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# Wai Yin Society

Serving the community since 1988



# Annual Report 2021/2022

# YEAR IN NUMBERS

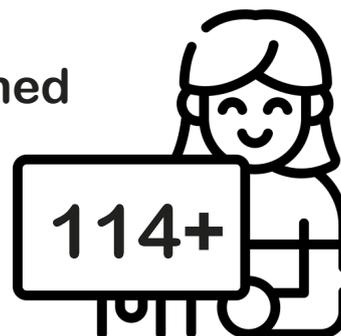
## BOARD MEMBERS

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

Mr. Alfred Chung	Ms. Louise Wong
Mr. Andrew Chan	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
Mr. Edwin Jung	Ms. Susan Crabb
Ms. Gahmei Cheng	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	

Women gained access to appropriate support



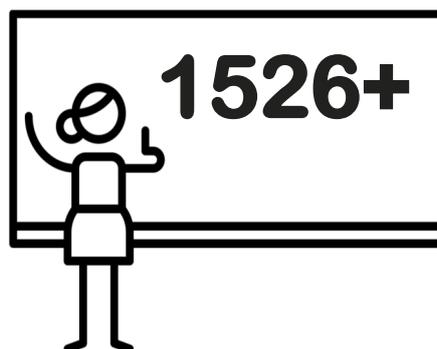
Emergency Food Parcels

General advice Sessions



Healthy Meals served to users

Counselling sessions



Learners Participated in ETE

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

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

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Registered Charity No. 1073437

Limited Company by Guarantee No. 3479994



## Another Year of Challenge and Opportunity

**With** a dedicated and hard-working team on board, chairing the Wai Yin Society Board during this year has been highly rewarding and enjoyable. Our committed staff, supported by a team of volunteers, working along with our many dynamic supporters has enabled the Society to keep up the important work it started in 1988.

This has been an incredibly challenging year as we came out of the pandemic. We changed our work practises in our centres in order to cope with this exceedingly difficult situation. We were able to provide the services needed to our communities throughout the pandemic and continue to serve everyone. The team has been working very hard to get funding to support the good work being provided by the Society. Since the Government announced living with COVID 19, we have slowly been getting back to normal work practises and have gradually opened up all three centres.

During this period, the Lord Mayor of Manchester and his wife, visited our Sheung Lok centre in November to acknowledge the amazing work that our staff had been doing to keep services running.

Looking at the current situation, we are running three centres and paying three times the expenses. I think that it is time we work out how we can make the best use of our resources and run Wai Yin Society in a more cost effective way. We will revisit the strategy and decide how to achieve this. Whatever our decision, we want to ensure

that our staff can continue to work in partnership with other organisations and provide vital services to all our communities.

It is foreseen that the coming year will be a tough and challenging one as we expect that there will be a substantial funding cut. However, we believe that challenge means opportunity. As long as we are working together for the best interests of our communities, we will create opportunities despite the challenges.

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

### ***Our Mission:***

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



## The year of April 2021 – March 2022 has been the year of “Reaching, Influencing and Campaigning”.

The pandemic has seen huge demands on us as a community-led organisation and we have grown as a result.

**A**t the start of the year, the Reaching Communities Grant was awarded to the Welcome Centre, totalling nearly £500,000. This will fund four years of the “Reaching Out to M8” project, delivering a wide range of community support services to local residents. We have continued to support the Trauma Response Wellbeing Hub and the Health to Challenge projects in Central and North Manchester.

In Greater Manchester, we have been able to grow our service contracts, which we were awarded by the Greater Manchester Health and Social Care Partnership for culturally appropriate counselling services, and we were also awarded funds from the 10GM Greater Manchester Hospital Discharge Alliance and Answer Cancer services.

Beyond - the new Hong Kong BNO Welcome Programme funded by central government's Department of Levelling Up started this year to support and welcome people from Hong Kong. Furthermore, we established new partnerships and generated income to work with different universities in the country to develop Health and Social Care research, including a vaccination project with Leicester University.

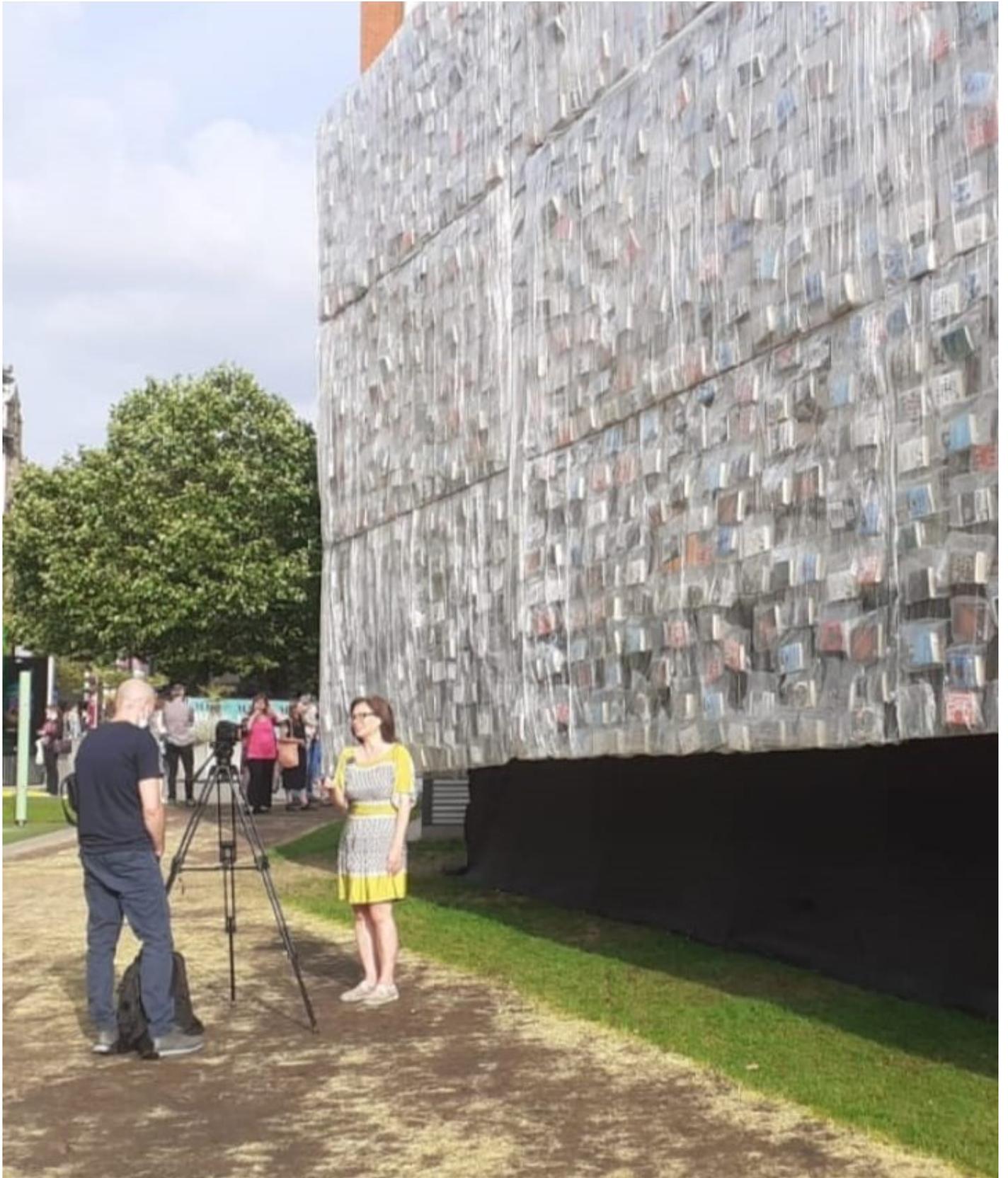
### Further Networks

I met with the government minister, Lord Greenhalgh, to take part in the Taskforce on Hong Kong British Nationals (Overseas) Status Holders meeting to share insights and practise. We worked with our new partners, the Health Research Authority, the National Institute for Health Research (NIHR) and Greater Manchester Combined

Authority's Gender Based Violence Strategy, to campaign for an inclusive research and influencing strategy. I was again invited by Manchester Metropolitan University's Nursing department to act as a guest lecturer to share our Covid-19 experience and community practice to over 300 Health and Social Care Students. I was honoured to be invited to join the nominated panel for the Manchester International Festival (MIF) Big Ben Project, which brought an international audience to the city, where we shared Wai Yin's 'Crossing the Borders' book. Finally, we have fantastic news for our 'Crossing the Borders' publication, which won the Alan Ball Award for community publications 2020, and we were delighted to be nominated as a Northern Power Women Awards Finalist 2022.

