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Wai Yin Society

Serving the community since 1988

Annual Report 2022/2023



INVESTORS
IN PEOPLE



YEAR IN NUMBERS

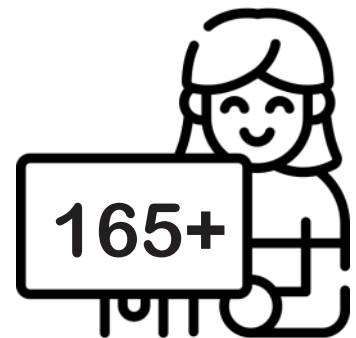
BOARD MEMBERS

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

STAFF LIST

Ms. Adrianna Lamraoui	Ms. Louise Wong
Mr. Alfred Chung	Ms. Man Man Liu
Ms. Amy Wong	Mrs. Marysia Bocquet
Mr. Boh Lum Ng	Ms. Ni Ruda
Ms. Christine Sin	Mr. Patrick Steele
Mrs. Circle Steele	Ms. Rainy Tsang
Ms. Cynthia Chiu	Ms. Sou Ha Yung
Ms. Connie Jung	Ms. Stella Chu
Ms. Gahmei Cheng	Ms. Susan Crabb
Ms. Grace Wong	Ms. Vanessa Cheung
Mr. Lok 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
Mr. Kyan Phing Chin	

Women & Children accessed family services



Young people supported

Befriending calls



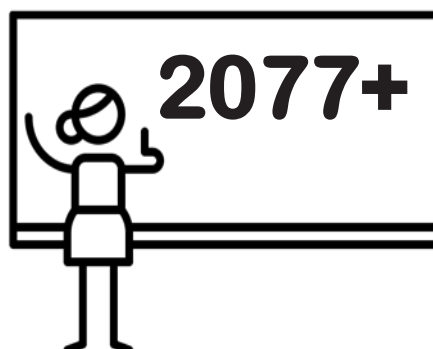
2050+



General advice Sessions



Healthy Meals served to users



Learners supported with new skills

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Registered Charity No. 1073437

Limited Company by Guarantee No. 3479994



Resilience Shines through adversity

In the face of unprecedented challenges, I'm proud to present Wai Yin Society's 2023 Annual Report. The past year tested our resolve, yet we emerged stronger, more resilient, and even more committed to our mission of community empowerment approach.

COVID-19 reshaped our world, and we responded swiftly. We provided essential relief, including food distribution and mental health support, helping communities rebuild. Simultaneously, we tackled the pressing cost of living crisis, offering community support to the users.

While facing service cutbacks, such as the Macmillan Cancer Project transitioning into the Wai Yin Cancer Project to continue serving our community. We successfully reprofiled and diversified our resources, ensuring the stability of our organization. We looked to our property investments and explored opportunities within our office building, actively seeking new investments.

Our inclusivity drive expanded our partnership, ensuring we reach an even wider range of communities. Our financial health remains robust and we are careful in financial management.

Collaboration with Lloyds Bank Consultants promises an even brighter future. Together, we have developed a strategic business plan to guide us towards greater community impact.

I extend my gratitude to our incredible board members, staff team, volunteers, and partners. Your dedication is the heart of our

organisation. Let's continue our journey, ensuring every community member thrives, whatever challenges may come.

Our Mission:

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



In a challenging year, we've learned to live, laugh, and find strength together, building resilience.

I am pleased to present our Annual Report for the past year, highlighting our achievements, service developments, and strategic direction. Despite the challenges posed by a dynamic environment, I am proud to share our progress in fulfilling our mission and ensuring sustainable growth.

Service Development and Community Support:

A significant milestone was securing a three-year grant from the OMVCS, enabling us to continue and enhance our services. This endorsement of our efforts underscores the impact we make in addressing critical health and social care challenges.

We diversified our funding streams by successfully obtaining grants from various sources, including Independent Age, which supported Chinese older people facing cost-of-living crises. Along with these grants, they allowed us to continue addressing the pressing issue of financial cutbacks from the City Council.

Healthcare Innovation: We delivered a hospital discharge programme that streamlined patient transitions, promoting efficiency in healthcare delivery. Collaborations with universities across the country have fostered innovative community engagement health research and education.

Engagement in Health Research: We are proud to acknowledge the significant contributions to the field of health research. As a member of the Black & Asian Minority Ethnic Research Advisory Group (BRAG), working closely with Vocal, we play a key role in shaping the direction of health research in the NIHR Manchester Biomedical Research Centre. Furthermore, I served as a nominated Governor to Manchester University NHS Foundation Trust and co-Chaired the Health Research Authority's development of their public involvement strategy event. These commitments underscore our organisation's dedication to advancing healthcare and research.

Invited Speaker at Universities: I am delighted to share that I had the privilege of being invited as a speaker at several esteemed universities during the past year. At Leicester University's School Media and Sociology department, I had the opportunity to share insightful community health research experiences with academic professionals. Additionally, I was honoured to join Cardiff University's Sociology conference as a speaker, where I engaged with fellow scholars on important issues related to Muslim women at work. Moreover, I had the privilege of giving guest lectures at MMU to nursing and healthcare students, reflecting on my journey from the very same university where I graduated.

Awards and Recognitions: Our commitment to addressing women 50+ at work issues through the "Uncertain Future" project, led by Manchester Art Gallery as the advisory group, earned us the Cultural Award for promoting equality and social justice.

Strategic Direction: As we look to the future, our strategic direction remains centred on delivering impactful services, fostering partnerships, and embracing innovation. We aim to strengthen our position as a leader in our sector, continually adapting to meet the evolving needs of our communities.

In conclusion, I extend my heartfelt gratitude to our dedicated board members, staff team, volunteers, and committed community members. Your collective efforts have driven our success, and we are excited to continue making a meaningful difference in the lives we touch.



The Sheung Lok Well Being Centre continues to provide various activities, such as Tai Chi, table tennis, karaoke, dancing, cultural celebrations, outings and health talks to enhance our service users' wellbeing. We provided English lessons and Art and Craft sessions for our service users to learn new skills.

We have engaged 302 service users in activities. The Luncheon Club remains the core activity at Sheung Lok Centre. We have provided 4958 healthy meals and 150 Chinese New Year goody bags to our users.

We provided around 472 befriending calls and home visits to provide practical and emotional support to enhance our users' wellbeing.

We have supported more than 60 Chinese older carers. We have regular carer meetings, outings and activities for our carers. 20 carers attended community lunch with 40 carers, who were from other partnership carer organisations to celebrate the year of the Rabbit on 26th January 2023. All the carers enjoyed the cultural celebration event. Feedback from one of the partnership organisations stated that "their service users had a happy and enjoyable time. What a warm and heartfelt welcome from Wai Yin Society and Sheung Lok team and so lovely to be together as a partnership."

