

the
**outcomes
star**

Supporting change in
homelessness and related
services

2nd Edition



Published by

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In this second edition of the Outcomes Star, the tool itself - the scales and Star Chart - remain unchanged. However, this version incorporates improvements to the introductory text and guidance made possible by feedback from a wide range of organisations who have implemented the Outcomes Star and helped develop good practice. It also incorporates the on-line version, the Outcomes Star System.

This version is published by Homeless Link who now manage www.homelessoutcomes.org.uk where the Outcomes Star is published. Homeless Link is responsible for its promotion within the homelessness sector.

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Foreword from Homeless Link

We are very pleased to have been asked by the London Housing Foundation to take on the outcomes programme they have been developing since 2003. We would like to pay tribute to the vision of St Mungo's in initiating the Outcomes Star and to Triangle Consulting for their work in its development.

We see this as a major opportunity to promote the value of an outcomes approach in helping services to focus on the needs, potential and development of each individual person. Our ambition is to see our country free from homelessness. We see the amazing work that our members do to change lives by providing the right support to the people they serve. This outcomes tool will help them provide the evidence of their impact and success to commissioners, partners and their staff. Most importantly it supports informed discussion between the person using services and their support worker over a plan that works for them as an individual and enables a shared understanding of progress and remaining challenges. We at Homeless Link also look forward to joining up information at a national strategic level to build evidence of what works to support the case for intelligent investment in homelessness and housing related support.

Jenny Edwards, Chief Executive, Homeless Link

Foreword from Triangle Consulting

We have been delighted and overwhelmed by the level of interest in the Outcomes Star. We are very pleased that Homeless Link is now taking the lead role in promoting the Star within the homelessness sector and hope that this new, improved version meets the need for a practical, usable outcomes tool even better than the previous edition.

We believe the Outcomes Star and the new Outcomes Star System for on-line completion and analysis have enormous potential to support change and develop evidence of effectiveness. We are committed to continuing the development and promotion of the Star for the benefit of the sector and ultimately the people who use its services.

Joy MacKeith, Sara Burns and Kate Graham, Triangle Consulting

Acknowledgements

We are aware that we would not have been able to publish such an accessible and effective tool without an enormous amount of feedback and input along the way from managers, workers and clients in many organisations: people who have enthusiastically participated in developing and testing versions of the Star and made many helpful suggestions for improvements.

We would particularly like to thank St Mungo's for their 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 and the Outcomes Star (referred to as the Star) will help record your progress. Changes might mean finding and keeping a home, building and improving relationships, learning new skills and dealing with problems that are bringing you down. Making these changes isn't easy, but understanding how change works can help.

Many people have found it useful to think about change as a journey with different stages. They find it helps to think about which stage they are in and get a picture of where they are on their journey. We use the Star to help in this.

How we change things that aren't working for us - the Ladder of Change

Everyone makes changes in their own way but the pattern is often similar.

At the beginning we may feel **stuck** - we don't feel able to face the problem or accept help.

From stuck we move to **accepting help**. At this stage we want to get away from the problem and we hope that someone else can sort it out for us.

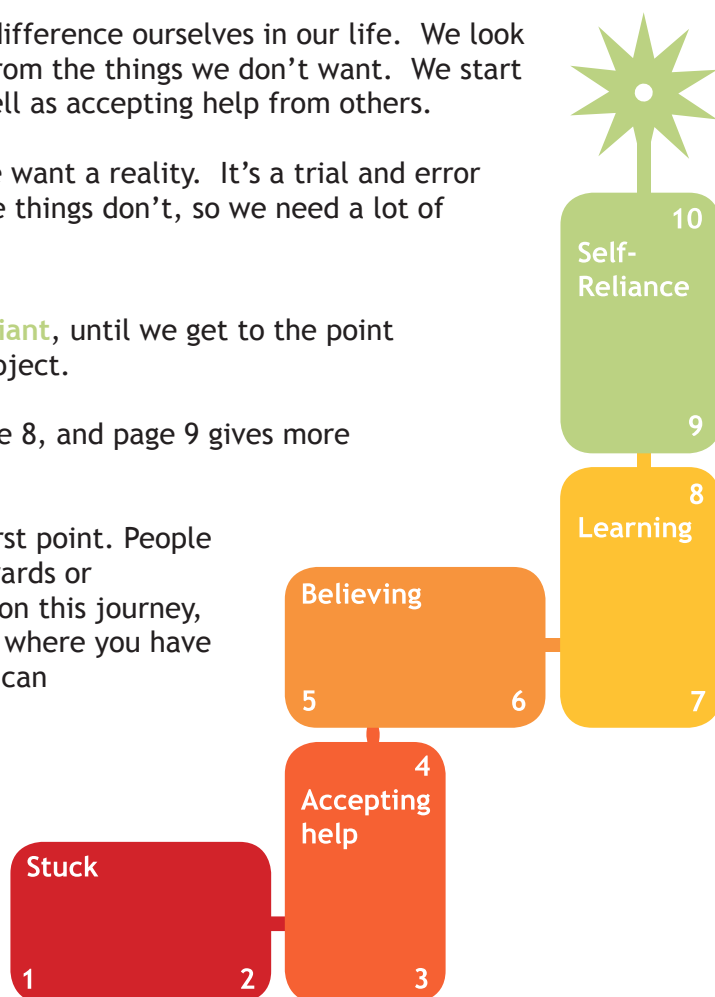
Then we start **believing** - that we can make a difference ourselves in our life. We look ahead towards what we want as well as away from the things we don't want. We start to do things ourselves to achieve our goal as well as accepting help from others.

The next step is **learning** how to make what we want a reality. It's a trial and error process. Some things we do work well and some things don't, so we need a lot of support through this process.

As we learn we gradually become more **self-reliant**, until we get to the point when we can manage without help from the project.

There is a full-size version of the ladder on page 8, and page 9 gives more information about each stage.

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



Seeing the big picture - the Star

Most people who spend time in this project want to make changes in one or more of the following areas. These are the areas of your life that the Star will help you look at:

- Motivation and taking responsibility
- Self-care and living skills
- Managing money and personal administration
- Social networks and relationships
- Drug and alcohol misuse
- Physical health
- Emotional and mental health
- Meaningful use of time
- Managing tenancy and accommodation
- Offending

For each of these areas there is a detailed ladder to help you work out where you are in your journey for that area of your life. Although all the ladders are different, they all follow the same pattern with the same five stages. These ladders are on pages 10 to 29.

To complete the Star look at each of the ten ladders one by one and think about where you feel you are at the moment and what your next step might be.

Each position on the ladder has a number so when you have decided where you are on each ladder, you can mark the number on the Star Chart and connect the points to create your own personal star - a picture of where you are at the moment in your journey. There is a picture of the Star on page 30 but to complete it you will use a separate form called the Star Chart and Action Plan or you will complete it online using a computer.

Although you can do this on your own, it is best to talk it over with your keyworker¹. Together you can agree where you are on each ladder and then look at the big picture - the areas of your life that are working well and the areas that are causing difficulties. This picture will help you and your keyworker to agree what to work on now. From there you can start thinking about the actions you want to take and the support that would help you.

¹ The keyworker could be the project worker or the support worker or may have another name in your project. It is the person who is assigned special responsibility for working with individual service users - assessing their needs, agreeing goals and providing support and referrals to help them meet those goals.

Your own personal journey

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

It also helps us to get an idea of whether the project is giving the right support, where our service users make most changes, and where we may need to provide more support or do things differently. You may want to have your own copy of this booklet so that you can review your own progress when you want to.

What you need to do

1. Look at the ladder and get a feeling for how it works. Perhaps think about an area of your life where you have made changes and see how that fits with the ladder.
2. Talk over each of the ten areas with your keyworker and agree where you are on the ladder for each of the areas. You can decide which ladder to do first. You and your keyworker can record any important points on the Star Notes sheet if you want to.
3. Plot your scores on the Star Chart to get the big picture. It may be possible to do this using the online Outcomes Star System if your project uses this system. Take a look at what your own personal Star looks like and what it tells you about how things are for you now.
4. Agree which areas you want to work on, what you are aiming to do between now and the next time you do the Star and what needs to happen next. Record these in the Star Action Plan or in the Support Plan that is used in your project.

Stuart Couzell was a service user in a mental health day centre where he completed the mental health version of the Star (called the Recovery Star) three times. Here's what he says about how the Star helped him :

“The Star made a massive difference to me because it showed me that there were things I could do to become the person I wanted to be - a more rounded person with a more rounded star.

I had written myself off - I saw myself as a dead man walking, someone going nowhere. But the Star showed me that there were things that I could do and goals I could achieve. That really built my confidence and gave me hope.