### Going forward:

We will continue to build strong partnerships with a diverse range of organisations through constantly seeking opportunities to create innovative ways to deliver services that make a difference in people's lives. When the Lottery Grant officers interviewed me about my experience and what I learned from last few years, I shared how “...diversity in partnerships is vital for making a difference in the lives of the multicultural and diverse communities which we serve.”



**After** the year of the Covid-19 pandemic, we were adapting to a “new normal” of wearing face masks and social distancing, and we were offering a mixture of online and face to face activities. Our users made dumplings to celebrate the Dragon Boat Festival in June. Around 60 users gathered to share traditional Chinese food and moon cakes to celebrate the Mid-Autumn Festival in September.

During this year,

We engaged with more than 360 service users. We provided 3978 healthy meals, 300 Christmas goody bags and 300 Chinese New Year goody bags to our users.

We provided around 700 befriending calls and home visits to give practical and emotional support to enhance our users’ wellbeing.

We provided regular activities, such as Tai Chi, Karaoke, dancing, table tennis, English classes and Mandarin classes. This gave our users a chance to connect with others and learn new skills.

We have supported more than 50 Chinese older carers with their welfare benefits as well as helping them to have a break from their caring roles to maintain their wellbeing.

Wai Yin has successfully applied for funding to work in partnership with the Chinese Health Information Centre and Tung Sing YourHousing to promote health and wellbeing to older people via the Health to Challenge Project. 150 people have participated in this one year project.

52 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 work closely with the Community Mental Health Team and health professionals to support our users.

Wai Yin Society have successfully extended our short term funding to provide a psychotherapy service through the East meets West Project. During this year, around 600 one to one counselling sessions have been provided.

In this year, our volunteers continue to support the monthly Sheung Lok Radio broadcast. Thank you to them for their hard work and dedication.

**Case Study** *The names used in the case studies have been changed for the purposes of confidentiality.*

Mrs. Chan’s daughter, Lucy, was admitted to hospital under section 3 of Mental Health Act in 2020. Mrs. Chan came to the UK via a visitor visa in order to bring Lucy back to China and she only spoke Mandarin. Mrs. Chan was very worried about her daughter’s mental illness and this meant that she was very low in her mood and could not sleep.

We provided language support for Mrs. Chan to enable her to communicate with the health professionals and to gain better understanding of Lucy’s mental illness. We provided emotional support to reduce Mrs. Chan’s worries and helped her to maintain her mental wellbeing. We encouraged Mrs. Chan to join the Sheung Lok activities in her spare time to enhance her wellbeing.

Mrs. Chan could only stay for a maximum of 6 months on each visit using the visitor visa. However, due to the pandemic and Lucy’s poor mental health, Mrs. Chan ended up staying over 6 months. We supported Mrs. Chan to sort out this visa problem.

In the end, Lucy was discharged from hospital in December 2021, and she and Mrs. Chan went back to China after that.

## Key Achievements

We have had 7 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. Currently we are serving a total of 31 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 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.

Jan – Mar 2022 - We started receiving BNO referrals who were newly moved to UK within the last year. 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 were met regularly via zoom to share experiences of volunteering and to update volunteers' activities, and to discuss the plans and promotion events for the project.

## Training

25th May 2021 – Samaritans Training.

Volunteers attended the Samaritans Training and found the training is very useful. We have shared the training information with those who missed the training.

Apr – July 2021 - Befriending Mindfulness training

Volunteers continued to participate the on-going 'Befriending Training' organised by the Wai Yin Mental Health Team.

July – Sept 2021 – Facing Fear of Cancer Recurrence

Our volunteers joined a health talk training on Facing Fear of Cancer Recurrence, organised by the Chinese Association for Cancer Care. The talk was held in Cantonese. The health talk information was also passed on to some clients and their families who wished to join.

## Project promotion

Our volunteers keep promoting our service to the wider Chinese community. Promotion leaflets are sent to clinics and hospitals. We worked with Answer Cancer and on the 14th June 2022 Stakeholder Collaboration event we shared Wai Yin's best practice and introduced our Macmillan service.

## Answer Cancer Project

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

We delivered online health talks on the following dates:

16th April 2021 – Bowel Cancer and Treatment Health Talk

7th May 2021 – Breast Screening Awareness & Prevention Health Talk

22nd May 2021 – Prostate Cancer and Treatment Health Talk

14th June 2021 – Pancreatic Cancer and Treatment Health Talk

Both our volunteers and the wider community were benefited from the events and had actively raised questions in the Q&A session.

**During** this second difficult year of COVID 19, the General Advice Team delivered twice as many advice sessions compared to the previous year, up from over 300 to over 660, with 205 males and 455 females. Out of the 660 sessions, the majority of people aged from 35 to 49. Most people who came to seek advice were self referrals, but we also received referrals from statutory services, schools, GP surgeries, word of mouth and friends of existing service users. 90% of service users were satisfied with our service and 60% of users returned to use the service more than 3 times. The Team continued to provide online sessions as well as face to face support during this period.

With the help from our volunteers, we continue to provide support with a wide range of issues including benefits, housing and council tax, as well as advice around accessing services, reporting crimes and help with funeral costs.

General advice has always been one of the most important services that Wai Yin

provides, especially for those with language barriers, people who have limited knowledge of UK systems and older people. However, funding to support the service has been scarce and with the cost of living rising we expect demand will be even higher. We would like to take this opportunity to thank our volunteers who have provided valuable support to this service for so many years and have helped so many people in need.

#### **Users' quotes:**

"Staff at Wai Yin are the people who can speak our language and I know I can get help there"

"The staff are patient and willing to listen to my issues"

"Not sure what to do before meeting the adviser, but feel much better afterward"

"Benefits are so complicated but adviser explain well"

"I was referred by a friend who seeks support from Wai Yin. An organisation that helps many of my friends"

#### **Case study:**

Mrs. S is a single parent who arrived in UK 8 months ago with her three children. She was in low paid employment to support herself and the children, two of them were over 18 and unemployed. When she came for advice, her rent was overdue and she was having problems paying her utility bills. Her previous employer also owed her money for work that she had done.

She desperately needed financial assistance to pay her bills, rent and food for the family. She didn't speak any English, had low IT skills and a lack of knowledge about UK benefits. Her applications for child and housing benefits had significant errors and many contradictions. As a result, the Benefits Department had assessed these to be fraudulent claims and were taking legal action against her, causing more stress for her and the family.

After reviewing her case, we contacted the utility companies which agreed to delay her debts and allowed her to repay in instalments. We assisted her to apply for grants from utility companies to cover some of her energy bill debt and spoke to the Benefits Department regarding her legal issue. We also worked with our legal advice partner to support us with this. A volunteer interpreter was also arranged to help her communicate.

Mrs. S was given advice on priority debts, online benefit applications and was advised her to join our work club and ESOL class to improve her English. The family is still vulnerable and our support is ongoing, with our help, they have been able to better manage their finances and the children are now looking for work to become independent .

# YOUTH PROJECT

We are going into the second post-pandemic year, and it is our pleasure to report on the progress and achievements of the Youth and Play Project in this last year. We are grateful to our funders for their generosity which has enabled us to provide more support to our service users during this difficult time.

**Apart** from dealing with the after effects of the pandemic, we are facing the effects of the war in Ukraine. This has meant that our young people and their families have been affected by a huge increase of the cost of living. We are proud that we have managed to continue providing extra services and urgent support during this period. Examples of this support has included food vouchers and data plans. However, we are facing another challenging year ahead and we will do our best to work with our users to ensure their best interests are supported.

