

The Family Impact Star™

The Outcomes Star for people affected by the addictive behaviour of a family member

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Please contact info@triangleconsulting.co.uk to enquire about buying a licence and training.

Licences may be available for those wishing to translate this report into other languages.

The Outcomes Star™

This Star is part of a family of Outcomes Star tools. For other versions of the Outcomes Star, good practice and further information see 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 patients, 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 as a founding partner of Triangle.

We would particularly like to thank Relationships Australia Queensland (RAQ) - Gambling help service for collaborating with Triangle to develop this version of the Star and the Queensland Department of Justice and Attorney-General for their funding. Additional thanks for participation to Centacare and Uniting Care (both in Australia) and ADFAM in the UK.

Contents

Introduction	4
The Outcomes Star tools	4
The Family Impact Star	5
Development process for the Family Impact Star™	6
Methodology	6
Stage 1. Exploring the scope and need for the tool	6
Stage 2: Creating the pilot version of the new Star in consultation with the expert working group	7
Stage 3: The pilot and revising the Star	9
Stage 4: Revising and finalising the new Star	15
References	19
Appendix: Details of the psychometric properties of the pilot Family Impact Star™	20

Introduction

The Outcomes Star tools

The Outcomes Stars are a suite of person-centred tools for supporting and measuring change when working with people. They are both keywork and outcomes tools, supporting effective interventions and providing management data on progress towards the end outcome. Because of this dual role, they bring together measurement and service delivery and can provide a shared language and framework across operations and data management for departments and between commissioners and service providers.

All versions of the Outcomes Star have five- or ten-point scales arranged in a star shape. Each point on each scale has detailed descriptors setting out attitudes, behaviour and sometimes skills or circumstances typical of that point on the scale. Underpinning these scales is a model of change (the Journey of Change) describing the steps towards the end goal that both the service and service user are trying to achieve.

The Outcomes Star tools are different to other approaches to assessment and outcomes measurement¹. They are designed to empower service users within a collaborative process of assessment that supports a positive conversation and is integrated with support work, rather than being a separate activity. The Star is closely aligned to person-centred, strengths-based, co-production and trauma-informed approaches and can support people and organisations to put those values into practice:

- **Person-centred:** The Star encourages and enables workers to listen to the perspective and priorities of service users and to work with them collaboratively. It helps engage service users to develop realistic action plans based on where they are on the Journey of Change
- **Strengths-based:** The Star is holistic and enables people to focus on aspects of life that are going well rather than being focused entirely on areas of difficulty. The scales focus on what services and service users can change, rather than the severity of their problems or circumstances

¹ The Outcomes Stars share the core principles of Participatory Action Research (O'Brien, 2001; Carr & Kemmis, 1986) – empowerment, collaboration and integration – extending these beyond research into assessment and outcome measurement. Participatory Action Research seeks to empower the subjects of research, collaborate with them and integrate research into practical action to improve people's lives. The Outcomes Stars seek to empower service users within a collaborative process of assessment and measurement that is integrated with support work rather than being a separate activity.

- Co-production: service users and those who support them are involved in the development of the tool, and the collaborative approach to completion means that the service user and worker produce the readings together and build a shared perspective as a basis for action. This contrasts with expert assessment or self-report approaches in which the two perspectives remain separate
- Trauma-informed: the collaborative nature of the Star helps to give the service user control, which has been shown to be important in building a sense of safety for people who have experienced trauma. The focus of the tool is primarily on how things are now, rather than past experiences that might trigger someone's trauma and put them outside their safe "window of tolerance". In addition, the guidance for use emphasises the importance of building of a trusting relationship and a shared perspective as an essential foundation to moving forward.

For a fuller description of the values and approach underpinning the Outcomes Star suite of tools, see MacKeith (2011).

Background and further information about the Outcomes Star suite of tools can be found at www.outcomesstar.org.uk

The Family Impact Star

The Family Impact Star is the Outcomes Star for people affected by the addictive behaviour of a family member. It includes the following resources:

- The Family Impact Star Chart, Notes and Action Plan
- The Family Impact Star User Guide, with brief visual scales and detailed scales
- Short illustrated Scales and Flashcards
- Guidance for professionals completing the Family Impact Star collaboratively with service users
- A web application for online completion and analysis at www.staronline.org.uk

This Development Report provides a detailed description of the process of creating the Family Impact Star.

Development process for the Family Impact Star™

Methodology

The methodology for developing all versions of the Outcomes Star is based on Action Research (O'Brien, 2001) and the Existential Phenomenological research method (McCall, 1983). Action Research is a collaborative process of identifying issues, trying out solutions and assessing what works. This phenomenological method places a strong emphasis on understanding the subjective experience of the people being researched and the meaning of the experience for them.

The development process comprises four main stages:

Stage 1: Exploring the scope and need for the tool

Stage 2: Creating the pilot version of the new Star in consultation with the working group

Stage 3: The pilot and revising the Star

Stage 4: Revising and finalising the new Star

Below we describe how this process was applied to create the Family Impact Star.

