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# Wai Yin Society

Serving the community since 1988



# Annual Report 2019/2020

# YEAR IN NUMBERS

## BOARD MEMBERS

Chair	Ms. Juanita Yau
Vice Chair	Ms. Karen Wang
Treasurer	Ms. Virginia Au
Secretary	Ms. Echo Li
Board members	Ms. Joanne Chan
	Ms. Kong Siu Ting
	Ms. Mimi Webster
	Ms. Sally Li
	Ms. Wei Shieong Lau

## STAFF LIST

Mr. Alfred Chung	Mrs. Marysia Bocquet
Mr. Andrew Chan	Ms. Ni Ruda
Ms. Anny Chan	Mr. Patrick Steele
Ms. Amy Wong	Ms. Rainy Tsang
Mr. Boh Lum Ng	Ms. Sou Ha Yung
Mrs. Circle Steele	Ms. Stella Chu
Ms. Connie Jung	Ms. Susan Crabb
Ms. Grace Wong	Ms. Vanessa Cheung
Mr. Iok Seng Lai	Ms. Wai Ling Tang
Ms. Janet Lim	Mr. Weng Wa Sou
Ms. Jenny Chow	Ms. Woon Lay-Cheng
Ms. Jenny Tsang	Ms. Xue Yan Chen
Ms. Joanna Cwirko Godycka	Ms. Yan Ming Tan
Ms. Joanna Login	Mrs. Yen Siang Tan
Ms. Louise Wong	Ms. Yuk Lin Ku

66-68, Swan Street, Manchester, M4 5JU

Tel: 0161 833-0377 Fax: 0161 839-3335

[www.waiyin.org.uk](http://www.waiyin.org.uk)

email: [info@waiyin.org.uk](mailto:info@waiyin.org.uk)

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Limited Company by Guarantee No. 3479994



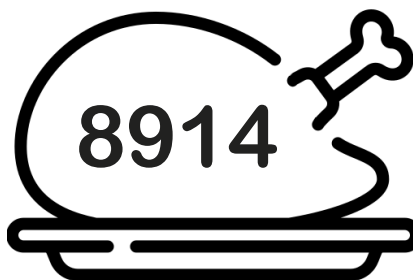
Service Users Engaged in Sheung Lok Well Being Activities



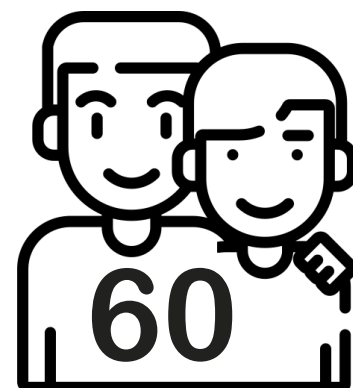
Emergency Food Parcels



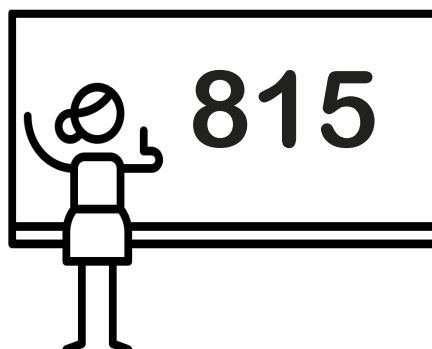
General advice Sessions



Healthy Meals served to users



Young people recruited into Youth Project Activities



Learners Participated in ETE Classes



## Challenge and Opportunity

**With** a dedicated and hard-working team on board, chairing the Wai Yin Society Board during this year has been a highly rewarding and enjoyable task. Our committed team of volunteers, along with our many dynamic supporters and our devoted staff have enabled the Society to continue in strength and to keep up the important work it started more than 30 years ago.

I would like to express my gratitude to Virginia Au, our ex-Treasurer of many years, and as our longest standing trustee, for sharing her wisdom in the ways of the society and for advising the rest of us when we are in unfamiliar territory. In this role Virginia has helped to inform our decision making and has worked with our financial manager to produce the annual financial report. Due to personal reasons, Virginia has had to resign from the Board in January 2020. We will all really miss Virginia and her guidance.

This has been an incredibly challenging year due to the COVID-19 pandemic. A lot of changes took place in our Centres in order to cope with this exceedingly difficult situation. We were able to continue to provide our services. I am very pleased to announce that Wai Yin Society has been recognised for our work with Chinese older carers by being awarded a Spirit of Manchester award in the 2019 Partnership and Collaboration category. Wai Yin Society has also been shortlisted as finalist from over 64,000 nominations for our community work at the National Diversity Awards 2020, and the final result will be

announced in 2021.

The staff team have been very busy working on and applying for funding. I am immensely proud that Wai Yin Society has successfully obtained a number of new funded partnerships with other organisations. These include:

Supporting carers with Gaddum

The Be Well project working with the Big Life Group

The OPeNs project working with Communities for All and Manchester Refugee Support Network in Cheetham and Crumpsall

The First 1000 Days project working with Manchester Women's Aid

Our staff will continue to work with other organisations to provide vital services to all our communities.

It can be forecast that the coming year will be a tough and challenging one. However, we believe that challenge means opportunity. As long as everyone is working together to do the best for our communities, we will create opportunities throughout this challenging time.

Lastly, I would like to thank all of our Board members, our core volunteers, our supporters and our staff who have been so committed to our work and contributed so much to Wai Yin Society.

## *Our Mission:*

*"To reach out and empower people, achieve better lives and create opportunities to overcome barriers"*



The year of April 2019 – March 2020 has been the year of “**embracing diversity, equality and inclusion in community services**”.

**Diversity** is something that we are truly fortunate to have in Manchester, encompassing both a diversity of partnerships and service users. During this year we have worked with 12,000 service users from a wide range of diverse ethnic backgrounds, nationalities and ages. With such diversity, we have continued to thrive, delivering very vibrant and innovative services through every project. We have been able to generate new income, from a diversity of partners in the voluntary sector, in the statutory sector, including Manchester Local Care Organisations (MLCO), Manchester Art Gallery, and the business sector through contact with Chinese business associations and the Chinese Community Leaders Forum. This work has allowed us to secure an additional income of over £290,000 of funding up to 2022.

**Equality** is the value that we advocate for at all times in order to tackle the issues of health and social inequality. I have been able to address equality issues at a strategic level, to influence policy and practice, by being a part of various Executive Boards, such as the Manchester Age Friendly Board, and a ‘Nominated Governor’ of Manchester Foundation Trust (MFT) and the Health Watch Board.

**Inclusion** in community services is necessary to enable all the voices in our communities to be heard at both local and national levels. I was invited as a speaker to talk about our Welcome Centre Help Through Crisis service at the national conference in London. More than 300 organisations attended, and I received a lot of positive feedback for this talk. I also had the pleasure of delivering special talks about our services, and their impact,



Wai Yin Society's 30th Anniversary Celebration

to the community at Manchester Metropolitan University (MMU) where I spoke to the Health and Social Care students, and at the Manchester Community Central Voluntary Sectors Assembly where I addressed other local voluntary organisations.

The year's International Women's Day walk took place in March. I was worried that the turnout would be low due to COVID19 outbreak, but I was moved to see a group of committed women who still came out to support us.

Furthermore, I received some encouraging news which was that I was nominated and shortlisted as a finalist for the 'She Inspires' Women in Leadership award. I am humbled and honoured to be recognised in this way.

Over the last year, we have had tremendous achievements, with wonderful stories of our hard work and dedication towards the cause of the diversity, equality and inclusion. Despite Covid-19, I am confident that we will continue to thrive and adapt to the challenges that are to come, as we seek to serve the community where we are.

