

Trusted Adult Training Pilot 2026



**Shropshire
Community
Foundation**

Initial Assessment



Pre-session - How confident do you currently feel about building positive and trusting relationships with young people?

Rate yourself 1 – 10

KEEP – CHANGE - ADD

Session Overview

1. What is a Trusted Adult?
2. Trust & Communication
3. Active Listening
4. Safeguarding & Confidentiality

BREAK

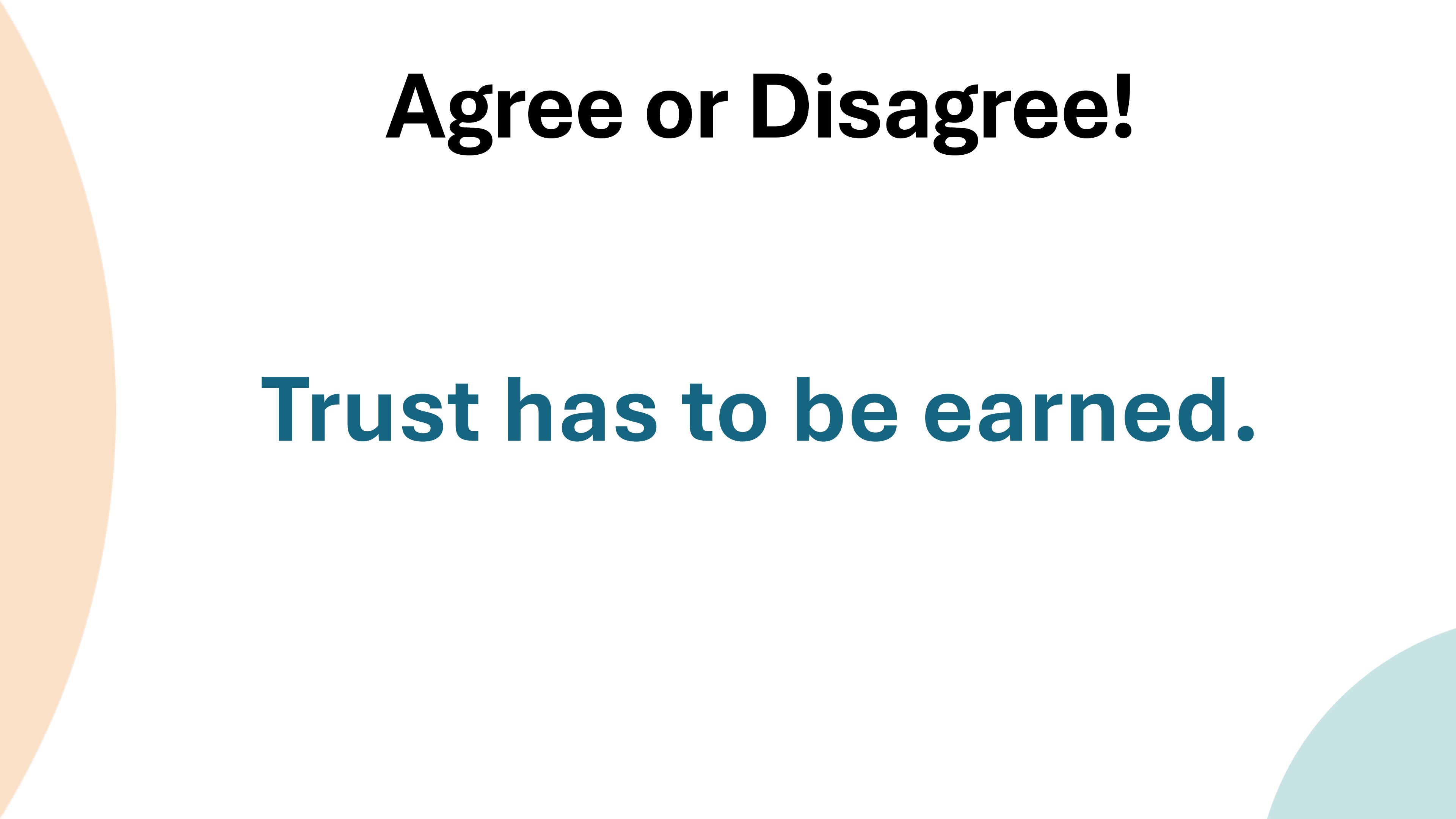
5. Boundaries & Safe Relationships
6. Inclusion, Identity & Belonging
7. Mental Health & Wellbeing
8. Reflective Practice & Supervision

