



DOMESTIC ABUSE
Standard Operating Procedure

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CONTENTS

1. PURPOSE
2. DEFINITION
3. PARTNERSHIPS
4. PRIORITIES
5. STATEMENT TAKING
6. INTERVIEWING CHILDREN
7. INTERVIEWING SUSPECTS
8. WHERE CRIMINAL BEHAVIOUR HAS BEEN ESTABLISHED
9. POWERS OF ENTRY
10. CUSTODY CONSIDERATIONS
11. COUNTER ALLEGATIONS
12. NO CRIME ESTABLISHED
13. BAIL / BREACH OF BAIL
14. THIRD PARTY REPORTING
15. RECORDING MECHANISM
16. SPECIAL RISK CATEGORIES
17. VULNERABLE PERSONS DATABASE (or equivalent)
18. VICTIM LIAISON
19. DEALING WITH VICTIMS FROM ETHNIC MINORITY GROUPS
20. INCIDENTS INVOLVING CHILDREN
21. MULTI AGENCY RISK ASSESSMENT CONFERENCE (MARAC)
22. **S35(1)(a)&(b)**
23. STAFF RESPONSIBILITIES IN RELATION TO DOMESTIC ABUSE
24. INCIDENTS INVOLVING POLICE OFFICERS, SPECIAL CONSTABLES AND POLICE STAFF
25. IF NO COMPLAINT IS MADE BY THE VICTIM
26. **S35(1)(a)&(b)**
27. SUPPORTING AGENCIES

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APPENDICES

		In Use
Appendix 'A'	Central Scotland Police	Y
Appendix 'B'	Dumfries and Galloway Constabulary	Y
Appendix 'C'	Fife Constabulary	Y
Appendix 'D'	Grampian Police	Y
Appendix 'E'	Lothian and Borders	Y
Appendix 'F'	Northern Constabulary	Y
Appendix 'G'	Strathclyde Police	Y
Appendix 'H'	Tayside Police	Y
Appendix 'I'	List of Associated Legislation	Y
Appendix 'J'	List of Associated Reference Documents	Y
Appendix 'K'	List of Associated Generic PSoS Forms	N
Appendix 'L'	Glossary of Terms	N

1. PURPOSE

- 1.1 This Standard Operating Procedure (SOP) outlines a professional and holistic approach to incidents of Domestic Abuse with a commitment to:
- Ensuring the safety and wellbeing of victims, their families and any other person present.
 - Thorough investigation of all incidents, securing all available evidence and taking appropriate action.
 - Actively pursuing perpetrators so that they can be held accountable through the criminal justice system.
 - Proactively pursuing perpetrators to ensure that bail conditions imposed are being complied with.
 - Ensuring that appropriate information and advice is provided in relation to the support available from other agencies, both statutory and voluntary.
 - Augmenting existing criminal law by making the victim aware of civil remedies which may be available to them.
 - Ensuring the health, safety and wellbeing of officers deployed to incidents
- 1.2 For further guidance refer to [Domestic Abuse Toolkit](#).
- 1.3 This SOP provides specific instruction in relation to Domestic Abuse Incidents, however it should be considered in concert with the [Crime Investigation SOP](#).

2. DEFINITION

- 2.1 Domestic Abuse is not in itself a substantive crime but rather an umbrella under which many common law crimes and statutory offences may be committed.
- 2.2 The [ACPOS / COPFS Joint Protocol 'In Partnership, Challenging Domestic Abuse'](#) defines Domestic Abuse as:
- 'Any form of physical, sexual or mental and emotional abuse, which might amount to criminal conduct and which takes place within the context of a relationship. The relationship will be between partners (married, co-habiting, civil partnership or otherwise) or ex-partners'. The abuse can be committed in the home or elsewhere.
- 2.3 The definition of Domestic Abuse does not include inter-generational Abuse, (e.g. father and son) or other family abuse, (e.g. uncle and niece). While available evidence suggests that the most relevant instances of Domestic Abuse are male abuse towards women, this definition acknowledges and includes female abuse towards men and abuse between partners or ex-partners in close, same-sex relationships.

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- 2.4 The Police Service of Scotland (PSoS) is committed to providing a professional, sensitive and consistent approach to victims of Domestic Abuse.
- 2.5 In dealing with these cases every police officer, special constable and member of police staff will treat **all** victims and their families in a fair, sensitive and ethical manner and will strive to ensure that the needs of the individual are taken into account. PSoS acknowledges the diversity of age, disability, gender, race, religion or belief and sexual orientation that comprise our society and take full cognisance of this to ensure the needs of the community are addressed.

3. PARTNERSHIPS

- 3.1 Many categories of abusive behaviour do not constitute a crime as defined by the Criminal Justice System and the solution sought by many individuals, to end Domestic Abuse, often lies outwith the legal process.
- 3.2 Domestic Abuse therefore, is very much a multi-agency issue and often no single agency can tackle the problem alone. The ability of PSoS to tackle Domestic Abuse will be enhanced by the ongoing development of inter-agency partnerships, both statutory and voluntary.
- 3.3 To tackle Domestic Abuse successfully on a multi-agency basis, it is crucial that all agencies involved have a clear understanding of not only their own roles and responsibilities, but also those of the other constituent agencies. Failure by any agency to achieve this level of understanding will result in confusion and ineffective responses to the victims.
- 3.4 Details of supporting partners, organisations and protocols / memorandum of understanding can be found in the appropriate geographic appendices.

4. PRIORITIES

- 4.1 When dealing with incidents of Domestic Abuse; PSoS will apply the following priorities:
- **Attend all Domestic Abuse incidents without undue delay**
Given the unpredictable and often violent nature of Domestic Abuse, incidents will be treated as high priority and as such prioritised to ensure that, as far as possible, any incident reported is met with an immediate response by police officers. Consequently, Control Rooms / Contact Centres and area control room staff, supervisors and patrol officers must prioritise incidents accordingly.
 - **Ensure safety of the victim and their family**
The safety of the victim, their family and any other person present is of paramount importance and all reasonable action will be taken to ensure that their personal safety is not compromised. The potential for violence to unexpectedly escalate must be borne in mind and officers must ensure

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their own personal safety. The deployment of officers can be into a situation where unforeseen hazards may be realised and a 'dynamic risk assessment' will be necessary.

Officers will carry out enquiries to ensure the welfare of any child present. If a child was present but is no longer at the locus of the incident measures should be taken to ensure their wellbeing.

- **Conduct thorough investigation**

Never ask the victim in the presence of the perpetrator if they wish to make a complaint. A complaint from the victim is not necessary, providing there is sufficient corroborative evidence that a crime has been committed by the alleged perpetrator

It is imperative that officers remove responsibility from the victim and inform both parties that it is **the decision of the police to make a detention/arrest**

4.2 In all incidents of Domestic Abuse, it is essential that officers conduct thorough investigations, ensure that all possible lines of enquiry are rigorously pursued and that all available evidence is secured. Sources of corroboration and evidence include:

- Recordings of any call made (Initial statement by victim & background noise may be evidential)
- Condition of locus - preserve if appropriate (consider photograph) is it neat and tidy? It may have been tidied up prior to police attendance - Ask!
- Condition / demeanour of the victim and perpetrator, state of dress or undress, are they neat and tidy? (Perhaps they have changed - Ask). e.g. are they out in the street in bad weather inappropriately dressed?
- Consider having injuries (even if minor) on both victim and perpetrator examined by a Forensic Medical Examiner this may be the only corroboration of the crime
- Victim and perpetrator's initial comments on police arrival
- Photograph injuries of both victim and perpetrator
- Current whereabouts of any children (police are to make every effort to visually check they are safe) and their location during incident
- Effects on / distress caused to children
- Details of any other witnesses who may have been present
- What independent evidence is available – neighbours overheard, phone call during or immediately after etc
- Has this happened before – were there witnesses on that occasion?
- Has the perpetrator victimised anyone else – consider Moorov
- Details of relationship and children to both parties including any social work / health board involvement

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- History of previous abusive relationships (if known) of the perpetrator
- Drug or alcohol involvement or dependency (victim & perpetrator)
- Current contact details for victim (to aid notification of any perpetrator release details by police / courts)
- Offer victim services of Domestic Abuse Investigation Unit / Officer
- Check for Interdicts / Non Harassment Orders, Bail conditions, outstanding warrants etc against the perpetrator
- If not traced, use of ANPR should also be considered.

