



Domestic Abuse Policy

If you have difficulty with reading this policy, including any difficulties with sight or hearing, or if you require this document translated into another language, please contact us and we will be happy to provide this information in a format that suits your needs.

Our Vision, Our Values, Our Strategic Objectives

Our Vision

A vibrant neighbourhood where everyone can prosper.

Our Values

Caring, Reliable, Fair, Open and Adaptable

Our Strategic Objectives



Equality and Diversity Statement

Elderpark Housing are committed to ensuring people or communities do not face discrimination or social exclusion due to any of the following protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief; sex or sexual orientation.

This document complies with our Equality and Diversity Policy.

We will regularly review this Policy and consider any equalities implications taking the necessary action to address any inequalities (either directly or indirectly) that result from the implementation of this Policy.

Executive Summary

Policy Author

This policy has been written by the Housing Manager.

Purpose of the Policy

The purpose of a domestic abuse policy is to ensure that an organisation clearly recognises, responds to and supports individuals affected by domestic abuse and complies with relevant laws, safeguarding duties, and national guidance.

Aims and Objectives of the Policy

- To provide safe, secure housing and supportive services for individuals affected by domestic abuse
- To ensure a person-centred and approach in all responses
- To prevent and address domestic abuse, ensuring it is not tolerated
- To support victim-survivors to stay safely in their home or move where appropriate
- To balance support for victim-survivors with holding perpetrators accountable
- To ensure the organisation adheres to legislative and regulatory requirements
- Ensure staff can recognise signs of domestic abuse and respond appropriately
- Provide a clear, consistent framework for handling disclosures and concerns

Legislative and Regulatory Compliance

- Housing (Scotland) Act 2001;
- Housing (Scotland) Act 1987;
- Housing (Scotland) Act 2010;
- Domestic Abuse (Scotland) Act 2018,
- Domestic Abuse (Protection) (Scotland) Act 2021;
- United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024
- Children (Scotland) Act 1995;
- Children and Young People (Scotland) Act 2014;
- Adult Support and Protection (Scotland) Act 2007;
- Equality Act 2010; Human Rights Act 1998;
- UK GDPR and Data Protection Act 2018
- Housing (Scotland) Act 2025
- Domestic Abuse – Social Housing Tenancy Provisions: Statutory Guidance for Social Landlords
- Matrimonial Homes (Family Protection) (Scotland) Act 1981
- Protection from Harassment Act 1997

- Protection from Abuse (Scotland) Act 2001
- Civil Partnership Act 2004
- Family Law (Scotland) Act 2006

In addition, we will meet the outcomes and standards contained within the Scottish Social Housing Charter.

Outcome 1 – ‘Equalities’ states that ‘Social landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.’

Outcome 2 – ‘Communication’ states that ‘Social landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.’

Outcome 3 – ‘Participation’ states that ‘Tenants and other customers are offered a range of opportunities to make it easy for them to participate in and influence their landlords’ decisions at a level they feel comfortable with’.

Outcome 6 – ‘Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes’ states that social landlords will work in partnership with other agencies to help ensure as far as reasonably possible that tenants and other customers live in well maintained neighbourhoods where they feel safe.

Outcome 11 – ‘Tenancy Sustainment’ states that tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

Furthermore, we will meet the Section 36 of the 2010 Standards of Governance and Financial Management for RSLs:

- **Standard 1** –The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
- **Standard 2**- The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.
- **Standard 4** -The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation’s purpose.
- **Standard 5**- The RSL conducts its affairs with honesty and integrity.

Equalities

We will deliver this policy fairly and without discrimination. We will make reasonable adjustments for disabled people, provide interpretation or translation where needed, and consider barriers linked to language, culture, disability, age, immigration status, digital exclusion, geographical location or isolation.

We will act compatibly with human rights and equality duties, including the right to respect for home and family life, the right to peaceful enjoyment of possessions where relevant, protection from discrimination, and the need to protect life and prevent inhuman or degrading treatment where serious risk is present.

Privacy

We are committed to protecting the privacy, confidentiality and personal data of all individuals who engage with our services in relation to domestic abuse.

