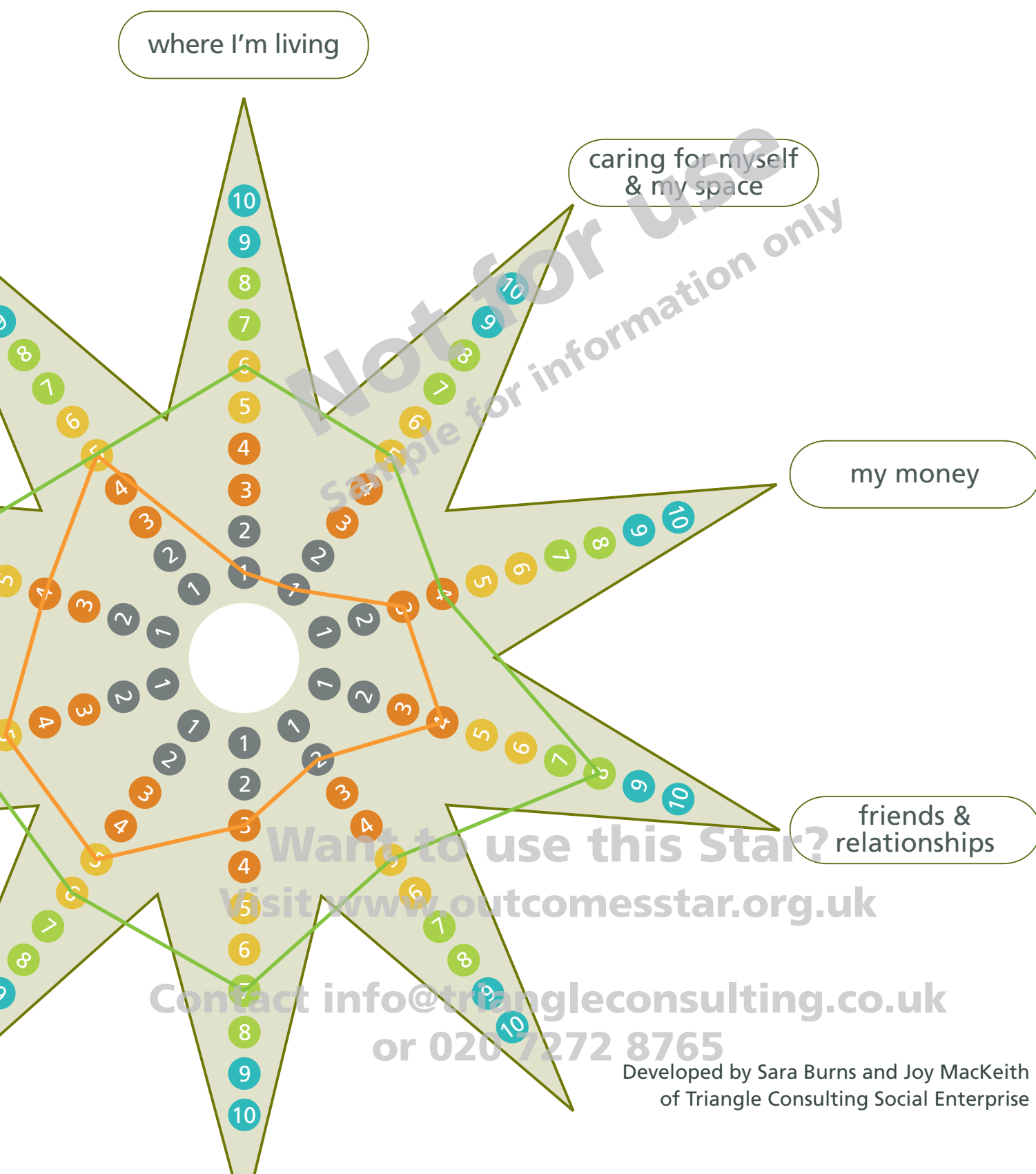




Home Star™

The Outcomes Star for people with housing and other needs



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Previous editions called Outcomes Star - widely known as
the Homelessness Star

Based on an original design by Jellymould
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Please contact 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 and/or short scales and guidance. Some have additional resources to support accessibility. 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 Home Star – the new edition of the Outcomes Star for housing and other needs (Homelessness 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 Star for homelessness. We would also like to thank Jellymould for leading on the design and editing of the Stars from 2006 to 2017.

