



Domestic Abuse Policy

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Next Review: 2026

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1. Introduction/Purpose

- 1.1 The purpose of this policy is to set out how Rosehill 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 Rosehill believes that domestic abuse poses one of the highest risks to personal safety and is unacceptable. We will therefore take the strongest action possible against perpetrators of domestic abuse where it has the power to do so and with the victim's consent.
- 1.3 All reports of domestic abuse will be treated as an emergency and responded to within 24 hours. Rosehill will apply a 'survivor led' approach to assist the victim to reach the decision that 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 Rosehill agree is most appropriate.

Definition

- 1.4 Rosehill 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.

Controlling behaviour is a range of acts designed to make a person inferior 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 improper activities, such as 'honour-based abuse', female genital mutilation and forced marriage. Extended family members may condone or even share in the pattern of abuse. Any such actions are not acceptable, whatever form they take.

Policy Aims

- 1.6 By adopting this policy, Rosehill aims to:

- Increase awareness and understanding of this issue amongst both tenants and employees
- Improve overall safety and wellbeing by recognising that domestic abuse is a serious crime and has a detrimental impact on the health of individuals, families and communities
- Encourage tenants and employees to report domestic abuse
- Enable early recognition of domestic abuse and offer supportive and effective intervention to reduce the risk of harm
- Improve safety and welfare of adults and children affected by domestic abuse and reduce the risk of further incidents by responding swiftly, effectively and consistently to all reports received
- Inspire 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
- implement a consistent method for recording and monitoring incidents of domestic abuse
- inform colleagues of best practice when responding to domestic abuse
- ensure all departments within the organisation are clear as to what their roles are in tackling and responding to issues around domestic abuse

2. Legal and Regulatory Framework

2.1 The legal framework which governs this policy is The Domestic Abuse (Scotland) Act 2018.

2.2 The Scottish Social Housing standards that apply to the Domestic Abuse Policy are as follows:

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

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

11. Tenancy Sustainment

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 any other organisations

3. Responsibilities

3.1 Management Committee

- To approve the implementation of a policy on domestic abuse and ensure that said policy complies with current regulations and good practice guidance.
- To monitor compliance with the policy, through relevant reports provided by the Housing Services Manager

3.2 Management Team

- Director: Ensure all committee members are aware of the policy and their responsibilities under it.

- Departmental Managers: To ensure that appropriate staff are fully aware of their responsibilities under the policy, in particular the importance of reporting any incidents or patterns they become aware of.
- Lead Manager on Domestic Abuse Policy (HSM): To identify the provision of any training required to enable staff to recognise and respond to incidents of domestic violence or abuse and lead on all safeguarding concerns.

3.3 Staff Members

- Make themselves aware of their responsibilities under this policy, and that the policy and procedures are implemented when appropriate.

4. Policy Framework

- 4.1 Rosehill staff will encourage all tenants and household members to report acts of domestic abuse, whether they are victims of, or witnesses to, such incidents. Any reports of domestic abuse will be dealt with sensitively.

Prevention

- 4.2 In working towards preventing domestic abuse, we will:

- Publicise our domestic abuse policy to all tenants and staff members, highlighting the consequences for perpetrators
- Make all new tenants aware of our policies relating to rehousing, relationship breakdown and where applicable the implications of joint tenancies
- Provide advice and information within our office as and when required

Survivor-centred approach

- 4.3 When dealing with acts of domestic abuse, we will use a 'survivor-centred' approach i.e. if any tenant or household member indicates that they are suffering domestic abuse, Rosehill will deal with this under this policy.
- 4.4 Any report of domestic abuse will be treated in confidence with no judgement being made. We will **not** request that victims take legal action or to contact the Police before we provide any help and assistance.

- 4.5 Any action to be taken against the alleged perpetrator will only be carried out with the victim's consent. The only exceptions to this would be if there was a high risk of serious harm to anyone involved or where we consider that a child/young person is at risk due to the ongoing situation. Any advice or communication provided to victims will be guided by best practice guidelines.

Confidentiality

- 4.6 Rosehill will encourage victims to share information with other agencies, including Police Scotland, to ensure that any civil and criminal action can be pursued, and adequate support and assistance is provided. All information provided by the victim will be treated with the strictest confidence and will only be shared with external agencies with their full consent.
- 4.7 The exceptions to this will be:
- If we are obliged by law to disclose information, or
 - If there is a high risk of serious harm to anyone involved, or
 - Where we consider a child/young person to be at risk in any situation

The Housing Services Manager, as Lead Manager or the Director must approve any disclosure that does not have the victim's consent.

- 4.8 We will adhere to all current data protection requirements and any information shared with work colleagues will be strictly on a 'need to know' basis.

