



This template is aimed to encourage a reflection on how a beneficiary or volunteer has benefitted through the work of Sustainable Sunderland

1. About the person	
My name is Magdalena Balcerowiak. I come from Poland and currently live in UK. Most of this time I have worked full-time in factory as production operator. My English is on beginner's stage. I am spontaneous and very nice person who likes listening the music and walking by the seaside. I took part in activities and project organized by ICOS and Sustainable Sunderland.	
2. What was the situation?	
The problem was I had high energy bills. My energy supplier issued my bills once a year and it was very difficult for me to budget it. ICOS helped me to resolve this problems and they also supported me with seals, bulbs, draught proofing. ICOS tried to help me to change energy supplier, but I still have issues with the supplier. ICOS supports me with resolving this problem.	
3. What did your project do to make a difference?	
Projects organized by ICOS help me to understand how important is to save energy for me and for our world. It is not only saving energy bills but what's the most important it has impact on saving the planet. I know now how to switch an energy supplier, I also know how to use less water or energy in order to save money.	
4. What outcomes were achieved?	
I improved my knowledge about energy saving. I had no problems with my energy bills.	
5. Quotes / Feedback	
ICOS really helped to change my situation. Without this people I would still have problem with my bills, I wouldn't change anything, because I couldn't, I didn't know how to do it. They really help people like me, I can't image what I would do without ICOS. They're always nice and helpful. Our community needs them.	

Guidelines for writing case studies

Why do we need case studies?

Case studies help to show how beneficiaries have been involved in the work that a project does. Good case studies will help to bring the work being done to life and will be used to publicise Sustainable Sunderland's successes. It will be used to help to:

- Convince others of the value and credibility of the project
- Demonstrate the impact of the project
- Provide evidence for fundraising
- Support any policy work that Sustainable Sunderland does
- Raise the profile of the project
- Build confidence amongst Sustainable Sunderland staff
- Highlight successes

What is a case study?

A good case study needs to have a human interest angle. So please collect as much detail as possible, particularly anything that shows the difference that Sustainable Sunderland has made to someone's life.

Examples of case studies:

- How the project has helped someone to reduce their fuel bills
- How the project has helped someone to feel warm and comfortable at home
- How the project has led to an improvement in health or a reduction in ill health
- How being a volunteer has a person more positive about themselves and gives them a feeling that they are contributing to society / others

What to consider when writing a case study?

- **Length and structure**

Case studies require some depth to engage others with the experiences described. Age UK advises its staff to think of case studies having three parts: beginning (the challenge), a middle (the solution) and end (benefits / results).

- **Consent**

It is not necessary to name specific people. If the case study is to be used for a press release where interviews might follow, the people involved must give their permission in writing. The permission / release form can be used for that.