

# Domestic Abuse Council Housing Policy 2021

Approved by Operational Delivery Committee 11<sup>th</sup> March 2021  
with an implementation date of 11<sup>th</sup> March 2021



## Document Control

<b>Approval Date</b>	11 <sup>th</sup> March 2021
<b>Implementation Date</b>	11 <sup>th</sup> March 2021
<b>Policy Number</b>	POL-C-0003
<b>Policy Author(s) and Owner</b>	Lucy McNicol/Kevin Kelly - Derek McGowan
<b>Approval Authority</b>	Operational Delivery Committee
<b>Scheduled Review</b>	12 Months after Committee approval
<b>Changes</b>	This Policy was reviewed in August/October 2023, following consultation with Staff, Elected Members, Service Users and 3 <sup>rd</sup> Sector organisations including Turning Point, Grampian Women's Aid and Aberdeen Cyrenians. The policy remains generally unchanged however some of the text has been updated to reflect more appropriate language. Links and contact details have been updated and expanded.

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## 1 Purpose Statement

- 1.1 The purpose of this document is to set out Aberdeen City Council's housing policy for preventing and responding to domestic abuse in the city. This policy reflects the aims of Equally Safe, Scotland's Strategy for Preventing Violence Against Women and Girls as well as the principles of the Safe and Together model. It also incorporates the aims of Local Outcome Improvement Plan (LOIP) and Violence Against Women Partnership's (VAWP's) action plan. It outlines the framework of principles that will guide the service to deliver an effective and informed response to domestic abuse, aiming to prevent homelessness and support the needs of individuals experiencing domestic abuse.
- 1.2 In 2022/2023, 181 people presented as homeless in Aberdeen due to some form of violence or abuse within their household, 75% of these presentations were made by women both as individuals and with their children. Although not all these presentations are necessarily related to domestic abuse it is clear that a disproportionate number of women are affected by violence and abuse in the home. Primary prevention of domestic abuse is a key aim of this policy which is supported by engaging in wider awareness training, education, challenging attitudes, and action to promote gender equality.
- 1.3 The operation of this policy will always be in accordance with Aberdeen City Council's [Equality, Diversity and Inclusion policy](#). A full Integrated Impact Assessment has been completed to ensure proper consideration of the impact of the policy on protected groups.

## 2 Application and Scope Statement

- 2.1 This Domestic Abuse Policy is intended to include all applicants for housing, current tenants, service users and non-tenants living with Aberdeen City Council tenants. Evidence shows that it is primarily women and children who are affected by domestic abuse however this policy applies equally to all victims of domestic abuse. The principles of this policy are incorporated into several organisational procedures, for example, Housing Management, Homeless, Housing Allocations, Anti-Social Behaviour and Repairs and Maintenance. This ensures that we address domestic abuse as part of our mainstream services.

### **3 Ownership and Responsibility for this Policy**

- 3.1 The Chief Officer Early Intervention and Community Empowerment is the owner of this policy and is accountable for discharging it effectively across all Housing services, ensuring compliance.
- 3.2 Responsibility for managing the policy lies with the Chief Officer Early Intervention and Community Empowerment.
- 3.3 Any instances of non-compliance with the policy should be reported to the Housing Access and Support Manager and / or the Communities and Housing Area Manager in the first instance.
- 3.4 Feedback on the operation of the policy should be communicated to the Chief Officer Early Intervention and Community Empowerment.