BREAK



The BIG Warm Up

Agree or Disagree!



Agree or Disagree!

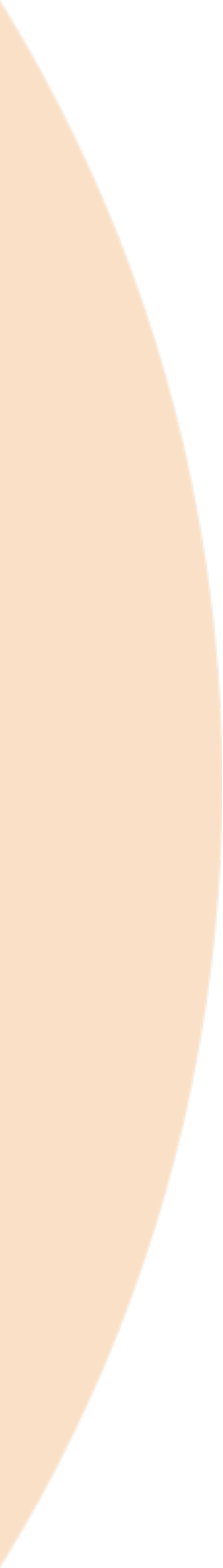
Trust has to be earned.

Agree or Disagree!

**Adults should always
keeps secrets if a
young person asks
them to.**

Agree or Disagree!

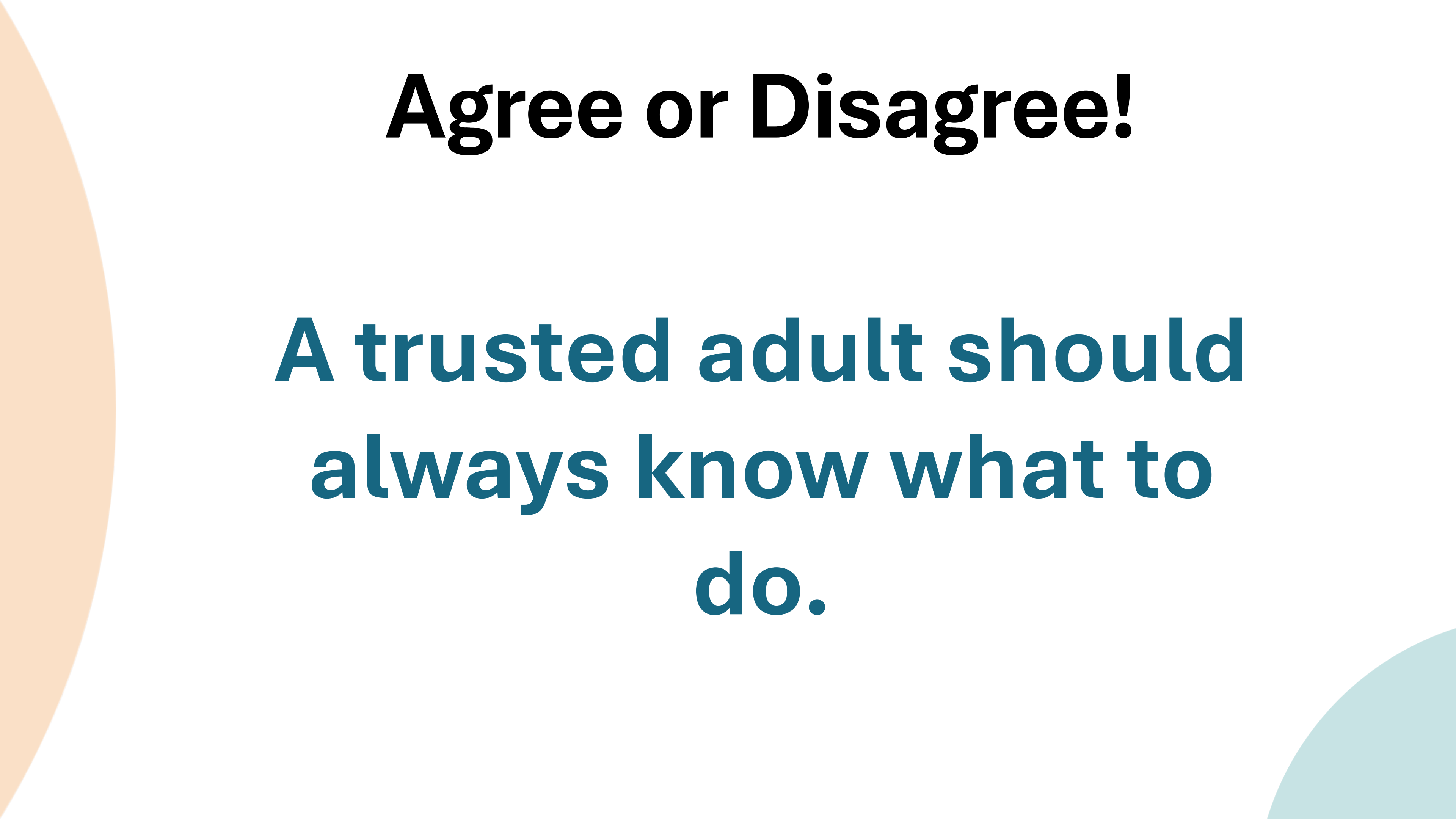
**Being friendly makes
someone a trusted
adult.**



