Breast cancer voices engagement guidance and terms

Please read through our guidance and terms to understand how we can support you to involve Breast Cancer Voices in your work, our expectations, and standards of involvement.

1. What we can and can't support with

We support academic researchers, healthcare professionals, and charities to recruit participants for research studies, patient and public involvement (PPI) and other projects. We normally don't support:

- Research projects below master's level
- Projects originating outside the UK (exceptions may apply)

Please contact the Breast Cancer Voices team if you'd like to discuss possible exceptions.

If you're a commercial or market research company, please read our commercial guidance and terms.

2. Deadlines and lead times

The Voices bulletin is the main way we circulate opportunities for Voices to get involved in projects. It is sent on the **fourth Tuesday** of each month.

You'll need to complete our engagement request form 2 or 3 weeks ahead of this date:

- **Research studies** (requiring approval by our research team): 3 weeks before the bulletin
- **All other requests**, including research PPI: 2 weeks before the bulletin

If you need to discuss your deadlines, please email voices@breastcancernow.org and we'll do our best to accommodate your request.

3. Completing our engagement request form

For us to share your project, you need to complete an engagement request form. Please ensure that the information you provide is detailed, is written in plain English, and clearly states how to sign up or find out more information.

For research studies, we also require:

- Research summary and participant information sheet
- Confirmation of the ethics approval for the project

4. Support and signposting

Ensure you consider any potential for upset or distress and put appropriate measures in place. This could include:

- Ensuring there is a key contact in place to answer any questions
- Signposting to Breast Cancer Now's support services or helpline
- Providing opportunities for feedback

5. Accessibility and inclusion

When everyone is included and enabled to contribute, the outcomes are improved for everyone. We ask that you:

- Ask for and accommodate access requirements, and inform the project team of them
- Remove jargon and complex language from written documents or discussion

- Offer non-digital ways for people to participate (eg paper surveys or phone call)
- Offer technical support in any online meetings or for online platforms (eg Miro)
- Ensure documents or surveys can be read by a screen reader
- Where possible, provide translators (including sign language) if necessary
- Consider any other barriers to full participation

6. Thanking and updating

We expect that you thank your participants and update them on the progress of the project.

- Thank them: Send a thank you email to Voices who took part in your project. Tell them what impact they had and what the next steps in the project are. You can adapt our thank you email template for this.
- Ask them to complete our feedback form: Unless participation was anonymous, send Voices a link to our feedback form so we can understand their experience. There's a link to the feedback form in the thank you email template.
- Reimburse them: In line with our payment for involvement policy, we require that you reimburse Voices for any expenses incurred, such as travel or subsistence.

  In some circumstances, we provide payments or incentives to take part in activities. Please contact the involvement manager for advice on our payment for involvement policy.
- Update them: Provide an update on the outcomes of your project to Voices who took part. If your outcomes won't be available for a long time, send interim updates to the Voices so they understand the next steps of the project.
- Share an update in the bulletin: In some instances we will approach you to arrange for a project update from you to appear in a Voices bulletin.

7. Impact evaluation

After your project, we'll ask you for feedback on how you found the process of engaging Voices and how their involvement impacted your project. We'll ask in the engagement request form when is best for us to send you this form.

Ready to get started?

Complete our engagement request form

If you have any questions or want to discuss your project further, please email us at voices@breastcancernow.org, using the name of your project as the subject.