



# RCNI

## National Statistics Project Database Detailed Guide 2010

**This Detailed Guide is for RCNI staff members and volunteers, member Rape Crisis Centre staff and volunteers, and other sexual violence services authorised by RCNI. No other individual, agency or organisation is permitted to view or use this document without prior authorisation from RCNI.**



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## 1: Home page



The image shows the login page for the RCNI National Statistics Project. At the top center is the logo for RAPE CRISIS NETWORK IRELAND, which consists of a stylized purple and green graphic to the left of the text 'RAPE CRISIS NETWORK IRELAND'. Below the logo is a white rectangular box with a thin border. Inside this box, at the top, is the text 'Please Login'. Below this text are two input fields: the first is labeled 'Username:' and the second is labeled 'Password:'. Both labels are in a light green box on the left side of the input fields. Below the input fields is a 'Login' button with a light green background and a thin border. Below the button is the text 'Login Issues: call 091 563 676 ex 26'.

- Use Internet Explorer as your web browser. Ensure your settings allow pop ups.
- Go to either of the links below. You should save these in your Bookmarks/Favorites:  
<https://system.rcni.ie/webapp/frmLogin.aspx>  
<https://193.178.2.223/webapp/frmLogin.aspx>
- Log into the RCNI National Statistics Database with your username and password. If you don't have a username or password or if you have forgotten your username or password contact RCNI office.
- To enter information you first need to choose if contact has been made *Face to Face*, through the *Helpline*, or through *RCC Accompaniment*.
- To enter information on a new client click *New Client*. **You are responsible for keeping track of which client number belongs to which client. The only way to view or change any individual client record is by entering the client number. The database DOES NOT keep track of any client names.**
- To edit or view information on an existing *Face to Face* client, *Helpline* contact or *Accompaniment* enter the appropriate *Client ID* number into the box provided and click *Search Client ID*.
- Ensure that you *Save* any information before navigating away from the page you have entered information on.
- You can delete any record by pressing the *Delete* button at the bottom right of the appropriate page.
- Any of the question marks to the right hand side of the categories can be clicked for further information.
- In order to print a report you need Microsoft Excel on your computer.
- Anyone using the face to face, helpline, or accompaniment services is identified as a *client* for the purposes of this document.

## 2: Staff and volunteers

### Data Collection Officer

- Your RCC/organisation must appoint a Data Collection Officer and a Backup Data Collection Officer for those times the Data Collection Officer is not available.
  - This post is responsible for:
    - Attending RCNI database training.
    - Ongoing communication with RCNI regarding the database, including any difficulties.
    - Ensuring that Face-to-Face, Appointment, Helpline and Accompaniment data is entered into the database. Either the Data Collection Officer will do the data entry her/himself or the Data Collection Officer will ensure that others in your RCC/organisation are entering all data.
    - Ensuring that the data is regularly checked and cleaned.
    - Ensuring that any mobile devices used to store database records are encrypted. Please see page 47 for more information

### Database access

#### Database Administrator access


This allows full access to all of your RCC/organisations database records. This access allows the user to create new client records and look at all client records for your RCC/organisation, edit/delete all client records for your RCC/organisation, and generate reports for all records entered by your RCC/organisation. The Data Collection Officer and Backup Data Collection Officer MUST have this type of access.

#### Individual Database access


This allows users to create new client records and access only the records of clients that have been assigned to them. Users can only view, edit or delete records they have entered, but cannot view, edit or delete any records that have been assigned to other RCC/organisation personnel.

### 3: Data entry

Survivors and supporters use sexual violence services because they need the services, not to provide a source of data. That means that data is collected from clients in the course of providing crisis intervention, support, advocacy and counselling. Therefore, all of the requested information is not available for every client.

- All known data from clients should be entered as soon as possible.
- Refer to the  Boxes within the RCNI database, the RCNI NSP Database User Guide or the RCNI NSP Database Detailed Guide for definitions. If you have any unanswered questions about definitions contact RCNI Office.
- When entering data in the notes sections:
  - Be as brief as possible
  - Ensure no identification details are entered for the client or any other person
  - Ensure no details or reference to the client's personal or legal affairs or mental or physical health are entered - this includes both present and future circumstances.
  - Ensure there is no reference to any other document or potential information source, such as counselling notes, and/or another person's name will be referred to.

## 4: Face to Face Screen



Face To Face
Helpline
Accompaniment
Maintenance
Reports

Logged in as: ttest
29-Apr-2009 [Logout](#)

[New Client](#)

Client ID: 
[Save](#) [<< Back](#)

**Client Context**

Counsellor:

Anyone Know Attending RCC (At Start):

Referred By:

Entry 1:

Entry 2:

Counselling/Support Ended 1:

First Disclosure:

Previously Disclosed to:

Ever Accompanied by RCC:

Crisis Centre:

Who Knows Attending RCC:  Friend(s)  
 Parent(s)  
 Sibling(s)  

Days in contact:

Exit 1:

Exit 2:

Counselling/Support Ended 2:

When First Disclosed:

Accompaniment Type:  Gardai  
 Other Forensic  
 Other Medical

**Personal Details**

Client Type:

Gender:

Approximate Age:

Sexual Orientation:

**Nationality**

Country of Origin:

Legal Status:

Disability:

**Social Information**

Residence Area:

Relationship To Survivor:

Housing Type:

Formal Education:

First Contact By Helpline:

**Notes**

**Abuse** [New](#)

Single/Multiple Episodes:  Number of Abuse Records:

**Appointments** [New](#)

Anyone Know Attending RCC (At End):

Referred To:

Client Status:

Waiting List Start:

Who Knows Attending RCC:  Friend(s)  
 Parent(s)  
 Sibling(s)  

Waiting List End:

[Save](#) [Delete](#) [Cancel](#)

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The Face to Face page is used to track EACH of your RCCs/organisations clients. A Face to Face client is a survivor/supporter who is attending your RCC/organisation for a counselling/support session. It IS NOT an accompaniment. Accompaniments are recorded on the Accompaniment screen. Each client should have at least one Face to Face Client ID. A client will only have two client IDs if they used services as a survivor and a supporter, or if they have more than 2 Entry and Exit dates.

Data Field	Data Required/Definitions
Client ID	Automatically generated by the database. You are responsible for keeping track of which client number belongs to which client. The only way to view or change any individual client record is by entering the client number. The database DOES NOT keep track of any client names. You must make sure that the total number of clients for your RCC/organisation matches that recorded in the database.
Counsellor	All of the registered counsellors' usernames for your RCC/organisation will appear as choices when you click on the arrow to the right of this category. Once the counsellor name is chosen in it will appear automatically in this section when you log in. This counsellor will also remain the default counsellor name for this client on all subsequent appointments entered. If you are transferring a client to another counsellor you can change the counsellor name to the new counsellor's name after you have finished entering all available information and the details of their last appointment with the existing counsellor. Once you have chosen another counsellor's name you will no longer be able to access this client record unless you have Database Administrator Access for your RCC/organisation.
Crisis Centre	Your own RCC/organisation – this will automatically be entered as a code by the database. <b>DO NOT</b> attempt to change this number.
<b>Client Context</b> Anyone know attending RCC (at start)	Does anyone know that the survivor/supporter is attending your RCC/organisation when they come to your RCC/organisation? <ul style="list-style-type: none"> <li>• No</li> <li>• Yes</li> <li>• Unknown</li> </ul>
Who knows attending RCC (at start)	If Yes is answered to previous item you must then answer this question. As many choices as necessary can be made by ticking available boxes. <ul style="list-style-type: none"> <li>• Child(ren)</li> <li>• Friend(s)</li> <li>• Other Family</li> <li>• Parent(s)</li> <li>• Partner</li> <li>• Sibling(s)</li> <li>• Work Colleague(s)</li> <li>• Other</li> </ul>

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Referred by	<p>Choose person(s) who referred the client to your RCC/organisation from a drop down menu. <i>Referred by</i> means that another individual, organisation or agency recommended and/or directed the survivor/supporter to your RCC/organisation. If self referral choose <i>Self</i>.</p> <ul style="list-style-type: none"> <li>• <i>Self</i></li> <li>• <i>Clergy</i></li> <li>• <i>Counsellor</i></li> <li>• <i>Friends/Relatives</i></li> <li>• <i>Gardaí</i></li> <li>• <i>GP</i></li> <li>• <i>Hospital</i></li> <li>• <i>Hostel</i></li> <li>• <i>Other Voluntary Organisation</i></li> <li>• <i>Psychiatrist</i></li> <li>• <i>Psychologist</i></li> <li>• <i>Refugee</i></li> <li>• <i>Refugee Legal Service</i></li> <li>• <i>Samaritans</i></li> <li>• <i>Social Worker</i></li> <li>• <i>Teacher</i></li> <li>• <i>Youth Worker</i></li> <li>• <i>Womens Aid</i></li> <li>• <i>Other</i></li> <li>• <i>Unknown</i></li> </ul>
Days in contact	<p>The number of days a client has been in contact with RCC/organisation is calculated by the database software using the Entry and Exit categories.</p>
Entry 1	<p>Date of first contact. This is the first day the client comes to your RCC/organisation in person as a Face to Face client. This <b>DOES NOT</b> include accompaniment. It is of vital importance that this category contains accurate information because it is one of the categories that the database software uses to generate reports. If this date is incorrect your annual reports may exclude records for clients who attended your RCC/organisation in that particular year. It may also include client information for clients who did not attend your RCC/organisation in that particular year. Ensure that your first appointment date and the <i>Entry 1</i> date match.</p>
Exit 1	<p>Date client finishes. This is the date of the clients last scheduled, fulfilled, cancelled or no show appointment. If you have had no contact with a client for more than six months please put in date of last contact with client and enter <i>Client No Show</i> under <i>Counselling Support Ended 1</i>. It is of vital importance that this category contains accurate information because it is one of the categories that the database software uses to generate reports. If this date is incorrect your annual reports may exclude records for clients who attended your RCC/organisation in that particular year. It may also include client information for clients who did not attend your RCC/organisation in that particular year. Ensure that your last appointment date and the <i>Exit 1</i> date match.</p>



