Measuring outcomes within a conversation – the Pathway Star™

Outcomes Star™

Developed by Triangle Consulting Social Enterprise Ltd

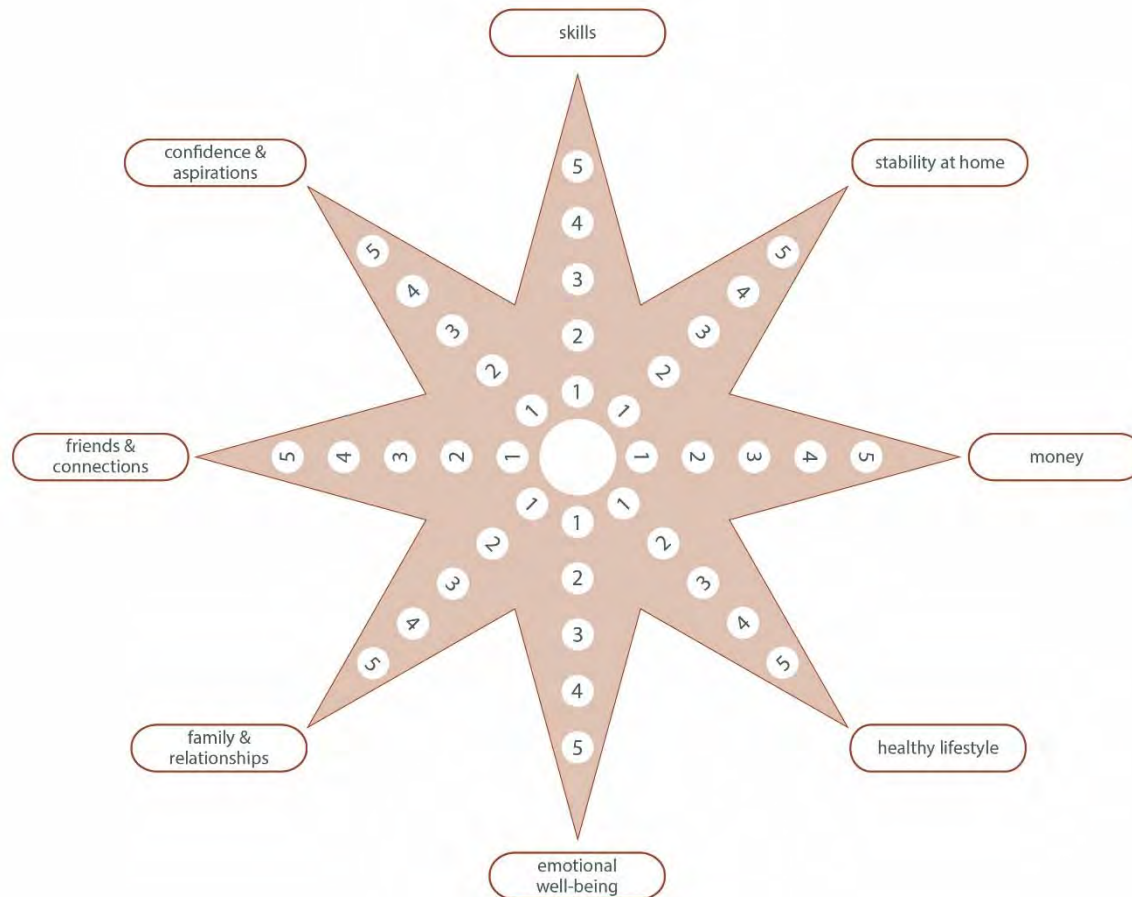# Introduction to the workshop

Aims of the workshop

To learn about the Pathway Star, including:

- what it is

- when and how it can be helpfully used

- how it fits with person-centred, strengths-based approaches

- what outcomes information it provides

- whether it is relevant to your work and

- the practicalities of adopting it for use in your service
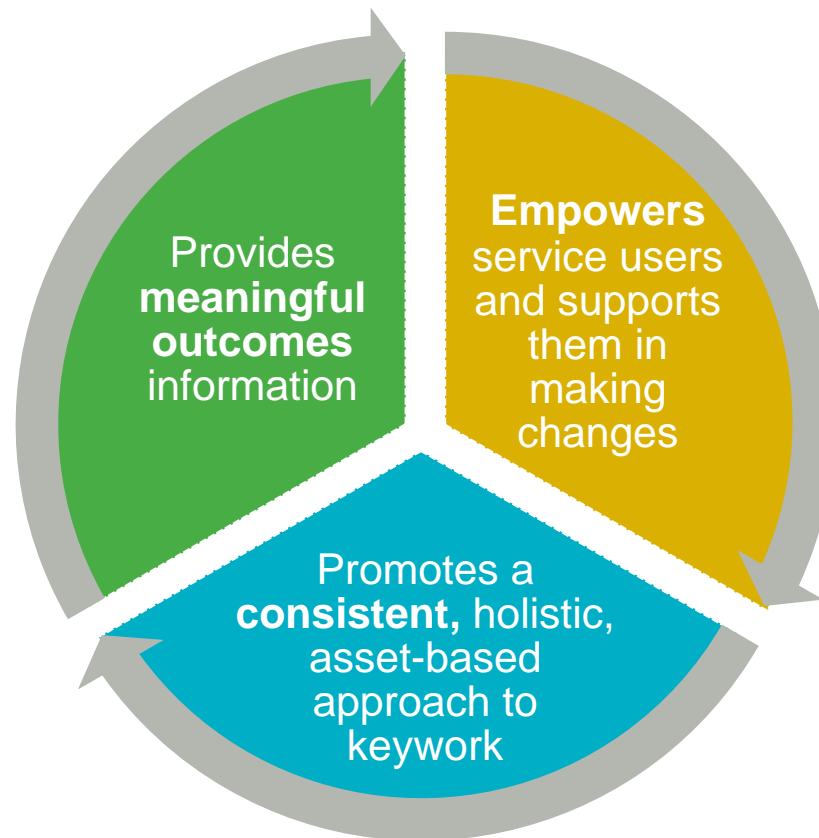
Introduction to the Outcomes Star™

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Pathway Star™

skills

confidence & aspirations

stability at home

friends & connections

money

family & relationships

healthy lifestyle

emotional well-being

Pathway Star™ © Triangle Consulting Social Enterprise Ltd
Authors: Sara Burns and Joy MacKeith
www.outcomesstar.org.uk

Outcomes Star™
Supporting *and* measuring change through collaborative completion with service users

Provides **meaningful outcomes** information

Empowers service users and supports them in making changes

Promotes a **consistent,** holistic, asset-based approach to keywork

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The Outcomes Star™ story so far

