Everyone Has a Story
Component 3
How young people could share their story

"if it can help someone else and no one knows it's you `why not?" 

Everyone Has a Story, young person participant
“Don’t be negative ...

Everyone Has a Story”

Everyone Has a Story, Young Person Participant

This is component 3 and forms part of the Everyone Has a Story action learning project.

All resources are available at www.ltsbfoundationforscotland.org.uk

Summary

Component 1 - What we hear from the stories and experiences - action learning set practitioners

Component 2 - What practitioners tell us - survey respondents

Component 3 - How young people could share their story - young people

Component 4 - What the evidence tells us - research

Appendices

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Everyone Has a Story: How young people could share their story 2
Summary

This component part focuses on the feedback from the Call to Action event and how we looked at engaging children and young people in a way that would give them a voice as to answer the question, how would you like to share your story?

A group of five young people involved in Clued Up based in Kirkcaldy worked alongside icecream architecture to give their take on what this question meant and what they would want?

Key Messages:

Why do you want to hear my story?

- If I chose to tell it needs to feel that someone has listened to me.
- I could control how and who I share my story with.
- I feel it is important that what we design could help other young people who have been or are have had similar experiences.

The young people developed a blueprint based on their exploration of existing resources and their own ideas.

- A text based service, if we want to communicate this how we do it.
- An App for more indepth sharing and communication linked to an online resource that can be accessed by all.
- Young people want to be in control of what is shared and how.
- A resource that will gather more stories, views from young people and evidence to implement change.

Sharing to help others was the main motivator for the young participants.
Introduction

In January 2015 it was recognised following consultation with practitioners at the PDI Call to Action event that to make this resource fully respond to the needs of children and young people, they needed a role in how they would want to share their story.

Icecream architecture (ICA) with a background in co-design and youth engagement supported this component with the aim of working alongside groups of young people to consider the question of how would you like to share your story? in more detail. There was a blank canvas in terms of approach, design and outcomes handing over to the young people to respond to this question...

Projects involved with PDI were invited to ask young people engaging in their project if they would be interested in working on this. Clued Up, a service for young people based in Kirkcaldy in Fife came forward with a group of five young people showing interest. This group and the further participants from Alness will the referenced as the founders throughout this document as they are the designers and the owners of the ideas.

The group were supported to ensure that they understood that this was about a concept with no guarantees of what would happen. They were reassured that their ideas would be shared with Scottish Government and Funders.

This group met five times to first consider the question, then re-frame what was being asked of them and co-design a model for collating and sharing stories. The group were unclear and at times uncertain of what this was for and what they would get out of it. The young people initially didn’t know why there was a need to gather stories but needed the space to think bigger and consider what would happen to the stories and how they would be used. Through discussion and exploration of ideas and thoughts from existing websites in Scotland to more innovative ideas from further afield their own blueprint started to take shape.

The online text service with supporting website was developed as a blueprint. A second group of six young people supported by The Catalyst Project in Alness met to critic the findings from the young people from Kirkcaldy, review their thoughts and add to the blueprint design. The messages were endorsed and a reinforcement of better ways to communicate messages and information.

The findings and blueprint model presented have all come from the views and suggestions made by the young people involved. ICA help facilitate the discussions and gave them insight into existing ideas that helped them in their thinking.
The Blue Print

The founders age ranged between 15 and 17, therefore the Blueprint will focus on a solution for this group but will also recommend concepts for adaptation with a younger group.

The Blueprint will look at the functionality that was highlighted by the founders but will also explore how this would link in with wider systems and outcomes of the research.

The title of the project/the website has taken its name from the discussions had within the group ‘Everyone Has a Story’. The group discussed the negative connotations of using phrases such as ‘we can help’ or ‘do you have a problem?’. It was felt that this singled people out. It was also felt that this might also encourage positive stories from people, the ‘good news’ stories that help people to feel positive about the scenario they are in.

The blueprint will look to explore how a story reaches the system, how workers and policy makers can use the system to do both individual analysis and personal support while also looking at the national picture. It will also begin to discuss the data analysis that could be undertaken through the system.

The blueprint will cover an outline and any considerations for the development of a text support service, a website/app and data analysis allowing for considerations around:

Consent and permissions.
Safe usage and expectation management
Design/brand
Integration with the Story Gathering Framework.

