

Assessment of Child Abuse and Neglect
Services in the
West Bank and Gaza Strip

Initial report of findings

March 2006

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Introduction

Violence is a diffuse and complex phenomenon. Defining it is not an exact science but a matter of judgment. Even so, the definition can vary depending on who defines it and for what purpose.

The WHO definition, broadly accepted, defines it as “the intentional use of physical force or power, threatened or actual, against oneself, another person, or against a group or community that either results in or has a high likelihood of resulting in injury, death, psychological harm, mal development or deprivation”.

Violence against children, specifically, is referred to as child abuse and neglect or child maltreatment, which is defined by the WHO as *‘All forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation resulting in actual or potential harm to the child’s health, survival, development or dignity in the context of a relationship of responsibility, trust, or power’* (WHO, 2002)

Child maltreatment is usually divided into 5 subtypes:

Physical abuse

Sexual abuse

Emotional abuse

Deprivation or neglect

Commercial and other exploitation

In Palestine, like elsewhere, measuring violence and child abuse and neglect is extremely sensitive and difficult in terms of completeness, quality, reliability and usefulness of available information. On the other hand, reliable data are vital for understanding the nature and extent of the problem, for advocacy purposes, and for developing adequate preventive and intervention strategies.

Several institutions in the oPt, especially those offering psycho-social/mental health services and support for children with special needs have begun to lay some complementary groundwork for a workable assessment and policy development for the problem of child abuse and neglect.

The aim of this research project was to assess local community resources and services related to child abuse and neglect at the charitable, NGO, international, UNRWA and ministerial levels, and to collect information on cases of child abuse and neglect that reach the service providers.

The specific objectives of the overall project are:

- To identify institutions that provide services/programs for abused and neglected children, and type of services/programs available.
- To obtain baseline data on the numbers of child abuse and neglect that reach service providers in the West Bank and Gaza Strip.
- To identify the numbers, qualification, training of personnel working with abused and neglected children.
- To identify main challenges faced by providers in providing services for abused and neglected children.
- To collect data on child abuse and neglect indicators that can be compared with other countries.
- To gather resources on the topic of child protection related to Palestinian children in the oPt: reports, books, local research articles, as well as the newly approved child law for the Palestinian Territory. These documents will be available for the public as a part of the Institute’s resource center.

Methodology

The group under study are major institutions that provide services for children who have been abused or neglected in the oPt..

The methodology entailed compiling a primary list of the institutions of the Palestinian Authority, UNRWA, NGO, charitable and private sectors that provide psychosocial/mental health, education, and social and physical rehabilitation services in the oPt from different sources. This list was progressively supplemented and some names were deleted as interviewees were asked whether they provide services related to child abuse or neglect or if they knew of any other institutions/organizations that provide such services. All identified institutions or organizations that provide such services were included in the survey.

Fifty-six institutions were found to relate to child abuse and neglect in the West Bank and Gaza Strip. In total, sixty-two interviews were conducted as six institutions had two interviews each, either with different departments such as with the Ministry of Social Affairs (MOSA) and Birzeit University in the West Bank, or in two different regions (GS and WB) such as the PRCS, the Ministry of Education, the Ministry of Health and UNRWA Education sector.

Forty-nine (79%) institutions have their main base located in urban centers, 9 (14.5%) in refugee camps, and 4 (6.5%) in rural areas.

The interviews were conducted person-to-person by the researchers themselves, either by phone or face-to-face, to ensure that questions and answers were clearly understood and complete. This was done to avoid a bias of non-response due to lack of clarity of the question or selective responding, but also because of the unreadable quality of faxes.

Because of the ongoing military occupation and closure of the West Bank and Gaza Strip (oPt), with our institute at Birzeit University based in Ramallah, all interviews with respondents in Gaza had to be conducted by phone. In the West Bank, some key institutions were visited and interviews conducted face-to-face. These include Ministry of Social Affairs (MOSA), Ministry of Education (MOE), Ministry of Health (MOH), Defense Children International (DCI), National Plan of Action (NPA), the District Attorney and the Police in Ramallah, one 'safe home' for boys and one for girls, the Crèche at the Holy Family Hospital in Bethlehem, and Star Mountain, a referral center for mentally disabled children).

The questionnaire was designed to survey the full range of service types offered, activities, policies, type and quantity of cases seen, referral systems, institutional capacity, qualification of personnel that see cases of child abuse and neglect, challenges and needs. The questionnaire was devised in such a way that the interview was terminated if the institution/organization does not provide services and/or research related to child abuse and neglect.

Results

Respondents were the directors of institutions or heads of concerned programs or projects, and ministerial focal points. Of those interviewed, 32 (51.6%) were directors, 16 (25.7%) heads of projects or project coordinators, and 7 (10.3 %) were deputy directors. The remaining interviewees were a dean of student affairs, a program advisor, a chief prosecutor, a country representative, a chairman of the board, and an owner of a private clinic.

The main offices of the institutions included in the survey are unevenly distributed: thirty-eight are located in the West Bank (61%), and 24 in the Gaza Strip (39%). Nearly one third of all the institutions are located in Ramallah and al-Bireh (18, 29%), followed by Jerusalem (10, 16%), Bethlehem (6, 9.7%), Nablus (3, 4.8%), and Hebron (1 institution). In the Gaza Strip, most institutions are located in Gaza City (14, 22.6%), Deir al-Balah (5, 8.1%), Jabalia (3, 4.8%), Khan Younis (2, 3.2%). None have their main base located in Jericho, Salfeet, Tulkarem, Jenin, Qalqilia, or Rafah (i.e. north of the WB except for Nablus, Jordan valley and south of Gaza Strip.)

Table 1 Institutions' head offices, by location

		Frequency	Valid Percent
West Bank	Ramallah al-Bireh	18	29.0
	Jerusalem	10	16.1
	Bethlehem	6	9.7
	Nablus	3	4.8
	Hebron	1	1.6
Gaza Strip	Gaza city	14	22.6
	Deir al-Balah	5	8.1
	Jabalia	3	4.8
	Khan Younis	2	3.2
	Total	62	100.0

Some institutions have branches covering all the districts in the West Bank and Gaza Strip, such as Ministries of Social Affairs, Health, Education, UNRWA, major national and international NGOs, and the police,. All of these have one central base located in the West Bank except for UNRWA, which has two main offices, one in the West Bank and one in Gaza Strip.

The institutions providing the services fall into the following main categories: 39 (62.9%) NGOs, 11 (17.7%) Governmental institutions, 3 (4.8%) UNRWA , 5 (8.1%) International organizations, 2 Universities, 1 private organization and 1 Union.

Table 2 Type of institution

	Frequency	Percent
NGO.	39	62.9
Government	11	17.7
UNRWA	3	4.8
International	5	8.1
University	2	3.2
Private organization	1	1.6
Union	1	1.6

Total	62	100.0
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Questions asked for all institutions

Do the institution's activities relate to child abuse and neglect?

Over 77% (48 of 62) of the institutions interviewed reported that their activities were directly related to child abuse and neglect, the rest 14 (22.6%) said they were indirectly related as their focus of activity addresses other related issues, or because their organization works through other organizations.

Table 3 Do your institution's activities relate to child abuse and neglect?

	Frequency	Percent
Yes, directly	48	77.4
Yes, Indirectly	14	22.6
Total	62	100.0

Activities related to child abuse and neglect were divided into 5 broad categories, noting that most of the institutions are involved in more than one activity: services provision, research, resource production, active involvement with policymaking, and funding. Nearly all of the institutions, 58 (93.5%) provide services, 42 (67.7%) produce resource materials, 25 (40.3%) conduct research related to child protection, and 19 (30%) institutions are active in policymaking. In addition, three of the institutions said they also fund some projects implemented by others.

Table 4 Types of activities performed by the institutions interviewed

Type of activity	Number of responses	Percentage of each type of activity
Services for children	58	93.5%
Resources	42	67.7%
Research	25	40.3%
Policy making	19	30.6%
Funding projects of other institutions	3	5%

Services

Over two thirds of service providers (41/58) work in more than one type of activity. Of the 58 institutions providing services, forty were reported offering psychosocial services including some medical care.¹ Fifteen institutions offer vocational training, continuing education and capacity building for school dropouts, teachers and caregivers. Twelve institutions work directly for abused and neglected children (safe shelter, legal support, human rights) , 9 offer rehabilitation for the disabled and/or special education, and 8 are engaged in community awareness and advocacy. Five institutions reported outreach programs.

