

**PLATF** **FORM**

# Asset Coaches:

People leading their own support

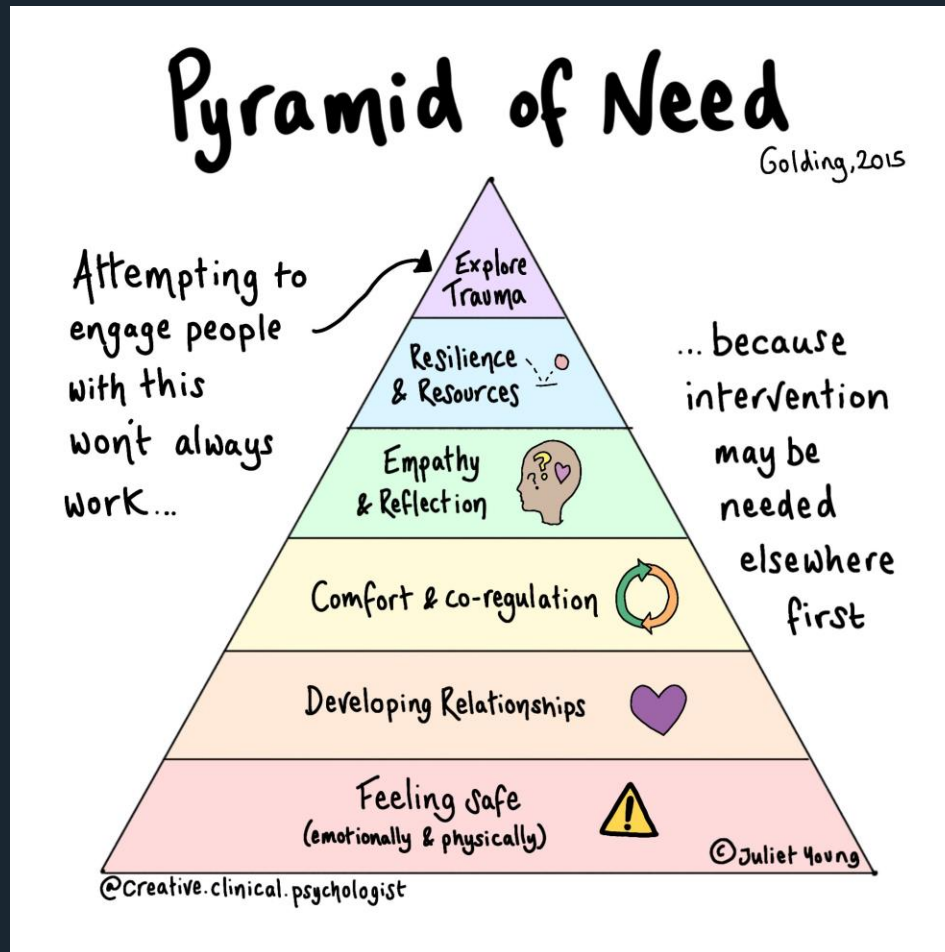
**PLATF** **FORM**

For mental health and social change  
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# Platform Context

Relational, healing and human

# The foundation / evidence-based practice:



# Regulate – Relate – Reason - Repair

# PTS

What, where and why?

## PTS: Background

### Person-led, transitional, strength-based approach

- Developed by Mayday Trust
- Challenges a broken system
- Built on idea that we don't *fix*
- Focuses on creating independence
- Rebuilds connections
- Works in a human way
- Critically challenges the system
- **Meets the need described by the TRM / NSP.**



## Why PTS?

- Links to Platform values
- Helps us challenge the system
- Helps us improve Platform structures and procedures
- Helps us pilot new training and approaches
- Ends dependency on us
- Gives us more tools in our arsenal
- Frees us up from bureaucracy
- Drives change!

