychological and social counseling for women and children, in consultation and therapy rooms that are provided by the Princess Haya bint Al Hussein centers, which feature complete privacy to ensure that all the information related to customers remains confidential.

DFWAC launched initiative to educate children in Dubai's governmental kindergartens

The Dubai Foundation for Women and Children "DFWAC" launched a new initiative to raise the awareness about child abuse by organizing its educational workshops in 2015 to educate more than 560 students, teachers and administrators in 14 kindergartens in various parts of Dubai, DFWAC recently organized the first workshop in Al Huda kindergarten with the participation of 22 children, 15 teachers and administrative staff.

The initiative aims to provide complete awareness of child abuse to all parties that deal with children every day, either in school or at home, by offering three workshops in each kindergarten targeting parents, teachers and specialists as well as the children themselves.

Hundreds of children participated in DFWAC's awareness Carnival

Hundreds of children from different groups and ages participated in the "Childhood Carnival" which is organized annually by the Dubai Foundation for Women and Children "DFWAC" as a part of its awareness campaign about child abuse "Protect Childhood It's Precious".

The event that was organized in collaboration with Al Jalila Cultural Centre for Children "AJCCC" at the Centre's headquarter, included a variety of theater and art and music workshops, photography of, as well as sports activities, presented in an interesting and attractive framework for the participants.

DFWAC organized a workshop about Play Therapy in rehabilitation

The Dubai Foundation for Women and Children, organized a training workshop for specialists about the Play Therapy and its latest applications which was held over four days at the Desert Palm Hotel Dubai, as a part of the foundation's plan to build and develop social and psychological skills.

More than 50 specialists of psychologists and social workers participated in the work shop, from shelters, police, social institutions, and the courts, prosecutors, and the Ministry of Interior and the Ministry of Social Affairs, as they reviewed the concept of play therapy and its theories, methods, stages and skills, and how to build a therapeutic relationship, in addition to the assessment using play methods, and applications of the play therapy with the victims of abuse.

DFWAC Celebrates the International Day of Families on Fazza Beach

The Dubai Foundation for Women and Children celebrated the International Day of Families the 15th of May, by organizing the First Family Day Festival yesterday "Friday" at Fazza Beach, which aims to strengthen the bonds between all family members, and offered a lot of fun and art activities for many people who participated in the event.

This event comes in the framework of the UAE government strategy that focus on family and children, and also as a part of the Foundation's aims to strengthen family bonds, which contribute in the prevention of abuse of various kinds, especially as family disintegration is one of the main causes of this phenomenon.

DFWAC launches awareness campaign for vulnerable groups to human trafficking

The Dubai Foundation for Women and Children "DFWAC" has launched its first awareness campaign for the most vulnerable groups to human trafficking, under the slogan "Be Aware", as part of the great efforts made by the various stakeholders in the UAE to combat the crime of human trafficking under the great attention given by the wise leadership to this subject.

As a part of the campaign that which is organized in collaboration with the ministry of labor, hundreds of awareness publications will be distributed in different languages in addition to organizing dozens of lectures in collaboration with the Ministry of Labor, as well as to media awareness through a number of local radio stations in different languages, and finally holding regular meetings with embassies working in the UAE.

DFAWC & Al Waleed Philanthropies launched anti-bullying project

The Dubai Foundation for Women and Children and Al Waleed Philanthropies Foundation signed an agreement to launch an anti-bullying project in schools for three years, which aims to build clear policies at schools and implement awareness and educational programs for the professionals, students and parents, and to raise awareness about the cause among the society.

According to the agreement Al Waleed Philanthropies will fund DFWAC's workshops, awareness campaigns and training sessions to confront bullying in schools, and raise awareness about this cause among all the concerned parties.

DFWAC organizes a workshop about "Parental Evaluation"

The Dubai Foundation for Women and Children (DFWAC) organized a training workshop for the professionals in the criminal assessment of family dissonance and parental evaluation, with the participation of more than 45 participants of psychologists and social workers in many governmental and private entities which are involved in this field.

The workshop, is a part of DFWAC's Program for building and developing social and physiological skills, which the Foundation has launched during the past year, and its contributes to strengthening the capacities of those working in the field of criminal assessment of family issues by educating them on the use of parental assessment mechanism, and how important it is in the courts and Family procuratorates, will also cover scientific research and studies of various cases in this area.

