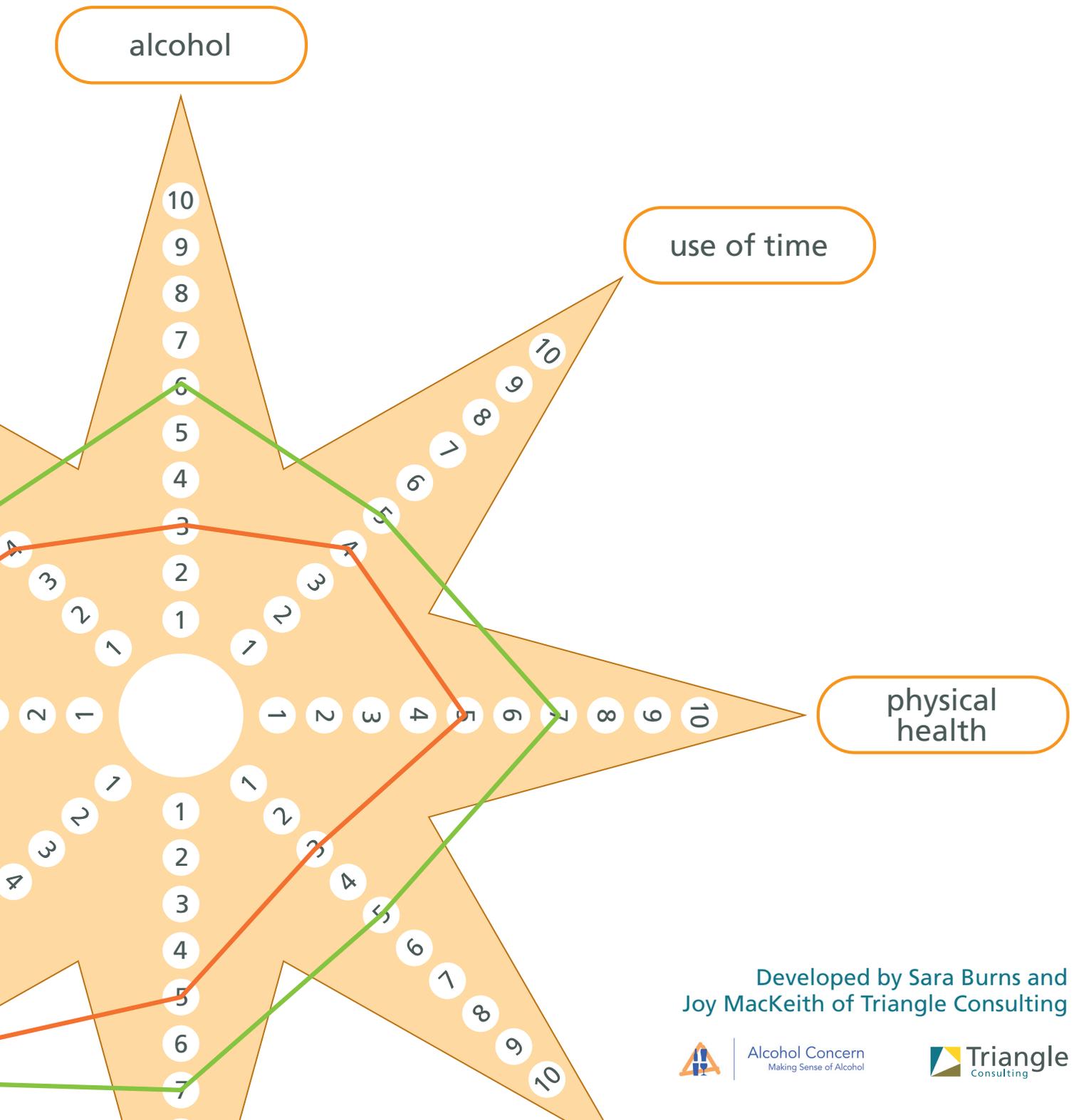




Alcohol Star

The Outcomes Star for alcohol misuse



Developed by Sara Burns and
Joy MacKeith of Triangle Consulting



Alcohol Concern
Making Sense of Alcohol

Triangle
Consulting

Foreword from Alcohol Concern

Welcome to the new Outcomes Star for Alcohol misuse services.

Alcohol Concern has a long history of supporting the sector to take an outcomes approach. We pioneered new approaches to measuring and learning from client outcomes in the 1990s – work which won us the first Charity Award in 2000. Later we developed the Alcohol Outcomes Spider, in response to calls from the sector for a standard tool. Forty organisations contributed to the development of the Spider, during the period of one year. We know that many organisations use and appreciate the tool.

This version of the Outcomes Star brings up to date the Alcohol Outcomes Spider, benefiting from the work of Triangle Consulting developing the Star in the homelessness and mental sectors, among others. It is more user-friendly, better presented and is supported by more comprehensive guidance for managers and workers. It will also be available as an online version in 2010.

The Alcohol Star enables workers and clients to measure progress with “softer” outcomes, both holistic and subtle change. It is designed to complement measurement of change in consumption and other hard outcomes. The Alcohol Star is designed with and for alcohol misuse services and clients. We have included separate alcohol and drug scales to meet the needs of clients and services with both alcohol and drug misuse issues.

Widespread use of the Alcohol Star across the alcohol misuse sector will enable us to build a national evidence base, embed a common language, demonstrate the benefits of our work as a sector and continue to deepen our learning about what works and for who.

Please tell us what you think of this version of the Star by emailing your feedback to star@alcoholconcern.org.uk. We are launching it as a test version and will review and revise it in six months or one year, depending on what you tell us. We want it to work for you; the more organisations adopt it, the greater the benefits will be.

Don Shenker, Chief Executive of Alcohol Concern
October 2009

Forward from Triangle Consulting

We have been delighted and overwhelmed by the increasing level of interest in the Outcomes Star across a range of sectors over the past five years. We are very pleased to be able to work in partnership with Alcohol Concern to bring the Alcohol Outcomes Spider up to date and within a growing family of Outcomes Star tools. We find this process of collaboration mutually beneficial and look forward to further joint working with Alcohol Concern and others.

We believe the Star has enormous potential to support change and develop evidence of effectiveness and are committed to its continuing development and promotion for the benefit of the alcohol misuse sector and ultimately the people who use its services.

Sara Burns and Joy MacKeith, Triangle Consulting

Introducing the Outcomes Star

We are here to help you with issues around your drinking or drug use

For many people controlling how much you drink, stopping drinking or tackling drug misuse is a process. It means understanding the triggers, the effects on you and others and how you can make changes. This isn't easy, but it can help to understand how change works.

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

How we change things that aren't working for us – the Journey 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. We probably hope that someone else can sort it out for us and we may go along with some of the things they suggest.

Then we start **believing** – that we can make a difference ourselves in our life. We look ahead towards how we want to live our life. We take the initiative and try new things to achieve our goal in relation to drinking or drugs. This is a tough place to be and it can help to have plenty of support.

The next step is **learning** how to make what we want a reality, building on what works for us and increasing our confidence in a future without alcohol or drug misuse. It can be hard at times so we need 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 an alcohol and drug support service.

There is a full-size version of the ladder on page 6.



The Journey of Change is illustrated as a ladder in the Outcomes Star

The journey isn't necessarily a case of moving from the first to the last 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 with us in this service 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:

1. Alcohol
2. Use of time
3. Physical health
4. Emotional health
5. Drugs
6. Offending
7. Money
8. Family

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 main stages. These ladders are on pages 7 to 22 of this guide.

To complete the Star, look at each of the eight 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. You will either use the paper version of the Star Chart and Action Plan, or complete it online using a computer.

Although you can do this on your own, it is best to talk it over with your keyworker. 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.

