



**Drumchapel
Housing**

Co-operative Limited

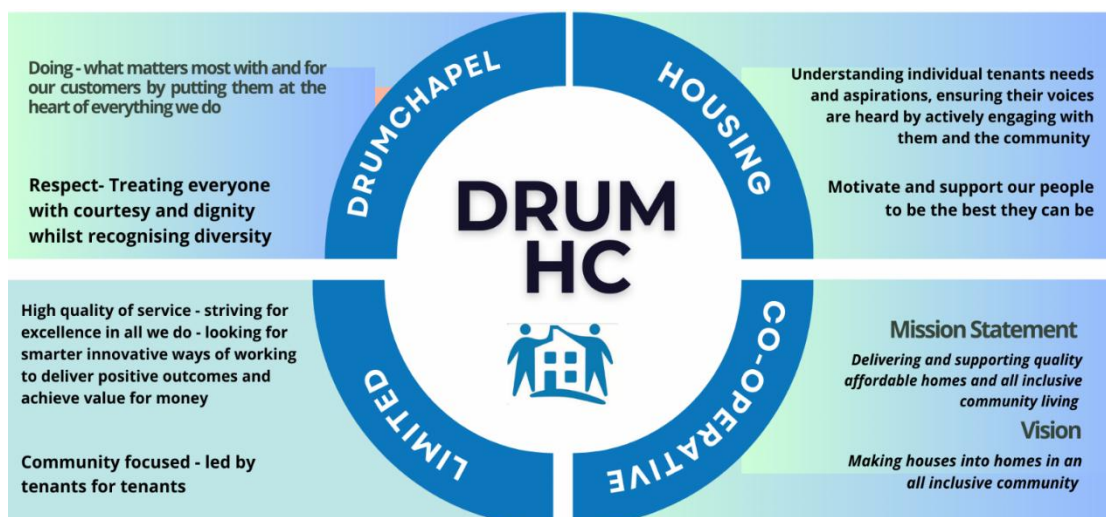
Domestic Abuse Policy

This document is available in a range of accessible formats, including large print and audio. It can also be translated into other languages, where appropriate

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Equality and Human Rights Statement

Drumchapel Housing Co-operative are committed to ensuring people or communities do not face discrimination or social exclusion due to any of the following protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief; sex or sexual orientation. This document complies with our Equality and Human Rights Policy.

Accessibility

We are committed to ensuring our policies and documents are accessible to everyone. If you require this document in an alternative format, or need support to access its contents, please contact the office and reasonable adjustments will be made.

Privacy Statement

Drumchapel Housing Co-operative's Data Protection Policy outlines how the organisation lawfully, fairly, and securely manages personal data in line with UK GDPR, the Data Protection Act 2018, the UK Data Use and Access Act 2025, and PECR. It sets out responsibilities for staff and management, requirements for accurate and minimal data collection, rules on data sharing and processor oversight, procedures for managing data breaches, and the rights of individuals over their personal information. The policy emphasises security, accountability, data protection by design, regular training, and ongoing monitoring to ensure continued compliance.

