



Implementation Tracker™

For organisations using the Outcomes Star™

Not for use
sample for information only

Want to use this tool?
Visit www.outcomesstar.org.uk

Contact info@triangleconsulting.co.uk
or 020 7272 8765



Triangle

About the Implementation Tracker

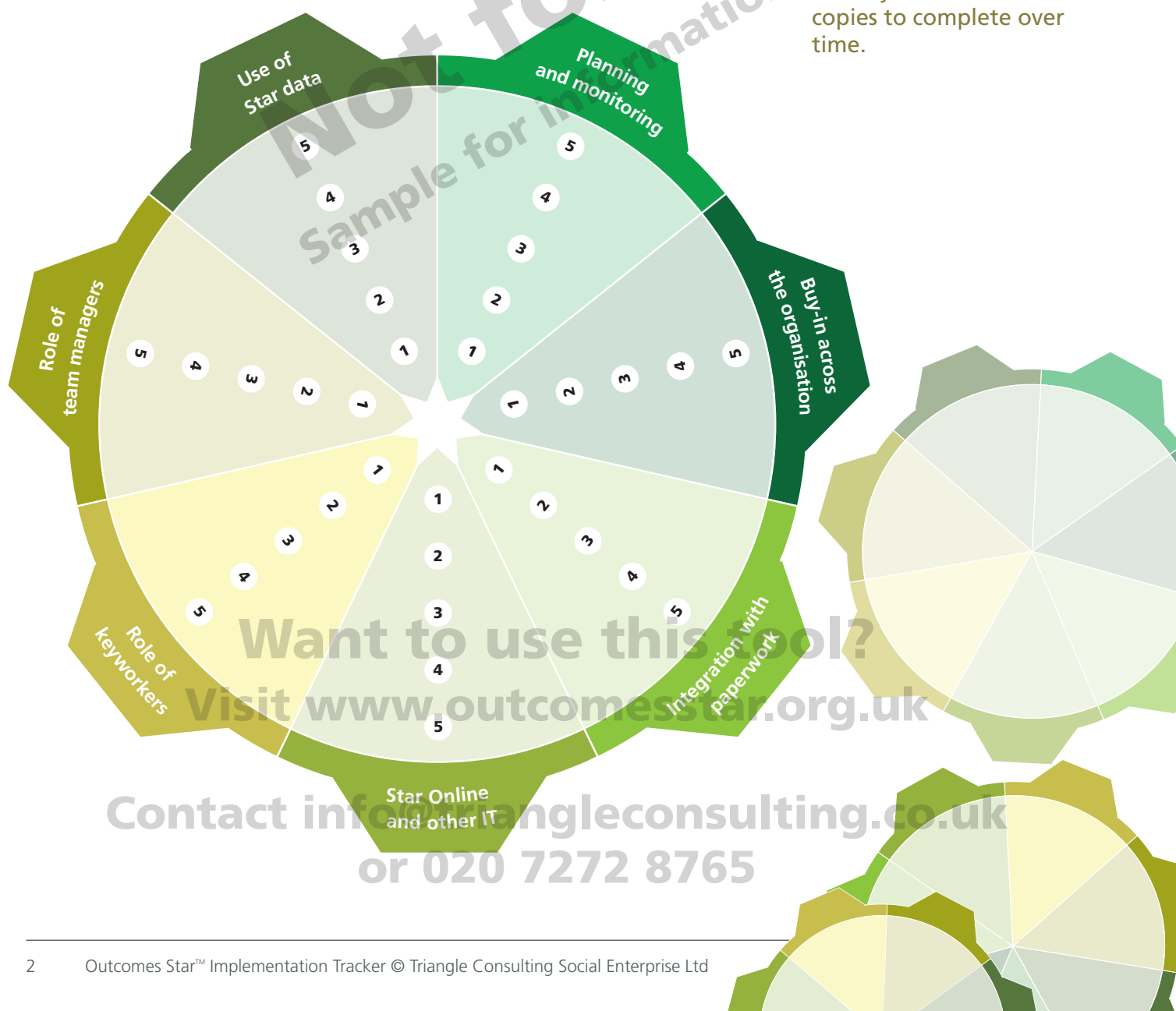
The Implementation Tracker has been developed by Triangle for licensed Outcomes Star users. It is a Star-like tool, designed to help organisations implement the Outcomes Star as effectively as possible within their services and projects, and to support ongoing quality improvement.

It is a self-assessment tool that helps you to understand what is working well and what is working less well in relation to the Outcomes Star in your service. Just as the Outcomes Star helps support targeted action planning, the Outcomes Star Implementation Tracker will help you as a service to plan your next steps and identify any support you may need.

The scales in the Tracker cover seven outcome areas:

1. Planning and monitoring
2. Buy-in across the organisation
3. Integration with paperwork and processes
4. The Star Online or other IT
5. Role of keyworkers
6. Role of team managers
7. Star data.

The Tracker consists of a set of seven scales designed to be used alongside the chart and action plan at the end of this document. The chart and action plan are also available as a separate PDF if you need additional copies to complete over time.



