

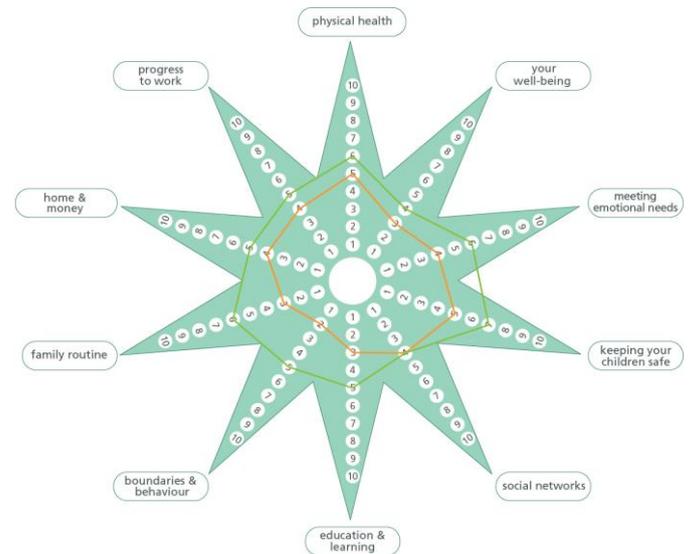
## Why should I select the Outcomes Star™ over other approaches?

The Outcomes Stars are a suite of evidence-based outcomes measurement and keywork tools, which drive an [‘enabling help’](#) approach to service delivery.

They support a person-centred, collaborative and trauma informed approach and give service users, workers, managers and commissioners vital information about needs and progress.

Since the first version was published in 2006, the unique features of the Outcomes Star contributed to its popularity and widespread use, with over 1,000 organisations with licenses to use the Star including over 500 charities and 170 local authorities.

For more information about the Outcomes Star see <https://www.outcomesstar.org.uk/about-the-star/what-is-the-outcomes-star/>



Family Star Plus™ © Triangle Consulting Social Enterprise Ltd  
 Authors: Sara Burns and Joy MacKeith  
[www.outcomesstar.org.uk](http://www.outcomesstar.org.uk)

## What are the advantages of the Star over other approaches?

**It supports change as well as measuring it.** Most tools either support the keywork process but do not provide good outcomes data, or they provide good outcomes data but front-line staff consider them extra paperwork that doesn’t support the work with service users. In contrast, the Outcomes Star is designed to both measure distance-travelled *and* support the process of change through building trust in help and in the possibility of change through its holistic, developmental and flexible approach.

*“It has changed the way our key workers operate and we are getting better results”*

Some of the specific features of the Star that drive enabling services to create change through keywork are that it:

- a) **Is completed collaboratively.** Collaborative completion using the scales and ‘I statements’ empowers and builds shared perspectives between service users and workers.

*In a recent survey of Star users, more than 90% agreed that the Star ‘supports good conversations and collaboration between staff and service users’ and ‘helps them to get an overview of the situation’.*

*“I love using the Star with families. It really helps to encourage your client to work with you rather than against you”.*

- b) **Captures the full journey.** Scales built on a Journey of Change recognise key internal shifts and/or intermediate changes within services that are critical to motivation, resilience and sustained positive outcomes. The focus is on building trust to engage with help, that change is possible and building capabilities to do things differently.

*“The Family Star is an effective tool for measuring intermediate outcomes” (Local authority)*

- c) **Guides action planning:** In contrast to standard Likert measurement scales, targeted action planning is informed by breaking down change into small, achievable steps linked to the Journey of Change stage a person is at. The Star encourages a flexible approach with support tailored to the individual’s priorities and needs.

*“The Star gives parents a real understanding of how we can support them”*

- d) **Is holistic and addresses what matters.** Addressing what matters with a comprehensive, holistic outcomes framework built through research, consultation and testing. In contrast to outcome measures with a narrow focus, the comprehensive approach offered by the Star helps to make sure nothing is missed and highlights how areas interrelate in order to create lasting change.

