

**Statement of Best Practice in Joint Working between
Glasgow City Council
and Registered Social Landlords (RSLs) operating in Glasgow.**

**10. DOMESTIC ABUSE
Revised November 2007**

1. PURPOSE

The purpose of this statement of best practice is to gain commitment from all staff working with people experiencing domestic abuse in Glasgow City Council (GCC), NHS Greater Glasgow & Clyde (NHSGG&C), Registered Social Landlords (RSL) in Glasgow (including Local Housing Organisations {LHOs} of Glasgow Housing Association {GHA}) to deliver sensitive, responsive support and housing services, to victims of domestic abuse and their children across the city. This statement also sets out the operational arrangements that will support a shared understanding of each others' roles and responsibilities, collaborative joint working and networking with local voluntary organisations to provide a consistent response to the support, advice and information provided to victims of domestic abuse across the city.

Since April 2006, GCC, Social Work Services and NHSGG&C have developed integrated services within 5 Community Health and Care Partnerships (CHCPs) across the city. CHCPs are responsible for the management and local delivery of Social Work and Health Care services. In addition, they are working towards the development of local networks, particularly around Housing, Education and the Voluntary Sector. For the purpose of this document when reference is made to GCC, this will include CHCPs, Social Work Services and the Homelessness Partnership.

This statement is part of suite of 13, which can be accessed via GCC website GGCNHS and GHA intranets and through the members pages of the web sites of SFHA and Glasgow and West of Scotland Forum of Housing Associations.

2. INTRODUCTION

This Statement of Best Practice has been developed collaboratively by representatives of Glasgow City Council; Glasgow Housing Association, and the Registered Social Landlords.

This statement will be regularly updated to ensure changes to legislation and organisational restructurings are taken into account.

3. DEFINITION

This Statement of Best Practice defines domestic abuse as:

'Any violent or abusive pattern of behaviour, which is used by one person to control and dominate another with whom they have or have had a personal or family relationship.'

Domestic abuse can include physical abuse (assault and physical attack involving a range of behaviour), sexual abuse (acts which degrade and humiliate, 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).

Domestic abuse is most commonly perpetrated by partners or ex-partners, although other family members may also be involved, particularly where there is a close extended family network. Partners may be married or not married; heterosexual, gay, or lesbian; living together,

separated or dating. Victims can be of any age, sex, race, culture, religion, education, employment or marital status.

Although both men and women can be abused, national statistics show that the vast majority of victims are women. Children in homes where there is domestic violence are more likely to be abused and/or neglected. Most children in these homes know about the abuse. Even if a child is not physically harmed, they may have emotional and behaviour problems.

Partner agencies will provide sensitive service responses that take account of the ways in which different forms of inequality impact on people experiencing domestic abuse. This may, for example, relate to gender, sexual orientation, disability, age, race, religion or belief.

4. LEGISLATION AND GUIDANCE

Underpinning our responsibility to address domestic abuse are the statutory and regulatory requirements. The Council has a range of statutory responsibilities that relate to homelessness and services for children. RSLs also have a duty to comply with a range of housing and equalities legislation. These include:

- **Housing (Scotland) Act 2001**
- **Homelessness etc (Scotland) Act 2003**
- **Matrimonial Homes Family Protection (Scotland) Act 1981**
- **Civil Partnership Act 2005**
- **Protection from Abuse (Scotland) Act 2001**
- **Children's (Scotland) Act 1995**
- **The Equality Act 2006**
- **Data Protection Act 1998**
- **"Getting It Right for Every Child" (GIRFEC)**

The relevance of the above is summarised at Appendix 1 where web links to these and other relevant documents are listed.

The partners based this Statement of Best Practice on the aims of the national strategy to address domestic abuse in Scotland 2000, which are:

- Prevention: Active prevention of domestic abuse of both women and children;
Protection: Appropriate legal protection for women and children who experience domestic abuse;
Provision: Adequate provision of support services.

5. PRINCIPLES OF GOOD PRACTICE

In cases of domestic abuse, GCC, RSLs, GHA and LHOs will work to the following principles:

- Maintain confidentiality.
- Good practice would be to seek the presenting adults consent to share their information with other agencies who can offer advice and support, whilst observing the principles of the Data Protection Acts.
- Respond sympathetically and be non-judgemental.
- Believe the person.
- Ensure the well-being of the child/children is always taken into account. Where a child is at risk, Social Work and/or the Police should be notified immediately, see para. 8.4
- A person is deemed to be "safe" only when they feel safe.
- All reports and records should be clear, precise, dated and kept up to date.

