



# Tenancy Star™

The Outcomes Star for housing tenants and their families

housing

money & rent

Not for use  
Sample for information only

Want to use this Star?

Visit [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk)

Contact [info@triangleconsulting.co.uk](mailto:info@triangleconsulting.co.uk)

or 020 7272 8765

Developed by Sara Burns and Joy MacKeith  
of Triangle Consulting Social Enterprise

## Published by

Triangle Consulting Social Enterprise Ltd  
The Dock Hub  
Wilbury Villas  
Hove  
BN3 6AH  
United Kingdom

## Authors

Sara Burns and Joy MacKeith  
Triangle Consulting Social Enterprise Ltd  
[www.outcomesstar.org.uk](http://www.outcomesstar.org.uk)

Designed and edited by Jellymould Creative  
[www.jellymouldcreative.com](http://www.jellymouldcreative.com)

Copyright © 2017 Triangle Consulting Social Enterprise

Edition 1.1 published May 2017

All rights reserved

Triangle Consulting Social Enterprise is the copyright holder of the Tenancy Star including all the materials in this document. In order to support consistency of use and effective implementation, the creation of derivative works is strictly prohibited and users are required to buy a licence and train all workers using the materials with service users. Licence holders receive access to up-to-date documentation for all relevant Stars including Star Charts, User Guides, Organisation Guides, Scales and Quizzes. Those with licences to use the Star Online system also receive access to online completion, action planning and a range of outcomes reporting options.

Please contact [info@triangleconsulting.co.uk](mailto: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](http://www.outcomesstar.org.uk).

## Acknowledgements

Many people have contributed to the development of the Outcomes Star over its long evolution and we would like to thank all the clients, workers, managers, funders, academics and commissioners who have generously given their time and expertise.

The original commission for an outcome measurement system came from St Mungo's, with financial support from the London Housing Foundation, and Triangle recognises their vital roles in the development of the Outcomes Star. We would also like to acknowledge Kate Graham's important contribution to the development of the suite of Stars, both as a founding partner of Triangle and as co-author of the original Outcomes Star (now called the Outcomes Star for Homelessness).

We would particularly like to thank Loretto Care as the lead collaborator for the development of this version of the Star, and also Loretto Housing Association and Glasgow Housing Association for their contribution.

**Want to use this Star?**  
**Visit [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk)**

**Contact [info@triangleconsulting.co.uk](mailto:info@triangleconsulting.co.uk)**  
**or 020 7272 8765**

# Contents

<b>Introduction</b>	<b>4</b>
<b>Part 1: Guidance for workers – how to use the Tenancy Star™</b>	<b>6</b>
1 Before you use the Tenancy Star	7
2 How to introduce the Tenancy Star	7
3 Discussing and completing the Tenancy Star	8
4 Using the completed Star Chart to agree actions and next steps	10
5 Revisiting the Tenancy Star at reviews	12
6 Frequently asked questions	13
<b>Part 2: Detailed scales and Journey of Change</b>	<b>15</b>
Journey of Change – detailed	15
Detailed scales	16
1 Housing	16
2 Money and rent	17
3 Looking after your home	18
4 Health and well-being	19
5 Positive use of time	20
6 Community and contribution	21

**Want to use this Star?**

**Visit [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk)**

**Contact [info@triangleconsulting.co.uk](mailto:info@triangleconsulting.co.uk)  
or 020 7272 8765**

# Introduction

The Tenancy Star is a tool for tenants living in social housing or in private rented accommodation who may be at risk of losing their tenancy or experiencing other difficulties. It is a version of the Outcomes Star, a suite of tools for supporting and measuring change when working with people.

## About this guide

This guide gives guidance for workers and others who will be using the Tenancy Star. It also contains the Journey of Change and the detailed scales for the Tenancy Star.

## Outcome areas

The Tenancy Star covers six key areas and there is a scale for each.

1. Housing
2. Money and rent
3. Looking after your home
4. Health and well-being
5. Positive use of time
6. Community and contribution.

