



Outcomes  
Star™



**BRIEFING**

# What is the Outcomes Star™?

Introducing our evidence-based tools for supporting *and* measuring change



Triangle

## Introducing the Outcomes Star™

Outcomes Stars are holistic and empowering tools that are designed to meet the need for outcomes measurement whilst also improving keywork for service users, services and commissioners. There are over 30 different versions of the Star, each tailored to a specific sector and co-created with services and service users.

Each version consists of a set of scales presented in a friendly and accessible Star shape, covering the key outcome areas that are relevant in that sector. Underpinning these scales is a five stage Journey of Change – an explicit model of the steps people go through when making sustainable change in their lives.

The Journey of Change means the Star does not purely measure the severity of a problem. The five stages and numbered scales (either 1 to 10 or 1 to 5) measure the relationship a person has with the different areas of their life - how motivated and supported they are in moving forward and in sustaining a better situation. Through the Journey of Change, each outcome area is broken down into smaller steps, providing a way of consistently and objectively measuring distance-travelled. The Journey of Change differs across each Star, for example with an empowerment focus looking to self-reliance, or with an enablement focus looking to things being as good as they can be. The Stars are only suitable for use in frontline services

working 1 on 1 with service users over a period of time.

Workers use the Star at assessment and reviews to find out where a client is on their journey and to plan appropriate actions to help them move up each scale.

Once enough Stars have been completed, services can easily collate distance-travelled data to report on outcomes for their clients, examining both the bigger picture and the smaller details. Reports cover the key outcomes of interest to commissioners, using a consistent format that facilitates learning across different services.

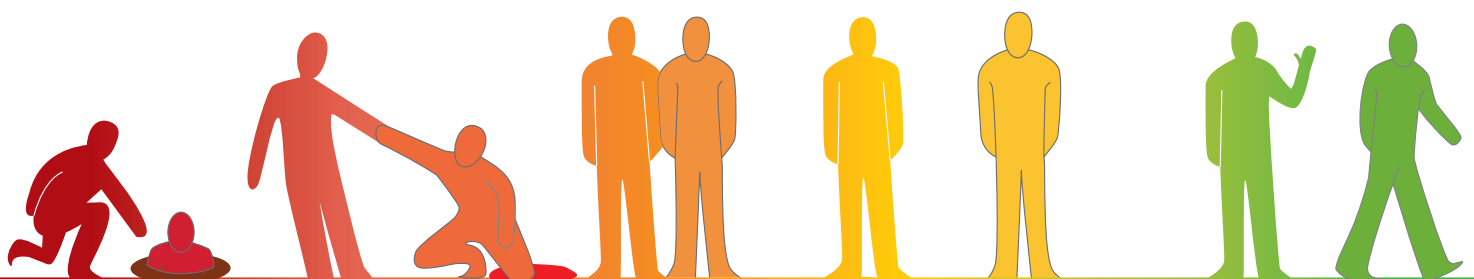
### Supporting services and service users

Practitioners and clients like the Star because it's simple to use, highly visual, person-centered and strengths-based.

For clients, the Star's collaborative nature means that people are engaged in their own process of change, rather than being something 'done to them'.

**The visual aspect (of the Star) is easy for service users to understand, the language is clear and simple, it structures keywork and helps to break actions down into bite-sized bits.**

*Manager, Uniting Care West, Australia, on the Justice Star*



An example of the Outcomes Star™ Journey of Change from Stuck (1) to Self-reliant (5)



For practitioners, the completed Star gives a clear picture of clients' needs and assets and it identifies where they are on their journey, breaking change down into manageable steps so that support is better targeted.

For service managers, collated Star data provides information on outcomes to pinpoint good practice, gaps in provision or areas for improvement. As services share knowledge and learning from the Star, they can refine their practice to make a real difference to the outcomes of vulnerable groups.

### Supporting commissioners and funders

The family of Outcomes Stars supports the priorities of commissioners and maps across to key UK government frameworks and guidance, including:

- Social Care Act 2014
- Common Assessment Framework (CAF) and Troubled Families Programme
- Getting it Right for Every Child (GIRFEC) and SHANARRI in Scotland
- Supporting People
- Every Child Matters

Each Star gives clear evidence of the impact a service is making across a number of outcomes and can help to bring a focus on outcomes to the commissioning process. Commissioners are already using the Stars to support contract management and in some cases to contribute to a 'payment by results' approach.

In addition, the Star provides a consistent and accessible framework that can improve keywork within services and can help put person-centered planning into action. Because the Outcomes Star is an integral part of assessment, support, planning and review, it doesn't divert valuable resources from direct work with clients, making it popular both with workers and the people they support.

### Evidence-based and recommended

Each Star is developed by Triangle Consulting Social Enterprise in the UK in collaboration with experts in the field: voluntary organisations; professionals; keyworkers; service users and support groups. It is then piloted and revised in the light of the pilot's findings before finally being published.

Outcomes Stars are widely used in the UK by voluntary organisations large and small, housing associations, NHS Foundation Trusts and over 50 local authorities, and have been backed by the Department of Health, the Big Lottery, NESTA, the National Social Inclusion Programme, the Chartered Institute of Housing, the London Housing Foundation, Homeless Link and the Mental Health Providers Forum, among others.

International interest in the Outcomes Star is also growing and it is used in several countries around the world such as Australia, Canada, France and Finland amongst others.

There is a growing body of evidence showing that the Outcomes Star increases the effectiveness and consistency of keywork and promotes client change. Research into the psychometric properties of the Star has also shown that it performs well as an outcomes measure. More research is underway by Triangle and others, with full information on our website.

### Using the Outcomes Star

Services wishing to use the Star must have licences and training, as good implementation is key to using the Star well. Triangle offers cost-effective licence options, an intuitive Star Online web application and provides ongoing support to implement the Star effectively.

**There are a lot of validated questionnaires out there, but no other tool that fills the space the Star fills. It is about more than just measuring – it is about how you work with someone and the values and principles that underpin that.**

*Dr Gavin Mellor, Director of Operations, Substance*







## The social enterprise behind the Outcomes Star™

Triangle Consulting Social Enterprise is an innovative, mission-led organisation that exists to help people reach their highest potential and live meaningful and fulfilling lives, often in the context of social disadvantage, trauma, disability or illness.

We do this by creating and supporting the Outcomes Star and other tools to unlock the potential of both individuals and the workers and organisations who support them. We believe that by balancing clear thinking, human connection and action – using the head, heart and hands – we can make a real difference in the world.

Triangle is the trading name of Triangle Consulting Social Enterprise Ltd. Registered address (not for correspondence): Preston Park House, South Road, Brighton, East Sussex, BN1 6SB, United Kingdom. Registered in England and Wales, company registration number 07039452.

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If you are not in the UK, contact the licensed Outcomes Star service provider in your country. Contact details can be found on the Outcomes Star website.



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