

HANDBOOK:

Outcomes Stars™ and Non-Triangle Software

Guidance on Triangle's requirements and approval process for organisations seeking to reproduce licenced intellectual property in non-Triangle software.

For support with any aspect of this document, please contact Triangle on info@triangleconsulting.co.uk or +44(0)207 272 8765, or contact the Implementation Lead supporting your organisation.

More information about the Outcomes Star can be found on our website www.outcomesstar.org.uk.

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Part One: Context

1. Who this handbook is for

This document is relevant to you if:

- you are not using Triangle's Outcomes Star Online web application in your service;
- you are considering building forms for Outcomes Stars or any other Outcomes Star related functionality in software that is not provided by Triangle;
- that software is either in-house software built by your own organisation, or software owned by third-party software providers.

By software, we mean case management systems, electronic patient health records, or any other database or other digital platform storing information about people being supported and the support they are receiving.

2. Key information about Outcomes Star™

Triangle are the creators of the Outcomes Stars, a family of evidence-based outcomes measurement tools that support conversations between keyworkers and service users.

To use Outcomes Stars, organisations purchase licences and training from Triangle so that a defined number of practitioners can use Stars with service users.

There are currently 50 different versions of the Outcomes Star, each tailored to a specific service setting or service user group.

3. Purpose of this handbook

Outcomes Stars are the licensed intellectual property of Triangle Consulting Social Enterprise Ltd. Specifically, this relates to each Star visual and design, Star name, Journey of Change stage names and descriptions, outcome area name and descriptions, and the short and detailed scales.

Under the terms of our licensing, this content cannot be reproduced or used in other software without Triangle's express permission and approval.

This document explains how you request permission from Triangle, guidance about building Outcomes Stars functionality, the approval process that you need to follow and how Triangle can support you.

4. Brief description of building Outcomes Star functionality in other software

Most organisations taking this route will focus on building forms that allow Star data to be entered into the software, when the Stars have already been completed on paper by a practitioner and service user (using the licence-stamped PDF resources provided by Triangle from the Outcomes Star Online*.)

Therefore, builds usually consist of:

- forms for the recording of Outcomes Stars readings (including notes and action plan templates)
- graphical representation of the Star data in a radial chart (ideally using Triangle's Star graphics, where possible)
- export of aggregated service data for manual analysis or use in data analysis software
- reports for the aggregation of individual, cohort and service data
- exports of individual service user Star records in a format suitable for sharing with service users (ideally using Triangle's Star graphics, where possible)

Triangle do not permit organisations to build full on-screen Star completion as getting that right for practitioners and service users is usually above and beyond the level of resource and time available for this type of build. If your service was intending to build an interface of that kind you will need to discuss that with us to see what is possible.

*If using Outcomes Stars in non-Triangle software, the person you put forward as your Account Lead will have a login to Outcomes Star Online and will have full access to all the pdf resources (Star Charts, User Guides, Flashcards etc) for all Star versions to share with licensed practitioners. Resources are stamped with the information of the organisation who purchased the licences and the up-to-date renewal date.

Your Account Lead will need to download your updated pdf resources annually, to ensure practitioners are using the most up-to-date versions containing your most up to date licence information.

If your organisation has Outcomes Stars Licensed Trainers, they will also have a login to Outcomes Star Online to access Outcomes Stars training materials.

5. Overview of Outcomes Star Online and integration option

Triangle has developed our own web application, Outcomes Star Online, which is dedicated to supporting people to use the Outcomes Stars well. Use of Outcomes Star Online is included in your licence fee.

We recommend organisations use the Outcomes Star Online where possible because you get:

- Instant access to the most up to date versions of all versions of the Outcomes Stars and supporting resources.

