

## Triangle's pricing policy for the Outcomes Star™

### 1 Our pricing principles in overview

Our ultimate aim is to help people achieve their highest potential and we believe in the Outcomes Star as a powerful tool to help people make and sustain positive change. Our main work is to both develop the Star and to enable organisations to use it to best effect. The principles behind our prices are:

- We are a social enterprise because it is an effective model for offering the Star as a sustainable solution
- We believe training is essential to use the Stars well, so we make it compulsory. We price our training to cover costs only and have a range of approaches to make training accessible for very small organisations and across large workforces
- We charge a licence fee and invest this in people and tools to help organisations to use the Star well and in the ongoing development of the family of Stars. Different types of licences are available including accessible options for smaller scale implementations of the Star.

Below we set out our main areas of work and more detail about our approach to pricing.

### 2 Star development

Each version of the Outcomes Star is the result of a collaboration between the knowledge and experience of practitioners and service users and our extensive experience in modelling and articulating complex change to make it accessible through a Star. We believe this gives organisations a valuable tool for far less than the cost of developing their own, with the benefits of it being evidence based.

Each version takes at least 18 months to develop and we constantly invest in new versions, in new materials and in research to test them and build the evidence base. Collaborators contribute towards the cost of new Stars, but overall Star development is one of the main ways in which we invest the licence fee.

### 3 Helping organisations to implement and use the Star well

We invest our income both in people to provide support and in developing new tools to support effective use of the Star. Account managers and the client services team respond to questions and work alongside organisations as needed. Some of this time is directly covered by Star users as part of an implementation package, but most is invested from licence income and made available at no extra charge.

We continually work on new and improved tools and approaches for licenced Star users. Tools we have developed include the Implementation Tracker for organisations and the Risk Reader for homelessness services with many more in the pipeline.

### 4 Star training

Our training is priced to cover the cost of delivering the training itself. Following a review of prices in 2016, we were able to maintain the standard cost of our Core Star training and other courses at the same level as they have been since 2012. We increased the price of some other training courses to reflect the cost of providing them, including the cost per person of Open training. We are as flexible as possible to make training affordable and to meet the needs of organisations and are continually developing our offer to meet the needs of the diverse organisations that use the Star.

Our developing training offer includes:

- **Licensed Star Trainers** (train the trainer) – this can be a cost-effective approach for training a large workforce
- **Open Star Training** – Triangle regularly runs open courses throughout the year, where only 1 - 4 workers will be using the Star
- **Flexibility** – we will work with organisations to find solutions that work, for example including small services sharing an in-house training session and splitting the costs.

We also have a number of collaborations underway, including:

- **Carers Trust** provide Star training for their members, in collaboration with Triangle and initially supported by grant funding. This enables small carers organisations to access affordable training in the Carers Star. We are happy to discuss similar approaches
- **Lloyds Bank Foundation** offer grant recipients the option to use the Star and cover their training and licence fees. We work closely with Lloyds and offer a discounted rate. and would welcome collaboration with other grant funders
- **Buckinghamshire County Council** and other **UK local authorities** have a bulk agreement with Triangle as they cover the cost of licences and training for their commissioned services. This avoids small individual providers paying minimum account fees or training costs
- A small number of **local training providers** or umbrella bodies run training for particular networks under specific agreements with Triangle

We would welcome other collaborations from grant funders and other organisations – please get in touch using the details at the end of this paper.

## 5 Our social enterprise model

We believe that the social enterprise model is the best way to offer a sustainable solution for sectors. Because organisations using the tools and services pay for those tools and services, it ensures an investment stream for the provision and development of those solutions in a way that isn't always the case with grant-funding. We encourage organisations to build the cost of outcome monitoring and development of their keyworkers into their budgets and grant applications, and we actively encourage funders and those commissioning services to recognise these as legitimate and important costs.

## 6 More information

Triangle is committed to making the Star accessible and affordable. We aim to make our prices straightforward and to communicate clearly and in a timely way about any changes we may need to make.

More detail about our prices can be found on our website, [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk). If you would like to discuss any aspect of this policy or have other queries, please get in touch on [info@triangleconsulting.co.uk](mailto:info@triangleconsulting.co.uk) or telephone **+44(0) 207 272 8765**.