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Introduction to the Personal Transitions Service (PTS) & System change





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Aims

Deficit/'needs' based system

Personal Transitions Service

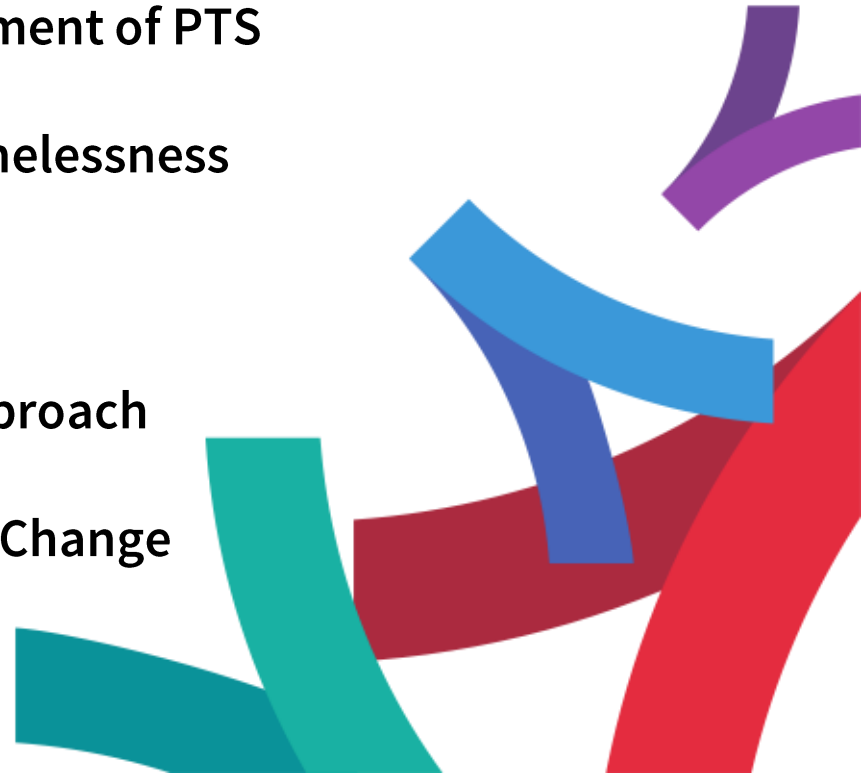
Background to development of PTS

Myths and facts of homelessness

'Fixing'

Strength-based approach

Culture and System Change





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Introductions

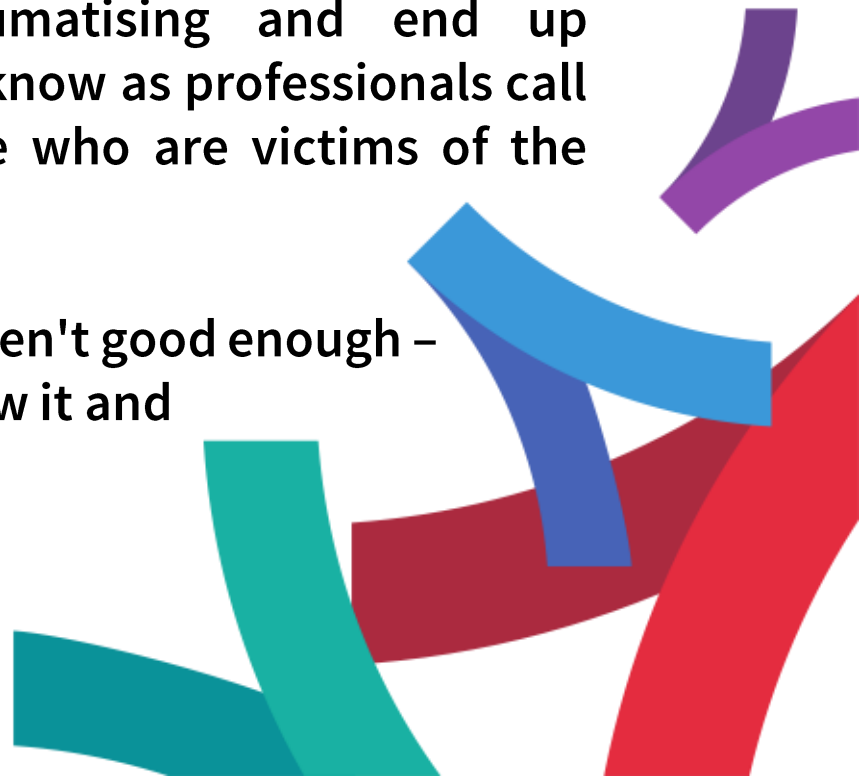




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Why we work in a different way – What people told us

1. Current system and processes are embarrassing, de-humanising, humiliating can at worst be re-traumatising and end up institutionalising people. People who we know as professionals call people 'complex needs'. they are people who are victims of the broken system.
2. Fixing - it doesn't work, the outcomes aren't good enough – trying to 'fix' people doesn't work, we know it and the research validates this.



