

## Outreach Training Programme

### Learning outcomes

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#### 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
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#### 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
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#### 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