

# New Changes Specialist Navigator (DSVA SMD)

## Information for Referrers

Nottingham Women's Centre's New Changes Specialist Navigator works with women who are survivors of domestic and/or sexual violence and abuse (DSVA) and experiencing severe and multiple disadvantage (SMD), and who are living in or engaging with non-specialist hostels, hotels and other emergency and temporary accommodation in Nottingham city.

SMD is a way of describing the lived experience of people whose current circumstances have been strongly shaped by poverty, deprivation, trauma, stigma and abuse. There are five commonly recognised SMD experiences: DSVA; homelessness/vulnerably housed; substance use; mental ill-health, and offending/victimisation. Where at least three of these are co-occurring, the person is identified as experiencing SMD.

Nottingham Women's Centre has been awarded funding by Nottingham City Council to provide navigator support to ensure survivors are supported with their experience of DSVA and by drug, alcohol or mental health services and therapeutic services. The navigator works to build trust, to help overcome the challenges that additional barriers bring, leading to improved longer term outcomes. The navigator works to advocate for, and facilitate, a joined up, flexible, person-centred service at the right time and in the right place.

### Timeframe

When we accept a referral, we aim to enable the survivor to build trust with the navigator so that they can work together. This may be long-term work, extending over several months or longer, to help women overcome the challenges that additional barriers bring, leading to improved longer-term outcomes.

We aim to review and respond to referrals within one week of receipt. Where the referral meets our criteria (see below) and we have capacity, we aim to offer clients a face-to-face engagement meeting within two weeks of assessing the referral.

### 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.

Women referred to us must be over 18 and living in, or engaging with, temporary or emergency accommodation in Nottingham city. They must have current or historic experience of DSVA and be experiencing at least one other of the SMD criteria: mental ill-health, substance use, offending (or a victim of offending).

Following successful referral, a client is offered an initial face-to-face engagement meeting and further sessions with the navigator at a location that is accessible for the client, including at her accommodation if appropriate. The navigator uses the information provided in the referral form to offer a trauma-informed initial assessment of each client's needs, strengths and wishes. She then works to co-produce a support plan with the client, including safety planning and mapping the connections and relationships with other service providers currently or potentially involved with providing support. The navigator supports the client to increase her understanding of the risks of DSVA, patterns of abuse by perpetrators and the impact on the survivor, her needs and the safety of her wider family. This may include provision of group or one-to-one sessions, delivering The Freedom Programme, Own My Life and other courses.

Where needed, we use Language Line to support clients facing language barriers.

The navigator can make specialist referrals and works collaboratively with referrers, specialists and multi-disciplinary teams to encourage a joined-up approach that supports the safety and wellbeing of our clients. The navigator works closely with staff in temporary accommodation to ensure clients are provided with wrap-around support.

### Referral Form Information

Please include as much information as possible on the referral form, including the risk assessment information, the most recent DASH RIC score and threats 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.

Please include contact details for yourself as referrer, and your service.

We may reject referrals that are incomplete.

### Referral Criteria

- Women aged 18 years and over
- Previous or current experience of domestic and/or sexual violence and abuse
- Living in or engaging with temporary or emergency accommodation in Nottingham city
- Experiencing at least one other SMD criteria: mental ill-health, problematic substance or alcohol use, offending (or a victim of offending)

### Contact Us

Email queries or referral forms (password protected) to Reception:

[reception@nottinghamwomenscentre.com](mailto:reception@nottinghamwomenscentre.com)

Please email referral password separately to [reception@nottinghamwomenscentre.com](mailto:reception@nottinghamwomenscentre.com)

Find out more about Nottingham Women's Centre here:

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