

## **Case study N.**



N aged 44 comes from a middle-class family with an Asian ethnic background and holds a good level of education as she has basic GCSE's in English and Maths alongside a Diploma in Child Care. Originally from London N moved to West Yorkshire with her family. She was lacking in self-worth and showed a very low mood. She wasn't able to communicate what she wanted out of life and felt she was at a cross road. N was daunted of the prospect of engaging with others and had little in the way of interpersonal skills. A staff member introduced her to KAWACC having already established a friendship with her outside of the service.

N was able to take part in taster courses, at first she thought it would be a daunting experience as the service users that attend the centre are not from her ethnic background nor her postal address, however after a couple of sessions that fear cleared and she soon felt comfortable with everyone. Through the courses she became at ease, gaining in confidence to engage with the other women. Slowly she became a more active member of the group partaking in more courses to build her skillset. She also developed a trusting relationship with the staff at KAWACC and felt comfortable enough to disclose difficult personal issues. She was able to share that she suffered from poor mental health and was currently going through a relapse, this was exasperated through the traumatic experience she had from losing 4 children. Having a safe environment in which she could talk about these issues which was key for the improvement of her mental state and wellbeing. From observations made by staff at KAWACC N appeared happier and more confident.

N attended the E5 advocacy course once a week; prior to attending any of these sessions she had a little understanding of politics. The course encouraged her challenge her beliefs and understanding of issues which related to her, and as a result it gave her a voice to talk confidently to politicians that she encountered while on a visit to the Houses of Parliament through KAWACC. The experience was empowering for her, and she was able to prove to herself she had the ability to have a high standard conversation with people she once felt intimidated by.

She has said how much she enjoyed coming to these sessions and always felt welcomed by the staff and other service users. From the first time she came her views have been changed she feels more educated in issues surrounding , politics, misuse of drug substances, and issues which affect her community directly.

N found the centre convenient as it's near to her home where she took full advantage of the courses and services provided. By enrolling on similar courses such as "Woman to Woman" also provided by KAWACC she developed her communication skills allowing to build her confidence and self-esteem. As a result of her participation she now is now employed by a nursery working with a multi-ethnic team and agency. She is proud to tell others she used full advantage of the services provided at KAWACC and says it has helped build her skills in leadership, community awareness, social skills, and effective communication day to day life which she needed to enter the workplace.