4.3 This list is not entirely prescriptive and is by no means exhaustive. It is imperative that all available evidence is secured for the purpose of making a full unabridged report to the Procurator Fiscal (PF). It must be noted that attempts to gather evidence do not automatically cease once an arrest has been made. Efforts should continue to secure **all available evidence** to strengthen the case against the perpetrator.

4.4 When children are resident in the household and whether they were present during the incident or not, the matter must be considered for report to the Scottish Children's Reporters Administration (SCRA). Refer to the [Domestic Abuse Toolkit](#) for further guidance.

5. STATEMENT TAKING

5.1 When obtaining a statement from a victim the following information should be sought and included in the remarks section of the Standard Prosecution Report 2 (SPR 2) to the PF. This information will assist the Sheriff in making an informed decision as to whether bail should be granted to the perpetrator (with or without special conditions):

- Information in relation to the victim and, in particular, her/his vulnerability and her/his dependence upon the perpetrator. In assessing vulnerability/dependence the Sheriff shall take into account:
 - The victim's age
 - The victim's physical, mental & emotional health
 - The victim's ethnic & cultural background
 - The presence or absence of family support
 - The presence or absence of social work department support
 - The victim's employment status and financial circumstances
 - Information in relation to dependants of the perpetrator and, in particular, the arrangements for residence, contact and financial support pending trial
 - Information in relation to the employment of the perpetrator.
 - Details of any previous allegations of Domestic Abuse, whether reported to the PF or not

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- The existence of any interdicts or court orders
- Any special risks that may impact upon the victim and/or children

5.2 The provision of this information is vitally important, therefore if the information is not known or cannot be ascertained this should be highlighted.

6. INTERVIEWING CHILDREN

6.1 Family conflict can have a damaging effect on children. Research shows even if parents think a child does not know what is going on during an incident, they are indeed very aware, even when they are in another room. Children have the right to be informed of, and involved in decisions that affect them. They have a right to be listened to, and supported in decisions they make. In the case of Domestic Abuse, this could involve them giving evidence against one or both parents.

6.2 In all cases where children are present at the location of a Domestic Abuse Incident, consideration should be given to offering the child an opportunity to give their account of what happened and what they feel about it. This can be noted by the investigating officer in a simple question and answer style in the officer's notebook. Consideration should be given to undertaking a Joint Investigative Interview (JII) of the child and appropriate arrangements made with the PPU and Social Work.

6.3 In the event of a parent, carer or guardian refusing to allow a child to be interviewed, it may be appropriate that a statement be noted from the child depending on the circumstances and the seriousness of the incident. Where there are obvious child protection concerns, then consent is not required to conduct a JII of the child.

6.4 Any decisions to interview a child should be undertaken in consultation with the PPU, Social Work and the PF.

6.5 Officers should bear in mind that all children are now considered for special measures in Court cases as detailed in the Vulnerable Witnesses (Scotland) Act 2004. The final decision will rest with the PF.

7. INTERVIEWING SUSPECTS

7.1 When a suspect of a crime or offence aggravated by Domestic Abuse is detained in terms of Section 14 of the [Criminal Procedure \(Scotland\) Act 1995](#) or is otherwise at a police office and an interview is necessary, it will be conducted in a structured fashion, preferably under tape / video recorded conditions by suitably trained officers.

7.2 [ACPOS Guidance in relation to Solicitor Access](#) will be followed by officers in respect of every suspect who:

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- is detained under Section 14 of the Act, or
- attends voluntarily at a police station or other premises or place for the purpose of being questioned by a constable in suspicion of having committed of an offence, or
- is arrested but not charged with an offence, and being detained (i.e held in custody) at a police station or other premises or place for the purpose of being questioned by a constable in connection with an offence.

7.3 It is considered good practice, irrespective of the weight of evidence against the perpetrator, to interview them under caution to give them the opportunity to provide an account of the circumstances and reasons for their behaviour.

7.4 This might also provide crucial evidence in the event that the victim does not speak up at any court hearing.

7.5 This must always be done **before** suspect has been charged.

7.6 As a result of operational challenges, there may be circumstances where suitably trained officers are unavailable or there may be a significant delay in their attendance, inhibiting the progress of the interview or investigation.

7.7 In such cases the interview should be conducted in the traditional written format with the investigating officer noting the reasons that the interview was not conducted on tape or visually on DVD.

7.8 There remains scope for having a written account of the interview read over to the perpetrator on tape / visually recorded by suitably trained officers at a later stage if appropriate.

7.9 For further guidance refer to [Crime Investigation SOP](#).

8. WHERE CRIMINAL BEHAVIOUR HAS BEEN ESTABLISHED

8.1 Where there is clear evidence of a crime having been committed but insufficient evidence available to arrest, and officers have reasonable grounds for suspecting that such a crime or offence punishable by imprisonment has been committed by the perpetrator, consideration must also be given to utilising the provisions of the [Criminal Procedure \(Scotland\) Act 1995](#), Section 14(1). This legislation affords the opportunity to conduct further investigations, interview the perpetrator and to secure further evidence.

8.2 Where there is a sufficiency of evidence of Domestic Abuse amounting to criminal behaviour, officers will arrest the perpetrator. As stated previously, it is considered good practice, irrespective of the weight of evidence against the perpetrator, to detain, and interview them under caution to give them the opportunity to provide an account of the circumstances and reasons for their behaviour.

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- 8.3 **Under no circumstances** should the [Criminal Procedure \(Scotland\) Act 1995](#), Section 14(1) be used as a punitive or preventative measure. These powers should only be used for the purpose of effectively progressing the investigation.
- 8.4 In circumstances where there is sufficiency of evidence to arrest but the perpetrator cannot be traced, despite all reasonable enquiries having been carried out, then a locate/trace marker will be placed on the PNC and a “warrant craved” case submitted to the PF without undue delay. All efforts must continue to trace and arrest the perpetrator meantime.

9. POWERS OF ENTRY

- 9.1 It may be necessary for police officers to gain entry to premises when responding to a Domestic Abuse incident. Power of entry without Warrant exists in the following circumstances:
- on hearing a noise of a serious disturbance in the premises in order to enquire into the cause or suppress the disorder;
 - when in close pursuit of a person who has committed or attempted to commit a serious crime, e.g. murder, rape, robbery, theft by housebreaking, and;
 - under invitation of the occupant.
- 9.2 If refused admission, a constable may enter by force following the relevant protocols and after obtaining authorisation from a Supervisor. When doing so they must reveal their identity and the purpose of their attendance. Forcible entry should not be made to arrest a person for a minor crime or offence.

10. CUSTODY CONSIDERATIONS

- 10.1 When a perpetrator is detained / arrested for crimes aggravated by Domestic Abuse, Custody Officers should take cognisance of the [Lord Advocate's Guidelines relating to Liberation by the Police](#) and the [ACPOS / COPFS Joint Protocol 'In Partnership, Challenging Domestic Abuse'](#).
- 10.2 Only in exceptional circumstances should a perpetrator be released on an undertaking to appear at court at an early diet. All steps must be taken to ensure that the victim is advised in advance of the release from detention of the perpetrator.
- 10.3 All prisoners must be photographed, fingerprinted and a DNA sample obtained if required. (For further Guidance refer to the [DNA SOP](#))
- 10.4 A 'Perpetrator Warning Letter' must be issued to all perpetrators of Domestic Abuse when arrested in connection with such incidents and whilst they are in police custody pending appearance at court. The content of the letter should be brought to the attention of the perpetrator and a copy placed within their prisoner property bag.

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- 10.5 The Custody Officer will update the notes on the Prisoner Processing system confirming that the letter has been issued and by whom.

11. COUNTER ALLEGATIONS

- 11.1 It is not uncommon for counter allegations to be made to the police following a Domestic Abuse Incident and for each party to allege they are a victim and the other party is the offender.
- 11.2 Where a counter allegation is made, efforts should be made to obtain evidence that would identify a primary perpetrator. Each party's account of what happened should be considered on its own merits in order to determine the circumstances of the incident and the balance of responsibility between the parties.
- 11.3 Where a primary perpetrator is identified and detained or arrested, this will not necessarily prohibit the other party from being the subject of investigation and subsequent reporting to the PF.