Stage 1. Exploring the scope and need for the tool

Having previously collaborated with Triangle to create the Gambling Recovery Star, Relationships Australia Queensland approached Triangle to develop a new version of the Outcomes Star for their Gambling Help Service to support for people close to someone experiencing addiction, whether a partner, adult child or parent or other close family member or friend.

Triangle then carried out a scoping process, involving:

- A market scoping to assess the likely uptake of a Star for affected family members.
- A literature review examining the similarities and differences across a range of different types of addiction in terms of impact on close others, support needs etc.
- Checking prior interest and enquiries from other services for a similar or the same version.

As with any new version of the Star, this phase also included scoping the capacity for both Triangle and the collaborators to undertake the development within the budget and timescale needed. Based on this, Triangle's conclusion was to proceed with a version of the Star specifically for people affected by the addiction of a close family member or friend, designed to encourage best practice across the sector.

Stage 2: Creating the pilot version of the new Star with the expert working group

An expert working group was formed to collaborate in the development of the new Star. Members of this group included managers and practitioners from organisations supporting people affected by others' addictive behaviour (RAQ, Centacare and Uniting Care Community in Australia). There was also some involvement from the funders of the development in the working group. ADFAM (UK) service users took part in a separate online focus group to provide the perspective of people with lived experience of supporting a loved one with a drug and alcohol addiction.

This expert group played a central role in the development process, providing in-depth knowledge of the issues faced by people affected by the addiction of a close friend or family member, the intended outcomes of service delivery and the process of change towards those outcomes. The working group's input was organised around three workshops. The first two workshops contributed to the creation of the draft version of the tool. The third workshop reviewed the results of the pilot and contributed to refining the tool to create a final version (see Stage 4). In addition, Triangle formed an internal reference group, which met three times to review changes – this group included two staff members with experience of supporting a loved one with an addiction.

Workshop 1 (April 2022): This online workshop was held to identify intended outcomes and processes of change in work supporting people affected by a family member's or friend's addictive behaviour. It included a series of focus groups to provide insight into the experiences of workers and people with lived experience and to understand the outcomes that services aim to help the people they are supporting to achieve.

The key questions explored were:

- What are the main areas in which services and the people they support are seeking to create change? *These areas become the points of the Star*
- What is the desired outcome of the change process? *This becomes the end point on the Journey of Change that underpins all the scales*
- What model of change describes the steps that people take on the journey towards that end point? *This is described in a series of steps – the Journey of Change – showing a clearly discernible, qualitative difference between each step of the journey.*

A range of techniques was used to draw out participants' subjective experience and knowledge including:

- Using the 'outcome triangle' tool to identify the overall aim of services, the specific outcomes they are trying to achieve and the activities they carry out to achieve these changes

- Workers and people with lived experience pairing up to discuss the key steps in their process of change
- Hearing feedback about suggested outcome areas and discussing how they would work in different situations and with different people.

Triangle compiled all the material gathered from the working group at Workshop 1 and reviewed it to allow meaning and common strands to emerge. On the basis of this, combined with the literature review carried out in Stage 1, a provisional model of change and outcome areas for the Family Impact Star were developed. These were then used as an outline or 'skeleton', from which the first draft of the Family Impact Star was created.

Once the first draft was completed there was an iterative process of sharing, listening, refining and sharing again to hone the outcome areas, Journey of Change and descriptions of the steps towards change in each outcome area until they resonated with the client group and workers participating in the development process. The process included checking that the first draft took into account key themes that emerged from the literature review, and a second workshop with the expert working group.

Service user focus group (May 2022): A focus group was held with service users at ADFAM supported by ADFAM staff. This group revealed that although limited by time and number of sessions, the proposed outcome areas fit with the support they would like to offer.

Workshop 2 (June 2022): A one-day workshop was held to present the first draft of the Family Impact Star to the expert working group and to hear feedback to inform the pilot version of the Star. Based on this feedback and the other activities listed above, the early draft was refined to create a pilot version of the Family Impact Star with the Journey of Change and outcome areas listed below:

The pilot Family Impact Star Journey of Change	<ol style="list-style-type: none"> 1. Stuck 2. Taking it in 3. Starting to deal with it 4. Finding your way 5. Managing well
The pilot Family Impact Star Outcome Areas	<ol style="list-style-type: none"> 1. Understanding addiction 2. Our relationship 3. Being safe and in control 4. Managing daily life 5. My health and well-being 6. Friends and community 7. Who I am