- The Outcomes Star for homelessness was the first Star, developed in 2003 with St Mungo's

- The Outcomes Star was then published in 2006 for the homelessness sector, thanks to the London Housing Foundation

- The Mental Health Recovery Star was next, in 2008, then the Work Star, Teen Star and Family Stars in 2009−10

- Today Triangle have published around 30 versions of the Star, with more being developed

- Each version is developed in collaboration with services and tested with practitioners and service users

- The Star is widely used in the UK by charities, local authorities and NHS trusts, as well as internationally

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A growing family of unique, sector-wide outcomes tools

ADHD Star	Alcohol Star	Attention Star	Carer's Star	Community Star	Drug & Alcohol Star
Empowerment Star	Family Star	Family Star (Early Years)	Family Star Plus	Homelessness Star	Independence Star
Independent Living Star	Justice Star	Life Star	Music Therapy Star	My Star	Older Persons Star
Recovery Star	Recovery Star Secure	Sexual Health Star	Shooting Star	Spectrum Star	Student Star
Teen Star	Visually Impaired Star	Well-being Star	Work Star	Youth Star	Young Person's Star

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A growing family of unique, sector-wide outcomes tools, examples of other Outcomes Stars

ADHD Star	**Mental Health Recovery Star**	**Attention Star**	**Carer's Star**	**Life Star**
Pathway Star	**Visually Impaired Star**	**Spectrum Star**	**Work Star**	**Well-being Star**

Widely used across the UK and internationally

- The first Star for Homelessness was published in 2006

- Today it is used by 1000s of organisations across the UK

- Including Local Authorities, NHS CCGs and Trusts, Police and PCCs, local and national charities and CICs, Community Rehabilitation Companies, Housing Associations, care providers and others

- Used in Australia, New Zealand, Hong Kong, America, Canada, France, Spain, Finland, The Netherlands, Italy and translated into multiple languages

Measuring distance travelled

- End outcomes, such as getting a job or home, are just the tip of the iceberg

- **Long-term, sustainable** change is built by **taking steps** towards fundamental changes in attitudes, skills, motivation and behaviours

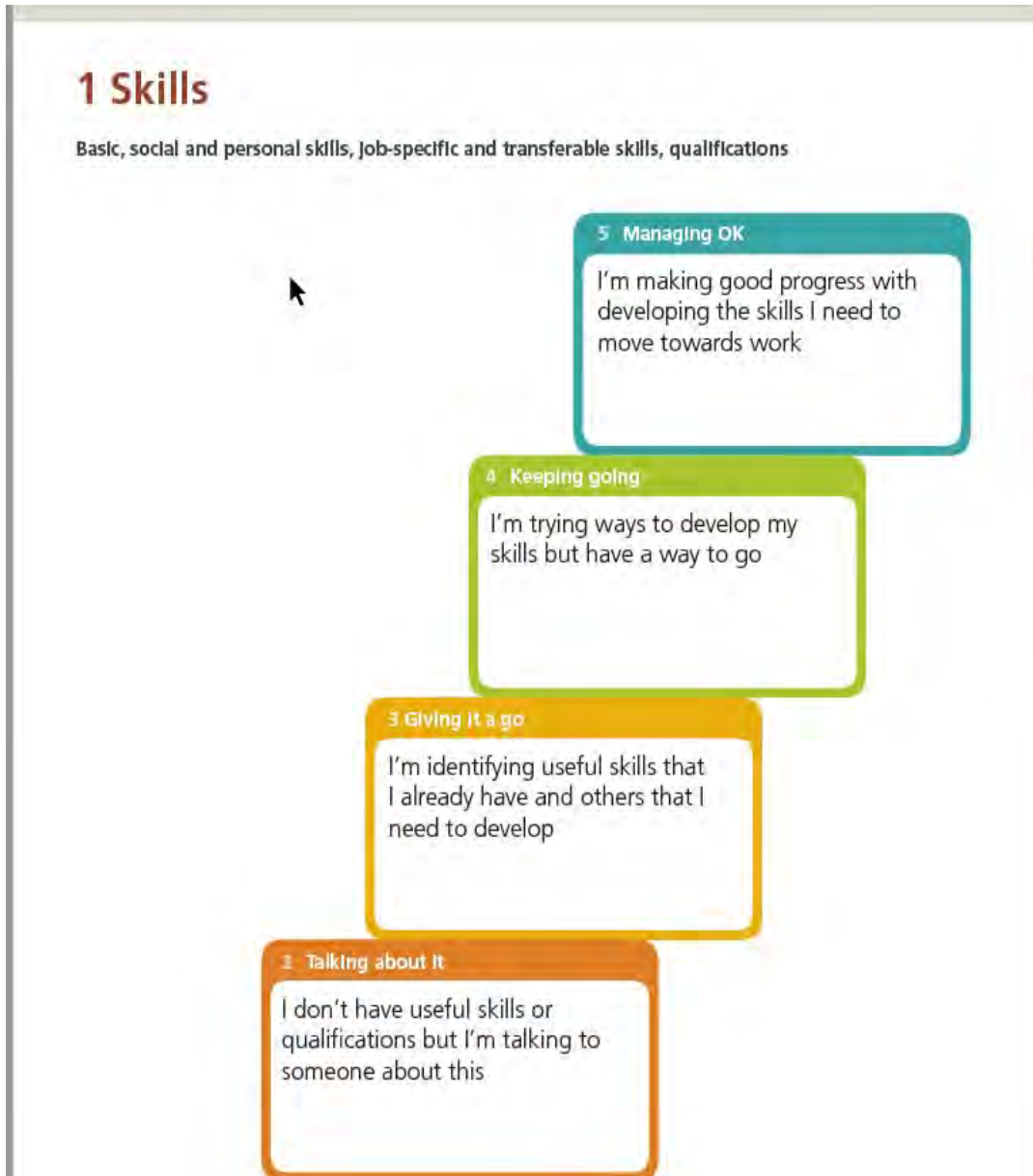- The Star helps to evidence these changes

