

WAI YIN SOCIETY ANNUAL REPORT

YEAR IN NUMBERS

BOARD MEMBERS

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

STAFF LIST

Mr. Alfred Chung	Ms. Louise Wong
Mr. Andrew Chan	Mrs. Marysia Bocquet
Ms. Anny Chan	Ms. Ni Ruda
Ms. Amy Wong	Mr. Patrick Steele
Mr. Boh Lum Ng	Ms. Rainy Tsang
Ms. Christine Sin	Ms. Sou Ha Yung
Mrs. Circle Steele	Ms. Stella Chu
Ms. Connie Jung	Ms. Susan Crabb
Mr. Edwin Jung	Mr. Thomas Tsang
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. Karen Wai	Ms. Yuk Lin Ku

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

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

www.waiyin.org.uk

email: info@waiyin.org.uk

Registered Charity No. 1073437

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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 with strength and to keep up the important work it started in 1988.

This has been an incredibly challenging year due to the pandemic. A lot of changes have taken place in our Centres in order to cope with this exceedingly difficult situation, and we were able to continue to provide all of the much needed services to our communities throughout the pandemic. The team has been working very hard to apply for funding to support our work during this extremely unusual situation and we have been successful in accessing extra funds to support our work. Our staff will continue to work with other organisations to provide vital services to all our communities.

I feel sorrow at the loss of our key members, Tommy and Shirley in 2020. Tommy was an ex-staff member and had been a core part of the volunteer team after finishing work at Wai Yin Society. He dedicated his time to helping at the Welcome Centre and Sheung Lok. Shirley was also an important volunteer at Sheung Lok. Both of them made a great contribution to the work of Wai Yin Society. We will miss them and I would like to use this opportunity to give special thanks for their valuable work.

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

I would like to Congratulate one of our CEO's Yen Siang Tan, currently on maternity leave, on the arrival of a lovely baby during this 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".



April 2020 saw the early stages of the Covid-19 pandemic that would bring about a year of crisis, loss and difficulty for many. However, when most of the world entered a lockdown, our community support work continued with our recognition as an 'Essential Service'. I am proud of all the staff and volunteers in Wai Yin who have gone above and beyond the call of duty to serve the most vulnerable members of the local community.

Connected, not Abandoned

Throughout the three UK national lockdowns, basic human contact was the lifeline for the many vulnerable people in our diverse communities, especially those living alone and unable to speak English. We not only provided support through interpreting NHS letters about the need for "shielding", and personal protective equipment (PPE), but also provided "check and chat" befriending support with telephone calls, as well as delivering daily food parcels.

The world had to adapt to all the changes, and online meetings and lessons soon became a new normal. We continued to provide general advice, ESOL English education classes via Zoom and digital and employment support. For those living in isolation and digital poverty, we provided electronic devices and support so that they could make video calls with their families.

Safe from Abuse

We continued to provide parent and family support in the midst of this stressful and uncertain period. While domestic violence and abuse rates were sadly on the rise during lockdown and incidents of racist hate crime targeting Chinese people were increasing, we were able to intervene and provide safe places for victims, as well as resilience support for women. Nobody should have to tolerate abuse and in challenging times it is even more vital to ensure safety and peace in every part of society.

Cultural Sensitivity

We needed our services to be both culturally sensitive and competent to support the most vulnerable people to build resilience during this challenging time. We serve a diverse and multicultural society across our three community centres. Some examples of this work during the pandemic and lockdowns included the East Meets West Chinese counselling service, the Men's Wellbeing Support and Cancer Awareness programme, and delivering 'dumplings of love' during the Dragon Boat Festival at a time when love was needed most.

Strategic Partnership, Collaboration and Campaign

In such challenging times, instead of surviving to work in isolation, we thrived in collaboration. Such partnerships have been vital for making a difference to the community.

I was invited by Independent Choices to take part in a global 'Domestic Violence/A Social Media Campaign - 16 Days of activism' to raise awareness about the support available. In Greater Manchester, I also took part in the Greater Manchester Combined Authority (GMCA) Gender Based Violence Strategy Consultation.

We were honoured to contribute to the exhibition 'Uncertain Futures' at Manchester Art Gallery. This project involved a diverse range of older women from across society, sharing real life experiences of the issues and challenges that they faced around work inequalities.

Tackling health and social inequality will need continued stronger strategic partnership and collaboration so that together we can have a voice that will influence and shape policy and bring about social change for the better.

Due to the COVID pandemic, 2020 was an incredibly challenging year for the whole world. The service from Sheung Lok Centre was no exception to that and the face-to-face activities were temporarily stopped during lockdown. However, we pledged that the COVID pandemic should not be a barrier to us providing essential services to our users and we created innovative alternative delivery approaches to maintain our users' wellbeing.

Examples of this were:

- We made around 700 befriending calls to provide information and emotional support to our users in order to reduce their isolation.
- We delivered more than 1,000 hot meals and around 300 cultural food parcels to celebrate Chinese New Year to users so that they could have nutritious foods and celebrate cultural festivities during lockdown.
- We also used mobile services to support users to sort out their difficulties, i.e welfare benefits, housing and health appointments, etc.

We provided information and technical support so that users could participate in virtual activities, i.e. Tai Chi, English classes, Mandarin classes and health talks. We successfully applied for a 3 month fund for the Dementia Support Project and we provided services to 82 people who live with dementia and their carers to enhance and maintain their mental wellbeing. We were

also successful in gaining 6 months of funding for the Answer Cancer Project to promote cancer screening information among the Chinese community and we organised 6 health talks to promote cancer screening programmes. More than 500 attendees joined the health talks.

Many people felt unsafe and unable to take control of their lives during the COVID-19 pandemic and this had a negative impact to their mental wellbeing. The Wai Yin Society successfully applied for short term funding to provide a psychotherapy service for Chinese people across Greater Manchester. As part of this, we have provided around 300 one to one counselling sessions in 6 months.