Before any implementation we must also undertake a robust safeguarding and risk assessment of all elements.
Everyone Has a Story
Text Support Service

Everyone Has a Story text based support service would allow users who do not have internet access an alternative way to get in touch. The utilisation of a text support service would allow users to retain a high level of privacy. It would also ensure that those who are connected to their own support workers through the service would be able to request support and even if their support worker is not available they can get support from the EHAS support team.

From the demonstration of Crisis Textline; the founders associated with the service and were impressed by the amount of people that it was able to support. They also discussed the potential for how lots of information could better inform the support and advice they are given.

What should it do?

EHAS text support should:

• Serve anyone with a story.
• Provide access to free 24 hour support and information via text (with an appreciation that other similar services are available this may not be the creation of a whole new service rather a linking up and readvertisement of existing services, awareness must be kept around connotations of certain brands or organisations).
• Allow people to be referred to EHAS web/phone app.
• Allow the support staff to access previous contact and if registered on EHAS, young person profile (with consent).

How would it be used?

The text based service would be part of a connected service that would include the text service, an app and a website while also connecting with background data analysis (each of these will be explained further in the document). It is expected that young people would access the service in various ways.

For the text service the young person would:

1. Text the dedicated number.
2. Be connected with a trained support worker.
3. The support worker will aid with immediate problems.
4. The young person would be offered the chance to register on EHAS system.
5. If so will be asked about consent.
6. If remaining anonymous the conversation will be stored against the telephone number with consent.
Case Study: Crisis Text Line, CEO Nancy Lublin

Nancy Lublin is the CEO of dosomething.org and they run text-based campaigns to raise money, get food donations, and provide Christmas cards to the elderly. While doing this, 12% of the text that they sent out received a reply. This reply was a cry for help. Crisis Text Line was established and in 4 months was growing faster than Facebook. It is now available in all states in America.

They provide text support and active rescues which account for 2.4 percent of their texts per day. Using data analysis, they are able to highlight potential risk to aid the counselor through the support just as NHS24 would use an algorithm to support the call handler.

They have had 6.5 million texts in 2 years.

“We know if you text the words ‘numb and sleeve’ there is a 99% match for cutting.”

“We know that if you text the words ‘mg and rubber band’ there is a 99% match for substance abuse.”

https://www.ted.com/talks/nancy_lublin_the_heartbreaking_text_that_inspired_a_crisis_help_line

“Participants understood the talk well and grasped the content well with initial discussion covering:

“growth bigger than Facebook”

“6.5 million texts”

“can we do this?”

“We will never get something like that here”

“texting is the easiest way”

“What if you have no credit”
The group were then shown a video of Nancy Lublin explaining how Crisis Text Line works to demonstrate:

- How support can be given from afar.
- The scale in which it could be implemented.
- How a mass of data can allow better support to be provided.

The group associated with the service were impressed by the amount of people that it was able to support and discussed the potential of how lots of information could better inform you. There was a split between the male and female participants in who would use this, with the males being less inclined.

In discussing how we could achieve this the group did show reservations about the possibility of this happening.

“We will never get something like that here!”

It is important that we manage expectations at this point without restricting the ambitions of the group. Further exploration is needed with the group to understand more about what is the minimum that would be needed to for EHAS to work.
Website/App

Working together with the text support service there would be an online app/website that would offer further functionality that the founders highlighted as important. The importance of being able to see how others were feeling and coping with their story becomes important here, as does the attractiveness of the page as the user lands on it. Our analysis of other sites allowed us to make decisions about both the look and functionality of the web service.

What would it do?

EHAS website/app should:

• Offer an online (via phone or computer) way to share your story.
• Provide a personal login page.
• Provide a map of stories in your area.
• Provide a map of services in your area.
• Provide a referral to the text service.
• Show all stories (with consent) that are submitted.
• Give a mechanism to connect with you support worker/network.
• Gather all stories and analyse them automatically.
• Provide a mechanism for workers to use the story gathering framework to analyse stories.
• Show on the young person’s private page your journey/connections and actions.
• Show on the worker page all young people they are connected with stories.
• Alert worker to new story being added.
• Alert worker to someone in their care making contact with EHAS.
• Allow a verification of identity for all users.
• Provide clear ways for young person to control consent of each story shared.
• Provide advice on safe usage.
• Provide workers with analysed information in their location and nationwide.
• Provide policy maker and professionals access to analysed data and stories (when consent is provided).