¹ the (governmental) Mental Health Hospital in Bethlehem is excluded, as it deals only with psychiatric cases

Table 5 Types of services offered by the institutions interviewed

Service categories	Programs/projects count	Percent of service category
Psychosocial, medical	40	40%
Training / capacity building	15	15%
Child abuse and neglect	12	12%
Culture / recreation	12	12%
Disabilities	9	9%
Advocacy / awareness raising	8	8%
Outreach	5	5%
Total services reported	101	100%

The 12 programs² listed under child abuse and neglect include 2 institutions providing legal aid, police and the judiciary, 2 shelters and 5 ‘safe homes’ as follows:

Shelter for women and children all ages, Nablus (Family Defense Society)

Shelter for women and children all ages, Tulkarm (Future Society)

Maternity clinic for unmarried mothers and crèche for children 0-5, Bethlehem (Holy Family Hospital)

SOS village for children all ages, Bethlehem (NGO)

Boys’ home & school (6-12), Jerusalem (private)

Girl’s home (5-18), Jerusalem (private)

‘Safe House’ for abandoned and abused boys, Beitunia (MOSA)

Research and production of resource materials

Most of the 25 institutions (40.3%) that conduct research in the field of abuse and neglect also provide services, except for two: the Development Studies Program at BZU (research only) and Rädä Barnen (research and funding of local institutions).

The range of research topics is broad and includes child labor, domestic child abuse, violence against women, identifying priority needs for children, girls’ situation, the effects of home demolitions on children, military violence, verbal abuse, needs of the disabled and children in especially difficult circumstances.

Forty-two institutions (67.7%) reported producing various resources and materials related to child protection.³

Policy making

The main topics addressed by the 19 institutions involved in advocacy and promotion activities are: child and human rights, appropriate legislation; violence within the family especially against women and children.

Funding

The three organizations that said they provide funding for programs implemented by other local institutions are the Holy Family Hospital, the National Program of Action for Palestinian Children, and Rädä Barnen/Sweden.

What is the age definition of a child?

Not all the institutions have an institutional definition for children by age, as 5 institutions (8%) have no definition what so ever.

² all based in the West Bank

³ A list of resources and the institutions that produce them is attached to this report

Of those 57 (92%) institutions with a definition there is inconsistency on the age definition of a child although the majority, 49 institutions (86%), use the international definition of 0-18 years old. Others, like 3 institutions (5.3%), use the definition of the Israeli law (under 16 years); those are UNRWA in Jerusalem and two NGO's from the Gaza Strip. One institution that works in the Old City of Jerusalem uses two definitions, the official Israeli and the international one. Two institutions use a 0-14 year's definition (these are the Ministry of Health in the WB and one NGO in the GS). In addition, the judicial system has its own definition of a child; those below the age of 9 bear no criminal responsibility and those between 9-12 years, once convicted are referred to caretaker custody or a juvenile rehabilitation centre. Older children are treated as adults.

Table 6 If there is a definition, what is it?

Age groups	Frequency	Percent	Valid percent
0-18 years	49	79	86
Not limited	1	1.6	1.8
Under 16 yrs (Israel)	1	1.6	1.8
Under 18 Yrs (International)			
Up to 16 years	3	4.8	5.3
Up to 14 years	2	3.2	3.5
Under 12 and 9-12 years are Juvenile	1	1.6	1.8
Total	57	91.9	100
Missing	5	8.1	
Total	62	100	

Have you heard of the concept of Child Protection?

To the question of having heard about the concept of child protection, 52 institutions (84%) responded positively while 10 did not (16%). Of those who had not heard of it were the police, the director of Bethlehem Mental Hospital and others who work with local communities as well as some international NGOs.

Table 7 Have you heard of the concept of child Protection

	Frequency	Percent
yes	52	83.9
no	10	16.1
Total	62	100.0

Of those who heard about it, less than half (44%) had a written definition of child protection within the mandate of the institution. The rest had either an institutional or a personal definition that is not written anywhere. Only one respondent said he had a personal and written definition. Institutions without a written definition include the Ministry of Education and Ministry of Social Affairs, the Palestinian Red Crescent Society, the General Union of Palestinian Disabled, the Gaza Community Mental Health Program, the judicial system and organizations providing services for orphans and disabled children.

Table 8 If yes, is the definition institutional, personal, written or not?

	Frequency	Percent
No definition	1	1.9
Institutional/ written	22	42.3
Institutional/ not written	10	19.2

Personal/ not written	18	34.6
Personal/ written	1	1.9
Total	52	100.0

Percentage estimate of child abuse and neglect

To the question of whether child abuse and neglect exist in the oPt, all those interviewed gave a positive answer. When they were asked to give an estimate on prevalence, a wide range of numbers was quoted, reflecting the lack of data and the variation in types of abuse encountered. Nearly two thirds of respondents said it is below 50% and one third said it is above. Most of those who said it is high were referring to the effect of occupation and Israeli army measures on the mental health of children.

Table 9 Percentage estimate of child abuse and neglect

Percentage estimate	Number of institutions	Percentage of institutions
Difficult/ don't know	9	14.5
Up to 20%	13	21
25-50%	20	32.2
More than 50-75%	12	19.4
80-100%	7	11.3
All of the disabled	1	1.6
Total	62	100

Challenges perceived by non-service providers

The final question put to institutions that do not provide services⁴ was about their perception of challenges in working with child abuse and neglect. The 10 responses given were divided into those related to services or to clients. Challenges regarding services included: not enough to reach all those in need; lack of safe places (shelters) for girls; poor coordination between institutions; and resistance by institutions to cooperate in sexual abuse cases. With regard to clients, the main challenges apart from those concerning the work with children were reported as convincing society of the importance of combating violence against children and overcoming the taboos surrounding the matter. One of the respondents suggested introducing sex education in schools to combat sexual abuse through bringing it into the open.

Table 10 Challenges for non-service providers

Challenges	Number
Services	
To find a good place for those girls in society	1
To find good local partners	1
Resistance by major institutions to coop. about sexual abuse.	1
Coordination between organizations	1
Not reaching all those in need of support	1
Clients	
Convincing society that violence against children is important	1
Conservative attitude about sensitivity of children	1
Normal challenges of working with children	2
No serious challenges there is a need for sex education only	1

⁴ Birzeit University Development Studies Program, Birzeit University Dean of Student Affairs, the Judiciary system and Swedish Rädda Barnen

Questions asked for institutions that provide services:

What is your policy regarding child abuse and neglect cases that you see?

This question was put to all service providers, 58 in number, inquiring about their policy in terms of dealing and/or referring cases of child abuse or neglect, and what types of services they provide.

Deal with cases

All respondents said their institutions would deal with all types of abuse and neglect they see except for one organization (Al-Majd Women's Association), who explicitly stated that by policy they do nothing about such cases.

Of those 57 institutions that deal with cases, two said they do not have the capacity to intervene in sexual abuse cases (MOE, Youth Counseling Center), and one said they will only intervene in cases of sexual abuse if parents consent (DCI).

The question about types of services provided by these 57 institutions generated 100 responses. Over three quarters (76%) provide psychological, medical, and/or rehabilitation services. These include counseling and psychosocial support for individuals and/or families; rehabilitation; outpatient clinical care, and hospital admissions. Thirteen institutions (13%) said their services relate to work inside the community, including follow-up of cases, home visits, and social investigation. Seven of the institutions (7%) offer homes and daycare for abused and neglected children.

A small number (4%), work in advocacy and networking with MOSA and/or with MOE school counselors.

Table 11 Services provided by institutions that deal with cases of child abuse and neglect

Category of services	Frequency of responses	Percent
Psychological / medical / rehabilitation services	76	76%
Work inside the community	13	13%
Shelters and daycare	7	7%
Advocacy & cooperation with MOSA, MOE school counselors	4	4%
Total responses	100	100

Refer cases

Most of the institutions that deal with child abuse or neglect said that they refer some of the cases that they see to more specialized or appropriate services (46, 79.3%), depending on the particular needs of each case.

Table 12 Number of institutions that refer cases of child abuse or neglect

Refer	Frequency	Percent
Yes	46	79.3
No	12	20.7
Total service providing institutions	58	100.0

Types of services these children are referred to showed that one third of the cases are referred to psychological services (33%), 20% to MOSA, 15% to medical care, 13% to psychiatric care, and 6% to organizations specialized in disabled care.

In few cases, children are referred to legal aid (4%), protection homes/shelters (3%), and to the judiciary system (3%) or to the police (3%). Note that children who live in Jerusalem or in Israel are

mostly referred to Israeli social services, and a small number of cases are referred to the Israeli court or police.

Table 13 Which type of service cases are referred to

Referral services	Frequency	percent
psychosocial services	26	33%
MOSA (Palestinian or Israeli)	15	20%
medical care	11	15%
psychiatric care	9	13%
disabled care	5	6%
legal aid	3	4%
protection shelter	2	3%
judiciary (Pal. or Israeli)	2	3%
police (Pal. or Israeli)	2	3%
Total responses	75	100%

Record cases

Of all institutions that provide services, only three said they do not record cases (Al-Majd Women’s Association, the SOS Children’s Village, and the Palestinian Association for Rehabilitation of the Disabled). All the other 55 institutions (94.8%) record the child abuse/neglect cases they see internally and in confidential files.

Table 14 Number of service providing institutions that record cases

	Frequency	Percent
yes	55	94.8
no	3	5.2
Total	58	100.0

Report cases

Forty-three of the 58 service providers (74.1%) said that they report cases of child abuse and neglect, while 15 (25.9%) said they do not report them at all.