UN and DFWAC organize a workshop about Human trafficking crimes

The Participants of a seminar about human trafficking, organized by the United Nations Human Rights Training and Documentation Centre for South-West Asia and the Arab region in cooperation with Dubai Foundation for Women and Children, called the lawmakers in the Arab countries to issue special laws for the protection of witnesses and informants, victims and experts, for the implementation of the agreement requirements related to human rights and anti-trafficking laws.

This came within the recommendations of the seminar, which concluded its activities in Dubai recently under the title of "consistency and integration of the legislative system to combat human trafficking crimes in the Arab countries," with the participation of more than 40 representatives of agencies and organizations involved in combating human trafficking in the Arab region.

DFWAC organizes the "Orange Campaign" to eliminate violence against women

The Dubai Foundation for Women and Children launched the "Orange Campaign" to raise awareness about violence against women under the slogan "Speak Up! Silence Covers Violence", for the first time in the UAE, in conjunction with the United Nations international campaign to eliminate violence against women which runs for 16 days starting from the 25th of November.

The campaign that was for three days, attracted a big crowd to its interactive platform which was designed in an innovative way to give a touching and emotional effect on the public about violence against women.

The platform presents a sound track about a woman who is telling her touching story about how she was exposed to violence and how she got her life back, as to raise awareness about the types of violence against women and stressing on the necessity of contacting the concerned entities for help through the helpline 800111, whether they were victims or they are in touch with the victims.

DFWAC honors its strategic partners

The Dubai Foundation for Women and Children organized an honoring ceremony to for its strategic partners in Shangri-La hotel in Dubai, with the participation of more than 75 entities which contributed in supporting the foundation's efforts and initiatives since it was established.

DFWAC reviewed during the ceremony the highlighted achievements during the past year. HE Dr. Abdullah Al Khayat Chairman of the Board of Directors, and HE Afra Al Basti, Director General of the Foundation delivered a speech during the ceremony.

The community awareness programs also include lectures and workshops in schools, universities, institutions:

Table 3.5: Number of Workshops

#	Target Group	# of workshops and lectures
1	Schools and Universities students	46
2	Social workers	25
3	Parents	19
4	Staff in institutions	1
Total		91

The following is the number of specialized events and workshops conducted by the foundation:

Table 3.6: Number of specialized events and workshops

#	Type of events	No of the events
1	Main events of the foundation	9
2	Social Media Events	12
3	Specialized workshops for Social Workers	4
4	Fundraising	1
Total		26

3.2.1.1 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 3.7: Reports through audio, visual, and print media

Monitoring Reports	Domestic Violence	Child Abuse	Human Trafficking	Sexual Assault	Total
Newspapers	778	346	58	3	1185
Magazine	23	8	2	-	33
Radio	17	5	1	-	23
Television	9	4	-	-	13
Total	827	363	61	3	1254

- Monitoring Social Media Reports

Table 3.8: Social Media Reports

Social Report	Tweeters	Facebook	Instagram
Following	778	346	58
Followers	23	8	2
Twitters	17	5	1
Participants	9	4	-

- 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.

3.3 Building Cooperation and Partnership Relations

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:

3.3.1 Partnership Agreements Signed during 2015

The Foundation has worked to establish 10 local agreements, three international agreements and one regional agreement by 2015, as shown in the table below:

Table 3.9: Partnership Agreements Signed during 2015

Sr.	Social Report	Social Report	Purpose of Partnership	Geo-graphic Area
1	Rudha Al Attar Advocates & Legal Consultants	12 February 2015	<ul style="list-style-type: none"> • Provide legal services and advice for DFWAC and its clients. • Provide DFWAC consultancy services in terms of agreements and contracts review.. 	Local
2	Awqaf and Minors Affairs Foundation	March 2015	<ul style="list-style-type: none"> • Community awareness programs and training provision to the staff members in AMAF Family Village. • Provide financial support to DFWAC for meeting clients' needs. 	Local
3	General Directorate of Residency & Foreigners Affairs	March 2015	<p>Collaboration in various areas such as:</p> <ul style="list-style-type: none"> • Coordinate and facilitate all services required for women and children sheltered in DFWAC. • Share and exchange knowledge and experience by both entities to enhance and nurture each party's performance. • Collaborate in joint events and activities and suggest new initiatives within the areas of interest. • Provide consultancy and advice within the areas of expertise between both entities. • Collaborate in promoting community awareness programs, with more emphasis on trafficked persons. • Collaborate in conducting research and studies within the common areas between both parties. 	Local
4	International Organization for Migration (IOM)	April 2015	<p>Collaboration in various areas such as:</p> <ul style="list-style-type: none"> • Community awareness programs. • The coordination with DFWAC is re-settling its clients outside the UAE. 	International

