



POLICY STATEMENT

This document is available in other languages or formats.
Please contact the office for details.



Policy:	Domestic Abuse
Legal Requirements:	Housing (Scotland) Act 1987; Housing (Scotland) Act 2001; Housing (Scotland) Act 2010; Housing (Scotland) Act 2025; Domestic Abuse (Scotland) Act 2018; Domestic Abuse (Protection) (Scotland) Act 2021; United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024; Children (Scotland) Act 1995; Children and Young People (Scotland) Act 2014; Adult Support and Protection (Scotland) Act 2007; Human Rights Act 1998; Matrimonial Homes (Family Protection) (Scotland) Act 1981; and Equality Act 2010.
Regulatory Standards:	The Scottish Housing Regulator has set out Regulatory Standards for all Registered Social Landlords (RSLs) to ensure that RSLs deliver good outcomes and services for its tenants and service users through good governance and financial management. This policy evidences that the following Regulatory Standards are being met: Standard 2. The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities. Standard 5. The RSL conducts its affairs with honesty and integrity.
Notifiable Events Guidance:	In compiling this policy, consideration has been given to the Notifiable Events Guidance issued by the Scottish Housing Regulator and the impact of that guidance on the policy.
Equality and Diversity:	The Association is committed to Equal Opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association's Equality and Diversity Policy. In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.
Human Rights:	In compiling this policy, consideration has been given to "The Right to Adequate Housing" (Fact Sheet No. 21/Rev.1) published by the Office of the United Nations High Commissioner for Human Rights and the impact of that guidance on the policy. In particular, the Association is satisfied that this policy promotes the key aspects of the right to adequate housing – that it contains freedoms; entitlements; provides more than four walls and a roof; and protects against forced evictions.
Complaints:	Although the Association is committed to providing high levels of service, we accept that there may be occasions where customers may not be satisfied with the service they have received. The Association values all complaints and uses this information to improve the services that it provides. The Association's Complaints Policy describes our complaints handling procedure and how to make a complaint.
General Data Protection Regulation (GDPR):	The Association will treat all customers' personal data in line with its obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Association's Fair Processing Notice.
Policy Author:	Kevin Freeman
Policy Review:	In order to ensure that any change in circumstances is accommodated this policy will be subject to review every three years in the month of May.
Policy Approval:	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 27th of August 2026.



Policy Statement

The Association is committed to providing safe homes and services for tenants, household members and other individuals affected by domestic abuse. The Association will take a trauma-informed, person-centred and safety-led approach, recognising that domestic abuse may affect a person's housing, finances, health, children, support networks and ability to engage with us.

The Association will not tolerate domestic abuse. Where it is safe and appropriate to do so, the Association will support victim-survivors to remain in their home, or to move to suitable alternative accommodation if that is their preference. The Association will endeavour to use its tenancy management powers fairly and proportionately to protect victim-survivors and hold perpetrators to account.

Scope

This policy applies to all tenants, joint tenants, household members, applicants, service users and others who may be affected by domestic abuse in connection with our housing services. It applies to Scottish secure tenancies, short Scottish secure tenancies and wider housing management functions, including allocations, transfers, rent arrears, repairs, anti-social behaviour, complaints and safeguarding.

Legal and Regulatory Framework

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 2001;
- Housing (Scotland) Act 1987;
- Housing (Scotland) Act 2010;
- Domestic Abuse (Scotland) Act 2018,
- Domestic Abuse (Protection) (Scotland) Act 2021;
- United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024
- Children (Scotland) Act 1995;
- Children and Young People (Scotland) Act 2014;
- Adult Support and Protection (Scotland) Act 2007;
- Matrimonial Homes (Family Protection) (Scotland) Act 1981;
- Equality Act 2010;
- Human Rights Act 1998;
- UK General Data Protection Regulation; and
- Data Protection Act 2018.

Domestic Abuse (Protection) (Scotland) Act 2021

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. This policy will be reviewed and, where appropriate, updated as those provisions are commenced and further guidance issued.



POLICY STATEMENT

Policy Context

The police recorded 64,967 incidents of domestic abuse in Scotland during 2024 / 2025 which is an increase of 2% compared to the previous year. Despite increasing over the latest two years, this figure remains below the peak in 2020 / 2021.