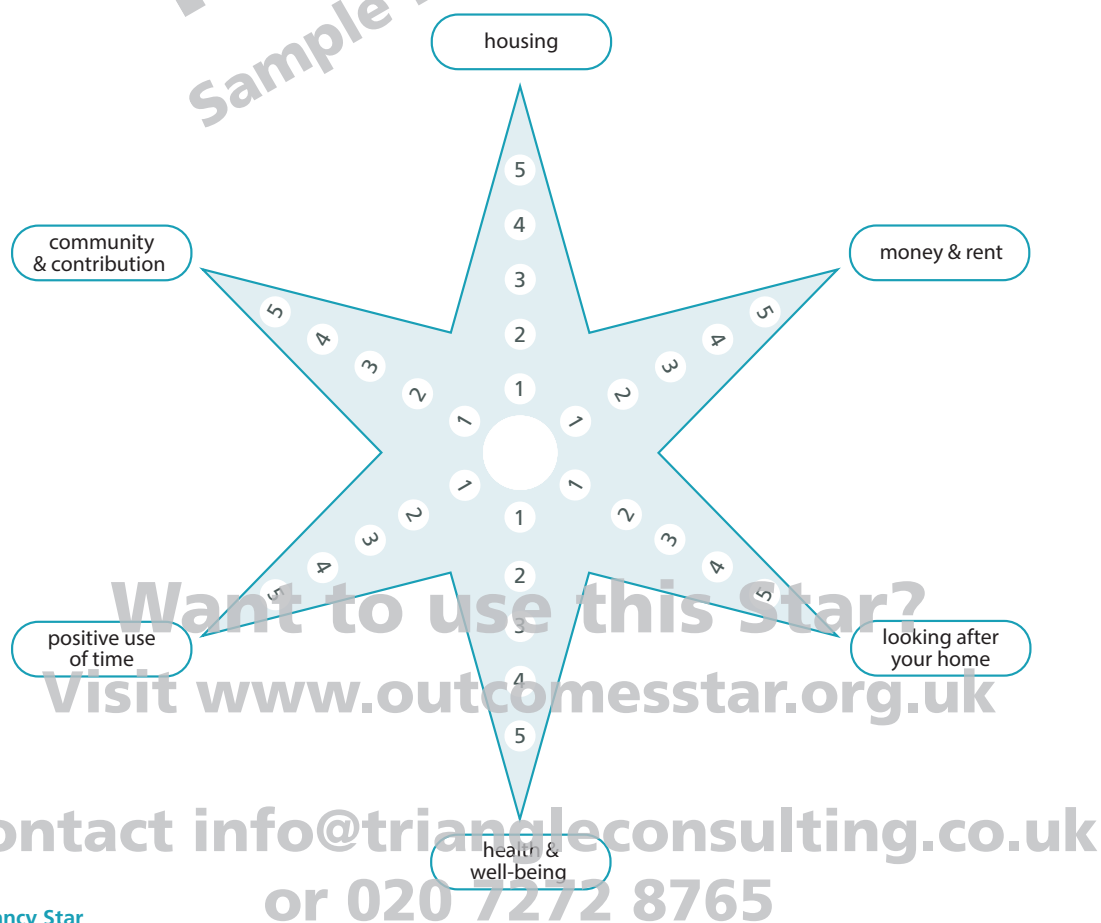


Figure 1: The Tenancy Star

# The Journey of Change

Each of the scales follows the same pattern, or Journey of Change, with five stages.

1. **Stuck (red)**
2. **Accepting help (orange)**
3. **Believing and trying (yellow)**
4. **Finding what works (green)**
5. **Self-reliance (blue).**

The detailed Journey of Change is on page 15.

The Tenancy Star is designed to be completed one to one between a support worker or housing officer and the main tenant. However, some scales also refer to “your family” where family or others sharing the same home could have an impact on the tenancy. If a tenant lives alone, feel free to ignore the references to family.

## Tenancy Star™ resources

1. The Tenancy Star Chart, notes and Action Plan for use with tenants
2. The illustrated short scales for use with tenants
3. This Worker Guide, containing guidance for workers and the detailed scales, which can be shared with tenants as needed
4. An Implementation Guide, for those in a management role
5. A web application for online completion at [www.staronline.org.uk](http://www.staronline.org.uk)
6. Further information at [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk).

The Tenancy Star was developed by Triangle Consulting Social Enterprise with Loretto Care and Loretto Housing Association through a process involving workers, managers, tenants, associated professionals and support groups.

Before using the Tenancy Star, all workers need training from Triangle or a licensed trainer.

**Want to use this Star?**  
**Visit [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk)**

**Contact [info@triangleconsulting.co.uk](mailto:info@triangleconsulting.co.uk)**  
**or 020 7272 8765**

# Part 1: Guidance for workers – how to use the Tenancy Star™

Using the Star is meant to be a helpful process that stimulates and focuses discussion and provides a useful basis for agreeing what support is needed. This guidance is designed to supplement training and to help you use the Tenancy Star well, so that it is a positive experience for both worker and tenant.

The Star is a flexible tool that relies on the judgement of the workers using it, as well as on a degree of understanding and trust between worker and tenant. It should never be used in a way that undermines that relationship.

The Star is designed to be accessible and engaging on a one-to-one basis. How long it takes to complete will vary – the aim is to have a genuine interaction with the tenant.

Using the Star has led to a fundamental change in casework. We now look at the client holistically. This was difficult for workers at first but the result has been very positive.

**Manager,  
Single Homeless  
Project**

## How the Tenancy Star™ can help:

- Engaging the tenant – the Star provides a clear focus for conversation and its visual aspect can help to draw people in
- Demonstrating and reinforcing progress – seeing the change set out in a visual way can be encouraging both to tenants and to workers
- Identifying what is needed – the Journey of Change helps to break change down into small, manageable steps
- Creating a more holistic approach – the Star requires conversations about many aspects of life and can help raise issues that might otherwise be missed
- Making support more systematic and consistent – the Star creates a consistent framework for support.

**Want to use this Star?  
Visit [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk)**

**Contact [info@triangleconsulting.co.uk](mailto:info@triangleconsulting.co.uk)  
or 020 7272 8765**

# 1 Before you use the Tenancy Star™

It is essential that all those using the Tenancy Star are trained. This will help provide the essential knowledge and skills you need before you use the Star, including:

- A good understanding of the Journey of Change underlying the scales – **stuck, accepting help, believing and trying, finding what works, self-reliance**
- Familiarity with the six scales, so that you can unpack and rephrase them if the tenant is having trouble understanding them
- Familiarity with the steps for tenants and the detailed scale descriptions. In addition to training, or as a reminder if there is a gap between training and using the Star, practise by bringing to mind tenants you work with and placing them on each scale. It is helpful to do this with a colleague who has experience of using the Star so that you can check your understanding with theirs
- Knowing how the Star is being used in your organisation, including:
  - When it is first completed with new tenants
  - How often it's reviewed
  - What happens to the completed Star Chart and its associated data
  - What to do if you need help with any aspect of using the Star
  - Familiarity with the Star Online, if your organisation is using it
  - How the Star fits with any other tools used in your organisation
- Knowing how to introduce the Star to the people you support – see below for some options.

