

## **EQUALITY BUDGET 2017-18**

### **Equally Safe (Violence Against Women and Girls) Fund**

#### **End of Year Progress Report**

**(1<sup>st</sup> July 2017 – 30<sup>th</sup> June 2018)**

**Organisation:** *Forth Valley Rape Crisis*

**Project:** *Support & Development Coordinator*

**Completed By:** *[Redacted]*

**Please return to:** [vaw@vaf.org.uk](mailto:vaw@vaf.org.uk) by 27 July 2018

Before completing this form please read the guidance provided at the end of this form.

**Project Information**

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| Name and Position of Main Contact Person   | Currently recruiting a new manager who will be the main contact person. In the interim: Wendy Brotchie Support and development coordinator |
| Funding Programme  | Support and Development Coordinator  |
| Amount of Grant Received   | £33, 796   |
| Project Website (if applicable)  | www.forthvalleyrapecrisis.org.uk   |
| I confirm that staff delivering work funded by this grant have been made aware of the United Nations Convention on the Rights of the Child (UNCRC) and children's rights X |  |

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| <b>1</b>                            | <b>In a few sentences, tell us about your funded project (see Guidance Note 1)</b>  |
|                                     | Our funding relates to our Support and Development Co-ordinator post. This post oversees the delivery and development of all aspects of our support service - ensuring it is high quality, accessible and person-centred. In addition the post involves delivering support sessions to survivors of sexual violence following our trauma informed model of support, training and supervision of staff including both paid and unpaid volunteers, the delivery and development of our training materials used for in house training and training with external agencies. Delivering and developing group work programmes. Our Support and Development Co-ordinator also develops and delivers our Sexual Offences Liaison Officer (SOLO) training for Police Scotland, and works strategically with Police Scotland to improve responses to survivors. |
| <b>2</b>                            | <b>What Fund Outcomes are you working towards? (see Guidance Note 2)</b>  |
| <input type="checkbox"/>            | Societal understanding of gender-based violence is increased and tolerance of it is decreased (leading to a reduction in violence and abuse experienced by women and children, and an increase in positive gender norms and expectations).  |
| <input checked="" type="checkbox"/> | Service providers have increased understanding of all forms of gender-based violence, and work effectively together to address these issues through the provision of appropriate, high quality services.  |
| <input checked="" type="checkbox"/> | The harmful effects of gender-based violence experienced by women and children are reduced by early intervention and their safety and wellbeing needs are better met by effective service provision.  |
| <input checked="" type="checkbox"/> | Interventions, service design and service delivery are improved as a result of the participation of women and children affected by gender-based violence.   |
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| 3 | <p><b>How much progress has been made towards your project outcomes?</b><br/>(see Guidance Note 3a and 3b)</p>   |
|   | <p><b>Project Outcome 1: Survivors participate in the design and review of Forth Valley Rape Crisis services, which ensures appropriate and responsive service development and delivery</b></p>  |
|   | <p><b>a) What you actually did:</b></p> <p>This year we established an activist group in the run up to Reclaim the Night. For many survivors of sexual violence activism can provide one of the many pathways to recovery. As an organisation who regularly campaigns for social change, we felt it was important to develop ways in which our service users could access activism as part of our holistic approach to recovery. As this had been the first group of its kind at FVRCCC the support and development coordinator consulted with survivors who had expressed an interest in our Reclaim the Night event. The result of this was an 8-week group, where survivors would come together to take part in the organisation of our Reclaim the Night event. It was identified that survivors wanted to include sessions covering an introduction/history of feminist activism, the development and planning of the march, using social media to promote the event and the financial considerations of running the event including fundraising. During the group, service users designed the promotional material for the event, raised money through donations and deciding the route of the march through Stirling City Centre. Survivors were in control of most elements of the event with the support and development coordinator developing and co-facilitating the group work sessions.</p> <p>The support and development co-ordinator has been keen to ensure survivor feedback is incorporated into our service development plan. She has therefore developed a robust monitoring and evaluation framework, which provides survivors with a number of opportunities and methods in which they can provide feedback about the impact of our service as well as the ways in which our services can be improved or developed. For survivors who would like to provide feedback anonymously we developed our online Survey Monkey which is linked to our website and survivors who use our service are given the link to allow them to provide feedback during any point of their engagement with our service. Our comments book sits in our waiting room and provides services users an opportunity to offer feedback whilst providing other services users, who are attending the centre for the first time, the opportunity to see how our service has been helpful for other survivors.</p> <p>All of the support delivered at Forth Valley Rape Crisis is survivor led. Survivors co-design their own support plans and actively participate in its review. We recognise that the concept of recovery is different for every survivor and therefore we work with each individual to help them develop their own unique goals for support. All our assessment tools are designed to afford survivors space to explore and identify their own support needs. One of our assessment tools "The Wheel" allows survivors to explore and identify how their experience has affected their lives and what they would like to focus on in terms of their recovery. Survivors are asked to identify from several sections including, social state, emotional state, mental well-being, core beliefs and coping mechanisms which areas are important to them. There are also blank sections which allows survivors to identify their own unique areas they would like to address during support. The wheel is reviewed throughout the survivor's support should they wish to change direction and identify new goals.</p> <p><b>b). What difference you made as a result:</b></p> <p>We were keen to seek feedback specifically related to our activism group. The group gave survivors an opportunity to express their justifiable anger in a way that felt safe and empowering. In addition, it provided women who use our service with an opportunity to witness the support from other 100+ people who attended the march, something that simply cannot be replicated in a one to one support session. One survivor who was part of the event commented on this;</p> |