12. NO CRIME ESTABLISHED

- 12.1 As with all Domestic Abuse incidents, appropriate advice must be given to victims, along with comprehensive information regarding other support agencies able to provide assistance.
- 12.2 Victims should also be provided with a "Victim Information" card detailing local contact telephone numbers.
- 12.3 In circumstances where an alleged perpetrator has been detained and, despite conducting a thorough investigation, there is insufficient evidence to prefer any charge, the perpetrator must be released and the victim informed. Prior to release a supervisory officer must review the investigation and ensure that all lines of enquiry have been exhausted.

13. BAIL / BREACH OF BAIL

- 13.1 In **all** incidents of Domestic Abuse where a complaint has been made regarding a breach of bail, a full and thorough investigation must be conducted. In order to fulfil the requirements of the Scottish Crime Recording Standard, allegations concerning breach of bail will be dealt with in the following manner.

13.2 CRIMINAL PROCEDURE (SCOTLAND) ACT 1995 SECTION 27

- 13.2.1 If a complaint is received regarding a breach of bail the police will investigate the matter thoroughly. If there is sufficient evidence of a criminal offence

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having been committed the police will report this to the PF by way of a Standard Police Report (SPR2) and within the same timescales as a custody case.

- 13.2.2 The perpetrator will be detained in custody pending appearance at court, or if appropriate, a warrant will be sought for their arrest.
- 13.2.3 As in all cases, the [Lord Advocate's Guidelines relating to Liberation by the Police](#) and the [ACPOS / COPFS Joint Protocol 'In Partnership, Challenging Domestic Abuse'](#) should be adhered to.

13.3 CRIMINAL PROCEDURE (SCOTLAND) ACT 1995 SECTION 28

- 13.3.1 Where there are reasonable grounds to **suspect that an accused person has broken or is likely to break** any condition of bail imposed, the accused will be arrested and detained in custody pending appearance at court. There does not require to be corroboration of the conduct to arrest the accused. The matter will be reported to the PF by way of a subject report requesting a bail review and within the same timescales as a custody case.
- 13.3.2 As in all cases, the [Lord Advocate's Guidelines relating to Liberation by the Police](#) and the [ACPOS / COPFS Joint Protocol 'In Partnership, Challenging Domestic Abuse'](#) should be adhered to.
- 13.3.3 The content of the subject report must include:
- The perpetrators details
 - The original bail details
 - The circumstances giving rise to the breach of bail (summary of events)
 - A request that a bail review takes place
- 13.3.4 As this is not a criminal offence there is no requirement to raise a Normative Descriptive Form. (For further guidance refer to the [Domestic Abuse Toolkit](#))

13.4 BREACH OF BAIL WITHIN A SCOTTISH PRISON SERVICE ESTABLISHMENT

- 13.4.1 When a report is received that a perpetrator, who whilst within a Scottish Prison Service establishment, and subject of bail conditions not to contact or attempt to contact a named individual (usually the complainer/victim) breaches that condition the matter must be investigated fully as with any other breach of bail incident.
- 13.4.2 During an investigation of this nature, it may be necessary to obtain Communication Data from the Scottish Prison Service. The procedure for obtaining evidence or intelligence from the Scottish Prison Service must always be via Divisional Intelligence Managers/Divisional Intelligence Offices and specific guidance relative to the procedures to be adopted in the above investigations is held by them and Divisional Domestic Abuse Investigation Units.

14. THIRD PARTY REPORTING

- 14.1 Incidents of Domestic Abuse reported to the police by a third party either within or outwith the household (neighbour, relative, etc.) are a regular occurrence.
- 14.2 Officers must obtain all relevant statements from any potential witness to the crime/offence.
- 14.3 The matter should then be investigated as previously outlined. Where an identified person makes a report all efforts should be made to obtain a statement regarding the incident as soon as possible.

15. RECORDING MECHANISMS

- 15.1 It is essential that full details of the Domestic Abuse Incident and police action taken are maintained. In all instances, the following **must** be submitted:
- Patrol supervisors to ensure a concise and accurate update is entered on the Command and Control system, with appropriate and accurate coding attributed.
 - Vulnerable Persons Database (or equivalent) report.
 - Police Notebook Entry.
 - SPR 2 (where appropriate)
 - Scottish Intelligence Database Log.
 - Crime Report / Crime Recording (when a crime has been committed) – CrimeFile / Crime Management or equivalent
 - Child Protection Referral Form (or equivalent) where there are **other additional factors** other than the Domestic Abuse Incident, which may identify child welfare concerns or warrant compulsory measures of supervision.

16. SPECIAL RISK CATEGORIES

- 16.1 Using the Special Risk Categories (SPECCSS) method in identifying risk, officers should highlight a Domestic Abuse victim as being a '**Special Risk**' on the Vulnerable Persons Database (or equivalent) where one or more of the following factors exist:
- **Separation** - Victims are particularly vulnerable to Domestic Abuse shortly after separating from a partner, or when they try to end a relationship.
 - **Pregnancy** - Abuse and violence often commence or intensify during pregnancy or shortly after the birth of a child.
 - **Escalation** - Increases in either frequency or severity of abuse e.g. verbal abuse escalating to physical assault.

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- **Child Custody** - Child Custody disputes are associated with increased risk. Consideration must also be given to child protection.
 - **Cultural Issues** - Victims within minority cultures may be at risk of culturally condoned violence.
 - **Stalking** - Associated with obsessive behaviour and serious violence.
 - **Sexual Assault** - Victims of domestic sexual assault are particularly at risk of serious physical violence.
- 16.2 Any other factor that leads an officer to believe that the victim may be significantly at risk of serious Domestic Abuse, i.e. **threats to kill or threats of suicide by the perpetrator, abuse of pets by perpetrator, use of weapons**, should also be highlighted when responding to such incidents. In circumstances where it is identified that the level of risk posed has increased and the victim is considered high risk, consideration should be given to the victim's needs being addressed through the Local Policing Tasking and Coordinating process.

17. VULNERABLE PERSONS DATABASE (or equivalent Domestic Abuse Database)

- 17.1 The Vulnerable Persons Database (VPD) (or equivalent Domestic Abuse Database) is the repository for collecting data for reported Domestic Abuse, Homophobic and Racial Incidents and for Adults at Risk.
- 17.2 The information recorded on VPD is that which is known to PSoS and has been reported directly by the victim or by a third party and does not include matters which are unreported to the police.
- 17.2 The information stored on VPD is accessible by all officers across the Force area and can be utilised to better inform officers who are investigating such incidents, as it provides details of previous incidents, repeat victims and perpetrators and provides links to Matrimonial Interdicts and miscellaneous orders including Anti Social Behaviour Orders.
- 17.3 When an officer attends a Domestic Abuse incident, a VPD (or equivalent Domestic Abuse Database) entry must be created in relation to that incident. This entry must be created even in circumstances where there is insufficient evidence to substantiate a criminal offence.
- 17.4 Officers are responsible for monitoring the VPD (or equivalent Domestic Abuse Database) during their tour of duty to confirm all incidents allocated to them have the necessary enquiries conducted and that the incident is finalised timeously.

18. VICTIM LIAISON

- 18.1 The victim must be kept advised of the progress of the complaint which has been made. This is particularly relevant where the perpetrator has not been

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arrested or traced at the time of the incident, and is vital in the event that the perpetrator is released from police custody due to insufficient evidence being available to caution and charge.

- 18.2 In circumstances where a perpetrator is released from police custody without charge it is the responsibility of the police officer investigating the matter to update the victim. Where a perpetrator is in police custody and in exceptional circumstances is released from custody, the responsibility for ensuring the victim is informed of the release lies with the custody officer.
- 18.3 There may be instances when the PF, having made the decision that no criminal proceedings will be pursued against the perpetrator, can instruct the police to liberate a perpetrator from police custody.
- 18.4 The responsibility for ensuring the victim is informed, under these circumstances, lies with the police officer, special constable or member of police staff receiving the PF instruction to liberate.
- 18.5 It is the responsibility of Victim Information and Advice, (VIA), under the authority of the Area PF, to inform the victim of the outcome of the perpetrator's appearance in court and at any subsequent court proceedings, however in circumstances where this cannot be facilitated, this will be carried out by police.
- 18.6 It is the responsibility of Domestic Abuse Investigation Officers to make follow up contact with victims, offer support and information on access to services. The victim should be advised that the perpetrator may be released by the Court and be informed of any bail conditions that are to be sought or have been granted by the Court.

