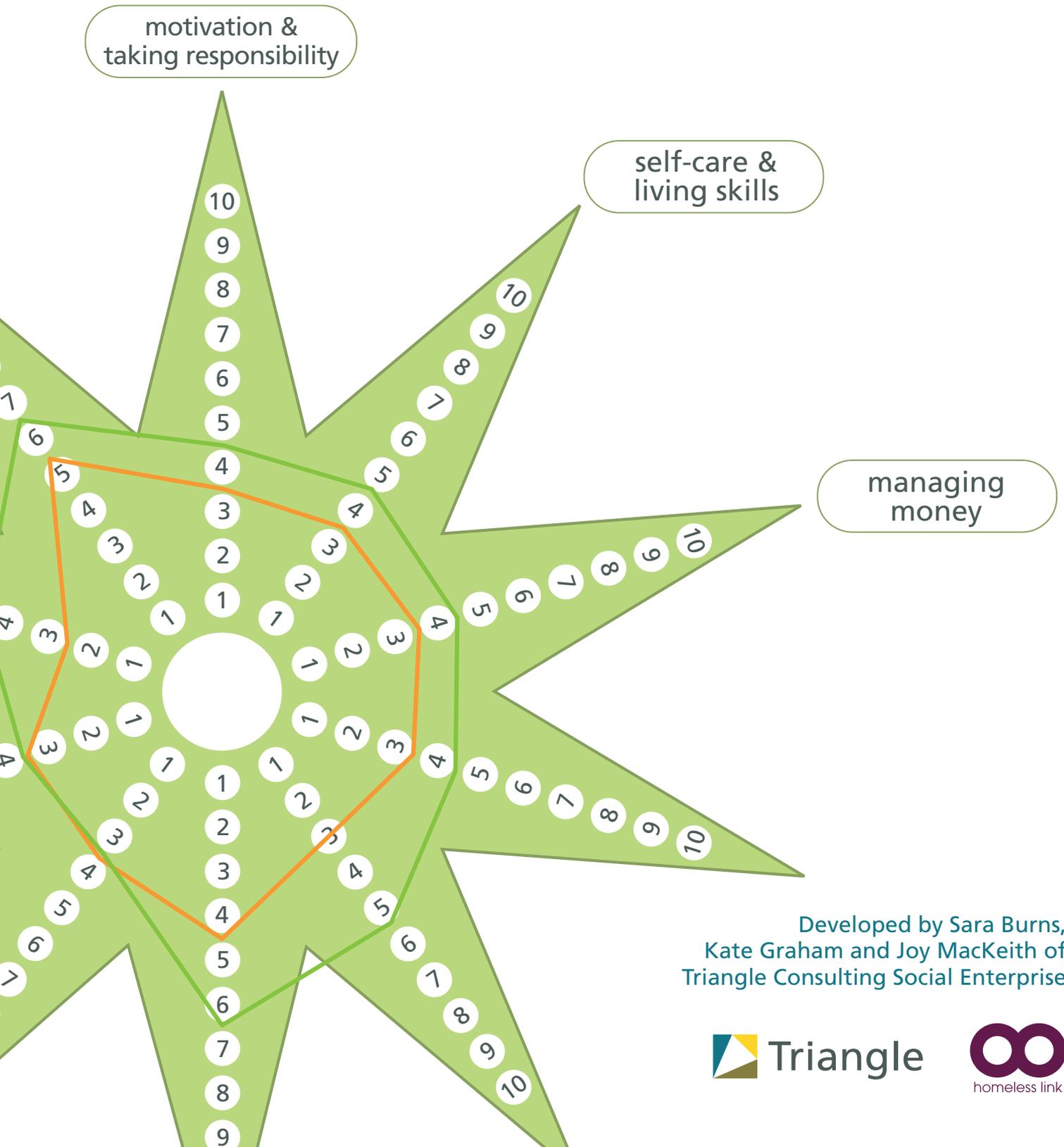




# Outcomes Star™

The Star for people with housing and other needs



Developed by Sara Burns,  
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Triangle Consulting Social Enterprise

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## The Outcomes Star™

This version of the Outcomes Star is part of a family of Outcomes Star tools. Each tool includes a Star Chart, scales and guidance on implementation and some have visual and other resources. For other versions of the Outcomes Star, good practice and further information see [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk).

Homeless Link lead on dissemination of the Outcomes Star for people with housing and other needs among voluntary sector homeless services in the United Kingdom. For more information see [www.homeless.org.uk](http://www.homeless.org.uk).

Triangle and Homeless Link both offer training, IT solutions and other support in using the Outcomes Star. For more information see the Resources section of the Organisation Guide.

## Acknowledgements

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- St Mungo's for their vital role in developing the original Star. Without their energy and vision the Outcomes Star may never have been born at all.
- Other organisations that have embraced, tested and contributed include Thames Reach, The Passage, Single Homeless Project, Rochdale Council's Supporting People Team and SP funded service providers in Rochdale. We would also like to thank the Mental Health Providers Forum and its members, who, by commissioning a mental health version of the Star, provided a rich new forum for developing the Star and made a significant contribution to the improvements.
- Lastly we would like to thank the London Housing Foundation for initiating the Impact through Outcomes Programme which made the development of the Star possible, and for commissioning and funding the first and the second edition of the Star.

# Introducing the Outcomes Star™

We are here to help you make changes to improve your life, and the Outcomes Star helps us identify and focus on what needs to change. This might mean finding and keeping a home, building and improving relationships, and learning new skills for dealing with problems. Making these changes isn't easy, but understanding how change works can help.

## The Star looks at ten areas of your life

1. Motivation and taking responsibility
2. Self-care and living skills
3. Managing money and personal administration
4. Social networks and relationships
5. Drug and alcohol misuse
6. Physical health
7. Emotional and mental health
8. Meaningful use of time
9. Managing tenancy and accommodation
10. Offending

## How does it work?

For each of these ten areas, there is a scale. Each scale follows the same pattern – the Journey of Change – with five stages.

To complete the Star, look at each of the ten scales one by one and talk it over with your keyworker. Together, you can agree where you are in each area, mark the number on the Star Chart and connect the points to create a picture of the areas of your life that are working well and the areas that are causing difficulties.

This picture will help you and your keyworker agree what areas to work on together. From there, you can start thinking about the actions you want to take and the support that would help you to take them.

## Your own personal journey

You and your keyworker will come back to the Star at regular intervals. You can look at the scales again, agree where you are, and plot a new shape on the Star Chart. Over time, this will help you to build a picture of your own personal journey. You will see where you have come from and how things have changed for you. This can help you to see things in a new way and put the ups and downs of a single week into a bigger picture.

It also helps us to get an idea of whether the service is giving you the right support, where our service users are making the most changes and where we may need to provide more help or do things differently.

# The Journey of Change

Everyone makes changes in their own way but the pattern is often similar. It is a process and it can be difficult, but learning how change works can help.

## Stuck (1–2)

At the beginning of the journey you may feel **stuck**. Although you are far from achieving your full potential and may be causing harm to yourself or others, you don't feel able to discuss the problem or accept help.

You take a step forward to 2 when you start to feel fed up with how things are. This is the first sign that change is possible. These moments may be fleeting and are not yet consistent enough for you to accept support.

## Accepting help (3–4)

You step forward to 3 when you realise you want things to be different. Change may seem impossible or frightening, but you know you don't want to carry on as you have been doing. At this point you will accept help with pressing problems some of the time.

By 4 you are engaging with the support more consistently but you do not yet take the initiative and rely on workers to drive the process of change.

## Believing (5–6)

Then you start **believing** that you can make a difference yourself in your life. At 5 you look ahead to how you want to be living. You can see that change won't happen unless you help to make it happen, and you become engaged rather than just going along with other people's plans.

At 6, you start to take the initiative and try out new ways of doing things. Sometimes it works, sometimes it doesn't. This stage is a tough place to be and it can help to have plenty of support.

## Learning (7–8)

By 7 you have a sense of what works for you in moving towards your goal. You are becoming more confident in yourself and in your ability to achieve your goals, and more consistent in doing things that get you closer to where you want to be. You still need support to keep things going and setbacks can knock you off course.

By 8, you have achieved your goals and mostly got to where you need to be, but it is hard at times so you still need regular support.

## Self-reliance (9–10)

As you learn, you gradually become more self-reliant. Your new ways of doing things start to feel natural or automatic. Most of the time you can maintain the changes on your own without support but at times of crisis you might slip back. At 9, it may be helpful to have some support to help you recognise any danger signs and take action if necessary.