Table 15 Reporting of child abuse and neglect cases

	Frequency	Percent
yes	43	74.1
no	15	25.9
Total	58	100.0

Looking at those institutions that report cases, 47 responses were generated to the question of whom they report to. Thirty (64%) said they report and file such cases within their own institution in absolute confidentiality. Eight others (17%) said they report such cases to MOSA (in the oPt or Israel, according to clients’ residence). One Palestinian NGO (SAWA Center) operating mainly in the Jerusalem area reports cases of sexual abuse directly to the Israeli Social Affairs Department and sometimes directly to the Israeli police in Jerusalem, as required by the law. Very few organizations share their reports with other institutions for specific cooperation. These include the Community Rehabilitation and Crisis Management that shares with the NPA Secretariat, the Holy Family Hospital reports to the Ministry of Interior for civil registration of children of unknown or rejected parenthood, and DCI/Palestine Section shares its information on child prisoners with UNICEF.

Table 16 To whom cases of child abuse/neglect are reported

	Frequency of responses	Percent
Internal, confidential files only	30	64%

MOSA	8	17%
Police ⁵	2	4%
Israeli Social Affairs or police	1	2%
Palestinian judicial system ⁶	1	2%
Ministry of Interior	1	2%
National Plan of Action Secretariat	1	2%
Raji Sourani ⁷	1	2%
UNRWA	1	2%
MOH for diagnosis	1	2%
Total	47	100%

What ages do you deal with?

With regard to the question of what ages the institutions deal with, the answers varied. Twenty-eight percent (16) of the institutions said they deal with all ages. Nearly 40% (23) of the institutions deal with school children up to age 18 years, while one third (19) deal with children from birth onward. One institution provides services for KG children only and the others deal with children of specific age groups, such as 3-15 yrs, 3-12 years etc. Two institutions stop services for male children when they reach the age of 12 and 14 years respectively, but they keep girls above those ages as long as they have no place to go.

Table 17 Ages that institutions deal with

	Frequency	Percent
All ages	16	27.6
School age (6-12 years, 4-18, 6-16, 4-16, 3-15,3-12, 4-12, above 3, above 14, 6-14 both sexes and 14+ girls only, 6-12 and some adolescents, 6-12 mixed and 12-18 girl only, 9-18 years)	23	39.7
Children, any age from birth to 18 years (0-5 years, 0-13, 0-18, 0-6 yrs and mothers, 6-9 months-18 years, 0-15, Kindergarten)	19	32.8
Total	58	100.0

Sex of the child

Most institutions said they provide services for both sexes (93.1%) while equal numbers (3.4%) provide services for either males or females.

Who brings the cases to your attention?

This question generated a large number of responses (185). The commonest contributors to bringing cases of child abuse and neglect to the attention of service providers were said to be family members (22% of all responses). Schoolteachers and counselors come next in frequency at 20%. Additional sources were related to various Palestinian Authority institutions (12%), through community networks such as CBR and outreach activities (11%), the affected children themselves (10%), NGOs

⁵ Child Protection Center; Society for the Physically Handicapped

⁶ by Palestinian police

⁷ Society for Physically Handicapped, Gaza

(10%), the police (9%). Minor contributions were reported from other sources such as medical personnel, personal relations, advertisement, UNRWA.

Table 18 Where from or by whom are cases of child abuse/neglect brought to your attention?

Source	Frequency of response	Percentage of how cases are brought to service providers' attention
Home	41	22%
School teachers and counselors	37	20%
PA institution	22	12%
Community work / CBR / outreach	20	11%
Direct contact with child	19	10%
NGO	18	10%
Police	16	9%
Medical/doctors/primary care	4	2%
Personal relations	4	2%
Palestinian/ Israeli courts	2	1%
Advertisement	1	0.5%
UNRWA	1	0.5%
Total responses	185	100%

Where does child abuse/neglect occur?

The commonest place for child abuse and neglect to occur was said to be the home and family environment (37%); 28% said in schools; and 13% said in the street and larger community; 10% in Israeli prisons and at checkpoints etc. while 5% of responses reported PA prisons.

In addition, some mentioned Palestinian Authority institutions (3%), work (3%) and recreation centers or youth hangouts (1%).

Two institutions mentioned child-to-child violence occurring in streets and school.

Table 19 Where child abuse and neglect occur

Place of occurrence	Frequency of response	Percent
Home and family	53	37%
School	41	28%
Street & community (incl. child-to-child)	18	13%
Israeli occupation violence / prison	14	10%
Prison PA	7	5%
Work (employment place, street selling)	5	3%
PA institutions	4	3%
Recreation centers, youth hangouts	2	1%
Total responses	144	100%

Types of child abuse and neglect seen and dealt with or referred or heard of from reliable sources: by place of occurrence, frequency, and severity

This question enquires about the various types of child abuse and neglect that institutions have actually seen and dealt with, referred, and/or heard about. The specific types of abuse are then related to places of occurrence, frequency, and severity. The objective of this question was trying to capture all types of abuse and neglect that service providers come across.

The reported types of abuse and neglect were categorized as follows: physical abuse, sexual abuse, psychological abuse, verbal abuse, labor abuse/exploitation, and a mixed category of various types of abuse such as general neglect and psychological neglect.

Interestingly, one institution mentioned gender discrimination as a form of abuse (Palestine Red Crescent Society.)

Of the 58 service-providing institutions, the majority (49, 84%) reported about abuse or neglect cases that they dealt with, thirteen of which (22%) also mentioned cases they referred. The remaining 9 institutions (16%) only spoke of cases they referred, i.e. they have not dealt with cases in practice.

Thirty-five institutions (60%) reported that they had heard of cases of child abuse and neglect from reliable sources.

Child abuse

Physical abuse is the most commonly reported type of child abuse by all service providers, followed by sexual abuse and psychological abuse.

Cases of physical abuse are dealt with by 41 (71%) institutions, while 14 (24%) refer them.

Cases of sexual and psychological abuse are reported as seen and dealt with by 26 (45%) and 25 (43%) of the institutions respectively, and/or referred by 12 (21%) and 11 (19%) of the institutions respectively.

As for types of abuse heard about from reliable sources, it appears that physical and sexual abuse are far more frequently talked about (31% physical, 28% sexual) than all other types of abuse.

‘Various other types of abuse’ mentioned include torture (Center for Treatment and Rehabilitation of Victims of Torture⁸), prisoner abuse (MOVIMONDO⁹), military violence (UNRWA¹⁰), child-to-child violence (Palestinian Democratic Youth Union¹¹, Deir al-Balah Rehabilitation Center¹²), and several types of abuse combined (al-Nour Charitable Society¹³, Youth Counseling Center¹⁴, DCI¹⁵).

Surprisingly, child labor abuse and exploitation was hardly mentioned at all by the institutions interviewed. In fact, only two institutions mentioned that they see cases of child labor abuse: Ibn Khaldoun Society for Social Development (deals with them) and the Center for Treatment and Rehabilitation of Victims of Torture (refers them). Three other institutions said that they have heard of labor abuse (Society for Physically Handicapped People, An-Najah University Community Services, and Palestine Red Crescent Society). However, findings from recent studies conducted in the oPt suggest that labor exploitation and abuse of Palestinian children is a problem that needs to be addressed (DCI, Development Studies Program/BZU, PCBS), although not well documented.

Table 20 Service providing institutions reporting on types of abuse cases they deal with, refer or hear of

<i>Types of abuse</i>	<i>Cases they deal with</i>		<i>Cases they refer</i>		<i>Cases they hear of</i>	
Physical abuse	41	71%	14	24%	18	31%
Sexual abuse	26	45%	12	21%	16	28%

⁸ refer

⁹ hear of

¹⁰ deal with it

¹¹ deal with it

¹² deal with it

¹³ deal with it

¹⁴ hear of it

¹⁵ hear of it

Psychological abuse	25	43%	11	19%	5	9%
Verbal abuse	9	16%	2	3%	1	2%
Various other types of abuse	4	7%	2	3%	5	9%
Labor abuse	1	2%	1	2%	3	5%

Child neglect

Respondents described child neglect as abandonment and/or unmet physical, nutritional, emotional, and social needs. However, it does not seem to be a commonly recognized category under child abuse and neglect in practice. Less than half (23, 40%) of institutions had dealt with it, while only 8 institutions (13%) had referred such cases. Eleven (19%) of the institutions said they had heard of it.

Table 21 Institutions reporting on types of neglect cases they deal with, refer, hear of

<i>Types of neglect:</i>	Cases they deal with		Cases they refer		Cases they hear of	
General neglect	18	31%	6	10%	7	12%
Psychological neglect	5	9%	2	3%	4	7%
Number of institutions	23	40%	8	13%	11	19%

Types of abuse and neglect and where they occur

Unlike in question 21a (where child abuse and neglect occur), answered by all service providers, this question relates specifically to cases that institutions have seen and dealt with (49) or referred (24) in practice. In addition, it enquires about specific types of abuse and neglect in relation to where they occur. Hearing of cases often seems to reflect extremes and moral condemnation of conduct that people tend to talk about.