### **4 Supporting Procedures & Documentation**

- 4.1 Supporting processes, procedures and guidance have been drafted to support adherence to the policy.
- 4.2 Supporting processes, procedures and guidance will be provided through the Northgate housing management system and where appropriate on our web pages.
- 4.3 The following are references and links to related policies:
  - ✓ [Allocation Policy](#)
  - ✓ [Anti-Social Behaviour Policy](#)
  - ✓ [GIRFEC](#)

### **5 Policy Statements**

#### **5.1 Definition**

This guidance is based on the Scottish Government’s definition of Domestic Abuse as a form of gender-based violence (GBV). In Equally Safe: Scotland’s strategy to eradicate violence against women and girls, this is defined as ‘actions that result in physical, sexual and psychological harm or suffering to women and children, or affront to their human dignity, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or private life. It is men who predominantly carry out such violence, and women who are predominantly the victims of such violence’. The nationally agreed definition of domestic abuse as defined by the Scottish Government’s National Strategy to Address Domestic Abuse in Scotland (2000):

“Domestic abuse (as gender-based abuse), 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 or friends) This does not diminish or ignore the fact that violence and abuse against men does occur but places strategic importance on preventing violence against women due to the fact they are disproportionately affected by particular forms of violence simply because they are women. Socially constructed ideas of masculinity and femininity contribute to the continuing prevalence of abuse experienced by women and children in today's society."

## 5.2 Principles

This section describes the key policy principles that regulate organisational services in relation to domestic abuse within housing managed by Aberdeen City Council.

## 5.3 Law and Guidance

We will promote good practice when responding to domestic abuse in line with [Domestic Abuse: A Good Practice Guide for Social Landlords](#). We will endeavour to change attitudes and behaviours that perpetuate domestic abuse among housing staff, tenants and the wider community. We will provide meaningful advice and support to those experiencing domestic abuse and hold perpetrators to account where possible.

In recent years there have been several legislative developments related to domestic abuse in Scotland, such as the Domestic Abuse (Scotland) Act 2018, which criminalises coercive control. This underscores our understanding that domestic abuse is a pattern of behaviour rather than isolated or distinct incidents of violence. This legislation facilitates the prosecution of a range of abuse as a course of conduct. This is a better representation of the typical experience endured by victims of domestic abuse. The Domestic Abuse (Protection) (Scotland) Act 2021 is another example of recent legislation which aims to improve outcomes for those experiencing domestic abuse. The Act introduces new forms of protection such as Domestic Abuse Protection Orders and Domestic Abuse Protection Notices. It will also grant social landlords the power to terminate Scottish secure tenancies in cases where there is domestic abuse and transfer the tenancy into the victim's name only. See appendix 1 for our full legal framework in this area.

## 5.4 Information and Advice

We will provide clear information and advice to people who approach us due to domestic abuse so that they are able to make informed choices about their housing. We will work in partnership with other organisations to achieve this objective. The provision of clear and detailed advice in different formats is a vital element in helping direct those experiencing domestic abuse to agencies who can provide additional support should they wish it.

- We will provide detailed information, both in print and digitally, on the support available, such as housing, financial, substance use and family support.
- We will use all means to publicise our policy across our estate and the wider community and be a safe and supportive point of contact for those experiencing domestic abuse.
- Information will be available in various languages and interpretation services will be offered where necessary. Varying font sizes and braille will also be available to ensure accessibility and inclusivity.
- Through training and communications, we will raise awareness amongst staff and tenants, as well as the broader community.
- We will provide information about organisations which can provide additional support and advice.
- We will make clear in a statement to tenants and the wider community that domestic abuse is not acceptable or tolerated.

## 5.5 Prevention and Early Intervention

We will continue to work in collaboration with our partners to contribute to a robust response to domestic abuse within the city, this will include contributing to both primary and secondary prevention efforts. We endeavour to raise awareness among our tenants, staff and beyond, and challenge persistent problematic attitudes and beliefs about domestic abuse.

- We will make a clear statement about our stance against domestic abuse in our tenancy agreement.
- We will promote information and advice about domestic abuse through leaflets, newsletters and social media. This will include information about how to access specialist support services if needed.
- We will ensure that staff are informed about the national Respect helpline to provide to tenants who express concerns about their own behaviour towards their partner or ex-partner. This is a free and confidential helpline to provide advice to individuals who are worried about their own actions.
- We will encourage and support all staff, including maintenance, support and carers to promptly report any concerns that they may have to housing officers/management staff.