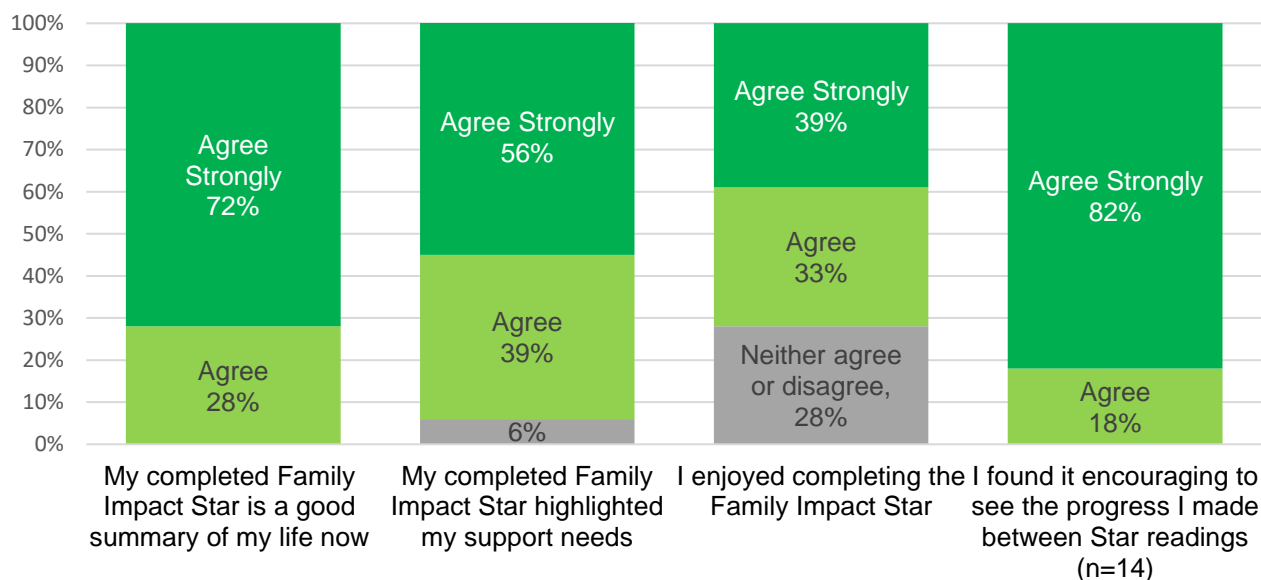
Stage 3: The pilot and revising the Star

Triangle trained workers to use the pilot Family Impact Star, and these workers then completed the pilot version of the Star with service users for the pilot period. It is important to note that while this Star was designed to work with those with as variety of addictions, the vast majority of the pilot testing was in the context of gambling. However, the literature review identified common themes across addictions, and a member of staff with a long history of supporting a relative with an alcohol addiction thoroughly reviewed the applicability of this Star and reported that it and resonated with their family situation.

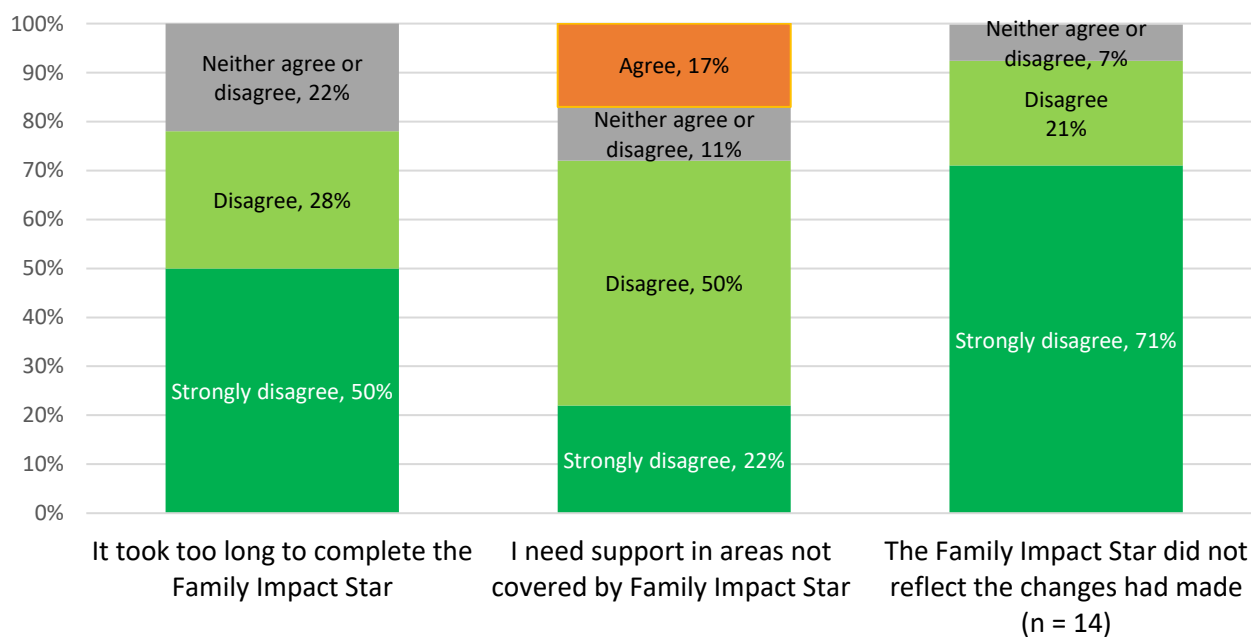
At the end of the pilot, Star readings were sent to Triangle for analyses of the psychometric properties of the pilot Star – most of which were completed at RAQ (48 of the 69 service users who took part), with data from the remaining 21 service users collected at United Care and ADFAM. Relationships Australia Queensland and ADFAM submitted feedback forms from 18 service users and 16 workers. More informal feedback was provided by the other organisations.

