



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 Roberta Glover and I am a dual nationality citizen of both England and Slovakia. I am an ICOS volunteer, in which I am both events assistant and administrator.	
2. What was the situation?	
I have been an events assistant whilst being employed full time in customer service. When I stopped working, I decided to increase my experience and cater to my want to help people and the environment, so I joined ICOS as admin, so I can be more involved in the charity and their projects.	
3. What did your project do to make a difference?	
ICOS makes an incredible difference to local communities, charities and businesses, people of BME, and environmental issues. They focus on more than one way to better the North East, which makes them a truly unique and special organisation to volunteer for. There are communal clean ups, recycling events, classes to teach different languages, campaigns to better peoples living conditions, and many more.	
4. What outcomes were achieved?	
There are always continuous on going outcomes that are wanting to be achieved, such as helping refugees and asylum seekers live in a safe environment and community, better our planet with recycling and litter picking, and with each event, if we reach people, those outcomes are one step closer to being achieved.	
5. Quotes / Feedback	
Working for ICOS lets me know that there are conceivable ways to better ourselves and our community at all times. It shows that people are willing to make a difference, and that's really special to see.	

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.