

Reporting on Outcomes Star™ data with the Star Online system

How to use the reports available on the Star Online

Looking at what your Star data is telling you can be really useful for a number of reasons:

Motivating for service users and staff to see the change that has been achieved

Demonstrating and evidencing the impact you have achieved to wider stakeholders

Learning about what is working well and where things can be improved in the future

Tracking how the Star is being implemented and checking if it is being used well within services

This guide is designed for workers, managers and Star Leads who are using the Star Online system (under type 1 Licences) to introduce the process of analysing Star data and creating reports.

For more guidance, visit www.staronline.org.uk/support or for more information, visit our website www.outcomesstar.org.uk or contact Triangle – you can email us on info@triangleconsulting.co.uk or phone us on **+44(0)20 7272 8765**.

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1 What you need to know before you start

Before you get stuck in with analysing your Star data, we recommend you take the following steps:

- Understand what the Outcomes Star is, how it should be used with the Journey of Change, what it measures and the data set it captures. We recommend you complete the core Star training with Triangle or a Licensed Star Trainer – it is designed for frontline practitioners using the Star with service users but will also provide a useful introduction to the Outcomes Star from a data point of view. You may also want to visit our website www.outcomesstar.org.uk where further resources about Star data are available.
- Read the rest of this document to understand the types of reports that are available. You may want to stick to the basics, in which case the ready-made reports are ideal. Or, you may want to delve a bit deeper and get creative – which is where the ‘raw data’ options can be useful.
- Familiarise yourself with how your services have been set up on the Star Online system. This structure will dictate how many of the ready-made reports will work for you (although you can always aggregate the data differently using the raw data options.)
- Make sure you’ve been using the Star for long enough to have enough data for a meaningful analysis. In particular if you want to measure and evidence progress over time, you will need enough service users with at least 2 completed Stars on the system.
- Have confidence in the quality of your Star data. Talk to the practitioners and managers who use the Star and find out how the Star is being used in practice – is it being completed collaboratively most of the time, are workers using the Journey of Change to agree readings, etc.

If you do not have confidence that the Star is being used consistently and well, then you may want to pause your data analysis and focus on improving Star practice through:

- Establishing ‘Star champions’ – identifying practitioners who are using it well to support others
- Enforcing a greater focus on the Star in supervision and with managers
- Auditing cases and associated findings, discussing the findings in team meetings
- Organising more training such as in-depth practice reviews with Triangle

Once you are ready to analyse your data, there are some general ‘rules’ that are built into the Star Online for you to be aware of:

- Reports can only be created for one version of the Star at a time. Generally it is not possible or meaningful to compare the data from different versions of the Star
- Stars marked “Completed by Service User only” will not be included in most reports
- For most reports, only service users with at least two completed and submitted Stars are included – so that the Stars can be compared to calculate change
- Workers can only create reports based on the data of service users they support. Managers can create reports based on the data of all service users in a service they manage. Star Leads can create reports based on all of the data entered about your organisation in the Star Online.

Lastly, it's useful to understand a couple of key aspects of Star data, and the caution that is required in interpreting what you see.

Aspect 1: Overall Star reading or Whole Star scores

Care should be taken when using overall Star 'scores' (ie adding up the readings per scale to give one number and then dividing this by the number of scales to give an average reading) instead of reporting by individual scale. This is because each scale relates to a specific part of a person's life and in combining all scales together you may lose this important granularity. An overall 'score' can be used usefully for some purposes but it should be done with care and ideally supported by the more granular picture by scale.

For example, higher than expected first overall Star 'scores' do not necessarily mean that the wrong people are entering services or that readings have been collected inappropriately. Service users can appropriately enter services when they experience problems in a small number of areas (ie one or two of the points of the Star.) In this case, if someone entered a service without needs (i.e. at 10) in 6 out of 8 areas but had significant needs in two areas – say a reading of 3 on one and 2 on another, their overall First Star reading would be 8.13 which could mask the areas of significant need that they do have.