We would particularly like to thank the following people and organisations for their contribution to the original Star for homelessness and new edition, the Home Star:

- St Mungo's for their vital role in developing the original Star for homelessness. Without their energy and vision, the Outcomes Star may never have been born at all.
- The London Housing Foundation for initiating the Impact through Outcomes Programme which made the development of the Star possible, and for commissioning and funding the original Star for homelessness.
- Other organisations that embraced, tested and contributed to the development of the original Star for homelessness, including Thames Reach, The Passage, Single Homeless Project and Rochdale Council.
- All the organisations that have responded to our review of this Star and contributed to this new edition – the Home Star – including Homeless Link, Crisis, Psychologically Informed Environments (PIE), Brighton Women's Centre, Salvation Army Victoria, Ruha, MEAM, P3, Two Saints, C2C Social Action and all at Triangle and Unique Outcomes who fed in the views of other Star users.

Introducing the Home Star™

The Home Star is designed for people who have difficulties with housing or who have other complex needs. This might mean needing help with finding and keeping a home, improving relationships or learning new skills for dealing with problems. Making these changes isn't easy, but understanding how change works can help.

The Home Star looks at ten areas of your life and there is a scale for each.

1. Where I'm living
2. Caring for myself and my space
3. My money
4. Friends and relationships
5. My health
6. How I feel
7. How I spend my time
8. Alcohol and drugs
9. Safety and crime
10. Trust and hope

The Journey of Change

Change doesn't happen in one go – it's a journey, and it can help to understand the steps along the way. Everyone makes changes in their own way but the pattern is often similar. The Home Star is built on a five-stage Journey of Change:

1–2 Stuck

3–4 Getting help

5–6 Believing and trying

7–8 Finding what works

9–10 Self-reliance

This Journey of Change is described in detail overleaf.

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How does it work?

To complete the Star, look at each of the ten scales one by one and talk them over with your keyworker or support worker¹. Together you can agree where you are in each area, then mark the number on the Star Chart and connect the points to create a snapshot of how things are going for you at the moment. The completed shape will give you a clear picture of the areas that are working well and ones that are causing difficulties.

This will help you and your worker to agree on what areas to work on together, the actions you want to take and any support you need. You and the worker will come back to the Star at regular intervals. This will help you build a picture of your progress.

It's not just down to you

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

Not for use
Sample for information only

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¹ The person in your service supporting you with an action or support plan and getting the help you need – shortened to “worker” throughout the rest of this guide.

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Detailed Journey of Change

1-2 Stuck

At the beginning of the journey, you are struggling with serious problems such as finding or keeping a home or caring for yourself, and you don't have the help you need or are not yet ready to engage with it, so things are **stuck**. Perhaps the support on offer doesn't work for you or you have had bad experiences in the past and don't trust it. Perhaps you can't see any way for you or others to change things, or perhaps overcoming the barriers you face seems impossible.

You take a step forward to 2 when you occasionally say that things are not working for you or that you need or want change, but you still don't have the help you need or are not yet ready to engage with it so things are still **stuck**.

3-4 Getting help

At 3 you know things need to change and you start **getting help** in a way that works for you, at least some of the time. Perhaps you are starting to trust workers and listening to options, or testing to see if the service is worth engaging with. You sometimes get help for pressing problems, but may often miss appointments or not engage in other ways.

By 4 you are getting support more consistently, but you don't yet really believe things can improve, so it is likely to be workers who need to drive the process of change.