Sr.	Social Report	Social Report	Purpose of Partnership	Geo-graphic Area
5	Rotana Hotels (Rimal, Rihab and Villa)	May 2015	<ul style="list-style-type: none"> • Offer DFWAC discounted rates. 	Local
6	Joint Service Initiative Agreement	July 2015	<ul style="list-style-type: none"> • A joint initiative between DFWAC, Dubai Courts, Department of Economic Development and Community Development Authority. 	Local
7	Supreme Council for Family Affairs – Government of Sharjah	July 2015	<ul style="list-style-type: none"> • Collaborate in promoting and executing The Family Safety campaign. 	Local
8	HSBC Middle East Bank Limited	2 September 2015	<ul style="list-style-type: none"> • Provide DFWAC with an annual grant for three years to support the development of the New Children's Accommodation. 	Local/ International
9	Al Waleed Philanthropies	9 September 2015	<ul style="list-style-type: none"> • Sponsorship of DFWAC's three years Anti-Bullying campaign. 	Regional
10	Government of Sharjah – Social Services Department	13 September 2015	<ul style="list-style-type: none"> • Collaboration in several areas, especially in the joint-system (E-Link) initiative. 	Local
11	Al Yazia Beauty Center	November 2015	<ul style="list-style-type: none"> • Provide free beauty services and workshops to clients residing at DFWAC shelter. 	Local
12	Shangri-La Hotel	March 2015	<ul style="list-style-type: none"> • Offer DFWAC discounted rates. • Sponsor one major event for DFWAC. • Raise funds for DFWAC through organizing several fundraising activities. 	Local
13	SOS Children's Villages International (GAO)	7 December 2015	<p>Collaboration in various areas such as:</p> <ul style="list-style-type: none"> • Community awareness programs and campaigns. • Capacity Building programs between both parties. 	International

3.3.2 Renewed Partnership Agreements during 2015

The Foundation has worked to renew three local agreements by 2015, as shown in the table below:

Table 3.10: Partnership Agreements Signed during 2015

Sr.	Partner Name	Signing Date	Agreement Duration	Agreement Type	Purpose of Partnership	Geographic Area
1	Bin Suwaidan Legal Advocates & Consultants	14 February 2013	One year and renewable	Agreement	<ul style="list-style-type: none"> • Provide legal services and advice for DFWAC and its clients. • Provide DFWAC consultancy services in terms of agreements and contracts review. 	Local
2	Dubai Karate Center	September 2014	One year and renewable	Contract	<ul style="list-style-type: none"> • Provide free karate lessons to clients residing at DFWAC shelter. 	Local
3	Dubai Islamic Bank Foundation	15 December 2013	One year	Contract	<ul style="list-style-type: none"> • Provide DFWAC clients with annual grant (Zakat) to cover the necessary needs. • Organize joint events and activities to promote community awareness. 	Local

3.3.3 On-Going Partnership Agreements (Signed before 2015)

The Foundation has worked to establish strong relations of partnership and cooperation and continuous before 2015 with the following:

Table 3.11: Partnership Agreements Signed during 2015

Sr.	Partner Name	Signing Date	Agreement Duration	Agreement Type	Purpose of Partnership	Geo-graphic Area
1	Dubai Police (Monitoring human trafficking crimes Center and Anti-Organized Crime Department)	23 November 2013	One year and renewable	MOU	<ul style="list-style-type: none"> • Share and Exchange information and studies with regards to human trafficking crimes. • Collaborate in providing technical advice with issues related to Human Trafficking. • Collaborate in organizing joint capacity building workshops and forums in the area of Human Trafficking. 	Local
2	Dubai Courts	2009	One year and renewable	Agreement	<ul style="list-style-type: none"> • Share the necessary information and database required with regards to clients cases between both parties. • Coordinate between both parties with regards to case transfers to DFWAC and facilitate clients cases in Dubai Courts. • Share and Exchange studies and statistics related to different cases which will enable both parties to tailor community awareness programs. • Collaborate in organizing joint capacity building workshops and forums. 	Local

Sr.	Partner Name	Signing Date	Agreement Duration	Agreement Type	Purpose of Partnership	Geographic Area
3	Juvenile Association	4 December 2012	One year and renewable	MOU	<ul style="list-style-type: none"> • Achieve Dubai Government vision in providing support to target groups that both parties are supporting. • Collaborate in conducting research and studies within the common areas between both parties. 	Local
4	Ministry of Labour	25 December 2014	Two years and renewable	MOU	<p>Collaboration in various areas such as:</p> <ul style="list-style-type: none"> • Community awareness programs. • Case transfers to DFWAC especially trafficking cases. • Organize a series of lectures and community awareness programs for people who are potential victims of human trafficking. • Share and Exchange studies and statistics related to different cases which will enable both parties to tailor community awareness programs. • Collaboration between both parties in supporting victims to secure decent jobs in the market. • Organize joint capacity building workshops for professionals working in the area of combating human trafficking. 	Local