I felt like I was being seen as a whole person. The language is very plain and simple - there was no jargon for me to get my head around. Because it is so visual I could see where I was and where I was going. And whereas before it had felt like the keyworker was telling me what to do, this felt like a joint process. For the first time it felt like they were seeing me as a person rather than as a problem and that really built my confidence.

Go for it! Now I am working as a support worker in a drop-in centre. To any service user who might have the chance to use the Star I would say - go for it. It can change your life and make you realise that there is a world out there and you can be part of it.”

The Ladder of Change

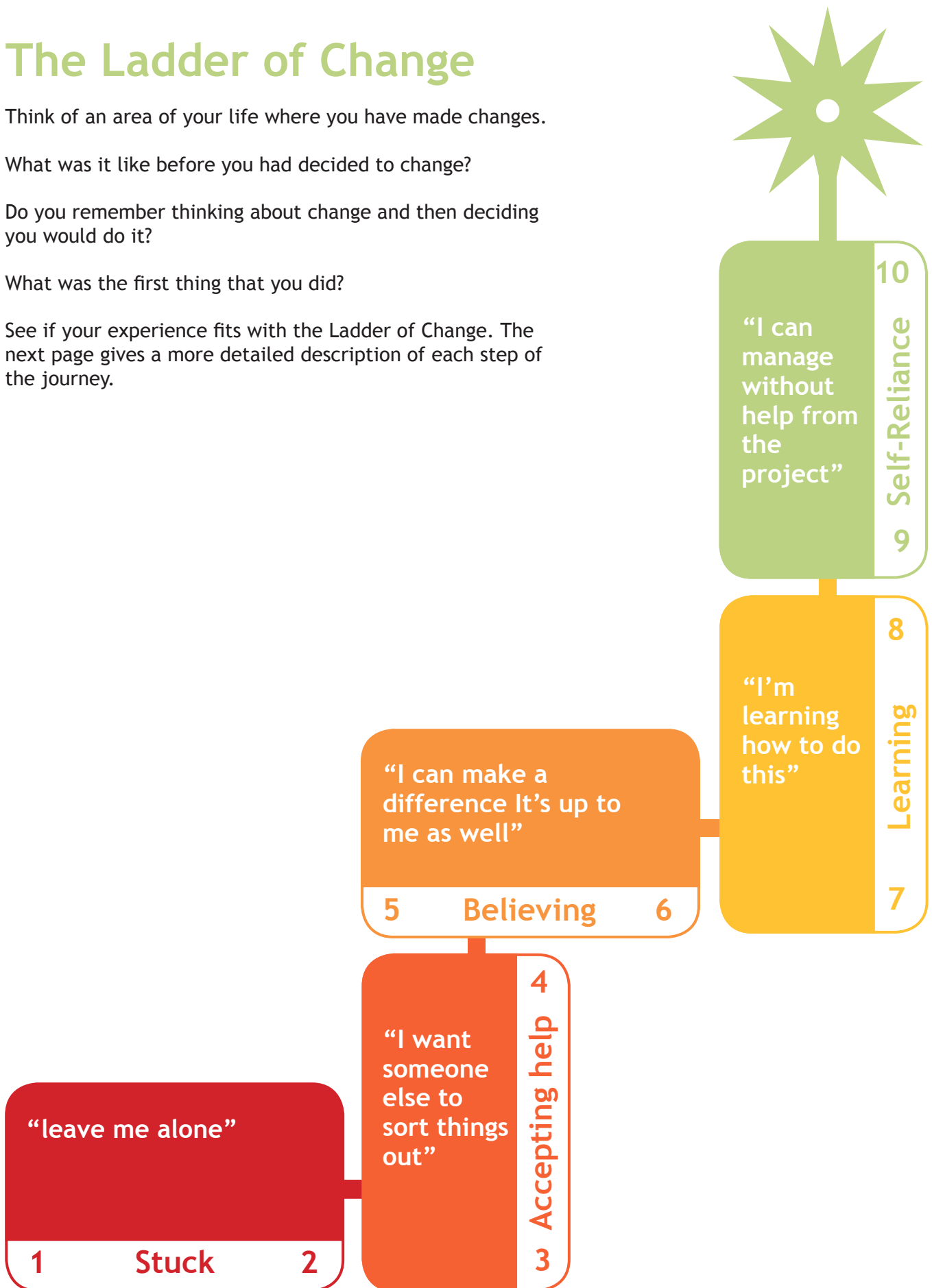
Think of an area of your life where you have made changes.

What was it like before you had decided to change?

Do you remember thinking about change and then deciding you would do it?

What was the first thing that you did?

See if your experience fits with the Ladder of Change. The next page gives a more detailed description of each step of the journey.



Detailed Ladder of Change

Stuck

1. At the beginning of the journey we are not interested in thinking about or discussing this aspect of our lives. Although we are far from achieving our full potential and may be causing harm to ourselves or others, we are cut off and not aware of problems, or unwilling to talk about them out of fear or mistrust. Because of this we are stuck.
2. The first sign of the possibility of change is present when we feel fed up with how things are. This may be fleeting and we probably won't engage with support in any real or meaningful way.

Accepting help

3. The feeling that we don't like how things are gets stronger and now we really want things to be different. Change may seem impossible or frightening and we may not know what we want, but we know we don't want to carry on living as we have been. At this point we will meet workers or others offering help and accept their help with pressing problems, though our willingness or ability to do this may come and go.
4. Now we start to engage with support in a more consistent way, talking things through and following agreed actions. However, we do not take the initiative and rely on others for change. Without workers driving the process we can slip back quickly and may feel critical of workers if things don't work out.

Believing

5. Now for the first time we start to really believe that things could be different in this area of our life. We get a sense of what it is we want - what we are moving towards as well as what we are moving away from. We can see that change won't happen unless we help to make it happen. This is a change in the way we view things. There is a sense of being engaged rather than just going along with other people's plans.
6. We start to build on this belief by doing things differently in the world. We are experimenting, trying out new ways of doing things. Sometimes things work, sometimes they don't - so it's a difficult stage to be in and we need a lot of support to ride the highs and lows and keep the belief going.

continued on the next page...

Detailed Ladder of Change continued....

Learning

7. The experimenting leads to learning and we start to get a sense of what works for us in moving towards our goal in this area of our life. This is really motivating and helps to strengthen our belief in ourselves and our ability to achieve our goals. For this reason we start to become more consistent in doing things that are helpful for our journey and get us closer to where we want to be. However we still need quite a lot of support to keep things going and without it setbacks can knock us off course.

8. With support we overcome some setbacks and learn more about what helps to keep us on course in times of difficulty. However dealing with difficulties is quite challenging and it can be tempting to give up and go back to the old ways of doing things. It helps to have someone to talk to about how we are managing things to help us recognise what we have learnt.

Self-reliance

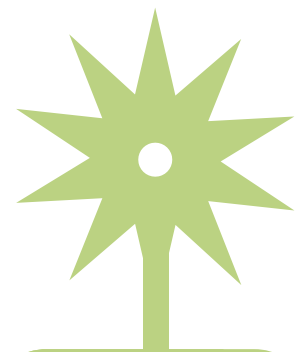
9. Our new ways of doing things in this area of our life are now quite well established and feel more natural or automatic. Most of the time we can maintain the changes on our own without support but at times of crisis we are vulnerable to slipping back and so it can be helpful to have someone who checks that all is well and helps us to recognise the danger signs and take action when necessary.

10. We have no issues in this area and behave in ways that work well for us and for those around us. We don't need any outside help to maintain this way of doing things. We know when we need support and know how to get it.

