
DOMESTIC ABUSE POLICY

Title:	Domestic Abuse Policy
Purpose of Procedure:	To support customers affected by domestic abuse and promote safe and sustainable housing outcomes.
Section:	Housing Management and Maintenance
Date:	October 2026
Review Date:	October 2029
Charter Standards:	The customer/landlord relationship 1. Equalities 6. Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes. 7,8,9 Access to housing and housing support. 11 Tenancy sustainment

BLAIRTUMMOCK HOUSING ASSOCIATION

DOMESTIC ABUSE

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1.0 INTRODUCTION

- 1.1** Blairtummock Housing Association takes recognition of Scottish Housing Regulator's Housing Charter Standards and is committed to ensuring that tenants and service users affected by domestic abuse receive a sensitive, supportive and effective response.

The Association will work with relevant partner agencies to provide appropriate advice, assistance and housing options to those affected by domestic abuse. In line with current legislation and statutory guidance, the Association will use available powers and housing management measures, where appropriate, to support victims/survivors and help them remain safely in their homes wherever possible.

Charter Standards 1,6,7,8,9 & 11 state:

1. Equalities

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

6. Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes

Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that:

- Tenants and other customers live in well maintained neighbourhoods where they feel safe.

7,8,9 Housing Options

Social landlords work together to ensure that:

- People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them.
- Tenants and people on housing lists can review their housing options.
- People at risk of losing their homes receive advice and assistance to help prevent homelessness.

11. Tenancy Sustainment

Social landlords ensure that:

- Tenants get the information they need on how to obtain support to remain in their homes and ensure suitable support is available, including services provided directly by the landlord and other organisations.

1.2 Legislation

The following legislation is relevant to this policy;

- Domestic Abuse (Protection) (Scotland) Act 2021
- Domestic Abuse (Scotland) Act 2018
- Domestic Abuse (Scotland) Act 2011
- Abusive Behaviour and Sexual Harm (Scotland) Act 2016
- Adult Support and Protection (Scotland) Act 2007
- Children (Scotland) Act 1995
- Children's Hearing (Scotland) Act 2011
- UNCRC (Scotland) Act 2024
- Forced Marriage etc (Protection and Jurisdiction) (Scotland) Act 2011
- Protection from Abuse (Scotland) Act 2001
- Housing (Scotland) Act 1987
- Housing (Scotland) Act 2001
- Housing (Scotland) Act 2025
- Homelessness etc. (Scotland) Act 2003
- Data Protection Act 2018, Human Rights Act 1998, Equality Act 2010

1.3 Overview

This Policy sets out how Blairtummock Housing Association will take steps to assist and support any persons experiencing or threatened with domestic abuse. The policy applies to all customers of the Association.

For this policy, domestic abuse means abusive behaviour within sections 1-3 of the Domestic Abuse (Protection) (Scotland) Act 2021. Behaviour is abusive where a reasonable person would consider it likely to cause a partner or ex-partner physical or psychological harm, including fear, alarm or distress. It may be behaviour of any kind, including communication or an intentional failure to act or communicate; may be directed at a person, property or carried out through a third party; and may comprise a single incident or a course of conduct. It includes physical, sexual, psychological, emotional, financial and technology-facilitated abuse, coercive control, threats, intimidation, isolation and abuse involving a child or another person. Actual harm, a police report or a criminal conviction is not required before BHA provides support.

Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by:

- Isolating them from sources of support.
- Exploiting their resources and capabilities for personal gain.
- Depriving them of the means needed for independence, resistance and escape
- Regulating their behaviour.

Coercive behaviour is an act or pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish or frighten the victim/survivor.

1.4 Aims of the policy

BHA has pledged to Make a Stand against domestic abuse, a Chartered Institute of Housing initiative developed in partnership with Women's Aid and the Domestic Abuse Housing Alliance. Through this pledge, the Association commits to taking action to support those affected by domestic abuse and recognises its role in raising awareness and providing appropriate support and housing solutions.

Our Commitment is to:

- Make new tenants aware of BHA's policies relating to rehousing, relationship breakdown and where applicable the implications of joint tenancies.
- Publicise this policy to all tenants and employees, highlighting the consequences for perpetrators.
- Provide advice and information within the office and make information about national and local domestic abuse support services available on our website.
- Appoint as the lead staff member for our activities associated with domestic abuse.