Agree or Disagree!

**Young people trust
adults who are honest.**





Agree or Disagree!

**A trusted adult should
always know what to
do.**

Key Takeaway

Trust is earned through relationships, consistency and honesty.

A trusted adult is more than someone who is popular or friendly.



Trusted Adult Training

"A trusted adult is not simply someone who cares about young people. A trusted adult is someone who combines compassion with competence, relationships with responsibility, and trust with safeguarding."

Michelle Bibby and Norfolk Young Commissioners



Learning Outcomes

Young people often say they need someone they can trust, but what does it really mean to be a trusted adult?

- Understand what young people mean by a "trusted adult".
- Recognise the importance of consistency, honesty and reliability in building trust.
- Explore effective listening and communication skills.
- Understand why safeguarding training and safeguarding knowledge are essential components of trusted adult practice.
- Understand safeguarding responsibilities and confidentiality.
- Identify the importance of professional boundaries.
- Consider how inclusion, identity and belonging affect trust.
- Recognise their role in supporting young people's mental health and wellbeing.
- Understand the importance of supervision, reflection and accountability.



Build a Trusted Adult!

**In groups on your
table, together draw
your trusted adult!**

Key Takeaway

**Trust is built through repeated actions,
not one-off conversations.**

Building Trust & Communication

Trust grows through repeated actions.

Show Up . Follow Through . Be honest . Be fair

Remember what matters to the young persons.

Trust develops over time.



Key Takeaway

Trust cannot be demanded. It is earned through repeated experiences of safety, honesty and consistency.



Active Listening

- Young people consistently tell us that one of the most important qualities of a trusted adult is feeling listened to.
- Listening is more than hearing.
- Trusted adults use active listening to help young people feel understood, respected and valued

"Think about a time when somebody really listened to you. What did they do?"

- What Are Active Listening Skills?

Active Listening Challenge!

Paired Activity

Key Takeaway

Active listening is a key trusted adult skill, but listening alone is not enough.

Trusted adults must also know what to do if a young person shares a safeguarding concern.