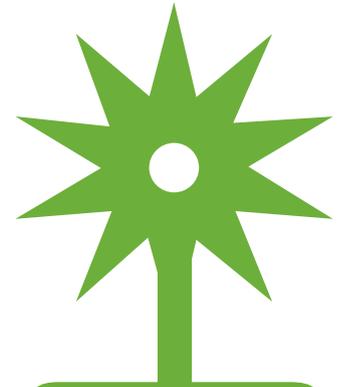
At 10, you are at the point where you can manage without outside help.

The Journey of Change is summarised on the next page as a ladder. It isn't necessarily a case of moving from the first point on the ladder to the last. We all start in different places and can move forwards or backwards as things change. Wherever you are on this journey, placing yourself on the ladder can help you to see where you have come from, what your next step is and how we can best help you.

# The Journey of Change

## Key points

- *At 1, you are causing or risking harm to yourself*
- *At 3 you are accepting help*
- *At 5 there is an internal shift towards taking responsibility and by 6 you are taking action for yourself*
- *At 7 things are working well in some areas but there are issues in others, and at 8 you are mostly managing for yourself but need support to maintain it*
- *By 10 you don't need support from a specialist service*



## Self-reliance

10

I can manage without help from the project

9

## Learning

8

I'm learning how to do this

7

## Believing

I can make a difference. It's up to me as well

5

6

## Accepting help

4

I want someone else to sort things out

3

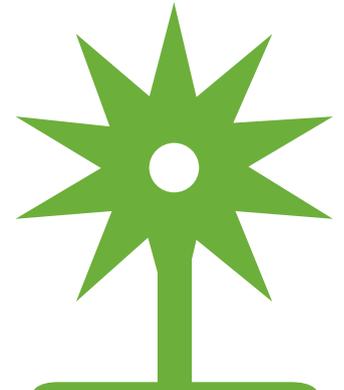
## Stuck

Leave me alone

1

2

# 1 Motivation and taking responsibility

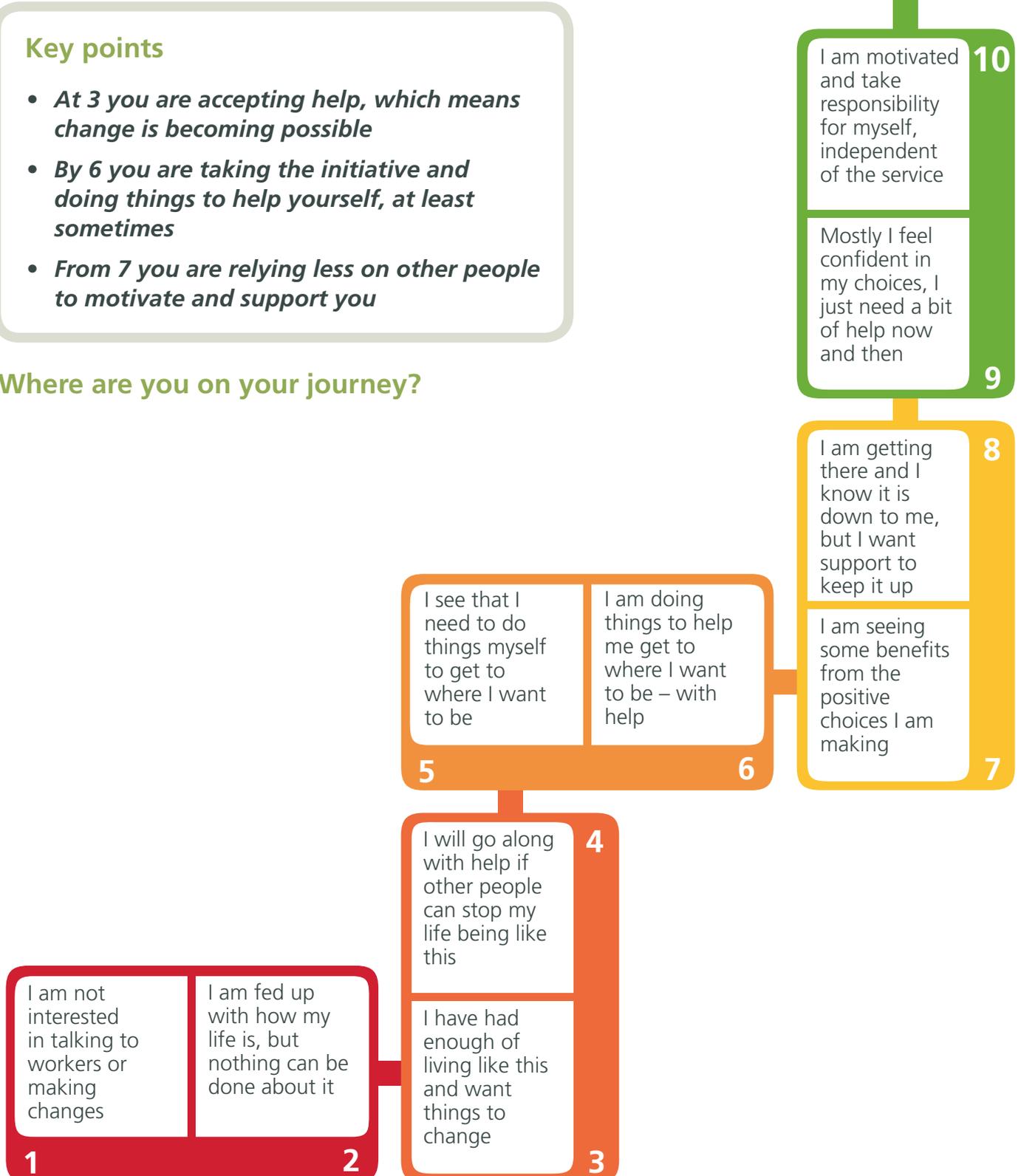


## Your internal journey

### Key points

- *At 3 you are accepting help, which means change is becoming possible*
- *By 6 you are taking the initiative and doing things to help yourself, at least sometimes*
- *From 7 you are relying less on other people to motivate and support you*

## Where are you on your journey?



# 1 Motivation and taking responsibility (detail)

This ladder is about your feelings about change – whether you are ready to make changes, going along with help, or actively creating change yourself. Think about where you are on this ladder at the moment. If things change a lot from day to day, or hour to hour, then where are you right now?

## Self-reliance

### 10 I am motivated and take responsibility for myself, independent of the service

- You are confident and motivated about maintaining a positive way of life
- You have a support network of family and/or friends who provide help if needed

### 9 Mostly I feel confident in my choices, I just need a bit of help now and then

- You mostly feel confident and in control of your life, even with setbacks
- You can judge when you need support – but letting go may feel frightening

## Learning

### 8 I am getting there and I know it is down to me, but I want support to keep it up

- Your choices and behaviour mostly help you towards what you want in life
- Life may not feel easy and you experience setbacks and need support

### 7 I am seeing some benefits from the positive choices I am making

- You can see that when you make positive choices, for instance speaking to people politely and openly, it mostly has a good effect
- You may feel some control over your life and be excited about new possibilities

## Believing

### 6 I am doing things to help me get to where I want to be – with help

- You are trying out new things or addressing issues, but it's hard
- You have some sense of how you want your life to be
- It can be tempting to go back to familiar ways, so it helps to have support

### 5 I see that I need to do things myself to get to where I want to be

- You are starting to take the initiative rather than relying on workers' suggestions
- You see that you may be able to change your situation by behaving differently

## Accepting help

### 4 I will go along with help if other people can stop my life being like this

- You mostly accept help, go along with suggestions, and attend appointments
- You may have a sense of what you don't want – but not what you do want

### 3 I have had enough of living like this and want things to change

- You are not happy with how things are and want something to be done about it but don't follow through. You may agree to appointments but mostly miss them
- Maybe you don't believe things can change, so you don't make the effort to try

## Stuck

### 2 I am fed up with how my life is, but nothing can be done about it

- You acknowledge moments of dissatisfaction with how you are living but if help is offered, you do not accept it, engage meaningfully or address the possibility of change

### 1 I am not interested in talking to workers or making changes

- You will not talk to workers about your situation or make any changes
- You may be frightened of change or may not believe it is possible, or a mental health issue or drug or alcohol misuse is affecting your ability to see things clearly

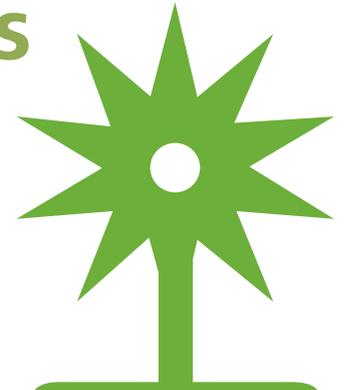
# 2 Self-care and living skills

*Shopping, cooking, keeping yourself and your accommodation clean and safe*

## Key points

- *At 3 things are improving*
- *You have reasonable skills for basic cooking and cleaning by 6, if not before*
- *By 8 you have the skills to live independently but need support to keep it going*

Where are you on your journey?