"I always felt alone in what I had experienced. I am so grateful for the support I received from my support worker however there was nothing quite like standing with 100 women shouting in the street about what I had experienced. Helping to organise Reclaim the Night made me feel useful again and to see what we achieved was amazing. I can't wait to be part of it again next year"

The success of the activism group and the work that went in to developing the group programme allows us to do the group every year in the run up to Reclaim the Night. The support and development coordinator worked with survivors during these 8 weeks to develop the activism group work programme which now forms the structure of this year's activism group. We will continue to develop this programme based on survivor's feedback over the coming years.

The feedback we receive from services users informs our practice and is on our fortnightly team meeting agenda. This allows workers to discuss the ways service user feedback can be incorporated into our service. This feedback has allowed us to develop a separate space in the building for survivors who would like to come into the centre and read. In addition, the feedback on the type of reading materials available in the waiting room has been very positive and we decided to expand on this by providing more books which focuses on feminism, self-care and activism.

**Project Outcome 2: Survivors understand and manage the impact of sexual violence more effectively**

**a) What you actually did:**

There are considerable waiting times for our services as we cannot meet the demand with our current resources. We have recently developed a drop in for survivors on the waiting list which is managed by our support and development co-ordinator. Survivors receive an initial appointment within a week and once they reach the top of waiting list can access up to 20 one to one survivor centred, support sessions to explore the emotional and practical impacts of sexual violence. There are currently 56 survivors on our waiting list for support.

Over the past year we have received 163 referrals to our service. 36 % percentage of them were children (under 18). Our support and development coordinator has delivered 425 hours of support and supervision, 88 hours of these were initial assessments of survivors. In addition, she has completed 35 hours of group work this year.

In addition, the support and development coordinator identified through our database that a high proportion of our service users experienced issues with sleep and nightmares. In response to this she designed then subsequently co-facilitated a 5-week group work programme that focused on reducing the impact of trauma on sleep.

Survivors were allowed to share their experiences with the group and talk about the way their issues with sleep affected their lives. However much of the group was educational, focusing on empowering survivors by giving them the knowledge to understand how trauma impacts the body and mind. They were given the opportunity to test our researched techniques for improving insomnia in between group sessions and were encouraged to feedback their experience to the group.