There were 39,711 domestic abuse aggravated crimes and offences recorded by the police in 2024 / 25. The most common type of crime or offence was common assault, accounting for 37%. This was followed by Threatening and abusive behaviour and Crimes against public justice, each accounting for 14% of domestic abuse aggravated crimes and offences.

Crimes recorded under the Domestic Abuse (Scotland) Act 2018 accounted for 6% of domestic abuse aggravated crimes and offences recorded in 2024 / 2025.

There were 117 incidents of domestic abuse recorded by the police in Scotland per 10,000 population in 2024 / 2025. At a local authority level, Dundee City (189), West Dunbartonshire (163) and West Lothian (145) recorded the highest incident rates per 10,000 population.

There were 72 domestic abuse aggravated crimes and offences recorded by the police in Scotland per 10,000 population in 2024 / 2025. At a local authority level, West Dunbartonshire (119), Dundee City (112) and Dumfries & Galloway (94) recorded the highest rates of domestic abuse aggravated crimes and offences per 10,000 population.

Where information was recorded, just over four-in-five (81%) incidents of domestic abuse in 2024 / 2025 involved a female victim and a male suspected perpetrator. This has remained unchanged since 2021 / 2022.

Just under one-in-six (16%) of domestic abuse incidents involved a male victim and a female suspected perpetrator (where information was recorded). This increased slightly from 15% in 2023 / 2024.

In 2024 / 2025, the 31 to 35 years old age group had the highest incident rate for both victims (249 incidents recorded per 10,000 population) and suspected perpetrators (227 incidents recorded per 10,000 population).

In 2024 / 2025, around nine-in-ten (89%) of all domestic abuse incidents occurred in a home or dwelling.

Definition of Domestic Abuse

For the purposes of this policy, domestic abuse includes behaviour which is abusive and is likely to cause physical or psychological harm. Abuse may include physical violence, threats, intimidation, coercive or controlling behaviour, isolation from family or support, monitoring day-to-day activities, restricting freedom, financial abuse, emotional abuse, harassment, damage to property, abuse through children or third parties, and behaviour intended to frighten, humiliate, degrade or punish.

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. However, the Association recognised 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.

Examples of the different forms of domestic abuse are detailed in Appendix 1.

Our Principles

The Association will:

- Listen to victim-survivors, without requiring them to prove abuse before we offer support.
- Put safety, choice, dignity and confidentiality at the centre of our response, including any actions we may take.
- Avoid actions that increase risk or place responsibility on the victim-survivor for the perpetrator's behaviour.
- Consider the needs and wishes of children and take safeguarding action where required.
- Work with specialist agencies and statutory partners where this is safe, lawful and appropriate.
- Consider the use of legal and other remedies available to us in a manner that is proportionate, including tenancy action against perpetrators where the statutory tests are met.
- Consider the impact of domestic abuse when dealing with arrears, property damage, complaints, anti-social behaviour and other tenancy issues.



POLICY STATEMENT

Identifying Domestic Abuse

The Association 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.

Identifying Domestic Abuse

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 in cases involving a safeguarding concern or serious risk of harm.

The Association will not require a victim-survivor to take criminal, civil or tenancy action before support is offered. Where a victim-survivor does not want action taken, the Association will respect that choice unless there is a legal duty or safeguarding reason to act. The Association will keep decisions under review where risk changes.

Support and Signposting

The Association 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, improving home security, discussing transfer or management move options, making homelessness referrals, 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.

Details of specialist domestic abuse services are detailed in Appendix 2.

Safeguarding Children and Adults at Risk

The Association recognises that domestic abuse can cause serious harm to children and adults at risk. Where the Association believes that a child or adult may be at risk of harm, we will follow our vulnerable adult and child protection procedures. The Association 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.

The Association will consider the impact of domestic abuse on children when making housing management decisions, including decisions about tenancy action, transfers, repairs, anti-social behaviour, arrears and support needs. The safety and welfare of children will be central to such assessments.

Children's Rights

The Association is 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. The Association 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.



Housing Options and Tenancy Remedies

The Association 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. The Association will consider emergency accommodation, management transfers, mutual exchanges, allocations, homelessness duties and partnership working with other landlords or local authorities.

The Abusive Behaviour Ground for Repossession

Where the statutory conditions are met, the Association 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, the Association 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 the Association may serve 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. The Association will offer support and signposting again at this stage to appropriate organisation if such organisations are not already part of the victim-survivor's network.

