



Integration Star™

The Outcomes Star for refugees

housing

money

practical
English

Want to use this Star?

Visit www.outcomesstar.org.uk

Contact 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

Copyright © 2020 Triangle Consulting Social Enterprise

All rights reserved

Authors

Sara Burns and Joy MacKeith
with Sandra Greaves
Triangle Consulting Social Enterprise Ltd
www.outcomesstar.org.uk

Edited by Jellymould

Edition 1 published September 2020

Based on an original design by Jellymould
www.jellymould.net

Triangle Consulting Social Enterprise is the copyright holder of the Integration 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 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.

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.

We would particularly like to thank the Refugee Council for collaborating with Triangle to develop this version of the Star and the following partner organisations and Refugee Community Organisations for their participation: RETAS (Refugee Education Training Advice Service) Leeds, Leeds Refugee Forum, Path Yorkshire, Goodwin Development Trust, Humber Community Advice Services (H-CAS), Refugee Action Kingston, Iranian Association, Diversity Living Services, Bahar Women's Association, Action for Community Development, West Yorkshire Somali Association, DAMASQ, Stepping Stone 4 and Leeds Swahili Community.

Want to use this Star?
Visit www.outcomesstar.org.uk



This project is part funded by the European Union Asylum, Migration, and Integration Fund. Making management of migration flows more efficient across the European Union

Introduction to the Integration Star™

The Integration Star is for refugees needing support to integrate into their new country and to build a new life there.

It is a version of the Outcomes Star, a suite of tools for supporting and measuring change when working with people.

Star areas

The Integration Star covers eight areas of your life and there is a scale for each:

1. Housing
2. Money
3. Practical English
4. Education and work
5. Family and children
6. Community and connections
7. Laws, systems and services
8. Health and well-being

Journey of Change

Change doesn't happen in one go – it is 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 Integration Star is built on a five-stage Journey of Change.

1. Urgent needs (grey)
2. Support with urgent needs (orange)
3. Taking steps yourself (yellow)
4. Finding your way (green)
5. Self-reliant (blue)

This Journey of Change underpins the eight areas of the Star and is described in more detail on the next page.

Want to use this Star?
Visit www.outcomesstar.org.uk

Contact info@triangleconsulting.co.uk
or 020 7272 8765

How does it work?

To complete the Star, look at each of the eight scales one by one and talk them over with your 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 your life. The completed shape will give you a clear picture of the areas that are working well and the 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 Integration Star focuses primarily on the things that you and others can do to support your integration into this country, including sorting out where you live, benefits and healthcare. 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 housing, barriers to suitable work, limited provision of language classes and/or lack of acceptance in the wider community. Using the Star may help you clarify areas where there are external factors holding you back and where support can help.

Detailed Journey of Change

1 Urgent needs (grey)

At the beginning of the Journey of Change, you have **urgent needs** that have not yet been addressed, such as somewhere to stay or money for basics.

Perhaps you have recently arrived in this country and/or have just been given refugee status and don't know what you need to do. People may be trying to help you, but this is only just starting and they have not yet sorted out your immediate or urgent needs. Perhaps you are not able to make use of help that is available because you don't understand or trust the system.

You move to the next stage when workers are addressing your most urgent needs.

2 Support with urgent needs (orange)

At this stage workers are sorting out your most immediate problems, so you have **support with urgent needs**, although this may be a temporary fix. In "Housing" and "Money", this means that you have essential basics such as somewhere to stay, at least for now, and access to money. In other areas where your needs may be less critical, it means workers are supporting you with information, access to services or other first steps.

At this stage workers are doing what is needed on your behalf rather than you taking steps to sort things out for yourself. This may be because tasks are complex or dependent on professionals or because you don't yet have the knowledge, skills, experience or confidence to start taking the lead in this country.

You move to the next stage when you are able to start to take a more active role in sorting things out for yourself.

Contact info@triangleconsulting.co.uk

¹ This means a support worker in a refugee support organisation – shortened to "worker" throughout the rest of this guide

or 020 7272 8765

3 Taking steps yourself (yellow)

At this stage you are starting to **take steps yourself** to find out how things work here, and you are trying to do what you can for yourself. However, you don't yet have all the knowledge, skills or experience you need here, so it's hard to be effective and things may not be improving much yet. You may still need a lot of help from workers at a refugee service.

You move to the next stage when you start to find your way through and can take action more effectively.

4 Finding your way (green)

At this stage you are starting to **find your way** through the systems, processes and ways of doing things here. You have built up your knowledge, skills or confidence so you are able to deal effectively with some of the difficulties and challenges you have been facing to settle and integrate. You struggle with complex issues but are able to advocate and take the lead for yourself in some situations.

You move to the next stage when you no longer need support from a refugee service.

5 Self-reliant (blue)

At this stage you no longer need support from a refugee service, so are self-reliant, even if it feels as if there is a way to go for you to be fully settled and integrated.