Appendix 2 provides best practice guidance based on the above principles.

6. PREVENTION

There are different stages to domestic abuse and it should be recognised that not everyone is necessarily seeking re-housing or to leave their partner as part of the solution. The response and attitude of staff is critical in assisting someone to address their situation. GHA, RSLs or GCC should work with the person, providing advice and information about available options, including referral to appropriate agencies.

Research has established that leaving an abuser can take a long time, particularly as the experience of living in an abusive relationship can have a severely debilitating effect on self-confidence and feelings of self worth. As a result the person can take time to act upon information and advice thereby remaining in an abusive situation or returning to one a number of times before deciding on a final course of action.

Domestic abuse is not always the presenting problem; complaints from neighbours about noise and other seemingly anti-social behaviour could well be first indications of domestic abuse. Therefore, referring back to the principles a sympathetic approach should be taken where complaints have been received against the person about matters out with their control. **Landlords should use their discretion on recharging tenants for repairs where the damage is as a result of domestic abuse.** The principle of believing the person is central to the exercise of discretion. RSLs should refer to their internal policy where the tenant is the abuser.

The first agency that is approached about the domestic abuse issues i.e. GCC, GGCNHS, RSLs or LHOs should explore the following preventative measures in the first instance, including:

- Moving the perpetrator
- Advising of provisions for legal protection
- Safety planning if the woman remains in the abusive situation
- Fit extra security measures and link with other agencies to provide safety audits, alarm systems etc.
- Planned management transfer through GHA, LHOs and RSLs (prioritise to enable transfer to take place quickly – retain priority even when woman is in temporary homelessness accommodation pending move, remove any barriers to transfer e.g. rent arrears, local connection test etc). Internal policies should clarify the landlord's position regarding the assignation of rent arrears in cases of domestic abuse.
- Refer the presenting person to other specialist agencies that can provide further counselling and practical support e.g. Women's Aid, Rape Crisis, Breakthrough for Women; Lesbian, Gay, Bi and Transgender (LGBT) centre.

It is important to give reassurance that all information will be dealt with in strict confidence. Confidentiality Policies and information sharing protocols should be observed by staff at all times when dealing with domestic abuse.

7. PROTECTION

As previously referred to there are statutory duties to protect people and that govern GCC and RSLs including LHOs', joint response to prevent homelessness and ensure the child/children's needs are considered (see section 3 above and Appendix 1). Although, GHA and RSLs may not directly provide protection, there is a need to provide information about organisations that can provide relevant support and protection. The GHA Resource Directory and the Glasgow Violence Against Women website will provide contact details and descriptions of the service available across the city.

http://www.gvawp.org.uk/Resources/pdfs/wwtg_2006_fincopy.pdf

Where protection orders (i.e. interdicts) are being sought it is advisable to refer the person to organisations that can provide legal advice, to ensure the full complexities of the orders are explained and the correct information provided.

It is good practice to ensure that all reports and records should be clear, precise, dated and kept up to date. This is necessary to ensure there is a clear audit trail of contact should the person decide to take legal action against the perpetrator.

8. KEY ISSUES THAT AFFECT SPECIFIC GROUPS OF PEOPLE

It is important to consider how best to respond to all communities within our society, for example, black and minority ethnic (BME), disabled people, lesbian, gay, bisexual, and transgender (LGBT) people and children and young people who have experienced and/or been affected by domestic abuse.

8.1 Black and Ethnic Minority communities

A recent study¹ noted that BME women are particularly vulnerable to becoming homeless as a result of domestic abuse. Some women from black and minority ethnic communities can be completely dependent on their partner or their partner's family for a variety of reasons, thereby making them more vulnerable to homelessness. Many women have little or no English; in these circumstances you should use an interpreting service. Social Work, Health and Strathclyde Police fund the Glasgow Translation and Interpreting Service. Their interpreters training programme includes cultural awareness and confidentiality. Glasgow Translation and Interpreting Service

Telephone: 0141- 341- 0019, Fax: 0141- 334-7276 or e-mail:

serjinder.singh@sw.glasgow.gov.uk

Other sources of interpreting services, including telephone interpreting, can be found in Appendix 3.

Key points to remember when working with translation services:

- Always use a Translation and Interpreting Service.
- Ensure the interpreter is acceptable to the woman.
- Always try to use an interpreter of the same sex and ensure that they are properly briefed.
- Allow more time for the interview.
- Never use children or relatives as interpreters.
- Telephone interpreting services can be useful in initial contact situations but ensure this is acceptable to the person concerned as confidentiality must be maintained.

