

# Outcomes Star™ Briefing: Considering the Star Online for your organisation?

How the system can support you to get the most out of the Outcomes Stars™

## 1 What is the Star Online?

[www.staronline.org.uk](http://www.staronline.org.uk) is the digital home of the Outcomes Stars, supporting organisations to use the Stars in proving and improving the outcomes achieved with the people they support.

The Star Online is a web application that allows you to access Outcomes Star resources and guidance, record Star data and service user information, and report on outcomes.

It has been designed for frontline services - practitioners, managers and funders – using any version or versions of the Outcome Stars™ to support and measure change when working with people.

You can see videos demonstrating the Star Online in action in the “Star Online and other software” section on the Outcomes Star website – [www.outcomesstar.org.uk/staronline](http://www.outcomesstar.org.uk/staronline)

## 2 Benefits of the Star Online for organisations using the Star

Easy to set up and get started:

- ✓ Browser-based with no software to download
- ✓ User friendly design that is intuitive to use with no specific training required
- ✓ Support from a dedicated helpdesk
- ✓ Simple to set up your account yourself, including creating logins for your team

Helps you implement the Star effectively:

- ✓ Access to official Star resources stamped with your licensing information
- ✓ Comprehensive Help Centre covering all aspects of using the system, using the Stars and more
- ✓ Ability to enter Star data, notes and action plans quickly, and upload copies of paper Star Charts
- ✓ Ability to configure and receive reminders for overdue Stars and actions
- ✓ Engaging interface for live completion on-screen with service users in real-time (available from March 2020)

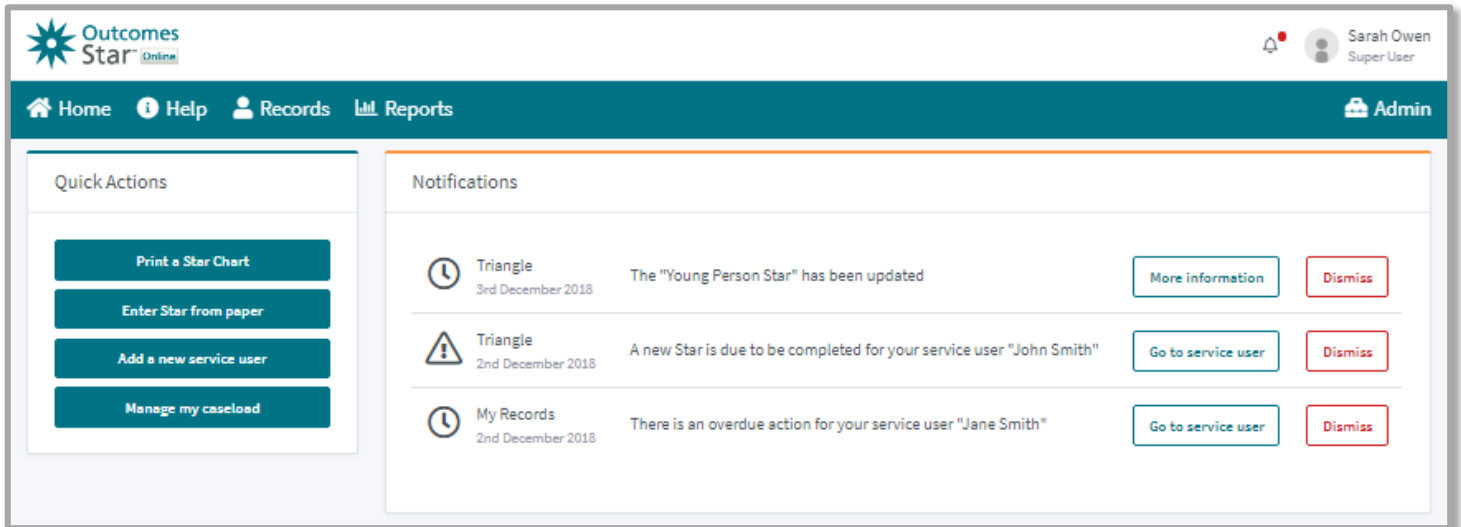
Helps you analyse and present your outcomes data:

- ✓ Ready-made reports and charts, with a wide choice of filters to organise your data
- ✓ Download reports as PDF, JPEGs, Excel
- ✓ Easily create engaging distance-travelled charts, configured to your own filters including custom time periods

Secure, robust technology:

- ✓ Meets WCAG AA Accessibility standards
- ✓ Robust GDPR compliant data security, with personal information protected through two-factor authentication at log in
- ✓ Easy to manage service, manager and practitioner permissions with configurable options to control the data users can see

### 3 Key features of the Star Online (see videos on [www.outcomesstar.org.uk/staronline](http://www.outcomesstar.org.uk/staronline))



**Outcomes Star Online** Sarah Owen Super User

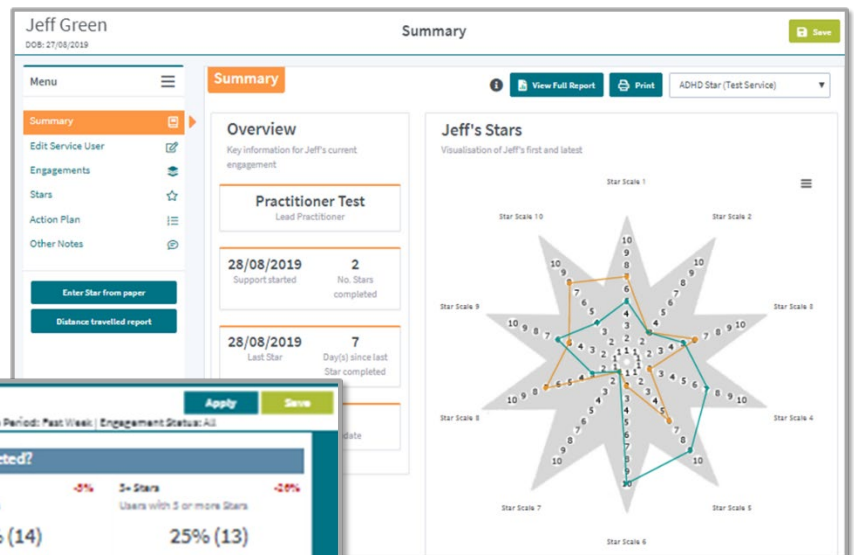
Home Help Records Reports Admin

**Quick Actions**

- Print a Star Chart
- Enter Star from paper
- Add a new service user
- Manage my caseload

**Notifications**

	Triangle 3rd December 2018	The "Young Person Star" has been updated	<a href="#">More information</a>	<a href="#">Dismiss</a>
	Triangle 2nd December 2018	A new Star is due to be completed for your service user "John Smith"	<a href="#">Go to service user</a>	<a href="#">Dismiss</a>
	My Records 2nd December 2018	There is an overdue action for your service user "Jane Smith"	<a href="#">Go to service user</a>	<a href="#">Dismiss</a>



