

BRIEFING

Reporting across different Stars

An introduction to exploring Star data reports combining more than one version of the Outcomes Star



Outcomes Star data reports:

...are provided for individual versions of the Star on the Star Online (and implementation reports across versions)

...can show high level trends across versions of the Star

...should not include Star data from different versions of the Star as a single outcome area

The Outcomes Star is an innovative family of tools to support effective keywork and measure service user outcomes in frontline services. There are over 30 different versions of the Star tailored to specific sectors or client groups.

Some services use more than one version of the Star because they have clients with particular needs (e.g. the Drug and alcohol Star for some clients and the Homelessness Star for others). Some also use the Family Star Plus with parents as well as asking their children to complete My Star.

The most information gain be gained from producing in-depth reports for each version of the Star (e.g. using the Star Online system). However, we understand that you may also want to export the raw data to report high level trends across all clients.

It is important that data from outcome areas in different versions of the Star is not combined and treated as a single outcome area. Even when the outcome areas cover similar concepts (e.g. physical health), their content and the definitions for each Journey of Change stage differs across versions.

This briefing includes examples of how to report overall findings on starting points and change for clients using different versions of the Star.

1 Starting points:

Top tip:

The % for 'All clients' is skewed towards the Star with more client readings (i.e. the Homelessness Star adjacent. To calculate the likely level of need given equal numbers of readings for each version, take the average % (i.e. 90% for at least 1 area at 1-3)

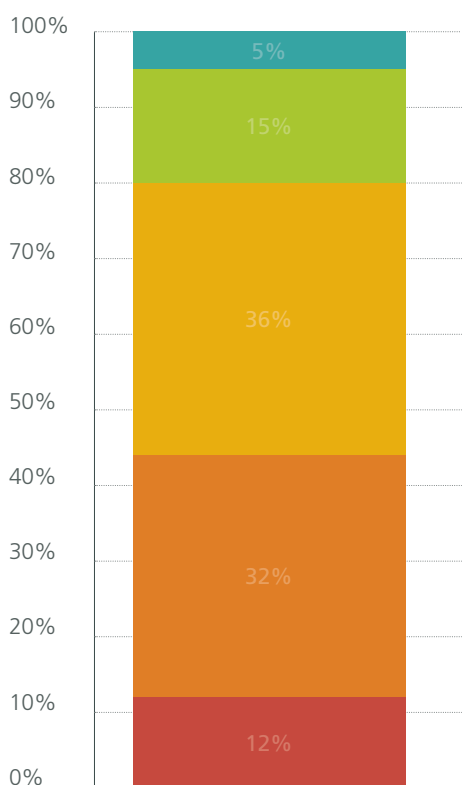
What level of need is indicated by combining data from different versions of the Star?

a) % of clients with significant needs in at least 1, 2 and 3 outcomes areas

When the level of need is not as expected, this could be because:

- clients aren't entering the service appropriately
- first Star readings are completed after progress has already been made
- practitioners don't feel able to challenge/ don't know clients well enough to obtain an accurate picture .

	At least 1 area at 1-3	At least 2 areas at 1-3	At least 3 areas at 1-3
All clients (150)	87% of clients	80% of clients	73% of clients
Homelessness Star (100)	80% of clients	75% of clients	70% of clients
Drug and alcohol Star (50)	100% of clients	90% of clients	80% of clients



b) The distribution of all first Star readings

This graph gives a very broad overview of where readings fall on the Journey of Change across more than one Star and across outcome areas.

Carefully looking at the distribution of individual outcome areas for each Star will provide much more information.

The figures in the graph on the left are produced by calculating the % of all readings at each stage for each client and then taking an average across clients (this avoids skewing the results towards Star versions with more outcome areas).

Stacked bar chart showing average % of all readings at each stage

Key: ■ 1st JoC stage ■ 2nd JoC stage ■ 3rd JoC stage ■ 4th JoC stage ■ 5th JoC stage

2 Change:

What progress can be shown by combining data from clients using different Star versions?

a) In how many outcome areas did clients move forward?

This table is produced by calculating the number of outcome areas in which each client moved forward, and then the proportion of all clients moving forward in one or more, two or more and three or more areas.

The number of outcome areas in the Star version may affect the proportion of areas clients move forward in, so reports for individual versions of the Star should be considered.

At least 1 area moved forward	At least 2 areas moved forward	At least 3 areas moved forward
86%	72%	55%

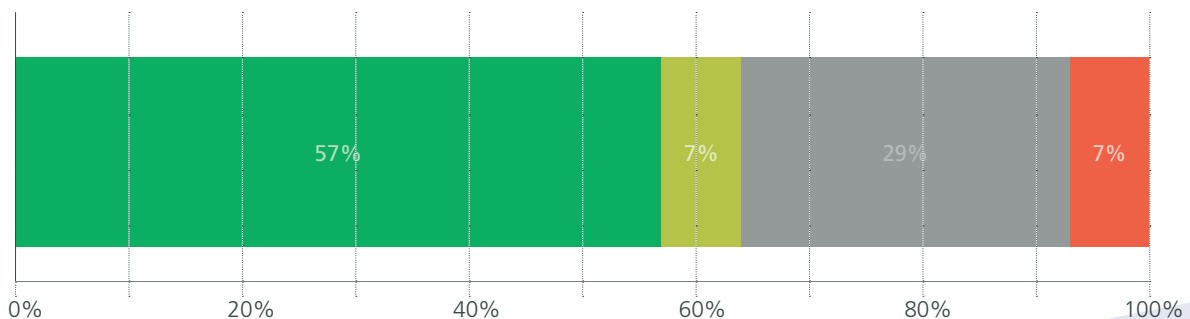
Top tip:

When the versions of the Star differ in whether they have a 10- or 5-point scale, 'moving forward' should be defined as moving forward by at least one Journey of Change stage (e.g. moving from 1-2 on a 10-point scale would be counted as no change).

b) On average, what proportion of clients' outcome areas move forward, stay at the top or slip back?

The figures in the graph above are calculated by:

1. Finding the percentage of outcome areas in which each client moves forward, stays at the top / below the top of the Journey of Change, or slips back a stage.
2. Averaging these percentages across clients.



Bar chart showing the movement of service users in different outcome areas

Key: ■ Moved forward ■ Staying the top of the Journey of Change ■ Stayed at stages 1-4 ■ Moved back

Support and next steps

To achieve the benefits of Star data, it is vital Star data is accurate and meaningful, with frontline staff using the Star well and with early and ongoing management of Star implementation.

An effective IT solution is also important. Triangle offer an intuitive online system specifically to support effective use of the Star (www.staronline.org.uk) as well as licences to include Star functionality in third-party approved software and case management systems, or for services to use the Star on paper and create basic spreadsheets. To talk to us about Star data and how we can help you, please get in touch on info@triangleconsulting.co.uk or +44(0) 207 272 8765.



The social enterprise behind the Outcomes Star™

Triangle Consulting Social Enterprise is an innovative, mission-led organisation that exists to help people reach their highest potential and live meaningful and fulfilling lives, often in the context of social disadvantage, trauma, disability or illness.

We do this by creating and supporting the Outcomes Star and other tools to unlock the potential of both individuals and the workers and organisations who support them. We believe that by balancing clear thinking, human connection and action – using the head, heart and hands – we can make a real difference in the world.

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