- Engaging Star visual service user records, downloadable for sharing with service user.
- Live on-screen Star completion, focused on collaborative completion and enabling you to record Outcomes Stars directly – reducing data entry duplication and supporting paper-free working (offline app coming soon).
- It is also a practical option if practitioners are completing Stars remotely via MS Teams or similar, sharing their screen with the service user.
- Ready-to-use dashboards, with interactive, downloadable graphics, enabling you to easily oversee Star use, develop service learning and demonstrate your impact across services.
- Dedicated support and free webinars to help organisations to get the most from the Star, the application and their data.
- Continuous investment and improvement of the platform driven by best practice of the Outcomes Star.

Outcomes Star Online can integrate with other software via our Partner API. This is a set of universally useful endpoints that can be utilised by any other software to send and receive data between the Outcomes Star Online. We believe this option allows organisations to get the best of both worlds – all the benefits of the Outcomes Star Online, with a ‘seamless’ experience for practitioners from their primary software.

More information on this option can be found on our website, www.outcomesstar.org.uk/software, or contact us on info@triangleconsulting.co.uk to discuss how this could work for you.

Part 2: Approval Process

1. How permission works

If it is not possible for your organisation to use and integrate with Outcomes Star Online, then under the licence terms, organisations must request for permission from Triangle to either:

- Reproduce Triangle's Intellectual Property in non-Triangle software themselves or through contracting a software developer.
- Use Triangle's Intellectual Property pre-built/already reproduced in non-Triangle software, by a third party software provider.

Organisations will need to sign our secondary Terms & Conditions (Using Triangle Intellectual property in non-Triangle software) and if reproducing themselves, complete a pre-build plan before permission will be granted.

If you are contracting with a software developer to build Outcomes Stars functionality then you are responsible for ensuring that your contractor complies with the requirements and that they use Triangle's intellectual property in accordance with all Terms and Conditions, and they do not share Triangle's intellectual property with other organisations without prior permission from Triangle.

2. Why does Triangle require a Pre-Build Plan?

We want you to get the most from using Outcomes Stars as a tool to support keywork and capture meaningful outcomes information about the people you support and the services you deliver. Although building forms to capture Outcomes Stars data may seem straightforward, to use Outcomes Stars effectively there are some key decisions to make before and during the process.

We have a set of requirements your build must meet, to ensure it does not breach Triangle's terms and conditions of use, but more importantly, to ensure that your build collects and reports information in a way that supports Outcomes Stars best practice.

The requirements are set out in the Pre-Build Plan template. Completing this plan will help you think through how best practice can be achieved within the specific set up and 'rules' of the software.

There may be limitations around what can be achieved in the software, particularly around the embedding of the Outcomes Star graphics to enable the visual plotting of an Outcomes Star and reporting your Outcomes Stars data. This may be a barrier to you using Outcomes Stars to their full potential in your system, so the pre-build plan will help you identify this before you commit to any development work.

Doing a pre-build plan will provide an excellent starting point for developing your own internal guidance for practitioners on Outcomes Stars practice within your service, so is a useful process to undertake before your teams have their Star training.

Building Outcomes Stars into your own system can take time and there may be a financial and/or time cost now, and in the future, if Stars are updated, or you want to add other Outcomes Stars to your system later. You will also need to consider how Triangle's intellectual property could be removed if you were to end your Outcomes Star licences. As part of the Pre-Build Plan, you will need to discuss ongoing maintenance and development with whoever is undertaking the build in the software.

Triangle will review your pre-build plan to ensure the build will meet our requirements and we will discuss any implications for Star practice with you before Triangle gives permission for you to begin your build.

The information in Part 3 of this Handbook should help you in your dialogue between service lead and whoever is undertaking the build in the software (usually your IT team, a contracted software developer or the development team at a software provider.)

3. From permission to approval

You can see a detailed process outline in Appendix 1.

The first step is the submission of your pre-Build Plan to Triangle. Once reviewed and any changes required have been made, we will provide written permission and you can go ahead and build your first Outcomes Star version into your software, usually into a sandbox or test environment. Please note, permission to build is not the same as approval. The more detailed your plan, the more likely we can identify any issues before you build, rather than at the presentation stage, which might delay or prevent approval.