See Appendix 1 for a full flow of the young person’s journey through the site.
See Diagram below for a Web flow diagram of the site.
Everyone Has a Story: How young people could share their story

![Diagram of Everyone Has a Story interface]

**What is 'Everyone Has a Story'?**

I Safe Usage Advice!

Name:
Age:
Location:
M/F
Your Story:
Username:
Create Password:
Do You Want To Connect With Anyone Who Supports You?
Search (Name / Organisation)
Add Image: (System To Blur Out Face)
Choose An Image That Represents You
Consent: (See Consent Notes)

If person is found you can add if person is not found you can invite via email / phone

![Submit Button]

Share Your Story:

Maps Showing Stories That Have Been Shared in Your General Area

![Map Image]

Photos & Stories

![Photo Gallery]

Login Register Share Your Story

I Am A Young Person
I Am A Support Worker

Do You Want To Register?
N Y

Name:
Age:
Location:
M/F
Your Story:
Username:
Create Password:
Do You Want To Connect With Anyone Who Supports You?
Search (Name / Organisation)
Add Image: (System To Blur Out Face)
Choose An Image That Represents You
Consent: (See Consent Notes)

![Submit Button]

Add Image: (System To Blur Out Face)
Choose An Image That Represents You
Consent: (See Consent Notes)
Login Cards

What is 'Everyone Has a Story'?

YOUNG PERSON PERSONAL PG

FREE TEXT 80333

name:
consent: (see consent notes)

TODAY
Details Of That Story
When: Connections
Involved: Actions:

PAST

FRIENDS

SEARCH NEW

MAP SHOWING LOCAL SERVICES

LOG OUT

STORY 15 : ANALYSIS ACTION
STORY 14 : ANALYSIS ACTION
STORY 13 : ANALYSIS ACTION

SHARE YOUR STORY

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Data Analysis

Human Analysis

Each story submitted will prompt the either a connected practitioner* (or if a practitioner is not connected one of the EHAS support team) to use the Story Gathering Framework to analyse the story. The story gathering framework would be used as and when is appropriate, with immediate risk being mitigated as a first priority. The results will be stored online in the system and will be shared or analysed further within the consent parameters.

*connected practitioner: a connected practitioner is someone that already works with the young person and they have highlighted as their point of contact and consented to sharing their story.

Automated Analysis

The EHAS system will create a overview of stories being submitted, taking the data and providing reports on the various factors that it can analyse i.e

How many stories are being submitted in each area?  
What is the most common wording used?  
Is it males or females that are using the system?  
What age are the people using the system?  
Are we noticing anything from people that are repeat users?  
How many workers and young people are working together?  
What are the most common problems at age ... ?  
What are the most common needs at each age?

Consent and Permissions

The founders felt that most of the time they would share their story with a worker or trusted person. We discussed how they felt about that person sharing the story and what we agreed was that there should always be a default, either through face to face or through any other tool for sharing your story, that it be kept confidential.
When discussing the different ways in which a story could be shared we split it into three scenarios (beyond not sharing at all):

**shared with your trusted group**

- keep all your details in
- be able to login and share your story, see valuable contacts, see previous stories you have shared, map of services in your area
- when sharing your story face to face that person can share your story through same resource
- ‘keep it all in one place’

**share with other professionals**

- closed sharing network with other professionals who also have duty of confidentiality
- allow some details to be shared: not names, specific location or specific age
- the ‘story bank’ does this for you or advises you how to
- It may show a level of detail like “Male, Teenager(or age bracket), West Scotland, City/Rural / Town”

**shared publicly**

- all details removed and the ‘story bank’ does this for you or advises you how to retain the option not to share if not wanted
- important that others get to see this information

“"I wouldn’t care if people saw my story: it is in the past”

“"if it can help and no one knows it’s you ‘why not?’"
When discussing consent with the young people we devised the following phases of consent:

- Share only with known support workers - details remain in place.
- Share only with professionals - Name removed but other details remain.
- Share publicly - All identifying details removed.

The story can also be unshared or deleted by the young person or the worker (with consent).

If a young person does not want to create an EHAS profile but consents to the worker creating one. The worker can create a profile within their login that the young person can be invited to at a later date, if this is what they want.

This can also be an applicable scenario for younger people who don’t read or write yet/don’t have a phone or computer access etc. With further exploration there is also potential that stories could be shared through other mediums such as a drawing or a voice recording. It may also provide a space where parental consent forms are documented. This needs further exploration of the opportunities and risks that are applicable with younger audiences.