Service user feedback (N = 18)

Service user feedback: positively phrased questions



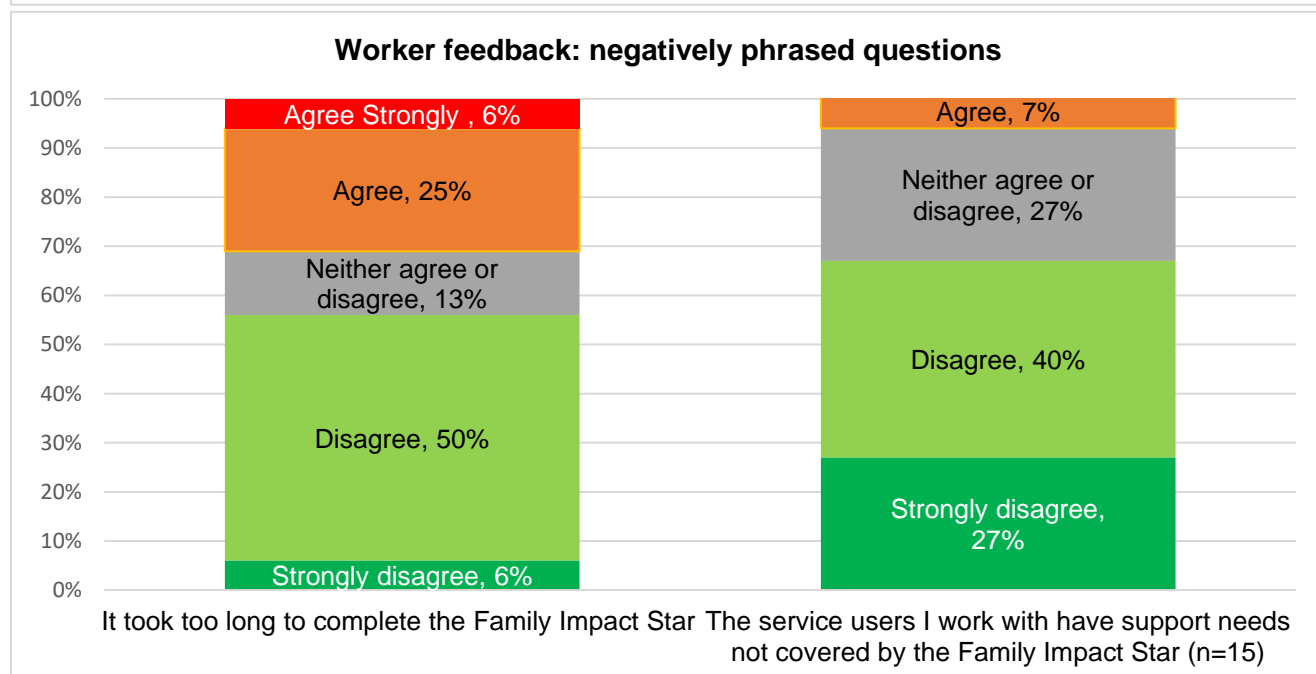
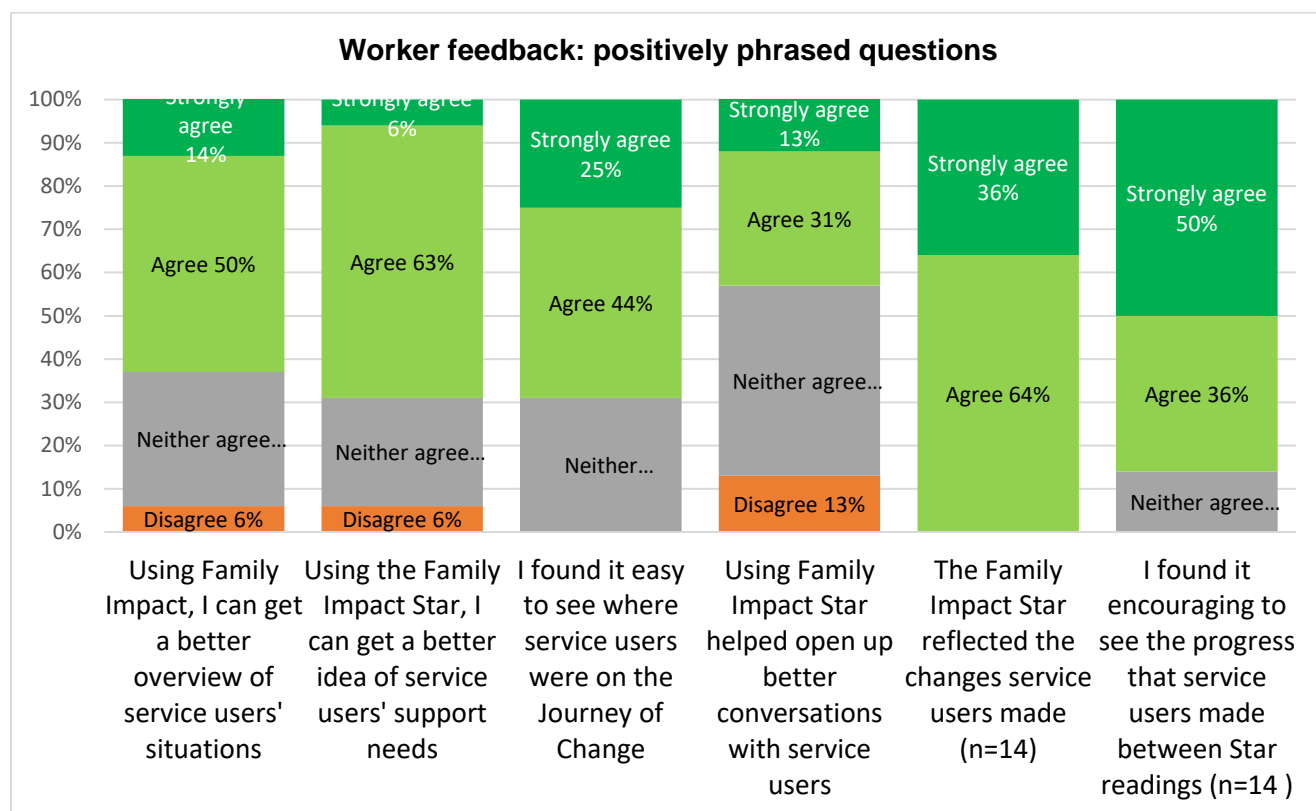
Service user feedback: negatively phrased questions