We will collect, use, store and share personal information in accordance with UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Related Policies

Policy Title	Location
Rental Income and Collection Policy	Rental Income and Collection Policy
Abandonment Policy	Abandonment Policy
Change of Tenancy Policy	Change of Tenancy Policy
Anti-Social Behaviour Policy	Anti-Social Behaviour Policy
Tenancy Sustainment Policy	Tenancy Sustainment Policy
Allocation Policy	Allocations Policy 2026
Rechargeable Repairs Policy	Rechargeable Repairs Policy
Equality, Diversity and Inclusion Policy	Equality, Diversity and Inclusion Policy

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1 Introduction

Elderpark Housing Association (EHA) is a registered social landlord, established in 1975. We have strived to improve the lives of our residents, create opportunities and build a safe and secure environment. The Association is a 'not for profit' organisation, registered and regulated by the Scottish Housing Regulator and is governed by a voluntary Management Committee.

The Management Committee is responsible for approving this Policy, and for overseeing its implementation. The Chief Executive and Management Team have operational responsibility for policy implementation, and for ensuring that all reports of domestic abuse reported by tenants are dealt with in accordance with relevant policies and procedures.

This document sets out the Policy framework within which Elderpark Housing Association manage and responds to reports of Domestic abuse.

2 Policy Statement

Elderpark Housing Association is committed to providing safe homes and services for tenants, household members and others affected by domestic abuse. Elderpark Housing Association will take a trauma-informed, person-centred and safety-led approach, recognising that domestic abuse may affect a person's housing, finances, health, children, support networks and ability to engage with services.

Elderpark Housing Association will not tolerate domestic abuse. Where it is safe and appropriate to do so, Elderpark Housing Association will support victim-survivors to remain in their home, or to move to suitable alternative accommodation if that is their preference. Elderpark Housing Association will endeavour to use its tenancy management powers fairly and proportionately to protect victim-survivors and hold perpetrators to account.

3 Scope

This policy applies to all tenants, joint tenants, household members, applicants and others who may be affected by domestic abuse in connection with our housing services. It applies to Scottish secure tenancies, short Scottish secure tenancies and wider housing management functions, including allocations, transfers, rent arrears, repairs, anti-social behaviour, complaints and safeguarding.

4 Legal and Regulatory Framework

4.1 Legislation

This policy has been prepared with regard to the relevant housing, homelessness, equality, human rights, child protection, adult support and protection, data protection and tenancy legislation, regulations and guidance, including:

- Housing (Scotland) Act 2001;
- Housing (Scotland) Act 1987;
- Housing (Scotland) Act 2010;
- Domestic Abuse (Scotland) Act 2018,
- Domestic Abuse (Protection) (Scotland) Act 2021;
- United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024
- Children (Scotland) Act 1995;
- Children and Young People (Scotland) Act 2014;
- Adult Support and Protection (Scotland) Act 2007;
- Equality Act 2010; Human Rights Act 1998;
- UK GDPR and Data Protection Act 2018
- Housing (Scotland) Act 2025
- Domestic Abuse – Social Housing Tenancy Provisions: Statutory Guidance for Social Landlords
- Matrimonial Homes (Family Protection) (Scotland) Act 1981
- Protection from Harassment Act 1997
- Protection from Abuse (Scotland) Act 2001
- Civil Partnership Act 2004
- Family Law (Scotland) Act 2006

4.2 Scottish Social Housing Charter.

Outcome 1 – ‘Equalities’ states that ‘Social landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.’

Outcome 2 – ‘Communication’ states that ‘Social landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.’

Outcome 3 – ‘Participation’ states that ‘Tenants and other customers are offered a range of opportunities to make it easy for them to participate in and influence their landlords’ decisions at a level they feel comfortable with’.

Outcome 6 – ‘Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes’ states that social landlords will work in partnership with other agencies to help ensure as far as reasonably possible that tenants and other customers live in well-maintained neighbourhoods where they feel safe.

Outcome 11 – ‘Tenancy Sustainment’ states that tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

4.3 Standards of Governance and Financial Management for RSL’s

Standard 1 –The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.

Standard 2- The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.

Standard 4 -The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation’s purpose.

Standard 5- The RSL conducts its affairs with honesty and integrity.