- As a member of our local VAW Partnership, we will collaborate with partners, including other housing providers and community planning partners, to develop effective local strategies and activities for preventing and eradicating domestic abuse.
- If a person chooses to disclose that they are experiencing domestic abuse to a member of staff, we will safely provide appropriate advice to them about their rights and options in order to support them to make an informed choice about their future. This may not mean immediately leaving an abusive situation. Offer to signpost them to specialist services should they wish to get any further advice or support around this.

## 5.6 Staff Training

We will provide staff training, via a specialist service, on how to recognise domestic abuse and how to support people to access services that are able to provide additional support. It is vital that staff are trained appropriately depending on their role within the organisation. All frontline staff will, at a minimum, have completed basic training to increase awareness of domestic abuse. This will be in the form of the DAART (Domestic Abuse Awareness Raising Tool) produced by SafeLives in collaboration with the Scottish Government. This is accessible to all members of staff on ACC Learn.

- All staff who have any contact with tenants including Repairs and Maintenance, Senior Personal Carers and support staff will receive training to raise their general awareness of domestic abuse and how to recognise when this may be happening. Where appropriate some staff will receive more intensive training on this.
- All staff will be encouraged to familiarise themselves with the council's [Guidance for Frontline Staff](#) which details how to support those who are currently experiencing domestic abuse.
- Frontline housing staff will undergo appropriate training so they can provide helpful advice and manage the housing options available to those experiencing domestic abuse. This will include the following:
  - How to recognise possible signs of coercive control and domestic abuse
  - How to respond to disclosures of domestic abuse effectively
  - Responding to children and young people who are experiencing domestic abuse
  - Providing information and advice, for example, about various options available to them which may help to increase their safety.
  - How to signpost individuals who are being subjected to domestic abuse to specialist services for further support should they wish it.
  - Appropriately recording relevant information and data about domestic abuse



Such training will be embedded in our induction program and future refresher training will be available.

## **5.7 Collaboration**

We will work alongside relevant partner agencies to ensure that those experiencing domestic abuse are receiving consistent and robust support. Links between housing and specialist services will be created and fostered so that effective referral pathways to support can be established and housing staff are able to access specialist advice if needed. Those experiencing domestic abuse may not always wish to access specialist support directly, agencies can provide advice and information to guide housing staff on how best to support that person. See appendix 2 for list of relevant support services.

We will have a representative from Housing that will attend multi-agency meetings such as Multi Agency Risk Assessment Conference (MARAC). Our responsibility within the MARAC process is to provide relevant information in relation to the housing situation of the person who is experiencing domestic abuse, the perpetrator and/or any other individual deemed relevant within the referral. The representative from housing should give an informed opinion about actions that housing can take to reduce risk to the person experiencing domestic abuse.

The MARAC will collectively agree on actions each agency within the group is responsible for. The representative for housing has the responsibility of progressing any actions and updating the chair of the MARAC with outcomes for each of the actions assigned to them. Typical actions include liaising with housing staff to ensure that discretions are progressed timeously and raising any urgent repairs to increase the safety of an individual. The representative also has a responsibility to ensure up to date record keeping of all MARAC referrals.

## **5.8 Equality and Human Rights**

We will follow a human rights approach to domestic abuse in line with Equally Safe, Scotland's Strategy for Preventing Violence Against Women and Girls. A human rights approach to domestic abuse within the context of housing recognises that all individuals have the right to live in a safe and secure environment free from abuse and should be supported to achieve this.

We are committed to addressing domestic abuse with a full understanding of intersectionality. We acknowledge that domestic abuse affects individuals from diverse backgrounds differently and that multiple factors, including immigration status, race, class, sexual orientation, disability and age, can intersect to create unique experiences and vulnerabilities. Individuals may experience more complex forms of harm because of the merging of these diverse identities. For instance, a woman of colour may experience domestic abuse differently than a white woman due to the added factor of racial discrimination.