5-6 Believing and trying

At this point you start **believing** that you can improve things. You see that you can be involved and make things happen, as well as going along with suggestions and support where that helps. Perhaps you feel supported enough to face some things yourself.

At 6, you start **trying** out new ways of doing things for yourself. Sometimes this works but sometimes it doesn't. You may face setbacks and struggle with things that are beyond your control. Perhaps you are waiting for specialist help or it is not available where you are. This stage is a tough place to be and it can help to have plenty of support.

7-8 Finding what works

By 7 you are starting to **find what works** for you and you may be feeling some benefits. You are learning skills and new ways of doing things and becoming more confident. You are also reflecting on what makes things go better, and learning from this. However, you still need support to keep going, and setbacks can knock you off course. This stage may take a long time, because changing habits and settling into new ones is often a slow process with forward and backward steps.

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By 8, you have found what works for you and have support to stay on track. For some people it will not be appropriate to move past this point because it's important for their well-being and independence that they have ongoing support, so depending on your needs, this may be the top of the scale for you.

9-10 Self-reliance

At 9, your new ways of doing things start to feel natural or automatic. Most of the time you can maintain the changes on your own, but when difficulties arise or at times of crisis you need support. It can be helpful to have someone who checks that all is well and helps you recognise when things are slipping and take action.

At 10, you are at the point where you are **self-reliant**, in the sense that you no longer need the support of the service, even when things are difficult. At this point family, friends or community provide any support you need.

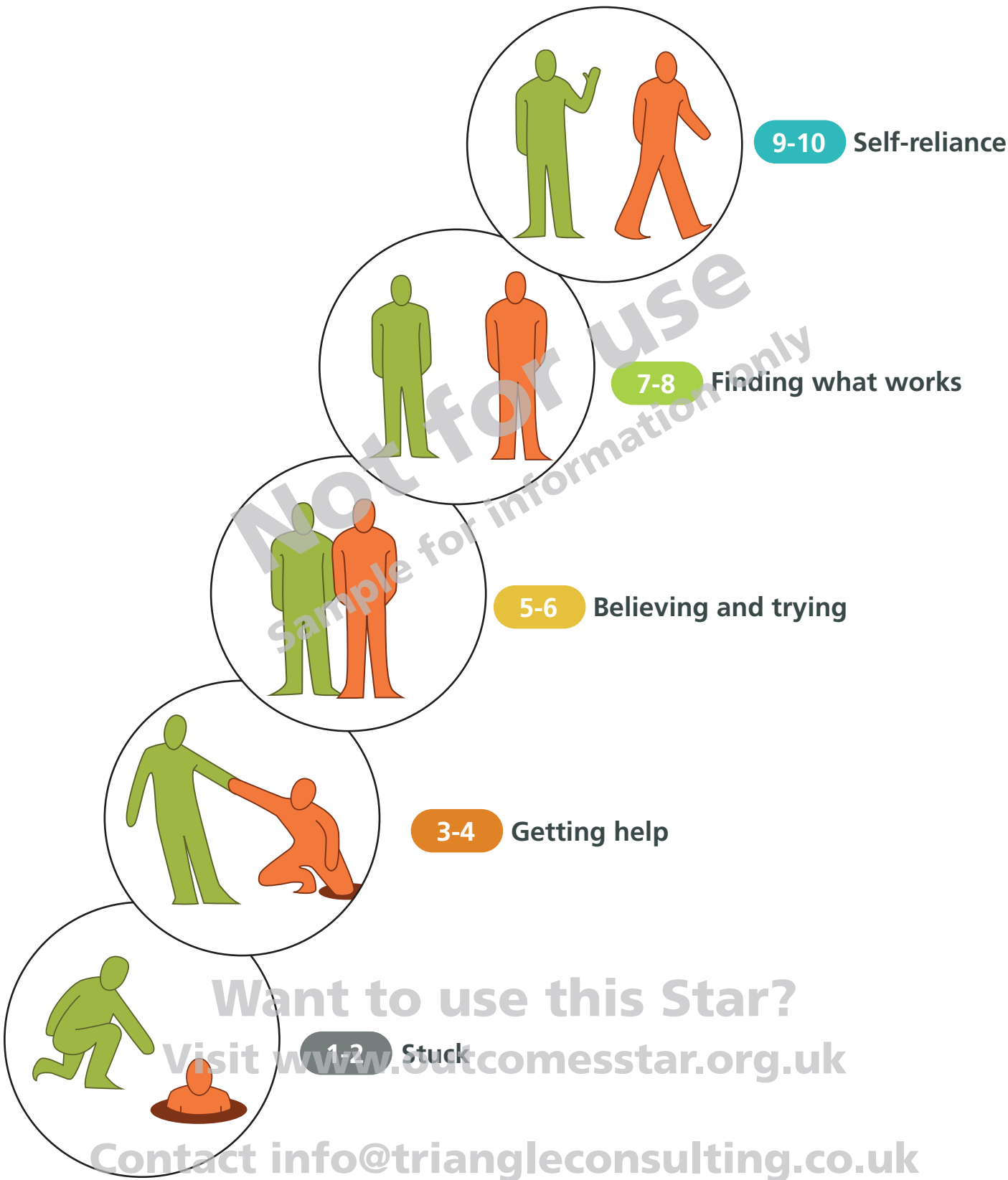
These stages are colour-coded and numbered as well as named in order to meet as broad a range of needs as possible. If you don't like the numbers, just use the stage names and/or colours.