4.4. Domestic Abuse (Protection) (Scotland) Act 2021

This introduces a new tenancy ground relating to abusive behaviour and amends the Housing (Scotland) Act 2001 to allow social landlords, in appropriate cases, to seek recovery of possession or termination of a joint tenant’s interest in a tenancy where the statutory conditions are met. The policy also takes account of the Scottish Government’s statutory guidance, Domestic Abuse – Social Housing Tenancy Provisions: Statutory Guidance for Social Landlords, published in June 2026, including guidance on identifying cases, considering housing options, gathering evidence, data protection, notices, court action, advice and assistance, and the streamlined process available in appropriate cases.

4.5 Housing (Scotland) Act 2025

The Housing (Scotland) Act 2025 introduces further duties and safeguards relevant to tenants affected by domestic abuse, including provisions requiring domestic abuse to be considered in social housing rent arrears cases, supporting tenants affected by domestic abuse through the Scottish Social Housing Charter, and strengthening approaches to housing applications, homelessness and access to housing where abuse is a factor. This policy will be reviewed – and, where appropriate, updated - as those provisions are commenced and further guidance is issued.

5 Definition of Domestic Abuse

For the purposes of this policy, domestic abuse includes behaviour which is abusive and is likely to cause physical or psychological harm. Abuse may include physical violence, threats, intimidation, coercive or controlling behaviour, isolation from family or support, monitoring day-to-day activities, restricting freedom, financial abuse, emotional abuse, harassment, damage to property, abuse through children or third parties, and behaviour intended to frighten, humiliate, degrade or punish.

Domestic abuse may be a single incident or a course of conduct. It may occur regardless of gender, age, disability, race, religion or belief, sexual orientation, gender identity, immigration status, income or tenure. We recognise, however, that domestic abuse disproportionately affects women and children, and that children who see, hear or experience the effects of domestic abuse may be victims in their own right.

6 Our principles

We will:

- listen to victim-survivors, without requiring them to prove abuse before we offer support.
- put safety, choice, dignity and confidentiality at the centre of our response, in including any actions we may take.
- avoid actions that increase risk or place responsibility on the victim-survivor for the perpetrator's behaviour.
- consider the needs and wishes of children and take safeguarding action where required.
- work with specialist agencies and statutory partners where this is safe, lawful and appropriate.
- consider the use of legal and other remedies available to us in a manner that is proportionate, including tenancy action against perpetrators where the statutory tests are met.
- consider the impact of domestic abuse when dealing with arrears, property damage, complaints, anti-social behaviour and other tenancy issues.

7 Identifying Domestic Abuse

The organisation recognises that domestic abuse may be identified through a range of sources, including direct disclosure, reports from neighbours or family members, police or social work involvement, repairs records, rent arrears, complaints, anti-social behaviour reports, homelessness or transfer applications, engagement with support agencies, and observations made by staff during home visits or other interactions.

Staff are expected to remain vigilant to potential indicators of domestic abuse.

For tenants these may include, but are not limited to, unexplained rent arrears, repeated damage to doors or windows, frequent requests for emergency repairs, a tenant appearing unable to speak freely, withdrawal from services, threats from a partner or ex-partner, repeated complaints linked to the household, or sudden requests to leave or remain in the home.

All staff will undertake mandatory e-learning on domestic abuse awareness to support the identification of these indicators. In addition, frontline staff will be required to complete more in-depth, specialist training to ensure they can respond appropriately and effectively. There will be designated staff members who will also receive enhanced training in trauma-informed practice to strengthen the organisation's response and provide appropriate, sensitive support to those affected by domestic abuse.

8 Responding to Disclosure

Where an individual discloses domestic abuse, staff will respond in a calm, respectful and non-judgemental manner. Staff will prioritise the individual's immediate safety, agree safe methods of future contact, and avoid contacting the alleged perpetrator without first considering any associated risks. Staff will also explain clearly what information may need to be shared where there is a safeguarding concern or a risk of serious harm.

All disclosures of domestic abuse relating to tenants will be recorded securely within the organisation's housing management system. Information will be recorded in a way that ensures relevant staff are appropriately informed so that risk can be considered in all interactions with the tenant, while maintaining strict confidentiality. Access will be controlled and restricted to staff on a need-to-know basis and shared with relevant agencies only where necessary to support the individual and their family. The organisation will ensure that all information is handled in line with data protection requirements and that no disclosure occurs which could place the individual at further risk.