An instance that places women and children at significantly increased risk when experiencing domestic abuse is having no recourse to public funds (NRPF). This applies to individuals and families who are “subject to immigration control” (e.g. those holding a spousal visa or student visa) and as a result of this are ineligible for certain benefits, homelessness assistance or allocation of local authority housing. These circumstances make it especially difficult for women and children to safely leave situations that are abusive. To help determine whether individuals are subject to the NRPF condition, this will be indicated on their Biometric Residence Permit (BRP) or for EEA nationals the “View and Prove” service on the GOV.UK website confirms immigration status, including settled status, pre-settled status, Certificate of Application, or no application.

It is crucial that these individuals are encouraged to explore potential options available to them and they should be signposted to specialist legal advice as soon as possible, they may qualify for legal aid to finance this. In cases involving children or vulnerable adults, it may be appropriate to make a referral to social work for a needs assessment and human rights assessment, as there may exist a legal duty to safeguard these groups from destitution or homelessness. It is important to note that support from social services does not fall within the category of public funds under these circumstances.

## **5.9 Approach and Method**

This section describes the key practices that we implement to address the impact of domestic abuse in relation to how it impacts users of our service.

We apply a diverse range of interventions based on a detailed risk assessment, considering all possible options available to the individual.

Many of the actions are embedded within other policies such as:

- Allocations.
- Antisocial Behaviour Strategy.
- Estate Management.
- Harassment (equality and diversity); and
- Repairs and Maintenance.

## **5.10 Responding to Domestic Abuse**

On receiving a disclosure from any person experiencing domestic abuse, we will offer a private discussion within a reasonable time scale. If possible, this will be within 24 hours. Whenever this is not possible due to a weekend or bank holiday, we will contact them on the

next available working day and in the meantime offer details for Scotland's Domestic Abuse and Forced Marriage helpline (SDAFMH) which operates a 24-hour service providing confidential information and support to anyone affected by domestic abuse or forced marriage.

We will enable them to discuss domestic abuse with us in ways that are safe and suitable for them, including in person, in writing, by telephone, email or through a third party. We will ensure that those experiencing domestic abuse know that they can meet staff in confidence in a place that suits them best. This may be at our offices, their home or at an agreed choice of safe location. Staff should identify how and when it is safe to contact individuals, or if they would prefer contact through a third party such as an IDAA or other specialist domestic abuse service.

We will seek to provide support to aid communication where necessary, for example by providing interpretation services. If a person has a preference for the gender of the member of staff, they speak with we will accommodate this where possible.

After training our staff should know it is important to:

- Believe individuals who disclose domestic abuse, listen to them as each person has a different experience
- Empathise with those experiencing domestic abuse.
- Establish a safe and accessible method of contact
- Assess risk posed to person and consider all possible options, interventions, and safety measures to support them in a person-centred way
- Agree on an action plan with all parties concerned, monitor the situation and review at a frequency agreed with them.
- Recognise that separation from an abuser does not always equal safety

It is important to acknowledge that the very services intended to support or assist victims may, at times, inadvertently increase risk to or the vulnerability of the person seeking support. This is referred to as service-generated risk. It is vital that services carefully consider how their actions may impact each individual in their unique situation.

### **5.11 Housing Options**

A range of housing options to meet the individual needs of those experiencing domestic abuse should be explored. This may include:

- Supporting them to stay in their home, providing additional safety measures
- Utilising discretionary moves to support people to make planned moves and avoid homelessness
- Support to transfer tenancy into their own name if possible
- Signpost on to organisations which can provide them with legal advice

- Homeless pathway for those who are not currently tenants of Aberdeen City Council or “Cannot Return Home” procedure where a current tenant is not able to safely reside in their own home. This will likely involve access to emergency temporary accommodation or refuge.
- Referrals to other housing providers, including other local authorities
- Advice on mutual exchange, acknowledging possible safety risks

When we receive a request for a move from someone experiencing domestic abuse we will offer a face to face or telephone appointment at a location suitable to them to establish relevant details and discuss all possible housing options with them. If possible, this will be within 24 hours of the request. If this is not possible due to a weekend or bank holiday, we provide information on out of hours services (e.g. SDAFMH or Homelessness helpline) and will make contact on the next available working day. We will ensure priority transfers to secure permanent accommodation as soon as possible and we will collaborate with other housing providers to maximise rehousing opportunities.

