

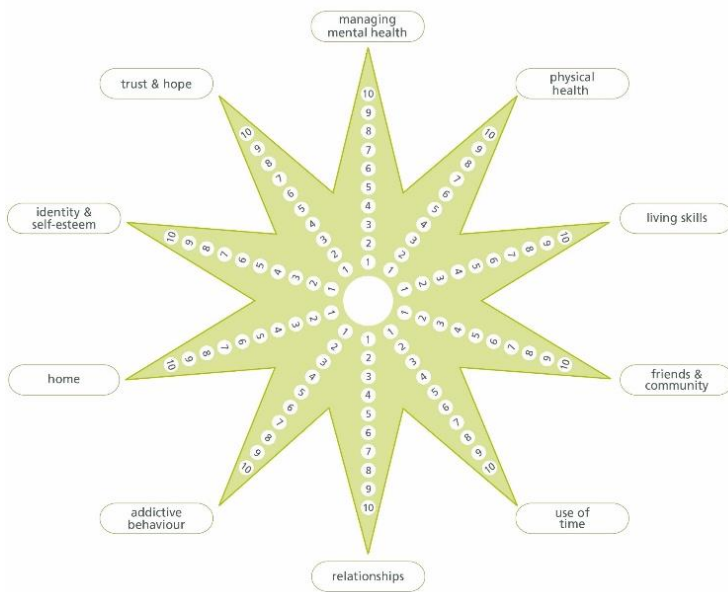
Introducing the Outcomes Star™

A suite of evidence-informed tools for enabling *and* measuring personal change

The Outcomes Star is a suite of widely used, validated measurement tools that support an enabling approach to service delivery, management, and commissioning. Over the course of 20 years, more than 40 different versions of the Star have been co-created with service providers and the people they are supporting using a rigorous process of evidence gathering, drafting and further refinement.

How it works

Each version has 5-10 outcome areas presented in a star shape and measured on a 'Journey of Change':



The Journey of Change for each area is clearly defined in detailed scales and summarised in brief scales:

5 Use of time (detail)

This scale is about how you spend your time during the week and about having meaningful things to do that provide structure and a sense of purpose. This includes having suitable, satisfying work where appropriate, including getting skills and qualifications, training, volunteering and education. It may also be about being a parent or carer.

9-10 Self-reliance

10 I use my time well and have the structure and sense of purpose I need

- You have meaningful activities in your week that you enjoy
- You may be in suitable, satisfying work, volunteering, training or education, or be a full-time parent or carer, and are coping well
- Any extra support you need comes from family, friends or colleagues

9 I use my time well and have structure and a sense of purpose, with occasional support

- As for 10, but you need a mental health service for help with difficult issues

7-8 Learning

8 I mostly use my time well but need ongoing support to maintain this

- You have regular interests and activities you mostly enjoy, with support
- If you are in work, training, education or volunteering, or full-time caring, you are coping well, with support
- You are not involved in criminal or antisocial activity

7 I'm (re)building interests, skills or qualifications

- You are learning what you enjoy and what you are good at, but there are still some issues
- You may be building skills or qualifications

5-6 Believing and trying

6 I'm trying new things to give me structure and use my time better

- You are trying to develop interests, but don't yet know what works for you or may struggle with lack of opportunities
- You may be trying out work, caring or other responsibilities, but don't know yet what works for you

5 I'm starting to believe I could do something that would give me purpose

- You want to develop interests and avoid unhelpful ways to use your time and are thinking about what you enjoy
- You may be looking for work, training, education or volunteering and feel supported enough to move into action

3-4 Accepting help

4 I'm consistently accepting help with how I use my time

- As for 3, but you engage with activities consistently

3 I don't have much sense of purpose but I sometimes accept help with this

- You may be joining in with some activities, but the initiative comes from workers
- If you are involved in criminal or antisocial activities, you are questioning this

