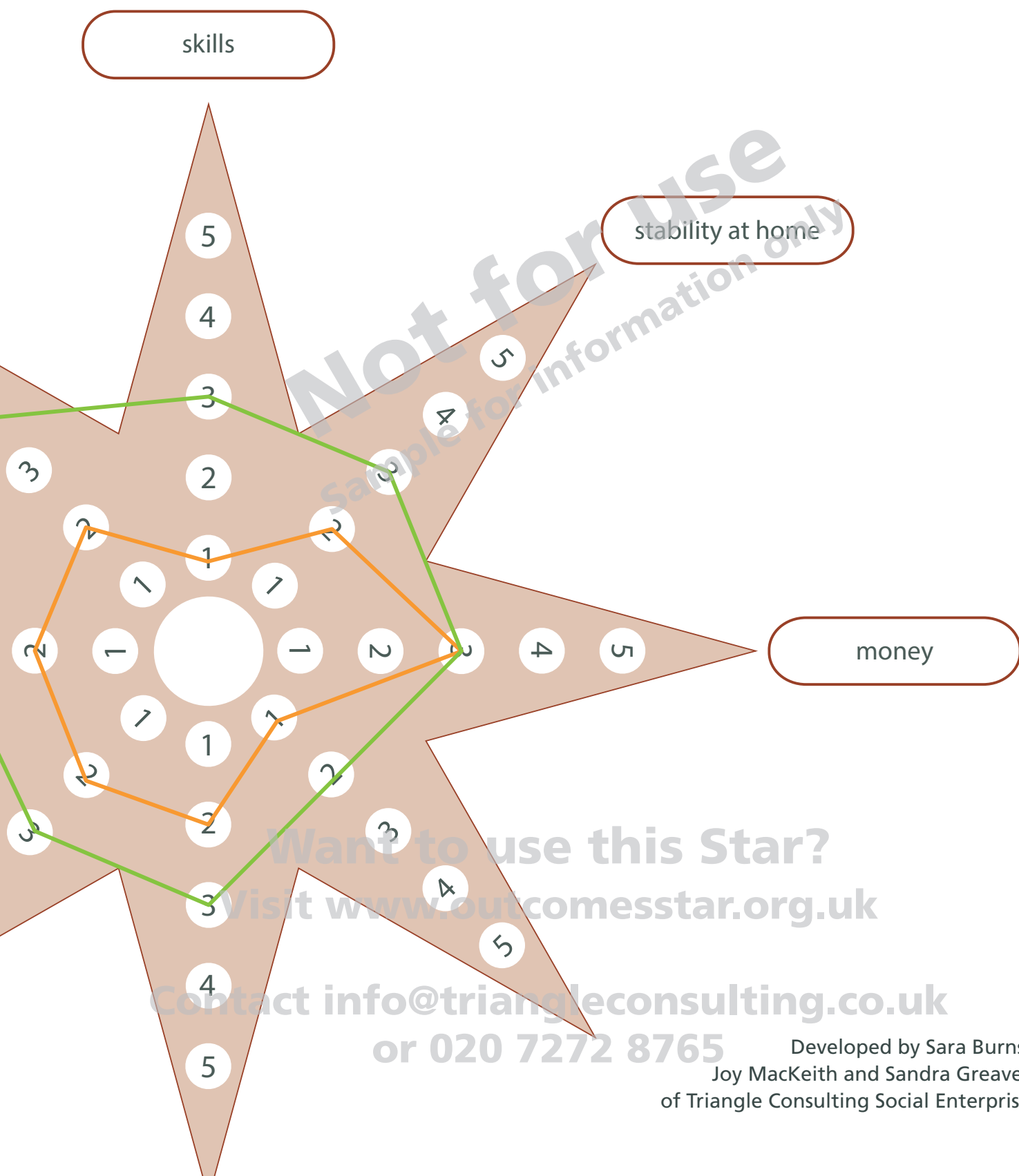




Pathway Star™

The Outcomes Star for people overcoming barriers to work



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Please contact info@triangleconsulting.co.uk to enquire about buying a licence and training.

Licences are also available for those wishing to translate the document into other languages.

The Outcomes Star™

This Star is part of a family of Outcomes Star tools. Each tool includes a Star Chart, User Guide or Quiz and guidance on implementation and some have visual and other resources. For other versions of the Outcomes Star, good practice and further information see www.outcomesstar.org.uk.