1. Introduction

- 1.1 This policy will set out Drumchapel Housing Co-operative's approach to domestic abuse, and how we will respond to and seek to deal with any reports of such abuse affecting tenants or members of their household. The Co-operative is committed to providing safe homes and services for tenants, household members and others affected by domestic abuse. We recognise that domestic abuse may affect a person's housing, finances, health, children, support networks and ability to engage with us. We also recognise the detrimental effect that domestic abuse can have on tenants, their families and the community. The terms "abuse" covers violence as well as verbal or other forms of abuse. The policy is supported by detailed procedures.
- 1.2 The Co-operative believes that our tenants, their families, applicants, staff and the Management Board should not live in fear of violence or other forms of abuse. We take domestic abuse seriously and are committed to providing a sensitive and confidential response to anyone approaching us for assistance in cases of domestic abuse. We recognise 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 we have the power to do so and with the victim's consent.
- 1.3 Where it is appropriate to do so, we will support victim-survivors to remain in their home, or move to suitable alternative accommodation if that is their preference. We will endeavour to use our tenancy management powers fairly and proportionately to protect victim-survivors and hold perpetrators to account.
- 1.4 We recognise that our staff may be well placed to identify abusive relationships. We may become aware of domestic abuse through a direct disclosure, reports from neighbours or family members, police or social work involvement, repairs records, rent arrears, complaints, anti-social behaviour reports, homelessness or transfer applications, contact with support agencies, or staff observations during home visits or other contact. Staff will be trained to recognise possible indicators of domestic abuse, including unexplained arrears, repeated damage to doors or windows, frequent emergency repairs, a tenant appearing unable to speak freely, withdrawal from services, threats from a partner or ex-partner, repeated complaints linked to the household, or a sudden request to leave or remain in the home.
- 1.5 We also recognise that staff and our Management Board members may experience domestic abuse. In all instances our training and procedures will contribute to supporting staff and the Board who may be experiencing domestic abuse. Any member of staff or Management Board member affected can speak a member of the Senior Management Team or a Line Manager.

2. Policy Objectives

2.1 The key objectives of this policy are 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.
- Acknowledge and recognise that domestic abuse is not perpetrated exclusively by men within heterosexual relationships, but that women can also be perpetrators and it can occur in same sex relationships.
- Help with early identification of domestic abuse and enable effective signposting to specialist support and advice services for all victims of domestic abuse and their families.
- Raise awareness and understanding of domestic abuse among tenants, residents, staff and Management Board members.
- Encourage victims to report domestic abuse to Police and other relevant agencies.
- Empower victims by providing information on the options available to them, including information on external support agencies and their legal rights and responsibilities so that they can make informed choices of what to do next.
- Tenants and applicants suffering from domestic abuse will have this taken into consideration through our allocation policy.
- Adopt a victim centred approach to ensure that when we are managing reports of domestic abuse incidents that the needs, views and support of the victims are at the forefront of our management of the case.
- Ensure that our services in respect of dealing with domestic abuse are equally available to all sections of the community, recognising differences in language, culture, religion, race, age and sex.
- Create a consistent approach for recording and monitoring incidents of domestic abuse.
- Clearly set out the housing options for anyone experiencing domestic abuse and those who have perpetrated it.

Prevent homelessness and its impact and address the housing needs of those who experience domestic abuse.

- Ensure that when presenting and responding to domestic abuse our decisions will be taken in the best interests of any children and young people and, in promoting their health, welfare and safety.
- Train and support staff to recognise, report and deal with domestic abuse effectively.

3. Definition of Domestic Abuse

- 3.1 Drumchapel Housing Co-operative Limited 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, withholding 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 behaviours are 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, which is used to harm, punish or frighten the victim.

Domestic abuse may be a single incident or a course of conduct. It may occur regardless of gender, age, disability, race, religion or belief, sexual orientation, gender identity, immigration status, income or tenure. We recognise, however, that domestic abuse disproportionately affects women and children, and that children who see, hear or experience the effects of domestic abuse may be victims in their own right.

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.

4. Equality and Human Rights

- 4.1 The Co-operative's Equality and Human Rights Policy outlines our commitment to promote a zero tolerance to unfair treatment or discrimination to any person or group of persons, particularly on the basis of any of the protected characteristics¹. This includes ensuring that everyone has equal access to information and services, and, to this end, the Co-operative will make available a copy of this document in a range of alternative formats including large print, translated into another language or transcription services.
- 4.2 We are also aware of the potential for policies to inadvertently discriminate against an individual or group of individuals. To help tackle this and ensure that it does not occur, best practice suggests that organisations carry out Equality Impact Assessments to help identify any part of a policy that may be discriminatory so that this can be addressed (please see the Equality and Human Rights policy for more information).
- 4.3 The Co-operative has carried out an Equality Impact Assessment on this policy and no remedial action was identified as necessary. The full assessment is appended at the end of this policy.