The Association 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, the Association 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 the Association cannot, or does 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 management transfers and allocation of properties. Where appropriate, the Association may support the victim-survivor to obtain independent advice on their own options in addition to those alternatives we can consider.

Rent Arrears, Property Damage and Other Housing Management Issues

The Association recognises 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, the Association 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, the Association will follow all applicable pre-action requirements, including any additional requirements introduced by the Housing (Scotland) Act 2025 and any related guidance. The Association will ensure the court is provided with accurate information about compliance where required.

The Association 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.



Evidence and Record Keeping

The Association 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.

- 5 The Association 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.

Confidentiality, Data Protection and Safe Contact

- 10 The Association will handle personal data, special category data and criminal offence data in line with data protection law and our privacy procedures. Information about domestic abuse will be shared only where there is a lawful basis and it is necessary, proportionate and safe to do so. Information may require to be shared for a number of reasons, including ensuring appropriate safety measures are in place, obtaining updates regarding ongoing issues, and ingathering evidence from third parties such as Police Scotland, Social Work or other supporting agencies (e.g. Women's Aid).

- 15 The Association will agree safe contact arrangements with the victim-survivor, including preferred telephone numbers, email addresses, postal addresses, times of contact and whether voicemail, text messages or letters are safe. We will take care not to disclose a victim-survivor's location or personal information to the perpetrator.

Multi-Agency Working

- 20 The Association 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.

- 25 The Association will actively try to engage in good practice when dealing with domestic abuse which include making referrals to MARACs (Multi Agency Risk Assessment Conferences) and following any recommendations or subsequent action plans that may arise.

Staff Training and Responsibilities

- 30 All relevant staff will receive training appropriate to their role. Training will cover recognising domestic abuse, responding to disclosure, safe contact, safeguarding, housing options, tenancy remedies, arrears and repairs issues, data protection, record keeping, equality and trauma-informed practice.

Managers will support staff dealing with domestic abuse cases, ensure appropriate supervision and case review, and seek specialist or legal advice where required. Staff must follow this policy, related procedures and any relevant statutory guidance.

Equality, Human Rights and Accessibility

- 35 The Association will deliver this policy fairly and without discrimination. We will make reasonable adjustments for disabled people, provide interpretation or translation where needed, and consider barriers linked to language, culture, disability, age, immigration status, digital exclusion, geographical location or isolation.

The Association will act compatibly with human rights and equality duties, including the right to respect for home and family life, the right to peaceful enjoyment of possessions where relevant, protection from discrimination, and the need to protect life and prevent inhuman or degrading treatment where serious risk is present.

Communication and Publicity

40 The Association will publicise its approach to domestic abuse through appropriate channels, including our website and tenant information. We will make clear that domestic abuse is not tolerated, that support is available and tenants can contact the Association safely to discuss their housing options.



Monitoring and Review

The Association will monitor the operation of this policy, including the number and type of domestic abuse cases identified, support offered, tenancy remedies considered or used, outcomes for victim-survivors, arrears and repairs decisions, safeguarding referrals, complaints and learning from case reviews.

This policy will be reviewed at least every three years, or earlier if there are changes in legislation, statutory guidance, regulatory standards, good practice or organisational learning. Where required, the policy will be updated to reflect commencement and implementation of relevant Housing (Scotland) Act 2025 provisions and any further Scottish Government or Scottish Housing Regulator guidance.