Thank you to our dedicated volunteers for continuing to maintain the monthly Sheung Lok Radio broadcast during this difficult year.



Email received from a user's daughter

"In this difficult epidemic situation, this special situation of my mother can get the care of you and Wai Yin Society, as a child in a foreign country far away; I much appreciate your help. We will still try hard to book online delivery services, hoping for success. The care from you has made my mother feel some cheer in her lonely life, and has given the confidence to face the difficulties of the actual epidemic." ...

GENERAL ADVICE

In this year of the Pandemic, we are pleased to share our annual information for the advice service. The demand for this service has not stopped during the lockdown, when face to face sessions were not possible, we continued our service by providing telephone support. The use of three-way calls has enabled us to help a lot of clients to sort out issues in the following areas:

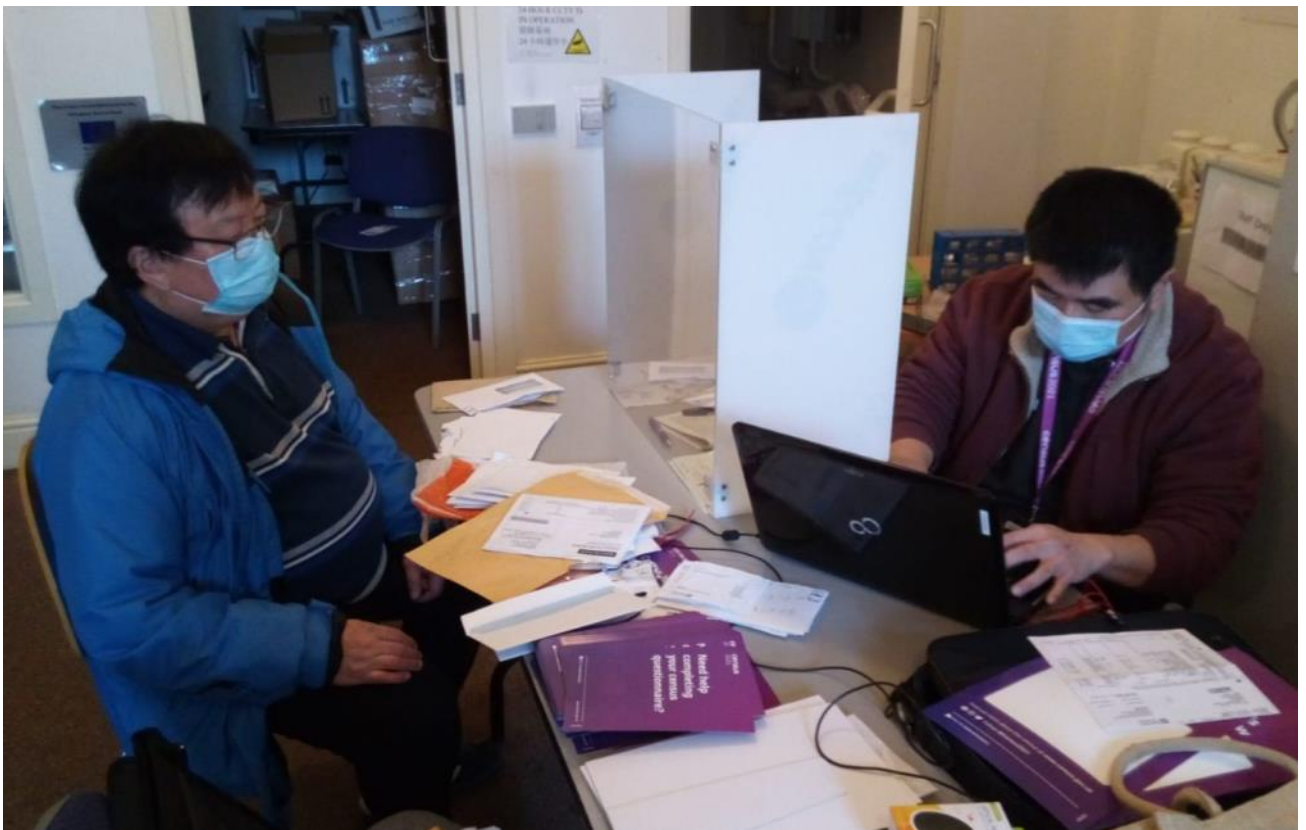
Out of work Benefits; State Pension; Social Housing application; Health appointments; Passport renewal; NI number application; Travel pass; Utility bills; Council tax; Open bank accounts; Insurance renewals; divorce etc.

Although our advice service has limited funding, the volunteers and staff provided over 338 sessions for different communities and helped to get them through difficult

times. We managed to recruit one-third of these as new clients and also served returning clients.

The Advice Service does not receive regular mainstream funding, we do our best to provide advice to our communities because we know that without support for their daily issues, they struggle to break out of their cycles of debt and despair. With our help they can start to improve their wellbeing and look forward to a better future.

In conclusion, we are proud to announce we have successfully re-obtained the Advice Quality Standard in 2020 because our service is "still" up to a national standard level. We aim to provide advice as long as Wai Yin Family Unit stays in business, looking forward to the coming year.



YOUTH PROJECT

Last year was a very different and difficult year for all of us. The pandemic hit hard across the world, and its effects were felt in our country, our communities and our projects, as well as amongst ourselves. When we look back over the past year, the speed that we adopted new ideas and ways of providing support is amazing. These would have taken many years to develop if we are not working under the lockdown restrictions. During this period, the Wai Yin Youth Project managed to put in place the following new ways of working to help the disadvantaged communities that were going through very difficult experiences.

- Online Youth sessions – these ran twice a week and we managed to meet over 50 young people
- Online Tutorial support – these ran 4 days a week to support youngsters with their schoolwork
- Online training sessions – these were to update and explain the constantly changing information regarding the lockdown to the young people and their families who were not able to understand the information due to language barriers or learning disabilities.
- Weekly doorstep visits to vulnerable young people to help them to look after their mental wellbeing and to deliver food parcels to the most in need.
- Providing electronic devices, e.g. tablets and netbooks, to those young people who could not afford to have one so they could keep their education and social gatherings going.
- Help to provide free internet to young people and their families who could not afford the cost to allow them to connect with their communities.

