

Briefing: Outcomes Star™ for service managers

Information and guidance for managers running services and supporting staff to use the Outcomes Star

Outcomes Stars are evidence-based, ready-made tools for frontline keywork. They consist of a set of outcome areas and rating scales in the shape of a Star. Each step on the scale is defined by the Journey of Change – 5 stages that people go through when making sustainable changes in their lives.

The Journey of Change measures the relationship a person has with different areas of their life – how motivated and supported they are, rather than how severe a problem is.

They support person-centred conversations and outcomes-focused support planning whilst measuring outcomes and distance-travelled. They are designed to be completed collaboratively with service users – done with, not done to.

They are licensed tools that require licences and training for all members of staff using them with service users.

There are over 30 sector-wide versions available, each tested with service users and practitioners for at least 6 months before publication (see the website for a full list of Stars available).

KEY POINTS:

- Will only work if the right Star is implemented well in services providing one-to-one holistic support to individuals over time
- Services should set guidance on when to complete Stars and how to integrate Stars into service delivery
- Talk to Triangle, the social enterprise behind the Outcomes Star, if you have any issues or queries
- Stars are licensed tools and require training. Stars can be used via Triangle’s web application, on paper or in other IT systems



Each version of the Outcomes Star comes with a Star Chart and a User Guide or Scales setting out the Journey of Change stages for each outcome area

Benefits for service managers:

- Outcome areas and Journey of Change provide a consistent, person-centred and outcomes-based framework for keywork – building on widely established keyworking skills like Motivational Interviewing
- Resources are practical and positive, designed with practitioners and service users and with user-friendly design and language
- Star data can help you understand what is happening across your service – where service users are where they join, and how they are supported by your team

Getting the most out of the Star as a service manager

Because the Star is designed to be used as an integral part of keywork, it can impact on service delivery and will need to be implemented in a way that works for your service. More information on Star implementation is available in the Implementation Guide, Plan template and Tracker tool – these can be found on the Star Online’s dashboard or are available from Triangle. We have identified five key building blocks for service managers to be aware of:

1 Managing implementation

- Nominating someone having responsibility for how the Star will be implemented and used in your organisation, and being a point of contact for any questions
- Having clear and positive messages for why your service is using the Star – even if the impetus has come from reporting to external funders, there are still considerable internal benefits if the Star is used well

2 Practicalities and costs

- Planning how you will use the Star then arranging the right amount of licences with Triangle and the costs involved
- Identifying how many staff need to be trained and the best training approach from Triangle, then arranging training days and logistics with Triangle
- If you are using the Star Online web application, identifying the right person to be the account administrator and then setting up your account on the system

3 Integration and guidelines

- Setting clear guidelines about when staff should complete Stars, who with and how often – this will vary depending on the nature of your service
- Removing any duplication with other assessment or support planning tools
- Understanding how Star data should be recorded, particularly if using the Star in your

4 Supporting staff

- Understanding the existing skill set of keyworkers and how this supports good use of the Star, or if there are gaps to be filled
- Incorporating the Star into supervision and team meetings, reviewing Star readings and action plans, to check if the Star is understood and best practice is being followed

5 Using Star data

- “Health checking” Star data to identify any data recording errors or bad practice and addressing these to ensure that your Star data is accurate and meaningful
- Identifying what reports you want to use for Star data – if there are particular outcome areas that are more relevant than others, how often you will report on Star data and who these reports will be shared with

For more support and guidance with any aspect of the Outcomes Star, please contact Triangle via the Implementation Lead supporting your service, or on info@triangleconsulting.co.uk or **0207 272 8762**.

For more information about the Outcomes Star, please see our website, www.outcomesstar.org.uk.