The organisation will not require a victim-survivor to pursue criminal, civil or tenancy action before support is provided. Where a victim-survivor does not wish for further action to be taken, this choice will be respected unless there is a legal duty or safeguarding requirement to act. All decisions will be kept under review and revisited where circumstances or levels of risk change.

9 Support and Signposting

We will offer practical housing support and appropriate signposting based on an individual's circumstances, needs and wishes. This may include safety planning, arranging emergency repairs, changing locks where appropriate, improving home security, discussing transfer or management move options, making homelessness referrals, supporting applications for benefits or financial assistance, and signposting to specialist domestic abuse, legal, money advice, mental health, children's services and advocacy organisations.

In cases where lock changes are being considered, careful regard must be given to all parties named on the tenancy. Any action must not result in an unlawful or illegal eviction. Such measures will only be taken in appropriate circumstances, used proportionately, and legal advice will be sought where necessary to ensure compliance with tenancy and housing legislation.

We will maintain up-to-date local and national signposting information, including specialist domestic abuse services, Police Scotland, social work, child protection services, adult support and protection services, homelessness services, legal advice providers, advocacy services and emergency support. Staff will always check with the victim-survivor how information can be shared safely.

10 Safeguarding Children and Adults at Risk

We recognise that domestic abuse can cause serious harm to children and adults at risk. Where we believe a child or adult may be at risk of harm, we will follow our Safeguarding Policy. We will share information with statutory agencies where required or justified by risk, while keeping the victim-survivor informed where it is safe and appropriate to do so.

We will consider the impact of domestic abuse on children when making housing management decisions, including decisions about tenancy action, transfers, repairs, anti-social behaviour, arrears and support needs. The safety and welfare of children will be central to our assessment.

11 Children's Rights

We are committed to respecting, protecting and helping to fulfil the rights of children and young people, and to embedding a child rights-based approach across relevant areas of policy, decision-making and service delivery. Where our decisions, actions or services may affect children directly or indirectly, we will have regard to the requirements of the United Nations Convention on the Rights of the Child. We will seek to ensure that relevant decisions are informed by consideration of children's rights, that the views of children and young people are taken into account in a way that is appropriate to their age and circumstances, and that our practice supports fair, transparent and child-conscious decision-making.

12 Housing Options

We will discuss housing options with the victim-survivor, including whether they wish to remain in their current home, pursue a temporary move, or seek permanent rehousing, as well as access any additional support services. Options such as management transfers, mutual exchanges, allocations, and partnership working with other landlords or Glasgow Health and Social Care Partnership will be considered.

We will also explore the suitability of any rehousing options, including the proximity of our housing stock, to help ensure that any move would meaningfully improve the victim-survivor's situation. Ultimately, however, any decision regarding rehousing will remain at the discretion of the victim-survivor.

13 Tenancy Remedies

13.1 The Abusive Behaviour Ground for Repossession

Where the statutory conditions are met, we may consider using the abusive behaviour ground (ground 15A) introduced by Part 2 of the Domestic Abuse (Protection) (Scotland) Act 2021. This may allow us to seek an order for recovery of possession or, in the case of a joint tenancy, termination of the abusive tenant's interest in the tenancy, with the aim of allowing the victim-survivor to remain safely in the home where that is appropriate.

Before deciding whether to use this ground, we will consider the victim-survivor's wishes, safety risks, available evidence, the position of children, any relevant criminal, civil, family or protective proceedings, whether the property is the only or principal home of relevant parties, proportionality, equality and human rights considerations, and whether there are safer or more suitable alternatives.

Any notice of proceedings that we may serve with a view to commencing repossession proceedings in terms of this ground, will only be served following notification of the decision to serve such notice being given to the victim-survivor, with a clear indication of timing of

delivery of the notice to them, the perpetrator tenant/ joint tenant and any others. This is to ensure that the victim-survivor has prior notification to allow them to ensure their safety, the safety of others, and have sufficient time to engage further with their support network, including organisations supporting them. We will offer support and signposting again at this stage to appropriate organisation if such organisations are not already part of the victim-survivor's network.

We will at all times take into account the views of the victim-survivor and any others adversely impacted by domestic abuse, including children, throughout the process for seeking a repossession Order.