# 2 How to introduce the Tenancy Star™

How the Star is introduced is important in encouraging someone to engage and can be done in a number of ways:

- By devising a short script to introduce the Star in a way that feels natural to you and is clear for those you are working with
- If you meet tenants as a group, it can be useful to explain the Star to the group before starting one-to-one work with individuals
- By giving tenants a copy of the short illustrated scales to read before the session. It is also possible to share the detailed scales where there is interest.

When introducing the Star, it's important to:

- Be friendly and encourage tenants to say if they don't understand the scales
- Explain that 5 is the top of the Star scales but not the end of the journey and people should continue to improve after they have reached this stage
- Be clear that it's not about numbers, but about building up a map of their world, experiences and journey. Avoid using the term 'scores'.

**Contact [info@triangleconsulting.co.uk](mailto:info@triangleconsulting.co.uk)  
or 020 7272 8765**

Some suggested phrases for introducing the Star include:

*“The Tenancy Star is a way of tracking your journey and finding out about your strengths and needs – there are no right or wrong answers.”*

*“The Star tells us what support you need in key areas in order to improve where you are now, and it helps you and the service to make that improvement.”*

*“This is about hearing your voice and what you think about your life so that together we can work out what support you need.”*

You may want to explain that as well as supporting the tenant’s progress, the Star is also necessary to help the service learn what it is doing well and what it isn’t doing so well. However, it’s best not to mention terms such as “monitor”, “measure” or “data analysis”.

### 3 Discussing and completing the Tenancy Star™

Completing the Star is meant to be a helpful process that stimulates and focuses discussion and provides a useful basis for support-planning.

The Star is a flexible tool that workers can use in a way that responds to the needs and abilities of each tenant, and to their own experience and skills. Some tenants will want to approach the tool cognitively, reading it through and discussing their life in terms of the scales. Others might focus more on the visual aspects of the Star.

Whichever approach they prefer, the aim is to complete the Star collaboratively.

#### Use the Tenancy Star™ to encourage self-reflection

This can be done by asking tenants to explain why they think they are at a particular point on the scales, and taking the time to challenge them appropriately and discuss their views. The worker’s role includes helping tenants gain insight into their life and what they might do differently. This needs to be done skillfully, preferably using open questions, listening and feeding back to check understanding.

#### Be positive and non-judgemental

Used well, the Star will support a conversation that covers potentially sensitive aspects of a person’s life. Ensure that people don’t feel they are being judged, and clarify that the aim isn’t to be at the top of the scale, but to understand their life at this moment, find out where they might need help and celebrate what they have achieved.

#### Be creative and use a range of resources

The Star materials include the detailed scales and the short illustrated scales, which can be used on their own or made into prompt cards – one for each Star area. Feel free to test different combinations and approaches according to the needs, interests and literacy of individuals. With other versions of the Star, workers have sometimes created supplementary materials or approaches.

**Contact [info@triangleconsulting.co.uk](mailto:info@triangleconsulting.co.uk)  
or 020 7272 8765**



## Differences of opinion are helpful starters for discussion

If a tenant struggles with low self-esteem, they might place themselves towards the start of the journey and need reminding of their achievements. Others might not recognise or admit how they are behaving and place themselves unrealistically high on the journey. Workers may then present evidence of discrepancies between the tenant's behaviour and their views. This may pave the way for a more meaningful discussion or working relationship, and a more realistic assessment from which progress is possible.

## Listen and challenge appropriately, but agree to differ if necessary

The extent to which you challenge a tenant's view of where they are on any of the Star scales is a matter for your professional judgment. If you have done all you can to reassure the tenant, build trust and encourage a realistic assessment but they insist on a reading that you don't feel is accurate, you can choose to record both their view and your own on the Star, either during the session with the tenant or afterwards.

## Recognising external factors

While the Journey of Change focuses on the tenant, there may be societal factors or other conditions beyond their control – and beyond the control of your service – which make it harder for them to progress. These may include lack of suitable housing stock locally, the local job market or lack of social acceptance. These also need to be acknowledged and recorded when using the Star. Your service may then be able to use this information to identify gaps in provision, plan future developments or raise issues with policy-makers.

## Finally...

Whatever approach you choose, it's vital that the discussion and agreed reading (or your reading where there is a discrepancy) are based on the defined scales. Unless everyone is using and understanding the steps, one person's 2 could be another person's 4. And although in these circumstances the process may still be helpful on a one-to-one basis, the collated Star data would not be useful. If a tenant appears to fall between two scale points, choose the point where they are for most of the time, or opt for the lower of the two points. Don't place people between the scale points.

The process of discussing and filling out the Star may well have quite an impact on the tenant, so ensure the session finishes positively, and that the next steps are clear.