63 people have been referred to the Kwan Wai (Mental Health) Project this year. We are providing practical and emotional support to users who have ongoing mental health support needs. We actively encourage and support our service users to engage in activities to improve their mental wellbeing. We work closely with the community Mental Health Team and health professionals to support our users.

Due to rising cost of living and rising energy bills, many service users were feeling pressured in winter. We provided 450 free meals through the Warm Hub Project

between November 2022 and March 2023. The impact of this project can be summarized by quoting some service users, "Participating in the project makes me feel happy and be loved." "Life is hard but sweet."



Key Achievements

We have had 16 new cases referred to us through the drop-in sessions that took place at the Dr. Sylvia Sham Centre, hospitals, or other agencies. 14 volunteers in Wai Yin Macmillan Solutions were involved in providing support. Currently we are serving a total of 40 clients in our team. 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 with 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 have recruited two volunteers who are BNO visa holders to meet the support needs of BNO referrals where they share similar cultural backgrounds. We provided befriending support, and practical support such as transportation advice, cancer treatment advice, and some understanding on the NHS system.

Regular volunteers' meeting

Volunteers attended both online and face-to-face meetings regularly to share experiences of volunteering and to update volunteers' activities, and to discuss the plans and promotion events for the project. On 10th January 2022, we organised a New Year's Lunch with our volunteers to get together and appreciate their dedicated work to the community.

Collaboration project

VOCAL Project

We attended three workshops hosted by Vocal who worked together with the prevention and early detection research team at the Manchester Biomedical Research Centre. The project aimed to find out what early detection research topics

should be prioritised in Greater Manchester.

- We facilitated the first workshop on 25th May 2022. Some of our clients and workers joined the workshop to review some examples of public participation in early detection research, unpack those experiences and think about how they might be improved.
- We facilitated the second workshop on 27th September 2022. Some of our Macmillan clients and some members of the community who has cancer experience were engaged in the workshop to share their experience and helped to raise awareness in the community.
- We attended the third workshop on 17th November 2022 in the University of Manchester. Our service users and member of staff joined the final action planning workshop on cancer early detection priorities in some of Manchester's underserved communities.

On 6th March 2023, we were invited by Vocal to join them celebrating our involvement in cancer research.

ICON project

We assisted to facilitate the online workshop Cancer and me – The power of our stories, organised by the Inequalities in Cancer Outcomes Network (ICON). We recruited eight participants to join the workshop on 14th July 2022. The event aimed to

- give people living with, beyond or caring for someone with cancer, opportunities to connect with others,
- enable those who may experience / are at risk of health inequalities to take part in the session and to share their stories,
- create a safe and supportive space to share and listen to stories and explore how this can be helpful,
- share information about the research and outline ways to be further involved.

GENERAL ADVICE

In the financial year 2022/23, Wai Yin has continued its mission of providing vital support and guidance to our community members. We are proud to present our annual performance report, highlighting our achievements, challenges and the pressing need for additional resources to sustain and enhance our services.

Service overview:

Wai Yin remains committed to delivering comprehensive advice and assistance to individuals across various demographics and this covers Manchester, Greater Manchester and Cheshire, and a small number of people from Wales. Over the course of the year, we conducted over 600 advisory sessions. These sessions encompassed a wide range of critical areas, including:

- State pension and pension credits
- Tax credits
- Housing applications and benefits
- Divorce
- Self-assessment tax returns
- Voluntary National Insurance Contributions (NIC)
- National Insurance Contributions number applications
- School admission
- Disability Living Allowance
- Passport renewals
- BNO visa applications
- Utility bill assistance
- DVLA issues

Typical quotes:

“Thank you for applying my pension.”

“Here are some chocolates as a thank you!”

Demographics:

Our services reached a diverse group of individuals, with the following demographic breakdown:

Female: 64%

Male: 36%

Age 25-34: 5%

Age 35-49: 42%

Age 50-64: 32%

Age 65+ : 21%

Wai Yin has made significant strides in providing essential advice and support to our community during 2022/23. However, the growing demand for our services necessitates increased funding to ensure we can continue making a positive impact on the lives of those we serve. We are committed to our mission and look forward to the opportunity to expand our reach and improve our services.



YOUTH PROJECT

Last year was a very different year for the Youth Project. The recovery from the lock down and new partnerships made us develop more funding opportunities. Wai Yin Youth Project managed to encounter more young people especially from Hong Kong. We want to thank all our funders for giving us the flexibility to spend the funds so we can amend our work so quickly to adapt to the changes.

Our Youth Project has been working with young migrants in the UK from different parts of the world. We have young people from the Far East, Middle East and Eastern Europe. We helped the new migrants to integrate into the UK living style by taking them to different



cities, tried out different outdoor activities and provided information sessions. During the project period, we encountered over 140 young people and supported them in different areas and also built their understanding of diversity, by organising different equality sessions to help young people to understand racial diversity, sexual orientation, and religious background. This created a diverse, inclusive, and friendly environment for our young people.

A (case study) story from a young person may explain better what our work is about:

Carol moved to the UK with her family in June and struggled to get into a primary school because June and July are the end of

term which makes school applications very difficult. When they contacted Wai Yin, we explained how the system works, and helped them to apply through online admission. It was a long waiting process as schools were not working during the summer. We recruited Carol into our summer programme, and helped her to have some peer support. We also supported the parents in other areas so they could settle and start planning for work and their new lives. The parents were new to the country and worried about the children's education; after having some sessions with Wai Yin, the parents started to understand more about the life in the UK, including living styles and rights. Both parents and Carol started to understand the education system in the UK and what help is given by the school to them.

Carol started to build up friendships with other young people attending the Define Yourself Session: the whole group has travelled to different parts of Manchester City centre, e.g. Spinning Fields, and Central Library. Carol also enjoyed the trip to the Science Museum, gained the confidence to check on different activities, gave her thoughts in the group, and spoke more in English. Carol is still stressed because of her new environment and responsibilities, but she now has a supporting network from a peer group to mitigate that pressure.



EDUCATION, TRAINING

& EMPLOYMENT

Education, Training and Employment (ETE) Team is arguably one of the most important departments of the Wai Yin Society. Our Team offered a wide range of activities for learners to learn English, life skills and enhance their wellbeing through a variety of learning opportunities that allowed them to become more independent in British life.