Aspect 2. Average aggregated change

Average change across a service within a scale may appear lower than expected because there will always be a number of service users who start at 10 (so cannot progress in that area), or with low need for support (where the amount of change that is possible is less. For example someone who starts at 9 can only move up by one step and so may reduce the overall average change demonstrated by a service. Our research shows that change is harder to achieve for those with who start higher on the Journey of Change.

When using data, care should be taken with both of these aspects. Often you will need to show a number of different 'cuts' of the data to meet different purposes and provide a balanced analysis.

2 Overview of reports available

The next page (Table 2) sets out each report available from the Star Online and suggests the settings that it is useful for. The table below (Table 1) introduces each setting and explains the sort of questions that the Star data reports can help answer and support discussion around.

Table 1. Settings in which Outcomes Star data can be used

Settings	Keyworker and service user	Service manager and keyworkers	Managers and internal and external stakeholders	Project manager for Star implementation
Examples of useful questions the data can support with	<ul style="list-style-type: none"> How do you feel about differed areas of your life? Where should we focus for the future? What change has been achieved already? 	<ul style="list-style-type: none"> Are Stars being completed on time and accurately? Which service users are showing change and in what areas? 	<ul style="list-style-type: none"> Where are service users entering and leaving the service? What outcomes are being achieved and what change is taking place? How do different services compare? 	<ul style="list-style-type: none"> Which workers are completing Stars with which service users - when and how? Is data being entered correctly? Do Star readings looks realistic and accurate?

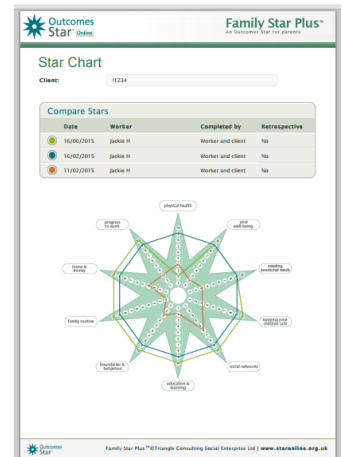
Table 2: Relevance of each Star Online report for each setting

Which reports are relevant?	What page are they on?	For Keyworker and service user	For Service manager and keyworkers	For Managers and internal and external stakeholders	For Project manager for Star implementation
Individual Service User's Stars	5	✓	✓	✓ to inform case studies	✓
Caseload report	6	X	✓	X	✓
Service report	9	X	✓	✓	✓
Compare a service internally report	10	X	✓	✓ with caution	X
Compare a service externally report	10	X	✓	✓ with caution	X
Basic Annual Report - Service	11	X	✓	✓	X
Organisation report	12	X	X	✓	X
Individual outcomes report	13	X	✓	X	✓
Raw data reports	13	X	✓	✓ when aggregated and analysed	✓

3 Individual Service User's Stars

What it shows:

- **Distance travelled** across all areas, presented as a Star visual
- Can include up to 3 Star readings of your choice
- Includes date of reading, the name of the lead worker, who completed the Star, if the readings are retrospective or not



How to use it		Suggestions and tips
As a keyworker	<p>For review meetings with service users to show progress made:</p> <ul style="list-style-type: none"> • Where has the most change been achieved? Celebrate success and learnings so far. • Where has least change been achieved? Identify areas to focus on in the future. 	<ul style="list-style-type: none"> • You can download the chart above as a PDF file and upload this into the service user's file in other systems • If you do not have a baseline reading for the service user, you can complete a retrospective reading with them
As a manager	<ul style="list-style-type: none"> • For discussion in supervision and case audits – 'deep diving' into how the worker has worked with that service user, and their approach to completing Star readings • You may also want to evaluate the practicalities of how a Star was completed: <ul style="list-style-type: none"> ○ Do the timings and dates of when the Star was completed fit with when the service user joined the service? ○ How was the Star completed – was it collaborative and if not why not? 	<ul style="list-style-type: none"> • You may want to identify some 'outlying' service users first by downloading the service data – see page 14, Download 3 • Then create an individual report for those service users as a basis for discussion with a keyworker or team
For internal and external stakeholders	<ul style="list-style-type: none"> • To inform qualitative case studies about the impact your organisation has for individual service users - providing evidence and a narrative 	<ul style="list-style-type: none"> • Use the Journey of Change stage names rather than numbers to provide real meaning behind the data