Completing the Implementation Tracker

The Tracker is designed to be used in a similar way to the Outcomes Star, replacing the service user with your organisation.

You can complete the Implementation Tracker:

- As an individual, perhaps as the project manager overseeing your organisation's use of the Outcomes Star
- As a team in a meeting or workshop, completing it with a "steering group" of key people whose role is to make the most of the Star in your organisation
- With the help of the implementation lead from Triangle who is supporting you with the Star (or, if you are not based in the UK, the licensed service provider in your country). If you choose this option you can complete it either individually or as a team.

Fill in the chart with your details and the date. Work through each outcome area, referring to the detailed descriptions and

marking on the chart where your organisation is on the Journey of Change.

Once you have completed the chart, identify and prioritise a few goals and actions that you can take forward as an organisation. You can revisit the Tracker as often as you need to, to evaluate your progress and refresh your action plan. You can either mark these reviews on the same chart, or print out a separate chart for each review.

Top tips:

- Work through the areas in any order you like. You can start with an area you think you are further ahead with, or go straight to an area that you know needs improvement
- Make notes as you go using the notes pages so that you can refer to them to inform your action plan
- If you complete separate charts, draw in the readings from the previous chart so that you can see the progress you are making.



Want to use this tool?
Visit www.outcomesstar.org.uk

Contact info@triangleconsulting.co.uk
or 020 7272 8765

The Journey of Change

Implementing the Star effectively will take time and change will not happen overnight. Each of the seven scales follows a five-stage Journey of Change.

5

Good practice

Your service is using the Outcomes Star well with positive benefits for the service users you support. The Star data you are collecting is meaningful and accurate, and you are analysing and using your data. Keyworkers, managers, senior managers and others are engaged with the Star and its values, and it is embedded into your service delivery and strategy.

4

Getting there

Your service is using the Star effectively in many ways but there are still a few further improvements to make. You may have put new processes and plans into action but they are not yet fully embedded or delivered.

3

Taking the initiative

The way you use the Star is adequate but there are many areas that you are aware need improving in order for you to get the most out of the Star. Your service is in the process of making improvements in several areas and testing out different approaches.

2

Recognising the need for change

Your service has acknowledged that there are improvements to make in how the Star is used and implemented. You are starting to think about how to make those improvements.

1

Not working yet

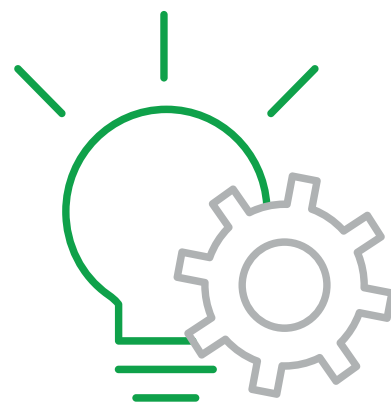
Your service is not using the Outcomes Star well. You may not be following best practice or you may be not be using the Star in line with core Star training. It is not acknowledged that improvements are needed.

Want to use this tool?
Visit www.outcomesstar.org.uk

Contact info@triangleconsulting.co.uk
or 020 7272 8765

1. Planning and monitoring

This scale is about how you are managing the overall implementation of the Star and whether you have the right Star training and licences in place. It's also about how you monitor the use of the Star over time.



5

Good practice

- It's clear who leads on the use of the Star within your organisation
- The lead person is actively managing and supporting effective implementation of the Star
- Your organisation has an up-to-date picture of which Stars are being used in which context, who has completed Star training and how many Star licences are in use
- All staff using the Star have a licence, and at any one time, at least 80% of staff using the Star have completed Star training. There is a process for training, licensing and supporting new members of staff to use the Star

4

Getting there

- There is an identified lead person for Star implementation, although their role may not be widely known and/or there may be more they could do to lead in a proactive way
- Your organisation has a process for monitoring Star use, Star training and Star licences, but this may have gaps
- The majority of staff using the Star have had training, have a Star licence and are supported to use the Star well

3

Taking the initiative

- There is no clear leadership on implementing the Star, but someone or a group of people is starting to take responsibility for managing some elements
- It's not clear who has been trained, but it's likely that more training is needed and you are working with Triangle to organise this
- You understand your licensing needs and are working with Triangle to arrange these. You are starting to develop a process for monitoring Star use, Star training and Star licences

2

Recognising the need for change

- The situation is similar to stage 1 but there is recognition that your organisation could benefit more from the Star by taking a more coherent approach, such as by making someone responsible for Star implementation
- There are some attempts to identify and monitor use of the Star, Star training and Star licences, but no processes are in place yet and you are not working with Triangle to take things forward

1

Not working yet

- No one has an overview of how the Star is being used or responsibility for managing this
- Workers have not had Star training or you don't know what training has taken place, and there are no processes for managing this in the future
- You don't have licences or don't know if you need them, and you have not considered working with Triangle to organise this

Want to use this tool?

