

Trusted Person Champion Pledge

What is Changing Futures?

Changing Futures Cambridgeshire & Peterborough is about improving outcomes for people with multiple disadvantage. Multiple disadvantage means someone experiencing three of five of homelessness, mental health issues, substance misuse, domestic abuse and offending behaviour, at any one time. Changing Futures does this by encouraging involvement of people with lived experience at all stages of our system and service design and looking at how our partnerships affect people.

What is the Trusted Person approach?

The Trusted Person approach supports individuals experiencing multiple disadvantage such as homelessness, substance use, mental ill health, or trauma - by fostering consistent, caring relationships. Trusted Persons help people feel safe, heard, and supported as they navigate complex services.

These relationships already exist informally across many organisations. You can find out more about the approach by visiting [this page](#) where you will find a briefing note and a number of case studies.

This project recognises and strengthens them through the creation of a Trusted Person Champions Network—embedding kindness, continuity, and collaboration into the heart of service delivery.

What is a Trusted Person Champion?

A Trusted Person Champion is someone who:

- Believes in the power of relationships to create better outcomes.
- Supports and encourages relational, person-centred approaches within their service or community.
- Acts as a connector—helping Trusted Persons raise concerns, share successes, and overcome systemic barriers.
- Promotes the Trusted Person approach and helps others understand and apply it.
- Helps shape and grow the Trusted Person network through shared learning, reflection and support.

You don't need to be in a leadership role or have a formal title: champions come from all parts of the system and community. Many organisations already have champions in their ranks who act in this way. They need to be recognised, be able to connect still further and have a way to help others learn from their experiences.

As a Trusted Person Champion you commit to:

- Advocate for the Trusted Person approach in my/our organisation, team, or community. Individuals may need the support of their team or organisation to work in this way.
- Support colleagues or peers who act as Trusted Persons – making sure the information they hold reaches the parts of the system that need to hear it, where they are unable to do that themselves. This might be by using their existing networks or the Trusted Persons Champions network.
- Participate in the Trusted Person Champions network to share learning and address barriers.
- Where opportunity arises, raise awareness of the approach using shared materials and conversations.
- Contribute to a compassionate system where individuals are not passed from service to service without continuity or care.
- Highlight resource or training needs to the *Changing Futures* team.
- Support safe and effective collaboration. Resources and guidance can be found on the *Changing Futures* website if needed.
- Be open to learning and change where it is beneficial to people using the service.

In return, Trusted Person Champions will receive:

- Access to a supportive network of Champions across the neighbourhood.
- Practical materials and advice to spread awareness and embed the approach.
- A named contact for guidance in the early stages.
- Opportunities for reflection, learning and system-wide improvement.

Join us in making this the first response, not the last resort.

To find out more about Changing Futures

You can e-mail the team at changing.futures@cambridgeshire.gov.uk or visit our [web page](#)