How to create it:

1. From the **Dashboard**, go to 'All clients in my Services'
2. Find the service user you want to produce the report on, using their **Unique Identifier**
3. From the Service User Dashboard, scroll down to the Records section
4. In the Actions column, click on the magnifying glass icon/View Star
5. In the box in the top right hand column, called '**Compare Stars**', choose to hide/show the Stars you want to compare and include on the report
6. Click on 'Download and print' to create a PDF report, which you can save or send to print

Handy tip:
To get the Star readings as a table of numbers (rather than in the Star visual) click on the 'Text Only' button

4 Caseload report

What it shows:

Three tables relating to a specific worker's cases/service users.

Handy tip:
The Caseload report and all Service reports use the same tables, but with different data

TABLE 1



TABLE 2



TABLE 3



NAME OF THE REPORT

What does this report show?

INFORMATION ABOUT THE DATA AND CALCULATIONS USED IN THE REPORT

Number of users whose Stars are included in this report: 1

LINKS TO RAW DATA USED IN THE REPORT

1. Average increase and decrease in scores for each scale

This table shows the average first and last scores for clients included in this report. The difference between these two is the 'change', or outcome, shown in the column on the right.

Scale	Initial	Final	Change
<p>Star readings for each scale in the Star and averaged across caseload/service/organisation:</p> <ul style="list-style-type: none"> Initial reading Final reading Change (the difference between the two) 			

2. Percentage increase and decrease for each scale

This table shows the average proportion of the clients included in the report whose score for a scale has increased, decreased or stayed the same.

Scale	Decrease	No change	Increase
<p>For each scale in the Star, % of service users (from the caseload/service/organisation) who's Star readings decreased, increased or stayed the same between the Initial & Final reading</p>			

3. Percentage change across all scales

This table shows the proportion of the clients included in this report who are making progress, staying the same or slipping back based on their overall Star score, i.e. an average of their scores for each scale.

The Independence Star's scales have 5 points. A 'big' increase or decrease is defined as an average change of at least 0.5 points up or down across all scales. A 'small' increase or decrease is defined as an average change up or down of at least 0.125 points and less than 0.5. 'No change' means an average change per scale of between -0.125 and +0.125 points.

Big Decrease	Small Decrease	No change	Small Increase	Big Increase
<p>Based on an overall Star score, what % of service users (from the caseload/service/organisation) have had what level of change</p>				

Settings

Services to include

Service
Independence Star Test Service

Clients to include

Ability to choose filters – service, service user status, support needs, ethnicity, gender

Star readings to include

Ability to choose which Stars to use as first and second Stars for the reports

Settings can be changed, but by default it includes all service users with at least 2 completed Stars, including those who have left within the last three months. It does not include retrospective readings.