The five-stage Journey of Change

5 — Managing OK

4 — Keeping going

3 — Giving it a go

2 — Talking about it

1 — Not yet ready
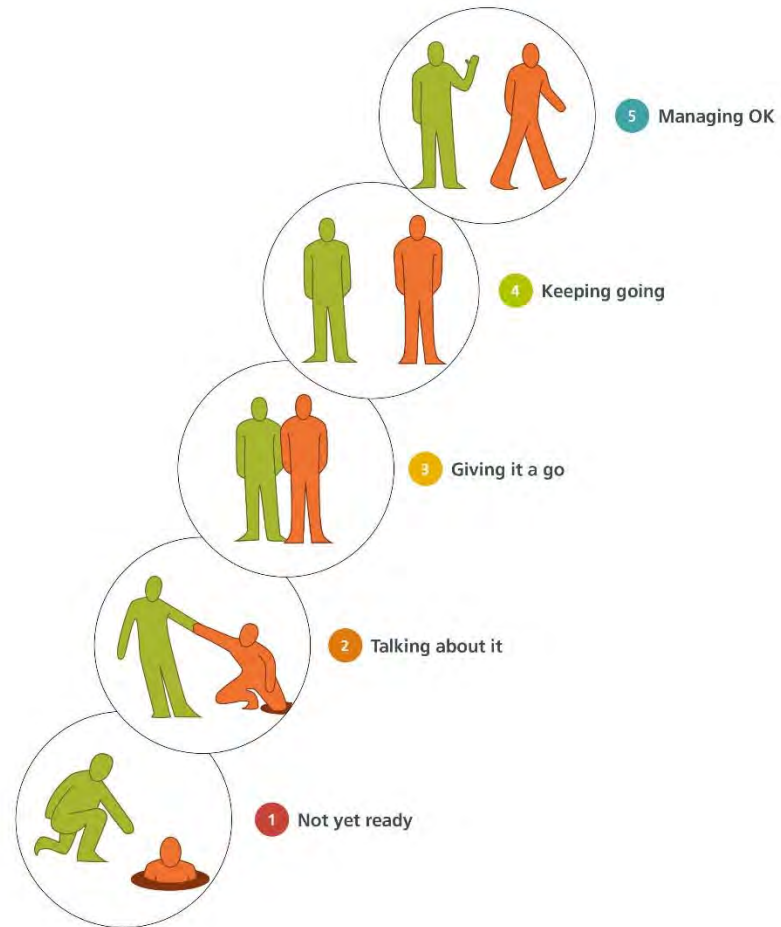
Pathway Star™ Journey of Change © Triangle Consulting Social Enterprise Ltd
Authors: Sara Burns and Joy MacKeith
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Brief descriptions of each scale

1 Skills

Basic, social and personal skills, job-specific and transferable skills, qualifications

5 Managing OK

I'm making good progress with developing the skills I need to move towards work

4 Keeping going

I'm trying ways to develop my skills but have a way to go

3 Giving it a go

I'm identifying useful skills that I already have and others that I need to develop

1 Talking about it

I don't have useful skills or qualifications but I'm talking to someone about this

Detailed scales

1 Skills (detail)

This scale is about recognising the skills you have and developing other skills that are useful for work and that will contribute to leading a fuller life. It includes skills and qualifications that will help you towards work, such as English, reading, writing, maths, using a computer, social skills, communicating, teamwork or problem-solving. It can also include job skills for the type of work you want or can see yourself in.

5 Managing OK

I'm making good progress with developing the skills I need to move towards work

- You have some relevant skills and/or qualifications or are in the process of building them through courses, training or volunteering, and this is working well for you
- You are making good progress on basic skills such as English, reading, writing or maths and on social skills such as communication if these were lacking. You may be making progress on other personal skills such as teamworking or problem-solving
- If you are in supported work you are developing useful job-specific or transferable skills
- You mostly bounce back when things go wrong and can continue to make progress without the help of a service

4 Keeping going

I'm trying ways to develop my skills but have a way to go

- You may be trying out courses, training, volunteering or a supported work placement that will help you build or practise your skills and/or get a relevant qualification
- If you need to develop basic or social skills, you are trying out some ways to do this. You may be trying to develop other personal skills such as teamworking or problem-solving
- It's early days and you are still learning new skills, so difficulties can easily set you back and you need support to stay on track

3 Giving it a go

I'm identifying useful skills that I already have and others that I need to develop

- You may be starting to recognise that you already have some skills and perhaps also qualifications that could be relevant in a workplace
- You are open to exploring what you could do to build more skills or get a qualification. If you are not confident with basic or social skills, you are interested in developing these
- You are drawing up a plan of action, and you may be applying for courses or training with the support of a worker
- You are open to suggestions and prepared to give things a go, with a lot of support

2 Talking about it

I don't have useful skills or qualifications but I'm talking to someone about this

- There are barriers to work as in stage 1, but you are talking to someone about this, though you don't believe you can develop the skills or get the qualifications you need
- You sometimes go along to appointments or classes if things are organised for you but you don't take the initiative yourself

1 Not yet ready

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Using the Star as the basis for a support plan

What is going well?

What are the problems?

What are the priorities?

Delivering data at different levels

- Outcomes for an individual

- Outcomes across a worker's caseload

- Service-level outcomes data

- Organisation-wide outcomes data

- Drilling down to compare outcomes for different service user groups or interventions

Star data is always a jumping-off point for further enquiry

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Households into Work

- A unique and innovative programme of support for disadvantaged people living in households across the Liverpool City Region.

- The aim of the programme is not just to help people find work but to help people get to a point where thinking of employment as a realistic option, is a major step forward.

- The programme is jointly funded by both the Liverpool City Region Combined Authority and the Department for Work and Pensions and employs a team of 25, comprising of 6 senior employment advocates and 19 employment advocates.

Households into Work

- The advocates provide people who start on the programme with 1:1 support, helping them tackle and resolve issues which are preventing them from seeking employment and for which they have no or limited access to people or services that might otherwise help them.

- The issues faced by people on the programme are complex and varied including debt and finance, housing, mental health illness, victim of domestic violence, addiction(s), isolation and disaffection.

- Until such issues are tackled, finding and sustaining employment is a very unlikely and unrealistic expectation.

How do we measure performance?

