



Glasgow and West of Scotland
Forum of Housing Associations

Housing associations and domestic abuse – legislative/policy update

GWSF briefing paper, January 2023

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1 Introduction

This paper is part of GWSF's efforts to raise the profile of domestic abuse as a key issue for member associations. It includes a summary of the position on forthcoming changes to legislation affecting how housing providers can address domestic abuse among their tenants and applicants.

It also looks at how the development of domestic abuse policies is progressing at an individual housing association level, in the context of very few associations currently having such a policy.

Domestic abuse is something every social landlord is faced with on an ongoing basis. Even before the restrictions of the pandemic, it was the most common reason for homelessness amongst women, and during Covid the incidence of domestic abuse increased further.

The Forum does recognise that the absence of a policy on domestic abuse within a housing association doesn't mean that good practice approaches aren't in place in individual cases. But our overall sense is that whilst dealing with domestic abuse has always been a multi-agency matter, there is often more that landlords can do both to deliver the message that domestic abuse is unacceptable and to develop robust approaches to dealing with it within the legislative limitations.

2 The scale of the challenge

Although statistics can sometimes depersonalise the issue, they remain important in underlining the scale of the problem, with the emphasis very much being on the impact on women:

- In 2021/22, of 35,230 homelessness applications, 44% (15,412) were from women
- 14% of the 35,230 applications cited domestic abuse, with three-quarters of these being from women and a quarter from men
- Nearly a quarter of homelessness applications made by women relate to domestic abuse
- According to Scottish Womens Aid, women living in social housing are more likely than private renters or owner occupiers to have experienced domestic abuse

The increased incidence of domestic abuse may now be well documented, but less so the impact of the current cost of living crisis, with Womens Aid in England [recently reporting](#) that 73% of victims said the crisis had prevented them leaving their abusive partner or made it harder to do so.

3 Legislative developments

(a) Landlord's ability to end a perpetrator's interest in a sole or joint tenancy

This provision was a key part of the Domestic Abuse (Protection) (Scotland) Act 2021 but is yet to be brought into force. The Scottish Government is currently developing the necessary secondary legislation and guidance and is working with the Scottish Court Service to develop changes to court rules and forms. The provisions aren't expected to come into force until well into 2023.

The provisions on ending interest in sole and joint tenancies, contained in Part 2 of the Act, are explained in the [Act's Explanatory Notes here](#)

In summary, the main factors to note are:

- For tenants who have engaged in abusive behaviour, a new ground (para 15A of Schedule 2) has been inserted into the 2001 Act to enable recovery action to be taken against the perpetrator
- Where the perpetrator is the sole named tenant, recovery action must be accompanied by the intention to offer the tenancy to the person who has suffered the abuse
- Where the perpetrator is one of the joint tenants, the landlord will have the power to apply to remove that person from the tenancy, leaving the other joint tenant in the tenancy
- The new ground defines the perpetrator to be either a spouse or former spouse, or civil partner or former civil partner, or a person with whom the abused person has lived with in the house to which the tenancy relates as if a spouse, for a period of at least six months in the twelve months prior to the proceedings being raised. This can include intermittent periods that amount to six months in total within the last twelve months
- Landlords will be required to give the perpetrator, as well as any qualifying occupier, advice and assistance regarding alternative accommodation. This advice and assistance must be provided as soon as is reasonably practicable after raising the proceedings
- In using any of these powers and duties, landlords must have regard to any guidance produced by the Scottish Government. This guidance must be the subject of consultation with the sector.

Elsewhere in the same Act are provisions on removal notices and removal orders, which will allow the police to temporarily remove someone from their home, and this order can be extended. This is applicable across all tenures, and while not yet enacted, will be important for tenants to be aware of once introduced.

GWSF will be in touch with members when we have more news about these provisions being commenced and when we are consulted on guidance.

(b) Provisions expected in the 2023 Housing Bill

Within what is expected to be a wide ranging Housing Bill in the second half of 2023, the Scottish Government proposes to make it mandatory for social landlords to develop and implement a domestic abuse policy.