5. Legal and Regulatory Framework

- 5.1 This policy has been prepared with regard to the relevant housing, homelessness, equality, human rights, child protection, adult support and protection, data protection and tenancy legislation, regulations and guidance, including:
- Housing (Scotland) Act 1987, 2001, 2010 and 2025
 - Domestic Abuse (Scotland) Act 2011 and 2018
 - Protection from Abuse (Scotland) Act 2001
 - Domestic Abuse (Protection) (Scotland) Act 2021
 - Antisocial Behaviour etc. (Scotland) Act 2004
 - The Data Protection Act 2018
 - UK General Data Protection Regulation (GDPR) 2018
 - Equalities Act 2010
 - United Nations Convention of the Rights of the Child (Incorporation) (Scotland) Act 2024
 - Children (Scotland) Act 1995

¹ The Equality Act 2010 identifies the "protected characteristics" as age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, gender reassignment and sexual orientation.

- Children's Hearing (Scotland) Act 2011
- Forced Marriage Etc. (Protection and Jurisdiction) (Scotland) Act 2011
- Children and Young People (Scotland) Act 2014
- Adult Support and Protection (Scotland) Act 2007
- Human Rights Act 1998
- Homelessness Etc. (Scotland) Act 2003

Domestic Abuse (Protection) (Scotland) Act 2001

This introduces a new tenancy ground relating to abusive behaviour and amends the Housing (Scotland) Act 2001 to allow social landlords, in appropriate cases, to seek recovery of possession or termination of a joint tenant's interest in a tenancy where the statutory conditions are met. The policy also takes account of the Scottish Government's statutory guidance, Domestic Abuse – Social Housing Tenancy Provisions: Statutory Guidance for Social Landlords, published in June 2026, including guidance on identifying cases, considering housing options, gathering evidence, data protection, notices, court action, advice and assistance, and the streamlined process available in appropriate cases.

Housing (Scotland) Act 2025

The Housing (Scotland) Act 2025 introduces further duties and safeguards relevant to tenants affected by domestic abuse, including provisions requiring domestic abuse to be considered in social housing rent arrears cases, supporting tenants affected by domestic abuse through the Scottish Social Housing Charter, and strengthening approaches to housing applications, homelessness and access to housing where abuse is a factor..

5.2 We also operate this policy taking account of the Scottish Social Housing Charter, in particular the following outcomes: -

- Outcome 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.
- Outcome 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.
- Outcomes 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. Tenant and people on housing lists can review their housing options. Social landlords have a role to prevent homelessness and should ensure that people at risk of losing their homes get advice on preventing homelessness.

- Outcome 11 – Tenancy Sustainment
Social landlords ensure that tenants get the information they need on how to obtain support and remain in their home; and ensure suitable support is available, including services provided directly with their landlord and by other organisations.

6. Responsibility and Delegated Authority

- 6.1 The Management Board will ensure that the Co-operative has approved and implemented a domestic abuse policy that complies with current legislation and guidance.

The Director has a responsibility to ensure all staff and Board members are aware of the policy and their responsibilities under it. The Director will also ensure appropriate training is provided to staff to enable them to recognise and respond to incidents of domestic abuse or violence. Staff will be aware of their responsibilities under this policy and implement the policy as appropriate.

7. Policy Aims

- 7.1 By adopting this policy the Co-operative aims:

- Provide a sensitive and supportive response to victims/survivors of domestic abuse.
- Increase awareness and understanding of the issue of domestic abuse amongst both tenants and employees.
- Improve overall safety and wellbeing of tenants and employees by recognising that domestic abuse is a serious crime and has a detrimental impact on the health of individuals and families.
- Encourage tenants and employees to report domestic abuse.
- Work collaboratively to enable victims/survivors of domestic abuse to access a range of housing options, advice, information and support.
- Improve the response to victims/survivors through effective engagement of appropriate external enforcement and support agents.
- Implement a consistent method for recording and monitoring incidents of domestic abuse.
- Hold perpetrators to account.
- Inform colleagues of best practice when responding to domestic abuse and provide appropriate training.