We will provide you with the Outcomes Star graphics and all the resources you will need to build one version of the Outcomes Star that you wish to use. Triangle makes no charge for providing these resources.

When your build is ready to go live, Triangle must see and approve the Outcomes Stars functionality in your test environment before it goes live and can be used by your practitioners. Failure to get Outcomes Star functionality approved in your software is a breach of your Terms and Conditions with Triangle. If requirements are not fully met and Triangle cannot approve your build, we will provide feedback and recommendations, and you can arrange another demo.

Once approval is given, resources for any other versions of the Stars you want to use will be provided for you. Once Triangle has approved the format for one Outcomes Star, if the build is not changing, you do not need to go through the approval process again for other Star versions you want to add in the future. If the build needs to change, you will need to contact Triangle to discuss your proposed changes for re-approval.

Triangle cannot provide technical support with your build, but we are happy to provide support and advice throughout the process. If you are contracting with software developers or working with the developer team at a software provider, Triangle is happy to speak directly to developers at any stage of the process.

However, the service lead(s) from the organisation purchasing Outcomes Stars licences will need to be involved at Stage 1 and Stage 4 of the approval process (see appendix for more detail).

Part 3: Essential Reading

This section should be read alongside the pre-build plan template and gives a rationale to some of the requirements in the pre-build plan template and why they are important to Outcomes Star practice. It also highlights any practice decisions that services might need to make that will inform the build.

It has been developed based on Triangle's experience of working with many organisations and a lot of different software, where software limitations often prevent organisations from getting the full potential from using Outcomes Stars. We therefore feel it is important that services understand where the compromises might be in building Outcome Star functionality in other software.

1. Background to the pre-build plan and requirements

Requirement reference from the pre-build plan template	Rationale
Who can access Outcomes Stars functionality in your system? (A2)	<p>Outcomes Stars functionality should only be available to the number of practitioners you have purchased Outcomes Stars licences for and who have undertaken Outcomes Stars Core Training, in accordance with Triangle T&Cs. This is a core part of Triangle's approach to ensuring best practice use of the Outcomes Star and minimising use without training.</p> <p>You will need to explain how you can control this as part of the approval process. If you cannot control access to the number of practitioners that are using Outcomes Stars, you will need to explain in your pre-build plan how you can monitor access to provide accurate user figures to Triangle for your licence renewals.</p>
Activating and de-activating users (A3)	<p>The number of licences you purchase can be "recycled" so if a practitioner leaves, a new practitioner who has completed Outcomes Stars training should be able to take up a licence.</p> <p>Service managers should be able to de-activate users no longer needing access to Outcomes Stars and add new users providing the number of licences purchased is not exceeded.</p> <p>If more licences are needed, the Account Lead can contact Triangle and purchase more licences (Triangle charge pro-rata to the organisation's renewal date, any number of additional licences can be purchased).</p>
Removing Outcomes Stars functionality if you no longer purchase Outcomes Stars licences (A4)	<p>If your service does not renew Outcomes Star licences from Triangle, then you must remove Outcomes Stars functionality from your software, or request that access to it is removed, if you are using a product managed by a third-party software developer.</p>

