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## APPROVING YOUR IN-HOUSE IT OR SOFTWARE SOLUTION FOR THE OUTCOMES STAR™

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### Guidance and requirements for organisations with ‘Star Licences Type 2’

For support with any aspect of this document, please contact Triangle on [info@triangleconsulting.co.uk](mailto:info@triangleconsulting.co.uk) or +44(0)207 272 9876. More information about the Outcomes Star can be found on our website [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk).

#### 1 Introduction for organisations with in-house IT or software solutions

Triangle are the creators of the Outcomes Star, a family of evidence-based and innovative outcomes measurement, assessment and support planning tools. Organisations purchase licences (and mandatory training) from Triangle, allowing a certain number of staff (or volunteers) to access Star resources and to use the Star with service users.

Type 2 Star licences also include permission for an organisation to record Star data and to incorporate Star functionality into their own IT solution, whether this is as simple as an Excel spreadsheet or a more complex development with an in-house software system, managed and maintained only within the organisation.

*Please note – if Star functionality is incorporated within a third-party software system in a way that would make it available to other organisations, the third-party provider must become a Licensed Software Collaborator. More information about this is available on a separate document – contact Triangle for more information.*

Triangle supports organisations to offer IT functionality for our proprietary tool under licence because we believe this helps you to streamline your processes and systems and reduce duplication. To ensure the Star is used as intended, there is a set of basic requirements that all software or IT solutions must meet to become an approved system.

*Please note – if you are using a simple Excel spreadsheet to record your Star data, you do not need to get this approved by Triangle. We provide separate guidance for Excel spreadsheets for Star data – contact Triangle for more information.*

For an in-house software solution, approval means your organisation is following best practice for outcomes-focused, person-centred keywork. Once approved, Triangle provide a specific logo for use in your system and collateral which helps you to demonstrate your commitment to best practice. It also helps you avoid breaking the terms of your licence agreement with Triangle to use the Star.

The basic requirements are set out as a simple checklist in section 2.

We also provide guidance on optional, additional features that are recommended or suggested to further support best practice – these are set out in section 3. Section 4 sets out the process for approving an in-house software solution.

We appreciate that every organisation and software system is different, and we aim to be as flexible as possible in supporting you to support practitioners and service users. If there are any issues with the basic requirements or the process we have set out, please let us know and we are happy to discuss alternative solutions provided they meet our principles of supporting people to use the Star well.

## 2 Basic requirements for in-house IT

AREA	BASIC REQUIREMENTS	TICK
<b>A) Triangle copyright</b>	1. Name of tool = Outcomes Star™	
	2. The name of specific version of the Star = Work Star™, Recovery Star™	
	3. Trademark sign in super-script (where possible) for titles or headings	
	4. All Star content is identical to our materials (ie you cannot change the name of an outcome area etc)	
	5. Star content cannot be changed by users	
	6. On the Star landing page (ie where a user first opens the Star assessment page) =  This material has been produced on licence with permission of the copyright holders Triangle Consulting Social Enterprise Ltd. For more information about the terms of copyright please see <a href="http://www.outcomesstar.org.uk">www.outcomesstar.org.uk</a>	
	7. On every page where the Star graphic or content appears (including downloads) =  © Triangle Consulting Social Enterprise. Used under licence. See <a href="http://www.outcomesstar.org.uk">www.outcomesstar.org.uk</a>	
<b>B) The Star in your system</b> (as close to the Star Chart PDF unless stated otherwise)	1. Fields to enter Star readings – outcome areas are provided with ability for user to choose from a numbered scale (either 1 to 5 or 1 to 10 depending on Star version)	
	2. The Journey of Change stage names presented next to each number (eg 1 = Stuck, 2 = Accepting help etc)	
	3. Fields to record who has completed the Star – if collaborative, worker only, or service user only	
	4. A field to record the date the Star was completed	
	5. A field to record a completed Star as retrospective (eg a checkbox)	
	6. Fields to record the status of a service user (ie receiving support, left service)	
<b>C) Reporting</b>	1. Users can download their Star data into a commonly used format (eg CSV file) with a service user's data in one row - see Triangle's example for more guidance	
<b>D) Star access and licensing</b>	1. Star functionality is only activated when you have Star licences in place with Triangle	
	2. Only the specific number of users who have Star licences and who have completed the mandatory Star training can access Star materials and Star functionality (ie completing Stars, recording Star data). Others in the organisation can view Star data (eg managers, data analysts) but not use the Stars with service users	