The single most commonly reported environment for abuse and neglect was the *home*, for cases institutions deal with (50%), refer (58%) or hear about (51%). Less than half of the responses refer to the combination of *home and school* (21%, 23%, and 17% respectively). *Schools* detached from other environments of abuse and neglect make up only a small portion of the total responses (7%, 5% and 11%, respectively.) The wider environment of home/school/street/work makes up 15%, 9% and 15%, respectively. If street and community are looked at separately from home and school, they constitute a very small part of the overall responses, possibly indicating that they are a link between home and school rather than entities of their own.

None of the respondents mentioned work as a place where cases of abuse occur that they see (deal with and/or refer), but only as a phenomenon they hear about.

Table 22 Types of abuse/neglect and where they occur: cases that are dealt with

Cases they deal with	Home/ family % (count)	Home & school % (count)	Home/school / street/work % (count)	School % (count)	Home & community % (count)	Street & community % (count)	Work place % (count)	Total count 100%
Physical abuse	54%(21)	23%(9)	18%(7)	3%(1)	3% (1)	-	-	39
Sexual abuse	55%(11)	10%(2)	5%(4)	5%(1)	10% (2)	-	-	20
Psychological abuse	39%(9)	35%(8)	13%(3)	1	(1)	(1)	-	23
Verbal abuse	1	44%(4)	1	2	(1)	-	-	9
Various other types of abuse	1	-	1	-	-	-	-	2
Labor abuse	-	-	-	-	-	(1)	-	1
General neglect	75%(6)	-	-	(25%)2	-	-	-	8
Psychological neglect	5	-	-	-	-	-	-	5
Total	50%(54)	21%(23)	15%(16)	7%(7)	5%(5)	2%(2)	-	107

Table 23 Types of abuse/neglect and where they occur: cases that are referred

Cases they refer	Home/ family % (count)	Home & school % (count)	Home/school / street/work % (count)	School % (count)	Home & community % (count)	Street & community % (count)	Work % (count)	Total count 100%
Physical abuse	50% (6)	33.4% (4)	8.4% (1)	-	8.4% (1)	-	-	12
Sexual abuse	78% (7)	-	11.2% (1)	11.2% (1)	-	-	-	9
Psychological abuse	30% (3)	30% (3)	(2)	(1)	10% (1)	-	-	10
Verbal abuse	-	(2)	-	-	-	-	-	2
Various other types of abuse	(1)	-	-	-	-	-	-	1
Labor abuse	-	-	-	-	-	-	-	-
General neglect	(7)	-	-	-	-	-	-	7
Psychological neglect	(1)	(1)	-	-	-	-	-	2
Total	58%(25)	23% (10)	9% (4)	5% (2)	5% (2)	-	-	43

Table 24 Types of abuse/neglect and where they occur: what they hear about

Cases they hear of from reliable sources	Home/ family % (count)	Home & school % (count)	Home/school / street/work % (count)	School % (count)	Home & community % (count)	Street & community % (count)	Work % (count)	Total count 100%
Physical abuse	57% (8)	28.6% (4)	14.3% (2)	-	-	-	-	14
Sexual abuse	47% (7)	13.4% (2)	20% (3)	6.7% (1)	13.4% (1)	13.4%(1)	-	15
Psychological abuse	(2)	-	-	-	-	-	-	2
Verbal abuse	-	-	(1)	-	-	-	-	1
Various other types of abuse	50% (2)	-	50% (2)	-	-	-	-	4
Labor abuse	(2)	-	-	(1)	-	-	(1)	4
General neglect	60% (6)	20% (2)	-	20% (2)	-	-	-	10
Psychological neglect	-	20% (1)	-	40% (2)	-	-	-	3
Total	51%(27)	17% (9)	15% (8)	11% (6)	2% (1)	2% (1)	2% (1)	53

Frequency of various types of child abuse and neglect

The question about how frequently various types of abuse and neglect occur produced 113 responses for cases that institutions deal with, 42 for cases they refer, and 32 for cases they just heard about.

Frequency was divided into three main categories; rare (infrequent) – moderate - often (frequent), with a general trend that the variables cluster towards either end of the range, i.e. they are considered either frequent or infrequent.

Looking at the responses for cases that institutions deal with, the commonest types of abuse and neglect are again physical abuse (39/113, 35%), followed by sexual abuse (22/113, 19%), psychological abuse (20/113, 18%) and general neglect (17/113, 15%).

The responses indicate that physical abuse (30/39, 77%) and psychological abuse (14/20, 70%) were most frequently dealt with, while sexual abuse was dealt with least frequently of all (16/22, 73%). As for general neglect, there seems to be no trend, although more institutions that deal with such cases find it moderately frequent (7/17, 42%). Verbal abuse, although mentioned only by seven institutions, is considered (6/7, 86%) as very frequent.

Table 25 See and deal with: frequency of child abuse and neglect, by type

See and deal with	Least frequent - rare % (count)	Moderate % (count)	Often - most frequent % (count)	Total (%) count
Physical abuse	13% (5)	10% (4)	77% (30)	(35%) 39
Sexual abuse	73% (16)	9% (2)	18% (4)	(19%) 22
Psychological abuse	15% (3)	15% (3)	70% (14)	(18%) 20
Verbal abuse		14% (1)	86% (6)	7
Labor abuse			(1)	1
Various types of abuse		-	(2)	2
General neglect	29% (5)	42% (7)	29% (5)	(15%) 17
Psychological neglect	60% (3)	-	40% (2)	5
Total count	32	17	64	113

Likewise, the types of abuse that institutions refer most frequently were reported to be physical abuse (9/13, 69%) and psychological abuse (7/9, 78%). Cases of other types of abuse/neglect referred showed no particular trend.

Table 26 See and refer: frequency of child abuse and neglect, by type

See and refer	Least frequent - rare % (count)	Moderate % (count)	Often - most frequent % (count)	Total (%) count t
Physical abuse	23% (3)	8% (1)	69% (9)	(31%) 13
Sexual abuse	44% (4)	11% (1)	44% (4)	(21%) 9
Psychological abuse	11% (1)	11% (1)	78% (7)	(21%) 9
Verbal abuse	-	-	(2)	2
Labor abuse	-	-	(1)	1
Various types of abuse	(1)	-	-	1
General neglect	33% (2)	17% (1)	50% (3)	6
Psychological neglect	(1)	-	-	1
Total count	12	4	26	42

The commonest cases respondents hear of are physical abuse (10/32, 31%), followed by sexual abuse (7/32, 22%), and general neglect (5/32, 15.6%). Of these, physical abuse is considered most frequent by 60%, and sexual abuse as least frequent by 57%. Others were mentioned too little to indicate a clear trend.

Table 27 Hear of by reliable sources: frequency of child abuse and neglect, by type

Hear of	Least frequent - rare % (count)	Moderate % (count)	Often - most frequent % (count)	Total % (count)
Physical abuse	30% (3)	10% (1)	60% (6)	(31%) 10
Sexual abuse	57% (4)	(1)	29% (2)	(22%) 7
Psychological abuse	(1)		(2)	3
Verbal abuse	-	-	-	-
Labor abuse			(1)	1
Various types abuse			(2)	2
General neg.	60% (3)	20% (1)	20% (1)	(15.6%) 5
Psychological neglect	(2)	(2)		4
Total count	13	5	14	32

In summary, the commonest types of abuse reported by institutions are ranked in the order of physical, sexual, psychological abuse and general neglect. Physical and psychological abuses are the types most frequently seen (dealt with and/or referred). Physical abuse is also the most frequently heard of. Sexual abuse is least frequently dealt with, and least frequently heard about. General neglect is reported by few institutions as being moderately often dealt with, and least of all heard of.

Severity of various types of child abuse and neglect

Severity of cases judged by service providers was categorized into low, moderate and severe.

For physical abuse, almost two thirds of cases that institutions deal with or hear about are judged as severe (20/26, 77% and 4/6, 67%, respectively), while cases they refer are nearly all severe (10/11, 91%).

As for psychological abuse institutions tend to deal with (14/15, 93%) and refer (6/7, 86%) almost all severe cases. As for cases heard of, 3 out of 42 respondents mentioned psychological abuse and 2 of those were of the severe category.

As for sexual abuse, cases heard of were more likely to be severe (17/20, 85%) than those dealt with (15/19, 79%) or referred (6/9, 67%).

As for general neglect, service providers tend to deal mainly with severe cases (14/16, 87.5%), while no trend appears for severity in referred and heard of cases.