The young person will have the final say on how and with who the story information is used.

**Safe Usage and Expectation Management**

When the story is received by EHAS someone must look at it within an agreed timeframe.

The EHAS system will use sentiment analysis to order and flag stories that are reporting dangerous situations (though practitioners should not discard stories that are not flagged as the system is not a replacement for human perception). If the young person has opted for their connected practitioner to be advised of the submission they must be advised if the practitioner cannot be contacted within the agreed timeframe and EHAS support provided.

When the story is received the worker/EHAS support should try and use the Story Analysis Framework developed by this research to analyse the story.

The story analysis and any actions arising from this will be logged.

At all points in this work we need to undertake robust risk management and safe usage assessments with all involved parties.
Design and Brand

What is out there already

We looked at the following websites and the feedback was drawn directly onto the page through a smart board or onto post it notes with the findings below:

"Not bad."

Layout is better than Crew.

Easy to navigate / get information.

Made for young people.

Like the choices for life logo.

The line explaining the site is too long and some thought 'Police Scotland' was off putting for young people.

Like the illustrations.
"No colour. Bland!"

"Live chat? Sounds Dodgy"

The stories are undited, which is good.

‘Share your story’ at the side is not noticeable

Like the choices for life logo.

Talking drugs is too close to taking drugs.

“We wouldn’t email, we don’t use email”

It doesn’t say free phone and text option is not clear.

I didn’t know 0800 means it is free phone.

I don’t like the name.
“Boring, no images”

Drugs A-Z was the first attraction

“I didn’t know the 0800 is a freephone it should say it”

Young people generally don’t use email

Text option is better

“The red doesn’t bother me but there are too many colours”

White text on the red is hard to read.

Too much writing.
“Bright”

Drugs A-Z was the first attraction

“what is that character”

Don’t like ‘live chat’.

It’s a big number so you know where to call.

Freephone?

Navigation is not clear.

Layout is confusing.

Not child/young people friendly.

Humour is good but its too plain.

‘I’d like big photos’
Crisis Helpline
www.crisistextline.org

“Text is difficult to read.

I don’t know what this website is for.

It’s boring.

The number to text is too small.

A website should explain things.

“I don’t like the TTYL”
Style

The most important notes gathered from this analysis were that less text and more images are crucial in creating an engaging and productive site. In sites where there were no images, whether it be illustrated or real photography, the group felt it was dull and un-engaging. Layout is also important. In sites like crew2000 the order was cluttered, it was unclear how to navigate the page.

On the other hand, the response to Choices For Life was much better. The clear layout kept it usable and the colours, typography and illustrations were attractive. Perhaps one of the least visually appealing sites was Frank which was surprising as in theory it is well designed and attractive to adults. However, the black and white was unexciting and how to share your story wasn’t immediately clear. The information along the side was too small and the name was not liked by the group. However, the unedited stories made visible to the audience was very attractive to the group and they felt this ‘unedited’ aspect of restory telling was an important thing, helping to build confidence in the site.

Wording

We initially started with the phrase ‘We can help you,’ as the group thought it was important that it was shown that there was help available through this.

The participants discussed if this should only be a service for those that ‘need help’ and quite importantly came to the decision that ‘Everyone Has a Story’ making a very clear decision that we should avoid having a negative tone. The group then took this as the title of the service.

It was agreed that no large amounts of text should be shown on the home page, with it being very clear on encouraging people to submit a story.

Imagery + Colour

We discussed the imagery and this age group felt that cartoon/digitally created images were not suitable for their age group and that real photography would be more effective. The group chose a colour scheme of a white background, and a vivid yellow and blue as the colours.

One of the participants highlighted that we needed to ensure it was legible for people that are colour blind.

The group decided upon speech/thought bubbles as an icon for the tool.

It was felt that it should be possible to upload an image of yourself but this would have an option to blur your face. Though this came from this group we believe it should be discussed further with an understanding that young people may not always be aware of the risks involved with revealing your identity.
In the final session the participants were supported to make mock ups of what they think the website or app might look like and what features that they would have.
Key Visual Elements

Blurred out images of people who’d like to share their story. This is to give privacy but also indicate this is a real person.

Unedited story of the person logging their journey.

