

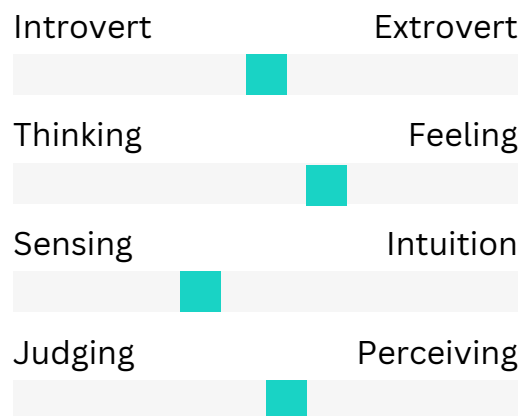
Hannah 2



"I get very disappointed when things aren't up to date."

Age: **28**
Work: **Public sector**
Family: **N/A**
Location: **Rural community**

Personality



Dyslexia

Referrer

Developing

Goals/needs

- Up to date information on service provision which she can then communicate to others
- Check recent reports and developments
- Resources and training to share with her team
- To contact the service to ask questions

Bio

Hannah is in the early stages of her career and occasionally needs to make a referral for people experiencing domestic abuse. She works in a busy setting and feels stretched.

Hannah has had some training about domestic abuse but is not an expert on the topic - she is unfamiliar with the jargon used by the service. She has mid level technical ability.

Hannah has had personal experience of domestic abuse.

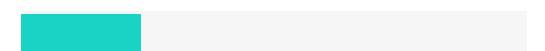
Creating trusting relationships are high on her priorities but she is conscious that she does not want to over promise the support that is available. She relies on up to date content to support her role which is challenging when she is unfamiliar with the service and their updates.

Context

Stress/anxiety



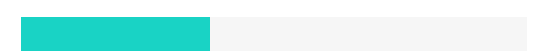
Confidence



Experience



Time available



Frustrations

- When not able to search for specific items
- When information isn't structured and categorised
- When information is out of date
- When changes aren't clear

Finds it helpful when:

- Simple explanations and diagrams are used