We want to thank all our funders who gave us the flexibility to spend the funds in ways which would allow us to quickly adapt our working methods meet to the changes.



A snapshot of the work we have done with young people:

Aric was an undocumented minor at the beginning of the pandemic. Unfortunately, he turned 18 during the lockdown and much of his support was not continued due to his age and communication difficulties between Aric, who had language barriers, and the agencies. He was isolated and could not manage daily tasks like shopping and attending education. Wai Yin managed to get him free internet, we connected him to the college and provided food parcels to him every week to help him get through the difficult period of the pandemic. He showed signs of distress when we met him because his support had ceased. We decided to visit him every 2 days for a couple of weeks to help him to talk about his stress and worries. The plan went well, and Aric managed to stand on his own feet again after the intensive support. Many more like Aric have been through the pandemic with us, and we are glad to play a role in their lives in this “unusual period” of human history.

EDUCATION, TRAINING

& EMPLOYMENT

The Coronavirus pandemic and the sudden lockdown that followed, meant that our team had to react quickly to ensure that we could continue to deliver our services to our learners. We are hugely proud of the work of our team and tutors during this challenging period. We managed to move all of our courses to online delivery, and the team and the tutors worked really hard learning new digital skills, creating innovative ways of teaching and communicating, as well as supporting the learners with their IT skills and adapting to a new way of learning while keeping safe online.

Developing new ways of communicating and managing our administration was very important in order to ensure that we could continue to offer learners a high quality learning experience and we established new and innovative ways of secure record keeping, registering students online and gathering feedback using digital methods.

During this period, we supported 1,426 people, helping them to learn new skills and improve their mental health and wellbeing. We delivered 50 classes across Greater Manchester and provided courses in a range of subjects including ESOL, Mandarin, computer skills, food safety, gardening, arts and crafts, a workclub and family support. We worked with other organisations to get wifi packages and devices for learners who needed them, and we supported those who needed help with mastering the digital skills necessary for online learning. Our classes helped learners to keep active and helped them to combat the feelings of anxiety and loneliness caused by lockdown by preventing social isolation. We helped language learners to maintain and improve their English skills during a time when opportunities to practise were limited, and allowed people to learn more about

volunteering and employability skills so that they were prepared for the time after the lockdown.

Our courses were particularly important for new arrivals who had come to the UK during this challenging period, and in the latter half of the year, that included many people with BNO status from Hong Kong. Learning about UK culture, traditions, the workplace and Manchester while improving their English really helped them with integrating into their communities.



It has been a difficult year full of new challenges, but we feel that we have achieved a great deal as a team by adapting so quickly and continuing to ensure that BAME people in Manchester have had access to courses which allow them to improve their lives, make informed decisions, grow in confidence and continue to learn new skills.

Case Study

At the beginning of the first lockdown, we received some tablets from our partners, The Good Things Foundation and arranged to deliver these to vulnerable families who were in need of them. The tablets helped everyone in the family to continue learning as the children could do their school work on them and the parents could take part in our courses. While delivering these, we also bought groceries that they needed from the supermarket which they could not get to during the lockdown.

In one of these families, the children were unwell, so we supported them to remotely book a COVID19 PCR test and provided information about how to get to it. After this, we helped again by supporting the family to make a late night call for emergency medical services as one of the children continued to be unwell.

Talking about Nature and Sustainability



An online group for BAME women

An opportunity to learn about the natural world around you and to practise your English

- Meet other women online
- Talk about gardening skills
- Learn about recycling and sustainable living
- Discover the natural world around you

Join our friendly Zoom Group by registering at waiyin.org.uk/register



English for
Everyday Writing
Skills

Tuesdays 3:30pm

Register at
waiyin.org.uk/register

- Letters
- Emails
- Reports
- Grammar
- Punctuation



Learner feedback

“I have had the opportunity to discuss my culture, International Women's Day and the things that are important for us as a class because we are from different countries and have different opinions.”

“I learnt about the British Values and I was able to hear different opinions from the other learners.”

“The lessons are very interesting and useful for life. The teacher presents the material very well, easily and clearly. I learn a lot of interesting things with each lesson and improve my English.”

“I liked everything about the class. I liked how it was really relaxing and Spring themed. This put me in a great mood.”

WOMEN & FAMILY SUPPORT

During this year, the Maya Project came to an end on 31st December 2020. The Women's Resilience Project started on 1st January 2021 and this allowed us to continue to support black and minority ethnic women and girls in Greater Manchester who were in a crisis situation. Many of our users were experiencing problems such as domestic violence, mental health issues and homelessness.

We worked in partnership with other agencies to support women who had children with special needs and those who needed support with parenting skills, as well as those who were not able to access mainstream services and support to help them to develop their aspirations and achieve their dreams.

We have achieved the following:

Over 100 women and their family members accessed our service

75 children were registered for the children's tutorials

10 women were referred to counselling sessions and they reported that the sessions helped them to reduce their stress and to have a better understanding of how to solve their problems.

3 parenting courses (teenage years and primary school ages) were delivered in 2020/2021. 8 women attended the sessions and reported that the courses improved their parenting skills.

Our key workers were involved in several court cases, i.e. divorce, care proceedings and child protection. One of the families reported that their children were returned to their care after they received support from our service.

4 domestic violence awareness sessions were delivered for a couple and they reported that they developed better ways of communicating as a result, as well as understanding how their behaviour impacted their children.

80% of the women we supported received their welfare benefit entitlement, improved their family relationships, reduced their social isolation and had better health and well-being.

2 women suffering from domestic violence left their abusive relationships and settled into alternative accommodation where they reported improved wellbeing.

10 women successfully applied for non-molestation orders to protect themselves and their children against domestic violence.

