

## PERSON-LED, TRANSITIONAL AND STRENGTH-BASED (PTS) AT YOUR FINGERTIPS: A HANDOUT SUMMARY



### BROAD FINDINGS

The full report demonstrates that the principles behind the PTS Response establishes trust through listening and time invested in getting to know people. People are given space to re-discover themselves and focus on strengths and interests. The time invested helps people get out of isolation and increases human connection. The whole response helps people feel more in control of their life, able to weigh options and make their own choices as to what help or support they might want. People's wellbeing increases directly as a result of the PTS Response and the evidence shows that as wellbeing increases, positive decision making increases.

### THE RESEARCH

People working with a PTS Coach were interviewed in 2019. Between 12 – 18 months later, they were interviewed again. The information collected here was supplemented by quantitative data collected internally.

# “TREATED LIKE A HUMAN BEING”

## WHAT THE IMPACT HAS BEEN

### **Setting own aspirations**

People are free to set their own aspirations – and these varied from reconnecting with friends and family to weight loss, getting accommodation and much more, increasing positive decision making.

### **Access to services**

Evidence suggests the PTS Response reduces reliance on other services – which is sustained even after ending the coaching relationship.

### **Wellbeing: Self-esteem, purpose and confidence**

On average, by the time the coaching relationship ends, there is a demonstrable increase in scores and people are starting to be closer to a ‘National Average’ WEMWBS score.

This means increased self-esteem, sense of purpose, and optimism.

### **Preventative**

PTS Coaching helped people cope with the realities of lockdown and social isolation, demonstrating that the impacts could have been significantly worse without the PTS response.

### **Social connections and positive networks**

Prior to PTS Coaching, people did not have strong positive social networks. With Mayday PTS Coaching, people established a wider group of positive relationships with family and friends.

“IT IS CLEAR THAT THE PTS RESPONSE CAN ACHIEVE SUSTAINABLE OUTCOMES FOR PEOPLE GOING THROUGH TOUGH TIMES PARTICULARLY ON INTERNAL OUTCOMES. INDIVIDUALS SUPPORTED FELT HEARD, MORE CONFIDENT, AND EMPOWERED.”

## WHAT WE CAN LEARN FOR THE FUTURE

### **Progress is not just due to the PTS Coach**

People share that they attribute their progress to family members and friends as well, and PTS Coaching gives them the space to reconnect to people who can support them – it isn't always about a service.

### **Ending the coaching relationship**

The way we end the coaching relationship is vital. If it is not ended properly either prematurely or without it being managed, it can have a detrimental impact on outcomes. It can lead to increased isolation, fewer connections, higher vulnerability, even return to homelessness.

### **Coaching should be independent from housing situation**

Making the relationship dependent on a specific housing situation undermines the person-led and personalised approach of the PTS, and delinking these appears to improve outcomes.

### **Eligibility criteria, staff changes, or similar, can get in the way**

Some people reported that they couldn't access support from their coach when they needed it, where they needed it.

### **The wider system culture in housing is getting in the way**

Trying to operate PTS within a broken housing makes the differences very obvious. Often the system conflicts with a person-led and asset-based way of working.

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