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We would particularly like to thank Liverpool City Region Combined Authority for collaborating in the development of the Pathway Star.

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Introduction to the Pathway Star™

The Outcomes Star for people overcoming barriers to work

This version of the Outcomes Star is for people who need considerable support if they are to move towards work. This includes people currently facing significant barriers to work, such as health or housing problems, substance misuse, crime, domestic abuse, family culture (including generations of people not in work) or household finances.

People who are already able to apply for work or training are advised to use the Work Star. People reach the top of the Pathway Star scales when they are actively moving towards a working future and are either ready to engage with mainstream employment services or engaged in supported work or volunteering, if that is more suitable for them.

Sometimes work is not accessible or appropriate.

Some people may be introduced to this Star because they are receiving support with the early stages of the journey to a working future, but at some point it becomes clear that work is not an appropriate, realistic or healthy option for them, at least at this time. Others may be able to work but encounter a lack of employment opportunities that are accessible or realistic for them. If this is the case, people may still receive support from the service to move towards volunteering or other life changes and/or to link with different types of support.

Outcomes areas

The Pathway Star covers eight areas and there is a scale for each:

1. Skills
2. Stability at home
3. Money
4. Healthy lifestyle
5. Emotional well-being
6. Family and relationships
7. Friends and connections
8. Confidence and aspirations

Journey of Change

Change doesn't happen in one go – it's a journey and it can help to understand the steps along the way. Everyone makes changes in their own way but the pattern is often similar. The Pathway Star is underpinned by a five-stage Journey of Change:

1. Not yet ready (red)
2. Talking about it (orange)
3. Giving it a go (yellow)
4. Keeping going (green)
5. Managing OK (blue)

The Journey of Change

1 Not yet ready

At the start of the Journey of Change, you experience substantial difficulties and barriers to work, training or volunteering and are **not yet ready** to move forward. Health, housing or other factors may make it very difficult for you to begin to consider work, and at this stage you don't engage with workers from the service, or only do so because you fear sanctions. Perhaps you don't trust the system or those offering support. Perhaps support is not being offered in a way that works for you or you can't bear thinking about the problems you are facing. The right support and encouragement might help you tackle some of these barriers, even if you find it impossible to imagine a working future for yourself at the moment.

Occasionally, difficulties that come to light during the support may mean that it is not possible or helpful for someone to move towards work at this time. It will then be for the person, their worker and maybe others to explore what is needed.

2 Talking about it

At this stage, you don't yet believe things can be better and can't imagine a positive future for yourself in work, but you are starting to **talk about it**. You engage with those offering help or listen to suggestions, perhaps because you are not happy with the way your life is just now or because you have been told you have to engage. You may allow workers to take some actions on your behalf but you are not yet having a go at opportunities for yourself.

3 Giving it a go

At this stage there is an internal shift. Perhaps you feel more hopeful that things can improve or you start to imagine yourself in work, training or volunteering in the future. As a result, you are prepared to **give it a go**, with a lot of support. You might start exploring your skills and strengths with a worker or experimenting with going along to a relevant group or trying out a possible volunteer opportunity. However this is very tentative and you are not yet doing new things on a regular basis.

4 Keeping going

The next stage is to **keep going** and to engage more fully with things to help you move forward with your life. You may try supported employment, training, a regular part-time volunteer role or other ways to build your skills. Together with a worker you try to address specific barriers that have prevented you from working, such as making changes to the way you communicate or present yourself. However it's early days and difficulties can easily set you back. You are still learning what works for you, so you need help to stay on track and keep trying when things don't work out.

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5 Managing OK

The final stage is **managing OK**. You are actively making progress towards a working future and are able to do so without extra support from a specialist service. You have dealt with any substantial barriers you faced, or are dealing with them effectively now. You may not have a job yet but your journey in that direction now has its own momentum. You are either ready to join mainstream employment services and looking for full or part-time work or you are already in a suitable supported workplace, training or volunteering and are coping well with this. You are gaining confidence, building skills and can bounce back when things go wrong, so you can continue to make progress without the help of a service.