We supported our service users face to face where we could do so safely, or we contacted them remotely using WhatsApp, WeChat and Zoom to ensure that they could receive advice and help during the pandemic.

We offered them support with a wide range of services:

- One to one emotional support
- General advice
- Supporting parents with court cases
- COVID secure home visits
- Working with other teams (to offer counselling services and ESOL courses)
- Parenting courses (teenage years and primary school ages)
- Children's tutorials
- A domestic violence awareness session for a couple



Case Study

Ms Y suffered sudden abdominal pain on a Friday and this caused her to vomit every time she ate any food or drank water. She asked her daughter to buy paracetamol from the supermarket, which she took, but it did not help.

On the following Monday morning, we received an emergency phone call from her asking for urgent help. She described her pain and symptoms, which had not improved over the weekend. We helped her to contact her GP to try to get an emergency appointment, but the receptionist told us that nothing was available and that we should help her to attend the A&E department in the hospital. We asked one of the volunteers to help look after her children while we took her to A&E. Mrs Y said that she was very scared and asked us if she would die.

We took her to A&E, but we were not able to stay with her due to Covid-19. While she was there, we cleaned her house, cooked lunch for the children and contacted a family member to help her during the week. Ms Y waited in A&E for almost 5 hours and was transferred to another hospital for further examinations.

She was diagnosed as suffering from an infection in her intestines and was told that she needed to have operation the next day which would take a couple of hours. She said that the doctor had told her that if she had come to the hospital any later, she would have died. She stayed in the hospital until the following Friday, during which time we went to see her and brought her some food. We explained her medication instructions to her and we arranged for another volunteer to support her with the shopping and child care. The volunteer continued to stay with her and her family while she recovered. Mrs Y said that she really appreciated the support that we offered her. She said that she was very scared and had felt that she would die. She was not sure what she would have done without our support.

WELCOME CENTRE

This was an extremely challenging year for all at the Welcome Centre as a result of the Covid-19 Pandemic. The Centre was closed during Lockdown 1, although everyone managed to work remotely providing advice and support to service users. All ESOL courses were moved online and all other activities, including the Community Café, were suspended for the duration.

During this period the Centre worked in close partnership with another local charity, Rainbow Surprise, and with Manchester City Council delivering daily food parcels to vulnerable users throughout North Manchester. This continued during the subsequent lockdowns, delivering 1100 parcels in total.

The demand for advice grew quickly throughout the year as service users struggled during the Pandemic. Working closely with the North Manchester Community Partnership, 2 additional part time advice workers were employed so that more support could be provided. This was done on an appointment only basis, in a COVID secure environment, which proved to be very successful. A weekly remote session was established with the Citizens Advice Bureau and the monthly face-to-face Home Office sessions were changed to fortnightly remote appointments. We worked in partnership with 5 other local voluntary organisations in the North Manchester Partnership, setting up a collaborative approach to the COVID crisis. The Centre also became the lead organisation for the Trauma Response Hub in partnership with Manchester Local Care Organisation, NHS CCG, Manchester City Council and other voluntary organisations to provide support for, and build the confidence of, those who had experienced trauma during COVID. The Centre was also a hub for the delivery of the 2021 Census.

A handful of volunteers were invaluable throughout this very difficult year making sure that the Centre was a safe and welcoming space for service users. They maintained and planted up the Centre gardens, undertook various maintenance projects inside and outside the Centre including starting work on constructing a large polycarbonate greenhouse, sorted food donations from Costco for our emergency food parcels and ensured that service users understood the one way system in operation in the Centre to ensure it was COVID secure.



Throughout the year almost 2500 service users came through our doors, in spite of lockdowns. At least another 600 were helped remotely with advice, 70 people were provided with tablets and other smart devices, including laptops to improve IT skills, establish internet connectivity and help students with their online learning. 2,155 emergency food parcels were delivered.

Key Achievements

During this period, we had 10 new cases referred to us through the drop-in sessions that took place at the Dr Sylvia Sham Centre, hospitals, or other agencies. 16 volunteers in Wai Yin Macmillan Solutions were involved in providing support. Our team served a total of 32 clients.

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 medication, shopping for groceries, taking clients to clinics, and many more practical helpful tasks that people needed.

Regular volunteers' meetings

Volunteers were met with regularly via zoom to share their experiences of volunteering, receive updates on volunteer activities and to discuss the plans and promotional events for the project.

Training

On 4th December 2020, one of our volunteers who is a qualified ear reflexology practitioner helped to deliver an ear reflexology health talk to our team members and the wider community. A total of 76 participants joined the online zoom event.

Project promotion

In the first quarter of 2021, we had interviewed our clients and volunteers, and played their voice clips on Radio Sheung Lok with the aim of promoting our service to the wider Chinese community.



Answer Cancer Project

We invited our Macmillan volunteers to sign up as Answer Cancer Champions and helped them to promote cancer awareness.

We delivered online health talks on the following dates:

5 February 2021 – Cervical Screening Awareness & Prevention Health Talk

5 March 2021 – Bowel Screening Awareness & Prevention Health Talk

Both our volunteers and the wider community benefited from the events and were able to have their questions answered in the Q&A session.