Many Hong Kong people have come to the UK in the past year after the government opened its policy to Hong Kong British National Overseas (BNO) passport holders in 2021. We are honoured to have the opportunity to receive funding from the Government to organise events and provide support to Hong Kong people who come to the UK, so that they can be taken care of physically, mentally and spiritually, and to help them start a new chapter in the UK.

As always, the ETE Team has been very busy throughout the year, not only arranging activities for HongKongers, but also continuing to organize a lot of courses and activities for people in need from different ethnic minority communities.

We continued to provide a blended learning as some learners were used to the online learning mode as a result of the pandemic. We are hugely proud of the work and the flexibility of our team and tutors in this year. We continued to improve the ways that we developed on communicating and managing our administration. We ensured we could continue to offer learners a high-quality learning experience and to secure record keeping, registering students online and gathering feedback using digital methods. During this period, we supported 2,077 people, helping them to learn new skills and improve their mental health and wellbeing. We delivered 98 classes and activities across Greater Manchester and provided courses in a range of subjects including ESOL, Mandarin, computer skills, food safety, gardening, walking groups,

community cohesion, arts and crafts, a workclub, cultural awareness and family support. We continued to work with other organisations to get Wi-Fi 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 alleviate the feelings of anxiety and loneliness caused by lockdown by preventing social isolation and creating social inclusion. We helped language learners to maintain and improve their English skills after the lockdown. The courses allowed people to learn more about volunteering and employability skills so that they were prepared for going into the job market. Our courses were particularly important for new arrivals who had come to the UK after the lockdown which include many people with BNO status from Hong Kong, and people from Ukraine. Learning about UK culture, traditions, the workplace, Manchester and other minority cultures 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:

A lady, who came from Hong Kong with her family, was looking for a job for more than six months (long term unemployed). She lacked confidence in looking for a job, and she was supported by the local job centre. In one of the outreach events, the lady was in touch with Wai Yin Society and talked about her situation with our ETE Coordinator. Here, she received general advice support, attended some of the courses and activities that was for BNO visa holders. Through the support from ETE and Family Team, the lady finally got a part-time job in a restaurant. And after a few months, she successfully gained a full-time job. She said that she was very grateful for all the support from the Wai Yin Staff, which helped her to build up confidence, to find a job that allows her to settle well in the UK.



Learner feedback

Learner A - "I learnt about illnesses and remedies. I learnt the names of my parts of the body."

Learner B - "It was useful. We practiced using modal verbs."

Learner C - "I feel this class is very useful for me."

Learner D - "We learned more vocabulary for housing such as terraced house, railings, drain pipe, chimney, dormer, balcony, roof...."

Learner E - "I hope to use English everyday; learn complete full sentences, skill use 'to be'."

Learner F - "I was grateful that Wai Yin supported me to go through the hard time."

Learner G - "The staff cared about my wellbeing and tried their best to support me as much as they can."

Learner I - "We learnt the culture of Jewish by attending the Jewish Museum."

Learner J - "I understand more about the UK society, met new friends and support others through volunteering at Wai Yin."

The past year has been a challenging one for our community centre as we navigated the turbulent waters of the cost of living crisis and continued to address the lingering effects of the Covid-19 pandemic. Despite these difficulties, we have remained steadfast in our commitment to serving our community. We adapted our services to meet the evolving needs of our service users and secured additional funding to support these efforts. Through our close collaboration with local organizations and strong community relationships, we have continued to provide holistic support to our community members.

We are proud to present this annual report, which highlights the significant impact of our services on the lives of our service users. Our programs have provided access to valuable advice, improved language and employability skills, enhanced physical and mental well-being, and reduced social isolation. We are deeply gratified by the positive outcomes we have achieved.

In this report, we include feedback from individual service users and our partners, and we share anonymized case stories of local individuals who have benefited from our services.

Service Provision

Advice

During 2022 - 2023, our advice service experienced its busiest period. To accommodate the increased demand, we transitioned from an appointments-only system to a drop-in system on one of our service days, allowing our advisor to assist more people efficiently.

We enhanced the efficiency of our reception team, enabling them to conduct quick triage assessments to determine whether a client requires immediate assistance or referral.

In collaboration with North Manchester Community Partnership (NMCP), we expanded our advice sessions by

welcoming two additional advisors every Tuesday.

Despite the ongoing cost of living crisis, the demand for our advice service remains high, with an increasing number of individuals seeking guidance on issues such as bills, housing, and financial support.

Our partner organizations appreciate our close relationship and the collaborative approach we take in addressing emerging needs within the community.

Warm Hub and food provision

To respond to the cost of living crisis, we initiated the Warm Hub program, providing a warm place for people to stay during the day and serving hot meals. This initiative, running twice a week (every Tuesday and Wednesday) between October 2022 and February 2023, was made possible through additional funding from Manchester City Council.

Our volunteers dedicated their time to prepare hot meals on these days, and individuals attending our activities had the opportunity to enjoy lunch at the Centre. We also offered take-away meals for those unable to stay.

Our foodbank service continues to operate once a week, thanks to donations from local organizations. In total, we distributed food parcels to 162 individuals, with half of them utilizing the service on multiple occasions.

Our partners speak highly of our collaborative efforts, which enable us to exchange food resources and work together seamlessly to support the community.

Community Integration Activities

Our well-being activities, including art and craft, calligraphy, gardening, and music sessions, have been well-received by the community and have a positive impact on mental health.

We introduced weekly yoga sessions in 2023, funded through Trauma Response funding from Manchester City Council.

Our music session has seen increasing attendance, and we received a piano donation from the local Jewish Museum, leading to the creation of a singing group "Welcome Choir".

Our garden, maintained by dedicated volunteers, has been a source of pride for the Centre. Our garden is utilized by other local organizations for various sessions, such as planting flowers and providing landscaping advice.

The Women's Group has grown in numbers, with around 15 regular participants attending weekly meetings. The addition of women-only yoga sessions and improved organization has enhanced the group's effectiveness.

We actively participated in two research projects, "Pathway to Work for Muslim Women" and a study on what independence means to older people. These projects allowed our community members to contribute their voices and experiences.

Throughout the year, we organized and hosted numerous events, attracting local residents and fostering community engagement. These events covered a wide range of themes, including cultural celebrations, awareness campaigns, and festivals.

Our Centre served as a polling station, facilitating local voting and civic engagement.

Volunteering

Over the past six months, 24 dedicated volunteers have contributed a total of 1882 volunteering hours. Our revamped volunteering program now accommodates both specific roles and general helping roles, attracting volunteers of diverse backgrounds.

Volunteers support various activities, including the Women's Group, walking group, cookery sessions, gardening, music groups, and reception work. Digital buddies assist users during IT sessions, offering guidance on tasks

such as navigating YouTube, online shopping, and form filling.