As this is the last year of funding from Manchester City Council through Young Manchester, the activities have been running according to the funding plan, as in the years before, but with more outdoor activities and face to face workshops (because of the relaxing of meeting restrictions). In addition to this, the outdoor activity sessions have been increased because we want the young people to leave their homes for their mental wellbeing. The stresses on them include looking after the family, a lack of space at home or isolation caused by the pandemic.

Youth sessions have been run in various places, e.g. in colleges, the city centre, etc. and have run twice a week. We have managed to meet over 55 young people, and more than 70 young people have benefitted through sessions run this year.

Online Tutorial support – This has been running 4 days a week to support youngsters, aged from 8 to 13, to help them to work towards the standard levels required for their schoolwork. We have over 40 people who have benefitted from these sessions

To avoid the breaching of “social distancing” rules, we paid weekly doorstep visits to vulnerable young people to make sure their mental wellbeing was being looked after and to deliver food parcels to the most in need. These sessions were targeted towards those who had encountered the Youth Project previously and still required support.

We helped to provide free internet connection to young people and their families who could not afford the cost to help them to connect to their communities.

## **A young person’s story:**

Meia is an undocumented minor (under 18 years old and in the care of Social Services) living on the Manchester border. It took him two hours to travel to attend college. Unfortunately, he was alone most of the time after college and felt isolated in the school holidays. He needed support to manage daily tasks like shopping and regulating his emotions. We managed to help him with peer group support so he had friends to talk to and we also provided internet data so Meia could connect to his ethnic community for emotional support. During our program, we managed to provide him with lots of different information, e.g. living safely in Manchester, internet/social media safety and how to live a green life. Meia now has more confidence around meeting and talking with his peers, and going out in person to meet others and enjoy life. Our plan went well and Meia now has plans to study Information Technology after he finishes his English course. Meia believes he can move forward with his life, and if he feels he is struggling, he said he will come to us for help. Our project builds trust with the young people in Manchester and we would like to support them as far as they can go.

# EDUCATION, TRAINING

# & EMPLOYMENT

**As** the Coronavirus was still with us during this period, we continued to offer courses online because our learners were not confident about returning to face to face environments. We are incredibly proud of the work of our team and tutors during this challenging period.

**As** restrictions began to ease, we began to offer a blended approach with online lessons as well as reintroducing in person classes from September at the Welcome Centre in a COVID secure setting. Unfortunately, the emergence of the Omicron variant in December meant that all classes had to go back to being delivered online again until mid-February 2022.



In January, the announcement was made by the government to welcome Hong Kongers with BN(O) status to the UK and Wai Yin was successful in making an application to support these new arrivals, and as part of this, the ETE team began to offer them a range of courses to improve IT skills, support integration and help them to improve their health and wellbeing. During this period, we continued to review and refine our methods as a team to ensure learners received a good quality learning experience online and that this was

supported by excellent online administration systems. We delivered courses to 1,085 learners and 74 classes across Greater Manchester covering a wide range of subjects including ESOL, employability skills and a workclub, arts and crafts, a walking group and family support. Our courses helped learners to practise their English, and stay socially connected during this



challenging period of isolation. This was hugely important for those who arrived in the UK during this time because they were able to learn about their new area, gain language skills and understand UK traditions and culture. We are immensely proud of the achievements of the ETE team during this period and all the hard work that has been done to ensure that learners continued to have access to quality learning.

### Case study:

Learner A joined one of our classes during the Coronavirus lockdown. She was very shy and lacked confidence when she first started, and took a while to build up her conversation skills. We began to realise that she was a very helpful person who really enjoyed helping her classmates. After a conversation with the ETE team, she began to volunteer in classes providing interpreting support in classes and on an ad hoc basis in our centres. She said that volunteering has really helped her to increase her confidence and has provided her with a really positive experience.



### Learner feedback

Learner A, "I have learnt many parts of English grammar including informal and formal language, and how to use comparatives and superlatives."

Learner B, "David is a good teacher. He teaches us slowly and uses body language. I can understand more."

Learner C - "I have learnt about the system of Government, the role of the Monarch. The House of Commons and Lords. Although the topic is serious, it increases my sense of belonging."

Learner D - "We are talking about how to properly use these tenses in conversation. I am learning about -ed and -ing adjectives and it's becoming clearer. I'm also learning on the prepositions of time."

Learner E - "I learnt how to make an appointment with the doctor and about prescriptions. Talking about pain in body and face."

# WOMEN & PARENTING SUPPORT

**During** this period, the Women and Parenting Project continued to work with women from Manchester, Greater Manchester and other cities across England, including Liverpool, and also in rural areas such as Cumbria.

**Many** of these women were in crisis situations which included domestic abuse, mental health issues, homelessness, safeguarding, parenting problems, children with additional needs and problems caused by language barriers.



We offered the following support and services:

- 1:1 Emotional Support
- supporting parents to attend school meetings
- helping parents with their children's school admissions
- providing support during court cases dealing with divorce and children under the care of social services
- working with other Wai Yin teams to offer a counselling service and ESOL courses
- providing general Advice
- making home visits
- delivering a parenting course: The Primary Years and Teenage Years.
- running relationship workshops for couples
- delivering domestic abuse awareness sessions
- running a parents support group
- organising outings and activities
- running celebration events

We continued to use a wide range of online

platforms such as WhatsApp, WeChat and Zoom to communicate with our service users. At the same time, in March 2022, we gradually reopened our Headquarters to deliver face to face services. Women reported that they were very excited to be able to have face to face meetings after the Covid-19 Pandemic.

## Our Achievements

- **87** women accessed our services
- **70** children registered for the children's tutorial class
- Around **10** women were referred to the Health and Social Care Team to access counselling sessions.
- **70%** of women reported that sessions helped them to improve their mental health and reduced their stress.
- **12** parents attended the Primary and Teenage Parenting Course. All women reported that the course helped them to improve their relationships with their children and that they had a better understanding of parenting skills in the UK.
- **5** domestic violence awareness and couples sessions were delivered and participants reported that the sessions helped them to improve their communication skills, that they increased their knowledge on how their own behaviour impacted on their children and made changes as a result.
- **80%** of women received their welfare benefit entitlement and moved to council or housing association property.
- **5%** of women successfully completed their divorce process.
- **70%** of women reported that the service helped them improve their health and wellbeing and the others are continuing to receive on-going support.

## First 1000 Days

During this difficult period of COVID19, the First 1000 Days Project continued to provide a blended form of online and face to face support for our participants, providing mums to be, new parents and grandparents with advice and information. This enabled them to make informed decisions which benefitted the children that they cared for ensuring that the first one thousand days of their lives got off to best possible start for them. We worked closely with our partners, The Manchester Bangladeshi Women's Organisation to ensure that the support and information we provided was accessible and interpreted into first languages to ensure that participants had the greatest understanding and were able to confidently ask questions.

During this time, we continued to offer our online education sessions where participants could listen to, engage with and ask questions of the health and social care professionals who shared their knowledge with us. Our speakers gave presentations on accessing benefits, schools admissions, mental health support, safety in the home and dentistry, to name but a few, and



came from multiple organisations including Manchester University, Children's Centres and Manchester Council, along with many more. Our families came from a diverse range of ethnicities and shared stories about cultural traditions meaning that our speakers were informed and educated about all our different communities.

As the sessions were online, they were very accessible to our families who often found it difficult to travel with small children and were still fearful of the threat of COVID19. We also continued to support participants by providing information around housing, benefits and family life, offering practical advice and

emotional support to help parents to move forward and achieve positive results.

Feedback has included:

"Good Mental Health in winter is really a good topic. If I feel stressed or anxious I can practice mindfulness and breathing exercise. I understand self compassion and not be too hard on my-self. Walking can be very good for mental health."

"I liked the talk because the information is very useful. It has helped me to learn how to apply for a school place for my child as I am new to the UK."

### Domestic Violence Case Study:

Mrs L aged (35+) lived with her husband and their three children in Manchester.

She was referred to our service by another organisation because of physical and emotional abuse that she was receiving from her husband. Mrs L was frightened because the police informed her that her husband would return home within a week.

