



慧妍社

Wai Yin Society

Serving the community since 1988

Annual Report 2023/2024



YEAR IN NUMBERS

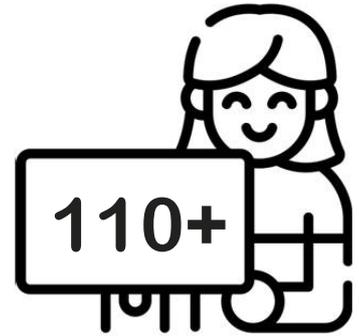
BOARD MEMBERS

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

STAFF LIST

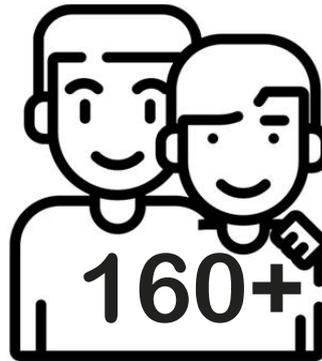
Ms. Adrianna Lamraoui	Mr. Kyan Phing Chin
Mr. Alfred Chung	Ms. Louise Wong
Ms. Amy Wong	Ms. Man Man Liu
Mr. Boh Lum Ng	Mr. Martin Tang
Ms. Christine Sin	Mrs. Marysia Bocquet
Mrs. Circle Steele	Ms. Ni Ruda
Ms. Connie Jung	Mr. Patrick Steele
Ms. Gahmei Cheng	Ms. Rainy Tsang
Mr. Iok Seng Lai	Ms. Sou Ha Yung
Ms. Janet Lim	Ms. Stella Chu
Ms. Jenny Chow	Ms. Vanessa Cheung
Ms. Jenny Tsang	Ms. Woon Lay-Cheng
Ms. Joanna Cwirko Godycka	Ms. Xue Yan Chen
Ms. Joanna Login	Ms. Yan Ming Tan

Women & Children accessed family services



Befriending calls

723



Young people supported



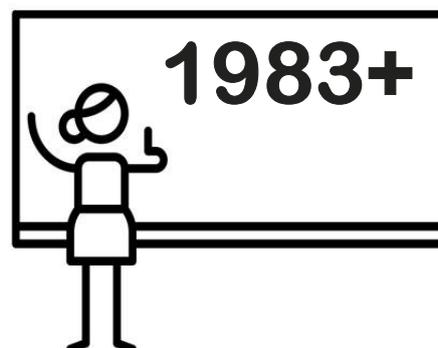
Volunteer Hours



Kwan Wai Mental Health well being supported users



Healthy Meals served to users



Learners supported with new skills

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

Limited Company by Guarantee No. 3479994



Reflecting upon Challenges

As we reflect on the past year, I am filled with both pride and gratitude for the journey we have shared as an organisation. It has been a year of celebration, challenges, and significant achievements that highlight the resilience and commitment of everyone involved.

One of the most exciting moments of the year was receiving an invitation to attend the King's Coronation Garden Party at Buckingham Palace with our CEO, Circle Steele. This honour reflects the recognition of our organisation's impact and the trust that our community places in us.

Like many organisations, we continue to face the ongoing challenge of limited resources in the current economic climate. These difficulties test our resolve, but also push us to innovate and adapt to meet the needs of our community.

This year provided us with an opportunity to reflect on our history and growth. From our beginnings, supporting Chinese women affected by domestic abuse, we have evolved to serve a much more diverse community. Despite the challenges, our drive to serve remains unwavering. We are proud to have made a difference in the lives of so many, providing trusted and needed services that our community members rely on.

Our achievements would not have been possible without the dedication and hard work of our trustees, staff members, and volunteers. Their passion and effort continue to inspire and propel us forward.

As we look to the future, we remain committed to supporting our community with care, integrity, and a steadfast determination to make a positive impact. Thank you for being part of this incredible journey.



Our Mission:

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



It has been an incredible journey to deliver work that meets the ever-evolving needs and demands of our community."

This past year has been a testament to our dedication, resilience, and ability to adapt in the face of challenges. Our work has impacted a wide range of people, from children as young as 6 to older adults up to the age of 99. The diversity of our community, along with the broader range of complex needs we now address, has underscored our commitment to inclusivity and meaningful support.

One of our most significant achievements was receiving national recognition. In 2023, as part of the Black Asian and Minority Ethnic Research Advisory Group (BRAG) working with Vocal, we were honoured with the Community Initiative of the Year award at the National BAME Health and Care Awards. This recognition reflects the value of many years of campaigning and highlights the importance of a community engagement approach in driving meaningful change.

Our partnerships and collaborations have also grown stronger. Through our work with Genomics England, we introduced new initiatives and secured additional resources. We engaged with oncology professionals at The Christie Hospital to address the specific cancer care needs of ethnically diverse communities. As a result of our advocacy, an expert steering group has been established to shape training and future strategies, a step that promises to bring lasting change in healthcare.

As members of the Manchester City Council Age-Friendly Board, we contributed to the launch of the next five-year strategy for "Manchester: A City for Life." This initiative emphasises the importance of an age-friendly city that values and prioritises the needs of older residents.

Our ability to influence change and improve lives continues to grow, but securing long-term resources remains a key challenge. Despite this, our resilience and creativity have enabled us to forge partnerships across private and business sectors, building a lasting legacy of collaboration and innovation.

None of this would be possible without the dedication and hard work of our staff members, volunteers, and trustees. Your passion and commitment are the driving forces behind everything we achieve. Together, we are making a real difference in the lives of the people we serve.

Thank you for your continued support and belief in our mission.



NEWS

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Age equality strategy introduced in city



DARREN ROBINSON

The strategy aims to make Manchester the most age-friendly city in the country

30 November 2023

Make it Public Week panel discussion

NHS Health Research Authority

Professor Sir Terence Stephenson Chair, Health Research Authority	Andrew Freeman Non-Executive Chair of SRCTN	Cirda Steele Chief Executive Officer of the Wai Yin Society	Prof Andrew George Non-Executive Director, Health Research Authority	Dr Caroline Mitchell GP and Senior Clinical Lecturer at the University of Sheffield

During the financial year 2023/24, Wai Yin continued its commitment to providing essential support and guidance to community members in Manchester, Greater Manchester, Cheshire, and beyond. This report highlights our achievements and challenges.

