

Trusted Person approach – roles explained

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.

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.

Trusted Person Champions and the Trusted Person Champions Network seek to embed kindness, continuity, and collaboration into the heart of service delivery across Cambridgeshire & Peterborough, making the approach the first response, not the last resort.

Here, we set out a guide to the roles involved in embedding the approach:

Individual

The person who has told someone they trust what they need.

Trusted Person

A trusted person is someone who has developed a relationship based on trust with an individual facing multiple disadvantage (or other needs). The relationship may be professional, social or voluntary. A trusted person should be enabled to act on the information provided by the individual and to pass it to other services who can help.

Trusted Person Champion

Trusted Person Champions are people who believe in the value of working in a relational way and who can help to drive this approach forward within their own space. They are willing to support others to learn and navigate the system and will help to identify and raise any barriers that people may be coming across when trying to work in this way. They are generous with their experience and knowledge to support others in the system. They act as connectors, helping trusted persons raise concerns, share success and overcome systems barriers.

You can access the Trusted Person Champions pledge [here](#).

Trusted Person Champion Network

A network of Champions who will be able to lean on each other, learn from each other, and discuss the tricky questions and stumbling blocks that may be hindering progression.

To find out more about Changing Futures

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