Table 28 Deal with it: severity of child abuse and neglect, by type

Deal with cases	Mild	Moderate	Severe	Total count = 100%
Physical abuse	11.5% (3)	11.5% (3)	77% (20)	26
Sexual abuse	10.5% (2)	10.5% (2)	79% (15)	19
Psychological abuse	7% (1)		93% (14)	15
Verbal abuse	(1)		(2)	3
Various types of abuse				-
Labor abuse			(1)	1
General neglect	12.5% (2)		87.5 % (14)	16
Psychological neglect			(1)	1
Total count	9	5	67	81

Table 29 See and refer: severity of child abuse and neglect, by type

See and refer cases	Mild	Moderate	Severe	Total count = 100%
Physical abuse	9% (1)		91% (10)	11
Sexual abuse		33% (3)	67% (6)	9
Psychological abuse	14% (1)		86% (6)	7
Verbal abuse			(1)	1
Various types of abuse	50% (1)		50% (1)	2
Labor abuse			4% (1)	1
General neglect	43% (3)	14% (1)	43% (3)	7
Psychological neglect	-	-	-	
Total count	6	4	28	38

Table 30 Hear of by reliable sources: severity of child abuse and neglect, by type

Hear of from reliable sources	Mild	Moderate	Severe	Total count = 100%
Physical abuse	16.5% (1)	16.5% (1)	67% (4)	6
Sexual abuse	10% (2)	5% (1)	85% (17)	20
Psychological abuse	33% (1)		67% (2)	3
Verbal abuse	-	-	-	
Various types of abuse		50% (1)	50% (1)	2
Labor abuse			(1)	1

General neglect	43% (3)	14% (1)	43% (3)	7
Psychological neglect		33% (1)	67% (2)	3
Total count	7	5	30	42

In summary, physical, sexual, psychological abuse and general neglect are the four main categories of child abuse and neglect that are seen, referred or heard of by service providers.

Institutions tend to deal with severe cases of psychological abuse, refer severe cases of physical abuse (more likely to a health care facility) and deal with as well as hear of severe cases of sexual abuse.

Sources of information on child abuse and neglect that you hear about

The sources of information that respondents hear from about child abuse and neglect cases are mainly from within the community (23%), colleagues at work and those who work in the field (19%), and other institutions and NGOs during joint workshops (18%). Other sources were mentioned less often, such as counselors (7%) and children themselves (7%); psychosocial professionals and health workers (5%) and schools (5%). Very little information was reported as coming from family members (3%) or the police (3%). Other sources were mentioned by one respondent each, such as clinics, mosques, newspapers, case records, and the street.

Table 31 Sources of information about child abuse and neglect outside the responding institution

<i>Main sources</i>	Responses	Percent
Individuals, neighbors (community)	13	23%
Colleagues, work in the field (experience)	11	19%
Other institutions, NGOs	10	18%
Children themselves	4	7%
Counselors (e.g. at workshops)	4	7%
Psychosocial professionals, health workers	3	5%
Schools	3	5%
Family, mothers	2	3%
Police	2	3%
<i>Other sources</i>		
Clinics	1	2%
Mosques	1	2%
Newspapers	1	2%
Case records	1	2%
Street	1	2%
Total	57	100%

Current projects

The evolution of the currently existing child services reflects the political-historical-developmental context, how it has affected the priorities of needs and responses in type, quantity, and distribution. Most of the institutions operate more than one program in response to various needs of the communities that they serve.

The current projects and programs are grouped by their starting dates into the following periods:

1. before Israeli occupation of West Bank and Gaza Strip (June 5.1967)
2. first 20 years of Israeli occupation before the outbreak of the First *intifada* (June1967 - end 1987)
3. 7 years of the First *intifada* (Dec.1987 - mid-1994)
4. 6 years between theOslo Agreements 1994 and PNA establishment 1996 until 28 September 2000
5. second *intifada*, since 28 September 2000

As it appeared in this survey, the oldest ongoing projects, 6 in number, started before the Israeli occupation of the West Bank and Gaza Strip in 1967. The services included are mental and physical health (PRCS, MOH, Gaza Community Mental Health Program), special education for children with special needs (Al-Nour Society), and daycare for young abused and neglected children (Jil al-Amal in Abu Dis, Jerusalem). During that period, main services were centered in Jerusalem for the West Bank under Jordanian administration, and in Gaza City for the Gaza Strip under Egyptian administration.

The **first 20 years of Israeli occupation** that followed (1967-1987) saw a very slow expansion of services, 9 new programs in total with 3 concerned with child abuse and neglect, 2 in psychosocial and health care, 1 for children with special needs, 1 training and capacity building project, and 1 offering cultural and recreation activities.

During the **7 years of the first *intifada*** (1987-1994), however, the number of new child service programs/projects more than doubled from the existing 15 to 33. All main service categories at least doubled: psychosocial and health, disabilities, and child abuse and neglect. The Palestinian branch of Defense of Children International was founded in 1992, as Palestinian children became the prime victims of Israeli military violence and human rights abuses.

During **6 years of the political ‘Oslo process’ and the establishment of the PNA with major service institutions**, some 44 new programs/projects emerged before the peace process collapsed in September 2000. Old and new NGOs, Palestinian Authority ministries, and UNRWA initiated special programs to prevent and manage child abuse and neglect, more than doubling the existing ones from 33 to 77. Sixteen new programs in psychosocial and physical health brought their number to 27. Services for disabled children tripled (from 4-12), and nearly as many did outreach (from 3-8) and recreational and cultural programs (from 4-11). Child abuse and neglect programs nearly doubled, as some major human rights grassroots organizations emerged in this period to defend the rights and needs of marginalized groups like children, women, and the disabled (e.g. WCLAC, Center for Victims of Torture, SAWA Center, and the General Union for Disabled Palestinians).

The number of new services literally exploded during the last period, the first **4 years of *intifada II***. In this period some 40% (52) of the current programs/projects in services for children and their protection emerged in both Gaza Strip and the West Bank. Most striking is the sudden increase of

training and capacity building activities (from 4 to 14). Programs for children with special needs augmented from 13 to 23.

See ANNEX 2: complete table with ongoing projects/organization names, starting dates/year and period

By the end of 2004,¹⁶ 129 child service programs and projects were identified, which cannot be claimed to be all but a good majority of the existing ones. Of these, 47 (36%) provide primarily psychosocial support and intervention, including some medical treatment; 22 (17%) provide legal and social protection, which includes legal aid, police, protection against violence, and safe homes (22, 17%). Twenty-three programs (18%) are for children with special needs, including disability assessments, rehabilitation and special education; 14 projects (11%) offer vocational training, continuing education, awareness and capacity building for caregivers; 14 (11%) projects offer socio-cultural activities such as summer camps, libraries, art performances, computer courses.

Table 32 Starting dates (per period) of ongoing child abuse and neglect service programs/projects in the oPt 1962-2004

Starting date	New projects per period	Psycho social & medical	Children with special needs	Child abuse and neglect	Training/capacity building	Socio-cultural activities	Outreach	Hardship financial aid
1962-1967	6 (5%)	3	1	1			1	
1967-1987	9 (7%)	2	1	3	1	1	1	
1987-1994	18 (14%)	6	3	4	1	3	1	
1994-2000	44 (34%)	16	8	6	2	7	5	
2000-2004	52 (40%)	20	10	8	10	3	-	1
Total	129 (100%)	47 (36%)	23 (18%)	22 (17%)	14 (11%)	14 (11%)	8 (6%)	1 (1%)

The distribution of program/project categories vary by region: in Jerusalem, there is a concentration of psychosocial and health services as well as social and legal protection services. In the West Bank, the pattern is similar where most of the institutions are located in urban centers.

In Gaza there seem to be more programs for children with special needs than in the West Bank and more cultural and recreational activities for children

Table 33 Current service programs by region

Locality	Total by region (%)	Psycho social & medical	Child abuse and neglect	Children with special needs	Training/capacity building	Socio-cultural activities	Outreach	Hardship financial aid
Jerusalem	(15%)19	8	7	-	3	1	-	
West Bank	(37%)47	19	14	4	5	2	3	
Gaza Strip	(48%)62	19	1	19	6	11	5	1
Total	129 (100%)	47	22	23	14	14	8	1

Number of staff working on child abuse and neglect projects compared to overall staff

This question shed some light on the number of staff working in child abuse and neglect compared to the overall employees at the institutions. The number of staff working in child abuse and neglect ranged from 1-620 persons with a median number of 13.

As for the number of employees, 11 of the interviewees did not know the overall number of staff working at their institution and 7 said their number was very large. Of those who knew the total number of staff ranged from 4-620 persons with a median number of 33.

¹⁶ the data was collected between October and December 2004

This highlights the variation in the size of institutions working in child abuse and neglect. The smallest has a total number of four staff including the cleaner with only one person working in child protection, while the Ministry of Education for example has as many as 620 school counselors, amongst a large number of teachers and other employees.

Qualifications

Disciplines of those who work in child abuse and neglect cases include:

social work; psychology, clinical psychology; social, physical and mental rehabilitation; law; nursing; family and individual counseling; sociology; human rights promotion; women in development and law; child care; management; educational management; education; sexual education; special education; criminal science; physiotherapy; psychiatry; medical care; training in disabilities; mobility instruction; public health; gynecology; pediatrics; higher diploma in mental health (GS).

In addition, some mentioned Arabic language diploma; political science; *tawjihi* high school certificate, lab technology, and no qualification.