Service users also gave the following feedback:

- Her partner is the gambler. She cried when she realised how much his gambling had affected her self-esteem as she put '2' in the 'Who I am' question. It was a bit of a surprise for her
- I look at the completed Star and think wow, I can see the change and I am proud of myself. Having a visual really helps to see how much I've achieved since starting counselling'
- It is a very helpful tool and I feel it will be good to continue to do and look back on every few months to see how I am going
- It gave a really great opportunity for reflection and to see a visual of how far I've come during counselling
- I enjoyed doing it the way I did it with my counsellor – the retrospective and current in one session
- I found being able to reflect on my journey and learnings very positive. I am very proud of how far I've come
- Helped me to think what it was like for me at first session and where I am now
- I appreciate the visual and how it shows how far I have come in quite a short time
- It covered all areas and offered good insight and understanding
- Visuals are good - like the colours (NB. client previously used Gambling Recovery Star printed in black and white)
- The expanded explanations are written in an easy to understand manner
- It was really inspiring to do this and interesting to know how far I've come
- I would like people to be more aware that this resource exists. This resource would benefit a number of people I can think of
- Space it out a bit more - 1-10 to allow more gradient for change (NB. client used to the Gambling Recovery Star)
- Some of the wording could be changed.

Worker feedback (N = 16)



The responses to the open-ended feedback were encouraging and helpful:

General positive feedback

- Gave the opportunity to address some concerns that had not come up in the first session. Highlighted progress of client in understanding the impact of gambling on her life
- Straightforward and simple to explain and use
- Even when the client feels in crisis mode, the Star offers an anchor point to organise discussion when client thoughts are erratic and disorganised – as is the case when clients are in crisis
- It is a handy tool to focus client discussion [on] 'outside self' which helps to address distressing aspects. Also good to show progress – helps me instil hope. There was nothing I didn't like about it, far superior to tick box paperwork we are requested to do
- It highlighted some of the things that might have been overlooked
- I liked that the client was able to see the changes they had made
- Good conversation starter
- Easy to use and easy for clients to follow
- It was easy for the client to follow and understand. It made sense to the client
- Visual – easy to understand and administer in person – more difficult but also ok to administer online. Can track change
- The only real problem we are having is access to family members who may be impacted by the identified gambler's behaviour. Not many have been presenting for counselling. However, the Star has been very helpful when we have been able to use it
- I think the areas and rating scale are broadly good
- I think it's useful for clients to be able to review their progress and for both client and worker to identify where there are gaps/areas for future work
- It is comprehensive in terms of what it's covering.

Comments on the time it took to complete / duplication

- Quick

- Took a long time, had to rush to get it finished
- We work in a very person-centred way and so the information that is captured by the Star is information we have already covered in sessions, so in that way there is duplication. I am also concerned about the amount of time the Star takes to do, which eats into the six sessions we have in which to work with clients
- Wasn't required to assess where the client was at
- Not all questions asked as client was not in an entirely receptive state
- Not sure if the client was on a Journey of Change – more like a point of crisis that started in the discovery that her partner was gambling and using joint funds.