You are able to continue to build your skills and improve things independently, to use universal services and to advocate for yourself as needed. You know where to get extra help if you need it again in the future.

These stages are colour-coded as well as numbered.

Want to use this Star?
Visit www.outcomesstar.org.uk

Contact info@triangleconsulting.co.uk
or 020 7272 8765

1 Housing

Safe and adequate housing, housing options, understanding your tenancy

5 Self-reliant

I have somewhere suitable enough to live and can manage my own housing

4 Finding your way

I'm finding ways to manage, sort out or improve my housing, with support

3 Taking steps yourself

I'm starting to take steps myself to manage or sort out my housing, but it's hard

2 Support with urgent needs

My immediate housing situation is sorted but I'm not able to improve things for myself

1 Urgent needs

I'm in urgent need of somewhere to stay

Want to use this Star?
Visit www.outcomesstar.org.uk
Contact info@triangleconsulting.co.uk
or 020 7272 8765

1 Housing (detail)

This scale is about having somewhere suitable to live and learning how to sort out and manage your housing independently. Once your immediate needs are met, it covers understanding your options, searching for the right housing and dealing with repairs or improvements. It also covers understanding your rights and meeting your responsibilities as a tenant. Paying rent is covered under "Money".

5 Self-reliant

I have somewhere suitable enough to live and can manage my own housing

- You are managing your housing for yourself, you understand your rights and you meet your responsibilities as a tenant
- Where you are living is safe and suitable enough. You have a good enough understanding of your housing options and are able to find and move house if necessary, accessing housing support as needed. There is no risk of being homeless
- You feel safe in the area where you live and have access to the facilities you need, such as a place of worship, play areas and food shops
- You can manage your living situation yourself without the help of a refugee service

4 Finding your way

I'm finding ways to manage, sort out or improve my housing, with support

- You are building tenancy skills or other skills you need to manage your housing
- If you are looking for accommodation, you are learning where to search and what to look for. You may be learning to manage interviews for private housing
- If you are living somewhere that was in very poor repair, you are managing to make progress with improving it or getting necessary furniture
- You are finding your way with housing but you need support with some issues

3 Taking steps yourself

I'm starting to take steps myself to manage or sort out my housing, but it's hard

- You are starting to learn about your rights and responsibilities as a tenant and how to manage your tenancy for yourself
- You and others are taking steps to improve your living situation. Perhaps you are exploring your options, starting to look for better housing, bidding for a new place or trying to get repairs and improvements done
- You are trying to do what you can for yourself but often things don't work and you need support

2 Support with urgent needs

My immediate housing situation is sorted but I'm not able to improve things for myself

- You have somewhere safe to live or to move to, so are not at immediate risk. However this may be emergency accommodation or somewhere that is not suitable for the longer term and you may not feel it is adequate for you
- Workers are helping to sort out other immediate needs such as essential repairs or basic equipment

1 Urgent needs

I'm in urgent need of somewhere to stay

- One or more of the following applies:
 - You need to move from where you are staying very soon, perhaps because you have just arrived or have just got refugee status, but you do not have anywhere to go
 - You are staying somewhere that isn't adequate, you don't feel safe there or there are concerns about your safety
 - You are homeless, staying with people who don't have room for you or at risk of losing your home
 - You have urgent needs in this area. Perhaps this is just the start of support, or you don't yet have the right help or can't engage with it

2 Money

Benefits, grants and wages, paying rent, bills and paperwork, budgeting, debts, banking

5 Self-reliant

I can manage well enough financially

4 Finding your way

I'm finding ways to manage financially, with support

3 Taking steps yourself

I'm taking steps to start managing my finances for myself, but it's hard

2 Support with urgent needs

I have enough for basics but I'm not yet taking steps to manage this myself

1 Urgent needs

I have urgent financial needs

Want to use this Star?
Visit www.outcomesstar.org.uk
Contact info@triangleconsulting.co.uk
or 020 7272 8765

2 Money (detail)

This scale is about how you manage with the money you have, whether from earnings, benefits, grants, student finance or other loans. It includes paying rent and bills regularly, dealing with debt or rent arrears and getting benefits you are entitled to. It also covers having a bank account, budgeting, forward planning and saving. If you are not eligible for benefits or other public funds, you can use this scale to explore your options.