<p>Complying with Triangle copyright (B1-8)</p>	<p>All Outcomes Stars intellectual property must be recognised and credited within the software. See the schedule of requirements in the pre-build plan template for appropriate terminology and text that should be used in your build.</p>
<p>Fields and Functionality required for effective Star Practice (C)</p>	<p>The requirements here have been designed to support how Stars should be used in practice, and how we maintain the quality and fidelity of the tool.</p> <p>Outcomes Stars are developed over a period of around a year through co-creation with practitioners, managers and service users and are thoroughly piloted and tested before being published for a sector.</p> <p>Outcomes Stars are designed as distance travelled tools based on collaborative conversations between a practitioner and the person they are supporting, covering the topics covered by the range of Outcome Areas around each Star.</p> <p>It is intended that practitioners will complete separate Outcomes Stars at intervals. How many Stars and at what interval will depend on the type of intervention and Outcomes Star you are using, but a review Star is usually completed at intervals of between 6 weeks and 6 months after the initial Star. Talk to Triangle if you are unsure about the appropriate intervals for completing Outcomes Stars in your service.</p> <p>All versions of the Outcomes Stars follow the same basic framework:</p> <ul style="list-style-type: none"> • Between 5 and 10 ‘outcome areas’ – points on the Star, each relating to a broad area of someone’s life. • An underpinning Journey of Change – 5 stages that people go through when making sustainable change in their life. • For each outcome area, a scale that applies the Journey of Change to what change looks like in that area of life. <p>Scales can either have the same 5 stages as the Journey of Change (and will be numbered 1 to 5) or a more granular breakdown of the Journey of Change stages into 10 steps (and so are numbered 1 to 10.)</p> <p>Each scale point for each Outcome Area has a unique definition, which is essential to Outcomes Star use. Most Stars have both “brief” scale definitions and “detailed” scale definitions (usually found in the Star User Guide or Worker Guide.)</p>

	<p>Outcomes Stars are not open scaling tools – the skill of using Outcomes Stars is how the practitioner uses the defined scales in conversation with the service user and they identify together where the service user is on the scale, using the written definitions.</p> <p>The chosen scale points are the Star readings – not scores, as the term “score” tends to have unhelpful connotations for people being supported.</p> <p>Outcome Star names, Outcome Area names and Journey of Change scale names and scale content cannot be changed for your build, as this will invalidate the tool as a validated outcome measurement tool.</p>
<p>Outcomes Stars informed Action Plans (C7-8)</p>	<p>One of the benefits using Outcomes Stars is that it helps people being supported reflect where they are now, as they complete the Star, and the completed Star gives them a structure to identify what they want to work on with support from your service. The Journey of Change scales give a focus to what sort of actions will be effective as well as giving both the practitioner and the service user an idea of what success will look like, by reflecting on the next step on the Journey of Change scale and what that could look like for the person being supported.</p> <p>Organisations will often have mandated Action or Support plan templates. You probably won't want to have an Outcomes Star Action Plan separate from your main Action or Support Plan, as it will be likely to duplicate.</p> <p>Linking actions to the Outcome Areas of the Star (although it is not expected that actions will be set for every area of the Star) and pulling through the scale reading from wherever the Star data was entered, prompts practitioners (and makes it easy for managers, when they quality assure action plans) to sense check actions against where someone is on the Journey of Change to ensure actions are realistic and appropriate.</p> <p>Whilst there is no set format for Outcomes Star Action Plans, it is recommended that actions:</p> <ul style="list-style-type: none"> • have a due by date. • can have a prompt date set, to remind practitioners to check in on progress. • have a named person responsible for completion eg the service user or practitioner, or other named person.

	<ul style="list-style-type: none"> • have an associated long-term goal or objective, of which each action is a shorter term stepping stone to achieve this. • is linked to a specific Outcome Area and that the current stage of the Journey of Change is pulled through, so it is visible when setting the action
<p>Collaborative Stars (D1-4)</p>	<p><i>Outcomes Stars are designed to be used collaboratively</i></p> <p>A collaborative Star is one where the practitioner and service user have both been involved together in discussing all areas around the Star and using the Journey of Change scales to identify the definition that describes their current situation.</p> <p>Sometimes other professionals or a family member (or other from a person’s “circle of support”) may also be involved in collaborative Star completion, and services may also want to record this in their system.</p> <p><i>The role of practitioner only Stars</i></p> <p>In practice, sometimes it is not possible to complete a collaborative Star, as the person being supported may not be able to engage (due to current circumstances or capacity, or for final Stars, they may have left the service), in which case a practitioner may do a “practitioner only” Star, where the readings only capture the worker perspective.</p> <p>Services should have their own guidelines about if/when it is appropriate to do a “practitioner only” Star.</p> <p><i>The role of service user only Stars</i></p> <p>Occasionally services may require “service user only” Stars, where a service user uses the Journey of Change scales to self-identify the appropriate definition, without discussing this with a practitioner. Most Stars are not designed to be used in this way – talk to Triangle if you are thinking of using Outcomes Stars as self-completion tools.</p> <p><i>Recording with whom a Star was completed</i></p> <p>All software systems need to be able to record whether a Star reading is “collaborative”, “practitioner only” or “service user only” and managers will want to monitor the proportion of collaborative Stars across a service.</p> <p>Your organisation can choose to use a different term for practitioner and service user in your system. These fields may also be important when recording different perspectives.</p>

