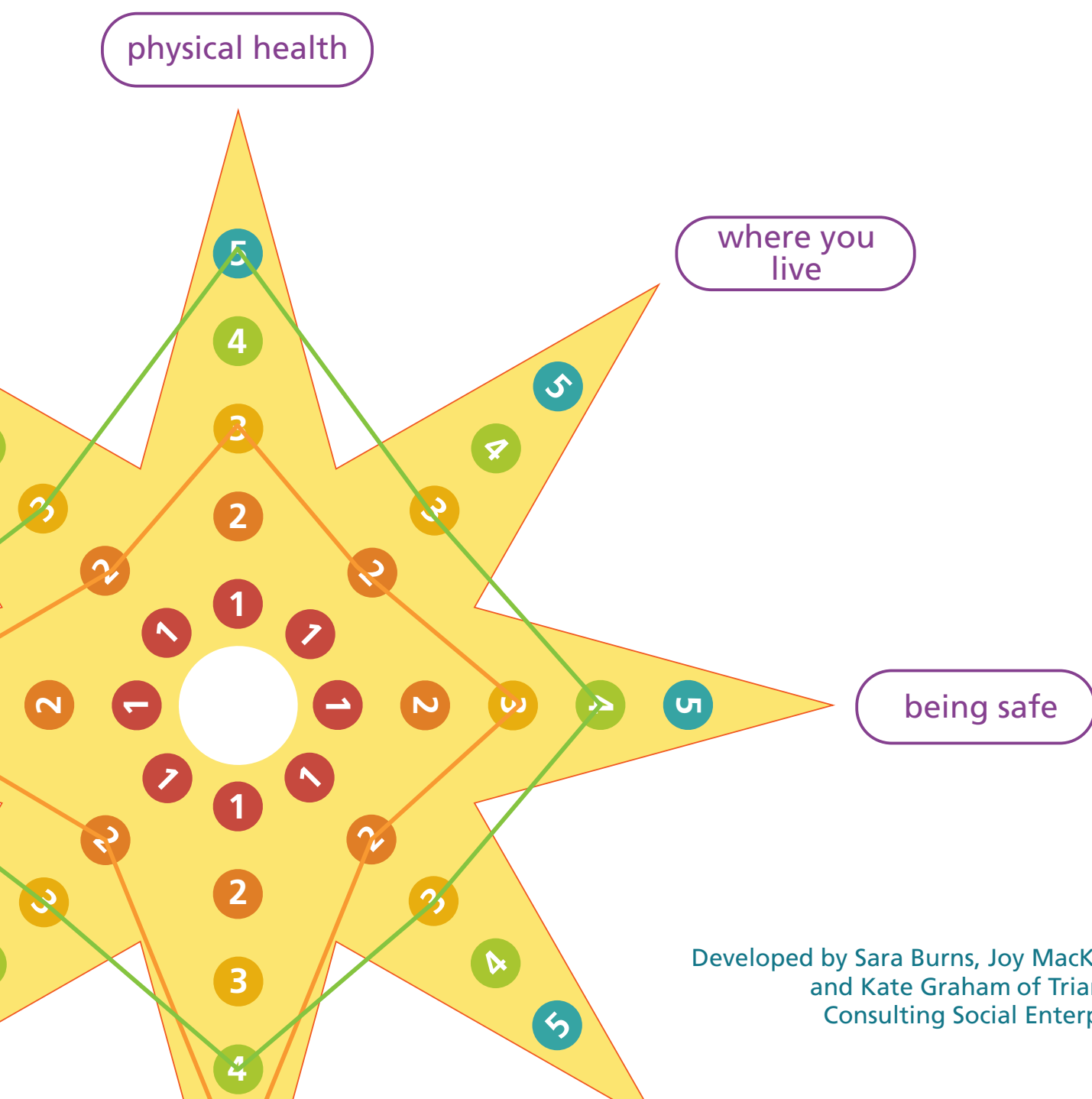




# My Star™

The Outcomes Star for children and young people



Developed by Sara Burns, Joy MacKeith  
and Kate Graham of Triangle  
Consulting Social Enterprise

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Please contact [info@triangleconsulting.co.uk](mailto:info@triangleconsulting.co.uk) to enquire about buying a licence and training.

Licences are also available for those wishing to translate the document into other languages.

## The Outcomes Star™

This Star is part of a family of Outcomes Star tools. Each tool includes a Star Chart, User Guide or Quiz 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).

## Acknowledgements

Many people have contributed to the development of the Outcomes Star over its long evolution and we would like to thank all the clients, workers, managers, funders, academics and commissioners who have generously given their time and expertise.

The original commission for an outcome measurement system came from St Mungo's, with financial support from the London Housing Foundation, and Triangle recognises their vital roles in the development of the Outcomes Star. We would also like to acknowledge Kate Graham's important contribution to the development of the suite of Stars, both as a founding partner of Triangle and as co-author of the original Outcomes Star (now called the Outcomes Star for Homelessness).

We would particularly like to thank the following people and organisations for their contribution to this version of the Star:

- Family Action
- Growing Our Strengths programme, involving Action for Children, Eclipse, Counselling and Support for Young People, Kindred Carers, Children's Links, Women's Work, Preston United, Stonham Housing, Seasons, Safe and Sound Derby and practical support from Emma Healey
- Salvation Army Westcare, Melbourne, Australia
- Coram
- Westminster City Council Children's services
- Nick Karr and Jasna Tesevic, Outcomes Star Australia.

## The Star™ helps us to look at what your life is like.

It looks at eight parts of life that are important to all children and young people:

1. **Physical health:** how others look after you and keeping yourself healthy
2. **Where you live:** feeling at home and liking where you live
3. **Being safe:** how safe you are
4. **Relationships:** your relationship with your parents
5. **Feelings and behaviour:** how you deal with difficult feelings
6. **Friends:** how you make and keep friends
7. **Confidence and self-esteem:** feeling at ease, knowing you matter
8. **Education and Learning:** doing well at school and enjoying learning.

## Why do we use the Star™?

We want you to have everything you need to enjoy your life and to grow up to be the person you want to be. The Star shows us what is going well and what needs to get better. It will help us see where people need to look after you better. And it helps us see where you can learn to manage things better.

## Making things better one step at a time

When things aren't going well it takes time to put them right. The important thing is knowing what the next step is. That is where the Star can help. It can help you and other people see what the next step is in all the different parts of your life. Sometimes it will be a step for you to take. Sometimes it will be a step for the people looking after you. Sometimes it may be a bit of both.