5 Self-reliant

I can manage well enough financially

- You mostly have enough money to manage on, keep within your budget and pay your rent and bills on time. If you have debts or rent arrears, you have arrangements to repay them
- You are receiving the right benefits and any grants or student finance and manage these for yourself. If you are working you can manage paying tax
- If you are seeking accommodation you are able to pay the deposit and first rent payment
- Things may be tight but you can plan ahead, deal with crises and manage your money without the help of a refugee service

4 Finding your way

I'm finding ways to manage financially, with support

- You are getting any benefits you are entitled to and have enough money to pay for basics, including utility bills. You mostly follow payment plans for any debts or rent arrears. If you pay rent directly, you are finding ways to pay on time
- You are learning ways to manage spending, to keep track of money and to manage a bank account, including online, but struggle with planning ahead or other aspects
- If you give away some of the money you receive, for example to family, you are working out what you can afford. You are not being financially exploited and you stay safe with money online
- You are finding ways to manage money yourself but you need support with some issues

3 Taking steps yourself

I'm taking steps to start managing my finances for myself, but it's hard

- You are learning what things cost or where to buy things cheaply and trying to manage on the money you have
- You are starting to learn how to manage benefit claims or access financial and welfare services, including student finance, and may be learning the IT skills you need to do this
- You are aware of the risks of online payments and of lending or borrowing too much money. If you have debts you are trying to understand what you owe and sort out repayments
- You are trying to do what you can for yourself but often things don't work and you need support

2 Support with urgent needs

I have enough for basics but I'm not yet taking steps to manage this myself

- People have helped you apply for benefits and you may have emergency funds while you wait
- They are helping with other immediate needs such as understanding your benefits, accessing an online account, setting up a bank account, or sorting out a payment plan for debts

1 Urgent needs

I have urgent financial needs

- You are not receiving the right benefits or your benefits need to change and you won't have enough to live on for a period of time
- Perhaps you can't pay rent or a deposit on accommodation or buy basics such as food, heating or other essentials
- You may have debts you cannot pay. You may be giving away more money than you can afford, perhaps to family, or may be being exploited financially. Perhaps you are destitute
- You have urgent needs in this area. Perhaps this is just the start of support, or you don't yet have the right help or can't engage with it

3 Practical English

Understanding, speaking and writing English, communicating, using interpreters

5 Self-reliant

I can communicate well enough in most situations here

4 Finding your way

I have enough practical English to manage in day-to-day situations but need to learn more

3 Taking steps yourself

I can understand and speak enough English to have simple conversations, but it's hard

2 Support with urgent needs

I can't communicate in English but have support to start learning

1 Urgent needs

I can't speak English or can't communicate here

Want to use this Star?

Visit www.outcomesstar.org.uk

Contact info@triangleconsulting.co.uk

or 020 7272 8765

3 Practical English (detail)

This scale is about how you manage with English and how well you can understand, speak and write it so that people understand you. It also covers communicating in day-to-day situations, dealing with work and practicalities, having the confidence to express yourself and being able to access interpreters when needed.

5 Self-reliant

I can communicate well enough in most situations here

- You are able to understand and speak English well enough to manage in most situations – for example to speak on the phone, find work and do many jobs. You are at least at intermediate level
- You can read and write English well enough to manage day-to-day life, including being able to fill out forms and applications. You are able to communicate well enough in social situations and have enough confidence to express what you want
- If you need more business or other specialist English, or to improve your English in other ways, you have what you need to learn and can continue to make progress without the help of a refugee service

4 Finding your way

I have enough practical English to manage in day-to-day situations but need to learn more

- You are often able to understand conversations in day-to-day situations but struggle in some
- You may be learning how to communicate better in different situations and gaining confidence in expressing yourself
- You are finding your way with practical English but need or want classes or other support to reach a higher level

3 Taking steps yourself

I can understand and speak enough English to have simple conversations, but it's hard

- You are able to understand and make yourself understood in simple social conversations, for example for shopping or travel, and may manage appointments or some work situations. If you cannot read or write English, you are starting to learn
- You may be attending language classes or trying to learn by yourself, and have access to some materials to learn and practise
- You are trying to manage but you struggle, and you need classes or other support to get beyond basic English

2 Support with urgent needs

I can't communicate in English but have support to start learning

- People have helped you find classes or are giving other support with English that is accessible for you so you can start learning
- They are helping you to get access to interpreters if needed or to sort out childcare or other practical issues so you can learn

1 Urgent needs

I can't speak English or can't communicate here

- You have little or no English – you mostly can't understand people and they can't understand you
- You may be relying on your partner or children to communicate for you. Perhaps you don't know when you can ask for an interpreter for appointments
- You have not been able to learn, even if you have been here for some time. Perhaps it's hard for you to attend classes because of work, children or other family
- You may not be able to read or write in your own or any language
- You don't yet have classes or access to learning in other ways. Perhaps workers have not yet found something accessible for you or you are not ready to start learning

4 Education and work

Work, training, education and volunteering, work skills, qualifications, ambitions

5 Self-reliant

I'm working or looking for work, or I'm in training or full-time education

4 Finding your way

I'm making progress with work, training or education, with support

3 Taking steps yourself

I'm taking steps to improve my skills or get work or qualifications, but it's hard

2 Support with urgent needs

I have support with work, training or education but am not yet taking steps for myself

1 Urgent needs

I don't know how to get work, training or education here

Want to use this Star?

Visit www.outcomesstar.org.uk

Contact info@triangleconsulting.co.uk

or 020 7272 8765