



Creating Connection and Empowering Families to Thrive

What Happens Now

Thank you for getting in touch with the Muirhead Outreach Project. This information is for people who have **been referred** to our service. We know reaching out can take a lot of courage, and we appreciate you taking that step.

What Happens Next

When we receive your referral, our team reads it carefully and notes anything we might need to understand better. We will then try to contact you **as soon as possible** to explain more about how we work and to answer any questions you may have.

Please be aware that **if we are very busy, it may take up to two weeks** for us to get in touch — but we will always reach out at the earliest opportunity.

Our Approach

We are an early intervention service. Our aim is to work alongside you and your family to strengthen relationships and help you navigate whatever challenges you are facing.

It's important to know that we are **not a respite service** — instead, we focus on supporting families to make sustainable, positive changes together.

The First Meeting

A member of our small team — either the manager or one of our support workers — will arrange to meet with you in person. We call this the *assessment*, but it's really just a conversation. It's a chance for you to tell us what's going on in your own words and for us to think about how we can best support you.

We understand that having someone visit your home can feel uncomfortable or anxiety provoking. We will always work at your pace, with sensitivity and respect.



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After the Assessment

Our team meets to reflect on your situation and consider:

- Whether we are the best service to support you
- Which worker would be the best fit for you
- Whether any other organisations might also be helpful

If for any reason we are not the right service, we will explain why and suggest other options that may be more suitable. We will **never** decline a referral without offering reasons and alternatives.

If You Work With Us

If your referral is accepted, you will be allocated a support worker who will guide you through our 8-step programme. This can take place:

- One-to-one in the home
- One-to-one at our MOP base
- As part of a group at our base
- As part of a group in another setting (such as a school or community centre)

After the programme, we will meet again to think about what the next steps might be for you and your family.

Please Remember

Asking for support is a sign of strength. Everyone needs help at times, and we are here to walk alongside you.
