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

- Empowers service users and supports them in making changes
- Provides meaningful outcomes information
- Promotes a **consistent**, holistic, asset-based approach to keywork
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
A growing family of unique, sector-wide outcomes tools

<table>
<thead>
<tr>
<th>ADHD Star</th>
<th>Alcohol Star</th>
<th>Attention Star</th>
<th>Carer's Star</th>
<th>Community Star</th>
<th>Drug &amp; Alcohol Star</th>
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<tr>
<td>Empowerment Star</td>
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<td>Family Star (Early Years)</td>
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<td>Work Star</td>
<td>Youth Star</td>
<td>Young Person’s Star</td>
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A growing family of unique, sector-wide outcomes tools, examples of other Outcomes Stars

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<th>ADHD Star</th>
<th>Mental Health Recovery Star</th>
<th>Attention Star</th>
<th>Carer’s Star</th>
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<td>Pathway Star</td>
<td>Visually Impaired Star</td>
<td>Spectrum Star</td>
<td>Work Star</td>
<td>Well-being Star</td>
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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
Brief descriptions of each scale

1. Giving it a go
   I'm identifying useful skills that I already have and others that I need to develop

2. Talking about it
   I don’t have useful skills or qualifications but I’m talking to someone about this

3. Giving it a go
   I'm trying ways to develop my skills but have a way to go

4. Keeping going
   I'm making good progress with developing the skills I need to move towards work

5. Managing OK
   Basic, social and personal skills, job-specific and transferable skills, qualifications
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 teamwork or problem-solving.
- If you are in supported work you are developing useful job-specific or transferable skills.
- You nearly 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 teamwork 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
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
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?
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

1st Star

2nd Star

3rd Star
## Action Plan

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<th>Priority area from Star</th>
<th>Step</th>
<th>Goal and action</th>
<th>By who?</th>
<th>By when?</th>
<th>Completed (date)</th>
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<td>Skills</td>
<td>3</td>
<td>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</td>
<td>Margaret Wilson</td>
<td>15 Nov 2019</td>
<td>22 Oct 2019</td>
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<td>Money</td>
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<td>Feeding Birkenhead projects with the children, register with Number 7 Cafe to maximise her money action; provide saveaways and a foodbank voucher as she is skint still need to review this situation</td>
<td>Margaret Wilson</td>
<td>31 Oct 2019</td>
<td>8 Oct 2019</td>
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<td>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</td>
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### Starts Breakdown

![Graph showing starts breakdown](image-url)

- **Primary**
- **Secondary**
- **Additional**
### Progress measures (total completed) by LA

<table>
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<tr>
<th>Progress Measures (Total)</th>
<th>Skills</th>
<th>Stability</th>
<th>Money</th>
<th>Physical Health</th>
<th>Emotional Well-being</th>
<th>Family</th>
<th>Social Networks</th>
<th>Aspiration &amp; Motivation</th>
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### Steps (total completed) by LA

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</table>
Steps (total completed) by STAR Point

Skills | Stability | Money | Physical Health | Emotional Well-being | Family | Social Networks | Aspiration & Motivation

Area 1 | Area 2 | Area 3 | Area 4 | Area 5 | Area 6

Steps (total completed) by STAR Point

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<table>
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<tr>
<th>Star</th>
<th>Skills</th>
<th>Stability</th>
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Exercise
Using the Outcomes Star™ with service users
Completing a Star

- 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
Workers using the Star well will be using it...
“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

The Outcomes Star™ is the trademark copyright of Triangle. To support effective use of the Outcomes Star, organisations with Star licenses receive:

• 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](http://www.staronline.org.uk)

• Website with information on research and good practice [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk)

• Advice and support from our client services and account management teams including implementation and data consultancy
Thank you for attending

Join Triangle’s mailing list at www.outcomesstar.org.uk and follow us on Twitter @outcomesstar