#### **5.12 Action Against Perpetrator**

We will consider the following actions against the perpetrator where appropriate:

- We will look to offer alternative accommodation to perpetrators who are willing to move on a voluntary basis if they are engaging with housing staff.
- We will look to convert the Scottish secure tenancy of the perpetrator to a short Scottish secure tenancy where there is a conviction committed in or around the tenancy that the perpetrator remains a tenant of. Furthermore, we shall consider remedies against the perpetrator based on their antisocial behaviour and the associated legislation.
- We will, in exceptional circumstances, raise an action to seek possession of the tenancy against perpetrators where there is sufficient evidence of a relevant ground for repossession.

The passing of the Domestic Abuse (Protection) (Scotland) Act 2021 will create additional protections for those experiencing domestic abuse, this will include giving landlords more power to terminate Scottish secure tenancies in cases involving domestic abuse. The powers provided in this act are not yet enforceable but the implementation of this is imminent.

#### **5.13 Supporting Those Experiencing Domestic Abuse During a Public Health Crisis or National Emergency**

Aberdeen City Council is committed to ensuring that those experiencing domestic abuse can access safe accommodation with support if needed during a public health crisis or national emergency.

- We will map out clear routes for emergency support for those wanting to leave an abusive setting which are tailored to the current circumstances.
- We will endeavour to provide the safest accommodation possible for people requiring this due to domestic abuse.
- We will ensure that refuge services which have to close or cease referrals due to such an event will continue to be sustained and that service users can be rehoused safely.
- We will brief Housing staff on how to handle domestic abuse cases sensitively, what support they should be offered and how to support vulnerable residents in their move.
- We will explore using different methods of communication to ensure that those experiencing domestic abuse feel safe to seek support.

#### 5.14 Complaints and Appeals

Aberdeen City Council welcomes complaints and comments, as well as positive feedback, as these provide information to help us to improve our services. We use a Complaints Handling Procedure (CHP) developed by the [Scottish Public Services Ombudsman](#) (SPSO) and supported by the [Scottish Housing Regulator](#). The CHP allows for most complaints to be resolved by front line staff within a five-day limit (first stage). If the complaint is complex, a detailed investigation will be made by a manager within a twenty-day limit (second stage).

At the end of the second stage, our response will be made by a director. If the customer remains dissatisfied, they may then refer the matter to the SPSO.

At each stage, Aberdeen City Council will advise the customer how the complaint will be taken forward and which agency is most appropriate to deal with the complaint.

#### 5.15 Policy Review

Due to the sensitive nature of the subject, Aberdeen City Council will ensure that this Policy will be reviewed annually to take account of any changes in the following: -

- Applicable legislation
- Regulations and guidance
- Changes in the organisation
- Continued best practice
- Review of Local Outcome Improvement Plan

A complete review will be undertaken annually. We will also consult with our tenants and other housing providers, elected members and third sector organisations in accordance with our Tenant Participation Strategy.

## **5.16 Confidentiality and General Data Protection**

We recognise the particular importance of confidentiality for the safety of those who are experiencing domestic abuse. A protocol will be developed which sets out the importance of confidentiality and how information will be stored and shared between partner organisations. We will promote the use of private interview rooms and ensure that those experiencing domestic abuse are not required to disclose the reason for their visit in public areas or repeat their stories to different members of staff. Information sharing is in compliance with the General Data Protection Regulation and the Data Protection Act 2018. Sensitive information may be shared when the wellbeing or safety of a child or adult are at risk of significant harm. This may be done without explicit consent, as part of a legal obligation and in the public interest. Data sharing will always be proportionate, necessary and carried out in accordance with relevant legal frameworks and guidelines.

