

Domestic Abuse Policy

H.14

Reviewed

June 2026

Date next due for review:

June 2029

Equality and diversity policy statement

This policy document can be produced in various formats, for instance, in larger print or audio-format; and it can also be translated into other languages, as appropriate.

Our equality and diversity policy statement describes our key equality commitments that we use to develop all organisational services; this includes employment services and services to tenants and other customers.

Our core values include providing a fair and equal service for all people and this is detailed in our Equality and Diversity Policy. Our approach to implementing this policy will reflect that commitment.

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1. Introduction

- 1.1 This policy sets out how Pineview Housing Association (PHA) views domestic abuse, and how we will respond to and seek to deal with any reports of such abuse affecting tenants or members of their households. The term 'abuse' covers violence as well as verbal or other forms of abuse. The Association also recognises that domestic abuse can affect our staff and governing body members and will deal with such matters through other staff or committee support or code of conduct arrangements as may be deemed appropriate. Any member of staff or governing body member affected should speak with the Housing Services Manager (HSM) or Director.
- 1.2 PHA believe that domestic abuse presents one of the highest risks to personal safety and is never acceptable. We will therefore take the strongest action appropriate against perpetrators of domestic abuse where it has the power to do so and with the consent of the victim.
- 1.3 This policy applies to all our tenants and members of their households who experience domestic abuse, irrespective of age, gender, sexuality, disability ethnicity, religion, social background or any other protected characteristic identified in the Equality Act.
- 1.4 We will record all reports of domestic abuse as a Category A complaint under our Anti-Social Behaviour Policy. This is the most serious category of anti-social behaviour complaints. We will work with the person reporting domestic abuse to reach a decision which they feel best secures their safety by:
 - reviewing their accommodation,
 - enabling the level of assistance they want, and
 - taking action against the perpetrator which we feel is most appropriate, having regard to the views and wishes of the person experiencing domestic abuse.

2. Definition of Domestic Abuse

2.1 We will use the definition of domestic abuse as set out in the Domestic Abuse (Protection) (Scotland) Act 2021:

"Abusive is a reasonable person would consider the behaviour to be abusive and can include conduct, speech/communication, failure to do something making use of third party and psychological

2.2 Section 3 of the Act defines the relevant effects of domestic abuse are of:

- making person B dependent on, or subordinate to, person A
- isolating person B from friends, relatives or other sources of support
- controlling, regulating or monitoring person B's day-to-day activities
- depriving person B of, or restricting person B's freedom of action
- frightening, humiliating, degrading or punishing person B

3. Aims of the policy

3.1 By adopting this policy, PHA aims to:

- improve overall safety and wellbeing by recognising that domestic abuse is a serious matter which can have an adverse impact on the health of individuals, families and communities.

- increase awareness and understanding of this issue amongst residents and employees.
- encourage residents and employees to report domestic abuse.
- facilitate early identification of domestic abuse and offer supportive and effective intervention to reduce the risk of harm.
- improve the safety and welfare of adults and children affected by domestic abuse and prevent further incidents by responding rapidly, effectively and consistently to all reports.
- empower those experiencing domestic abuse by providing information on the options available to them.
- improve the response to victims through effective engagement of appropriate external enforcement and support agencies.
- create a consistent approach for recording and monitoring incidents of domestic abuse.
- inform colleagues of best practice when responding to domestic abuse.
- ensure that all PHS staff are clear regarding their roles in tackling and responding to issues around domestic abuse.

4. Responsibilities

4.1 Committee of Management

- To ensure that PHA has approved and implemented a policy on domestic abuse.

4.2 Staff

Director:

- To ensure all employees and Committee Members are aware of the policy and their responsibilities under it.

Housing Services Manager (HSM):

- To ensure the policy and any associated procedures are reviewed regularly.
- To co-ordinate the provision of any training required to enable employees to recognise and respond to incidents of domestic violence or abuse.
- To ensure that relevant employees are fully aware of their responsibilities under the policy, in particular of the importance of reporting any incidents or pattern they become aware of.

Senior Housing Officer (SHO):

- To ensure that Housing Services staff are fully aware of and implement their responsibilities under this policy. To liaise with the Housing Services Manager on cases which require consideration for further action and ensure that all actions taken in response to reports of domestic abuse are in line with this policy and legislation.

All staff:

- To ensure they are aware of their responsibilities under this policy, and that they implement the policy and any associated procedure when appropriate.

