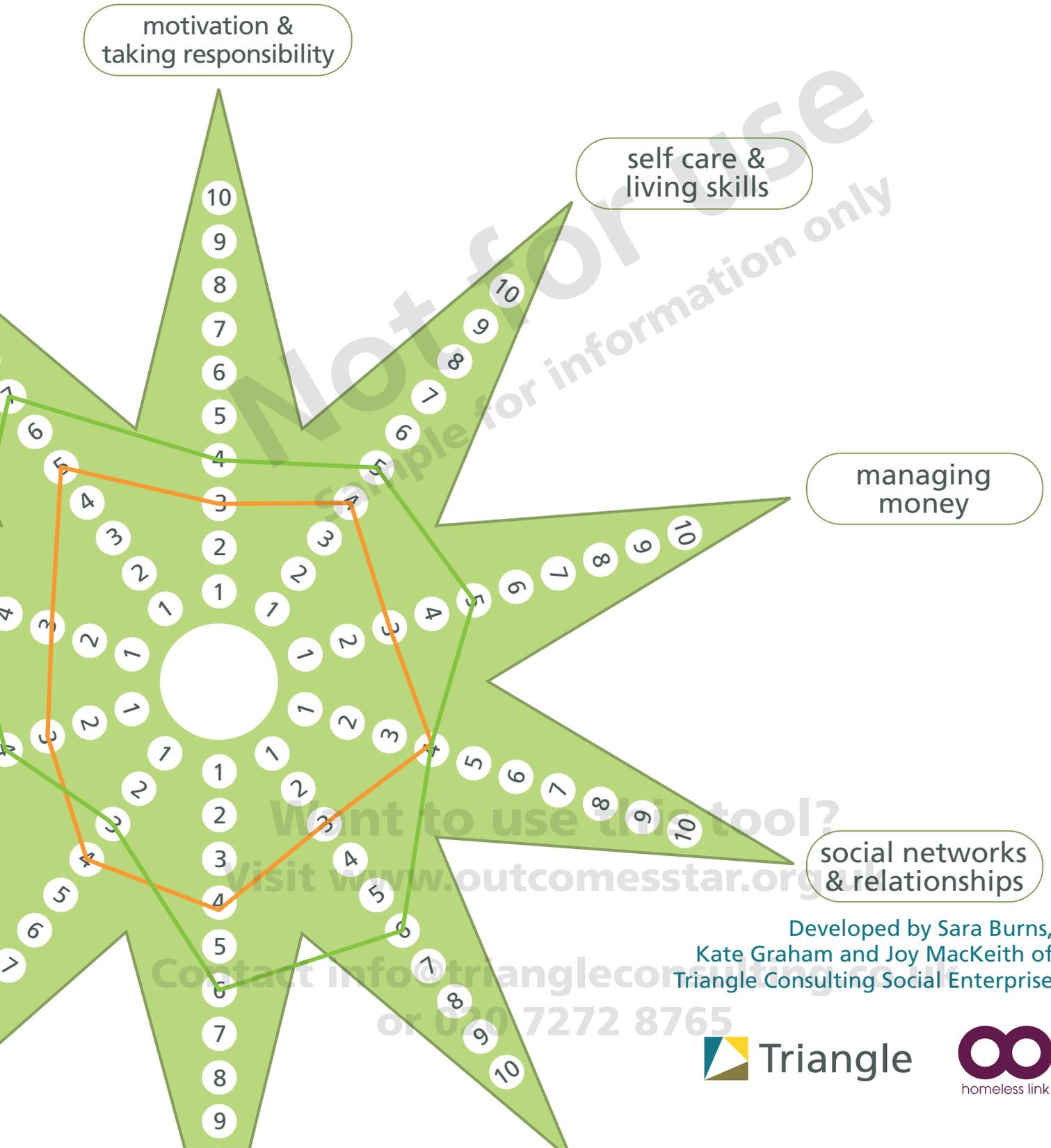




Outcomes Star™

The Star for people with housing and other needs



Want to use this tool?
Visit www.outcomesstar.org

Contact info@triangleconsulting.co.uk
or 020 7272 8765

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The Outcomes Star™

This version of the Outcomes Star is part of a family of Outcomes Star tools. Each tool includes a Star Chart, scales 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.

Homeless Link lead on dissemination of the Outcomes Star for people with housing and other needs among voluntary sector homeless services in the United Kingdom. For more information see www.homeless.org.uk.

Triangle and Homeless Link both offer training, IT solutions and other support in using the Outcomes Star. For more information see the Resources section of the Organisation Guide.

Acknowledgements

The Outcomes Star has a long history of development and we would like to thank all the managers, workers and clients who have contributed their feedback and made it possible for Triangle to develop such an accessible and effective set of tools. Triangle and Homeless Link would particularly like to thank:

- St Mungo's for their vital role in developing the original Star. Without their energy and vision the Outcomes Star may never have been born at all.
- Other organisations that have embraced, tested and contributed include Thames Reach, The Passage, Single Homeless Project, Rochdale Council's Supporting People Team and SP funded service providers in Rochdale. We would also like to thank the Mental Health Providers Forum and its members, who, by commissioning a mental health version of the Star, provided a rich new forum for developing the Star and made a significant contribution to the improvements.
- Lastly we would like to thank the London Housing Foundation for initiating the Impact through Outcomes Programme which made the development of the Star possible, and for commissioning and funding the first and the second edition of the Star.