## Each step has a colour

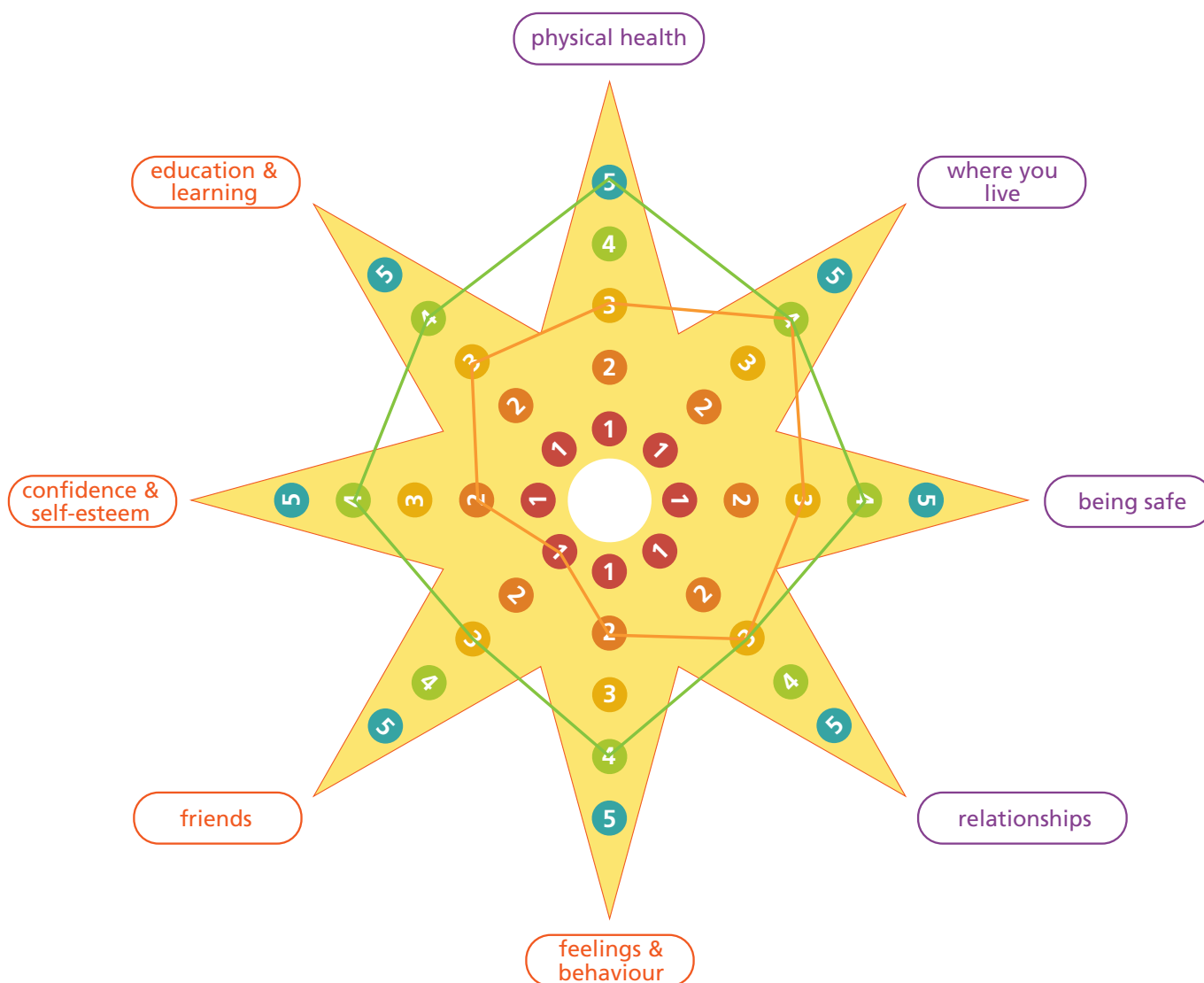
Each step has a colour – **red**, **orange**, **yellow**, **green** or **blue**:

- When it's **red** things are bad and they're not changing
- **Orange** means things are bad but it looks like they could change
- **Yellow** means you and other people are working on it
- **Green** means it's mostly OK
- **Blue** is where we want to get to – things are working well for you.

## We will fill in the Star™ together

We will look at all the different parts of your life and decide together which colour step you are on. That will help us work out what needs to happen next to improve things for you.

Together we will mark your colours on the Star at different times. As things get better for you, your Star shape will get bigger and more rounded.



## More information about the steps

You don't need to look at this section but, if you are interested, we can go through it together.

### When they are mostly about what your parents, carers or others need to do, the steps will look like this:

- **Red:** there are **big concerns** about your well-being. No one is doing anything about this or there is no sign that it is likely to change
- **Orange:** there is still cause for concern but **someone is helping** to change things for you
- **Yellow:** there are **no big concerns** for your well-being, but things need to improve quite a lot
- **Green:** things are **mostly OK** but there are a few areas where things could be better
- **Blue:** **things are good**. You have what you need at your age to thrive and to do well.

### When they are mostly about you doing all you can to help yourself, the steps will look like this:

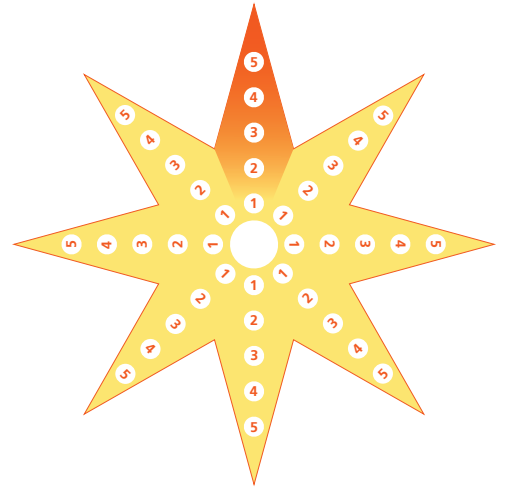
- **Red:** you are **stuck** because things are not working for you but you are not accepting help or perhaps no one is offering it
- **Orange:** the first step forward happens when you start **accepting help**. The problems may be the same but someone is helping you and you go along with their help – at least some of the time
- **Yellow:** the next step is when you and perhaps others start **trying** new ways of doing things. It is often difficult but you are giving it a go and have some hope that things can get better
- **Green:** you and others are **finding what works** for you and you are making some real changes in how you respond, behave and feel about yourself
- **Blue:** the end of the Journey of Change is when you are **resilient**. You are coping with whatever turns up in a way that's right for your age, and doing the best you can.

Blue will not be the end of the journey – things will change and there may be ways you can improve things further – but you and the people working with you can be confident that for now you and they are doing what is needed.

My Star focuses on the things that you and others can do to enable you to thrive. However, it is important to recognise that there may be external things which affect you and/or your family such as not being able to get a decent home or other barriers in the world around you. Using My Star may help identify those areas as well as focus on all the things we can change.

# 1 Physical health

- Healthy food
- Bedtime and other routines
- Doctor and dentist
- Keeping clean enough



Every child needs adults who look after them or, when they are older, provides them with what they need to look after themselves well. We want to make sure that you have the care you need and are getting the right amount of help for your age.

- ? Tell me about your day: Do you get yourself up and dressed? What about breakfast? How often do you have a bath or shower? What about bedtime?
- ? What foods do you eat most often? How much fruit and vegetables do you eat? Do you have proper meals or mostly just eat snacks?
- ? When did you last go to the dentist or doctor?
- ? What happens when you are ill? Who looks after you?
- ? What sort of things do you do to look after your health?
- ? If you have an ongoing illness or disability, what help do you get?