Wording / content suggestions

- Sometimes the wording is awkward
- I would be careful about letting a client read the detailed version of the guide - would it make them feel bad/responsible for enabling - especially if they don't realise they are enabling?
- This client was working on herself and ways to be more empowered, to identify and maintain boundaries rather than focusing on the impact of the partner's gambling (NB. This was in the 'what you don't like' section)
- The client was well supported by other services and mostly needed psychoeducation around addictions. I would not have used the Family Impact Star in this context.

Colour of font

- Hard to read the yellow on white text for no.3.

JoC stage names

- I think 2 and 3 should be changed to 2 –starting to think about... and 3 – beginning to work on...

Outcome areas

- I wonder if it could be reduced to six dimensions with the safety question including part of who I am e.g. I feel safe and able to do things that are important to me and the other part of the who I am going into managing daily life e.g. I am able to physically and emotionally manage and balance my daily responsibilities and activities.

Psychometric analyses of the pilot Star data

Analyses of the Star data from 69 first Star readings and 34 second readings showed the following:

Distribution: Readings were normally distributed for five of the seven outcome areas (see Appendix).

Internal consistency: Cronbach's alpha was .90 – above the threshold of .70, suggesting very good internal consistency. A unidimensional factor structure was advised, with one factor explaining a good proportion of the variance (63.5%).

Responsiveness: The change between first and second readings was statistically significant in all outcome areas ($p < .001$), and all effect sizes were large. A minimum of 76% of clients moved forward in each outcome area.

For an explanation of these tests please see http://www.outcomesstar.org.uk/wp-content/uploads/OS-Psychometric_Overview.pdf

Further research into the psychometric properties of the final published version of the Family Impact Star was initiated following publication. For the latest information on this, please contact anna@triangleconsulting.co.uk.

Stage 4: Revising and finalising the new Star

Workshop 3 (October 2023): The third workshop gathered further information needed to finalise the Family Impact Star, resources, and guidance. The responses to specific questions about the Family Impact Star are briefly summarised below.

What worked in the pilot Family Impact Star?

- There was a lot of enthusiasm for the Star – all through Gambling Help
- The Manager thinks I've got shares in Triangle, I love the Star so much
- Practitioners love it and family members are very open and receptive to it
- If the practitioners understand how to use it, it's a really great tool for getting deeper discussion and having the visual
- We used it with some new people and some ongoing clients. They just loved it. To see how far they'd come was really powerful for them
- No limitations on who to work with, timings were good

- As clients progress, they stop using the word 'gambling' so much – they talk more about their growth and less about the gambling
- Worked well with people who are motivated for their own change. Once they take on autonomy and work on their own healing, they're much more receptive
- It worked well to begin using it at the third or fourth meeting (first is assessment, second is safety planning and initial goals)
- I really appreciate that this has come about for the families – it's so important for them
- This tool is really enjoyable to use with them.

What didn't work in the pilot Family Impact Star?

- There wasn't enough time to complete the Star well in a service with only six sessions
- Accessing the partner is one of the areas groups struggle with and there weren't many clients who weren't gamblers so they struggled to get the numbers for the pilot. However the numbers groups are seeing does not reflect the harm being done to family members.

Do you have specific suggestions about on the outcome areas?

Understanding addiction

- At stages 3-5, add more emphasis on understanding the boundaries you can set to protect yourself. So at 3 – starting to understand my partner is separate; at 4 learning how to set boundaries and react in ways that are healthy for you – i.e. support your own recovery and at 5 – able to set boundaries so the person understands the consequences of their actions.

Our relationship

- Needs to include more on the possibility of the relationship being over – often by 3 the decision has been made not to be in the relationship any more
- At 1: the bold statement should state that 'perhaps the behaviour of someone close to you is causing serious problems in your life'.

Being safe and in control

- Put financial abuse first, then emotional, then physical
- Discussion about how you'd place someone if they were 100% safe physically but not emotionally or financially – this should be clear in the training
- At 3 change the reference to financial abuse (you **may be** trying to protect your money). Rewrite as 'if you were experiencing financial abuse, you are...'

Managing daily life

- At 1: in the bold statement lose 'because of the addiction' but keep this in the detailed bullet point

My health and well-being

- At 1: in the bold statement lose 'because of the addiction' but keep this in the detailed bullet point

Friends and community

- At 1: in the bold statement lose "'because of the addiction' but keep this in the detailed bullet point
- At 5 change first bullet to 'Perhaps the person with an addiction also has people who support them'

Who I am

- At 1: in the bold statement lose 'because of the addiction' but keep in the bullet point
- At 1 change the bold statement to either 'I don't have a sense of who I am' or to follow through confidence and sense of self

Journey of Change

- Good, language good and encouraging
- **Finding your way** is really empowering.