Volunteer Feedback:

"I first started going to the ESOL classes and events. I've also had help with my CV. I wanted to give back to Wai Yin and wanted to do some volunteering. I applied to be a kitchen volunteer and did my food hygiene course. Volunteering has allowed me to practise my English too. I have now managed to get a job at Manchester airport as kitchen staff."

Community Champions

We engaged local community members in several projects aimed at representing the community and influencing future developments.

Older community members participated in the University of Exeter research project, contributing to discussions on what independence means to them.

Six women from our community took part in the "Pathway to Work for Muslim Women" research project with Cardiff University, highlighting barriers and challenges for Muslim women in seeking employment.

Six individuals shared their stories for the "Our M8" project by Royal Exchange Theatre, envisioning the future of Cheetham Hill area. These stories will be used to create a short performance for the Cheetham Hill Festival.

Conclusion

In this challenging year, the Wai Yin Welcome Centre has remained a beacon of support and hope for our community. We are grateful for the dedication of our staff, volunteers, and partners who have enabled us to adapt and continue serving those in need. Our commitment to holistic support, community engagement, and empowerment remains unwavering, and we look forward to another year of positive impact and growth. Thank you to everyone who has made this possible.

The Safe Harbour Program, was launched on 1 April 2022 to support women and their children who suffer from domestic abuse and leading to more complex issues such as mental health, housing, financial crisis due to change of circumstances, child protection, ill health and other practical needs. Throughout the year, we collaborated with various professionals, including school teachers, social workers, healthcare professional and solicitors, and work with other Wai Yin project, Kwan Wai (Mental Health) Team.

The program is dedicated to assisting women from Hong Kong, China, Malaysia, Thailand, Vietnam etc, residing in Manchester and Greater Manchester. We have offered various services, including:

- One-on-One support
- Home visits and befriending
- Emotional support and counselling
- Monthly support groups, led by the women themselves.
- Day trips during school holidays
- Cultural celebrations such as Chinese New Year and the Mid-Autumn Festival
- Referrals to legal specialists
- Collaborative work with multiple agencies
- Supplementary school programs
- Practical support, such as temporary accommodation and food vouchers
- Training for parents with autistic children
- Parenting skills

Positive outcomes

Throughout the year, we achieved numerous successes, engaging with 65 women and over 100 children. Notably, 50% of these women experienced increased confidence and expanded their social networks within the community. 25% gained employment, 40% settled in new home, 40% feeling safer in the current environment. Our school holiday activities gained significant popularity, with over 100 women and their children participating. They reported improved mental well-being and a renewed sense of getting out and enjoying fresh air. Many women shared that these activities helped them reintegrate into society after the challenges of the Covid-19 pandemic, making them more outgoing and active within their communities.

Challenges

The challenges include situations where some women were unable to access housing support due to their immigration status, as well as difficulties in accessing public funds. Additionally, some service users initially refused to accept support, as they perceived it as being against cultural norms, believing that everyone should handle similar issues independently. However, we believe that sufficient trust can be built up by the professionalism, hard work, commitment and dedication of our workers, and this cultural challenge can be reduced.

Quotation:

A: "I am feeling very happy about being invited to the Mid-Autumn Festival event and the support group activity. This is my first time in the UK, celebrating the Moon Festival in the UK and meeting many wonderful women".

B: "I am happy to receive support from the project worker who helped me to find solution to solve my own problems and cope effectively. Without her I would feel very stressful and anxiety to cope everything myself".

FINANCIAL SUMMARY

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2023

	Unrestricted Funds	Restricted Funds	Year Ended 31.03.23 Total Funds	Year Ended 31.03.22 Total Funds
	£	£	£	£
INCOMING FROM:				
Donations and Gifts	7,301	-	7,301	1,996
Charitable Activities	110,790	735,894	846,684	746,371
Other trading activities	25,587	-	25,587	15,796
Investments	7,393	-	7,393	7,561
Other Income	1,030	-	1,030	1,732
TOTAL	152,101	735,894	887,995	773,456
EXPENDITURE ON:				
Raising Funds	2,051	-	2,051	1,486
Charitable Activities	79,089	741,236	820,325	745,546
TOTAL	81,140	741,236	822,376	747,032
NET INCOME (EXPENDITURE) BEFORE TRANSFERS	70,961	(5,342)	65,619	26,424
Gains (Losses) on Investment Assets	1,250		1,250	27,500
Gross Transfer between funds	-	-	-	-
NET MOVEMENT IN FUNDS	72,211	(5,342)	66,869	53,924
RECONCILIATION OF FUNDS				
Total Funds Brought Forward	956,833	17,095	973,928	920,004
TOTAL FUNDS CARRIED F/WD	1,029,044	11,753	1,040,797	973,928

FINANCIAL SUMMARY

二零二二至二零二三年度資產負債表

	2023 £	2022 £
固定資產		
固定資產	357,870	372,999
投資	116,250	115,000
流動資產		
負債者	5,682	8,779
現金/銀行存戶	665,622	609,208
	<u>671,304</u>	<u>617,987</u>
負債		
短期負債		
一年內	(104,627)	(132,058)
淨流動資產	566,677	485,929
淨資產	<u>1,040,797</u>	<u>973,928</u>
積聚金		
無限制資金	1,029,044	956,833
有限制資金	11,753	17,095
	<u>1,040,797</u>	<u>973,928</u>

BALANCE SHEET AS AT 31 MARCH 2023

	2023 £	2022 £
FIXED ASSETS		
Tangible Fixed Assets	357,870	372,999
Investment	116,250	115,000
CURRENT ASSETS		
Debtors	5,682	8,779
Cash at Bank and in Hand	665,622	609,208
	<u>671,304</u>	<u>617,987</u>
LIABILITIES:		
Amounts falling due within one year	(104,627)	(132,058)
NET CURRENT ASSETS	566,677	485,929
NET ASSETS	<u>1,040,797</u>	<u>973,928</u>
ACCUMULATED FUNDS		
Unrestricted	1,029,044	956,833
Restricted	11,753	17,095
	<u>1,040,797</u>	<u>973,928</u>

二零二二至二零二三年財務活動表

			Year Ended 31.03.23	Year Ended 31.03.22
	無限制用途 資金	有限制用途 資金	Total 總資金	Total 上年度資金
	£	£	£	£
收入				
捐贈	7,301	-	7,301	1,996
慈善用途	110,790	735,894	846,684	746,371
銀行利息	25,587	-	25,587	15,796
籌款	7,393	-	7,393	7,561
其它收入	1,030	-	1,030	1,732
總數	152,101	735,894	887,995	773,456
支出				
資金籌集	2,051	-	2,051	1,486
慈善活動	79,089	741,236	820,325	745,546
總數	81,140	741,236	822,376	747,032
轉賬前淨收入				
(支出)	70,961	(5,342)	65,619	26,424
	1,250		1,250	27,500
資金之間總轉賬	-	-	-	-
資金淨流動	72,211	(5,342)	66,869	53,924
資金對賬				
往年積聚金	956,833	17,095	973,928	920,004
總積聚金		11,753	1,040,797	973,928