Sr.	Partner Name	Signing Date	Agreement Duration	Agreement Type	Purpose of Partnership	Geographic Area
5	Emirates Human Rights Association	24 February 2013	Two years and renewable	MOU	<p>Collaboration is several areas such as:</p> <ul style="list-style-type: none"> Promote the understanding of Human Rights Principles across the regions through running several awareness campaigns and workshops. Share and exchange knowledge and experience by both entities to enhance and nurture each party's performance. Case transfers to DFWAC especially abused cases. 	Local
6	Watani Al Emarat Foundation	26 December 2013	Two years and renewable	MOU	<p>Collaborate in DFWAC's events in various areas.</p> <ul style="list-style-type: none"> Share and exchange knowledge and experience by both entities to enhance and nurture each party's performance. Organize customized workshops for DFWAC with regards to national citizenship, and provide the necessary materials and literature. 	Local

3.4 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 3.12: Number of Participations at National & International Levels

Type of Participation	National	International
Meeting Place	19	-
Symposium	12	-
Meeting	4	1
Forums	12	-
Attending training courses	161	-
Conference	27	5
Training workshops	123	3
Lectures	182	-
Presenting papers	2	2
Visit	12	-
Summit	4	-
Total	558	11

3.5 Programs & 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 2015:

Quarter & Annual Reports

- 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.

Human Trafficking Programs

After the adoption of the program educating the groups who mostly vulnerable to human trafficking by the National Committee for 2014, the complete implementation of the program topics as follows:

- Complete the recording and broadcast of human trafficking approved by the National Commission for human trafficking through Abu Dhabi Media, and broadcast FM radio star and mirchi, broadcast twice a day during the week from Sunday to Thursday.
- Implement 5 awareness workshops for groups who are the most vulnerable of being trafficked, targeting women in fitness centers and beauty salons in collaboration with the Ministry of labour.
- Distribute 526 awareness brochures in various languages through participation in the inspection campaigns of the Ministry of labour on Labour enterprises.
- Distributed awareness brochures to all victims human trafficking in DFWAC shelter through an implementation plan in collaboration between the care and rehabilitation department and programs and research department.

Bullying program

- Bullying program seeks to create sufficient awareness among all relevant parties to this problem either school administration or teachers or parents of students, and to contribute to find an environment free of violence in schools, and enhancing participation, tolerance, communication and acceptance of difference values, as well as promote the values and habits of respect and appreciation mutual among the students in the school community, and to provide necessary assistance for each of the victims and perpetrators of bullying, including guarantees for both the school and the personal and social adjustment assistance.
- Dubai Foundation for Women and Children introduced this program to the Ministry of Education to conduct it to preparatory and secondary schools in Dubai, and was nominated to a number of social workers and psychologists working in these schools to be trained in the program terms and mechanisms of its implementation in schools.
- And gracious initiative of Alwaleed Bin Talal Foundation and the cooperation of the Ministry of Education, it has been setup on the implementation of the program to three years from 2015 until the end of 2017.
- The program was announced and launched in November 2015 during the first training workshop for social workers and psychologists.



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Achievements

4. Achievements

Dubai Foundation for Women and Children Participated with the Dubai model Center in 2015 to improve customer services, community awareness and City Builders Race, the Foundation has received three awards:

First Award

Smart Case File: It is an electronic system to create a unified and integrated file for each case in which all the services provided to pour into all the relevant sections (social, psychological, housing, clinic and call center). This unique system is flexible, fast and facilitates the process of cooperation between the departments to rid the transactions and allows the Programs & Research Department to pull out the of statistical reports relates to the cases benefited from the services.

Second Award

Best Innovation Leader: This category aims to motivate and reward the innovation teams in government entities, who remarkably and sustainably participate in creating positive change in their government entities through the effective implementation of Dubai Model for Government Services. The Director of Care and Rehabilitation Department “Ghanima Al Bahri” was awarded as the best innovator team leader.