Final thoughts

- I really appreciate that this has come about for the families – it's so important for them
- This tool is really enjoyable to use with them.

Changes made to finalise the Star

On the basis of the findings from the pilot as well as the last reference group and workshop, a number of changes were made to create the final version. The main changes are summarised below:

1. In Understanding addiction, greater emphasis was given to understanding the boundaries that family members can set to protect themselves - and the wording was further clarified to avoid any implication of blame towards the person completing the Star
2. In Our relationship, it was made clearer that the decision may be made to end the relationship
3. In My health and well-being, 'drinking too much' was replaced with 'You may be drinking more than is healthy for you'

4. In Being safe and in control, financial abuse was given more prominence as this is often the major issue in this area
5. The bold statements in the Stuck stages of some outcome areas were amended to remove the causal link to addiction, because some people will experience problems but not recognise or acknowledge that they are as a result of their family member's addiction. For example, 'I'm struggling with work or in my daily life *because of the addiction*' was changed to 'I'm struggling with work or in my daily life'. The link with addiction was retained in the detailed scales as these are primarily for workers – the emphasis of the work is on problems linked to addiction and that emphasis remains. The change was to the client facing materials.

The final Family Impact
Star
Journey of Change

1. Stuck
2. Taking it in
3. Starting to deal with it
4. Finding your way
5. Managing well

The final Family Impact
Star
Outcome Areas

1. Understanding addiction
2. Our relationship
3. Being safe and in control
4. Managing daily life
5. My health and well-being
6. Friends and community
7. Who I am

Completion

The draft version of the Star went through final checks:

1. The expert working group was invited to review and comment on the final draft
2. It was reviewed again by Triangle to ensure clarity of descriptions and distinctions between each stage of each scale
3. It was edited and proofed before being typeset.

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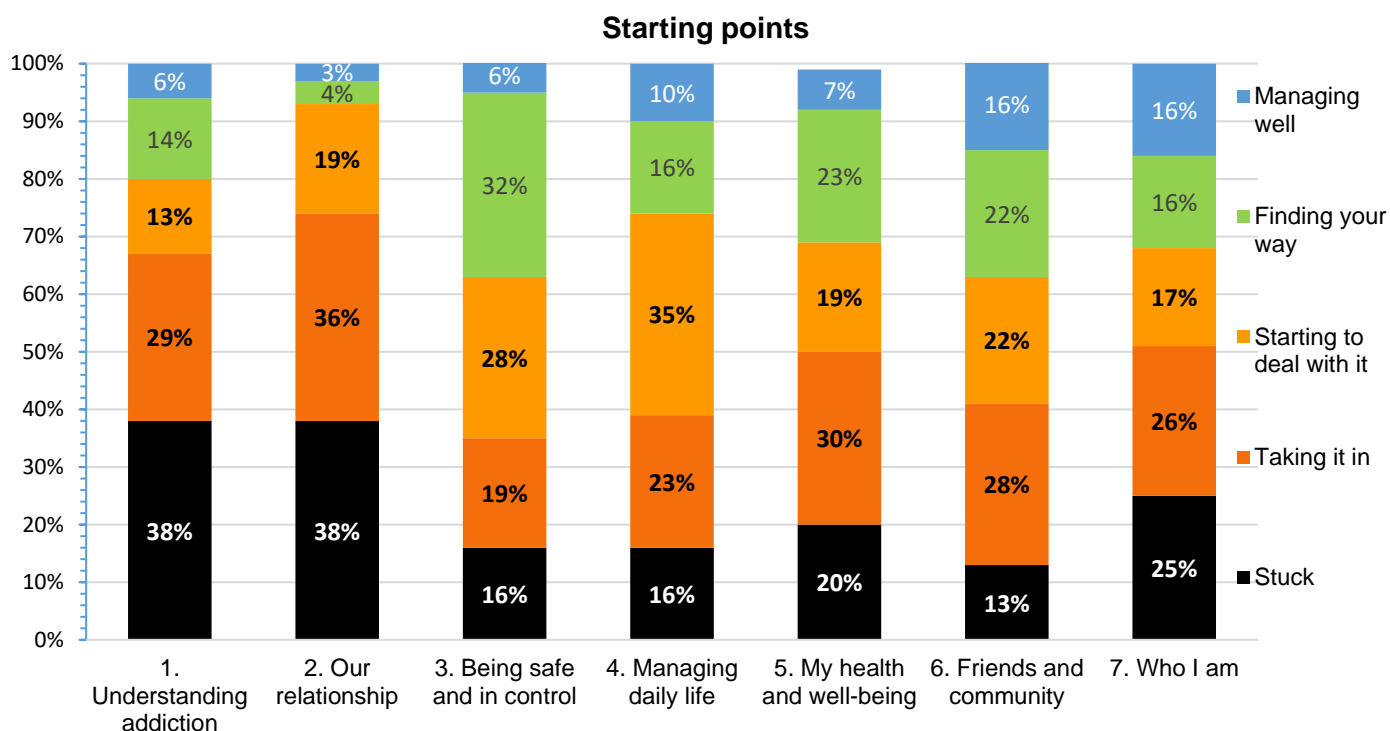
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Appendix: Details of the psychometric properties of the pilot Family Impact Star™