We helped Mrs L to contact a family law solicitors and supported her to arrange an appointment to meet a solicitor who specialised in family law. The solicitor advised her that she could apply for a non-molestation order and an occupational order to protect herself and the children and get her husband to leave the property. Mrs L was concerned that the property was in her husband's name and had lots of questions as to what her rights were. The solicitor said she had the right to stay in the property with the children because they were married. Mrs L was relieved to receive this support from us as she was new to the country and had very little knowledge about the UK system and the legal implications of domestic violence issues.

# WELCOME CENTRE

**As** lockdown restrictions began to lift the Wai Yin Welcome Centre found that demand for its services rose exponentially not just from North Manchester residents but from places further afield such as Oldham, Rochdale and Ashton. However, most of our clients/ service users were from North Manchester due to deprivation of the areas, whose residents face many challenges including social, economic and health problems. Between June and September 2021, advice needs were at its peak and we had to deal with the referrals which were increasing on a daily basis from Job Centres in the area, Manchester City Council, the NHS Social Services and other local voluntary community organisations which had not yet fully reopened because of the pandemic. In response to this, the Welcome Centre became a trauma response hub, working with our partners to help the community recover from the COVID19 pandemic and lockdowns.

We faced a challenge with the rising numbers of service users, but after the appointment of a receptionist and trying out new systems of work, we were able to become more effective. As classes and activities began to resume, we faced some logistical problems regarding the number of students/service users we could fit into one room because of the 1 metre rule which we

adopted for the safety of all those using the Centre. Because of this we were not able to reopen the cafeteria and needed the larger space for the more popular classes and activities. The kitchen was used, however, by another M8 local charity, Rainbow Surprise, with whom we work closely, who were cooking and delivering food, with the help of some of our volunteers and staff, twice a week for local care homes and hostels. We have 21 very committed volunteers who volunteered over 3266 hours during this period.

One of the biggest problems caused by the pandemic was social isolation, so one of our main aims was to reduce these feelings of isolation by organising activities and events where local residents could meet together in a safe place, make new friends, learn new skills, increase their confidence, share their experiences and improve their mental health and well-being. To achieve this we ran music, calligraphy and gardening activities, as well as a woman's group and a walking group.

During this period, various events have been held at the Centre to bring our local community together. The Centre was open to local residents as part of the wider 4 Day Cheetham Hill Festival in September 2021, an Age Friendly Event in October 2021 and an event for International Women's Day in March 2022.

## **Feedback:**

'The Welcome Centre is the central point for the community; if it wasn't here it would be a big loss. Look at who is attending – they wouldn't normally go out or have a point where they would make friends, they would be isolated.'

'I needed to get out of the house. You really laugh here and everybody's very kind. The social side is really good, you mingle with all. Even if you don't share the language you use your hands and body gestures.'

'The Centre creates a very welcoming atmosphere that anyone can come without barriers. It's used by lots of different parts of the community who come here to use the space. It's a real community hub.'

## OPeNs Project

The OPeNs project supports older BAME people in Crumpsall and Cheetham in partnership with Manchester Refugee Support Network (MRSN) and Communities for All (C4A) based at Khizra Mosque. This was a very difficult period for our users due to the COVID pandemic and the subsequent lockdowns had a very detrimental effect on them due to increased risk from age and ethnicity.

We started the year by encouraging people to meet outdoors and held a gardening group at Khizra Mosque where participants could meet outside and start to become confident about socialising again. We continued to provide a series of online events to raise awareness about online scams, which were very common during this period, and combatting hesitancy about the COVID vaccine. We worked with our partners to support people's online access and digital skills. We also worked with organisations like More Life to help people to improve their health, which for many people, had deteriorated during this period. These were delivered with interpreting support in Mandarin, Cantonese, French and Urdu to ensure as much access as possible.

As people's confidence grew throughout the period, we started a coffee morning with C4A and supported people to attend ESOL, digital, and employment skills classes at the Welcome Centre, as well as art, craft and calligraphy events, music sessions and exercise classes where they could talk and share their experiences in a mindful environment. We continued to offer online sessions so that those who were still cautious about going out could take part and these continued to concentrate on health and online safety.

We began to recruit volunteers through this time and they were fundamental to the success of our activities and connecting with our vulnerable participants. Our volunteers described how their roles helped them, as well as the project participants, during this challenging period, by giving them opportunities to help others, make new friends and learn new skills.

Throughout this period, we continued to reach out to the older community of Cheetham and Crumpsall by offering befriending, check and chat, food parcels and help with accessing advice, services and support to encourage participants to build confidence and get the help that they needed.

### Feedback has included:

"I am a fifty two year old mother of two children of Pakistani origin. In the past I have been the victim of online and telephone scams. I really enjoyed the session because it has raised awareness of other scams taking place and how to avoid them and what action can be taken to report them. I now feel much more confident about what I should do if I find myself in this situation again. I now know how to prevent myself from becoming a victim of fraud again, what help and support is available and how to report such incidents in future."

"Gardening outside gives me an opportunity to meet others which is so important after lockdown. I can also get fit and exercise."

"Thank you for providing us with these sessions and please keep them running in the local area as it makes it easy for me to attend. I have learnt a lot and I feel a lot happier, when I wake up now I do not feel lonely as before, I have somewhere to go now and do some activity with my new friends."

"I have previously had at least five different health incidents and problems, much of it has been due to stress and isolation, but since I joined the project I feel less stressed, connected and happier, and generally just better overall."

# FINANCIAL SUMMARY

## Financial summary 2021/22

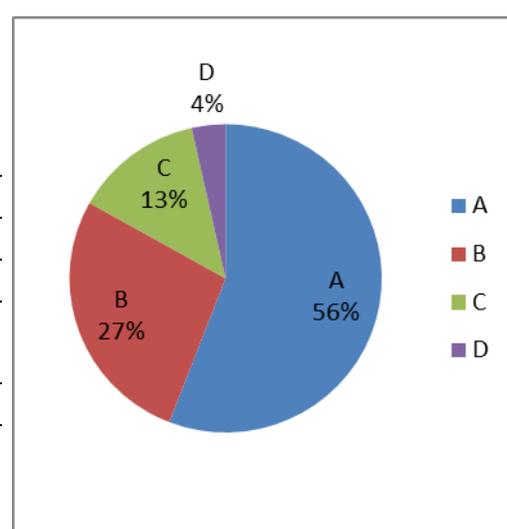
	<b>TOTAL FUNDS</b>	<b>2022</b>	<b>2021</b>
		<b>£</b>	<b>£</b>
<b>Income &amp; Expenditure</b>	<b>Income</b>	773,456	765,717
	<b>Expenditure</b>	747,032	651,828
	<b>Net Income (Expenditure)</b>	26,424	113,889

## Reconciliation of Funds

<b>Total funds brought forward</b>	920,004	792,158
Restricted	49,488	1,981
Unrestricted	870,516	790,177
<b>Total funds carried forward</b>	973,928	920,004
Restricted	17,095	49,488
Unrestricted	956,833	870,516

## Income sources 2021/22

A Local government	432,239
B National funding body	210,797
C Independent funders	103,335
D Other	27,085
<b>Total income</b>	<b>773,456</b>



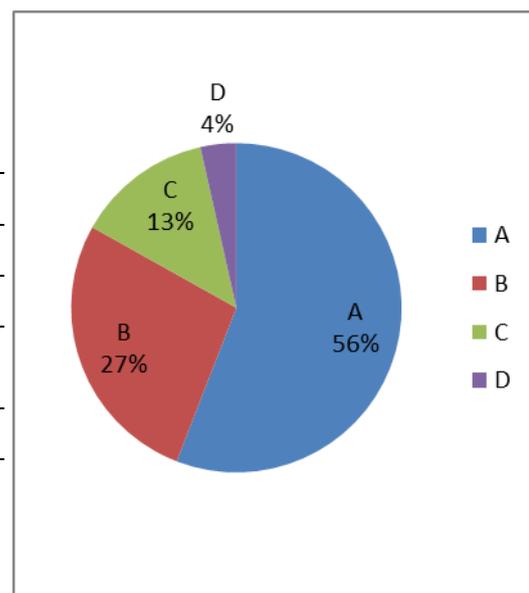
## 財政簡報 2021/22

	<b>2022</b>	2021
總資金	£	£
收入與支出		
收入	773,456	765,717
支出	747,032	651,828
淨收入(不敷)	26,424	113,889