This is why safeguarding training is an essential part of trusted adult practice.

Safeguarding

Trust and safeguarding go hand in hand.

A trusted adult should:

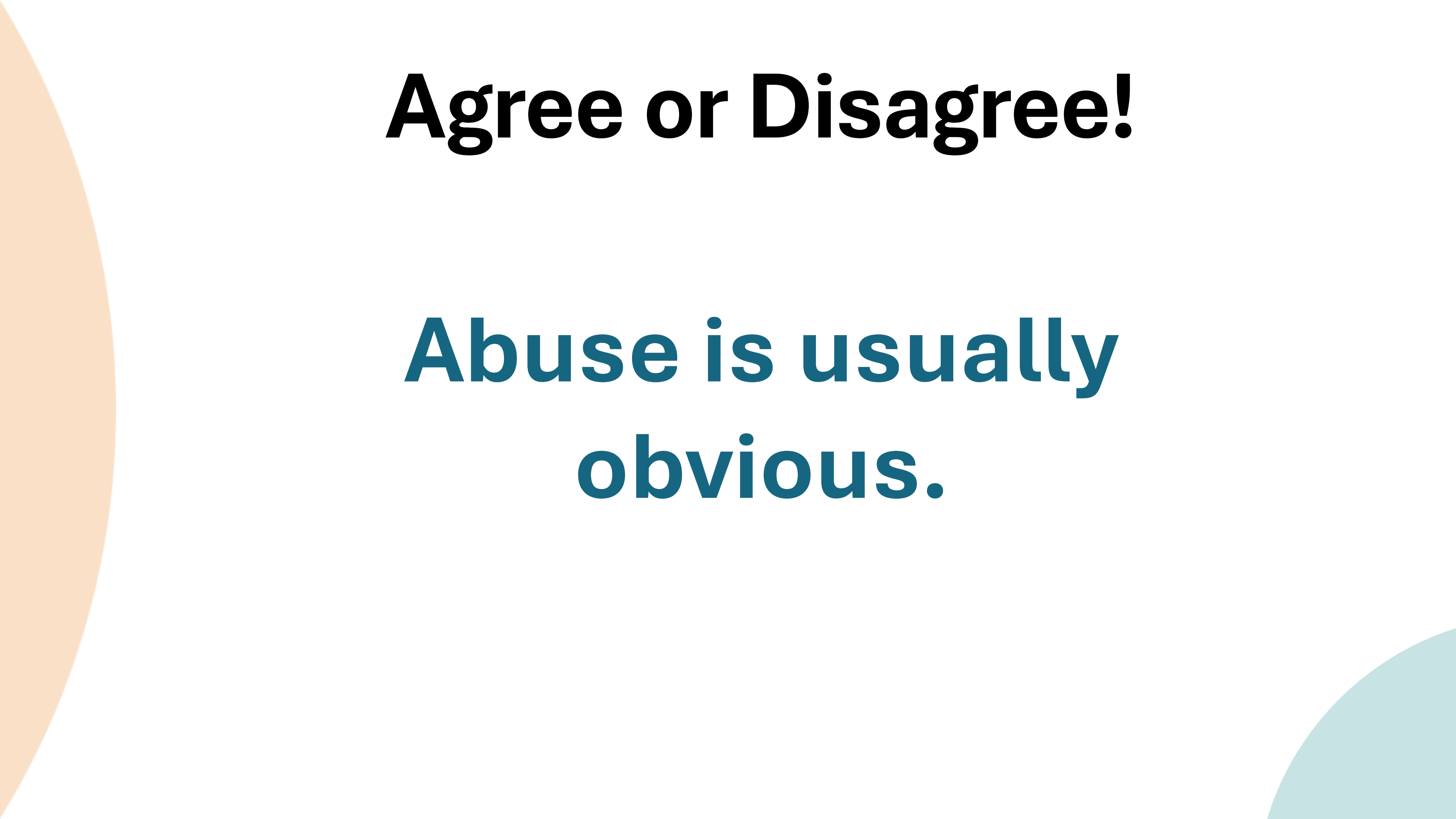
- Complete safeguarding training
- Understand safeguarding responsibilities
- Recognise signs of harm
- Know reporting procedures
- Seek advice when unsure
- Follow safeguarding policies

Safeguarding

Agree or Disagree!

