

Case study of K.



K aged 35 relocated from London to Keighley with her family; this was because of the high living costs in London and her husband being offered a job opportunity here. He suggested it would be a good move for the family and for K as she was struggling to find balance between work and home life. K felt like she was losing time with her children and compromising their attachment to her due to work commitments and money troubles. While living in London K owned a beauty business and had already gained qualifications in beauty therapy. K was part of the Bengali community in London where she was able to find support from her friends. Upon moving to Keighley she felt lost and confused and struggled to settle in to a predominantly Pakistani community, she also had difficulty working around her children and their schooling, and struggled adapting to her new living and working situation.

She was introduced to Kawacc through a service user, and was subsequently introduced to the manager and staff. When K arrived at Kawacc she was physically shaking when talking to the manager and felt overwhelmed with emotion. K was given one to one support, and was encouraged to partake in the E5 project to enable her to build her confidence back up and start to develop a new network of friends. Functional life skills' training was given, and K also attended breakfast club, henna classes. It was observed that she had poor spoken and written English; to improve these skills K took part in the convocational English classes. Through these classes K was able to identify barriers which were holding her back, and was encouraged to continue to peruse her career in Beauty. She was able to make friends in a supportive environment and began to build new relationships within the Keighley Bengali community.

K was passionate about expanding her education and following on from courses provided at Kawacc was referred to Keighley College to further her English skills. Though attending Keighley College she received further support. As a result of these newly acquired skills and boost in confidence she was offered a job at the college as a course tutor. She now delivers hair and beauty courses at the college. The manager at Kawacc was able to provide a reference to her employers.

K will be returning to Kawacc to deliver sessions in beauty to current Kawacc service users, with the aim to increase their knowledge, boost their confidence and provide them with skills which are transferable to the work place. Through working with Kawacc K is now able to empower other women through her own experiences thanks to the support of the staff and service users.

K says she is thankful for support given by Kawacc and says she has built her confidence and helped to established herself within the community, and is also able to provide a stable living environment for her family and have a better work life balance. She found the manager, staff and course tutors very helpful and professional and often talks about how Kawacc changed her life for the better and she wouldn't have known how to cope with these challenges without the support she was given.