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Entry 2	<p>This is the first day the client returns to your RCC/organisation in person as a Face to Face client. This is used for a client who has not participated in Face to Face counselling/support for 6 months or more and it is less than one year after their <i>Exit 1</i> date. If a client has not participated in counselling/support for more than one year they must be given a whole new record. This does NOT include accompaniment. It is of vital importance that this category contains accurate information because it is one of the categories that the database software uses to generate reports. If this date is incorrect your annual reports may exclude records for clients who attended your RCC/organisation in that particular year . It may also include client information for clients who did not attend your RCC/organisation in that particular year. Ensure that your first appointment date when a client returns to counselling after <i>Exit 1</i> and the <i>Entry 2</i> date match.</p>
Exit 2	<p>Date client has finished after <i>Entry 2</i>. This is the date of the clients last scheduled, fulfilled, cancelled or no show appointment. If you have had no contact with a client for more than six months please put in date of last contact with client and enter <i>Client No Show</i> under <i>Counselling Support Ended 2</i>. If the client returns to counselling/support 6 months or more after this Exit 2 date they need to be given a whole new client record. It is of vital importance that this category contains accurate information because it is one of the categories that the database software uses to generate reports. If this date is incorrect your annual reports may exclude records for clients who attended your RCC/organisation in that particular year . It may also include client information for clients who did not attend your RCC/organisation in that particular year. Ensure that your last appointment date when a client leaves counselling after <i>Entry 2</i> and <i>Exit 2</i> dates match. If a client returns to your RCC/organisation for counselling/support for a third time, give the client a new client record.</p>
Counselling/Support ended 1 & 2	<p>Once <i>Exit 1</i> or <i>Exit 2</i> is completed then a reason for ending counselling/support is required. Choose <i>Counselling/Support ended 1</i> only when <i>Exit 1</i> has been completed. Choose <i>Counselling/Support ended 2</i> only when <i>Exit 2</i> has been completed.</p> <p>Choose reason from the dropdown menu. Choices include:</p> <ul style="list-style-type: none"> <li>• <i>Counsellor &amp; Client joint decision</i></li> <li>• <i>Client decided to end</i></li> <li>• <i>Client no show</i></li> <li>• <i>Limited time sessions</i></li> <li>• <i>Client moved</i></li> <li>• <i>Counsellor moved</i></li> <li>• <i>Client died</i></li> </ul>
First disclosure	<p>Is your RCC/organisation the first person or agency the survivor has told about the sexual violence.</p> <ul style="list-style-type: none"> <li>• <i>Yes</i></li> <li>• <i>No</i></li> <li>• <i>Unknown</i></li> </ul>

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Previously disclosed to	<p>If you answered Yes to the previous question you must answer this question. If your RCC/organisation <b>IS NOT</b> the first person or agency to whom the survivor has disclosed, who was the first? Choose from a drop down menu.</p> <ul style="list-style-type: none"> <li>• <i>Child(ren)</i></li> <li>• <i>Friend(s)</i></li> <li>• <i>Other Family</i></li> <li>• <i>Parent(s)</i></li> <li>• <i>Sibling(s)</i></li> <li>• <i>Work Colleague(s)</i></li> <li>• <i>Other</i></li> </ul>
When first disclosed	<p>If you answered yes to the previous question you must answer this question. How soon after the violence was the first disclosure made? Choose from dropdown menu.</p> <ul style="list-style-type: none"> <li>• <i>&lt;1 Year</i></li> <li>• <i>1-2 years</i></li> <li>• <i>2-5 years</i></li> <li>• <i>5-10 years</i></li> <li>• <i>10 years+</i></li> <li>• <i>Unknown</i></li> </ul>
Ever accompanied by	<p>Was the client ever accompanied by your RCC/organisation to an outside agency?</p> <ul style="list-style-type: none"> <li>• <i>Yes</i></li> <li>• <i>No</i></li> <li>• <i>Unknown</i></li> </ul>
Accompaniment type	<p>If yes is answered to previous item, where was the client accompanied to by the RCC/organisation? As many choices as appropriate can be made by ticking boxes.</p> <ul style="list-style-type: none"> <li>• <i>Garda</i></li> <li>• <i>Other Forensic</i></li> <li>• <i>Other Medical</i></li> <li>• <i>Court</i></li> <li>• <i>Refugee Hearings</i></li> <li>• <i>Other Services</i></li> <li>• <i>SATU</i></li> </ul>
<b>Personal Details</b> Client Type	<p>Choose whether the client is a <i>Survivor</i> or <i>Supporter</i>. If a client initially comes to your RCC/organisation as a supporter and then it emerges that they are also a survivor they should be given two client records. One as a supporter and one as a survivor.</p> <ul style="list-style-type: none"> <li>• <i>Survivor</i></li> <li>• <i>Supporter</i></li> </ul>
Gender	<p>What is the gender of the client? This gender category is based on self-identification by the client.</p> <ul style="list-style-type: none"> <li>• <i>Female</i></li> <li>• <i>Male</i></li> <li>• <i>Transgender/Transsexual</i></li> <li>• <i>Unknown</i></li> </ul>
Approximate Age	<p>What age is the client now? There is a choice of ages between 0 and 100 from which you need to make an educated guess. This needs to be updated annually.</p>
Sexual Orientation	<p>Choose the sexual orientation of the client from dropdown menu. This category is based on self-identification by the client.</p> <ul style="list-style-type: none"> <li>• <i>Straight</i></li> <li>• <i>Bisexual</i></li> <li>• <i>Lesbian/Gay</i></li> <li>• <i>Unknown</i></li> </ul>

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Disability	<p>Choose from a dropdown menu.</p> <ul style="list-style-type: none"> <li>• <i>None</i></li> <li>• <i>Deaf</i>: Significant hearing difficulties or is deaf.</li> <li>• <i>Learning Disability</i>: A substantial restriction in the capacity of the person to carry on a profession, business or occupation, or to participate in social or cultural life by reason of an enduring intellectual impairment.</li> <li>• <i>Mobility Impaired</i>: Someone who is not very physically mobile but does not use a wheelchair.</li> <li>• <i>Visually Impaired/Blind</i>: Significant sight difficulties or is blind.</li> <li>• <i>Wheelchair User</i></li> <li>• <i>Unknown</i></li> </ul>
<b>Nationality</b> Country of Origin	<p>The country in which a person is born. Irish Traveller means being a member of the community of people who are identified as having a shared history, culture and traditions, including historically a nomadic way of life on the island of Ireland. A person who comes from Traveller culture is still a Traveller even if they live in settled accommodation.</p>
Legal Status	<p>Choose from the following list:</p> <ul style="list-style-type: none"> <li>• <i>Irish Citizen</i></li> <li>• <i>EU Citizen</i></li> <li>• <i>Asylum Seeker</i>: Someone who has applied for Refugee status.</li> <li>• <i>Refugee</i>: A person who is granted status as a refugee by the Irish state.</li> <li>• <i>Leave to Remain</i>: People who the state judges to not meet the requirements of the definition of a refugee and have been granted the legal right to live and work in Ireland.</li> <li>• <i>Work Permit/Green Card</i>: A permit for non-European nationals to work in Ireland.</li> <li>• <i>Study Visa</i>: A permit for non-European nationals to study in Ireland.</li> <li>• <i>Other</i></li> <li>• <i>Unknown</i></li> </ul>
<b>Social Information</b> Housing Type	<p>Choose housing type client currently occupies from the dropdown menu.</p> <ul style="list-style-type: none"> <li>• <i>Owner Occupied</i></li> <li>• <i>Buying from local Authority</i></li> <li>• <i>Renting from local Authority</i></li> <li>• <i>Renting from private landlord</i></li> <li>• <i>Living with parents</i></li> <li>• <i>Direct Provision Centre</i>: Government nominated accommodation for asylum seekers.</li> <li>• <i>Caravan/Mobile Home</i></li> <li>• <i>Prison</i></li> <li>• <i>Psychiatric Institution</i></li> <li>• <i>Other</i></li> <li>• <i>Unknown</i></li> <li>• <i>Homeless</i>: A person who has no current fixed abode</li> </ul>

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Formal Education	<p>Choose clients highest formal educational achievement from dropdown menu.</p> <ul style="list-style-type: none"> <li>• <i>Primary Education</i></li> <li>• <i>Junior/Intermediate/Group cert/O Levels</i></li> <li>• <i>Leaving Cert/A Levels</i></li> <li>• <i>Professional Qualification</i></li> <li>• <i>Third Level</i></li> <li>• <i>Postgraduate</i></li> <li>• <i>Unknown</i></li> </ul>																																				
First Contact by Helpline	<p>Did the client first make contact with your RCC/organisation through the Helpline by phone, text or email?</p> <ul style="list-style-type: none"> <li>• <i>Yes</i></li> <li>• <i>No</i></li> <li>• <i>Unknown</i></li> </ul>																																				
Residence Area	<p>Choose the number of the county the survivor currently lives in. The names of these counties do not appear in the definition section of the database so that there is nothing on the database to indicate where a client lives.</p> <table data-bbox="494 918 1436 1702"> <tbody> <tr><td><i>01 – Antrim</i></td><td><i>19 – Laois</i></td></tr> <tr><td><i>02 – Armagh</i></td><td><i>20 – Leitrim</i></td></tr> <tr><td><i>03 – Carlow</i></td><td><i>21 – Limerick</i></td></tr> <tr><td><i>04 – Cavan</i></td><td><i>22 – Louth</i></td></tr> <tr><td><i>05 – Clare</i></td><td><i>23 – Mayo</i></td></tr> <tr><td><i>06 – Cork</i></td><td><i>24 – Meath</i></td></tr> <tr><td><i>07 – Derry</i></td><td><i>25 – Monaghan</i></td></tr> <tr><td><i>08 – Down</i></td><td><i>26 – Offaly</i></td></tr> <tr><td><i>09 – Donegal</i></td><td><i>27 – Roscommon</i></td></tr> <tr><td><i>10 – Dublin-City</i></td><td><i>28 – Sligo</i></td></tr> <tr><td><i>11 – Dublin-Dun Laoghaire/Rathdown</i></td><td><i>29 – Tipperary</i></td></tr> <tr><td><i>12 – Dublin-Fingal</i></td><td><i>30 – Tyrone</i></td></tr> <tr><td><i>13 – Dublin-South County Council</i></td><td><i>31 – Waterford</i></td></tr> <tr><td><i>14 – Fermanagh</i></td><td><i>32 – Westmeath</i></td></tr> <tr><td><i>15 – Galway</i></td><td><i>33 – Wexford</i></td></tr> <tr><td><i>16 – Kerry</i></td><td><i>34 – Wicklow</i></td></tr> <tr><td><i>17 – Kildare</i></td><td><i>35 – UNKNOWN</i></td></tr> <tr><td><i>18 – Kilkenny</i></td><td><i>36 – Longford</i></td></tr> </tbody> </table>	<i>01 – Antrim</i>	<i>19 – Laois</i>	<i>02 – Armagh</i>	<i>20 – Leitrim</i>	<i>03 – Carlow</i>	<i>21 – Limerick</i>	<i>04 – Cavan</i>	<i>22 – Louth</i>	<i>05 – Clare</i>	<i>23 – Mayo</i>	<i>06 – Cork</i>	<i>24 – Meath</i>	<i>07 – Derry</i>	<i>25 – Monaghan</i>	<i>08 – Down</i>	<i>26 – Offaly</i>	<i>09 – Donegal</i>	<i>27 – Roscommon</i>	<i>10 – Dublin-City</i>	<i>28 – Sligo</i>	<i>11 – Dublin-Dun Laoghaire/Rathdown</i>	<i>29 – Tipperary</i>	<i>12 – Dublin-Fingal</i>	<i>30 – Tyrone</i>	<i>13 – Dublin-South County Council</i>	<i>31 – Waterford</i>	<i>14 – Fermanagh</i>	<i>32 – Westmeath</i>	<i>15 – Galway</i>	<i>33 – Wexford</i>	<i>16 – Kerry</i>	<i>34 – Wicklow</i>	<i>17 – Kildare</i>	<i>35 – UNKNOWN</i>	<i>18 – Kilkenny</i>	<i>36 – Longford</i>
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<i>18 – Kilkenny</i>	<i>36 – Longford</i>																																				