Key Achievements and Service Highlights

Throughout 2023/24, Wai Yin conducted over 600 advisory sessions, addressing a range of critical needs that are central to the well-being and stability of our community members. Our services included comprehensive assistance in the following areas:

- **Pensions:** State pension advice, pension credits, and pension forecasting
- **Welfare and Benefits:** Universal Credit, tax credits, Child Benefits and welfare benefits
- **Housing:** Applications and benefits assistance
- **BRP Cards:** BRP card renewals, BNO and visa applications
- **Tax:** Self-assessment tax returns, voluntary National Insurance Contributions (NIC), NIC number applications
- **Education:** School admissions
- **Healthcare and Disability:** Medical appointment support
- **Additional Support:** Passport renewals, utility bill assistance, Blue Badge applications, DVLA issues, and more

Expanding Demographic Reach

This year, we served a diverse group of individuals, reflecting our efforts to provide equitable support across gender, age, and other demographics. Our demographic breakdown included:

- **Gender:** 57% female, 43% male, showing a positive shift towards balanced gender representation (up from 36% male in 2022/23).
- **Age Groups:**
 - 25-34 years: 2%
 - 35-49 years: 45%
 - 50-64 years: 28%
 - 65-75 years: 17%
 - 76-85 years: 7%
 - 86+ years: 1%

The consistency in age representation from the previous year indicates stable engagement across age groups, with a significant proportion of our services reaching those aged 35-64.

Looking Ahead: Sustaining and Expanding Services

Wai Yin's success in 2023/24 has underscored both our accomplishments and the growing community needs. As demand for our services continues to rise, securing additional funding is crucial to ensure we can maintain and expand our impact. We are committed to evolving our support systems, reaching more individuals, and further enhancing the quality of our services.

Reflecting on our previous year, Wai Yin made significant strides in expanding and improving our advisory services, yet the growing demand requires increased funding to further our positive impact. We remain dedicated to our mission and are eager to broaden our reach and strengthen our support systems.

YOUTH PROJECT

As the pandemic gradually stabilizes, social activities are slowly returning to normal. The number of people from different countries and regions moving to the UK, such as from Hong Kong, Ukraine, and others, is also increasing. These individuals come with diverse backgrounds, stories, and needs, bringing new cultures, fresh perspectives, and new challenges to Manchester. Through various grants and the flexibility offered by sponsors in the use of these funds, we have been able to make adjustments to effectively reach more young people who have just arrived in Manchester and respond quickly to their needs.

Through activities organised by Wai Yin Society and group sessions held in collaboration with colleges and schools, we engaged with over 160 young people during this project period. Additionally, with the support from specific grants aimed at assisting parents of these youths, around 200 parents were also able to benefit.

Since most of our participants are migrants from regions such as the Far East, Middle East, Eastern Europe, and Asia, community integration has been a core focus of our services. Through group activities, we aim to foster understanding and collaboration between different ethnic groups, enhancing their team spirit and mutual support abilities. We also organized a series of seminars to help young people understand the UK's systems and welfare measures, enabling them to seek help promptly in times of difficulty and avoid legal troubles. Furthermore, we arranged visits to various locations such as zoos, museums, and Blackpool, giving participants insight into British history, culture, and different regions, helping them better understand the UK. Lastly, through recreational activities at local venues, such as bowling, escape rooms, curling, and trampoline activities, young people were able to experience new, positive

activities that foster teamwork, problem-solving skills, and helped them discover their personal strengths and uniqueness.

In addition to fostering positive experiences and helping young people integrate into British culture and life, we also accompanied them during moments of emotional and personal difficulty. Most of the youths we engaged with were not born in the UK and may have had stable and happy peer networks before migrating. They may have also achieved success in their academics or skills. However, due to political reasons, war, living conditions, or family circumstances, they were forced to leave their home countries and the people and things they once cherished in a short amount of time. The thoughts, opinions, and emotions of these young people during this process were often ignored or suppressed, and they may have felt helpless as they started their new lives in the UK. Through building relationships with these young people, we aim to help them navigate this transition, find new meaning in their new lives, reintegrate into their new environments, and establish new life goals.

CANCER SUPPORT PROJECT

Key Achievements

We have had 7 new cases referred to us through telephone and email enquiries, hospitals, or other agencies. 15 volunteers in the Wai Yin Cancer Support Project were involved in providing support. Currently we are serving a total of 41 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.

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 15th March 2024, we joined the Wai Yin Appreciation Lunch to show our gratitude to their dedicated work to the community.

Health talks and activities for the community

We delivered health talks on the following dates to network with the members of the community, promote our services and invite people to join our volunteer team.

25th April 2023 – Eye-sights Impairment health talk

The speakers Claire from RNIB and Jason from VisionAid attended to show the eye-sight related technology to support assisted-living or people with disability.



30th May 2023 – Eat Healthy while saving money

A health talk to introduce how to enjoy healthy food at affordable prices in an inflationary environment.

We worked with Answer Cancer on the 'Be Gutsy' Project promoting NHS bowel cancer screening to the community. Three health talks events and three working group meetings took place between July and October 2023.

“腸道篩查健康推廣計劃” 慶祝會
Answer Cancer “Be Gutsy Project” Celebration

愛家人 為自己
齊來支持國民保健腸癌篩查
Love your family Take care of yourself
Let's all support NHS bowel cancer screening

日期 Date : 20/11/2023 (星期一 Monday)
時間 Time : 11:00am - 1:00pm
地點 Venue : 常樂長者中心 Sheung Lok Wellbeing Centre
Justin Close, Manchester M13 9UB

- Be Gutsy video 播放宣傳片
- Working Group members' sharings 工作小組成員分享
- Games 有獎遊戲

All are welcome 歡迎各位出席

如有興趣參加，請向單姑姐 (07856 212942) 或 Esther (07592 426335) 報名
Please contact Christine (07856 212942) or Esther (07592 426335) to register your place.

Wai Yin Society
ANSWER CANCER
10 GM

20th November 2023 – Answer Cancer ‘Be Gutsy’ Project celebration event

The Answer Cancer working group members produced a video to raise the importance of bowel cancer screening to the community. The video was launched on the celebration day.

16th January 2024 - Answer Cancer Winter Warmer Celebration 2024

Both the Wai Yin Cancer Support Project volunteers, the Answer Cancer Champions, and the wider community had actively participated and benefited from the events and activities.