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

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The Journey of Change



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1 Where I'm living

A suitable home, steps to living independently, managing a tenancy

Key points

- By 6 you are taking steps yourself to find or to be ready to manage a suitable home
- If living independently is not right for you, 8 will be the top of this scale – you are living somewhere that works for you and have the support you need to manage there

9-10 Self-reliance

- 10 I live independently and manage my tenancy and don't need support with this
- 9 I live independently and manage my tenancy, with occasional support

7-8 Finding what works

- 8 Where I'm living is working for me, with support to maintain this
- 7 I'm making progress with getting a home or learning how to manage it, but there are a few issues

5-6 Believing and trying

- 6 I'm taking steps to have a home that works for me and to be able to manage it, but it's hard
- 5 I'm starting to believe I could have a home that works for me and that I could manage it

3-4 Getting help

- 4 I consistently get help with getting or keeping accommodation
- 3 I sometimes get help with getting or keeping accommodation

1-2 Stuck

- 2 I don't have suitable housing or am at risk of losing it. I occasionally say this is a problem
- 1 I don't have suitable housing or am at risk of losing it. I don't get the help I need

Where are you on your journey?

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1 Where I'm living (detail)

This scale is about where you are living now, how suitable it is for you, how well you are managing there, if you have a place to stay, and the steps you are taking to live more independently, if that is right for you. It includes looking after your accommodation, managing relationships with neighbours and being responsible for visitors.

Self-reliance

10 I live independently and manage my tenancy and don't need support with this

- You are living in a suitable place of your own and maintaining your tenancy well enough. You are not doing anything that puts you at risk of losing your housing
- You can forward plan and deal with most crises without the help of the service

9 I live independently and manage my tenancy, with occasional support

- As for 10, but it helps to have occasional support from the service

Finding what works

8 Where I'm living is working for me, with support to maintain this

- You have a suitable home, whether on your own or in supported accommodation, though you may be waiting for more permanent housing
- You are mostly able to stay within the conditions of where you're living, with ongoing support to stay on track and perhaps to find other ways that work for you

7 I'm making progress with getting a home or learning how to manage it, but there are a few issues

- You are waiting for a suitable home or already have one
- You may be learning how to stay within the conditions of where you're living and to make sure your visitors do too
- You are starting to find what works for you but there is more to learn