# 1 Physical health

## Things are good

5

- I mostly eat enough healthy food and have proper meals
- I get enough sleep and exercise so I am not tired in the day
- I go to the doctor and dentist as needed, including check-ups
- I am mostly clean enough, including brushing my teeth

## Mostly OK

4

- Most of my physical care is OK but some things need to improve, such as bedtime routines so I get enough sleep, eating healthy food, washing or wearing more suitable clothes
- Someone looks after me if I'm ill but I miss some check-ups at the dentist or doctor

## No big concerns

3

- I don't eat healthily but I have enough food
- I get some care when I'm ill and I go to the doctor if I need to
- I don't have good routines so I often feel sleepy during the day
- I often don't start the day clean and may need better clothes

## Someone is helping

2

- Like the red step, there are problems with looking after my physical health; but
- My parents or carers are trying to make it better

## Big concerns

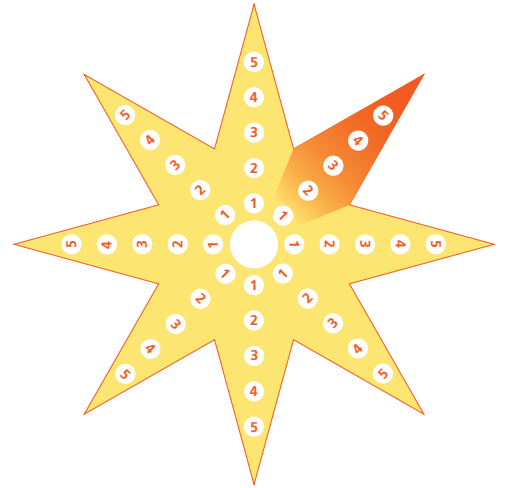
1

- I don't get looked after well enough when I am ill
- I don't have enough to eat or eat mostly unhealthy snacks
- I don't get enough sleep or exercise so I am often tired
- I don't start the day clean enough or have the clothes I need

## 2 Where you live

- Feeling accepted
- Feeling you fit in
- Secure and suitable housing and area
- Enough space

All children and young people need to feel they are accepted and fit in where they live and to have a stable home to grow up in that is safe and does not get in the way of their development. This is true whether you are living with your family, cared for by a foster family or in a placement. There is space here to discuss all aspects of where you are living now. If you are living with people other than your family, you need to know that they listen to you and respect your cultural background so, whether or not it's where you really want to be living right now, you feel as at home as possible.



- ? What do you like or dislike about where you live?
- ? How settled and at home do you feel there?
- ? Do you worry about your family having to move house suddenly or having to move to a new placement?
- ? Do you have your own space or some privacy for playing and studying, even if there are lots of people living in your house?
- ? Are there things that are broken and don't get mended?
- ? Do your friends come round?
- ? What do you like or dislike about the area you live in?
- ? If you are not living with your family, how much do your carers, or the other adults where you live, listen to you and respect your cultural background? Can you see that where you are is the best place for you right now, even if you would prefer to be somewhere else?





## 2 Where you live

### Things are good

5

- I feel settled and at home in the area where I live
- I have the space I need to play and to study and enough privacy
- My home is mostly warm and comfortable
- I fit in and am accepted for who I am. People listen to me

### Mostly OK

4

- I mostly feel at home and settled in the area where I live
- Mostly my home is OK but some things need to change – maybe having more space, things being repaired, being able to have friends round
- People listen when there are problems but I don't always feel I fit in

### No big concerns

3

- My home is safe and settled. I don't have to worry about having to move suddenly
- It could be better – maybe it's damp, cold, things don't work, the area is not safe or there is not enough space
- I don't feel people understand and accept me for who I am

### Someone is helping

2

- Like the red step, there are problems with where I live; but
- My parents or carers are trying to sort things out

### Big concerns

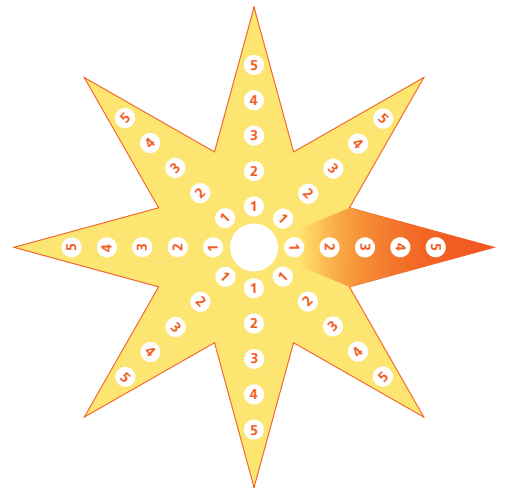
1

- My home is not settled or safe. I worry about having to move suddenly
- I'm not safe in the area or there are big problems with where I live
- I don't feel comfortable or that I fit in. People don't listen to me

# 3 Being safe

- People keeping you safe
- Keeping yourself safe

All children and young people need to be safe. This scale is about how safe you are in and out of your home and the extent to which people look out for you. This scale includes how the adults responsible for you protect you from violence and make sure you are safe, and what you do to stay safe. As you get older there is more that you can do yourself to stay safe.



- ? Do you mostly feel safe or often feel scared? What frightens you?
- ? Where do you feel most safe? Who looks after you when your parents or carers are out?
- ? Can you reach and play with things at home that might hurt you, like medicines, drugs, knives or other dangerous objects?
- ? Do you go out without an adult? If you are with an adult, how do they watch you and make sure you stay safe near roads and other dangers?
- ? If you are not living with your family, do you have visits with them? If so, do you feel safe and do they make sure you stay safe?
- ? If you are out by yourself, how do you keep yourself safe when crossing roads or when it's dark?
- ? Is there violence in your home? Do your parents, carers or other adults ever hit you, or each other? Or do they harm you in other ways?
- ? Do people threaten you or make you feel scared because of racism or other attitudes? If so, do you have support with this?
- ? How do you know who to trust?
- ? Where do you use the internet? Does anyone know which websites you visit? How do you make sure you are safe?
- ? For older children: How do you keep yourself safe if you and others are drinking alcohol or taking drugs? How about caring for sexual health and avoiding unwanted pregnancy?



## 3 Being safe

### Things are good

5

- My parents or carers make sure I am safe and help me try new things safely
- I keep myself safe, including any contact with alcohol, drugs and sex
- I know who to trust and how to stay safe on the internet

### Mostly OK

4

- There is no violence or other abuse at home
- I am not always supervised well enough for my age
- I usually do what I can to keep myself safe, but not always

### No big concerns

3

- If there has been violence at home this has stopped, or I am protected from it
- I am not supervised well enough for my age sometimes
- I try to keep myself safe but it's difficult

### Someone is helping

2

- There are the same concerns as at the red step, but my parents or carers are trying to make things better
- There are plans in place to make sure I am safe

### Big concerns

1

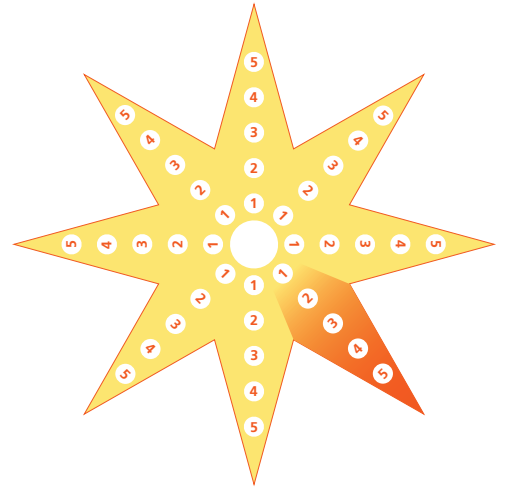
- There is violence or other abuse at home
- There are dangers for me in the house
- I don't have the supervision I need
- I put myself at risk with drugs, alcohol or sex, or in other ways
- There are no signs of things getting better

# 4 Relationships

- **Attention**
- **Warmth**
- **Love and contact**

All children and young people need attention, love, empathy and warmth. This can be expressed in different ways and adults don't need to be perfect or always patient and kind. But you need to know they are on your side when you really need them, whether or not you live with them all the time.