避風港計劃於 2022 年 4 月 1 日啟動，旨在支援遭受家庭暴力困擾及衍生出更複雜問題的婦女和其子女，這些問題包括心理健康、住房、因情況變動而導致的財務危機、兒童保護、疾病以及其他實際需求。在整個年度中，我們與各種專業人士合作，包括學校教師、社工、醫療專業人員和律師，並與其他慧妍計劃、關懷（心理健康）團隊合作。

該計劃致力於協助居住在曼徹斯特和大曼徹斯特的香港、中國、馬來西亞、泰國、越南等地的女性。我們提供了各種服務，包括：

- 一對一支持
- 家訪及交朋友
- 情感支持與輔導
- 由婦女自行領導的每月的支援小組
- 學校假期期間的一日遊
- 農曆新年和中秋節等文化慶祝活動
- 轉介給法律專家
- 與多個機構合作
- Supplementary school programs
- 實際支持，例如臨時住宿和食物券
- 針對自閉症兒童家長的培訓
- 育兒技巧

積極成果

在整個年度中，我們取得了眾多成功，與 65 名婦女和 100 多名兒童合作。值得注意的是，這些婦女中有 50% 的人增強了自信，擴展了社區中的社交網絡。有 25% 的人獲得了就業，40% 安頓在新居，40% 感到在目前環境中更加安全。我們的學校假期活動受到了廣泛歡迎，



有 100 多名婦女及其子女參加。他們報告說，這些活動提高了心理健康，並重新感受到外出和享受新鮮空氣的快樂。許多婦女分享說，這些活動幫助她們在經歷新冠狀肺炎大流行的挑戰後重新融入社會，使她們更加外向，更積極參與社區。

挑戰

這些挑戰包括一些婦女因其移民身份而無法獲得住房支援，以及難以獲得公共資金。此外，一些服務使用者最初拒絕接受支援，因為他們認為這違反文化規範，認為每個人都應該獨立處理類似的問題。然而，我們相信，透過我們工作人員的專業、辛勤工作、承諾和奉獻，足夠的信任可以建立起來，這種文化挑戰可以減少。

引述：

A：「我對被邀請參加中秋節活動和支援小組活動感到非常高興。這是我第一次在英國慶祝中秋節，認識了許多出色的婦女。」

B：「我很高興能夠得到項目工作人員的支援，她幫助我找到解決問題和有效應對的方法。如果沒有她，我將感到非常壓力和焦慮，難以應對一切。」

- 我們的音樂課程出席人數不斷增加，並且我們收到了當地猶太博物館捐贈的鋼琴，從而組建了一個歌唱團體“歡迎合唱團”。

- 我們的花園由熱心的義工維護，一直是中心的驕傲。我們的花園被其他當地組織用來舉辦各種會議，例如種植花卉和提供景觀美化建議。

- 婦女團體的數量不斷增加，大約有 15 名定期參與者參加每週的會議。增加了僅限女性的瑜伽課程並改進了組織，提高了該團體的效率。

- 我們積極參與了兩個研究計劃：「穆斯林婦女的就業途徑」和一項關於獨立對老年人意味著什麼的研究。這些項目讓我們的社區成員能夠貢獻他們的聲音和經驗。

- 整年來，我們組織並舉辦了許多活動，吸引了當地居民並促進社區參與。這些活動涵蓋了廣泛的主題，包括文化慶祝活動、宣傳活動和節日。

- 我們的中心作為一個投票站，促進當地投票和公民參與。

義工服務

- 在過去的六個月裡，24 位熱心義工總共貢獻了 1882 小時的義工服務時間。我們改進後的義工服務計劃現在既能容納特定角色，也能容納一般幫助角色，吸引了不同背景的義工。

- 義工支援各種活動，包括婦女團體、徒走小組、烹飪課程、園藝、音樂小組和接待工作。數位夥伴在 IT 會議期間為使用者提供協助，提供有關 YouTube 導航、線上購物和表格填寫等任務的指導。

義工回饋：

「我最初開始參加 ESOL 課程和活動。我的履歷也得到了幫助。我想回饋慧妍社，想做一些義工

服務。我申請成為一名廚房義工，並完成了我的食物衛生課程…義工服務也讓我練習了英語。我現在已經在曼徹斯特機場找到了一份廚房工作人員的工作。”

社區冠軍

- 我們吸引了當地社區成員參與了多個旨在代表社區並影響未來發展的計劃。

- 年長的社區成員參與了埃克塞特大學的研究項目，就獨立意味甚麼對他們進行了討論。

- 我們社區的六名婦女參加了與卡迪夫大學合作的「穆斯林婦女就業途徑」研究項目，強調了穆斯林婦女在尋求就業方面的障礙和挑戰。

- 六位人士分享了他們關於皇家交流劇院「我們的 M8」計劃的故事，並展望了 Cheetham Hill 地區的未來。這些故事將被用來為奇塔姆山音樂節創作一個簡短的表演。

結論

在這充滿挑戰的一年裡，慧妍社歡迎中心仍然是我們社區支持與希望的燈塔。我們感謝我們的員工、義工和合作夥伴的奉獻精神，他們使我們能夠適應並繼續為有需要的人提供服務。我們對整體支持、社區參與和賦權的承諾仍然堅定不移，我們期待新的一年產生積極影響和成長。感謝所有使這一切成為可能的人。

過去的一年對我們的社區中心來說是充滿挑戰的一年，我們度過了生活成本危機的洶湧浪潮，並繼續解決新冠狀肺炎大流行的揮之不去的影響。儘管有這些困難，我們仍然堅定不移地致力於為社區服務。我們調整了我們的服務，以滿足服務使用者不斷變化的需求，並獲得了額外的資金來支持這些努力。透過與當地組織的密切合作和牢固的社區關係，我們繼續為社區成員提供全面的支持。

我們為自己能夠呈現這份年度報告感到自豪，它突出了我們的服務對我們服務用戶生活的重大影響。我們的項目為人們提供了有價值的建議，提高了語言和就業技能，增強了身心健康，並減少了社交孤立。我們對所取得的正面成果深感欣慰。