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Relationship to survivor	<p>Choose from dropdown menu. Choose the primary relationship of the client to the survivor as identified by the client, for example if the person who knows is a <i>friend</i> and a <i>neighbour</i>, choose <i>friend</i>. If the person is a <i>Survivor</i> choose <i>Self</i>.</p> <ul style="list-style-type: none"> <li>• <i>Acquaintance</i></li> <li>• <i>Babysitter/Childminder</i></li> <li>• <i>Child</i></li> <li>• <i>Child-in-Law</i></li> <li>• <i>Clergy</i></li> <li>• <i>Cohabiting Partner</i></li> <li>• <i>Cousin</i></li> <li>• <i>Co-worker</i></li> <li>• <i>Doctor/Medical/Caring Profession</i></li> <li>• <i>Employer</i></li> <li>• <i>Ex-Cohabiting Partner</i></li> <li>• <i>Ex-noncohabiting Partner</i></li> <li>• <i>Family friend</i></li> <li>• <i>Foster Child</i></li> <li>• <i>Foster Parent</i></li> <li>• <i>Foster Sibling</i></li> <li>• <i>Friend</i></li> <li>• <i>Gardaí</i></li> <li>• <i>Grandparent</i></li> <li>• <i>Landlord</i></li> <li>• <i>Neighbour</i></li> <li>• <i>Non-Cohabiting Partner</i></li> <li>• <i>Parent</i></li> <li>• <i>Parent-in-Law</i></li> <li>• <i>Security forces</i></li> <li>• <i>Self</i></li> <li>• <i>Sibling</i></li> <li>• <i>Sibling-in-Law</i></li> <li>• <i>Sports Coach/Youth Worker</i></li> <li>• <i>Step-Child</i></li> <li>• <i>Step-Grandparent</i></li> <li>• <i>Step-Parent</i></li> <li>• <i>Step-Sibling</i></li> <li>• <i>Stranger</i></li> <li>• <i>Taxi driver/Driver</i></li> <li>• <i>Teacher (clergy)</i></li> <li>• <i>Teacher (lay)</i></li> <li>• <i>Uncle/Aunt</i></li> <li>• <i>Other</i></li> <li>• <i>Unknown</i></li> </ul>
<b>Notes</b>	<p>As brief as possible. Exclude all identification details for client or any other person. <b>NEVER</b> include any details or reference to, the client's personal, or legal affairs, or mental or physical health. This includes both present circumstances and any future prognoses. No other document or potential information source, such as handwritten counselling notes, and/or another person's name, should be referred to.</p>
<b>Abuse</b>	<p>To add a new abuse record, choose <i>New</i>. To edit or view an existing record, double click the abuse record that appears in the white box. A new screen will appear (see Section 3: Abuse).</p>

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Single/Multiple abusers	<p>Once one or more abuse records are entered you must choose an option from the dropdown menu here. An episode of abuse means: an experience of abuse perpetrated by a single or multiple group of perpetrators. For example: A survivor could be raped at age 8 by her uncle. The same uncle could sexually assault her when she is 10. Even though there is a gap between the different abuses and even though the nature of abuse is different this is ONE episode of abuse because it is perpetrated by one person acting on his own on both occasions. However, if this same uncle was to rape the survivor again, but this time acted with a family friend, this would be considered a different episode of abuse. The reason for this is because the uncle and family friend acting together are a different group of perpetrators than the uncle acting alone.</p> <p>For a visual representation of this and more examples see pages 48 and 49.</p> <ul style="list-style-type: none"> <li>• <i>Single Episode, Single Abuser</i></li> <li>• <i>Single Episode, Multiple Abusers</i></li> <li>• <i>Multiple Episodes, Single Abuser</i></li> <li>• <i>Multiple Episodes, Multiple Abusers</i></li> <li>• <i>Multiple Episodes, Multiple &amp; Single Abusers</i></li> </ul>
Number of abuse records	The database software counts the number of abuse records to complete this item.
<b>Appointments</b>	To add a new appointment record choose <i>New</i> . To edit or view an existing record double click the appointment record that appears in the white box. A new screen will appear (see Appointments on page 20).
Anyone know attending RCC (at end)	<p>Does anyone know that the client is attending your RCC/organisation by the time they finish using your service? This becomes an obligatory choice when Client Status is entered as <i>Completed</i>.</p> <ul style="list-style-type: none"> <li>• <i>Yes</i></li> <li>• <i>No</i></li> <li>• <i>Unknown</i></li> </ul>
Who knows attending RCC (at end)	<p>If <i>Yes</i> is answered to previous item as many choices as necessary can be made by ticking boxes.</p> <ul style="list-style-type: none"> <li>• <i>Child(ren)</i></li> <li>• <i>Friend(s)</i></li> <li>• <i>Other Family</i></li> <li>• <i>Parent(s)</i></li> <li>• <i>Sibling(s)</i></li> <li>• <i>Work Colleague(s)</i></li> <li>• <i>Other</i></li> </ul>
Referred to	<p>Choose the individual/organisation that the client was referred to by your RCC/organisation from dropdown menu if relevant.</p> <ul style="list-style-type: none"> <li>• <i>Clergy</i></li> <li>• <i>Ethnicity Specific Support Agency</i></li> <li>• <i>Gardai</i></li> <li>• <i>Hospital</i></li> <li>• <i>Medical Doctor</i></li> <li>• <i>Other Counselling Agency</i></li> <li>• <i>Private Counsellor</i></li> <li>• <i>Refugee Support Agency</i></li> <li>• <i>Solicitor</i></li> <li>• <i>Women's Refuge</i></li> <li>• <i>Women's Support Refuge</i></li> <li>• <i>Youth Support Agency</i></li> <li>• <i>Other Unknown</i></li> <li>• <i>None</i></li> </ul>

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Client status	<p>Is the client still <i>in progress</i> or <i>finished</i> with your RCC/organisation? If the client has not attended your RCC/organisation for Face to Face counselling/support for six months or more enter their <i>Client Status</i> as <i>Finished</i>. This needs to be updated if a client is given an Exit 1 or 2 date or an Entry 2 date. See pages 6 and 7.</p> <ul style="list-style-type: none"><li>• <i>In Progress</i></li><li>• <i>Finished</i></li></ul>
Waiting List Start	<p>You do not have to fill out this category, but may complete it if you want to use this to track waiting list times. Input the date on which the client was put on the waiting list. This is the day they requested an appointment.</p>
Waiting List End	<p>You do not have to fill out this category, but may complete it if you want to use this to track waiting list times. Input the date on which the client was taken off the waiting list and given an appointment.</p>

## 5: Abuse Screen

**Abuse**

**Survivor Details**

Age Abuse Began  ?      Age Abuse Ended  ?

**Abuse Details**

Nature of abuse  ?

Other Violence  Attempts to kill       Harassment/Intimidation       Physical Abuse ?

Pornography Used  Used by abuser prior to assault       Used by abuser as part of assault ?

Duration of abuse   ?

Location of abuse  ?

**Notes**

**Pregnancy**

Pregnant after rape       Outcome of pregnancy  ?

**Abuser Details**

Number Of Abusers

Gender of abuser 1  ?      Relationship to Survivor  ?

Abuser Approximate Age  ?      Abuser ID Number  ?

**Reported Status**

Filed Complaint  Gardai       No       Unknown ?

Gardai Complaint Before/After       Time of Complaint



The Abuse page is used to track each episode of abuse a particular survivor experienced. An episode of abuse is an experience of abuse perpetrated by a single or multiple group of perpetrators. An experience of abuse may last hours, days, weeks, months or years.

Data Field	Data Required/Definitions
<b>Survivor Details</b> Age Abuse Began	What age was the survivor when the abuse started? If you do not know the exact age, use the information the client has given you to make an educated guess. Choose from a list of ages between 0 and 100.
Age Abuse Ended	What age was the survivor when the abuse ended? If you do not know the exact age, use the information the client has given you to make an educated guess. Choose from a list of ages between 0 and 100.
<b>Abuse Details</b> Nature of abuse	<p>What form of sexual violence was perpetrated against the survivor? If a number of forms of sexual violence were perpetrated against the survivor choose the most serious or all-encompassing form. Definitions are included below.</p> <ul style="list-style-type: none"> <li>• <i>Rape</i></li> <li>• <i>Sexual Assault</i></li> <li>• <i>Aggravated Sexual Assault</i></li> <li>• <i>Sexual Harassment</i></li> <li>• <i>Reckless Endangerment</i></li> <li>• <i>Observing/Voyeurism</i></li> <li>• <i>Grooming</i></li> <li>• <i>Ritual Abuse</i></li> <li>• <i>Unknown</i></li> <li>•</li> </ul> <p><b>Rape</b>                      Penetration (however slight) of the mouth, vagina, or anus by the penis or penetration (however slight) of the vagina with an object or the penis without consent.</p> <p><b>Sexual Assault</b>                      An indecent assault - sexual abuse without any penetration of the mouth, vagina, or anus that <b>DOES NOT</b> involve serious violence.</p> <p><b>Aggravated Sexual Assault</b>                      Sexual assault that involves serious violence or the threat of serious violence or is such as to cause injury, humiliation or degradation of a grave nature to the person assaulted.</p> <p><b>Sexual Harassment</b>                      Subjecting a person to an act of physical intimacy, requesting sexual favours, or subjecting to any act or conduct with sexual connotations when the act, request or conduct is unwelcome and could reasonably be regarded as sexually offensive, humiliating or intimidating, or someone is treated differently or could reasonably be expected to be treated differently by reason of her or his rejection or submission to the request or conduct.</p>

Nature of abuse  
(continued)

**Reckless Endangerment**

Wantonly or recklessly engaging in conduct that creates a substantial risk of bodily injury or sexual abuse to a child or wantonly or recklessly fails to take reasonable steps to alleviate such risk where there is a duty to act.

**Observing/ Voyeurism**

For the purposes of obtaining sexual gratification, observing (or operating or installing equipment to enable any person to observe) someone doing a private act, and knowing that the other person does not consent to being observed. A private act is an act in circumstances which would reasonably be expected to be private, and the person's genitals, buttocks or breasts are exposed or covered only with underwear, the person is using the lavatory, or the person is doing a sexual act that is not of a kind ordinarily done in public.

**Grooming**

Deliberate actions taken by an adult to form a trusting relationship with a child, with the intent of having sexual contact.

**Ritual Abuse**

Prolonged, extreme, sadistic abuse within a group setting. The group's ideology is used to justify the abuse and the abuse is used to reinforce the group's ideology. The activities tend to be kept secret from society at large as they violate many norms and laws.

Pornography used

How was pornography used as part of the sexual violence? If *No* is chosen here then the other options become deactivated. Pornography can be understood as: Material that combines sex and/or exposure of genitals with abuse or degradation in a manner that appears to endorse, condone, or encourage sexually abusive behaviours. Pornography is the graphic sexually explicit subordination of human beings, usually women and children, through pictures and/or words, including human beings being presented as dehumanised objects and/or enjoying humiliation and pain. Pornography is the sexualisation or eroticisation of dominance and submission.