Introducing the Outcomes Star™

We are here to help you make changes to improve your life, and the Outcomes Star helps us identify and focus on what needs to change. This might mean finding and keeping a home, building and improving relationships, and learning new skills for dealing with problems. Making these changes isn't easy, but understanding how change works can help.

The Star™ looks at ten areas of your life

1. Motivation and taking responsibility
2. Self-care and living skills
3. Managing money and personal administration
4. Social networks and relationships
5. Drug and alcohol misuse
6. Physical health
7. Emotional and mental health
8. Meaningful use of time
9. Managing tenancy and accommodation
10. Offending.

The Journey of Change

For each of these ten areas, there is a scale. Each scale follows the same pattern – the Journey of Change – with five stages, described on the next two pages.

How does it work?

To complete the Star, look at each of the ten scales one by one and talk them over with your keyworker. Together, you can agree where you are in each area, mark the number on the Star Chart and connect the points to create a picture of the areas of your life that are working well and the areas that are causing difficulties.

You can use your completed Star to start thinking about the actions you want to take and the support that would help you to take them. You and your keyworker will come back to the Star at regular intervals. This will help you build a picture of your progress.

It's not just down to you

The Outcomes Star focuses primarily on your journey and the things that you and your worker can do to improve your life. However, it is important to recognise that many external factors or conditions can affect your progress yet be beyond your control. These may include lack of access to suitable housing, not receiving the benefits or services you need and/or lack of acceptance by other people. Using the Star may help you clarify areas where there are external factors holding you back and where support can help.

The Journey of Change

Everyone makes changes in their own way but the pattern is often similar. It is a process and it can be difficult, but learning how change works can help.

Stuck (1-2)

At the beginning of the journey you may feel **stuck**. Although you are far from achieving your full potential and may be causing harm to yourself or others, you don't feel able to discuss the problem or accept help.

You take a step forward to 2 when you start to feel fed up with how things are. This is the first sign that change is possible. These moments may be fleeting and are not yet consistent enough for you to accept support.

Accepting help (3-4)

You step forward to 3 when you realise you want things to be different. Change may seem impossible or frightening, but you know you don't want to carry on as you have been doing. At this point you will accept help with pressing problems some of the time.

By 4 you are engaging with the support more consistently but you do not yet take the initiative and rely on workers to drive the process of change.

Believing (5-6)

Then you start **believing** that you can make a difference yourself in your life. At 5 you look ahead to how you want to be living. You can see that change won't happen unless you help to make it happen, and you become engaged rather than just going along with other people's plans.

At 6, you start to take the initiative and try out new ways of doing things. Sometimes it works, sometimes it doesn't. This stage is a tough place to be and it can help to have plenty of support.

Learning (7-8)

By 7 you have a sense of what works for you in moving towards your goal. You are becoming more confident in yourself and in your ability to achieve your goals, and more consistent in doing things that get you closer to where you want to be. You still need support to keep things going and setbacks can knock you off course.

By 8, you have achieved your goals and mostly got to where you need to be, but it is hard at times so you still need regular support.

Self-reliance (9-10)

As you learn, you gradually become more self-reliant. Your new ways of doing things start to feel natural or automatic. Most of the time you can maintain the changes on your own without support but at times of crisis you might slip back. At 9, it may be helpful to have some support to help you recognise any danger signs and take action if necessary.

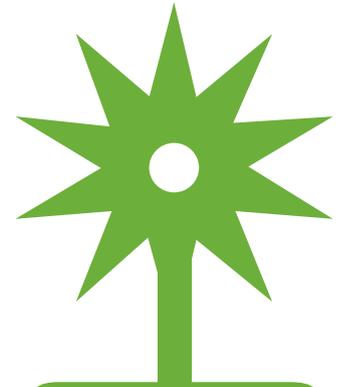
At 10, you are at the point where you can manage without outside help.

The Journey of Change is summarised on the next page. It isn't necessarily a case of moving from the first stage to the last. We all start in different places and can move forwards or backwards as things change. Wherever you are on this journey, placing yourself on the scale can help you to see where you have come from, what your next step is and how we can best help you.