<p>Recording different perspectives (D5-6)</p>	<p>As a result of completing a Star collaboratively, the following can occur:</p> <ol style="list-style-type: none"> 1. Practitioner and service user agree readings for all outcome areas 2. Practitioner and service user have different perspectives on where they are on the Journey of Change scale, in one or more outcome areas around the Star <p>An important Outcomes Stars principle is that where different perspectives occur, these are recorded transparently.</p> <p>As part of service learning, services may want to track which Outcomes Star areas there tend to be most different perspectives or when in an intervention, different perspectives are most likely to occur.</p> <p>Ideally within your form build, practitioners should be able to record different perspectives in parallel and for these different readings to both be represented on a Star visual.</p> <p>If it is not possible within your chosen system to record different perspectives in parallel (so you can see at a glance any areas where there is a difference of perspective between practitioner and service user) then two separate Stars will have to be recorded for the same date - completed in collaboration but with different readings. Validation rules in forms can sometimes make this challenging.</p> <p>The practitioner can then record a Star that reflects the practitioner view and one that reflects the service user view, using the “practitioner only” and “service user only” options – this will involve some degree of repetition for practitioners, entering 2 sets of Star readings.</p> <p>Services will need to decide which readings takes precedence for the purposes of reporting and determine their own reporting protocol, which should be made clear to practitioners and managers at training.</p> <p>This is usually either:</p> <ul style="list-style-type: none"> • the lowest of the two readings or • always the practitioner reading or • always the service user reading.
<p>Retrospective Stars (E1-4)</p>	<p>Sometimes it is not possible to complete a Star at the beginning of someone’s support as the process may not be the</p>

	<p>right step in building positive support relationships. However the service may still want to ensure there is a benchmark Star for later comparison.</p> <p>Some services may do this by completing an initial non-collaborative “Practitioner Only” Star.</p> <p>Other services may choose not to complete Stars without service user input, so may wait until the service user is ready, and then complete a retrospective Star – a Star that is reflecting on what was happening for a period in the past and doing a reading for that period. Practitioners may feel this is helpful for the service user to see how far they have already come since the start of their support.</p> <p>Your system will need to be able to record the date the retrospective reading relates to, the date the Star was completed and that it is a Retrospective Star. From a data perspective, these readings might be considered by your analysts as less accurate, as they have been completed sometime after the period they relate to, so recording when a Star is retrospective will allow anyone analysing your Star data to filter out Retrospective Stars if necessary.</p>
<p>Supporting engagement by visualising what is happening now and charting progress. (F)</p>	<p>The Star visual has three significant purposes and is central to good Outcomes Star practice to support the ongoing dialogue between practitioner and service user:</p> <ul style="list-style-type: none"> • As a tool to engage the service user in a collaborative conversation • As a visual and impactful representation of a completed Star • As a visual and impactful representation of distance travelled, showing selected Stars superimposed over each other on the same visual. <p>Central to use of the Outcomes Stars is how the practitioner engages the service user with the Journey of Change and the active plotting of the Star readings on a Star Chart.</p> <p>Feedback from service users for all versions of Outcomes Stars is that seeing the visual representation of where they are on the Journey of Change, in all the different outcome areas, which helps them reflect on where they are and see more clearly the areas they want to focus on.</p> <p>Service users have reported that seeing their current situation represented has been motivating and helped them to think about how to break things down into more manageable steps</p>