Clear navigation. Sharing the story is the most important and has to be immediate

Big photographs. Mixture of moods, not all happy but not all sad either.

‘Everyone has a Story’ this was from one of the participants which is an excellent message for the site. It is inclusive and welcoming.

Blue and yellow

Speech bubble buttons

Location map with people near but also services, which are near.

‘Can we help?’ Important for one of the participants, who felt the website should help as well as log stories

Classic photography nothing patronising or silly
Summary

This process of collaboration with young people to design a service that is by them and for them has highlighted that often we can make assumptions of what young people can and can’t do and what they like or dislike.

In order for Everyone Has a Story to be developed it would be imperative that young people are aided to stay involved and to actively make choices and decisions about it’s direction.

We also need to look beyond this being a place to deposit stories but also consider this a place to gather evidence moving away from evidence being gathered at points in time to allowing real time evidence to be gathered through the sharing of stories. It was this element that, though complex in concept, that the young people began to latch onto. Through watching the Crisis Textline case study they were opened up to thinking big about the potential that sharing, gathering and analysing stories from across Scotland could do.

Throughout the work expectations were managed in terms of what would be achievable and the group were asked what they would see as the most important element? The resounding answer was the text helpline.

This document is an outline of the requirements and style that young people would like to see from this service and in order to make it possible we need to also consider what connections would need to made across existing networks and services while also making this a supportive tool for practitioners.

Everyone Has a Story has to be considered as more than a supportive website/app it has to act as change in the way we can consistently understand how the young people of Scotland who are affected by the recovery of their parents from problematic drug or alcohol use voices are heard. By creating a strong and accessible database of stories that is being updated and added to by young people and practitioners from across Scotland we can implement analysis across these that could shed insights into specifics that can aid our provision of support.

By analysing a mass of stories from a certain age group can we determine common factors, moods, feelings or scenarios that will help us to delivered more tailored and whole family approaches?

One of the founders said in response to the Crisis Textline case study that it was amazing but “we will never get something like that” it is important that though expectations are being managed that we challenge ourselves to move toward being able to deliver Everyone Has a Story.
Appendix 1

Everyone Has A Story Web process.

The Young Person Process:

How can I share this story:

Share face-to-face with my support worker who then can share with ‘Everyone has a story’ for you

Share via phone app/website to ‘Everyone has a Story’
  • via access to internet
  • via text message

You find out about ‘Everyone Has A Story’
Through online marketing, a link on your facebook, your support worker telling you, a text from a friend sharing the service.....etc.

You can register with the ‘Everyone Has A Story’ text service via a free text.
You are provided with a clear explanation of what ‘Everyone Has A Story’ can help with and what will happen with you information.

You can share your story straight away
Someone will respond to your story and provide any support that is needed.

They will ask if you would like to connect with your support worker or advise your support worker that you have been in touch.

After you have shared your story and any support that is needed is given you will be asked if you would like to give more details and create a profile.

If yes
You are directed to the online app/website where your phone number will allow you to create a profile that will be linked to the contact you have made.

If No
Your points of contact will be stored in connection to your telephone number.
You will asked to provide consent for professional to see your story to help their learning.
You are asked for your consent to share the story anonymously and publicly.
If or when you use the service again the person responding will ask if they can access previous correspondence.
You can register with the ‘Everyone Has A Story’ online service via the app/website (this can be done on your own or with support worker/teacher etc.)

- If you have used the text service you can login using your telephone number and then complete the steps:

When you arrive at the page you will be presented with:

the free TEXT number support service
Number is large and there is an explanation of what this service offers

A big prompt to share your story
You can click on this prompt to share your story straight away (this can be done with or without logging in or registering).
You are provided with a box to write your story and submit it just asking basic information (if you are not registered).

Name
Age
Location
Sex
Your Story

Imagery of you people your age
This is of people both looking happy and sad, representing the idea that ‘everybody has a story’.

An option to login/register (young Person)
REGISTER opens in pop up
User is provided with a plain english statement about what ‘Everyone has a Story’ is and what will happen with information they submit.

You are asked

Name
Age
Sex
Location
Create Username
Create Password

- You are asked if you would like to connect with your support worker.
- You are asked if you would like to connect to the ‘Everyone Has A Story’ support team
- You are asked if you wish to remain anonymous.
• You are asked if you wish to disclose your location (within 10, 20, 30 etc. miles)
• You are asked for your consent to share the story with trusted professionals anonymously and privately
• You are asked for your consent to share the story anonymously and publicly

At this point your support worker will be asked to connect with you (just like sending a friend request on facebook)

You will be provided with ‘safe usage’ information

If they are already using ‘Everybody Has A Story’ you will be able to search for them using their name or organisation that they work for.