GWSF often believes that legislation is not the answer to a problem and can be a cumbersome, inflexible way of addressing it, but in this case we have said that it is a justifiable and necessary approach in view of the number of associations without a domestic abuse policy.

4 Guidance and other support for social landlords

Excellent guidance for social landlords on dealing with domestic abuse has existed for some time now. In particular this joint guidance produced in August 2019 by ALACHO, CIH Scotland, SFHA, Shelter Scotland and Scottish Womens Aid: [Domestic-abuse-guidance-for-social-landlords-FINAL.pdf \(womensaid.scot\)](#)

Also the two organisations produced a very useful piece of guidance just after the beginning of the pandemic, and although Covid was the catalyst for issuing this, much of the advice is general in nature and not Covid-specific: [0441-Domestic-Abuse-guidance-V1-003.pdf \(womensaid.scot\)](#)

December 2020 saw the publication of [Improving housing outcomes for women and children experiencing domestic abuse](#) - the report of a Scottish Government working group co-chaired jointly by Scottish Womens Aid and CIH Scotland. Whilst this is more of a policy report, some of the recommendations are specifically relevant to the role of social landlords.

GWSF has previously sent out to members an example of policy and procedures documents developed by Almond HA. This is attached at Appendix 1.

5 Development of housing association policies on domestic abuse

It appears that only a small proportion – less than 15% – of housing associations in Scotland have a published policy on dealing with domestic abuse. The majority of associations which signed the original CIH ‘Make a Stand’ pledge many years ago do not to this day have a published policy.

GWSF recognises that the absence of a policy does not necessarily signal that an association is not engaged in good practice in supporting women who are experiencing domestic abuse, but we believe that the very existence of a policy and how it is promoted is a key part of conveying the message that abuse is unacceptable. It is also important in promoting to abused women what support may be available.

GWSF has previously circulated a domestic abuse policy developed by Almond HA – this is attached at Appendix 1, with repeated thanks to Almond for sharing this.

Other publicly available policies from GWSF member associations include:

Barrhead HA:

[6.3a-Appendix-A.pdf \(barrheadha.org\)](#)

Molendinar Park HA:

[Domestic-Abuse-Policy-2020-2023.pdf \(molendinar.org.uk\)](#)

Paisley HA:

[DomesticAbusePolicy_2020_07_09_10_35_43.pdf \(paisleyha.org.uk\)](#)

Prospect CH:

[UNDER REVIEW \(prospectch.org.uk\)](#)

Queens Cross HA:

[Domestic Abuse Policy May 2021 original.pdf \(qcha.org.uk\)](#)

6 Key messages for landlords

GWSF is represented on a current Scottish Government working group on domestic abuse, and this includes a specific sub group on issues relating to social landlords, which involves a small number of HA reps from around Scotland.

One of the tasks the sub group has looked at is developing core messages to help promote to housing associations the importance of having effective approaches to dealing with domestic abuse. Although not formally finalised at this stage, the core messages are likely to be along these lines:

- Domestic abuse is one of the biggest issues in society today. The true scale of the problem is difficult to determine because a large proportion of domestic abuse goes unreported, but studies suggest many millions of people are affected every year. Tragically, two women are killed every week by their partner or ex-partner
- Everyone lives in a home and housing organisations provide and maintain homes for millions of people, meaning we come into contact with thousands of people affected by domestic abuse. A home should provide safety and security, but for many people home is anything but safe because they are one of many victims of domestic abuse across the UK
- There are a number of actions a housing association can take to ensure it is doing everything it can to tackle domestic abuse, even though it is very much a multi agency responsibility
- Developing a robust approach to tackling domestic abuse needs real leadership from the chief officer, other senior staff and the governing body
- Excellent guidance, including examples of existing approaches/policies, is out there - this isn't a question of starting in a vacuum
- Historically, legislation to help landlords deal with domestic abuse hasn't been what it needs to be, but this is changing: the power to evict a perpetrator from a joint tenancy will be an opportunity for associations to place a renewed focus on how they can improve the lives of domestic abuse victims
- Another good reason for focusing on this now is that in the next 12-24 months the need for appropriate policies and procedures on tackling domestic abuse will be included in homelessness prevention legislation
- There are local VAWG (Violence Against Women and Girls) partnerships in every area, and the organisations in these partnerships would happily work with you in helping you review your approach to domestic abuse
- Some associations may be considering the development of reciprocal arrangements with neighbouring associations – or indeed with associations further afield – whereby rehousing can be offered in appropriate cases, in particular where a woman who has to leave her home cannot safely remain in the same area.