Appendix 1 – Forms of Domestic Abuse

Form of Abuse	Examples
Physical (Physical Abuse is any violence or intentional and unwanted contact with your body)	• Scratching, punching, biting, strangling or kicking. • Throwing something at you such as a phone, book, shoe or plate. • Pulling your hair / pushing or pulling you. • Grabbing your clothing. • Grabbing you to prevent you from leaving or to force you to go somewhere.
Emotional (Emotional abuse includes threats, insults, humiliation, intimidation, isolation or stalking)	• Calling you names / intentionally embarrassing you in public. • Preventing you from seeing or talking with friends and family. • Telling you what to do and wear. • Blaming your actions for their abusive or unhealthy behaviour. • Threatening to commit suicide to keep you from breaking up with them. • Threatening to harm you, your pet or people you care about. • Threatening to have your children taken away.
Sexual (Sexual abuse refers to any action that pressures you to do something sexually you don't want to do)	• Unwanted kissing or touching. • Unwanted rough or violent sexual activity. • Rape or attempted rape. • Restricting your access to birth control. • Using sexual insults towards you.
Financial (Telling you what you can and cannot buy or requiring you to share control of your bank accounts)	• Giving you an allowance and closely watching what you buy. • Placing your wages in their account and denying you access. • Forbidding you to work or limit the hours you work. • Maxing out your credit cards without your permission. • Refusing to give you money for food, rent or clothing,
Coercive Control (A pattern of intimidation, degradation, isolation and control with the use or threat of physical or sexual violence)	• Unreasonable demands. • Degradation. • Threats or intimidation. • Taking your phone away. • Deprivation.
Digital (Digital abuse is the use of technologies such as texting and social networking to bully, harass, stalk or intimidate a partner. Often this behaviour is a form of verbal or emotional abuse perpetrated online)	• Tells you who you can and can't be friends with on Facebook and other sites. • Uses sites like Facebook, Twitter and Instagram to keep constant tabs on you. • Post negative things about you. • Steals or insists to be given your passwords. • Constantly texts you and makes you feel like you can't be separated from your phone for fear that you will be punished.
Psychological (A person subjecting another person to behaviour which may result in psychological trauma including anxiety, chronic depression or post-traumatic stress disorder)	• Gaslighting - manipulating you into doubting your own reality or sanity. • Denying that you or they said things. • Making derogatory jokes about you to others in front of you. • Name calling, telling you that you are stupid, worthless and mad.



Appendix 2 – Support Organisations

Glasgow Women's Aid 0800 027 1234 (24 hour service) Provides advice, support and safe accommodation for women (and their children) who have been abused by their partner or ex-partner.	Scotland's Domestic Abuse and Forced Marriage Helpline 0800 027 1234 (24 hour service) Provides confidential information and support to anyone affected by forced marriage or domestic abuse.	Hemat Gryffe Women's Aid 0141 353 0859 Provides advice, support and safe temporary refuge accommodation for Asian, black and minority ethnic women and young people who are experiencing, or have experienced, domestic abuse.
Shakti Women's Aid 0131 475 2399 Help for black minority ethnic (BME) women, children and young people who are experiencing, or who have experienced, domestic abuse.	Galop 0800 999 5428 Provides help and support for lesbian, gay, bisexual and transgender people who are experiencing, or who have experienced, domestic abuse.	AMIS (Abused Men in Scotland) 0330 094 9395 Supports men who are experiencing or have experienced domestic abuse. Call the confidential helpline which is free to call from landlines and most UK mobiles. Calls do not appear on itemised phone bills.
Scottish Women's Rights Centre 0808 801 0789 Free legal help for women affected by violence, such as domestic abuse, rape, stalking, forced marriage and human trafficking.	Rape Crisis Scotland 0808 801 0302 Provides a rape crisis helpline and email support for anyone affected by sexual violence.	Victim Support Scotland 0800 160 1985 Provides information and support for victims and witnesses of Crime.
SAY Women 0141 552 5803 Offers safe semi-supported accommodation and emotional support to young women aged 16 to 25 who are survivors of sexual abuse, rape or sexual assault, and who are homeless, or threatened with homelessness.	The Men's Advice Line 0808 801 0327 Offers advice and support to men who are experiencing domestic abuse.	Amina 0808 801 0301 Offers a range of support services to Muslim women. On Friday's there is an Imam you can speak to on the helpline.



Appendix 2 – Support Organisations

ManKind Initiative 0808 800 1170 (24 hour service) Provides an information and signposting service to men suffering from domestic abuse from their current or former wife, partner (including same-sex partner) or husband. They support those suffering physical violence to abuse such as constant bullying or insults.	Purple Phone 0343 841 0132 A specialist project that supports women to recover from economic abuse — a controlling and often hidden form of gender-based violence. The service provides expert, trauma-informed money advice to help women navigate complex financial systems, access their rights, and rebuild independent, secure lives.	Refuge 0808 200 0247 (24 hour service) A specialist domestic abuse organisation that supports survivors, helping them to overcome the physical, emotional, financial and logistical impacts of abuse and rebuild their lives.
THE DAISY PROJECT 0141 634 4053 The Daisy Project (Domestic Abuse Integrated Support for You) provides an integrated domestic abuse and advocacy support service.		