13.2 Housing Options – Advice and Assistance to Perpetrators

Where proceedings for recovery of possession are raised using the abusive behaviour ground, we will provide advice and assistance to the tenant / joint tenant and any relevant qualifying occupier(s) about finding alternative accommodation, in line with statutory requirements and guidance. In doing so, we will ensure such advice and assistance is provided in a manner that does not compromise the safety, confidentiality or support needs of the victim-survivor and any children or others who may be adversely impacted.

13.3 Alternatives

Where we cannot, or do not feel in a position to, proceed with seeking a court Order to recover possession of, or their interest in (if a joint tenant), the house from the perpetrator, using the abusive behaviour ground, we will consider other options available to us in accordance with relevant policies and procedures, including management transfers and allocation of properties. Where appropriate, we may support the victim-survivor to obtain independent advice on their own options in addition to those alternatives we can consider.

14 Rent Arrears, Property Damage and Other Housing Management Issues

We recognise that domestic abuse can directly contribute to rent arrears, rechargeable repairs, property damage, missed appointments, complaints, neighbour reports or other tenancy issues. Examples may include financial control, interference with rental payments, damage caused by the perpetrator, forced absence from the home, or the victim-survivor being unable to engage safely with staff.

Where domestic abuse is known or suspected, we will consider whether the housing management issue has arisen because of abuse before taking enforcement action. We will consider reasonable adjustments to our usual housing management approach, including pausing or tailoring arrears action, agreeing safe and affordable repayment arrangements, signposting to money advice, reviewing rechargeable repair decisions, considering whether

damage should be treated as abuse-related, and avoiding correspondence or visits that may increase risk.

Where court action for rent arrears is being considered and domestic abuse may be a factor, we will follow all applicable pre-action requirements, including any additional requirements introduced by the Housing (Scotland) Act 2025 and any related guidance. We will ensure the court is provided with accurate information about compliance where required.

We will not treat a victim-survivor as responsible for the perpetrator's behaviour without first fully considering the circumstances, evidence, safety risks and legal duties. We will balance support for the victim-survivor with our responsibility to manage tenancies, protect neighbours, recover rent lawfully and maintain our housing stock.

15 Information Recording and Evidence Collection

We will gather and record information sensitively, lawfully and only where necessary. Evidence may include information from the victim-survivor, police, social work, health professionals, specialist domestic abuse services, court orders, repairs records, photographs, tenancy records, reports from neighbours, staff observations and other relevant sources.

We will not place unnecessary evidential burdens on victim-survivors when offering support. Where tenancy action is being considered, we will assess whether there is sufficient evidence to meet the relevant statutory and court requirements, and we will seek legal advice where appropriate. Each case will be determined on its own merits, taking into account the specific circumstances of that case.

16 Confidentiality, Data Protection and Safe Communication

We will handle personal data, special category data and criminal offence data in line with data protection law and our privacy procedures. Information about domestic abuse will be shared only where there is a lawful basis and it is necessary, proportionate and safe to do so. Information may require to be shared for a number of reasons, including ensuring appropriate safety measures are in place, obtaining updates regarding ongoing issues, and ingathering evidence from third parties such as Police Scotland, Social Work or other supporting agencies (e.g. Women's Aid)

We will agree safe contact arrangements with the victim-survivor, including preferred telephone numbers, email addresses, postal addresses, times of contact and whether voicemail, text messages or letters are safe. We will take care not to disclose a victim-survivor's location or personal information to the perpetrator.

17 Partnership Working

We will work with relevant agencies to support safety and effective housing outcomes. This may include Police Scotland, local authority homelessness teams, social work, child protection, adult support and protection, health services, specialist domestic abuse services,

legal advisers, advocacy organisations, money advice services and other registered social landlords.

If a situation becomes serious or high-risk (for example, where someone's safety could be at risk), the organisation may refer the case to specialist agencies or formal safeguarding/risk management processes (like multi-agency meetings or support services).

18 Equality, Human Rights and Accessibility

We will deliver this policy fairly and without discrimination. We will make reasonable adjustments for disabled people, provide interpretation or translation where needed, and consider barriers linked to language, culture, disability, age, immigration status, digital exclusion, geographical location or isolation.

We will act compatibly with human rights and equality duties, including the right to respect for home and family life, the right to peaceful enjoyment of possessions where relevant, protection from discrimination, and the need to protect life and prevent inhuman or degrading treatment where serious risk is present.

