

# BXL Case Study - Paul

**Please note - to protect the identities of the individual, we have for the purpose of this article, changed the clients name.**

## Client background:

We first started working with Paul at the beginning of Dec 2008. He came to an Elev8 construction course with his friend. This, everyone who worked with him believed, was his first choice regarding a vocational course. However, within 24 hours he decided it was not for him. Sadly he didn't tell us this and his attendance became erratic. Along with his Connexions PA we spent considerable time contacting him, trying to ascertain the reasons for his non attendance. Paul is a shy quiet young man and was reluctant to disclose to us or his PA what was going on for him.

## Client situation:

Over the next few weeks we stayed in contact with him via text and informal meetings. He also gave us permission to talk to his family, especially his grandmother, who was a very significant person in his life. Paul's Connexions PA also maintained contact working together to re-engage him.

After considerable input Paul opened up and disclosed to us his real reason for choosing construction was because his friend had chosen it. Paul had only felt confident in attending in the first place because he was accompanied by his friend. Both Paul and his grandmother let us know that his first choice was to study ICT but didn't think there was any way he could do this.

So now we had a clearer picture of Paul's true wishes and fears. We were able to work with him and his family to putting his wishes into action.

*"I was very pleased, knowing I could enrol on a course I would enjoy" ...my Outreach Worker (sic) arranged a meeting in my house ...and explained the course in detail " Paul*

A personal social development course with ICT as a vocational option was starting close to his home. After meeting Paul with his family it became clear Paul wanted to join this course but was reluctant because he was so shy and was worried about attending somewhere new and without his friend to support him. (His friend had successfully completed the construction course, finished E2E and was now moving to full time college.) So we agreed with him and his family what support Paul needed and who would take responsibility for the various actions. Paul's grandmother enthusiastically agreed to encourage Paul to get up in the morning and be ready to attend punctually.

## Support provided by BXL and partners:

The learning provider adapted the course to ensure that it was front loaded with ice breakers and team building exercises to encourage and give Paul opportunities to develop relationships with others on the course. Though this was intended to be an aspect of the course the tutor extended it to allow for Paul to become more secure within the group. It was done in a way that Paul did not feel it was only him feeling scared and isolated.

*"We did ice breaking sessions ... and team building activities my BXL Worker (sic) encouraged us to be a team, to do tasks and we sat down at the end and reviewed the activities....The human noughts and crosses was a good game I found it made us have a big improvement on getting to know each other....while having a laugh. Paul*

We agreed to support him by attending everyday all day in the first instance. We worked together with Paul to devise strategies to introduce and talk to other members of the group. It wasn't long before Paul realised that other members felt the same as him. However, it was not a linear process some days Paul felt overwhelmed and we often would have one-to-ones to help him explore how he was feeling and how he could make it better.

*" My BXL worker (sic) has supported me on the programme by talking to me as a down to earth person which helps me to communicate so much better..... she also helps me with any other problems I have and makes sure everything's okay ..... we get along very well" Paul*

Gradually Paul's confidence grew and we withdrew. We reduced contact from everyday to every session to leaving during a session when Paul was comfortable. Then finally we only attended some of the sessions. Over this period we kept in contact with Paul by text, to check that he was OK. We renegotiated with him each time the level of contact was changed to ensure he was comfortable and felt safe. As ever, with Paul's permission, his grandmother was kept informed throughout the period.

## What happened:

Paul has successfully completed this course and completed the level 1 ICT at college. Since then Paul has gone on from strength to strength in September we accompanied him to enrol for the Level 2 practitioners ICT course. Paul knew to ask for support when he needed it and we gladly gave it.

*" My family are impressed and happy knowing I was achieving the skills and ... having a better future and being happy going to college....without BXL's support (sic) i would not have felt as comfortable enrolling in September as I have already made friends who will be joining me" Paul*