- *Used by abuser prior to assault*
- *Used by abuser as part of assault*
- *Survivor forced to act out role from pornography*
- *Survivor filmed/photographed as part of abuse*
- *No*
- *Unknown*

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Other violence	<p>If other violence was used during the abuse then choose the appropriate type(s).</p> <ul style="list-style-type: none"> <li>• <i>Attempts to kill</i></li> <li>• <i>Harassment/Intimidation</i></li> <li>• <i>Imprisonment</i></li> <li>• <i>Physical Abuse</i></li> <li>• <i>Prostitution</i></li> <li>• <i>Psychological Abuse</i></li> <li>• <i>Stalking</i></li> <li>• <i>Threats to kill</i></li> <li>• <i>Trafficking</i></li> <li>• <i>Unknown</i></li> <li>• <i>None</i></li> </ul>
Duration of abuse	<p>Choose from dropdown menus the length of time in hours, days, weeks, months or years that the abuse lasted. If a survivor is raped at age 10 by a perpetrator acting alone and again at age 12 by the same perpetrator acting alone the duration of abuse is <i>1 to 3 years</i>.</p> <ul style="list-style-type: none"> <li>• <i>0 to 1</i></li> <li>• <i>1 to 3</i></li> <li>• <i>4 to 6</i></li> <li>• <i>6 +</i></li> <li>• <i>Unknown</i></li> <li>• <i>Hours</i></li> <li>• <i>Days</i></li> <li>• <i>Weeks</i></li> <li>• <i>Months</i></li> <li>• <i>Years</i></li> <li>• <i>Unknown</i></li> </ul>
Location of abuse	<p>Choose from dropdown menu the location where the abuse took place. If multiple locations were used then choose the most common/frequent location.</p> <ul style="list-style-type: none"> <li>• <i>Survivors House</i></li> <li>• <i>Abusers House</i></li> <li>• <i>Friends House</i></li> <li>• <i>Pub/Nightclub</i></li> <li>• <i>Outside</i></li> <li>• <i>School</i></li> <li>• <i>Prison</i></li> <li>• <i>Direct provision centre</i></li> <li>• <i>Other</i></li> </ul>
Notes	<p>As brief as possible. Exclude all identification details for client or any other person. <b>NEVER</b> include any details or reference to, the client's personal, or legal affairs, or mental or physical health. This includes both present circumstances and any future prognoses. No other document or potential information source, such as handwritten counselling notes, and/or another person's name, should be referred to.</p>
Pregnant after rape	<p>Did the survivor become pregnant as a result of the rape?</p> <ul style="list-style-type: none"> <li>• <i>Yes</i></li> <li>• <i>No</i></li> <li>• <i>Unknown</i></li> </ul>
Outcome of pregnancy	<p>If you answered yes to the above question you must now input the outcome of the pregnancy.</p>

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<p><b>Abuser Details</b></p> <p>Number of abusers</p>	<p>Choose from dropdown menu the number of abusers. Your choice will affect the subsequent categories that become available. You can choose up to 10 abusers for each abuse record/episode of abuse.</p>
<p>Gender of abuser 1</p>	<p>This category is based on identification by the survivor.</p> <ul style="list-style-type: none"> <li>• <i>Male</i></li> <li>• <i>Female</i></li> <li>• <i>Transgender/Transsexual</i></li> <li>• <i>Unknown</i></li> </ul>
<p>Relationship to survivor</p>	<p>Choose from dropdown menu. Choose the primary relationship, for example if the person who knows is a <i>friend</i> and a <i>neighbour</i>, choose <i>friend</i>.</p> <ul style="list-style-type: none"> <li>• <i>Acquaintance</i></li> <li>• <i>Babysitter/Childminder</i></li> <li>• <i>Child</i></li> <li>• <i>Child-in-Law</i></li> <li>• <i>Clergy</i></li> <li>• <i>Cohabiting Partner</i></li> <li>• <i>Cousin</i></li> <li>• <i>Co-worker</i></li> <li>• <i>Doctor/Medical/Caring Profession</i></li> <li>• <i>Employer</i></li> <li>• <i>Ex-Cohabiting Partner</i></li> <li>• <i>Ex-noncohabiting Partner</i></li> <li>• <i>Family friend</i></li> <li>• <i>Foster Child</i></li> <li>• <i>Foster Parent</i></li> <li>• <i>Foster Sibling</i></li> <li>• <i>Friend</i></li> <li>• <i>Gardaí</i></li> <li>• <i>Grandparent</i></li> <li>• <i>Landlord</i></li> <li>• <i>Neighbour</i></li> <li>• <i>Non-Cohabiting Partner</i></li> <li>• <i>Parent</i></li> <li>• <i>Parent-in-Law</i></li> <li>• <i>Pimp</i></li> <li>• <i>Security forces</i></li> <li>• <i>Self</i></li> <li>• <i>Sex Purchaser</i></li> <li>• <i>Sibling</i></li> <li>• <i>Sibling-in-Law</i></li> <li>• <i>Sports Coach/Youth Worker</i></li> <li>• <i>Step-Child</i></li> <li>• <i>Step-Grandparent</i></li> <li>• <i>Step-Parent</i></li> <li>• <i>Step-Sibling</i></li> <li>• <i>Stranger</i></li> <li>• <i>Taxi driver/Driver</i></li> <li>• <i>Teacher (clergy)</i></li> <li>• <i>Teacher (lay)</i></li> <li>• <i>Uncle/Aunt</i></li> <li>• <i>Other</i></li> <li>• <i>Unknown</i></li> </ul>
<p>Abuser approximate age</p>	<p>Choose the approximate age of the abuser from dropdown menu. The client may not know the exact age so use the available information the client has given you to make an educated guess.</p>

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Abuser ID number	<p>If there is more than one abuser you need to assign an <i>Abuser ID Number</i> from the drop down menu as a means of differentiating between different abusers of each individual survivor. This category allows us to look at patterns of abuse in more detail. We can see if an abuser acted more than once. We can see if they acted with other abusers and the relationship between these abusers.</p> <p>Example:  A survivor is raped at age 8 and sexually assaulted at age 10 by her uncle (episode of abuse 1). This same uncle rapes the survivor again at age 13, but this time acts with a family friend (episode of abuse 2). In the first episode of abuse there is one abuser (her uncle) so he should be given Abuser ID Number 1. In the second episode of abuse there are two abusers (her uncle and a family friend). We know that the uncle acted in the first episode of abuse and has already been assigned an Abuser ID Number (1) so we assign him the same Abuser ID Number again in this second episode. We assign the family friend Abuser ID Number 2. No matter how many episodes of abuse her uncle acts in he would still be assigned the same Abuser ID Number. This abuser id number will allow us to see that it is the same uncle that is abusing her in different episodes and not a different uncle. The same applies for all abusers. Once they are assigned a particular number this number must be assigned to them in every episode of abuse they appear in for that particular survivor. For a visual representation of this and more examples see page 48 and 49.</p>
<b>Reported Status</b> Filed complaint	<p>Has the survivor filed a complaint about the sexual violence with any of the agencies/organisations listed? Your choice here will affect your subsequent options. Choose as many options as appropriate.</p> <ul style="list-style-type: none"> <li>• <i>Gardaí</i></li> <li>• <i>No</i></li> <li>• <i>Unknown</i></li> <li>• <i>PSNI</i></li> <li>• <i>Other National Police</i></li> <li>• <i>HSE</i></li> <li>• <i>Redress Board</i></li> <li>• <i>Church Authority</i></li> <li>• <i>Education Authority</i></li> </ul>
Complaint Before/After	<p>Was the complaint about the sexual violence filed before or after contact with your RCC/organisation?</p> <ul style="list-style-type: none"> <li>• <i>After Contact With RCC</i></li> <li>• <i>Before Contact With RCC</i></li> </ul>
Time of complaint	<p>How long after the violence was the complaint made?</p> <p><i>Not Reported to agency/organisation</i></p> <ul style="list-style-type: none"> <li>• <i>Reported at Time</i></li> <li>• <i>0-1 Year After</i></li> <li>• <i>02-5 Years After</i></li> <li>• <i>06-10 Years After</i></li> <li>• <i>10+ Years After</i></li> </ul>

## 6: Appointments Screen

**RAPE CRISIS NETWORK IRELAND**

[Face To Face](#)
[Helpline](#)
[Accompaniment](#)
[Maintenance](#)
[Reports](#)

**Appointments**

**Counsellor** Select one ▼
 **Date** 01-Jan-2009 ▼
 **Time** 08:00 ▼

**Notes**

**Appointment Type** Select one ▼ ?
 **Counselling / Support Location** Select one ▼ ?

**Appointment Priority** Select one ▼ ?
 **Status** Select one ▼ ?

**Abuse Type** Age:35-35 -- Nature of Abuse: Sexual Harassment

**Interpreter** Select one ▼ ?

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The Appointments page is used to record all of your clients appointments with your RCC/Organisation. Each client should have at least one fulfilled appointment.

Data Field	Data Required/Definitions
Counsellor	All of the registered counsellors' and volunteers' usernames for your RCC/organisation will appear as choices when you click on the arrow to the right of this category. Once the counsellor name is chosen on the Face to Face screen it will appear automatically in this section when you log in and remain the default counsellor name for this client on all subsequent appointments entered. If you want a different counsellors name to be the default here, you need to change the counsellor name on the Face to Face screen.
Date	Choose date of appointment from pop up calendar. It is of vital importance that this category contains accurate information because it is one of the categories that the database software uses to generate reports. If this date is incorrect your annual reports may exclude records for clients who attended your RCC/organisation in that particular year. It may also include client information for clients who did not attend your RCC/organisation in that particular year.
Time	Enter the time of the appointment. This is in the 24 hour clock format. Be sure to enter the correct time, for example: 13.00 not 01.00.
Appointment Type	Choose the type of appointment that the client(s) is scheduled to attend. <ul style="list-style-type: none"> <li>• <i>Individual Counselling/Support</i>: Counselling/Support is a two way process in which the client and the trained counsellor work together. By helping the client to access their own strengths, resources and potential, it aims to enable them to find solutions and develop their capacity to make decisions and choices so that they feel more in control of their lives.</li> <li>• <i>Advocacy</i>: Providing supports and interventions which address the difficulties survivors encounter when seeking help from other organisations and agencies. It also means providing support in overcoming barriers to full participation on community life.</li> <li>• <i>Couples Counselling</i></li> <li>• <i>Group Counselling</i></li> </ul>
Appointment Priority	<ul style="list-style-type: none"> <li>• <i>Crisis</i>: when someone needs to be seen immediately</li> <li>• <i>Ongoing</i>: for all other clients</li> </ul>
Counselling/Support Location	Your options here will include <i>Main Centre</i> , and any outreaches that your RCC/organisation runs. All outreaches are specific to your RCC/organisation. If a location needs to be added or made inactive contact RCNI office. <ul style="list-style-type: none"> <li>• <i>Main Centre</i></li> <li>• <i>List of your RCC/organisations outreaches</i></li> </ul>
Abuse Type	The database software will fill this in automatically from information you have entered in the <i>Abuse Screen</i> .