資金對賬	總資金承前	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
	總資金結轉	973,928	920,004
	有限制用途資金	17,095	49,488
	無限制用途資金	956,833	870,516

## 收入來源 2021/22

A 地方政府	432,239
B 國營基金組織	210,797
C 獨立資助機構	103,335
D 其他	27,085
<b>總收入</b>	<b>773,456</b>



## OPeNs 項目

OPeNs 項目與位於 Khizra 清真寺的曼徹斯特難民支持網絡 (MRSN) 和全民社區 (C4A) 合作，為 Crumpsall 和 Cheetham 的 BAME 老年人提供支持。由於新冠狀肺炎大流行，這對我們的用戶來說是一個非常困難的時期，由於年齡和種族的風險增加，隨後的封鎖對他們產生了非常不利的影響。

我們通過鼓勵人們在戶外聚會開始了這一年，並在 Khizra 清真寺舉辦了一個園藝小組，參與者可以在戶外聚會並開始對再次社交充滿信心。我們繼續提供一系列線上活動，以提高對在此期間非常普遍的線上詐騙的認識，並消除對新冠狀疫苗的猶豫。我們與合作夥伴合作，支持人們的線上訪問和數據技能。我們還與 More Life 等組織合作，幫助人們改善在此期間許多人的健康狀況惡化的情況。提供普通話、粵語、法語和烏爾都語的口譯支持，以確保盡可能多的掌握。

在此期間，隨著人們信心的增強，我們與 C4A 一起舉辦了一個咖啡早晨，並支持他們在歡迎中心

參加 ESOL、數據和就業技能課程，以及藝術、手工藝和書法活動、音樂課程和健身課程，他們在哪裡參加可以在適切的環境中交談和分享他們的經驗。我們繼續提供線上課程，以便那些仍然對外出保持謹慎的人可以參加，這些人繼續專注於健康和線上安全。

這段時間我們開始招募志願者，他們對我們活動的成功以及與弱勢參與者的聯繫至關重要。我們的志願者描述了他們的角色如何在這個充滿挑戰的時期幫助他們以及項目參與者，讓他們有機會幫助他人、結交新朋友和學習新技能。

在此期間，我們繼續通過提供交友、檢查和聊天、食品包裹以及幫助獲得建議、服務和支持來接觸 Cheetham 和 Crumpsall 的老社區，以鼓勵參與者建立信心並獲得他們需要的幫助。

### 反饋包括：

“我是一名 52 歲的母親，有兩個巴基斯坦血統的孩子。過去，我一直是網絡和電話詐騙的受害者。我真的很喜歡這次會議，因為它提高了人們對正在發生的其他騙局以及如何避免這些騙局以及可以採取什麼行動來報告這些騙局的認識。如果我發現自己再次處於這種情況，我知道我應該做什麼更有信心。我現在知道如何防止自己再次成為欺詐的受害者，可以提供哪些幫助和支持，以及將來如何報告此類事件。”

“戶外園藝讓我有機會結識其他人，這在封鎖後非常重要。我也可以健身和鍛煉。”

“感謝您為我們提供這些會議，請讓它們在當地運行，因為這讓我很容易參加。我學到了很多東西，我感到更快樂，現在當我醒來時，我不會像以前那樣感到孤獨，我現在有地方可去，可以和我的新朋友一起做一些活動。”

“我以前至少遇到過五次不同的健康事故和問題，其中大部分是由於壓力和孤立造成的，但自從我加入這個項目後，我感到壓力減輕了，聯繫起來了，也更快樂了，而且總體上來說，情況變得更好了。”

隨著封鎖限制開始解除，慧妍社歡迎中心發現，不僅來自北曼徹斯特居民，而且來自更遠的地方，如奧Oldham、Rochdale和Ashton，對其服務的需求呈指數級增長。然而，由於該地區的貧困，我們的大多數客戶/服務用戶來自北曼徹斯特，其居民面臨著許多挑戰，包括社會、經濟和健康問題。

在 2021 年 6 月至 2021 年 9 月期間，諮詢需求達到頂峰，我們不得不處理來自該地區就業中心、曼徹斯特市議會、NHS 社會服務和其他當地義工社區組織的推薦，這些推薦每天都在增加是因受疫情影響，他們尚未全面復工。為此，歡迎中心成為了創傷應對中心，與我們的合作夥伴合作，幫助社區從新冠狀肺炎大流行和封鎖中恢復過來。

我們面臨服務用戶數量不斷增加的挑戰，在任命接待員並嘗試新的工作系統後，我們能夠變得更有效率。隨著課程和活動開始恢復，我們面臨著一些問題，我們為了所有使用中心的人的安全而採用了 1 米規則，以至每個房間的學生/服務用戶的數量有所限制。因此，我們無法重新開放自助餐廳，需要更大的空間來舉辦更受歡迎的課程和活動。然而，廚房被另一個 M8 當地慈善機構 Rainbow Surprise 使用，我們與他們密切合作，在我們一些義工和工作人員的幫助下，每週兩次為當地療養院和旅館做飯和送餐。在此期

間，我們有 21 名非常敬業的義工，他們志願服務的時間超過 3266 小時。

大流行造成的最大問題之一是社會隔離，因此我們的主要目標之一是通過組織當地居民可以在安全的地方聚會、結交新朋友、學習新技能的活動來減少這些孤立感，增強他們的信心，分享他們的經驗並改善他們的心理健康和福祉。為實現這一目標，我們開展了音樂、書法和園藝活動，以及婦女團體和步行團體。

在此期間，歡迎中心舉辦了各種活動，將我們當地社區聚集在一起。作為 2021 年 9 月為期 4 天的更廣泛的 Cheetham Hill 節、2021 年 10 月的老年友好活動和 2022 年 3 月的國際婦女節活動的一部分，該中心向當地居民開放。

## 反饋：

“歡迎中心是社區的中心點；如果它不在這裡，那將是一個巨大的損失。看看誰在參加——他們通常不會出去，也不會去交朋友的地方，他們會被孤立。

“我需要離開這所房子。你真的在這裡笑，每個人都很友善。社交方面真的很好，你與所有人打成一片。你可用你的手和身體姿勢而不用分享你的語言。

“該中心營造了一種非常熱情的氛圍，任何人都可以毫無障礙地前來。它被社區的許多不同部分使用，他們來到這裡使用這個空間。這是一個真正的社區中心。

## 黃金千日計劃

在新冠狀肺炎大流行這段困難時期，第一個黃金千日項目繼續為我們的參與者提供線上和面對面的混合形式支持，為準媽媽、新父母和祖父母提供建議和信息。這使他們能夠做出明智的決定，使他們所關心的孩子受益，確保他們生命的頭一千日能以最好的方式開始。我們與我們的合作夥伴曼徹斯特孟加拉國婦女組織密切合作，以確保我們提供的支持和信息可以訪問並翻譯成第一語言，以確保參與者有最大的理解並能夠自信地提出問題。

在此期間，我們繼續提供線上教育課程，參與者可以聆聽、參與並向與我們分享知識的健康和社會護理專業人員提問。我們的演講者介紹了獲得福利、學校入學、心理健康支持、家庭安全和牙科等問題，演講者來自多個組織，包括曼徹斯特大學、兒童中心和曼徹斯特議會等。我們的家人來自不同的種族，他們分享有關文化傳統的故事，這意味著我們的演講者對我們所有不同的社區都有了解和教育。

由於這些課程是線上的，因此我們的家庭很容易接觸到這些課程，他們經常發現帶小孩旅行很困難並且仍然擔心新冠狀肺炎的威脅。

我們還通過提供有關住房、福利和家庭生活的信息、提供實用的建議和情感支持來繼續支持參與者，以幫助父母向前邁進並取得積極成果。

反饋包括：

“冬季心理健康真是個好話題。如果我感到壓力或焦慮，我可以練習正念和呼吸練習。我理解自我同情，不會對自己太苛刻。步行對心理健康非常有益。”