如果你想成為義工，歡迎隨時聯絡我們



請透過以下方法與我們聯絡：

Wai Yin Society 慧妍社
Headquarters
Dr. Sylvia Sham Centre
66-68 Swan Street
Manchester M4 5JU

辦公時間：星期一至五
上午 9:30 至 下午 5:30
電話：0161 833 0377
07856 212942

電郵：info@waiyin.org.uk
網站：www.waiyin.org.uk



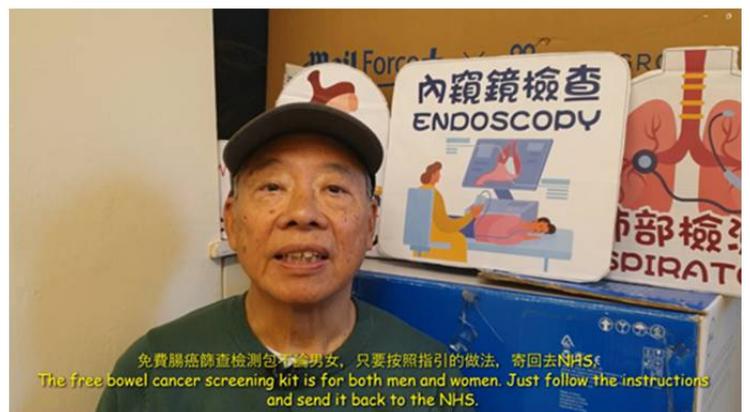
Wai Yin Cancer Support Project

慧妍癌症支援計劃



Wai Yin Society

A newly designed promotional leaflet for the Cancer Support Project



This past year has been tough for our community centre as we dealt with the cost of living crisis and unstable funding situation. We adapted our services to meet changing needs of our service users and secured additional funding to support these efforts. By working closely with local organizations and building strong partnerships, we continued to provide comprehensive support to our service users.

This report highlights the positive impact of our services on the lives of those we help. Our programmes have offered valuable advice, improved language and job skills, enhanced physical and mental health, and reduced social isolation. We are pleased with the positive outcomes we've achieved.

This report includes feedback from our service users and volunteers.

Service Provision

Community Integration Activities and Adult Education

- Our well-being activities, like arts and crafts, calligraphy, gardening, and music sessions, have been popular and positively impact mental health.
- We reopened regular gardening sessions in September 2023; weekly sessions were attended by up to 10 people and our garden is a source of pride to our staff and volunteers. It is used by other local organizations for activities like Family “planting flowers” sessions and offering landscaping advice (National Trust / Sow the City)
- The Women’s Group has grown, with around 15 regular participants attending weekly meetings. We improved the way that the group is run and it is now led by one of our English tutors; the group includes conversations in English, art and craft activities, cooking sessions and health and wellbeing talks.

- In collaboration with “Heart and Parcel” and Women’s Aid we delivered 6 sessions combining ESOL and cooking for women and children from local shelters. As highly successful and well attended, this work will be continued in 2024-2025.
- We conducted 15 sewing classes between October 2023 – Feb 2024 in partnership with In Our Nature and Stitched Up. These gave local people opportunity to learn new skills and increase their employability. We also have a drop in session once a week where people can come and use our machines to fix their clothes.



- We helped to organise NHS health checks for the local community, in our centre, and we also took part in setting up focus groups for NHS research.
- Throughout the year, we hosted numerous events, bringing local residents together and fostering community engagement. These events included cultural celebrations (Christmas / Eid/ Diwali), awareness campaigns (Answer Cancer / Online Fraud Awareness) and festivals (Cheetham Hill Festival).
- In partnership with local Care Coordinators and other local organizations we deliver one session of chair based exercise class per week, for local community. People are referred by their GP practices – This project is called Empower M8.

Advice

- In 2023-2024, our advice service remained busy. To meet the increased demand, we switched from appointments only to a drop-in system on two service days, allowing our advisor to help more people efficiently.
- We improved our reception team's efficiency, enabling them to quickly assess if a client needed immediate help or a signposting.
- Partnering with North Manchester Community Partnership (NMCP), we added one more advisor every Wednesday.
- We offer CAB online sessions once a week to respond to a high demand of advice services

Warm Hub and Food Provision

- We ran another Warm Hub program in partnership with NMCP, providing a warm place and hot meals twice a week from November 2023 to March 2024. Our volunteers prepared hot meals every Wednesday, and people attending our activities could enjoy lunch at the Centre. We also provided take-away meals for those who couldn't stay. Between November 2023 and March 2024 we provided approximately 810 hot meals to support local community.

- Our emergency food parcel provision continues to operate weekly, thanks to donations from local organizations. We distributed food parcels to 186 individuals, with many returning multiple times. This service is well known in the local area and we receive referrals from Jobcentre, local GP surgeries, MCC Social Services and many other local organizations. Our partners value our teamwork in sharing food resources and supporting the community.

Volunteering

- Over the past six months, 22 volunteers contributed a total of 1,661 hours. Our improved volunteer program now includes specific and general roles, attracting volunteers from diverse backgrounds.
- Volunteers support various activities, including the Women's Group, walking group, cookery sessions, gardening and reception work. "Digital buddies" volunteers help users during IT sessions with tasks like navigating YouTube, online shopping, and filling out forms.

Volunteer Feedback: "I started attending ESOL classes at the Welcome Centre 2 years ago, I also took part in music class. I really enjoyed that and learned a lot. I wanted to give something back and I became a volunteer last year. I enjoy working at the centre and I feel more and more confident in speaking to people in English. I was able to pass my driving test recently and I started looking for work."

Service user feedback: "Welcome Centre is very positive place. People from around the world meet here, they eat together, learn together, spend great time together. At the same time, the centre offers a lot of help and support for those in need. I love coming here every week"

EDUCATION, TRAINING

& EMPLOYMENT

The Education, Training, and Employment (ETE) Team stands as one of the most essential pillars of the Wai Yin Society. We offer a wide spectrum of courses, aimed at helping learners strengthen their English proficiency, build crucial life skills, and improve their overall wellbeing. These learning opportunities equip participants with the tools they need to gain independence and thrive in their new lives in the UK.

During this period, we continue to provide classes for people in need from different ethnic minority communities. We have supported over 560 people, helping them with their confidence, mental health and wellbeing. Learners have made new friends and discovered hobbies they enjoy. We have delivered over 46 classes over the year. We have offered more classes this year in our Headquarters building, which has proved popular for people who are unable to get to The Welcome Centre. Some of these learners have moved on to further education and have been able to find jobs. We helped language learners to maintain and improve their English skills. We've had ESOL classes for various levels, Art & Crafts, Calligraphy, Women's Group, Digital Classes and much more.

We continue to support new arrivals from Hong Kong, vital for those who want to integrate into UK society. By learning about UK culture, traditions, the workplace, and the diverse communities in Manchester, alongside improving their English. We have helped BNO holders in Manchester continue to have access to courses that empower them to improve their lives, make informed decisions, build confidence, and acquire new skills. This year was the continuation of Phase 2 which ended in March. We were then granted an extension before phase 3 began. We ran a variety of classes – Scam Awareness, trip to Khizra Mosque social, Interview Skills, Intro to CV's, applications forms and interview skills. Chinese New Year All day Art event, and Intro to Employment and workplace culture. We've planned three walking trips,



along with Dumpling making event for Dragon Boat Festival, Cultural Dumpling event; Trip to RHS Bridgewater, Christmas Walking Group and Street Art Walking group. Also practical classes such as CV workshop, Everyday skills for life, Life in the UK taster sessions. And creative classes such as Singing Group, Halloween Event, Winter Feast and Christmas Arts and Crafts. In total we have helped over 418 BNO's.