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Status	<p>If you enter an appointment as <i>Scheduled</i>, please change this status once the date of the appointment has passed.</p> <ul style="list-style-type: none"><li>• <i>Scheduled</i></li><li>• <i>Fulfilled</i></li><li>• <i>Cancelled</i></li><li>• <i>No Show</i></li></ul>
Interpreter	<p>Was an interpreter needed for the session?</p> <ul style="list-style-type: none"><li>• <i>No</i></li><li>• <i>Yes</i></li></ul>



## 7: Helpline Screen



Logged in as: ttest

05-May-2009 Logout

New Helpline

Search Helpline ID

Face To Face

Helpline

Accompaniment

Maintenance

Reports

Helpline ID

Counsellor

Crisis Centre

<< Back

---

**Call Details**

Time Of Contact  :

Date Of Contact

Nature of Call

Incoming/Outgoing Contact

Voice Call

Length of call

Helpline Nature of Abuse

Caller Gender

Repeat Caller

Caller Age Range

Caller Country of Origin

Where Contacting From/To

Appointment Requested

Status 1

Status 2

Notes

## RCNI National Statistics Project Detailed Guide

The Helpline page is used to track EACH phone/text/email contact on any RCC phone/email by or on behalf of a survivor or supporter. DO NOT use this to track business calls.

Data Field	Data Required/Definitions
Helpline ID	Automatically numbered by the database. <b>You are responsible for keeping track of which ID number belongs to which contact. The only way to view or change any individual contact is by entering the Helpline ID number. The database DOES NOT keep track of client names.</b>
Counsellor	All of the registered counsellors' and volunteers' usernames for your RCC/organisation will appear as choices when you click on the arrow to the right of this category.
Crisis Centre	Your own RCC/organisation – this will automatically be entered as a code by the database. Do <b>NOT</b> attempt to change this number.
<b>Call Details</b>	
Time of Contact	Enter the time of the call/text/email. This is in the 24 hour clock format. Be sure to enter the correct time, for example: 13.00 not 01.00.
Date of contact	Choose date from pop up calendar. It is of vital importance that this category contains accurate information because it is one of the categories that the database software uses to generate reports. If this date is incorrect your annual reports may exclude information for clients who contacted your RCC/organisation in that particular year. It may also include client information for clients who did not contact your RCC/organisation in that particular year.
Nature of Contact	<p>Choose primary <i>Nature of Contact</i> from dropdown menu. For example if someone contacts you with a basic information question, but that is a means for them to begin to disclose then this should be recorded as <i>Counselling/Support</i>.</p> <ul style="list-style-type: none"> <li>• <i>Counselling/Support</i>: This can include crisis intervention and helps the client to access their own strengths, resources and potential, it aims to enable them to find solutions and develop their capacity to make decisions and choices so that they feel more in control of their lives.</li> <li>• <i>Advocacy</i>: Providing supports and interventions which address the difficulties survivors encounter when seeking help from other organisations and agencies. It also means providing support in overcoming barriers to full participation in community life.</li> <li>• <i>Information</i></li> <li>• <i>Schedule Appointment</i></li> <li>• <i>Silent</i></li> <li>• <i>Hang-up</i></li> <li>• <i>Hoax</i>: A deliberate attempt to deceive or trick your RCC/organisation into believing or accepting something which the person knows is false</li> <li>• <i>Abusive</i>: Improper use of the Helpline for the purpose of maltreating your RCC/organisation's personnel. It is a form of profanity that can occur with or without the use of expletives.</li> <li>• <i>Survivor Referral</i></li> </ul>

## RCNI National Statistics Project Detailed Guide

Incoming/Outgoing Call	<p>Was the contact made to the RCC (<i>Incoming</i>) or from the RCC (<i>Outgoing</i>)? Choose <i>Answering Machine</i> if a message has been left that you are returning. Answering machine return message</p> <ul style="list-style-type: none"> <li>• <i>Incoming</i></li> <li>• <i>Outgoing</i></li> <li>• <i>Unknown</i></li> </ul>
Contact method	<p>What method of contact did the client use to contact you or what method of contact did you use to contact them. Your choice here will affect the next question.</p> <ul style="list-style-type: none"> <li>• <i>Email</i></li> <li>• <i>Text</i></li> <li>• <i>Voice Call</i></li> </ul>
Length of call/Number of contacts	<p>If you chose <i>Voice Call</i> for the previous question you will be asked to fill in length of call here. If you chose <i>Text/Email</i> you will be asked whether there were single or multiple contacts made. <i>Single</i> means that one email was sent from the RCC and one from the client within 24 hours. <i>Multiple</i> means more than this.</p> <ul style="list-style-type: none"> <li>• <i>Multiple</i></li> <li>• <i>Single</i></li> </ul>
Helpline Nature of Abuse	<p>The categories here are less specific than on the <i>Abuse Screen</i> to facilitate difficulties in determining the exact nature of abuse from helpline callers. Any abuse perpetrated against someone under the age of 18 is <i>Child Sexual Abuse</i>. Both sexual assault and aggravated sexual assault are recorded as <i>Sexual Assault</i>. <i>Suspected Abuse</i> is to be used if someone suspects that they may have been abused. <i>Details Undisclosed</i> is used if the client was abused and does not indicate enough details to be able to enter another choice.</p> <ul style="list-style-type: none"> <li>• <i>Child Sexual Abuse</i></li> <li>• <i>Details Undisclosed</i></li> <li>• <i>Rape</i></li> <li>• <i>Ritual Abuse</i></li> <li>• <i>Sexual Assault</i></li> <li>• <i>Sexual Harassment</i></li> </ul>
Caller Type	<ul style="list-style-type: none"> <li>• <i>Survivor</i></li> <li>• <i>Supporter</i></li> <li>• <i>Other: Any phone/text/email contact on your RCC/organisation's phone/ email on behalf of a survivor/supporter.</i></li> </ul>
Caller Gender	<p>What is the gender of the person contacting your RCC/organisation? This category is based on self-identification of the survivor.</p> <ul style="list-style-type: none"> <li>• <i>Female</i></li> <li>• <i>Male</i></li> <li>• <i>Transgender/Transsexual</i></li> <li>• <i>Unknown</i></li> </ul>
Repeat Caller	<p>Has the person contacting your RCC/organisation been in contact before? Choose from dropdown menu.</p> <ul style="list-style-type: none"> <li>• <i>Yes</i></li> <li>• <i>No</i></li> <li>• <i>Unknown</i></li> </ul>

## RCNI National Statistics Project Detailed Guide

Approximate age	Choose the age of the person contacting your RCC/organisation from the dropdown menu. This may be difficult to determine. If you can, make an educated guess. <i>Unknown</i> is an option here.
Caller country of origin	Means the country where the person contacting your RCC/organisation was born. <i>Unknown</i> is the default here.
Where contacting from/to	Where is the client making contact with your RCC/organisation from or what location is the client your RCC/organisation is contacting at? <i>Unknown</i> is the default here. <ul style="list-style-type: none"> <li>• <i>Abroad</i></li> <li>• <i>Antrim</i></li> <li>• <i>Armagh</i></li> <li>• <i>Carlow</i></li> <li>• <i>Cavan</i></li> <li>• <i>Clare</i></li> <li>• <i>Co Dublin</i></li> <li>• <i>Cork</i></li> <li>• <i>Derry</i></li> <li>• <i>Donegal</i></li> <li>• <i>Down</i></li> <li>• <i>Dublin City</i></li> <li>• <i>Fermanagh</i></li> <li>• <i>Galway</i></li> <li>• <i>Kerry</i></li> <li>• <i>Kildare</i></li> <li>• <i>Kilkenny</i></li> <li>• <i>Laois</i></li> <li>• <i>Leitrim</i></li> <li>• <i>Limerick</i></li> <li>• <i>Longford</i></li> <li>• <i>Louth</i></li> <li>• <i>Mayo</i></li> <li>• <i>Meath</i></li> <li>• <i>Monaghan</i></li> <li>• <i>Offaly</i></li> <li>• <i>Roscommon</i></li> <li>• <i>Sligo</i></li> <li>• <i>Tipperary</i></li> <li>• <i>Tyrone</i></li> <li>• <i>Waterford</i></li> <li>• <i>Westmeath</i></li> <li>• <i>Wexford</i></li> <li>• <i>Wicklow</i></li> <li>• <i>Unknown</i></li> </ul>
Appointment Requested	Did the survivor or supporter contacting your RCC/organisation request an appointment? <ul style="list-style-type: none"> <li>• <i>No</i></li> <li>• <i>Yes</i></li> </ul>
Status 1	You do not have to fill out this category, but it may be completed if you want to use this to track waiting list times. If the person contacting your RCC/organisation has requested an appointment fill out the status of that appointment and the date. <ul style="list-style-type: none"> <li>• <i>Appointment Offered</i></li> <li>• <i>Appointment offered &amp; cancelled</i></li> <li>• <i>Appointment offered &amp; fulfilled</i></li> <li>• <i>Appointment offered &amp; no show</i></li> <li>• <i>Referral Letter Needed</i></li> <li>• <i>Waiting List (no appointment)</i></li> <li>• <i>Waiting list (no suitable appointment)</i></li> <li>• <i>Unknown</i></li> </ul>

## RCNI National Statistics Project Detailed Guide

Status 2	<p>You do not have to fill out this category, but it may be completed if you want to use this to track waiting list times. If the person contacting your RCC/organisation has requested an appointment fill out the status of that appointment and the date .</p> <ul style="list-style-type: none"><li>• <i>Appointment Offered</i></li><li>• <i>Appointment offered &amp; cancelled</i></li><li>• <i>Appointment offered &amp; fulfilled</i></li><li>• <i>Appointment offered &amp; no show</i></li><li>• <i>Referral Letter Needed</i></li><li>• <i>Waiting List (no appointment)</i></li><li>• <i>Waiting list (no suitable appointment)</i></li><li>• <i>Unknown</i></li></ul>
Notes	<p>As brief as possible. Exclude all identification details for client or any other person. <b>NEVER</b> include any details or reference to, the client's personal, or legal affairs, or mental or physical health. This includes both present circumstances and any future prognoses. No other document or potential information source, such as handwritten counselling notes, and/or another person's name, should be referred to.</p>

## 8: Accompaniment Screen

RAPE CRISIS NETWORK IRELAND

Face To Face | Helpline | Accompaniment | Maintenance | Reports

Logged in as: ttest | 05-May-2009 | Logout

New Accompaniment | Search Accompaniment ID

Accompaniment ID: 3000000039

Accompaniment Duration: Select one ?

**Accompaniment Details**

Gender: Select one ?

Country of Origin: Unknown ?

Nature of Abuse: Select one ?

Notes:

Accompaniment Type: Select one ?

Location: Select one ?

Approximate Age: Unknown ?