1. Motivation and taking responsibility

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

Where are you on your journey?



| | |
|---|------------------------|
| Independent of the agency. Friends and/or family provide help, if needed. | 10 |
| Comfortable with new lifestyle but need help now and then. | 9 Self-Reliance |

| | |
|---|-------------------|
| Like the way I live now but need help to keep it going. | 8 |
| Understand how what I do affects what I get. | 7 Learning |

| | | |
|---|---|----------|
| Know I need to do something to help myself move on. | Know what I want and starting to do things to get it - with lots of help. | |
| 5 | Believing | 6 |

| | | |
|---|---|----------|
| Will go along with help if other people can stop my life being like this. | Had enough of living like this and want things to change. | |
| 3 | Accepting help | 4 |

| | | |
|---|--|----------|
| Not interested in talking to any workers or in making change. | Sometimes fed up with how my life is but nothing can be done about it. | |
| 1 | Stuck | 2 |

Motivation and taking responsibility - the internal journey

Self-Reliance

10. Independent of the agency: family, friends and generic services provide help if needed

- Confident in new life-style
- Own support network in place

9. Comfortable with new lifestyle but need help now and then

- Confidence getting stronger as they get through setbacks
- Able to judge when needs support rather than have it there all the time
- New identity as someone who can cope and is in control but letting go of support may be frightening

Learning

8. Like the way I live now but need help to keep it going

- Behaviour and habits changed substantially, for instance has new friends and daily routine
- Makes more consistent positive choices; behaviour in line with what they want
- Experiencing inevitable setbacks and needs support with these

7. Understand how what I do affects what I get

- Recognises that behaving differently has positive effects; sees the benefits (attitude changes)
- May feel excited about new possibilities and what the future holds
- First sense of feeling in control

Believing

6. Know what I want and I'm starting to do things to get it - with lots of help

- Doing things differently, addressing issues in practice (behaviour changes)
- Has more of a sense of how they want their lives to be
- Change feels frightening and familiar ways are tempting; needs support and may say and do contradictory things. Their level of commitment to change may vary

5. Know I need to do something to help myself move on

- Seems really engaged in key work
- Starts to put things on the agenda rather than just responding
- First signs of taking responsibility for their situation and feeling they can change it

Accepting help

4. Will go along with help if other people can stop my life being like this

- Accepts help more consistently - asks for help and attends appointments sometimes
- Goes along with what is suggested by others - behaviour changes
- May know what they don't want but not what they do want

3. Had enough of living like this and want things to change

- Says they are not happy with how things are (attitude changes)
- Wants to do something about it but doesn't follow through, i.e. misses appointments
- Doesn't really believe that things can change and they are not doing much about it

Stuck

2. Sometimes fed up with how my life is but nothing can be done about it

- The first glimmer of dissatisfaction with their situation but effective keywork still not possible
- Engages in discussion and then breaks off or changes the subject

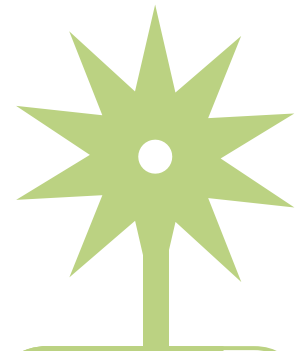
1. Not interested in talking to workers or in making change

- Appears totally stuck. There is no opening for key work
- Will not engage in conversation about their current situation
- May be too frightened of change or lack any confidence or belief that it is possible

2. Self care and living skills

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.

Where are you on your journey?



| | |
|---|----------------------------|
| Can look after my place and take care of myself without outside help. | 10 Self-Reliance |
| Look after my place and myself well, just need occasional help. | |

| | |
|--|----------------------|
| Have new habits and doing more but sometimes slip back. | 8 Learning |
| See that when I look after myself and my place, I feel better. | |

| | | |
|--|---|-----------------------|
| Want to be able to do more for myself and look after myself and my place better. | Do things to look after myself and my place better, learnt more what to do. | 6 Believing |
| 5 | | |

| | |
|--|----------------------------|
| If others can help me look after myself better, I will go along with it. | 4 Accepting help |
| Don't want to go on living like this. | |
| 3 | |

| | | |
|--|--|-------------------|
| Don't have a problem with looking after myself (but others think I do) | Don't look after myself well but I can't/that's just the way I am. | 2 Stuck |
| 1 | | |

Self care and living skills

Self-Reliance

10. **Can look after my place and take care of myself without outside help**
 - Will notice if they have let something go
 - Never neglects an important area over a long period
 - Looks after themselves and their home well without support
9. **Look after my place and myself well, just need occasional help**
 - Good self care but may let it go when things are difficult and needs help to get back on track

Learning

8. **Have new habits and I'm doing more but sometimes slip back**
 - Self care good in some areas but there are blind spots in other areas
 - Change is difficult so needs support to deal with setbacks
7. **See that when I look after myself and my place, I feel better**
 - Understands importance of self care, how it influences how they feel and how others react to them
 - As a result of positive choices, feels better and motivation increases

Believing

6. **Doing things to look after myself and my place better, learnt more what to do**
 - Does laundry, cleans room, cooks meals, for example, without prompting
 - Has reasonable skills for basic cooking and cleaning by this point, if not before
5. **Want to be able to do more for myself - look after myself and my place better**
 - Starts to initiate conversations about self care
 - First signs of seeing cleanliness, diet, sleeping habits etc as being important to them
 - Actively wanting to develop skills, if they don't have them

Accepting help

4. **If others can help me look after myself better, I will go along with it**
 - Consistently accepting help with self care
 - Self care standards improve when a lot of support is given, for instance cleans room, eats regular meals, but are dropped as soon as support is withdrawn
3. **Don't like the fact I can't take care of myself, I need help**
 - Sometimes agrees to letting worker help address issues, for example arranging to fit lock on a door if in a flat; having a shower and putting on fresh clothes, if in a hostel
 - Compliance with key worker suggestions is patchy

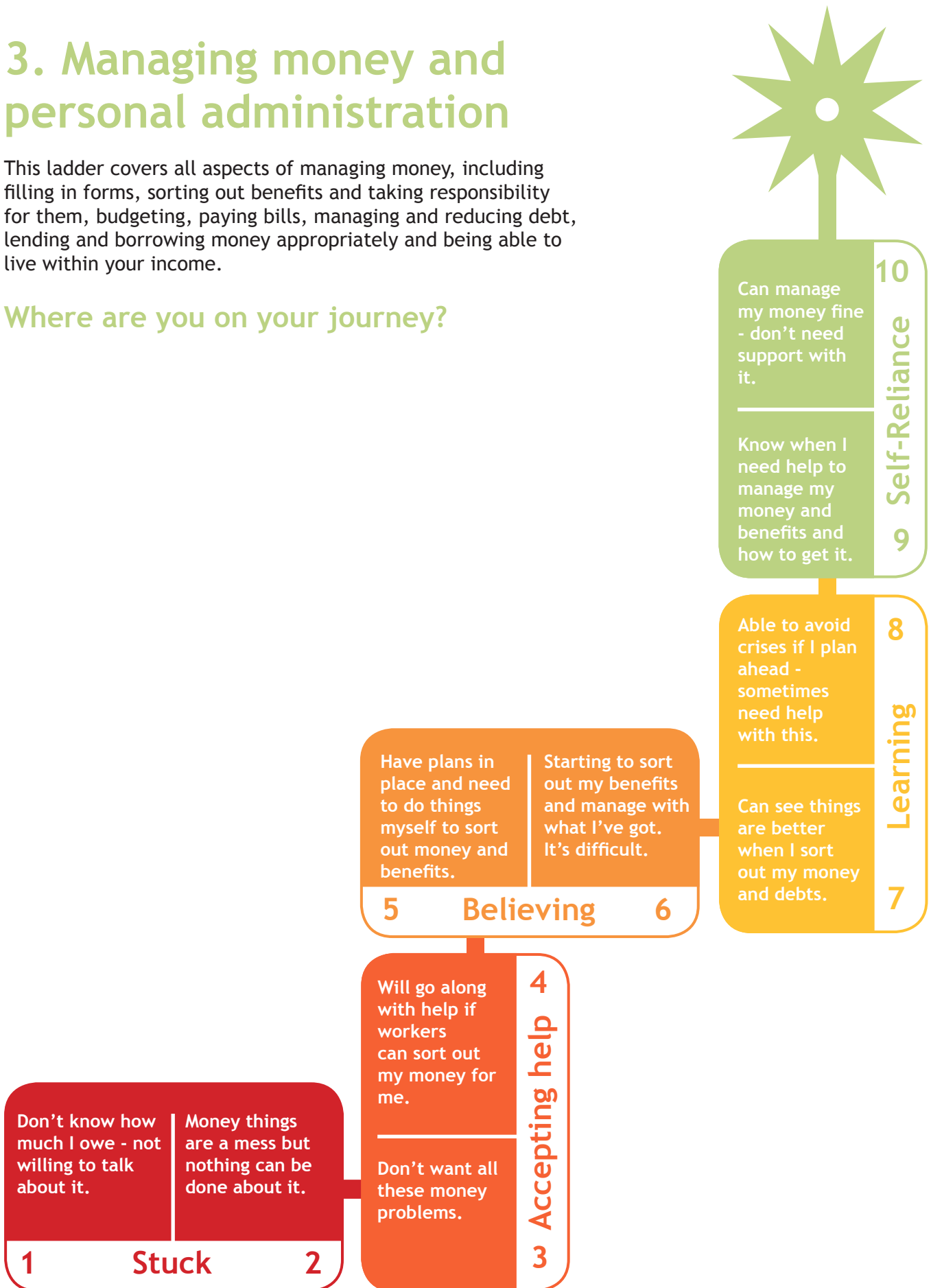
Stuck

2. **Don't look after myself well but I can't - that's just the way I am**
 - Will discuss self care and may acknowledge problems but refuses all help
 - Some glimmer of dissatisfaction with how things are
1. **Don't have a problem with looking after myself - though others think I do**
 - Not able to keep themselves warm, fed, safe, clean, for example; if street homeless, may not be eating or washing regularly; if in flat, there may be abandoned rubbish
 - Not possible to engage in discussion about self care
 - Self-neglect to the point of harming self or driving others away

3. Managing money and personal administration

This ladder covers all aspects of managing money, including filling in forms, sorting out benefits and taking responsibility for them, budgeting, paying bills, managing and reducing debt, lending and borrowing money appropriately and being able to live within your income.