In addition to the problems generally caused by domestic abuse, BME women escaping domestic abuse may face particular problems, related to their ethnic origin and their length of stay in the UK, such as:

- The level of acceptance of domestic abuse in some communities.
- The lack of specialised services and appropriate refuge space for women from BME communities.
- Immigration legislation that prevents women from accessing public funds.
- Immigration legislation that may prevent women who have entered the UK on a spouse visa from accessing public funds such as benefits and homeless accommodation.

¹ Black and Minority Ethnic Communities and Homelessness in Scotland, Gina Netto et al, Scottish Executive 2004

A woman can be granted 24 months stay (the probationary period) on the basis of marriage or unmarried relationship to a person settled in the UK (para. 281 & 282, Immigration rules). "Settled" means either a person of British Nationality or a person who has indefinite leave to remain in the UK. If the relationship breaks down as a result of domestic abuse the woman may apply for settlement if she meets the criteria for Indefinite Leave to Remain under the Domestic Violence Rule (para. 289A of Immigration rules). This rule does not apply to the partner of a European Economic Area national exercising treaty rights in the UK.

Migrant workers from the European Economic Area accession states, although not strictly an ethnic group, are not deemed to have access to public funds as above until they have complied with the Workers Registration Scheme for 12 months. This restriction does not apply to accommodation from RSLs including LHOs. However, the person may not be entitled to Housing Benefit.

The UK Borders Agency, formerly known as National Asylum Support Service (NASS) provided guidance to NASS staff, accommodation providers, one stop services and the voluntary sector providing emergency accommodation regarding reports of domestic abuse in their Policy Bulletin 70. When domestic abuse has been reported the Asylum project team and the accommodation provider should liaise in offering alternative safe and secure accommodation. This transfer must be reported to NASS who will contribute to the reasonable costs of the alternative accommodation. The Statement of Best Practice - Asylum Seekers and Refugees also addresses this issue.

A list of Glasgow based services is provided in Appendix 4, these services offer advice and information to workers, as well as direct services.

8.2 People Affected By Disability, Mental Health and Addiction

A physical disability and/or mental health issues may be a direct result of domestic abuse. For some, domestic abuse can cause depression, agoraphobia and inability to communicate clearly. It can destroy self-confidence and sense of self worth, resulting in an inability to take action. Many adopt "coping strategies" in order to survive, and may turn to alcohol or drugs.

People with mental health impairment may come to our attention either as fleeing or as perpetrators of domestic abuse. Perpetrators with mental health needs present a particular challenge as their actions may be directly related to their condition. Officers should always liaise with mental health agencies and social work services if appropriate.

It is important for all staff to recognise that disabled people may need support to take forward their complaints. Provision of a complete service to disabled people experiencing harassment will also require that staff be aware of and be able to meet access needs as identified by the disabled person.

Part 3 of the Disability Discrimination Act, requires social landlords to make "reasonable adjustments" to the way in which our services are provided so that disabled tenants can use them.

Special attention should be made to the needs of a disabled person when carrying out interviews and we should aim to provide for the preferred method of communication. e.g. Do they need large print documents/ other formats of written materials suitable for persons with visual impairments? Do they need a sign language interpreter? Do meetings need to be arranged at wheelchair accessible offices? Does the person require an advocate?

8.3 LGBT people

Care should be taken to avoid 'outing' someone unintentionally. In addition, attention must be paid to the safety of the individual when providing either temporary or permanent accommodation that they are not subjected to discriminatory harassment because of their sexual orientation or their transgender identity. Transgender people can be harassed because they may look 'different' when going through a gender re-assignment process.

8.4 Children Affected By Domestic Abuse

Children and young people experiencing domestic abuse are at greater risk of being physically or sexually abused by the perpetrator of domestic abuse. In addition, children and young people experience emotional abuse as a direct result of witnessing domestic abuse.

Child protection may also be an issue in domestic abuse cases. You should contact your local CHCP, Children & Families team, who will work with you to deal both sensitively and appropriately with these concerns. In an emergency contact the Social Work or the Police, you should ask for the duty Social Worker or duty Police Officer.

9. **PROVISION**

GHA, RSL and GCC staff have a joint role to play supporting victims of domestic abuse throughout the process. Particularly, in minimising the impact of domestic abuse on families, in preventing homelessness for existing tenants, assisting the person who has decided to leave an abusive situation and providing longer-term support to people who require appropriate permanent accommodation and assistance.