Buttons: Save, Delete, Cancel, Back

## RCNI National Statistics Project Detailed Guide

**The Accompaniment page is used to track EACH accompaniment that your RCC/organisation carries out. This includes Gardaí calling to your RCC/organisation to meet a client**

Data Field	Data Required/Definitions
Accompaniment ID	Automatically numbered by the database. <b>You are responsible for keeping track of which ID number belongs to which accompaniment. The only way to view or change any record is by entering the Accompaniment ID number. The database DOES NOT keep track of client names.</b>
Accompaniment Type	What service was the client accompanied to? Choose from dropdown menu. <ul style="list-style-type: none"> <li>• <i>Court</i></li> <li>• <i>Gardaí</i></li> <li>• <i>Medical</i></li> <li>• <i>Other forensic</i></li> <li>• <i>PSNI</i></li> <li>• <i>Refugee hearing</i></li> <li>• <i>SATU</i></li> </ul>
Accompaniment Duration	Choose the most accurate length of time the client was accompanied for from dropdown menu. <ul style="list-style-type: none"> <li>• <i>0.5 days</i></li> <li>• <i>1 day</i></li> <li>• <i>1.5 days</i></li> <li>• <i>2 days</i></li> <li>• <i>2.5 days</i></li> <li>• <i>3 days</i></li> <li>• <i>3.5 days</i></li> <li>• <i>4 days</i></li> <li>• <i>4.5 days</i></li> <li>• <i>5 days</i></li> <li>• <i>5.5 days</i></li> <li>• <i>6 days</i></li> <li>• <i>6.5 days</i></li> <li>• <i>7 days</i></li> <li>• <i>7.5 days</i></li> <li>• <i>8 days</i></li> <li>• <i>8.5 days</i></li> <li>• <i>9 days</i></li> <li>• <i>9.5 days</i></li> <li>• <i>10 days</i></li> <li>• <i>10.5 days</i></li> <li>• <i>11 days</i></li> <li>• <i>11.5 days</i></li> <li>• <i>12 days</i></li> <li>• <i>12.5 days</i></li> <li>• <i>13 days</i></li> <li>• <i>13.5 days</i></li> <li>• <i>14 days</i></li> <li>• <i>14.5 days</i></li> <li>• <i>15 days</i></li> <li>• <i>15.5 days</i></li> <li>• <i>16 days</i></li> <li>• <i>16.5 days</i></li> <li>• <i>17 days</i></li> <li>• <i>17.5 days</i></li> <li>• <i>18 days</i></li> <li>• <i>18.5 days</i></li> <li>• <i>19 days</i></li> <li>• <i>19.5 days</i></li> <li>• <i>20 days</i></li> </ul>
Location	If the accompaniment has been to a location within your RCC/organisation's catchment area then <i>Local</i> should be entered here. If it is to a location outside your catchment area then <i>Other</i> should be chosen. <ul style="list-style-type: none"> <li>• <i>Local</i></li> <li>• <i>Other</i></li> </ul>

## RCNI National Statistics Project Detailed Guide

<b>Accompaniment Details</b>	
Gender	<p>What is the gender of the client? This category is based on self-identification of the survivor.</p> <ul style="list-style-type: none"> <li>• <i>Female</i></li> <li>• <i>Male</i></li> <li>• <i>Transgender/Transsexual</i></li> <li>• <i>Unknown</i></li> </ul>
Approximate Age	<p>It may be difficult to determine, therefore this screen only asks for <i>Approximate Age</i>. Make an educated guess.</p>
Country of Origin	<p>Means the country where the client was born.</p>
Nature of Abuse	<p>What form of sexual violence was perpetrated against the person who is being accompanied? If a number of forms of sexual violence were perpetrated against the survivor choose the most serious form. Detailed definitions on pages 15 and 16.</p> <ul style="list-style-type: none"> <li>• <i>Rape</i></li> <li>• <i>Sexual Assault</i></li> <li>• <i>Aggravated Sexual Assault</i></li> <li>• <i>Sexual Harassment</i></li> <li>• <i>Reckless Endangerment</i></li> <li>• <i>Observing/Voyeurism</i></li> <li>• <i>Grooming</i></li> <li>• <i>Ritual Abuse</i></li> <li>• <i>Trafficking</i></li> <li>• <i>Unknown</i></li> </ul>
Notes	<p>As brief as possible. Exclude all identification details for client or any other person. <b>NEVER</b> include any details or reference to, the client's personal, or legal affairs, or mental or physical health. This includes both present circumstances and any future prognoses. No other document or potential information source, such as handwritten counselling notes, and/or another person's name, should be referred to. <b>If you are called out to a SATU and the survivor chooses not to speak with you, enter 'chose not to speak with us' in Notes.</b></p>



## 9: Face to Face Reports Screen

**RAPE CRISIS NETWORK IRELAND**

[Face To Face](#) | [Helpline](#) | [Accompaniment](#) | [Maintenance](#) | [Reports](#)

**Reports** | Logged in as: elainemears | 11-Oct-2010 | [Logout](#)

[Face to Face Report](#) | [Helpline Report](#) | [Appointment Report](#) | [Accompaniment Report](#)

Face To Face Data Report

	Start Date	End Date
Entry 1:	1-Jan-2011	31-Dec-2011
Exit 1:	1-Jan-2011	31-Dec-2011
Entry 2:	1-Jan-2011	31-Dec-2011
Exit 2:	1-Jan-2011	31-Dec-2011
Appointment	1-Jan-2011	31-Dec-2011

**Report criteria**

Export To Excel

Face To Face Summary Report:

**The Face to Face Reports page is used to generate reports of your data for clients who attended your RCC/organisation for counselling/support.**

Data Field	Data Required/Definitions
Report Criteria	<b>You need to complete all sections on this report screen to ensure that all clients records appear in the final report.</b> If you want a report for all of 2010 then input a start date of 1-Jan-2010 by clicking on the arrow to the right of each of the four boxes in the Start Date column. Then input 31-Dec-2010 in all four boxes in the End Date column.
Entry 1	This is completed to track anyone who began using services during the specified times. The database software uses Entry 1 information to generate a report with this information in it.
Exit 1	This is completed to track anyone who finished using services during the specified times. The database software uses Exit 1 information to generate a report with this information in it.
Entry 2	This is completed to track anyone who began using services during the specified times. The database software uses Entry 2 information to generate a report with this information in it.
Exit 2	This is completed to track anyone who finished using services during the specified times. The database software uses Exit 2 information to generate a report with this information in it.
Appointment	This is completed to track anyone who had an appointment during the specified times. The database software uses Appointment date information to generate a report with this information in it.
Face to Face Summary Report	If you want a report with one line for each client as opposed to one line for each abuse record, tick this box. It is recommended that you print a Summary Report when checking records for accuracy.
Export to Excel	Once you have chosen the appropriate dates click Export to Excel. The data will then be automatically exported to Microsoft Excel. You can choose to open or save the data. Excel will open automatically. Depending on what version of Excel you have, you may also be told that the file is in a different format and asked if you still want to open it. Choose yes.

## 10: Helpline Reports Screen

The Helpline report page is used to generate reports of the data you have entered into the Helpline page.

Data Field	Data Required/Definitions
Date of Call	Input the dates you want the Helpline Report to start with and end with. The database generates this information using the date of contact entered on the Helpline page. If you want a report for all of 2010 then input a start date of 1-Jan-2010 by clicking on the arrow to the right of the Start Date column. Then input 31-Dec-2010 in the End Date column.
Export to Excel	Once you have chosen the appropriate dates click Export to Excel. The data will then be automatically exported to Microsoft Excel. You can choose to open or save the data. Excel will open automatically. Depending on what version of Excel you have, you may also be told that the file is in a different format and asked if you still want to open it. Choose yes.

## 11: Appointments Reports Screen

The Appointment report page is used to generate reports of the data you have entered into the Appointment page.

Data Field	Data Required/Definitions
Date of Call	Input the dates you want the Appointment Report to start with and end with. The database generates this information using the date of appointment entered on the Appointments page. If you want a report for all of 2010 then input a start date of 1-Jan-2010 by clicking on the arrow to the right of the Start Date column. Then input 31-Dec-2010 in the End Date column.
Export to Excel	Once you have chosen the appropriate dates click Export to Excel. The data will then be automatically exported to Microsoft Excel. You can choose to open or save the data. Excel will open automatically. Depending on what version of Excel you have, you may also be told that the file is in a different format and asked if you still want to open it. Choose yes.

## 12: Accompaniments Reports Screen

The Accompaniment report page is used to generate reports of the data you have entered into the Accompaniment page.

Data Field	Data Required/Definitions
Date of Call	Input the dates you want the Accompaniment Report to start with and end with. The database generates this information using the date of accompaniment entered on the Accompaniment page. If you want a report for all of 2010 then input a start date of 1-Jan-2010 by clicking on the arrow to the right of the Start Date column. Then input 31-Dec-2010 in the End Date column.
Export to Excel	Once you have chosen the appropriate dates click Export to Excel. The data will then be automatically exported to Microsoft Excel. You can choose to open or save the data. Excel will open automatically. Depending on what version of Excel you have, you may also be told that the file is in a different format and asked if you still want to open it. Choose yes.

## 13: Troubleshooting Guide

### 1. I cannot access the RCNI Database

- Are you using Internet Explorer?



The database site **only** works in Internet Explorer.

- Is your internet connection functioning?



If it is not, the connection needs to be fixed

- Have your computer settings been changed?

If your computer settings have changed, that may affect your ability to login to the database. Restore your settings.

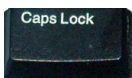
- Are you trying to access the site by clicking on your Favourites?

Type in the URL directly – <https://system.rcni.ie> or see page 1



### 2. I can access the RCNI database but I am unable to log in

- Is your caps lock on?



Your username and password are case sensitive. If, for example, your password is Atlantic5 and you type in atlantic5, the password will not be recognised.

- Are you using the correct username and password?

If you cannot remember your username and/or password please contact the RCNI office. The RCNI does not keep track of passwords so if you cannot remember your password you can have a new one assigned.

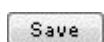
### 3. I am logged on to the RCNI Database but am unable to access or edit information

- Are you using Internet Explorer?



If you are not using Internet Explorer you may be able to login but you will not be able to view and edit any information.

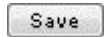
- Have you logged in and not saved, changed information or selected any other options within the database for more than a few minutes?



If you do not enter any information or bring up a new screen for awhile the system will log you out and you will need to login again on the home page.

## 4. I logged onto the RCNI Database but when I tried to select an option I was redirected to the home page

- Have you logged in and not saved, changed information or selected any other options within the database for more than a few minutes?



If you do not enter any information or bring up a new screen for awhile the system will log you out and you will need to login again on the home page.

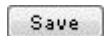
## 5. I have entered new information, the information did not save

- Are you using Internet Explorer?



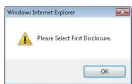
If you are not using Internet Explorer you will not be able to save any information.

- Did you press the Save button?



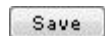
If you leave a screen without pressing the save button, or press the cancel or delete buttons, the information will not be saved.

- Have you filled out all of the necessary categories?



If you have missed a category a popup prompt box will appear

- Have you logged in and not saved, changed information or selected any other options within the database for more than a few minutes?