If you do not live with your parents, or if they are no longer around, you can use this area to explore how you feel about this and how you can still find the love and support you need as you grow up.



## If you are living with one or both of your parents:

- ? Tell me about your parents: Do they comfort you when things go wrong and praise you when you achieve something or are they very critical of you?
- ? Can you rely on them to be there for you if you really need their help? If not, is there someone else you rely on to treat you with warmth and love?
- ? Do they call you names, criticise and punish you a lot? Or perhaps they are always arguing with each other so don't pay much attention to you?
- ? Do you feel you need to be strong for them and support them emotionally?
- ? If your parents have separated and you only live with one of them, do you have contact with your other parent? What is that like?
- ? If your parents have separated and you live between both homes, how is that working for you?

## If you are not living with one or both of your parents:

- ? Do you have contact with your parents and other members of your family? Do you have the love and attention you need from them even though you are not living with them at the moment? Do people make sure you can have a relationship with them if that is what you want?
- ? If you don't have contact with your family, how do you feel about this? Do you have support to talk about it if you want to?
- ? If you are not living with your family or your parents are no longer alive, do you receive the love, empathy and warmth you need from the people who look after you?



## 4 Relationships

### Things are good

5

- I can trust my parents to love and support me
- They give me attention, comfort and praise
- Or my parents aren't around but I mostly feel OK about this and other adults love and support me

### Mostly OK

4

- I trust my parents to be there for me if I really need them
- They mostly give me the love and attention I need but things could be better
- Or my parents are not around and it's mostly OK but I need help with a few things

### No big concerns

3

- My parents sometimes comfort and praise me but not enough
- I look after them and need more help with this
- Or I don't live with my parents and there are some problems with contact or with my placement

### Someone is helping

2

- Like the red step, but my parents want to make it better
- Or I don't live with my parents and it's hard but I have support

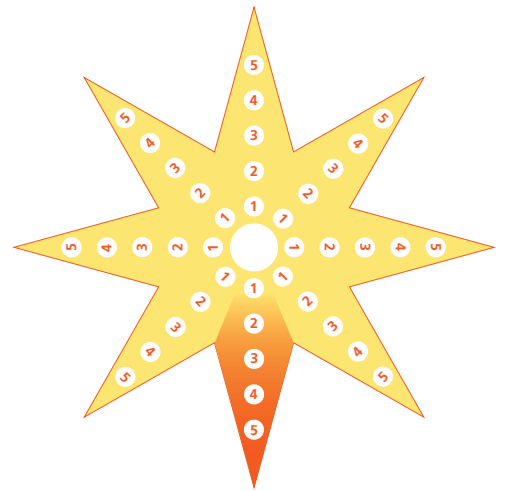
### Big concerns

1

- My parents may love me but they are mostly unkind or ignore me
- I look after my parents and don't have support as a young carer
- Or I don't live with my parents and it's hard. I don't have support to cope with this or enough love and attention in my placement

# 5 Feelings and behaviour

- Managing difficult feelings
- Talking to people
- Expressing what you feel



Strong feelings are a part of life. They can be important because they may tell us and other people what matters to us. It is important to be able to express what we are feeling – otherwise it can all just bottle up inside us. But we need to do it in a way that works for us and for other people.

? When things happen that you don't like, how do you feel inside?

? Are there things that are happening now or that have happened in the past that you are very angry or sad about? Can you say what they are? Have you talked to anyone about these things or is there anyone you would like to talk to?

? What do you do when you have a strong feeling? Do you hit people or things, hurt yourself, or hide away to escape from it all?

? What do you do that helps you when you are feeling upset? What kinds of thing make those feelings go away or stay longer?

? Are there people you can talk to about strong feelings? Do they help you to deal with them?

? What do you do when you are really happy? How do you express those feelings?



# 5 Feelings and behaviour

## Resilient

5

- When I have difficult feelings I can mostly calm down and feel better, so my behaviour doesn't cause problems
- I can mostly tell people what is going on or find helpful ways to express my feelings
- I have a range of feelings, including pleasant and happy ones

## Finding what works

4

- I am finding ways to help me manage strong feelings but I need help to stick to this
- If there have been big changes or losses, I am getting help with my feelings about these

## Trying

3

- I am trying new ways to manage strong feelings but it's hard
- I am working with someone I trust to help me with this
- Sometimes I don't manage to use the new skills I am learning

## Accepting help

2

- Like the red step, I find it hard to manage strong feelings; but
- I have some help and am talking to someone about it

## Stuck

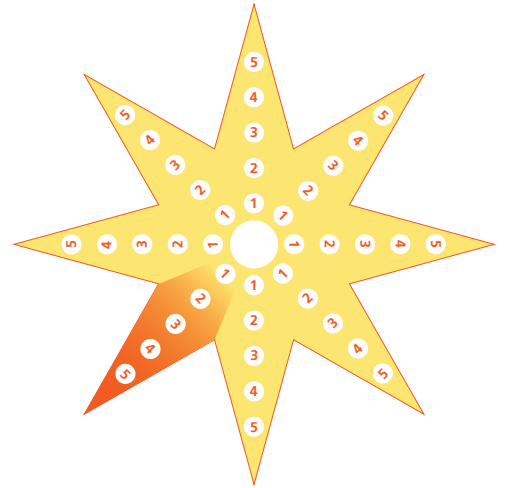
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- I often feel very angry or have other strong feelings, or I feel numb a lot
- This makes me hit out at people or things, hurt myself, or it causes other problems
- I don't want to talk about it or don't know how to

# 6 Friends

- Making friends
- Coping with bullying
- Feeling comfortable with others

Everyone needs friends to do things with, to play or chat with, but it's not always easy to get on with other people your age. This scale isn't about having lots of friends, it's about how you make friends and about feeling comfortable with people your own age, so that you have at least a few people your age that you can share things with and have fun with.



- ? Do you find it easy to get on with people your age and to make friends? Or do you find it difficult to make friends or to keep them?
- ? Do you prefer being with just one other person or in a group?
- ? What do you like best about your friends?
- ? Do you understand what a good friend is and how friends should treat each other? Do your friends do things that are unkind or not good for you?
- ? Do you have problems with bullies or are other children or young people sometimes scared of you?
- ? Do you invite your friends to your house? Do you go to their houses?
- ? Is there anything you would like to change about how you get on with other people your age?