The Safe Harbour Project, launched on April 1st, 2022, was funded by the Greater Manchester Combined Authority (GMCA) and Lloyds Bank. This marks our second year delivering the project, during which we have supported 70 Chinese, Hong Kong, and Asian women who have experienced domestic abuse in various forms, including physical, financial, emotional, sexual, and psychological abuse.

These women come from Greater Manchester and other regions in England, such as Cheshire, Liverpool and London. Additionally, we have provided support to two male victims and over 40 children who have witnessed domestic abuse in their homes. We have also engaged in work with perpetrators.

During this year, we continued to provide women and their families with a wide range of services, including one-on-one support, referrals to counselling and legal advice, bi-weekly women's support groups led by the women themselves, school holiday activities such as outings and barbecues, cultural celebration events, workshops on child protection, parenting courses, support for couple relationships, and general advice services. To deliver this support, we collaborated closely with various agencies, including schools, social workers, solicitors, and health professionals.

Successes

Over the years, 10 women have reported feeling safer and more secure when attending Wai Yin Society activities. They expressed that these activities made them feel like they were returning to a supportive environment and helped them improve their social skills. Additionally, the experience boosted their confidence, enabling them to take the lead in monthly group activities. Furthermore, 40% of the women reported that they now feel ready to go out and seek employment. Twenty-five parents shared that the parenting course helped them gain new

knowledge and understanding of parenting in the UK. Several couples explained that the couple relationship sessions helped them gain a better understanding of their spouse. These sessions boosted their confidence in communicating and supporting one another more effectively. During this period, our holiday activities have become increasingly popular, with over 100 women and their families participating. They enjoyed engaging in Wai Yin Society activities, as it gave them a chance to get fresh air, relieve stress, and helped them reintegrate into society after facing challenges at home. Nearly 50% of participants reported that they would like to continue attending the activities.

Over the years, we have encountered various challenges in our projects. Some women may refuse to accept support because they view their issues as personal family matters and are reluctant to share them with others. The rising cost of living is another significant challenge, as many women must work long hours to support their families, making it difficult for them to participate in activities or cannot afford to contribute extra funds toward the activities. Due to the increasing demand for support from clients, staff sometimes face challenges in providing assistance to all the women who come to the centre. In such cases, we may need to refer them to other organizations for additional support.

Feedback

Apple – "Before I joined Wai Yin, I felt hopeless and frustrated after leaving the perpetrators. My limited English skills, lack of a support network in the UK, and uncertainty about what to do left me overwhelmed. Now, I feel much better because I know who I can turn to for help with my personal and family issues. I no longer feel lonely, and the staff at Wai Yin always make me feel like I'm returning home. It feels like my second home, where I can relax and laugh."

The Sheung Lok Well Being Centre is bustling with activities, such as Tai Chi, Table tennis, Karaoke, line dancing, luncheon club and English lessons during the week. We have organised day trips, health talks and cultural celebration events i.e. Dragon Boat Festival; Moon Festival and Chinese New Year. New activities and services have been organised e.g. cycling activities and DIY workshops for our service users to learn new skills and keep active to enhance their wellbeing. Most of our service users speak little or no English. We provide language support to enable them to engage with mainstream services if necessary.

During this year, 436 service users have used our service. About 130 service users more than last year. We have provided 4941 healthy meals and 200 Chinese New Year goody bags to our service users.

The Sheung Lok staff and volunteers provided 312 befriending calls and home visits to our service users in order to reduce loneliness and social isolation.

We have supported around 60 Chinese older carers. As well as advice and information, we have organised activities such as outings, walking and cultural festival celebration to provide opportunities for our carers to have a break from their caring role. The carers find this service to be invaluable.

56 people have been referred to the Kwan Wai (Mental Health) Project this year. We have provided information and emotional support to around 100 people to enhance their mental wellbeing.

Case study

Mr. Chan, not his real name, is 61 years old. He came to Manchester about one year ago. He lives alone. He speaks very little English. He felt loneliness and found it difficult to engage in Manchester. He sought help from the Kwan Wai (MH) Project.

Interventions:

1. Provided emotional support to reduce his difficult feelings
2. Provided information and practical support to use public transport
3. Encouraged and supported to join activities to enhance his wellbeing and social networks

Outcomes:

1. Mr. Chan comes to Sheung Lok Centre by bus without difficulties.
2. Mr. Chan completed a DIY course, which was organised by Manchester Care and Repair and Wai Yin Society.
3. Mr. Chan joined the senior ESOL class to learn English.
4. Mr. Chan has made some friends from joining the activities at Sheung Lok Centre.
5. Mr. Chan said that "I speak very little English. I am very grateful to the Wai Yin Sheung Lok staff for encouraging and supporting me to attend the DIY workshop. I felt very happy that I learned new skills as well as gaining confidence in talking to British people."

And last but not least, we would like to give thanks to all our volunteers. Most of our activities are volunteer-led. The volunteers provide their skills and knowledge which are invaluable.

FINANCIAL SUMMARY

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2024

	Unrestricted Funds	Restricted Funds	Year Ended 31.03.24 Total Funds	Year Ended 31.03.23 Total Funds
	£	£	£	£
INCOMING FROM:				
Donations and Gifts	7,903	-	7,903	7,301
Charitable Activities	119,533	541,716	661,249	846,684
Other trading activities	23,084	-	23,084	25,587
Investments	7,584	-	7,584	7,393
Other Income	1,795	-	1,795	1,030
TOTAL	159,899	541,716	701,615	887,995
EXPENDITURE ON:				
Raising Funds	2,006	-	2,006	2,051
Charitable Activities	154,429	543,901	698,330	820,325
TOTAL	156,435	543,901	700,336	822,376
NET INCOME (EXPENDITURE)				
BEFORE TRANSFERS	3,464	(2,185)	1,279	65,619
Gains (Losses) on Investment Assets	-	-	-	1,250
Gross Transfer between funds	(2,774)	2,774	-	-
NET MOVEMENT IN FUNDS	690	589	1,279	66,869
RECONCILIATION OF FUNDS				
Total Funds Brought Forward	1,029,044	11,753	1,040,797	973,928
TOTAL FUNDS CARRIED F/WD	1,029,734	12,342	1,042,076	1,040,797