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How to use it		Suggestions and tips
As a keyworker	<ul style="list-style-type: none"> To analyse your own caseload - reviewing averages and identify trends with particular outcomes areas 	<ul style="list-style-type: none"> Create Advanced Caseload reports to analyse specific service user groups (see next page)
As a manager	<ul style="list-style-type: none"> For discussion in supervision – <i>please note: this report should be used with caution as a performance management tool, as there can be many factors affecting Star readings, and pressure to record change may negatively affect the accuracy of the Star data and the Star process with service users.</i> <p>For Table 1, you might want to ask:</p> <ul style="list-style-type: none"> Do any areas show particularly large or small change? Why does the keyworker think this is? Does the information in Table 2 back this up? Are there any outcome areas that the keyworker needs more support or training around? What level of need are service users in this caseload entering the service at in each outcome area? Does that feel appropriate/as expected? Are the final readings for each outcome area appropriate – are people leaving the service at an appropriate stage of their journey? <p>For Table 2, you might want to ask:</p> <ul style="list-style-type: none"> How does the progress of service users in the caseload compare across outcome areas? Why might that be? 	<ul style="list-style-type: none"> Create a Service report with the same 3 tables (see Page 9) and use this to see how the questions for the Caseload compares to averages for the whole service Turn Table 1 into a Star visual which can be more engaging as a basis for discussion Filter the Caseload report by Clients who have left the service, and then by Clients who are still with the service to check if the number of service users in each category correct – is it being kept up to date? Review the raw data behind the table to check the timings of Stars (see next page)

How to create it:

- From the **Dashboard**, go to 'Reports'
- Click on the 'Caseload report' button
- In the Settings box on the right-hand side, choose the Service you want the report to cover
- The screen will then update and include a new option for 'Workers to include' – choose the worker you want the report to cover
- Adjust other settings as needed and click on the 'Submit' button
- The 'Download' button will send the data in the tables to an Excel spreadsheet
- Choose 'Print this report' to send to a printer

Handy tip:

You can also display Table 1 in a Star visual, which can be much more engaging as a basis for discussion in supervisions

Variant of the Caseload report – Advanced Caseload

An Advanced Caseload report shows the same as the Caseload report (same 3 tables) but allows you to pick out one specific group of service users within a case load to be included in the report. This group can be defined by age, gender, ethnicity or support needs.

It can be useful for identifying trends or evidencing hypotheses about what is working or isn't working for specific service user groups. For example, if younger mothers make less progress than older mothers, or if males experiencing homelessness make more progress than females.

To create an Advanced Caseload report:

- Choose the 'Advanced Caseload report' from the Reports dashboard
- Specify the Service you want the report to cover and the advanced settings will appear in the 'Clients to include' box.

Variant of the Caseload report – Raw data spreadsheet behind the report

The raw data spreadsheet shows the details of the service users and Star readings that have been included in the Caseload report.

It can be useful for checking whether the keyworker is completing Stars at appropriate times with their service users, by reviewing the 'Joined service' column and the 'Initial Star date' column, as well as the 'Final Star date' column. Do the timings look appropriate and in line with the guidelines for your organisation?

To create the raw data spreadsheet behind the Caseload report:

- Create a Caseload report as per the previous page
- Click on the first link in the grey box above Table 1
- Open the downloaded spreadsheet
- Identify the relevant columns – 'Joined service', 'Initial Star date' and 'Final Star date' as below

First reading: First ever																									
Second reading: Second ever																									
Include Stars completed retrospectively: No																									
Syst em ID	Organisa tion	Service Name* (version)	Star (version)	Service Lead User ID	Joined Service	Left Service	Support Serv ic e needs	Date of birth	Age	Age range	Ethnicity	Gender	Initial Star date	Initial Star score 1	Initial Star score 2	Initial Star score 3	Initial Star score 4	Initial Star score 5	Initial Star score 6	Initial Star score 7	Initial Star average	Initial Star complete	Initial Star worker	Initial Star retrospect	Final Star date
###		Carer s M	Carers Star	1	Ann	13-Apr-16	Chronic health conditio	#####	33	25—40	White - British	Female	13-Apr-16	5	4	3	4	3	4	5	4	Worker only	Ann	NO	13-Apr-16
###		Carer s M	Carers Star	2	Ann	02-Sep-14	Learning disability	#####	41	25—40	White - British	Female	02-Sep-14	3	3	3	2	2	4	5	3.14	Worker and service user	Ann	NO	02-Feb-15
###		Carer s M	Carers Star	3	Ann	13-Apr-16	Chronic health conditio n, Mental	#####	81	75—84	White - British	Female	13-Apr-16	2	3	3	2	3	4	5	3.14	Worker only	Ann	NO	13-Apr-16
###		Carer s M	Carers Star	4	Ann	02-Sep-14	Learning disability	#####	50	41—54	White - British	Female	02-Sep-14	3	5	3	3	5	5	5	4.14	Worker and service	Ann	NO	02-Feb-15

Screenshot of the Caseload Raw Data spreadsheet

5 Service report

What it shows:

Three tables, relating to all service users being supported by a Service – see page 6 for a guide to the three tables.