19 Communication and Information Sharing

We will promote our approach to domestic abuse through appropriate channels, including our website, tenant handbook, and newsletters. We will clearly communicate that domestic abuse is not tolerated, that support is available, and that tenants can contact us safely to discuss their housing options.

20 Monitoring

We will monitor the operation of this policy, including the number and type of domestic abuse cases identified, support offered, tenancy remedies considered or used, outcomes for victim-survivors, arrears and repairs decisions, safeguarding referrals, complaints and learning from case reviews.

21 Review

This policy will be reviewed at least every five years, or earlier if there are changes in legislation, statutory guidance, regulatory standards, good practice or organisational learning. Where required, the policy will be updated to reflect commencement and implementation of relevant Housing (Scotland) Act 2025 provisions and any further Scottish Government or Scottish Housing Regulator guidance.

Appendix 1

Equality Impact Assessment

Name of Policy to be assessed	Domestic Abuse Policy	New policy or revision of existing?	Revision of Existing
Person(s) responsible for assessment		Housing Manager	
1. Briefly describe the aims, objectives and purpose of the policy.	• To provide safe, secure housing and supportive services for individuals affected by domestic abuse • To ensure a person-centred and approach in all responses • To prevent and address domestic abuse, ensuring it is not tolerated • To support victim-survivors to stay safely in their home or move where appropriate • To balance support for victim-survivors with holding perpetrators accountable • To ensure the organisation adheres to legislative and regulatory requirements • Ensure staff can recognise signs of domestic abuse and respond appropriately • Provide a clear, consistent framework for handling disclosures and concerns		
2. Who is intended to benefit from the policy? (e.g applicants, tenants, staff, contractors)	This policy is intended to benefit a range of individuals connected to our services, including: • Tenants and residents, particularly those experiencing or affected by domestic abuse, by ensuring they can access safe, appropriate support and housing options • Housing applicants, who may require assistance or rehousing due to domestic abuse • Staff, by providing clear guidance on how to respond to, support, and manage cases involving domestic abuse • Contractors and partner organisations, by setting expectations for awareness, sensitivity, and appropriate responses when engaging with tenants • The wider community, by promoting a zero-tolerance approach to domestic abuse and supporting safer neighbourhoods		
3. What outcomes are wanted from this policy? (e.g the measurable changes or benefits to members/ tenants / staff)	The intended outcomes of this policy are: • Improved safety and wellbeing for tenants and residents, particularly those experiencing domestic abuse, through timely and appropriate support • Increased reporting and disclosure, with tenants feeling confident they can approach us safely and be taken seriously • Access to suitable housing solutions, including transfers or rehousing, where necessary to reduce risk		

	• Consistent and informed responses from staff, ensuring cases are handled sensitively, effectively, and in line with best practice • Stronger partnership working with external agencies to provide coordinated support and risk management • Greater awareness and understanding of domestic abuse among tenants, staff, and partners • Clear, accurate case recording and evidence management, supporting decision-making and accountability • A reduction in risk and harm, contributing to safer tenancies and communities		
4. Which groups could be affected by the policy? (note all that apply)			
Age	✓	Disability	✓
Gender reassignment	✓	Marriage and Civil Partnership	✓
Pregnancy and Maternity	✓	Race	✓
Religion or Belief	✓	Sex	✓
Sexual Orientation	✓		
5. If the policy is not relevant to any of the equality groups listed above, state why and end the process here.			
6. Have those affected by the policy / decision been involved?			
Due to the publication of the Scottish Government guidance and the requirement to have this policy in place by 1 August, it has not been possible to undertake a full consultation with those affected prior to implementation. However, we intend to carry out consultation and engagement activity following implementation to gather feedback and ensure the policy continues to reflect the needs and experiences of those it is designed to support.			
7. Describe the likely positive or negative impact(s) that the policy could have on the groups identified above.	Positive Impact(s)		Negative Impact(s)
	✓		
8. What actions are required to address the impacts arising from this assessment? (This might include: additional data, putting monitoring in place, making adjustments, taking specific action to mitigate any potentially negative impacts)	The following actions will be taken to address any impacts identified: • Undertake post-implementation consultation with tenants, service users, and relevant stakeholders to gather feedback and identify any areas for improvement • Introduce monitoring arrangements to assess how the policy is being applied in practice, including reviewing outcomes for victim-survivors • Provide staff training and guidance to ensure consistent, informed, and sensitive responses to domestic abuse cases		