**Want to use this Star?**  
**Visit [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk)**

**Contact [info@triangleconsulting.co.uk](mailto:info@triangleconsulting.co.uk)**  
**or 020 7272 8765**

## 4 Using the completed Star Chart to agree actions and next steps

The visual of the completed Star provides an excellent basis for agreeing the changes and actions that are needed. These actions can be noted on the Star Action Plan. Once you have completed the Star, look at it together and prompt the tenant to reflect on it as a basis for what to do next. Ask motivational questions such as:

- Is the shape of the Star an accurate picture of how things are for you now?
- What does it tell you about what is and isn't going well?
- What are the strengths that you bring to the areas that are going well? How might you apply these strengths in other areas of your life?
- What is it most important to address first?


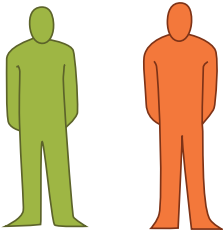
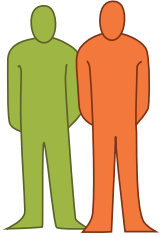
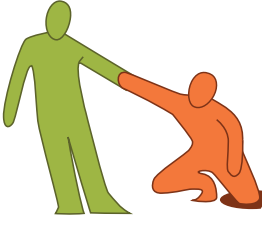

Once the areas are agreed, further questions might include:

- Where on the journey do you want to get to and by when?
- What actions are needed in order to bring about this change?
- Who is responsible for these actions?
- Is it appropriate to set a deadline for completing them?

The step the tenant is at can provide valuable pointers about the things they need to work on, the role of the worker and how likely the tenant is to follow through on actions independently. Some key pointers are summarised in the table on the next page.

**Want to use this Star?**  
**Visit [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk)**

**Contact [info@triangleconsulting.co.uk](mailto:info@triangleconsulting.co.uk)**  
**or 020 7272 8765**

Journey of Change stage	Possible approaches and actions that could be agreed
<p><b>Self-reliance</b></p> 	<p>At this stage a tenant is doing well and is on track, so the main actions will be:</p> <ul style="list-style-type: none"> <li>• Relax and keep going</li> <li>• Build on the success to date</li> <li>• Focus on the future</li> </ul> <p>Example: if a phone call needs to be made, the tenant makes it independently.</p>
<p><b>Finding what works</b></p> 	<p>When tenants reach this stage, the focus of support may include:</p> <ul style="list-style-type: none"> <li>• Celebrating their achievements</li> <li>• Helping the tenant to reflect on how they have overcome barriers, and how they can learn from this</li> <li>• Supporting them to deal with difficulties themselves</li> </ul> <p>Example: if a phone call needs to be made, at this stage the worker may help the tenant prepare for it and make sure they have all the information they need – and be nearby if it's a difficult call – but the tenant makes the call.</p>
<p><b>Believing and trying</b></p> 	<p>Tenants at this stage are trying new things and may lose motivation or focus when they don't seem to work, so goals and actions may include:</p> <ul style="list-style-type: none"> <li>• Helping them to plan what they are going to do and develop strategies for themselves</li> <li>• Encouraging them to try new approaches and keep going when things go wrong</li> </ul> <p>Example: if a phone call needs to be made, at this stage the tenant may make it but with the worker nearby to take over if it becomes difficult.</p>
<p><b>Accepting help</b></p> 	<p>Tenants at this stage are going along with support but are not yet taking the initiative. The approach may include:</p> <ul style="list-style-type: none"> <li>• Breaking down tasks into manageable steps and providing the support needed for the tenant to carry them out</li> <li>• Building trust and belief that change is possible</li> </ul> <p>Example: if a phone call needs to be made, at this stage it will be made by the worker but with the tenant present and giving their consent.</p>
<p><b>Stuck</b></p> 	<p>Since tenants at this stage are not engaged or able to make changes, the focus could be on ensuring that they are safe and on building a relationship with them. Actions may include:</p> <ul style="list-style-type: none"> <li>• Sorting out practical issues on their behalf where they are at risk of eviction, loss of benefits, accidents at home, or other dangers</li> <li>• Encouraging them to recognise the situation they are in and accept help</li> </ul> <p>Example: if a phone call needs to be made, at this stage it will be made by the worker alone.</p>

Contact info@triangleconsulting.co.uk

or 020 7272 8765

## 5 Revisiting the Tenancy Star™ at reviews

The Star is designed to be completed at least twice, so as to measure any progress the tenant has made. The timing and frequency need to be agreed within your service – see the Outcomes Star Implementation Guide for more information on this. It usually makes sense to integrate the Star with regular reviews.

At each review, repeat the process of discussing each of the Star areas and agreeing where the tenant is on each scale. We recommend you do this initially without reference to the previous Star readings, to allow the tenant to focus on a snapshot in time without being influenced by trying to make comparisons. Once the new Star has been completed, it's helpful to compare the two to give an instant visual picture of change. You can then use this to encourage discussion:

- Does what the tenant sees on the Star fit with their sense of how they have changed?
- How do they feel about what they see, especially where they have moved up the scales?
- What has helped them make progress? What strengths have they brought to this? What can they learn from this and apply to other areas?
- Do they still need support? If so, what areas do they want to address now – the same as before or new ones?
- Where do they want to get to by the next review? What actions will it take to make this happen?

Then complete a new support plan.

When positive change occurs, reviews can be very helpful in encouraging and motivating both the tenant and the worker, as the Star makes progress evident.