7 Further issues

Other issues being considered by the working group include:

- The role of the Scottish Housing Regulator and, in particular, whether SHR should carry out a thematic study of approaches to dealing with domestic abuse, and whether there should be a requirement to refer to domestic abuse within the Annual Assurance Statement
- Whether training for staff on dealing with domestic abuse should be a requirement. GWSF believes that once it becomes a legal requirement to have a policy on domestic abuse, it is hard to envisage staff training not being needed. A follow-on issue is whether a national training resource/programme should be specifically developed or whether it can simply be left to social landlords to identify available training from existing sources
- Whether social landlords should develop specific referral routes with local law centres and lawyers with appropriate expertise in order to help victim-survivors to get the advice they need to make informed decisions
- Whether a new pre-action requirement should be placed on social landlords to ensure that they have fully considered domestic abuse before commencing legal action to recover possession of a property. Guidance would be needed to specify what constitutes full consideration of domestic abuse and the actions required by a social landlord to investigate, and to respond to and support victim-survivors of domestic abuse



VULNERABLE TENANTS - DOMESTIC ABUSE POLICY

1.0 INTRODUCTION

- 1.1 This policy sets out how Almond Housing Association Limited (AHA Ltd.) 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 policy is supported by detailed procedures.
- 1.2 AHA Ltd. believes that domestic abuse presents one of the highest risks to personal safety and is unacceptable. AHA Ltd. will therefore take the strongest action possible against perpetrators of domestic abuse where it has the power to do so and with the consent of the victim.
- 1.3 AHA Ltd. will deal with all reports of domestic abuse as an emergency and respond to them within 24 hours. Applying a 'survivor centred' approach we will assist the victim 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 the victim and we feel is most appropriate.

Definition

- 1.4 AHA Ltd. will use the Scottish Government definition of domestic abuse, which is:

Domestic Abuse, as gendered based violence, can be perpetrated by partners or ex partners and can include physical abuse (assault and physical attack involving a range of behaviour), sexual abuse (acts which degrade and humiliate women and are perpetrated against their will, including rape) and mental and emotional abuse (such as threats, verbal abuse, racial abuse, with-holding money and other types of controlling behaviour such as isolation from family and friends. It can be characterised by a pattern of coercive control often escalating in frequency and severity over time.

Source: National Strategy to Address Domestic Abuse in Scotland, Scottish Partnership on Domestic Abuse, Edinburgh, November 2000

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 capacities for personal gain,
- depriving them of the means needed for independence, resistance and escape, and
- regulating their everyday behaviour.

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

- 1.5 Domestic violence and abuse can manifest itself through the actions of immediate and extended family members via unlawful activities, such as forced marriage, ‘honour based abuse’ and female genital mutilation. Extended family members may condone or even share in the pattern of abuse. Any such actions are not acceptable, whatever form they take.

Aim of the policy

- 1.6 By adopting this policy, AHA Ltd. 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.

Equality & diversity

- 1.7 AHA Ltd. will ensure that any action taken under this policy complies with our Equality & Diversity policy.

2.0 RESPONSIBILITIES

2.1 Board of Management

- To ensure that AHA Ltd. has approved and implemented a policy on domestic violence and abuse that complies with current regulations and guidance.

- To monitor compliance with the policy, through receipt of relevant reports.

2.2 Management

- Chief Executive: To ensure all employees and Board Members are aware of the policy and their responsibilities under it.
- Head of Corporate Services: To co-ordinate the provision of any training required to enable employees to recognise and respond to incidents of domestic violence or abuse.
- All Heads of Section: 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.

