# Outcomes Star™

# The Outcomes Star™ as a management information tool

An introduction to how Star data reports can be used to improve service delivery

△ Triangle
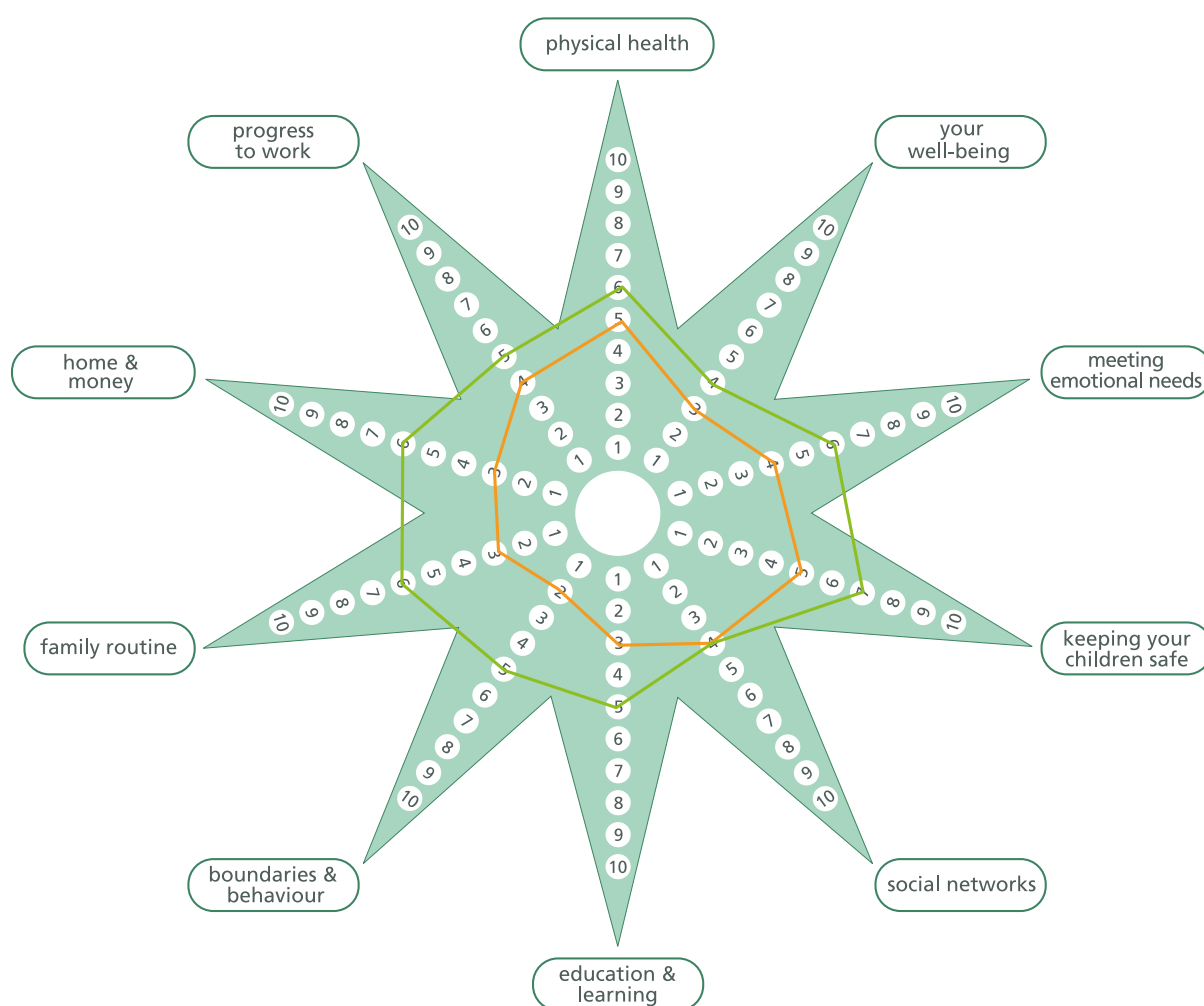
The Outcomes Star is a suite of keywork and outcomes tools designed to help service users and providers work together toward achieving greater well-being and self-determination.

Each version of the Outcomes Star consists of a set of evidence-based outcome areas arranged in the shape of a Star.

Together, service users and keyworkers complete a Star and when this is repeated sometime later, a rich source of co-reported, distance-travelled data relating to key outcome areas is created.

Each outcome area is broken down into five clearly defined 'Journey of Change' stages creating a consistent framework by which to understand complex changes occurring while in a service. It does not purely measure the severity of an issue – it captures the relationship with the issues, including whether they are recognised, engagement with services and actions taken to cope with or resolve those issues.