**Want to use this Star?**

**Visit [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk)**

**Contact [info@triangleconsulting.co.uk](mailto:info@triangleconsulting.co.uk)  
or 020 7272 8765**

## 6 Frequently asked questions

Using the Star may mean working with tenants in a different way. How natural and easy this feels for you will depend on your way of working prior to using the Star. Most people find that the Star is fairly self-evident and feels familiar and comfortable after they have used it a few times, but the following questions often come up in training.

### What if we don't agree on where the tenant is in an area?

This is a rich starter for discussion. Part of the process of making changes in an area that needs improvement is developing a realistic picture of how the tenant is doing. Here are some pointers:

- Listen carefully to what the tenant has to say – it will help you to understand their perceptions. They may also have information you are not aware of that will change your view.
- If you disagree about where the tenant is on the Journey of Change, present evidence for why you see things differently and explain why you think they are at a different point on their journey. This will work best if you present specific examples rather than general statements. For example, “You tried to do some cleaning this week and it didn't work quite as well as you had hoped” rather than, “Your kitchen is still a mess”. If the tenant is underestimating their progress, provide specific evidence of their achievements. For instance, “You managed to keep within your budget for the last two weeks. That seems like quite an achievement.”
- Take into account the tenant's current situation. In the early part of their journey, they may be less self-aware, for example.

If you and the tenant still disagree after discussion, record both numbers on the Star Chart, either during the session or afterwards.

### What if the tenant can't or won't engage with the Tenancy Star™?

Tenants who are **stuck** in most or all areas of the Star won't engage meaningfully with the Star so it may be necessary to complete a Star yourself about them, if you have enough information to make an assessment. You may choose to share your worker-only assessments with them later, when they have started to co-operate with support, in order to demonstrate progress or prompt reflection and discussion.

It is unusual for people to engage with one-to-one support but resist using the Star. If this happens, ask them why and check they have not misunderstood how the Star works or how the information will be used. Make sure they understand the key points and answer any questions or concerns they have. You may also want to point out that the Star is an integral part of how your service or project provides support.

### If tenants don't make progress, will my performance be in question?

The purpose of the Star is to help tenants see where they have come from and where to go next. It will also help your service see where it's assisting tenants to make positive changes, and identify areas that may need further attention. When tenants don't make progress on the Star, there are many possible explanations. It is not about judging the work of individual members of staff.

However, data showing a lack of progress may indicate that you have a particularly difficult caseload or need additional support or training. You may want to discuss this with your manager.

## What if the tenant doesn't want to discuss certain areas?

This can happen when a tenant feels that some of the scales are not relevant to them because they don't have an issue in these areas. If you also feel that a particular area poses no problems, simply place them at 5 for that scale and move on.

Some areas may be particularly sensitive or the tenant may not be willing to discuss them. Many workers find that simply having an area as a scale on the Star can be a helpful way to introduce sensitive areas that need to be discussed. However, the relationship of trust between the worker and tenant, and the goal of supporting the tenant's progress, are more important than the Star. If it's not helpful to continue, opt for either 5 or 1, and move to the next scale.

## Won't tenants be demotivated if they go back down the scales?

When negative change occurs, workers are sometimes concerned that seeing this so clearly on the Star will demotivate people. Usually, however, people are only too aware that they have moved further away from their goal and acknowledging this can be a helpful first step in addressing it. In these instances, it can be helpful to remind them that change is difficult and that it's not usually a linear process.

It is also possible that tenants may be lower on a scale in a review than in an initial assessment. This can be due to them having greater self-awareness and trust and also to you knowing them better. It is therefore important to identify why their readings are showing a decrease and whether this is a slip-back or the result of greater self-awareness and an improvement in the relationship between you and them.

## What if a tenant has limited literacy or English?

The Star materials are designed to be used flexibly. If a tenant's English is limited, you may need to paraphrase in simplified language to support their understanding. If a tenant has limited literacy, you could give them the Star Chart and read out the short scale descriptions of the stages you feel they are closest to at that time. Make sure you still refer closely to the detailed scales in this guide yourself.

If you have a question that isn't addressed here, or any concerns about the Tenancy Star, raise them with your manager. It is important that you have the chance to discuss your views, as the Star will only be useful to you and the tenants you work with if you feel comfortable using it.

**Want to use this Star?**  
**Visit [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk)**

**Contact [info@triangleconsulting.co.uk](mailto:info@triangleconsulting.co.uk)**  
**or 020 7272 8765**

# Part 2 – Detailed scales and Journey of Change

## Journey of Change – detailed

Change doesn't happen in one go – it's a journey, and it can help to understand the steps along the way. All the Tenancy Star scales are underpinned by a model of change that has five stages.

### 1. Stuck (red)

At the beginning of the journey you may be at risk of losing your tenancy, in a lot of debt or there are concerns about your safety or well-being, but you don't engage with help if it's offered, so things are **stuck**. This may be for many reasons – perhaps you don't feel able to think about your tenancy because of other problems, don't want to tell anyone what's going on, don't trust the workers, don't believe it's your responsibility, or don't understand the risks. You may not let housing or support workers into your home.

### 2. Accepting help (orange)

At this stage there are risks to your tenancy or other problems but you know something needs to be done and you are **accepting help**. You mostly allow housing or support workers into your home and go along with at least some of the things they suggest. However, you don't yet take the initiative to sort things out – perhaps you don't believe anything can help, you have other worries or you don't see it as your responsibility to deal with the problem.