- Define each department's role within the Co-operative in tackling and responding to issues around domestic abuse.

8. Managing cases of domestic abuse

8.1 Prevention

We will endeavour to: -

- make sure all new tenants of Drumchapel Housing Co-operative are aware of the policy on rehousing, relationship breakdown and possible implications of joint tenancies.
- Publicise the domestic abuse policy in both print and digitally to raise awareness among staff and residents, with the aim of increasing reports of domestic abuse and highlighting the consequences for perpetrators.
- Provide advice and assistance to include signposting to specialist agencies who assist in giving advice and supporting domestic abuse victims.

8.2 Identifying Domestic Abuse

We may become aware of domestic abuse through a direct disclosure, reports from neighbours or family members, police or social work involvement, repairs records, rent arrears, complaints, anti-social behaviour reports, homelessness or transfer applications, contact with support agencies, or staff observations during home visits or other contact.

Staff will be trained to recognise possible indicators of domestic abuse, including unexplained arrears, repeated damage to doors or windows, frequent emergency repairs, a tenant appearing unable to speak freely, withdrawal from services, threats from a partner or ex-partner, repeated complaints linked to the household, or a sudden request to leave or remain in the home.

8.3 Reporting

Where someone discloses domestic abuse, staff will respond calmly, respectfully and without judgement. Staff will ask about immediate safety, agree safe methods of contact, avoid contacting the alleged perpetrator without considering risk, and explain what information may need to be shared where there is a safeguarding concern or serious risk of harm.

8.4 Victim centred approach

We will adopt a victim centred approach when dealing with domestic abuse. We will not require a victim-survivor to take criminal, civil or tenancy action before support is offered. Every effort will be made to support the victim and ensure they are aware of any action they can take, and also are comfortable with this action.

Where a victim-survivor does not want action taken, we will respect that choice unless there is a legal duty or safeguarding reason to act. We will keep decisions under review where risk changes. Where we believe a child or adult may be at risk of harm, we will follow our safeguarding, child protection and adult support and protection procedures. We will share information with statutory agencies where required or justified by risk, while keeping the victim-survivor informed where it is safe and appropriate to do so.

We will make every effort to ensure we offer the most suitable interview provisions in terms of accessible venue, same sex interviews and translation service, if required.

8.5 Support and Signposting

We will offer practical housing support and signposting based on an individual's circumstances, needs and wishes. This may include safety planning, arranging emergency repairs, changing locks where appropriate, provide advice with improving home security, discussing a move, signposting for homeless advice, supporting applications for benefits or financial assistance, and signposting to specialist domestic abuse, legal, money advice, mental health, children's services and advocacy organisations.

We will maintain up-to-date local and national signposting information, including specialist domestic abuse services, Police Scotland, social work, child protection services, adult support and protection services, homelessness services, legal advice providers, advocacy services and emergency support. Staff will check with the victim-survivor how information can be provided safely.

8.6 Confidentiality

Information given by victims in relation to this policy will be treated as strictly confidential. We will ensure we only involve other agencies and share information with the consent of the person concerned, unless:

- The information is necessary for the protection of children.
- If we are obliged by law to disclose information, for example the Co-operative cannot withhold information if being questioned by Police Scotland during a criminal investigation.
- If there is a high risk of serious harm to anyone involved.

A member of the senior management team must approve any disclosure that does not have consent of the victim.

We will comply with the requirements of the Data Protection Act and the General Data Protection (2018) Regulations. Any information shared with work colleagues will be strictly on a "need to know" basis.