# 6 Friends

## Resilient

5

- I get on well with people my age
- I can make and keep friends easily enough
- I am mostly kind to others and can deal with bullying

## Finding what works

4

- I have some good friends and most of the time I can join in
- I can mostly deal with bullies and know who to avoid
- Sometimes I need some extra help with friendships

## Trying

3

- I am having a go at joining in and learning how to make friends
- I am learning how to deal with bullies
- But things don't always work out well

## Accepting help

2

- Like the red step, but I am letting someone help me

## Stuck

1

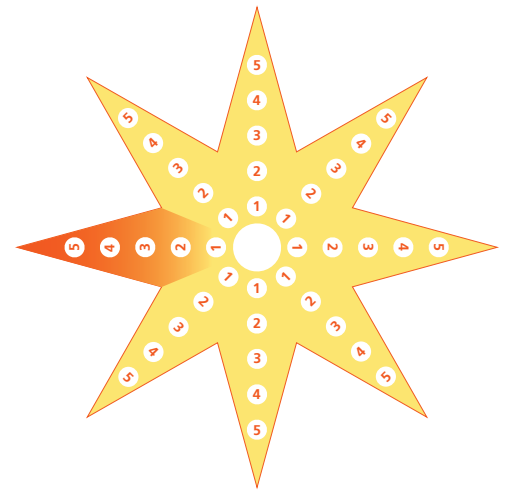
- I find it hard to get on with other people my age. I get left out
- I get into fights a lot or have other problems with my friends
- I don't want help or I don't trust people who want to help

# 7 Confidence and self-esteem

- **Knowing that you matter**
- **Feeling at ease**
- **Confidence and optimism**

We all matter and have the right to have our views and needs heard. We are all unique and have something to offer the world. It is important to know and to trust that, whatever people may tell us.

We all need to feel at ease and to trust that things will mostly turn out OK, even if things are not always how we want them to be. When we feel good about ourselves life feels better, and it is easier to feel confident and to make positive choices, rather than just going along with what other people want.



- ? What are you good at and what do people like about you?
- ? Do you know that you matter?
- ? What sorts of things are important to you? What do you value?
- ? How easy do you find it to tell other people what you want or need and what you think about things?
- ? Do you mostly feel relaxed and at ease, or do you feel worried or anxious a lot of the time? Can you say more about this?
- ? Do you mostly trust that things will go OK?
- ? Do you trust yourself to make positive choices about what you do?
- ? When (or where) do you feel happiest in yourself?



# 7 Confidence and self-esteem

## Resilient

5

- I mostly feel at ease. I don't worry about things too much
- I feel happy enough to be me and can make positive choices
- I know that I matter
- I know what I am good at and what I enjoy doing

## Finding what works

4

- I mostly feel at ease but sometimes get anxious
- I am finding things that build my confidence but sometimes I need help to put them into practice
- I mostly trust myself and believe things will be OK

## Trying

3

- I am trying ways to feel better but they often don't work
- I often feel anxious and worry about things
- I try to say what I need and make positive choices but it's hard

## Accepting help

2

- Like the red step, but I have some support with this

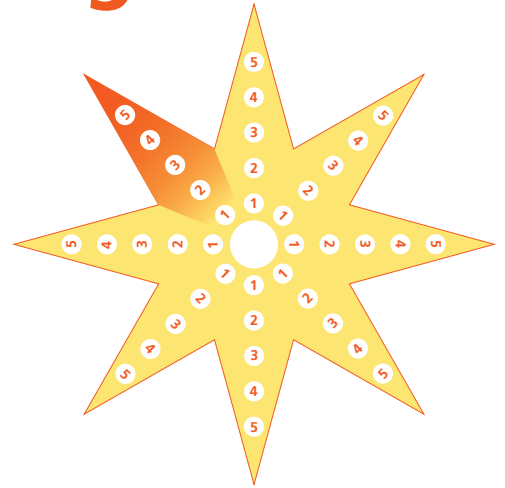
## Stuck

1

- I mostly feel bad about myself or get very anxious
- I don't believe things will be OK
- I can't say what I need or want so I go along with others
- I don't have any support with this, or I don't want it

# 8 Education and learning

- Doing your best at school
- Staying focused
- Enjoying play and learning
- Being curious and trying new things



Everyone wants to do well but sometimes things get in the way of that. Maybe you are not happy at school or there are things that are worrying you. Maybe it is hard for you to stay focused because you are tired or haven't had breakfast. Perhaps the people in your family don't see school or learning as important and so you don't either. Or maybe teachers are concerned about you or you need more help in some areas.

? Do you like school?

? What are your favourite activities at school? And your favourite teacher(s)?

? What don't you like?

? Do you go to school every day, unless you are ill?

? How are you getting on with learning? Can you keep up with the homework and the work in class?

? Do you find it easy to pay attention and to do your best at school?

? What do you like doing outside school? What are your favourite activities, toys or games?

? Tell me about something you've learnt recently – it might be something you've learnt in lessons, from sport, music, art, or your own hobbies.

? What new things have you done recently – these might be outside school – and what was it like doing them?



## 8 Education and learning

### Resilient

5

- I am learning and doing well
- I go to school every day unless I am ill, and mostly try to do my best
- I do activities that I enjoy such as sport, art or drama
- I like learning new things

### Finding what works

4

- I go to school every day unless I am ill
- I want to do my best and to learn but sometimes it's difficult
- I know what helps me and I am catching up, with support
- I have some hobbies I enjoy

### Trying

3

- I find school or learning difficult
- I have some support and I am trying to do things differently; but
- It's hard and often I want to give up

### Accepting help

2

- I find school or learning very difficult or I don't go much; but
- There is someone trying to work out what I need

### Stuck

1

- I find school very difficult or I don't go much
- It's difficult to learn or to concentrate
- I don't have activities I enjoy out of school
- No one is helping me to sort this out

# 1 Physical health

Healthy food, bedtime and other routines, doctor and dentist, keeping clean enough

## Things are good

### Things are good – you are looked after well enough

- You mostly eat enough healthy food and have some proper meals, and you get enough exercise
- You have a good routine for washing, brushing your teeth and getting to bed on time so you are not always tired
- You get the healthcare you need, including going to the doctor and dentist as needed and managing any ongoing illness or disability
- You have good-enough clothes

## OK

### Your physical care is mostly OK but some improvements are needed

- You have enough food, essential healthcare when you are ill and some key health checks
- You are looked after well enough in many ways but there are some areas where improvements are still needed and people are helping you and your family sort these areas out
- This may be about improving the food you eat, your routine and sleep, washing, clothes, brushing your teeth or exercise

## No big concerns

### There are no serious problems but your care needs to improve a lot

- You have enough food though you don't eat healthily
- You get looked after enough and go to the doctor when you are ill
- But you may not have a regular bath or shower, your clothes might not fit or keep you warm enough, you might get very little exercise or you may choose when you go to bed so often feel sleepy
- Perhaps you are the main one doing the looking after – you are managing OK but no one is really looking after you

## Someone is helping

### People are worried about your physical care but you have help

- This step is similar to the red step. You do not have basic routines to keep you fed, clean and healthy but you or your family have help
- Any immediate problems or risks are being addressed but it may not feel very different for you yet

