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# BECOMING A LICENSED SOFTWARE COLLABORATOR FOR THE OUTCOMES STAR™

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## Guidance and requirements for software providers

For support with any aspect of this document, please contact Triangle on [info@triangleconsulting.co.uk](mailto:info@triangleconsulting.co.uk) or +44(0)207 272 9876. More information about the Outcomes Star can be found on our website [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk).

### 1 Introduction to the licence for software collaborators

Triangle are the creators of the Outcomes Star, a family of evidence-based and innovative outcomes measurement, assessment and support planning tools. Service delivery organisations purchase licences (and mandatory training) from Triangle, allowing a certain number of staff (or volunteers) to access Star resources, to use the Star with service users and to use the Star in licensed software systems.

Triangle supports software providers to offer functionality for our proprietary tool under licence because we believe this helps service delivery organisations who use the Star to get the most out of the tool by streamlining their processes and systems and reducing duplication where possible. It also means that software providers can meet their clients' needs and provide a solution that facilitates the use of a widely used and evidence-based tool, both in the UK and internationally.

Triangle maintain a list of licensed software collaborators and systems on our website - [outcomesstar.org.uk/star-online-and-other-software](http://outcomesstar.org.uk/star-online-and-other-software) and provide a logo for licensed software collaborators to use in their collateral. Licences for software collaborators are provided free of charge. There is a one-off initial admin fee of £75 – more information on the process can be found in section 4 below.

To ensure the Star is used as intended, there is a set of basic requirements that all software providers must meet to become a licensed software collaborator for the Outcomes Star. These requirements cover four aspects of the Star:

- A. Triangle copyright
- B. How the Star is used within your system
- C. How Star data is reported in in your system
- D. Star access and licensing

These are set out in section 2 as a checklist.

We also provide guidance on additional features that are recommended or suggested to further support best practice – these are set out in section 3.

Section 4 sets out the process for becoming a licensed software collaborator, as well as a few actions that we require from licensed software collaborators over time.

We appreciate that every software system is different, and we aim to be as flexible as possible in supporting you to support your clients. If there are any issues with the basic requirements or the process we have set out, please let us know and we are happy to discuss alternative solutions provided they meet our principles of supporting people to use the Star well.

## 2 Basic requirements for licensed software collaborators

AREA	BASIC REQUIREMENTS	TICK
<b>A) Triangle copyright</b>	1. Name of tool = Outcomes Star™	
	2. The name of specific version of the Star = Work Star™, Recovery Star™	
	3. Trademark sign in super-script (where possible) for titles or headings	
	4. All Star content is identical to our materials (ie you cannot change the name of an outcome area etc)	
	5. Star content cannot be changed by users	
	6. On the Star landing page (ie where a user first opens the Star assessment page) =  This material has been produced on licence with permission of the copyright holders Triangle Consulting Social Enterprise Ltd. For more information about the terms of copyright please see <a href="http://www.outcomesstar.org.uk">www.outcomesstar.org.uk</a>	
	7. On every page where the Star graphic or content appears (including downloads) =  © Triangle Consulting Social Enterprise. Used under licence. See <a href="http://www.outcomesstar.org.uk">www.outcomesstar.org.uk</a>	
<b>B) The Star in your system</b> (as close to the Star Chart PDF unless stated otherwise)	1. Fields to enter Star readings – outcome areas are provided with ability for user to choose from a numbered scale (either 1 to 5 or 1 to 10 depending on Star version)	
	2. The Journey of Change stage names presented next to each number (eg 1 = Stuck, 2 = Accepting help etc)	
	3. Fields to record who has completed the Star – if collaborative, worker only, or service user only	
	4. A field to record the date the Star was completed	
	5. A field to record a completed Star as retrospective (eg a checkbox)	
	6. Fields to record the status of a service user (ie receiving support, left service)	
<b>C) Reporting</b>	1. Use of our Star graphic to display a service user's completed Star on screen and in PDF downloads (Triangle can provide high resolution JPEGs)	
	2. Users can download their Star data into a commonly used format (eg CSV file) with a service user's data in one row - see Triangle's example for more guidance	
	3. A process to securely import existing Star data from a CSV file (ie when it has been collected on Triangle's Star Online system or another system)	
<b>D) Star access and licensing</b>	1. Star functionality is only activated when you have had confirmation from Triangle that organisation has licensed Star users	
	2. Only the specific number of users who have Star licences and who have completed the mandatory Star training can access Star materials and Star functionality (ie completing Stars, recording Star data). Others in the organisation can view Star data (eg managers, data analysts) but not use the Stars with service users	