在這份報告中，我們包括了個別服務用戶和我們的合作伙伴的反饋，並分享了從我們的服務中受益的本地個人的匿名案例故事。

服務提供

諮詢

• 2022 年至 2023 年，我們的諮詢服務經歷了最繁忙的時期。為了滿足不斷增長的需求，我們將從只接受預約的系統轉變為在我們的某個服務日采取不需預約的方式，以更高效地協助更多人。

• 我們提高了接待團隊的效率，使他們能夠進行快速分類評估，以確定客戶是否需要立即協助或轉介。

• 我們與北曼徹斯特社區合作夥伴(NMCP)合作，我們通過在每個星期二歡迎兩名額外的顧問，擴大了我們的諮詢服務。

• 儘管生活成本危機持續存在，使用者對我們諮詢服務的需求仍然很高，越來越多的人尋求有關帳單、住房和財務支援等問題的指導。

我們的合作夥伴組織讚賞我們的密切關係以及我們在解決社區內新興需求時所採取的協作方法。

溫暖中心和食物供應

• 為應對生活成本危機，我們啟動了「溫暖中心」計劃，為人們提供白天住宿的溫暖場所並提供熱食。該倡議在 2022 年 10 月至 2023 年 2 月期間每週運行兩次（每週二和週三），是透過曼徹斯特市議會的額外資助得以實現的。

• 我的義工在這些日子裏投入時間準備熱飯菜，參加我們活動的個人有機會在中心享用午餐。我們也為無法入住的客人提供外帶餐點。

• 由於當地組織的捐贈，我們的食物銀行服務繼續每週運行一次。我們總共向 162 人分發了食品包，其中一半人多次使用該服務。我們的合作夥伴高度評價我們的合作努力，這些努力使我們能夠交換糧食資源並無縫合作以支持社區。

社區融合活動

• 我們的福祉活動，包括藝術和手工藝、書法、園藝和音樂課程，受到了社區的好評，並對心理健康產生了積極的影響。

• 我們在 2023 年推出了每週一次的瑜珈課程，由曼徹斯特市議會的創傷應變基金資助。

案例分析：

一位與家人一起從香港來的女士，找工作已經六個月了（長期失業）。她對找工作缺乏信心，當地就業中心為她提供了支持。在其中一項外展活動中，這位女士與慧妍社取得聯繫，並與我們的 ETE 協調員談論了她的情況。在這裡，她獲得了一般建議支持，並參加了一些針對 BNO 簽證持有者的課程和活動。在 ETE 和家庭團隊的支持下，這位女士終於在一家餐廳找到了一份兼職工作。幾個月後，她成功找到了一份全職工作。她表示非常感謝慧妍社員工的支持，讓她建立了信心，找到了一份可以在英國安居樂業的工作。



學員反饋：

學習者回饋（引述）：

學習者 A - “我了解了疾病和治療方法。我學會了身體各部位的名稱。”

學習者 B - “進展順利。我們的老師很友善，樂於助人。”

學習者 C - “這很有用。我們練習使用情態動詞。”

學習者 D - “我覺得這門課對我來說非常有用。”

學習者 E - “我們學習了更多有關住房的詞彙，例如聯排別墅、欄桿、排水管、煙囪、老虎窗、陽台、屋頂…”

學習者 F - “我希望每天都使用英語；學習完整的完整句子，技能使用 ‘to be’ 。”

學員 G - “我很感激慧妍社支持我度過難關。”

學習者 H - “工作人員關心我的健康，並盡力為我提供盡可能多的支持。”

學習者 I - “我們透過參觀猶太博物館了解了猶太文化。”

學習者 J - “參加慧妍社的活動時，我認識了一些新朋友。”

由於於在此期間冠狀病毒仍在我們身邊，我們繼續提供線上課程，因為我們的學習者對返回面對面的環境沒有信心。在這個充滿挑戰的時期，我們為我們的團隊和導師所做的工作感到無比自豪。

教育、培訓和就業（ETE）團隊可以說是慧妍社最重要的部門之一。我們的團隊為學習者提供了廣泛的活動，幫助他們學習英語、生活技能，並透過各種學習機會來提高他們的福祉，使他們在英國生活中變得更加獨立。

到 2021 年，政府對香港英國國民海外（BNO）護照持有者開放政策後，過去一年有許多香港人來到英國。我們很榮幸能有機會獲得政府資助，為來到英國的香港人舉辦活動和提供支持，讓他們在身體、心理和精神上得到照顧，並幫助他們在英國開啟新的一章。

一如往年，ETE 團隊一整年都很忙碌，不僅為香港人安排活動，也持續為不同少數族裔社區有需要的人士舉辦許多課程和活動。

由於疫情的影響，一些學習者已經習慣了線上學習模式，因此我們繼續提供混合式學習。我們為我們的團隊和導師今年的工作和靈活性感到非常自豪。我們繼續改進我們在溝通和管理行政方面所發展的方式。我們確保能夠繼續為學習者提供高品質的學習體驗，並確保記錄保存、線上註冊學生並使用數位式方法收集回饋。在此期間，我們為 2,077 人提供了支持，幫助他們學習新技能並改善他們的心理健康和福祉。我們在大曼徹斯特地區開設了 98 門課程和活動，提供

一系列科目的課程，包括 ESOL、普通話、電腦技能、食品安全、園藝、步行團體、社區凝聚力、藝術和手工藝、工作俱樂部、文化意識和家庭支持。我們繼續與其他組織合作，為有需要的學習者提供 Wi-Fi 套餐和設備，並為需要幫助掌握線上學習所需數位技能的人提供支援。我們的課程幫助學習者保持活躍，並透過防止社會孤立和創造社會包容來幫助他們減輕封鎖而造成的焦慮和孤獨感。我們幫助語言學習者在封鎖後保持和提高他們的英語技能。這些課程讓人們了解更多有關義工服務和就業技能的知識，以便他們為進入就業市場做好準備。我們的課程對於封鎖後來到英國的新移民尤其重要，其中包括許多來自香港的 BNO 身份人士和來自烏克蘭的人士。了解英國文化、傳統、工作場所、曼徹斯特和其他少數族裔文化，同時提高英語水平，確實有助於他們融入社區。這是充滿新挑戰的艱難的一年，但我們認為，作為一個團隊，我們已經取得了很大的成就，透過如此迅速的適應，並繼續確保曼徹斯特的黑人、少數族裔和少數族裔人士能夠參加，能夠改善他們生活的課程，做出明智的決定，增強信心並繼續學習新技能。