## Big concerns

### People are worried about your physical care and it's not changing

- You don't have enough food, live on unhealthy snacks or get your own food when you are too young to do so, and/or
- You don't get looked after when you are ill. You don't get taken to the doctor or dentist except when you are seriously ill, in pain or have an accident
- Perhaps you don't get enough sleep, mostly don't start the day clean and/or don't have the clothes you need

## 2 Where you live

Feeling accepted, feeling you fit in, secure and suitable housing and area, enough space

### Things are good

#### You feel settled and at home where you live

- Your home is stable, with no risk of eviction or unplanned moves
- You have space to play or to study and enough privacy
- It is a healthy place to be, with the main facilities in working order
- The local area is safe enough for you and you feel comfortable there
- You feel at home. If you live with a foster family or in another placement, maybe you would prefer to be living somewhere else but you can be yourself, your culture and identity are respected and nurtured, and people listen and take notice if you have concerns

### Mostly OK

#### Your home is mostly OK but some improvements are needed

- You mostly feel settled and at home
- Your home is safe and stable; but
- Some changes are needed to make it a more healthy and supportive place for you. Perhaps it is damp or lacks enough space or facilities. Perhaps you don't feel fully accepted and able to be yourself

### No big concerns

#### Your home is stable but it could be a lot better

- There is no known risk of eviction or placement breakdown; but
- There are still some problems. Perhaps you often don't feel at home or your home is not a healthy place for you due to damp, cold, overcrowding, things not getting repaired or the area not being very safe
- If you are living with a foster family, in a home or other placement, you know who to tell if there are problems but maybe you don't always feel listened to or accepted for who you are

### Someone is helping

#### You don't feel settled and at home but you have some help

- Your concerns are the same as at the red step, but your parents, carers or others are aware of the problems and they're accepting help
- However, that hasn't made much difference to you yet

### Big concerns

#### You are not settled or don't feel at home and that is not changing

- One or more of the following apply:
  - Your family is at risk of eviction or your placement is at risk
  - Your home lacks key facilities such as a working kitchen, bathroom or hot water, has bad damp or is unsafe with repairs not being made
  - The area you live in is very unsafe for you
  - You don't feel at home. If you are living with a foster family or in another placement, you can't be yourself and don't feel understood or that your cultural identity is respected or people listen to you
  - You don't know who to tell that things are not OK

# 3 Being safe

## People keeping you safe, keeping yourself safe

### Things are good

#### You are safe

- You are safe at home and are not at risk of violence or other abuse, or from dangerous objects, drugs or medicines
- You are well supervised, including your use of the internet, and left with responsible carers when your parents or carers are out. If you are not living with your family but see them on visits, you are safe during those visits, too
- Your parents and carers set appropriate boundaries as you get older, so you can play and learn safely and know who you can trust
- If you are older, you know how to keep yourself safe in relation to sex, drugs and alcohol and you mainly stick to this

### Mostly OK

#### You are mostly safe but some areas need attention

- There is no violence or other abuse at home
- Your home is mostly safe but there are a few issues to sort out
- You are mostly supervised appropriately for your age, both at home and in other places, but more care or consistent boundaries are needed in some areas
- If you are older you know how to keep yourself safe but sometimes need help to stick to this

### No big concerns

#### There are no big concerns about your safety but changes are needed

- If there has been violence or other abuse at home this has stopped, or your parents or carers protect you from it, but more needs to change to make sure it doesn't happen again
- You are not supervised well enough at home or out and about. Perhaps you are left alone too young, are at risk on the internet, near roads or other hazards, or you don't have appropriate boundaries when you go out
- If you are old enough to take responsibility for your safety, you know about the risks and try to do things to be safer but find it hard to stick to them

### Someone is helping

#### There are concerns about your safety but there are signs things will improve

- The concerns are the same as at the red step. You are on a child protection or safety plan if you need to be, and severe risks are being actively addressed
- Your parents are accepting help and may be doing some things to improve the situation. That hasn't made much difference to you yet

### Big concerns

#### You are at risk of significant harm and there is no sign of that changing

- One or more of the following applies:
  - You are not safe at home because there is violence or other abuse from your family or visitors. Perhaps you are punished too harshly
  - You don't have enough supervision for your age, at home or in other places. Perhaps you are left alone for long periods of time when you are too young
  - Your home is unsafe because you can easily reach medicines, drugs, alcohol, weapons or other dangers
  - Your behaviour in relation to drugs, alcohol or sex is putting you at risk
  - Immediate action is needed to protect you from harm



# 4 Relationships

## Attention, warmth, love and contact

### Things are good

#### **You have the attention, warmth, love and contact you need**

- Your parents respond to you with warmth, kindness and patience and can support you emotionally
- They comfort you when you are upset, praise you for achievements, and you can rely on them to be there for you when you need them
- If you are not living with your parents, you have good contact with them or you feel OK about them not being around and have other adults who love and support you

### Mostly OK

#### **You mostly have the love and attention you need but a few things need to improve**

- You can rely on your parents to be there if you really need them
- But some things need to improve – maybe they need you to support them too much, do not praise you enough, are often busy or their own problems stop them responding well to you
- If you are not living with your parents, things are mostly OK but there are a few things that need to be addressed. These may include contact, coming to terms with them not being around and/or your placement

### No big concerns

#### **You are getting some of what you need but there is a lot that could be better**

- Your parents sometimes give you attention, comfort and praise
- But it isn't enough – perhaps they are sometimes very stressed, too wrapped up in their own problems or depend on you too much
- You may be wary of them because you don't know how they will react or you may try to get attention a lot of the time
- If you are not living with your parents, you have some positive contact with them or you have support to feel OK, but problems in this area still affect you. Perhaps you have some warmth and attention in your placement but not enough

### Someone is helping

#### **You don't get what you need but there are signs things will improve**

- As at the red step, but someone is starting to help you work on your relationship with your family and/or find the love and support you need

### Big concerns

#### **You don't have the attention, warmth, love and contact that you need**

- Your parents may love you but they do not give you attention or respond well to you. This may be due to their own problems or to the fact that they are always arguing
- Perhaps they hurt you, call you names a lot or never praise you
- Maybe they need too much emotional support from you
- If you are not living with your family, perhaps you have no positive contact with them or they have died – you find this very hard so it affects your healthy development. Or your contact with your family is OK but you don't feel loved and cared for in your placement

# 5 Feelings and behaviour

Managing difficult feelings, talking to people, expressing what you feel

## Resilient

**You can manage difficult feelings well enough for your age**

- If you feel a lot of anger, sadness or other difficult emotions, you have learnt how to cope with your feelings so that your behaviour doesn't cause problems for you or others
- If you have had difficult experiences or losses, you have ways to express what you feel and people you can talk to about this
- You are not excluded from school or other groups and don't hurt yourself or others because of your reactions to strong feelings
- You are able to enjoy yourself and to feel and express a range of emotions

## Finding what works

**You are learning how to manage difficult feelings, with help**

- You are using skills and ways to cope with strong feelings of anger or sadness and finding what works for you, though you don't always manage to do it
- This may include talking to someone you trust and accepting support related to big changes in your life or things that have happened in the past