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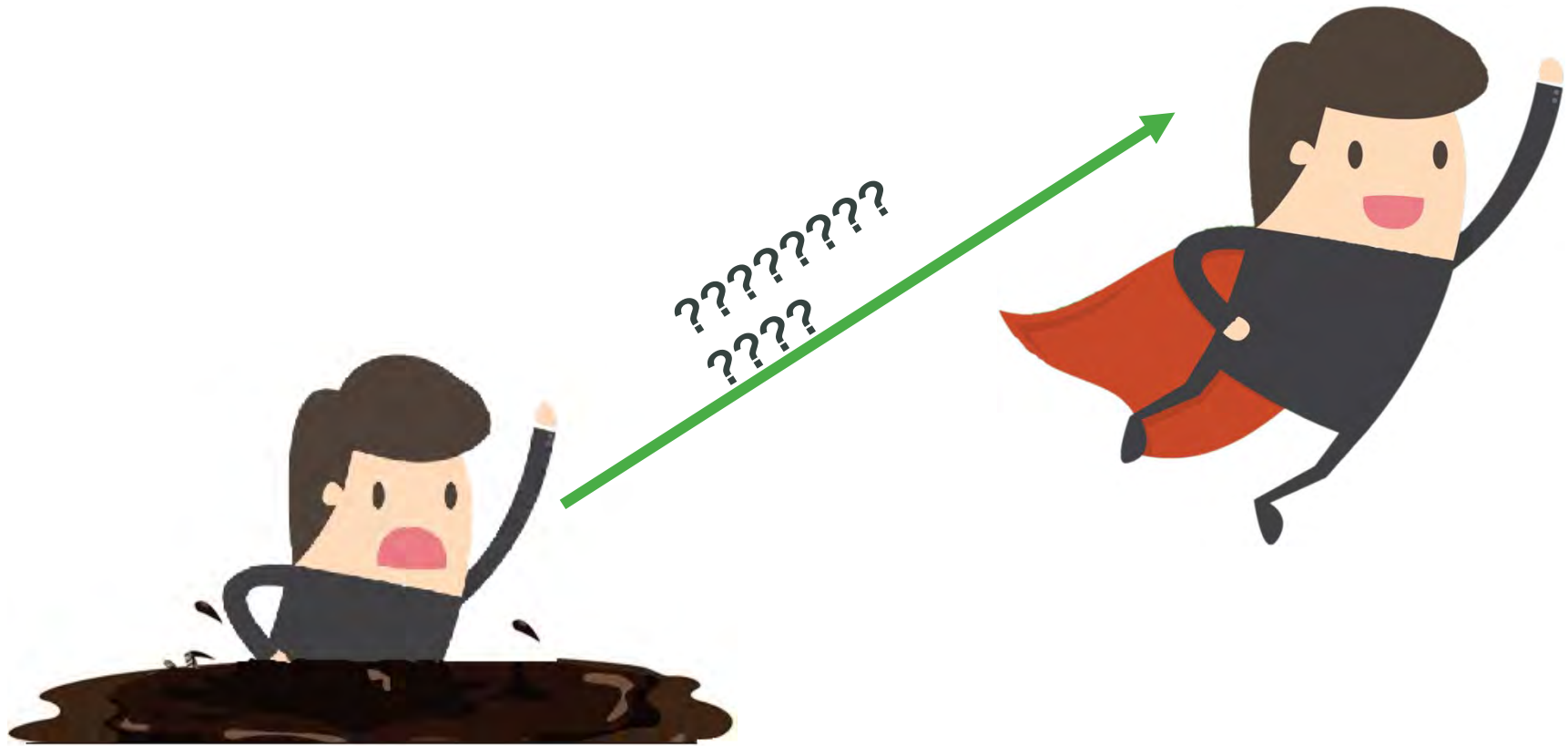
Job Outcomes 'v' Progress Measures
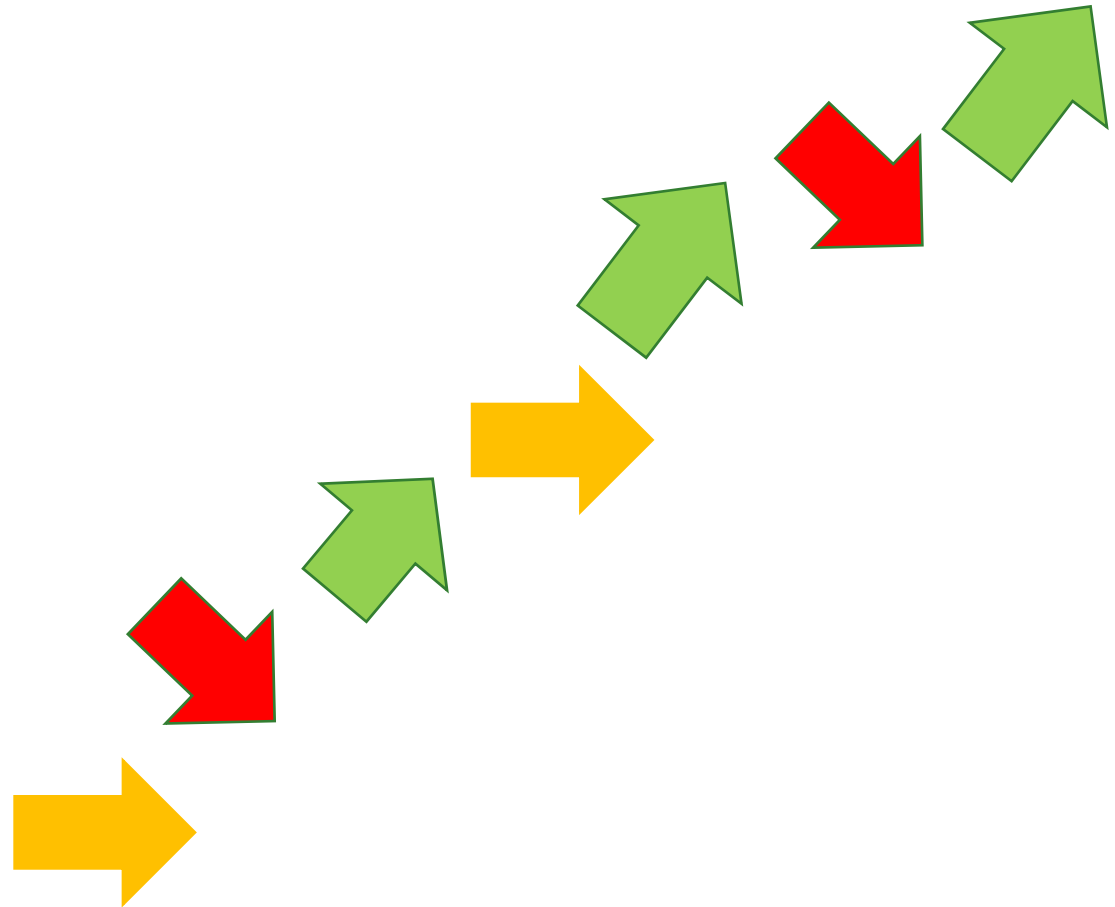
Job Outcomes

- Job outcomes together with job sustainment are typically the targets used to determine the success of the employment support given to people seeking employment.