### 3. Believing and trying (yellow)

At this stage you are **believing and trying** – you feel motivated, perhaps because you realise that change is possible. You take the initiative and start trying to sort things out so you can manage better. This behaviour is new and often things don't go well so you may need plenty of help to keep on trying.

### 4. Finding what works (green)

The next stage is **finding what works** to maintain a tenancy, improve your situation and to look after yourself. You may be learning from experience and/or becoming more confident in your ability to deal with issues such as debt, mental health or substance misuse as they arise. However, there are still a few problems and/or you need help to stay on track.

### 5. Self-reliance (blue)

The final stage is **self-reliance**. You are able to maintain a tenancy and look after yourself well enough in your home and neighbourhood. You will still have contact with your housing provider but you can cope with setbacks on your own and manage that aspect of your life without additional help from support workers or other professionals.

## Want to use this Star?

Visit [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk)

Contact [info@triangleconsulting.co.uk](mailto:info@triangleconsulting.co.uk)  
or 020 7272 8765



# 1 Housing

This scale is about having a home that is suitable for you. It includes your home being accessible and the right size for you, having a working kitchen, basic furniture, using your home appropriately, repairs getting done, knowing your rights and meeting your responsibilities as a tenant, for example by keeping to rules on pets or sub-letting. Paying rent and looking after your home are also in your tenancy agreement and are covered in the next two scales.

## 5 Self-reliance

### **My home is suitable for me and I understand my rights and responsibilities as a tenant**

- Your home is suitable for you and your family, including being the right size and accessible, with any aids or adaptations you need.
- You are using your home appropriately, in line with your tenancy agreement
- You understand your rights as a tenant and what you can expect from your housing provider
- There may be many challenges but you can maintain this without help from a service

## 4 Finding what works

### **I'm sorting things out so my home is mostly suitable and used appropriately, but there are a few difficulties**

- Your home is mostly suitable for you but there may be minor repairs, aids or adaptations needed, or kitchen equipment or other key furniture that needs to be replaced
- If you needed to move, you have secured somewhere suitable or have recently moved in
- If there were problems with using your home as specified by your tenancy agreement, you are finding ways to deal with them, with help from a service

## 3 Believing and trying

### **I'm trying to do what I can to ensure my home is suitable and used appropriately but it's not yet working**

- If there are problems with your home, you believe they can and should be sorted out and are trying to get repairs or adaptations done, or to move if it's not suitable
- You are aware of your responsibilities as a tenant. If there is a risk of losing your home because you are not using it appropriately, you are trying to make any changes that are down to you but have not yet found what works
- If you are facing eviction and can't avoid this, perhaps from private accommodation, you are taking steps to secure a new place but have not yet found anything suitable available

## 2 Accepting help

### **My home is unsuitable and/or I am not using my home appropriately, but I have help with this**

- As for 1, but you are talking to someone about your housing. Perhaps housing workers are helping sort out the most pressing problems, so that any immediate risk to your tenancy is being addressed
- You don't yet take the initiative yourself – perhaps the difficulties seem too big and/or you can't believe things could improve for you

## 1 Stuck

### **My home is unsuitable and/or I am not using my home appropriately. I don't have help with this**

- Your home isn't suitable for you, maybe because it's too small, in a poor condition, lacks basic equipment or your health or mobility or that of your family make it hard to manage or unsafe
- **Or** you are at risk of losing it because you are breaking the terms of your tenancy, for example by having pets that are not permitted or by sub-letting
- Perhaps you haven't told anyone because you don't trust them, have other problems or don't understand the risks or your rights or responsibility as a tenant. Perhaps you have asked for help but nothing is changing. You may not let housing or support workers into your home



## 2 Money and rent

This scale covers how you deal with money. It includes keeping to your tenancy agreement by paying your rent regularly, dealing with bills, debt or arrears and getting the benefits you are entitled to. It also includes budgeting, forward planning and saving. If you have no issues with money, place yourself at 5.

### 5 Self-reliance

#### **I pay my rent regularly and can manage my money well enough on my own**

- You have enough money, keep within your budget and pay your bills. If you have debts or rent arrears you are repaying them regularly
- You are receiving the right benefits and manage your claim for yourself, or you are in work and managing your wages well
- You have a bank account and maybe some savings too
- Things may be tight but you can plan ahead, deal with crises and manage your money for yourself

### 4 Finding what works

#### **I'm finding ways to manage my money better, but sometimes run into difficulties**

- You are getting any benefits you are entitled to and mostly follow payment plans for any debts or arrears
- You are learning from experience what you can and can't do on the money you have, how to manage spending and how to keep track of money. You may find it hard to plan ahead and/or deal with unexpected expenses
- Perhaps you are finding ways to run your home more cheaply, for example by switching fuel providers or price tariffs
- You know where to get advice and you seek help when you need it

### 3 Believing and trying

#### **I think I can improve my money situation and am trying to do this, but it's early days**

- You take the lead on any benefit claims yourself, but often run into problems
- You can see the advantages of keeping up with rent and bills and are trying to do this
- You try to open all letters and bills and attend appointments, with advice from a service as needed
- You are trying to manage on the amount of money you have coming in, but find it hard