8.7 Children's Rights

We are committed to respecting, protecting and helping to fulfil the rights of children and young people, and to embedding a child rights-based approach across relevant areas of policy, decision-making and service delivery. Where our decisions, actions or services may affect children directly or indirectly, we will have regard to the requirements of the United Nations Convention on the Rights of the Child. We will seek to ensure that relevant decisions are informed by consideration of children's rights, that the views of children and young people are taken into account in a way that is appropriate to their age and circumstances, and that our practice supports fair, transparent and child-conscious decision-making.

8.8 Housing Options and Tenancy Remedies

We will discuss housing options with the victim-survivor, including whether they wish to remain in the home, move temporarily, move permanently, and/or access other support. We will consider liaising with Glasgow City Council regarding emergency accommodation, an internal transfer, mutual exchanges, allocations, homelessness duties and partnership working with other landlords or local authorities.

Where appropriate, we may support the victim-survivor to obtain independent advice on their own options in addition to those alternatives we can consider.

8.9 Action against the Perpetrator

Where the statutory conditions are met, we may consider using the abusive behaviour ground (ground 15A) introduced by Part 2 of the Domestic Abuse (Protection) (Scotland) Act 2021. This may allow us to seek an order for recovery of possession or, in the case of a joint tenancy, termination of the abusive tenant's interest in the tenancy, with the aim of allowing the victim-survivor to remain safely in the home where that is appropriate.

Before deciding whether to use this ground, we will consider the victim-survivor's wishes, safety risks, available evidence, the position of children, any relevant criminal, civil, family or protective proceedings, whether the property is the only or principal home of relevant parties, proportionality, equality and human rights considerations, and whether there are safer or more suitable alternatives.

Any Notice of Proceedings that we may serve on the perpetrator with a view to commencing repossession proceedings in terms of this ground, will only be served following notification of the decision to serve such notice being given to the victim-survivor, with a clear indication of timing of delivery of the notice to them, the perpetrator tenant/joint tenant and any others. This is to ensure that the victim-survivor has prior notification to allow them to ensure their safety, the safety of others, and have sufficient time to engage further with their support network, including organisations supporting them. We will offer

support and signposting again at this stage to appropriate organisation is such organisations are not already part of the victim survivor's network.

We will at all times take into account the views of the victim-survivor and any others adversely impacted by domestic abuse, including children, throughout the process for seeking a repossession Order.

Housing Options – Advice and Assistance to Perpetrators

Where proceedings for recovery of possession are raised using the abusive behaviour ground, we will provide advice and assistance to the tenant/joint tenant and any relevant qualifying occupier(s) about finding alternative accommodation, in line with statutory requirements and guidance. In doing so, we will ensure such advice and assistance is provided in a manner that does not compromise the safety, confidentiality or support needs of the victim-survivor and any children or others who may be adversely impacted.

Alternatives

Where we cannot, or do not feel in a position to, proceed with seeking a court Order to recover possession of, or their interest in (if a joint tenant), the house from the perpetrator, using the abusive behaviour ground, we will consider other options available to us in accordance with relevant policies and procedures, including our allocations policy. Where appropriate, we may support the victim-survivor to obtain independent advice on their own options in addition to those alternatives we can consider.

8.10 Rent Arrears, Property Damage and Other Housing Management Issues

We recognise that domestic abuse can directly contribute to rent arrears, rechargeable repairs, property damage, missed appointments, complaints, neighbour reports or other tenancy issues. Examples may include financial control, interference with rental payments, damage caused by the perpetrator, forced absence from the home, or the victim-survivor being unable to engage safely with staff.

Where domestic abuse is known or suspected, we will consider whether the housing management issue has arisen because of abuse before taking enforcement action. We will consider reasonable adjustments to our usual housing management approach, including pausing or tailoring arrears action, agreeing safe and affordable repayment arrangements, signposting to money advice, reviewing rechargeable repair decisions, considering whether damage should be treated as abuse-related, and avoiding correspondence or visits that may increase risk.

Where court action for rent arrears is being considered and domestic abuse may be a factor, we will follow all applicable pre-action requirements, including any additional requirements introduced by the Housing (Scotland) Act 2025 and any related guidance. We will ensure the court is provided with accurate information about compliance where required.