# What is PTS?

## *Principles of PTS*

- **Personalised:** A response that works for the individual and recognises that each person's unique experience will be different.
- **Not fixing:** People are listened to and are able to make their own decisions on how and when they want to change their lives.
- **Evidence of success:** People have opportunities to explore aspirations and build evidence of their success
- **Strength-based:** Concentrating on developing a person's strengths and removing the focus on weaknesses.
- **Real-world:** Creating relationships that are based on honesty and reflect the nature of the world outside of services.
- **Identity:** A person's status, identity, community and familiarity is not built around services.
- **Building internal motivation:** People have space and time to build confidence and self-belief.
- **Seeing people:** People are people, not labels such as 'the homeless', 'drug addicts' or 'ex-offenders'.
- **Person-led:** The mantra is no steps, no stairs, and no pathways. Instead, people have choice and control over their lives to achieve what they want at a time that is right for them.

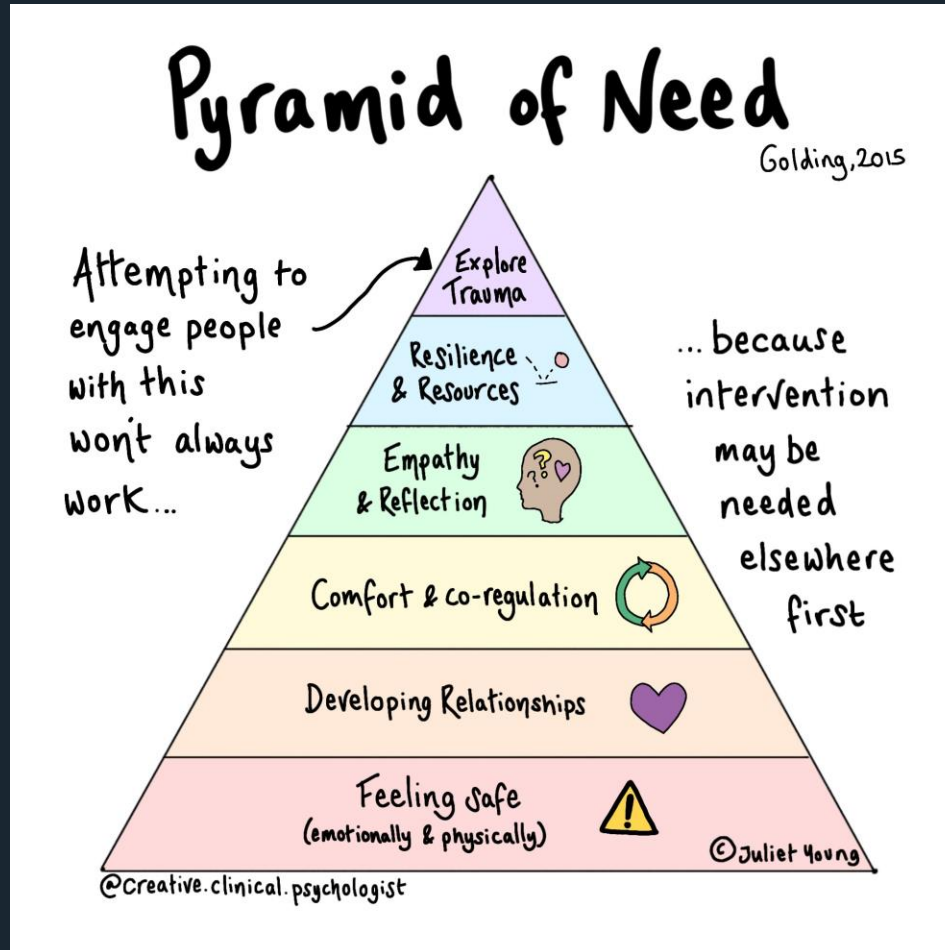


# Open Challenge: Your Crisis Team

Who're you going to call – and why?



# The foundation / evidence-based practice:



Regulate – Relate – Reason - Repair



## PTS in Platform

**Nine coaches as a pilot to release our human practice from broken systems.**

- 3 in Caerphilly, with one Senior Case Worker acting as a coach
- 1 in Torfaen
- 1 in Merthyr
- 1 with Rhondda Housing Association
- 1 with Swansea

The aim is to have PTS coaches in every area – but also to use PTS coaches to challenge the system, breaking down barriers for the rest of us.