We will continue to build strong partnerships with a diverse range of organisations through constantly seeking opportunities to create innovative new ways to deliver services that make a difference to people's lives. We will maintain our strong advocacy for equality in all the work we do to address the health and social disparities that our communities face. We will ensure that inclusion is at the heart of all our future work, that everyone in the communities that we serve has a voice and that no one is excluded or isolated.



International Women's Day March 2020



Mayor Reception - Windrush



International Food Festival

The COVID-19 pandemic has continued to impact our community, especially the elderly, who are at the highest risk of developing a severe illness as a result of COVID-19. Due to the Coronavirus outbreak, and the stay at home order, the Sheung Lok Centre was temporarily closed on 23<sup>rd</sup> March 2020. However, we have still provided support to our users throughout this very difficult period of time.

**The Sheung Lok Wellbeing Project** (Older People) is targeted at people aged over 55 years of age and aims to promote and support their improved health and well-being. During this period, we have engaged with 193 users who have participated in many different activities. These have included social and learning activities, events to promote health, and volunteering. We have successfully delivered 4914 healthy meals to our users. We provided 6 health talks which were attended by 121 people, enabling them to become better informed. Around 49 older people and 20 partnership workers enjoyed the traditional Chinese Poon Choi meal as part of our Chinese New Year celebration event which took place on 30<sup>th</sup> January 2020 before the current pandemic outbreak. Poon Choi is a traditional food to celebrate special events, originating in the walled villages. As well as the delicious food, we enjoyed a lion dance, listened to singing from the Sheung Lok Older People's Group and took part in a lucky draw. It was a very successful event. All of the users said that they enjoyed the traditional food and it was a good way to promote our culture with other Chinese and non-Chinese people. One of our partnership workers said that she and her colleagues had a magnificent time, and thoroughly enjoyed the food and entertainment.

**The Kwan Wai (Mental Health) Project** provides culturally appropriate support to our users to maintain and enhance their mental wellbeing. There was a significant increase in the demand for emotional support services during this period, especially amongst Chinese students and

older people. We supported 103 users and provided training to 17 volunteers to enable them to develop their skills and support service users.



**Radio Sheung Lok** is a radio program which broadcasts on Fridays between 1pm-2pm on All FM 96.9. The show runs features on the weekly news, provides health information and encourages service users to take part in the shows. A total of 46 shows have been broadcasted by our volunteer presenters

**Sheung Lok Carers Project** aims to provide support to Chinese older carers. More than 20 carers have regularly attended our monthly Carer's Corner meetings. During this period, we have organised 12 social events. These have included outdoor trips, social events, carer's rights talks and a cultural festival celebration. These activities provide opportunities for our users to meet with others and to have a break from their caring roles. We provided 96 information and advice sessions to our carers which enabled them to access mainstream services and other carer support agencies.



**The Crossing the Borders Project** was funded by the Heritage Lottery Fund and was a one year project which was completed in August 2019.

The project focused on first generation Chinese immigrants. The 20 participants who came over to the U.K. were originally from China, Hong Kong, Macau, Vietnam and Malaysia. They all took part in oral history interviews telling their individual stories. These stories were then incorporated into an interesting and creative artwork, which was displayed in Manchester Art Gallery. The stories were also written into three plays that were broadcast on All FM Radio, and a book was published called “Crossing the Borders”. The books, together with the twenty oral history interviews, were then archived at the University of East London Archives, Library and Learning Centre, and also at the Ahmed Iqbal Ullah Race Resource Centre in Manchester Central Library.

77 people attended the book launch event on 9<sup>th</sup> September 2019. It was a huge success, with lots of positive feedback. More than 300 books were distributed to users and partnership agencies.

## **Ambition for Ageing Equalities Board Research Projects**

The Equalities Board carried out 2 research projects as part of the programme entitled, “Ageing Equally?” based on the research commissioned by Ambition for Ageing.

A Safe and Happy Home “On Lok Wo” was a short research project which aimed to explore the expectation of ageing well among Chinese people and the contrast with their experiences in real life. The project started in March 2019 and was completed in August.

A larger research project called, “Ageing Equally within Chinese Communities”, was a second research project that grew out of the recommendations of the first project. This project was started in May 2019 and completed in February 2020. 40 interviews were carried out to explore the gaps which prevent ageing well among Chinese people.

Both research project reports can be found on the Ambition for Ageing website

<https://ambitionforageing.org.uk/ageingequally>



## Key Achievements

**We** have had 14 new cases referred to us through the drop-in sessions that took place at the Dr Sylvia Sham Centre, hospitals or other agencies. 15 volunteers in Wai Yin Macmillan Solutions were involved in providing support.

We provided practical, emotional and financial support to service users who were affected by cancer in the Greater Manchester area. We also provided telephone support to clients located outside Greater Manchester.

We engaged our clients through telephone conversations, walking with clients in the park for emotional support, picking up medications, shopping for groceries, taking clients to clinics, and many more practical helpful tasks that people needed.

We began the new project “Recording Memories” in April and May 2019. We held a series of comprehensive training sessions to equip our volunteers with the essential skills that they needed to record participants. We trained 4 volunteers for this project.

## April 2019 “Oral History” training for Recording Memories project



*The ZOOM H5 recorder for the “Recording Memories” project*

## Some materials for the “Oral History” training , April 2019

### Oral History Questioning 口述歷史 提問方法

What 什麼? Where 哪裏?  
Ask for fact 問事實  
How 怎樣? Why 為什麼?  
Can you recall 想得起嗎?  
Ask for reflection 請對方反思  
Can I take you back ?請你回到..... ?  
I'm interested in what you said about  
我對你講 到有關..... 很有興趣?  
Steering the interview 引導訪問

### At the end of an interview 訪問完結時

Close the interview by thanking the interviewee on the recording 結束時, 多謝對方  
Remind them you are happy to continue another time 提醒對方下次繼續  
Explain the consent form, ask your interviewee to sign 解釋同意書, 請對方簽名  
Provide an audio a copy of interview to listen to and check they are happy with it 請對方聽一段錄音, 問問是否滿意  
Stay and chat 留下傾談

The cancer presentation on “The Support Needs of Someone at the End of Life”, was delivered to around 30 volunteers and service users. The speaker was not able to come on the day but this did not stop us running the event. The volunteer who was to interpret the presentation was able to deliver it because she had practised it so many times before hand to prepare for assisting with providing interpretation.

Presentation materials credited to Dr. Gary Whitham, Manchester Metropolitan University.

### **Delivering the Service through the Pandemic**

Although most activities, including the volunteer’s recruitment and appreciation dinner, have not taken place, we have continued to

support our volunteers and clients. We have used different media platforms to support our volunteers and clients, ensuring that they are keeping well and safe, and that also they are keeping active.

We have kept updating our volunteers with the latest advice from the government, and provided them with protective equipment, as required, to make them confident when they are delivering services to clients.

Volunteers have stayed in touch and connected to us. We understand it might not be possible to do home visits or face-to-face contacts, so therefore we are looking at different options to support the needs of our clients. Our volunteers have continued to support these needs whilst keeping

### **28th May 2019 “The Support needs of someone at the end of life”**



### **Participant Voices**

‘I am happy to be a volunteer. There are many ways I get involved to help my clients, like sometimes I went with my client to the Job Centre to help with benefit claims.

I enjoy supporting them in every way.’

*Volunteer A*

**The** General Advice service is the backbone of the Wai Yin Family Unit. We work very hard to maintain the quality and standard of this service so that our service users receive appropriate help and advice with the issues which can create obstacles for individuals in the UK BAME community. Wai Yin was successful in obtaining the Assurance Quality Standard (AQS) quality mark again at the beginning of this year. This quality mark recognises the standard of our advice service and our service users now come from across the North West.