Given this, it is important that we clarify and distinguish the respective responsibilities of each group of staff and illustrate the potential service pathways for victims of domestic abuse. These are outlined in the procedures Appendix 5.

9.1 Support To Leave & Follow-Up Support

If a person needs to leave an abusive situation immediately, either during the day or out of hours, they will be assessed as homeless. In this situation, the person should present to their local Community Casework Team (CCT) (daytime) or contact the Hamish Allan Centre on free-phone 0800 838502, out of hours.

Social landlords should comply with their own internal policy and procedures to effect a management transfer if requested by an existing tenant fleeing domestic abuse. If a transfer is not immediately available the person should be referred to the CCT as below.

Similarly, RSLs and LHOs should accept Section 5 referrals for people escaping domestic abuse, whenever possible.

9.2 Prevention of Homelessness

Each CCT will provide a casework service for people within the CCT boundary who either present as homeless or are at risk of becoming homeless, or anyone living in any temporary furnished flats within the Team area/ boundary.

It is important to recognise that the offer of a housing transfer may not be available immediately. Nevertheless LHOs and RSLs should process applications speedily. Someone seeking to escape domestic abuse has the right to be accommodated temporarily whilst an assessment by the CCT takes place. Should an individual be placed in temporary

accommodation in another geographical area, the "Receiving" Casework Team (the first team the person contacted) will manage the case transfer to the "Host" Casework Team (team located in area of the temporary accommodation).

If the CCT have concerns, feel the person or their dependents are vulnerable, perhaps as described in Section 5 above, they need to make a professional judgement whether or not to involve other colleagues in Social Work Services. Only in exceptional circumstances, where a child or adult is deemed to be at risk, should CCT contact SWS colleagues without the individuals consent. On obtaining consent, the CCT should contact SWS via their local CHCP office (daytime), or SW Standby Services 0800 811505 (out of hours) and ask for the Duty Social Worker. Telephone contact between CCT and the CHCP may be sufficient. However, in very vulnerable and complex circumstances the service first contacted by the individual will arrange a joint meeting.

If the person expresses a wish to remain in their house, the various options available under the Matrimonial Homes Act should be outlined by Housing Officers or CCT and the person referred to a solicitor or specialist agency for further legal advice. There may be a need for the provision of temporary homeless accommodation in the short term whilst interim orders are sought.

10. LOCAL LIAISON ARRANGEMENTS

All staff within the 5 CHCPs, Homelessness Partnership, GHA and RSLs are responsible for implementing this Statement of Best Practice. In the event of disputes which cannot be resolved locally, each agency will nominate a representative, a senior manager to resolve the matter by discussion and agreement as specified in the Statement of Best Practice on Local Liaison Arrangements and Working Together.

This guidance will form the basis of ongoing joint training between GHA LHOs, RSLs and CHCP staff in accordance with the Statement of Best Practice on Training.

APPENDIX 1

POLICY AND LEGISLATION

- **Housing (Scotland) Act 2001**, which creates a duty for local authorities and housing providers to develop a strategy to prevent and alleviate homelessness. This includes recommending that people experiencing domestic abuse can be deemed as homeless and should be prioritised accordingly. Local authorities have a duty to provide homelessness services and RSLs have a duty to respond to Section 5 referrals.
- **The Homelessness etc (Scotland) Act 2003** consolidates this guidance by a provision that gives priority to "*persons at risk of domestic abuse*".
- **The Matrimonial Homes Family Protection (Scotland) Act 1981**
The Act provides for:
 - Protective orders - interdicts with a power of arrest which restrict access and provide for arrest if the order is breached
 - Occupancy rights - that enable a choice to remain in the home.
 - Spouses have an automatic right to occupy the house and pay rent, order repairs etc irrespective of who has the tenancy or ownership of the property;
 - Cohabitees who are sole tenants or owners have occupancy rights but partners do not. Cohabitees who are joint tenants or owners have occupancy rights as do their partners
 - Cohabitees whose partners are sole owners or tenants do not have automatic occupancy rights. They can apply to the courts to have limited occupancy rights granted.
 - Exclusion orders- an order to exclude the perpetrator from the house if the abusive behaviour is deemed to be injurious to physical or mental health of the partner or children. The extent of the right to apply for exclusion order by spouses or cohabitees is similar to occupancy rights.
- **The Civil Partnership Act 2005**
Provides similar rights to same sex couples who have entered into a Civil Partnership as those of married couples through the Matrimonial Homes Act in terms of both occupancy rights and exclusion orders.
- **Protection from Abuse (Scotland) Act 2001** defines abuse and enshrines the right to protection within legislation. The definition is wide ranging and encompasses protection from abuse whether within the domestic context or not.
- **The Children's (Scotland) Act 1995** makes clear that the "*welfare of the child is paramount*" and the "*views of the child must be taken into account*".
- **The Equality Act 2006** provides for the following:
 - Part 1 provides for the establishment of the Commission for Equality and Human Rights (CEHR) and defines its purpose and functions;
 - Part 2 **makes it unlawful to discriminate** on the grounds of religion or belief in the provision of goods, facilities, services, premises, education and the exercise of public functions;
 - Part 3 **(and subsequent regulation) prohibit discrimination** on grounds of sexual orientation in the provision of goods, facilities and services, education, the use and disposal of premises and the exercise of public functions;