**b) What difference you made as a result:**

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|  | <p>In total, 8 women attended the sleep group and all reported that they felt a reduction in negative symptoms. However, the main take away from the group was that all survivors felt comforted in knowing that they were not alone in their experiences and that their symptoms were normal. One participant said;</p> <p>“It was so good to sit in a room with people who understood, I felt motivated by other members of the group to try some of the methods we were taught about. I don't think it would have been able to do that by myself. I think more about how I look after myself now. I really enjoyed this group”</p> <p>In relation to our 20-week model of support our database, which is also managed by our support and development coordinator, allows us to monitor changes in survivors using the wheel. Our reports show that during their support;</p> <p>80% of survivors report a decrease in panic and anxiety<br/> 80% of survivors reported an increase in confidence<br/> 94% of survivors reported a decrease in depressive symptoms<br/> 92% of survivors reported a reduction in fear<br/> 60% of survivors reported a reduction in suicidal thoughts<br/> 56% of survivors reported reduction in self harm – this was 100% of survivors where self-harm was an issue<br/> 57% of survivors reported improvements in their relationships<br/> 65% of survivors reported a decrease in alcohol misuse – this was 100% of survivors where alcohol misuse was an issue.<br/> 93% of survivors reported a reduction in isolation<br/> 86% of survivors reported a reduction in flashbacks</p>  |
|  | <p><b>Project Outcome 3: Forth Valley Rape Crisis contributes to reducing the harmful effects of violence and abuse against women by working in partnership to maximise our effectiveness and agency responses.</b></p>  |
|  | <p><b>a) What you actually did:</b></p> <p>This year our Support and Development Co-ordinator has taken on duties as the lead liaison with the local police. This has involved regular meetings with the Rape Investigation Unit, Community Police and the National Rape Task Force at Police Scotland. She delivers a 4 hour input on “Understanding Trauma” during the 5 day Sexual Offence Liaison Course. This input aims to reduce harmful stereotypes of survivors of sexual violence, challenge myths and provide officers with practical tools and advice on how to support a survivor reporting a sexual crime.</p> <p>The support and development coordinator planned and carried out, in partnership with Police Scotland, for one of our service users to be interviewed on camera about her experience of reporting sexual violence to the police. This was carried out at media facility in Jackton, Police Training College and is now used as a training resource for sexual offence liaison officers. The short filmed focused on a survivor's experience of reporting a crime, discussing the impact of reporting. The aim was to challenge myths or unhelpful attitudes around trauma linked to sexual violence and inform police practice when working with survivors.</p> <p>We have developed new partnerships with local organisations such as Reach Out with Arts in Mind and have continued to develop established partnerships with organisations such as Shakti, Central Partners in advocacy and CSREC to improve access to services. We took part recently in a local review of hate crime legislation and supported CAP in their application to the Big Lottery which has resulted in them recruiting for 2 local advocacy</p> |

workers to support women with learning disabilities who have experience gender-based violence.

**b) What difference you made as a result:**

We have seen an increase in referrals directly to the centre as well as through the helpline and have been invited to deliver a number of training inputs where local police have identified learning needs. The centre is utilised regularly for statement taking and the head of the Rape Investigation Unit wrote directly to Falkirk Council during recent commissioning processes to express support for our service and a concern that if we were not resourced to meet the needs of survivors it would reduce their efficiency locally. The more we work in partnership with other equalities organisation the more we see referrals that come from these sources for survivors who might not otherwise access our services. Through public events, workshops and working together to develop local policy and practice we hope to see a universal improvement in service responses for survivors.

[REDACTED] Solo Training Coordinator emphasised the importance of our support and developments coordinator input on the Solo courses;

“This input on the course is invaluable. It is essential that our officers are able to display empathy and an understanding of the trauma experienced by survivors as a direct result of an incident. Rape Crisis workers are best placed to provide such an insight. [REDACTED] input is consistently well received, and officers regularly state in their feedback that she provides a confident and well-informed input which allows them to gain a better understanding into the psychological effect sexual violence has on survivors. She has played a significant role in strengthening the relationship between Police Scotland and Rape Crisis, which can only serve to positively affect survivor experience when they become engaged in the criminal justice process.”

**4 Has the project enabled your organisation to maintain and / or develop connections, networks and partnerships? (see Guidance Note 4)**

Yes, it's a development role within the organisation and part of that role involves liaising with external agencies. Our support and development coordinator in addition to the training she regularly provides to external organisations including Police Scotland this year she was also asked to speak at the National Solo Conference on the impact of the criminal justice process on survivors.

In addition, the support and development coordinator set up and runs our monthly agency drop-in which takes place on the last Friday of every month which allows us to directly build relationships with staff members not just at a larger organisational level. This is regularly attended by a number of different agencies including, police, NHS staff, social work and other local charities. This has allowed us to develop better understanding of other local organisations and share our knowledge, expertise and advice with a wide range of services that will referral to us. Importantly, a regular set drop in time has been very effective in engaging with the police as due to the nature of their work it is often difficult to arrange meetings. This has therefore increased the number of SOLO officers who have visited our

