**The Challenge**

* Give an explanation of the context of the subject of the case study.
* What is the general situation?
* Detail the ‘challenge’ that presented. Be relevant and specific. Avoid including every challenge regardless.
* Include any previous actions, interventions or tactics that had been tried.
* Explain any goals or planned outcomes that were being sought.

**The Action**

* Detail what was tried and by whom.
* What was done that was different to before.
* How was it received?
* What enabled this different approach?

**The Outcome**

* What was the outcome?
* What would have been the anticipated outcome without this intervention / solution?
* What are the benefits of this outcome to the person?
* What are the benefits of this outcome to others / the system?
* What are the lessons those involved have learnt?

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