Where are you on your journey?



Managing money and personal administration

Self-Reliance

10. **Can manage my money fine and don't need support with it**
 - Fully understands entitlements, benefits process and how to maintain a claim
 - Able to forward plan and deal with crises
 - May still have debts but is repaying them and can manage situation without support
9. **Know when I need help to manage my money and benefits and how to get it**
 - Budgets well; no need to prompt to pay bills, understands income and outgoings and isn't usually vulnerable to exploitation by others or loaning money inappropriately
 - Occasional problems, still needs support to get back on track

Learning

8. **Able to avoid crises if I plan ahead - sometimes I need help with this**
 - Immediate problems dealt with and payments kept up. Starts planning ahead
 - Doing more for themselves but experiencing setbacks, for instance if there is a new form to complete, will attempt to do it themselves but may need help to finish it off
7. **Can see things are better when I sort out my money and debts**
 - By this point (if not before) preventing further debt building up. Debts may be reduced
 - Can see that being responsible with money brings rewards - it is much better to have some money to spend and not to be receiving red bills
 - Regular payments made

Believing

6. **Starting to sort out my benefits and manage with what I have got. It's difficult**
 - Takes responsibility for claims and debts at this point, if not before, and has some understanding of entitlements and benefit agencies
 - Awareness of budgeting, though often can't maintain it. May have a written budget plan
 - If vulnerable and exploited by others with money, starting to address this
 - Rent arrears may be still be owed but non-payment is less frequent
5. **Have plans in place and need to do something myself to sort out benefits and money**
 - First signs of taking responsibility for financial situation
 - If in debt, there is a sense that they want to understand their situation and address it
 - Attends appointments. Gives CAB and others information and permission to contact debtors

Accepting help

4. **Will go along with help if my key worker can sort out my money for me**
 - In receipt of correct benefits at this point, if not before
 - Accepts help with sorting out debts and/or open to talk about it
 - Cannot go beyond this point without a payment plan for rent and service charges and bill payment plan in place, if they are needed
3. **Don't want these money problems**
 - Accepts help with obtaining benefits or keeping a claim running
 - Wants to get rid of the pressure on them as a result of money problems but blames others or is very vulnerable to exploitation

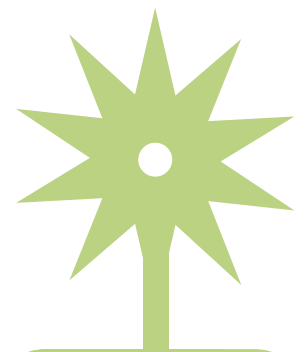
Stuck

2. **Money things are a mess but nothing can be done about it**
 - May feel helpless around money, have no experience of managing money and/or be exploited by others around money
 - Unable or unwilling to prioritise or understand the issues
1. **Don't know how much I owe or who to - not willing to talk about it**
 - Rent not paid and may have extensive debt and/or problems with the courts or those loaning money. Any money may be spent in one area, for instance drugs
 - Not willing to talk about money
 - Appears totally stuck, there is no opening for key work

4. Social networks and relationships

This ladder is about your relationships - who you mix with, whether your social circle supports you in achieving the things you want in life, and whether you feel you can trust and rely on people. You may start the journey on your own and end it having contact with others, or you may start the journey spending time with people who keep you stuck in old ways and end it with people who support you more positively.

Where are you on your journey?



| | |
|---|----------------------------|
| Have the friends and contacts I want and need and no major family issues. | 10 Self-Reliance |
| Have people I can rely on but need help on this now and then. | |

| | |
|---|----------------------|
| Enjoying my (new) friends and/or family but sometimes we have difficulties. | 8 Learning |
| Have some sense of who I can trust. Starting to understand family issues. | |

| | | |
|--|---|----------------------------|
| Have found someone I can talk to and trust. Want to look at family issues. | Feeling in-between - left old friends behind but don't have new ones yet. | 5 Believing 6 |
|--|---|----------------------------|

| | |
|---|---------------------------------|
| Talking to new people but don't really like or trust them. | 3 Accepting help 4 |
| Don't like feeling isolated. Or, the people around me aren't good for me. | |

| | | |
|--|---|------------------------|
| That's how life is - you can't trust anyone. | Sometimes fed up with being alone or with people I can't trust. | 1 Stuck 2 |
|--|---|------------------------|

Social networks and relationships

Self-Reliance

10. Have the friends and contacts that they want and need and have no major family issues

9. Have people I can rely on but need help in this area now and then

- Relationships feel more secure
- Greater sense of being able to deal with difficulties but still needs help sometimes
- Willing to explore and take risks with new people
- May be helping old associates change themselves

Learning

8. Enjoying my (new) friends and/or family but sometimes we have difficulties

- New relationships deepen
- Inevitable difficulties arise such as conflict or feeling let down; needs help to deal with them and learn from them
- Building ability to communicate; can say yes and no, and live with differences
- Sometimes misses their old community or isolation which was less demanding

7. Have some sense of who I can trust and starting to understand family issues

- Able to establish positive contact with friends and/or family by this point, if not before
- Has made some new relationships with people who support their more positive life choices
- Recognises the destructive effect of some past relationships
- May be making first steps to re-establish contact with family, if this is appropriate

Believing

6. Feeling in-between - left old friends behind but don't have new ones yet

- Moving away from previous peer group but tentative in making new relationships and as a result very dependent on key worker or other trusting staff relationships
- Needs support in recognising constructive relationships
- If naturally private, may be able to express desire for privacy in a less hostile manner

5. Have found someone I can talk to and trust. I want to address my family issues

- Starts to value and trust key worker or another staff member, which gives them a sense of how relationships could be and reinforces dislike of exploitative relationships

Accepting help

4. Talking to new people but don't really like or trust them

- Engages with staff and/or people outside peer group but very warily - testing people out
- Starts to engage in activities in accommodation

3. Don't like feeling isolated, or, the people around me aren't good for me

- Recognises relationships aren't satisfying and supportive and may be exploitative but doesn't know how to change them
- Doesn't know how to find people who will support them in any change

Stuck

2. Sometimes fed up with being alone or with people I can't trust

- Some awareness that their relationships are not as they would like them to be
- Starting to feel isolated and not wanting to be
- Still only relating to people who support destructive life choices

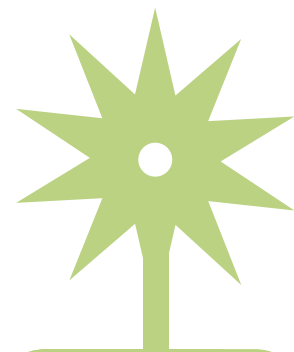
1. That's how life is - you can't trust anyone

- Completely isolated or only associating with a street, addiction and/or offending community
- Any relationships may be exploitative, lacking in trust or regard
- Doesn't see a problem with how things are

5. Drug and alcohol misuse

This ladder 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 it may cause you. What are you doing to overcome these issues? If you do not use drugs, or drink much alcohol, you are at step ten.

