

Should I use the Star Online?

Key facts and information about Triangle's online system for the Outcomes Star™

1 What is the Star Online?



It is Triangle's online application – www.staronline.org.uk – for frontline organisations using the Outcomes Star.

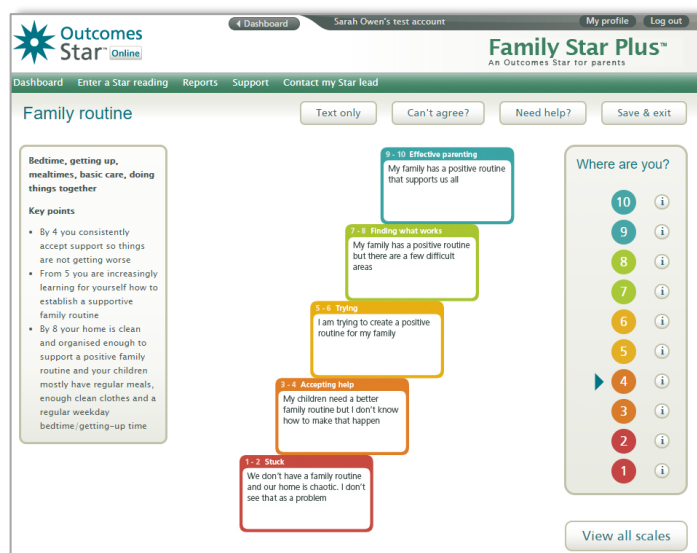
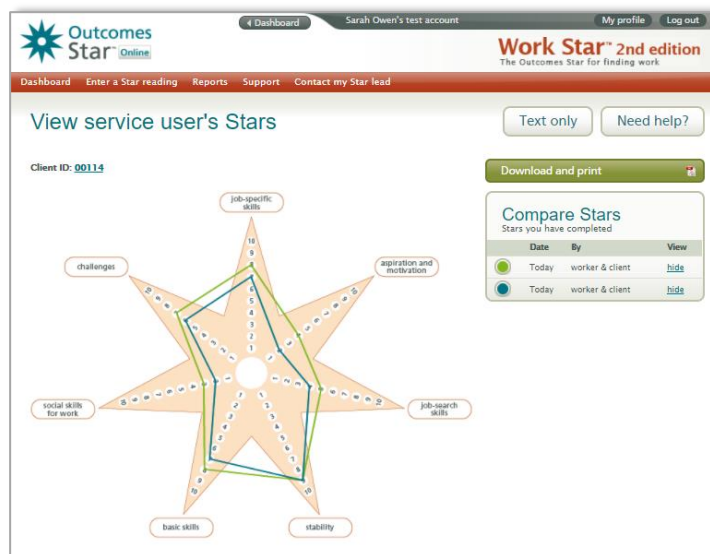
With the Star Online, you can access all Star resources, complete Stars on-screen with service users, or enter Star readings, and create reports with Star data.

To use the Star Online, you will need an account, which is renewable annually.

Account costs start at £660 per year, which will cover up to 16 members of staff. Additional licences cost £33 per year. All costs are exclusive of VAT.

2 Advantages of the Star Online

- Because it is a web-based, there is no software to download – you can log on anywhere if you're online
- The Star Online is safe and secure, hosted on its own server and compliant with data protection requirements
- It is quick and easy to get started – there is no special training required or skills needed to set it up, or to use it (apart from the Core training needed to use the Outcomes Star itself)
- 3 sets of Star readings, completed over time with one client, can be shown on one Star – this is a great tool to show progress or use in individual case studies, and it can be printed or downloaded as a PDF
- Because all the wording from the User Guide and Scales is featured on-screen, alongside intuitive buttons and the Star Chart graphic, Stars can be completed on-screen together with service users. This can save paper and printing, and can be more engaging for clients who don't like paperwork, or young people especially
- The simple and accessible design works well on mobiles and tablets
- Alongside Star readings, service user data can be recorded, such as gender, age, ethnicity and characteristics specific to the service user group or type of service using each version of the Star



- A quick data entry option is also available, to support workers who have already completed the Star on paper with service users
- It offers a range of instant, standard reports that show outcomes for a caseload, a service or organisation, and which can then be filtered to compare different service user groups, such as by gender, age or ethnicity
- With the standard reports, managers can scan view all their staff and the Stars they have entered before supervision sessions and team meetings
- The basic reports allow you to compare services internally, so that outcomes for different projects or teams can be benchmarked within the organisation
- More advanced reporting can be done by downloading the raw data into Excel or another data analysis software
- The system is set up and managed by a 'Star Lead' – someone from your own organisation who sets up, deletes and manages users, making it easy to maintain

1. Average increase and decrease in scores for each scale

This table shows the average first and last scores for clients included in this report. The difference between these two is the 'change', or outcome, shown in the column on the right.

Scale	Initial	Last	Change
Staying as well as you can	4.0	6.0	2.0
Keeping in touch	6.0	8.0	2.0
Feeling positive	6.0	4.0	-2.0
Being treated with dignity	6.0	6.0	0.0
Looking after yourself (and others)	2.0	4.0	2.0
Feeling safe	2.0	4.0	2.0
Managing money and personal administration	2.0	6.0	4.0
Average	4.0	5.4	1.4

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2. Percentage increase and decrease for each scale

This table shows the average proportion of the clients included in the report whose score for a scale has increased, decreased or stayed the same.

Scale	Decrease	No change	Increase
Staying as well as you can	0 %	0 %	100 %
Keeping in touch	0 %	0 %	100 %
Feeling positive	100 %	0 %	0 %
Being treated with dignity	0 %	100 %	0 %
Looking after yourself (and others)	0 %	0 %	100 %
Feeling safe	0 %	0 %	100 %
Managing money and personal administration	0 %	0 %	100 %

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3 Drawbacks of the Star Online

- It is not a case management system, and so the information that can be recorded on the Star Online is limited to that relevant to the Outcomes Star – a basic service user profile with unique identifier only (not service user name), Star readings, Star notes and Star action plans. It is not set up to record names of clients, addresses, contacts, risks
- Because it is not designed to be a case management system, and because the Outcomes Stars are ready-made sector wide tools, the system does not offer customisable options or ways to add fields, change scales or build custom reports
- If you already have a case management system, it will be another username and password for staff to remember and login to

We are always willing to listen to feedback around improvements and developments to the Star Online system. Due to the nature of the system, many elements are fixed, and it is not always possible to act on every request. However, we are committed to investing in and developing the system for the long-term, and are currently looking into how we can make the system more flexible to respond better to customer requirements in the future.

4 Next steps

If the Star Online sounds like it would meet your needs, contact us to arrange a demonstration of the system in action, using the contact details below.

If you have any questions or would like to discuss any aspect of the Star Online or Outcomes Star, please contact us on info@triangleconsulting.co.uk or **+44(0)207 272 8765**. More information is available on our website, www.outcomesstar.org.uk.