## **6 Definitions**

### **6.1 Domestic Abuse**

Domestic abuse refers to a pattern of controlling, coercive, threatening or abusive behaviour within an intimate relationship, in Scotland it specifically refers to current or former partners. This behaviour is intended to gain power and control over the other person and can manifest in various forms, such as physical violence, emotional abuse, financial manipulation, or sexual coercion.

### **6.2 Gender**

Gender refers to the socially and culturally constructed roles, behaviours, expectations and identities associated with being male or female.

### **6.3 LGBTQ+ Community**

The LGBTQ+ community (Lesbian, Gay, Bisexual, Transgender, Queer/Questioning and others) refers to a diverse group of individuals who share non-heteronormative sexual orientations and/or non-cisgender gender identities.

### **6.4 Coercive Control**

Coercive control is a pattern of abusive behaviour in which one person uses tactics such as intimidation, manipulation, isolation and threats to exert power and control over another person, typically in the context of an intimate relationship.

## 6.5 MARAC

MARAC (Multi Agency Risk Assessment Conference) is a collaborative and coordinated approach to assess and manage risks faced by victims of domestic abuse who are at high risk of being seriously harmed. During a MARAC meeting various agencies, such as Police, Housing, Social Services, and Advocacy services come together to share information and create a safety plan for the victim. The aim is to provide comprehensive support to individuals at significant risk of harm due to domestic abuse by ensuring that all relevant agencies work together effectively.

## 6.6 Safe and Together

Safe and Together is an approach aimed at addressing domestic abuse while emphasising the accountability for perpetrators, supporting those who have been subjected to domestic abuse and ensuring the wellbeing of children and families. The Scottish Government promotes this model, the priorities very much aligned with the Equally Safe strategy. The Safe and Together principles have been designed to create better outcomes for children and families being subjected to domestic abuse. The three principles are:

1. Keeping children Safe and Together with the non-abusing parent.
2. Partnering with non-abusing parent as default.
3. Intervening with perpetrator to reduce risk and harm to children.

## 7 Risk

	Risk	Low (L), Medium (M), High (H)	Mitigation
<b>Strategic</b>	That we do not take action to tackle domestic abuse in all its forms.	L	Having a clearly defined policy together with detailed and robust procedures and processes will help staff to identify cases of domestic abuse and provide appropriate help and support.
<b>Compliance</b>	That we are not compliant with legislation and guidance which could open the council up to litigation and intervention by the Scottish Housing Regulator and other bodies.	M	The new policy clearly outlines the agreed principles through which all Aberdeen City Council domestic abuse incidents will be dealt with. It is also compliant with current legislation guidance. The policy will be reviewed regularly to take account of any changes in

			legislation, guidance, and operational issues. Procedures and processes will be reviewed and updated as necessary.
<b>Operational</b>	That the way we deal with incidents of domestic abuse is inconsistent and ineffective.	M	This policy will provide staff with guidance on delivering a consistent and robust approach in dealing with incidents of domestic abuse.
<b>Financial</b>	That we are not consistent or robust in managing our housing stock.	L	The policy ensures as far as possible that a consistent and robust approach is taken to managing all forms of domestic abuse.
<b>Reputational</b>	Inconsistent decision making on individual cases due to the lack of a clear policy could lead to reputational damage to the Council.	L	Clearly setting out the policy principles, procedures, and actions on how we deal with incidents of domestic abuse will help to eradicate this risk.