If you do not enter any information or bring up a new screen for awhile the system will log you out and you will need to login again on the home page.

## 6. I cannot find a client ID number

- Ensure that you are entering the number correctly (Face-to-Face record numbers start with 1, Helpline record numbers start with 2, Accompaniment record numbers start with 3)
- Generate a report for the appropriate dates and see if the Client ID Number appears. If it does not appear on the report, the record was not saved correctly – please refer to number 5.

## 7. When I try to access a screen I get an error page

- Email the screen shot\* to [info@rcni.ie](mailto:info@rcni.ie) so that the error can be resolved.



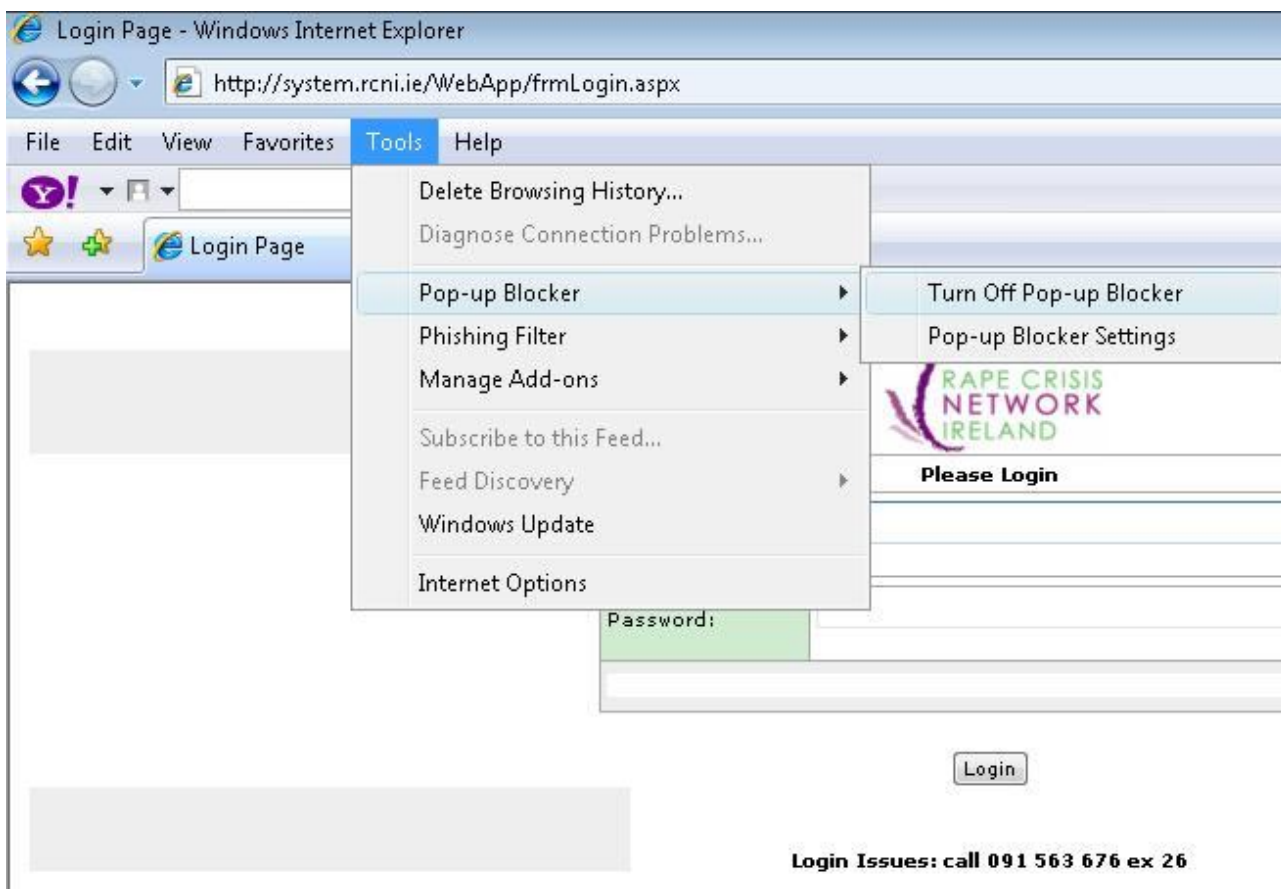
This is an issue that needs to be resolved by either the software development company or the website hosting company.

## 8. I cannot generate a report that contains the information I need

- Do you have a version of Microsoft Excel on your computer?  
Excel does not have to be open, you just need to have a copy on your computer.
- Are you filling out all the necessary categories – refer to Report sections (pages 31 - 35)

## 9. I cannot access the abuse or appointments screen to enter information

- Ensure that your Internet Explorer settings allows popups.  
If your settings do not allow for popups , the abuse or appointment screen will not show.



### \*Screen Shot

In order to generate and email a screen shot:

1. Ensure the relevant image is visible to you on your computer screen
2. Press the button on the keyboard shown in the image below. This is usually at the top right hand side of the keyboard.
3. Compose a new email in the usual fashion. (This is different depending on what email programme you use.)
4. Click paste to insert the screen shot into the main body of the email
5. Type in a brief description of the problem and send to info@rcni.ie





## 14: Data cleaning and checking

We all periodically make mistakes when entering data. In order to ensure that we can accurately represent services users experiences we need to make sure that the data is as accurate as possible. There are two potential difficulties with the data. The first is data which may be missing and the second is incorrect data.

Data checking and cleaning refers to going back over records already entered to make sure that all of the information shared by the client is entered accurately and that any additional information shared by the client since the last time that data was entered has been recorded. It involves printing out reports and comparing the number of clients in the database with the number of clients in your RCC/organisation to ensure every record has been entered. It also involves comparing different categories of data to make sure that they make sense. For example, one survivor cannot be 18 at the time she is participating in counselling and 30 at the time she was raped. One of the two pieces of information is incorrect.

You need to check and clean your data at least quarterly. Best practice is that a person who has not been entering the data is the one who cleans the data as it is easier for her/him to spot discrepancies. The following is specific information about missing data and an example of incorrect data.

### Missing data

Missing data refers to *unknown* entered in the database and categories in which no information was entered.

There are several reasons that the data might be missing.

- The client did not share the information at all. In this instance *unknown* is correct.
- The client did share the information at the beginning and you did not record it in the database.
  - Was the information recorded elsewhere? If so, it needs to be entered into the database.
  - Does a staff member or volunteer know the information? If so, it needs to be entered into the database.
  - Look at your own internal processes to see why it happened and develop solutions to prevent reoccurrence.
- The client did share the information after participating for a period of time and we did not go back and add the information into the database.
  - Go back and enter the information.
  - Look at your own internal processes to see why it happened and develop solutions to prevent reoccurrence.

### Incorrect data

- There are not as many clients entered into the database as we know used our services.
  - Go back and ensure the information entered on existing client (e.g. exit and entry dates) are correct.
  - Enter any missing information.
  - Look at your own internal processes to see why it happened and come up with solutions to prevent reoccurrence.
- Two pieces of information contradict each other.
  - Find out which piece of information is not correct and edit the information in the database accordingly.

**Generate a Summary Face to Face report. See page 32 for how to do this.**

## Unknowns and blanks

- Sort all columns to find all Unknown entries and categories with missing information
- Go back and ensure that there is no known information to enter instead of Unknown. Update on RCNI Database
- Go back and fill in any Missing information on RCNI Database. If information is Unknown enter Unknown

## Checking for specifics

Certain columns of data in the Summary Report can be compared against each other to check for accuracy. More detailed information on cleaning each of these categories is below:

- Country of origin - Legal Status
- Entry 1 - Exit 1 - Entry 2 - Exit 2 - Counselling/Support Ended 1 - Counselling/Support Ended 2 - Client Status
- Client type - Relationship of client to survivor
- Anyone know attending RCC 1 - Who knows attending RCC 1 - Anyone know attending RCC 2 - Who knows attending RCC 2 - Client status
- First disclosure - Previous disclosure - When first disclosed

### Country of origin - Legal Status

Country of Origin	Legal Status	Reason for checking
Australia	Other EU Citizen	The majority of Australians do not have EU legal status
Irish/Settled	Other EU Citizen	The majority of Irish people have Irish citizenship
Great Britain	Irish Citizen	The majority of people from GB do not have Irish citizenship
United States of America	Irish Citizen	The majority of USA citizens do not have Irish citizenship
Russia	Other EU Citizen	The majority of Russians do not have EU legal status

### Entry 1 - Exit 1 - Entry 2 - Exit 2 - Counselling/Support Ended 1 - Counselling/Support Ended 2 - Client Status

Entry 1	Exit 1	Entry 2	Exit 2	Counselling/Support Ended 1	Counselling/Support Ended 2	Client Status	Reason for checking
09-Mar-10				Client moved		Finished	Client Status is <i>Finished</i> and Counselling/Support Ended 1 is completed but there is no Exit 1 date
04-May-10	28-Jul-10					In Progress	Exit 1 is completed but there is no Counselling/Support Ended 1 and Client Status is <i>In Progress</i>

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Entry 1	Exit 1	Entry 2	Exit 2	Counselling/ Support Ended 1	Counselling/ Support Ended 2	Client Status	Reason for checking
30-Sep-99						In Progress	This client is <i>In Progress</i> since 1999. This is a particularly long period of time and as such may be inaccurate
10-Nov-01	10-Mar-03	10-Apr-08		Counsellor & Client joint decision		In Progress	This client has an Entry 2 date which is more than 1 year after their Exit 1 date. They should have been given a new client record when they returned to your RCC/organisation in 2008
04-Nov-02					Client no show	In Progress	Client Status is <i>In Progress</i> but Counselling/ Support Ended 2 is completed when there is no Exit 1, Entry 2 or Exit 2 date

### Client type - Relationship of client to survivor

Client Type	Relationship of Client to Survivor	Reason for checking
Survivor	Parent	If a client is a Survivor the Relationship of Client to Survivor MUST be <i>Self</i>
Supporter	Self	If a client is a Supporter the Relationship of Client to Survivor CAN-NOT be <i>Self</i>

**Anyone know attending RCC 1 - Who knows attending RCC 1 - Anyone know attending RCC 2 - Who knows attending RCC 2 - Client status**

Anyone Know Attending RCC 1	Who Knows Attending RCC 1	Anyone Know Attending RCC 2	Who Knows Attending RCC 2	Client Status	Reason for checking
Yes	Friend(s),	No		Finished	If Yes is answered to Anyone know attending RCC 1, then Yes must be answered to Anyone know attending RCC 2
No		Yes		Finished	Who knows attending RCC 1 & 2 have not been completed
Yes	Parent(s),			Finished	This client is <i>Finished</i> but Anyone know attending RCC 2 and Who knows attending RCC 2 have not been completed
No		Yes	Friend(s), Partner	In Progress	Who knows attending RCC 1 has not been completed. Client status is <i>In progress</i> but Anyone know attending RCC 2 and Who knows attending RCC 2 are completed
Yes	Parent(s),	Yes	Unknown	In Progress	<i>Parents</i> is entered under Who knows attending RCC 1 but <i>Unknown</i> is entered under Who knows attending RCC 2. Client status is also <i>In progress</i> even though Anyone know attending RCC 2 and Who knows attending RCC 2 are completed

**First disclosure - Previous disclosure - When first disclosed**

First Disclosure is to RCC	Previous Disclosure	When First Disclosed	Reason for checking
No	Friend(s)		When first disclosed has not been completed
No		1-2 years	Previous disclosure has not been completed

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### Single/Multiple - Number of abuse records - Number of Abusers - Abuser ID number - Relationship of Abuser(s) - Abuser approx age

As this category is more complicated than others examples of correct use are also included.