APPENDIX 1 continued

Part 4 creates a duty on public authorities to **promote** equality of opportunity between men and women (“the gender duty”), and prohibit sex discrimination and harassment in the exercise of public functions.

- **Data Protection Act 1998**

The key principles of information handling are:

- Data may only be used for the specific purposes for which it was collected.
 - Data must not be disclosed to other parties without the [consent](#) of the individual whom it is about, unless there is legislation or other overriding legitimate reason to share the information (for example, the prevention or detection of crime). It is an offence for Other Parties to obtain this personal data without authorisation.
 - Individuals have a right of access to the information held about them, subject to certain exceptions (for example, information held for the prevention or detection of crime).
 - Personal information may be kept for no longer than is necessary.
 - Subject to some exceptions for organisations that only do very simple processing, and for domestic use, all entities that process personal information must register with the [Information Commissioner](#).
 - Entities holding personal information are required to have adequate security measures in place. Those include technical measures (such as firewalls) and organisational measures (such as staff training).
- **“Getting It Right for Every Child” (GIRFEC)** is the plan to change how we deliver children’s services in Scotland. GIRFEC affects all agencies and services that provide care and support for children and their families. This includes local authorities, police, NHS Scotland and voluntary sector organisations. It also impacts on services to adults who are parents where support for the adult may improve outcomes for children. The key areas of responsibility are:
 - Everyone working with children and young people uses a consistent and equitable approach and works more effectively together to improve outcomes for children and young people.
 - Everyone is clear of their personal responsibility to do the right thing for each child and how they contribute to the collective responsibility to do the right thing for each child.

The above and other relevant legislation/ guidance can be accessed on the web addresses below.

- The Equality Act 2006
<http://www.opsi.gov.uk/acts/acts2006/20060003.htm>
- Family Law (Scotland) Act 2006
<http://www.opsi.gov.uk/legislation/scotland/acts2006/20060002.htm>
- Civil Partnership Act 2005
<http://www.uk-legislation.hmso.gov.uk/legislation/scotland/ssi2005/draft/20059772.htm>
- The Disability Discrimination Act 2005
<http://www.opsi.gov.uk/ACTS/acts2005/20050013.htm>

APPENDIX 1 continued

- Antisocial Behaviour (Scotland) Act 2004
<http://www.opsi.gov.uk/legislation/scotland/acts2004/20040008.htm>
- The Homelessness etc (Scotland) Act 2003
<http://www.opsi.gov.uk/legislation/scotland/acts2003/20030010.htm>
- Protection of Children (Scotland) Act 2003
<http://www.scotland.gov.uk/Topics/People/Young-People/children-families/17834/10258>
Aims to improve the safeguards for children by preventing unsuitable people from working with them. The Act allows Scottish Ministers to set up the Disqualified from Working with Children List. This affects the private, statutory and voluntary sector and includes paid, unpaid employee and voluntary workers.
- The Housing (Scotland) Act 2001
<http://www.hmso.gov.uk/legislation/scotland/acts2001/20010010.htm>
- The Housing (Scotland) Act 2006
http://www.communitiesscotland.gov.uk/stellent/groups/public/documents/webpages/cs_016368.hcsp
- "It's Everyone's Job to Make Sure I'm alright" (Scottish Executive, 2001)
<http://www.scotland.gov.uk/Publications/2002/11/15820/14015>
- Protection from Abuse (Scotland) Act 2001
<http://www.opsi.gov.uk/legislation/scotland/acts2001/20010014.htm>
- Race Relations (Amendment) Act 2000
<http://www.opsi.gov.uk/ACTS/acts2000/20000034.htm>
- Asylum and Immigration Act 1999
<http://www.opsi.gov.uk/acts/en2004/2004en19.htm>
- National Strategy to address Domestic Abuse, 2000
<http://www.scotland.gov.uk/library3/law/stra-00.asp>
- Human Rights Act 1998
<http://www.opsi.gov.uk/ACTS/acts1998/19980042.htm>
- Children (Scotland) Act 1995
http://www.opsi.gov.uk/acts/acts1995/Ukpga_19950036_en_1.htm
- Matrimonial Homes Protection Scotland Act 1991