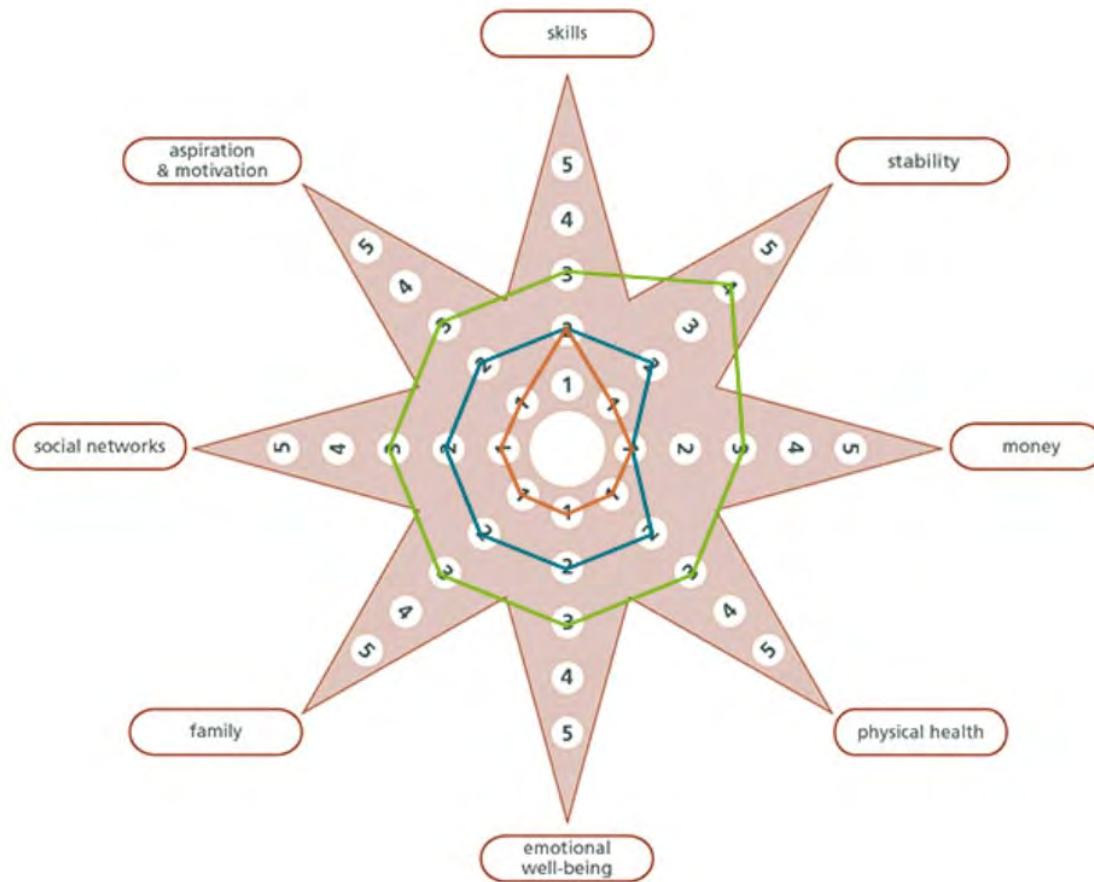- The more people you get into jobs the more payments you can receive.

Progress Measures 'v' Job Outcomes

- Progress Measures Progress measures reflect the increments that people make whilst moving toward employment readiness. This includes steps forward as well as steps backward.
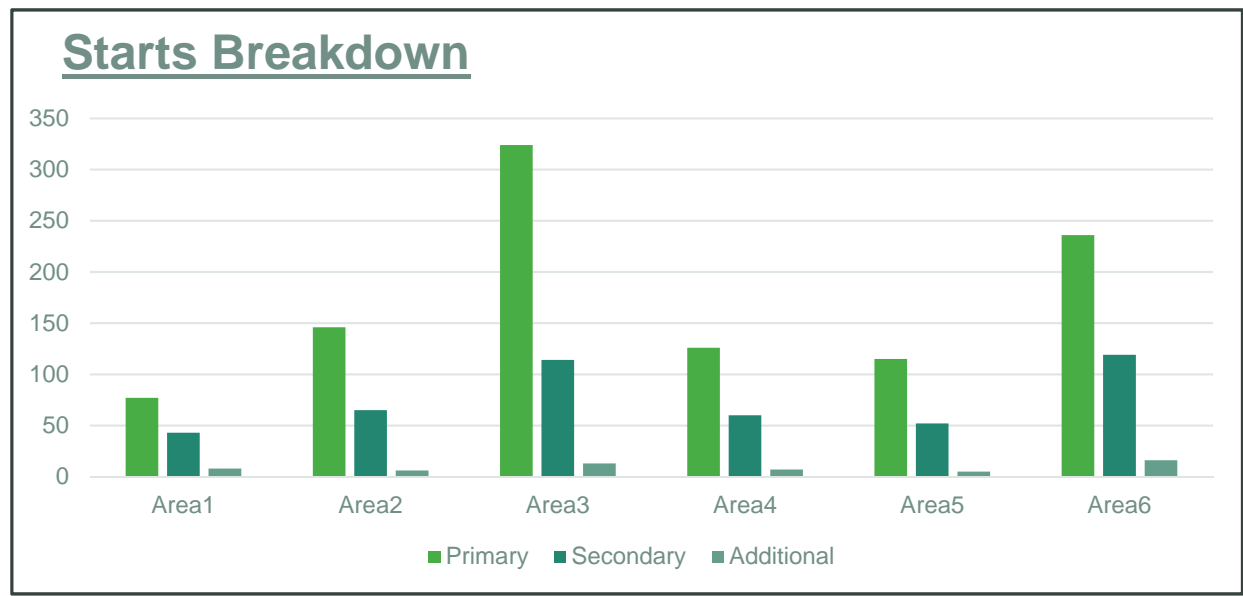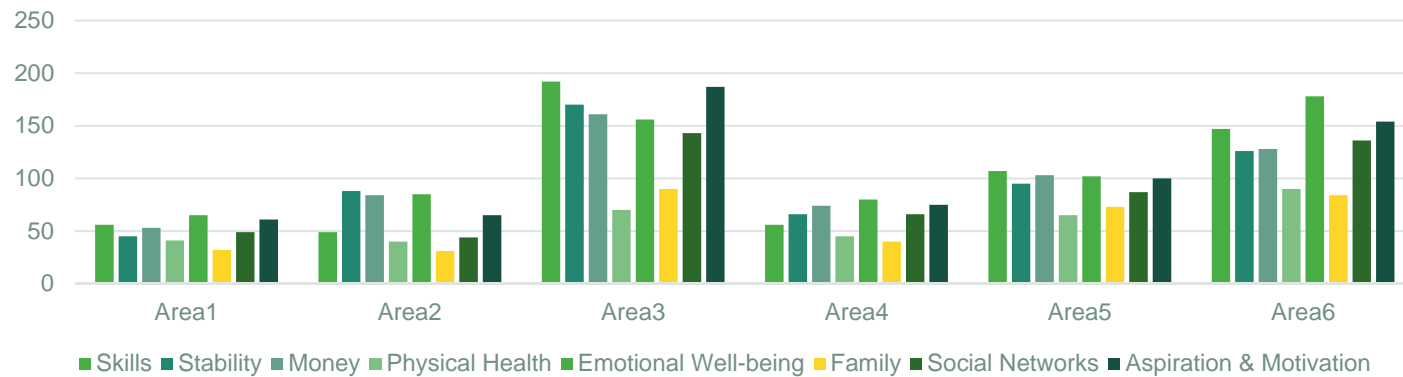
Individual Client Star