*"A benefit of the Outcomes Star is the ability for an organisation being funded to review and adapt based on learnings and findings from individual records"* Lloyds Bank Grant Manager



**Completed Family Star Plus chart showing change from initial reading to review reading**

**Key to lines:** ——First reading  ——Review reading

# 1 Learning from Star data at all levels of the organisation

Star data can provide meaningful management information to guide service delivery at all levels of an organisation, from a service manager reviewing a single worker's caseload to a senior management team reviewing aggregated data from thousands of Star readings.

More than three quarters of Outcome Star users in our recent client survey said that Star data reports were useful for learning how their service was doing and helpful in managing or developing the service.

Alongside other data (e.g. KPI's, satisfaction surveys, output and process data), good quality Star data reports, such as those available from our recently upgraded Star Online System, allow organisations to ask increasingly focused questions about what is happening with the people they support.

Managers can get important insights by looking at differences in starting points and change across outcomes areas, client groups, and service settings. These insights are most likely when they have specific questions to ask of the data and have formed prior expectations about start points and change in Star readings. Triangle can provide resources to support 'Star data forecasting'.

**Review and learning to take action**

**Set objectives**

**ON-GOING LEARNING AND DEVELOPMENT**

**Collect and report on data**

**Deliver service**

# 2 Learning from Initial Star readings

Initial readings can be compared to expectations to make sure that appropriate interventions are being provided and that resources are being directed appropriately.

One of the dashboard reports available on the Star Online, provides a useful overview of the needs of people coming into the service:

"We look at start readings to see if we have families in the right level of service. For example, if we have families in our Family Intervention service that have readings of five, I look a bit deeper to see if we're really using our resources correctly"
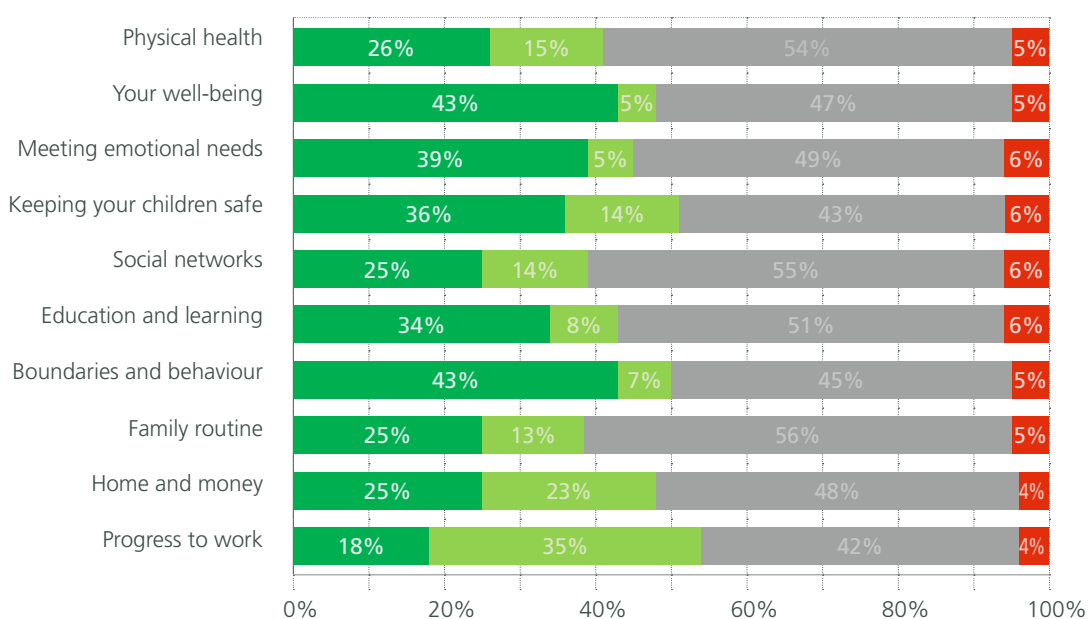Commissioning Manager, Staffordshire County Council
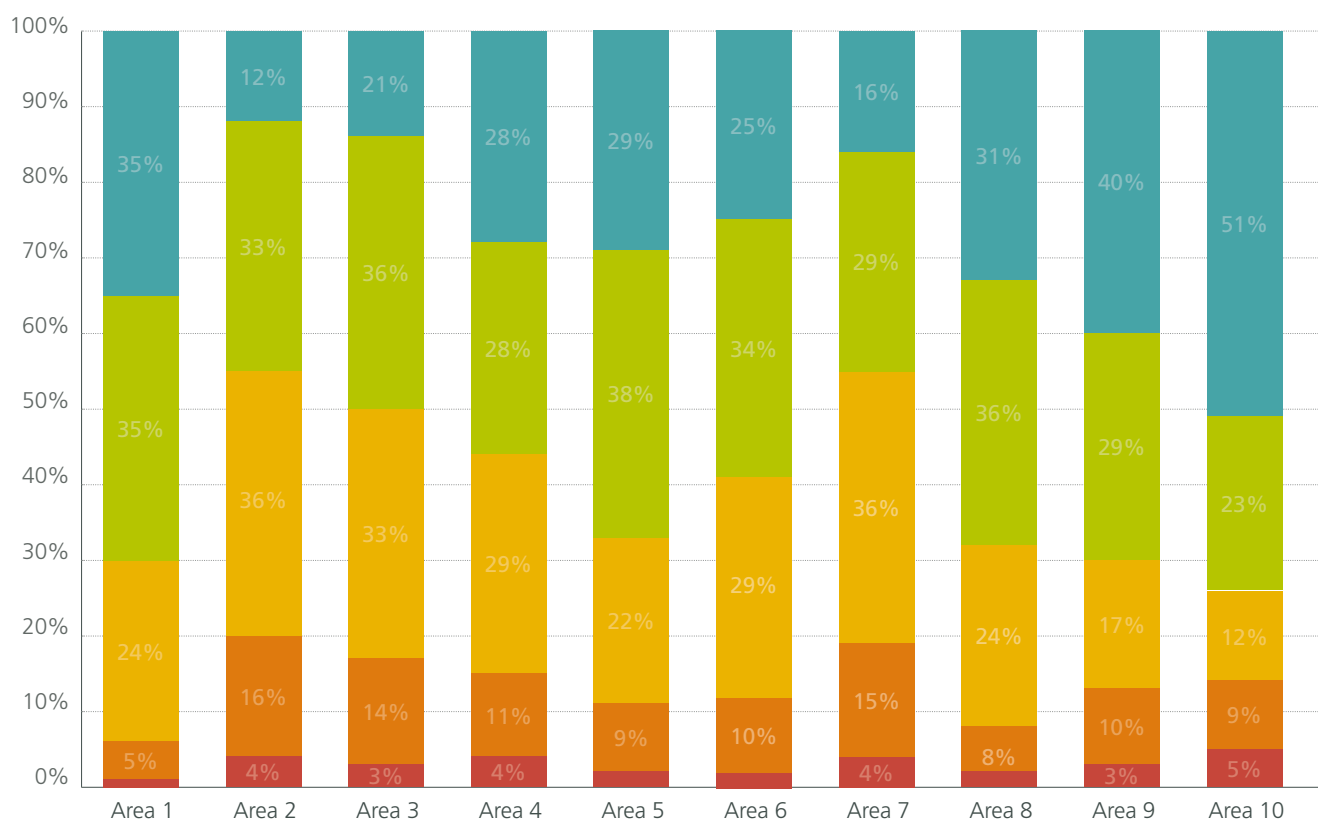
**Snapshot Report: What stage are people on the Journey of Change when they first start support?**

**Key:** ■ Stuck ■ Accepting help ■ Believing and trying ■ Learning what works ■ Self-reliance

# 2 Learning from distance-travelled
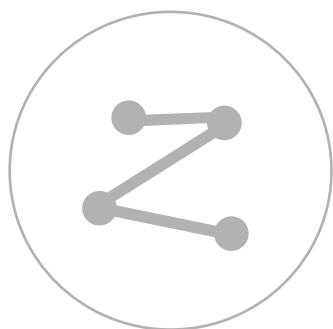
It can also be useful to compare against forecasted change. The distance travelled report (below) on the Star Online captures the achievement of people maintaining at the top of the Journey of Change/making progress, as well as showing those who continued to need support - remaining at the same point below the top of the Journey of Change or dropping back.

| | Made progress | Maintained at end point | Maintained (not at end point) | Dropped back |
|---|---|---|---|---|
| Physical health | 26% | 15% | 54% | 5% |
| Your well-being | 43% | 5% | 47% | 5% |
| Meeting emotional needs | 39% | 5% | 49% | 6% |
| Keeping your children safe | 36% | 14% | 43% | 6% |
| Social networks | 25% | 14% | 55% | 6% |
| Education and learning | 34% | 8% | 51% | 6% |
| Boundaries and behaviour | 43% | 7% | 45% | 5% |
| Family routine | 25% | 13% | 56% | 5% |
| Home and money | 25% | 23% | 48% | 4% |
| Progress to work | 18% | 35% | 42% | 4% |

**Bar chart: Distance travelled report**

**Key:** ■ Made progress  ■ Maintained at end point  ■ Maintained (not at end point)  ■ Dropped back

If one service shows different outcomes to another service, this is a starting point for further investigation:

- Is there other evidence that one service achieves better outcomes than another?
- Are there obvious reasons why one service might be better than another?
- Is the service user profile different in the different services?
- Is practice significantly different in that service and might there be lessons for other services?