Believing and trying

6 I'm taking steps to have a home that works for me and to be able to manage it, but it's hard

- You are actively taking steps to find a suitable home or to be ready to manage it and addressing areas that have held you back
- You have not yet found what works for you and may struggle with factors outside your control

5 I'm starting to believe I could have a home that works for me and that I could manage it

- You feel motivated to try to find somewhere suitable to live or to manage it better
- You feel supported enough to explore issues that have held you back

Getting help

4 I consistently get help with getting or keeping accommodation

- You trust the service or workers enough to get help consistently, though you don't yet see how you can improve things yourself

3 I sometimes get help with getting or keeping accommodation

- You may or may not have accommodation, but you are fed up with living like this
- You sometimes go along with help for pressing issues, such as any risk of eviction

Stuck

2 I don't have suitable housing or am at risk of losing it. I occasionally say this is a problem

- As for 1, but you occasionally mention housing problems. However you don't engage with support if available

1 I don't have suitable housing or am at risk of losing it. I don't get the help I need

- If you have accommodation, it is not safe or suitable for you, or you are at risk of eviction, perhaps because you don't stay within the conditions there. Perhaps the conditions are exploitative
- Perhaps you are sleeping rough, using overnight shelters or moving between places
- You don't have the help you need or are not ready to engage with it. Perhaps it doesn't work for you or it's hard to trust it

2 Caring for myself and my space

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

Key points

- At 3 and 4 you are getting help in at least some areas
- By 6 you have addressed any issues with personal self-care
- At 8 you have the skills to look after yourself and your space but it's important for you to have ongoing support

9-10 Self-reliance

- 10 I can look after myself and my space well enough and don't need support with this
- 9 I can look after myself and my space well enough, with occasional support

7-8 Finding what works

- 8 I can look after myself and my space well enough, with support to maintain this
- 7 I'm finding what works for me to look after myself and my space, but there are a few issues

5-6 Believing and trying

- 6 I'm trying some things to look after myself and my space, but it's hard
- 5 I'm starting to believe I can look after myself and my space better

3-4 Getting help

- 4 I consistently get help with looking after myself and my space
- 3 I sometimes get help with looking after myself and my space

1-2 Stuck

- 2 I don't look after myself or my space well enough just now. I occasionally say this is a problem
- 1 I don't look after myself or my space well enough just now and don't get the help I need

Where are you on your journey?

2 Caring for myself and my space (detail)

This scale is about how well you look after yourself and take care of where you are living. This includes shopping for what you need, cooking meals, cleaning, keeping safe where you are living, and caring for yourself.

Self-reliance

10 I can look after myself and my space well enough and don't need support with this

- You have the skills you need to keep yourself well nourished and safe, and where you live clean and tidy enough. You may not need to use all these skills just now, but you have them
- You notice if you let things go, and any support you need comes from family and friends

9 I can look after myself and my space well enough, with occasional support

- As for 10, but it helps to have occasional support from the service

Finding what works

8 I can look after myself and my space well enough, with support to maintain this

- You have the skills you need to keep yourself well nourished and safe, and to keep where you live clean and tidy enough, with ongoing support to stay on track and perhaps to find other ways that work for you

7 I'm finding what works for me to look after myself and my space, but there are a few issues

- You are making progress with cooking or other skills to care for yourself and your space. If you have the opportunity to put these into practice, you may be feeling the benefit of doing more for yourself
- You are starting to find what works for you but there is more to learn

Believing and trying

6 I'm trying some things to look after myself and my space, but it's hard

- You are having a go at doing more for yourself, such as more cooking or cleaning, and there are no concerns about your personal self-care
- You have not yet found what works and may struggle with factors outside your control

5 I'm starting to believe I can look after myself and my space better

- You feel motivated to try and find ways to keep well nourished, safe and clean enough
- You feel supported enough to explore issues that have held you back

Getting help

4 I consistently get help with looking after myself and my space

- You trust the service or workers enough to get help consistently, though you don't yet see how you can improve things yourself