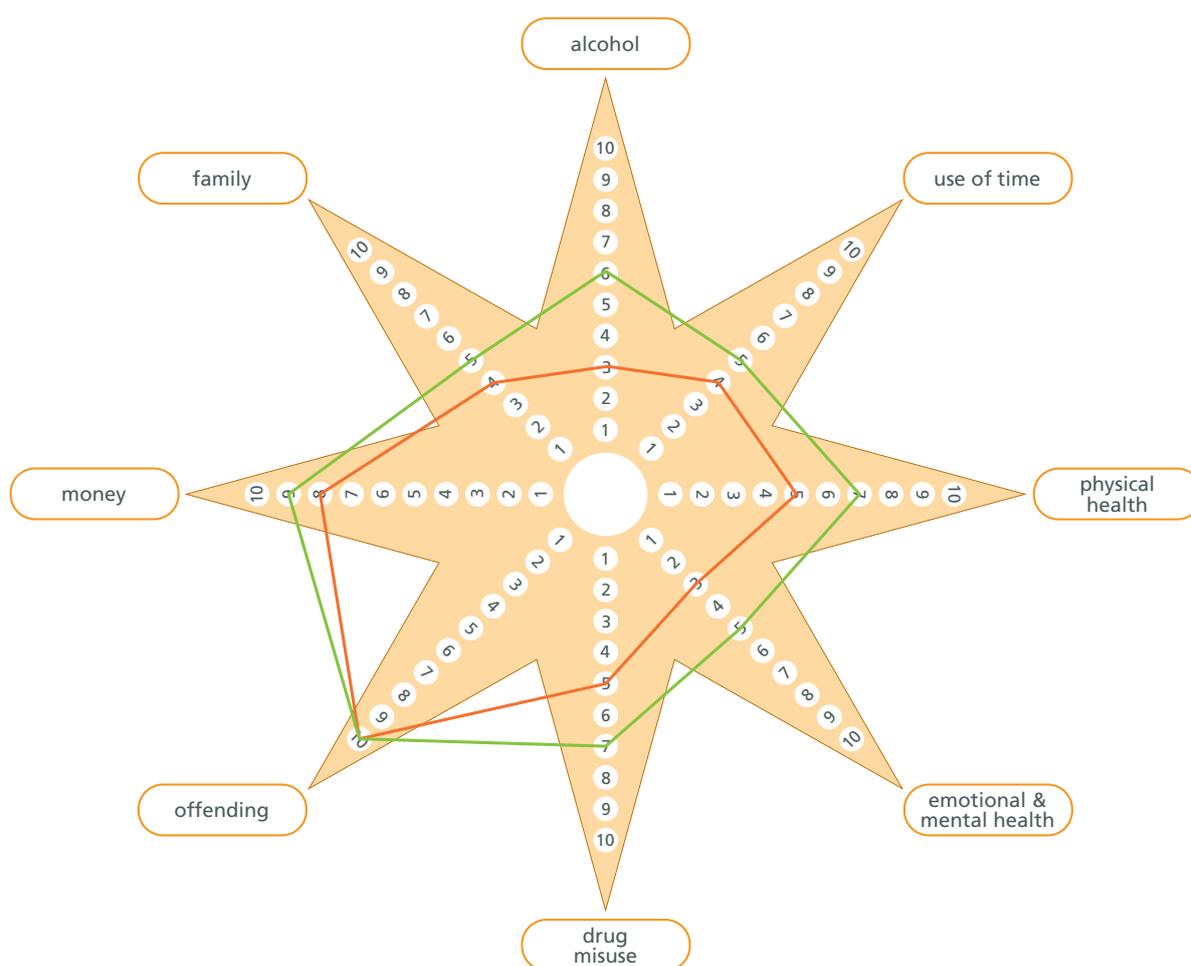
This picture will help you and your worker to agree what to work on. From there you can start thinking about the actions you want to take and the support that would help you.

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 shape 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 service is giving the right support, where our service users make most changes and where we may need to provide more help 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.

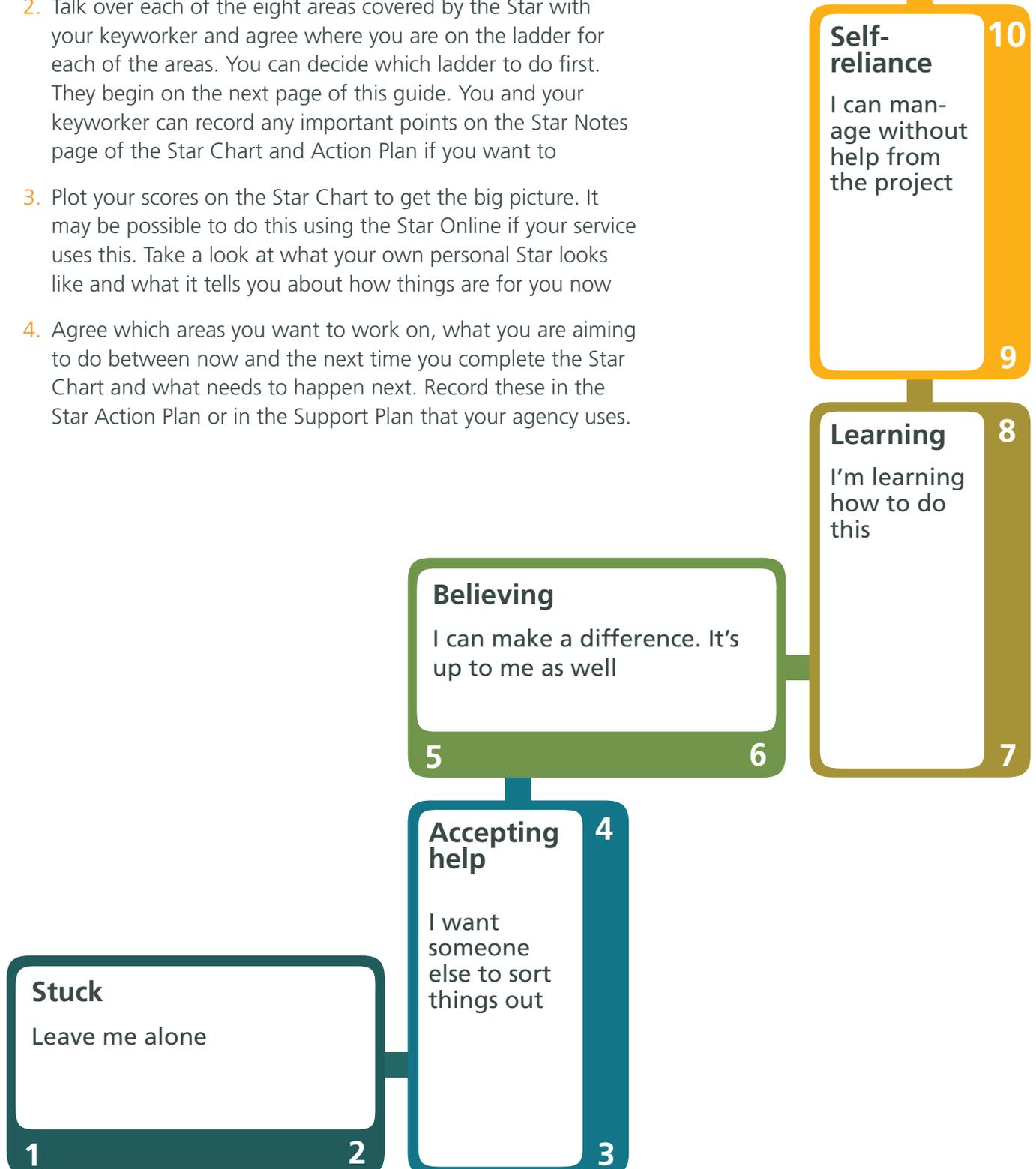
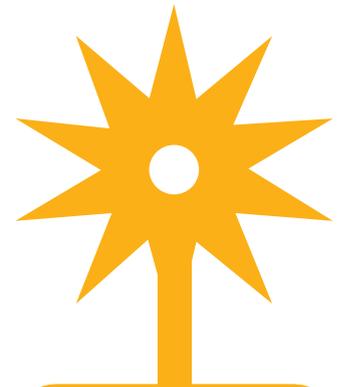


The Star – a picture of where you are now

The Journey of Change

What you need to do:

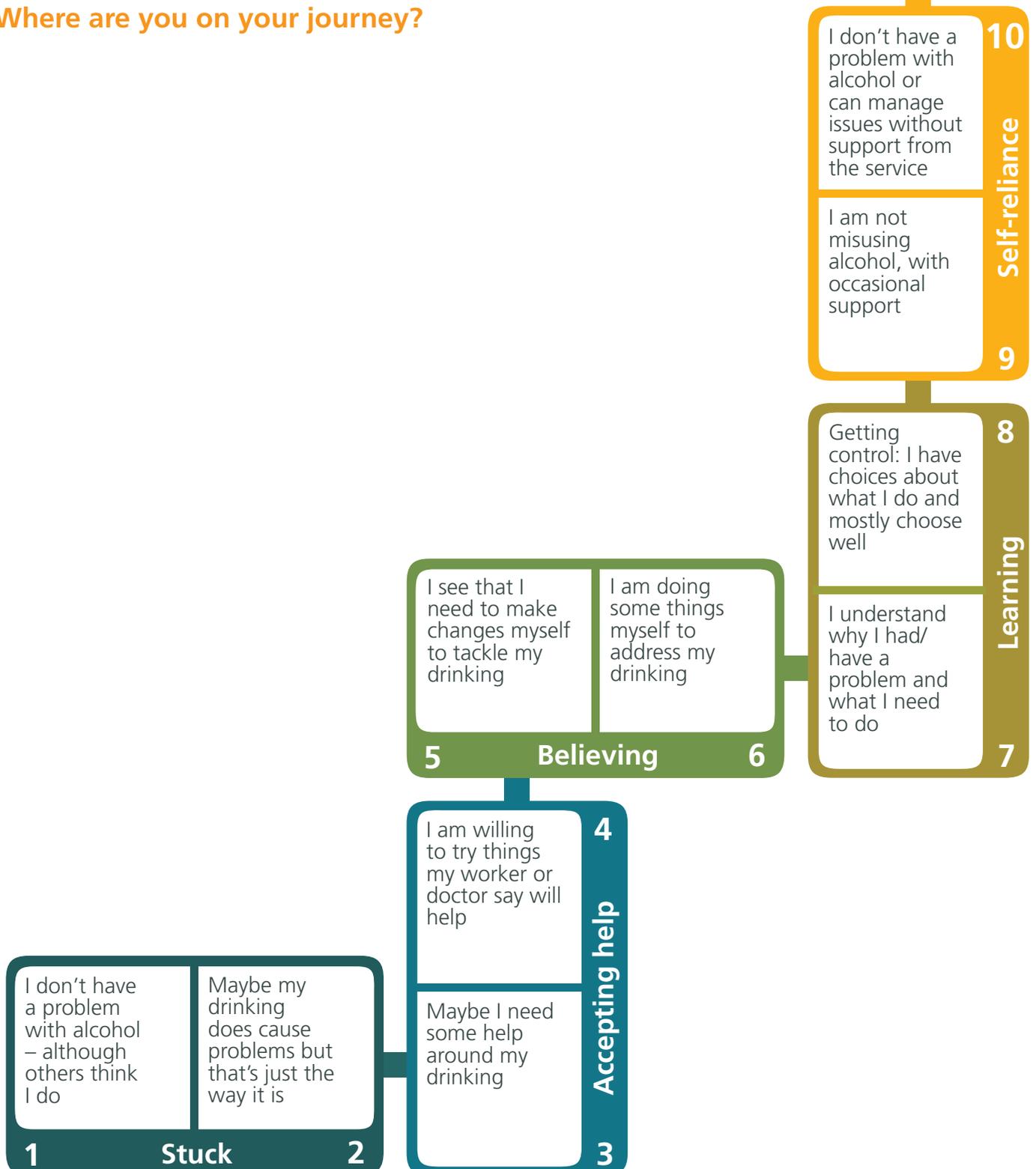
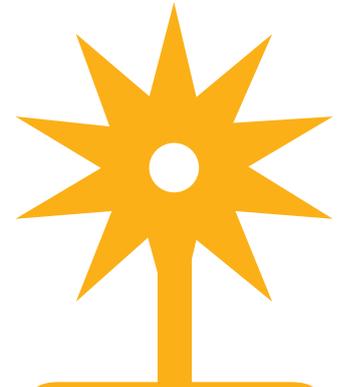
1. Look at the ladder and get a feeling for how it works. Perhaps think about an area of your life where you have made changes and see how that fits with the ladder
2. Talk over each of the eight areas covered by the Star with your keyworker and agree where you are on the ladder for each of the areas. You can decide which ladder to do first. They begin on the next page of this guide. You and your keyworker can record any important points on the Star Notes page of the Star Chart and Action Plan 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 Star Online if your service uses this. 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 complete the Star Chart and what needs to happen next. Record these in the Star Action Plan or in the Support Plan that your agency uses.



1 Alcohol

This scale is about your drinking and any changes you are making in relation to alcohol. There are different ways of achieving a score of 10. For you, this might be abstinence or controlling your drinking so that it doesn't harm you or others.

Where are you on your journey?



1 Alcohol

Self-reliance

10 I don't have a problem with alcohol or can manage any issues without support from the service

- You have reached your drinking goal and have strategies to maintain it
- Family, friends, GP, self-help groups (e.g. AA) provide any ongoing support you need
- You are able to judge if you need extra help in the future and access it

9 I am not misusing alcohol, with occasional support

- You are using strategies to avoid relapse and have very few or no episodes of alcohol misuse
- You don't need much support from the service but appreciate knowing it's there

Learning

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

- You have new ways of coping with the feelings and situations that led to drinking and few or no episodes of alcohol misuse
- But you find regular support from the service helpful to maintain this

7 I understand why I had/have a problem and what I need to do I am not misusing alcohol, with occasional support

- You are exploring triggers for excess drinking, reflecting on causes and come up with ways of dealing with triggers
- You feel more confident about your ability to live without misusing alcohol
- You have probably reduced your drinking substantially and are able to learn from lapses with support
- You don't need much support from the service but appreciate knowing it's there

Believing

6 I am doing some things myself to address my drinking

- You are reducing how much you drink or stopping completely for periods
- There is a sense that you are 'up for it'
- You are able to make choices about your drinking goal and any extra support you need, for instance detox or a residential rehab

5 I see that I need to make changes myself to tackle my drinking

- You have taken on board that controlling or stopping drinking means you need to make changes
- You are actively exploring options to help yourself

Accepting Help

4 I am willing to try things my worker or doctor say will help

- You agree to try harm-reduction measures but it can be hard to stick to them
- You may agree to a plan of support but your workers or advisors are doing most of the running. Without them you could slip back
- You attend most appointments

3 Maybe I need some help around my drinking

- You are fed up with the negative consequences of your drinking
- You want change but do not believe it is possible
- It may seem like there are good reasons for your drinking or others are to blame
- You often miss appointments
- You may have just come out of detox and doubt you can keep it up

Stuck

2 Maybe my drinking does cause problems but that's just the way it is

- As 1, but every now and then you are worried about your drinking
- You are not ready to make changes and don't engage with support

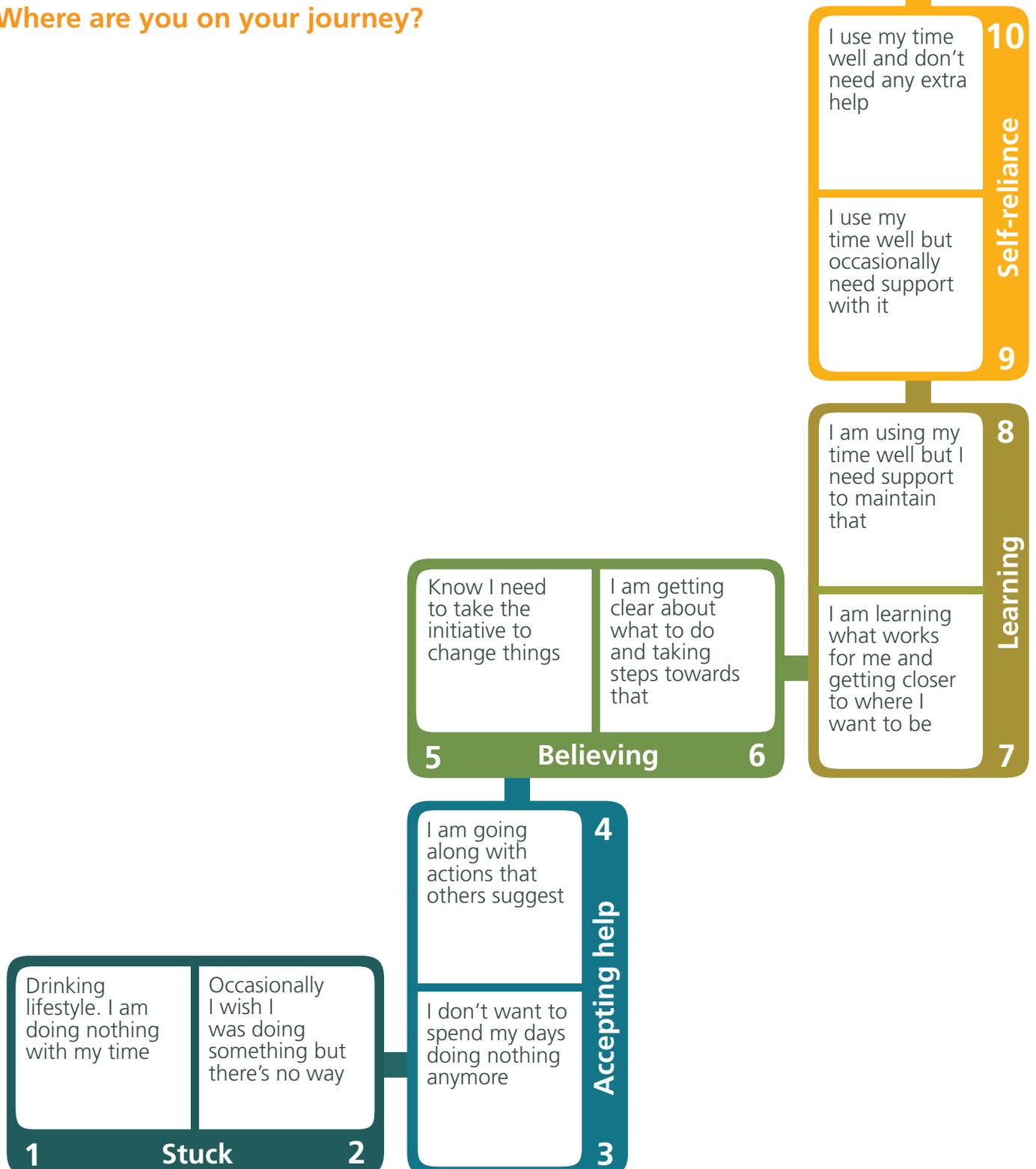
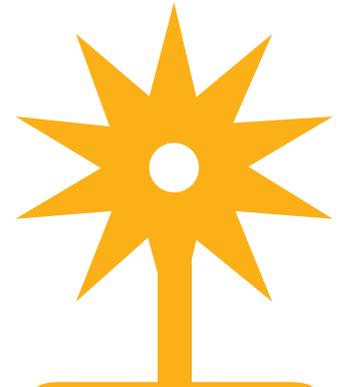
1 I don't have a problem with alcohol – although others think I do

- Your life is orientated around drinking but you don't want to talk about it
- Drinking may be seriously damaging your health
- Or other people say your drinking is a problem but you don't think it is

2 Meaningful use of time

This scale is about how you spend your days – whether you are working, a full-time parent or carer, or in training, education, voluntary work, looking for work or engaged in hobbies – or whether your time is orientated around your drinking or drugs.