19. DEALING WITH VICTIMS FROM ETHNIC MINORITY GROUPS

- 19.1 Domestic Abuse affects individuals from all ethnic groups however the form of abuse may vary, for example abuse may be perpetrated by extended family members, or include forced marriage, or female genital mutilation. Women from minority ethnic communities may feel isolated, reluctant to cast shame on their family honour and unwilling to seek help from statutory agencies including the police. If only recently arrived in the UK, they may be unaware of the services available to them.
- 19.2 When dealing with a victim from an ethnic minority group officers should contact Domestic Abuse Investigation Units.
- 19.3 They will be in a position to provide advice and assistance, as well as details of Local and National Support Organisations and Services.
- 19.4 Reference can also be made to the [Honour Based Violence, Forced Marriage and Female Genital Mutilation SOP](#) which details how this high-risk area of business should be dealt with.

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20. INCIDENTS INVOLVING CHILDREN

- 20.1 Children who regularly witness and / or become involved in Domestic Abuse are affected in a variety of ways.
- 20.2 Many are eye witnesses to, or overhear their parents being physically, sexually or verbally abused. They may suffer the effects of fear and intimidation and may also be forced to become involved in the abuse or in fact be abused themselves by the same perpetrator.
- 20.3 The recognition of children who may be at risk in such circumstances is the **responsibility of the initial investigating officer**. Where children are involved in a Domestic Abuse incident, the information recorded on VPD (or equivalent Domestic Abuse Database) will be provided to SCRA.
- 20.4 In circumstances where additional child protection matters have been identified or there is a requirement for compulsory measures of supervision, a Child Protection Referral Form must be completed and a referral must be submitted to SCRA detailing the additional information.
- 20.5 Officers should inform the victim and perpetrator that the police are committed to consider the provision of information to SCRA in cases of Domestic Abuse where children are present / resident in the household.
- 20.6 A Child Protection Referral Form must be submitted in circumstances where there are additional factors other than the Domestic Abuse incident, which may identify child welfare concerns or warrant compulsory measures of supervision.
- 20.7 Where there are reasonable grounds to believe that there is an **immediate risk of significant harm** to a child, the police should consider invoking emergency powers contained within the [Children \(Scotland\) Act 1995](#), Section 61(5). Full details are outlined within the [Child Protection SOP](#).
- 20.8 The safety of children is of particular importance. Officers should be alert to the impact of the Domestic Abuse Incident on any children within the house or family. A record should be taken of any observed physical or emotional impact on any child and these detailed within the VPD entry.
- 20.9 Getting It Right For Every Child (GIRFEC) looks for any agency involved in the delivery of services to children to ensure that children are:
- Safe
 - Healthy
 - Active
 - Nurtured
 - Achieving
 - Respected

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- Responsible
- Included

20.9 This information provides other agencies with a comprehensive picture of the family life.

20.10 Any decision to Joint Investigative Interview the child as a witness in the case must be done with prior consultation of the PF.

21. MULTI AGENCY RISK ASSESSMENT CONFERENCE (MARAC)

21.1 Multi Agency Risk Assessment Conference (MARAC) provides a forum for sharing information and taking actions that will reduce future harm to **very high-risk** victims of Domestic Abuse and their children. The purpose of the MARAC is to:

1. Share information across agencies.
2. Identify the level of risk from the perpetrator.
3. Produce multi-agency action plans to reduce the risk to victims and their children

21.2 The agencies represented at MARAC will include:

- Public Protection Unit (Police),
- Social Work services,
- National Health Service (NHS),
- Housing and Property Services,
- Education,
- Women's Aid

21.3 Other statutory or voluntary agencies may also be invited depending on whether they have any specific involvement with any of the victims (e.g., Integrated Community Schools, SCRA). Agency representatives who attend will be at a decision-making level within their organisation and are able to take decisions to allocate resources to progress the action plans for victims and their children.

21.4 During the meeting the circumstances of individual victims will be discussed and action plans are created to help promote their safety. This will require the discussion and resulting action plan to identify ways of preventing abusive behaviour from continuing. MARAC will identify loopholes in information held within agencies and will fill gaps in information across agencies.

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23. STAFF RESPONSIBILITIES IN RELATION TO DOMESTIC ABUSE

23.1 All police officers, special constables and police staff within PSoS have a clear responsibility to demonstrate commitment to all aspects of the “Domestic Abuse Policy Statement”.

23.2 The following post-holders have specific responsibilities in relation to Domestic Abuse:

1. Assistant Chief Constable

An Assistant Chief Constable is responsible for the formulation of Domestic Abuse Policy and implementation of strategies to address Domestic Abuse. The personnel detailed in this section will with regards to the Domestic Abuse remit, be accountable to the relevant ACC.

2. Domestic Abuse Coordinator

The post of the Domestic Abuse Coordinator is held by a Chief Superintendent based at Pitt Street, Glasgow. The Domestic Abuse Coordinator is supported by staff within the Domestic Abuse Coordination Unit. The role of the Domestic Abuse Coordinator is to represent the PSoS at a strategic and tactical level:

- To provide an accountable management structure both internally and externally;
- To ensure adherence to policy and procedures;

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- To ensure adherence to inter-agency procedures;
- To provide a recognised spokesperson on Domestic Abuse issues.

3. Domestic Abuse Coordination Unit

The Domestic Abuse Coordination Unit provides support to the Domestic Abuse Coordinator. The remit of this support function includes:

- To provide administrative, secretariat, policy and statistical support as directed by Domestic Abuse Coordinator.
- To develop and maintain an in depth knowledge of Domestic Abuse issues.
- To regularly monitor and review practices and procedures in respect of Domestic Abuse issues.
- To research, identify and develop Best Practice in order to maintain the highest standards of service delivery.
- To liaise with agencies and partners, both statutory and voluntary, to ensure agency working and co-operation in order to maintain the highest standards of service possible to victims and their families.

4. Area Commanders / VPD Managers

Area Commanders have overall responsibility for the supervision, audit and monitoring of Domestic Abuse procedures and for ensuring that appropriate actions have been taken and enquiries made. The Area Commander will ensure that:

- Effective monitoring, auditing and quality control measures are in place.
- Regular contact is maintained with the Domestic Abuse Investigation Unit.
- Appropriate action is taken to ensure the safety of all victims, their families and any other persons present.
- All staff under his/her direction are familiar with and adhere to Force Procedures in relation to Domestic Abuse.
- The Vulnerable Persons Database (or equivalent) is properly updated and maintained.
- Victims requiring additional protective measures such as mobile phones, personal or house alarms etc. are identified and assisted at an early stage of enquiry.
- Contact is established and maintained with local agencies having responsibility for Domestic Abuse issues.
- Regular multi-agency liaison takes place.

Where a VPD Manager (or equivalent) is appointed within a Local Policing Area(s), they will undertake the day to day allocation of incidents for further enquiry. They will also undertake a quality

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assurance role to ensure that all initial investigations have been undertaken to an acceptable standard. Where there are deficiencies in the enquiry, the Area Commander should be notified so that corrective action may be taken.

5. Public Protection Unit

The Detective Sergeant or Detective Inspector is responsible for the line management of Domestic Abuse Investigation Units and will ensure that:

- Monitoring and liaison protocols are in place and working effectively.
- Appropriate referrals are made to the Scottish Children's Reporters Administration regarding cases involving children.

6. Contact Centre / Area Control Room Staff

On receiving requests for police attendance at Domestic Abuse incidents, contact centre and area control room staff will ensure that priority is given to these incidents and that accurate initial and result codes are applied to reflect that the incident is a Domestic Abuse Incident.

The use of the appropriate Domestic Abuse closure codes will automatically create an incident on the Vulnerable Persons Database.

Under no circumstances will a cancellation of a report of Domestic Abuse be accepted by telephone. An officer must attend in person at the locus to ensure all is in order.

As soon as a resource is dispatched to an incident, it will be the responsibility of the area control room staff to interrogate the VPD (or equivalent Domestic Abuse Database), Command and Control and Criminal History System (CHS), in order to advise the officers attending of any relevant information; e.g. known history, previous incidents, warning signals, interdicts, bail conditions, officer safety concerns including licence details of any firearms held and any other risk factor which may be prevalent. For further guidance refer to the [Domestic Abuse Toolkit](#).