# How do we deliver PTS?



## Building Trusting Relationships

Listening without an agenda and seeing the whole person within their social, environmental, political context - seeing a person and not a problem that needs to be fixed.

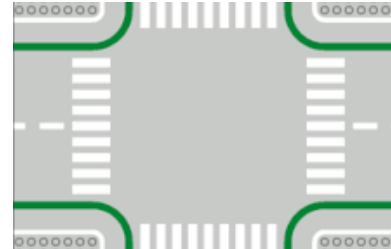
- PTS Training offered to showcase a new way of working, for all coaches.
- Platform 'coaching' training offered, to explore and develop skills such as motivational interviewing, trauma-informed practice, and other practical skills.
- Qualification offered to PTS coaches in PTS approaches.



## Exploring Opportunities

Reconnecting people with their strengths and passions. Building evidence that a person can succeed.

- PTS Coaches have good links with a range of stakeholders and throughout Platform.
- PTS Coaches are familiar with various agencies and their interventions, and can consider which will be in line with PTS and Platform values.



## Choice and Control

Creating an environment where people can take control and have the knowledge and understanding to make informed decisions.

- Coaching sessions ask people to set their own goals and work on what they want, when they want.
- PTS Coaches work to a principle of informed risk-taking, both by coaches and by the people they are working with.



## Influence through doing

Positively challenging systems by embedding PTS principles, sharing learning, and feeding into the PTS data set.

- PTS Coaches keep a learning log about barriers and enablers to change, and pass that up to the Transformation Team.
- PTS Coaches hold regular weekly reflective sessions to consider better or different responses and ensure that practice is consistent and in line with PTS values.

## Open Challenge: The Not Fixing Challenge

Help someone without fixing anything

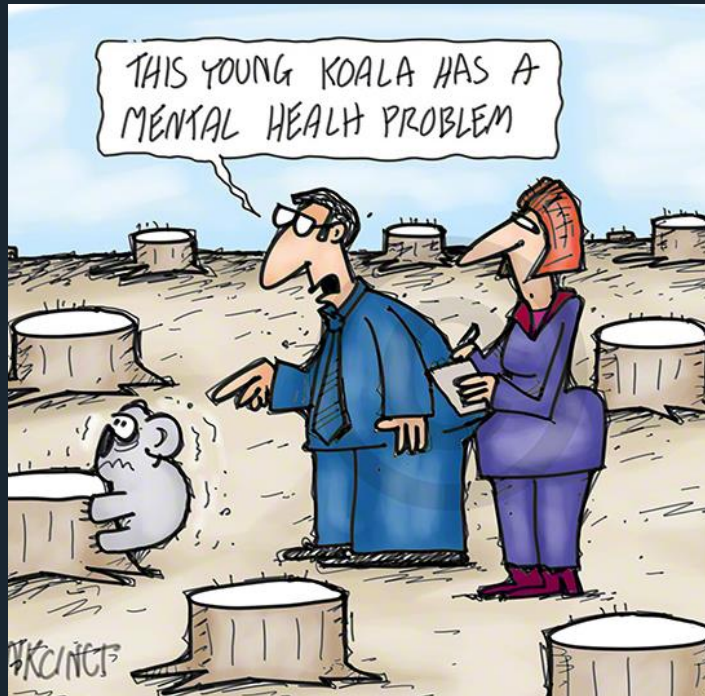


- Substance use issues
- Hard to reach / engage
- Childhood trauma
- Unemployed / on benefits
- Diabetic
- Frequently in / out of prison
- In rent arrears and debt
- Has slept rough in the past
- Limited connection to family, very few friends
- Mental health diagnosis of borderline personality disorder
- Arson conviction



## Group Work: Seeing it Differently

Help someone now you've got the right information



- Professional guitarist
- Brilliant painter
- Used to collect Warhammer models
- Loves reading, goes to the library regularly
- Still sees his grandmother one Sunday every month
- Wants to reconnect with his mum, never wants to see his dad
- Has a kid he hasn't seen for years
- Amazing sense of humour