The commonest specialties mentioned were social sciences as in social work, sociology, psychology and counseling. Of those who have a specialized degree that could be at a secondary and tertiary referral level are: 6 clinical psychologists; 17 psychiatrists, of whom 8 work at the MoH in the West Bank; 5 physicians including one gynecologist; 13 with higher diploma in Mental Health (all except one are from the Gaza Strip); 4 PhD in Psychology; 1 MA criminal science; 1 MA in sex education; 2 MA and 10 BA in law; 4 specialized in special needs; 4 in rehabilitation. If one looks at the geographic distribution of services, one finds the main concentration of specialized personnel in Gaza District, followed by Jerusalem.

Table 34 Distribution of relevant specialists by districts

	Ramallah/al-Bireh	Jerusalem	Bethlehem	Hebron	Gaza District	Deir al-Balah	Khan Younis	Total
Psychiatry	8	3	5		1			17
Higher Diploma in Mental health		1			11		1	13
Law (MA/BA)	2 MA 1BA	7 BA			1 BA	1 BA		12
Clinical psychology		4		1	1			6
Disability	1				5			6
Rehabilitation	1				4			5
Doctors		1	1		2	1		5
PhD psychology		1			2		1	4
MA criminal science		1						1
MA sexual education		1						1
Total (Percent)	13 (18.6%)	19 (27%)	6 (8.6%)	1 (1%)	27 (38.6%)	2 (3%)	2 (3%)	70

On the question about the type of contract as in full time, part time jobs or consultancies, most of the institutions reported personnel working full time (79%), and a small number of consultants or temporary staff. A good 7.4% were volunteers.

Table 35 Type of contract: full/part time, consultant, or other

Contract*	Frequency	Valid Percent
Full time	170	79.0
Part time	18	8.4
Volunteer	16	7.4
Consultant	3	1.4
Volunteer and temporary staff	1	0.5
Missing	7	3.3
Total	215	100

*Note that the type of contract is assigned to a group or individuals

With regard to experience of working in child abuse and neglect, more than a third of employees or groups of employees had less than 2 years or no experience, while more than 50% have 3 or more years of experience.

Table 36 Length and source of experience

Length and source of experience	Number of responses	Percentage
Up to 2 years experience, same place, no previous experience, working and studying, many new graduates, some with experience working with NGO's	36	37.1
Minimum of three years of experience	52	53.6
Previous experience in other institutions, different levels of experience	8	8.2
Academic	1	1
Total number of responses	97	100%

Has any of the above been trained while working with this institution in managing child abuse and neglect cases?

Most institutions (84.5%) said yes to having trained their employees in dealing with child abuse and neglect at the institution.

Table 37 Number of institutions that responded with yes

	Frequency	Valid Percent
yes	49	84.5
no	7	12.1
Not applicable	2	3.4
Total	58	100.0

There were 46 topics mentioned for training. The commonest related to psychosocial concerns such as psychosocial counseling skills (6), how to deal with children (5) and management, counseling, social support for children with special needs (4).

Others concentrated on child development, education, drug abuse, life skills, first aid, general management, democracy and elections, etc.

Table 38 Number of institutions that responded with yes

	Frequency	Valid Percent
Psychosocial	23	50
Others	17	37
Not Specified	6	13
Total	46	100.0

Number of child abuse and neglect registered per month and number of those referred or dealt with

Out of the 58 institutions that provide services, 5 did not answer this question. Of the 53 who answered, the majority 24 (43.6%) reported they saw up to 10 cases of child abuse and neglect per month, 6 (13.3%) saw more than 10 and up to 20 cases per month, 8 (14.5%) saw more than 20 cases per month. About 12 (21.8%) were not sure of the numbers or did not know at all. One institution said the number varies, another said they do not see cases and a third one said they do not register cases. In general, the numbers reported are low and most likely do not reflect the number of children in need of services.

Table 39 Number of child abuse and neglect cases registered per month

Number of child abuse and neglect cases registered per month	Number of Institutions (percent)
More than 20 cases per month	8 (15%)
More than 10 and up to 20 cases	6 (13%)
Up to 10 cases per month	24 (44%)
Do not know the numbers	12 (22%)
The number varies	1 (2%)
Do not see cases	1 (2%)
Do not register cases	1 (2%)
Total	53 (100%)

Projects/programs planned for the future

Of the 58 institutions that provide services, 39 (67%) answered this question. Plans for the future that are of direct interest for children were almost half of those proposed: child protection/rights (12, 31%), disability/special education (4, 10%), shelter/home (3, 8%). The rest were addressing community needs: psycho/social health services (9, 23%); income generation (2, 5%); expansion of existing services (6, 15%); training and capacity building, culture/recreation, and research (3, 9% each).

Table 40 Projects planned for the future

Planned projects	Frequency	Valid Percent
Child protection/rights	12	31%
Psycho/social health services	9	23%
Expansion of existing services	6	15%
Disability/special education	4	10%
Shelter/home	3	8%
Income generation	2	5%
Training and capacity building	1	3%
Culture/recreation	1	3%
Research	1	3

Total institutions with future projects	39	100
No future projects	19	
Total number of service providers	58	

Past terminated projects/programs

Twenty-four service providers confirmed that they had 28 projects in total related to child abuse and neglect in the past that were terminated.

Table 41 Did you have any projects regarding child abuse and neglect in the past?

Institutions that had projects stopped	Frequency	Percent
yes	24	41
no	33	57
missing	1	2
Total	58	100

Ten (36%) of the projects were directly related to child protection (among these 3 safe homes/shelters) and 1 adoption program abroad. Others were projects of psychosocial/physical intervention (9), disability rehabilitation and outreach (3) follow-up visits (2), culture/recreation (2), and staff training (1).

Table 42 Past projects that stopped

Service	projects	percent
Psychosocial/physical intervention	9	32%
Child protection (conflict resolution, awareness, violence prevention, human rights, hardship cases) + 3 shelters	10	36%
Disability rehabilitation, outreach	3	11%
Culture/recreation	2	7%
Follow-up visits	2	7%
Staff training	1	3.5%
Adoption abroad	1	3.5%
Total projects stopped	28	100%

Nearly half of the programs that stopped had been operating in the Gaza Strip. Of 11 activities stopped in the West Bank, 5 were psychosocial support programs in Nablus . Three child abuse and neglect shelters had to be closed in Ramallah, in Jericho and in Gaza (2 governments, and 1 NGO).

Table 43 Past projects/programs that were stopped by region/locality

Region/District	No. of projects	Percent
GS	13	47%
Jerusalem	4	14%
West Bank	11	39%
Total projects stopped	28	100%

Looking at reasons for ending projects, the vast majority, 20 projects (71%), were terminated because of funding problems or limitations of funding periods. Three projects (11%) were

terminated because there was no longer a need for it, one proved ineffective, two organizations changed their policy, and another two had other reasons.

Table 44 Why projects/programs were stopped

Type of program/project	Funding problems/limitations	no more need	not effective	Change of policy, or focus	other	Total projects
Psychosocial support/ intervention	7	1			conflict with ministry 1	9
Child protection	9			1		10
Disability, rehabilitation, outreach	2		1			3
Culture/recreation		1			Polit. situation 1	2
Staff training	1					1
Adoption abroad				1		1
Follow-up cases	1	1				2
Total	20	3	1	2	2	28
Percentage	71%	11%	4%	7%	7%	100%

Main challenges of implementation

The question about the main challenges for the implementation of these programs or projects generated 145 responses, which were grouped into 9 main categories.

Table 45 Main challenges in implementing child abuse and neglect services

Main challenges	Total Responses	Percentage
Culture	39	27
Resources, capacity building & training	39	27
Donors and finance	22	15
Israeli occupation	20	14
Poverty	10	7
Legislation	10	7
Issues related to the mother or children	3	2
PA institutions	2	1
Total	145	100%

The commonest challenges for the implementation of projects/programs were striking, as 78 institutions (54%) suggested issues related to the culture and resources/capacity building and training. Funding constraints and Israeli occupation add a further 29%. Less frequent issues were poverty, legislation, issues related specifically to mothers and children or to PA institutions (17% in total).

Looking at the details of issues related to the Palestinian **culture**, (39, 27%) institutions mentioned : resistance to change by society; common cultures among people, their understanding of the service, difficult to convince them; parents do not accept the way we deal with children; no cooperation from parents, they want rice and sugar; ability to reach people is limited; need to struggle with families to allow girls to be educated; educating girls and make them fit for life; taboo about sexual abuse; parents do not accept having a disabled child; negative social attitudes to disability; children usually accept maltreatment; how to create awareness and meet the needs without breaking the family system; contacting people; society does not recognize existing CAN, especially sexual; religion.

Issues related to **resources, capacity building & training** (39, 27%) include institutions, professionals, training, evaluation, coordination and inability to meet demands.

Concerns about professionals: the expansion needs cadre and money; there are no specialists in the field; psychologists and psychiatrist mainly for adults; not enough experts; lack of cadre; not enough supervisors.

Concerns about training: Lack of technical training; bad quality of training; poor training of local cadre; poor curriculum offered at the Universities; Need time to train everybody properly as they come from different background; inadequate training of teachers; lack of standards and protocols; lack of definitions; lack of clarity on certain forms of abuse; lack of information technology.