7. Officers Attending Incidents

Officers attending a Domestic Abuse Incident must:

- Ensure safety of the victim, their family and any other persons present.
- Restore order if required.
- Carry out thorough investigation and actively pursue the perpetrator.
- Gather all the available evidence and take the appropriate action.
- Provide advice and contact numbers of other agencies able to assist.
- Prior to going off duty officers must ensure that all relevant documentation is submitted and IT systems updated.

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- When children are present, or normally reside in the household, ensure that checks of the Child Protection Register are made in accordance with Force guidelines.
- For further guidance refer to the [Domestic Abuse Toolkit](#)

8. Group Supervisors

Group Sergeants, or in their absence, Group Inspectors must ensure that they:

- Maintain supervision of and responsibility for Domestic Abuse Incidents attended by officers under their command.
- Familiarise themselves with and adhere to the Policy and SOP in relation to Domestic Abuse, whilst ensuring that police officers, special constables and members of police staff adhere to this guidance also.
- Monitor all Domestic Abuse Incidents and access the Command and Control system to ensure that a concise and accurate update is entered. During debrief, supervisors must confirm that all such incidents attended during the tour of duty have been appropriately coded and suitable action taken, prior to conclusion of duty.
- Provide guidance to officers under their direction in regard to antecedent history known to Police when compiling any report to the PF and/or Scottish Children's Reporters Administration (SCRA).
- Instruct officers to make referrals to SCRA where appropriate.

For the avoidance of doubt, supervisors have the overall responsibility for the operational management of Domestic Abuse incidents and must be certain that all coding attributed to the incident is correct. For further guidance refer to the [Domestic Abuse Toolkit](#).

9. Custody Officers

Custody Officers require taking cognisance of the Lord Advocate's Guidelines relating to liberation by the police and to the ACPOS/COPFS Joint Protocol, when detaining in custody those arrested for crimes involving Domestic Abuse. Only in exceptional circumstances should a perpetrator be released on an undertaking to appear at court at an early diet. All steps must be taken to ensure that the victim is advised in advance of the release from detention of the perpetrator.

All prisoners must be photographed, fingerprinted and a DNA sample obtained if required. Refer to the [Care and Welfare of Persons in Police Custody SOP](#) and [DNA SOP](#) for further guidance.

A 'Perpetrator Warning Letter', must be issued to all perpetrators of Domestic Abuse when arrested in connection with such incidents and whilst they are in police custody pending appearance at court. The content of the letter should be brought to the attention of the perpetrator and a copy placed within their prisoner property bag. The Custody

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Officer will update the Duty Officers notes on the Prisoner Processing system confirming that the letter has been issued and by whom.

10. Local Policing Area(s) Coordination Units

Local Policing Area(s) Coordination Units incorporate the following functions:

Crime Management	Case Management
Criminal Justice	Administration
Training	Licensing
Operations Planning	Warrants
Process Servers	

In respect of Crime Management, the operational responsibilities for the role are outlined in the [Domestic Abuse Toolkit](#).

11. Domestic Abuse Investigation Unit Officers

The role of the Domestic Abuse Investigation Unit Officer is central to the ongoing victim and perpetrator management process. Refer to the Domestic Abuse Toolkit.

In some circumstances, Domestic Abuse Incidents may result in contact being made with the victim across Local Policing Area boundaries. When the incident occurs within the Local Policing Area where the victim is resident, the investigation will be undertaken by uniform or CID officers from that host Policing Area, dependant upon the nature and severity of the incident under investigation.

Follow up support and referral to support agencies will be provided by officers of the Domestic Abuse Investigation Unit, in accordance with existing procedures.

Where a Domestic Abuse Incident occurs out with the victim’s division of residence, the investigation will be undertaken by uniform or CID officers from the Division where the crime/incident occurred. In these circumstances, officers from the Domestic Abuse Investigation Unit where the crime/incident occurred will be responsible for making robust efforts to contact the victim to provide immediate support and referral to support agencies. Thereafter, notification of the circumstances will be made to the Domestic Abuse Investigation Unit at the victim’s division of residence, who will remain responsible for the longer term ‘lifetime management’ of Domestic Abuse issues within the family.

12. Domestic Abuse Task Force

The role of the Domestic Abuse Task Force (DATF) is to reduce the overall harm of Domestic Abuse, particularly in respect of victims who are of high risk of serious violence and by these means ultimately reduce incidents of Domestic Abuse Homicide.

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The DATF, through the use of pro-active enforcement activity, will target those identified perpetrators who present the greatest risk of harm using all available methods at their disposal to reduce the threat and ensure that perpetrators are held accountable for their actions through the criminal justice system.

24. INCIDENTS INVOLVING POLICE OFFICERS, SPECIAL CONSTABLES AND MEMBERS OF POLICE STAFF

24.1 VICTIM

- 24.1.1 Where a police officer, special constable or member of police staff is a victim of Domestic Abuse, PSoS is committed to providing a professional, sensitive and consistent approach to them and their family.
- 24.1.2 They will be treated in exactly the same manner as a member of the public reporting Domestic Abuse. PSoS recognises that the workplace should be seen as a place where those affected by Domestic Abuse can access help and where they will be treated in a fair, sensitive and ethical manner and their individual needs considered when support measures are identified. The safety of a victim of Domestic Abuse, their family and of any other persons present is of paramount importance and will be a priority at all times.

24.2 SUSPECT

- 24.2.1 Where a police officer, special constable or member of police staff is an alleged perpetrator of Domestic Abuse, they will not be treated as distinct from any other perpetrator. They will be dealt with in adherence with the [ACPOS / COPFS Joint Protocol 'In Partnership, Challenging Domestic Abuse'](#).
- 24.2.2 Public confidence and the confidence of victims must be maintained and as such, perpetrators, where there is sufficient evidence available, will be reported to the PF and may be held accountable through the Criminal Justice System and where appropriate, by means of internal discipline procedures and misconduct proceedings. Notwithstanding any criminal and/or disciplinary proceedings, PSoS has a duty of care towards all police officers, special constables and members of police staff; therefore any perpetrator of Domestic Abuse will be offered support and assistance in the aftermath of such an incident. This will be provided by management from the Local Policing Area or department in which the individual is deployed.

24.3 OWNERSHIP OF ENQUIRY

- 24.3.1 Where a police officer, special constable or member of police staff is a victim of Domestic Abuse, an officer of supervisory rank will have responsibility for overseeing the incident. Where an alleged perpetrator is a police officer, special constable or member of police staff, an officer of supervisory rank will have responsibility for the incident and become the enquiry officer.
- 24.3.2 While a perpetrator is not specifically entitled to confidentiality, it is

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appropriate that the enquiry officer exercises tact and discretion when dealing with a police officer, special constable or member of police staff in these circumstances.

- 24.3.3 Enquiry Officers will adhere to the guidelines contained within this SOP and ensure a thorough investigation is undertaken with all possible lines of enquiry pursued. The SPECCSS method of assessing risk will be applied in all cases and appropriate responses initiated.
- 24.3.4 High risk cases will be identified to the respective Local Tasking and Coordinating Group where additional measures and responses must be considered and invoked where appropriate.
- 24.3.5 The following post holders have specific responsibilities in Domestic Abuse incidents where a police officer, special constable or member of police staff is involved:
- **Area Control Room Staff** – When it is identified a police officer, special constable or member of police staff is involved in an incident of Domestic Abuse, supervisors within the ACR must ensure the relevant Command and Control incident is view rated.
 - **Supervisors** – Supervisors will ensure any incident involving a police officer, special constable or member of police staff is investigated thoroughly. If a situation arises where the detaining/arresting officer is known to the perpetrator, arrangements should be made, where possible, for an officer unknown to the perpetrator to continue the enquiry.

It is accepted that a police officer may have no choice but to apprehend a police officer, special constable or member of police staff who is known to them, however, their continued involvement in the enquiry should be reviewed at an early stage.

It is imperative that supervisors ensure the SPECCSS risk assessment process is applied and that the Police response is measured against the risk to the victim. The observations and views of the enquiry officer should be included in this process to ensure it is comprehensive and robust. The relevant Command and Control incident must be accurately recorded and coded and a SID entry submitted without delay.

- 24.3.5 When a Crime Report or VPD (or equivalent Domestic Abuse Database) report is raised in relation to a Domestic Abuse Incident involving a police officer, special constable or member of police staff, access to this must be restricted and a supervisor must ensure this is adhered to. It is acknowledged that in some cases both the victim and perpetrator may be a police officer, special constable or member of police staff.
- 24.3.6 In this situation every effort will be made to ensure the police response is measured against the needs of each party.