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## 3 Additional features

### A) Triangle copyright

1. Details of the organisation's Star licences with Triangle, such as renewal date and the number of licences

### B) The Star in your system

1. More fields to record additional service user information, such as gender or support needs (if this information is not already recorded in the system)
2. Ability to record notes (eg as a drop down or notes field) alongside entering Star data (eg to evidence why someone is at that stage in an outcome area)
3. Ability to record notes for why a Star was completed collaboratively, or worker only, or service user only
4. Ability to record notes for why a Star was completed retrospectively
5. Ability to record action plans linked to a Star. Ideally the action planning module allows selection of an outcomes area, and the system automatically presents the most recent reading for that area, so that workers can plan appropriate actions based on that Journey of Change stage
6. The system displays, if a reading has a linked action
7. Ability to complete Stars on-screen – full content of the short or long scales (in the User Guide, Worker Guide or Scales materials) and ability to refer to these as a worker completes the Star with a service user
8. Ability to enter Star data already recorded on paper quickly and easily – eg as a matrix with radio buttons or as a drop-down list
9. Effective workflows around the Outcomes Star such as following on to and interacting with action plans
10. Previews of completed Stars, preferably as Star graphics, available where they make sense (eg in service user main record)
11. Star completion aides, such as setting workers prompts for Star completion and review dates, managers reminders, prompts around 'left service' to remind workers to complete final Stars
12. Top tips on Star completion for key workers. These are provided by Triangle and workers or managers.
13. Ability to link related Stars
14. Service user access to their completed Stars

### C) Reporting

15. Ability to download Star data at caseload, service and organisation levels
16. Implementation reports to help managers support their team to use the Star well, showing them the number of completed Stars, how they were completed, when they were completed
17. A 'starting point' report showing the percentage of service users at each Journey of Change stage for each area
18. Distance travelled reports that may include some of these:
  - a. The percentage of service users moving forward on the Journey of Change for each outcome area
  - b. The mean change in each area for all service users, and only for those with the greatest need (ie starting at lower end of the Journey of Change)
  - c. The change from each starting point/stage on the Journey of Change
  - d. The ability to report for a selected time period (Triangle can provide more guidance on this, as it is often more complex than it seems)
  - e. The movement of service users from or to specific 'milestone' stages (please note these milestones usually need to be specified by a service as they can differ)
  - f. Ability for users to choose from a selection of Stars as to what should be included in reports – first ever, lowest reading, within time period etc
  - g. Ability to report on action plan data alongside Star data

Please also refer to our separate guidance on data reporting for more detailed information.

## 4 The process for licensed software collaborators

As Triangle share clients with software providers, it is usually the case that a client will start the process for a collaboration. Below sets out what is involved from that point forward for Triangle and a software collaborator, although the exact process may differ depending on the circumstances and timetables of the parties involved:

### Step 1. Initial demo

A demo with you the interested collaborator, Triangle, and possibly the initiating client, so that we can see your system in action, introduce the Star to you if required, and start to discuss how Star functionality will work – usually over Zoom video conferencing

### Step 2. Build

You build the Star functionality using our basic requirements and additional features list. Triangle will provide support with any issues as they arise

### Step 3. Presentation

You will present Triangle with the proposed solution to including Star functionality – either via a demo or through screenshots

### Step 4. Review

Triangle will review the proposed solution (bringing together different perspectives from our team) and provide any feedback if required

### Step 5. Approval & Agreement

Triangle approves the solution and you sign a licence agreement with Triangle, we issue the licence and a logo for your communications and update the licensed software collaborator list on our website

### Step 6. Communication

Triangle can work with a collaborator to discuss marketing opportunities or approaches, and to communicate the new functionality and offer to clients

## 5 Details of the licence agreement

To maintain our collaboration over time, our licence agreement asks that licensed software collaborators send Triangle quarterly reports detailing:

- which versions of the Star are available on your system
- the name of the organisations that are using the Star in your system and which Star(s) they use
- how many users in these organisations are set up to use Star functionality and complete Star readings
- how many Stars have been completed and recorded on the system during that quarter

An alternative to this is to give Triangle access to the same information in a secure way.

The agreement also requires that collaborators let us know if anything changes with their system, ideally in advance if it will affect clients' use of the Star.

The licence allows you to add other Stars to your system. You receive the Star materials from Triangle directly to ensure that you are using the correct version.

From time to time, Triangle will publish an update to an existing version of the Star. The agreement requires software providers to commit to responding to these new editions, and to updating the system if possible and if required by a client.

If your licence terminates with Triangle, you have a process to withdraw access to Star functionality and permanently delete Star materials. Historic completed Star data can remain in the system.

The Outcomes Star™ is a family of tools for supporting and measuring change when working with people.

For more information visit: [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk)  
Email: [info@triangleconsulting.co.uk](mailto:info@triangleconsulting.co.uk)  
Phone: +44 (0)20 7272 8765