Concerns about institutions: lack of specialized institutions; no organization to protect and care for mothers and children; referral and follow up should be done by specialized centers; have to refer as we can't deal with them; do not see cases. Coordination: poor mechanism for networking with organizations concerned with the issue; lack of coordination between institutions.

Inability to meet demands for services: work load/pressure; too many projects; high request for individual counseling at community level; lack of follow up capacity; the needs are huge; bringing about sustainable change; not being able to do enough; the low number of organizations dealing with this issue; not enough capacity to take care of the abused.

Research and planning: No clear plan; there is no clear assessment of the extent of children suffering.

Other issues of concern were effectiveness and ethical standards to judge the work of professionals such as: no proper evaluation of the effectiveness and efficiency of programs; there are no ethical standards to judge the work of professionals; there is no official party to evaluate the certificate of professionals working in the field; services should not be the same everywhere i.e. vary according to needs.

Donor related issues (22, 15%): Persuading donor (ECO) to support minimum 5 yrs intervention; limitation of projects due to funders' constraints; projects are temporary when they should be continuous; financial problems /funding; not a fixed program due to budget resources; lack of transportation; lack of facilities such as cars etc; facilities are too small.

Israeli occupation (20, 14%): Delays and lack of communication in relation to the occupation; political situation; the current political situation especially in the old city of Jerusalem; no security and safety; military closure of roads; settler violence in some areas; child anger/violence caused by military aggression and poverty.

Poverty (10, 7%): Economic hardship/poverty and unemployment; Parents do not send enough food for children at school.

Legislation (10, 7%): No ways to protect women or abused children; no clear legislation; there is no law protecting the workers; the law is always on the side of the abuser (parents, father); no executive power in schools, Laws unclear and lack of implementation, and courts not functioning.

Mother/parent and child related issues (3, 2%): lack of education of mothers; parents unaware/need to change/lack of social awareness; lack of education; mothers do not have time for small children; learning difficulties; adjustment of boarders when they first come to boarding school.

Palestinian Authority institutions (2): the negative role of PA institutions; misunderstanding the role of MOSA.

Links/partnership with other institutions

Local or international, organizations, individuals regarding child abuse or neglect cases

The bulk of cooperation of service providers is between local institutions (35, 60%). Followed by governmental institutions; Ministries of Social Affairs (16, 28%), Education (7, 12%), Health (3, 5%), Interior (1, 1.7%), Judiciary (1, 1.7%) and NPA Secretariat (4, 7%). About one third (22, 38%) work in partnership with international organizations, while a small percentage work with UNRWA (1, 1.7%) and regional Arab organizations (1, 1.7%).

Table 46 Partnerships and cooperation

Partners and links with	No. of institutions	Percentage
Local institutions	35	60
International organizations	22	38
MOSA	16	28
MOE	7	12
UNICEF	5	9
NPA	4	7
MOH	3	5
Arab organizations (regional)	1	1.7
PA & UNRWA	1	1.7
Judiciary	1	1.7
Ministry of Interior	1	1.7
Total	58	

Selected International Indicators on Child Abuse

“Have you seen or heard of any of the following cases in Palestine?”

From a list of international indicators for cross-cultural/regional child abuse and neglect suggested by the International Society for the Protection against Child Abuse and Neglect (ISPCAN), four indicators were chosen that seemed to be applicable for local cultural and social conditions, and were included in the questionnaire. Questions were put to child service providers whether they knew of and if they could recall concrete examples of

1. Child homicide
2. Deaths of a child due to violence inflicted by household member
3. Children with reported *shaken baby syndrome*
4. Children with reported *battered child syndrome*

The time of occurrence was not limited, but most of the stories remembered happened in the years 2000-2004, i.e. in the recent past. A few date back to the late 1990ies. The sources of information are mostly indirect (heard of, not seen), such as local media - usually newspapers – reports and accounts of field workers, counselors and local community talk. Coming from 58 service providers, the collection of reported incidents may suggest certain patterns of abuse, frequencies and motives that can add a qualitative component to the analysis.

1. Cases reported on child homicide

We explained to the interviewees that in this question ‘child homicide’ is understood as the killing of children by its own society – excluding military violence - and perpetrated by non-family members.

Eighteen cases were reported; more than half of the victims were girls (10) and the rest were boys (8). However, the motive for killing differs distinctly between the sexes of the victims.

Rape appears to be the predominant motive for (consequent) killing of girls, 6/10. In the remaining 4 cases the motive for killing is missing.

With boys, the motives vary from child-to-child violence (3 cases), pathological violence and possibly combined with rape (2), rape (1 case), tribal revenge (1 case), and criminal motives (1).

The known perpetrators in the reported cases are all recognizable as males (8/18.) The remaining perpetrators are unknown: in 7/10 cases of female killings, and in 3/8 cases of male killings. Some may have been honor killings by family members.

Half of the cases of child homicide, 9, are reported from the Gaza Strip, and 7 from the West Bank. As for locality, 7 cases occurred in cities/towns, 6 in refugee camps, and 3 in villages. The distribution per population is not consistent across region or locality.

Table 47 Stories of child homicides

	Locality			Victim		By whom	What happened	When
	Town	Village	RC	Sex	Age			
1		Deir al-Hatab		3 girls	7,10,11	missing	missing	2003
2	Jenin			girl	13	missing	missing	2002
3	Gaza			girl	14	3 boys	Raped and killed	
4	Gaza			girl	3	missing	Raped and killed	2001
5		Beit Lahia		girl	8-9	adult male	Sent by grandfather to the store, kidnapped, raped and killed on the	2004

	Locality			Victim		By whom	What happened	When
	Town	Village	RC	Sex	Age			
							way. Perpetrator was arrested.	
6			Jabalia	girl	16	missing	Raped and killed	2001
7			Shate'	girl	15	missing	Raped and killed	2003
8			Rafah	girl	6	adult male	Raped and killed	2002
9			Jenin	boy	13-14	other boy	Killed with a knife (child-to-child)	2003
10	Nablus			boy	9	missing	Raped and killed	1999
11		Deir al-Hatab		boy	10	boy 15	Child-to-child killing: thrown into well by cousin	2002
12	Jerusalem Old City			boy	4	male drug addict	Head severed	missing
13	Gaza			boy		men	Kidnapped for ransom, (threatened to be killed but saved)	2004
14			Deir al-Balah	boy	9	missing	Kidnapped and tortured to death	2004
15	Gaza			boy	17	missing	Killed for revenge in family feud	2004
16			Nuseirat	boy	10	boy	Child-to-child: beaten to death	2003

2. Cases on the death of a child due to violence from a family member

The number of reported cases of domestic violence resulting in the death of a child is 7.

A particularly sensitive issue (and most frequently reported as incomplete episodes) is that of family 'honor' killings, the killing of girls for having been exposed to or suspected of extramarital sexual activity. In our limited findings, these killings are perpetrated usually by a male family member with the intent to restore the family's honor. Two of the cases described here are honor killings; in one case, the perpetrator is claimed to be the mother and in the other, the perpetrator is not identified but presumably a male family member.

What catches the eye is that in four (perhaps even five) of seven reported cases of domestic violence leading to death of a child the perpetrator is the father, which could be compared at interregional and cross-cultural levels. Two of the stories reflect the impact of poverty on psychosocial and mental health within the family, especially in the Gaza Strip.

Case #3 is a representative example of the combination of worst possible conditions for a child's, and especially a girl child's survival: poverty, military violence (father imprisoned), social disintegration (deprived of the mother), neglect and rejection by the remaining caregivers.

The distribution of reported cases by region shows that 5 occurred in Gaza Strip and 2 in the West Bank. Three of them occurred in cities, 3 in refugee camps, and one in a village. Again, distribution per population is not consistent across region and locality.

Table 48 Deaths of children due to violence in the family

	Locality			Victim		Abuse	Perpetrator	What happened	When
	Town	Village	RC	Sex	Age				
1	Gaza			boy	2	physical	father	Killed because of financial problems	2002
2			Jabalia	girl	14	physical	missing	Honor killing	miss.
3			Khan Younes	girl	2	neglect	father's family	Father in prison, mother divorced, girl was neglected, became sick and died	miss.
4			Khan Younes	boy	9	physical	father	Beaten to death because boy asked for new clothes	2003
5	Gaza			girl	10	physical	father	Beaten, then tied up, put on the roof over night. Found dead in the morning. Motive not reported.	2002
6	Nablus			boy	8mo s	physical	father	suffocated by mentally ill father	2003
7		Abu Qash		girl	14- 17	sexual/ physical	mother	raped by brother, killed by mother	2002

3. Stories related to child maltreatment investigation/assessments

There are 23 reported cases of child maltreatment investigations: 16 girls, 5 boys and twins of unknown sex. They tend to come in groups of 3 (2 cases of 3 siblings each) or 2 (4 cases of 2 siblings each). More than half (12/21) of the cases are victims of physical, sexual (6), combined physical and sexual (3), and combined neglect and physical abuse (2).