FINANCIAL SUMMARY

Financial summary 2020/21

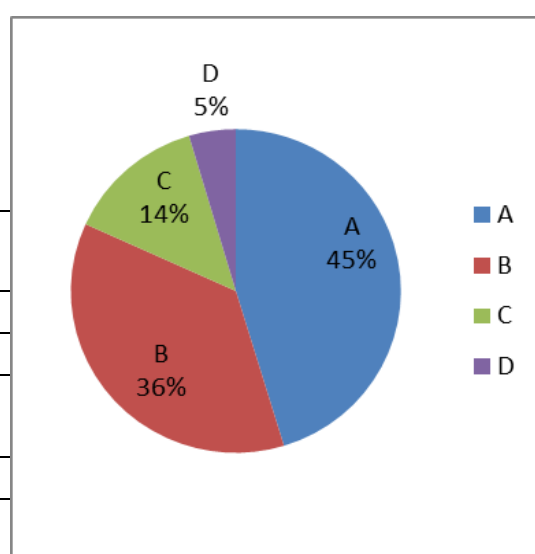
	TOTAL FUNDS	2021	2020
		£	£
Income & Expenditure	Income	765717	604351
	Expenditure	651828	640452
	Net Income (Expenditure)	113,889	-36,101

Reconciliation of Funds

Total funds brought forward	792,158	825,334
Restricted	1,981	5,157
Unrestricted	790,177	820,177
Total funds carried forward	920,004	792,158
Restricted	49,488	1,981
Unrestricted	870,516	790,177

Income sources 2020/21

A	Local government	346808
B	National funding	279382
C	Independent funders	104403
D	Other	35124
Total income		765717



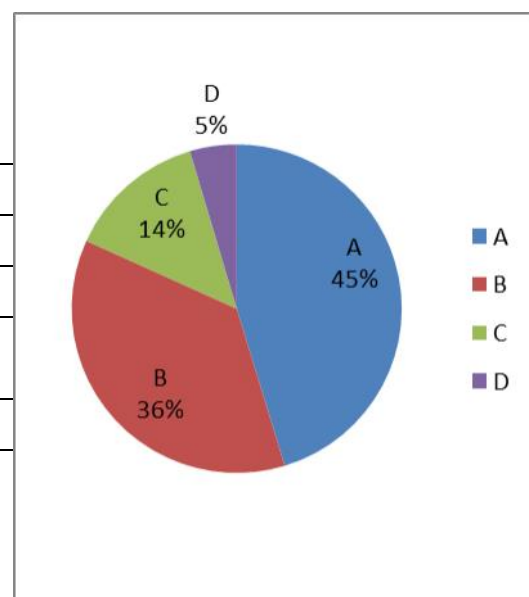
財政簡報 2020/21

	總資金	2021 £	2020 £
收入與支出	收入	765,717	604,351
	支出	651,828	640,452
	淨收入(不敷)	113,889	-36,101

資金對賬	總資金承前	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
	總資金結轉	920,004	792,158
	有限制用途資金	49,488	1,981
	無限制用途資金	870,516	790,177

收入來源 2020/21

A	地方政府	346,808
B	國營基金組織	279,382
C	獨立資助機構	104,403
D	其他	35,124
總收入		765,717



主要成就

透過Sylvia Sham博士中心，醫院或其他機構舉行的臨時會議轉介了10個新病例。慧妍社麥美倫癌症支援計劃的16名義工參與並提供支援。目前，我們團隊共為32家客戶提供服務。

我們為大曼徹斯特地區受癌症影響的服務使用者提供實際、情感和經濟方面的支持。我們還為大曼徹斯特以外地區的客戶提供電話支援。

我們通過與客戶電話交談，陪他們在公園裡散步以提供情感支援、代領取處方藥、購買雜貨、帶客戶去診所以及更多他們需要的實質幫助。

定期義工會議

通過zoom定期與義工會面，分享志願服務經驗並更新義工的活動，並討論有關計劃和推廣活動。

訓練

2020年12月4日，我們的一位義工是一名合格的耳朵反射療法從業員，他幫助我們的團隊成員和社區提供了耳朵反射療法健康講座。共有76名參與者參加了在線活動。

項目推廣

在2021年第一季，我們採訪了我們的客戶和義工，並在常樂電台播放了這些視頻，旨在向更廣泛的華人社區推廣我們的服務。

癌症答問計劃

我們邀請了我們的麥美倫癌症支援計劃義工報名參加「癌症答問冠軍」，並希望提高人們對癌症的認識。

我們在以下日期進行了在線健康講座：

2021年2月5日 - 宮頸篩查知識和預防健康講座

2021年3月5日 - 腸道篩查知識和預防健康講座

我們的義工和這社區的人都從這些活動中受益，並在問答環節中積極提出問題。



由於新冠狀肺炎大流行，對於歡迎中心的所有人來說，這是極具挑戰性的一年。該中心在第一次封鎖期間關閉，儘管每個人都設法遠端工作，為服務使用者提供建議和支援。所有 ESOL 課程都轉移到網上，所有其他活動，包括社區咖啡廳，在此期間都暫停了。

在此期間，該中心與另一家當地慈善機構 Rainbow Surprise 密切合作，並與曼徹斯特市議會合作，每天向北曼徹斯特的弱勢社群提供食品包裹。在隨後的封鎖期間，這種情況仍在繼續，總共交付了 1100 個包裹。

由於服務使用者在新冠狀肺炎大流行期間苦苦掙扎，這年來對諮詢的需求迅速增長。我們與北曼徹斯特社區夥伴關係密切合作，僱用了另外2名兼職諮詢工作者，以便提供更多的支援。為了工作者和使用者安全，我們只會支援預約諮詢者，事實證明這是非常成功的。與Citizens Advice Bureau建立了每週一次的遠程會議，每月的內政部面對面會議改為每兩週一次的遠端預約。我們與北曼徹斯特夥伴關係中的其他5個當地志願組織合作，建立了應對新冠狀肺炎危機的合作方法。該中心還與曼徹斯特地方護理組織，NHS CCG，曼徹斯特市議會和其他志願組織合作，成為創傷應對中心的牽頭組織，為那些在新冠狀肺炎期間經歷過創傷的人提供支援並建立信心。該中心也是2021年人口普查的中心。

在這個非常困難的一年中，我們寶貴的少數義工們確保了該中心成為服務使用者的安全和受歡迎的空間。他們維修和種植了中心的花園，在中心內外進行了各種維修項目，包括開始建造一個大型聚碳酸酯溫室，對Costco為我們的緊急食品包裹捐贈的食品進行分類，並確保服務使用者瞭解該中心運行