## 8 Policy Performance

- 8.1 The factors that will determine whether the policy is effective will be an increase in the number of staff engaging with specialised domestic abuse training, with successful support and interventions for those experiencing domestic abuse.
- 8.2 The criteria/indicators that will be used to monitor and demonstrate performance are set out as follows: -

The ongoing responsibility for the operation of this policy lies with the Director of Customer Service and the Chief Officer Early Intervention and Community Empowerment. All relevant employees have a responsibility to ensure that this policy is applied as instructed. We will develop a performance management framework to monitor the effectiveness of this and other policies aimed at reducing domestic abuse. We will monitor the following indicators: -

- Numbers of reports of domestic abuse
- Letting area incident occurred
- Gender of the perpetrator/person experiencing domestic abuse
- Ethnic groups
- Disabilities
- Relationship dynamics/sexuality of perpetrator/person experiencing domestic abuse
- Case Outcomes



We will also gather and monitor data against the nine protected characteristics outlined in the Equality Act 2010: -

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Sex
- Sexual orientation

8.3 Performance data will be reported annually to the Communities, Housing & Public Protection Committee.

## 9 Design and Delivery

### 9.1 Local Outcome Improvement Plan

The Local Outcome Improvement Plan (LOIP) is a document that outlines how Community Planning Aberdeen plans to improve outcomes for individuals and communities in the City. Addressing domestic abuse is a key aim of this plan, with specific objectives to achieve this. The plan is currently undergoing a refresh and most up to date version of the LOIP can be found on the [Community Planning Aberdeen](#) website. This policy intends to align with the goals of the LOIP.

### 9.2 Design Principles of Target Operating Model

**Customer Service Design** - The activities undertaken to date and the planned next steps promote an understanding of the impact of domestic abuse on those who experience it and to ensure that personalised support is available to them.

**Organisational Design** - Improved use of resource in the system.

**Governance** - Overseen by Director of Customer Service, Chief Officer Early Intervention and Community Empowerment and the Communities, Housing & Public Protection Committee.

**Workforce** - Clarity of expectations and statutory duties.

**Process Design** - Monitoring arrangements will ensure that any weaknesses in the policy are quickly addressed.

**Technology** - The policy will include improvement in the use of technology to deliver the most effective service and makes use of wider partnership support when appropriate.

**Partnerships and Alliances** - Significant partnership work is key to addressing the needs of those affected by domestic abuse and are committed to building on existing relationships.

9.3 The policy design and fonts adhere to the corporate design template.

## **10 Housekeeping and Maintenance**

10.1 The policy should be reviewed on an annual basis or earlier if any legislative, guidance or operational issues arise.

10.2 New supporting documentation and procedures will be drafted to reflect and support this policy. This may include performance management reports and the Northgate housing management system.

## **11 Communication and Distribution**

11.1 The current policy and any appropriate changes are consulted upon with service users, staff, elected members and other stakeholders. Final changes may be reported to committee where appropriate and updated policy documents are placed on our website. If applicants request it, we can provide the document in other formats such as different languages or fonts.

## **12 Information Management**

12.1 The information gathered is stored on our housing management system Northgate. The information is shared with housing staff who are required to make comments and approve a course of action in relation to the domestic abuse case.

## Appendix 1

### **Legal Framework**

[Domestic Abuse \(Scotland\) Act 2018.](#)

[Human Rights Act 1998.](#)

[Data Protection Act 2018.](#)

[Equality Act 2010.](#)

[Matrimonial Homes \(Family Protection\) \(Scotland\) Act 1981.](#)

[Protection from Harassment Act 1997.](#)

[Housing \(Scotland\) Act 2001.](#)

[Antisocial Behaviour etc. \(Scotland\) Act 2004.](#)

[Housing \(Scotland\) Act 1987.](#)

[Housing \(Scotland\) Act 1988.](#)

[Housing \(Scotland\) Act 2010.](#)

[Housing \(Scotland\) Act 2014.](#)

[United Nations Convention on the Rights of the Child.](#)

[Istanbul Convention Against Violence Against Women and Domestic Violence.](#)

