



Domestic Abuse Policy
Polityka dotycząca przemocy domowej
سياسة العنف المنزلي
Política de Abuso Doméstico

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Approval Date: August 2026

Domestic Abuse Policy

1. Introduction

This policy sets out Trafalgar Housing Association's approach to identifying, responding to and supporting people affected by domestic abuse. The Association recognises domestic abuse as a serious violation of human rights and a significant cause of trauma, homelessness, housing insecurity and inequality.

The Association is committed to taking a survivor centred, trauma-informed and safety-led approach to domestic abuse.

Domestic abuse will not be treated as a private matter where it impacts on housing, tenancy sustainment, safety, wellbeing or neighbourhood management.

The Association recognises that victim-survivors should not automatically be expected to leave their home because of domestic abuse. Wherever safe and practicable, the Association will seek to support victim-survivors to remain safely in their home where this is their preferred option.

Reports of domestic abuse will be treated seriously, sensitively and confidentially.

2. Purpose of the Policy

This policy establishes how the Association will respond to domestic abuse and support survivors.

The policy aims to prevent homelessness, support tenancy sustainment where appropriate and improve safety outcomes.

The policy also sets out the Association's approach to confidentiality, partnership working training, tenancy management and support.

3. Policy Objectives

By adopting this policy, the Association aims to:

- improve overall safety and wellbeing by recognising that domestic abuse is a serious crime which has 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 victims 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 sections are clear regarding their roles in tackling and responding to issues around domestic abuse.

4. Legal and Regulatory Framework

This policy has been developed in line with the following legislation/guidance: -

- Housing (Scotland) Act 2025
- The Equalities Act (2010)
- Domestic Abuse (Scotland) Act 2018
- Domestic Abuse (Protection) (Scotland) Act 2021
- Matrimonial Homes (Family Protection) (Scotland) Act 1981
- UK General Data Protection Regulation (GDPR) 2018
- Scottish Social Housing Charter

The policy has also been informed by '**Domestic Abuse: A Good Practice Guide for Social Landlords**' (2019) – developed by ALACHO, CIH Scotland, SFHA, Shelter Scotland and Scottish Women's Aid.

5 Definition

The Association recognises domestic abuse as a pattern or course of abusive behaviour used by one person to gain or maintain power, control or coercion over another person with whom they have, or have had, an intimate partner or family relationship.

Domestic abuse may be a single incident or pattern of behaviour occurring over time. It can include physical, sexual, emotional, psychological, verbal, financial or technological abuse.

The Association recognises coercive and controlling behaviour as a central feature of domestic abuse. This may include behaviour intended to:

- isolate a person from family, friends or support;
- control day-to-day activities;
- monitor movements, communications or finances;
- intimidate, frighten, humiliate or degrade;
- create dependency;

- threaten harm to the survivor, children, pets or others;
- restrict access to housing, money, employment or services

Domestic abuse may occur during a relationship or after separation and may involve stalking, harassment, intimidation or technology-facilitated abuse.

The Association recognises that domestic abuse can impact children directly and indirectly. Children living in abusive households are not simply witnesses and may experience significant emotional, developmental and psychological harm.

This definition reflects the Domestic Abuse (Scotland) Act 2018 and the modern Scottish understanding of domestic abuse as including coercive and controlling behaviour as well as physical violence.

6. Understanding Domestic Abuse and Barriers to Disclosure

The Association recognises that domestic abuse can affect anyone, regardless of age, disability, ethnicity, religion, gender identity or sexual orientation.

Leaving an abusive relationship is often a process rather than a single event. Survivors may leave and return several times before leaving permanently.

The Association recognises that survivors may not seek help immediately due to fear, coercion, shame, financial dependence, immigration concerns, family pressures or fear of losing contact with children.

Disabled people, minority ethnic communities and people with language or accessibility barriers may face additional challenges in accessing support.

We recognise that separation may increase risk and that survivors may increase risk and that survivors may require ongoing support and flexible housing responses.

7. Trauma-Informed and Survivor-Centred Practice

The Association will avoid victim-blaming and will support survivors to make informed decisions based upon their own circumstances.

We recognise that disclosure may take time and that survivors may disengage from support or return to abusive relationships.