I can look after my home and myself well without outside help

10

I can look after my home and myself well, with occasional help

9

I can look after myself and my home well enough but need support to keep it going

8

I'm building my living skills

7

I want to be able to do more for myself

5

I am doing some things to look after my home for myself

6

If others can help me look after myself better, I'll go along with it

4

I don't want to live like this any more – I need help

3

I don't keep myself warm, clean and fed, but I don't want to talk about it

1

I don't look after myself well. Occasionally I worry about that

2

## 2 Self-care and living skills (detail)

This ladder is about how well you are able to look after yourself and your home. It is about basic living skills and self-care, such as keeping yourself and your home clean, keeping safe at home, shopping for the things you need and cooking healthy meals.

### Self-reliance

#### 10 I can look after my home and myself well without outside help

- You have all the necessary living skills to keep yourself warm and fed, and where you live clean and tidy enough without support – you notice if you let things go
- You may not need to use all these skills just now but you know you have them

#### 9 I can look after my home and myself well, with occasional help

- You take care of yourself well but you may let things go when life is difficult and need help to get back on track

### Learning

#### 8 I can look after myself and my home well enough but need support to keep it going

- You have all the necessary living skills to keep yourself warm and fed, and where you live clean and tidy enough, but you need support so that you don't slip back
- Maybe you are fine with most of these skills but need help with one or two

#### 7 I'm building my living skills

- You do your laundry and some cleaning or cooking without prompting
- You feel better and your motivation is increasing as a result of positive choices

### Believing

#### 6 I am doing some things to look after my home for myself

- You are doing more for yourself without prompting, such as laundry, cleaning or cooking, and there are no concerns about your personal self-care
- There are still problem areas, perhaps because you lack skills or motivation

#### 5 I want to be able to do more for myself

- You know that cleanliness, diet and other aspects of self-care are important
- You want to do more for yourself, though you may be unsure how to go about this

### Accepting help

#### 4 If others can help me look after myself better, I'll go along with it

- You consistently accept help with self-care
- When you have support, your self-care standards improve, for example, you may clean your room or eat more regular meals, but you don't keep it up on your own

#### 3 I don't want to live like this any more – I need help

- You sometimes agree to let a worker help you address issues, such as fitting a lock on a door if you're in a flat, or having a shower and putting on fresh clothes
- You go along with some keyworker suggestions, but this is patchy

### Stuck

#### 2 I don't look after myself well. Occasionally I worry about that

- As for 1 except you occasionally discuss problems with some aspects of self-care – but if help is offered you do not accept it

#### 1 I don't keep myself warm, clean and fed, but I don't want to talk about it

- You are not able to keep yourself warm, fed, safe or clean, and you may neglect yourself to the point where other people keep away from you or you harm yourself
- You do not engage in discussion with workers about self-care

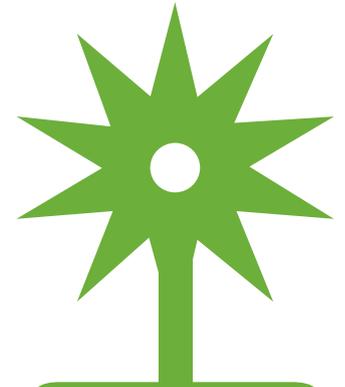
# 3 Managing money and personal administration

*Benefits, budgeting, sorting out debts, savings*

## Key points

- *By 4 you are receiving the correct benefits, if not before*
- *By 6 you are taking action to sort out benefits, debts or other money issues*
- *By 7 any debts are not getting worse*

Where are you on your journey?



I can manage my money well enough and don't need support with it **10**

I manage my money well enough, with occasional support **9**

I manage my money OK but sometimes need help **8**

I have no major issues with money and am learning to manage, with support **7**

I need to sort out my money, debts and benefits, and have plans in place **5**

I am sorting out my money and trying to manage with what I've got. It's difficult **6**

I will go along with help if workers can sort out my money for me **4**

My money is in crisis but I am ignoring the situation **1**

My money is a mess but nothing can be done about it **2**

I don't want these money problems **3**

## 3 Managing money and personal administration (detail)

This scale covers issues in relation to you and money. It can include debt, not paying bills or maintenance and the effect of any money issues on you and your life. If you have no issues with money, simply mark yourself at 10 and move on to the next area.

### Self-reliance

#### 10 I can manage my money well enough and don't need support with it

- You understand what benefits you can get and how to maintain a claim, or you are in work and managing your wages well. If you have debts, you are repaying them
- You can forward plan, deal with crises and manage your money without support

#### 9 I manage my money well enough, with occasional support

- As for 10 but you need occasional support to get back on track if things get difficult

### Learning

#### 8 I manage my money OK but sometimes need help

- You can plan ahead and manage your money OK and have no major issues
- It helps to have support in this area as you are likely to experience setbacks

#### 7 I have no major issues with money and am learning to manage, with support

- You have no major money problems and follow payment plans for any debts
- You are learning how to keep in control of your money but it's hard to plan ahead

### Believing

#### 6 I am sorting out my money and trying to manage with what I've got. It's difficult

- You are addressing issues such as debt or financial exploitation, you take responsibility for benefit claims yourself, and you mostly pay any rent arrears
- You are aware of your budget, though you often can't stick to it

#### 5 I need to sort out my money, debts and benefits, and have plans in place

- You are starting to understand and take responsibility for your financial situation
- You attend appointments and allow a service to contact debtors if appropriate
- You may need a lot of support at this stage to face up to a difficult situation

### Accepting help

#### 4 I will go along with help if workers can sort out my money for me

- You are receiving the correct benefits at this point, if not before
- You consistently accept help with money issues or are open to talking about this

#### 3 I don't want these money problems

- You accept help, for example with debt or benefits, but often miss appointments
- You don't want money problems but you may blame others rather than yourself

### Stuck

#### 2 My money is a mess but nothing can be done about it

- As for 1 except that you sometimes acknowledge there are issues but are unable or unwilling to prioritise or understand what you need to do

#### 1 My money is in crisis but I am ignoring the situation

- You may be entitled to benefits but not claiming, and/or your rent is not paid
- You may have extensive debt or problems with the courts or loan sharks
- Maybe you spend any money you get in one area, for example drugs
- You may feel helpless or exploited, but you are not willing to talk about it