The clearly defined and qualitatively different Journey of Change stages can also facilitate in-depth investigation of change, such as whether specific Journey of Change stage transitions happen more frequently in one service than another.

It may be, for example, that a service is very good at helping service users to begin accepting help but struggle more with moving them towards self-reliance.
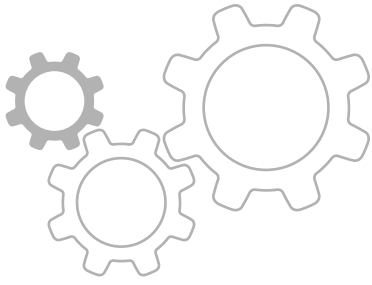
The graph below can be produced manually using a spreadsheet of the Star data downloaded from the Star Online or another system.
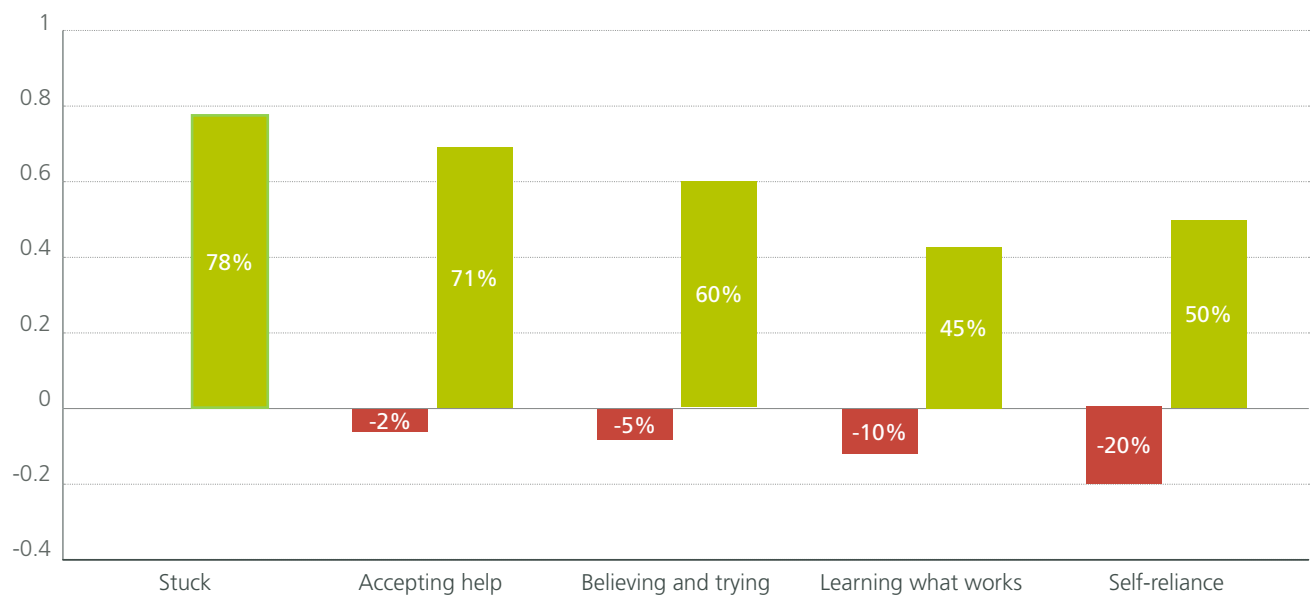


**Report: What percentage of people made progress or dropped back from each stage?**

**Key:** ■ Dropped back ■ Made progress

## Support and next steps

Triangle is keen to support organisations to get the greatest benefits from Star data. A number of resources are available from the Star data section of our website and our Star Online Help Centre, including documents to guide Star data forecasting.

To achieve the benefits of Star data, it is vital that 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 as a service provider, manager or funder/commissioner, please get in touch on **info@triangleconsulting.co.uk** or +44 (0)20 7272 8765.

# Triangle

## 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.

### Contact us for more information

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