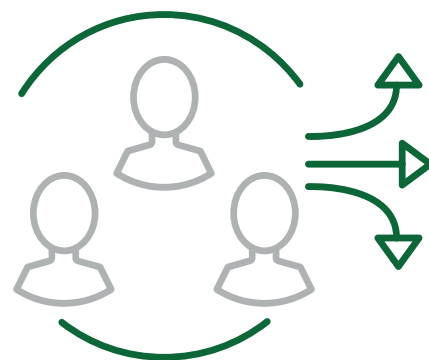
Visit www.outcomesstar.org.uk

Contact info@triangleconsulting.co.uk

or 020 7272 8765

2. Buy-in across the organisation

This scale is about how engaged people are with the Star across your organisation and in particular how it is viewed by senior management. People who may need to be briefed about the Outcomes Star include those in service delivery, commissioning, quality improvement, training and development, evaluation and data, marketing, and IT.



5 Good practice

- There is buy-in from the top and the Star is embedded in service delivery
- Across all levels of your organisation, key people are fully briefed on the Star and involved in its implementation, and there are sufficient resources to support ongoing improvement
- Senior managers see the Star as a useful tool in achieving the strategic goals of your organisation and maximising your impact

4 Getting there

- There is some buy-in from the top and with other key people – the Star is starting to be understood as a tool that can support good keywork, an outcomes-driven culture and ongoing learning and development, although there are still hurdles to overcome
- The Star is mostly embedded into service delivery, and you are trying to ensure that sufficient resources are available to develop your use of the Star in the future

3 Taking the initiative

- The Star is being used by front-line practitioners and is beginning to be embedded in service delivery
- Senior managers and other key people may not know much about the Star, but they are interested in finding out more
- Perhaps they are enabling discussions, participating in sessions or accepting literature about the Star

2 Recognising the need for change

- Individuals on the front-line are allowed to use the Star if it doesn't cost too much, but it's not embedded in service delivery
- The Star is not well known by senior managers and other key people
- The organisation has identified that adopting the Star as part of a managed process could be more beneficial than ad hoc use by individuals

1 Not working yet

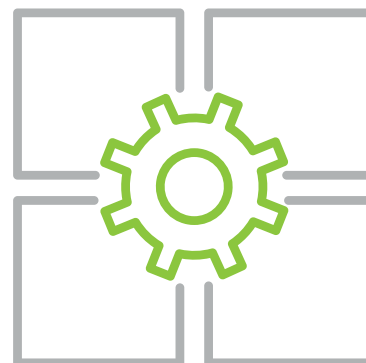
- Senior managers and key people don't know anything about the Star – perhaps you haven't thought about involving them, or there is no opening to talk to them about it
- Or, they have heard of the Star, but don't support its use – perhaps they don't see the point of it, or are focusing on other tools and approaches instead
- Your organisation is not supporting or investing in your use of the Star

Want to use this tool?
Visit www.outcomesstar.org.uk

Contact info@triangleconsulting.co.uk
or 020 7272 8765

3. Integration with paperwork and processes

This scale is about embedding the Outcomes Star in the day-to-day running of your service. It covers having clear guidance on the Star's role in assessment, support planning, referrals, pathways, performance evaluation and impact reporting. It is also about tackling duplication or confusion for keyworkers on how to use the Star.



5 Good practice

- You provide clear and up-to-date guidance for staff using the Star, having tried and tested the best approach for your organisation
- The team understands why, when and how the Star should be used, and knows how to deal with worker-only readings and other relevant issues. Managers are clear on how Star data links to wider reporting needs
- The Star has been included in your organisation's policies and operational procedures as needed

4 Getting there

- You are actively minimising duplication of tasks or getting round problems of duplication and creating clear guidance for staff on this
- The key issues have been addressed but there are still some areas to improve – for example, the Star may not be included in your supervision procedure or your annual impact reporting, or perhaps not everybody is following the guidance they have been given

3 Taking the initiative

- You have identified specific problems caused by not integrating the Star and someone in your organisation has the job of trying to address duplication or confusion over forms, roles and reporting
- Some processes may work well enough but the team is still experiencing problems

2 Recognising the need for change

- A few people have recognised the problems caused by a lack of service specific expectations and clear guidance on integrating the Star with other processes in your service, and you know things need to improve
- There is no plan of action yet – perhaps you don't know where to start, have too much else to do or believe it will be resolved without further planning

1 Not working yet

- There is no understanding that the Star needs to be integrated to work effectively, and so there is duplication, confusion, or inconsistent practice among workers
- The Star may have been implemented too quickly, perhaps in a hurried response to external pressure, and without proper thought of its fit with existing processes and paperwork

Want to use this tool?

Visit www.outcomesstar.org.uk

Contact info@triangleconsulting.co.uk
or 020 7272 8765



Triangle

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.

© Triangle Consulting Social Enterprise Ltd

Find out more

T: +44 (0)20 7272 8765

E: info@triangleconsulting.co.uk

W: www.outcomesstar.org.uk

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.

Want to use this tool?

Visit www.outcomesstar.org.uk

Contact info@triangleconsulting.co.uk
or 020 7272 8765



Please recycle
after use

Triangle is the trading name of Triangle Consulting Social Enterprise Ltd. Registered address (not for correspondence): Preston Park House, South Road, Brighton, East Sussex, BN1 6SB, United Kingdom. Registered in England and Wales, company registration number 07039452.