Where are you on your journey?



| | |
|---|---------------------|
| No problem with alcohol or drugs and no support needed. | 10 Self-Reliance |
| Enjoying life-style without drugs or too much alcohol but may need support. | |

| | |
|---|---------------|
| Getting in control - I have choices about what I do and mostly choose well. | 8 Learning |
| Understand why I had or have a problem and what I need to do. | |

| | | |
|--|---|---------------------|
| See that I need to make changes myself to tackle my alcohol and/or drug use. | Doing some things myself to address my alcohol and/or drug use. | 5 Believing 6 |
|--|---|---------------------|

| | | |
|--|---|-----------------|
| Don't have a problem with alcohol and/or drugs (though others think I do). | Sometimes see that it's a problem but can't change it (or don't want to). | 1 Stuck 2 |
| Will go along with things my worker and doctor say will help. | Sometimes see that it's a problem but can't change it (or don't want to). | |

Drug and alcohol misuse

Self-Reliance

10. No problem with alcohol or drugs and no support needed

- Able to judge if they need help in the future and initiate contact with appropriate services

9. Enjoying lifestyle without drugs or (too much) alcohol but may need support

- Very little or no alcohol misuse and/or drug use
- Doesn't need much support but appreciates knowing it is there

Learning

8. Getting control. I have choices about what I do and mostly choose well

- Feels a greater sense of control - understands they have choices about what they do
- Further reduction in alcohol and/or drug use or longer periods of abstinence
- Finds new ways to cope with feelings and situations that lead to alcohol and/or drug use

7. Understand why I had/have a problem and what I need to do

- Fewer lapses by this point, if not before, and able to learn from lapses
- Explores triggers for alcohol and/or drug use and reflects on causes
- Feels more confident about ability to live without drugs or misuse of alcohol

Believing

6. Doing some things myself to address my alcohol and/or drug use

- May reduce level of alcohol and/or drug use or abstain completely for periods
- More regular attendance at appointments (key work and specialist)
- Alcohol and/or drug use still has an impact on their life but not severe

5. See that I need to make changes myself to tackle my alcohol and/or drug use

- Recognises that addressing alcohol and/or drugs will require change on their part
- Less chaotic and more willing to engage in discussions about options to help
- A sense that they are 'up for it'

Accepting help

4. Will go along with things my worker and doctor say will help

- Agrees to harm reduction measures, for instance scripting or money managed by others
- Compliance with these measures dependent on enforcement by others
- Accepts referral to alcohol and/or drugs service if needed but is not fully engaged with it

3. Need some help with alcohol and/or drug issues

- Fed up with the negative consequences of the alcohol and/or drugs use
- Wants change but may not believe it is possible, often misses appointments
- Justifies behaviour, blames others, not taking responsibility

Stuck

2. Sometimes see that it's a problem but I can't change it (or don't want to)

- Some engagement with staff but refuses all help
- Some glimmer of dissatisfaction with how things are
- May avoid some harm, for instance by using a needle exchange

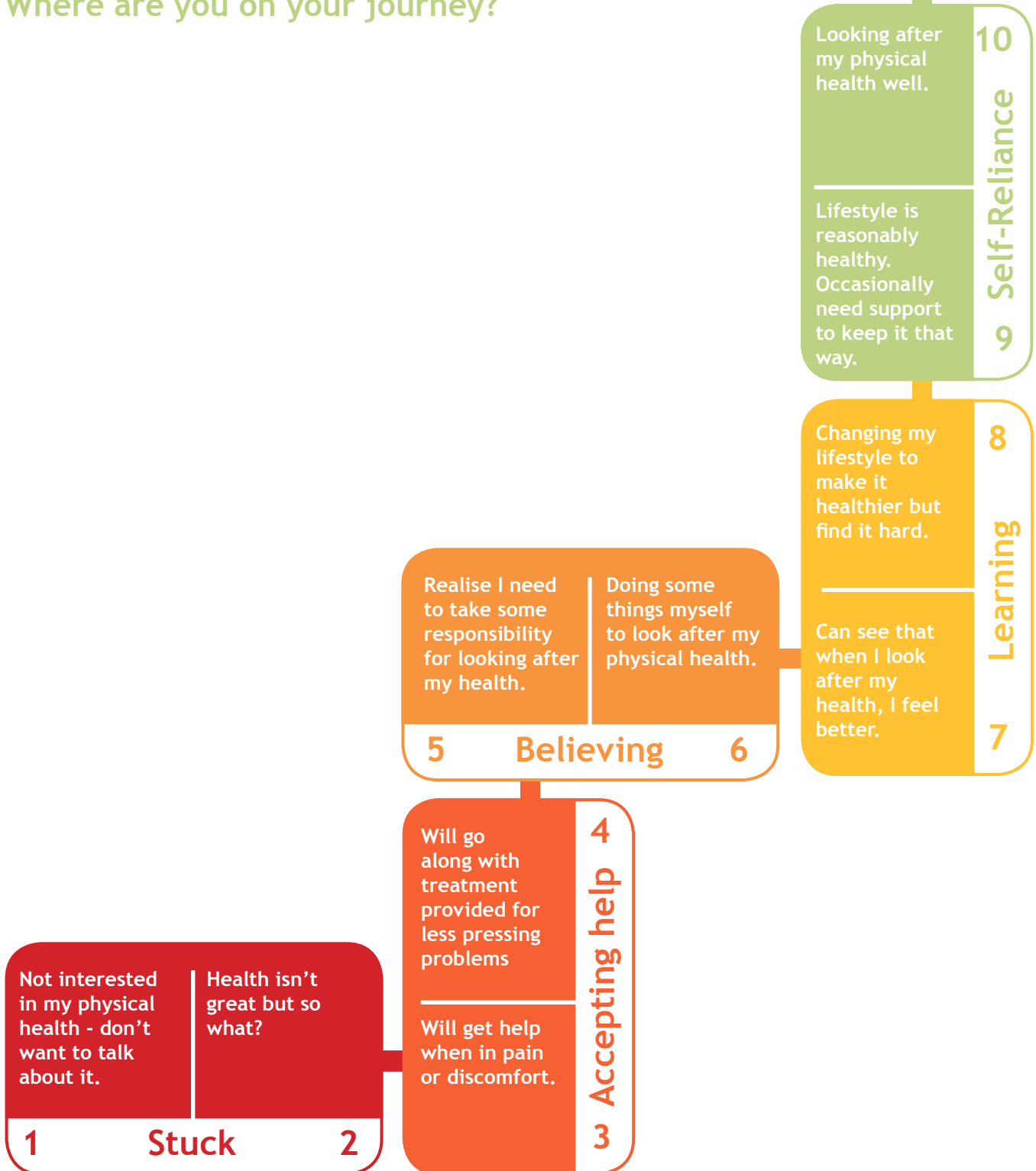
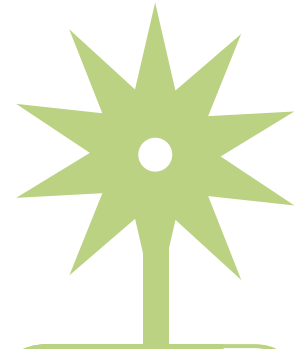
1. Don't have a problem with alcohol or drugs - though others think I do

- Alcohol and/or drugs causing harm to service user and/or other people
- Life totally organised around alcohol and/or drugs, nothing else matters
- Not possible to engage in discussion about addictive behaviour

6. Physical health

This ladder is about how well you look after yourself - noticing when you don't feel well, doing what you need to do to deal with any long-term conditions and living a healthy lifestyle so that you can enjoy a good quality of life.

Where are you on your journey?



Physical health

Self-Reliance

10. Looking after my physical health well

- Independent and responsible approach to own health
- Reasonable level of self care, diet and exercise
- Knows when they need to access help and how to do so

9. Lifestyle is reasonably healthy. Need occasional support to keep it that way

- Feels as good as they have ever felt
- Still needs occasional support or encouragement

Learning

8. Changing my lifestyle to make it healthier but find it hard

- Improving lifestyle towards better physical self care and healthy choices
- Self-medicating by this point if not before
- May change diet, start exercising or try to stop smoking
- Change is difficult so needs lots of support

7. Can see that when I look after my health, I feel better

- Takes more responsibility
- Makes the link between getting treatment, leading a healthier lifestyle and feeling better
- As a result, motivation to care for own health increasing
- May say they are feeling physically healthier, though not necessarily

Believing

6. Doing some things to look after my physical health

- Takes some initiative, for instance attends GP appointment on their own

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

- First signs of taking responsibility for their health
- Engages in discussions about health rather than just going along with them

Accepting help

4. Will go along with treatment provided for less pressing problems

- Accepts help through their GP or internal health services
- Will see doctor regularly, if needed, but only if someone else organises it
- Passive compliance with treatment resulting in some health improvements

3. Will get help when in pain or discomfort

- Acknowledges pain or discomfort and wants to do something about it
- Accepts help with acute problems but ignores less severe or obvious ones

Stuck

2. Health isn't great but so what

- Some glimmer of concern about themselves
- Will discuss health but refuses any help offered

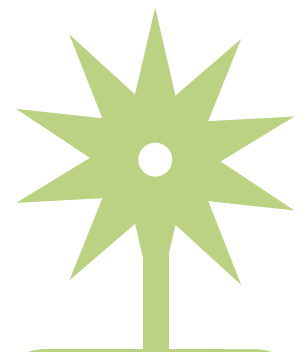
1. Not interested in my physical health - don't want to talk about it

- Will not discuss health issues
- Doesn't attend to immediate health issues, for instance ulcers, chest infection
- May neglect to the point of self-harm

7. Emotional and mental health

This ladder is about how you are feeling. How aware you are of your emotional health, how often you feel low, depressed, stressed or anxious or experience panic attacks. Is self-harm an issue for you? You may have symptoms of post-traumatic stress or a diagnosed or suspected mental health issue that needs medication or treatment. This journey is about how aware you are of these issues and how well you manage them.