“我喜歡這次演講，因為其中的信息非常有用。它幫助我學習如何為我的孩子申請學校，因為我是新來英國的。”



### 家暴案

L 女士（35 歲以上）與丈夫和三個孩子住在曼徹斯特。

由於她受到丈夫的身心虐待，她被另一個組織轉介到我們的慧妍社服務中心。L 女士很害怕，因為警察通知她，她的丈夫將在一周內回家。

我們幫助 L 女士聯繫了一位家庭法律師，並安排她與這位專門從事家庭法的律師會面。律師建議她可以申請禁止騷擾令和佔用令，以保護自己和孩子，並讓她的丈夫離開該物業。L 女士擔心財產在她丈夫的名下，並且對她的權利有很多疑問。律師說她有權和孩子們一起住在房子裡，因為他們已經結婚了。L 女士對我們的支持感到欣慰，因為她初到這個英國，對英國的制度和家庭暴力問題的法律知識甚少。

**在**此期間，婦女和育兒項目繼續與來自曼徹斯特、大曼徹斯特和英格蘭其他城市（包括利物浦）以及坎比亞等農村地區的婦女合作。

**這**些婦女中有許多處於危機之中，包括家庭暴力、心理健康問題、無家可歸、安全保障、育兒問題、有額外需求的孩子以及語言障礙引起的問題。

我們提供了以下支援和服務：

- 1:1 情感支援
- 支持家長參加學校會議
- 幫助家長處理孩子的入學事宜
- 在涉及離婚和社會服務機構照顧的兒童的法庭案件中提供支援
- 與慧妍社團隊合作，提供輔導服務和 ESOL 課程
- 提供一般建議
- 進行家訪
- 提供育兒課程：小學和青少年時期
- 舉辦夫婦關係研討會
- 提供家庭虐待知識
- 經營一個家長支援小組
- 組織郊遊和活動
- 舉辦慶典活動

我們繼續使用 WhatsApp、微信和 Zoom 等廣泛的線上平台與我們的服務用戶溝通。同時，在 2022 年 3 月，慧妍社總部重新開放，提供面對面的服務。有些婦女感到在 Covid-19 大流行之後能有面對面的會議而非常興奮。



我們的成就：

- 87 名女性使用了我們的服務
- 70 名兒童報名參加兒童補習班
- 大約 10 名婦女被轉介到健康和社會關懷團隊接受諮詢。
- 70% 的女性報告說，課程幫助她們改善了心理健康並減輕了壓力。
- 12 位家長參加了初級和青少年育兒課程。所有婦女都報告說，該課程幫助她們改善了與孩子的關係，並且她們對英國的育兒技巧有了更好的了解。
- 舉辦了 5 次家庭暴力意識和夫妻會議，參與者報告說這些會議幫助他們提高了溝通技巧，增加了他們對自己的行為如何影響孩子並因此作出改變。
- 80% 的婦女獲得了她們應得的福利並搬到了政府或房屋協會的房屋。
- 5% 的女性成功完成了離婚手續。
- 70% 的女性報告說，該服務幫助她們改善了健康和福利，而其他女性則繼續獲得持續的支援。

### 案例分析：

學員 A 在冠狀病毒封鎖期間加入了我們的一個班級。剛開始的時候她很害羞，缺乏自信，花了一段時間才建立起她的談話技巧。我們開始意識到她是一個非常樂於助人的人，她真的很喜歡幫助她的同學。在與教育、培訓和就業團隊交談後，她開始在課堂上做義工，在課堂上和我們中心的臨時基礎上提供口譯支持。她說，義工服務確實幫助她增強了信心，並為她提供了非常積極的體驗。



### 學員反饋：

學習者 A, “我學習了英語語法的許多部分，包括非正式和正式語言，以及如何使用比較級和最高級。”

學習者 B, “大衛是一位好老師。他慢慢地教我們，並使用肢體語言。我能理解更多。”

學習者 C, “我已經了解了政府體系和君主的角色。下議院和上議院。雖然話題很嚴肅，但增加了我的歸屬感。”

學習者 D, “我們正在討論如何在對話中正確使用這些時態。我正在學習 -ed 和 -ing 形容詞，它變得越來越清晰。我也在學習時間介詞。”

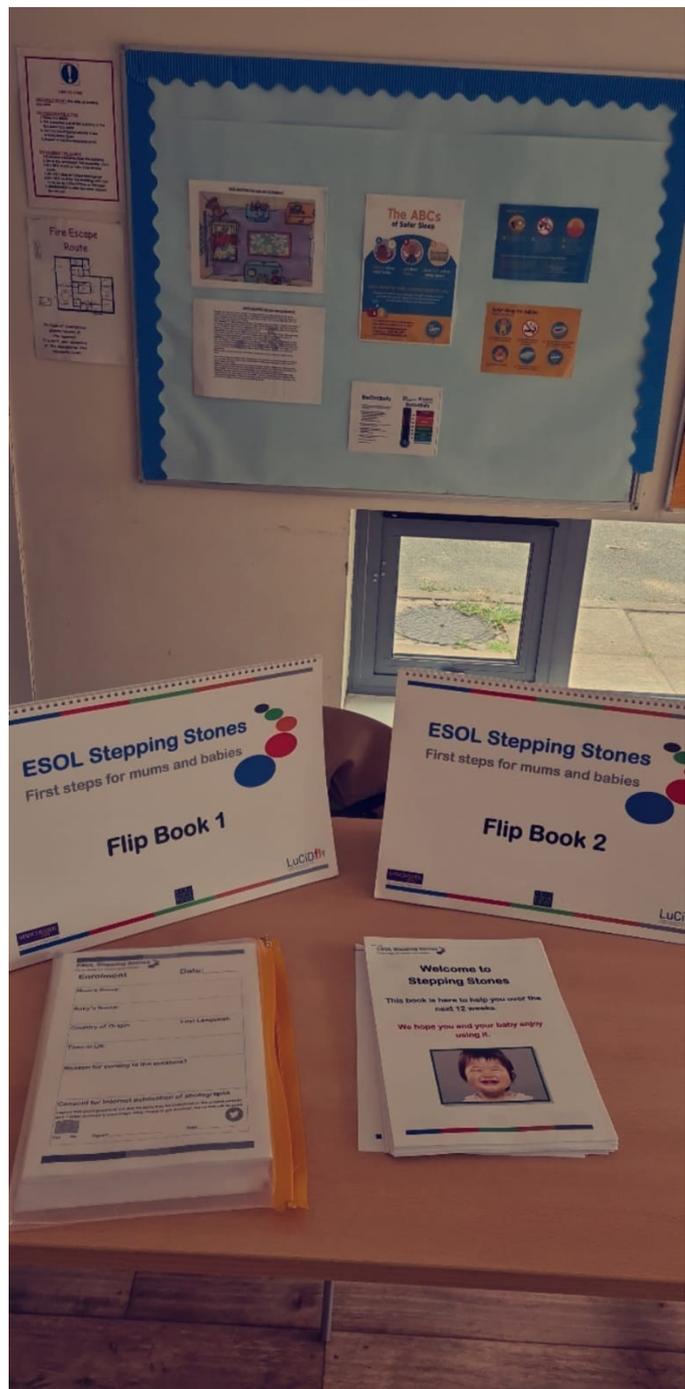
學習者 E, “我學會了如何與醫生預約和處方。談論身體和面部的疼痛。”

**由**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。

**隨**著限制開始放寬，我們開始提供線上課程的混合方法，並從 9 月開始在疫情安全環境中的歡迎中心重新引入面對面課程。不幸的是，12 月出現的 Omicron 變種意味著所有課程都必須重新線上授課，直到 2022 年 2 月中旬。

一月份，政府宣佈歡迎具有 BN(O) 身份的香港人來英國，慧妍社成功申請支持這些新來港人士，作為其中的一部分，教育、培訓和就業團隊開始向他們提供一系列課程來提高電腦科技的技能、支持整合併幫助他們改善健康和福祉。