The distribution of initial Star readings across the Journey of Change stages during the pilot of the Family Impact Star™

	Skewness statistic	Result ¹
1. Understanding addiction	.76	Moderately skewed to the lower end
2. Our relationship	1.01	Highly skewed to the lower end
3. Being safe and in control	-.24	Normal distribution
4. Managing daily life	.16	Normal distribution
5. My health and well-being	.24	Normal distribution
6. Friends and community	.08	Normal distribution
7. Who I am	.32	Normal distribution

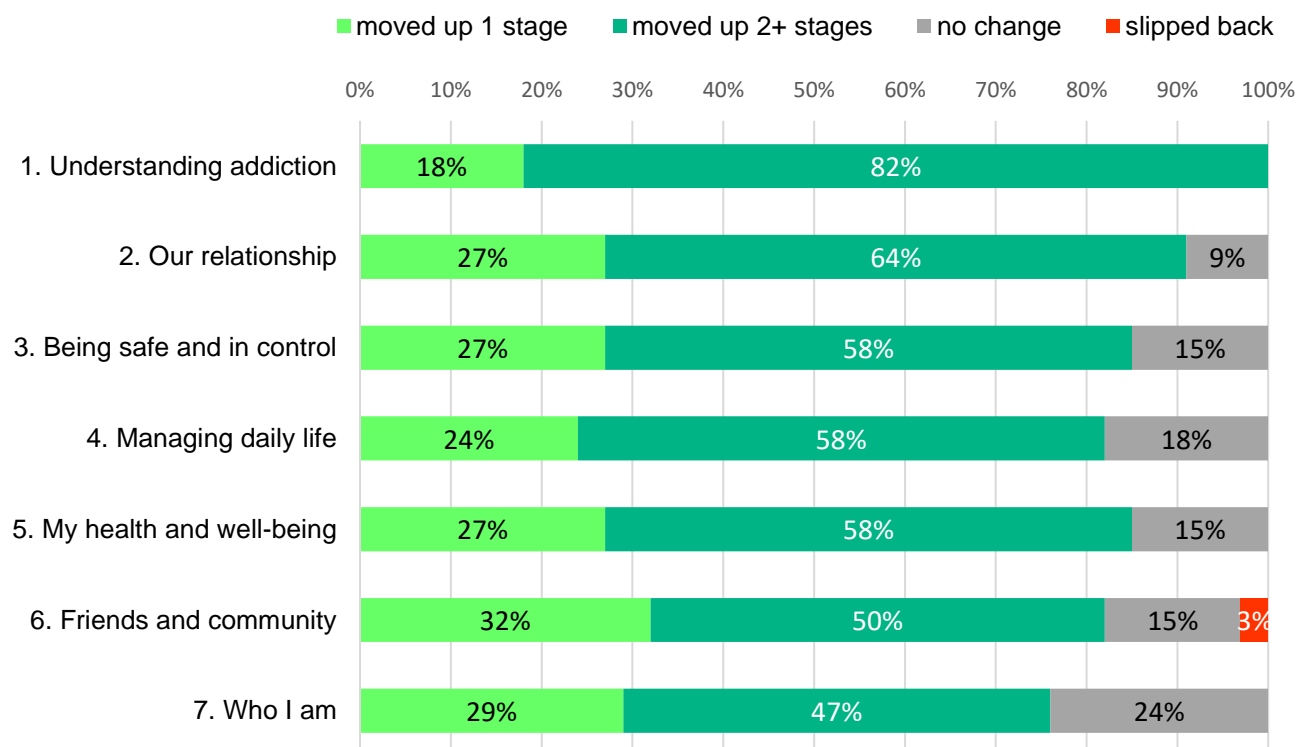
¹Less than -1 or greater than 1 = highly skewed. -1 to -0.5 or between 0.5 and 1 = moderately skewed. -0.5 to 0.5 = normal

Responsiveness between first and second readings of the Family Impact Star™

	First Star median	Final Star median	Z***	Effect size r^1	size
1. Understanding addiction	2.00	4.00	-5.14	0.62	large
2. Our relationship	2.00	4.00	-4.93	0.60	large
3. Being safe and in control	3.00	4.00	-4.74	0.58	large
4. Managing daily life	3.00	4.00	-4.68	0.57	large
5. My health and well-being	2.00	4.00	-4.77	0.58	large
6. Friends and community	3.00	4.00	-4.63	0.56	large
7. Who I am	2.00	4.00	-4.51	0.55	large

***All effect sizes were statistically significant ($p < .001$)

¹ Cohen provided rules of thumb for interpreting these effect sizes, suggesting that an r of .1 represents a 'small' effect size, .3 represents a 'medium' effect size and .5 represents a 'large' effect size.



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