Where are you on your journey?



| | |
|---|----------------------------|
| No emotional or mental health issues or can manage without outside support. | 10 Self-Reliance |
| Enjoying life and mostly feel fine. Just need support now and then. | |

| | |
|--|----------------------|
| More content and getting on with life. Need help with "blips". | 8 Learning |
| More of an even keel. Understand how to help myself. | |

| | | |
|--|---|----------------------------|
| See why I feel like this. Need to pick myself up and get on with things. | Can see options and will try out ways to help me feel better. | 5 Believing 6 |
|--|---|----------------------------|

| | |
|---|---------------------------------|
| Going along with treatment and feel OK some of the time. | 3 Accepting help 4 |
| Want change - want to get out of this hole and feel better. | |

| | | |
|--|---|------------------------|
| There is nothing wrong with me (though I often feel pretty bad). | Don't like feeling like this but there is nothing anyone can do about it. | 1 Stuck 2 |
|--|---|------------------------|

Emotional and mental health

Self-Reliance

10. **No emotional or mental health issues or can manage without external support**
 - If diagnosed MH issue, may have symptoms but they are being managed as well as possible and the service user is able to find support as needed
 - Otherwise, reasonably stable and positive emotionally. Not self-harming
9. **Enjoying life and mostly feel fine. Just need support now and then**
 - Comfortable with lifestyle and ways of coping
 - May find the idea of letting go of support frightening

Learning

8. **More content and getting on with my life. Need help with 'blips'**
 - Self-medicates effectively by this point (if not before)
 - As a result of positive choices, feels better, energy and motivation increasing
 - Crises are mainly avoided but change is difficult so needs support with setbacks
7. **On a more even keel. Understand how to help myself**
 - If no underlying MH issue, may be more positive with more good days than bad days
 - If MH problem, good insight and understanding of MH, what triggers relapse and what helps them feel better
 - Makes better choices and can see the effect this has on how they feel

Believing

6. **Can see the options and will try out ways to help me feel better**
 - Tries new things and takes some initiatives, for instance, engages in behaviour to lift mood and avoids behaviour and situations that make them feel worse
 - May need lots of support, especially with new things, may slip back after positive risks
5. **Can see why I feel like this - need to pick myself up and get on with things**
 - More awareness of what is wrong and/or of MH condition and looking ahead
 - Believes they can influence their own emotional well-being and/or how much a mental health problem affects their life
 - More active engagement. Will initiate discussion and may question medication etc.

Accepting help

4. **Going along with treatment and feel OK some of the time**
 - Regularly attends appointments and goes along with support or treatment
 - There is a sense that they are going along with things rather than really engaged
 - May be feeling better at least some of the time
3. **Want change - want to get out of this hole and feel better**
 - Say they want help, may make appointments or accept referral but attendance is unreliable
 - If on medication, may take it but erratically

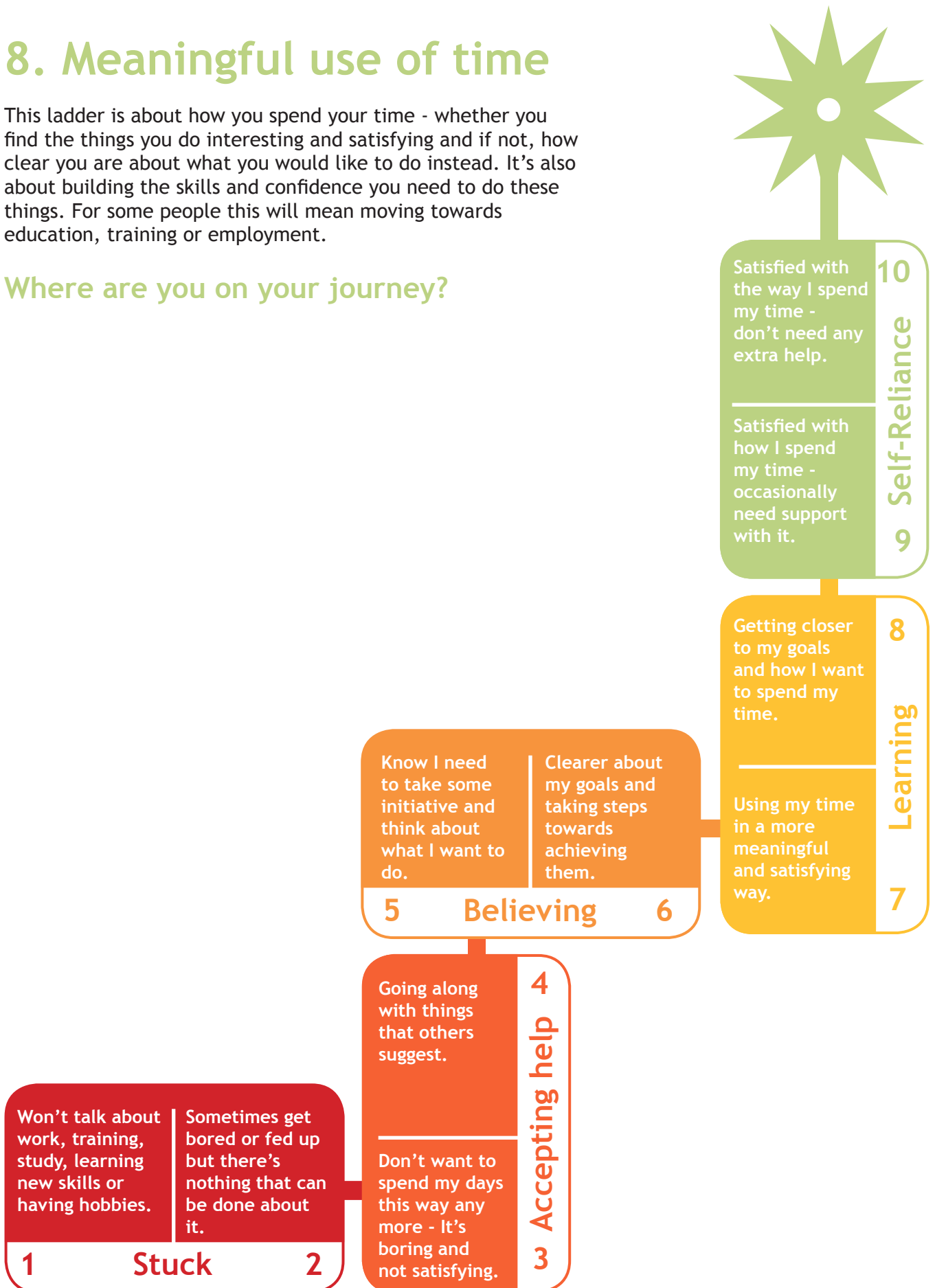
Stuck

2. **Don't like feeling like this but there is nothing anyone can do about it**
 - Severe symptoms having a negative impact, as above
 - Will occasionally talk about symptoms but not for long and will refuse help
1. **There is nothing wrong with me - though I often feel pretty bad**
 - Symptoms such as depression, high anxiety, self-harm, panic attacks, post-traumatic stress, or suspected or diagnosed mental health issues cause distress to service user and/or others and have a negative impact on daily living
 - Not possible to engage in discussion on emotional or mental health
 - May have very low self-worth, lack confidence, find it hard to face the world

8. Meaningful use of time

This ladder is about how you spend your time - whether you find the things you do interesting and satisfying and if not, how clear you are about what you would like to do instead. It's also about building the skills and confidence you need to do these things. For some people this will mean moving towards education, training or employment.

Where are you on your journey?