的單向系統，以確保其新冠狀肺炎下的安全。

儘管實施了封鎖，但全年仍有近2,500名服務用戶來到我們的中心。至少有600人得到了遠端諮詢的幫助，70人獲得了平板電腦和其他智能設備，包括筆記型電腦，以提高IT技能，建立互聯網連接並幫助學生進行在線學習。運送了2,155個緊急食品包。





個案研究

Y女士在一個星期五突然腹痛，這導致她每次吃任何食物或喝水時都會嘔吐。她女兒從超市買來 paracetamol，她食了但沒有任何幫助。

在接下來的星期一早上，我們接到她的緊急電話，要求緊急幫助。她描述了她的疼痛和癥狀，這些癥狀在週末沒有改善。我們幫助她聯繫了她的家庭醫生並試圖得到緊急預約，但接待員告訴我們預約已滿並說我們應該去醫院的急症室。當我們帶她去急症室時，我們請其中一名義工幫助照顧她的孩子，Y女士說她非常害怕，並問我們她是否會死。

我們帶她去了急症室，但由於疫情，我們無法陪她在一起。當她在那裡等候時，我們幫她打掃了她的房子，為孩子們做午餐，並聯繫了她的一位家庭成員在這週來幫助她。Y女士在急症室等了將近5個小時，然後被轉移到另一家醫院進行進一步檢查。

她被診斷患有腸道感染並需要在第二天進行手術，手術將需要幾個小時。醫生告訴她，如果她再遲一些才來醫院，她可能會死。她一直待在醫院直到下一個星期五，在此期間，我們去探她並給她帶了一些食物。我們向她解釋了如何用藥，並安排了另一名義工來支援她購物和照顧孩子。義工一直陪她和她的家人直至她康復。Y女士說，她非常感謝我們給予她的支援。她說她很害怕也覺得自己會死。她不確定如果沒有我們的支援，她會怎麼樣。

在這一年中，萌芽計劃於 2020 年 12 月 31 日結束。婦女復原力計劃於 2021 年 1 月 1 日開始，這使我們能夠繼續支援大曼徹斯特地區處於危機局勢中的黑人和少數民族婦女和女孩。我們的許多使用者都遇到了家庭暴力，心理健康和無家可歸等問題。

我們與其他機構合作，為有特殊需要的孩子的婦女和需要學習育兒技能的婦女，以及那些無法獲得主流服務和希望發展抱負和實現夢想的婦女提供支援。

我們在 WhatsApp，微信和 Zoom 這些遠端技術支援下為服務使用者提供諮詢服務。我們也安全地為服務使用者提供面對面的諮詢服務，以確保他們在新冠狀肺炎大流行期間可以獲得建議和幫助。

我們為他們提供了廣泛的服務支援：

- 一對一的情感支援
- 一般諮詢
- 為父母提供法庭案件支援
- 在新冠肺炎疫情環境，在安全下作家訪
- 與其他團隊合作（提供輔導服務和 ESOL 課程）
- 育兒課程（青少年和小學年層）
- 兒童輔導班
- 為夫婦舉辦家庭暴力知識課程

我們取得了以下成就：

- 我們為超過 100 名婦女及其家人提供了的服務
 - 75 名兒童報名參加兒童輔導班
 - 10 名婦女被轉介去輔導服務，她們都認為這些輔導幫助她們減輕了壓力，更好地瞭解如何解決問題。
 - 2020/2021 年開設了 3 次育兒課程（青少年和小學年層）。8 名婦女參加了這些課程，並報告說這些課程提高了她們的育兒技能。
 - 我們的主要員工參與了幾個法庭案件，即離婚、孩童照顧訴訟和兒童保護。其中一個家庭報告說，他們的孩子在得到我們服務的支援後被送回給他們照顧。
 - 為夫婦舉辦了 4 次提高對家庭暴力認識的課程，他們報告說，他們因此發展了更好的溝通方式，並瞭解他們的行為如何影響他們的孩子。
- 我們支持的婦女中有 80% 獲得了福利，改善了家庭關係，減少了社會孤立，並擁有更好的健康和生活。
- 2 名遭受家庭暴力的婦女離開了她們的虐待關係，搬進了其他住所，在那裡她們報告說她們的生活有所改善。
 - 10 名婦女成功申請了「禁止騷擾令」，以保護自己和子女免遭家庭暴力。

個案研究

在第一次封鎖開始時，我們從合作夥伴 The Good Things Foundation 那裡收到了一些平板電腦，並安排將這些平板電腦交付給需要它們的弱勢家庭。這些平板電腦幫助家庭中的每個人繼續學習，孩子們可以做他們的學校工課，父母可以參加我們的課程。我們還從超市購買了他們在封鎖期間無法購買到所需要的雜貨。

在其中一個家庭中，孩子們身體不適，我們幫助他們預訂新冠狀肺炎 PCR 測試，並提供了有關如何收到測試結果的資訊。在此之後，我們再次幫助他們在夜深撥打緊急醫療服務電話，因為他們其中一個孩子仍然身體不適。

我們與家人合作，為你確保他們再次有需要時懂得如何聯繫緊急服務。



學習者反饋

"我有機會討論我國的文化，國際婦女節以及對我們這個班級來說重要的事情，因為我們來自不同的國家，有不同的意見。"

"我瞭解了英國的價值觀，並且能夠聽到其他學習者的不同意見。"

"這些課程非常有趣，對生活有用。老師也很好，容易和清晰地解釋材料。我每節課都學到了很多有趣的東西，並提高了我的英語水準。"

新冠狀肺炎大流行和隨後的突然封鎖意味著我們的團隊必須迅速做出反應，以確保我們能夠繼續為學習者提供服務。我們為我們的團隊和導師在這個充滿挑戰的時期所做的工作感到非常自豪。我們設法將所有課程轉移到線上，團隊和導師非常努力地學習新的數位技能，創造創新的教學和溝通方式，以及支持學習者的 IT 技能，適應新的學習方式，同時保持線上安全。