Third Award

City Makers’ Prize: The category aims to encourage joint efforts between different government entities to enhance shared services’ performance to pioneering and competitive levels, and to overcome the traditional challenges through teamwork and using innovative initiatives. The prize is presented for the best shared government service that has proved superior performance in meeting the needs and expectations of customers, utilizing resources efficiently and supporting transformation to the smart government model. The foundation has won the yellow team within its own social care services in conjunction with the Community Development Authority, Department of Economic Development and Dubai Courts.

ISO Certificate

ISO 9001 certification is suitable for all sizes and types of organizations and is well established around the world as an invaluable Quality Management System standard. It is suitable for organizations in all industry sectors and will help your organization to improve management processes to compete locally and/or globally.

The 3 certificates are:

ISO 9001: 2008- Quality management system.

ISO 10002: 2014- Handling Complaints.

ISO 10004: 2012- Customer Satisfaction.



Summary Statistics

5. Summary Statistics

5.1 Internal Clients

Table 5.1: Summary Statistics on Internal Clients 2015

Variable	Domestic Violence	Child Abuse	Trafficking
Number of Clients *	30	41	18
Nationality			
• National	7	26	-
• Expatriate	23	11	18
• Unknown	-	4	-
Age			
• Min	18	6 months	6 months
• Max	43	16 y	45 y
Gender			
• Female	30	22	18
• Male	-	19	-
Duration of stay**			
• >30 days	12	12	-
• 31-90 days	5	8	7
• 91-180 days	5	10	1
• >181 days	1	5	2
Type of Abuse			
• Physical abuse	19	7	11
• Emotional/Verbal	30	30	17
• Sexual abuse	3	4	13
• Neglect/deprivation	18	32	17
• Financial Abuse	19	14	16
• Witnessed Domestic Violence	-	20	-

** Clients categorized as "Other" and who equal to 54 cases in total are not shown here.

5.2 External Clients

Table 5.2: Summary Statistics on External Clients 2015

Variable	Domestic Violence	Child Abuse
Number of Clients *	405	28
Nationality		
• National	126	26
• Expatriate	279	-
• Unknown	-	2
Age Category		
• Children (<18 y)	18 y	2 y
• Adults	63 y	17 y
Gender		
• Female	381	21
• Male	24	7
Type of Abuse		
• Physical abuse	228	10
• Emotional/ Verbal	400	20
• Sexual abuse	59	3
• Neglect/ deprivation	295	24
• Financial abuse	217	8
• Witnessed Domestic Violence	-	10

* Clients categorized as “Other” and who equal to 645 cases in total are not shown here.



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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, 2015).

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, 2015).

New External Clients

Clients who received all the support services at the Foundation without shelter during the specified reporting period (January 01- December 31, 2015).

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, 2015).

Reporting Period

The time period the information in the report is covering (January 01- December 31, 2015).

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 family member/s within the same household.
- A maid exposed to any sort of violence from one or more members of the employing family.
- A man exposed to any sort of violence from one or more members of the family members as in external clients and the purpose of providing services to men is to have a family stability and strengthen family bonds.

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).

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.

Violence 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:** Using unwelcome words or acts and gestures of a direct and indirect sexual nature, that violates the hearing or sight or body and violates the privacy of the individual, and hurts his feelings by making him feel threatened or discomfort, fear or humiliation.
- **Emotional Abuse:** any form of negative deal of verbal or non-verbal communication that leaves deep psychological effects on the victim, including: swearing and yelling, threats, humiliation and ridicule and blame.
- **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.

Country

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

Education

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

- **None:** no education at all
- **KG (Kindergarten):** educational system for children below the age of six -year-old (pre-school).
- **Primary School:** the educational system, which usually includes the first six grades of Education.
- **High School:** the educational system, which typically includes grades from (7-12).
- **Technical/ technical certificate:** awarded to graduates on education and training institutes to acquire necessary skills to exercise of certain professions or technical disciplines that might equal prep or high school diploma.

Uncompleted College: still a student is in a college/university or for a certain conditions the student stopped for a period to continue the study requirements.

Undergraduate: end all study requirements for undergraduate, according to the educational system of the university and therefore are awarded bachelors or other scientific certificates.

Above the university: graduate degrees such as masters or post-graduate diploma or doctoral degrees.

- **Not applicable:** children who are not in school age if they haven't attended KG.

Occupation

A person's usual work or business.

- Working regularly or irregularly and earning income from it; may be constant or intermittent.
- Do not work: do not practice any profession that provides a source of income.
- Not Applicable: children under the age of 15, according to international laws and legislations.

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' categories in DFWAC according to the client's injuries.

- 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

It refers to the client situation in terms of dependency for themselves or for those who depends on during the period of their stay in DFWAC.

- 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.