We will not treat a victim-survivor as responsible for the perpetrator's behaviour without first fully considering the circumstances, evidence, safety risks and legal duties. We will balance support for the victim-survivor with our responsibility to manage tenancies, protect neighbours, recover rent lawfully and maintain our housing stock.

8.11 Evidence and Record Keeping

We will gather and record information sensitively, lawfully and only where necessary. Evidence may include information from the victim-survivor, police, social work, health professionals, specialist domestic abuse services, court orders, repairs records, photographs, tenancy records, reports from neighbours, staff observations and other relevant sources.

We will not place unnecessary evidential burdens on victim-survivors when offering support. Where tenancy action is being considered, we will assess whether there is sufficient evidence to meet the relevant statutory and court requirements, and we will seek legal advice where appropriate. Each case will be determined on its own merits, taking into account the specific circumstances of that case.

8.12 Risk Assessment

The Co-operative is committed to ensuring that staff are equipped to identify, assess, and respond to the risks associated with domestic abuse in a timely, consistent, and person-centred manner. Our policy approach recognises that a major barrier to victims leaving an abusive partner is that it can be extremely dangerous. Individuals are at most risk of serious harm when separating from an abusive partner.

Staff will recognise that victims themselves are often best placed to understand the risk to them and their children. A victim's assessment of their safety balances several factors:

- their knowledge of the perpetrator's behaviour
- their likely reaction
- the laws ability to protect them from that reaction

Our staff will be trained to identify and assess risk factors relevant to domestic abuse. We recognise that risk assessment is vital in supporting victims of domestic abuse. It can help prevent domestic abuse from occurring and can ultimately save lives.

Any staff who receive a disclosure of domestic abuse or identify concerns must take the information seriously and respond in accordance with this policy and the Co-operative's. Staff should:

- Conduct an initial risk assessment to establish the level of immediate and ongoing risk to the individual and any children or vulnerable adults

- Consider indicators of high-risk abuse, including escalation in the frequency or severity of incidents
- Where there is an immediate risk of serious harm, contact the emergency services without delay
- Make referrals, with the individual's consent where appropriate, to specialist domestic abuse services or other support organisations
- Develop and agree a safety plan with the tenant or service user wherever possible, taking account of their individual circumstances, wishes, and any additional needs
- Record all disclosures, risk assessments, decisions, actions taken, referrals made, and follow-up actions accurately, securely, and promptly in accordance with the Co-operative's record management and confidentiality procedures
- Review risk assessments particularly where there are any changes in circumstances, further incidents are reported, or new information becomes available

The Senior Housing Officer and when appropriate, the Senior Management Team, will provide advice and support where staff are managing complex or high-risk cases and ensure that appropriate support is available.

The Co-operative will work collaboratively with local authority partners, the police, specialist domestic abuse services, and other relevant organisations to ensure coordinated risk management and appropriate support for victim-survivors.

All staff will be provided with clear referral pathways; trained in referring onto services; supported to make effective, timely referrals where appropriate and record information effectively.

9. Multi-agency Approach

- 9.1 We will work with relevant agencies to support safety and effective housing outcomes. This may include Police Scotland, local authority homelessness teams, social work, child protection, adult support and protection, health services, specialist domestic abuse services, legal advisers, advocacy organisations, money advice services and other registered social landlords.

Where a case presents serious risk, we will consider referral to appropriate local risk management arrangements in accordance with local protocols and the victim- survivor's safety needs.

10. Complaints Procedure

- 10.1 If a tenant or service user is dissatisfied with the level of service they have received in relation to this policy, a complaint should be made to the Co-operative who will respond in accordance with their complaints policy and procedures. Should the tenant or service user remain dissatisfied having exhausted the organisation's internal complaints procedures, they can raise a complaint to the Scottish Public Services Ombudsman (SPSO).