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- 24.3.7 If an SPR2 is forwarded to the PF then the home address of any police officer, special constable or member of staff, whether a victim or perpetrator, should be recorded as “care of Police Service of Scotland”.
- 24.3.8 For victims of Domestic Abuse, early referral to internal support such as the Occupational Health and Welfare Unit will be undertaken by their Local Area Commander or Head of Department. Additional support for victims can be arranged by officers within the Domestic Abuse Investigation Unit, who maintain regular contact with many support and advocacy agencies.
- 24.3.9 Where an employee is an alleged perpetrator of Domestic Abuse, regardless of whether they remain in post, relocate to a different post or are suspended from duty; the Local Area Commander / Head of Department for their normal place of duty will be responsible for ensuring early referral to internal support services, Police Federation, or the Trades Union representing that staff member, as well as ongoing support appropriate to their needs.
- 24.3.10 Employees, whether victims or perpetrators, may require to take time off work to visit Solicitors, Doctors, support agencies, schools etc. Line Managers should, where possible, facilitate necessary requirements.

25. IF NO COMPLAINT IS MADE BY THE VICTIM

- 25.1 The ACPOS / COPFS Joint Protocol ‘In Partnership, Challenging Domestic Abuse’ states that ‘in incidents where the victim is making no complaint, but there is still otherwise sufficient evidence available, the Police will take appropriate action, arrest the perpetrator and report the circumstances forthwith to the Procurator Fiscal’. Every effort should be made to reassure a victim and support them in pursuing their complaint.
- 25.2 In the event that the victim continues to be reluctant to pursue a complaint, the procedure outlined in the [Joint ACPOS/COPFS protocol “in partnership challenging Domestic Abuse”](#) should continue to be followed.
- 25.3 This is also applicable where there is reluctance by a police officer, special constable or member of police staff in pursuing a complaint, due to fear of reprisals, embarrassment or a perception that there is insufficient evidence.

26. S35(1)(a)&(b)

27. SUPPORT AGENCIES

See Geographical Appendices.

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FORMER CENTRAL SCOTLAND POLICE
(DIVISION 5)

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Information for Victims

Stirling Women's Aid	01786 470897
Falkirk Women's Aid	01324 692021
Clacks Women's Aid	01259 721407

Central Scotland Rape Crisis 01786 471771

Central Scotland Police Domestic Abuse Tel No: 01324 574905

Male Support Agencies

EVERYMAN PROJECT Tel No 0207 263 8884

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**FORMER DUMFRIES AND GALLOWAY CONSTABULARY
(DIVISION 14)**

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Support Agencies

Women's Aid	Dumfriesshire and Stewartry	01387 263052 07710 152772 (24hr)
	Wigtownshire	01776 703104 (24hr)
National Domestic Abuse Help Line		0800 027 1234 (24hr)
South West Rape Crisis and Sexual Abuse Centre		01387 253113 (0900hrs to 2100hrs)
		01776 889331 (0900hrs to 2100hrs)
Rape Crisis Scotland National Helpline (freephone)		0808 801 0302 (1800hrs to midnight)
Citizens Advice Service	Annan	01461 201012
	Castle Douglas	01556 502190
	Dumfries	01387 252456
	Stranraer	01776 706355
Victim Support	Dumfries	01387 250883
	Gatehouse of Fleet	01557 815095
	Stranraer	01776 707229
	National Helpline	0845 603 9213
Relate		01387 251245
Criminal Justice (Caledonian Project)		01387 262409

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FORMER FIFE CONSTABULARY
(DIVISION 8)

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Support Agencies for Domestic Abuse Victims and Perpetrators

Non emergency Number **0845 600 5702**

Domestic Abuse Investigation Officers **01592 418460**

Women's Aid:

Offer confidential information, support and emergency refuge accommodation to women and their children who have experienced physical, emotional or sexual abuse. Some groups have 24 hour help lines and most have answering machines that give alternative emergency numbers for out-of-hours help.

Fife Women's Aid **0808 802 5555**

Although Fife Women's Aid agencies offer support for black minority ethnic women, the following two agencies outside Fife can also offer additional support

Shakti Women's Aid **0131 475 2399**
Norton Park
57 Albion Road
Edinburgh

Hemat Gryffe Women's Aid **0141 353 0859**
24 Willowbank Street
Glasgow

Scottish Domestic Abuse Helpline **0800 027 1234 (24hrs)**

The helpline workers will provide support over the phone as well as information. They are also aware of Domestic Abuse services across Scotland and can inform callers where to obtain further assistance in their own area.

Fife Rape and Sexual Assault Centre **01592 642336**
29 Townsend Place
Kirkcaldy

Fife wide service providing a range of free and confidential information and support services to anyone who has been raped or sexually assaulted, support and information to non abusing parents of young people, partners and other supporters of adults who have been abused or raped.

Kingdom Abuse Survivors Project (KASP) **01592 646644**
29 Townsend Place

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Kirkcaldy

Counsellors offer free, confidential counselling and support to adult survivors of childhood sexual abuse and support partners and families of survivors.

Safe Space
4 Victoria Street
Dunfermline

01383 739 084

A range of confidential services for adult survivors of childhood sexual abuse, including support and counselling. Advice and support for parents and or partners of survivors.

Victim Support Fife
Area Office
2 Halbeath Road
Dunfermline

0844 561 3533

Provides free, confidential and independent help through telephone support, home visit or office appointment. Help with criminal justice procedures, personal safety and crime prevention information.

PHACE Scotland

0845 241 2151

Broken Rainbow
LGBT Domestic Abuse Helpline

08452 604460

Both provide support to people from the LGBT communities, experiencing Domestic Abuse.

Samaritans

08457 90 90 90 (24hrs)

Childline

0800 11 11

**FORMER GRAMPIAN POLICE
(DIVISIONS 1 AND 2)**

S35(1)(a)&(b)



Support Agencies

Scottish Domestic Abuse Helpline **0800 027 1234**

Domestic Abuse Liaison Officers:

Aberdeen (North) **01224 304 773**

Aberdeen (South) **01224 304 207**

Moray **01224 307 104**

Aberdeen **01224 306 189**

Aberdeen Council Gender Based Abuse Outreach Team:

Aberdeen Central **01358 725 756**

Aberdeen (North) **01771 638 200**

Aberdeen (South) **01330 824 991**

Aberdeen City Domestic Abuse Project **0845 345 6766**

Grampian Women's Aid **01224 593 381**

Moray Women's Aid **01343 548 549**

Rape and Abuse Support Helpline **01224 620 772**

Victim Support:

Aberdeen **01224 622 478**

Aberdeenshire **01467 629 990**

Moray **01343 544 607**

Shakti Women's Aid **0131 475 2399**

AMINA Muslim Women's Helpline **0808 801 0301**

Terence Higgins Trust **0845 241 2151**

Action on Elder Abuse Helpline **0808 808 8141**

Voice UK Helpline **0808 802 8686**

Men's Advice Line **0808 801 0327**

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A&E Domestic Abuse Outreach Service

01224 553286

**FORMER LOTHIAN AND BORDERS POLICE
(DIVISIONS 6 AND 7)**

Examination of Domestic Abuse injuries

In cases of Domestic Abuse the victim is a crime scene and should be dealt with in that way. Any interpretation of victim's injuries should be undertaken by a Police Physician undertaking a medical examination.

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Officers should ensure that any injuries are photographed.

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Support Agencies

Edinburgh Women's Aid
4 Cheyne Street
Edinburgh

0131 315 8110

Provides information, support and refuge accommodation for women and accompanying children who have experienced or are at risk of Domestic Abuse.

Shakti Women's Aid
Norton Park
57 Albion Road
Edinburgh

0131 475 2399

Offers support and information to all black minority ethnic women and their children, experiencing and or fleeing Domestic Abuse.

Edinburgh Women's Rape and Sexual Abuse Centre
1 Leopold Place
Edinburgh

0131 556 9437

Offers support, information and advocacy to women and all members of transgender community who have experienced sexual violence.

