

# HOW TO...

## Use the Star within OBA framework

This document explores how the Star fits with the Outcomes Based Accountability (OBA) framework and approach. Organisations using an OBA framework will quickly come across the need for a tool and method for measuring outcomes.

### 1 About OBA and the Outcomes Star™

OBA requires performance measures to evaluate how well a service or programme is working and distinguishes between quantity, quality and effect:

**How much did we do?**

(E.g. number of service users supported)

**How well did we do it?**

(E.g. quality of service offered)

**Is anyone better off as a result of what we did?**

(E.g. the effect or outcome)

The Outcomes Star captures the extent to which people are better off, usually seen as the most important and most difficult measure and to control and therefore often neglected.

The Outcomes Star is a family of tools for measuring outcomes whilst at the same time supporting client change. They capture the difference made for clients in services and empower both client and worker to bring about change, making them positive tools to implement and use.

## 2 How the Outcomes Star can support those using OBA

- **By measuring the difference made for service users.** OBA does not include or recommend client outcome tools. For services with a keywork approach and where Triangle offer a relevant version for your sector, the Star offers a recognised and effective way to capture this information for OBA.
- **With 'Turning the curve.'** The Star provides a way to turn talk into action as workers can use it to help be 'client focused' and to 'strengths based' approaches and conversation in action.
- **By providing insight for performance improvement.** Outcomes Star data provides baseline and outcomes statistics to inform service improvement. These can also be used to improve cross agency working, apply for funding and other ways.
- **By helping to define an OBA framework.** Where there is a version of the Outcome Star in a sector, this may inform the process of identifying desired outcomes at population level, programme or service level. If there isn't a version of the Star already, arguably the process of developing one would fit well within the process of setting up the OBA framework.

## 3 The role of the Star within the key aspects of OBA

In a number of aspects of OBA, if you are using a version of the Outcomes Star already, or plan to do so, quite a lot of the work has effectively been done for you – by Triangle and our collaborators in a sector in the process of developing the Star. There may therefore be some short-cuts and no need to 'reinvent the wheel' – simplifying things and helping you to get started.



The Star offers a recognised and effective way to co-create and capture service user change



The Star turns talk into actions



Star data can inform cross agency working, service, practitioner improvement



Existing Stars may help organisations and services to identify desired outcomes

Aspect of OBA	Role for the Outcomes Star
<p><b>Population accountability</b> Well-being of whole populations - including identifying outcomes and outcomes indicators</p>	<p>The Stars measure change at the client and service level, but where there is a high level framework for whole populations, Triangle map the Star against those frameworks.</p> <p>This has been done with key UK government policy frameworks and can be done on request for any population level framework where there is a relevant version of the Star.</p>
<p><b>Performance accountability</b> Understanding and measuring client well-being - including how to start where there is resistance</p>	<p>The Star shares the same basic principle of the importance of focusing on outcomes at all levels, and it can help illustrate what that means in practice.</p> <p>This may be easier to 'sell' for some people than the theory, which may feel abstract. It is also a way of capturing data that is in line with ways of working and actively supports keyworkers, which can help lessen any initial resistance.</p>
<p><b>Performance measures</b> Selecting them and gathering better data</p>	<p>This is the main aspect of OBA where the Outcome Star directly ticks the box. Performance measures in OBA are numbers, quality and evidence of the difference made and it is this third area that is considered most difficult to capture and where the Star can do that effectively, using tool that is recognised and evidence-based.</p> <p>Further, if there is a version of the Star already developed, this can be a useful start point or point of reference for identifying relevant performance measures, as this will have been done and tested rigorously during the development process for that version.</p>
<p><b>Using performance measures to improve performance</b></p>	<p>Where organisations use the Star Online or input the data into their own IT system, they can generate reports.</p> <p>Triangle can advise on how these reports can be used to understand the difference that the service is making and to improve performance.</p>

## Next steps

If you would like to discuss any of the suggestions set out in the document, get more support from Triangle with using the Outcomes Star, or would like to discuss how it can fit in with your own thinking around Outcomes Based Accountability for your organisation, please get in touch with us by either contacting the implementation lead supporting your organisation or contact Triangle through our website: [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk) or emailing, [info@triangleconsulting.co.uk](mailto:info@triangleconsulting.co.uk) or calling us 0207 272 8765.



### The social enterprise behind the 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.

### Find out more

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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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