	<p>to focus on what they need to do or need support with to get to the next stage of the Journey of Change.</p> <p>The visual Star is used by the practitioner and service user to reflect on the Star conversation as a whole and as a starting point for the action planning process.</p> <p>Most practitioners will use the physical Star Charts in an active way to engage service users and encourage their involvement in the process of completion. This supports the collaborative ethos of Outcomes Stars rather than a traditional form-filling approach. Many practitioners still opt to use the paper Star Chart in this process, sometimes inviting the service user to plot their readings on the Star Chart to produce the completed Star.</p> <p>When review Stars are completed, the Star visual is just as important. Seeing two Star readings superimposed on the same Star Chart as the “before” and “after” Star, can provide real insight for practitioners and service users as to what has changed (or even what has not changed) and is an excellent focus for honest and open conversations.</p>
<p>Representation of completed Stars and distance travelled for service user record, visual impact and reflection – recommended for form builds. (F1-3 and G1-2)</p>	<p>Completing Paper Stars will provide visual images and can be scanned and uploaded in your system. You may want to replicate both a completed Star and a Star that captures distance travelled digitally in your build if your system can plot graphically. These visuals may appear in the service user’s record and should also be available in a format that can be emailed/printed for the person being supported (e.g. pdf download).</p> <p>This format available designed to be shared with (and, ideally, engaging for) the people that are being supported, should include Completed Stars readings, including notes and action plans, and Star visual with multiple Stars plotted to show an individual’s progress.</p> <p>When permission has been granted, Triangle provides (free of charge) official Outcomes Stars graphics for the Stars you want to use. However, some software systems cannot support any graphic representation of Stars and some cannot plot readings on Outcomes Stars visuals but can instead plot readings on a less visually engaging form of radial or spider diagram. Where readings cannot be represented visually, it is useful to have a table within the service user records practitioners pulls through previous Star readings as a comparator.</p>

2. Background to Outcomes Star data reporting (H)

Often the driver for organisations to choose to use Outcomes Stars is because it the tool provides meaningful outcomes data across services.

Star data is the data captured when any version of the Outcomes Star is completed. Outcomes Star data can be used at all levels of an organisation, by the practitioner, manager or data analyst, to support the use of the Star, report impact and contribute to service learning and development.

When building the Star into any system, the aim should be for the relevant data to be accessible to all using Outcomes Stars in as useful format as possible.

Options for Star data reporting in non-Triangle software

Your build must include a way of extracting Star data from the software, to enable an aggregation of data by caseload and service.

A minimum is to be able to do a full data extract into a CSV/excel file of all completed Stars.

However, doing the data analysis from a spreadsheet to generate distance travelled information requires significant time and excel skills.

Services will need to consider whether just being able to extract the data in a CSV file is enough, to enable managers to quality assure across their service and for them to get the impact data they need, and therefore get the most out of using Outcomes Stars.

Report type	Description	Must haves	Considerations
Full data export	<p>The ability to download aggregated service users' completed Star readings into a commonly used format (e.g. CSV file).</p> <p>The ability to produce a Full data export is a minimum requirement, when building Outcomes Stars functionality into third party software.</p>	<ul style="list-style-type: none"> Each service user's Star reading should appear consecutively along one row in the file for easier analysis. Ability to be able to download the data easily and regularly <p>Warning: if this is all your system will be able to provide in the way of reporting, then someone has to have skills and capacity do the analysis manually from excel to use Star data effectively.</p>	<p>Triangle can provide advice on recommended ways to present Outcomes Stars data and some general advice on basic reporting from excel and the structure of data downloads, but cannot provide advice on formats for specific analytic software.</p> <p>Services are advised to consider carefully at the design stage, what information they need and how this will be provided to the people who need it within the service.</p>

