

Appendix H:

Example pledges and action plan

Pledge:

We will encourage a culture of continuous learning and development to ensure that staff are equipped with the necessary knowledge and skills to excel in their roles.

Action	Sub-actions	Pathway Area(s)	Who is leading	Timescale	Measure
Conduct a needs assessment	<p>Engage with partners who require training and assess the gap/ need/competencies?</p> <p>Consult with people with lived experience and advocacy groups to identify key areas where frontline staff need improved training.</p> <p>Analyse the findings to pinpoint specific topics and competencies required.</p>	All	Sarah Smith	January 2025	<p>Needs assessment complete</p> <p>Assessment of lived experience perceptions complete</p> <p>Specific topics identified</p>
Identify qualified trainers	<p>Identify and recruit trainers</p> <p>Identify and recruit people suitably skilled people with lived experience and provide them with any necessary support</p> <p>Ensure trainers and co-tutors are familiar with the materials</p>	All	John Jones	March 2025	<p>Trainers identified,</p> <p>Lived experience co-tutors identified,</p> <p>Trainers and collaborators comfortable with the materials.</p>
Tailor training to the findings from the need's assessment	<p>Assess training against requirements</p> <p>Cover the needs established through the consultation</p> <p>Ensure the use of mixed training methods</p>	All	John Jones	May 2025	<p>Trainers / experts identified</p> <p>Existing courses modified to meet requirement and lived experience engagement</p>

Action	Sub-actions	Pathway Area(s)	Who is leading	Timescale	Measure
Implement the training programme	Schedule sessions Recruit participants Deliver sessions Collect attendance monitoring, understanding, and satisfaction data	All	John Jones	September 2025 – July 2026	Sessions scheduled. Participants identified and recruited. Sessions delivered and evaluated.
Evaluate the impact	Evaluate the feedback from the sessions Measure improvements in knowledge, skills, and competence Check appetite or need for regular courses and updates Consider whether to establish a training network	All	Sarah Smith	September 2026	Evaluation feedback collected, analysed, and reported. Suggest measuring before and after for perceptions of: Knowledge, Skills, Confidence

Pledge:

We will develop and implement a comprehensive pre-tenancy information and support programme including thorough assessments, clear guidance, and signposts to necessary resources for tenants during their transition to new accommodation.

Action	Sub-actions	Pathway Area(s)	Who is leading	Timescale	Measure
Develop a standardised pre-tenancy assessment process.	<ul style="list-style-type: none"> Assessment of current processes. Consultation with tenants. Development of new process. Piloting of new processes. Consultation with tenants. Amendment, finalisation, and implementation. 	Universal Prevention	Head of Tenant Support	<ul style="list-style-type: none"> March 2025 - March 2026 	<ul style="list-style-type: none"> New process is in place to time and budget. Tenants feel like they've been meaningfully involved.
Enhance pre-tenancy information, guidance, and training resources.	<ul style="list-style-type: none"> Scoping of information needed. Consultation with tenants. Development of new information. Consultation with tenants. Development of new training resources. 	Universal Prevention	Head of Neighbourhoods	<ul style="list-style-type: none"> March 2025 - March 2026 	<ul style="list-style-type: none"> New information is in place to time and budget. Tenants feel like they've been meaningfully involved.
Create a comprehensive tenancy services offer, clearly outlining the available support services.	<ul style="list-style-type: none"> Review current tenancy offer. Consult with tenants. Revise offers. Train staff. Update tenant information on the website. 	Targeted Prevention	Head of Tenant Support	<ul style="list-style-type: none"> October 2025 - October 2026 	<ul style="list-style-type: none"> New service offer is in place to time and budget. Tenants feel like they've been meaningfully involved.

Action	Sub-actions	Pathway Area(s)	Who is leading	Timescale	Measure
Extend the provision of starter/ move-on packs to tenants transitioning to new accommodation.	<p>Assessment of information given to tenants moving-on</p> <p>Consultation with tenants.</p> <p>Development of new move-on packs.</p> <p>Piloting of new move-on packs.</p> <p>Consultation with tenants.</p> <p>Amendment, finalisation, and implementation.</p>	Move-on Support	Head of Tenant Support	<p>January 2026</p> <p>-</p> <p>July 2026</p>	<p>New move-on packs are in place to time and budget.</p> <p>Tenants feel like they've been meaningfully involved.</p>