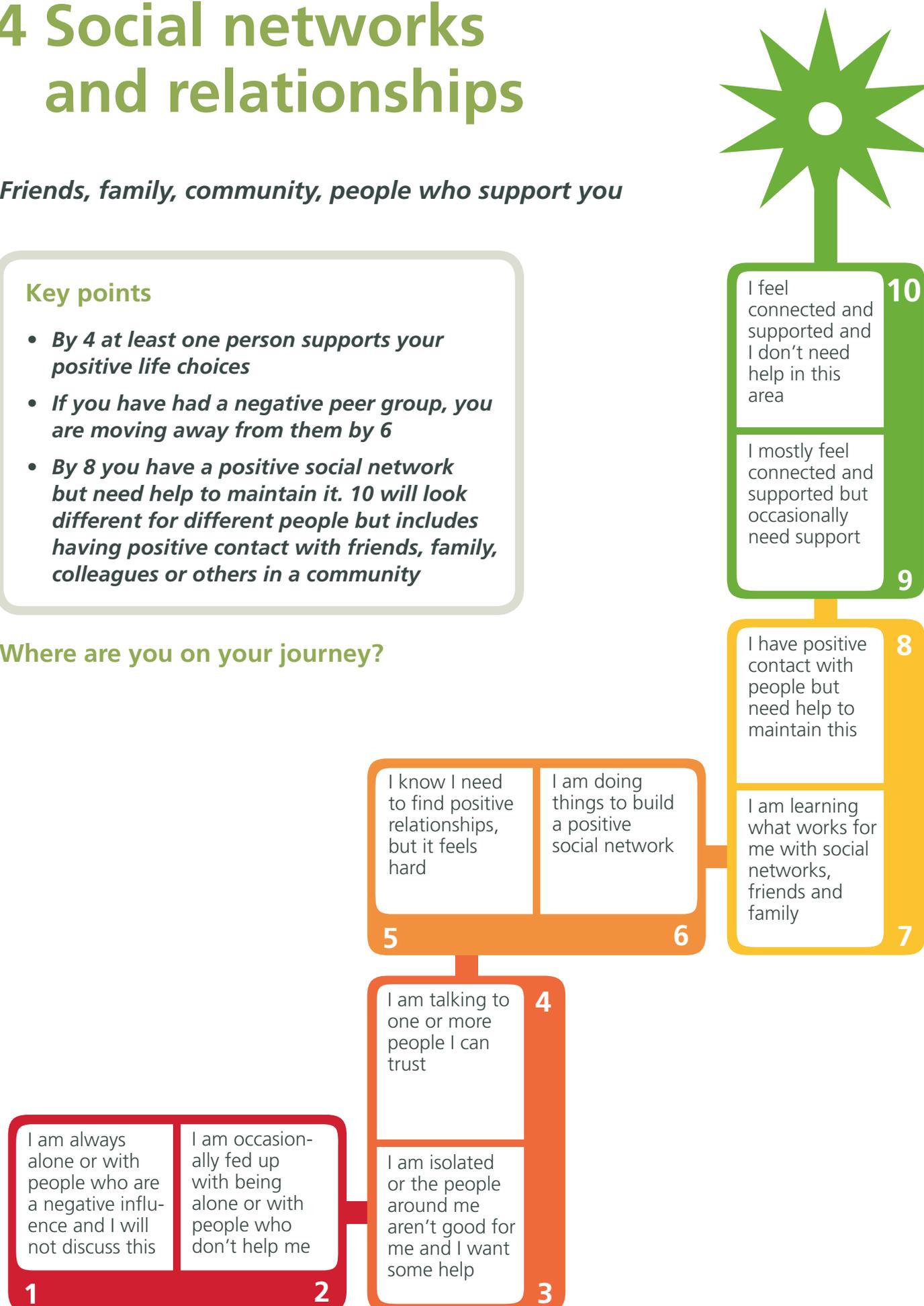
# 4 Social networks and relationships

*Friends, family, community, people who support you*

## Key points

- **By 4 at least one person supports your positive life choices**
- **If you have had a negative peer group, you are moving away from them by 6**
- **By 8 you have a positive social network but need help to maintain it. 10 will look different for different people but includes having positive contact with friends, family, colleagues or others in a community**

Where are you on your journey?



## 4 Social networks and relationships (detail)

This scale is about feeling connected and having people in your life – friends or family, work colleagues, or people with whom you share interests, community or culture. It includes how you cope in social situations and finding out who you can trust. Whether you start your journey mostly on your own or with people who hold you back, you end it with people who support you positively.

### Self-reliance

#### 10 I feel connected and supported and I don't need help in this area

- You have the level of contact you need and want with friends, family and others
- If you are in contact with family, your relationship is healthy enough and you meet any responsibilities towards dependents

#### 9 I mostly feel connected and supported but occasionally need support

- As for 10, but you still need support from the service when difficulties arise

### Learning

#### 8 I have positive contact with people but need help to maintain this

- You mostly have enough positive contact with people but there are still problems and you need support to maintain and build positive contacts

#### 7 I am learning what works for me with social networks, friends and family

- You have positive contact with people other than workers but need help to learn who you can trust. You may recognise that some past contacts were unhelpful
- You may be taking steps to re-establish contact with family, if appropriate

### Believing

#### 6 I am doing things to build a positive social network

- If your friendships revolved around alcohol, drugs or other unhelpful behaviour, you are taking steps to move on from them and meet new people, but it's hard
- You may feel isolated or rely on workers you trust in the service

#### 5 I know I need to find positive relationships, but it feels hard

- You want to be around people who support positive choices
- You don't yet know how to go about this and/or need support in recognising unhelpful relationships

### Accepting help

#### 4 I am talking to one or more people I can trust

- You are mostly on your own or with people who do not help you to make progress
- You consistently go along with support but do not take the initiative

#### 3 I am isolated or the people around me aren't good for me and I want some help

- You don't want to be so isolated or you realise the people you spend time with are an unhelpful influence or exploitative
- You sometimes accept help but give up easily

### Stuck

#### 2 I am occasionally fed up with being alone or with people who don't help me

- As for 1, except that you occasionally acknowledge that your relationships are not as you would like them to be, but you will not accept help

#### 1 I am always alone or with people who are a negative influence and I will not discuss this

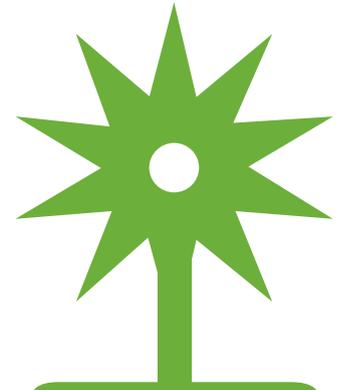
- You are isolated or only spending time with people who are not a helpful influence, perhaps within a street, using and/or offending community
- Your relationships may be exploitative or lacking in trust or regard
- You don't see this as a problem or won't discuss it with workers

# 5 Drug and alcohol misuse

*Illegal drugs, drinking problematically, misuse of prescribed drugs*

## Key points

- **By 4 you consistently take steps to stay safe**
- **At 5 the main shift is taking responsibility and by 7 you have significantly reduced your use**
- **Being at 8 or above means you are not drinking problematically and are no longer using illegal drugs or misusing legal or prescribed drugs. By 10 you do not need support**



I don't have a problem with drugs or alcohol or I manage without support from a service	10
I am not using drugs or drinking problematically, with occasional support	9

I am not using drugs or drinking problematically but need support to maintain this	8
I am learning to manage my alcohol and/or drug use but there are a few issues	7

I see that I need to make changes myself to tackle my drug use or drinking	5
I am doing some things myself to address my drug use or drinking	6

I go along with some things to reduce the risks or harm from alcohol or drugs	4
I need some help with my drug use or my drinking	3

I don't have a problem with drugs or alcohol – although others think I do	1
Maybe my drug use or drinking is a problem but that's just the way it is	2

Where are you on your journey?

## 5 Drug and alcohol misuse (detail)

This scale is about whether you use drugs, whether your drinking has a bad effect on your life and how you are dealing with any drug or alcohol issues. It is about how aware you are of any problems you have with drugs or alcohol, and whether you are working to reduce the harm they may cause you. If you do not use drugs, or drink much alcohol, place yourself at 10.

### Self-reliance

#### 10 I don't have a problem with drugs or alcohol or I manage without support from a service

- Alcohol and drugs do not get in the way at all, and if you had problems in the past, family, friends, your GP or self-help groups provide any ongoing support you need

#### 9 I am not using drugs or drinking problematically, with occasional support

- You have your own strategies and mostly do not need support from a service

### Learning

#### 8 I am not using drugs or drinking problematically but need support to maintain this

- You are finding new ways of coping with what led to heavy drinking or drug misuse
- You feel more confident but it isn't easy, so you need support to maintain this

#### 7 I am learning to manage my alcohol and/or drug use but there are a few issues

- You have reduced any problematic drinking or drug use substantially
- You are exploring triggers for excess drinking or drugs, reflecting on causes and finding strategies to help. You are able to learn from lapses, with support

### Believing

#### 6 I am doing some things myself to address my drug use or drinking

- You are reducing your use of drugs or alcohol, or stopping completely for periods
- You may attend appointments, set goals and access extra support to get clean

#### 5 I see that I need to make changes myself to tackle my drug use or drinking

- You recognise you have to change to control or stop misusing drugs or alcohol
- You are actively exploring options to help yourself

### Accepting help

#### 4 I go along with some things to reduce the risks or harm from alcohol or drugs

- You are making some changes to reduce the risk of harm from alcohol or drugs
- You consistently go along with suggestions but don't yet take the initiative
- Or you don't accept help but don't drink or use drugs heavily enough to risk severe harm

#### 3 I need some help with my drug use or my drinking

- You are fed up with the negative consequences of drugs or alcohol and want to change but do not believe it is possible or do not think you are responsible
- You accept help but often miss appointments

### Stuck

#### 2 Maybe my drug use or drinking is a problem but that's just the way it is

- As for 1, but every now and then you acknowledge that you are worried about drugs or alcohol
- You are not ready to make changes and don't engage with support

#### 1 I don't have a problem with drugs or alcohol – although others think I do

- Your drug use or drinking is stopping you making progress and may be seriously damaging your health, but you won't engage in discussion about it
- Your life may be orientated around drugs or alcohol

