

HOW TO...

Use the Star within the Troubled Families programme

This document is a living guide for UK Local Authority Early Help and Families services meeting Troubled Families requirements, exploring how Outcomes Stars can support delivery of the Troubled Families programme and setting out our learnings so far as to how the use of Outcomes Star can fit with the requirements of the programme.

1 Introduction

The December 2017 Troubled Families Financial Framework¹ sets out requirements for Local Authorities and takes effect from 1st January 2018. The Family Star Plus was published in 2012 and is widely used by services delivering the Troubled Families programme. There are three aspects of the Troubled Families requirements where the Outcomes Star can deliver value – these are set out below. The Troubled Families programme is running until 2020.

2 Troubled Families Outcomes Plan (TFOP)

Authorities are required to create their own TFOP, demonstrating how outcomes for individual families align to the programmes six headline problems. The Family Star can provide an outcomes-focused framework for this.

Outcomes Stars record ‘co-reported’ outcomes data, with readings being agreed between a parent and a professional. This data can be linked to ‘hard’ outcomes data to provide a rounded picture of progress.

For example, the Financial Framework explains that for poor school attendance, where the child started from a very low base, authorities can demonstrate a ‘progress outcome’ and reward distance travelled. Star data from the Education and learning scale could support this.

Troubled Families headline problems	Family Star Plus areas and ‘Effective Parenting’ end point map to the headline areas
Crime and anti-social behaviour	Social networks
	Boundaries and behaviour
Poor health	Physical health
	Your well-being
Domestic violence and abuse	Keeping your children safe
	Meeting emotional needs
Children who need help	Home and money
	Family routine
Poor school attendance	Education and learning
Unemployment	Progress to work

¹ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/665341/Troubled_Families_-_Financial_Framework.pdf

3 Troubled Families principles for working with families

The Financial Framework explains that “although there is no one right way to work with families, and each family will need a different, approach depending on their circumstances, there are four principles that capture what the national Troubled Families Team mean by ‘working with a family as part of the Troubled Families Programme.”

These are set out below along with a brief description of how using the Outcomes Stars puts these principles into action.

Showing that you are putting these principles into action can help to demonstrate that the service is working towards broader service transformation goals.

Troubled Families principle	How the Outcomes Stars put principle into action
An assessment that takes into account the needs of the whole family	<ul style="list-style-type: none"> • Family Star Plus is a holistic tool looking at broad areas of family life, through the lens of effective parenting • It works well alongside My Star – a version of the Star for use with children – which captures the child’s voice and perspective • All versions of the Star are designed to be completed collaboratively and to encourage service users to participate in their own support process
An action plan that takes account of all (relevant) family members	<ul style="list-style-type: none"> • Stars are designed to inform targeted action plans, with the Star readings helping to ensure effective and appropriate interventions are agreed
A lead/keyworker for the family that is recognised by the family and other professionals involved with the family	<ul style="list-style-type: none"> • The Stars are designed to be completed over time by a service user together with a lead / key practitioner, supporting meaningful relationships and conversations
The objectives in the family action plan are aligned to those in the local authority’s Troubled Families Outcomes Plan	<ul style="list-style-type: none"> • Actions plans link to the Star, and the Star areas link to the Troubled Families headline programme (see TFOP section)

4 Early Help Service Transformation Maturity Model (STMM)²

Alongside delivering outcomes for families currently being supported by local authorities and their partners, the Troubled Families Programme also seeks to drive a transformation in the way relevant public services are delivered now and in the future.

The Early Help Service Transformation Maturity Model is designed to enable local authorities and their partners to make a robust assessment of the maturity of public service transformation. There are six strands to the STMM and use of the Outcomes Stars can help to demonstrate service transformation in four of these, set out below.

1. The family experience of transformed services

The family strand of the model looks at the real change for families and describes the experience of a family at different stages of a local area's journey towards **integrated, family-focussed, outcome-based working**.

In addition to gathering information from families through questionnaires or qualitative interviews, the decision to use the Outcomes Star as a keyworking tool can also demonstrate the real change experienced by families.

By using the Outcomes Star, services can demonstrate that they have tools and processes that are built around having one person focusing on the family (one worker.)

They can also demonstrate that they are working with individuals within the context of their family, and taking a 'whole family' approach, by using tools that are holistic and cover a broad range of factors affecting effective parenting (one family).

By using the Outcomes Star, services can demonstrate that they are focusing on what the family needs to change and that they are bringing a clarity of focus for not just all relevant services, but also together with the family themselves (one plan.) For example, Outcomes Stars can provide evidence of plans for families including actions that have been signed-off and agreed by the family, as well as evidence of significant and sustained progress for payment by results claims.

Because Outcomes Stars present assessment and outcomes data in a simple and visual way, they can help to foster a greater sense of 'common endeavour' within and around families. They can also demonstrate that the service has a clear focus on outcomes for the family, because the Star is an outcomes-based assessment and action planning tool.

2. Culture

The culture strand looks at how local areas are developing a shared vision for early intervention and support for families with complex needs.

By implementing and embedding the Outcomes Star, services can demonstrate a commitment to working in a family-centred, outcomes-based and values-led way, and to having the tools in place to support a culture of learning from the outcomes data collected in collaboration with families.

3. Workforce

The workforce development strand focusses on the skills and capability of the workforce to deliver transformed services, and how they are incentivised to do so.

By equipping staff to use the Outcomes Star through training and implementation support, staff are supported to focus on a whole family assessment and family plan, to understand the impact of their work and can use sound evidence-based, outcome-focussed practice.

Services that have hardwired oversight/quality assurance of the Outcomes Star into supervision sessions can demonstrate how their performance management processes are built around information on caseloads and outcome measures.

² https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/665527/Service_Transformation_Maturity_Model_and_Toolkit.pdf

4. Delivery structure and processes

This strand looks at evidence of the integration of teams across disciplines and organisations, delivering consistent evidence-based interventions and using shared information, assessment, prioritisation, and case management systems.

Services that have implemented the Star well can demonstrate that they are using high-quality whole family assessments that link individual family plans to the TF Outcomes Plans. The accessible nature of the Stars can help to make them a simple format to share across partners where appropriate.

Next steps

If you would like to discuss any of the suggestions set out in the document, get more support from Triangle with using the Outcomes Star, please get in touch with us by either contacting the implementation lead supporting your organisation or contact Triangle through our website: www.outcomesstar.org.uk or emailing, info@triangleconsulting.co.uk or calling us 0207 272 8765.



The social enterprise behind the Star

Triangle Consulting Social Enterprise is an innovative, mission-led organisation that exists to help people reach their highest potential and live meaningful and fulfilling lives, often in the context of social disadvantage, trauma, disability or illness.

We do this by creating and supporting the Outcomes Star and other tools to unlock the potential of both individuals and the workers and organisations who support them. We believe that by balancing clear thinking, human connection and action – using the head, heart and hands – we can make a real difference in the world.

Find out more

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If you are not in the UK, contact the licensed Outcomes Star service provider in your country. Contact details can be found on the Outcomes Star website.