Where are you on your journey?



2 Meaningful use of time

Self-reliance

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

- You are engaged in a regular activity which works for you, for instance paid employment, full-time parenting, voluntary work or training
- You are able to move between jobs, advance within work, organise new training or activities, or make new choices about work (e.g. as your children get older) without the service - friends, family and colleagues provide you with any support you need

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

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

Learning

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

- Engaged in regular activity which works for you, for instance paid or voluntary work or training or choosing to be a full-time parent
- You have relationships with colleagues and friends that are not based on drinking or drugs
- You have a social support network in place so you are not isolated
- You may encounter difficulties but with support you can learn from these

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

- Doing meaningful things with your time and getting some sense of satisfaction
- But you run into problems at times which is upsetting and you need help to get through them

Believing

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

- You are able to set and meet short-term goals
- You are trying new things, with support
- You have social contact with people outside a drink/drugs networks

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

- You are actively considering the future and options
- You have some sense of the direction you might want to go in but its hard to put that into practice so you need support

Accepting Help

4 I am going along with actions that others suggest

- You follow through on actions agreed in case work, with lots of encouragement
- If you are working, you are at high risk of losing your job due to drinking or drugs

3 I don't want to spend my days doing nothing anymore

- You are doing very little or nothing with your time but are fed up with living like that and want to change
- You may be isolated or social networks revolve around alcohol or drugs
- You want help but don't have a sense of what else is possible
- You agree to do things but, after the meeting, you lose motivation and don't follow through

Stuck

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

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

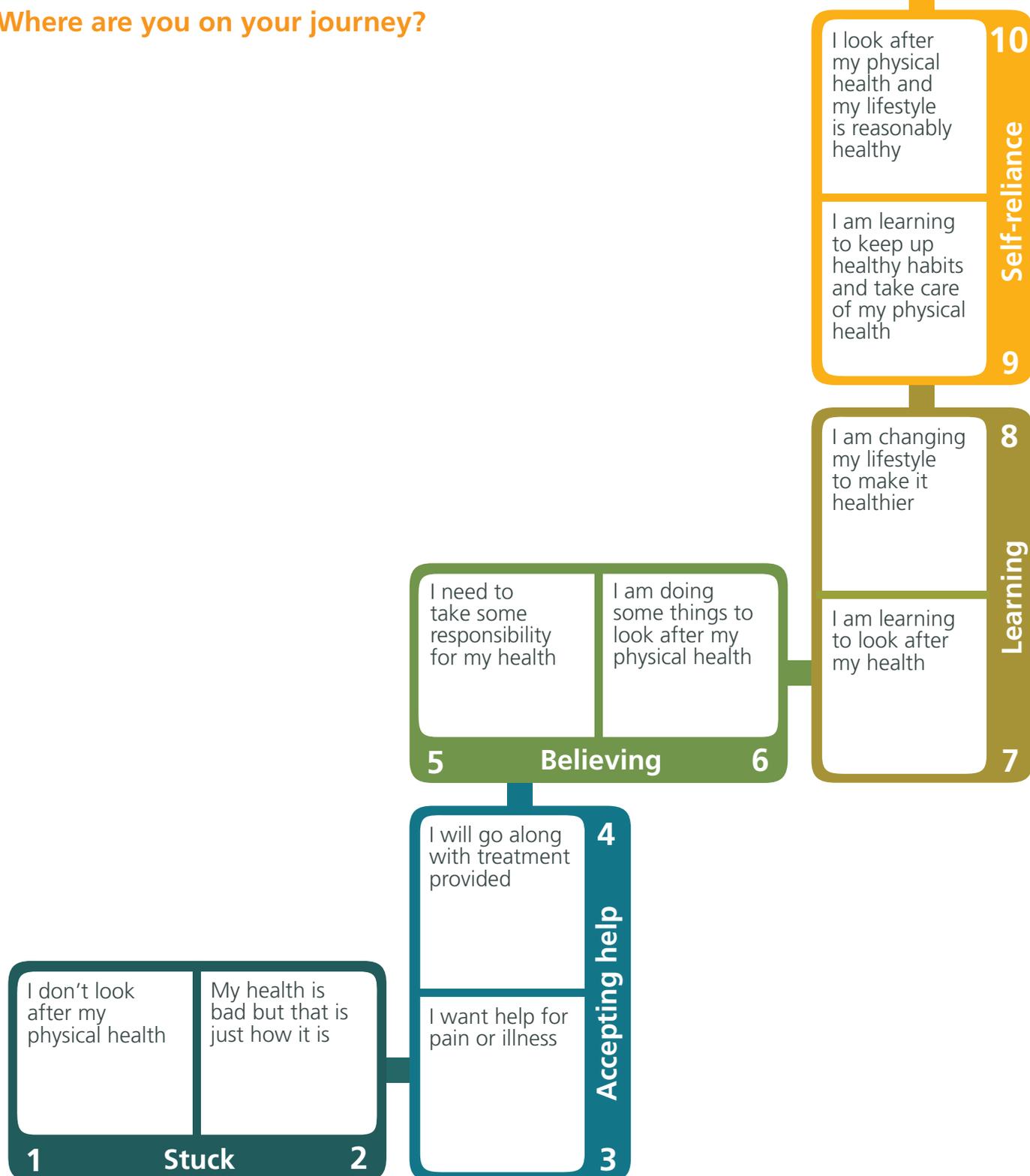
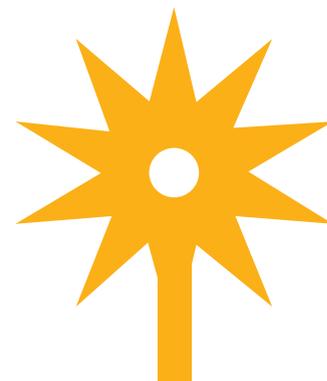
1 Drinking lifestyle. I am doing nothing with my time

- You are not working or in training, education or other meaningful activity and don't want to talk about use of time in the day
- Any social contact you have is centred around alcohol or drugs
- You regularly drink or take drugs during the day
- Your daily life is too chaotic to support a routine or to parent adequately

3 Physical health

This scale is about how well you look after your health, including going to the doctor as needed and trying to make healthier lifestyle choices, such as eating well.

Where are you on your journey?



3 Physical health

Self-reliance

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

- You have an independent and responsible approach to your physical health
- Your diet is mostly OK, you take exercise and keep unhealthy habits to a minimum
- You may or may not actually be in good health or feel physically well but you are managing any conditions as well as possible to maximise health

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

- As 10 but need occasional support to reinforce and maintain healthy habits

Learning

8 I am changing my lifestyle to make it healthier

- You consistently access healthcare and take prescribed medication by this point, if not before
- You may change your diet or start exercising more consistently, decide to stop smoking or make other healthy changes, with support

7 I am learning to look after my health

- You see the link between getting treatment, healthier choices and feeling better
- As a result, your motivation to care for your health increases
- You may be feeling physically healthier
- Change is difficult so you need support

Believing

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

- You attend health appointments on your own (or with friends or family)
- You may try out changing diet, exercise or other healthy changes – you may not keep them up for long but start to get a sense of what might work for you

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

- You actively want to look after your health, though not sure how to put that into practice
- You engage in discussions about health and actively explore options

Accepting Help

4 I will go along with treatment provided

- You see a doctor regularly, if needed, but only if someone else organises it
- If this is the case you may be feeling better as a result of the treatment you are receiving

3 I want help for pain or illness

- You want to do something about any pain or discomfort you are in
- You will see a doctor or nurse if taken along but without someone else taking you, you probably wouldn't go
- Although you are getting help with major problems, you are not particularly interested in doing something about less severe or less obvious ones