The Journey of Change

Key points

- At 1, you are causing or risking harm to yourself
- At 3 you are accepting help
- At 5 there is an internal shift towards taking responsibility and by 6 you are taking action for yourself
- At 7 things are working well in some areas but there are issues in others, and at 8 you are mostly managing for yourself but need support to maintain it
- By 10 you don't need support from a specialist service



Self-reliance

10

I can manage without help from the project

9

Learning

8

I'm learning how to do this

Believing

I can make a difference. It's up to me as well

5

6

Accepting help

4

I want someone else to sort things out

Stuck

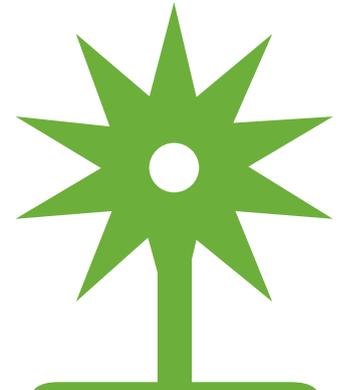
Leave me alone

1

2

3

1 Motivation and taking responsibility

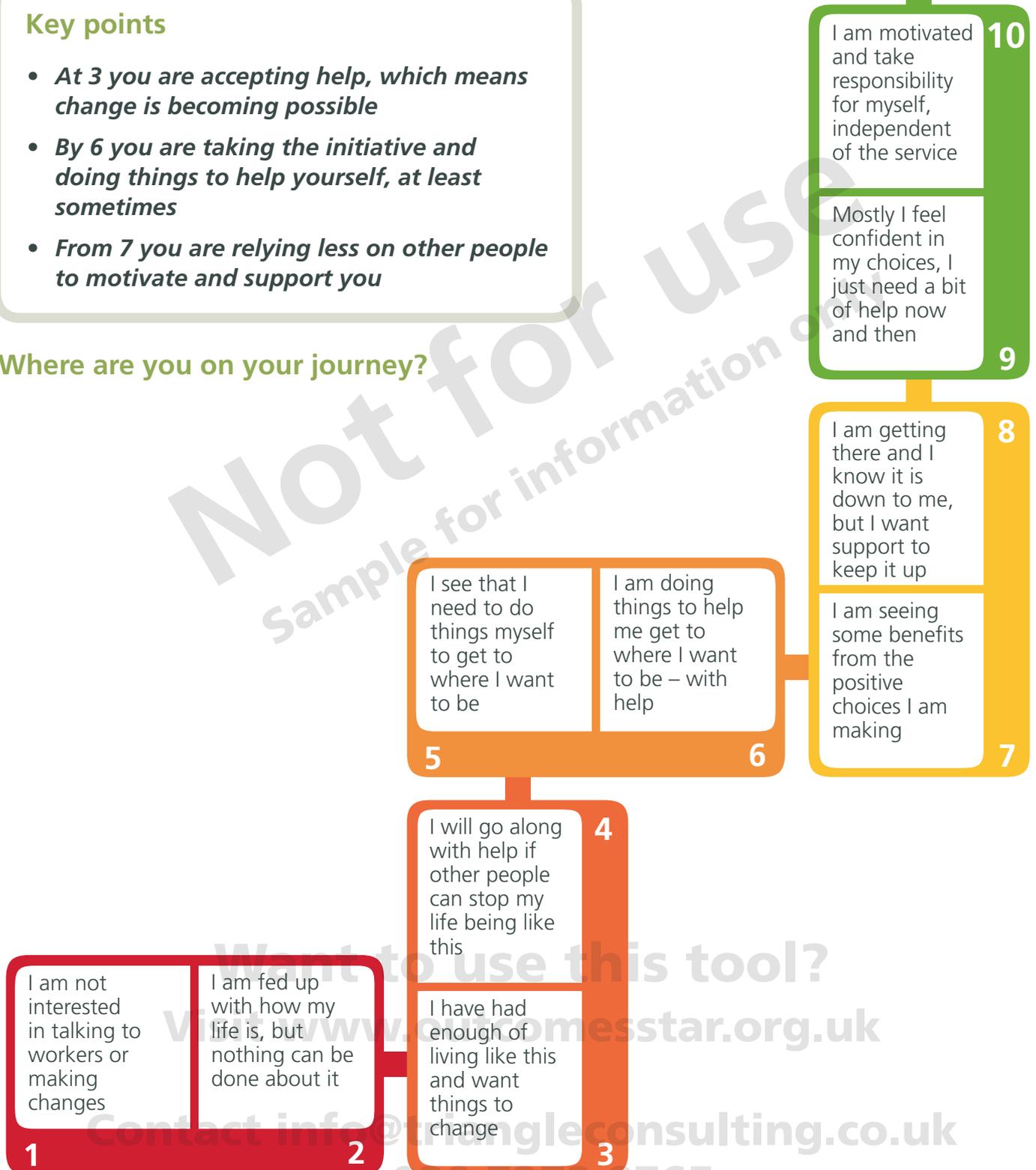


Your internal journey

Key points

- *At 3 you are accepting help, which means change is becoming possible*
- *By 6 you are taking the initiative and doing things to help yourself, at least sometimes*
- *From 7 you are relying less on other people to motivate and support you*

Where are you on your journey?



1 Motivation and taking responsibility (detail)

This scale is about your feelings about change – whether you are ready to make changes, going along with help, or actively creating change yourself. Think about where you are on this scale at the moment. If things change a lot from day to day, or hour to hour, then where are you right now?

