**Outreach Essentials Bitesize E-Learning**

**Introduction**

Welcome to this four-part bite-size e-learning on effective outreach.

Outreach is a type of support work. And outreach workers assist those who are currently sleeping rough, usually meeting them where they are bedding down. Effective outreach means offering each person a holistic support package with a focus on moving away from the streets. It also means being an advocate; helping people to overcome the barriers that are preventing them from accessing housing and other support services.

Outreach almost always includes finding suitable accommodation for people sleeping rough, but it can also be about reconnecting individuals to their home area, supporting them to access physical and mental health service, addressing substance use, making sure people are signed up for the benefits they are entitled to, and heling people to understand their right to work, training or education.

In this series of four bite-size videos we will look at what effective outreach is and the essential elements of supporting people away from sleeping rough. We will also look at what is needed to ensure the well-being of outreach workers. Each of the videos is based on Homeless Link’s [National Homelessness Skills Framework](https://homeless.org.uk/what-we-do/developing-the-workforce/national-homelessness-skills-framework/) and the [Principles for Rough Sleeping Outreach](https://homeless.org.uk/knowledge-hub/principles-for-rough-sleeping-outreach/), which were developed with the help of people with direct experience of homelessness, service managers and frontline staff, and published in early 2024.

In video one, we will look at how to be timely, purposeful and barrier-free in supporting anyone who is sleeping rough. Video two looks at advocacy and active engagement in person-centred support. The third video looks at how to offer an outreach service that is trauma-informed and in partnership with other services, and the final video covers the safety, well-being and development of outreach workers and why these are important.

Each video concludes with self-guided activities and suggested actions to help incorporate the learning from the videos into working practice.

On this page you will also find transcripts for all five videos containing links to a wealth of additional resources on the areas covered in each one.