Stuck

2 My health is bad but that is just how it is

- You occasionally discuss health briefly or ask for help but then refuse any help offered
- You don't believe it is possible to feel better

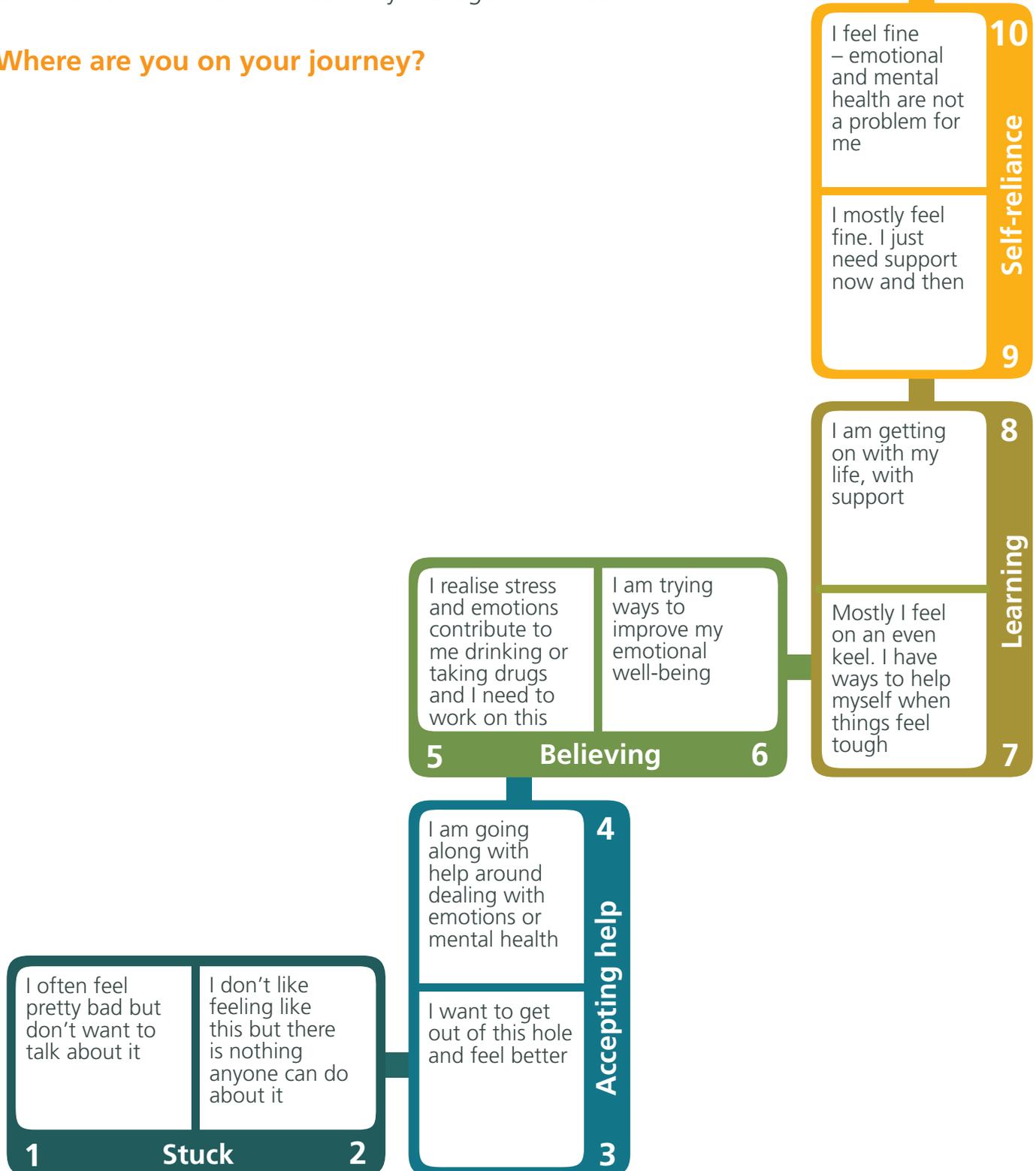
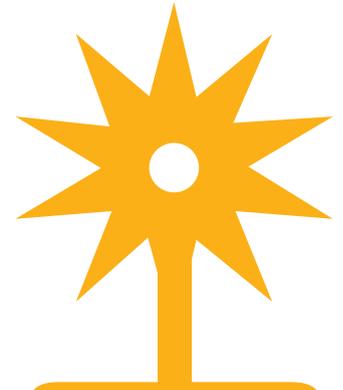
1 I don't look after my physical health

- You don't go to the doctor or seek help even for pressing health problems, for instance ulcers or liver disease
- You may be neglecting your health to the point of self-harm
- You may be behaving in ways that are risky to your health, possibly including sexual risk-taking
- You don't want to discuss health issues, or it feels too hard to even think about

4 Emotional and mental health

This scale is about how you deal with anxiety, stress or feeling low or unable to cope. It is about the extent to which life's ups and downs (particularly downs) affect you and might contribute to you drinking or taking drugs. People with an underlying mental health issue can use this scale for how they manage those issues.

Where are you on your journey?



4 Emotional and mental health

Self-reliance

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

- You feel reasonably stable and positive emotionally, within the inevitable ups and downs and stresses that are part of being human in this world
- Strong emotions do not trigger you drinking or taking drugs
- Your family and/or friends provide you with enough support when things feel hard so you don't need support from the alcohol and drug service in this area
- If you have a diagnosed mental health problem, you may have symptoms but you are managing them well enough

9 I mostly feel fine. I just need support now and then

- As 10 but you may find the idea of letting go of support frightening
- You are comfortable with your ways of coping

Learning

8 I am getting on with my life, with support

- You are using strategies to feel OK and deal with stress but it can be difficult so it helps to have ongoing support
- Strong emotions or any underlying mental health issues are unlikely to trigger you drinking or taking drugs
- You take any prescribed medication without support

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

- You understand how stress and emotions can trigger drinking or taking drugs
- You make better choices and can see the effect of this on how you feel
- If you have a mental health problem, you understand the symptoms, what triggers relapse and what helps you feel better

Believing

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

- You may be doing things to lift your mood, work with stress or stabilise your emotions and avoiding things that have a negative effect
- You are likely to need good support

5 I realise stress and emotions contribute to my drinking or drug use and I need to work on this

- You can see there is a link between how you feel and alcohol or drugs
- You believe you can find ways to feel better emotionally and/or reduce the effect of any mental health problem but you are not sure how

Accepting Help

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

- You feel very anxious, stressed or depressed and it is hard to believe you could really feel different,
- You don't believe this is linked to alcohol or drugs but you accept help fairly consistently and go along with suggestions to feel better

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

- Your symptoms of anxiety, stress or depression are severe
- You are likely to make appointments but often do not attend
- If you are on medication for a mental health issue, you may take it but erratically

Stuck

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

- As 1 but you will occasionally talk about symptoms
- You don't see the link between how you feel and your drinking or drug misuse
- If help is offered, you do not engage meaningfully