FINANCIAL SUMMARY

BALANCE SHEET AS AT 31 MARCH 2024

	2024	2023
	£	£
FIXED ASSETS		
Tangible Fixed Assets	344,519	357,870
Investment	116,250	116,250
CURRENT ASSETS		
Debtors	19,235	5,682
Cash at Bank and in Hand	619,055	665,622
	638,290	671,304
LIABILITIES:		
Amounts falling due within one year	(56,983)	(104,627)
NET CURRENT ASSETS	581,307	566,677
NET ASSETS	1,042,076	1,040,797
ACCUMULATED FUNDS		
Unrestricted	1,029,734	1,029,044
Restricted	12,342	11,753
	1,042,076	1,040,797

二零二三至二零二四年度資產負債表

	2024 £	2023 £
固定資產		
固定資產	344,519	357,870
投資	116,250	116,250
流動資產		
負債者	19,235	5,682
現金/銀行存戶	619,055	665,622
	638,290	671,304
負債		
短期負債		
一年內	(56,983)	(104,627)
淨流動資產	581,307	566,677
淨資產	1,042,076	1,040,797
積聚金		
無限制資金	1,029,734	1,029,044
有限制資金	12,342	11,753
	1,042,076	1,040,797

二零二三至二零二四年度收入支出表

	無限制用途 資金 £	有限制用途 資金 £	Year Ended 31.03.24 Total 總資金 £	Year Ended 31.03.23 Total 上年度資金 £
收入				
捐贈	7,903	-	7,903	7,301
慈善用途	119,533	541,716	661,249	846,684
其它活動	23,084	-	23,084	25,587
投資	7,584	-	7,584	7,393
其它收入	1,795	-	1,795	1,030
總數	159,899	541,716	701,615	887,995
支出				
資金籌集	2,006	-	2,006	2,051
慈善活動	154,429	543,901	698,330	820,325
總數	156,435	543,901	700,336	822,376
轉賬前淨收入				
(支出)	3,464	(2,185)	1,279	65,619
	-		-	1,250
資金之間總轉賬	(2,774)	2,774	-	-
資金淨流動	690	589	1,279	66,869
資金對賬				
往年積聚金	1,029,044	11,753	1,040,797	973,928
總積聚金	1,029,734	12,342	1,042,076	1,040,797

常樂中心每週都會舉辦各種活動，如太極、乒乓球、卡拉OK、排舞、午餐俱樂部 and 英語課程。我們舉辦了一日遊、健康講座和文化慶祝活動，例如端午節；中秋節和中國新年。組織了新的活動和服務，例如自行車活動和DIY工作坊讓我們的服務使用者學習新技能並保持活躍以增強他們的健康。我們大多數的服務使用者很少或不會說英語。我們提供語言支援，使他們能夠在必要時參與主流服務。

今年以來，已有436名服務用戶使用了我們的服務。服務用戶比去年增加約130人。我們已為服務使用者提供了4,941份健康餐點和200份新春禮包。

常樂員工及志工為服務使用者提供312次友善專線及居家訪視服務，以減少孤獨感及社交孤立感。

我們已經為大約 60 名中國老年護理人員提供了支援。除了提供建議和資訊外，我們還組織郊遊、步行和文化節慶祝等活動，為我們的護理人員提供休息的機會。護理人員發現這項服務非常寶貴。

今年已有56人轉介參加群圍（精神健康）計畫。我們已為大約 100 人提供了資訊和情感支持，以改善他們的心理健康。

案例研究

陳先生（化名）今年 61 歲。大約一年前他來到曼徹斯特。他一個人住。他只會說很少的英語。他感到孤獨，發現很難融入曼徹斯特。他向群圍（MH）計劃尋求幫助。

幹預措施：

1. 提供情感支持，減少他的困難情緒
2. 為使用公共交通提供資訊和實際支持
3. 鼓勵並支持參與活動以增強他的福祉和社交網絡

結果：

1. 陳先生搭乘巴士順利抵達常樂中心。
2. 陳先生完成了由Manchester Care and Repair和Wai Yin Society舉辦的DIY課程。
3. 陳先生參加高級ESOL班學習英語。
4. 陳先生透過常樂中心的活動認識了一些朋友。
5. 陳先生說：「我很少說英語。非常感謝偉賢尚樂的工作人員鼓勵並支持我參加DIY工作坊。我感到非常高興，因為我學到了新技能，並在與英國人交談時獲得了信心。

最後但並非最不重要的一點是，我們要感謝所有志工。我們的大部分活動都是由志工主導的。志工提供了無價的技能和知識。

Kwan Wai（心理健康）項目 = 關心（心理健康）計劃

避 避風港計畫於 2022 年 4 月 1 日啟動，由大曼徹斯特聯合管理局 (GMCA) 和 Lloyds 銀行資助。這是我們實施該計畫的第二年，在此期間，我們為 70 名經歷過各種形式家庭虐待的中國、香港和亞洲婦女提供了支持，包括身體、經濟、情感、性和心理虐待。這些女性來自大曼徹斯特和英格蘭其他地區，如柴郡、利物浦和倫敦。此外，我們也為兩名目睹家庭暴力的男性受害者和 40 多名兒童提供支援。我們也參與了對施虐者的干預工作。

這一年，我們繼續為婦女及其家人提供廣泛的服務，包括一對一支援、轉介心理輔導和法律諮詢、由婦女自發組織的雙週婦女支援小組、學校假期（如外出旅行和燒烤）、文化慶祝活動、兒童保護工作坊、育兒課程、夫妻關係支援以及一般諮詢服務。為了提供這種支援，我們與學校、社工、律師和醫療專業人員等多個機構密切合作。

多年來，有 10 位女性表示在參加慧妍社活動時感覺安全、更有保障。他們表示這些活動讓他們感覺自己回到了一個支持性的環境，並幫助他們提高了社交技能。此外，這些經驗增強了她們的自信，使他們能夠在每月的小組活動中發揮領導作用。

此外，40% 的女性表示，她們現在已經準備好出外尋找工作。25 位家長表示，育兒課程幫助他們獲得了英國育兒的新知識和理解。幾對夫婦表示，夫妻關係課程幫助他們更好地了解彼此，並增強了他們在溝通和相互支持方面的信心。

在此期間，我們的節日活動越來越受歡迎，有超過 100 名婦女及其家人參與其中。他們喜歡參加慧妍社的活動，因為這讓他們有機會呼吸新鮮空氣，紓解壓力，並幫助他們在面對家庭挑戰後重新融入社會。近 50% 的參與者表示願意繼續參加活動。

多年來，我們在實施計劃時遇到各種挑戰。有些女性可能會拒絕接受支援，因為她們認為這些問題是個人的家庭事務，不願與他人分享。生活成本上升是另一個重大挑戰，因為許多婦女必須長時間工作來養家糊口，這使她們難以參加活動或無力為活動承擔額外的費用。