2.3 Employees

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

3.0 POLICY FRAMEWORK

- 3.1 AHA Ltd. encourages all tenants and household members to report domestic abuse, whether they are victims of, or witnesses to, such incidents. We will deal with all reports of domestic abuse with sensitivity.

Prevention

- 3.2 As part of our arrangements to prevent domestic abuse we will:
- make all new tenants aware of AHA Ltd.'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 AHA Ltd.'s office.

Survivor-centred approach

- 3.3 AHA Ltd. 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.
- 3.4 AHA Ltd. will deal with all reports in a non-judgemental manner and in confidence. We will not require victims to take legal action or to contact the Police before we provide assistance.
- 3.5 AHA Ltd. will only take action with the victim's consent. 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 the victim of domestic abuse, any interaction with them will be guided by best practice guidelines.

Confidentiality

- 3.6 Victims will be encouraged to allow AHA Ltd. 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 by the victim will be treated with the utmost confidence and only passed to external agencies with their proper, informed consent.
- 3.7 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.

A Manager or Head of Section must approve any disclosure that does not have the victim's consent.

- 3.8 Information will be shared with work colleagues on a strictly 'need to know' basis. We will adhere to all current data protection requirements (see the Openness & Confidentiality policy).

Options for action

- 3.9 AHA Ltd. recognises that every reported case of domestic abuse will be different. Our response will therefore be tailored to the individual circumstances and needs of the victim. When a tenant or household member reports domestic abuse all available options will be discussed and considered with them, including:
- making arrangements for their immediate personal safety;
 - reviewing and where possible improving the safety and security of their existing accommodation, to enable them to remain there safely;
 - referral to our in-house domestic abuse advocate (HSM);
 - reporting incidents to the Police, which may result in criminal action against the perpetrator;
 - where appropriate, legal action against the perpetrator by AHA Ltd.

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

Assistance for victims

- 3.10 AHA Ltd. 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 Head of Housing Management, failing whom the Housing Support Manager.

Remaining in the property

- 3.11 AHA Ltd. will advise victims who wish to remain in their own homes of any local 'sanctuary' schemes (i.e. funds available to improve the security of their existing accommodation). We will set aside dedicated discretionary funds for victims, to assistance them in rebuilding their lives and homes. We will also consider funding such improvements where there are no local authority sanctuary schemes in place.
- 3.12 AHA Ltd. will offer assistance to those experiencing domestic abuse by not recharging them for lock changes and damages due to the domestic abuse. Where appropriate we will charge such costs to the perpetrator.

Emergency rehousing

- 3.13 Where a resident reporting domestic abuse needs emergency accommodation AHA Ltd. will provide advice and assistance on accessing such accommodation provided by West Lothian Council or by a women's refuge. We will provide a referral letter where appropriate and advocate on our tenants behalf.

Permanent rehousing

- 3.14 Where a resident reporting domestic abuse requests permanent rehousing, AHA Ltd. will prioritise their application as a 'management transfer'. In such cases the suspension policy will not be applicable and we will review and determine the action to be taken on a case by case basis. There will normally be a limit on the number of occasions we will offer this, typically it will only be offered once.

Multi-agency approach

- 3.15 AHA Ltd. will adopt a multi-agency approach in dealing with victims 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.

Action against perpetrators

- 3.16 AHA Ltd. will work with the Police and other external agencies in dealing with perpetrators of domestic abuse. Action against perpetrators will depend upon individual circumstances. This may include legal action for recovery of possession against a perpetrator, where other members of the household have left the home due to domestic abuse.
- 3.17 Subject to data protection requirements, we will share information with other relevant agencies so that serial perpetrators are identified and dealt with appropriately.

4.0 REVIEW

4.1 The Head of Housing Management will ensure that this policy is reviewed by the Senior Management Team every five years.