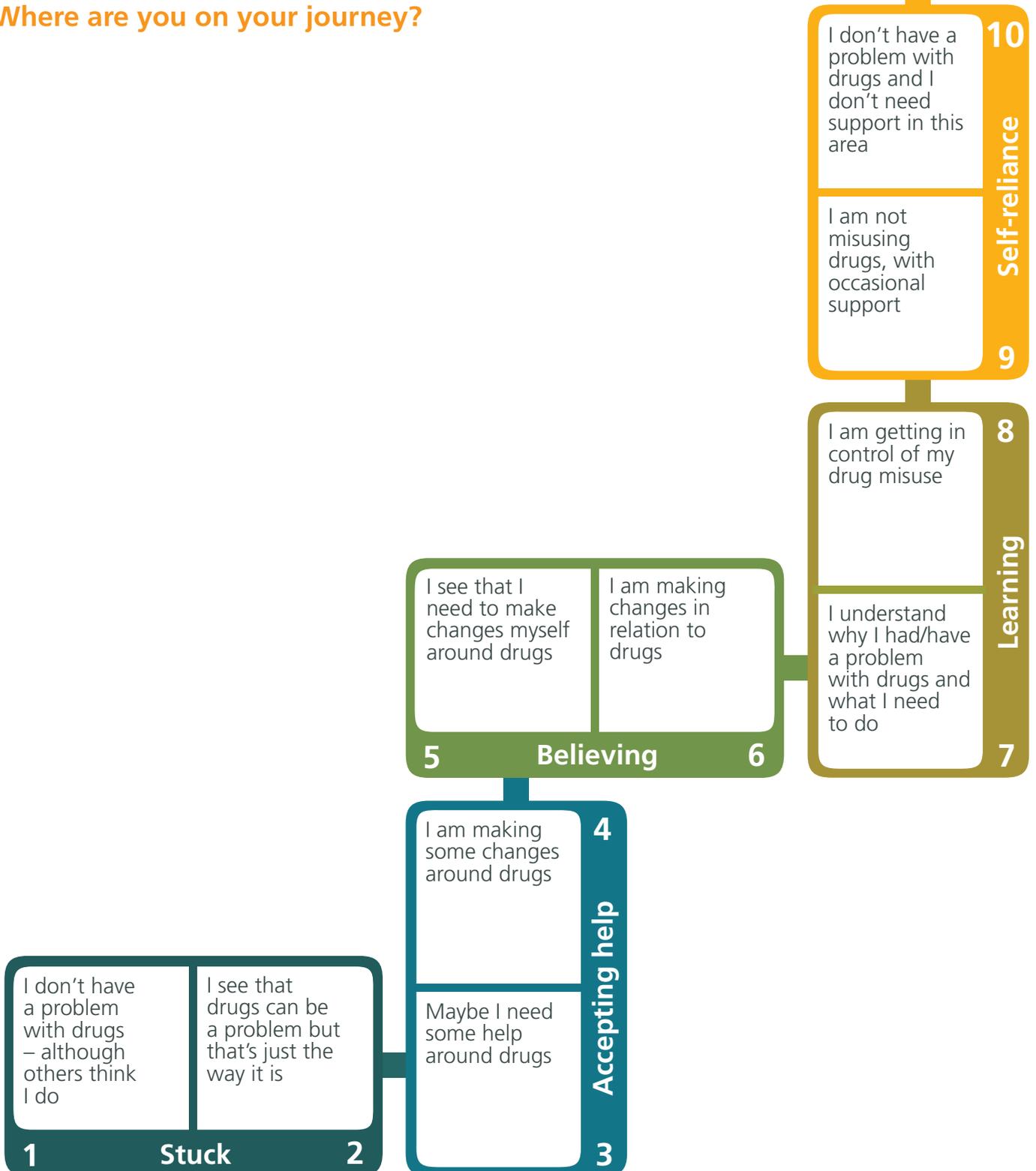
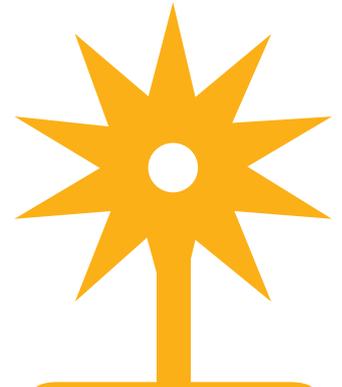
1 I often feel pretty bad but I don't want to talk about it

- Symptoms such as high anxiety, depression, insomnia, panic attacks, low self-worth or suicidal thoughts are causing you distress and have a severe effect on your daily life but you don't want to talk about it
- There may be some underlying mental health problem that is not being addressed

5 Drug Misuse

This scale is for how you deal with any use of illegal drugs or misuse of prescribed drugs such as anti-depressants. If this does not apply to you, simply score 10 and move on to the next scale.

Where are you on your journey?



5 Drug misuse

Self-reliance

10 I don't have a problem with drugs and don't need support in this area

- You do not use any illegal drugs or misuse legal or prescribed drugs – and may never have done so, or any use is low level and does not cause problems for you or others
- If drugs have been an issue in the past, your family, friends, GP or self-help groups (for instance NA) provide any ongoing support you need and you can access extra help if needed in the future

9 Not misusing drugs, with occasional support

- You have some past issues with drugs but are using strategies to avoid relapse
- You don't need much support but appreciate knowing it's there

Learning

8 I am getting control of my drug misuse

- You have new ways of coping with feelings and situations that led to drug misuse and few or no episodes of drug misuse
- But you need regular support from the service to maintain this

7 I understand why I had/have a problem with drugs and what I need to do

- You are learning for yourself how to deal with triggers and high risk situations and your confidence is growing
- Any drug misuse is infrequent or moderate and you are able to learn from lapses, with support

Believing

6 Making changes in relation to drugs

- There is a sense that you are 'up for it' in relation to addressing drugs issues
- You are reducing your use of drugs or may stop completely for periods
- Occasionally, you actively avoid certain situations or people that could trigger or are associated with your use of drugs

5 I see that I need to make changes myself around drugs

- You recognise that addressing drugs will require change on your part
- You are actively exploring and considering options to help you with this

Accepting Help

4 I am making some changes around drugs

- You agree to try harm reduction measures but it can be hard to stick to them
- You may agree to a plan of support but your workers or advisors are doing most of the running and without him/her you could slip back
- You attend appointments around drug issues fairly regularly

3 Maybe I need some help around drugs

- You are concerned about the harm caused by your drug use, at least sometimes
- You want to make changes in relation to drugs but do not believe it is possible
- You often miss appointments that relate to your use of drugs

Stuck

2 See that drugs can be a problem but that's just the way it is

- As 1 but you have glimmers of awareness of the harm caused by drugs
- But you do not engage with support or consider change

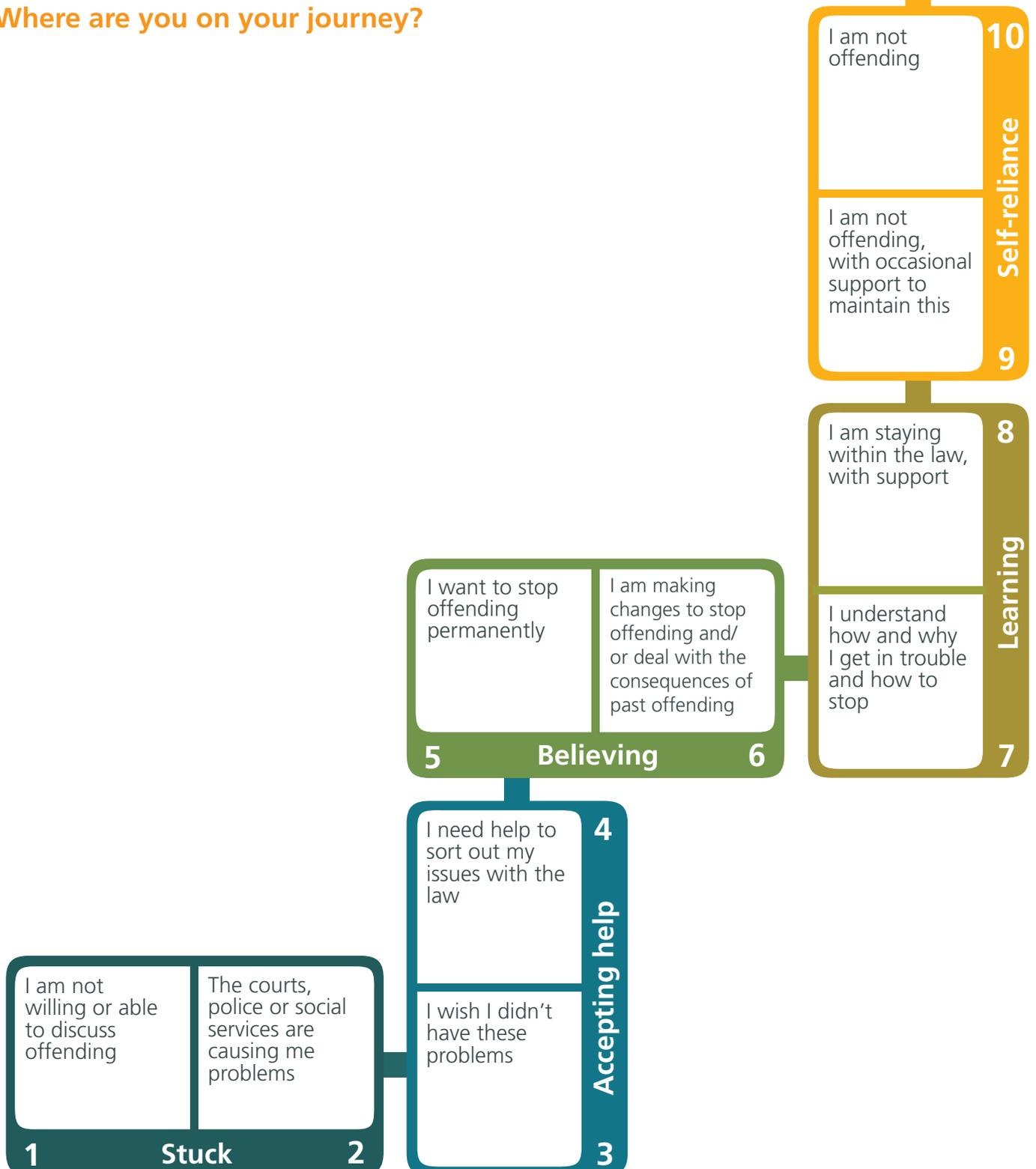
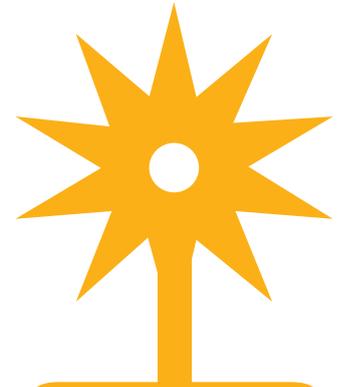
1 I don't have a problem with drugs – although others think I do

- Your drug use is at harmful or risky levels
- Your life may be orientated around drugs or your use is seriously affecting other people
- You do not consider this a problem or are not ready to talk about it

6 Offending

This scale is about behaviour that is against the law, such as theft, getting into fights or domestic violence, drink driving or other behaviour considered anti-social or a nuisance. It covers both current offending and how you deal with any outstanding issues from past incidents such as court hearings or orders or paying fines.