We are fortunate that the advice service has been supported by the Lottery's Help through Crisis Project, the Good Things Foundation and Manchester City Council's Our Manchester. The General Advice service has worked with BAME users from many different nationalities and diverse

backgrounds in Manchester and the Greater Manchester areas. Many of these communities are living in deprived areas and are facing difficult challenges. We are proud to have provided a professional service to them to help them to make informed choices about their lives in the UK.

During the year 2019-20, we delivered 799 advice sessions:

**Age group:**

10% aged 25-34  
30% aged 35-49  
32% aged 50-64  
28% aged 60+

**Nature of advice:**

32% Welfare benefits  
12% Pensions  
28% Housing  
8% School admissions for children  
20% Others

## Case study

Grace moved to the UK with her family in June 2019 and started to work part time in a local business in September. However, she lost her job in March 2020 due to the pandemic and she had difficulty finding another due to her lack of English skills. As a result of this, she was unable to pay her rent and was falling behind with payments. Grace's family depended on her financially because her husband had no legal status in this country, and they had three children to care for. Grace was under a lot of pressure to improve their financial situation and to look for resources to support her children's studies.

Grace came to the Wai Yin Welcome Centre for advice and support. We began by helping her to check if the family was eligible for any benefits. As Grace had been living in the country for more than 6 months, and she was working, she was entitled some benefits. We explained to Grace what information she would need to support her applications and in what digital format. Grace also had some health problems and did not know how to contact her GP. Our adviser contacted Grace's GP to explain, and her GP was very helpful, and arranged for her to receive the right treatment.

Our advice has helped Grace's family to overcome the barriers that they faced as a BAME family newly arrived in the UK. Grace and her family now understand more about schooling, benefits and the NHS. Our support is ongoing.

**During** this year, we were pleased to receive another round of Young Manchester Funding to work with young people in North Manchester. Although we were working with all BAME young people in North Manchester, we were still able to specialise in working with young people from the Chinese Community. In this period, we provided 6 courses of 10 weeks for young people who had recently migrated to the UK. Over 60 young people benefited from these programs, and took part in activities such as visiting museums, universities, social activities and various workshops. The Youth Project provided information about a range of subjects, including, sexual health and online safety in our workshops. The aim of these was to

safeguard and help young people to get ready to encounter the different challenges that they would face in their daily lives in the UK. Social action is a topic that we aim to develop further through our youth work because we believe that young people need to understand from an early age that they can contribute to their communities. Although we are in the early stages of developing this project, we aim to share more interesting stories in coming years. Although sustaining long term funding is always a concern for our project, we have a great belief in our work and we will continue to provide services that serve the best interests of young people and which maximise their potential.

## Case Study

Ham was a minor and an asylum seeker when he arrived in the UK a couple of years ago as a result of civil war in his country. He came from Africa and had been living alone since he arrived in the UK. He had not received a formal education in his own country, but he was willing to learn new skills, including English, however, he found himself unable to access education opportunities in the UK. The support that he had received from the local authority was limited to a mobile phone and an internet connection, but he needed help to identify his goals, and support to help him achieve them. The Wai Yin Youth Project was able to provide this help through its work that supports disadvantaged young people to develop their skills and live independently.

Through attending our course, Ham began to develop a positive outlook, enjoyed participating in activities and came to trust our project worker. After lockdown began, Ham met our project worker each week online, and received further support through telephone calls and WhatsApp messages. As Ham was living alone and was a new arrival to the UK with no support network, this contact was vital for his wellbeing.

With funding from different resources, we were able to provide more contact time and emotional support to Ham. This funding gave us the opportunity to deliver tailor made support to young people, and we managed to provide a tablet with internet data for Ham to use so he did not have to worry about the financial burden of continuing to pay for this. We also provided money management support to him during the lockdown period to help him manage better and books to read.

# EDUCATION, TRAINING

## & EMPLOYMENT

The year 2019 to 2020 was another busy year for our team as we delivered over 70 classes to learners across Greater Manchester. During this period, we supported 815 people with a footfall number of 3501. We delivered courses to the Chinese community and to many other members of Greater Manchester's BAME population. Our classes covered a wide range of subjects, including ESOL, computer skills, food safety, gardening, arts and crafts, upcycling furniture, volunteering and family support. All of these courses were designed to be interesting and engaging, as well as giving learners new skills, building confidence and helping them to move forward with their lives.

**Our** courses all had an emphasis on becoming an active citizen and moving towards volunteering or employment. As part of this aim, we also ran a workclub where people from the Cheetham area could get help with necessary employability skills such as job searching online and writing a CV. We also provided food safety courses delivered in Cantonese for Chinese learners and English for other learners, to help people get back into work or volunteering.

We continued to work with our partners such as Salford City College's Community Learning Team, putting on courses for Salford residents, and we worked with Your Housing, providing ESOL, ICT, Upcycling, a workclub and the Dragon Cycling Club. We also worked with Manchester University, giving students placement opportunities and a chance to observe our work with learners close up.

We were successful in gaining funding from the European Social Fund to run classes for BAME women called Women Together. The first of these courses started in January, the Tea and Confidence Workshops were very popular and featured in reports in the local media.

As part of our education program, we held a range of events to raise awareness about issues such as hate crime, showing

people how to report this, Go Online Week, where participants had a chance to try online activities, and an event about Diabetes, to educate people about healthy eating and keeping well.

During the last quarter of the year, the COVID-19 pandemic meant that our learner numbers dropped drastically and in March we had to close our centres. We worked hard to stay in touch with our learners and to explore new ways of learning.

During 2019/2020 we had some great feedback from learners that showed what a difference our courses made to people's lives. In one case, a woman who had suffered from domestic abuse was referred to our team. We supported her with ESOL lessons, enabling her to pass her citizenship tests, and worked with Wai Yin's family team to support her and her children. During this year she really grew in confidence and took back control of her life. She ended the year considering how she can help others.

Other great feedback has come from learners leaving us comments about their learning during this period.



Mr E said,

“I really like this course. This course is very informative. My teacher is a very nice person.”

Mr B stated,

“When I attended this class I have no idea how useful it would be. This course is amazing and very interesting. It is very useful. I learn so many points about history, so I must say I like it.”

# MAYA PROJECT

The Maya project is a collaborative approach between eight different organisations to support black and minority ethnic women and girls in Manchester. The project provides support in crisis situations such as domestic violence and homelessness, as well as supporting women with autistic children and teaching parenting skills.

**Our** project staff have helped service users to access a range of help and support and encouraged women to develop their aspirations and to achieve their dreams.

During this year, we continued to work hard to offer women, and their families, a wide range of services, including:

- one to one drop-in sessions focussing on emotional support
- general advice
- supporting parents with court cases and children with learning difficulties
- home visits
- education projects, including ESOL, yoga and parenting courses, tutorials for children and online banking workshops
- day trips
- an opportunity for women and their children to take part in the Greater Manchester Mini and Junior Run on May 2019.



## **We have achieved the following:**

We have provided services to over 100 women and their family members.

14 women and children joined the Greater Manchester Mini and Junior Run. Following this, they reported that they have become more active and are doing regular exercise.

20 women suffering from domestic violence left their abusive relationships and settled into alternative accommodation. We have followed up these women and they are all making good progress.

We have delivered two sessions of 8 week parenting courses in 2019-2020. 11 women completed the courses, and all reported that they have improved their parenting skills.

60% of women who received advice have received their welfare benefit entitlements.

70% of women who took part in our courses have learnt new skills to prepare for volunteering and employment.