By adopting this policy, BHA aims to:

- Improve overall safety and wellbeing by recognising that domestic abuse is a serious crime which has an adverse impact on the health and wellbeing 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 support 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 victims/survivors by providing information on the options available to them.
- Improve the response to victims/survivors 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.
- Support those affected by domestic abuse to access appropriate housing options and achieve safe and sustainable housing outcomes.
- Use available housing management powers and measures, where appropriate, to support victims/survivors and help them remain safely in their homes wherever possible.

2.0 Responding To A Report Of Domestic Abuse

We will adopt a victim/survivor centred approach in dealing with domestic abuse whereby:

- If a person feels they are experiencing domestic abuse we will deal with it under this policy.
- We will not require victims/survivors to contact the Police or take legal action as a condition of receiving support or assistance.
- Where a person reports domestic abuse, we will adopt a victim/survivor-centred approach and, wherever possible, support them to make informed decisions about the options available to them, in line with current best practice and statutory guidance.

2.1 Multi Agency Approach

BHA will adopt a multi-agency approach in dealing with victims/survivors and perpetrators of domestic abuse to help ensure the safety of victims/survivors, meet their needs, facilitate access to specialist services and identify appropriate housing and support options.

2.2 Confidentiality

Victims/survivors will be encouraged to allow BHA to share information with other agencies, including Police Scotland and Local Authority departments, to ensure that the full range of support, assistance and legal remedies can be considered where appropriate.

However, all information provided will be treated with the utmost confidence and will only be passed to external agencies with their informed consent.

The exceptions to this will be:

- Where there is a child within the household
- If there is a reasonable belief that any individual, including the victim/survivor, children, staff members, is at risk of serious harm, significant injury or death. Indicators may include threats to kill, serious assault, strangulation, stalking, weapon use, significant safeguarding concerns, or other circumstances assessed as presenting an immediate risk to safety.
- If we are required by law to disclose information.

The Housing Services Manager must approve any disclosure that does not have the victim/survivor's consent and the victim/survivor will be notified that a disclosure has been made.

Information will be shared with work colleagues on a strictly need to know basis. We will adhere to all current data protection requirements.

2.3 Tenancies, homelessness prevention and action against an abusive tenant

BHA will work with the victim/survivor to identify their preferred immediate and long-term housing outcome. Their safety and the safety and best interests of any children will be the paramount consideration. Remaining in or returning to the home will be considered only where the victim/survivor wishes this and it is safe and appropriate. BHA will not require a police report, criminal charge, conviction or civil court order before providing support.

From 1 August 2026, where every condition of Ground 15A in schedule 2 of the Housing (Scotland) Act 2001 is met, BHA may apply to the sheriff court to recover possession from a sole abusive tenant so that BHA can enter into a tenancy with the victim/survivor, or to terminate an abusive joint tenant's interest so that the victim/survivor can remain in or return to the home. This power is discretionary and will be used only following an individual safety, legal and proportionality assessment.

Before notice is served, BHA will discuss the proposed action, evidence and court process with the victim/survivor through safe contact, consider the views and interests of children and agree any necessary safety measures. BHA will use the prescribed notice and serve it on the tenant and every qualifying occupier, including the victim/survivor.

BHA will gather relevant and proportionate evidence. Evidence may come from the victim/survivor, court records, Police Scotland, social work, criminal justice, specialist support agencies, neighbours, repairs records and BHA staff. A conviction is not required.

As soon as reasonably practicable after raising Ground 15A proceedings, BHA will give the abusive tenant and any qualifying occupier advice and assistance about finding alternative accommodation. BHA is not required to provide alternative accommodation.

BHA will not combine a Ground 15A action with another possession ground. Rent arrears or other debt will be addressed separately, and BHA will offer the victim/survivor tailored support concerning any abuse-related liability.

Where the court recovers a sole abusive tenant's tenancy, BHA will offer the tenancy of the home to the victim/survivor within 28 days after termination unless this is impossible or inappropriate because of their circumstances, and the tenancy will begin as soon as reasonably practicable. Where the court terminates an abusive joint tenant's interest, the remaining tenancy will continue for the victim/survivor and any other unaffected joint tenant.

Where the statutory conditions for Ground 15A are not met or the victim/survivor does not wish to remain or return, BHA will consider all safe alternatives, including priority for rehousing through BHA Allocations Policy by placing the victim/survivor in group 4 for serious housing need, we will also offer homelessness prevention assistance, and referral to specialist services.