開發新的溝通方法和管理好我們管理的方式非常重要，以確保我們能夠繼續為學習者提供高品質的學習體驗，我們建立了新的創新方式來安全地保存記錄，在線註冊學生並使用數位方法收集反饋。

在此期間，我們支援了 1,426 人，幫助他們學習新技能，改善他們的心理健康和生活。我們在大曼徹斯特地區開設了 50 門課程，並提供了一系列課程，包括 ESOL，普通話，計算機技能，食品安全，園藝，藝術和手工藝，工作俱樂部和家庭支援。我們與其他組織合作，為有需要的學習者提供 wifi 設備，我們又支援那些需要幫助才能掌握在線學習技能的使用者。我們的課程幫助學習者保持活躍，並通過防止社交孤立來幫助他們對抗因封鎖引起的焦慮和孤獨感。我們幫助語言學習者在有限的練習機會下也能保持和提高他們的英語技能，並允許他們更瞭解志願服務和就業技能，以便他們為封鎖後的時間做好準備。

對於在這個充滿挑戰的時期，到英國的新來者來說，我們的課程尤其重要，在今年下半年，其中包括許多來自香港的 BNO 身份的人。瞭解英國文化，傳統，工作場所和曼徹

斯特，同時提高他們的英語水準，真正幫助他們融入社區。

這是充滿新挑戰的艱難的一年，但我們認為，作為一個團隊，我們如此迅速地適應並繼續確保曼徹斯特的 BAME 使用者能夠獲得課程，使他們能夠改善生活，做出明智的決定，充滿信心地成長並繼續學習新技能，從而取得了更大的成就。



去年對我們所有人來說都是非常不同和艱難的一年。這新冠狀肺炎大流行使世界各地受到重創，其影響遍及我們的國家、我們的社區和我們的項目，以及我們自己。當我們回顧過去一年時，我們採用的新想法和提供支援方式的速度是驚人的。如果我們不在封鎖限制下工作，這些將花費許多年才能發展。在此期間，慧妍社青年項目設法制定了以下新的工作方式，以幫助正在經歷非常困難的弱勢群體。

- 在線青年聚會 - 每週舉辦兩次，我們一共會見了50多名年輕人
- 在線學業輔導支援 - 每週舉辦4天，以幫助年輕人完成學業
- 在線培訓課程 - 這些課程旨在向那些有語言障礙或學習障礙而無法理解信息的年輕人及其家人解釋及更新那不斷變化的有關封鎖資訊。
- 每週家訪弱勢青年，幫助他們照顧自己的心理健康，並向最需要幫助的人提供食品包。
- 向那些買不起電子設備的年輕人提供平板電腦和netbooks等電子設備，以便他們能夠繼續接受教育和社交聚會。
- 提供免費互聯網供無力承擔此費用的年輕人及其家庭與社區聯繫。

我們要感謝所有資助者，他們讓我們能夠靈活地使用資金，使我們能夠迅速調整我們的工作方法以適應變化。



我們為年輕人所做的工作簡要：

Aric在新冠狀肺炎大流行開始時是一名無證未成年人。不幸的是，他在封鎖期間年滿18歲，由於他的年齡和有語言的障礙並與機構之間有溝通困難，他的大部分支持都沒有繼續下去。他被孤立了，無法管理購物和接受教育等日常事務。慧妍社設法幫助他免費上網，我們幫他聯絡上大學，每週為他提供食品包，以幫助他度過新冠狀肺炎大流行的困難時期。當初我們見到他時，他甚是痛苦因為他的支持已經被停止。我們決定每2天就拜訪他一次，持續幾週，以舒緩他的壓力和擔憂。計劃進行得很順利，Aric在密集支援後再次站起來。更多像Aric一樣的人與我們一起經歷了新冠狀肺炎大流行，我們很高興在人類歷史的這個"不尋常的時期"，在他們的生命中發揮作用。

在疫情大流行之年，我們很高興還可以分享我們諮詢服務的年度報告。在禁足期間，這項服務的需求並沒有減少，我們在這期間雖然無法提供面對面的服務，但我們卻能提供電話支援。三方電話會議功能的方便，使我們幫助很多客戶解決了以下範疇的問題：

申領失業福利；申領國家養老金；社會住房申請；健康預約；護照更新；國民保險號碼申請；交通通行證；水電費問題；地稅；開立銀行賬戶；續保；離婚等等。

儘管我們的諮詢服務的營運基金有限，但通過志願者和員工，我們為不同社群提供了超過 338 次服務，幫助他們度過難關。其中三分之一是為新客戶，其餘為舊有客戶。

諮詢服務不是會獲得定期資助的主流服務，但我們盡最大努力向我們的社區提供此服務，因為我們知道，如果我們用戶的日常問

題不能解決，他們就無法改善他們的困局並脫離他們的舊圈子以獲得更美好的未來。

在結束時，我們很自豪地宣布，我們已在 2020 年成功重新獲得諮詢質量標準，因為我們的服務“仍然”達到國家標準水平。只要慧妍家庭組仍能運作，我們的目標就是一直提供諮詢服務，期待來年的新景象。



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由於新冠狀肺炎大流行，2020年對整個世界來說都是極具挑戰性的一年。常樂中心的服務也不例外，在封鎖期間，面對面的活動暫時停止。然而我們承諾，新冠狀肺炎大流行不應成為我們向使用者提供基本服務的障礙，我們創建了創新的替代方法，以維護使用者的福祉。

這方面的例子有：

- 我們撥打出了大約700個社交電話，為我們的使用者提供資訊和情感支援，以減少他們的孤立感。
- 我們向使用者提供了 1,000 多份熱餐和約 300 個文化食品包，以慶祝農曆新年，以便他們可以在封鎖期間享用營養食品並慶祝文化慶祝活動。
- 我們還使用遠端服務來支援使用者解決他們的困難，即福利，住房和醫院預約等。
- 我們利用資訊和技術支援，以便使用者可以參加線上活動，即太極拳，英語課程，普通話課程和健康講座。

