

Changes to the way you can access the Outcomes Star – launching June 2016

Hello

We wanted to let you know about some upcoming changes we've been working on to improve the way we support organisations to use the Outcomes Star. The changes will be launched on June 22nd 2016 and are across four areas:

1. Stamped PDFs, logos and certificates for Licensed Star Users
2. Access to all materials via the Star Online portal for all licence types
3. Updates to the licence types and introducing an account fee approach
4. Review of Star training prices in the UK

1. Stamped PDFs, logos and certificates for Licensed Star Users

The Star has been available under licence since the autumn of 2013 as part of our drive to support effective use of the tool and ultimately deliver greater benefit for services and service users. The changes set out below build on work we piloted through 2014-2015, to recognise services where workers are trained and using the Star with a licence. From June 2016:

- All Star PDF materials will be automatically stamped with an organisation's name and licence renewal date, to demonstrate that the person using the Star is a Licensed Star User
- We are introducing a new downloadable badge for Licensed Star Users to use on their own website, marketing materials or paperwork
- We are introducing a downloadable Licensed Star User certificate that can be displayed in your workplace or in records as needed
- Licensed Star Users will be able to access all versions of the Star and we strongly recommend that you discuss your needs with us when adopting new versions of the Star so that we can advise on each version, its suitability for you and any additional training that may be needed.

All of the above will be available through the Star Online's web portal. For Licensed Star Users already using the Star Online system, all you will need to do is reprint the Star materials such as the Star Charts you currently use to ensure you are using the Licensed Star User versions.

For Licensed Star Users not currently using the Star Online's web portal to access Star PDFs, read on to the section below for more information.

2. Access to Star materials via the Star Online portal for all licence types

For organisations not using the Star Online, we haven't yet had a way of easily accessing the Star materials they need. From June 22nd 2016, all Licensed Star Users will have a basic-access account on the Star Online. This means that all organisations with licences will be able to download Star materials from the Star Online's web portal, including the Licensed Star User resources set out above.

For Star Online users, this won't affect you and you don't need to do anything. For existing 'Licence-without-web-app' licence holders and our 'Licence to use the Star in an Approved Software System' licence holders, we'll be sending you a separate email with more information about what this entails and the benefits we hope it can bring.

3. Updates to the licence types and introducing an account fee approach

All services need a Star licence and training for all members of staff using the Star. The table below sets out a simpler presentation of the licences available, and the new pricing approach that will come into effect from 22nd June 2016. All prices are exclusive of VAT.

To date we have offered a minimum of 20 licences or in some cases individual 'paper' licences. The key change from June 22nd 2016 is the introduction of our 'annual account fee' which will be inclusive of either 4 or 16 licences:

LICENSE TYPE	WHAT THIS GIVES YOU AS A LICENSED STAR USER	ANNUAL ACCOUNT FEE
1. Star Online system licences	<ul style="list-style-type: none"> ★ Access to the full Star Online system ★ Service user friendly interface allowing on-screen completion of Stars in real time ★ Access to licence-stamped Star materials ★ Ready made outcomes reports 	<p>£660.00 Inclusive of 16 licences (+ one-off set up fee of £75) Additional Licences £33.00 per person per year</p>
2. Basic Star licences	<ul style="list-style-type: none"> ★ Access to licence-stamped Star materials (via Star Online web portal) for use on paper with service users ★ Permission to enter Star data into a spreadsheet 	<p>£330.00 Inclusive of 16 licences Additional Licences £16.50 per person per year</p> <hr style="border-top: 1px dashed #ccc;"/> <p>or £170 Inclusive of 4 licences (no additional licences)</p>
3A. Licences to use the Star in an Approved Software System: For full functionality	<ul style="list-style-type: none"> ★ Access to licence-stamped Star materials (via Star Online web portal) for use on paper with service users ★ Ability to use the Star within an approved third-party software system 	<p>£660.00 Inclusive of 16 licences Additional Licences £33.00 per person per year</p>
3B. Licences to use the Star in an Approved Software System: For basic functionality	<ul style="list-style-type: none"> ★ Access to licence-stamped Star materials (via Star Online web portal) for use on paper with service users ★ Ability to use the Star within an approved third-party software system 	<p>£330.00 Inclusive of 16 licences Additional Licences £16.50 per person per year</p> <hr style="border-top: 1px dashed #ccc;"/> <p>or £170 Inclusive of 4 licences (no additional licences)</p>

If you already use the Star Online, your account will automatically move to the new approach at your next renewal date after June 22nd 2016, when you will be asked to specify how many licences you need. However, because we want to ensure that there are no price increases for existing customers (and existing accounts have included up to 20 licences for the same price), we will be offering existing customers up to 4 additional licences for free.

For existing licence holders who don't use the Star Online, we will be writing to you separately with more information about what these changes will mean for you and how we will help manage any impact it may have.

For any accounts with renewal dates between now and June 22nd 2016, we will renew your account on our existing terms.

For international clients using the Star in Australia, New Zealand or other countries, please refer to our website for licence information and prices.

For any accounts with bespoke agreements with Triangle, they will remain in place and will not be affected by these changes – get in touch with your account manager for more information.

For more information about the principles behind our prices for the Outcomes Star and the reasons behind these changes, we have [published our pricing policy here](#).

4. Review of Star training prices in the UK

We are committed to making training accessible, and we are keeping our Core Star training price the same as it has been for the past 5 years. We have made small adjustments to the terms and costs of some of our other training courses.

TRAINING COURSE	COST FROM JUNE 15TH 2016	ADDITIONAL INFORMATION
Open Core Star training	£240 per person	<ul style="list-style-type: none"> ★ 1 day course ★ Dates held around the UK ★ Up to 4 people from a single organisation
Core Star training	£1,190	<ul style="list-style-type: none"> ★ 1 day course ★ Delivered at your organisation ★ For up to 16 people
Core Star training – small group	£1,070	<ul style="list-style-type: none"> ★ 1 day course ★ Dates held around the UK ★ Up to 4 people from a single organisation
Core Star and keyworking skills training	£2,200	<ul style="list-style-type: none"> ★ 2 day course ★ As above plus additional modules on person-centred assessment and planning
Licensed Star Trainer training and licence	£2,450 per person in year one and then £1,225 per year	<ul style="list-style-type: none"> ★ For more information see Licensed Trainer page
Managers Sessions	£690 or £1,190	<ul style="list-style-type: none"> ★ Half day or 1 day session ★ For up to 16 people ★ Tailored for managers rolling out the Star
Refresher Star training	£1,190	<ul style="list-style-type: none"> ★ 1 day course ★ For up to 16 people ★ Ideal for 6-12 months after initial training to support effective use and accurate data ★ 10% discount if booked at the same time as core training

These new prices will be applied for all training booked after June 21st 2016. Any training booked before June 22nd 2016 will remain at the old rates, even if it takes place after the new prices begin.

All prices are exclusive of VAT. Trainer travel expenses will also be added for courses delivered at organisations.

5. Next steps and further information

We will be in touch with existing users via a separate email to provide more information for those impacted by these changes. If you have any queries please get in touch via info@triangleconsulting.co.uk or on **0207 272 8765**.

Kind regards and many thanks for your continued support of the Outcomes Star.