5. Prevention

- 5.1 As part of our arrangements to prevent domestic abuse we will:
- make all new tenants aware of PHA's policies relating to rehousing, relationship breakdown and where applicable the implications of joint tenancies.
 - publicise this domestic abuse policy to all tenants and employees, highlighting the consequences for perpetrators.
 - provide advice and information within PHA's office.

6. Survivor-centred approach

- 6.1 We will adopt a 'survivor-centred' approach in dealing with domestic abuse, i.e. if a person feels they are experiencing domestic abuse we will deal with it under this policy.
- 6.2 We will deal with all reports in a non-judgemental manner and in confidence. We will not require victims to provide evidence, take legal action or to contact the Police before we provide assistance.
- 6.3 We will only take action with the consent of the person experiencing the abuse. The exception to this general rule is where we consider a child is at risk in any situation or if there is a high risk of serious harm to anyone involved. Where a person is identified as experiencing domestic abuse, any interaction with them will be guided by best practice guidelines.

7. Confidentiality

- 7.1 Persons reporting domestic abuse will be encouraged to allow us to share information with other agencies, including the Police and local authority departments, to ensure that the full range of civil and criminal action can be pursued and appropriate assistance provided. However, all information provided will be treated with the utmost confidence and only passed to external agencies with their proper, informed consent.
- 7.2 The exceptions to this will be:
- where we consider a child is at risk in any situation, or
 - if there is a high risk of serious harm to anyone involved, or
 - if we are obliged by law to disclose information.

Pineview's Housing Services Manager and/or Data Protection Officer (DPO) must approve any disclosure that does not have the victim's consent.

- 7.3 Information will be shared with work colleagues on a strictly 'need to know' basis. We will adhere to all current data protection requirements (see Section 4.2 of the Records Management Policy and our Data Protection Policy)

8. Options for action

- 8.1 We recognise that every reported case of domestic abuse will be different. Our response will therefore be tailored to the individual circumstances and needs of the person experiencing the abuse.

8.2 The safety of the person experiencing abuse and their dependents will be our priority. An Action Plan setting out further actions will be agreed with the person, and we will regularly contact them and keep them updated with progress.

9. Assistance for those reporting domestic abuse

9.1 We will take a proactive and sympathetic approach. Each case will have its own challenges and so the type and level of assistance offered will be finalised by the Housing Services Manager.

10. Remaining in the property

10.1 We will look to refer individuals to relevant local support organisations where possible, as well as taking any reasonable steps available to support them to remain within their property..

10.2 We will offer assistance to those experiencing domestic abuse for example by not recharging them for lock changes and damages due to the domestic abuse. Where possible and appropriate we will charge such costs to the perpetrator.

11. Emergency rehousing

11.1 Where a resident reporting domestic abuse needs emergency accommodation, we will provide advice and assistance on accessing such accommodation provided by Glasgow City Council or by an appropriate refuge. We will provide a referral letter where appropriate and advocate on our tenants' behalf.

12. Permanent rehousing

12.1 Where a resident reporting domestic abuse requests permanent rehousing, we may prioritise their application. In such cases the suspension policy may not be applicable, and we will review and determine the action to be taken on a case-by-case basis.

13. Multi-agency approach

13.1 We will adopt a multi-agency approach in dealing with those experiencing abuse and perpetrators of domestic abuse, to ensure the safety of the victims, meet their needs, co-ordinate available resources, access specialist services, take action against perpetrators and share best practice.

14. Action against perpetrators

14.1 We will work with the Police and other external agencies in dealing with perpetrators of domestic abuse. Action against perpetrators will depend upon individual circumstances.

14.2 From August 2026, the Domestic Abuse (Protection) (Scotland) Act 2021 outlines a legal route for RSLs such as PHA to apply to the court for an order to end a domestic abuse perpetrator's tenancy (where certain conditions are met). PHA will consider such recovery of possession action in all applicable cases..

14.3 Subject to data protection requirements, we will share information with other relevant agencies so that serial perpetrators are identified and dealt with appropriately and also take part in multi-agency safeguarding meetings when invited to do so.

15. Complaints / Appeals

15.1 If anyone is not happy /satisfied with the service they have received as a result of this policy has a right to complain. Please see the Association's Complaints Policy for details on how to do this.

16. Review /Consultation

16.1 This policy will be reviewed every 3 years unless amendment is prompted by a change in legislation or monitoring / reporting reveals that a change in policy is required sooner.

16.2 Procedures and working methods may be altered more frequently where this is needed.

16.3 Policy review will involve consultation with our tenants, our Customer Forum and any other relevant stakeholders.

16.4 We will take account of any views or representations in revising our policy and service provision to assist in the development of effective service delivery.