

New Changes – Information for Referrers

Nottingham Women's Centre's New Changes service provides information, advice, guidance and advocacy to women in Nottingham and Nottinghamshire, either through self-referral or referred by other services. We offer a woman-centred, needs-based approach focusing on:

- Housing issues
- Employability and training
- Finances, benefits and debt
- Health and wellbeing, including mental health and substance use
- Family and relationships, including support to access DSVAs services and courses
- Lifestyle, purpose, inclusion and belonging

New Changes is funded by the Ministry of Justice to develop and extend services to support women, recognising the need for more support across Nottinghamshire. The aim is to reduce women's risk of contact with the criminal justice system. Women who are survivors of domestic abuse are already over-represented within the criminal justice system, so we are prioritising domestic abuse survivors from city and county areas.

Timeframe

New clients are welcome to attend our weekly drop-in on Tuesdays 10-1 for an introductory chat with a caseworker. There are no appointments for the drop-in.

If a new client is not able to attend the drop-in, she will be added to the casework waiting list. We will contact her to check in every 2 to 3 weeks while she is waiting.

Service Details

Our service is trauma-informed and woman-centred. We aim to deliver a service based on each woman's needs and to support her to make her own choices.

Clients are offered an initial face-to-face engagement meeting at the weekly drop-in or by appointment (face to face or video call). If casework is appropriate, a caseworker will carry out a detailed assessment and work with the woman to develop an action plan.

Caseworkers work with clients face-to-face or over video link or telephone, at Nottingham Women's Centre or at county locations. We may also be able to offer group sessions at NWC and in Mansfield.

We can offer sessions and calls outside of our usual opening times, including evenings and weekends if appropriate.

We work with other agencies to offer onward referral and signposting as appropriate.

We have additional services for women experiencing severe multiple disadvantage, and for women where English is not their first language. Please refer these clients in using the same referral form – clearly stating these additional requirements.

We work collaboratively with referrers/Multi-Disciplinary Teams for the safety and wellbeing of the women we work with.

Where casework is not available or not appropriate, we will seek to offer one-off crisis support (e.g. foodbank referral) or refer/signpost to other services.

Referral Form Information

Please include as much information as possible on the referral form, including recent DASH RIC score and threat from perpetrator. In order for us to work in a trauma informed way, please let us know about any previous and/or current mental health difficulties that may impact on how we work with the woman to enable us to put relevant support in place.

Boundaries of the Service

We are likely to have a waiting list for this service. Casework is focused on an action plan with specific and measurable outcomes, and we aim to complete the work within a maximum of six weeks. If the client is not able to work with us on the action plan, it may not be a suitable time for her to engage with us and we may end the referral. If in doubt, please contact the New Changes Team Manager to discuss the referral.

We are not able to offer home visits.

Clients are asked to consent to their name and date of birth being included in service reports to the funder.

Referral Criteria

- Women aged 18 years and over
- Previous or current experience of domestic abuse
- Not currently within the criminal justice system (we have a separate service taking referrals for women currently on Probation or in custody)

Contact Us

Email queries or referral forms to the New Changes Team Manager:

via reception@nottinghamwomenscentre.com

Please email password separately to reception@nottinghamwomenscentre.com

Find out more about Nottingham Women's Centre here:

<https://www.nottinghamwomenscentre.com/>