去年對於青年計劃來說是非常不同的一年。從封鎖中恢復和新的合作夥伴關係使我們獲得了更多的資金機會。慧妍社青年項目成功接觸到更多來自香港的年輕人。我們要感謝所有資助者給予我們資金使用的靈活性，以便我們能夠迅速調整工作以適應變化。



我們的青年項目一直在英國與來自世界不同地區的年輕移民合作。我們有來自遠東、中東和東歐的年輕人。我們通過帶領他們參觀不同城市，嘗試不同的戶外活動並提供信息會議，幫助新移民融入英國的生活方式。在項目期間，我們遇到了超過140名年輕人，並在不同領域支持了他們，並通過組織不同的平等會議來建立他們對多樣性的理解，幫助年輕人了解種族多樣性、性取向和宗教背景。這為我們的年輕人創造了一個多元、包容且友好的環境。

以下是一個年輕人的（案例研究）故事，可能更好地解釋我們的工作：

Carol於去年六月與家人移居英國並努力申請小學學位，由於六月和七月是學期的結束，

學校申請變得非常困難。當他們聯繫到慧妍社時，我們解釋了系統的運作方式，並幫助他們通過在線報名進行申請。由於學校在夏季期間不運作，這是一個漫長的等待過程。我們將Carol招入我們的暑期計劃中，並幫助她得到了一些同伴支持。我們也在其他領域為父母提供支持，以便他們可以安頓下來，並開始為工作和新生活做計劃。剛來英的父母通常會擔心孩子的教育問題，在與慧妍社進行了一些交談後，父母開始更多地了解英國的生活，包括生活方式和權利。父母和Carol都開始了解英國的教育體系以及學校為他們提供了哪些幫助。

Carol開始與其他參加「定義自己」會議的年輕人建立友誼：整個小組遊覽了曼徹斯特市中心的的不同地方，例如紡紗場和中央圖書館。Carol也享受科學博物館之旅，增強了參加不同活動的信心，在小組中發表了自己的想法，並更多地用英語交談。由於新的環境和責任，Carol仍然感到壓力，但她現在有了來自同伴群體的支持網絡來減輕這種壓力。



在 2022/23 財政年度，慧妍社繼續履行其使命，為社區提供重要的支援和指導。我們自豪地發佈我們的年度報告，突顯我們的成就、挑戰，以及持續和增強我們的服務所需的額外資源。

服務概述：

慧妍社仍致力於為不同人口組群提供全面的建議和協助，包括曼徹斯特、大曼徹斯特、柴郡，以及一小部分來自威爾士的人。在這一年的過程中，我們進行了 600 多個諮詢會議。這些會議涵蓋了一系列重要領域，包括：

- 國家養老金和養老金補助
- 稅務諮詢
- 住房申請和福利
- 離婚
- 稅務申報
- 國民保險自願供款
- 國民保險號碼申請
- 申請入學
- 殘疾生活津貼
- 護照續期
- BNO 簽證申請
- 公共事業帳單協助
- DVLA 問題

感謝：

“感謝您幫忙申請我的養老金。”
“這是一些巧克力，表示感謝！”

人口統計：

我們的服務觸及到了各種各樣的人，以下是人口的分佈：

女性：64%

男性：36%

年齡 25-34：5%

年齡 35-49：42%

年齡 50-64：32%

年齡 65+：21%

慧妍社在 2022/23 年度在為社區提供基本建議和支援方面取得了重大進展。然而，對我們服務的需求不斷增長的情況下，我們需要增加資金，以確保我們能夠繼續對我們服務對象作出支援，使他們的生活產生積極影響。我們堅守著我們的使命，期待擴大我們的影響力並改進我們的服務。



主要成就

透過Sylvia Sham博士中心、醫院或其他機構舉辦的臨時會議轉介了16個新病例。慧妍社麥美倫癌症支援計劃的14名義工參與並提供支援。目前，我們團隊共為40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援。我們也為大曼徹斯特以外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。

我們招募了兩位持有BNO簽證的義工，以滿足具有相似文化背景的BNO用戶的支持需求。我們提供了友誼和實際兩方面的支持，例如交通建議、癌症治療建議以及對NHS系統的一些了解。

定期志工聚會

義工定期參加線上會議和面對面會議，分享義工服務經驗並更新義工的活動，並討論有關計劃和推廣活動。2022年1月10日，我們與義工一起舉辦了新年午餐，感謝他們為社區所做的奉獻。

合作項目

1. 聲樂項目

我們參加了由Vocal主辦的三場研討會，他們與曼徹斯特生物醫學研究中心的預防和早期檢測研究團隊合作。該計劃旨在找出大曼徹斯特應該優先考慮哪些早期檢測研究主題。

- 我們於2022年5月25日舉辦了第一次研討會。我們的一些客戶和工作人員參加了研討會，審查了早期檢測研究中公眾參與的一些示例，深入探討這些經驗，並思考如何改進它們。

- 我們於2022年9月27日舉辦了第二次研討會。我們的一些麥克米倫客戶和一些有癌症經驗的社區成員參加了研討會，分享他們的經驗，並幫助提高社區的認識。

- 我們參加了2022年11月17日在曼徹斯特大學舉行的第三次研討會。我們的服務使用者和員工參加了有關曼徹斯特一些未受服務社區中癌症早期檢測優先事項的最終行動計劃工作坊。

2023年3月6日，我們應Vocal的邀請，參加了慶祝我們參與癌症研究的活動。

2. ICON項目

我們協助推動了由癌症不平等結果網絡

(ICON)組織的在線研討會"癌症與我 - 我們故事的力量"。我們招募了八名參與者參加了於2022年7月14日舉辦的研討會。該活動旨在：

- 為那些與癌症患者一同生活、康復或照顧癌症患者的人提供機會聯繫其他人，
- 使那些可能經歷/面臨健康不平等風險的人參與會議並分享他們的故事，
- 創造一個安全和支持性的空間來分享和聆聽故事，並探討如何有所幫助，
- 分享有關研究的資訊並概述進一步參與的方式。

常樂中心持續提供各種活動，例如太極、乒乓球、卡拉OK、舞蹈、文化慶典、郊遊及健康講座等，以增進我們的服務用戶的福祉。我們為服務使用者提供英語課程以及藝術和手工藝課程，以學習新的技能。

我們已吸引了 302 位服務使用者參與活動。午餐會仍是常樂中心的核心活動。我們已為使用者提供了4958份健康餐和150個春節禮包。

我們提供了約 472 次陪伴電話和家訪，提供實際和情感支持，以提高用戶的福祉。

今年已經有63人被轉介到關懷（心理健康）計劃。我們正在為有持續心理健康支持需求的用戶提供實際和情感支持。我們積極鼓勵和支持服務使用者參與改善心理健康的活動。我們與社區心理健康團隊和健康專業人員密切合作，為我們的用戶提供支援。