Agree or Disagree!

**Safeguarding is only
the responsibility of
the DSL.**

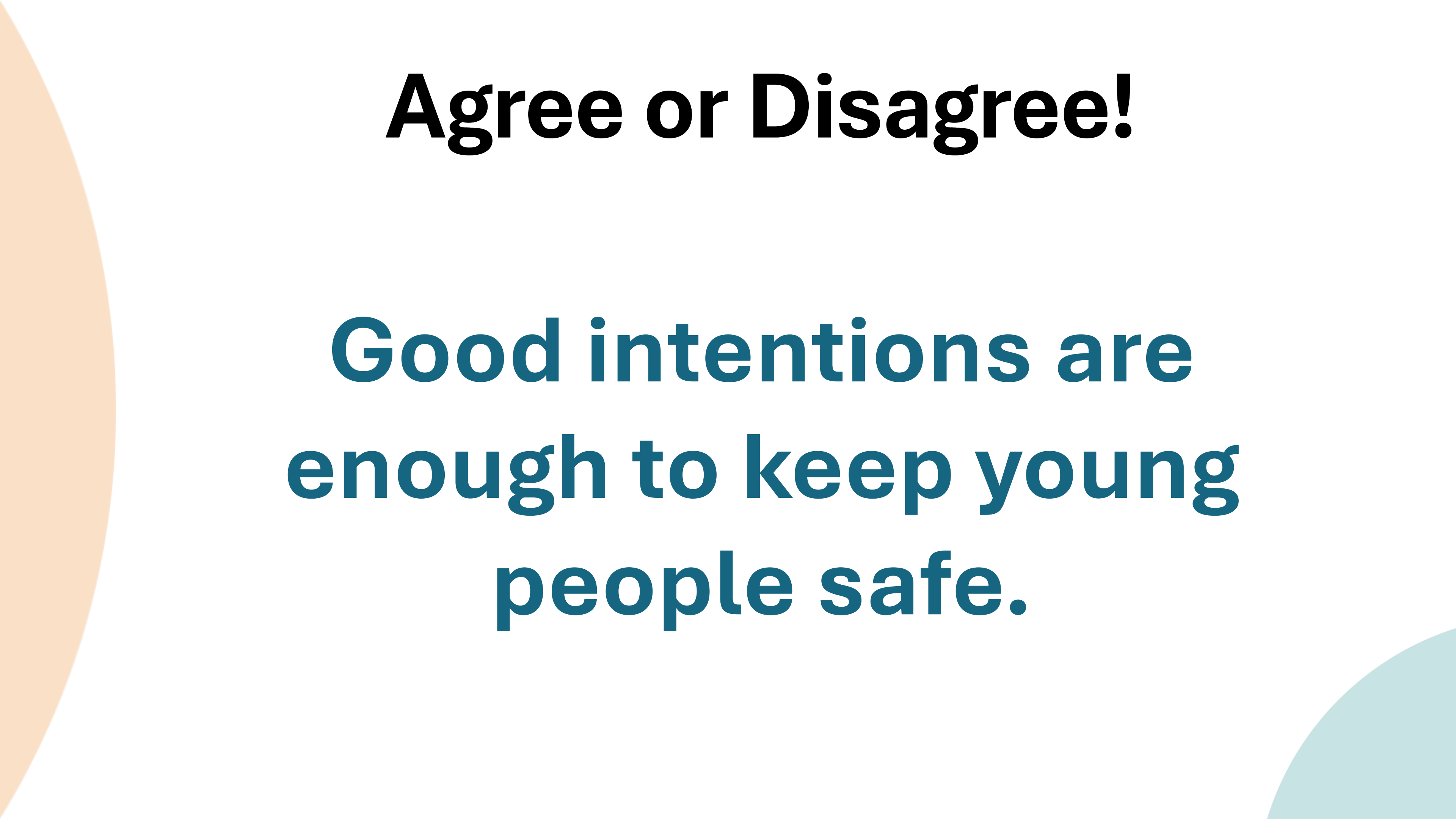


Agree or Disagree!

