

A dozen of us representing 7 different outreach organisations met for a couple of hours with the aim to discuss 'Effective Outreach' by sharing our practice; what works, what prevents it working well and what next steps we might take together.

We heard from Anita & Jenny from One25, our hosts for the evening, about the way in which One25 works. Starting with van outreach and offering unconditional love alongside practical support they can offer, when the time is right, the opportunity to engage further with casework support.

We shared our reasons for doing what we each do and it was clear to us all that these reasons were values based and very personal.

In the feedback from our smaller group discussions we identified some of the qualities of 'Effective Outreach' which can be summarised as

- Communication skills (service to service user AND service to service)
- A priority to do no harm & prevent harm to the people we work with
- Walking alongside the people we work with and recognise and understand their fear and trauma
- Building relationships based on trust

Given the importance of communication and the value people felt they got from this evening we agreed that the next step we can take is to establish more meetings like this with a focus on a particular theme. Richard will be able to support these meetings through access to the BHF distribution list and they will be organised/hosted by rotation.

Julie (from BOSH) kindly agreed to take responsibility for the next meeting – details will be circulated as and when available.

Richard, Bristol Homeless Forum

Source Material

Why do we do what we do?

- Be the person who never gives up – where there's life there's hope
- Filling the gap – for women sleeping rough
- Trauma – being a rainbow in someone's yard
- Kindness – friendly face
- In our hearts – just because!
- Give people self-worth & love
- Meeting basic needs
- Fair chance & fair access
- Things can change for people

→ Values

Barriers to effective outreach

<u>Problems for Individuals</u>	<u>Problems with Systems</u>
Trauma & Fear	Pressure of resourcing – feeling stretched
Institutionalisation	Affordable Housing/shortage of local accommodation
Trust <ul style="list-style-type: none"> - Lack of trust in commissioned services; past negative experience 	Different groups need to work together more <ul style="list-style-type: none"> - Lack of knowledge between groups - A&E at weekends/nights; discharges - No info exchange - pathways
Mental Health problems	Fixed criteria for some places waiting lists <ul style="list-style-type: none"> - Couples, dogs
Local connection (personal reasons for not wanting to go where there is local connection)	Local connection
Complex relationships	Disjointed service provision (LAs); unhelpful council; lack of information (e.g. new Private Rented initiatives)
	Weekends/out of hours <ul style="list-style-type: none"> - nowhere to signpost to - No health & social care support
	Expectation that charities can 'pick up the pieces'
	Systems are complex & hard to navigate, not fitting individuals & not understanding the physical & emotional impact of trauma prone to judgement (stigma)
	Media – highlight individuals inappropriately
	Universal credit/welfare benefits
Communication skills – in general; body language & non-verbal clues;	