**Jeff Green**  
DOB: 27/08/2019

Summary

Menu: Summary, Edit Service User, Engagements, Stars, Action Plan, Other Notes

**Overview**  
Key information for Jeff's current engagement

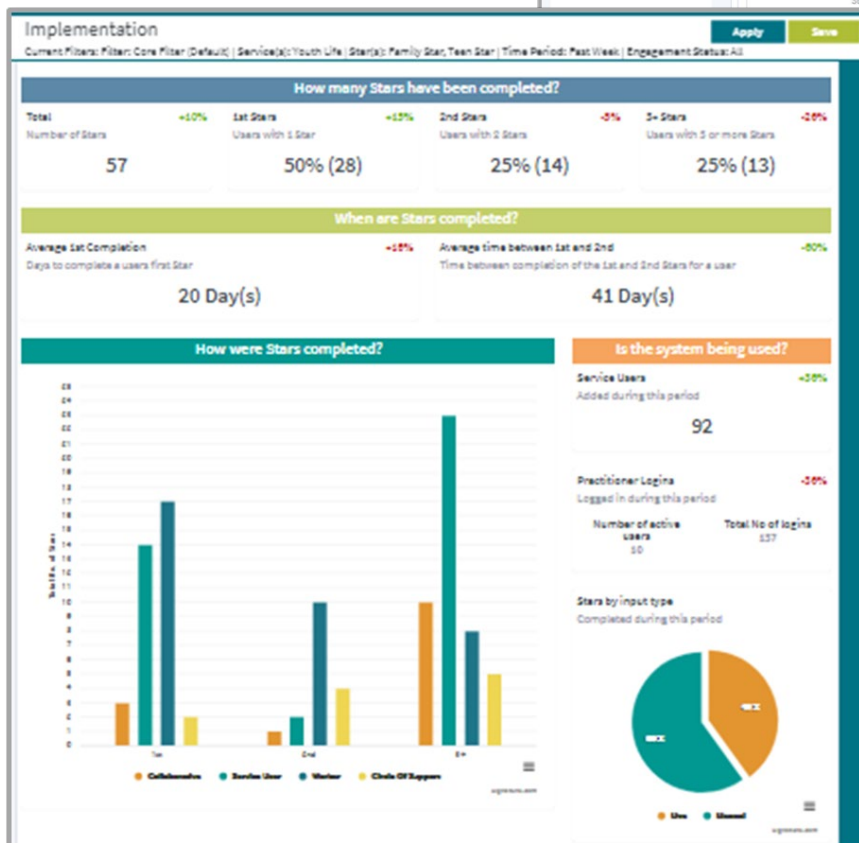
**Practitioner Test**  
Lead Practitioner

28/08/2019 Support started 2 No Stars completed

28/08/2019 Last Star 7 Day(s) since last Star completed

**Jeff's Stars**  
Visualisation of Jeff's first and latest

Star Scale 1 to Star Scale 10



**Implementation**

Current Filters: Filter: Core Filter (Default) | Service(s): Youth Life | Star(s): Family Star, Teen Star | Time Period: Past Week | Engagement Status: All

**How many Stars have been completed?**

Total Number of Stars	+10%	1st Stars Users with 1 Star	+15%	2nd Stars Users with 2 Stars	-5%	3+ Stars Users with 3 or more Stars	-20%
57		50% (28)		25% (14)		25% (13)	

**When are Stars completed?**

Average 1st Completion: 20 Day(s) (+15%)  
Average time between 1st and 2nd: 41 Day(s) (-20%)

**How were Stars completed?**

Bar chart showing completion counts by input type: Collaborative, Service User, Worker, Child Of Support.

**Is the system being used?**

Service Users Added during this period: 92 (+30%)

Practitioner Logins Logged in during this period: 137 (-30%)

Number of active users: 50, Total No of logins: 137

Stars by input type: Completed during this period. Pie chart showing 65% User and 35% Shared.

#### 4 Considerations for organisations using the Star

The Star Online is designed primarily to support use of the Star, and to do this in an accessible and low-cost way when compared to many other software solutions. This means it has some features of a case management system for managing service user information, and for some services these features may meet all your case management needs.

However, some organisations with more complex case management needs (for example, customisable fields, data sharing with external organisations), or those who already use a significant case management system, may be better served by incorporating the Outcomes Star into their own software, or using software with Star functionality included from one of our licensed collaborators. More information about this can be found on our website.

#### 5 Technical requirements for the Star Online

As the Star Online is web-based system, the technical requirements are minimal:

- Devices with internet access and minimum memory of 4GB (standard required for web browsing)
- Browser compatibility of the latest supported versions of Chrome, Internet Explorer, Edge or Safari
- Ability for users to receive emails from support@staronline.org.uk – this email address not to be blocked by internal security
- Users to have unique email addresses and be able to access their own inbox

#### 6 Getting started with the system

##### Step 1. Ensure the Outcomes Star is the right tool for your organisation

There is much more to using the Star than just implementing a new IT solution. The Star Online will only work if the Stars themselves are the right tools for the people you provide support to and the support you provide.

If you haven't already, talk to Triangle to talk through your services and if the Star is right for you.

