



慧妍社

**Wai Yin
Society**



ANNUAL

REPORT

2017/18

VIEW OUR YEAR AT A GLANCE



BOARD MEMBERS

CHAIR	MRS JUANITA YAU
VICE CHAIR	MS YAN ZHANG
TREASURER	MS VIRGINIA AU
SECRETARY	MS SALLY LI
BOARD MEMBERS	MS MIMI WEBSTER MS ECHO LI-DOWARD MS KAREN WANG

STAFF LIST

MR. ALFRED CHUNG	MR. MARK GREENWOOD
MS. ANNY CHAN	MS. MARYSIA BOCQUET
MS. AMY WONG	MS. NI RUDA
MR. BOH LUM NG	MS. PAT LOCK
MRS. CIRCLE STEELE	MR. PATRICK STEELE
MS. CONNIE JUNG	MS. SAMANTHA LEE
MS. CHELSEA ZHOU	MS. SIGOURNEY BROWN
MS. ELEEN CHAN	MS. SOFIA ALI
MR. HOI SUN YUNG	MS. SOU HA YUNG
MR. IOK SENG LAI	MS. STELLA CHU
MS. JANET LIM	MS. WAI LING TANG
MS. JENNY CHOW	MR. WENG WA SOU
MS. JENNY TSANG	MS. WOON LAY-CHENG
DR. JOYCE LOW	MS. XUE YAN CHEN
MS. JOANNA LOGIN	MS. YAN MING TAN
MS. KAROLINA KOSCIEN	MRS. YEN SIANG TAN
MS. KARRIE CHAN	MS. YUK LIN KU
MS. LOUISE WONG	



OUR YEAR AT A GLANCE

YOUNG PEOPLE
RECRUITED TO
OUR 12 WEEK
YOUTH PROJECT



HEALTHY
MEALS
PROVIDED TO
OUR USERS



GENERAL ADVICE
SESSIONS HELD
WITH OUR
SERVICE USERS

WAI YIN SOCIETY
(HEAD QUARTERS)
66-68 SWAN STREET
MANCHESTER
M4 5JU

TELEPHONE
0161 833 0377

WEBSITE
WWW.WAIYIN.ORG.UK



WOMEN
AND GIRLS
SUPPORTED BY
MAYA PROJECT



LEARNERS ATTENDED
OUR CLASSES
AND SESSIONS



EMERGENCY
FOOD PARCELS
DISTRIBUTED



CANCER
CHAMPIONS
RECRUITED

CHAIR'S REPORT

JUANITA YAU



OVER THE PAST 29 YEARS I HAVE HAD THE PLEASURE OF WATCHING WAI YIN SOCIETY GROW. IT HAS DEVELOPED FROM INITIALLY BEING A CHINESE WOMEN'S GROUP INTO A MULTICULTURAL SOCIETY THAT SERVES NOT ONLY THE CHINESE COMMUNITY, BUT MANY OTHER COMMUNITIES AS WELL. FOR THIS REASON, IT IS A GREAT PLEASURE TO PROVIDE ANOTHER ANNUAL REPORT ON OUR STRATEGIC PRIORITIES.

Although the last fiscal year continued to present some challenges, which we are still facing, we are now in a stable state. This has been a good year for Wai Yin, full of change and progress. I have welcomed new staff and new Board members. We have created another strategic plan to guide us, and have been building partnerships that will have a lasting and positive impact on our communities.

Our success is the communities' success. With the ongoing support of our donors, partners, sponsors, board and volunteers, we are ready for the new challenges and achievements ahead.

On behalf of the Wai Yin Society Board, I would like to say that it is a privilege and honour working with you all. I wish to acknowledge my fellow Board members for their commitment and contributions.

As well, I would like to express my appreciation of Wai Yin Society's management team and employees for their dedication, contribution and commitment to delivering on our vital services which meet the needs of our many service users. I would also like to express my special thanks to our core committed volunteers, at all levels, and in all areas of our work. Without them, we would not be as successful as we are today.

A handwritten signature in blue ink, appearing to read 'Juanita Yau'.

Juanita Yau

CEO'S REPORT

CIRCLE STEELE



I AM VERY PLEASED TO WELCOME YOU TO OUR ANNUAL REPORT. WAI YIN SERVES LOCAL COMMUNITIES BY REACHING OUT FROM THREE VENUES – THE SHEUNG LOK WELLBEING CENTRE AND OUR HEAD QUARTERS ‘DR SYLVIA SHAM CENTRE’, BOTH IN MANCHESTER’S INNER CITY, AND ALSO, THE WELCOME CENTRE IN NORTH MANCHESTER.

Bringing together excellent partnerships and professional practices, we provide a range of services, particularly advice, guidance and support, education, training and employment, and health and social care services, for individuals and families, in and around Manchester and beyond.

In May 2017, together with other Greater Manchester Voluntary Sector (GM VCSE) leaders, Wai Yin signed a Memorandum of Understanding (MoU) with the Greater Manchester Health and Social Care Partnership Director and Greater Manchester Mayor, Andy Burnham. This was a significant milestone that has placed Wai Yin in a position where it is able to make even greater contributions towards influencing and shaping health and social care services for the future.