APPENDIX 2

BEST PRACTICE GUIDANCE

Reality	Recommended Response
<p>Domestic abuse is serious and dangerous behaviour that can lead to death.</p> <p>A recent Gender Audit of Statistics: Comparing the Position of Women and Men in Scotland 2007¹, “indicates that the vast majority of victims of domestic abuse are women with the vast majority of perpetrators of abuse being men, with 85% per cent of all incidents recorded by the police exhibiting this pattern, while 11% of incidents were of men being victims of domestic abuse by women.</p> <p>Research conducted by the Scottish Executive in 2002 concluded that in 7% of cases a male was experiencing domestic abuse either in same sex or heterosexual relationships.</p> <p>Women who experience domestic abuse are likely to under-report incidents of abuse. In one study 2 out of 3 women who had defined themselves as victims of domestic violence said that they had not told family, friends or agencies about the abuse²</p> <p>It takes a lot of courage for a person to approach services for help.</p> <p>People who experience hidden abuse such as, psychological, emotional, sexual and financial can find it more difficult to define their abuse.</p> <p>People stay with an abusive partner for many reasons such as, fear they may not be able to take their children with them, lack of information about where they can go for help, or because are afraid that the abuser may find them.</p> <p>It can be especially difficult for women to leave an abusive partner, who;</p> <ul style="list-style-type: none"> • are black and minority ethnic, • are immigrant and refugee, • have a disability, • are older, • have mental health issues, or • have an addiction <p>Children are often witness to and may be subject to, the abuse. Research findings show a relationship between domestic abuse and the mental, physical and sexual abuse of children.</p>	<ol style="list-style-type: none"> 1. Believe what you are being told. Tell the applicant that you believe what they are telling you. It is best practice to accept the word of the applicant in cases of domestic abuse. 2. No matter how many times someone approaches your service, you should provide a non-judgemental service. 3. People who are experiencing domestic abuse are trying to find a solution to a dangerous and frightening situation. The manner in which you respond can crucially affect how the person makes appropriate choices about their future. 4. Asking for help is never easy especially when feeling vulnerable and powerless, so a sympathetic response is particularly important on each and every occasion of contact, whether that is by phone or office visit. 5. An applicant is deemed to be “safe” once they feel they are safe. 6. Where a tenant is housebound and you suspect they are being abused you should try to see them on their own. 7. Maintain confidentiality. Perpetrators who try to find former partners can be very persistent and vengeful 8. Be aware that factors such as financial dependence lack of adequate secure housing, immigration status, lack of information on the subject and lack of support networks make it particularly difficult to leave violent relationships. 9. Assist the person to access relevant and appropriate voluntary services that will provide further support and advice within a safe environment. Helpful service directories are; http://www.gvawp.org.uk/Resources/pdfs/wwwtg_2006_fincopy.pdf http://www.gha.org.uk/content/mediaassets/doc/GHA_Resources_Directory.pdf 10. All reports and records should be clear, precise, dated and kept up to date. This is necessary to ensure there is a clear audit trail of contact should the victim decide to take legal action against the perpetrator. 11. In all cases ensure that the welfare of the child/children is taken into account. 12. Child protection may also be an issue in domestic abuse cases. You should contact your local CHCP, Children & Families team, who will work with you to deal both sensitively and appropriately with these concerns.

¹ Source: Scottish Executive (2006c) *Domestic Abuse Recorded by the Police in Scotland, 1 January – 31 December 2005*.
<http://www.scotland.gov.uk/Publications/2007/01/19160856/0>

² Dominy & Radford (1996) *Domestic Violence in Surrey*, Surrey Social Services/Roehampton Institute – England

LOCAL TRANSLATION AND INTERPRETING SERVICES**Glasgow Translation and Interpreting Service**

TELE: 0141-341-0019

FAX: 0141-334-7276

e-mail: serjinder.singh@sw.glasgow.gov.uk**Bslisscotland**

Abercromby Street

Glasgow, G40 2DD

TELE: 0141 -554-6644

Bbi Translators

16 Woodside Crescent

Glasgow

G3 TUT

TELE: 0141-332-4777

Eurotransnet Translators

194 Hyndland Road

Glasgow

G12 9ER

TELE: 0800-7313046

Roevin Management Services Ltd

Provides a range of services including interpreting services (ad hoc for small informal type meetings) and consecutive interpreting for more formal proceedings e.g. court. Contact details:

Thomson House,

8 Minerva Way,

Mount Manor Business Park

Glasgow

G3 8AU

TELE: 0845 643 0487

FAX: 0870 759 8314

Contact: Gilles Comnène

e-mail: gcomnene@roevin.co.uk**Global Connections**

Provides a range of translating and interpreting services including telephone interpreting services for urgent queries.