由於需要支援的服務對象不斷增加，工作人員有時在向所有來到中心的婦女提供幫助方面面臨挑戰。在這種情況下，我們可能需要將他們轉介至其他組織以獲得額外支援。

回饋

Zoe 和 Joe - 「我們是由兒童社會服務部門轉介到這項服務的。起初，我們對是否參加育兒課程猶豫不決，因為我們覺得我們的育兒方式沒有問題。這是我們在中國接受的教育方式。然而，我們意識到自己對孩子過於控制，沒有讓她表達自己的情感。我們很感激這門課程，它讓我們獲得了寶貴的新知識，更好地了解英國的法律。」

教育、培訓和就業（ETE）團隊是慧妍社最重要的支柱之一。我們提供廣泛的課程，旨在幫助學習者提高英語水平、培養重要的生活技能並改善他們的整體福祉。這些學習機會為參與者提供了獲得獨立並在英國的新生活中茁壯成長所需的工具。

在此期間，我們繼續為不同少數族裔社區有需要的人提供課程。我們已為超過 560 人提供支持，幫助他們增強信心、心理健康和福祉。學習者結識了新朋友並發現了他們喜歡的嗜好。我們這一年已經開設了超過 46 門課程。今年我們在總部大樓提供了更多課程，事實證明，這對無法前往歡迎中心的人來說很受歡迎。其中一些學習者已經繼續深造並找到了工作。我們幫助語言學習者保持和提高他們的英語技能。我們開設了不同級別的 ESOL 課程，包括藝術和手工藝、書法、婦女組、電腦課程等等。

我們繼續支持來自香港的新移民，這對於想要融入英國社會的人來說至關重要。透過了解英國文化、傳統、工作場所和曼徹斯特的多元化社區，同時提高英語能力。我們幫助曼徹斯特的 BNO 持有者繼續參加課程，使他們能夠改善生活、做出明智的決定、建立信心並獲得新技能。今年是三月結束的第二階段的延續。然後我們在第三階段開始之前



獲得了延期。我們舉辦了各種課程——詐騙意識、希茲拉清真寺社交之旅、面試技巧、履歷介紹、申請表和面試技巧。農曆新年全天藝術活動，以及就業和職場文化介紹。我們計劃了三次健行，還有端午包糰活動、文化餃子活動；參觀 RHS Bridgewater、聖誕步行團和街頭藝術步行團。還有實用課程，如履歷研討會、生活日常技能、英國生活體驗課程。還有歌唱團、萬聖節活動、冬季盛宴和聖誕節工藝品等創意課程。我們總共幫助了超過 418 名的 BNO 者。



諮詢服務

- 2023-2024 年，我們的諮詢服務需求持續增長。為提高效率，我們將兩個服務日從預約制改為即時接待，幫助更多人。
- 改善接待團隊的工作效率，能夠迅速判斷顧客是否需要即時幫助或轉介服務。
- 與北曼徹斯特社區夥伴 (NMCP) 合作，我們每週三增設了一名諮詢顧問。
- 每週提供一次 CAB 線上諮詢服務，以應對高需求。

溫暖中心與食物供應

- 與 NMCP 合作，從 2023 年 11 月至 2024 年 3 月，我們開展了溫暖中心計劃，每週提供兩次溫暖的場所和熱餐。義工們每週三準備熱餐，參加活動的居民可在中心享用午餐，也提供外帶餐點。期間共提供約 810 份熱餐。
- 我們的緊急食物包發放服務持續進行，感謝當

地組織的捐贈。我們共向 186 人發放了食物包，許多人多次前來領取。這項服務廣為人知，並獲得就業中心、全科診所、市政府社會服務及其他當地機構的推薦。我們的合作夥伴重視我們在共享食物資源和支持社區方面的團隊合作。

義工服務

- 過去六個月，22 名義工共貢獻了 1,661 小時。改進的義工計劃設有專業及一般職位，吸引了來自多元背景的義工們。
- 義工協助各類活動，如婦女小組、健走小組、烹飪課、園藝及接待工作。「數位夥伴」義工在資訊科技課程中協助使用者進行線上購物、填表等。

義工反饋：「兩年前我開始參加歡迎中心的 ESOL 課程，也參加了音樂課。我學到了很多，感到很開心。去年我決定回饋社區，成為義工。我很喜歡在歡迎中心工作，現在用英語與人交流更加自信。我最近通過了駕駛考試，並開始找工作。」



過 去一年，我們的社區中心面臨著生活成本危機和資金不穩定等挑戰。我們調整了服務內容，以滿足服務使用者不斷變化的需求，並成功獲得額外資金來支持這些努力。透過與當地組織緊密合作並建立強有力的夥伴關係，我們繼續為服務使用者提供全面支援。

本報告強調了我們的服務對社區成員生活的積極影響。我們的計劃提供了寶貴的建議，提升了語言和就業技能，增進了身心健康，並減少了社會孤立。我們對取得的積極成果感到欣慰。

本報告還包括服務使用者和志願者的反饋。

服務提供

社區融合活動與成人教育

- 我們的健康活動，如手工藝、書法、園藝和音樂課程深受歡迎，對心理健康產生了正面影響。
- 2023年9月，我們重新開放了定期的園藝課程；每週的課程吸引了多達10人參加。我們的花園讓員工和志願者感到自豪，並被其他當地組織用於「家庭種花」活動和園藝建議（如國民信託/National Trust 和 Sow the City）。
- 婦女小組規模擴大，每週約有15名常規參與者。我們改進了小組的運作方式，現由一位英語導師帶領，內容包括英語會話、手工藝、烹飪課程及健康講座。
- 與“Heart and Parcel”及婦女援助組織合

作，我們為當地庇護所的婦女和兒童提供了6次英語與烹飪結合的課程。由於反應熱烈，這項活動將持續至2024-2025年。

- 2023年10月至2024年2月期間，我們與 In Our Nature 及 Stitched Up 合作舉辦了15次縫紉課程，幫助當地居民學習新技能，提升就業能力。每週還設有縫紉機開放時間，讓人們可以來修補衣物。
- 我們協助組織了NHS的健康檢查，並參與了NHS研究的焦點小組。
- 我們全年舉辦了多場活動，促進社區居民的參與與互動。這些活動包括文化慶祝（如聖誕節、開齋節、排燈節）、宣傳活動（如癌症防治意識、網絡詐騙防範）及節日活動（如 Cheetham Hill 節）。
- 與當地醫療協調員和其他組織合作，我們每週舉行一次椅上運動課程，服務當地社區。參與者由全科醫生推薦，該項目名為 Empower M8。