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|          | service and met with workers which is key to building partnership working but also create a more accurate and efficient referral process for survivors.   |
| <b>5</b> | <b>Have there been any significant challenges or changes? (see Guidance Note 5)</b>   |
|          | <p>Our most significant challenge continues to be the waiting list. We currently have 55 people on our waiting list. 15 of them are children. At a time of increased confidence and disclosure amongst awareness raising campaigns it is impossible to meet the demand for our services. Our referrals only seem likely to increase and our waiting times are reaching a point of crisis for survivors. We know this is true for centres across Scotland. We have established a drop in for survivors on the waiting list but believe that it is a survivor's right to access support from the moment they are ready.</p> <p>In addition, a significant proportion of our referrals are survivors who have reported their experience to the police. Whilst this of course can be an important and necessary decision for some people, it increases the amount of time service users require our emotional support, with survivors waiting often over a year to go to court. The criminal justice system is one that causes a tremendous amount of trauma in individuals who may already be struggling to cope. We believe that survivors are entitled to our support for as long as they need our service and we are consistently challenged with our ever increasing referrals rates.</p>  |
| <b>6</b> | <b>What have you learned? (see Guidance Note 6)</b>   |
|          | <p>With our high referral rates and subsequent long waiting lists, service users sometimes disengaged with our service. Initially we tried to manage this by checking in with survivors on our waiting list regularly over the phone however as the waiting list grew this became unmanageable. To manage these issues the support and development coordinator now runs a weekly drop-in specifically for those service users on our waiting list. This allows trauma symptoms or changes to personal situations (such as upcoming trial dates etc) to be managed at the point of crisis, thus preventing symptoms of trauma from becoming firmly established whilst survivors are on the waiting list. This would undoubtedly result in the requirement for extra support sessions once survivors are assigned a support worker which would in turn have a detrimental effect on the length of the waiting list.</p> <p>We are gathering evidence of the impacts of waiting lists in order to aim to mitigate impact and campaign for increased resources: This is the testimony of one survivor about what it felt like to wait for their support;</p> <p>"I had referred myself to the service and was pleased to have the initial support but I was disappointed I had to wait. During that time my mental health was breaking down. I tried the NHS but they couldn't help and they just told me to take tablets but I knew I wanted to speak to someone. I didn't feel like a person when they were doing that to me. I felt quite hopeless. It was a weird combination of being hopeful I would be listened to but still feeling lost. My mental health was in a really bad way and I thought I wouldn't survive the wait. I remember getting the phone call from my support worker to say support was beginning and feeling a massive weight off my shoulders. It gave me something to think about and hang onto cause everything else had fallen to bits. I felt like I wasn't living a life whilst I was waiting. I was just existing and then suddenly someone was listening and eager to hear from me."</p> <p>Part of the role of support and development coordinator is to supervise staff and help maintain health and well-being. Activism was always an important aspect of this, helping to</p> |

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|                 | <p>mitigate the effects of working extensively, with trauma. Therefore, she took this principle and applied to our direct work with survivors offering them a safe introduction to activism through our Reclaim the Night event and campaign work. It has become clear that for some survivors, having this option available to them as part of their support package, has become an integral component of their recovery and we aim to increase our capacity for this type of work with service users in the future.</p>   |
| <p><b>7</b></p> | <p><b>Have there been any unanticipated outcomes or achievements you have not mentioned?</b> (Please see guidance note 7)</p> <p>In December our support and development coordinator designed our bespoke sexual violence awareness training package. This has allowed us to generate an income with a system that allows agencies to buy training vouchers in advance and arrange the training at a time that suits them.</p> <p>Our high levels of referrals, particularly from Police Scotland highlights how our support service is a well-established service with a good reputation amongst local partners.</p> <p>Our support and development coordinator was asked to be a guest speaker at the National Solo Conference, allowing us to reach as many as 200 Solos in one event. Here are some of the comments from this conference about our input:</p> <p>“The Rape Crisis input was fantastic, and it was great that she incorporated audience participation”</p> <p>“Rape Crisis were very good, up to date and well informed”</p> <p>“The input from Rape Crisis speaker was informative, balanced and well delivered”</p> <p>During the 16 days of action we undertook a programme of events in Alloa and Stirling to engage members of the public with the issues surrounding sexual violence through a variety of events and artworks, to raise awareness of our service in the local area, and to create a platform to celebrate the creative output of survivors. Our exhibition was entitled Space for Action. It expanded on the concept of Reclaim the Night - exploring the idea of reclaiming public space for self-identifying women, free from the threat of sexual violence, and creating safe spaces within which to resist, gather, organise, and ignite change. The exhibition ran in two venues who partnered with us for the project. Local charity Reachout with Arts in Mind run an arts studio and workshops in Alloa, open to adults experiencing mental ill health, carers and those disadvantaged and experiencing barriers to mainstream services aged 16+. Alloa Spiers Centre is a library open to the public, who have numerous community groups through their doors, including school groups. Everyone passing through these venues for the duration of the exhibition had the opportunity to view and interact with the artworks on display.</p> <p>Film screening</p> <p>We took part in the Scottish launch of 'Hopscotch', a film exploring racist, sexist and Islamophobic street harassment Hopscotch was organised in partnership with Amina – Muslim Women’s Resource Centre and Edinburgh Rape Crisis Centre, based on a poem by Nadine Aisha Jassat (Nadine Aisha) and made by award-winning filmmaker Roxana Vilc. Following a screening of the film, we had a panel discussion which was chaired by Cath Hood, featuring representatives from Amina, Edinburgh Rape Crisis Centre, and Hollaback discussing street harassment and gender-based violence, and intersections with racism and</p> |