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1 Skills

Basic, social and personal skills, job-specific and transferable skills, qualifications

5 Managing OK

I'm making good progress with developing the skills I need to move towards work

4 Keeping going

I'm trying ways to develop my skills but have a way to go

3 Giving it a go

I'm identifying useful skills that I already have and others that I need to develop

2 Talking about it

I don't have useful skills or qualifications but I'm talking to someone about this

1 Not yet ready

I don't have useful skills or qualifications. I don't talk about this

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1 Skills (detail)

This scale is about recognising the skills you have and developing other skills that are useful for work and that will contribute to leading a fuller life. It includes skills and qualifications that will help you towards work, such as English, reading, writing, maths, using a computer, social skills, communicating, teamwork or problem-solving. It can also include job skills for the type of work you want or can see yourself in.

5 Managing OK

I'm making good progress with developing the skills I need to move towards work

- You have some relevant skills and/or qualifications or are in the process of building them through courses, training or volunteering, and this is working well for you
- You are making good progress on basic skills such as English, reading, writing or maths and on social skills such as communication if these were lacking. You may be making progress on other personal skills such as teamworking or problem-solving
- If you are in supported work you are developing useful job-specific or transferable skills
- You mostly bounce back when things go wrong and can continue to make progress without the help of a service

4 Keeping going

I'm trying ways to develop my skills but have a way to go

- You may be trying out courses, training, volunteering or a supported work placement that will help you build or practise your skills and/or get a relevant qualification
- If you need to develop basic or social skills, you are trying out some ways to do this. You may be trying to develop other personal skills such as teamworking or problem-solving
- It's early days and you are still learning new skills, so difficulties can easily set you back and you need support to stay on track

3 Giving it a go

I'm identifying useful skills that I already have and others that I need to develop

- You may be starting to recognise that you already have some skills and perhaps also qualifications that could be relevant in a workplace
- You are open to exploring what you could do to build more skills or get a qualification. If you are not confident with basic or social skills, you are interested in developing these
- You are drawing up a plan of action, and you may be applying for courses or training with the support of a worker
- You are open to suggestions and prepared to give things a go, with a lot of support

2 Talking about it

I don't have useful skills or qualifications but I'm talking to someone about this

- There are barriers to work as in stage 1, but you are talking to someone about this, though you don't believe you can develop the skills or get the qualifications you need
- You sometimes go along to appointments or classes if things are organised for you but you don't take the initiative yourself

1 Not yet ready

I don't have useful skills or qualifications. I don't talk about this

- The skills or qualifications you have don't seem relevant, or you don't believe you have skills
- Perhaps you aren't confident enough in English or don't speak it well enough for many roles, or you lack confidence in other basic skills such as reading or maths
- Perhaps you don't have the social skills you need to progress towards work, such as making eye contact or presenting yourself in appropriate ways
- You don't talk about this or engage with support if offered

2 Stability at home

Suitable and stable housing, basic equipment, managing a tenancy, organising your home

5 Managing OK

My home is suitable and stable enough for me and is not a barrier in moving towards work

4 Keeping going

I'm trying to sort out my accommodation but have a way to go

3 Giving it a go

I want to sort out my accommodation so that I have more options for the future

2 Talking about it

There are big problems with my accommodation but I'm talking to someone about this

1 Not yet ready

There are big problems with my accommodation. I don't talk about this

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2 Stability at home (detail)

This scale is about having enough stability at home to be able to move towards work. It's about having somewhere suitable and stable to live, with basic equipment such as a cooker and a fridge. It's also about sticking to the rules of your tenancy so that your home is not at risk. It also includes keeping your home organised enough to allow you to have a routine and organise yourself to get to work.

5 Managing OK

My home is suitable and stable enough for me and is not a barrier in moving towards work

- Your home is safe enough and in good enough repair. It is suitable for you and your family, with no overcrowding, and there is no current risk of losing it
- You have the basic equipment you need at home, such as a cooker, a fridge and a bed
- You stick to the rules of your accommodation and manage your tenancy well enough
- You are managing to keep your home better organised if this was a problem for you
- You mostly bounce back when things go wrong and can continue to make progress without the help of a specialist service

4 Keeping going

I'm trying to sort out my accommodation but have a way to go

- If your housing isn't safe, suitable or stable, you are taking active steps to improve it or to find new accommodation
- You may be learning to manage a tenancy, for example by trying to not disturb your neighbours or to keep shared areas tidy. You may be learning to organise your home better
- It's early days and you are still sorting out your housing situation or home, so difficulties can easily set you back and you need support to stay on track