How to use it		Suggestions and tips
As a manager	<ul style="list-style-type: none"> • For presenting at staff meetings to quickly share an overview of the outcomes achieved by the service and motivate staff with the change that is achieved • As a starting point for learning about what your service is doing well and potential areas for improvement • Questions you can ask of the data in this report: <ul style="list-style-type: none"> ○ Look at the initial readings for each outcome area. Are the initial readings as expected? Do they fit with your remit as a service? ○ Are there any outcome areas which stand out as showing particularly strong or limited change? Why might that be? Is there more change for those areas with lower start readings? Does it link to the type of interventions you offer in different areas? ○ Are there actions that could be taken to improve outcomes or share learning? 	<ul style="list-style-type: none"> • The report is more engaging if the data in Table 1 is presented on the Star visual rather than a numerical table • Check if service users are leaving the service at an appropriate stage in their journey by filtering the Service report by clients who have left the service • Create this report alongside a Caseload report to compare individual keyworkers to a service average • Try out using different Star readings for the ‘initial’ scores (first reading ever, second reading ever or first within last 12 months) and ‘final’ scores (second reading ever or most recent) to see which works best for your service
For internal and external stakeholders	<ul style="list-style-type: none"> • To update anyone who has an interest in the achievements and effectiveness of your service, such as commissioners, senior managers, donors and fundraisers • To support impact evaluations or reports 	<ul style="list-style-type: none"> • The report is more engaging if the data in Table 1 is presented on the Star visual rather than a numerical table

Handy tip:

Once you have created the report, you can drill down to specific ‘types’ of service, using the ‘Services to include’ option in the Settings tab

How to create it:

- From the **Dashboard**, go to ‘Reports’ and click on the ‘Service report’ button
- In the Settings box on the right-hand side, choose the Service you want the report to cover
- Adjust other settings as needed and click on the ‘Submit’ button

Variants of the Service report

Just as with the Caseload report, there are two variants of the report that can help you look at different aspects of your Star data:

- Advanced Service report – drilling down into a specific group of service users
- Raw data behind the Service report – allowing you to check on the timings of Stars

See Page 8 for more detail.

6 Compare a service internally report

The Compare a service internally report will only be useful if you have more than 1 service using the same Star.

It uses the same 3 tables as the Caseload and Services reports but instead of comparing each service, it will compare 1 service to an organisational average (made up of an average of the other services, using that Star, in your organisation.)

It is useful to see at a glance how the service is doing compared to the rest of the organisation. You can see if more service users are slipping back or improving in that particular service, and if the pattern of change across outcome areas is the same or different.

To create a 'Compare a service internally' report:

- Choose the 'Compare a service internally' report from the Reports dashboard
- Specify the service you want the report to compare against other services using the same Star.

7 Compare a service externally report

It uses the same 3 tables as the other reports but compares 1 service to an average of all other services (including those in your organisation and all other organisations), using the same Star, on the Star Online.

Please note: this report must be treated with caution as many factors affect the outcomes achieved, and the nature of services and intake of service users may be significantly different. It should only be used to provide a 'broad brush' view and should be communicated with caveats and an explanation of the diverse nature of the comparison data.

To create a 'Compare a service externally' report:

- Choose the 'Compare a service externally' report and specify the service you want the report to compare to the wider sector.
- Choose the Star readings and service user types you want to include, and submit the report.