Staff will seek to empower survivors rather than direct or pressure decisions.

Reports of domestic abuse will normally receive a response within one working day where safe and practicable.

8. Roles and Responsibilities

The Management Committee is responsible for approving and overseeing this policy.

The Housing Manager is responsible for implementation monitoring, training and service improvement.

All staff are responsible for recognising domestic abuse, responding appropriately and following agreed procedures.

9. Identifying Domestic Abuse

Domestic abuse may be identified through disclosures, tenancy management activity, repairs visits, safeguarding concerns, anti-social behaviour complaints or contact from partner agencies.

Possible indicators may include fear, isolation, unexplained property damage, repeated police attendance, financial difficulties or requests for urgent rehousing however this list is not exclusive.

10. Responding to Disclosures

Staff will respond sensitively, respectfully and without judgement.

The Association will not normally require criminal convictions or formal legal evidence before responding to disclosures of domestic abuse.

The Association will not normally contact an alleged perpetrator to verify a disclosure unless required as part of a safeguarding or legal process.

The survivor's wishes and choices will be respected wherever possible unless there are safeguarding or serious risk concerns.

The safety of the victim and their dependents will be our priority. An action plan setting out further actions will be agreed with the survivor, and we will keep them updated on progress with any agreed actions.

11. Confidentiality and Information Sharing

Information relating to domestic abuse will be treated confidentially and managed in accordance with data protection legislation.

Safe methods of contact, communication and correspondence will be agreed with survivors.

The Association will take reasonable steps to minimise risks associated with digital records, online portals and shared contact details.

Information will only be shared internally with those staff who need to know.

The Association will not disclose information to third parties without consent unless required for safeguarding, crime prevention or legal reasons. **Any disclosure of sensitive information for these reasons without the consent of the reporter can only be approved by the Director.**

12. Housing Options and Homelessness Prevention

The Association will seek to support survivors to remain safely in their homes where this is their preference and it is safe to do so.

Management transfers, planned moves, reciprocal arrangements and referrals to other landlords may be considered to avoid homelessness.

The Association will work with West Dunbartonshire Council homelessness services and other agencies to prevent homelessness whenever possible.

We will take a flexible and supportive approach where arrears, rechargeable

repairs or tenancy breaches are linked to domestic abuse or coercive control.

13. Tenancy Management and Perpetrator Accountability

The Association recognises the importance of holding perpetrators accountable for their behaviour.

We will consider all appropriate tenancy management and legal options where domestic abuse impacts on a tenancy. This may include tenancy transfer requests, legal action, exclusion measures or support with rehousing.

The Association will seek advice from Police Scotland and other relevant agencies where tenancy enforcement or legal remedies are appropriate.

14. Repairs and Security Measures

Repairs and security measures linked to domestic abuse will be treated sensitively and, where appropriate, urgently.

Additional security measures may include emergency lock changes, improved lighting, door security, alarms or target hardening measures.

The Association may seek advice from Police Scotland or specialist agencies regarding safety measures.

15. Child and Adult Protection

Where there are concerns regarding children or vulnerable adults, staff will follow child protection and adult support and protection procedures.

The Association will work with relevant statutory agencies where safeguarding concerns arise.

16. Pets

Unfortunately, pets can be a huge barrier for people leaving and many places of refuge don't accept pets. Support is available via the Dogs Trust Scotland, they offer free temporary fostering for both Dogs and Cats to those who have to leave home due to domestic abuse.

We will support tenants by way of referral or by providing contact details to the Dogs Trust should tenants feel the need to access this service.

17. Training and Staff Support

All staff will receive domestic abuse awareness and safeguarding training appropriate to their role.

The Association will identify lead officers and domestic abuse champions to support good practice and staff confidence.

We recognise that dealing with domestic abuse situations in a work capacity can have an impact on staff. Support and reflective learning opportunities will be offered to any employees affected by domestic abuse or impacted by difficult cases.

The Association also recognises that staff can be victims of domestic abuse on a personal level. Any staff member experiencing domestic abuse will be given the full support of the Association.

18. Partnership Working

Partnership working is essential to ensure coordinated and effective responses.