80% of women who participated in our activities have reduced their isolation, improved family relationships, and have reported better health and well-being.

Our key workers have supported service users through court cases, including divorce, other legal issues and child protection. Two of the families have reported that children have been returned to their care after they received support from our service.

## Challenges

Due to the uncertainty of the COVID19 pandemic, especially during the first two months, the Maya Project began to face a huge challenge because service users had started to feel worried and reluctant about participating in large group activities. As a result of this, we had to cancel all the face to face work and group sessions. By the end of March, the Government had announced a national lockdown and our key workers started to work from home. Fortunately, we were able to adapt to this new way to support our service users, and we worked remotely using online platforms such as WhatsApp, WeChat and Zoom to continue supporting women and their families.



## Successful Story

Cherry married her husband and moved to UK to join him while he was studying his PHD in this country. Their child was an unplanned surprise for them both, which changed everything, and had a huge impact on their relationship. The family was referred to our service because a domestic violence situation had developed, perpetrated by both parties against each other. A decision was made that their child should be taken into care and child protection proceedings began. We provided one to one support with improving relationships and parenting courses to help them to understand each other, and their parental responsibilities, better. We supported them to improve their communication, learn how to handle conflict, and realise how their own parenting affected them and their child. By the end of this process, they had a better understanding of how their behaviour toward each other was negatively impacting on their child. They understood how to keep their child safe and were aware of how to provide supportive parenting which offered safe and consistent care. A decision was made to return their child to them.

# WELCOME CENTRE

The Welcome Centre is open to all. The Centre continues to be a refuge for many service users who come to us for different kinds of help ranging from emergency food parcels, to IT problems, to advice with benefit issues.

**This** year was yet another busy and eventful one for the Welcome Centre.

We continued working successfully with the Jewish Museum holding monthly sessions showcasing traditional Jewish foods and festivals, with Buzz to do NHS health checks; with the Royal Exchange Theatre for whom one of our volunteers is a culture champion; with the Cheetham&Crumpsall VCSE Partnership Steering Group to strengthen our links with the local community.



Throughout spring and summer we were very busy at the Centre with jam, pickles and marmalade making and baking sessions as part of Awards for All; a Barista Training course in Manchester City Centre in July was enjoyed by staff and volunteers. In addition to all of our other services such as laundry, second hand clothing, emergency toiletries and weekly calligraphy, we have reinstated our barber and hairdressing service. An exciting new music project was started as a result of an idea put forward by one of our talented volunteers who runs the weekly drop in

sessions so that every Tuesday we are treated to some lovely music wafting through the Centre.

In addition to running our usual courses such as Health & Safety and Food Hygiene, we have worked with organisations such as Sow the City to run some very innovative gardening sessions such as Hydroponics and Vermi-composting; mushroom growing, bee-keeping sessions as well as learning how to build bee hives.

Various events were held in the Centre this year. We held an Open Day on a Saturday in September as part of the annual Cheetham Hill Festival, NHS sessions such as Healthy Lung Awareness and Diabetes Information, a fund raising event in July for the Alzheimer's Society as well as a Volunteer Appreciation lunch for our volunteers who, as ever, are the mainstay of our Centre. A trip to Hulme Community Garden was organised for our gardening enthusiasts, a picnic in Heaton Park and we continued with our popular evening theatre and cinema trips to HOME.

Despite a two week closure as a result of an incident at the Centre in October 2019 we reopened with increased security and were soon back to normal.

Our chickens, which are a huge draw for children and adults alike, had the benefit of a new coop in November and continue to thrive, providing solace and comfort to many.

Throughout the year we had over 9,500 visits to the Centre, we provided over 4,000 hot meals and distributed almost 1400 emergency food parcels.



## Case Study

S came to the Welcome Centre originally at the end of 2018 but then did not return until the end of January 2019 because of social difficulties. He had several problems – financial, health, housing and social. He found it difficult at first to mix with others at the Centre and his attendance was sporadic until one of our gardening volunteers befriended him and he began to help out regularly in the garden and with maintenance jobs in the building. After some time S gained enough confidence to ask for help with several longstanding issues, including his eating disorder and significant financial problems. The Centre was successful in getting him referred for specialist help, getting the right medication for his nutrition deficiencies and gaining disability benefits.

S is a talented musician and plays several instruments and after some time he gained sufficient confidence to suggest starting a weekly 2 hour music session where he would teach people to play instruments and get involved in making music. This proved to be so popular that it developed into an all day drop in session with S as leader. As a result S was invited to become a Culture Champion for the Royal Exchange Theatre and he succeeded in gaining a £1,500 grant to purchase musical instruments and texts for the Centre. S began to organise his own live gigs in Manchester venues. S also began a fruitful relationship with the Jewish Museum on a community song writing project which culminated in him writing the anthem for the Cheetham Festival. S is now one of the Welcome Centre's most regular and valued volunteers.

# FINANCIAL SUMMARY

## Financial summary 2019/20

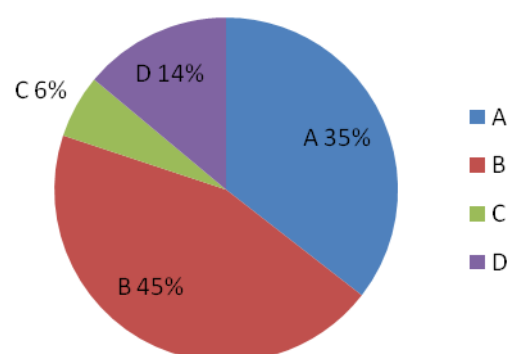
	<b>TOTAL FUNDS</b>	<b>2020</b>	<b>2019</b>
		<b>£</b>	<b>£</b>
<b>Income &amp; Expenditure</b>	<b>Income</b>	604,351	615,191
	<b>Expenditure</b>	640,452	608,658
	<b>Net Income (Expenditure)</b>	-36,101	6,533

## Reconciliation of Funds

<b>Total funds brought forward</b>	825,334	821,480
Restricted	5,157	11,564
Unrestricted	820,177	809,916
<b>Total funds carried forward</b>	792,158	825,334
Restricted	1,981	5,157
Unrestricted	790,177	820,177

## Income sources 2019/20

A	Local government	214,634
B	National funding body	269,472
C	Independent funders	35,986
D	Other	84,259
	<b>Total income</b>	<b>604,351</b>



## 財政簡報 2019/20

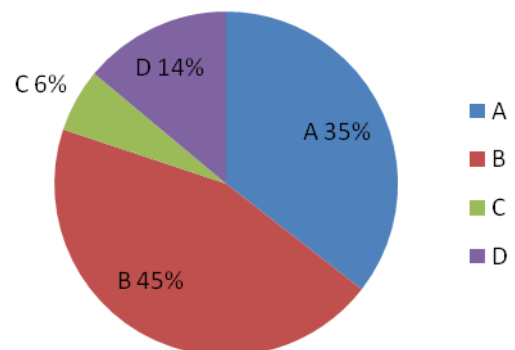
	總資金	2020 £	2019 £
收入與支出	收入	604,351	615,191
	支出	640,452	608,658
	淨收入(不敷)	-36,101	6,533

## 資金對賬

總資金承前	825,334	821,480
有限制用途資金	5,157	11,564
無限制用途資金	820,177	809,916
總資金結轉	792,158	825,334
有限制用途資金	1,981	5,157
無限制用途資金	790,177	820,177

## 收入來源 2019/20

A 地方政府	214,634
B 國營基金組織	269,472
C 獨立資助機構	35,986
D 其他	84,259
<b>總收入</b>	<b>604,351</b>