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| FIRST APPROVED IN | DECEMBER 2017 |
| CURRENT VERSION 1.0 APPROVED IN | DECEMBER 2017 |
| NEXT REVIEW DUE BY | DECEMBER 2022 |

VULNERABLE TENANTS (DOMESTIC ABUSE) - PROCEDURE

1.0 INTRODUCTION

- 1.1 This procedure supports our Vulnerable Tenants (Domestic Abuse) policy and details how we will deal with reports and actual incidents of domestic abuse, as defined in the policy.
- 1.2 In implementing this procedure the key principle guiding our actions will be that *safeguarding is about preventing harm or abuse and making a timely and appropriate response if it occurs, as we all have a duty to protect vulnerable tenants.*
- 1.3 The Housing Support Manager (HSM) is the Association's 'lead officer' with regard to dealing with situations involving domestic abuse.

We expect anyone working for or on behalf of Almond HA – Board Members, employees and contractors' employees - to be aware of the possibility of domestic abuse affecting tenants and/or members of their household, and where this is suspected or observed, to report the circumstances to the HSM.

- 1.4 We use the Scottish Government definition of domestic abuse, which is:

Domestic Abuse, as gendered based violence, can be perpetrated by partners or ex partners and can include physical abuse (assault and physical attack involving a range of behaviour), sexual abuse (acts which degrade and humiliate women and are perpetrated against their will, including rape) and mental and emotional abuse (such as threats, verbal abuse, racial abuse, with-holding money and other types of controlling behaviour such as isolation from family and friends. It can be characterised by a pattern of coercive control often escalating in frequency and severity over time.

[Source: National Strategy to Address Domestic Abuse in Scotland, Scottish Partnership on Domestic Abuse, Edinburgh, November 2000]

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 capacities for personal gain,
- depriving them of the means needed for independence, resistance and escape, and
- regulating their everyday behaviour.

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

- 1.5 Domestic violence and abuse can occur the actions of immediate and extended family members via unlawful activities, such as forced marriage, 'honour based abuse' and female genital mutilation. Extended family members may condone or even share in the pattern of abuse. Any such actions are not acceptable, whatever form they take.

Training & awareness

- 1.6 The HSM will co-ordinate the provision of appropriate opportunities for employees to receive advice, guidance and training in recognising the signs of domestic abuse, and in how to respond to actual incidents they witness or reports of abuse that are disclosed to them.

2.0 RECOGNISING & REPORTING ABUSE OR HARM

- 2.1 We recognise that there will always be an element of 'subjectivity' in assessing whether there is a situation involving abuse and/or actual harm. As a guide, you should ask yourself:

- 1) Does the situation look or sound right?
- 2) Does the situation feel right?
- 3) What are my instincts telling me?

If the answer to questions 1 or 2 is 'No', or if your instinct is telling you that 'this isn't right', then it probably isn't.

If you witness an actual event

- 2.2 If you witness an actual instance of abuse or harm you should immediately alert the HSM, (failing whom the Housing Manager or Head of Housing Management). If you are not a member of the Housing Management section you may also report to your line manager who should then immediately contact the HSM.
- 2.3 If someone has been seriously harmed, is in immediate physical danger, and/or a crime has occurred, you should, in addition to any other action you may decide to take, immediately contact the relevant emergency services – e.g. Police, Ambulance. Thereafter you should alert the HSM.

If actual or potential abuse is disclosed to you

- 2.4 If someone advises you that they know of or have seen/experienced harm or abuse, your initial role is to gather what basic facts you can. **It is not your role to investigate** – that is the role of the Police or Social Work staff. The disclosure may be sudden and unexpected, with lots of information provided, or it may simply be a statement 'hinting' at an abusive situation.
- 2.5 The key elements in responding to any disclosure are:
- **Listen**, take what they say seriously.
 - **Reassure** the person, tell them that they have done the right thing by telling you.

- **Remain calm** no matter how difficult it is to listen. You have been chosen because the person feels that they can talk to you.
- **Be honest** - tell them that you will need to report the situation. Don't make false promises.
- **Only ask open questions** - to establish the basic facts.
- **Do not investigate** – that is the role of Social Work or the Police.
- **Tell** the person what you are going to do next. Always finish on a positive note.
- **Write down** everything that you have been told, in their own words, as soon as possible after you have spoken with them.
- **Report** what you have heard or seen.
- Keep what you have heard or seen **confidential** between yourself, the person who spoke to you, and the person to whom you have reported your concerns.