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## 3 Additional features

### A) Triangle copyright

1. Details of your organisation's Star licences with Triangle, such as renewal date and the number of licences

### B) The Star in your system

1. More fields to record additional service user information, such as gender or support needs (if this information is not already recorded in the system)
2. Ability to record notes (eg as a drop down or notes field) alongside entering Star data (eg to evidence why someone is at that stage in an outcome area)
3. Ability to record notes for why a Star was completed collaboratively, or worker only, or service user only
4. Ability to record notes for why a Star was completed retrospectively
5. Ability to record action plans linked to a Star. Ideally the action planning module allows selection of an outcomes area, and the system automatically presents the most recent reading for that area, so that workers can plan appropriate actions based on that Journey of Change stage
6. Ability to complete Stars on-screen – full content of the short or long scales (in the User Guide, Worker Guide or Scales materials) and ability to refer to these as a worker completes the Star with a service user
7. Ability to enter Star data already recorded on paper quickly and easily – eg as a matrix with radio buttons or as a drop-down list
8. Effective workflows around the Outcomes Star such as following on to and interacting with action plans
9. Previews of completed Stars, preferably as Star graphics, available where they make sense (eg in service user main record)
10. Star completion aides, such as setting workers prompts for Star completion and review dates, managers reminders, prompts around 'left service' to remind workers to complete final Stars
11. Top tips on Star completion for key workers. These are provided by Triangle and workers or managers.
12. Ability to link related Stars
13. Service user access to their completed Stars

### C) Reporting

14. Ability to download Star data at caseload, service and organisation levels
15. Implementation reports to help managers support their team to use the Star well, showing them the number of completed Stars, how they were completed, when they were completed
16. A 'starting point' report showing the percentage of service users at each Journey of Change stage for each area
17. Distance travelled reports that may include some of these:
  - a. The percentage of service users moving forward on the Journey of Change for each outcome area
  - b. The mean change in each area for all service users, and only for those with the greatest need (ie starting at lower end of the Journey of Change)

- c. The change from each starting point/stage on the Journey of Change
  - d. The ability to report for a selected time period (Triangle can provide more guidance on this, as it is often more complex than it seems)
  - e. The movement of service users from or to specific 'milestone' stages (please note these milestones usually need to be specified by a service as they can differ)
  - f. Ability for users to choose from a selection of Stars as to what should be included in reports – first ever, lowest reading, within time period etc
  - g. Ability to report on action plan data alongside Star data
18. Use of our Star graphic to display a service user's completed Star on screen and in PDF downloads (Triangle can provide high resolution JPEGs)

Please also refer to our separate guidance on data reporting for more detailed information.

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## 4 The process for approving in-house software solutions for the Outcomes Star™

Below sets out what is involved for you and for Triangle, although the exact process may differ depending on the circumstances and timetables of the parties involved:

- **Step 1. Initial demo**  
A demo with you and Triangle, so that we can see your system in action, introduce the Star to you if required, and start to discuss how Star functionality will work – usually over Zoom video conferencing
- **Step 2. Build**  
You build the Star functionality using our basic requirements and additional features list. Triangle will provide support with any issues as they arise
- **Step 3. Presentation**  
You will present Triangle with the proposed solution to including Star functionality – either via a demo or through screenshots
- **Step 4. Review**  
Triangle will review the proposed solution (bringing together different perspectives from our team) and provide any feedback if required
- **Step 5. Approval & Agreement**  
Triangle provide the approved in-house system logo and can provide continued support to help your staff get the most out of the Star

For all approved in-house systems, we ask that organisations let Triangle know if anything changes with your system and will check in with you at the annual renewal point of your Star licences.

From time to time, Triangle will publish an update to an existing version of the Star. Where this could affect in-house software systems with Star functionality, we commit to letting you know in good time and in being flexible with how any updates can be implemented.

If you terminate your Star licences with Triangle, you must have a process to withdraw access to Star functionality and permanently delete Star materials. Historic completed Star data can remain in the system.

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The Outcomes Star™ is a family of tools for supporting and measuring change when working with people.

For more information visit: [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk)  
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