## Appendix 2

### **Important Contact Details**

#### **Marischal College Customer Service Centre**

Marischal College Ground Floor  
Broad Street  
Aberdeen AB10 1AB

#### **Mastrick Customer Access Point**

Spey Road  
Aberdeen AB16 6SH

#### **Woodside Fountain Centre**

Marquis Road  
Aberdeen AB24 2QY

#### **Tillydrone Community Campus**

Hayton Road  
Aberdeen AB24 2UY

#### **Grampian Women's Aid**

The Gatehouse  
Quarry Road  
Aberdeen  
AB16 5UU  
Tel: 01224 –593381  
Email: [info@grampian-womens-aid.com](mailto:info@grampian-womens-aid.com)  
<http://grampian-womens-aid.com>

#### **Citizens Advice Bureau**

41 Union Street  
Aberdeen AB11 5BN  
Tel: 01224 –569750 <https://www.aberdeencab.org.uk/>

**Aberdeen Cyrenians - Ending Violence and Abuse Aberdeen (EVAA and EVAA Inclusive who provide specialist support to any member of the LGBTQ+ community**

Archibald Simpson House  
27-29 King Street  
Aberdeen  
AB24 5AA  
Tel: 0300 303 0903 (option 4)  
Email: [evaa@weareac.org](mailto:evaa@weareac.org)  
Website: <https://www.aberdeen-cyrenians.org>

**Advocacy Service Aberdeen**

Aberdeen Business Centre  
Willowbank Road  
Aberdeen  
AB11 6YG  
Tel: 01224 332397  
Email: [asa@advocacy.org.uk](mailto:asa@advocacy.org.uk)

**Police Scotland**

Northeast Divisional Headquarters  
Queen Street  
Aberdeen  
AB10 1ZA  
Tel emergency call 999/non-emergencies call 101

**NHS Grampian**

Aberdeen Royal Infirmary  
Foresterhill  
Aberdeen  
AB25 2ZN  
Tel: 0345 456 6000  
Urgent Medical Advice Evenings, Weekends or Holidays  
Call 111 or for serious accidents and emergencies call 999

**Adult Duty Social Work Team**

Tel: 0800 7315520 between 8.30am and 5pm.  
Out of hours social work can be contacted between 5pm-8.30am on the same number.  
Email: [Duty@aberdeencity.gov.uk](mailto:Duty@aberdeencity.gov.uk)

**Scotland's Domestic Abuse and Forced Marriage Helpline**

Tel: 0800 0271234 (24 hour)  
Email: [helpline@sdafmh.org.uk](mailto:helpline@sdafmh.org.uk)

**Homelessness Helpline**

0800 917 6379 (24 hours)

Monday to Friday 8.30am to 5pm. An emergency service operates from 5pm to 8.30am Monday to Friday. During weekends and public holidays, we provide a 24-hour service.

### **Translation Service**

InterTrans

<https://www.aberdeencity.gov.uk/services/people-and-communities/equality-and-diversity/translation-interpreting-and-communication-support>

### **AMIS (Abused Men in Scotland)**

Tel: 03300 949 395

Email: [support@amis.org.uk](mailto:support@amis.org.uk)

### **Aberdeen City Council Domestic Abuse Team**

Tel: 0800 030 4713

Email: [domesticabuseteam@aberdeencity.gov.uk](mailto:domesticabuseteam@aberdeencity.gov.uk)

### **Rape Crisis Grampian**

Langstane House  
Floor 2  
6 Dee Street  
Aberdeen  
AB11 6DR

Tel: 01224 590932

Email: [info@rcgrampian.co.uk](mailto:info@rcgrampian.co.uk)

### **Opoka (Polish language support service)**

Tel: 0300 365 1700

[www.opoka.org.uk](http://www.opoka.org.uk)

### **Sacro – FearFree (Provides specialist support for men and members of the LGBTQ+ community)**

Based in Edinburgh, able to provide support in Aberdeen City

Tel: 0131 6247270

Email: [fearfreeinfo@sacro.org.uk](mailto:fearfreeinfo@sacro.org.uk)