Reporting the details

2.6 That same day or within 24 hours at the latest, the following key details should be recorded and reported by email to the HSM (failing whom the HM or HHM, with a copy to the HSM):

- Date, time and location of any incident you witnessed, or of any report to you.
- For any incident(s) disclosed to you - date(s) and time(s) – if given.
- Name and contact details of the person reporting to you.
- What happened – use the person's own words – do not 'interpret'.
- Where the abuse/harm happened.
- Who else was involved.
- Name(s) of witness(es) and contact details, if possible.

2.7 When emailing the HSM you should add the following information:

- How safe is it to communicate with the person who spoke to you – e.g. is it safe (for them) to phone them?
- Are there any children in the household? If yes – details?
- Any additional information from your discussion with the person.
- Details of any agencies already involved, if any.

Reporting via your line manager

2.8 A line manager not in Housing Management who receives a report from a member of their section or from a contractor's employee at any level should ensure, as far as is possible, that they receive the information listed in paras. 2.6 and 2.7 above, and should then email this immediately to the HSM (or HM/HHM).

3.0 ACTION TO BE TAKEN

3.1 As stated in the policy, we will normally only take action or pass on information to other agencies with the proper, informed consent of the person deemed to be the 'victim'. The exceptions to this general rule 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.

3.2 The HSM, in confidential consultation with colleagues as required, will decide on the action to be taken. Depending on the circumstances, this may include:

- making arrangements for their immediate personal safety, such as emergency re-housing (possibly leading to permanent re-housing);
- reviewing and where possible improving the safety and security of their existing accommodation, to enable them to remain there safely, e.g. making them aware of any local 'sanctuary' schemes (funds available to improve the security of their accommodation), or funding any such work ourselves;
- referral to Social Work staff, or voluntary organisations such as Women's Aid or the West Lothian Council Domestic & Sexual Assault Team (DASAT);
- where appropriate, reporting incidents to the Police, which may result in criminal action against the perpetrator;
- where appropriate, legal or other action against the perpetrator by AHA Ltd.

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

4.0 IMPLEMENTATION AND REVIEW

4.1 The Head of Housing Management has overall responsibility for the implementation of this procedure.

4.2 The Head of Housing Management will ensure that this procedure is reviewed at least every 3 years.

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| FIRST APPROVED IN | MARCH 2018 |
| CURRENT VERSION 1.0 APPROVED IN | MARCH 2018 |
| NEXT REVIEW DUE BY | MARCH 2021 |

DOMESTIC ABUSE: REPORT & ACTION PLAN

| 1) Details of person subject to alleged or actual abuse and/or harm | |
|---|--|
| First & last names [print] | |
| Address | |
| Contact details [phone, email] | |

| 2) Details of incident(s) witnessed or reported/disclosed |
|---|
| <p>Date(s), time(s), location(s), what happened, any witness(es) etc. Use the words of the person reporting – try not to ‘interpret’ in your own words.</p> |

| 3) Details of any children in the household, or who may be affected | |
|---|--|
| Name(s) & age(s) | |

| | |
|-----------------------|--|
| [please print] | |
| | |
| | |
| | |

| 4) Other agencies / organisations already involved | |
|---|------------------------|
| Agency name | Contact details |
| | |
| | |
| | |
| | |

| 5) Initial action to be taken |
|--------------------------------------|
| |

| 6) Agreement |
|--|
| <p>I confirm that the details recorded in this report are correct.</p> <p>I agree to the initial action proposed in part 5 above, and if required to my personal details and the information in parts 2 and 3 above being shared with the organisation(s) listed in part 4.</p> <p>Signed: _____ Date: _____</p> |

First & last names: _____
[Please print clearly]

FOR OFFICE USE:

Report initially received from:

(name & designation)

Report & Action Plan completed by:

Housing Support Manager / Housing Manager / Head of Housing Management