

# Rizwana Khan's story

**in Control is grateful to Rizwana for sharing this story**

When Rizwana, from a South Asian community in Oldham, first heard about in-Control she thought about how things could be so much better

## **Having Control**

In the past, Rizwana had not had any influence over how she received support. Her life always seemed dictated by risk assessment and red tape. When Rizwana did attend an outreach base, her experiences were often dictated by staff shortages. This had a huge influence on her, especially as she spoke very little English. Now, thanks to in-Control, Rizwana and her family feel her voice is being heard.

Rizwana now has her own support to enable her to go out when she chooses – like going swimming for the first time in a long time. The support comes from people who understand her and her family. Of course, she still needs guidance to help her keep healthy and safe but the risk management makes much more sense; everyone is part of it because it is part of the support plan. Having reliable relationships has been significant. Her parents are now more confident with how Rizwana spends her supported time.

## **Worries and concerns**

The only worries the family had were how long the RAS took coming through when it did it was difficult to find the right support. This was possibly because the broker assigned to Rizwana was not bi-lingual. It affected the way they could recruit staff and implement the plan. Only when Bridging the Gap became involved did improvements show. Rizwana's family felt that having a broker who understood the language and her community's cultural aspects was essential.

“They did all the legwork that the broker should have done...however the agency seemed more sympathetic to my circumstances...they kept me involved throughout the process and assisted me in finding appropriate activities for my daughter. They facilitated meetings with professionals to ensure all aspects of my risk assessments were addressed and did not get in the way of me doing things”

## **A Better Life**

Now Rizwana is doing really well. Her days are filled with purpose. Because many of the activities are physical, Rizwana’s health has improved greatly, both emotionally and mentally. Having Rizwana and her family work with Bridging the Gap has made the idea of needing support so much more positive. Information about how much money they get from the allocation brings much more effective ways of achieving the plan’s objectives. With the right resources and support, life was happening at Rizwana’s own pace.

The process could have improved if the allocation had not taken so long to come through but overall, Rizwana and her family were pleased that she could achieve the things she wanted to do – and having an agency that understood her culture and were bi-lingual was essential.

Rizwana’s family said:

“Don’t give up keep trying and you will succeed...trust people along the way”