## 案例分析

S 最初於 2018 年底來到歡迎中心，但由於社交困難，S 直到 2019 年 1 月才返回。他有幾個困難 - 財務，健康，住房和社會。他覺得剛開始很難與中心的其他人相處，並且他的出席很少，直到我們的一名園藝志願者與他成為朋友，他開始定期在花園裡提供幫助，並在建築物中進行維護工作。一段時間後，S 獲得了足夠的信心來尋求一些長期問題的幫助，包括他的飲食失調和重大財務問題。該中心成功地將他轉介給專家幫助，為他的營養不足獲得了正確的藥物幫助，並獲得了殘疾津貼。

S 是位才華橫溢的音樂家，演奏幾種樂器，一段時間後，他獲得了足夠的信心，我們建議他開始每週 2 小時的音樂課，在那裡他將教人們演奏樂器並參與製作音樂。事實證明，這種方式非常受歡迎，以至於全天都以 S 為首的話題。結果，S 被邀請成為皇家交流劇院的文化冠軍，他成功獲得了 1,500 英鎊的贈款，用於為中心購買樂器和文字。S 開始在曼徹斯特場館組織自己的現場演唱會。S 還通過一個社區歌曲創作項目與猶太博物館建立了富有成果的關係，該項目最終使他為 Cheetham 音樂節創作了國歌。S 現在是歡迎中心最常客和最有價值的志願者之一。

歡迎中心是開放給社群大眾。該中心是許多服務用戶的避難所及支援者，用戶向我們尋求不同的幫助，包括緊急食品包、IT 問題、福利諮詢等。

今年是歡迎中心有另一個又忙又多事的一年。

我們繼續成功地與猶太博物館合作，每月舉行一次活動以展示傳統的猶太食品和節日，與Buzz進行NHS健康檢查；與皇家交流劇院（Royal Exchange Theatre）合作，我們其中一位義工被選為文化推廣者；與奇特姆&Crumpsall VCSE合作夥伴關係，指導小組合作以加強我們與當地社區的聯繫。

在整個春季和夏季，我們的中心都在忙於果醬，泡菜和果醬製作和烘焙課程，這是“全民獎”的一部分；在七月份，員工和義工們參加我們在曼徹斯特市中心舉辦的咖啡師培訓課程。除了我們所有其他的服務（例如洗衣，二手衣服，緊急洗護用品和每週書法），我們還恢復了理髮和美髮服務。我們的一個才華橫溢的義工提出了一個想法，啟動了一個令人興奮的新音樂項目，他每週進行一次課程，就是在每個星期二我們都可以在中心欣賞到一些優美的音樂。

除了開設常規課程（例如食品健康與安全衛生課程）外，我們還與“播種之城”（Sow the City）之類的組織合作，舉辦了一些非常有創意的園藝課程，例如水培法和蠕蟲堆肥；蘑菇種植，養蜂課程以及學習如何養蜂箱。

今年在中心舉行了各種活動。我們在九月份的某個星期六舉行了開放日，這是一年一度的“奇特姆山”節，NHS課程（例如健康肺意識和糖尿病信息），七月為阿茲海默症協會籌款的活動以及為義工們舉辦的義工午餐，他們是我們中心的中流砥柱。為我們的園藝愛好者組織了一次赫爾姆社區花園之旅，在希頓公園野餐，我們繼續進行了頗受歡迎的夜間劇院和電影院之家之旅。



儘管由於2019年10月在中心發生的事件而關閉了兩週，但我們在安全性提高的情況下重新開放，並很快恢復正常。

我們的雞對兒童和成人均具有巨大吸引力，牠們在十一月的一次新雞舍中受益匪淺，並繼續蓬勃發展，為許多人提供了慰藉和安慰。

全年中，我們中心有9,500到訪人次，提供了4,000多個熱餐，分發了近1400個緊急食品包。



### 成功案例（案例研究）

Cherry結婚後便搬到英國與在該國攻讀博士學位的丈夫會合。他們的孩子對他們倆來說都是意外的驚喜但這改變了一切，並且對他們的關係產生了巨大影響。由於彼此之間發生了家庭暴力的情況，他們被轉介到我們的服務。兒童保護程序已展開來決定如何照顧他們的孩子。我們提供了一對一的支持，以改善人際關係和育兒課程，以幫助他們更好地瞭解彼此以及他們的父母責任。我們支持他們改善溝通，學習如何處理衝突，並意識到自己的養育方式如何影響他們和他們的孩子。當過程結束時，他們對彼此的行為及如何對孩子產生負面影響有了更好的瞭解。他們瞭解如何確保孩子的安全，並且知道如何提供有效的育兒，從而提供安全和一致的護理。結果將孩子交還給他們。

萌芽計劃是八個不同組織之間的協作方法，旨在支持曼徹斯特的黑人和少數民族婦女。該項目為家庭暴力和無家可歸等危機提供支持，並為有自閉症兒童和學習教養子女的婦女提供支持。項目人員還幫助服務使用者獲得各種幫助和支持，並鼓勵婦女發展自己的願望並實現自己的夢想。

**在**這一年中，我們繼續努力為婦女及其家人提供廣泛的服務，包括：

- 一對一專注於情感支持的諮詢服務
- 一般諮詢服務
- 為有訴訟案件的父母和學習有困難的孩子提供支持
- 家訪
- 教育項目，包括英文班，瑜伽和育兒課程，兒童輔導班和網上銀行工作坊
- 一日遊
- 婦女及其子女有機會參加 2019 年 5 月的大曼徹斯特迷你和少年跑步比賽。

我們已經實現了以下目標：

- 我們為 100 多名婦女及其家庭成員提供了服務。
- 14 名婦女和兒童參加了大曼徹斯特迷你和少年跑步比賽。此後，他們報告說他們變得更加活躍，並且正在定期鍛煉。
- 20 名遭受家庭暴力的婦女離開了虐待關係，定居在其他住所中。我們已經跟進了這些婦女，她們都取得了良好的進展。
- 我們在 2019-2020 年提供了 2 個為期 8 週的育兒課程。11 名婦女完成了課程，所有婦女

都報告說她們已經提高了育兒技能。

- 接受諮詢的婦女中有 60% 獲得了福利待遇。
- 參加我們課程的女性中有 70% 學會了新技能，為志願服務和就業做準備。
- 參加我們活動的婦女中有 80% 減少了孤立感，改善了家庭關係，並報告了更好的健康狀況。
- 我們的主要工作人員通過法院案件為服務使用者提供支持，包括離婚，其他法律問題和兒童保護。有兩個家庭報告說，兒童在得到我們服務的支持後已返回他們的照料中。

## 挑戰

由於新冠狀肺炎病毒大流行的不確定性，特別是在 2020 年 2 月和 2020 年 3 月的前兩個月，萌芽項目開始面臨巨大挑戰，因為服務用戶開始感到擔憂，不願參加大型團體活動。結果，我們不得不取消所有面對面的工作和小組會議。3 月底，政府宣佈了全國封鎖，我們的主要工作人員開始在家工作。幸運的是，我們能夠適應這種新方式來為我們的服務用戶提供支持，並且我們使用 WhatsApp，微信和 Zoom 等在線平台進行了遠程工作，以繼續為婦女及其家庭提供支持。



E 先生說：“我真的很喜歡這門課程。這門課程非常有用。我的老師是一個非常好的人。”

B 先生說：“當我參加這堂課時，我不知道它會有多用。這門課程非常有趣。這是非常有用的。我學到了很多歷史知識，所以我必須說我喜歡它。”