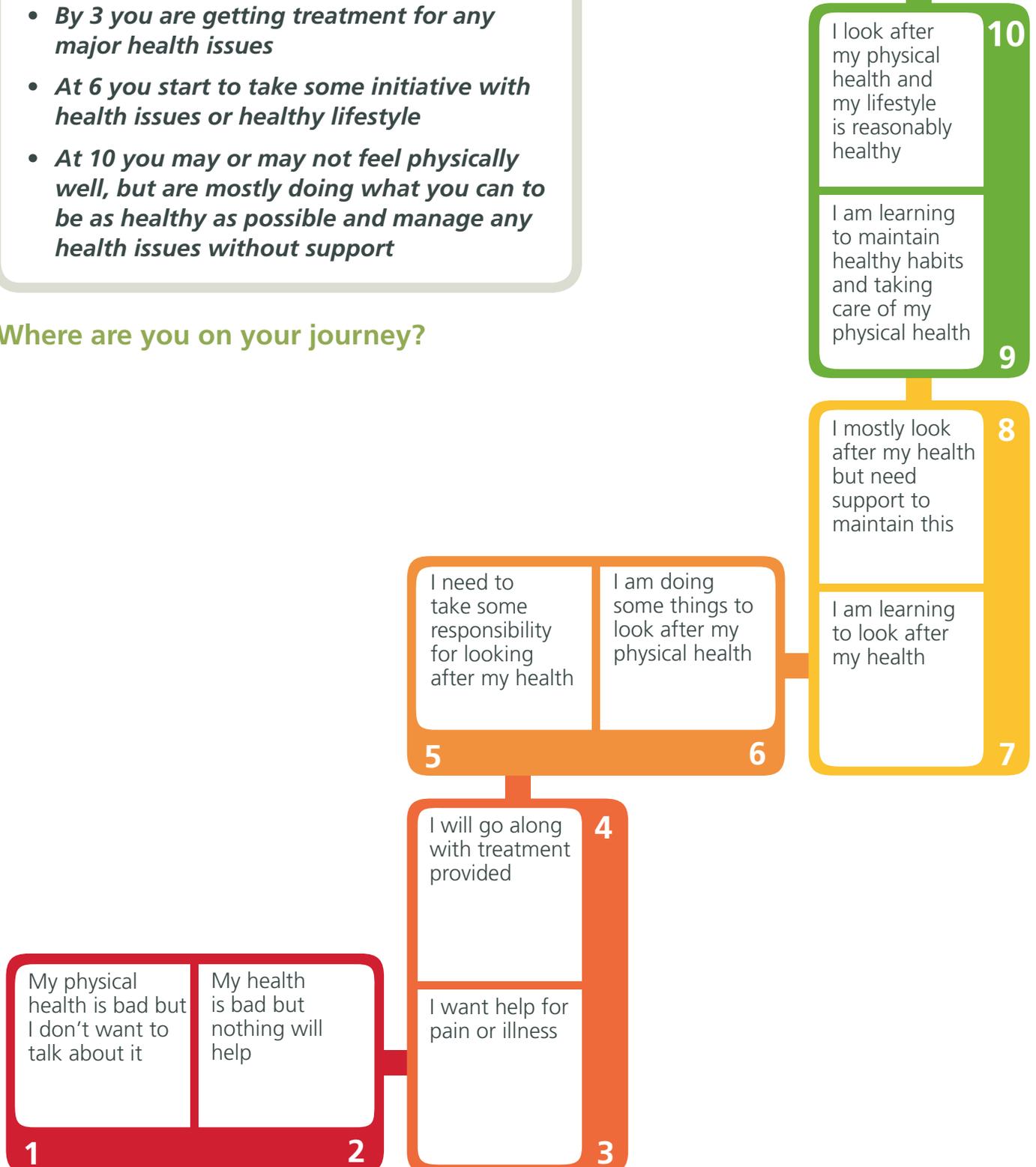
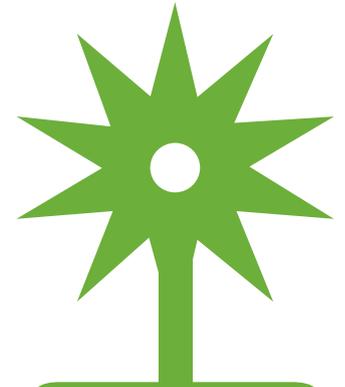
# 6 Physical health

## Doctors, treatment, healthy lifestyle

### Key points

- **By 3 you are getting treatment for any major health issues**
- **At 6 you start to take some initiative with health issues or healthy lifestyle**
- **At 10 you may or may not feel physically well, but are mostly doing what you can to be as healthy as possible and manage any health issues without support**

### Where are you on your journey?



## 6 Physical health (detail)

This scale is not about how good your physical health is but about how well you look after your health and manage any health conditions you have. This includes going to the doctor and dentist as needed and following treatment advice. It is also about looking after your health by eating healthy food, taking exercise and trying to sleep well.

### Self-reliance

#### 10 I look after my physical health and my lifestyle is reasonably healthy

- You mostly eat enough healthy food, take exercise and minimise unhealthy habits
- You are managing any conditions as well as possible to maximise health

#### 9 I am learning to maintain healthy habits and taking care of my physical health

- As for 10, but you need occasional support to maintain healthy habits

### Learning

#### 8 I mostly look after my health but need support to maintain this

- You go to the doctor and dentist as needed and take any medication prescribed
- You have a reasonably healthy diet, some exercise and reasonable sleep routines but need support to keep this going

#### 7 I am learning to look after my health

- You see a link between healthier choices and feeling better and are more motivated to care for your health. You may be feeling physically healthier
- Change is difficult and you often slip back, so you need support

### Believing

#### 6 I am doing some things to look after my physical health

- You attend health appointments on your own – or with friends or family
- You try some healthy changes and may start to get a sense of what works for you

#### 5 I need to take some responsibility for looking after my health

- You want to look after your health, but are not sure how to do it
- You initiate discussions about health and actively explore options

### Accepting help

#### 4 I will go along with treatment provided

- You see a doctor regularly if needed, usually if someone else organises it
- You may be feeling better as a result of your treatment

#### 3 I want help for pain or illness

- You want to do something about any pain or discomfort you are in, and will see a doctor or nurse if someone else takes you – otherwise you probably won't go
- Although you are getting help with major problems, you ignore less severe ones

### Stuck

#### 2 My health is bad but nothing will help

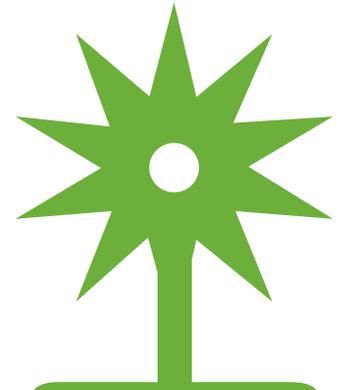
- As for 1, but you occasionally discuss health briefly or ask for help but may then refuse treatment if offered. Perhaps you don't believe it is possible to feel better

#### 1 My physical health is bad but I don't want to talk about it

- You don't go to the doctor even for pressing health problems
- You may be behaving in ways that risk your health, including sexual risk-taking
- You don't want to discuss health issues, or it feels too hard to even think about