Self-reliance

10 I am motivated and take responsibility for myself, independent of the service

- You are confident and motivated about maintaining a positive way of life
- You have a support network of family and/or friends who provide help if needed

9 Mostly I feel confident in my choices, I just need a bit of help now and then

- You mostly feel confident and in control of your life, even with setbacks
- You can judge when you need support – but letting go may feel frightening

Learning

8 I am getting there and I know it is down to me, but I want support to keep it up

- Your choices and behaviour mostly help you towards what you want in life
- Life may not feel easy and you experience setbacks and need support

7 I am seeing some benefits from the positive choices I am making

- You can see that when you make positive choices, for instance speaking to people politely and openly, it mostly has a good effect
- You may feel some control over your life and be excited about new possibilities

Believing

6 I am doing things to help me get to where I want to be – with help

- You are trying out new things or addressing issues, but it's hard
- You have some sense of how you want your life to be
- It can be tempting to go back to familiar ways, so it helps to have support

5 I see that I need to do things myself to get to where I want to be

- You are starting to take the initiative rather than relying on workers' suggestions
- You see that you may be able to change your situation by behaving differently

Accepting help

4 I will go along with help if other people can stop my life being like this

- You mostly accept help, go along with suggestions, and attend appointments
- You may have a sense of what you don't want – but not what you do want

3 I have had enough of living like this and want things to change

- You are not happy with how things are and want something to be done about it but don't follow through. You may agree to appointments but mostly miss them
- Maybe you don't believe things can change, so you don't make the effort to try

Stuck

2 I am fed up with how my life is, but nothing can be done about it

- You acknowledge moments of dissatisfaction with how you are living but if help is offered, you do not accept it, engage meaningfully or address the possibility of change

1 I am not interested in talking to workers or making changes

- You will not talk to workers about your situation or make any changes
- You may be frightened of change or may not believe it is possible, or a mental health issue or drug or alcohol misuse is affecting your ability to see things clearly

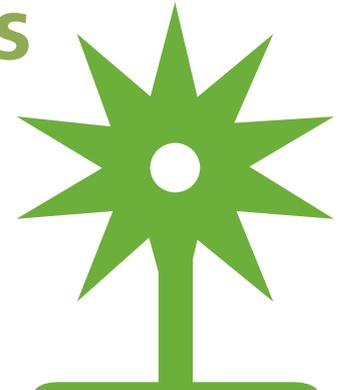
2 Self-care and living skills

Shopping, cooking, keeping yourself and your accommodation clean and safe

Key points

- *At 3 things are improving*
- *You have reasonable skills for basic cooking and cleaning by 6, if not before*
- *By 8 you have the skills to live independently but need support to keep it going*

Where are you on your journey?



I can look after my home and myself well without outside help **10**

I can look after my home and myself well, with occasional help **9**

I can look after myself and my home well enough but need support to keep it going **8**

I'm building my living skills **7**

I want to be able to do more for myself **5**

I am doing some things to look after my home for myself **6**

If others can help me look after myself better, I'll go along with it **4**

I don't keep myself warm, clean and fed, but I don't want to talk about it **1**

I don't look after myself well. Occasionally I worry about that **2**

I don't want to live like this any more – I need help **3**

Not for use
Sample for information only

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2 Self-care and living skills (detail)

This scale is about how well you are able to look after yourself and your home. It is about basic living skills and self-care, such as keeping yourself and your home clean, keeping safe at home, shopping for the things you need and cooking healthy meals.

Self-reliance

10 I can look after my home and myself well without outside help

- You have all the necessary living skills to keep yourself warm and fed, and where you live clean and tidy enough without support – you notice if you let things go
- You may not need to use all these skills just now but you know you have them

9 I can look after my home and myself well, with occasional help

- You take care of yourself well but you may let things go when life is difficult and need help to get back on track

Learning

8 I can look after myself and my home well enough but need support to keep it going

- You have all the necessary living skills to keep yourself warm and fed, and where you live clean and tidy enough, but you need support so that you don't slip back
- Maybe you are fine with most of these skills but need help with one or two

7 I'm building my living skills

- You do your laundry and some cleaning or cooking without prompting
- You feel better and your motivation is increasing as a result of positive choices

Believing

6 I am doing some things to look after my home for myself

- You are doing more for yourself without prompting, such as laundry, cleaning or cooking, and there are no concerns about your personal self-care
- There are still problem areas, perhaps because you lack skills or motivation

5 I want to be able to do more for myself

- You know that cleanliness, diet and other aspects of self-care are important
- You want to do more for yourself, though you may be unsure how to go about this

Accepting help

4 If others can help me look after myself better, I'll go along with it

- You consistently accept help with self-care
- When you have support, your self-care standards improve, for example, you may clean your room or eat more regular meals, but you don't keep it up on your own

3 I don't want to live like this any more – I need help

- You sometimes agree to let a worker help you address issues, such as fitting a lock on a door if you're in a flat, or having a shower and putting on fresh clothes
- You go along with some keyworker suggestions, but this is patchy

Stuck

2 I don't look after myself well. Occasionally I worry about that

- As for 1 except you occasionally discuss problems with some aspects of self-care – but if help is offered you do not accept it