As BHA's area of operation is small, discussions around a suitable location for rehousing may be required with the victim/survivor and decisions may be informed by external agencies.

We recognise that every case is different and our response will be tailored to the individual circumstances and needs of the victim/survivor including:

- Making arrangements for their immediate safety
- Reviewing and, where possible, improving the safety and security of their existing home to enable them to remain there safely
- Where BHA considers that abuse experienced by a tenant explains or partly explains unpaid rent, it will take reasonable action to support needs connected with the arrears, having regard to this policy and principles of the Rent Arrears Policy, and provide details of other appropriate domestic abuse support before seeking possession for arrears. BHA will not recharge for lock changes or damage caused as a result of domestic abuse
- Providing information and advice on the housing options available to them.
- Reporting incidents to Police Scotland, which may result in criminal action against the perpetrator
- Where appropriate, we will work with Police Scotland and other external agencies to seek legal action against the perpetrator. This may include the use of available housing management powers and remedies to support victims/survivors and help them remain safely in their home where possible.

- Where a victim/survivor requires emergency rehousing, BHA will provide advice and assistance on accessing emergency accommodation from Glasgow City Council, Women's Aid or other appropriate support agencies.

3.0 DIRECTORY OF SERVICES

A directory of services which offers support in relation to domestic abuse can be found in the Appendix of this Policy. Information is also detailed on the Association's website.

4.0 COMPLAINTS

We have a separate Complaints Policy & Procedure. Leaflets and copies of the policy are available from the Association's office and on our website.

5.0 GDPR

The Association will treat personal data in line with its obligations under current data protection legislation and its Data Protection Policy. Information regarding how data will be used and the basis for processing is provided in Blairtummock Housing Association's Privacy Notice.

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6.0 REVIEW

This Policy will be reviewed every three years, or sooner, in response to any change in legislation.

7.0 APPENDIX

Further information and Support

Support for Women Experiencing Domestic Abuse

Glasgow Women's Aid

The organisation provides information, support and refuge accommodation to women, children and young people who are experiencing domestic abuse.

Telephone: **0141 553 2022**

Email: getsupport@glasgowwomensaid.org.uk

WAVE (Women Against Violence Eastend)

Domestic abuse support project based in Easterhouse. Providing a drop in service for crisis support, risk assessments, information and safety planning.

www.waveglasgow.gov.uk

Facebook - The WAVE Project(WAVE)

Instagram - The_wave_project_glasgow

Email - contact@waveglasgow.org.uk

Scottish Women's Aid

The organisation provides information, support, and advocacy to women, children, and young people who are experiencing domestic abuse.

- 24/7 Helpline: [0800 027 1234](tel:08000271234)
- Text / WhatsApp: 07401 288 595
- Email: helpline@sdafmh.org.uk
- Website: womensaid.scot

Scottish Domestic Abuse and Forced Marriage Helpline

Free 24-hour helpline on and website offering straightforward advice and information for people facing domestic abuse.

Call the helpline 0800 027 1234
Text / WhatsApp Message on 07401288595

Scottish Women's Rights Centre

The Scottish Women's Rights Centre helps women aged 16 and over affected by domestic abuse by providing free legal information and advice.

08088 010 789

The advocacy helpline is currently available at the following times:

- Mondays between 10AM and 12:30PM
- Wednesdays between 10AM and 1PM

It is free to call the helpline from most mobile phones and landlines.

Rape Crisis Scotland

Free, confidential information and support for girls and women who have undergone sexual abuse at any time in their lives.

Helpline: 08088 010 302

SAY Women

SAY Women is a voluntary organisation which offers safe and secure accommodation for young women who are survivors of childhood sexual abuse, rape or sexual assault and who are homeless or threatened with homelessness.

Telephone: **0141 552 5803** Monday-Friday 9:30am-5pm

Support for BME Women Experiencing Domestic Abuse

Hemat Gryffe Women's Aid

Hemat Gryffe Woman's Aid provides support and practical help to Asian, black and ethnic minority women who have experienced mental and physical harassment and abuse either from their partner, ex-partner or within the extended family system. They are based in Glasgow and their services include a drop-in centre and refuge. Hemat Gryffe have a 24-hour emergency helpline.

Telephone: **0141 353 0859**
womensaid@hematgryffe.org.uk

Amina

The Muslim Women's Resource Centre offers a range of support services. You can call their free helpline and on Fridays there is an Imam you can speak to on the helpline. They have offices in Glasgow and Dundee. The languages spoken are Arabic, Bangla, English, Swahili and Urdu.