# 7 Emotional and mental health

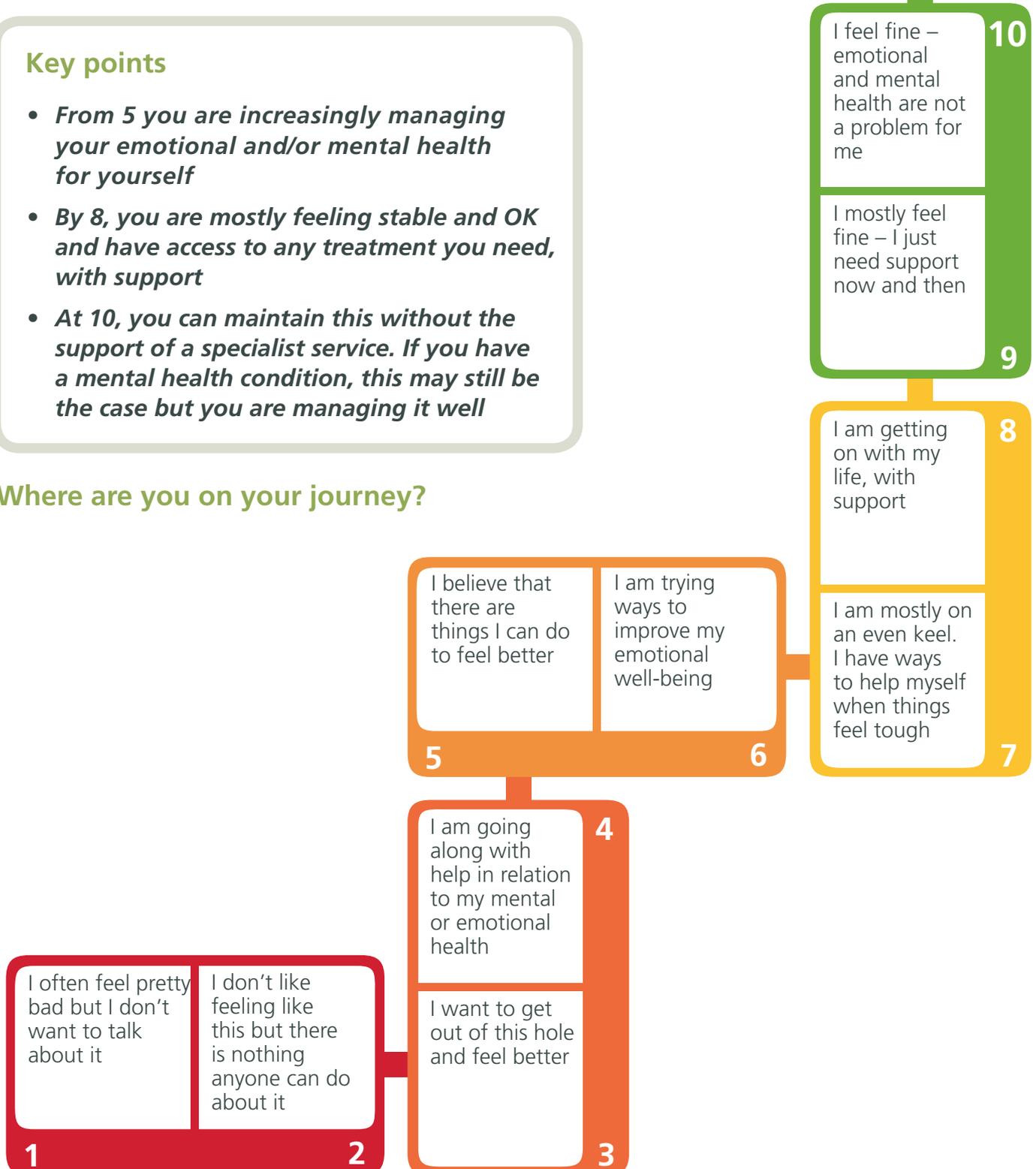
*How you feel, dealing with anxiety, stress, depression, trauma or strong emotions*



## Key points

- *From 5 you are increasingly managing your emotional and/or mental health for yourself*
- *By 8, you are mostly feeling stable and OK and have access to any treatment you need, with support*
- *At 10, you can maintain this without the support of a specialist service. If you have a mental health condition, this may still be the case but you are managing it well*

Where are you on your journey?



# 7 Emotional and mental health (detail)

This scale is about how you feel most of the time and how you manage any difficult emotions and/or mental health issues, whether diagnosed or not. Perhaps you experience panic attacks, have symptoms of post-traumatic stress or use self-harm to cope with difficult feelings. Perhaps you need medication, treatment or other support. Perhaps there are things you could do to feel better.

## Self-reliance

### 10 I feel fine – emotional and mental health are not a problem for me

- You feel reasonably positive and can cope with life's ups and downs without support from a service, and any help is from family and/or friends
- If you have a diagnosed mental health problem, you manage symptoms well

### 9 I mostly feel fine – I just need support now and then

- As for 10, but you may not feel ready to let go of support

## Learning

### 8 I am getting on with my life, with support

- You use strategies to feel OK and deal with stress or manage symptoms, but it can be hard, so you need ongoing support
- Strong emotions or mental health issues are unlikely to trigger major problems
- You take prescribed medication without support and may be exploring treatments

### 7 I am mostly on an even keel. I have ways to help myself when things feel tough

- You understand how stress and emotions can get in the way of sorting your life out
- You make better choices and can see the effect of this on how you feel
- If you have a mental health problem, you understand the symptoms and know what can trigger a relapse and what helps you feel better

## Believing

### 6 I am trying ways to improve my emotional well-being

- You are doing things to lift your mood or manage stress or mental health symptoms, and avoiding things that have a negative effect, with support
- You are going along with any prescribed treatment for mental health problems

### 5 I believe that there are things I can do to feel better

- You believe you can find ways to feel better and/or reduce the effect of any mental health problem. You may see a link with drugs or alcohol if this is an issue for you

## Accepting help

### 4 I am going along with help in relation to my mental or emotional health

- You feel very anxious, stressed or depressed or have psychotic symptoms and this affects your life and ability to move on
- You accept help fairly consistently and go along with suggestions to feel better but don't take the initiative

### 3 I want to get out of this hole and feel better

- You experience high anxiety, stress, depression or psychosis and want help
- You may make appointments but often do not attend, and if you are on medication for a mental health issue, someone else has to make sure you take it

## Stuck

### 2 I don't like feeling like this but there is nothing anyone can do about it

- As for 1, you often feel pretty bad. You sometimes discuss symptoms but do not engage effectively with any help

### 1 I often feel pretty bad but I don't want to talk about it

- Symptoms such as anxiety, depression, psychosis, panic attacks, low self-worth or suicidal thoughts have a severe effect on your life, but you don't want to discuss it

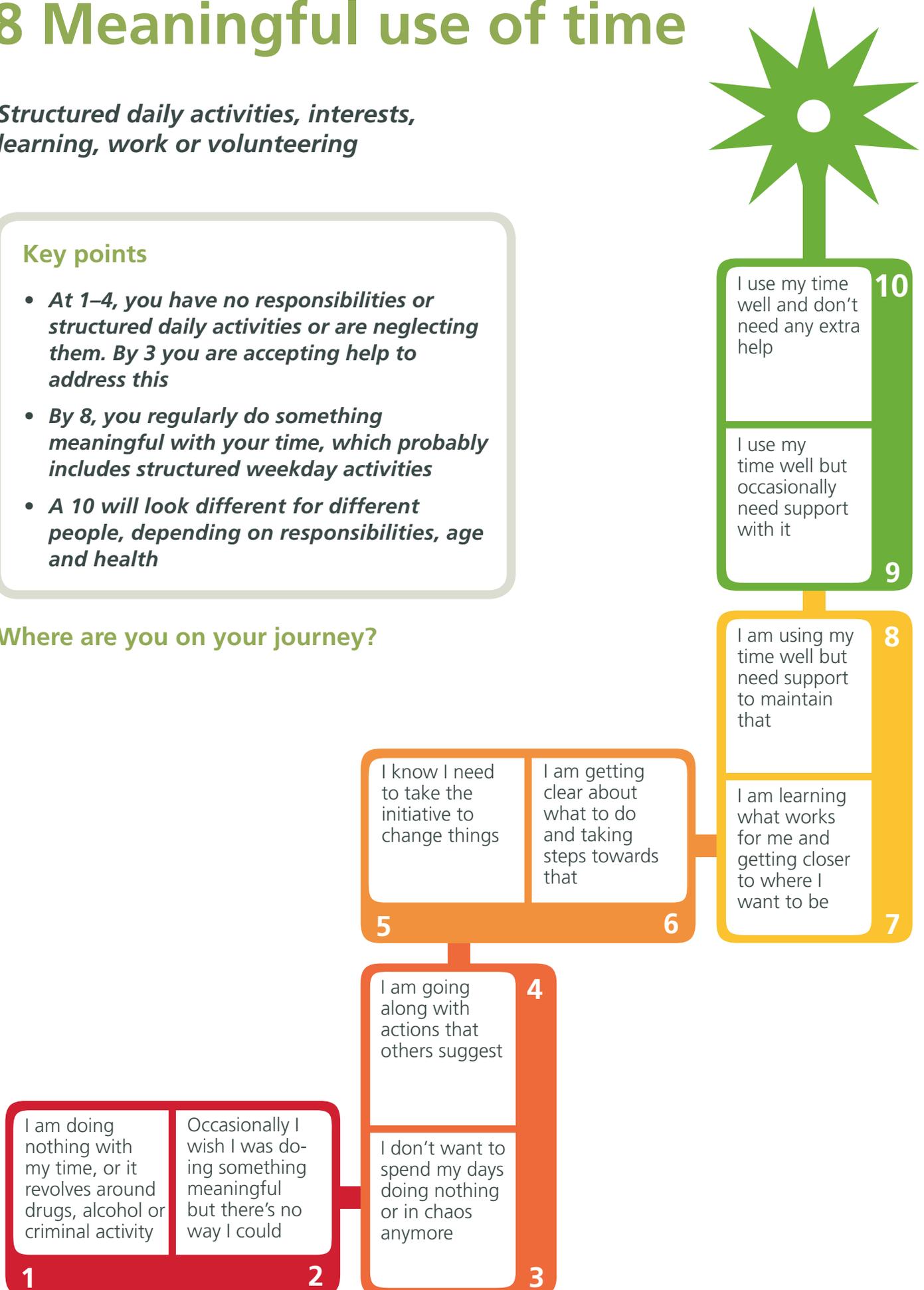
# 8 Meaningful use of time

*Structured daily activities, interests, learning, work or volunteering*

## Key points

- *At 1–4, you have no responsibilities or structured daily activities or are neglecting them. By 3 you are accepting help to address this*
- *By 8, you regularly do something meaningful with your time, which probably includes structured weekday activities*
- *A 10 will look different for different people, depending on responsibilities, age and health*

Where are you on your journey?