##### Step 2. Watch the videos and ask for a demonstration of the Star Online

You can see videos explaining the key features of the Star Online on the Outcomes Star website – [www.outcomesstar.org.uk/staronline](http://www.outcomesstar.org.uk/staronline).

You can also request a demonstration from Triangle, where we'll set up an online meeting with you, take you through the system in detail and answer any questions you may have.

##### Step 3. Put licences and training in place

The Star and the Star Online are licensed tools. The cost of using the system is based on the number of logins you have for your members of staff, not how much data you put in your account. You will need an account with **one licence for each member of staff** that requires a login to the Star Online and who will be using the Outcomes Stars. These members of staff will also need to complete core Star training.

More information about licensing and training options and associated costs can be found on our website or talk to Triangle.

#### Step 4. Nominate someone to be your Account Lead

Each account is set up and administered by someone in your organisation taking on the role of Account Lead. This person also acts as a first point of contact for questions from practitioners and managers using the system, and has access to the helpdesk team at Triangle for support.

They do not need to have any advanced technical skill, but they will need to be aware and compliant with your organisation's data protection policies (as they will have access to all data in your Star Online account and undertake data management tasks).

They are usually a responsible administrator, co-ordinator, manager, IT support, or data analyst who can dedicate enough time to the role, and who understands how your organisation works and how you will use the Star.

You'll need to let Triangle know who your Account Lead will be when you confirm your licences and training, but this can be changed at any time.

#### Step 5. Think about how you will set up your Star Online account

##### *Account structure*

Star Online accounts are organised into 1 or more "services." There's no limit to how many of these you can have.

A service can mean a specific service, a project, a single site team, a centre, or another operational 'unit' within your organisation.

A service can use more than one version of the Outcomes Star at a time.

Members of staff are then linked to these services, and then they can link service users, their engagements (episodes of support), Stars and action plans to these services.

For each service, members of staff can either be assigned a Manager role or a Practitioner role. As Managers they can create Practitioners and filter reports by specific Practitioners. Practitioners can be configured to have access to all service user records in a service, or only the ones where they are Lead Practitioner.

When thinking about how to set up your services, you should think about:

- How your support work and workforce is organised and structured – who supports which service users
- What service user information your members of staff need access to
- How you need to report on the work you are doing, and if you need to compare any 'unit' to another
- If you will be using the Star Online alongside any other software and how information is structured there

### *Account and service configuration*

Within your account, there are some choices you can make:

- **Ethnicity list** – lists available each tailored to national context and best practice. Choose from England, Scotland, Wales list; Northern Ireland list; Ireland list; Australia list; New Zealand list; Canada list
- **Gender identity list** – lists available to suit what is appropriate for your organisation. Choose from basic list (Man/Boy; Woman/Girl; Other gender identity; Prefer not to say) or alternative list (Man; Woman; Transgender Man; Transgender Woman; Non-binary gender identity; other gender identity; prefer not to say)
- **Contact details** – turn collecting contact details on the service user profile on for specific services, if you don't already record this information on other systems
- **Service user consent** – turn recording service user consent on the service user profile on for specific services, if you don't already record this information on other systems
- **Action planning** – turn this whole feature off for specific services, if you won't be using the Star for action planning
- **Target implementation timeframes** – for each service, tell the system when first Stars should be completed, and how much time there should be between Stars. This then informs how the system displays 'overdue' Stars for your colleagues.
- **Practitioner permissions** – for each service, allow practitioners to have access to all service user records in the service they are linked to, or restrict this to just the service user records where they are Lead Practitioner

Triangle can help you to plan your account structure and your configuration and help you to set up your account effectively.

## **7 Talking to Triangle and more information**

Visit the Outcomes Star website for information about any aspect of the Star, for costs and options for licensing and training, and for videos of the Star Online in action:

**[www.outcomesstar.org.uk](http://www.outcomesstar.org.uk)**

Get in touch with Triangle via the Implementation Lead supporting your organisation, or contact us on **[info@triangleconsulting.co.uk](mailto:info@triangleconsulting.co.uk)** or **+44(0)207 272 8765**.