TELE: 0141-332-8889

e-mail: info@globalconnects.com

APPENDIX 3 Continued

NATIONAL TRANSLATION AND INTERPRETING SERVICES

Language Line

Three way telephone interpreting, face to face interpreting, text to speech translation and written translations. Training for staff on working through interpreters.

Swallow House

11-21 Northdown Street

London

N1 9BN

TELE: 0845 310 9900

WEBSITE: www.languageline.co.uk/

Mr Shah Hussain, National Business Development Manager

TELE: 020 7520 3422

MOBILE: 07866 610169

FAX: 020 7520 1450

National interpreting Service

Three way telephone interpreting, 140 languages

1, St Clements Court

London

EC4N 7HB

TEL: 020 7626 0220

FAX: 020 7283 3678

EMAIL: NISUL@AOL.COM

WEBSITE: www.nisuk.co.uk

EITI House

Bridgeway

Howden

DN14 7AE

FREEPHONE: 0800 731 7878

Email: eiti@eiti.com

WEBSITE: WWW.EITI.COM

CONTACT: Dawn Bowes, Operations Manager

TELE: 01430 435300

FAX: 01430 435301

EMAIL: dawn.bowes@EITI.com

Language Group

Nationwide interpretation and translation services in over 90 languages

Face to Face Interpreting/Telephone Interpreting/Document Translation

7, Stubbs Point

New Barn Street

London

E13 8JL

TELE: 020 7476 5857

FAX: 020 7055 3832

EMAIL: ADMIN@LANGUAGEGROUP.CO.UK

WEBSITE: www.languagegroup.co.uk

Rosetta Translation

Offer telephone interpreting among other types of interpreting services.

47 Fleet Street

London

EC4Y 1BJ

CONTACT: Mrs Nafisa O'Brien, Managing Director

TEL: +44 20 7353 8902

FAX: +44 20 7504 8636

Email: london@rosettatranslation.com

APPENDIX 4

GLASGOW BASED ASYLUM SEEKER SERVICES

Ethnic Minorities Law Centre 41 St Vincent Place Glasgow G1 4PV Tele –141-204-2888	Has been funded to provide advice and assistance to asylum seekers
Ethnic Minority Advocacy Service 40 Wellington Street Glasgow G2 6HJ Tele 0141-221-4044	Independent, advocacy project.
GCC Asylum Seekers Support Project 145 Kelvinhaugh Street Glasgow G3 9PX Tele 0141-287-3865	Provide support to people going
Scottish Refugee Council 5 Cadogan Square Glasgow Tele 0141-248-9799	Provide support to people going through the Asylum Seeking process
Meridian Black and Ethnic Minority Women's Information and Resource Centre 30 Clyde Place Glasgow G5 8AQ Tele 0141-429-6034	Is a multi-lingual service that provide advice and information on Health, Housing, Education and welfare benefits.
Hermet Gryffe Women's Aid Unit 13 Mansfield Park 32 Mansfield Street Glasgow G11 5QP Tele 0141-339-5196	A women's aid service for black and ethnic minority women.
Refugee Legal Project – Women's Unit 3 rd Floor Fleming House 134 Renfrew Street Glasgow G3 6ST Tele 0141-353-3354	Provide legal advice and information by female; solicitors, case workers and Interpreters.
Women's Support Project Granite House 31 Stockwell Street Glasgow G1 4RZ Tele 0141-552-2221	Provide safe and supported accommodation and related services to young women and men who are survivors of sexual abuse, rape and sexual assault.