## Trying

**You are trying to respond better to strong emotions but it's difficult**

- You are trying out ways to cope with difficult feelings or to understand what you feel, including trying to talk about what is happening, but it's hard or new
- Perhaps you often feel overwhelmed or are not sure what you feel
- It can be hard to do things differently. Maybe sometimes you manage and it goes well but other times it doesn't and there are problems

## Accepting help

**Your strong feelings and reactions cause problems for you and other people but you are accepting help with this**

- Like the red step, but you are accepting help
- You might not be sure if you trust the people helping you and you don't feel very different yet, but they are sorting out any big problems and you do go along with things

## Stuck

**Your strong feelings and reactions cause problems for you and other people. There are no signs of this changing**

- You often damage things, hit or withdraw from people, hurt yourself or behave in other ways that lead to problems
- You may be excluded from school or activities as a result
- Maybe you get overwhelmed by your feelings or mostly feel numb
- Either you aren't getting help with this or you aren't accepting it – maybe you don't like the people helping you or you don't trust them

# 6 Friends

## Making friends, coping with bullying, feeling comfortable with others

### Resilient

#### **You get on with people your age and make friends well enough**

- You enjoy being with other people your age and are accepted by them
- You have friends and mostly cope with the ups and downs of friendship
- You stand up for yourself if other people don't treat you well and usually treat other people kindly
- If you are a young carer this doesn't get in the way of you building friendships and having time with friends
- You do not need support in this area

### Finding what works

#### **You mostly get on with people your age but need support in this area**

- You are mostly able to join in with group activities and to get on with people your age one to one, maybe using things you have been taught. But there are some problems and you need support to manage these
- You are learning which of your friends are good friends and which aren't
- If bullying has been an issue you can deal with this – but still need support to make sure you can deal with any problems in the future
- If you are a young carer you have the support you need to have time to spend with friends – but you would like to have more

### Trying

#### **You are trying ways to get on better with other people your age but it's hard**

- If you have been reluctant to join in with other people your age, you are now giving it a go
- If you have struggled to get on with people your own age or with making and keeping friends, you are trying new skills and ways
- If you have had problems with bullying you are learning how to deal with this
- You are still learning so things don't always go well
- If you are a young carer, some changes have been made so you can spend time with friends – but often things go wrong

### Accepting help

#### **You find it difficult to get on with other people your age or to make friends but you have some support**

- The situation is similar to the red step. Difficulties with other people your age have a significant effect on your life; but
- You have someone who you trust supporting you

### Stuck

#### **You have difficulties getting on with other people your age, so you are isolated or have problems in groups. There are no signs of this changing**

- You do not join in with activities and may be aggressive or anxious around other people your age or get into conflict a lot. Perhaps you don't make eye contact or talk, feel angry or don't know how to make friends
- Maybe you don't want to be away from your parent or carer
- If you have friends perhaps they bully you or involve you in things that are harmful or you are not kind to them
- If you are a young carer, you do not have time for friends because of your responsibilities

# 7 Confidence and self-esteem

Knowing that you matter, feeling at ease, confidence and optimism

## Resilient

### You mostly feel at ease and positive enough

- You mostly feel at ease and happy enough to be you
- You know you matter and you can make positive choices for yourself
- You can tell people what you need and what you are thinking
- You know what you enjoy doing and what you are good at

## Finding what works

### You are finding positive ways to feel OK but need some support

- You mostly believe that you matter and often make positive choices but you need some extra help in this area
- If there are situations that can make you feel bad about yourself you have ways to cope with them
- You know what to do to help you feel more confident and better about yourself but you don't always manage to do it

## Trying

### You are trying ways to feel better about yourself

- You are trying things to feel more relaxed and better about yourself, for instance sport, drawing, reading, music or talking to people
- You are developing your sense of who you are, what you like and what matters to you
- You are trying to say what you need and to make positive choices, but sometimes it is easier just to go along with others
- Trying is hard and often you want to give up

## Accepting help

### You feel bad most of the time but you have some support

- The situation is similar to the red step. This has a significant negative effect on you but you are accepting some help
- You may not notice much difference yet but things can now change

## Stuck

### You feel bad most of the time and there are no signs of change

- You mostly feel bad about yourself or are covering up negative feelings and pretending to be confident
- Perhaps you think there is something wrong with you or that you don't matter
- Perhaps you feel anxious and worry about things most of the time
- Maybe you don't know or don't say what you need so you mostly go along with what other people want
- You blame yourself when things aren't working, even if it isn't your fault

# 8 Education and learning

Doing your best at school, staying focused, enjoying play and learning, being curious and trying new things

## Resilient

### You are learning and doing well

- You go to school every day, except when you are ill
- You try your best most of the time and believe it is important to learn
- You mostly do OK in schoolwork. Your teachers are not concerned
- You are curious, get absorbed and enjoy activities in and out of school
- You don't need extra help with learning

## Finding what works

### You are finding what helps you to learn but sometimes have difficulties

- You go to school every day, except when you are ill, but sometimes find it hard to concentrate or have other difficulties
- You and the people helping you have found things that work for you and, if you were not achieving your full potential before, you are now catching up
- You have hobbies you enjoy
- You need extra help with learning but are getting the right sort of help

## Trying

### You and others are trying things to help you with learning but it is difficult

- You find school or learning difficult and are not achieving your full potential
- This may be because of dyslexia or other learning difficulties, missing school or finding it hard to pay attention due to emotional or practical issues
- You are receiving some help with skills, confidence or other needs and maybe you are trying to do things differently but it's difficult