skills

stability

money

physical health

emotional well-being

family

social networks

aspiration & motivation

1st Star	🟡
2nd Star	🔵
3rd Star	🟢

Action Plan

Priority area from Star	Step	Goal and action	By who?	By when?	Completed (date)
Skills	3	▇▇▇▇ short term goal is to continue to attend the L3 Education and training course that she has started on 30/9/2019 at Bee Wirral action; Discuss course content and continued support with Margaret Attend 2 day Paediatric First aid course on 23/24th Oct Continue with volunteering at St chads clothes bank centre	▇▇▇▇ Margaret Wilson	15 Nov 2019	22 Oct 2019
Money	3	▇▇▇▇ is struggling financially so her goal is to attend Feeding Birkenhead projects with the children, register with Number 7 Café to maximise her money action; provide ▇▇▇▇ with saveaways and a foodbank voucher as she is skint " still need to review this situation	▇▇▇▇ Margaret Wilson	31 Oct 2019	8 Oct 2019
Money	3	Short term goal is to get through the week on £10 until she gets paid on Friday as she is in the process of having a single parent UC claim organised action; provide £20 Love 2 shop emergency food vouchers	▇▇▇▇ Margaret Wilson	17 May 2019	6 Aug 2019
Emotional well-being	3	short term goal is do something for herself as she is feeling motivated at the moment and by doing some training, voluntary work or courses then this will increase her skills , confidence and motivation and give her options for the future when her daughter starts full	▇▇▇▇ Margaret Wilson	30 Aug 2019	8 Oct 2019

	Stars Completed										Total	%
	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th		
Liverpool City Region	1458	1217	982	730	474	264	107	35	10	2	5280	100%
Area1	127	108	99	87	65	36	16	9	3	0	550	10%
Area2	203	173	132	98	65	25	4	0	0	0	700	13%
Area3	405	327	270	193	126	70	26	3	0	0	1420	27%
Area4	183	135	98	67	46	26	11	3	0	0	569	11%
Area5	172	160	131	110	93	72	41	19	6	2	807	15%
Area6	368	314	252	175	79	35	9	1	1	0	1234	23%

Starts Breakdown

Legend: Primary, Secondary, Additional

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Progress measures (total completed) by LA

Progress Measures (Total)	Skills	Stability	Money	Physical Health	Emotional Well-being	Family	Social Networks	Aspiration & Motivation	Total	%
Liverpool City Region	607	590	603	351	666	350	525	642	4334	100%
Area1	56	45	53	41	65	32	49	61	402	9%
Area2	49	88	84	40	85	31	44	65	486	11%
Area3	192	170	161	70	156	90	143	187	1169	27%
Area4	56	66	74	45	80	40	66	75	502	12%
Area5	107	95	103	65	102	73	87	100	732	17%
Area6	147	126	128	90	178	84	136	154	1043	24%