PTS Beliefs

Homelessness and tough times should be a brief transition in someone's life, not a life choice and certainly not a life sentence

By offering the right individual intervention at the right time, people won't need homelessness or other issue based services

Problem definition: the systematic institutionalisation of people accessing homelessness services



Core concepts of the Personal Transitions Services (PTS)

Developmental assets
Personalisation
Advantaged thinking
Relationships & purpose

PTS interventions

Coaching
Brokering
Building positive networks





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Culture change

People	Environment	Systems & processes	Language	Structure
Caring Good listener	Communal areas, traditional, segregated	System, funder led	Jargon, professional	Top down
Strong sense of identity Can give away their power	Integrated, safe, offering choice	Person led	Advantaged considered consistent	One team, feedback loops, frontline power, flexible



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Culture - language

The homeless

homeless community

client

service user

complex needs

dual diagnosis

multiple needs

vulnerable

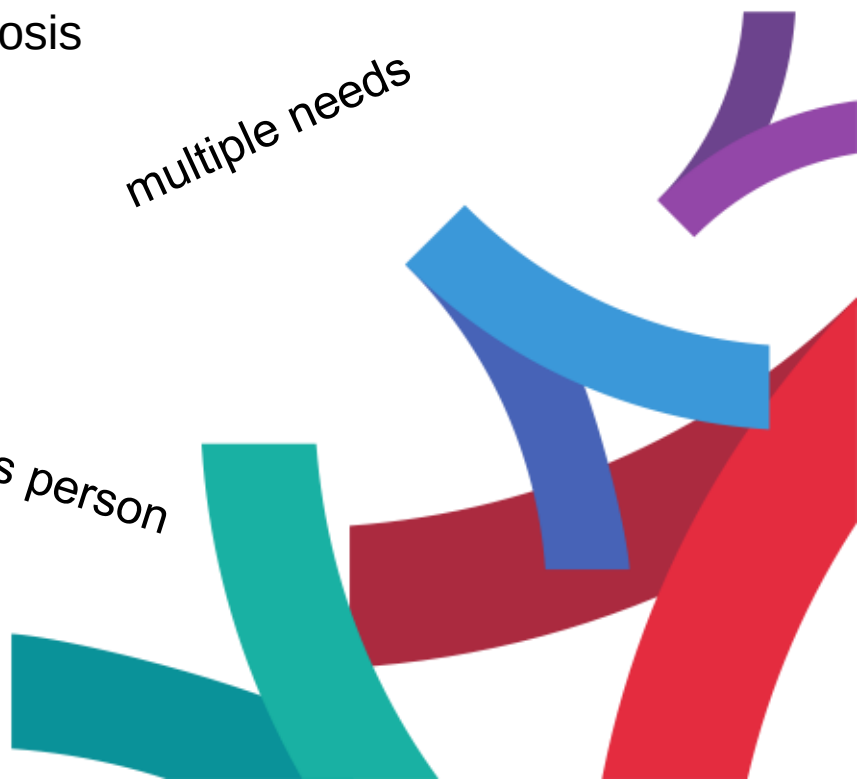
alcoholic

individual

addict

substance abuse/misuse

homeless person