Actions for consideration

- 4.9 Rosehill recognises that no two reports of domestic abuse will be the same. Due to this we will tailor our response to the victim's individual needs and circumstances. Upon receipt of a report of domestic abuse, the staff member will discuss all options available to the victim 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 in their current home safely
 - Reporting incidents to Police Scotland, which may result in criminal action against the perpetrator
 - Where appropriate, legal action against the perpetrator

The safety of the victim and their dependents will be our priority. We will agree any further actions with the victim, and we will ensure that regular contact is made with them to keep them updated with any progress.

Assistance for victims

- 4.10 Rosehill will adopt a proactive and sympathetic approach to all reports of domestic abuse. Each case will have its own challenges, therefore the level of assistance offered will be finalised by the Housing Services Manager or the Director.

Remaining within the property

- 4.11 Victims of domestic abuse who wish to remain in their current home will be advised of any local schemes that may have funds available to improve the security of their current home.
- 4.12 Rosehill will offer assistance to those experiencing domestic abuse by not recharging them for lock changes and damage due to domestic abuse. Where appropriate such costs will be charged to the perpetrator.

Emergency rehousing

- 4.13 Where emergency accommodation is required by residents reporting domestic abuse, Rosehill will provide assistance to access emergency accommodation by Glasgow City Council or women's refuge. Where appropriate, we will provide a letter of referral/support and advocate on our tenant's behalf.

Permanent rehousing

- 4.14 If a resident who reports domestic abuse requests that we provide them with alternative accommodation on a permanent basis, we will prioritise their application as a 'management transfer'. In these cases, the Allocations Suspension Policy will not be applicable. Rosehill will review and determine any action required on an individual basis. Rosehill will limit the number of times this option will be offered, typically it will only be offered once.
- 4.15 Rosehill will engage with other RSLs in securing alternative accommodation, should this be an option that the victim wishes to pursue.

Multi-agency approach

- 4.16 Rosehill will adopt a multi-agency approach in dealing with both victims and perpetrators of domestic abuse to ensure the victims safety, meet their needs, utilise available resources, commence appropriate action against perpetrators and to share best practice.
- 4.17 We will work closely with agencies such as Women's Aid, Police Scotland (Domestic Violence Unit), other RSLs, Glasgow City Council Homeless Casework Team and Social work to develop this policy and ensure that we are meeting the needs of the victims and adhering to legislative requirements as well as good practice guidance.

Action against perpetrators

- 4.18 Rosehill will work in conjunction with Police Scotland and other external agencies in dealing with perpetrators of domestic abuse. Any action taken against perpetrators will depend on the individual circumstances. Action may include legal action for recovery of possession against the perpetrator, where other members of the household have left the home due to domestic abuse.
- 4.19 Subject to data protection requirements, we will share information with other relevant agencies to ensure that serial perpetrators are identified and dealt with appropriately.

5. Equality and Diversity

- 5.1 We are committed to ensuring equal opportunities and fair treatment for all people in our work. In implementing this Policy, we will provide a fair and equal service to all people, irrespective of factors such as gender, race, disability, age, sexual orientation, language or social origin, or other personal attributes.

6. Data Protection

- 6.1 On the 25th May 2018 the legislation governing data protection changed with the introduction of the General Data Protection Regulation (GDPR). Following the UK's exit from the EU, and the end of the transition period which followed, the GDPR formed part of the retained EU law and

became the UK GDPR which together with the Data Protection Act 2018 constitute the UK's data protection legislation.

- 6.2 We hold a variety of Personal Data relating to individuals including tenants, waiting list applicants, factored owners, other service users, employees and Committee Members. Our Privacy Policy sets out the basis on which we can process and share such data with third parties, it also sets out how we will securely store individuals' data, whether electronically or in paper format. It also provides information on individuals' rights under GDPR including: to view personal data held about them by us; to request a restriction of processing of their data; the right to be forgotten and a right to object to us processing their data. In terms of the rights to be forgotten and to restrict or object to processing of Personal Data, any such requests will require to be considered on their own merits and legal advice will need to be obtained in some circumstances. We have the responsibility for accepting or refusing such requests and will do so in writing.
- 6.3 Under GDPR we are required to provide all customers whose Personal Data we hold with a Fair Processing Notice (also known as a Privacy Notice). The Notice sets out the Personal Data we process and the basis for doing so.
- 6.4 We will only keep and process Personal Data for the original purpose we gathered it for, and we will not keep it for any longer than necessary. Attached to our Privacy Policy is a table of Retention Periods for Personal Data held and processed by us. We recognise that not all Personal Data can be processed and kept for the same period of time, and this will vary depending on the individual circumstances of each person whose Personal Data we hold.
- 6.5 The Privacy Policy sets out what should happen in the event of a Data breach e.g., does the breach require reporting to the Information Commissioner's Office and whether the individual affected should be notified. Timescales are set out for dealing with data breaches.
- 6.6 Full copies of our Privacy Policy are available upon request at our office or from our website www.rosehillhousing.co.uk

7. Policy Review

- 7.1 This Policy will be reviewed every three years or sooner to ensure it continues to reflect current thinking and practice and to comply with legislative requirements and regulatory guidance.