在此期間，我們作為一個團隊繼續審查和改進我們的方法，以確保學習者獲得優質的線上學習體驗，並得到優秀的線上管理系統的支持。我們為大曼徹斯特的 1,085 名學習者和 74 個班級提供課程，涵蓋廣泛的主題，包括 ESOL、就業技能和工作俱樂部、藝術和手工藝、步行小組和家庭支援。我們的課程幫助學習者練習英語，並在這個充滿挑戰的隔離時期保持社交聯繫。這對於那些在此期間抵達英國的人來說非常重要，因為他們能夠了解他們的新地區，獲得語言技能並了解英國的傳統和文化。我們為教育、培訓和就業團隊在此期間取得的成就以及為確保學習者繼續獲得優質學習所做的所有辛勤工作感到無比自豪。



我們即將進入這新冠狀肺炎大流行後的第三個年頭，我們很高興向大家報告去年“青年與遊戲”項目的進展和成果。我們感謝我們的資助者的慷慨解囊，使我們能夠在這個困難時期為我們的服務用戶提供更多支持。除了應對大流行病的後遺症，我們還面臨著烏克蘭戰爭的後果。這意味著我們的年輕人和他們的家庭受到了生活成本大幅上漲的影響。我們很自豪能夠在此期間繼續提供額外的服務和緊急支援。這種支援的例子包括食物券和互聯網數據計劃。然而，我們將面臨又一個充滿挑戰的一年，我們將盡最大努力與用戶合作，確保他們的利益得到最大的支持。

曼徹斯特市議會通過今年是給 Young Manchester 資助的最後一年，照往年一樣，活動一直按照資助計劃進行，今年有更多的戶外活動和面對面的研討會（因為會議的放鬆限制）。除此之外，我們還增加了戶外活動時間，因為年輕人走出家園會有利他們的精神健康。他們面臨的壓力包括照顧家人、家裡空間不足或大流行造成的孤立。

- 青年會議已在不同地方舉行，例如。在大學、市中心等地，每週舉行兩次。我們已經結識了超過 55 名年輕人，並且有 70 多名年輕人從今年舉辦的會議中受益。
- 線上輔導支持——每週運行 4 天，以支持 8 至 13 歲的青少年，幫助他們達到學業所需的標準水平。我們有 40 多人從這些會議中受益。
- 為避免違反“社交距離”規則，我們每週上門拜訪弱勢青年，以確保他們的心理健康得到照顧，並向最需要幫助的人運送食品包裹。我們特別針對那些曾參與青年項目但仍需要支持的青年人。
- 我們幫助那些無力支付互聯網連接費用的年輕人及其家人提供免費互聯網連接，以幫助他們連接到社區。



## 一個年輕人的故事：

Meia 是一名居住在曼徹斯特邊境邊緣的無證未成年人（未滿 18 歲，由社會服務機構照顧）。在學期間，他每天花兩個小時上大學去。但課餘後的他，大部分時間都是一個人，在學校假期時感到孤立無援。他需要支持來管理日常事務，例如購物和調節情緒。我們設法幫助他獲得同伴群體的支持，這樣他就有了可以交談的朋友，我們還提供了互聯網數據，這樣，Meia 就可以聯繫他在曼徹斯特其他地區的種族社區以獲得情感支持。在我們的計劃中，我們設法向他提供了許多不同的信息，例如在曼徹斯特安全生活、互聯網/社交媒體安全以及如何過綠色生活。Meia 現在更有信心與同齡人會面和交談，並親自出外結識他人並享受生活。我們的計劃進行得很順利，Meia 現在計劃在完成英語課程後學習信息技術。Meia 相信他的生活可以繼續前進，如果他覺得自己有困難，他說他會來找我們尋求幫助。我們的項目與曼徹斯特的年輕人建立了信任，我們願意盡可能地支持他們。

在 新冠狀肺炎大流行的第二個困難年中，一般諮詢團隊提供的諮詢會議是前一年的兩倍，從 300 多次增加到 660 多次，其中男性 205 人，女性 455 人。在 660 個諮詢中，年齡在 35 至 49 歲之間的人佔大多數。大多數前來尋求諮詢服務的人都是自我推薦，但我們也收到來自法定服務機構、學校、全科醫生診所、現有服務用戶的口碑相傳和朋友的推薦。90%的服務用戶對我們的服務表示滿意，60%的用戶繼續使用該服務 3 次以上。在此期間，團隊繼續提供線上



會議和面對面的支持。

在我們義工們的幫助下，我們繼續為廣泛的問題提供支持，包括福利、住房和市政稅，以及有關獲得服務、報告犯罪和幫助支付葬禮費用的建議。

一般建議一直是慧妍社提供的最重要的服務之一，尤其是對那些有語言障礙的人、對英國制度了解有限的人和老年人。然而，支持這項服務的資金一直很少，而且隨著生活成本的提高，我們預計未來的需求會更高。我們想藉此機會感謝我們的義工，他們多年來為這項服務提供了寶貴的支持，幫助了這麼多有需要的人。

用戶評價：

“慧妍社的員工會說我們的語言，我知道我可以在那裡得到幫助”

“工作人員很有耐心，願意傾聽我的問題”

“在見到諮詢員之前，不確定該怎麼做，但之後感覺好多了”

“福利是如此複雜，但諮詢員解釋得很好”

“我是一位朋友介紹我向慧妍社尋求支持的。一個幫助我很多朋友的組織”

案例分析：

S 女士是一位離異的單親媽媽，8 個月前她帶著三個孩子（其中兩個超過 18 歲）來到英國。由於 2 個成年子女失業，她從事低薪工作以養活自己和孩子。當她來尋求諮詢時，她的房租已經逾期，而且她在支付水電費方面遇到了問題。她以前的僱主也欠她以前所做的工作的錢。

她迫切需要經濟援助來支付賬單、為家人租房和購買食物。她不會說英語，而且電腦科技技能水平很低，因此，對英國福利制度缺乏了解，她的兒童福利和住房福利申請存在重大錯誤和許多矛盾。因此，福利部門將這些評估為欺詐性索賠，並正在對她採取法律行動。這給她和她的孩子帶來了更大的壓力。

## 主要成就

通過在 Sylvia Sham 慧妍社總部、醫院或其他機構舉行的臨時會議，我們有 7 個新病例轉介給我們。麥美倫癌症支援的 16 名義工參與提供支持。目前，我們團隊共服務 31 位客戶。

我們為大曼徹斯特地區受癌症影響的服務用戶提供實際、情感和經濟支持。我們還為大曼徹斯特以外的客戶提供電話支持。

我們通過電話交談、與客戶在公園散步以獲得情感支持、取藥、購買雜貨、帶客戶去診所以及其他更多實際幫助來吸引客戶。

2022 年 1 月至 3 月 - 我們去年開始接收或推薦年的新移居英國的 BNO 人士。我們提供了友好的支持和實際支持，例如交通建議、癌症治療建議以及對 NHS 系統的一些了解。

## 定期義工會議

通過 zoom 定期與義工會面，分享義工服務的經驗和更新義工的活動，並討論該項目的計劃和推廣活動。

## 訓練

2021 年 5 月 25 日 - 撒瑪利亞人培訓。  
義工參加了撒瑪利亞人培訓，發現培訓非常有用。我們已經將培訓信息分享給了那些錯過培訓的人。

2021 年 4 月至 7 月 - 正念友好訓練

義工們繼續參與由慧妍社心理健康團隊持續舉辦的“交友訓練”。

2021 年 7 月 - 9 月 - 面對癌症復發的恐懼  
我們的義工參加了由中國癌症治療協會舉辦的“面對癌症復發的恐懼”的健康講座培訓。講座以粵語進行。健康講座的資料也已轉達給一些有意參加的客戶及其家人。

## 項目推廣

我們的義工不斷向更廣泛的華人社區宣傳我們的服務。向診所和醫院派發宣傳單張。我們與 Answer Cancer 合作，在 2022 年 6 月 14 日的利益相關者協作活動中，我們分享了慧妍社的最佳實踐並介紹了我們的麥美倫癌症支援計劃服務。