*“The holistic nature of the Star means we have conversations about areas that we might not otherwise”*

- e) **Is user-friendly.** Unlike many other outcomes tools, the Star is empowering and engaging through person-centred language, user-friendly design and a visualisation of progress. Using the Star as a radial chart means it's easy to see progress, strengths and needs—something that keyworkers and service users frequently comment on.

*“Often practitioners will choose My Star because of the child-friendly resources”*

*“The children’s centres say how effective the Star is and how much the families like it”*

- f) **Is strengths-based and motivational.** The holistic nature of the Star means that areas of strength are highlighted. Service users also value that the Star makes progress visible and so builds a sense of hope and self-belief – the nature of the Journey of Change means that small wins are acknowledged.

*“It reminds people (clearly and visually) of their strengths at a time when they are feeling overwhelmed with what's difficult and problematic”.*

- g) **Is supported by a dedicated team of implementation leads, Star Online advisors, data specialists and trainers.** Unlike typical outcomes measures, using the Star often has far-reaching benefits within a service or organisation, for example in how service users are supported, how paperwork and service user data is handled and how staff are supervised. Licensed Star users are appointed a lead contact at Triangle who provides ongoing, tailored support in these and other key areas to support the best use of the Star.

Comprehensive training and guidance is also provided to ensure that practitioners are confident in using the Star, including through Triangle's Outcomes Star Online web app for accounts with license type 1. The 'Star Online' app helps teams use the Star well through:

- access to official licence-stamped resources
- ability to record and download service user and support information
- ability to complete the Star on-screen together with service users
- quick data entry options for Stars completed on paper
- ready-made report dashboards for implementation, distance travelled and more.

*“It is very easy to get a report on how the Star changes with the help we provide”*

*“Your staff are very helpful and always get back to me when I need support”*

*“The training was just great and has motivated the team who are very keen now to introduce the Star as soon as we can.”*

The Development reports and case studies on our website provide further evidence of the benefits listed above. Further to this, peer-reviewed articles have identified more than ten different keywork benefits (see our [Research library](#) for details).

**The Outcomes Star is also valued for its ability to provide meaningful data to support recognition of achievements and areas for service improvement.**

It is a validated outcomes measurement tool. Our Research Analyst, Dr Anna Good, tests the psychometric properties of the Stars, with two validation articles published in 2021 and over 30 'psychometric factsheets'. There are also many external peer-reviewed articles supporting the validity of the data.

Furthermore, at least 80% of clients surveyed agreed that Star data reports: 'enable us to monitor and report on outcomes more effectively' and 'are useful for showing the difference we are making to stakeholders'.

Some of the specific advantages of using the Star for driving enabling services to create change through insight and learning are as follows:

- a) **Holistic outcomes data creating a richer picture of change.** The holistic approach offered by the Star creates a richer picture than typical outcome measures that are very narrow, for example just focusing on housing, or producing an overall score for well-being.

*"It's a very good tool that's helped us evaluate the needs of the young people we work with and in providing evidence to funders"*

- b) **Uniquely insightful data about key milestones for the services and individuals making change happen.** By virtue of the qualitatively different Journey of Change stages, the Star offers more than standard outcomes measures. It is possible for example, to look at how much success a service is having in encouraging people to begin accepting help, or in progressing people to not needing the service in particular outcome areas.

*"It has help us to monitor our services in a better way"*

- c) **Meaningful person-centred data, even for those not familiar with the Star.** The data can be reported in a way that is meaningful for commissioners and others who may not be familiar with the Star. For example, '75% of service users who were who were struggling to find time for themselves progressed to feeling they had now gained some social life or activities and time for themselves outside the caring role'

*"We have started sharing outcomes data with commissioners...and have had very positive responses. One said they wished they had that sort of information for other services they commission"*

To find out more about the Outcomes Star including licenses and training, please see our website <https://www.outcomesstar.org.uk> or get in touch on [info@triangleconsulting.co.uk](mailto:info@triangleconsulting.co.uk) or +44(0) 207 272 8765.