## Accepting help

### There are significant blocks to your learning but you have some support

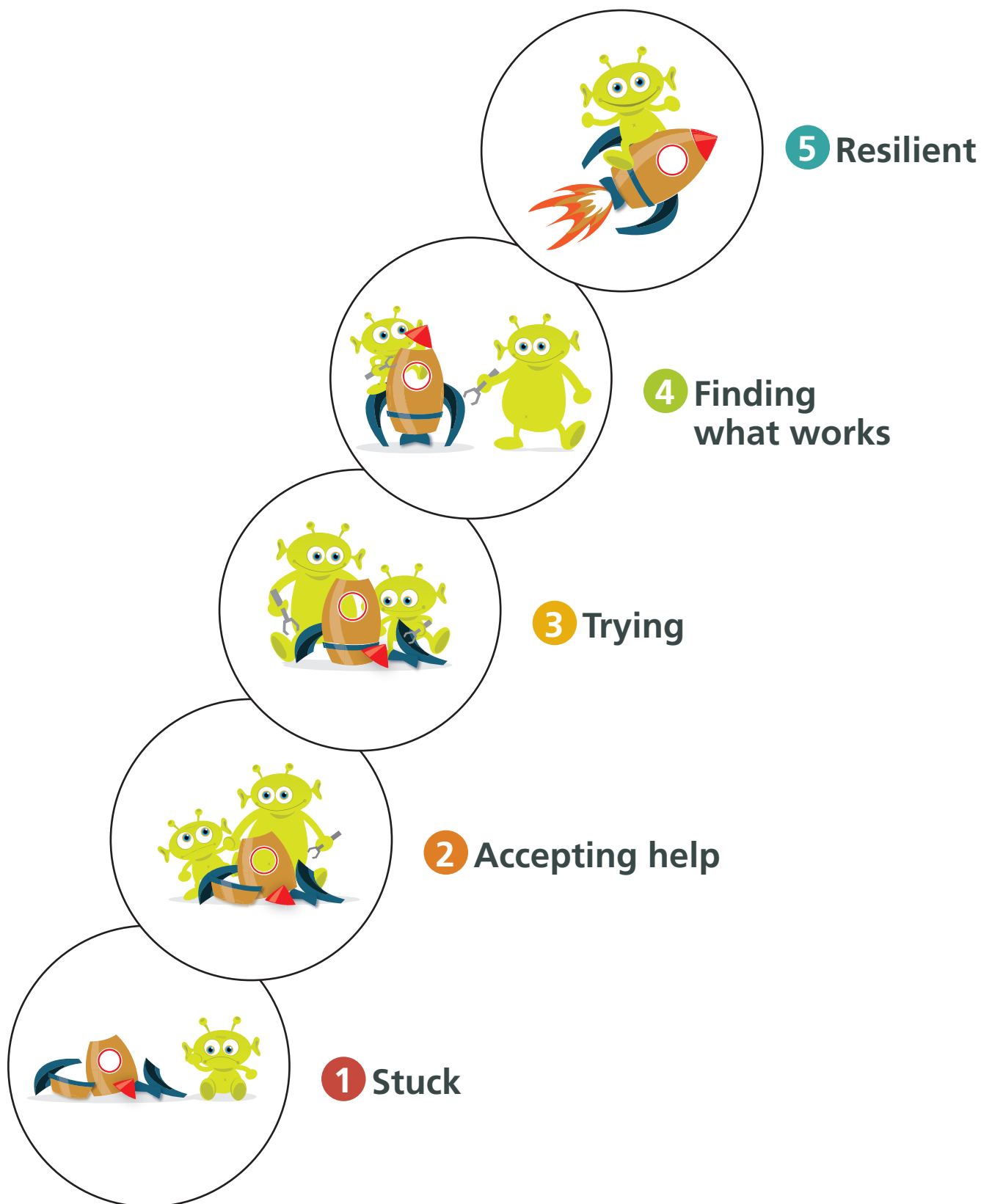
- The situation is similar to the red step and you are not achieving your full potential
- Someone you trust is supporting you, but perhaps neither they nor you yet know what will improve things

## Stuck

### There are significant blocks to your learning and no signs of change

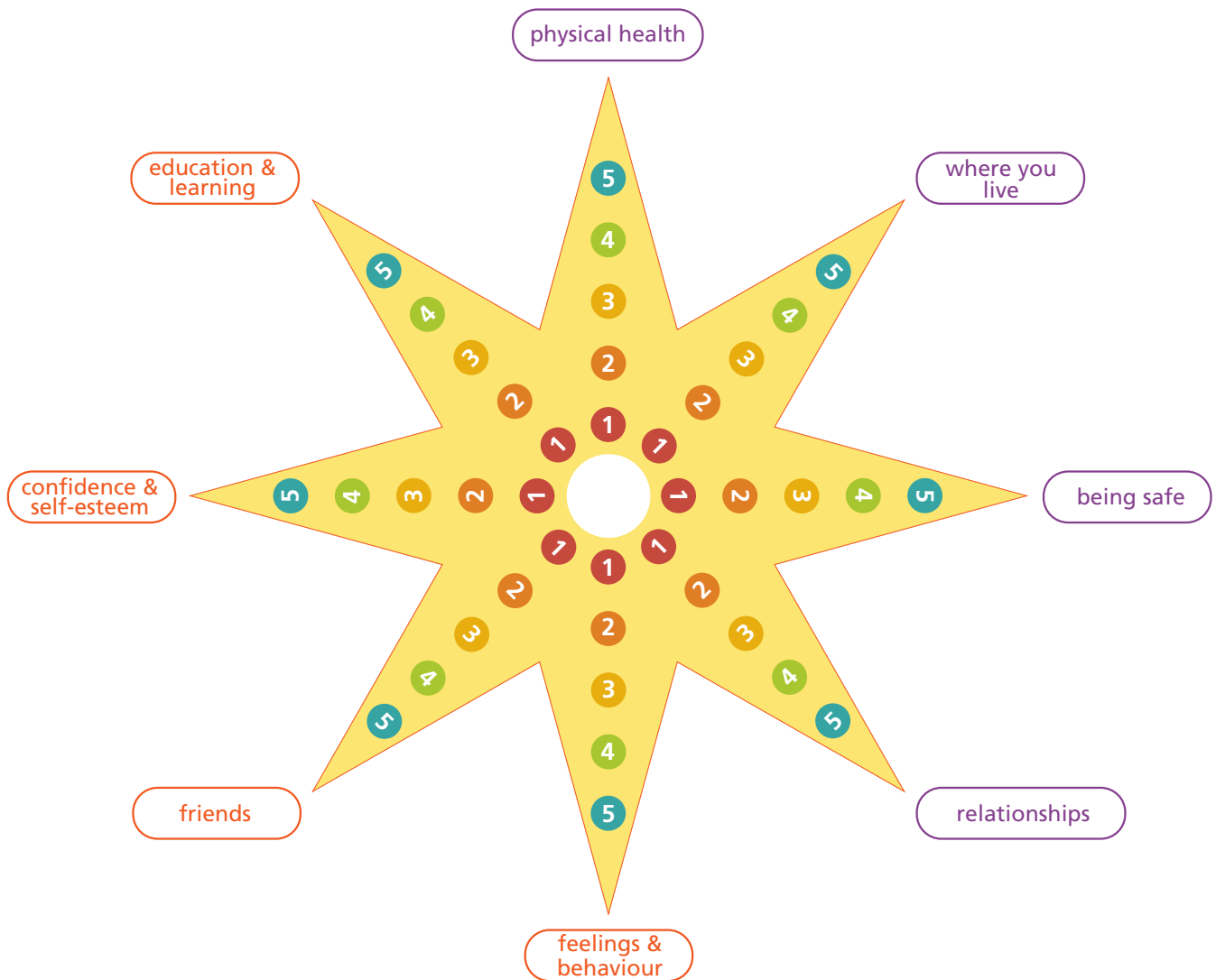
- You don't go to school regularly or you have difficulty learning
- Perhaps you have dyslexia or other learning difficulties, find it hard to pay attention or there are emotional or practical issues which hold you back, block your natural curiosity or lead to behavioural problems
- You may be happier playing with children that are much younger than expected for a child your age
- Perhaps you don't see school or learning as important – maybe your parents or carers tell you there is no point
- Out of school the ways you spend your time may be very limited and possibly harmful, for instance getting involved in criminal activities

# The Journey of Change version one



# The Journey of Change version two





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

## This Star is one of a growing family

See our website for:

- Versions tailored to different people, settings and sectors
- The evidence base that supports the Star
- Testimonials and case studies from Star users

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

## How to use the Outcomes Star

- Sign up for Star licences including the option to use our Star Online web app
- Ensure all members of staff attend Star training and explore specialist courses
- Access Star materials, other tools and ongoing support from Triangle

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