Where are you on your journey?



6 Offending

Self-reliance

10 I am not offending

- You may never have had any issues or risk of offending and workers have no reason to suspect offending, anti-social or nuisance behaviour
- You have no outstanding issues with the police or courts, or you are complying with these effectively without support from the service

9 I am not offending with occasional support to maintain this

- As 10 but you use occasional help to avoid offending or anti-social behaviour

Learning

8 I am staying within the law, with support

- You are not offending, but with ongoing support in this area
- You are actively dealing with any ongoing consequences of any past offending and engaging with social services or other agencies, as needed
- You have strategies for avoiding high risk situations and mostly use these

7 I understand how and why I get in trouble and how to stop

- You are learning what works for you and accessing any extra help needed to manage your behaviour, for instance anger management
- You are aware of the triggers, how and why you get into trouble and how to avoid high-risk situations
- You may occasionally commit minor offences but you learn from this

Believing

6 I am making changes to stop offending and/or deal with the consequences of past offending

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

5 I want to stop offending permanently

- You are facing up to offending and how alcohol or drugs have played a role
- You are actively considering changes to your lifestyle to help you stop any criminal activity, such as avoiding certain people
- You can see the consequences for you, or those close to you, of involvement with the Criminal Justice System

Accepting Help

4 I need help to sort out issues with the law

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

3 Wish I didn't have these problems

- You are unhappy with the negative consequences of your offending or anti-social behaviour
- But you do not accept responsibility or address the causes of the offences and are likely to blame others or circumstances

Stuck

2 The courts, police or social services are causing me problems

- As 1 but you occasionally recognise the problems and want to get rid of them
- You may be attending the service to comply with a court order, for instance drink-driving awareness courses or a referral by the court
- But you do not accept support from the service with these problems

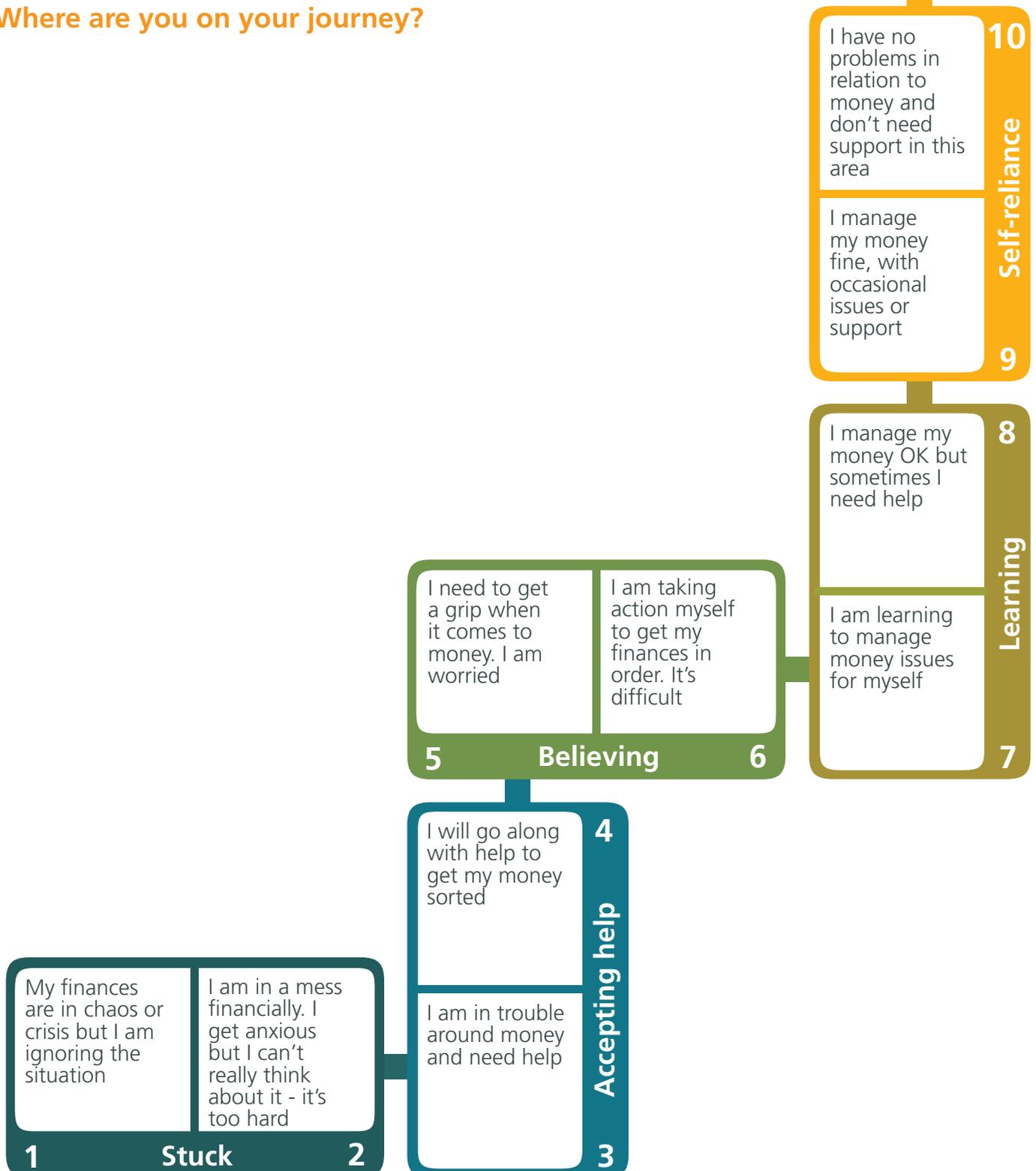
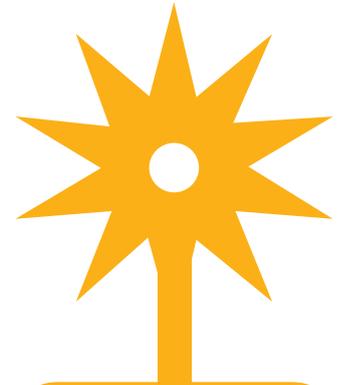
1 I am not willing or able to discuss offending

- Workers know or strongly suspect you are offending but you do not talk about this aspect of your life
- You may not acknowledge there is a problem, may deny responsibility or view offences as 'one-offs' and not see the patterns
- You are not dealing with any outstanding consequences of past offending

7 Money

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

Where are you on your journey?



7 Money

Self-reliance

10 I have no problems in relation to money and don't need support in this area

- You have enough money and manage it OK
- You pay bills and can meet your needs and those of any dependants
- If you are on benefits, you can maintain your claim without support
- If you have debts, you are keeping up payments

9 I manage my money fine, with occasional support

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

Learning

8 I manage my money OK but sometimes need help

- You can plan ahead and manage your money OK
- But it helps to have ongoing support in this area as you are likely to experience setbacks
- There is no evidence of risk to your home as a result of money issues

7 I am learning to manage money issues for myself

- You are learning how to get in control of your money but its not easy
- You have no major risks or problems related to money

Believing

6 I am taking action myself to get my finances in order. It's difficult

- You open bills and letters and comply with payment plans
- You are aware of your budget, though you often can't stick to it
- You may need a lot of support at this stage to face a difficult situation and make the right choices

5 I need to get a grip when it comes to money. I am worried

- Money worries may be a source of great stress for you
- You want to understand your financial situation and address it
- You attend appointments and engage with debtors

Accepting Help

4 I will go along with help to get my money sorted

- You go along with actions to avoid the situation getting worse, for instance, to avoid legal action or risk of losing your home
- You accept help getting agreements in place
- If you are on benefits, workers ensure these are sorted out and correct

3 I am in trouble and need help

- You accept help with pressing money problems, such as those arising from non-payment of debts or the risk of losing your home
- You do not accept responsibility for money problems and may feel others are to blame
- You engage with support erratically and only around major money issues

