

Background information

Triangle Consulting is the creator of the Outcomes Star family of tools and provides training, a web application and implementation support to ensure effective use of the tools. The Outcomes Stars are both key work and outcomes tools which are widely used and popular with organisations to support and measure change when working with a wide range of people. For more information, go to www.outcomesstar.org.uk.

The offer under Enhance

- Grant holders can be offered support to use relevant versions of the Outcomes Star
- The Star License
- Training
 - The mandatory [One-day Introduction to the Outcomes Star](#). This course is the minimum requirement for Recognised Star Users.
 - [Star Practice Review - Outcomes Star](#) which is usually delivered between 6-9 months following implementation (Both courses should be booked at the same time)
- Triangle will undertake the administration and will liaise with the Grant Holder directly.
- Where there are 3 or less staff members to be trained, it is more cost effective for them to attend an open course ([Outcomes Star training - Outcomes Star](#)). This can be followed up with 1:1 support (3 hour follow up) this can be via Skype, phone or face to face.

In addition to the license and Star training, Consultancy support may also be provided. For example, to help iron out difficulties with implementation (the norm for this would be 1 day of consultancy support).

How do I know if this provider is right for my charity?

The Outcomes Star™ is applicable where:

- The charity has an on-going relationship with its service users in which key workers meet one-to-one on a regular basis
- The charity wants to measure outcomes as an integral part of the on-going work of the organisation rather than through occasional research
- The charity wants to measure progress on all or most of the areas in the Star
- The charity wants to measure distance travelled towards end outcomes rather than just whether or not an end outcome has been achieved
- The charity wants to use the data in an on-going way for learning and service-improvement.

- When choosing a particular Star it is also important that the outcome areas on the Star (or at least most of them) are relevant to the service and that the ladder of change underpinning that Star fits for the client group. [Find out more on the different versions of the Star that are currently available or in development.](#)

NB: it helps if the charity has a 'settled work or volunteer force', if there is a high turnover of either, and those trained have moved on, new staff need be trained to ensure the tool remains effective

Charity Feedback:

“We have been able to implement The Outcomes Star monitoring tool, which both measures and supports progress for service users towards self-reliance or other goals.

The Stars are completed collaboratively as an integral part of keywork with support workers, volunteers and clients. The young person's star consists of a number of scales based on an explicit model of change which creates coherence across the whole tool and a Star Chart onto which the service user and worker plot where the service user is on their journey. The attitudes and behaviour expected at each of the points on each scale are clearly defined, usually in detailed scale descriptions. The project outcomes have been classified to correspond with the Outcomes Star.

The tool is also effective for challenging the client when there are areas for improvement, which need to be considered. The Outcomes Star provides a starting point from which all parties involved in delivering support can gauge the impact services are having and this remains consistent across all service users. It is a transparent tool, easily accessible and helps with the professional relationships that the support workers have. As the individual Outcomes Stars are reviewed 6 weekly, it provides a realistic timeline of events for our clients and allows us to identify any potential issues which may affect them”.

Input needed from you

- The charity should provide the training venue, and lunch.
- Staff time in attending the training sessions
- The licence cost (£400) in subsequent years will need to be met by the charity.
- Recognition that implementing the Outcome Star will require a change management process, but training and support is available to help with this.
- Initial resistance from workers is a common challenge but usually overcome quickly if the charity:
 - Allows people to express reservations and ask questions
 - Takes a flexible approach at first, including encouraging people to ‘just give it a try’ in their own way and see how it goes
 - Involves service users in the process (as they were often more open to the Star approach)

- Is clear that the organisation was committed to using the Star.
- Works with the more willing keyworkers first and allowing them to share positive experiences with their fellow workers.
- Takes time to allow people to realise the benefits