Meaningful use of time

Self-Reliance

- 10. Satisfied with the way I spend my time - I don't need any extra help**
 - Can manage activities on their own and access help as required
 - Able to organise new activities, training and/or work as and when necessary
- 9. Satisfied with the way I spend my time - occasionally need support with it**
 - Has personal and social skills to maintain activity without professional support
 - Still needs help occasionally, for instance if circumstances change or a course comes to an end and they need to make new arrangements

Learning

- 8. Getting closer to my goals and how I want to spend my time**
 - Has some kind of regular activity which works for them, for instance voluntary work, training
 - Encounters difficulties but with support can learn from these to improve employability and ability to achieve own goals
- 7. Using my time in a more meaningful and satisfying way**
 - Trying new things out and discovering what works and what doesn't
 - Starting to get a sense of satisfaction from achieving small things
 - Addresses blocks to progress, for instance literacy
 - Sometimes loses confidence or runs into problems (for instance conflict with others, poor time-keeping, personal presentation) and needs help - reassurance and constructive feedback

Believing

- 6. Getting clearer about my goals and taking steps towards achieving them**
 - Able to set and meet short-term goals
 - Starts doing small things themselves
 - More able to sustain interest and activities, though still needs a lot of support
- 5. Know I need to take the initiative and think about what I want to do**
 - More meaningfully engaged with key work process
 - Wants to talk about the future and the options available
 - Able to identify things they want to do and has some sense of the direction they want to go

Accepting help

- 4. Going along with things that others suggest**
 - Follows through on actions agreed in key work, if there is lots of encouragement
 - May take part in activities within accommodation but expresses dissatisfaction
 - Knows what they don't like but not what they want
- 3. Don't want to spend my days like this any more, it's boring and not satisfying**
 - Signs of motivation for change but not consistent
 - Doesn't like how things are but doesn't have a sense of what else is possible
 - Agrees to things (for instance seeing specialist worker) but doesn't follow through

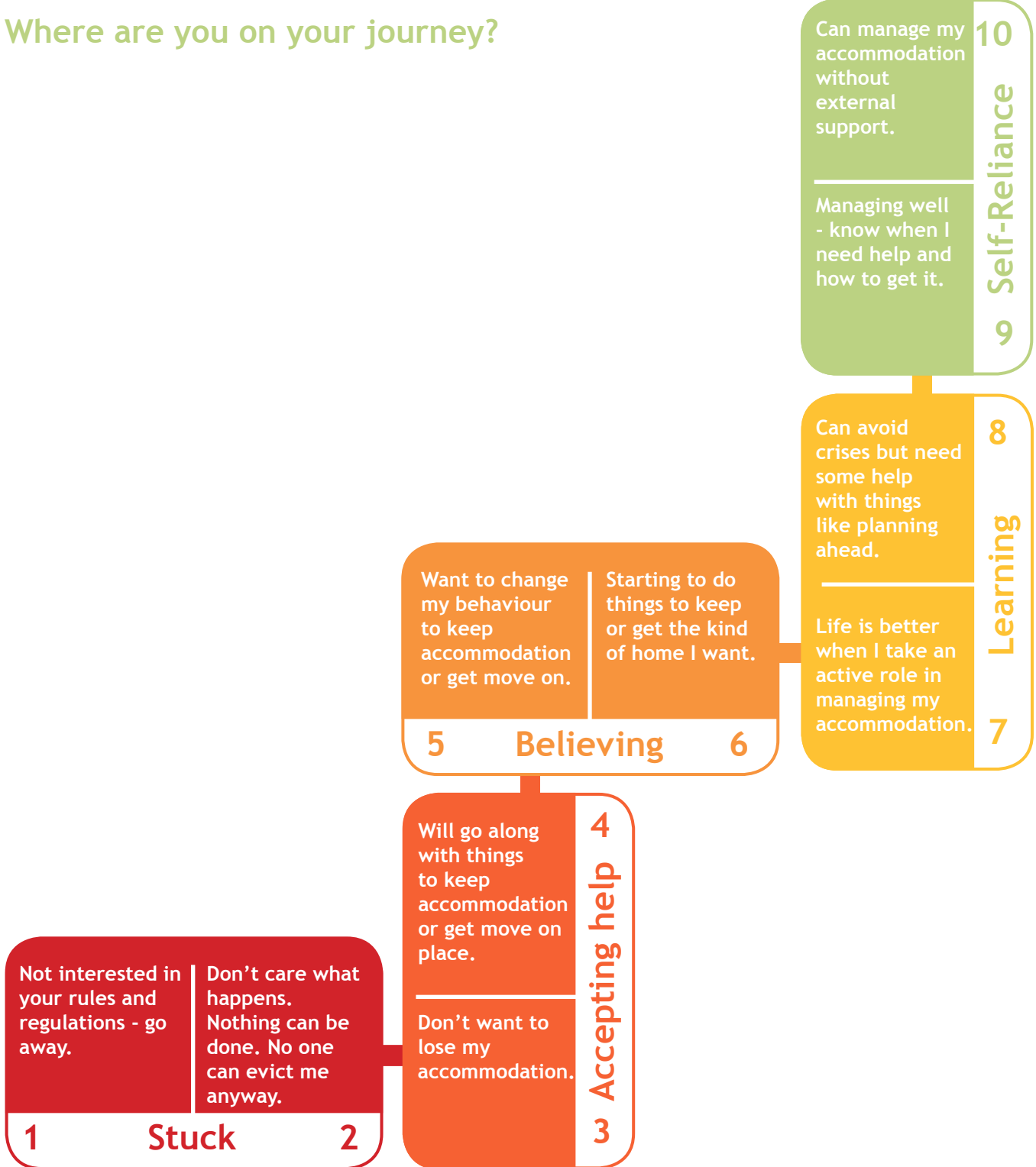
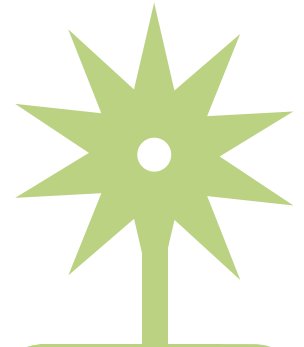
Stuck

- 2. Sometimes get bored or fed up but there's nothing that can be done about it**
 - Occasionally will discuss this topic but not motivated to change
- 1. Won't talk about work, training, study, learning new skills or having hobbies**
 - Not possible to engage in discussion about how they use their time
 - Avoids structured leisure activities
 - Confidence very low (this may be apparent or hidden behind façade of not caring)

9. Managing tenancy and accommodation

This ladder is about how well you comply with the terms of your tenancy - things like paying rent and bills, getting on with your neighbours and taking responsibility for visitors.

Where are you on your journey?



Managing tenancy and accommodation

Self-Reliance

- 10. Can manage my accommodation without external support**
 - No risk of eviction
 - Able to forward plan and deal with crises
 - May still have debts but is repaying them and can manage situation without support
- 9. Managing well - know when I need help and how to get it**
 - Managing accommodation well, avoiding crises and planning forward but may have occasional problems or particular areas they find difficult and still need support with, for instance an entrenched problem with a neighbour

Learning

- 8. Can avoid crises but need some help with things like planning ahead**
 - Immediate problems dealt with but need to ensure they don't arise again so learns about budgeting, cleaning, dealing with the housing provider and/or benefits agency etc
 - If in flat, may develop positive relationships with neighbours or begin community involvement
 - Doing more for themselves but experiencing setbacks
- 7. Life is better when I take an active role in managing my accommodation**
 - Difficulties lessen and service user starts to see that being responsible brings rewards - it is much better not to be in conflict with neighbours or getting red bills

Believing

- 6. Starting to do things to keep or get the kind of home I want**
 - Opens post and gets help with forms, bills etc, for example
 - Gets help with behaviour issues, for instance takes an anger management course
- 5. Want to change behaviour to keep accommodation or get move-on accommodation**
 - First signs of taking responsibility for accommodation situation
 - If in debt, there is a sense that they want to understand their situation and address it
 - If anti-social behaviour is a problem, then there is now interest in addressing it

Accepting help

- 4. Will go along with things to keep accommodation and/or get move-on accommodation**
 - Compliance with action plans to address issues (for instance rent payment and debt repayment) but if given a choice (for instance money paid direct to them) then may stray
 - If antisocial behaviour is a problem, this may still be present
- 3. Don't want to lose my accommodation**
 - Realises that they are at risk of eviction so decides to 'play the game', for instance cooperates with getting claim running or talking about debt repayment and budgeting
 - Won't take action unless forced to

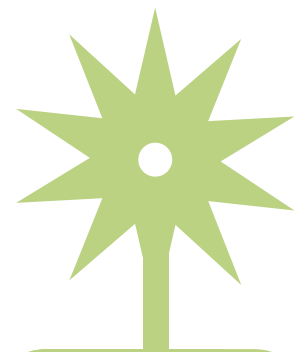
Stuck

- 2. Don't care what happens, nothing can be done. No one can evict me anyway**
 - Will discuss issues but refuses to take action or accept help
 - Some awareness that people are talking about eviction but not fully taking it on board
- 1. Not interested in your rules and regulations - go away!**
 - At risk of eviction, for instance due to non payment of rent or anti-social behaviour
 - Won't discuss issues or acknowledge there is a problem
 - If in own flat, may refuse access to the property
 - If in hostel, may not cooperate with getting claim running

10. Offending

This ladder is about you and the law - whether you have got into problems with the law, how well you are complying with any legal orders or terms that you are under, whether you understand what causes difficulties and are making changes to stay within the law. If you do not have any issues relating to the law, choose ten.