Stuck

2 I am in a mess financially. I get anxious but can't think about it

- As 1 but you feel anxiety about money
- You find it impossible to think about for long so you won't accept help to start sorting it out

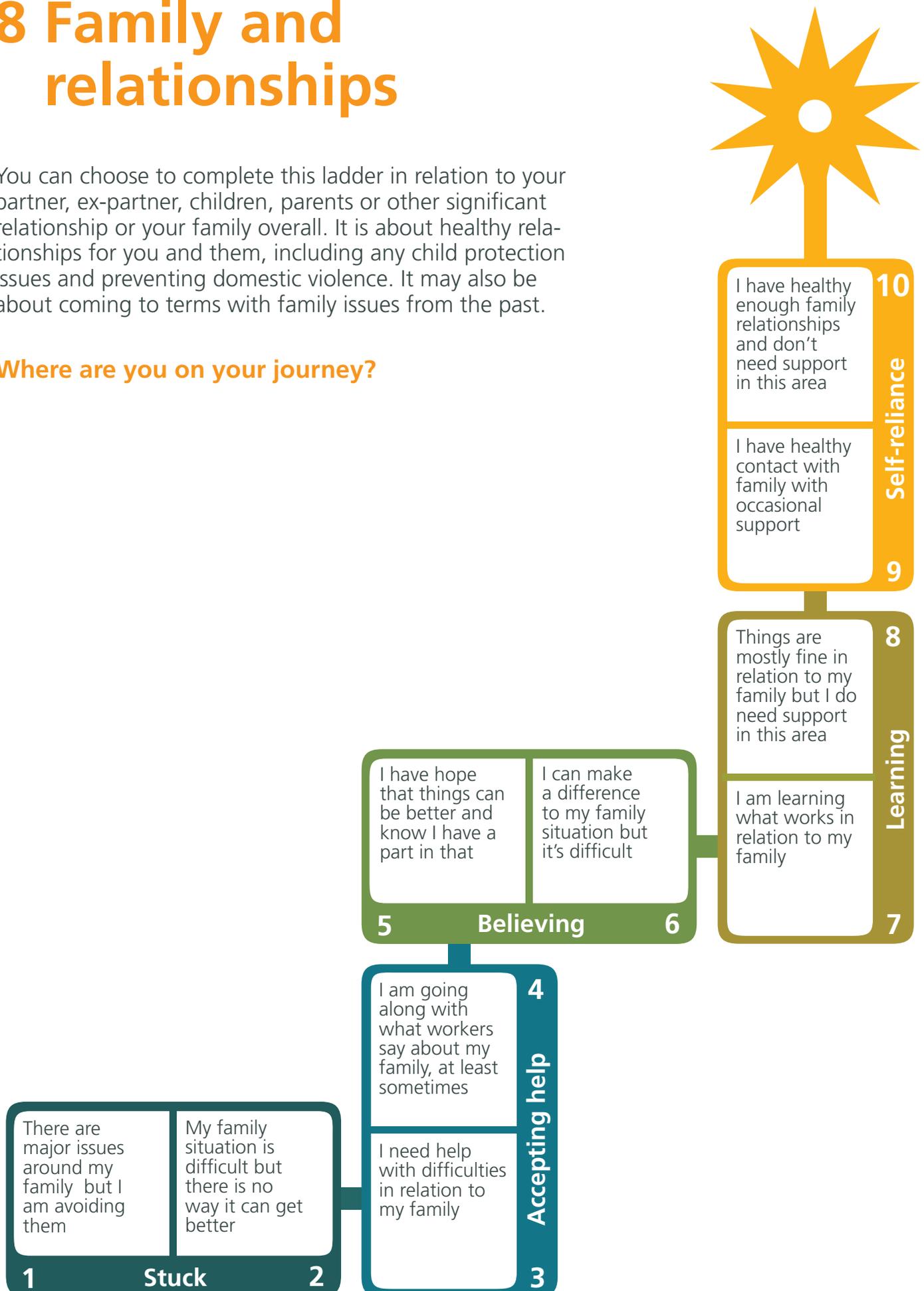
1 My finances are in chaos or crisis but I am ignoring the situation

- Your home may be at risk through non-payment of mortgage or rent
- You may have extensive debts and/or problems with the courts
- Your money problems may be caused by drinking or drugs
- You may have no experience of managing money and/or be exploited by others
- But you are not looking at your financial situation

8 Family and relationships

You can choose to complete this ladder in relation to your partner, ex-partner, children, parents or other significant relationship or your family overall. It is about healthy relationships for you and them, including any child protection issues and preventing domestic violence. It may also be about coming to terms with family issues from the past.

Where are you on your journey?



8 Family and relationships

Self-reliance

10. I have healthy enough family relationships and don't need support in this area

- There are no significant problems in relation to your family
- You may or may not be living with family members
- If you are a parent, you have regular contact with your children
- Where you are in contact with family, your communication is good enough
- You are meeting your responsibility towards any dependents
- You appreciate your own needs and meet these

9. I have healthy contact with family with occasional support

- As 10 but you need help sometimes to maintain a positive family situation

Learning

8. Things are mostly fine in relation to my family but I do need support in this area

- If appropriate, you are living in your family home and/or have healthy contact with your family
- If you have any family issues involving social workers or other professionals, you are mostly working well with them

7. I am learning what works in relation to my family

- Mostly you respond well enough to family issues
- You understand the needs of your dependants and are finding ways to meet these

Believing

6. I can make a difference to my family situation but it is difficult

- You are trying out new ways of responding to family issues, but its hard
- You may have to recognise and come to terms with the limits of your control

5. I have hope that things can be better and know I have a part in that

- You understand how your behaviour impacts on others in your family and/or the effect of a damaging family context on you
- You are willing to look at patterns of family life and choices open to you
- You may recognise that you need practical and emotional support, too

Accepting Help

4. I am going along with what workers say about my family, at least sometimes

- You may agree an action plan around family but find it hard to stick to
- You mostly comply with any order, injunction or agreement in relation to children
- You are not really taking responsibility so may rely on others to do something first and blame them when things don't work out
- There is little risk of you being thrown out of the family home due to drink or drugs

3. I need help with difficulties in relation to my family

- You accept help with pressing issues, including child protection issues
- You may not recognise the effect of your own behaviour within the situation
- You may feel trapped in a situation or fearful about what might happen if you make certain choices

Stuck

2. My family situation is difficult but there is no way it can get better

- As 1 but you are sometimes concerned about harm to your family or yourself
- If support is offered, you do not engage with it meaningfully

1. Major issues within or around family issues but not addressing this

You have serious family issues but don't want to talk about them. These may include one or more of:

- Your children are on the "At Risk" register
- You are attending this service because social services require you to do so
- You are at risk of being thrown out of your family home
- You have rejected or been rejected by your family and have no contact
- Or you are a victim of domestic violence or other harmful family situation, or still seriously affected by a past damaging family context

Further Resources and Information

Star Chart and Action Plan

This contains the Star itself on which the scores for each of the eight outcome areas are plotted, two Star Notes pages for recording comments relating to each of the scores and an action plan for recording specific goals and actions.

The Outcomes Star Organisation Guide

This document provides guidance for managers on implementing the Star in a service or across an organisation and for keyworkers in using the Star as an integral part of keywork.

The Star Online

This is an online software package that makes it possible to complete the Star online with service users as an alternative to using a paper version. Services can also choose to use the Star as a paper-based tool and then input the Star data using the Star Online. Either way, you can generate completed Stars for individual service users, instantly comparing current and previous readings, and produce reports on the outcomes across your organisation or for particular client groups or services.

Further, because the system is online, it builds an evidence base of distance-travelled outcomes and enables services to benchmark the outcomes for their service against an average for a particular client group and service type. The Alcohol star will be available online in 2010. For information on licence fees and how to register for the Star Online go to:

www.outcomesstar.org.uk.

Training

We recommend that workers receive training before using the Star. Triangle Consulting and Alcohol Concern can provide in-house training and some open courses are available. Contact Alcohol Concern for details.

Further learning, good practice and other versions of the Outcomes Star

For information on all versions of the Outcomes Star currently available and under development, please go to www.outcomesstar.org.uk. This website also contains a wide range of information about using outcomes including demonstrating outcomes to commissioners and a review of outcomes tools.

Triangle Consulting:

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

Alcohol Concern

For further information on the work of Alcohol Concern visit www.alcoholconcern.org.uk.

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Alcohol Concern
64 Lemon Street
London E1
020 7264 0510
www.alcoholconcern.org.uk

Authors

Sara Burns and Joy MacKeith
Triangle Consulting
26 Sparsholt Road
London, N19 4EL
020 7272 8765
www.triangleconsulting.co.uk

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This version of the Outcomes Star is part of a family of Outcomes Star tools. For other versions, good practice and further information see www.outcomesstar.org.uk.

This is a test version. Please email your feedback on the Alcohol Star to star@alcoholconcern.org.uk.

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