3 I sometimes get help with looking after myself or my space

- You are fed up with having problems with looking after yourself or your space
- You sometimes go along with help for pressing issues, such as fitting a lock on a door or addressing your personal self-care

Stuck

2 I don't look after myself or my space well enough just now. I occasionally say this is a problem

- As for 1, but you occasionally mention problems with looking after yourself or your space. However you don't engage with support if available

1 I don't look after myself or my space well enough just now and don't get the help I need

- You have difficulties with keeping yourself nourished, safe or clean or with looking after your space. You may neglect yourself to the point where other people keep away
- You don't have the help you need or are not ready to engage with it. Perhaps it doesn't work for you or it's hard to trust it

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3 My money

Benefits, debts, having enough for basics, managing money and paperwork, budgeting

Key points

- By 4 you are getting help to claim benefits or financial support
- From 6 to 8 you are actively addressing any financial issues
- By 8 any debts are not getting worse

Where are you on your journey?

9-10 Self-reliance

- 10 I can manage my money well enough and don't need support with this
- 9 I manage my money well enough, with occasional support

7-8 Finding what works

- 8 I manage my money OK but need support to maintain this
- 7 I'm finding ways to manage my money, but there are a few issues

5-6 Believing and trying

- 6 I'm sorting out my money and trying to manage with what I've got, but it's hard
- 5 I'm starting to believe I can sort out my money

3-4 Getting help

- 4 I consistently get help with my money
- 3 I sometimes get help with my money

1-2 Stuck

- 2 I have big financial problems. I occasionally say this is a problem
- 1 I have big financial problems and I don't get the help I need

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3 My money (detail)

This scale is about your finances and how you manage your money. It covers getting the right benefits, financial support or government payments, keeping up with any debts or bills and having enough to cover the basics. It also includes having a bank account and budgeting so that you can buy essentials.

Self-reliance

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

- You keep up with what you need to do to receive the right benefits or financial support, or have an income from work
- You can manage your money well enough, budget, plan ahead and deal with crises without the help of a service

9 I manage my money well enough, with occasional support

- As for 10, but it helps to have occasional support from the service

Finding what works

8 I manage my money OK but need support to maintain this

- You have enough money coming in to cover basics and any debts are under control. You are not being exploited financially
- You can manage your money and follow a budget, with ongoing support to stay on track and perhaps to find other ways that work for you

7 I'm finding ways to manage my money, but there are a few issues

- You are learning how to manage your money but still struggle with some aspects
- You are starting to find what works for you but there is more to learn

Believing and trying

6 I'm sorting out my money and trying to manage with what I've got, but it's hard

- You are trying to take the lead on claims for benefits or financial support and to repay rent arrears or other debts. Perhaps you have a budget or payment plan for debts, though you often can't stick to it.
- If you are being exploited financially, you are trying to address this
- You have not yet found what works and may struggle with factors outside your control

5 I'm starting to believe I can sort out my money

- You feel motivated to try and find ways to address problems with money. You may be starting to plan, with support
- You feel supported enough to explore issues that have held you back

Getting help

4 I consistently get help with my money

- You trust the service or workers enough to get help consistently, though you don't yet see how you can improve things yourself

3 I sometimes get help with my money

- You are fed up with having money problems and sometimes open up to a worker about this
- You sometimes go along with help for pressing issues, for example with claiming benefits or financial support or starting to address debt problems

Stuck

2 I have big financial problems. I occasionally say this is a problem

- As for 1, but you occasionally mention that you have money problems. However you don't engage with support if available

1 I have big financial problems and don't get the help I need

- You struggle to pay for basics. Perhaps you are not receiving benefits or financial support you are entitled to, or your rent is not paid. Perhaps you have problems with the courts because of money, or you have no access to work, government support or other income and so are destitute
- You may not have a bank account, photo ID or other financial basics
- You may have loans at very high interest or are exploited financially in other ways
- You don't have the help you need or are not ready to engage with it. Perhaps it doesn't work for you or it's hard to trust it