	• Work with partner agencies to strengthen joint approaches and ensure coordinated support for those affected • Review and update the policy as required, taking account of feedback, emerging best practice, and any identified gaps or unintended impacts These actions will help ensure the policy remains effective, fair, and responsive to the needs of those it is intended to support.
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Signed:	<i>Rachel Cooper</i>
Dated:	26.06.2026

Appendix 2

GDPR Impact Assessment

Name of Policy to be assessed	Domestic abuse Policy	New policy or revision of existing?	Revision of Existing Policy
Person(s) responsible for assessment		Housing Manager	
Briefly describe the aims, objectives and purpose of the policy.	• To provide safe, secure housing and supportive services for individuals affected by domestic abuse • To ensure a person-centred and approach in all responses • To prevent and address domestic abuse, ensuring it is not tolerated • To support victim-survivors to stay safely in their home or move where appropriate • To balance support for victim-survivors with holding perpetrators accountable • To ensure the organisation adheres to legislative and regulatory requirements • Ensure staff can recognise signs of domestic abuse and respond appropriately • Provide a clear, consistent framework for handling disclosures and concerns		
Which type of data will be used by implementation of this policy? (e.g. personal, sensitive or special category)	The implementation of this policy will involve the use of: • Personal data, such as names, contact details, tenancy information, and household composition • Special category (sensitive) data, particularly where it relates to domestic abuse, including information about an individual's physical or mental health, safety concerns, or support needs • Criminal offence data, where relevant, for example information relating to police involvement or alleged/criminal behaviour associated with domestic abuse cases All data will be handled in accordance with data protection legislation and organisational policies, ensuring that information is processed lawfully, stored securely, and only shared where necessary and appropriate to support the safety and wellbeing of those affected.		
What outcomes are wanted from this policy? (e.g. necessary to meet legal obligations)	The intended outcomes of this policy are: • Improved safety and wellbeing for tenants and residents, particularly those experiencing domestic abuse, through timely and appropriate support • Increased reporting and disclosure, with tenants feeling confident they can approach us safely and be taken seriously • Access to suitable housing solutions, including transfers or rehousing, where necessary to reduce risk		

	• Consistent and informed responses from staff, ensuring cases are handled sensitively, effectively, and in line with best practice • Stronger partnership working with external agencies to provide coordinated support and risk management • Greater awareness and understanding of domestic abuse among tenants, staff, and partners • Clear, accurate case recording and evidence management, supporting decision-making and accountability • A reduction in risk and harm, contributing to safer tenancies and communities		
Which groups could be affected by the policy? (note all that apply)			
Tenants	✓	Committee	
Employees	✓	Contractors	✓
If the policy is not relevant to any of the data groups listed above, state why and end the process here.			
Due to the publication of the Scottish Government guidance and the requirement to have this policy in place by 1 August, it has not been possible to undertake a full consultation with those affected prior to implementation. However, we intend to carry out consultation and engagement activity following implementation to gather feedback and ensure the policy continues to reflect the needs and experiences of those it is designed to support.			
Have those affected by the policy / decision been involved?			
Describe the likely positive or negative impact(s) that the policy could have on the groups identified above.	Positive Impact(s)	Negative Impact(s)	
	✓		
What actions are required to address the impacts arising from this assessment? (This might include: additional data, putting monitoring in place, making adjustments, taking specific action to mitigate any potentially negative impacts)	The following actions will be taken to address any impacts identified: • Undertake post-implementation consultation with tenants, service users, and relevant stakeholders to gather feedback and identify any areas for improvement • Introduce monitoring arrangements to assess how the policy is being applied in practice, including reviewing outcomes for victim-survivors • Provide staff training and guidance to ensure consistent, informed, and sensitive responses to domestic abuse cases • Work with partner agencies to strengthen joint approaches and ensure coordinated support for those affected		

	• Review and update the policy as required, taking account of feedback, emerging best practice, and any identified gaps or unintended impacts These actions will help ensure the policy remains effective, fair, and responsive to the needs of those it is intended to support.
Signed:	<i>Rachel Cooper</i>
Dated:	26.06.2026