隨著疫情漸趨穩定，社會活動慢慢恢復正常，加上不同國家地區移居英國的人數上升，如香港、烏克蘭等，他們都有不同背景、故事及需要，為曼城帶來更多新文化、新氣象、新挑戰。透過不同撥款，以及資助者給予在使用撥款上的彈性，令我們能有效地作出調整，以接觸到更多剛踏足曼城的青年人，迅速回應他們的需要。

透過慧妍社舉行的活動，於合作學校內推行小組，我們接觸了超過160名年輕人，並且藉個別撥款對青年人家長的支援，有約200名家長亦能從中受惠。

基於我們大部分參加者為外地移居到來人士，包括遠東、中東、東歐及亞洲等地，因此社區融入為我們的服務重點。透過小組活動，促進不同民族間之了解及合作，提升他們的團隊精神及互助能力。另外，亦舉行一系列講座，讓青年人了解英國的制度及福利措施，有助他們在困難時能及時求助，以及避免誤墮法網。此外，我們亦透過到訪不同地區，如動物園、博物館、黑池(Blackpool)等，讓參加者認識到英國歷史、文化及不同地區，對英國的事物有所掌握。最後，藉使用區內場所的健康玩意，如保齡球、密室逃脫活動、地壺及彈床活動，讓青年人建立正面活動的新體驗，提升青年人之合作及解難能力，並且發掘個人的強項及獨特性。

除上述以正面方式，與青年人建立正向經驗，以盡快融入英國的文化及生活外。我們亦陪伴青年人一同面對人生及情緒的低潮時刻。基於大部分接觸的都並非英國出生的青年人，他們於移居前可能有一些穩定及愉快

的朋輩網絡，在學業或技能上亦可能建立了一番成就。但基於政治原因、戰亂、生活環境，以及家人的原因，他們需要於短時間內離開原居地，離開昔日美好的人和事。青年人於過程中的想法、意見及心情往往被忽略或壓抑，甚或帶著無奈來到英國開展新生活。我們亦藉與青年人建立的關係，與他們一同渡過，為新生活建立新的意義，重新投入新環境，建立人生目標。

在 2023/24 財政年度，慧妍社繼續致力於為曼徹斯特、大曼徹斯特、柴郡及其他地區的社區成員提供必要的支援和指導。本報告概述了我們的成就與挑戰。

主要成就與服務亮點

在 2023/24 年度，慧妍社共進行了超過 600 次諮詢服務，滿足社區成員在生活穩定和福祉方面的各種重要需求。我們的服務涵蓋以下幾個方面：

- **退休金**：國家退休金諮詢、退休金補助及退休金預測
- **福利與補助**：統一福利（Universal Credit）、稅收補助、兒童福利及其他社會福利
- **住房**：申請及福利補助支援
- **生物辨識居留卡（BRP）**：BRP 卡更新、BNO 及簽證申請
- **稅務**：自我評估報稅、自願性國民保險繳款（NIC）、國民保險號碼申請
- **教育**：學校入學申請
- **醫療與殘疾支援**：醫療預約協助
- **其他支援**：護照更新、水電費援助、Blue Badge 申請、DVLA 問題等

拓展服務對象範圍

今年，我們服務了多元化的個人群體，反映出我們在性別、年齡等各方面提供公平支援的努力。服務對象的人口統計數據如下：

性別：女性佔 57%，男性佔 43%，與 2022/23 年度的男性佔比（36%）相比，顯示性別平衡有所改善。

年齡組別：

- 25-34 歲：2%
- 35-49 歲：45%
- 50-64 歲：28%
- 65-75 歲：17%
- 76-85 歲：7%
- 86 歲以上：1%

與去年相比，年齡分佈保持穩定，顯示我們在各年齡層的參與度持續穩定，特別是 35-64 歲群體佔了較大比例。

展望未來：維持與擴展服務

慧妍社在 2023/24 年度的成功彰顯了我們的成就及社區需求的增長。隨著對我們服務需求的不斷增加，爭取更多資金對於維持及擴展影響力至關重要。我們致力於不斷優化支援系統，擴大服務範圍，進一步提升服務質量。

回顧過去一年，慧妍社在擴展及改善諮詢服務方面取得了顯著進展，但不斷增長的需求需要更多資金支持，才能進一步擴大正面影響。我們將繼續堅守使命，致力於擴大服務範圍並加強支援系統。

為懷慧妍社癌症支援項目全新設計的宣傳單張

慧妍癌症支援計劃是如何運作?

路是難走,你再不是孤單一個人...

For people affected by cancer in the Chinese community

如果你是癌症患者或其家人,你想用自己的語言,說出自己的需要,或想私下傾談個人需要,這正是慧妍癌症支援計劃的目的。我們在大曼徹斯特地區為華人癌症患者及其家人提供援助。

我們的義工能說流利的廣東話、普通話、客家話和英語,他們受過專業訓練,是可信賴的義工,能夠跟你傾談你的需要,並提供適合你的援助。



我們會安排跟你會面或通話,慎重考慮你的需要,及安排兩位已受訓的義工與你初始會面。

我們一向致力於提供靈活及有效率的支援服務給大曼城區的華人。如果你想了解詳情,請致電 0161 833 0377或 07856 212942查詢,可以用廣東話或普通話相討你的需要。談話內容是絕對保密。



支援服務

包括	不包括
<ul style="list-style-type: none"> 烹調飯菜 簡易的家庭雜務 (如:打掃、清洗碗碟) 看護寵物 一般的園藝雜務 (如:清除雜草) 購物 / 領取處方開的藥物 到圖書館、郵政局 簡單的翻譯 (如:信件、打電話) 駕駛到醫院 陪同到預約 轉介到其他服務機構 	<ul style="list-style-type: none"> 個人護理 (如:沐浴、如廁) 照顧兒童 更換繃帶 塗 / 敷藥 (如:眼藥水) 抬起病人 抬起沉重物體 接觸有危險的物質 危險運動 / 活動 閱讀 / 翻譯有關法律的文件



主要成就

我們通過電話和電子郵件查詢、醫院或其他機構的推薦，共接收了7個新個案。共有15名義工參與了慧妍社癌症支援項目，提供支援服務。目前，我們的團隊正為41名服務對象提供服務。

我們為受癌症影響的曼徹斯特大區服務使用者提供了實際、情感和經濟上的支持。我們還為位於曼徹斯特大區以外的服務對象提供了電話支援。

我們通過電話交談、與服務對象一起在公園散步提供情感支持、代取藥物、購買日常用品、陪伴服務對象前往診所，以及其他多項實際幫助他們需要的任務，來與服務對象建立聯繫。

定期義工會議

義工定期參加線上和面對面的會議，分享志願服務的經驗，更新義工活動，並討論項目的計劃和推廣活動。在2024年3月15日，我們參加了慧妍社感謝午宴，向義工們在社區中無私奉獻的工作表達我們感激之情。