## Answer Cancer 項目

我們邀請我們的麥美倫癌症支援計劃義工註冊成為 Answer Cancer Champions，並幫助提高人們對癌症的認識。

我們在以下日期提供在線健康講座：

2021 年 4 月 16 日 - 腸癌與治療健康講座

2021 年 5 月 7 日 - 乳房篩查意識和預防健康講座

2021 年 5 月 22 日 - 前列腺癌與治療健康講座

2021 年 6 月 14 日 - 胰腺癌與治療健康講座  
我們的義工和社區都從這些活動中受益，並在問答環節中積極提出問題。

**在** 新冠狀肺炎大流行之後，我們正在適應戴口罩和保持社交距離的“新常態”，我們提供線上和面對面活動的混合體。我們的用戶包餃子來慶祝六月的端午節。約60位用戶在九月份齊聚分享中國傳統美食和月餅，一同慶中秋佳節。

在這一年裡，

- 我們與 360 多個服務用戶進行了接觸。我們為用戶提供了 3978 份健康餐、300 個聖誕禮包和 300 個農曆新年禮包。
- 我們提供了大約 700 次親友電話和家訪，以提供實際和情感支持，以提高用戶的幸福感。
- 我們提供定期活動，如太極拳、卡拉OK、舞蹈、乒乓球、英語課和普通話課。這讓我們的用戶有機會與他人聯繫並學習新技能。
- 我們已經為 50 多名華人老年照料者提供了福利，並幫助他們從照料者角色中作出調適，以保持健康。

慧妍社已成功申請撥款，與華人健康資訊中心和東昇居屋合作，通過健康與挑戰計劃促進老年人的健康和福祉。150 人參與了這個為期一年的項目。

**案例分析** 出於保密目的，案例研究中使用的名稱已更改。

陳太太的女兒 Lucy 於 2020 年根據《心理健康法》第 3 條入院。陳太太持訪客簽證來英國，以便將 Lucy 帶回中國，她只會說普通話。陳太太很擔心女兒有精神病，導致她情緒低落，不能入眠。

我們為陳女士提供語言支持，讓她能夠與醫護人員溝通，並更好地了解 Lucy 的精神疾病。我們提供情感支持以減輕陳太太的擔憂，並幫助她保持精神健康。我們鼓勵陳太太在業餘時間參與常樂活動，以增進身心健康。

陳太太每次使用訪客簽證最多只能逗留 6 個月。但因疫情及 Lucy 精神不佳，陳太太最終能逗留超過 6 個月。我們支持陳太太解決這個簽證問題。

最終，Lucy 於 2021 年 12 月出院，之後她和陳太太一起回國。

今年共有 52 人轉介至關懷（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用和情感支持。我們與社區心理健康團隊和衛生專業人員密切合作，為我們的用戶提供支持。



慧妍社成功地擴大了短期資助，通過東西相遇計劃提供心理治療服務。今年，我們提供了約 600 場一對一輔導。

今年，我們的義工繼續支持每月常樂電台的廣播。感謝他們的辛勤工作和奉獻精神。





陳麗緣

## 2021年 4月至2022年3月是“接觸、影響和宣傳”的一年。

作為一個社區主導的組織，新冠狀肺炎大流行，人們對我們提出了巨大的需求，因此我們得到了發展。

今年年初，歡迎中心獲得了接觸社區補助金，總計近 500,000 英鎊。這將資助為期四年的“Reaching Out to M8”項目，為當地居民提供廣泛的社區支持服務。我們繼續支持曼徹斯特中部和北部的創傷反應健康中心和健康挑戰項目。

在大曼徹斯特，我們已經擴大我們的服務合同，我們獲得了大曼徹斯特健康和社會保健合作夥伴關係授予的文化適當的諮詢服務，我們還獲得了 10GM 大曼徹斯特醫院出院聯盟和 Answer Cancer 的資助服務。

以外——由英國政府促進發展資助的新香港 BNO 歡迎計劃於今年啟動，以支持和歡迎來自香港的人。此外，我們建立了新的合作夥伴關係並創造了收入，以與該國的不同大學合作開展健康和社會保健研究，包括與萊斯特大學的疫苗接種項目。

### 進一步的網絡

我與英國政府大臣 Lord Greenhalgh 會面，參加香港英國國民（海外）身份持有人工作組會議，分享見解和實踐。我們與我們的新合作夥伴衛生研究局、國家衛生研究所 (NIHR) 和大曼徹斯特聯合管理局的基於性別的暴力戰略合作，以開展包容性研究和影響戰略。我再次受曼徹斯特城市大學護理系的邀請擔任客座講師，向 300 多名健康和

社會護理學生分享我們在新冠狀肺炎大流行時的經驗和社區實踐。我很榮幸受邀參加曼徹斯特國際藝術節 (MIF) 大本鐘項目的提名小組，該項目將國際觀眾帶到了這座城市，我們在那里分享了慧妍社的《跨越國界》一書。最後，我們的《跨越國界》出版物獲得了 2020 Alan Ball Award 社區出版物獎的好消息，我們很高興被提名為 2022 年 Northern Power Women Awards Finalist 2022 決賽入圍者。

### 向前邁進:

我們將通過不斷尋找機會創造創新方式來提供改變人們生活的服務，從而繼續與各種組織建立牢固的伙伴關係。當 Lottery Grant 官員採訪我關於我的經歷和我從過去幾年中學到的東西時，我分享了“.....合作夥伴關係的多樣性對於改變我們所服務的多元文化和多元化社區的生活至關重要。”



邱李惠霞

## 充滿挑戰和機遇的一年。

有一個敬業和勤奮的團隊，今年擔任慧妍社董事會主席是非常有成就感和愉快的。我們敬業的員工在義工團隊的支持下，與我們許多充滿活力的支持者一起工作，使慧妍社能夠繼續開展它於 1988 年開始的重要工作。

隨著我們走出新冠狀肺炎大流行，這是極具挑戰性的一年。為了應對這種極其困難的情況，我們改變了中心的工作方式。我們能夠在整個大流行期間為我們的社區提供所需的服務，並繼續為每個人服務。該團隊一直在努力爭取資金，以支持該會提供的出色工作。自從政府宣布與新冠狀肺炎一起生活以來，我們一直在慢慢恢復正常的工作方式，並逐步開放了所有三個中心。

在此期間，曼徹斯特市長和他的妻子於 11 月訪問了我們的常樂中心，以表彰我們的員工為保持服務運行所做的出色工作。

從目前的情況來看，我們開放的三個中心，付出了三倍的費用。我認為我們是時候想辦法善用我們的資源，並更具成本效益的方式經營慧妍社。我們將重新審視該戰略並決定如何實現這一目標。無論我們做出

什麼決定，我們都希望確保我們的員工能夠繼續與其他組織合作，為我們所有的社區提供重要的服務。

預計來年將是艱難和充滿挑戰的一年，因為我們預計資金將大幅削減。然而，我們相信挑戰意味著機遇。只要我們為社區的最大利益而共同努力，我們就會在挑戰面前創造機遇。

最後，我要感謝我們所有的董事會成員、我們的核心義工、我們的支持者和我們的員工，他們一直致力於我們的工作，為慧妍社做出了巨大貢獻。

### 我們的使命:

*克服障礙, 創造機會, 扶持和提升能力, 實現更好的生活.*

# 我們的服務成果

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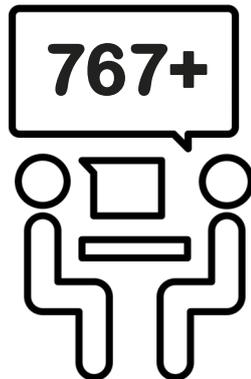
緊急食物包裹



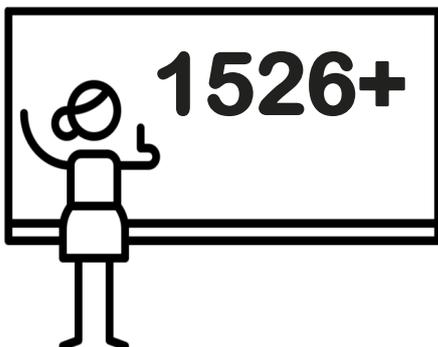
一般諮詢服務



健康午餐使用者



輔導時段



參與課程  
的人數

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	Mimi Webster
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