APPENDIX 5

PROCEDURES

RSL, LHO Housing Officer/ CCT	What you need to do	Who to Contact
If you are worried about a child, but unsure whether the child is being abused	Immediately contact your line manager, check your child protection procedures	Contact Social Work Services for advice
If there are child protection concerns	Contact your line manager immediately	<p>A referral should be made to Social Work Services or in an emergency to the Police.</p> <p>You should ask for the duty Social Worker or duty Police Officer.</p> <p>You will be asked to give as much information as possible and will also ask that you confirm the referral details in writing.</p>

1. Pathway Sequence	
Person affected by Domestic Abuse	CHCP
<p>Presents to CHCP discloses Domestic Abuse</p> <p>There is a housing need</p>	<p>Listen. Believe what you are being told and provide support to consider options and/or refer to an appropriate local voluntary service.</p> <p>Contact the appropriate Community Casework Team.</p>
Person affected by Domestic Abuse	RSL /LHO Housing Officer
<p>Presents to or is referred to RSL/g LHO by CCT due to Domestic Abuse</p> <p>Decide on best option/s at that point</p>	<p>Listen. Believe what you are being told and provide support to consider options e.g. moving the perpetrator, safety planning, management transfer; consider Matrimonial Homes Act options; refer to Homelessness Partnership or relevant CCT for temporary homelessness accommodation and referral, and sign posting to relevant support agencies. Make provision for a further interview to look at support for the person and for more permanent outcomes. Internal policy and procedure as well as statutory and best practice guidance should be implemented as required.</p> <p>RSLs and LHOs could be approached by current tenants and new applicants. We would not disclose the reason for homelessness, only details of relevant support if in place. CCTs would share only relevant information</p> <p>Where appropriate, liaise with CCT colleagues if need for temporary accommodation pending a management transfer.</p> <p>Order security on property, changing locks, carrying out repairs etc as necessary.</p> <p>Liaise with CCT caseworker to assist people leaving an abusive relationship and to arrange for furniture storage if required.</p> <p>Consider vulnerability issues when allocating permanent accommodation and liaise with caseworker about support if required.</p>

APPENDIX 5 continued

2. Pathway (Daytime Homeless Presentation)	
Person affected by Domestic Abuse	Caseworker
<p>Presents to CCT due to domestic abuse – requires immediate accommodation</p> <p>Refer to RSL/LHO from another agency e.g. CCT</p> <ol style="list-style-type: none"> 1. Current tenant 2. Seeking accommodation 3. New Applicant 	<ul style="list-style-type: none"> • sensitively assess the person's initial needs and issues with the person, • identify alternative temporary accommodation e.g. Women's Aid refuge place or temporary furnished flat in an area of the woman's choice. • Make referral to housing support provider where appropriate. • arrange for the person to be booked into the allocated temporary accommodation & provide transport if necessary. • refers/sign posts to relevant support agencies • arrange a follow-up appointment to assess needs more fully, • identify if there is Social Work involvement and make appropriate contact with relevant officer to discuss case • In agreement with the woman, liaise with Housing colleagues to process accommodation needs. <p>In certain circumstance the Homelessness Partnership can arrange for storage of belongings while a household is in temporary accommodation. If the household is temporarily leaving an RSLs/LHO tenancy, the landlord should take steps to ensure that the house they are leaving is secure and personal belongings would not be at risk.</p>

3. Pathway (Out of hours Homeless Presentation)			
Outreach Link Workers are on call from 5pm each day until 9am the following morning and 24 hours on weekends and public holidays.			
Person affected by Domestic Abuse	Hamish Allan Centre Out of Hours Staff	Link Workers	Homelessness Caseworkers
<p>Makes contact through Hamish Allan (HAC) Free phone number.</p>	<ul style="list-style-type: none"> • Take some basic details and pass information to the outreach link worker on duty that evening/weekend • If necessary, staff will arrange transport to get the person to a safe waiting area if they need to get out of the house immediately. 	<ul style="list-style-type: none"> • Contact the person by phone and discuss available accommodation with them, agree what will best meet their and/or children's needs for that night. • Arrange transport if needed and meet the person at the agreed accommodation or safe waiting area. Bring some basic essentials (nappies, food etc) if required. • Book person into accommodation and record other relevant information e.g. mental health, addiction, child protection issues. • Ensure that the person is settled • Link worker phones HAC. HAC confirm and date and time of appointment with relevant CCT and Link Worker advises client of this. 	<ul style="list-style-type: none"> • Pick up the case the next working day. • Women attends the arranged appointment and Caseworker carries out homelessness assessment and discusses support needs • Draw up a support plan to meet the person's (children's) needs. • Refer/sign post to relevant support agencies, locally and city wide. • If the person has current accommodation establish wishes and rights in discussion about solutions. • If there is a statutory homeless duty, make a Section 5 referral to a RSL/LHO only making reference to any support that is in place.