8 Basic Annual Report - Service

What it shows:

- The same three tables as the Caseload and Service reports, BUT allowing you to review change made for service users up to a specific year
- It does this by comparing an 'initial' Star reading (which may not be within the selected year) with the most recent Star within a selected year for each service user in that service
- In addition, you can also specify which Star reading to include as the 'initial' reading:
 - **EITHER** the first reading ever completed, by date **OR**
 - Whichever reading has the lowest average score, from the first reading and second reading
- This is to help make the baseline as accurate and the reports as meaningful as possible, because experience and research has shown that often the first ever Star reading will be higher than the second (often by the second reading, the worker has built a relationship with the service user and is able to challenge more, and the service user themselves are more equipped to reflect honestly on their situation)
- The system will automatically detect and use the lower of the or second Star where a service user has three or more completed Star readings, and the first, where the service user has no more than two Stars.

How to use it		Suggestions and tips
As manager	<ul style="list-style-type: none"> • For learning about what's changed in your service. Create two reports – one for this year and one for the previous year. Look at: <ul style="list-style-type: none"> ○ The increase or decrease in initial readings per outcome area ○ The increase or decrease in final readings per outcome area ○ The increase or decrease in change per outcome area ○ What could be behind any changes – an improvement in Star completion practice? A change to the nature of the service user intake? A change in the interventions and support being provided? 	<ul style="list-style-type: none"> • Please note: Service users are assigned to a year on the basis of the year in which their most recent Star was completed
For internal and external stakeholders	<ul style="list-style-type: none"> • To provide an annual outcomes report - can be made each year to show improvements in the outcomes your service has achieved year on year 	

How to create it:

- From the **Dashboard**, go to 'Reports' and choose the 'Basic Annual Report – Service'
- In the Settings box on the right-hand side, choose the Service you want the report to cover
- Adjust other settings as needed and click on the 'Submit' button

Handy tip:
Once you have created the report, you can drill down to specific service user groups using the Settings tab

9 Organisation report

Please note: only a Star lead (administrator for the whole of a Star Online system account) can create this report.

What it shows:

Three tables, relating to all service users being supported by all Services **using the same version of the Star** in your Star Online account – see page 6 for more detail of what each table shows.

How to use it		Suggestions and tips
As a manager	<ul style="list-style-type: none"> For presenting at staff meetings to quickly share an overview of the outcomes achieved by the organisation as a whole and motivate staff with the change that is achieved As a starting point for learning about what your service is doing well and potential areas for improvement 	<ul style="list-style-type: none"> Please note: this report will average out data from across a number of services. Be aware of the limitations of using averaged data as set out on page 3
For internal and external stakeholders	<ul style="list-style-type: none"> To update anyone who has an interest in the achievements and effectiveness of the services in your organisation, such as commissioners, senior managers, donors and fundraisers To support impact evaluations or reports 	

How to create it:

- From the **Dashboard**, go to 'Reports' and click on the 'Organisation' button
- In the Settings box on the right-hand side, choose the version of the Star you want to report on
- Adjust other settings as needed and click on the 'Submit' button

Variants of the Organisation Report – Compare Externally

Star leads can also create a Compare Organisation Externally report. It uses the same 3 tables as the other reports but compares your organisation to an average of all other organisations using the same Star, on the Star Online.

Please note: this report must be treated with caution as many factors affect the outcomes achieved, and the nature of organisations, services within them and intake of service users may be significantly different. It should only be used to provide a 'broad brush' view and should be communicated with caveats and an explanation of the diverse nature of the comparison data.

To create a 'Compare an organisation externally' report, choose the 'Compare organisation externally' report and specify the Star you are reporting on.

Variants of the Organisation Report – Basic Annual Report

Star leads can also create an annual organisation report by choosing this option from the Reports dashboard. It is the same as the Basic Annual Report – Service but for all services using the same Star in an organisation. See page 11 for more details.

10 Individual outcomes report

This report is run by version of the Star and lists out every service user using that Star version, their first Star reading, and the most recent 'final' Star completed.