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Saheliya 125 McDonald Road Edinburgh	0131 556 9302
Supports the mental health and well being of black and minority ethnic women in Edinburgh.	
Streetwork 22 Holyrood Road Edinburgh	0131 557 6055
Offers support and advice to women experiencing Domestic Abuse who may be in crisis.	
Victim Support Edinburgh 5 Nicholson Street Edinburgh	0131 668 2556
Provides emotional support, practical help and essential information to victims, witnesses and others affected by crime.	
Multi-Cultural Family Base 50 Coburg Street Edinburgh	0131 467 7052
Provides families with advice and support	
Edinburgh and Lothian Council on Alcohol 6 Clifton Terrace Edinburgh	0131 337 8188
Assists anyone over 18 who is concerned about their own or someone else's drinking.	
Family Mediation Lothian 37 George Street Edinburgh	0131 226 4507
Support families and children who are experiencing break-up	
Lothian LBGT Helpline 9 Howe Street Edinburgh	0131 556 4049
Provides telephone support to all members of LGBT community	
Working with Men	0131 469 5325
Work with men who wish to address their abusive behaviour towards their partner.	
Follow Me Rowan Alba 89-95 Fountainbridge	0131 229 7554

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Edinburgh

Supports women experiencing Domestic Abuse who are homeless or living in temporary accommodation. (Police refer with persons consent)

Midlothian Women's Aid **0131 663 9827**

East Lothian Women's Aid **0131 665 9552**

West Lothian Council Domestic and Sexual Assault Team **01506 281055**

Provide support and advice for women and children affected by domestic and sexual abuse.

Domestic and Sexual Assault Team **01506 281055**
Almond Project

Provide support to female offenders affected by domestic and sexual abuse.

West Lothian Women's Aid **01506 413721**

West Lothian Victim Support **01506 635050**

West Lothian Drug and Alcohol Service **01506 430225**

COZ (Chill Out Zone) **01506 652436**

Funded by West Lothian Council the project provides help and advice to youngsters aged 12 – 20 years and covers physical, sexual and mental health issues.

West Lothian Youth Action Project **01506 461588**

Charitable organisation offering support, information and advice to vulnerable young people aged between 10 – 21 years.

Specialist Domestic Abuse Support – Domestic Abuse Advocacy Support (DAAS)
Tel: 01835 825024

Children 1st Borders **01750 22892**

Domestic Abuse service for adults and children responsible for outreach work as part of the Pathway Project.

Border Women's Aid **01835 863514**

Scottish Borders Rape Crisis Centre **0800 054 2445** or **01896 661070**

Penumbra Youth Project (16-25 yrs) **01896 751177**

For young people aged 16-25 years **01896 752200**
Borders Independent Advocacy Service (BIAS).

**FORMER NORTHERN CONSTABULARY
(DIVISION 4)**

S35(1)(a)&(b)



Support Agencies

Scottish Women's Aid:

<u>Inverness</u>	2 Anderson Street Inverness IV3 8DF	01463 220 719
<u>Lochaber</u>	Drochaid Claggan Road Claggan Fort William PH33 6PH lwa@btconnect.com	01397 705734
<u>Ross-Shire</u>	The Square George Street Dingwall IV15 9SA	01349 863 568
	Outreach service (Highland-wide) Skye, Kyle of Lochalsh	077155 32979
<u>Caithness & Sutherland</u>	PO Box 6460 Caithness KW1 4WZ	Main Office: 0845 408 0151 Golspie Office: 01408 633488
<u>Army Welfare Information Service</u>		
Inverness		01463 233132
Kinloss		01309 616394
<u>Shakti Women's Aid</u> <u>(Black Minority Ethnic Communities):</u>		
Norton Park 57 Albion Road Edinburgh EH7 5QY info@shaktiedinburgh.co.uk		0131 475 2399
<u>Amina</u>		
Head Office Network House 311 Calder Street Glasgow G42 7NQ		0141 585 8026

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North Scotland Office
Old Tay Mill Complex
23 Brown Street
Dundee DD1 5EF
info@mwrc.org.uk

01382 224687

Ethnic Minorities Law Centre

Second Floor
16 Union Street
Inverness IV1 1PL
admin@emlc.org.uk

07776 059 881

Forced Marriage Unit

Foreign and Commonwealth Office
4th Floor
King Charles Street
London SW1A
fmufco.gov.uk

0207 008 0151
Out of hours call **0207 008 1500** ask
for the Global Response Centre call

Victim Support Scotland

Fairways House
Fairways Business Park
Castle Heather
Inverness
IV2 6AA
www.victimsupporthighland.com
victimsupport.highland@victimsupportsco.org.uk

01463 258834
01463 716003

Victim Information & Advice

Area Procurator Fiscal's Office
2 Baron Taylors Street
Inverness IV1 1QL
VIAhighland&Islands@copfs.gsi.gov.uk

01463 252186

Rape and Abuse Line

PO Box 10
Dingwall IV15 9HA
www.rapeandabuseline.co.uk

Helpline answered by women:
0808 8000 123
Helpline answered by men:
0808 8000 122
Office: **01349 865316**

Rape Crisis Scotland

46 Bath Street Freephone
Glasgow G2 1HG
info@rapecrisisScotland.org.uk
www.rapecrisisScotland.org.uk

Helpline: **08088 01 03 02**

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Children 1st

Killen Family Resource Centre
by Avoch IV9 8RQ
killen@children1st.org.uk

01381 620757

ChildLine

0800 1111

NHS Highland
www.nhshighland.scot.nhs.uk

Tel: NHS 24 on **08454 24 24 24**
Text phone: **18001 08454 24 24 24**
Emergencies: **999**

Samaritans

67a Tomnahurich Street
Inverness IV3 5DT

08457 90 90 90
Text phone: **08457 90 91 92**

7 Riverside Place
Thurso KW14 8BZ
jo@samaritans.org

SAY Women

3rd Floor
30 Bell Street
Glasgow G1 1LG
manager@say-women.co.uk

0141 552 5803

Terrence Higgins Trust

34 Waterloo Place
Inverness IV1 1NB
info.highland@ttht.org.uk

01463 711 585

The Highland Council

Headquarters
Glenurquhart Road
Inverness IV3 5NX
service.point@highland.gov.uk
www.highland.gov.uk

Service Centre: **01349 886606**
Text phone: **01349 886665**

Male Support Agencies

Respect Programme
The Highland Council
Criminal Justice Social Work
Kinmylies Building
Larkin Road
Inverness

01463 703456

Abused Men in Scotland (AMIS)

Unit 1F6 Eric Liddell Centre
15 Morningside Road

Helpline: 0808 800 0024
Enquiries: 0131 44 77 449

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Edinburgh EH10 4DP
info@amis.org.uk

APPENDIX 'G'

**FORMER STRATHCLYDE POLICE
(DIVISIONS 9 - 13)**

Support Services

Glasgow Central and West

Social Work Children & Families:

Partick	0141 276 3112
Drumchapel	0141 276 1734
Standby	0141 305 6930/40

Victim Information & Advice	0844 561 2468
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Procurator Fiscal (Domestic Abuse)	0844 561 2220
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ASSIST	0141 276 7710 07979 163 723
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Glasgow Housing Association	0141 274 7245
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UK Borders Agency	0141 555 1396
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Hamish Allen (Homeless Unit)	0141 287 2745
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Scottish Children's Reporter	0300 200 1441
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Gender Based Midwives	0141 201 9777
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Sandyford Clinic	0141 211 8600
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Hemat Gryffe	0141 353 0859
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Women's Aid	0141 553 2022
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Glasgow North East and East Dunbartonshire

Social Work Children & Families:

Baillieston	0141 276 4100
Easterhouse	0141 276 3400
Newlands	0141 565 0140
Royston	0141 276 7010
Maryhill	0141 276 6200
Drumchapel	0141 574 4300
Possilpark	0141 276 4570

NOT PROTECTIVELY MARKED

East Dunbarton 0141 777 3000

Housing

Glasgow City Housing 0840 900 1001

Hamish Allen (Homeless Unit) 0141 287 1800

Community Case Team 0141 276 6152

East Dunbarton 0141 578 2133

Victim Support 0875 603 9213

Red Road Family Centre 0141 557 5571

Rape Crisis 0141 552 3200

Hemat Gryffe Women's Aid 0141 353 0859

AMINA 0808 801 0301

Victim Information & Advice 0844 561 2220

Glasgow Association for Mental Health 0141 357 2570

Women's Aid:

Scottish Women's Aid 0131 226 6606

Glasgow Women's Aid 0141 553 2022

Greater Easterhouse Women's Aid 0141 773 3533

East Dunbartonshire Women's Aid 0141 776 0864

Abused Men in Scotland (AMIS) 01383 624 411

LGBT Scotland 0141 552 7425

Glasgow South and East Renfrewshire

Social Work Services:

Castlemilk 0141 276 5010

Pollock 0141 2762900

Govan 0141 276 8700

Gorbals 0141 420 8000

Clarkston 0141 577 4000

Barrhead 0141 577 8300

Women's Aid:

Glasgow 0141 5532022

East Renfrewshire 0845 1801323

National Domestic Abuse Helpline 0800 027 1234

Housing:

NOT PROTECTIVELY MARKED

Glasgow City Housing	0141 287 2000
Hamish Allan	0141 287 1800
Response	0141 276 8201 0141 276 8269
Victim Support:	
Victim Support	0845 603 9213
Domestic Abuse Project (SE)	0141 634 4053
Male Domestic Violence	0808 801 0327
Abused Men in Scotland	01383 624 411
ASSIST	0141 276 7710
Rape Crisis (Glasgow)	0141 552 3200
Muslims Women's Helpline AMINA	0808 801 0301
Hemat Gryffe Women's Aid Centre	0141 353 0859
Archway (Rape and Sexual offences)	0141 221 175
Interpreters	
Global Language Services	0141 429 3429
Gender Based Midwives	0141 201 9777
Victim Information & Advice	0844 561 3406
Renfrewshire & Inverclyde	
Social Work:	
Renfrewshire	0141 618 2535 / 0300 300 1199
Inverclyde	01475 714 100
Hospitals:	
Royal Alexandria Hospital	0141 314 6174
RAH SNIPS	0141 314 6199
Inverclyde Royal Hospital	01475 633 777
Victim Information and Advice:	
Paisley	0844 561 3372 / 2750 / 3337
Dumbarton	0844 561 3387
Women's Aid:	
Paisley	0141 561 7030
Greenock	01475 888 505
Hemat Gryffe	0141 353 0859

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Inverclyde Council Safer Communities
Domestic Violence Coordinator **01475 715 910**

Scottish Children's Reporter Administration:

Inverclyde **0300 200 1680**
Renfrewshire **0300 200 1400**

Renfrewshire Council
Homelessness Unit **0300 300 0222**

Argyll & Bute **0300 300 0222**
Homelessness Unit **01475 714 000**

Hanovercare **0845 604 4686**
Renfrewshire Care 24 **0141 847 4952**
Bield Alarm Control Room **0141 950 1025**

Helping Hands Project
Contact: Anita Lenyk **0141 337 6626**

Victim Support
Inverclyde **01475 787 300**
Renfrewshire **0141 887 0328**

Argyll Bute and West Dunbartonshire

Women's Aid:

Clydebank **0141 952 8118**
Dumbarton **01389 751 036**
01436 677 434

Challenging & Responding to Abuse (CARA) **01389 738 680**
CARA (Children and young people) **01389 738 664**

Violence Against Women Partnership **01389 738 680**

Criminal Justice Women's Support **01389 738 484**

Cedar Project **01389 772 216 / 738 664**
Children & Young People who have experienced Domestic Abuse

Victim Support **0845 603 9213**

National Domestic Abuse Helpline **0800 027 1234**

AMINA **0808 801 0301**

Hemat Gryffe **0141 353 0859**

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Rape Crisis 0141 552 3200

Abused Men in Scotland (AMIS) 01383 624 411
Breathing Space 0800 838 587

North Lanarkshire

Women's Aid:

Monklands 01236 432 061
Motherwell 01698 321 000
Cumbernauld 01236 730 992

Eva Services 01236 707 767

Rape Crisis (Lanarkshire) 01698 527 003

Housing:

Bellshill 01698 332 340
Motherwell 01698 332 233
Wishaw 01698 302 921
Airdrie 01698 758 035
Cumbernauld 01236 618 161
Coatbridge 01236 812 561
Kilsyth 01236 828 120

Social Work:

Bellshill 01698 346 666
Motherwell 01698 332 100
Wishaw 01698 348 200
Airdrie 01698 757 000
Cumbernauld 01236 638 700
Coatbridge 01236 622 100
Kilsyth 01236 622 400

Victim Support 01698 336 565

Victim Information & Advice:

Airdrie 0844 561 3292
Hamilton 0844 561 3166

Abused Men in Scotland (AMIS) 01383 624 411

Hemat Gryffe 0141 353 0859

Addiction Services 01698 274 070

South Lanarkshire

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South Lanarkshire Social Work
(Joint screening/DIAL alarms) 01698 897 702

ASSIST 0141 276 7710

South Lanarkshire Council Housing 01698 452 772

Women's Aid
Health Visitors: 01698 891 498

East Kilbride 01355 906 013

Cambuslang 0141 531 6057

Hamilton 01698 723 164

Clydesdale 01555 777 442

Victim Information and Advice 0844 561 3137

Victim Support 01698 301 111

Rape Crisis (Scotland) 01698 527 003

Ayrshire

Housing:

Victoria House 01294 607 540

Kilwinning Housing Office 01294 552 261

Princes Street, Ardrossan 01294 468 872

Irvine Housing Association 01294 271 128

Kilwinning Community Wardens 01294 557 873

Community Wardens management 01294 314 690

Anchor 01294 313 121

Cunningham Housing Association 01294 468 360

Quarriers Saltcoats

Atrium Homes 01563 528 816

East Ayrshire Housing 01563 554 554

Victim Support:

Victim Support Irvine 01294 277 040

Victim Support Kilmarnock 01563 540 252

Victim Support Ayr 01292 266 441

ASSIST 0141 276 7710

Women's Aid:

East Ayrshire 01563 536 001

North Ayrshire 01294 602 424

South Ayrshire 01292 266 482

Cumnock 01290 423 434

Court Support Officer 07530 112 060

Victim Information & Advice:

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Kilmarnock

0844 561 2708
0844 561 2778

Ayr

0844 561 2791
0844 561 2755

**FORMER TAYSIDE POLICE
(DIVISION 3)**

S35(1)(a)&(b)

Support Agencies

Barnardos	Dundee	01382 596866
	Angus	01241 435747
	Perth and Kinross	01738 892516
Women's Aid	Dundee	01382 666082
	Angus	01241 439457
	Perth and Kinross	01738 639043
Rape and Sexual Abuse Centre (RASAC)	Dundee	01382 201291
	Angus	01382 201291
	Perth and Kinross	01738 630965
Victim Support	Dundee	01382 305707
	Angus	01241 870096
	Perth and Kinross	01738 567171
National Domestic Abuse Helpline		0800 027 1234
Social Work Out of Hours		01382 432270

Male Support Agencies:

RESPECT	0845 122 8609
MANKIND	01823 334244
AMIS	01383 624411

LIST OF ASSOCIATED LEGISLATION

- [Human Rights Act 1998](#)
- [United Nations Convention on the Rights of the Child](#)
- [Police and Fire Reform \(Scotland\) Act 2012](#)
- [Data Protection Act 1998](#)
- [Matrimonial Homes \(Family Protection\) \(Scotland\) Act 1981](#)
- [Protection from Abuse \(Scotland\) Act 2001](#)
- [Protection from Harassment Act 1997](#)
- [Family Law \(Scotland\) Act 2006](#)
- [Children \(Scotland\) Act 1995](#)
- [Criminal Justice and Licensing \(Scotland\) Act 2010](#)
- [Sexual Offences \(Scotland\) Act 2009](#)
- [Adult Support and Protection \(Scotland\) Act 2007](#)
- [Domestic Abuse \(Scotland\) Act 2011](#)
- [Vulnerable Witnesses \(Scotland\) Act 2004](#)
- [The Health and Safety at Work etc. Act 1974](#)
- [The Police \(Health and Safety\) Act 1997](#)

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LIST OF ASSOCIATED REFERENCE DOCUMENTS

- Lord Advocate's Guidelines relating to Liberation by the Police
- ACPOS / COPFS Joint Protocol 'In Partnership, Challenging Domestic Abuse'
- Domestic Abuse Toolkit
- Adult Support and Protection SOP
- Appropriate Adult SOP
- Care and Welfare of Persons in Police Custody SOP
- Child Protection SOP
- Crime Investigation SOP
- DNA SOP
- Honour Based Violence, Forced Marriage and Female Genital Mutilation SOP
- Remote Alarms SOP
- Sexual Crime Investigation SOP