Outreach Training Programme

Learning outcomes

1. **Assertive Street Outreach Day 1: Contact and support – focusing on process**
   Learning objectives:
   - Able to plan and carry out outreach shift, including safety/risk assessment and welfare checks
   - Understands what is meant by assertive and person-centred support
   - Able to describe common routes on to the streets and common support needs of people sleeping rough
   - Able to recognise and respond to individual needs
   - Able to describe a range of potential support offers to end rough sleeping

2. **Assertive Street Outreach Day 2: Communication and challenges – focusing on people**
   Learning objectives:
   - Able to use a range of communication techniques that support motivation and finding solutions
   - Able to describe reasons why individuals might disengage or refuse an offer of support
   - Understands the link between trauma and homelessness
   - Able to employ different strategies in response to disengagement or refusal of support
   - Aware of the impact of vicarious trauma on outreach staff and how to take preventative steps

3. **Partnerships & Community / Health & Safeguarding**
   Learning objectives:
   - Able to set up and run a ‘task and targeting’ or ‘by name’ meeting
   - Able to identify local partners for multi-agency working, e.g. Police, Jobcentres, ASB Teams
   - Able to describe ways to engage and inform businesses and the public about rough sleeping and develop positive local responses
   - Understands their Safeguarding responsibilities and knows how to act on concerns
   - Is aware of, and knows where to find information about, the Care Act, Mental Capacity Act, and Mental Health Act as they relate to people sleeping rough