### 2 Accepting help

#### **I have serious money problems and/or rent arrears, but I have some help with this**

- As for 1, but you are talking to someone about it and going along with help for urgent issues such as applying for benefits or contacting debtors or utility companies so any immediate risk to your tenancy is being addressed, though you don't yet take the initiative
- You don't believe things could be different or recognise how your money situation got so serious, and you may not trust the workers

### 1 Stuck

#### **I have serious money problems and/or rent arrears. I don't want to talk about it**

- You have extensive rent arrears or other debts. Perhaps your tenancy is at risk and/or you can't afford to heat your home, pay bills or buy essential household equipment
- Perhaps you or a family member have lost a job or are not receiving benefits you are entitled to, so there isn't enough money coming in. Perhaps you or they spend money on other things you can't afford and/or alcohol, tobacco or other drugs
- You may have problems with the courts or payday loans
- You don't talk to workers about money issues or accept their help. Perhaps you don't trust them, are afraid, have too much else going on to think about it, can't see how things could be different or don't see it as your responsibility

# 3 Looking after your home

This scale is about keeping to your tenancy agreement by looking after your home well enough. It covers keeping it safe and well maintained, heating and airing it, disposing of rubbish and recycling and not allowing your possessions to build up to the extent that you have no room. It includes noticing when things go wrong with your home, reporting them and arranging for them to be repaired. It also covers looking after any common areas.

## 5 Self-reliance

### I keep my home safe, warm and well maintained and report repairs

- You look after your home and keep it in good condition, either by yourself or with care services or other help if you need it because of health or mobility issues
- You look out for and report things that need to be fixed and may ask your landlord or housing provider to make improvements as needed
- You dispose of your rubbish correctly, recycle, take care of common areas, heat and air your home well enough to avoid damp, keep your house safe by locking doors and know what to do in an emergency such as a fire, flood or electrical problem
- There may still be challenges, but your home is looked after well enough

## 4 Finding what works

### I'm finding ways to look after my home well, but need to sort out a few issues

- You are developing routines for keeping your home safe, warm and well maintained and are seeing the benefits, but there are still some problem areas
- You are learning from experience how to sort things out so they don't build up, including reporting repairs, disposing of rubbish, heating and airing your home and taking care of common areas
- You know where to get advice and you seek help when you need it

## 3 Believing and trying

### I want to look after my home better and am trying to make changes, but it's early days

- You know you need to do more to keep your home hygienic, well maintained, safe and in a good state of repair, and to look after common areas
- You are taking steps to tackle problems and starting to do more regular cleaning, getting rid of excess possessions or other tasks, but it's hard to stick to. Perhaps others in your household don't help as much as they should
- If you need help because of health or mobility issues you are trying to sort this out. You may be asking your housing provider to do things too

## 2 Accepting help

### People say I don't look after my home, but I have some help with this

- As for 1, but you are talking to someone about it and going along with some suggestions
- You let housing workers or others address some of the most pressing problems so any immediate risk to your tenancy is being addressed, but don't yet take the initiative yourself or believe things could improve significantly

## 1 Stuck

### People say I don't look after my home well enough, I don't want to talk about it

- Perhaps your home is unsafe because you or others in your household don't lock the doors and/or because you don't notice, report or allow access for repairs
- People may say that you cause problems with bin areas, gardens or other communal areas
- You may not be able to use the space you have because of serious damp or other issues that are not being addressed or because you don't throw things away
- Your tenancy may be at risk because of this but if help is offered you don't accept it. Perhaps you don't believe it's possible to sort out your home, can't face it, don't want to or don't trust those offering help. You may not let housing workers into your home or blame them or neighbours for how things are

# 4 Health and well-being

This scale is about how well you look after your health and well-being, including managing any health conditions, rather than whether your health is good or not. It covers going to the doctor as needed and following treatment. It also covers eating healthy food, taking exercise, not smoking, and looking after your emotional well-being. If the health or well-being of a family member has an impact on you and your tenancy, you can include that too.

## 5 Self-reliance

### I look after my health and well-being well enough on my own

- You manage any health problems well so as to be as healthy as possible
- You actively seek help with physical or mental health issues as needed
- You mostly eat enough healthy food, take exercise and minimise unhealthy habits such as alcohol and smoking
- You know what makes you feel positive and make sure you do this
- You manage any addictions well enough not to create problems with your tenancy

## 4 Finding what works

### I'm finding ways to look after my health and well-being, but there are a few issues

- You go to the doctor and dentist as needed and take any medication prescribed
- You are improving your lifestyle, for example eating better where possible, taking regular exercise or cutting down on drinking or smoking, but there are still some problem areas
- You are building strategies to deal with physical or mental health problems and to feel more positive. Perhaps you have learnt from experience of what affects your health
- You know where to get advice on health matters and seek help when you need it

## 3 Believing and trying

### I want to improve my health and/or feel more positive and am trying to make changes

- You are actively exploring options to improve your physical or mental health and/or emotional well-being, but it's early days
- You sometimes make and attend health appointments and follow treatment as prescribed
- Perhaps you are trying to eat more healthily, take exercise, drink less or find ways to feel more positive, but you find it hard to keep going and often slip back