我們成功為失智症項目申請了3個月的基金，我們為82名失智症患者及其護理人員提供服務，以增強和維持他們的心理健康。我們亦成功為「癌症答問計劃」爭取6個月的資助，向

華人社區推廣癌症篩查資料，並舉辦6場健康講座，推廣癌症篩查計劃。超過500名出席者參加了健康講座。

在新冠狀肺炎大流行期間，許多人感到不安全，無法控制自己的生活，這對他們的心理健康產生了負面影響。慧妍社成功申請短期資金，為大曼徹斯特地區的中國人提供心理治療服務。作為其中的一部分，我們在6個月內提供了大約300次一對一的諮詢。

感謝我們致誠的義工們在這個艱難的一年中繼續維持每月一次的常樂廣播。



收到從使用者女兒發來的電子郵件

"在這艱難的疫情形勢下，在我母親這特殊情況下，我們就像一個在遙遠的異國他鄉的孩子，可以得到慧妍社的照顧，我非常感謝慧妍社的幫助。我們仍然會努力地學習在線預訂送貨服務。在你們的關心下，讓媽媽在孤獨的生活中感到有些歡快，也給了媽媽面對實際疫情困難的信心。



陳麗緣

2020年4月見證了新冠肺炎大流行的早期階段，這也將帶給許多人一年的危機，損失和困難。然而，當世界上大多數地方進入封鎖狀態時，我們被公認為"必須服務"的社區支援工作仍在繼續進行。我為慧妍社的所有員工和義工們感到自豪，他們超越了職責範圍，為本地社區的弱勢社群服務。

連接，而不是被遺棄

在整個英國三次全國封鎖的期間，基本的人際接觸是我們多元社區中許多弱勢群體的生活所需，特別是那些獨居而且不會說英語的人。我們不僅透過解釋NHS關於需要"shielding"的信件和個人防護裝備（PPE）上提供支援外，還提供"check and chat"，通過電話與朋友聯繫支援，以及每天派送食品包。

世界所有的人都必須適應所有的變化，網上會議和課程很快成為一種新常態。我們繼續通過Zoom平台來提供一般諮詢，ESOL英語教育課程以及電腦和就業支援。對於那些獨自生活和不懂電腦的人，我們提供了平板電腦和使用支援，以便他們可以與家人進行視頻通話。

免受虐待

在這個充滿壓力和不確定的時期，我們繼續為父母和家庭提供支援。雖然在封鎖期間，家庭暴力和虐待率可悲地上升，針對中國人的種族主義仇恨犯罪事件也在增加，我們為受害者提供安全的地方，並為婦女提供復原力支援。任何人都不應該容忍虐待，在充滿挑戰的時期，確保社會各階層的安全與和平更為重要。

文化敏感性

我們的服務需要既具有文化敏感性和能力，以支援弱勢社群在這個充滿挑戰的時期能建立復原力。我們在三個社區中心為多元化和多元文化的社會提供服務。在新冠肺炎大流行和封鎖期間，開展這項工作的一些例子包括「東、西交匯」諮詢服務，「男性健康支援」和「癌症知識」計劃，以及在端午節期間在最需要愛的時候提供"愛的糉子"。

戰略夥伴關係，協作和活動

在這樣一個充滿挑戰的時代，我們沒有在孤立地工作，而是在合作中茁壯成長。這種夥伴關係對於改變社區至關重要。

我受《Independent Choices》的邀請，參加了一項全球性的"家庭暴力/社交媒體運動——16天的行動"活動，以提高人們對家庭暴力的支援的認識。在大曼徹斯特，我還參加了大曼徹斯特聯合管理局（GMCA）基於性別的暴力戰略諮詢。

我們很榮幸能為曼徹斯特美術館的"Uncertain Futures"展覽作出貢獻。該展覽涉及來自社會各地的各種年長婦女，分享她們在工作不平等方面面臨的問題和挑戰的真實生活經歷。

解決健康和社會不平等問題是需要繼續加強戰略夥伴關係和協作，以便我們能夠共同發聲，影響和塑造政策，並帶來更好的社會變革。



邱李惠霞

挑戰與機遇

憑著一支敬業又勤奮的團隊，今年擔任慧妍社董事會主席是一項非常有意義和愉快的任務。我們敬業的義工團隊，以及我們許多充滿活力的支持者和敬業樂業的員工，使慧妍社能夠繼續保持實力，並保持其自1988年開始的重要工作。

由於新冠肺炎大流行，今年是極具挑戰性的一年。為了應對這種極其困難的情況，我們的中心進行了很多變更，我們能夠在整個新冠肺炎大流行期間繼續為我們的社區提供所有急需的服務。在這個非常不尋常的情況下，慧妍社一直在努力申請資金來支持我們的工作，我們成功地獲得了額外的資金來支持我們的工作。我們的員工將繼續與其他組織合作，為我們所有的社區提供重要的服務。

2020年，我們失去了Tommy和Shirley這兩位主要的會員，我感到難過。Tommy是慧妍社前工作人員，在結束在慧妍社的工作後，他一直是義工團隊的核心成員。他花時間在歡迎中心和常樂中心幫忙。Shirley也是常樂中心的重要義工。他們兩人都為慧妍社的工作作出了巨大貢獻。我們將懷念他們，我要藉此機會特別感謝他們的寶貴工作。

我預計未來的一年將會是另一個艱難困苦的時期。然而，我們認為挑戰意味著機遇。只要每個人都共同努力，為我們的社區做到最好，我們將在這個充滿挑戰的時期創造更大的機會。

我在此恭賀我們其中一位正在放產假的行政總裁陳妍湘在這段期間誕下可愛的嬰兒。

最後，我要感謝所有董事會成員、我們的核心理義工們、我們的支持者和我們的工作員工，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：

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

www.waiyin.org.uk

email: info@waiyin.org.uk

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