The Association will work with West Dunbartonshire Council, Women's Aid, Police Scotland, MARAC (multi-agency meetings for high risk domestic-abuse cases) and other relevant agencies on a local or national basis.

19. Complaints

Complaints will be dealt with in line with Trafalgar Housing Associations complaints handling procedure.

Complaints can be made by:

Telephone - 0141 952 4676

Email – admin@trafalgarha.co.uk

Office – 430A Dumbarton Road, Dalmuir, Clydebank, G81 4DX

Online – www.trafalgarha.co.uk

20. Review

This policy will be reviewed at least every five years or earlier if required due to changes in legislation, regulations or best practice. The Housing Manager is responsible for ensuring the policy remains compliant.

21. External Contact Points

Police Scotland	999(emergency) or 101
Trafalgar Housing Association	0141 952 4676
West Dunbartonshire Council Housing Options (homelessness)	01389 776400
Out of Hours emergency homeless service	0800 197 1004
Victim Support	https://victimsupport.scot
CARA (Challenging and responding to abuse)	01389 738595
Childline	0800 1111
Glasgow and Clyde Rape Crisis	0141 552 3200
Scottish Domestic Abuse helpline	0800 027 1234
Mankind Initiative (supporting male victims of domestic abuse)	(Freephone) 0808 800 1170

Scottish Domestic abuse and forced Marriage Helpline	0800 027 1234 www.sdafmh.org.uk
ASSIST – Court Advocacy Service (free legal advice)	0141 276 7710 www.assistscotland.org.uk
Hemat Gryffe Womans Aide – Supporting women from BME communities(Domestic Abuse, Forced Marriage and honour based abuse)	0141 353 0859
RESPECT – Mens Advice Line	08088010327
LGBT Youth Scotland	0131 555 3940 https://lgbtdomesticabuse.org.uk
Fearfree – support for any victim from the LGBT+ community	0131 624 7270 https://fearfree.scot
The Samartins	116 123

Trafalgar Housing Association Equality Impact Assessment

Name of the policy to be assessed	Domestic Abuse	Is this a new policy or a revision?	New
Person(s) responsible for the assessment	Housing Manager		
1. Briefly describe the aims, objectives and purpose of the policy / proposal	This document outlines the Association's Domestic Abuse Policy The Association aims to ensure that all employees and customers are treated with fairness and respect and not discriminated against on the grounds of sex, race, marriage and civil partnership, disability, age, religion or belief, gender reassignment, pregnancy and maternity and sexual orientation. These are the 9 protected characteristics defined in the Equality Act 2010.		
2. Who is intended to benefit from the policy / proposal? (e.g. applicants, tenants, staff, contractors)	Survivors of domestic abuse and their children.		
3. What outcomes are wanted from this policy / proposal ? (e.g. the benefits to customers)	The Association aims to ensure that all tenants are treated with fairness and respect and not discriminated against on the grounds of sex, race, marriage and civil partnership, disability, age, religion or belief, gender reassignment, pregnancy and maternity and sexual orientation. These are the 9 protected characteristics defined in the Equality Act 2010.		
4. Which protected characteristics could be affected by the proposal? ☐ Age ☐ Marriage & Civil Partnership ☐ Disability ☐ Race ☐ Pregnancy/Maternity ☐ Gender ☐ Religion or Belief ☐ Gender Reassignment ☐ Sexual Orientation			
5. If the policy / proposal is not relevant to any of the protected characteristics listed in part 4, state why and end the process here.			

6. Describe the likely impact(s) the policy / proposal could have on the groups identified in part 4	To provide support and assistance to victims and survivors of domestic abuse, to provide an option as per powers of the Housing Scotland for the families to remain in their tenancy while the perpetrator could potentially be removed. This can have a long last impact on the families mental health and opportunities to recover from the ordeals they may have been experiencing.
7. What actions are required to address the impacts arising from this assessment? <i>(This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).</i>	Staff training, data collection and data monitoring.

Signed: S. Boag_____

(Responsible for Policy Review)

(Job title): Stephen Boag, Housing Manager

Signed: A. Leabody_____

(Peer Review Confirmation)

(Job title): Alison Leabody

Date the Equality Impact Assessment was completed:

24/08/2026