對於我們團隊來說，2019 年至 2020 年又是繁忙的一年，我們為大曼徹斯特的學習者提供了 70 多個課程。在此期間，我們為 815 人提供了 3501 人次的支持。我們向華人社區和大曼徹斯特黑人和少數民族人口的許多其他成員提供了課程。我們的課程涵蓋了廣泛的主題，包括英文班，計算機技能，食品安全，園藝，手工藝品，傢俱翻新，志願服務和家庭支持。

所有這些課程的設計都是有趣和引人入勝的，並為學習者提供新技能，樹立信心並幫助他們繼續生活。我們的課程都著重於成為一個積極的公民，並朝著志願服務或就業的方向發展。為此，我們還經營了一個工作俱樂部，Cheetham 地區的人們可以在這裡獲得必要的就業技能幫助，例如在線求職和撰寫簡歷。我們還用不同語言為華人學習者(廣東話)和其他學習者(英文)提供食品安全課程，以幫助人們重返工作崗位或義工行列。

我們繼續與索爾福德城市學院的社區學習團隊等合作夥伴合作，為索爾福德居民開設課程，並與你的房屋合作，提供英語課程，信息通信技術 (ICT) 培訓課程，翻新，工作坊和曼龍單車會。我們還與曼徹斯特大學 (Manchester University) 合作，為學生提供實習的機會，讓他們有機會近距離觀察我們與學習者們的工作。

我們成功獲得了歐洲社會基金的資助，為黑人和少數民族婦女開設了名為女性同伴計劃課程。這些課程中的第一堂課於一月開始，其中“婦女信心建立”研討會非常受歡迎，並被當地的媒體報導。

作為我們教育計劃的一部分，我們舉辦了一系列活動來提高人們對仇恨犯罪等問題的認

識，向人們展示如何舉報該事件；透過在線週，參加者有機會嘗試在線活動；有關糖尿病的活動，教育人們健康飲食和保持健康。

在這年的最後一個季度，新冠狀肺炎病毒大流行意味著我們的學習人數急劇下降，而在三月，我們不得不關閉中心。我們努力與學習者保持聯繫，並探索新的學習方式。

在 2019/2020 年，我們從學習者那裡獲得了很多反饋，這些反饋表明我們的課程對人們的生活產生了怎樣的影響。在一個案例中，一名遭受家庭虐待的婦女被轉介給我們的團隊。我們通過英文課程為她提供支持，使她能夠通過公民資格測試，並與慧妍社的家庭團隊一起為她和她的孩子提供支持。在這一年中，她真的變得有自信起來，重新控制了自己的生活。她在今年年底考慮如何幫助他人。

來自學習者的其他反饋也很不錯，他們對我們在此期間提供給他們的學習給予了評論。

在這一年的中，我們很高興獲得新一輪的“青年曼徹斯特資助”，與北曼徹斯特的年輕人一起合作。縱使我們與北曼徹斯特的所有黑人和少數民族的年輕人一起合作，我們仍能專注於與華人社區的年輕人的合作。在此期間，我們為最近移民到英國的年輕人提供了6個為期10週的課程。超過60名年輕人從這些計劃中受益，並參觀了博物館和大學，參加了社會活動和各種講習班等等。青年項目在我們的工作坊上提供了一系列主題的信息，包括性健康和網絡安全。這些工作坊的目的是保護和幫



助年輕人做好準備，以應對他們在英國日常生活中將面臨的各種挑戰。”社會行動”是我們旨在通過青年工作進一步發展的主題，因為我們認為年輕人需要從小就瞭解自己可以為社區做出貢獻。儘管此項目的開發處於初期階段，但我們的目標是在未來幾年中分享更多有趣的故事。儘管獲得長期資金一直是我們項目的關注點，但我們對自己的工作充滿信心，我們將繼續提供服務，為年輕人最大利益著想，並最大程度地發揮他們的潛力。

## 案例分析

幾年前，由於內戰爆發，Ham 到達英國尋求庇護時還是未成年。他來自非洲，自抵達英國以來一直獨自生活。他沒有在自己的國家接受正規教育，但是他願意學習新技能，包括英語，但是他發現自己無法在英國獲得教育機會。他從地方當局獲得的支持僅限於手機和互聯網連接，但他需要幫助來確定他的目標，並需要幫助來實現這些目標。慧妍社青年項目通過其支持弱勢年輕人發展技能和獨立生活的工作，能夠提供這種幫助。

通過參加我們的課程，Ham 開始樹立積極的眼光，喜歡參加活動，並信任我們的項目工作者。家居令開始後，Ham 每週都會在線上與我們的項目人員會面，並通過電話和 WhatsApp 消息獲得了進一步的支持。由於 Ham 獨自一人居住，並且是新來英國的人，沒有任何支持網絡，因此這種聯繫對於他的健康至關重要。

借助來自不同資源的資金，我們能夠為 Ham 提供更多的聯繫時間和情感支持。這筆資金使我們有機會向年輕人提供量身定制的支持，並且我們設法提供平板電腦並互聯網數據供 Ham 使用，因此他不必擔心經濟而繼續使用。在家居令期間，我們還為他提供了資金管理支持，以幫助他更好地管理和閱讀書籍。

Ham 很高興獲得這種支持並計劃在未來幾個月內進行在線學習。我們將繼續努力尋找適合他目標的合適課程，以支持他。慧妍青年項目幫助 Ham 在這個國家定居，研究如何實現他的目標，並給了他機會來改善自己的教育並為社區作出貢獻。

**諮**詢服務是慧妍社家庭部的骨幹。我們非常努力地維持這項服務的質量和水準，以致那些來自英國黑人和少數民族社區的服務用戶在遇到障礙時得到適當的幫助和建議。慧妍社在今年年初再次成功獲得了保證質量標準（AQS）質量標誌。此質量標誌認可了我們諮詢服務的標準，現在我們的服務用戶是來自英國西北區的。

我們幸運地透過彩票服務的危機項目、Good Things Foundation 和曼徹斯特市議會的 Our Manchester 的資助提供了諮詢服務。常規諮詢服務與來自曼徹斯特和大曼徹斯特地區許多不同國籍和不同背景的黑人和少數民族用戶合作。這些社區中有許多人生活在貧困地區，面臨著艱鉅的挑戰。我們很榮幸為他們提供專業的服務，以幫助他們在英國的生活中做出明智的選擇。

在 2019-20 年度，我們提供了 799 項諮詢時段：

#### 年齡階層：

- 10% 年齡在 25-34 歲之間
- 30% 的年齡在 35-49 歲之間
- 32% 的年齡在 50-64 歲之間
- 28% 的年齡在 60 歲以上

#### 諮詢性質：

- 32% 的福利
- 12% 的退休金
- 28% 的房屋
- 8% 兒童入學事宜
- 20% 其他

#### 案例分析：

Grace 於 2019 年 6 月與家人搬到英國，並於 9 月開始在當地企業兼職工作。然而，由於新冠狀肺炎，她於 2020 年 3 月失業，由於缺乏英語技能，她很難找到另一份工作。結果，她無法支付房租，並且拖欠了租金。Grace 的家庭在經濟上依賴她，因為她的丈夫在英國沒有合法身份，並且有 3 個孩子要照顧。Grace 承受著巨大的壓力，Grace 需要改善他們的財務狀況並尋找資源來支持她的孩子的學習。

Grace 來到慧妍社歡迎中心尋求建議和支持。我們首先幫助她瞭解她的家庭是否有資格申請任何福利。由於 Grace 在英國生活了 6 個月以上，而且她還在工作，所以她有權獲得一些福利。我們向 Grace 解釋了她需要哪些資料和格式來支持她的申請。Grace 也有一些健康問題但不知道如何聯繫她的家庭醫生。我們的諮詢員聯繫了 Grace 的家庭醫生並解釋她的情況，她的家庭醫生盡力幫助並安排她接受正確的治療。