The perpetrators of physical abuse vary. They include fathers (3), stepmothers (2), mothers (2), uncles (2), grandmother (1), older brother (1), husband (1), as well as other members of the community (2).

Sexual abuse was also committed by different individuals. It includes fathers (2), uncles (2), older brother (1), and other male community members (2). This agrees with our survey findings that sexual and physical abuse occur mainly at home.

Most of the reported cases (20, 87%) occurred in the West Bank and only three in the Gaza Strip. These figures are reversed to those found in child homicide cases (more from the Gaza Strip). This suggests that maltreatment cases in the Gaza Strip are less likely to be investigated than cases in the West Bank.

Fourteen cases are reported from cities/towns, and 9 from villages, none from refugee camps.

Cases of child killing and/or abuse and neglect that reach the legal system are those that have also become publicly known. They have reached the very top of the iceberg. According to the service providers themselves though, only a fraction of these children can be helped, mainly due to lack of resources and authority of the law.

The emerging legal system in the oPt was disrupted and broke down almost completely under the renewed Israeli control of the oPt. On the other hand, there have been complaints that the legal authorities sometimes refuse prosecution of family members in child abuse cases.¹⁷ The simplest explanation is that children are regarded by the state as 'owned' by their family and not as independent individual citizens in their own right. In the absence of a state with the power, laws,

¹⁷ Holy Family Hospital Crèche

resources and a full-fledged system to protect and provide for children as individuals, the family remains the ultimate custodian. Therefore, the law enforcing authorities prefer to resort to traditional, mediated, internal conflict resolution methods by family members who often include the perpetrators themselves. This was bitterly expressed by one of the respondents: ‘The law is always on the side of the perpetrators’.¹⁸

Table 49 Cases of child maltreatment under investigation

	Place			Victim		Abuse	Perpetrator	What happened	When
	Town	Village	RC	Sex	Age				
1		Al-Khader		3 girls	3-9	physical	stepmother	Stepmother beat the girls, was arrested, and girls returned back to their natural mother	2003
2		Qurtas		girl	8	physical	mother	Mother with mental condition beat the girl severely	2002
3	Nablus			girl	5	sexual	stranger	Young man who raped the girl was later found and imprisoned	1999
4	Ramallah			2 girls		sexual	father & uncle	2 sisters were sexually abused by father and uncle.	1999
5	Al-Bireh					neglect/ physical	grandmother uncle	Twins, whose parents died in 1997, living with grandmother were neglected by her and physically abused by their uncle.	miss.
6		Beitin		girl		sexual	landlord	Girl was sexually abused by the landlord	1997
7	Bethlehem			girl		physical	father	Repeated physical abuse by father	2000
8	Sheikh Radwan			boy		physical	other boy	Beaten up	1999
9	Bethlehem			3 girls	3, 4, 9	physical	stepmother	Maltreatment by stepmother (broken arms, burned and beaten). Law failed to prosecute father. Children were rescued and taken to Crèche (Holy family Hospital)	2002
10		Ain Areek		boy	16	physical & sexual	older brother	Physically and sexually abused by older brother, eventually referred to Child Protection Center	2002
11		Deir Istia		2 girls	16, 17	sexual & physical	father	Two sisters sexually and physically abused	2004
12	Ramallah			boy	11	physical	mother	Mother beat the boy causing fractures in his face and limbs	2003
13		Gaza/central		boy	4-5	physical	father	Beaten by father and taken to hospital	2002
14	Gaza			girl	17	physical	husband	Girl was married to cousin, who beat her so badly that she became disabled. She got a	2004

¹⁸ S. Sahar, Director of the Lazarus Home for Girls

	Place			Victim		Abuse	Perpetrator	What happened	When
	Town	Village	RC	Sex	Age				
								divorce and husband imprisoned.	
15	Jerusalem			boys, girl	6	sexual	older boy	Older boy sexually abused younger boys and a girl age 6.	1997

4. Cases with a reported 'shaken baby syndrome'

With one exception, all responses to the question referring to the '*shaken baby syndrome*' were negative or 'don't know'. In fact, experience with this kind of syndrome cannot be expected among non-medical professionals without special training. Some of the interviewees said that they had heard about the syndrome but never actually encountered it. Also, abuse of children in infancy, the commonest age, is not heard of or seen in the oPt. This may be due to the extended family support system that remains in control in most local communities.

5. Cases of observed 'battered child syndrome'

Fifteen cases of battered children were reported. Battered children are those who's pains are most visible because injuries leave marks on their bodies, which is not so with various forms and degrees of emotional and sexual abuse. On the surface, therefore, physical abuse is most widely acknowledged and reported, as shown by the results of the survey. Even so, most interviewees agree that cases of abused and battered children that reach some kind of awareness and intervention are relatively few. Often they can do nothing to prevent abuse or it is already too late.

Children are more likely to be abused or neglected if their natural mother is not available, as in death or divorce. This is reflected in some of the stories collected on battered children.

Such a case are Norma and Nabila Shaheen in Bethlehem, mother divorced and absent, they lived with their father, his new wife and family. The stepmother and other family members continuously abused and tortured the two sisters, 3 and 4 years old. They were rescued more than once (in 2002 and 2004) when neighbors alarmed the staff from the Holy Family Hospital in Bethlehem that cares for abused and abandoned children. The case has been thoroughly documented with pictures and eyewitness reports for legal prosecution, and it was released to the local press. A formal complaint was filed against Norma and Nabila's father demanding that he be punished. However, so far, the prosecutor has refused to take action.¹⁹

In total there are 17 cases. Nine cases are boys and 7 are girls, and one child of unknown sex. Like for cases of child maltreatment investigation, most (15, 88%) of the child battering cases are reported from the West Bank, and only 2 from Gaza Strip. Eleven of 17 cases (65%) are reported from cities/towns, 4 from villages, and 2 from a refugee camp.

Table 50 Stories of observed cases of 'battered child syndromes'

	Place			Victim		Perpetrator	What happened	When
	Town	Village	RC	Sex	Age			
1	Ramallah			girl	7	home	Scars and other signs of violence found on different parts of the body. Discovered at school.	2001
2		Nablus area		boy	14	home	Burned with hot iron rod.	2001
3	Nablus			boy	8	home	Regularly beaten	1999
4	Hebron			boy	9	home	Battered for bedwetting	2002
5	'Izariyeh,			boy	4	grandmother	Mother dead. Father's	2003

¹⁹ documented by the Holy Family Hospital in Bethlehem, who took the sisters in their protection and care

	Place			Victim		Perpetrator	What happened	When
	Town	Village	RC	Sex	Age			
	Jerusalem						mother beat children Sold this boy to Bedouins for 5000JD. Brother ended up in Child Protection Center Beitunia	
6	Bethlehem			girl	10		Cigarette burns in different parts of her body. Discovered at school, but could do nothing.	2002
7	Hebron			girl	16	father	Pulled out her fingernails, cut her hair with razor blade.	2004
8	Ramallah			boy	14-15	father	Broken bones from beating	1999
9			Balata	girl & boy	3, 4	stepmother	Children battered. MOSA intervened and referred them to Shelter in Nablus.	2003
10		Beitunia		child	U12	home	Cigarette burns.	1999
11	Bethlehem			boy		home	Repeatedly hit on back of the head and became blind as a result.	miss.
12	Bethlehem			2 girls	3, 4	stepmother, uncle	2 sisters severely and repeatedly abused by beating on head, face, arms, and cigarette burns around vagina and armpits. Father did nothing to stop it, mother divorced.	2002 and 2004
13	Gaza			boy	7	mother	Mother burnt him for bedwetting.	2003
14		Biddo		boy	14	father	Police picked him up as he was stealing a car. Discovered signs of burns on his body.	miss.
15		Gaza central		girl	6-7	home	Burnt with cigarettes on different parts of his body.	2003

ANNEX

List of topics of resource materials on child protection produced by the various institutions

- Psychological child health in schools (MOVIMONDO)
- Attitudes of school counselors about child abuser (DCI/M.Haj Yahia)
- Psychosocial assessment of Pal. Children (C.Arafat)
- Nutrition (Ard al-Insan)
- Mother-child bonding (Ard al-Insan)
- Effect of home demolitions on children (Rädda Barnen)
- Situation of girls in the ME (Rädda Barnen)
- Effects of military violence on children (2 studies, Palestinian Center for Democracy. & Conflict Resolution)
- Effects of torture (Center for Treatment and Rehabilitation of Victims of Torture/CTRVT)
- Therapy (CTRVT, Psycho-social Counseling Center for Women)
- Sex education (Palestinian Working Women Society for Development)
- Domestic violence (as perceived by school counselors) (DSP, BZU)
- Child labor (DSP, BZU)
- Child soldiers (DCI)
- Violence in schools (DSP, BZU)
- Depression (PMRC)
- Psychological issues in children (PMRC)
- Drug abuse (Jerusalem Old City Center)
- Orphanages (MOSA)
- Realities & scope of institutions for child protection (MOSA)
- CBR survey (Star Mountain)

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