islamophobia. Afterwards there were workshops exploring bystander intervention, self-care and creative writing.

**8 Your big success story is (please see guidance note 8)**

Survivor case study:

One of our big success stories is of our service users C aged 33, the support service coordinator worked one to one with this survivor. She was referred to our services from Women's Aid after disclosing sexual violence during her relationship with her ex-partner. She had been working through the abuse she experienced with her worker at Womens Aid but she agreed to the referral as she felt as though she would benefit from working with someone specifically about her experiences of sexual violence. At the time she was living back home with her parents but identified through support that this environment was also abusive.

During sessions she spoke about her lack of self-worth and feelings of blame relating to the abuse. Her confidence was very low, and she believed that she would never be able to work again. She had previously been employed but whilst experiencing domestic abuse the anxiety and panic she experienced was becoming more and more unmanageable, she struggled to get through her shifts and eventually had to leave her job. During sessions she spoke of her feelings of panic, anxiety, fear and sleeplessness. C also had a lot of guilt about leaving her family home as her mother was experiencing domestic abuse from her father. Whilst she knew this was an extremely distressing environment for her to be in she felt unable to leave and felt her own needs were less important than others.

Over the coming months C worked with the Support and Development Coordinator to address some of her feelings of worthlessness and began to value her own needs and wants, eventually deciding she would like to leave her family home. The worker liaised with Women's Aid and housing to secure new accommodation. Whilst this was a difficult time for C the change in environment gave her the space she needed to continue to work through the trauma she experienced. Over time she began to enjoy living alone and her confidence increased as she begun to tackle aspects of everyday life by herself such a dealing with the council regarding her flat and decorating her new home.

During her support sessions she reported a reduction in the feelings of the blame and shame she had previously felt and became interested in the activism group and our Reclaim the Night Event. Previously she would have been very nervous in a group setting but C gradually became more confident in taking part and became a large part of the activism working group. She helped to design our promotional material and was confident to go out in the streets and promote the event. She had previously been someone who had kept quiet about experiences of sexual violence worried that she would be judged.

Around the same time, Rape Crisis Scotland had launched their online campaign #ijustfroze, because of her experience she wanted to take part in this particular campaign. Her worker arranged for her to be interviewed by a national newspaper, which included a two-page piece on her experience. She was also filmed for a promotional video for the Scottish Government who backed the campaign.

She spoke about her confidence increasing as a result of this and how she felt she was helping other survivors by encouraging them to come forward. Some months later she expressed an interest in working with young people and she was supported by her FVRCCC worker to secure part time employment which also allowed her to continue to receive the benefits she required during a significant time in her recovery.