You can also add other people who you might want to know your story and be able to directly liase with you.

Every time you share a story you will be asked how you want it to be shared and only you will have access to things that you don’t want to share with anyone else.

**LOGIN**

Asks for username and password
 Redirected to personal page

On the personal page you can see:

**A timeline of the stories you have submitted**
• All stories you submitted, with keywords pulled out

**Any analysis or action that has been taken by yourself or your support networks**
• Your support workers will use a tool to analyse any story that you have submitted and you will be advised if this has been done and any action or outcome that might come from this.

**A list of friends and support networks that you are connected with**
• This list shows the people that you can connect with through the system
• By default all your information is private and you can choose to share things with people either at the point of sharing the story or after.

**Other stories in your area**
• You can see other stories in your area or further afield and see discussion groups being held by other users.

**Services, opportunities and resources in your area**
• A map of services, opportunities and resources in your area
An option to login/register (Professional)

REGISTER opens in pop up

User is provided with a plain english statement about what ‘Everyone has a Story’ is and what will happen with information they submit.

You are asked
- Name
- Organisation
- Location
- Create Username
- Create Password

You are asked if you would like to connect with other professionals
You are asked if you would like to connect with young people you are working with (each connection has to be mutually agreed)
You are asked if you would like to connect to the ‘EVERYONE HAS A STORY’ support team
You are asked to verify who you are (to be developed) could be by passport number, driving license, PVG certificate number, etc.

LOGIN

Asks for username and password
Redirected to personal page

On the personal page you can see:

A timeline of the stories your young people have submitted
All stories you submitted, with keywords pulled out.

Stories that have been submitted but not actioned
A list of stories that have been submitted but have not been responded to that the system has analysed and placed priorities or red flags on.

The Story tool
The story tool will be explained and integrated to, be utilised digitally with the stories that are submitted. It will allow you to quickly analyse where action needs to be taken and how to use this information that has been submitted.

Any analysis or action that has been taken by yourself or others in your networks
Your support workers will use a tool to analyse any story that you have submitted and you will be advised if this has been done and of any action or outcome that might come from this.

A list of friends and support networks that you are connected with
This list shows the people that you can connect with through the system.
By default all your information is private and you can choose to share things with people either at the point of sharing the story or after. A link to pull up all the information that is shared with you regarding one person.

Other stories in your area

You can see other stories in your area or further afield and see discussion groups being held by other users. Statistical analysis of the stories in your area and wider exploring things like:

- age of people submitting stories
- common language or words used in certain scenarios
- sentiment analysis of stories
- timeline of people’s progress or journey and the sentiment of those stories
- access to nationwide data for analysis and policy planning

Services, opportunities and resources in your area

A map of services, opportunities and resources in your area

Under 16’s Module

A module that is developed to rethink wording, colour imagery and process of documenting the story from under 16’s. This is where workers can create profiles for younger people and may allow for the uploading of other material such as video/pictures (this is still to be developed and explored further)

Map of stories of people in your general location

You can see other stories in your area or further afield and see discussion groups being held by other users. Statistical analysis of the stories in your area and wider exploring things like:

- age of people submitting stories
- common language or words used in certain scenarios
- sentiment analysis of stories
- timeline of people’s progress or journey and the sentiment of those stories
- access to nationwide data for analysis and policy planning

Map of services in your general location

A map that pinpoints services in the area (see OPEN Glasgow)

Sample of stories that you can read

This brings up 5 or 6 stories on the home page that you can click on and read further and also access to other stories that have been shared publicly

Link to about us

A link to the about us page

Link to Other Stories

You can see other stories in your area or further afield and see discussion groups being held by other users. Statistical analysis of the stories in your area and wider exploring things like:

- age of people submitting stories
- common language or words used in certain scenarios
- sentiment analysis of stories
- anonymised timeline of people’s progress or journey and the sentiment of those stories
This project was supported by

Lloyds TSB Foundation for Scotland

The Scottish Government

The Robertson Trust

The Action Learning Set and Blueprint was facilitated by

Evaluation Support Scotland

icecream architecture

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