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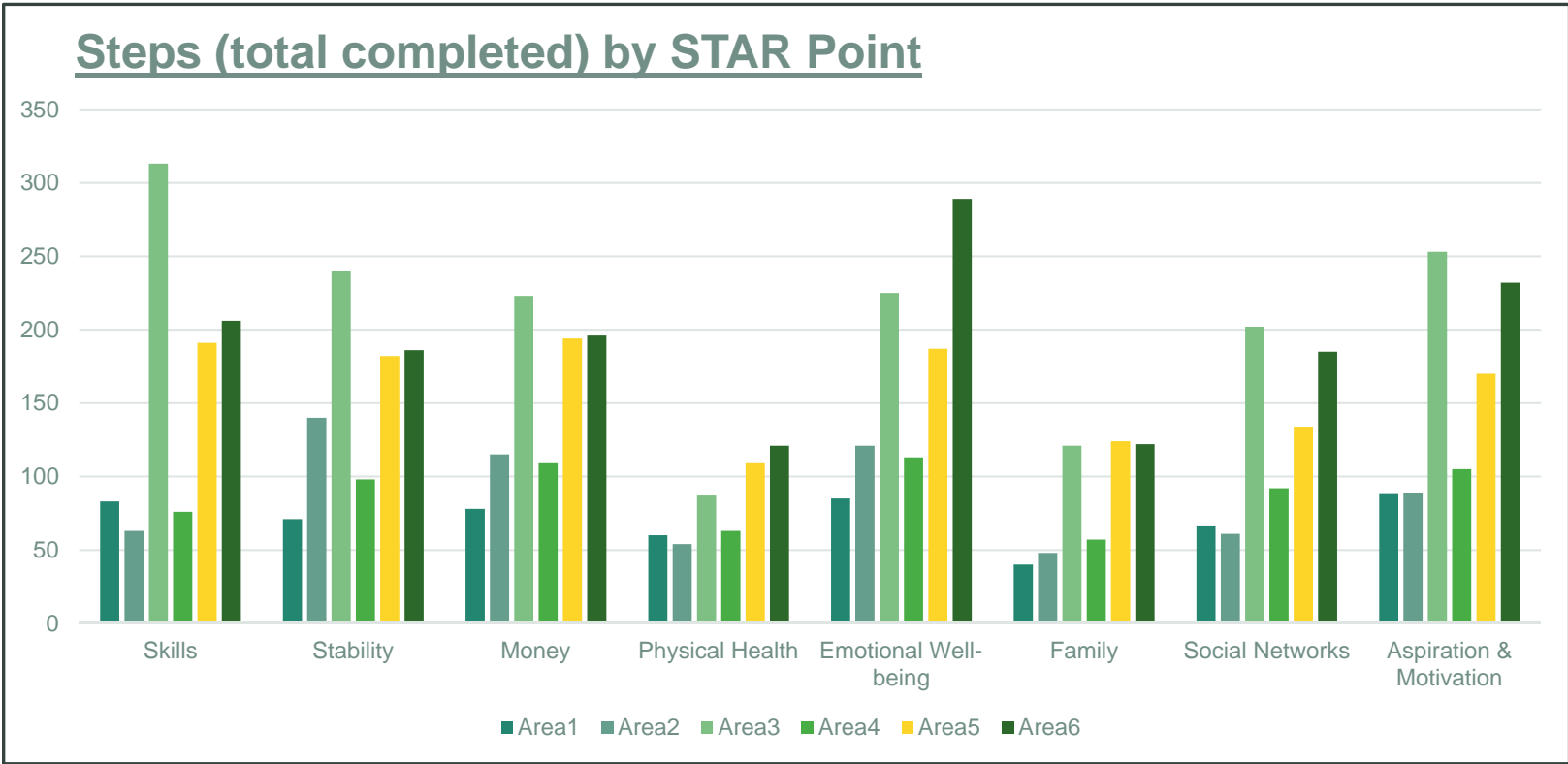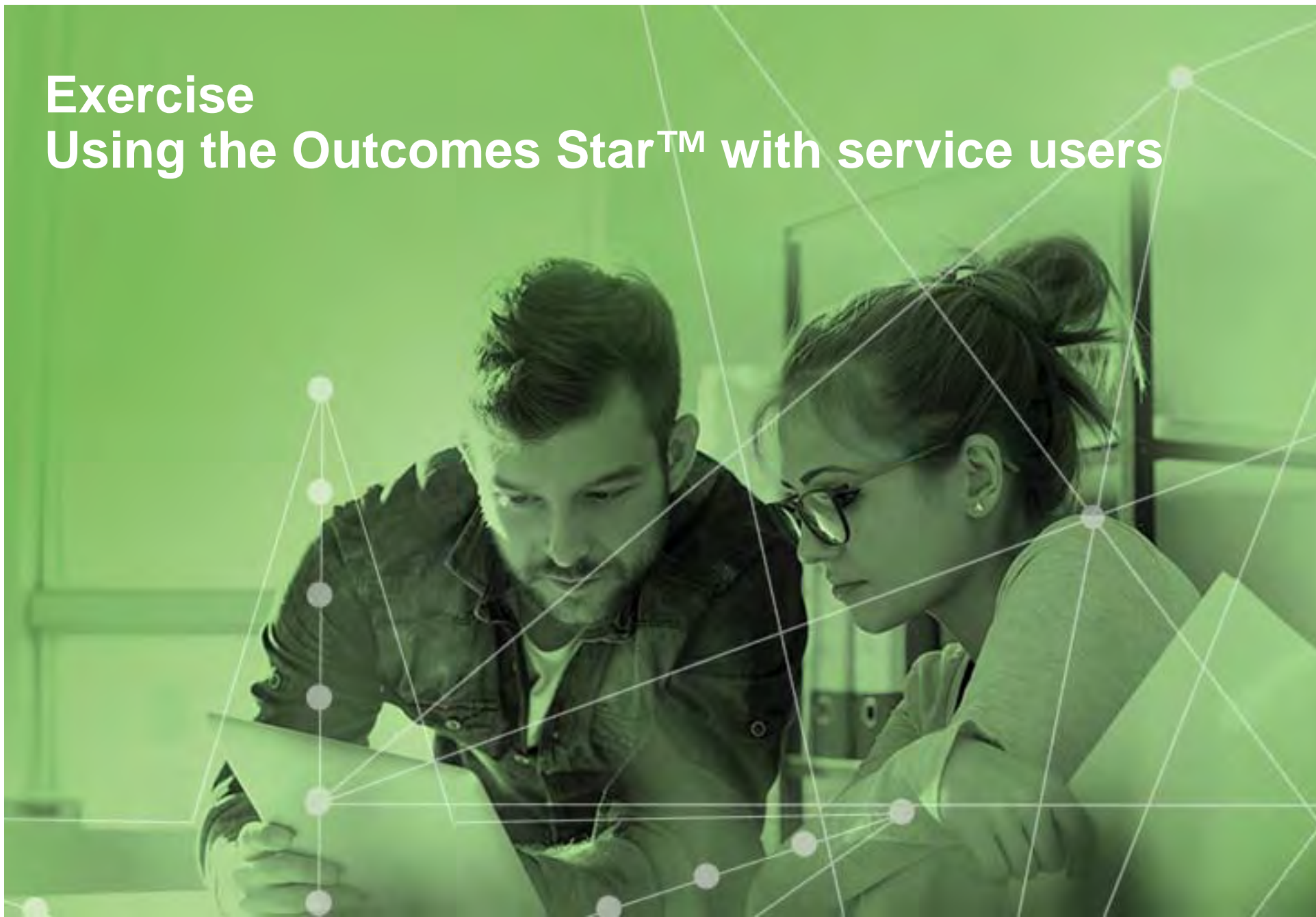
Steps (total completed) by LA
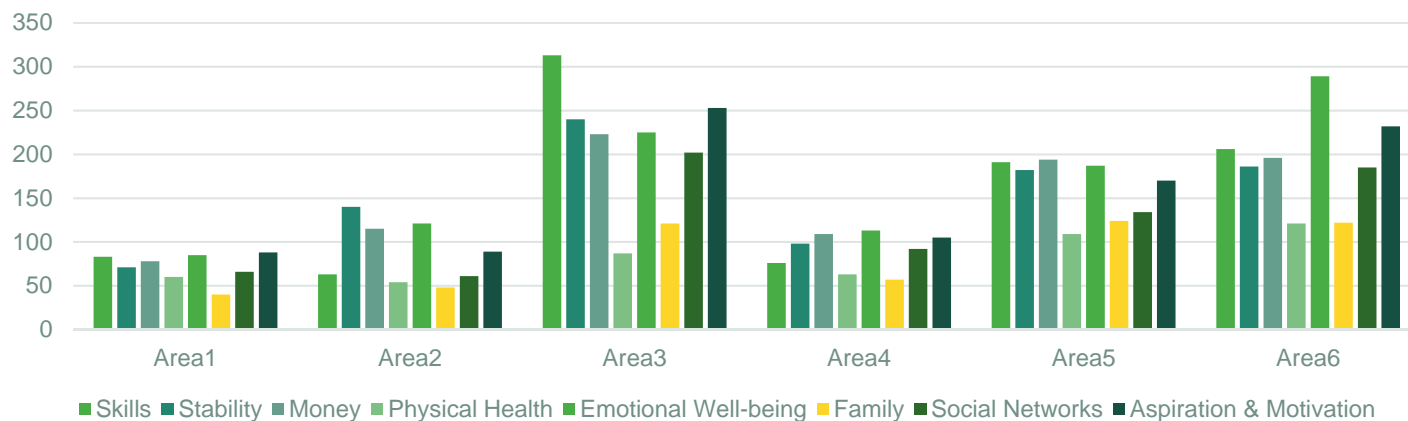
Steps (Total)	Skills	Stability	Money	Physical Health	Emotional Well-being	Family	Social Networks	Aspiration & Motivation	Total	%
Liverpool City Region	932	917	915	494	1020	512	740	937	6467	100%
Area1	83	71	78	60	85	40	66	88	571	9%
Area2	63	140	115	54	121	48	61	89	691	11%
Area3	313	240	223	87	225	121	202	253	1664	26%
Area4	76	98	109	63	113	57	92	105	713	11%
Area5	191	182	194	109	187	124	134	170	1291	20%
Area6	206	186	196	121	289	122	185	232	1537	24%