11. Staff Training

- 11.1 The Co-operative will implement mandatory domestic abuse training for all staff who have contact with tenants and service users who may experience domestic abuse. All staff are responsible for implementing the policy and ensure that its principles are applied consistently. Staff will also be encouraged to network with other RSLs and relevant partner organisations to share best practice and promote continuous improvement in the prevention, identification and management of domestic abuse.

12. Policy Review and Consultation

- 12.1 The Co-operative will review this policy every three years unless amendment is required sooner due a change in statutory guidance, regulatory standards, good practice or organisational learning (lack of review will not cause the policy to lapse).
- 12.2 The policy will be circulated for consultation with tenants including those victim-survivors of domestic abuse.

13. Further Information and Support

- Police Scotland on 101 or 999 in an emergency
- Victim Support on 0800 160 1985 or www.victimsupport.scot
- Female victims – Clydebank Women’s Aid - 0141 952 8118
www.clydebankwomensaid.co.uk or Glasgow Women’s Aid on 0800 027 1234
www.glasgowwomensaid.org.uk
- Scottish Women’s Aid - www.womensaid.scot
- Scottish Domestic Abuse and Forced Marriage Helpline: 08088 027 1234 or www.sdafmh.org.uk Confidential translation service available.
- Scottish Women’s Rights Centre (free legal advice) 08088 010 789
www.scottishwomensrightscentre.org.uk
- Assist – Court Advocacy Service: 0141 276 7710 www.assistscotland.org.uk
- Hamat Gryffee Women’s Aid – Support for Women from BME Communities: 0141 353 0859 or www.hematgryffe.org.uk
- AMIS – Support for men and LGBT people 03300 949 395 or www.abusedmeninscotland.org
- RESPECT Men’s Advice Line – 0808 801 0327 www.mensadvice.org.uk
- For information and advice for children and young people, please visit the Childline www.childline.org.uk or telephone Childline free on 0800 11 11
- Lesbian, gay, bisexual and transgender (LGBT) victims – Galop
www.galop.org.uk and telephone number is 0800 999 5428
- LGBT Youth Scotland – 0131 555 3940 www.lgbtdomesticabuse.org.uk

- FearFree – support for victims of domestic abuse who identify as male or from the LGBT+ Community – 0131 624 7270 www.fearfree.scot

14. GDPR

- 14.1 The Co-operative will gather and use certain information about individuals in accordance with UK GDPR and DPA 2018. Staff members have a responsibility to ensure compliance with the terms of the privacy policy and to collect, handle and store personal information in accordance with relevant legislation. The Fair Processing Notice (FPN) details how personal data is held and processed.

Drumchapel Housing Co-operative Equality Impact Assessment



Name of the policy/proposal to be assessed	Domestic Abuse Policy	Is this a new policy/proposal or a revision?	A revision
Person(s) responsible for the assessment	Marisa Gioiella – Senior Housing Officer		
Our policy has taken account of Article 6 of the Human Rights Act	This article highlights that “People have the right to a fair trial”. The Co-operative will therefore ensure it makes reasonable adjustments to how they communicate with tenants, and others, when developing policies/delivering services which could result in legal action being taken. In particular, the Co-operative will seek to reduce barriers tenants, and other customers, from specific groups might encounter if they are subject to legal action (i.e. ensuring someone with ‘additional support needs’ understands the legal processes and/or the Co-operative work through any third parties or mediators that person works with, if legal action is initiated to someone with English as a second language the Co-operative will ensure they are provided with access to appropriate translation support, etc.). In addition, if someone was appealing against an allocation decision, required access to additional support (i.e. access to translators, assistance with completing forms, sign-posting to support groups, etc.) then the Co-operative would provide all reasonable assistance.		
Our policy has taken account of Article 8 of the Human Rights Act	This Article highlights people’s “Right to respect for private life, family life and the home.” The Co-operative will seek to ensure policies deal effectively with anti-social issues, noise pollution, neighbour disputes, etc., and policies will avoid exacerbating any issues.		
Our policy has taken account of Article 14 of the Human Rights Act	This article highlights the “Prohibition of Discrimination” in any areas of the Co-operative’s work. The Co-operative will seek to ensure its policies and decisions are based on the merits of each case and nothing to do with a protected characteristic. The only exception would be a policy / service designed to help a particular group i.e. sheltered housing, caretaker service (designed particularly to benefit the elderly and disabled).		