## 2 Accepting help

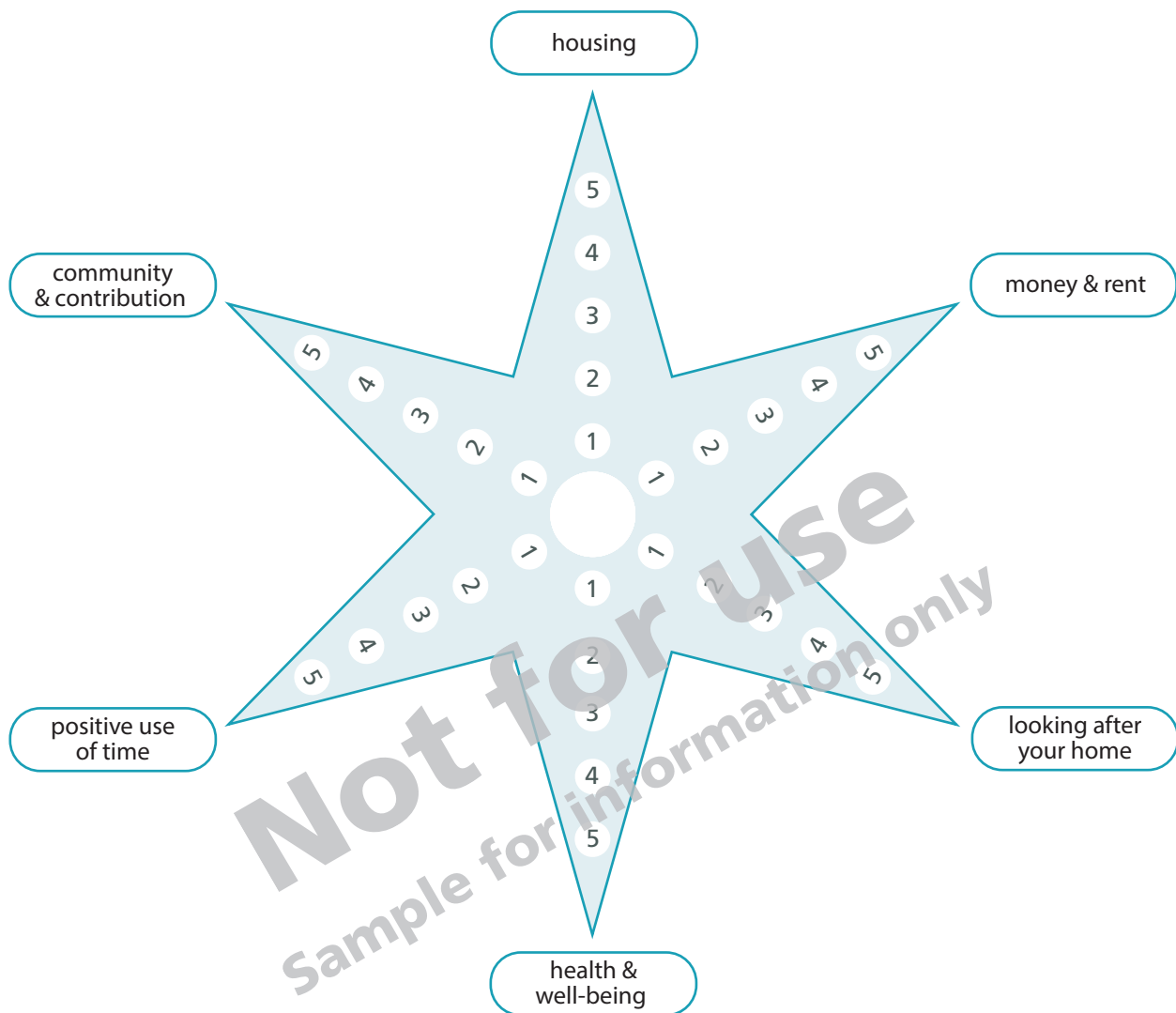
### I have health problems that make it hard to manage my tenancy, but I have help with this

- As for 1, but you see a doctor if needed, usually if someone else organises it or takes you there. You may be going along with some advice to take better care of yourself
- You are getting help for some health problems but there are others where you don't have the help you need

## 1 Stuck

### I have health problems that make it hard to manage my tenancy. I don't have help with this

- You have problems with your physical or mental health or well-being that affect your tenancy, but you don't seek medical treatment, even for pressing issues
- You may not take prescribed medication, or take it erratically. Perhaps you have a health problem that has not yet been diagnosed, so you are not getting the help you need
- You don't look after yourself well enough, so your health isn't improving and may be getting worse. Perhaps you are risking your health or well-being, for example by smoking heavily or drinking more than is good for you
- You don't want to discuss your health or accept help. Perhaps you don't trust health professionals, have too much else going on, don't recognise the problems, can't see how things could be different or are afraid to talk about it



The Tenancy Star™ is a version of the Outcomes Star™, a family of tools developed by Triangle for supporting and measuring change when working with people.

## This Star is one of a growing family

See our website for:

- Versions tailored to different people, settings and sectors
- The evidence base that supports the Star
- Testimonials and case studies from Star users

[www.outcomesstar.org.uk](http://www.outcomesstar.org.uk)

## How to use the Outcomes Star

- Sign up for Star licences including the option to use our Star Online web app
- Ensure all members of staff attend Star training and explore specialist courses
- Access Star materials, other tools and ongoing support from Triangle

Go to [www.staronline.org.uk](http://www.staronline.org.uk) for a free 30-day demo