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Steps (total completed) by STAR Point

	Skills	Stability	Money	Physical Health	Emotional Well-being	Family	Social Networks	Aspiration & Motivation
Star 1	2.50	2.49	2.39	3.01	2.31	2.97	2.54	2.54
Star 2	2.75	2.76	2.64	3.08	2.62	3.05	2.68	2.80
Star 3	2.99	2.99	2.86	3.18	2.87	3.16	2.83	3.00
Star 4	3.17	3.16	3.04	3.26	3.06	3.32	3.01	3.21
Star 5	3.36	3.31	3.24	3.36	3.23	3.41	3.21	3.36
Star 6	3.54	3.46	3.45	3.51	3.36	3.56	3.40	3.63
Star 7	3.70	3.56	3.65	3.57	3.47	3.59	3.48	3.82
Star 8	3.80	3.66	3.86	3.66	3.71	3.63	3.63	3.94
Star 9	4.40	4.10	4.00	4.00	4.00	3.70	4.10	4.40
Star 10	5.00	4.00	4.00	4.50	4.00	3.50	4.50	4.50
Star 11	5.00	4.00	4.00	5.00	4.00	3.00	5.00	4.00

Exercise
Using the Outcomes Star™ with service users

Completing a Star

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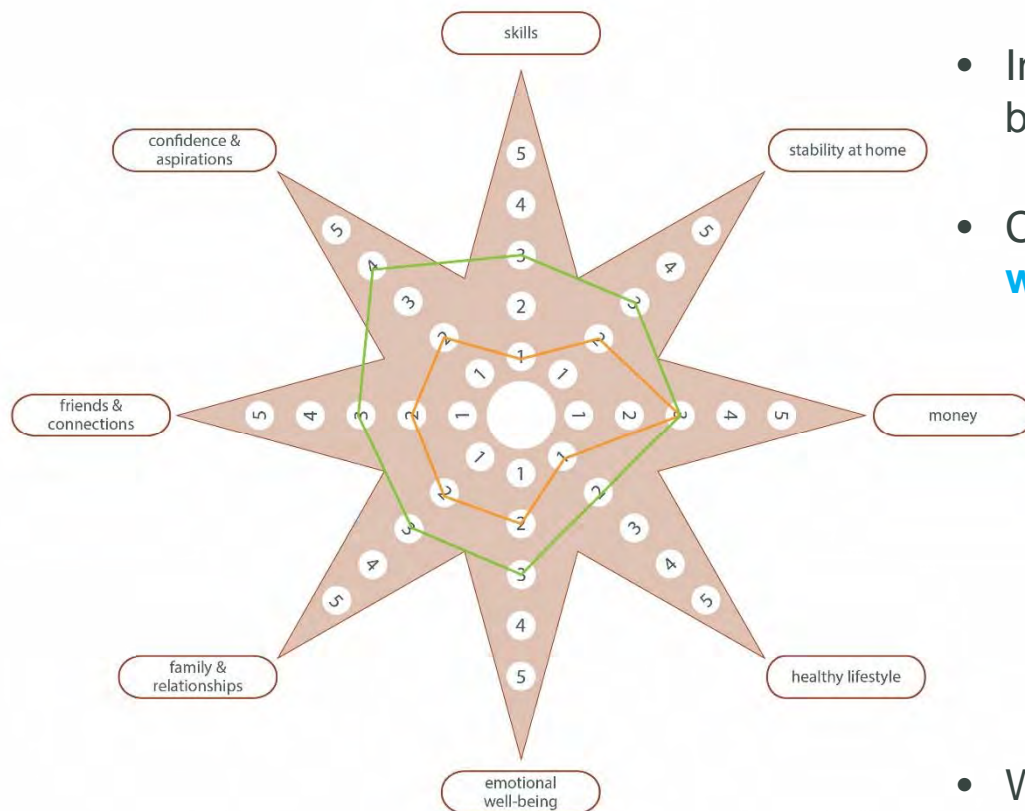
- In pairs, pick a service user one or both of you know

- Complete and record on the Star **where the Service user is now**:

  - Ensure you read the definition of each of the areas on the Star

  - Please use both the brief and detailed scale descriptions to agree where the service user is in each area

- When you have completed this, please complete the Star for **where the service user was when you first met them**

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Workers using the Star well will be using it…

- In line with organisation guidelines
- As an integral part of their work
- As a structured conversation
- To inform and support action planning and reviews
- With the User Guide
- With the underpinning Journey of Change
- To support and challenge
- Collaboratively

"There are a lot of validated questionnaires out there, but **no other tool** that fills the space that the Star fills. It's about **more than just measuring** – it's about how you work with someone and the **values** and principles that underpin that."

Dr Gavin Mellor, Director of Operations, Substance

"I felt fully **involved**. It was clear and **easy to understand** and focused on me as a **whole person**, not just as a problem. It felt like a **conversation** - like the first time someone had really listened to me."

Service user comments about the Outcomes Star

"The Stars are really good for **breaking things down** – asking the right questions and highlighting **strengths** as well as concerns. It's amazing to be able to see where a service user began and **the journey** they have been on."

Keyworker

Resources and support available from Triangle

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- Star Charts and Action Plans

- User Guides with descriptors & Organisation Guides/Implementation Guides

- Core training and additional training courses such as practice reviews

- Star Online Web application for online completion, outcomes reporting and comparisons **www.staronline.org.uk**

- Website with information on research and good practice **www.outcomesstar.org.uk**

- Advice and support from our client services and account management teams including implementation and data consultancy

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Thank you for attending

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