1 I don't keep myself warm, clean and fed, but I don't want to talk about it

- You are not able to keep yourself warm, fed, safe or clean, and you may neglect yourself to the point where other people keep away from you or you harm yourself
- You do not engage in discussion with workers about self-care

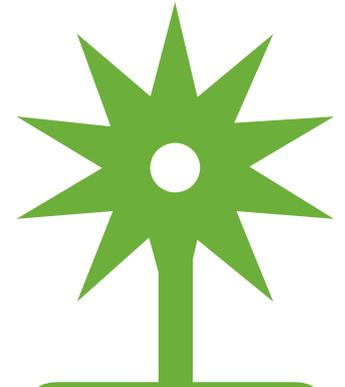
3 Managing money and personal administration

Benefits, budgeting, sorting out debts, savings

Key points

- *By 4 you are receiving the correct benefits, if not before*
- *By 6 you are taking action to sort out benefits, debts or other money issues*
- *By 7 any debts are not getting worse*

Where are you on your journey?



I can manage my money well enough and don't need support with it **10**

I manage my money well enough, with occasional support **9**

I manage my money OK but sometimes need help **8**

I have no major issues with money and am learning to manage, with support **7**

I need to sort out my money, debts and benefits, and have plans in place **5**

I am sorting out my money and trying to manage with what I've got. It's difficult **6**

I will go along with help if workers can sort out my money for me **4**

My money is in crisis but I am ignoring the situation **1**

My money is a mess but nothing can be done about it **2**

I don't want these money problems **3**

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3 Managing money and personal administration (detail)

This scale covers issues in relation to you and money. It can include debt, not paying bills or maintenance and the effect of any money issues on you and your life. If you have no issues with money, simply mark yourself at 10 and move on to the next area.

Self-reliance

10 I can manage my money well enough and don't need support with it

- You understand what benefits you can get and how to maintain a claim, or you are in work and managing your wages well. If you have debts, you are repaying them
- You can forward plan, deal with crises and manage your money without support

9 I manage my money well enough, with occasional support

- As for 10 but you need occasional support to get back on track if things get difficult

Learning

8 I manage my money OK but sometimes need help

- You can plan ahead and manage your money OK and have no major issues
- It helps to have support in this area as you are likely to experience setbacks

7 I have no major issues with money and am learning to manage, with support

- You have no major money problems and follow payment plans for any debts
- You are learning how to keep in control of your money but it's hard to plan ahead

Believing

6 I am sorting out my money and trying to manage with what I've got. It's difficult

- You are addressing issues such as debt or financial exploitation, you take responsibility for benefit claims yourself, and you mostly pay any rent arrears
- You are aware of your budget, though you often can't stick to it

5 I need to sort out my money, debts and benefits, and have plans in place

- You are starting to understand and take responsibility for your financial situation
- You attend appointments and allow a service to contact debtors if appropriate
- You may need a lot of support at this stage to face up to a difficult situation

Accepting help

4 I will go along with help if workers can sort out my money for me

- You are receiving the correct benefits at this point, if not before
- You consistently accept help with money issues or are open to talking about this

3 I don't want these money problems

- You accept help, for example with debt or benefits, but often miss appointments
- You don't want money problems but you may blame others rather than yourself

Stuck

2 My money is a mess but nothing can be done about it

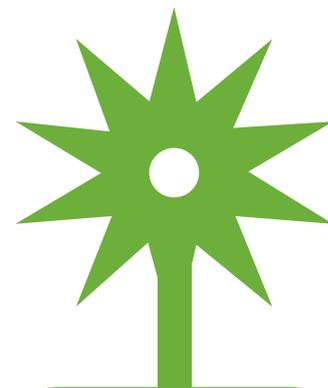
- As for 1 except that you sometimes acknowledge there are issues but are unable or unwilling to prioritise or understand what you need to do

1 My money is in crisis but I am ignoring the situation

- You may be entitled to benefits but not claiming, and/or your rent is not paid
- You may have extensive debt or problems with the courts or loan sharks
- Maybe you spend any money you get in one area, for example drugs
- You may feel helpless or exploited, but you are not willing to talk about it