Other analysis software	The ability to export Star data from primary system to a data analytic platform for analysis (e.g. BI software).	<ul style="list-style-type: none"> • An understanding of the file format needed for the analysis software • Skills for preparing and analysing data in analysis software 	This includes data: <ul style="list-style-type: none"> • For service users in pdf downloads • For practitioners to enable them to manage their caseload • For Managers, to quality assure Star data and to demonstrate impact to funders/ commissioners and other stakeholders • For data analysts that may be using Star data alongside other data sets, for wider analysis
Dashboard reports in system	The ability to view Star data reports within the system that the data is entered.	<ul style="list-style-type: none"> • Reports built with Outcomes Star and Star data knowledge • Ability to filter reports as needed (e.g. by service/ caseload) • Ability to export data behind reports for further analysis 	

Recommended types of reporting using Star data

Reporting an individuals progress

The progress of individuals, as already discussed, is best captured on a Star visual showing distance travelled – capturing a chosen baseline Star reading plotted with chosen review Star(s). Where no Star or similar graphic is available, a table can be shown showing Star readings in each outcome area and change between readings.

Data needed to review implementation - how Outcomes Stars are being used

Practitioners and managers will want to be able to keep a track of Stars that have been completed and certain other implementation indicators in their caseload/services, and will need real-time information including:

- Service users that have had 1st Stars completed
- Service users that have review Stars due
- Overview of service or practitioner caseload
- Whether Stars are being completed within any timescales, if set e.g. whether 1st Star is completed within target period from starting support and whether review Star is completed within target review period
- Proportion of Stars completed collaboratively
- Number of Retrospective Stars

A practitioner's caseload report can be used in supervision to aid discussion, help to prioritise and ensure people are getting the support they need.

Aggregating Star readings for service learning and impact reporting

Outcomes Stars readings for groups, cohorts and services can be aggregated to show profiles of need when service users enter and exit services (snapshots) and the impact services are having across different outcome areas (distance travelled).

Snapshot aggregate Star readings at a part in service user journeys across a cohort/service – typically people's first readings or final readings, which is useful to analyse initial needs and quality assure readings, and where people are at, at the point of leaving a service.

Additional considerations for Star data recording and analysis

People receiving support multiple times

Some services experience a 'revolving door', with people accessing their service for more than one period of support. For organisations where this is the case, it is worth considering how these people will be treated in reports. For example, will distance-travelled be measured across all their periods of support or will the earliest latest or period of support be selected.

Selecting baseline and comparison Stars

When organisations are reporting on Star data, it may be useful to be able to select which Stars are used as the 'baseline' and 'comparison' For example, some services do not like to use a person's first ever Star as a baseline and find that someone's second Star is a more accurate reflection of their needs at the start of support. Similarly, it may be useful to be able to select between a 'Latest' or 'Last' Star for comparison.

Percentages not averages

Calculating average start and end points across a cohort is a simple way of analysing Star data but it can lead people to incorrect conclusions. This is because the average start and end points in a Star area do not indicate where most people start and end. Using an average also doesn't highlight how maintaining – rather than making positive progress - can be really positive too, particularly at the higher end of a scale.

Looking at the percentage of people starting and ending in each Journey of Change stage, gives a much more accurate picture of the needs of the people being supported. Further, distance-travelled can be measured by looking at the percentage of people progressing, maintaining and dropped back in each outcome area.

Reporting by time-period

Reporting on Star data by time-period is not straightforward and the organisation using the Outcomes Star needs to be clear on what data they want to include and that this will be possible in their choice of data analysis.

There are different ways of looking at Star data by time period.

For example:

- The total distance-travelled for people starting and/or ending support in a time-period
- The distance-travelled for people starting and/or ending support in a time-period, within that time period
- The total distance-travelled for people who received support in a time-period
- The distance-travelled for people who received support in a time-period, within that time-period

We have separate guidance available on request to support with time period reporting and Outcomes Star data.

Appendix: Process outline

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.