It is useful for getting a document that sets out, by Star, every service user and their Star readings. You can also filter by service, service type and the other filters provided for all reports.

How to create it:

- Go to the Reports dashboard
- Choose 'Individual outcomes report' and select the version of the Star you want to report on

11 Export your data – raw data downloads

In addition to the ready-made reports available on the Star Online, there are also options to download the raw data into a format that can be analysed via a spreadsheet package, like Microsoft Excel. They are CSV files, which can be opened in Excel, Access, Numbers and many other applications.

It is worth noting that once the Star data is in a spreadsheet, it opens a world of analytical possibilities with some proficiency in Excel and in data analysis, so these downloads (as well as being useful in themselves) can also be a start point for organisations with data, impact and statistic teams in place.

You may not be able to use the Star Online while the report is being generated. Most reports will generate within a few minutes but larger reports may take up to ten minutes to complete.

When importing CSVs to another application, like Access, you may be asked for some information about how the data is set up. In that case, use the following information:

- the reports are comma delimited,
- the text qualifier is " (double quote)
- the first row contains column names.

The table on the next page sets out the raw data exports available and some guidance on how to use them. Please note that each download will contain data for one single version of the Outcomes Star – it is not possible or meaningful to mix data from different versions of the Outcomes Star.

Download	What it shows	What to use it for
1. Star data	<ul style="list-style-type: none"> All data entered into your account on the Star Online Organised by each individual Star reading entered onto the system, and all supporting info for that Star 	<ul style="list-style-type: none"> A backup/record of Star data
2. Service user data	<ul style="list-style-type: none"> A list of all service users set up with your account on the Star Online Organised by service user ID with supporting info relating to that service user Includes details of total number of Stars for that service user, average scores, etc 	<ul style="list-style-type: none"> A list of all service users in your account/being supported by your organisation
3. Service user and Star data	<ul style="list-style-type: none"> A list of every service user in your organisation alongside their completed Stars Each row contains every Star reading entered for that service user, as well as information about the service user. 	<ul style="list-style-type: none"> We recommend using this report as the basis for any more sophisticated analysis of Star data, such as the Key Findings Reports set out by Triangle
4. Star Notes data	<ul style="list-style-type: none"> A list of every Star reading entered alongside the Notes entered on the system Each row contains information on the Star reading and the notes entered. 	<ul style="list-style-type: none"> A backup/record of Star Notes data
5. Action plan data	<ul style="list-style-type: none"> A list of all of the Action Plan entries entered into your Star Online account Each Action Plan entry is presented as a row in the sheet – NB one ‘Action Plan’ may include more than 1 Action Plan entry 	<ul style="list-style-type: none"> A backup/record of Action Plan data
6. Management data	<ul style="list-style-type: none"> A list of all workers and managers (called Users) set up on your Star Online account Organised by Staff name Includes name, email, date added, Stars used, permissions, number of service users in caseload, number of Stars completed and date of last Star completed 	<ul style="list-style-type: none"> A list of all staff with log-ins on the Star Online – may help Star Leads manage who has permission to what A list of how many Stars each member of staff has completed – may be useful for tracking/managing how many Stars have been completed
7. Service data	<ul style="list-style-type: none"> A list of all services set up on your Star Online account Organised by Service name Includes number of workers/managers in the service, number of service users, number of Stars completed 	<ul style="list-style-type: none"> Useful background for Service reports (ie number of staff/Stars)

12 Further advice and next steps

For more guidance, please visit www.staronline.org.uk/support

For any technical queries about the Star Online, please get in touch with your Star Lead in the first instance. If you are the Star Lead for your organisation, please get in touch with the Star Online Helpdesk.

Get in touch with us at info@triangleconsulting.co.uk for more information about:

- Training and consultancy support around using your Star data
- Further training and support for your staff around data accuracy and using the Star with service users
- Our commitment to continually develop the Star Online application and respond to requests for new features
- Any other queries relating to the Outcomes Star.