1. Briefly describe the aims, objectives and purpose of the policy/proposal	The aims and objectives of the policy are to: • Support employees of the Co-operative to make appropriate decisions when managing cases of domestic abuse by promoting a consistent and victim centred approach • Raise awareness and understanding of domestic abuse among tenants, residents, staff and Management Board members • Promote with early identification of domestic abuse and enable effective signposting to specialist support and advice services for all victims of domestic abuse and their families • Ensure that victims of domestic abuse have access to comprehensive housing options advice, enabling them to understand their rights, explore all available housing solutions, and make informed decisions about their safety and housing need
2. Who is intended to benefit from the policy/proposal? <i>(e.g. applicants, tenants, staff, contractors)</i>	Staff, the Management Board, tenants, housing applicants and any other stakeholders.
3. What outcomes are wanted from this policy/proposal? <i>(e.g. the benefits to customers)</i>	To raise awareness of domestic abuse, encourage victims to report domestic abuse and provide appropriate information and advice to allow victims to make an informed decision on their options.
4. Which protected characteristics could be affected by the proposal? <i>(tick all that apply)</i> ☐ Age ☒ Disability ☐ Marriage & Civil Partnership ☐ Pregnancy/Maternity ☒ Race ☐ Religion or Belief ☒ Gender ☐ 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.

There are protected characteristics relevant to this policy.

6. Describe the likely positive or negative impact(s) the policy/proposal could have on the groups identified in part 4.	Positive impact(s)	Negative impact(s)
	Disability The Co-operative ensures alternative formats are available on request, staff are trained to identify communication needs, and accessible communication methods are routinely offered. Gender and Sexual Orientation Housing advice and support is accessible, inclusive, and responsive to the needs of all victims, ensuring that everyone can access appropriate assistance regardless of their gender or sexual orientation.	Disability Individuals with disabilities who require information in alternative communication formats (such as large print, Braille, audio, or translated) may experience barriers in accessing housing information and services if these formats are not readily available. This could reduce their ability to understand their housing options, make informed decisions, and access support on an equal basis with others. Gender and Sexual Orientation It is recognised that women are disproportionately affected by domestic abuse, it is important that appropriate housing advice and support is provided to meet the needs of women and their families. However, domestic abuse can affect people of all genders and sexual orientations. Housing advice and support is accessible, inclusive, and responsive to the needs of all victims, ensuring that everyone can access appropriate assistance regardless of their gender or sexual orientation.

	Race To mitigate this impact, information should be available in alternative languages where appropriate, with access to interpreting and translation services to ensure equitable access to advice and support.	Race Individuals whose first language is not English may experience barriers in accessing housing advice and support due to language differences. This may affect their ability to understand the information provided, communicate their needs, and make informed decisions.
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>	This policy will be made available in alternative formats on request, including Braille, large print, and other accessible formats where required. The Co-operative recognises that domestic abuse can affect people of all genders, sexual orientations, and backgrounds, and is not perpetrated exclusively by men in heterosexual relationships. A range of specialist support agencies and contact details will therefore be provided to ensure appropriate support is available for all victims, including LGBTQ+ individuals and Black and Minority Ethnic (BME) communities. Same-sex interviews will be offered on request, where reasonably practicable, to support the comfort and preferences of victims. Professional interpreting and translation services will be made available on request to ensure that language is not a barrier to accessing advice, support, or housing services.	

Signed: Marisa Gioiella (Job title): Senior Housing Officer

Date the Equality Impact Assessment was carried out: 15/7/26

Please attach the completed document as an appendix to your policy/proposal report