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Brokering

poetry
Remote control cars

football

animals

Teeth

flowers

photography

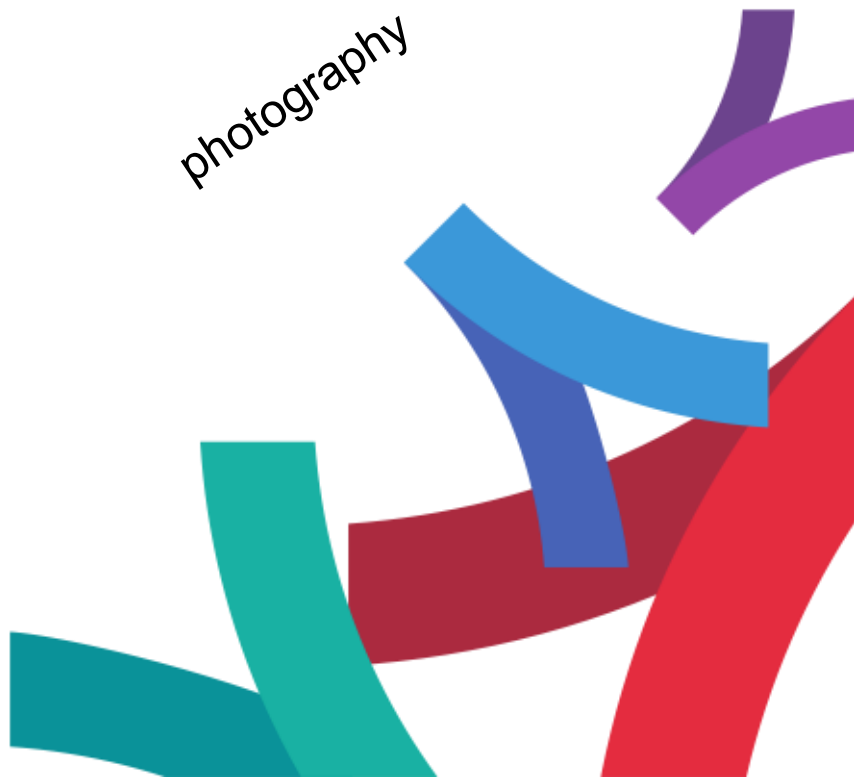
Art

chess

singing

Driving theory test

Theatre





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Being an Ally

What can an ally do?

Have a chat- believe in someone, like spending time, give respect and dignity, build trust, don't let people down, be persistent

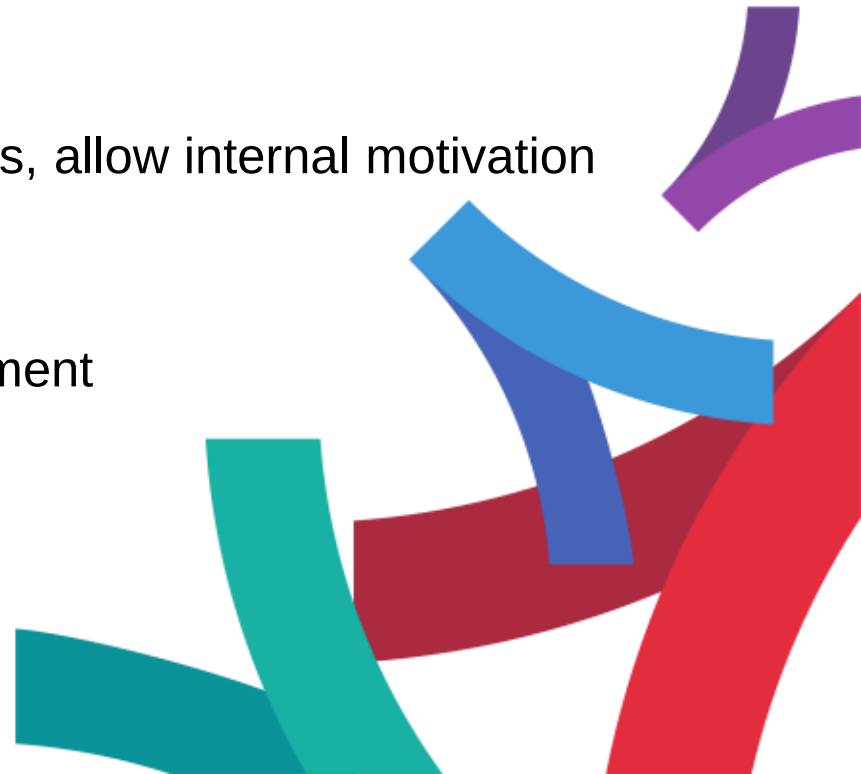
Don't disempower - stop 'fixing'

'In prison' - stop focusing on weaknesses, allow internal motivation

Give back control, listen & reflect a lot

Stop the segregation - physical environment

Don't be the 'well intentioned' helper





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and to finish....

Any asset based/strength-based approach starts with unlearning

Identifying where the power lies is critical to true empowerment

To be self aware and continually questioning is critical in being effective on the front line / leadership

Strength based approach is a mindset, way of thinking and behaving so personal development is core to any asset or strength based training

Personalised approach

Advantaged thinking

Personal assets

Relationships

Purpose





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Thank you