由於生活成本上升和能源費用上漲，許多服務使用者在冬季感到壓力。2022年11月至2023年3月期間，我們透過「溫暖之家」計劃提供了450頓免費餐點。該計劃的影響可以用一些服務使用者的話來總結：“參與這個計劃讓我感到快樂和被愛。”



我們支持了60多名中國老年照顧者。我們為照顧者定期舉行會議，組織郊遊和活動。2023年1月26日，有20名照顧者與來自其他合作照顧者機構的40名照顧者一起參加了社區午餐，慶祝兔年。所有照顧者都享受了這次文化慶祝活動。其中一個合作組織的回饋表示，“他們的服務使用者度過了愉快而愉悅的時光。慧妍社和常樂中心團隊對我們表示熱烈和衷心的歡迎，能夠成為合作夥伴真是太好了。”

“生活是艱難的，但也是甜蜜的。”



陳麗緣

“在充滿挑戰的一年裡，我們學會了生活、歡笑、一起尋找力量、建立了韌性”

我很高興向大家介紹我們過去一年的年度報告，重點介紹我們的成就、服務發展和策略方向。儘管充滿活力的環境帶來了挑戰，但我很自豪地分享我們在履行使命和持續成長方面取得的進展。

服務發展和社區支持：獲得OMVCS的三年資助是一個重要的里程碑，使我們能夠繼續和加強我們的服務。這對我們努力的認可突顯了我們在應對關鍵的健康和社會護理挑戰方面所產生的影響。

我們成功地從各方面獲得了資助，成功獲得了來自各種來源的資助，包括支持面臨生活成本危機的華人長者的Independent Age。除了這些資助，它們也讓我們能夠繼續應對市議會的財政削減等迫切問題。

醫療保健創新：我們推出了一個醫院出院計劃，簡化了病人過渡，提高了醫療服務的效率。與全國各地的大學的合作促進了創新的社區參與健康研究和教育。

參與健康研究：我們很自豪地承認對健康研究領域的重大貢獻。作為黑人和亞裔少數族裔研究諮詢小組 (BRAG) 的成員，我們與Vocal 密切合作，並塑造 NIHR 曼徹斯特生物醫學研究中心的健康研究方向方面發揮關鍵作用。此外，我被提名為曼徹斯特大學 NHS 基金會信託的董事，並共同主持了健康研究管理機構的公眾參與策略活動的發展。這些承諾強調了我們組織致力於推動醫療保健和研究。

大學演講嘉賓：我很高興與大家分享，去年我有幸受邀在幾所著名大學擔任演講嘉賓。在萊斯特大學的學校媒體和社會學系，我有機會與學術專業人士分享富有洞見的社區健康研究經驗。此外，我很榮幸能夠作為演講者參加卡迪夫大學的社會學會議，在會議中我與其他學者討論了與工作中的穆斯林女性相關的重要問題。此外，我有幸在 MMU 為護理和醫療保健專業的學生做客席講座，回顧了我從同一所大學畢業的旅程。

獎項和認可：我們通過“不確定的未來”項目，由曼徹斯特藝術畫廊領導，致力於解決 50 歲以上婦女在工作中的問題，為我們贏得了促進平等和社會正義的文化獎。

策略方向：展望未來，我們的策略方向仍以提供有影響力的服務、促進合作夥伴關係和擁抱創新為中心。我們的目標是加強我們作為行業領導者的地位，不斷適應以滿足我們社區不斷變化的需求。

總結，我向我們敬業的董事會成員、員工團隊、義工和忠誠的社區成員致以衷心的感謝。你們的共同努力推動了我們的成功，我們很高興能夠繼續為我們的生活帶來有意義的改變。



邱李惠霞

逆境中的韌力

面對前所未有的挑戰，我很自豪地呈交慧妍社2023年年報。過去的一年考驗了我們的決心，使我們變得更強大、更有韌性，並且更致力於我們在這社區所賦與的權力與使命。

新冠狀肺炎大流行重塑了我們的世界，我們迅速做出了反應。我們提供了必要的援助，包括食物分派和心理健康支持，幫助社區重建。同時，我們援解了緊迫的生活成本危機，為使用者提供社群支援。

同時，面臨服務削減，例如麥美倫癌症計劃轉變為慧妍社癌症計劃以繼續為我們的社區服務。我們成功地重新調整和分配我們的資源，確保了我們組織的穩定性。我們審視了我們的不動產投資，並探索了辦公大樓內的機會，積極尋求新的投資。

我們包容地擴大了我們的合作夥伴關係，確保我們涵蓋更廣泛的社區。我們的財務狀況依然穩健，而且我們在財務管理方面非常謹慎。

與Lloyds Bank顧問公司的合作有望帶來更光明的未來。我們共同製定了擴展業務計劃，使我們實現更大的社區影響力。

我向我們優秀的董事會成員、員工團隊、義工和合作夥伴表示感謝。您的奉獻精神是我們組織的核心。讓我們繼續我們的旅程，確保每個社區成員都能蓬勃發展，無論遇到什麼挑戰。

我們的使命:

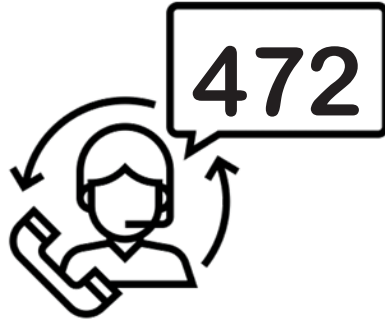
克服障礙, 創造機會, 扶持和提升能力, 實現更好的生活.

我們的服務成果

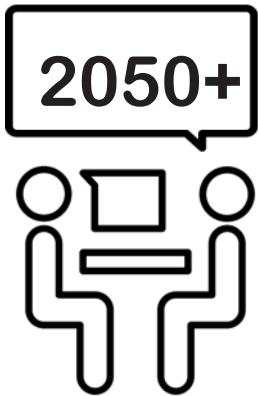
婦女和兒童使用
家庭服務



友好電話服務



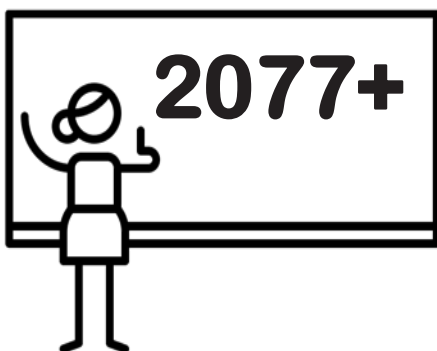
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