## 8 Meaningful use of time (detail)

This scale is about how you spend your time – whether you are regularly involved in activities that are interesting and satisfying and if not, how clear you are about what you would like to do. It's also about building the skills and confidence you need to do these things. For some people this will mean taking steps towards education, training, volunteering or employment.

### Self-reliance

#### 10 I use my time well and don't need any extra help

- You are engaged in regular activities that work for you, for instance, paid or voluntary work or training
- You can move between jobs or choose and organise new activities without the service – friends, family and colleagues provide you with any support you need

#### 9 I use my time well but occasionally need support with it

- As for 10, but you need help occasionally, for instance if circumstances change or a course comes to an end and you need to make new arrangements

### Learning

#### 8 I am using my time well but need support to maintain that

- You are engaged in regular activities that work for you
- You may encounter difficulties but with support you can learn from these

#### 7 I am learning what works for me and getting closer to where I want to be

- You are discovering what works for you and may be excited at new achievements
- You may be addressing things that hold you back, for instance, literacy
- You run into problems at times and you need help to get through

### Believing

#### 6 I am getting clear about what to do and taking steps towards that

- You are trying new things and can set and meet short-term goals, with support
- You find you can sustain interest and activities, though you need support

#### 5 I know I need to take the initiative to change things

- You are actively considering the future and the options available to you
- You have some sense of the direction you want to go in, but it's hard to put that into practice so you need support to talk about your options

### Accepting help

#### 4 I am going along with actions that others suggest

- You follow through on actions agreed in keywork, with lots of encouragement
- You may take part in activities where you live but are unlikely to go elsewhere
- You know what you don't like, but you don't really know what you do want to do

#### 3 I don't want to spend my days doing nothing or in chaos anymore

- You are doing little or nothing with your time but are fed up with living like this
- You want to change but don't have a sense of what else is possible
- You agree to do things, but easily lose motivation and don't follow through

### Stuck

#### 2 Occasionally I wish I was doing something meaningful but there's no way I could

- You are occasionally fed up with doing nothing and may talk about this, but not for long and you don't accept any offers of help with how to use your time

#### 1 I am doing nothing with my time, or it revolves around drugs, alcohol or criminal activity

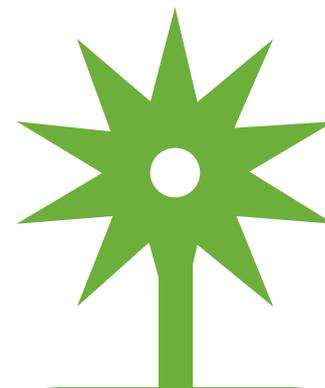
- You are not in paid or voluntary work, training, education or other meaningful activity and don't want to talk about how you use your day
- Your life is too chaotic to have a routine and may revolve around drugs or alcohol

# 9 Managing tenancy and accommodation

*Where you live, complying with terms, taking steps to live independently*

## Key points

- **By 4 you consistently keep within the main rules of your accommodation**
- **By 6 you are taking steps to live independently**
- **By 8 you are able to manage accommodation for yourself well enough but need support to maintain that**
- **By 10 you do not need a specialist service to maintain your accommodation**



I live independently and manage my own tenancy without support	10
I live independently, with occasional support	9

I can live independently, with ongoing support	8
I am learning how to manage my tenancy and be self-reliant	7

I want to make the changes I need so I can live independently	5
I am taking steps to be able to live independently and find a home	6

I am going along with things to keep my accommodation	4
I don't want to lose my accommodation	3

I am not able or not willing to comply with rules and regulations	1
I am not complying with the rules and occasionally worry about being evicted	2

Where are you on your journey?

## 9 Managing tenancy and accommodation (detail)

This scale is about where you are living now and how well you comply with the terms of your accommodation, for instance paying rent and bills, getting on with your neighbours and taking responsibility for visitors. It is also about the steps you are taking to live independently.

### Self-reliance

#### 10 I live independently and manage my own tenancy without support

- You are living in your own flat and maintaining your tenancy without support from a service. You pay your rent and other bills and there is no risk of eviction
- You can forward plan and mostly deal with crises, drawing on your own support networks as needed

#### 9 I live independently, with occasional support

- As for 10, but you need occasional support in case of crisis

### Learning

#### 8 I can live independently, with ongoing support

- You are able to live in your own place and maintain a tenancy with support, though you may either be in your own flat or waiting for a flat at this point
- You can manage rent and other bills, forward plan and mostly deal with crises

#### 7 I am learning how to manage my tenancy and be self-reliant

- You are learning how to maintain a tenancy, pay rent and other bills, forward plan and deal with unexpected events but there are a few areas of difficulty
- You may have recently got your own flat, or be waiting for one

### Believing

#### 6 I am taking steps to be able to live independently and find a home

- You are living in supported or temporary accommodation and are actively taking steps to be ready to manage a home of your own, including learning about managing a tenancy or addressing other areas that have held you back

#### 5 I want to make the changes I need so I can live independently

- You want a place of your own and realise it is up to you to make changes. You feel motivated to do this and open to exploring issues that have held you back

### Accepting help

#### 4 I am going along with things to keep my accommodation

- You are living in supported or temporary accommodation and mostly comply with the rules and regulations but are not working towards independent living

#### 3 I don't want to lose my accommodation

- You are at risk of eviction but go along with the rules to avoid this
- This may include co-operating with getting a claim running or agreeing to keywork but you find it hard to follow through with what you need to do

### Stuck

#### 2 I am not complying with the rules and occasionally worry about being evicted

- As for 1, except you will occasionally discuss issues, but if help is offered you do not accept it and nothing is changing

#### 1 I am not able or not willing to comply with rules and regulations

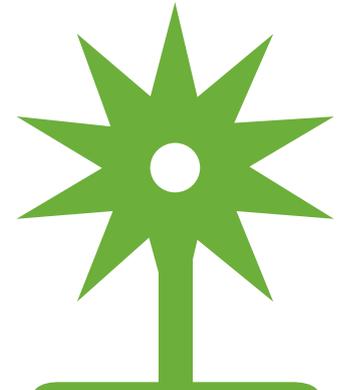
- You may be living on the street, sleeping rough or staying in overnight shelters
- You are at high risk of eviction because of not paying rent or anti-social behaviour. You don't see this as a problem or are not willing to discuss it

# 10 Offending

*Not breaking the law – including avoiding violent conflict, drug-dealing and domestic abuse – dealing with legal issues*

## Key points

- *By 6, your offending is reducing*
- *By 8, you have stopped offending but need support to maintain that*
- *If you have a history of offending, 10 means you are able to avoid offending and conflict and choose to do so. You no longer need support to maintain that*
- *If you have never offended, you are at 10*



I am not offending and don't need support in this area	10
I am not offending, with occasional support to maintain this	9

## Where are you on your journey?



# 10 Offending (detail)

This scale is about changing the way you live, if necessary, to stop any offending or anti-social behaviour and to relate to people in ways that avoid conflict. This includes not getting involved in theft, fights, domestic violence, drug-dealing, drink-driving and other behaviour that is against the law. It covers both current offending and how you deal with any consequences of past offending and orders of the court.