Where are you on your journey?



| | |
|--|---------------------|
| No offending and no need for support in this area. | 10 Self-Reliance |
| Staying on the straight and narrow - with occasional help. | |

| | |
|--|---------------|
| Changing my life to keep within the law. | 8 Learning |
| Understand how and why I get in trouble and how to stop. | |

| | | |
|---|---|----------------|
| Want to change - it's not worth living like this. | Mostly play it by the book but sometimes slip up - it's hard to change. | 6 Believing |
| 5 | 7 | |

| | |
|---|---------------------|
| Would like help to sort out issues with the police, court or probation. | 4 Accepting help |
| Wish I didn't have these problems - want to get them off my back. | |
| 3 | 5 |

| | | |
|---|---|------------|
| Not willing to talk about my problems with the law. It wasn't my fault. | Fed up with being in trouble with the police but that's just the way it is. | 2 Stuck |
| 1 | 3 | |

Offending

Self-Reliance

10. No offending or anti-social behaviour and no need for support in this area

9. Staying on the straight and narrow - with occasional help

- Has not offended for at least three months
- Still finds some situations difficult, so benefits from occasional support

Learning

8. Changing my life to keep within the law

- Avoids high-risk situations and has strategies to avoid triggers leading to further reduction in criminal behaviour
- Builds skills and makes lifestyle changes to support abstinence from criminal activity
- Change is difficult, so service user needs support to keep going

7. Understand how and why I get in trouble and how to stop

- Will discuss triggers for offending and how to avoid high-risk situations
- Actively considers other lifestyle changes that may support abstinence from criminal activity, for instance social circle, addictive behaviour
- Considers help they might need in managing their behaviour, for instance managing anger

Believing

6. Mostly play it by the book but sometimes slips up. It's hard to change

- Takes some initiative to comply with terms of legal orders
- Reduces offending behaviour; this could be linked to tackling addictive patterns

5. Want to change - it's not worth living like this

- Recognises that they need to make changes to really get out of their difficulties
- Willing to acknowledge and discuss offending pattern

Accepting help

4. Would like help to sort out issues with the police, courts and/or probation

- Accepts help with court or legal order but
- Not willing to fully acknowledge or address offending pattern
- May break terms of legal order

3. Wish I didn't have these problems - want to get them off my back

- Unhappy with the negative consequences of their offending or anti-social behaviour
- Not accepting responsibility for the situation

Stuck

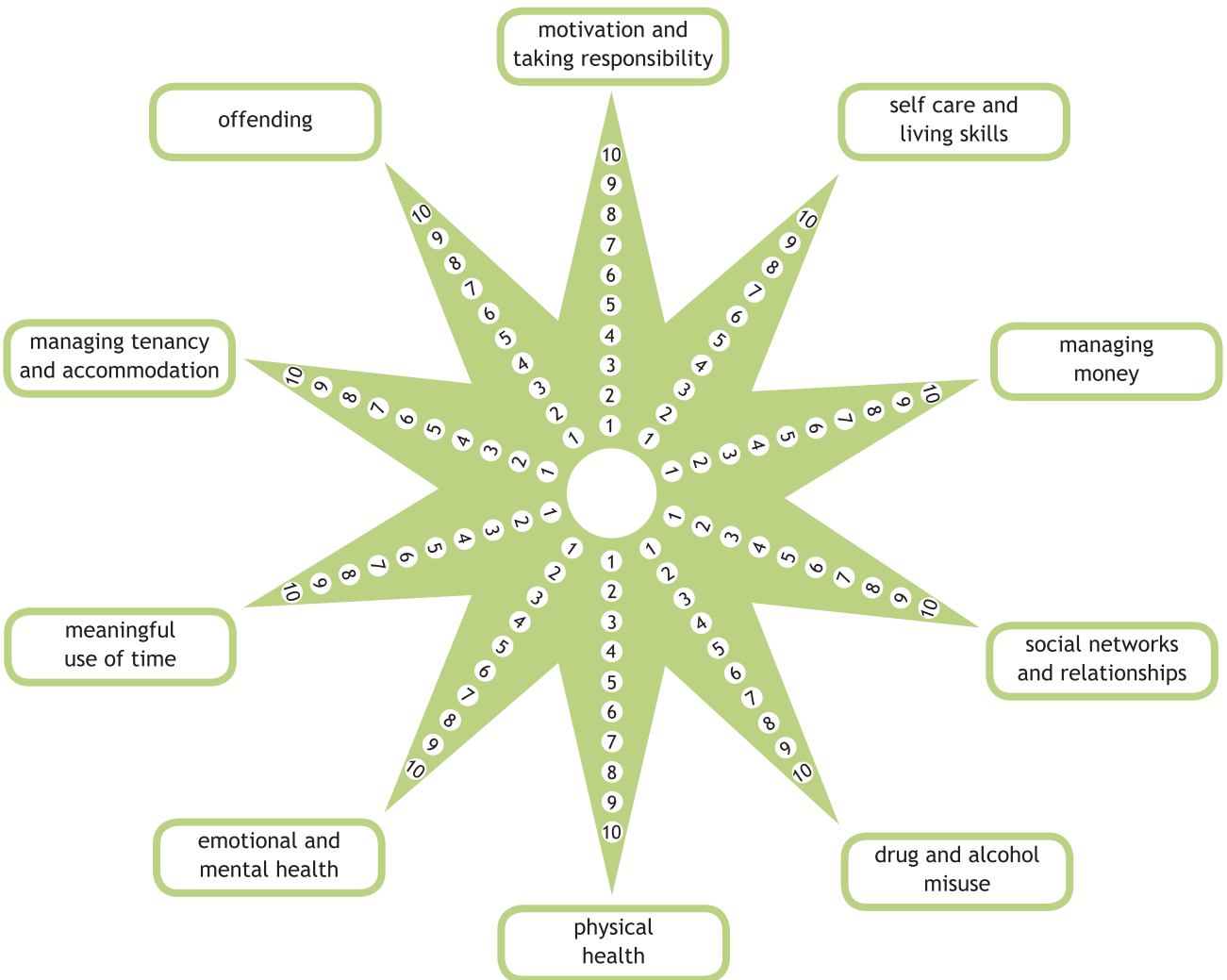
2. Fed up with being in trouble with the police but that's just the way it is

- Acknowledges current situation (if in contact with police and/or courts) but won't discuss changes in behaviour
- Not in contact with police and/or courts but hints they might be breaking the law

1. Not willing to talk about problems with the law: it wasn't my fault!

- Suspected of offending regularly but won't discuss it or acknowledge there is a problem
- May be in contact with police or courts; may have an ASBO or injunction

The Outcomes Star



Further Resources and Information

The Outcomes Star, Organisation Guide: provides guidance for keyworkers in using the Star as an integral part of keywork and guidance for managers on implementing the Star in a project or across an organisation.

Star Chart and Action Plan: this contains the Star form itself on which the scores for each of the ten outcome areas are plotted, two Star Notes page for recording comments relating to each of the scores, and an Action Plan for recording specific goals and actions to achieve them arising out of the process of completing the Star.

Using the Outcomes Star: a one day training course: A complete off the shelf course which managers can use to train keyworkers in using the Star.

The Outcomes Star System: an on-line resource that makes it possible to complete the Star online. The system generates an instant Star for the client with previous Stars also displayed. It can also provide a summary of the outcomes achieved by a project and across an organisation and can provide benchmarks with equivalent project.

Star Impact: a research report on the impact of the Star on service delivery.

To register to use the Outcomes Star System or to download the User Guide, the Organisation Guide and the one day training course go to www.homelessoutcomes.org.uk

The website also contains a wide range of information about using outcomes including demonstrating outcomes to commissioners and a review of outcomes tools.

All resources on www.homelessoutcomes.org.uk are available free of charge.

Training

We strongly recommend that keyworkers receive training before using the Star. Homeless Link offer regular courses and both Homeless Link and Triangle Consulting can provide in-house training.

Homeless Link

For more information about the work of Homeless Link please visit www.homeless.org.uk

Triangle Consulting

For more information about Triangle Consulting please visit www.triangleconsulting.co.uk

Other Versions of the Outcomes Star

To download a version of the Star tailored to the needs of projects working with people with mental health problems please visit www.mhpf.org.uk

This version (called the Recovery Star) is also available to buy in printed form from the Mental Health Providers Forum. For information on other Stars tailored to the needs of specific client groups please visit www.starsolutions.org.uk