Single/ Multiple	Number of Abuse Records	Number Of Abusers	Relationship Of Abuser(s)	Abuser Approx Age	Abuser ID Number	Reason for checking or not checking
Single Episode, Single Abuser	1	1	Neighbour,	26,	1,	No issue
Multiple Episodes, Single Abuser	2	2	Partner Non- Cohabiting, Clergy,	15, 45,	1, 2,	No issue
Multiple Episodes, Single Abuser	1	1	Sibling,		1,	There is only 1 Abuse Record so Single/Multiple should say: Single Episode, Single Abuser. The Abuser Approx Age is also missing
Multiple Episodes, Single Abuser	3	5	Family friend, Family friend, Family friend, Acquaintance, Acquaintance,	20, unknown, unknown, unknown,	1, 3, 2, 3,	There are 3 Abuse Records and 5 Abusers, therefore Single/ Multiple is filled out incor- rectly. It should be either Multiple Episodes, Single and Multiple Abusers. This is because each Episode of abuse (Abuse Record) has to have at least 1 Abuser. All of the pieces of information here need to be checked to verify this. Also one of the Abuser Approx Ages is missing and one abuser has not been assigned an Abuser ID Number
Multiple Episodes, Single Abuser	2	2	Co-worker, Sibling,	29, 14,	1, 1,	The Abuser Id Numbers have not been assigned correctly here. The abuser in the sec- ond Abuse Record needs to be assigned a different Abuser Id number to the abuser in the first Abuse Record
Single Episode, Single Abuser	2	2	Sibling, Sibling,		1, 1,	Was this the same sibling abusing in both Abuse Re- cords. If so this survivor should only have 1 Abuse Re- cord. The Abuser Approx Age is also missing

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Single/ Multiple	Number of Abuse Records	Number Of Abusers	Relationship Of Abuser(s)	Abuser Approx Age	Abuser ID Number	Reason for checking or not checking
Single Episode, Multiple Abusers	1	1	Sibling,		1,	There is only 1 Abuser re- corded here so Single/ Multiple is incorrect. It should be Single Episode, Single Abuser. The Abuser Approx Age is also missing
Multiple Episodes, Multiple Abuser	2	4	Doctor/Medical/ Caring Professional, Doctor/Medical/ Caring Professional, Stranger, Stranger,		1, 2, 1, 1,	Either the Abuser ID numbers have not been assigned cor- rectly or the Abuse Records are incorrect. Was this survi- vor abused by one Doctor/ Medical/Caring Professional on different occasions or more than one Doctor/ Medical/Caring Professional on different occasions? Were they abused by one stranger or more than one stranger? Abuser Approx Ages are also missing. It would be easier to deduce the abover informa- tion if the Abuser Approx Ages were complete
Multiple Episodes, Multiple Abuser	2	2	Other, Other,		1, 1,	Single/Multiple is incorrect because this survivor has 2 Abuse Records and 2 recorded Abusers. This may be Single Episode, Multiple Abusers or Multiple Episodes, Single Abusers. The Abuser Approx Ages are missing also
Multiple Episodes, Multiple & Single Abusers	2	2	Partner Non- Cohabiting, Step-Parent,	48, 35,	2, 1,	Single/Multiple is incorrect because this survivor has 2 Abuse Records and 2 recorded Abusers. This may be Single Episode, Multiple Abusers or Multiple Episodes, Single Abusers

**Generate a Non-Summary Face to Face report. See page 32 for how to do this.**

Certain columns of data in the Non-Summary Report can be compared against each other to check for accurateness. More detailed information on cleaning each of these categories is below:

- Approximate age - Age abuse began - Age Abuse Ended - Duration - Duration Period
- Nature of abuse - Pregnant after rape - Pregnancy outcome

**Approximate age - Age abuse began - Age Abuse Ended - Duration - Duration period**

Approximate Age	Age Abuse Began	Age Abuse Ended	Duration	Duration Period	Reason for checking
26	23	23	Unknown	Unknown	The Age abuse began and Age abuse ended are known so the duration of abuse may also be known
22	38	unknown	Unknown	Unknown	The Age abuse began is 38 so it is impossible that the survivor is now age 22
32	6	unknown	4 to 6	Years	The Age abuse began is known and the Duration of Abuse is known so an estimate of the Age abuse ended can be made
35	7	12	1 to 3	Years	If we take Age abuse began from Age abuse ended we get approximately 5 years, however the Duration says 1 to 3
31	29	33	4 to 6	Years	The survivors Approximate age is lower than the Age abuse ended
24	17	22	Unknown	Hours	If we take Age abuse began from Age abuse ended we get approximately 3 years, however Unknown is entered under Duration and Hours is entered under Duration Period
47	Unknown	unknown	0 to 1	Unknown	Information is entered under Duration but not under Duration period. Either Duration needs to be changed to Unknown or Duration Period needs to be filled out

**Nature of abuse - Pregnant after rape - Pregnancy outcome**

Nature Of Abuse	Pregnant After Rape	Pregnancy Outcome	Reason for checking
Rape	Yes		Pregnancy Outcome has not been completed
Sexual Assault	No	Adoption	This survivor was sexually assaulted and Pregnancy Outcome is also completed
Grooming	Yes	Fostering	The Nature of Abuse for this survivor is Grooming

## 15: Responsible and accurate use of data

This data collection captures information about clients. Those who use your RCC/organisations services are a sub-group of the current population who have ever experienced sexual violence. Any reports represent a snapshot view of a particular period of time and **NO NOT** reflect the total incidence of sexual violence during that period of time. The data **CANNOT** be used on its own to make general statements about sexual violence, for example how the nature of sexual violence has changed in Irish society.

- No report for any external body, including funders, should be produced until you have checked and cleaned your data.
- Ensure that at least one staff member has the necessary Excel expertise to generate Excel reports and use them to clean data and produce statistical information.
- Do not use percentages to talk about any category of information for which *unknown* is entered more than 20% of the time. This is because there is no way of knowing if the information you do not have would be significantly different than the information you do have.
- You cannot talk about the range of information if you have *unknowns* for more than 20% of the records in a particular category. This means, for example, if you only have country of origin for 50% of the helpline records, you can still name the range of the countries of origin for those who utilise the helpline, but cannot accurately speak about the percentages from each country.
- It is best practice to have an external expert review your statistics before publication. This adds to the credibility of what you are saying. When producing a report which contains more than basic information such as a simple count of those who use your services, their gender, how many times you accompanied survivors to court or how many appointments were fulfilled, etc. you should either ensure that you have the necessary statistical analysis expertise within your staff and volunteers or take on outside expertise. RCNI Office can provide information on statistical analysis expertise.
- If you have any questions about responsible use of data, contact RCNI Office for guidance.



## 16: Responsible storage of data

### Data Protection and Database Records

Under data protection legislation individual clients are entitled to a written copy of their database record if they request it (Data Protection Act 2003, section 5.1.h). If you receive a request from a third party wishing to access a database record that may apply to them contact the RCNI Legal Director, if you are a member of the RCNI. If she/he is on leave or out sick, or you are not a member of the RCNI, seek legal advice elsewhere, citing section 4 of the Data Protection Act 2003.

### Record Requests from the Gardaí/PSNI, DPP/CPS Office, Defence Solicitor

These bodies are not automatically entitled to access any client database records.

- If you receive a request for database records, from any of these bodies, explain confidentiality of records. Please refer to your own Confidentiality Standard for further guidance.
- If the Gardaí/PSNI, DPP/CPS Office or Defence Solicitor continue to ask for the database records, contact the RCNI Legal Director immediately, if you are a member of the RCNI. If you are not a member of the RCNI or the RCNI Legal Director is on leave or out sick, seek legal advice elsewhere.

### Witness Orders from the Court

A Witness Order requiring production of records or a "subpoena duces tecum", addressed to any staff member in any RCC/organisation, does not have the effect that the accused is automatically entitled to have any client records, including database records, disclosed to themselves, or to the Court.

- If you receive a Witness Order requiring production of database records, contact the RCNI Legal Director immediately if you are a member of the RCNI. If she/he is on leave or out sick, or you are not a member of the RCNI seek legal advice elsewhere.

### Encryption of mobile devices

Even though the database records do not include specific, personally identifying information, best data protection practices mean that any mobile device that you use to store any downloaded database records and reports needs to be encrypted. Mobile devices include laptops, netbooks, and usb sticks. Please contact the RCNI office for information on free encryption programmes.

## 17: Appendix

An episode of abuse is an experience of abuse by a new perpetrator or group of perpetrators. An episode may last from a few minutes up to a few years.

### Single Episode, Single abuser



**Episode 1: Single abuser**

This client has one abuser so the abuser is given abuser ID number 1.

### Single Episode, Multiple abusers



**Episode 1: Multiple abusers**

This client has three abusers all acting together at the same time so these abusers are given abuser ID numbers 1, 2 and 3 respectively.

### Multiple Episodes, Single abusers



**Episode 1: Single abuser**

This client has two abusers each acting separately at different times so these abusers are given abuser ID numbers 1 and 2 respectively.



**Episode 2: Single abuser**

### Multiple Episodes, Multiple abusers



**Episode 1: Multiple abusers**



**Episode 2: Multiple abusers**

This client has 2 episodes of abuse. In the first episode of abuse there are three abusers. They are assigned the abuser id numbers 1, 2 and 3 respectively. In the second episode of abuse there are two abusers. These are Abuser 2 from the first episode of abuse (so we give him abuser id number 2) and another abuser who has not abused this survivor before. We give this last abuser, abuser id number 4 as this number has not been assigned to any previous abusers.

**Multiple Episodes, Multiple and single abusers**



**Episode 1: Single abuser**



**Episode 2: Multiple abusers**



**Episode 3: Multiple abusers**



**Episode 4: Single abuser**

This client has 4 episodes of abuse. In the first episode of abuse there is one abuser. This abuser has been assigned abuser id number 1. In the second episode of abuse there are two abusers. Neither of these abusers abused this survivor before so they are assigned abuser id numbers 2 and 3 respectively. In the third episode of abuse there are three abusers. One of these abusers abused the survivor in the second episode of abuse so we give them the same abuser id number that they had then (2). The other two abusers have never abused the survivor before so they are allocated new abuser id numbers (4 and 5 respectively). In the fourth incident of abuse there is one abuser. This abuser abused the survivor in the second episode of abuse where he was assigned abuser id number 3 so we assign him the same abuser id number in this episode of abuse also.



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