

Title	<p><b>The Outcomes Stars: a complexity-informed, relational approach to the delivery of public services</b></p> <p>Outcomes Star</p> <p>Keywork tool</p>
Author	Outcomes measurement
keywords	<p>Relational services</p> <p>Human Learning Systems</p> <p>Health visiting</p>
Topics	<p>Complexity and Relational Outcomes</p> <p>This workshop will be a collaboration between Triangle, the creators of the Outcomes Star suite of tools, and the Outcome Star &amp; Parenting Programme lead for Warwickshire where the Parent and Baby Star has been implemented within all 15 health visiting teams.</p> <p>We will share how the Parent and Baby Star, and other versions of the Outcomes Star support a complexity-informed, relational approach at three levels:</p> <p>Person level: collaboratively completing the tool with reference to detailed scale descriptors creates an in-depth shared understanding about strengths and what is needed going forward. The holistic approach and circular graphic help to model the complexity and interdependence of different aspects of a person's life, enabling them to understand their life as a system and to focus on what matters to them.</p> <p>Organisation/place level: the Star enables meaningful purpose-aligned reflection and learning about what is and isn't working within services so they can better support those they serve. The holistic nature of the tool as well as the information captured in the five-step Journey of Change provides rich data to inform co-productive interpretation measurement processes.</p> <p>Connected learning cycles: the Star offers a way of collective sense making between different stakeholders within and across organisations, for example within a multidisciplinary team supporting an individual, or between commissioners and service providers.</p> <p>The material will build on our collaboration with Toby Lowe and colleagues at the Centre for Public Impact to articulate how the Outcomes Star can operationalise core components of the Human Learning Systems (HLS) paradigm. As part of this collaboration, case studies exemplifying how the Outcomes Star approach can be used to put the principles of HLS into practice were included in the Centre for Public Impact's recent guide: "Human Learning Systems: A practical guide for the curious".</p>