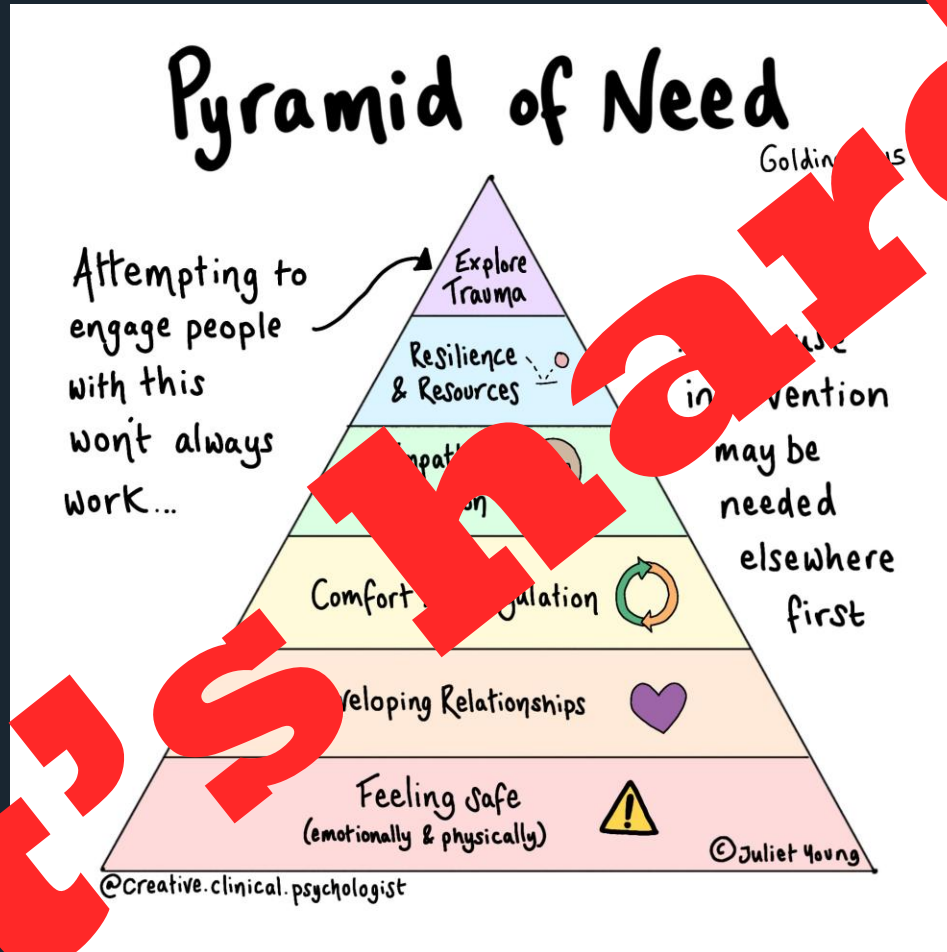
## **Some of the how**

- Brokering forms
- Keeping yourself
- Coach-led budgets
- Do No Harm plus Every Opportunity is Coaching
- Open ended (as much as possible)
- Regular commissioner updates
- Line dancing, Pen Y Fan, soft play centre, coffee shops, and more

# PTS, Platform and Progress

## What is the pilot telling us?

# The foundation / evidence-based practice:





# Internal and external

## Changing Practice



## Changing Systems







# Coaching success

- Increase in wellbeing (WEMWBS scores)
- Zero evictions amongst cohort of “high risk” tenants
- Coaches engaging in multiple ways.
- Currently holding onto relationships despite difficult times.
- Engagement with other services such as substance use.



# Internal challenge

- Change to “non-engagement” letters.
- Change to risk assessment processes.
- Supporting creation of a reflective practice environment.
- Prioritising lived experience, kindness, humanity.
- Creating a functional “feedback loop” into the wider organisation.

**Open Session: How it works**  
**Any questions?**





## Get in touch

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