4 Social networks and relationships

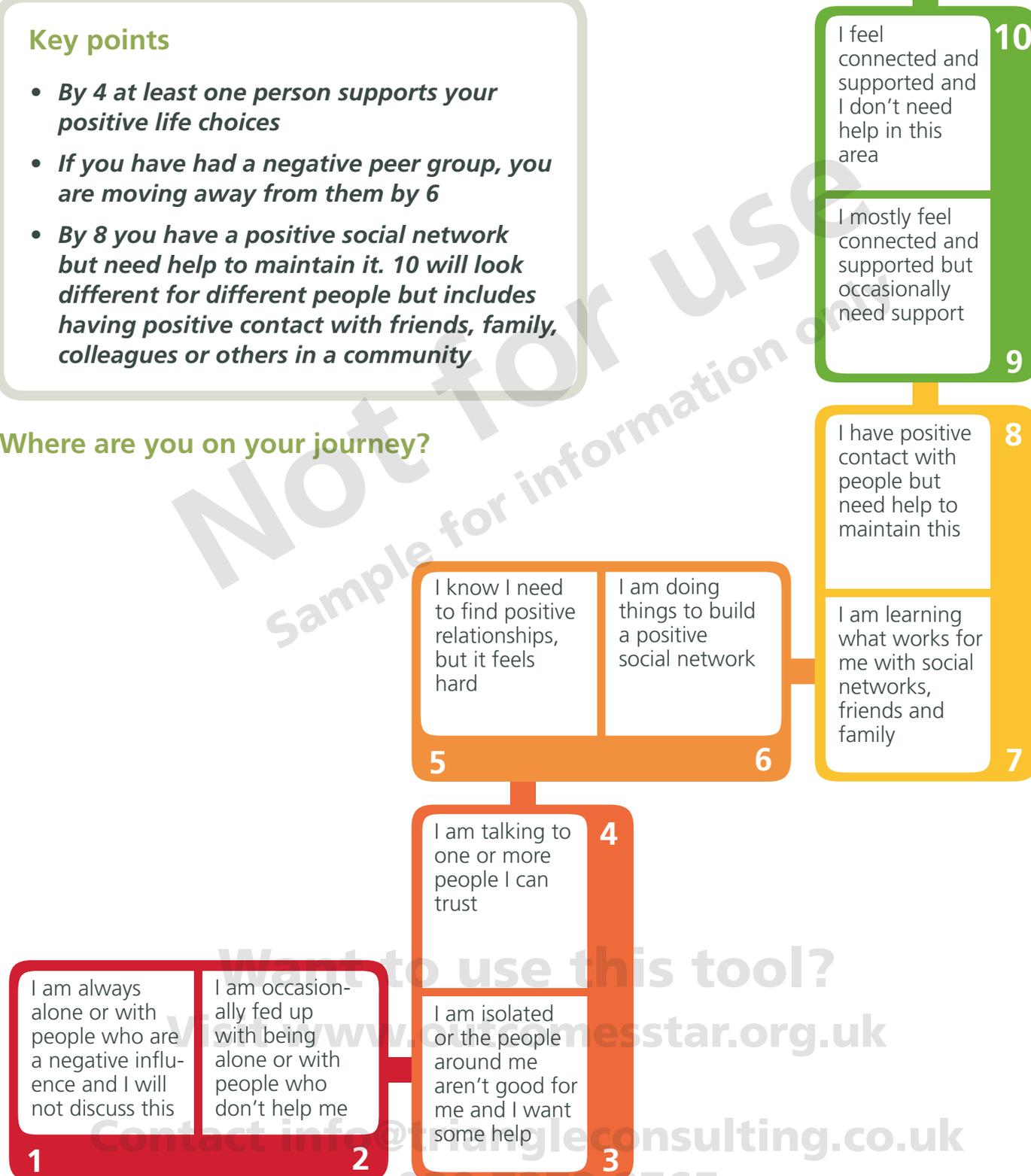
Friends, family, community, people who support you



Key points

- **By 4 at least one person supports your positive life choices**
- **If you have had a negative peer group, you are moving away from them by 6**
- **By 8 you have a positive social network but need help to maintain it. 10 will look different for different people but includes having positive contact with friends, family, colleagues or others in a community**

Where are you on your journey?



4 Social networks and relationships (detail)

This scale is about feeling connected and having people in your life – friends or family, work colleagues, or people with whom you share interests, community or culture. It includes how you cope in social situations and finding out who you can trust. Whether you start your journey mostly on your own or with people who hold you back, you end it with people who support you positively.

Self-reliance

10 I feel connected and supported and I don't need help in this area

- You have the level of contact you need and want with friends, family and others
- If you are in contact with family, your relationship is healthy enough and you meet any responsibilities towards dependents

9 I mostly feel connected and supported but occasionally need support

- As for 10, but you still need support from the service when difficulties arise

Learning

8 I have positive contact with people but need help to maintain this

- You mostly have enough positive contact with people but there are still problems and you need support to maintain and build positive contacts

7 I am learning what works for me with social networks, friends and family

- You have positive contact with people other than workers but need help to learn who you can trust. You may recognise that some past contacts were unhelpful
- You may be taking steps to re-establish contact with family, if appropriate

Believing

6 I am doing things to build a positive social network

- If your friendships revolved around alcohol, drugs or other unhelpful behaviour, you are taking steps to move on from them and meet new people, but it's hard
- You may feel isolated or rely on workers you trust in the service

5 I know I need to find positive relationships, but it feels hard

- You want to be around people who support positive choices
- You don't yet know how to go about this and/or need support in recognising unhelpful relationships

Accepting help

4 I am talking to one or more people I can trust

- You are mostly on your own or with people who do not help you to make progress
- You consistently go along with support but do not take the initiative

3 I am isolated or the people around me aren't good for me and I want some help

- You don't want to be so isolated or you realise the people you spend time with are an unhelpful influence or exploitative
- You sometimes accept help but give up easily