Phase	Activity
<p>Step 1: Request permission from Triangle to build Outcomes Stars functionality – one or several virtual meetings</p>	<ul style="list-style-type: none"> • If you are not already using Outcomes Stars, Triangle provides an overview of the Star and key features • Discuss how you use or intend to use Outcomes Stars and what are your service priorities in relation to Star use. • Explore whether Outcomes Star Online or using your own system integrating with Outcomes Star Online is a suitable option • You share your system and talk us through how it is used/planned to be used in your services. • Together, we discuss how the Star(s) can work in your system and if this has any implications for Star practice. This will enable you to decide whether the Outcomes Stars functionality will meet your needs. • You sign our secondary Terms and Conditions: Using Triangle Intellectual Property in non-Triangle software, which will authorise you to use or build Outcomes Stars functionality in your system subject to our terms and conditions and approval of your build. <p><i>It is helpful to involve both the people responsible for managing Outcomes Stars use and the people who will be building Outcomes Stars forms and reporting in these meetings.</i></p>
<p>Step 2.</p> <p>Submit a Build Plan for permission to build</p> <p>Via email</p>	<ul style="list-style-type: none"> • You submit a build plan using Triangle template or equivalent indicating how your build will meet Triangle requirements • You can contact Triangle at any point to discuss your plan and how they might meet the requirements (email or via virtual meetings). • Triangle will confirm permission to build subject to approval, or will come back to you with any queries on the build plan. Amended Build plans can be re-submitted until permission to build is granted. <p>Please note:</p> <p>Permission to build is not the same as approval.</p>

	<p>Permission to build does not guarantee approval – the more detailed your plan, the more likely we can identify any issues before you build, rather than at the presentation stage, which might delay approval.</p>
<p>Step 3. Build</p>	<ul style="list-style-type: none"> • Triangle provide the content for the Star versions in use by your organisation • You build the Star functionality in line with the build plan • You can contact Triangle at any point during the build to discuss the requirements
<p>Step 4. Demo</p> <p>Virtual meeting, usually within 6 months of submitting a pre-build plan, but this time can be extended on request.</p>	<ul style="list-style-type: none"> • You contact Triangle to arrange a demo <i>before</i> Outcomes Stars functionality goes live for your practitioners • You share your Outcomes Star functionality with Triangle via a demo over Zoom or MS Teams • Triangle will take a video or screenshots of the demo • Triangle will review the build against our requirements and provide feedback <p><i>It is helpful to involve both the people responsible for managing Outcomes Stars use and the people who will be building Outcomes Stars forms and reporting in this meeting.</i></p> <p>If all requirements are met satisfactorily then Triangle will approve the build.</p> <p>If requirements aren't sufficiently met, recommendations will be emailed and you can request a further demo after changes have been made.</p> <p>If an organisation doesn't contact us within 6 months of providing a build plan, or within 3 months of a demo that was not approved, to progress to approval, or inform us that more time is required, we will inform you in writing that you must remove all reproductions of Triangle's intellectual property as per the secondary T&Cs.</p>
<p>Step 5. Approval</p>	<ul style="list-style-type: none"> • Triangle will issue you with an approval certificate and an approval logo/text, which you can add to your system.
<p>Post Approval</p>	<p>Let Triangle know if:</p> <ul style="list-style-type: none"> • you need additional licences, so that more people can access Outcomes Stars functionality in your system.

	<ul style="list-style-type: none">• you want to add other Star versions to your system. Triangle will provide you with the resources needed for any additional versions. You won't need to go through the approval process again. Triangle records which versions of Outcomes Stars you use in your service, so we can send updates, and target practice support around particular Stars.• you no longer wish to use Outcomes Stars. You will need to remove Outcomes Stars functionality from your system, or request that access to it is removed, if you are using a product managed by a third-party software developer.• Triangle will contact you about any Outcomes Stars updates, for Stars we know you are using.
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The social enterprise behind the 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.

Find out more

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If you are not in the UK, contact the licensed Outcomes Star service provider in your country. Contact details can be found on the Outcomes Star website.



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