Phone (general) 0141 212 8420
(Monday - Friday 9:30am-5pm)
Phone (Helpline) 0808 801 0301
(Monday-Friday 10am-4pm)
info@mwrc.org.uk.

Muslim Community Helpline

The Muslim Community Helpline aims to provide any Muslim girl or woman in crisis with a free, confidential listening service and referral to Islamic consultants, plus practical help and information where required.

TELEPHONE: 020 8904 8193 or 020 8908 6715.
SERVICE HOURS: Monday to Thursday: 10am-1pm. Friday: 10am-4pm.

Shakti Women's Aid

Shakti Women's Aid provides support, advice and advocacy to Black and Minority Ethnic women, children and young people affected by domestic abuse. The organisation can provide information on housing, benefits, legal issues, immigration and related matters. Email: info@shaktiedinburgh.co.uk
Phone: 0131 475 2399

Support for Men Experiencing Domestic Abuse

Men's Advice Line

Support and advice for men experiencing domestic abuse.

Telephone support

[0808 8010327](tel:08088010327)

Monday–Friday 10am-5pm

Webchat support

Monday-Friday 9-10am

FearFree: One-to-one support and advocacy for men and LGBT+ individuals in Scotland. Call **0131 624 7270**.

Survivors UK

Survivors UK provides support and resources for men who have been sexually abused or raped or experienced any form of sexual violence.

Telephone: **0203 598 3898**

Email: help@survivorsuk.org

Support for LGBT + People Experiencing Domestic Abuse

Galop (National LGBT+ Domestic Abuse Helpline): Specialized UK-wide support for LGBT+ survivors. Call 0800 999 5428.

FearFree: One-to-one support and advocacy for men and LGBT+ individuals in Scotland. Call 0131 624 7270.

LGBT Helpline Scotland: Emotional support and information for the LGBTI community. Call 0300 123 2523.

Support for Perpetrators of Domestic Abuse

Respect

Providing help for domestic violence perpetrators
Freephone [0808 8024040](tel:08088024040) Monday–Friday 10am-5pm
Webchat support
Monday-Friday 9-10am

Support for Young People

Information for children and young people affected by domestic abuse.

Telephone: **0800 1111 - Childline**

8.0 Equality Impact Assessment

Name of Policy to be assessed	Domestic Abuse
New policy or revision of existing?	Revision of Policy
Person responsible for assessment	Housing Services Manager
1. Briefly describe the aims, objectives and purpose of the policy.	The Domestic Abuse Policy aims to ensure that BHA has a clear and accountable process for identifying, recording and responding to reports of domestic abuse. The policy seeks to support victims/survivors, promote safe and sustainable housing outcomes, and ensure compliance with current legislation, regulatory requirements and good practice guidance.
2. Who is intended to benefit from the policy? (eg applicants, tenants, staff, contractors)	It applies to all customers and staff of the Association.
3. What outcomes are wanted from this policy? (eg the measurable changes or benefits to members/tenants/staff)	The outcomes of this policy are: • To give clear guidance on the process for dealing with tenants that are experiencing domestic abuse • To improve overall safety and wellbeing of those experiencing domestic abuse • To ensure that any actions taken are dealt with within the existing legal provisions, regulatory requirements and best practice guidance • To have effective engagement with the appropriate external enforcement and support agencies • To support victims/survivors to access appropriate housing options and achieve safe and sustainable housing outcomes. • To ensure that any actions taken are dealt with in accordance with our Equality and Diversity policy

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	✓
5. If the policy is not relevant to any of the equality groups listed above, state why and end the process here.		Not applicable. The policy is relevant to all protected characteristic groups.	
6. Have those affected by the policy/decision been involved?		Tenants were previously notified of the original policy through newsletters and our website. WAVE have carried out a review of the policy. Information on changes to policy will be shared with tenants in Autumn 2026 via Facebook, newsletter and digitalX Feedback.	
7. Describe the likely positive or negative impact(s) that the policy could have on the groups identified above		Positive Impact(s) Improves access to support, information and assistance for those affected by domestic abuse.	Negative Impact(s) None identified
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 actions to mitigate any potentially negative impact(s))		No additional actions are required. The policy will continue to be monitored and reviewed in line with legislative, regulatory and good practice requirements.	

Signed:	Gillian Bell
Dated:	9.9.2026