Stuck

2 I am occasionally fed up with being alone or with people who don't help me

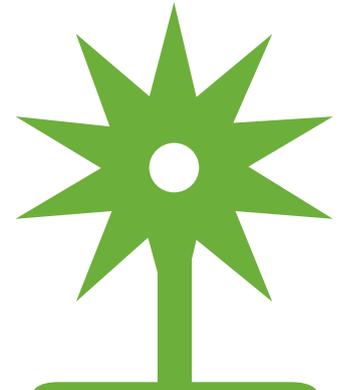
- As for 1, except that you occasionally acknowledge that your relationships are not as you would like them to be, but you will not accept help

1 I am always alone or with people who are a negative influence and I will not discuss this

- You are isolated or only spending time with people who are not a helpful influence, perhaps within a street, using and/or offending community
- Your relationships may be exploitative or lacking in trust or regard
- You don't see this as a problem or won't discuss it with workers

5 Drug and alcohol misuse

Illegal drugs, drinking problematically, misuse of prescribed drugs



Key points

- **By 4 you consistently take steps to stay safe**
- **At 5 the main shift is taking responsibility and by 7 you have significantly reduced your use**
- **Being at 8 or above means you are not drinking problematically and are no longer using illegal drugs or misusing legal or prescribed drugs. By 10 you do not need support**

Where are you on your journey?



5 Drug and alcohol misuse (detail)

This scale is about whether you use drugs, whether your drinking has a bad effect on your life and how you are dealing with any drug or alcohol issues. It is about how aware you are of any problems you have with drugs or alcohol, and whether you are working to reduce the harm they may cause you. If you do not use drugs, or drink much alcohol, place yourself at 10.

Self-reliance

10 I don't have a problem with drugs or alcohol or I manage without support from a service

- Alcohol and drugs do not get in the way at all, and if you had problems in the past, family, friends, your GP or self-help groups provide any ongoing support you need

9 I am not using drugs or drinking problematically, with occasional support

- You have your own strategies and mostly do not need support from a service

Learning

8 I am not using drugs or drinking problematically but need support to maintain this

- You are finding new ways of coping with what led to heavy drinking or drug misuse
- You feel more confident but it isn't easy, so you need support to maintain this

7 I am learning to manage my alcohol and/or drug use but there are a few issues

- You have reduced any problematic drinking or drug use substantially
- You are exploring triggers for excess drinking or drugs, reflecting on causes and finding strategies to help. You are able to learn from lapses, with support

Believing

6 I am doing some things myself to address my drug use or drinking

- You are reducing your use of drugs or alcohol, or stopping completely for periods
- You may attend appointments, set goals and access extra support to get clean

5 I see that I need to make changes myself to tackle my drug use or drinking

- You recognise you have to change to control or stop misusing drugs or alcohol
- You are actively exploring options to help yourself

Accepting help

4 I go along with some things to reduce the risks or harm from alcohol or drugs

- You are making some changes to reduce the risk of harm from alcohol or drugs
- You consistently go along with suggestions but don't yet take the initiative
- Or you don't accept help but don't drink or use drugs heavily enough to risk severe harm

3 I need some help with my drug use or my drinking

- You are fed up with the negative consequences of drugs or alcohol and want to change but do not believe it is possible or do not think you are responsible
- You accept help but often miss appointments

Stuck

2 Maybe my drug use or drinking is a problem but that's just the way it is

- As for 1, but every now and then you acknowledge that you are worried about drugs or alcohol
- You are not ready to make changes and don't engage with support

1 I don't have a problem with drugs or alcohol – although others think I do

- Your drug use or drinking is stopping you making progress and may be seriously damaging your health, but you won't engage in discussion about it
- Your life may be orientated around drugs or alcohol