1-2 Stuck

2 I don't do much or have much sense of purpose but sometimes wish I did

- As for 1, but you sometimes wonder if you need help, but don't act on this

1 I don't do much or have much sense of purpose. I don't have help or don't accept it

- You lack structure, meaning and sense of purpose in your week or are involved in activities that are criminal, antisocial or unhelpful to your recovery
- If considered fit for work, you are not in work, training, education or volunteering
- You can't see any possibility of change and any support on offer isn't working for you

5 Use of time

Structure, sense of purpose, interests, training, volunteering, suitable and satisfying work

Key points

- From 6 you may be in work (paid or voluntary), training, or a full-time parent or carer
- From 8 your work, training, caring or other weekday activities give you a sense of purpose or satisfaction
- At 10 you can maintain this without support from a mental health service

Self-reliance

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Learning

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Believing and trying

6 I'm trying new things to give me structure and use my time better

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Accepting help

4 I'm consistently accepting help with how I use my time

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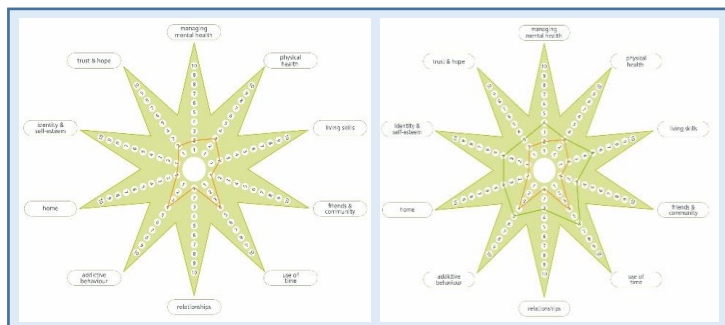
Stuck

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Using the scale descriptions, the practitioner, and the person they are helping collaboratively identify where the person is on the Journey of Change for each outcome area and plot that onto the Star Chart. This creates a shared understanding of strengths, challenges and the actions that are most appropriate.

Repeating this process at regular intervals as part of one-to-one support, allows distance travelled to be clearly captured and understood.



A well-respected measurement tool

The unique features of the Outcomes Star have contributed to its popularity and widespread use, with around 1.5 million Star completions recorded on our Star Online system, 1,000 organisations licensed to use the Star including over 500 charities and 170 local authorities. The Star has been backed by the Department of Health, Department of Education, Nesta, Paul Hamlyn Foundation, and the Big Lottery Fund.

New versions of the Star are informed by the research literature and by extensive feedback gathered from service users and practitioners using a series of focus groups and surveys. In addition, tests of the psychometric properties are performed, with changes made as necessary, and further validation on the published versions. Further information about how Stars are validated can be found in our [psychometric factsheets](#), [Development Reports](#) and [peer-reviewed journal articles](#). There are over 50 independent reports validating the Outcomes Star in our [research library](#).

A way of transforming lives

The Outcomes Stars are more than measurement tools. They facilitate a way of working that can transform lives by supporting an enabling, person-centred, holistic and trauma-informed approach – we call this [Enabling Help](#). The Stars support Enabling Help at every level of service delivery:

- In direct service delivery, they build collaboration and a shared perspective, enabling the voice of the person being helped to be heard
- For service managers and leaders, they promote a consistent, holistic and developmental framework. They also provide data that gives a window on what is happening in service delivery, supporting reflective practice, and learning
- For commissioners, they provide insights into the mechanisms of change and outcomes data that can highlight achievements and barriers and support effective collaboration with service providers
- For everyone they support better conversations about goals and how to work together to achieve them

Supported by a values-led social enterprise

Triangle, the social enterprise behind the Star, has a mission to help service providers transform lives. We are committed to helping services to use the Outcomes Star to embed the values and practice of enabling help. Through training, implementation support and our online system we provide ongoing support to help organisations use the Star well. As well as using our learning to constantly improve our tools and support, we also use it to contribute to wider debates around social policy and service delivery in move towards our vision of a society in which everyone is able to thrive.

To find out more about the Outcomes Star including licenses and training, please see our website <https://www.outcomesstar.org.uk> or get in touch on info@triangleconsulting.co.uk or +44(0) 207 272 8765.