我們的建議幫助 Grace 的家人克服了他們作為英國黑人和少數民族家庭初到英國時所面臨的障礙。Grace 和她的家人現在對學校教育、福利和醫療有更多瞭解。我們仍然繼續支持他們。

和客戶提供支持。我們使用不同的媒體平台來支持我們的義工和客戶，以確保他們保持健康和 safety，並保持活躍。

我們一直向我們的義工提供政府的最新建議，並根據需要向他們提供防護裝備，以使他們在為客戶提供服務時充滿信心。

義工們一直與我們保持聯繫。我們的第一次義工線上會議於 2020 年 4 月 17 日舉行。我們明白到義工們可能無法進行家訪或面對面的聯繫，因此，我們一直在尋找不同的方法來滿足客戶的需求。我們的義工們在確保自己和所有人安全的同時，繼續支持這些需求。



2019 年 5 月 28 日，“生命終結時的支持需要”



### 參加者心聲

‘我很高興成為一名義工。我可以通過多種方式來幫助客戶，例如有時我和客戶一起去工作中心協助他們申請福利。我樂於以各種方式支持他們。’

義工 A

## 主要成就

**透**過 Sylvia Sham 博士中心，醫院或其他機構的轉介，我們收到了 14 個新個案。慧妍社麥美倫癌症支援計劃的 15 名義工提供支援。

我們為受癌症影響的大曼徹斯特地區服務使用者提供了實用，情感和經濟方面的支持。我們還為居住在大曼徹斯特以外地方的客戶提供電話支持。

我們與客戶電話交談，陪他們在公園裡散步以提供情感支持，代領處方藥，購物雜貨，帶客戶到診所以及更多他們需要的實質幫助。

我們於 2019 年 4 月和 5 月開始了新項目“記錄記憶”。我們舉辦了一系列綜合培訓課程，為義工提供了記錄參與者所需的基本技能。我們為此項目培訓了 4 名義工。

大約 30 名義工和服務使用者參加了有關“生命終結時的支持需求”的癌症講座。首要講員當天未能出席，但這並沒有阻止我們舉辦是次活動。幸好負責翻譯的義工有講員之前提供的講座資料，以致講座順利完成，亦獲良好回應。

講座材料感謝曼徹斯特城市大學的 Gary Whitham 博士提供。

自 2020 年 3 月起在大流行期間提供服務儘管今年大多數活動（包括義工的招募和感謝晚宴）都沒有進行，但我們仍繼續為義工

2019 年 4 月“記憶記錄”項目“口述歷史”培訓

## ZOOM H5



“記憶記錄”項目的記錄器

2019 年 4 月“口述歷史”培訓的一些材料

## Oral History Questioning 口述歷史 提問方法

What 什麼? Where 哪裏?

Ask for fact 問事實

How 怎樣? Why 為什麼?

Can you recall 想得起嗎?

Ask for reflection 請對方反思

Can I take you back? 請你回到.....?

I'm interested in what you said about

我對你講 到有關... 很有興趣?

Steering the interview 引導訪問

## At the end of an interview 訪問完結時

Close the interview by thanking the interviewee on the recording 結束時，多謝對方

Remind them you are happy to continue another time 提醒對方下次繼續

Explain the consent form, ask your interviewee to sign 解釋同意書，請對方簽名

Provide an audio a copy of interview to listen to and check they are happy with it 請對方聽一段錄音，問問是否滿意

Stay and chat 留下傾談

該項目的重點是第一代中國移民。從中國，香港，澳門，越南和馬來西亞來到英國的 20 名參與者參加了口述歷史訪談。他們的故事被併入了有趣而富有創意的藝術品中，並在曼徹斯特美術館展出；他們的故事也被寫成三部戲劇，並在《AllFM Radio》上播出，並出版了一本名為《跨越邊界》的書。這本書以及二十次口述歷史訪談，都保存在東倫敦大學檔案館，圖書館和學習中心，以及曼徹斯特中央圖書館的 Ahmed Iqbal Ullah 種族資源中心。

2019 年 9 月 9 日，有 77 人參加了這本書的發佈活動。這次活動取得了巨大成功，獲得了很多積極的反饋。多過 300 本書分發給服務使用者和合作夥伴機構。

### 老年平等委員會的老齡化抱負研究項目

進行了兩個平等委員會的研究項目，它們是“平等年齡？”計劃的一部分。由“老齡化抱負”委託進行的研究。

#### 簡短的研究項 - 安全與幸福之家 “安樂窩”

該項目旨在探索中國人對衰老的期望以及他們在現實生活中的遭遇。該項目於 2019 年 3 月開始，並於 8 月完成。

大的研究項目“在華人社區中平等老齡化”，此研究項目是根據簡短項目的建議得出的。該項目於 2019 年 5 月開始，並於 2020 年 2 月完成。進行了 40 次訪談，以探討中國人老齡化方面的差距。

這兩個研究項目的報告都可以在

“Ambition for Ageing”網站上找到

<https://ambitionforageing.org.uk/ageingequally>



新冠狀肺炎病毒大流行繼續影響著個人，尤其是老年人，而新冠狀肺炎病毒則是造成嚴重疾病的最高風險。由于新冠狀肺炎病毒的爆發和留在家中的指令，常樂中心於 2020 年 3 月 23 日暫時關閉。在這段時間內，我們仍然為服務使用者提供服務。儘管情況艱難，我們的服務在 2019 年至 2020 年之間取得了很多積極成果。

**常樂身心健康計劃**(長者)用於 55 歲以上的人，以促進他們的健康和福祉。我們有 193 人參加各種社交活動，學習，健康活動和志願服務。我們成功地為服務使用者提供了 4914 份健康膳食。我們向 121 人進行了 6 次健康講座，以使他們獲得更多的健康信息。

在 2020 年 1 月 30 日新冠狀肺炎病毒大流行前，大約 49 位長者和 20 位合作夥伴人士在農曆新年慶祝活動中享受了傳統的中國盆菜。盆菜是在農村里慶祝特殊活動的傳統美食。除了美味的食物；我們有舞獅表演；由上樂長者組演唱，並抽獎。這是一次非常成功的活動。所有用戶都表示，他們喜歡傳統美食，並且能與其他中國人和非中國人一起推廣我們的文化活動的一種好方法。我們的一位合作夥伴員工說，她和她的同事度過了一段美好的時光，並享受了豐富美食和娛樂。

**關懷(心理健康)計劃**為服務使用者提供文化上適當的支持，以維持和改善他們的心理健康。對情感支持服務的需求顯著增加，特別是對中國學生和老年人。我們支持了 103 位服務使用者，並為 17 位志願者提供了培訓，培養他們在項目上工作和支持服務用戶的技能。

常樂廣播電台是一個廣播節目，它於星期五下午 1 點至 2 點之間在 AllFM 96.9 廣播。

該節目具有每週新聞，健康信息和吸引服務用戶參與節目的功能。共有 46 個廣播節目是志願者做主播人。

**常樂長者照料者計劃**旨在為中國長者照料者提供服務。超過 20 位長者照料者定期參加每月的照料者角落會議。我們組織了 12 項社交活動，包括戶外旅行，社交活動，照料者權利講座和文化節慶祝活動，為我們的服務使用者提供了與其他人員見面並從照料者角色中得到休息的機會。我們為照料者提供了 96 次諮詢服務，使他們能夠使用主流服務和其他護理人員支持機構。



**跨越邊界項目**由遺產彩票基金項目資助。該為期一年的項目於 2019 年 8 月完成。



Cllr. Richard Leese & Kate McDonald at China Town



Crossing the Borders event at Manchester Art Gallery



Chinese parenting group at Manchester Chinese Christian Church to share Wai Yin Services