At the beginning of her work with FVRCCC she had spoken about how she loved art but had stopped doing anything creative when she met her ex-partner. Now having finished her sessions with her support worker she has recently begun to volunteer for our centre, helping develop creative resources for other survivors. She is also keen to be involved in our next Reclaim the Night event which will have a creative theme of "Craftisvisim", where survivors will be invited to sell their craft and arts projects to raise money for our centre. **Here is a quote from C;**

**"FVRCCC provided me with the opportunities to be part of something bigger, to raise my voice and no longer feel silenced. I have been able to talk about things I didn't think people would understand or agree with, I was taught how to be more forgiving towards myself and that it was okay to put myself first. I have found a place where I know it's okay to just be myself, I don't have to hide my emotions or lie about how I'm really doing, a place where I'm understood. I have so much to thank FVRCC for, they have changed my life in so many ways."**

## Guidance Notes for the End of Year Progress Report

### Guidance Note 1: About your funded project (no more than 250 words)

Please tell us about the part of your project that is funded by the Scottish Government grant administered to you by VAF. Please give us a brief outline of the project and, if the grant is providing part funding of the project alongside other grants, please tell us about the project as a whole.

### Guidance Note 2: What Fund Outcomes did you work towards?

The Fund Outcomes were set by the Scottish Government in the application documentation. Please tick the relevant Fund Outcomes that you are working towards (you should be working towards a minimum of one and a maximum of three fund outcomes).

### Guidance Note 3: How much progress has been made towards your Project Outcomes?

In sections 3a and 3b, please tell us about each of your outcomes separately – no more than one page of A4 per outcome.

#### Guidance Note 3a: What you actually did

Here we are interested in hearing about the activities you undertook to achieve the project outcomes. Please give a brief description of what you did under each, and the reason why you did this particular activity. For example, in addition to saying 'we provide group work', tell us about what the group does, who typically participated, how it supported the individuals involved and what happened during a session. You may wish to describe your activities in separate paragraphs or, if you prefer, you can use bullet points to identify key information.

We have provided separate headings in this section. If you would prefer to include the evidence of your work (what difference we made as a result) after each activity rather than in separate sections then please feel free to write as one narrative.

#### Guidance Note 3b: What difference you made as a result

This section is where you provide your **evidence** of the difference you have made through your activities. This could include quotes, statistics, links to electronic files / websites / videos, observations, questionnaire results, the media, or through relevant sections of anonymised support plans charting progress.

#### Guidance Note 4: Has the project enabled your organisation to maintain and/or develop connections, networks and partnerships? (no more than 500 words)

Has the grant allowed your organisation to engage with other organisations, develop new connections and/or participate in new networks, including any funded through Equality Budget funding? If so, please give examples describing the relationships and what impact this has had on your work.

#### Guidance Note 5: Have there been any significant challenges or changes? (no more than 500 words)

We are aware that you will experience many challenges due to the very nature of your work, however, this section is for capturing unforeseen challenges or changes to your circumstances,

eg. staffing issues, funding challenges, environmental or organisational changes, and partnership working. You may also want to talk about increased demand for your activities if appropriate.

**Guidance Note 6:** What have you learned? (no more than 500 words)

What have you learned since the project started? What you have done, or what do you intend to do, as a result of this learning? Have you made, or do you intend to make, any changes to the way you operate as a result?

**Guidance Note 7:** Have there been any unanticipated outcomes or achievements you have not mentioned?

Were there any unanticipated outcomes or any unexpected activities, for example, additional activities or resources that were not included in your application?

Please remember that this is an opportunity to talk about achievements over and above that which was set out in your application as well as possible negative outcomes or assumptions that have been disproven.

**Guidance Note 8:** Your big success story is

Please provide a short case study that demonstrates change as a result of your organisation's intervention. This should be limited to one page of text and may include quotes, photographic or visual evidence to support your case study.

Some tips for a successful case study are:

- Be clear about the **purpose and message** you wish to convey e.g. awareness, information, showcase success, explain challenges, learning. VAF is happy to provide further information about the **audience** for these case studies.
- The **name or initials (anonymised), gender and age** if the case study is based on an individual. You should also remove any other identifying details and ensure that you have consent for their story to be published including any quotes used.
- A **photo** or picture which represents the issues your project is supporting (not necessarily of an individual unless explicit written permission is given). **Graphs** also can be used as illustration.
- Make it **personal** – unless there is a reason why an individual cannot tell their own story or provide a quote, please include **quotes**. They can be put at the top or the end of a section to highlight things that might otherwise get lost in the body of the text. N.B. Observations from service providers and family, etc. are useful in addition to service user quotes.
- Keep your writing as clear and simple as possible – try to **avoid jargon**.
- Keep sentences **short and sharp**.
- **Avoid long paragraphs** and stick to one point per paragraph.
- Key points may be **highlighted** to draw the reader's attention.