**Abuse is usually
obvious.**

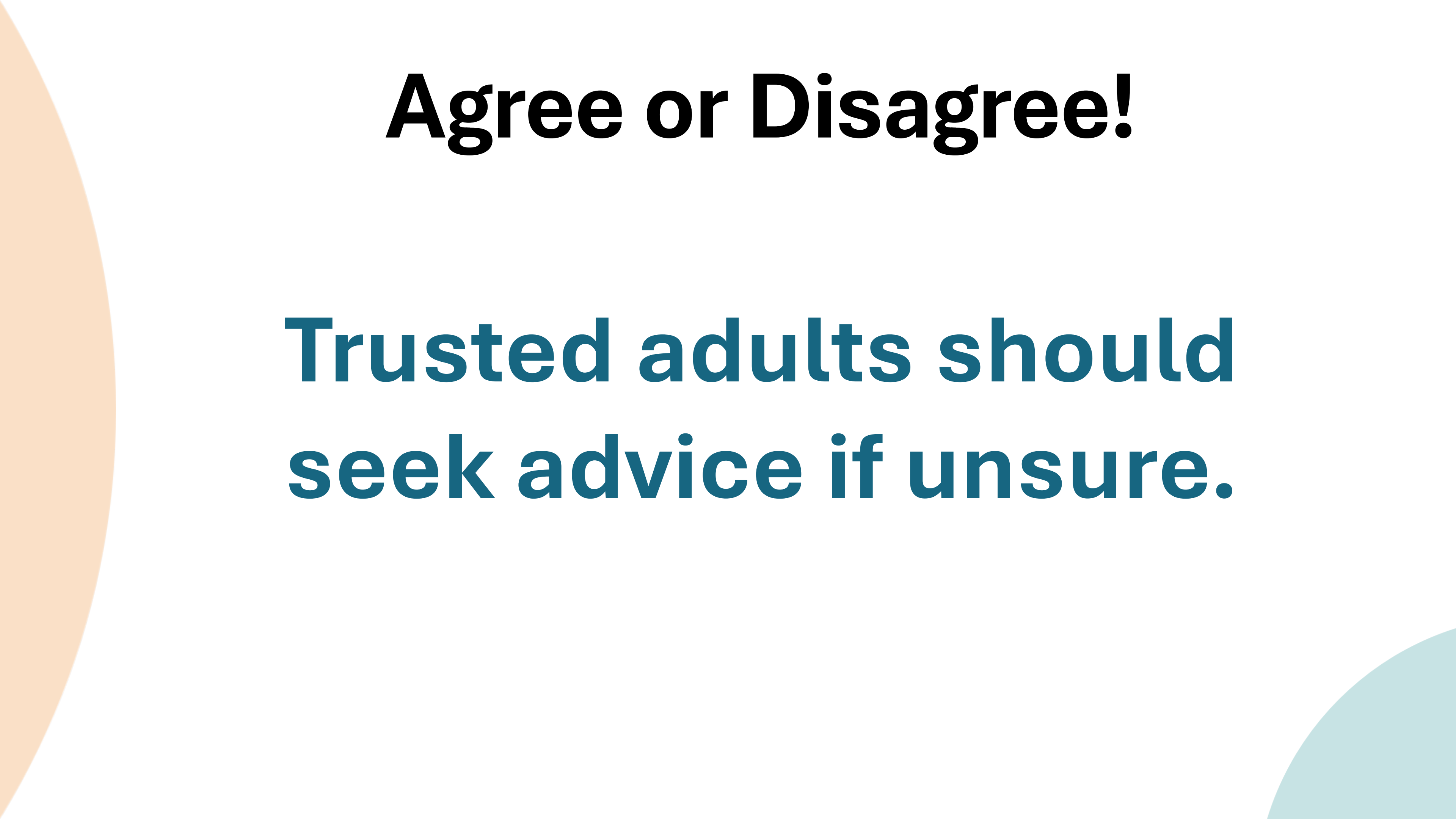
Agree or Disagree!