3 Giving it a go

I want to sort out my accommodation so that I have more options for the future

- If you don't have safe, suitable or stable housing, you are exploring the possibilities to improve it or to find new accommodation
- You may be recognising that there are things you can do to manage your tenancy better or to organise your home and having a go at some of them
- You are open to suggestions and prepared to give things a go, with a lot of support

2 Talking about it

There are big problems with my accommodation but I'm talking to someone about this

- There are barriers to work, as in stage 1, but you are talking to someone about this, though you don't believe you can sort out your housing situation or home
- You may accept help with pressing issues such as the threat of eviction, but you don't take the initiative yourself

1 Not yet ready

There are big problems with my accommodation. I don't talk about this

- You are at risk of losing your home, or you are living in unsafe, unsuitable or temporary housing
- You may not have basic equipment such as a cooker, fridge or bed
- Your home may be seriously disorganised or chaotic and you may not know how to change things or don't want to
- You don't talk about this or engage with support if offered

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3 Money

Benefits, debts, managing money and paperwork, budgeting

5 Managing OK

Money is not a barrier to moving towards work. I'm managing my money well enough

4 Keeping going

I'm trying out ways to address money problems but am still learning what works

3 Giving it a go

I'm working out how to address money problems

2 Talking about it

I have serious problems with money but I'm talking to someone about this

1 Not yet ready

I have serious problems with money. I don't talk about this

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3 Money (detail)

This scale is about dealing with financial difficulties. It covers managing money, including getting the right benefits, paying debts and bills, having a bank account and feeling in control of your money. It's also about exploring whether you would be better off in work, at least in the longer term.

5 Managing OK

Money is not a barrier to moving towards work. I'm managing my money well enough

- You mostly feel in control of your money, are getting any benefits you are entitled to and are paying off any debts or rent arrears, though you may still find it hard to manage on what you have, plan ahead and/or deal with unexpected expenses
- You know that you will be better off – or at least not lose money – in the work you are moving towards, in the longer term at least
- You mostly bounce back when things go wrong and can continue to make progress without the help of a service

4 Keeping going

I'm trying out ways to address money problems but am still learning what works

- You read and act on bills and paperwork and attend appointments. You have a bank account
- You are trying to manage the amount of money you have coming in from benefits, wages or other sources. If you have debts you are starting to repay them
- It's early days and you are still learning to manage your money, so difficulties may easily set you back and you need support to stay on track

3 Giving it a go

I'm working out how to address money problems

- You want to deal with money problems and are starting to take the initiative to plan or budget better
- You may be getting help with sorting out benefits or a debt repayment plan, or receiving extra help to pay for things that could move you closer to work, such as clothing, transport or tools
- You understand the financial implications of working. You or your family may or may not be better off financially in work than on benefits but you are open to moving towards work, training or volunteering
- You are open to suggestions and prepared to give things a go, with a lot of support

2 Talking about it

I have serious problems with money but I'm talking to someone about this

- There are barriers to work as in stage 1, but you are talking to someone about this, though you don't believe you can sort out your finances or that work is a realistic option
- You may accept help with pressing issues such as problems with benefits or debts, but you don't take the initiative yourself

1 Not yet ready

I have serious problems with money. I don't talk about this

- You struggle to pay for basics. You may have lost benefits. You may have rent arrears or debts that you are not repaying
- Perhaps you feel your money is out of control and/or avoid reading bills when they come in. Perhaps you don't have a bank account, photo ID or other financial basics
- Perhaps you know that you would have less income if you were working. There may be a source of income that is unofficial or may be lost if you were working
- You don't talk about this or engage with support if offered

4 Healthy lifestyle

Doctors and treatment, aids and adaptations, fitness, healthy food, sleep, drugs and alcohol

5 Managing OK

I look after myself well enough and my health and fitness are not a barrier to moving towards work

4 Keeping going

I'm trying ways to improve my health or manage better but have a way to go

3 Giving it a go

I'm open to extra help or lifestyle changes so that I have more options for the future

2 Talking about it

Problems with my health or mobility hold me back but I'm talking about this

1 Not yet ready

Problems with my health or mobility hold me back. I don't talk about this

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