社區健康講座與活動

我們在下列日期舉辦了健康講座，與社區成員建立聯繫、推廣我們的服務，並邀請人們加入我們的義工團隊。

2023年4月25日 - 視力障礙健康講座
來自RNIB的Claire和來自VisionAid的Jason擔任主講者，展示了與視力相關的技術，為輔助生活或有殘障的人士提供支援。

2023年5月30日 - 健康飲食，省錢之道
這場健康講座介紹了如何在通脹環境中，以實惠的價格享用健康食品。

我們與Answer Cancer合作推動「勇敢檢查」（Be Gutsy）項目，向社區宣傳NHS腸癌篩查。2023年7月至10月期間，我們舉辦了三場健康講座活動和三次工作小組會議。

2023年11月20日 - Answer Cancer「勇敢檢查」項目慶祝活動

Answer Cancer工作小組成員製作了一段視頻，向社區宣傳腸癌篩查的重要性。該視頻在慶祝活動當天發布。

2024年1月16日 - Answer Cancer 2024冬季暖心慶祝活動

慧妍社癌症支援項目的義工、Answer Cancer的推廣大使以及更廣泛的社區成員都積極參與了這些活動並從中受益。

BRAG WON NATIONAL BAME HEALTH AND CARE AWARD FOR COMMUNITY INITIATIVE OF THE YEAR, IN COLLABORATION WITH VOCAL AS A BRAG MEMBER.



BBC NEWS

Home UK World Business Politics

Age equality strategy introduced in city

DARREN ROBINSON

The strategy aims to make Manchester the most age-friendly city in the country

30 November 2023



陳麗緣

「能夠為社區提供符合不斷變化需求的服務，這是一段非凡的旅程。」

過去一年，我們的奉獻精神、堅韌不拔的態度以及在挑戰面前適應變化的能力，得到了充分的體現。我們的工作影響了不同年齡層的人群，從年僅6歲的兒童到99歲的長者。我們社區的多元性，以及我們目前所應對的各種複雜需求，彰顯了我們對包容性與深層支持的承諾。

我們其中一項最重要的成就是獲得了全國性的認可。2023年，我們作為「黑人、亞裔及少數族裔研究諮詢小組」（BRAG）的一部分，與Vocal合作，在全國BAME健康與護理獎中榮獲「年度社區倡議獎」（Community Initiative of the Year Award）。這項殊榮反映了我們多年倡導的價值，也突顯了社區參與對推動有意義變革的重要性。

我們的合作夥伴關係也日益鞏固。透過與英國基因組學公司（Genomics England）的合作，我們推出了新的倡議並獲得額外資源。我們還與克里斯蒂醫院（The Christie Hospital）的腫瘤專家合作，解決不同種族社群在癌症護理方面的特殊需求。經過我們的倡導，一個專家指導小組已成立，以規劃未來的培訓和策略，這將為醫療保健帶來持久的改變。

作為曼徹斯特市議會「友善長者委員會」（Age-Friendly Board）的成員，我們參與了「曼徹斯特：一座為生活而設的城市」未來

五年戰略的啟動。該倡議強調建設一個尊重並優先考慮長者需求的友善城市的重要性。

我們影響變革和改善生活的能力持續增強，但長期資源的確保仍是一個關鍵挑戰。儘管如此，我們的韌性與創造力使我們能夠與私人及商業領域建立合作夥伴關係，打造持久的合作與創新傳承。

所有這些成就都離不開我們員工、義工及理事們的奉獻與努力。你們的熱情與承諾是我們一切成就的驅動力。透過共同努力，我們正在實實在在地改變我們所服務人群的生活。

感謝您對我們使命的持續支持與信任。



邱李惠霞

挑戰中的成果

回顧過去一年，我滿懷自豪與感激，感謝我們作為一個組織共同走過的旅程。這一年充滿了值得慶祝的時刻、各種挑戰以及重大成就，充分展現了每位員工的堅韌與承諾。

今年最令人振奮的時刻之一，是我與我們的行政總裁 陳麗緣女士一同獲邀參加在白金漢宮舉行的國王加冕園遊會。這項榮譽體現了我們組織所帶來的影響力，以及社區對我們的信任和肯定。

與許多組織一樣，我們在當前經濟環境中持續面臨資源有限的挑戰。這些困難考驗著我們的決心，但同時也促使我們創新並調整策略，以滿足社區的需求。

這一年給了我們反思歷史和成長的機會。從最初致力於支援受家庭暴力影響的華人女性，到今天服務更廣泛、多元化的社區，我們的發展令人鼓舞。儘管面臨種種挑戰，我們服務社區的信念始終堅定不移。我們自豪於能夠改變眾多人的生活，提供備受信賴和迫切需要的服務，成為社區成員可靠的依靠。

我們的成就離不開理事會成員、員工和義工的奉獻與辛勤付出。他們的熱情與努力不斷激勵著我們，推動我們持續向前邁進。

展望未來，我們將繼續秉持關懷、誠信的原則，以堅定的決心支持我們的社區，致力於創造積極的影響。感謝您成為這段非凡旅程的一部分。



我們的使命:

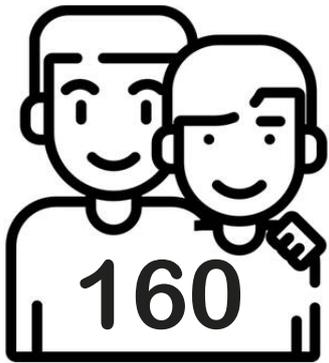
克服障礙, 創造機會, 扶持和提升能力, 實現更好的生活。

我們的服務成果

婦女和兒童使用
家庭服務



友好電話服務



青少年支援



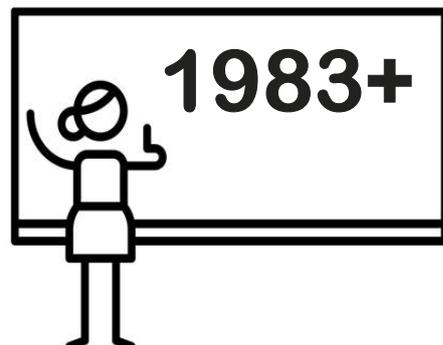
義工時間



關懷計劃用家



健康午餐使用者



提供學習者以
新技能學習

董事會成員

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副主席 王曉方

財政 劉薇娟

秘書 李媚容

成員 李余美霞

Mimi Webster

陳凱雁

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