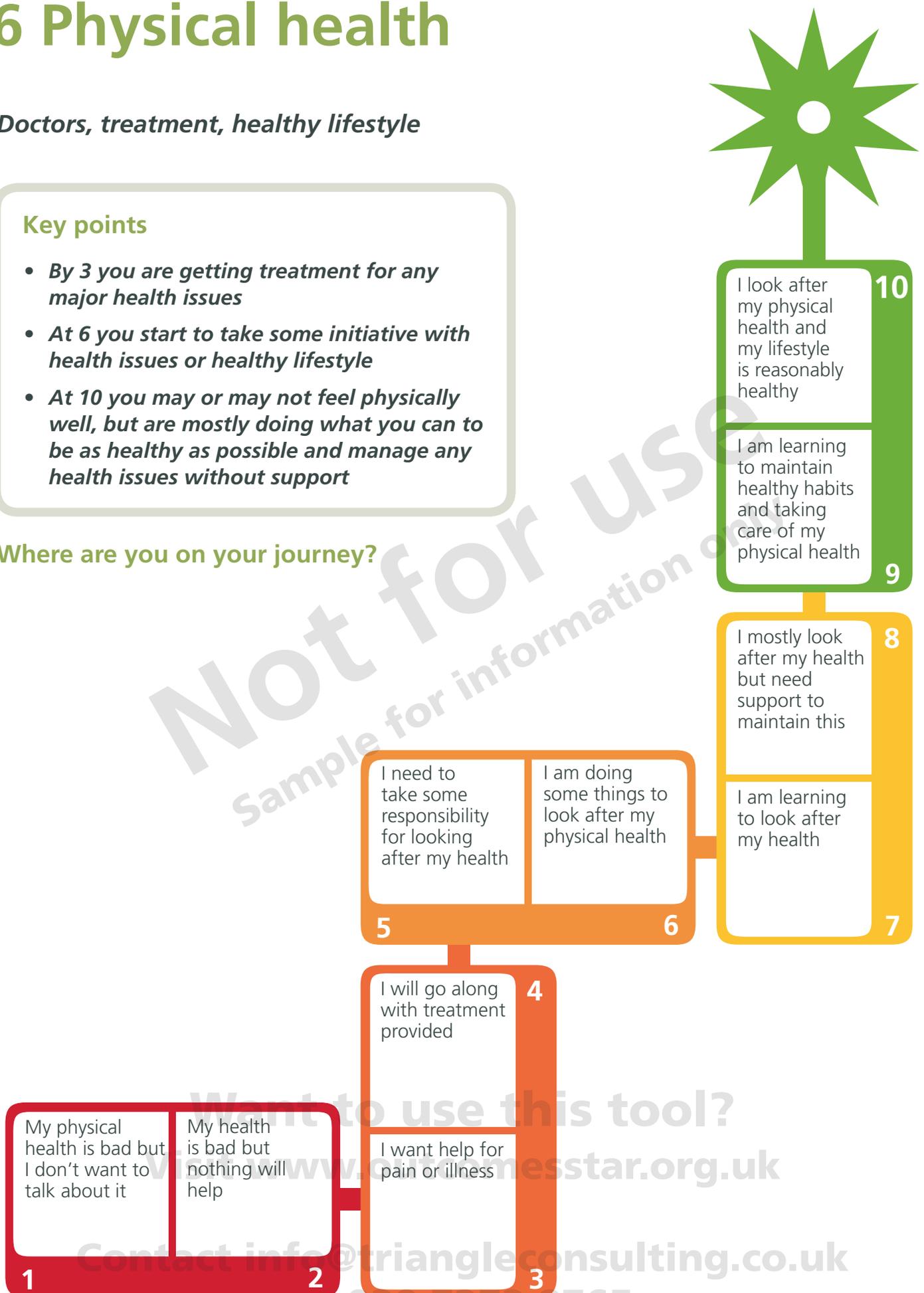
6 Physical health

Doctors, treatment, healthy lifestyle

Key points

- **By 3 you are getting treatment for any major health issues**
- **At 6 you start to take some initiative with health issues or healthy lifestyle**
- **At 10 you may or may not feel physically well, but are mostly doing what you can to be as healthy as possible and manage any health issues without support**

Where are you on your journey?



6 Physical health (detail)

This scale is not about how good your physical health is but about how well you look after your health and manage any health conditions you have. This includes going to the doctor and dentist as needed and following treatment advice. It is also about looking after your health by eating healthy food, taking exercise and trying to sleep well.

Self-reliance

10 I look after my physical health and my lifestyle is reasonably healthy

- You mostly eat enough healthy food, take exercise and minimise unhealthy habits
- You are managing any conditions as well as possible to maximise health

9 I am learning to maintain healthy habits and taking care of my physical health

- As for 10, but you need occasional support to maintain healthy habits

Learning

8 I mostly look after my health but need support to maintain this

- You go to the doctor and dentist as needed and take any medication prescribed
- You have a reasonably healthy diet, some exercise and reasonable sleep routines but need support to keep this going

7 I am learning to look after my health

- You see a link between healthier choices and feeling better and are more motivated to care for your health. You may be feeling physically healthier
- Change is difficult and you often slip back, so you need support

Believing

6 I am doing some things to look after my physical health

- You attend health appointments on your own – or with friends or family
- You try some healthy changes and may start to get a sense of what works for you

5 I need to take some responsibility for looking after my health

- You want to look after your health, but are not sure how to do it
- You initiate discussions about health and actively explore options

Accepting help

4 I will go along with treatment provided

- You see a doctor regularly if needed, usually if someone else organises it
- You may be feeling better as a result of your treatment

3 I want help for pain or illness

- You want to do something about any pain or discomfort you are in, and will see a doctor or nurse if someone else takes you – otherwise you probably won't go
- Although you are getting help with major problems, you ignore less severe ones

Stuck

2 My health is bad but nothing will help

- As for 1, but you occasionally discuss health briefly or ask for help but may then refuse treatment if offered. Perhaps you don't believe it is possible to feel better

1 My physical health is bad but I don't want to talk about it

- You don't go to the doctor even for pressing health problems
- You may be behaving in ways that risk your health, including sexual risk-taking
- You don't want to discuss health issues, or it feels too hard to even think about