**Safeguarding training
only needs completing
once.**



Agree or Disagree!

**Good intentions are
enough to keep young
people safe.**



Agree or Disagree!

**Trusted adults should
seek advice if unsure.**



Safeguarding

Scenario Activity

Key Takeaway

Safeguarding training is a fundamental requirement for anyone working with young people and forms the foundation of trusted adult practice.

10 minute BREAK!

Group Task



Boundaries & Safe Relationships

Inclusion – Identity & Privacy

Inclusion – Views & Belonging

Mental Health & Wellbeing



Share Back

Key Takeaway

Boundaries & Safe Relationships

Boundaries are not barriers to relationships.

They are protections for relationships.

Key Takeaway

Inclusion – Identity & Privacy

Young people are more likely to trust adults who respect their identity and experiences.

Trusted adults respect confidentiality wherever possible but are always honest about the limits of confidentiality.

Key Takeaway

Inclusion – Views & Belonging

Young people are more likely to trust adults who respect and value who they are and their opinions.

If we don't understand something about a young person's identity, it is okay to respectfully ask questions.

Trusted adults do not need to know everything.

They do need to be willing to learn, listen and avoid making assumptions.

We don't have to agree with every opinion or experience, but we should always treat young people with dignity and respect.

Key Takeaway

Mental Health & Wellbeing

Do not diagnose, provide therapy or work beyond competence.

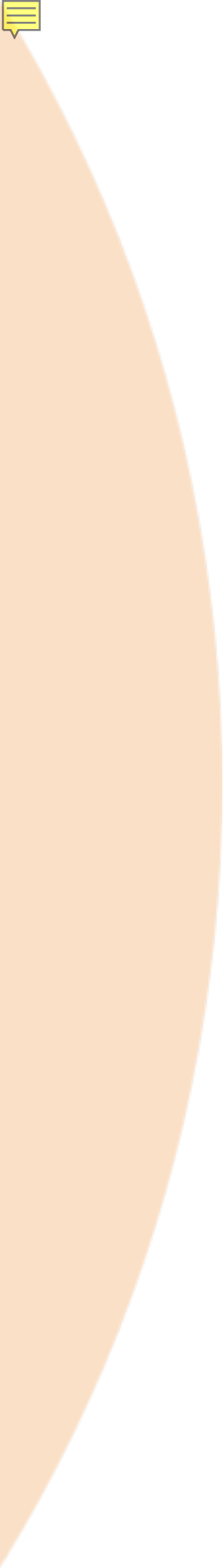
Do not manage complex concerns alone.

Notice, Listen, Support, Record, Refer and Seek Advice.



Reflective Practice & Supervision

How do trusted adults protect themselves?



Key Takeaway

Safe adults are supported adults.

Reflection & Share Back

In your groups complete the sentence:

"A trusted adult is someone who..."



Final Reflection & Feedback

Please now share your individual feedback on the form provided.

Don't forget to include the number from the beginning of the session for **Question 3!**



Key Takeaway

Trust is built through relationships, but trust is sustained through safe practice.

Trusted adults use communication skills, empathy, inclusion and consistency to build relationships whilst using safeguarding knowledge, training and professional judgement to keep young people safe.

Safeguarding training provides trusted adults with the **knowledge and confidence** to **recognise concerns, respond appropriately, know when information must be shared** and **take action** when a **young person may be at risk**.

Trusted adults are not created by good intentions alone. They are developed through training, experience, safeguarding knowledge, supervision and a commitment to keeping young people safe.

Thank you!



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