Visitors from Paris Chinese Community



MMU – Guest Speaker :Health and Social Care Talk



陳麗緣

2019年4月至2020年3月是“體現多樣性，平等和融入社區服務的一年”。

**多**樣性是我們真正有幸在曼徹斯特擁有的東西，其中包括夥伴關係和服務用戶。在這一年中，我們與來自不同種族背景，國籍和年齡的 12,000 名服務用戶合作。有了這樣的多樣性，我們將繼續蓬勃發展，通過每個項目提供非常有活力的創新服務。透過各個界別的不同夥伴 - 自願部門，法定部門（包括曼徹斯特地方關懷組織（MLCO），曼徹斯特美術館）和商業界(透過與不同的華人工商協會和華人社區領袖論壇的接觸), 我們獲得新的收入。這項工作使我們在 2022 年之前獲得了超過 290,000 英鎊的額外收入。

平等是我們一直主張的價值觀，以解決健康和社會不平等問題。透過成為各種執行委員會的成員，例如曼徹斯特高齡友善委員會以及曼徹斯特基金會信託基金（MFT）的“提名理事”和健康觀察委員會，我能夠在戰略層面上講解平等問題，影響政策和實踐。

融入社區服務使我們社區中的所有聲音都能在地方和國家層面被聽到。在倫敦的全國會議上，我應邀作為演講者談論了我們的“歡迎中心危機幫助”服務。300 多個組織參加了會議，我的演講獲得了很多積極的反饋。我也很高興在曼徹斯特城市大學（MMU）上與衛生和社會護理專業學生交談，以及曼徹斯特社區中央自願部門大會和其他地方志願組織發表有關我們的服務及對社區帶來的影響的演講。

本年度的國際婦女節步行活動於 3 月份舉行。我擔心由於新冠狀肺炎爆發而導致出席

率低下，但是我很感動地看到一群堅定的婦女仍然出來支持我們。

此外，我收到了一些令人鼓舞的消息，那就是我被提名並入圍“ She Inspires” 領導力女性獎的決賽入圍者。我很榮幸能以這種方式得到認可。

在過去的一年中，我們取得了巨大的成就，我們辛勤工作的美好故事以及對多樣性，平等和融入社區的奉獻。儘管有新冠狀肺炎，但我有信心，在我們努力為所在社區服務時，我們將繼續蓬勃發展並適應即將出現的挑戰。

透過不斷尋找機會，我們將繼續與各種組織建立牢固的伙伴關係，以創新的方式提供服務，改善人們的生活。我們將在解決社區面臨的健康和社會差距的所有工作中繼續大力倡導平等。我們將確保融入性是我們未來所有工作的核心，我們所服務的社區中的每個人都有發言權，並且沒有人被排斥或孤立。





邱李惠霞

## 挑戰與機遇。

**在**這一年擔任慧妍社理事會主席是一項非常有意義和令人愉快的任務因為她擁有一支敬業而勤奮的團隊。我們堅定的義工團隊，以及許多積極的支持者和敬業的員工，使慧妍社得以繼續發揮自己的力量，並保持其 30 年前開始的重要工作。

我要衷心感謝前司庫歐殿瑚女士，她多年來歷任慧妍社的司庫，她也是我們任職最長的受託人。感謝她分享她在社會上的智慧，並為我們在陌生領域中提供建議。歐殿瑚女士擔任這一職務，有助於為我們的決策提供依據，並與我們的財務經理合作編制了年度財務報告。由於個人原因，歐殿瑚女士決定在 2020 年 1 月辭去董事會職務。我們都會非常想念歐殿瑚女士及其指導。

由於新冠狀肺炎大流行，這一年是極具挑戰性的一年。為了應對這種極其困難的局面，我們的中心進行了很多更改。我們能夠繼續提供我們的服務。我非常高興地宣布，因為在華人長者照料者方面的工作，慧妍社受到認可，在 2019 年夥伴與合作類別中獲得了曼徹斯特精神獎（Spirit of Manchester award）。還有慧妍社因為優秀的社區工作

在超過 64,000 個提名中入圍 2020 年國家多樣性獎，最終結果將於 2021 年公佈。

員工團隊一直在忙於工作和申請資金。我為慧妍社與其他組織成功建立了許多新的資助合作夥伴關係感到非常自豪。這些包括：

- 與 Gaddum 合作,支持照料者
- 與大生活集團合作的 Be Well 項目
- 與全民社區和 Cheetham 和 Crumpsall 的曼徹斯特難民支持網絡合作的 OPeNs 項目(支援來自黑人與少數民族的長者)
- 與曼徹斯特婦女援助組織合作的“黃金千日”項目

我們的員工將繼續與其他組織合作，為我們所有社區提供重要服務。可以預見來年將是艱難而充滿挑戰的一年。但是，我們認為挑戰意味著機遇。只要每個人都在共同努力，為我們的社區盡最大努力，我們將在這個充滿挑戰的時刻創造機會。

最後，我要感謝所有董事會成員，我們的核心義工們，我們的支持者和我們的工作人員，他們一直致力於我們的工作，並為慧妍社做出了巨大貢獻。

## 我們的使命:

*克服障礙, 創造機會, 扶持和提升能力, 實現更好的生活。*

# 我們的服務成果



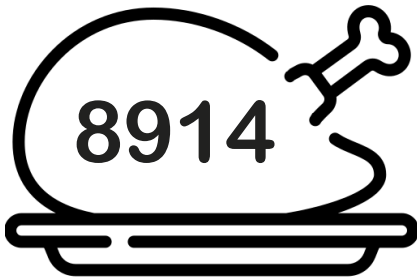
常樂中心  
活動使用者



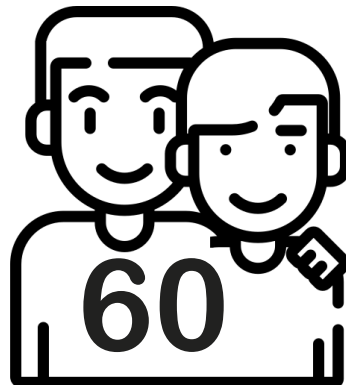
緊急食物包裹



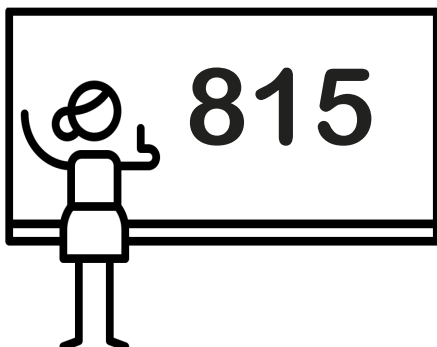
一般諮詢服務



健康午餐使用者



青少年參與青年  
計劃的人數



參與課程  
的人數

## 董事會成員

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副主席	王曉方
財政	歐殿瑚
秘書	李媚容
成員	李余美霞
	Mimi Webster
	陳凱雁
	劉薇娟
	江瑞婷

## 職員名單

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陳健榮	王妮
陳若詩	Mr. Patrick Steele
黃靜韻	曾鳳鳴
吳寶琳	翁素霞
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黎育成	鄧慧玲
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曾秀眉	陳雪燕
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黃婉明	古玉蓮

66-68, Swan Street, Manchester, M4 5JU  
Tel: 0161 833-0377 Fax: 0161 839-3335

[www.waiyin.org.uk](http://www.waiyin.org.uk)

email: [info@waiyin.org.uk](mailto:info@waiyin.org.uk)

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# Wai Yin Society

Serving the community since 1988



## 二零一九年至二零二零年周年報告