## Self-reliance

### 10 I am not offending and don't need support in this area

- You are not at risk of offending and workers acknowledge this
- You have no outstanding issues with the police or courts, or you are complying with these effectively without support from the service

### 9 I am not offending, with occasional support to maintain this

- As for 10, but you need occasional help to avoid offending, anti-social or nuisance behaviour

## Learning

### 8 I am staying within the law, with support

- You are not offending, but you need ongoing support to keep this up
- You are actively dealing with ongoing consequences of any past offending
- You have strategies for avoiding high-risk situations and mostly use them. Your lifestyle supports you in not offending

### 7 I understand how and why I get in trouble and how to stop for good

- You are becoming aware of how and why you get into trouble and how to avoid high-risk situations or people. You are learning to deal with triggers and manage your behaviour, for instance, through anger management skills
- You may occasionally commit minor offences but you learn from this

## Believing

### 6 I am taking steps to stop offending and/or deal with the consequences of offending

- You are reducing or stopping offending
- You are taking the initiative to comply with the terms of any legal orders

### 5 I want to stop offending

- You are facing up to your offending and actively considering changes to the way you live, and avoiding certain people, to help you stop any criminal activity
- You can see the consequences of involvement with the police or legal system

## Accepting help

### 4 I am going along with help to sort out issues with the law

- You mostly comply with the courts or any legal orders, where you need to
- You mostly go along with help to reduce your offending but do not take the initiative

### 3 I wish I didn't have these problems

- You are unhappy with the negative consequences of your offending or anti-social behaviour and sometimes accept help with these
- You do not accept responsibility or address the causes of the offences and may blame others or circumstances

## Stuck

### 2 The courts or police are causing me problems

- As for 1, but you occasionally acknowledge offending and related problems, but do not accept or engage with help that is offered

### 1 I am not able or not willing to discuss offending

- Workers know or suspect you are offending but you will not talk about this
- You may not acknowledge there is a problem or may deny responsibility
- You may have outstanding court appearances or be subject to other orders but you are not dealing with any outstanding consequences of your offending

# Additional resources for using the Outcomes Star™

In addition to this User Guide, there is a range of resources available to help organisations use the Outcomes Star effectively.

## The Star Chart and Action Plan

The Star Chart and Action Plan is a four-page document that includes the Star Chart, on which scores are marked, a summary of the Journey of Change for quick reference, space for notes, and a simple action plan your organisation may also choose to use. It is completed with service users when using the Outcomes Star as a paper-based system.

## The Outcomes Star™ Online

The Outcomes Star for homelessness, along with all published versions of the Outcomes Star, is available to use online via an intuitive web application called the Star Online. This application allows workers to complete the Star Chart with service users on screen, incorporating the scales from the User Guide and guidance for workers and service users. The Star Online can be used in conjunction with a paper-based system, if preferred. Workers and service users can complete the Star on paper and then input the scores online at a later date.

The Star Online is secure and provides a wide range of features that enable organisations to analyse and report on the outcomes data that staff have added to the system, and to benchmark their outcomes against averages for similar organisations and client groups. It is available to organisations using the Outcomes Star for an annual licence fee, which is based on the number of keyworkers and managers using the Star.

For more information about the Star Online go to [www.staronline.org.uk](http://www.staronline.org.uk).

Homeless Link members in the United Kingdom may want to use the Outcomes Star System, an alternative web application similar to the Star Online but solely for the Outcomes Star in homelessness. This was developed and funded as part of the London Housing Foundation Impact through Outcomes programme and is free to Homeless Link members. See [www.homeless.org.uk](http://www.homeless.org.uk) for more information.

## The Organisation Guide

The guidance that follows is intended to support the implementation and use of the Outcomes Star. Part one is for service managers and provides guidance and good practice examples in implementing the Outcomes Star across a service or organisation. Part two presents guidance for support workers in using the Outcomes Star with service users.

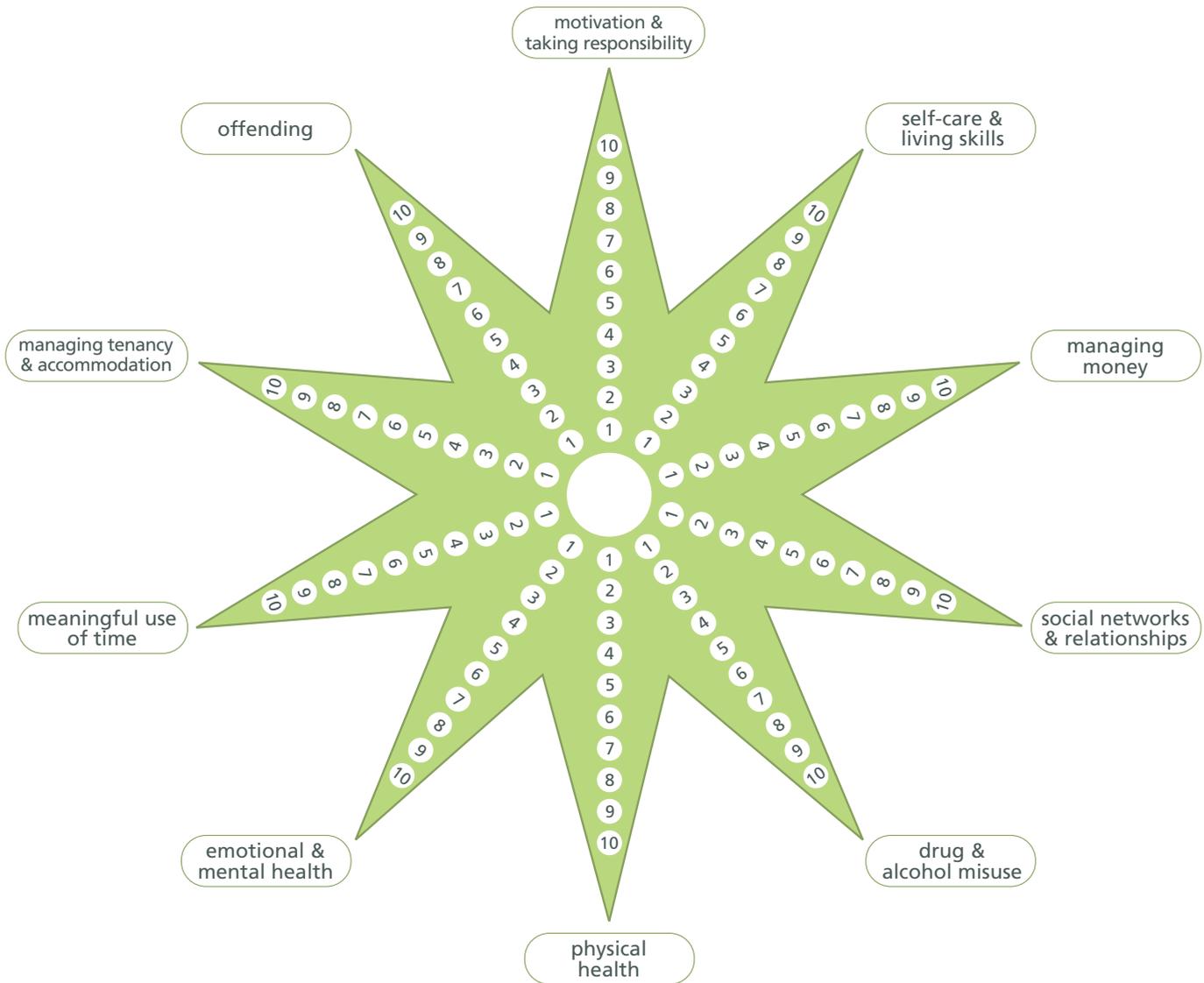
## Outcomes Star™ website

The Outcomes Star website – [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk) – contains all versions of the Stars along with supporting information.

## Training and consultancy

It is essential that workers receive training before using the Outcomes Star and most organisations could benefit from consultancy support with the implementation process. For all versions of the Star, Triangle provides a range of consultancy support and in-house training courses and runs a licensed trainer scheme for those wanting to cascade training within their organisations. For further details see [www.outcomesstar.org.uk/outcomes-star-training](http://www.outcomesstar.org.uk/outcomes-star-training).

Homeless Link also offers training and consultancy support for member organisations in the UK implementing the Outcomes Star. For more information see [www.homeless.org.uk](http://www.homeless.org.uk).



This version of the Outcomes Star™ is one of a family of tools developed by Triangle for supporting and measuring change when working with people.

## Training, IT solutions and other support

Support in using the Outcomes Star is available from both Triangle and Homeless Link. Triangle supports all versions of the Star in the UK and internationally. Homeless Link supports this version in the UK and can offer some free or reduced cost support for voluntary sector homelessness services.

### Contact Triangle

[www.outcomesstar.org.uk](http://www.outcomesstar.org.uk)

email: [info@traingleconsulting.org.uk](mailto:info@traingleconsulting.org.uk)

tel: 020 272 8765

### Contact Homeless Link

[www.homeless.org.uk](http://www.homeless.org.uk)

email: [info@homelesslink.org.uk](mailto:info@homelesslink.org.uk)

tel: 020 7840 4430