

Appendix E: Table 4 – Facilitator briefing

Pledges and actions workshop

Thank you for agreeing to be the table facilitator for the collaborative discussion about pledges and actions. Your role is to guide participants in transforming their insights about current activities, gaps, and opportunities into **clear, collaborative commitments that contribute to preventing or relieving homelessness**. Below, you will find guidance on how to structure and animate the session, ensuring that every participant feels heard and that outcomes are recorded while keeping the conversation focused and productive.

Checking the table resources

Physical setup

- Make sure there is enough seating for around six to eight participants at your table.
- Have sticky notes (multiple colours if possible), markers, and flipchart paper ready like this:

Table 4 – Pledges and Actions		
PREVENT	HELP	CREATE PATHWAYS

- Display a printed copy of the Positive Pathways Model at the table for easy reference.

Ground Rules

- Refer participants to the preprepared ground rules. Emphasise open-mindedness, mutual respect, and confidentiality, if using the “Chatham House Rule.”
- Encourage participants to acknowledge that these pledges and actions should be realistic, collaborative, and ultimately achievable.
- It would be worthwhile to think about and note where developing pledges and actions fit with existing or emerging policy or strategic intentions in the local context. Ideas that do not align with these may be difficult or impossible to implement.

Atmosphere

- Warmly welcome each participant and make sure to foster an environment where all are comfortable sharing their ideas.
- Encourage participants to be constructive and forward-looking: the aim here is to commit to practical steps that address homelessness prevention and relief.

Launching the conversation

Introduce the focus for the collaborative conversation

- Reflecting on existing activity, gaps, and opportunities to develop pledges and actions that contribute to the prevention and relief of homelessness.
- Emphasise that these commitments should reflect collaborative solutions.
- Pledges could be statements of intent (e.g., “We will share data regularly with key partners”), while actions should be specific steps (e.g., “Create a data-sharing protocol by [date] involving [partners]”).

Relate to the Positive Pathways Model

- Remind participants that their pledges and actions can be aligned with one or more stages of the Positive Pathways Model (e.g., universal prevention, targeted prevention, crisis prevention and relief, recovery, move-on support, and settled home).
- Encourage them to think about whether proposed pledges address gaps within a particular stage, or span multiple stages requiring multi-agency collaboration.

Prompt questions

- What current activities, gaps, or opportunities could be acted on immediately to improve the prevention or relief of homelessness and how?
- How can we harness existing strengths to address known gaps or capitalise on opportunities?
- Who needs to be involved?
- What does success look like?
- Which existing strategies or policies does the pledge or action contribute to?

Facilitating the Discussion

Build from people's experience

- Invite participants to consider on their broad experience of the system.
- Ask participants to illustrate their ideas with qualitative examples or quantitative data, e.g., “what makes it difficult for people to access services?” or “What does the data show about waiting lists?”
- Encourage them to reflect on current activities, gaps, and opportunities that might inform a new pledge or spark a collaborative action.

Encourage specificity

- Ask participants to define pledges and actions in a high-level way that, in so far as is possible, identifies:
 - **Why?**
The problem being addressed and what success looks like.
 - **What?**
The action to solve the problem.
 - **Who?**
The people that will benefit from the activity.
The people and partnerships that need to be involved.
- Where possible and relevant to the context, participants could also be prompted to include:
 - **How?**
The source of resources that may be necessary.
 - **When?**
The approximate timing of the activity or any time sensitivity.
 - **Where?**
The localities to which the activity applies.

Maintain momentum

- If the group seems stuck, ask: “From your perspective, what is the most impactful thing that could be done that would prevent or relieve homelessness in the next 12-months to 2-years?” Drill into responses with “why”, “who”, “how”, “when”, or “where” questions as appropriate.
- Keep the conversation grounded in practical next steps rather than general aspirations. If needed, gently steer participants back to the goal of forming actionable pledges.

Check for inclusivity

- Encourage all participants to suggest or refine pledges. If someone is quiet, you might ask: “Is there an action you think would really move the dial on homelessness prevention in your area?”
- If certain individuals dominate, politely open the discussion: “We’ve heard a few good ideas there. Does anyone else want to suggest actions?”

Organising the information

Visual mapping

- As participants propose pledges and actions, have them write each one on a sticky note.
- Cluster pledges on the flipchart paper according to relevant themes or stages in the Positive Pathways Model.
- You may choose to keep “pledges” and “actions” separate (e.g., top half of the flipchart for pledges, the bottom half for actions) or combine them if it feels more natural.

Photographing the outputs

- Before wrapping up, take a high-resolution photo of the flipchart paper to record the pledges and actions in detail.
- Remind participants that these images will help the workshop lead compile and refine the final set of commitments.

Summarising key takeaways

- Invite participants to highlight one or two pledges or actions that feel most promising or impactful.
- Offer a brief verbal summary of the pledges, e.g., “We’ve identified commitments ranging from improved data-sharing protocols, to new pilot projects for at-risk youth, to a longer-term partnership approach with local mental health providers.”

Linking sessions

- ## Thank participants

- [illegible]