We are pleased to have successfully secured funding from Our Manchester Voluntary and Community Sector grant for the next three years. This has enabled continuity and stability for all three of the Wai Yin sites, and also for our other partner organisations, to continue to work together to deliver quality care services to our communities. I would like to say a huge thank you to everyone who has been involved in making this process go smoothly, and I would particularly like to honour the support, commitment, hard work and resilience of all our staff, senior management team and trustees.

Paradoxically, the localities we serve are not necessarily constrained by geographical boundaries. Our culture of learning and sharing good practice has had a further reaching impact on wider health and social care in our society. Being invited as a speaker at local and national conferences in Manchester and London, I was able to raise awareness of the needs of older Chinese carers. I was also able to present and discuss the subject of cultural diversity to better equip healthcare professionals in their continuing professional development.

“Have a voice, don’t be afraid to speak; in your service, create a legacy...”

As well as the above, we are developing our international relationships, with academic visitors from Vietnam learning about our Sheung Lok health and social care model, and Chinese Women’s Federations in Jiangxi province learning how Wai Yin developed from a Chinese women’s project to the extensive community-based organisation it is now, serving many more ethnic minority groups.

2018 has been a remarkable year. It has marked a celebration of 100 years of international women’s rights. I was honoured to be nominated as one of the strong Manchester women campaigners. As well as inspiring women of all ages, we raised public awareness of the historical Chinese women’s suffrage movement amongst Chinese people in the UK. We successfully gathered over 100 Chinese women to celebrate at the International Women’s Day (IWD) Festival on 8th of March. Furthermore, a creative “Chinese women’s suffrage drama group” was formed, which gave them a voice and space to share their own stories through the lens of women’s rights and social justice, becoming a part of the legacy for future generations.

While there is much to celebrate, there is also much hard work ahead for Wai Yin. One of our hopes for the future is to build a sustainable business model which is capable of providing long term support and service to such a diverse community, so that, together, we can develop a high quality, high impact community identity and neighbourhood service that “acts locally, yet also shares globally”.

Circle Steele

WAI YIN SIGNED A MEMORANDUM OF UNDERSTANDING WITH GM HEALTH & SOCIAL CARE DIRECTOR AND GM MAYOR ANDY BURHAM.



CEO'S REPORT

YEN SIANG TAN



2017-18 WAS A CHALLENGING BUT EXCITING YEAR FOR ME AS THE NEW CEO OF WAI YIN SOCIETY. I AM PLEASED TO REPORT THAT WITH ALL THE HARD WORK FROM OUR COLLEAGUES, WE SECURED SOME CORE FUNDING TO ENSURE THAT OUR EXCELLENT SERVICES WILL CONTINUE AND EXPAND.

We are proud to report that in 2017/18 we achieved MATRIX, Investors in People (IIP), and Advice Quality Standard (AQS) awards and were successful in obtaining these prestigious quality marks for another 3 years. In addition, new awards achieved were the Ambition Quality Mark for Young Peoples work and the Manchester Supplementary Schools Quality Mark. Once again, we have proved that the organisation is effective and systematic in its operations and management.

The Education, Training and Employment Team (ETE) has expanded its services by developing a Salford based UK Online Centre, creating additional IT drop-in session, and through wider engagement with the MOTIV8 programme, of which we are one of the specialist partners. This is a three year programme which started in November 2016.



WAI YIN IN RECEIPT
OF CITIZEN
COMMENDATION



CATERING
VOLUNTEERS AT
THE WELCOME
CENTRE

SOCIAL VALUE ACHIEVED
FOR A £20,000 GRANT FROM
YOUR HOUSING GROUP

£1.07m

In 2017/18, the Help through Crisis project helped hundreds of service users at some of the most difficult times in their lives. All of the agreed targets set by the funder for the first year were achieved with flying colours.

When meeting with Russ Nixon, the Community Regeneration Project Manager of one of our funders Your Housing Group, we were informed that Wai Yin, using the Your Housing Group funding of £20,000 in 2017/18, had achieved a social value of £1.07 million.

In partnership with the lecturers and architecture students of The University of Manchester and Manchester Metropolitan University, we worked, at the Welcome Centre, on a research project building a prototype of alternative housing. The project won The University of Manchester's Make a Difference Award under the category of Outstanding teaching innovation in social responsibility.

In September 2017, we were honoured to receive the Citizen's Commendation in recognition of the continual support and assistance Wai Yin Society had given to Greater Manchester Police and Manchester City Council, for the excellent service we provide. This recognition also reminded me the hard work our late CEO, Dr Sylvia Sham, and former acting CEO, Ms Lisa Mok, contributed to our charity over the past two decades, and I would like to pay tribute to them both.

I am also pleased to report that Radio Sheung Lok – All FM received the Bronze Award for National Community Development Project of the year at the Community Radio Awards in Bristol.

Thanks to the efforts colleagues put in during 2017/18, the spirit of “風雨同路” (always be with us, no matter rain or shine) is greatly appreciated and has been the power that makes Wai Yin Society strong and sustainable.

What's next? In 2018-19, we have new projects to work on, including the Women's Vote Centenary, our first Wai Yin Work Club, widening our digital inclusion projects, and many more.

We look to the future with passion and confidence!

Yen Siang Tan

EDUCATION TRAINING AND EMPLOYMENT (ETE)

OVER THE REPORTING PERIOD, THE ETE TEAM DELIVERED OVER 62 CLASSES TO 900 PEOPLE IN SUBJECTS RANGING FROM ESOL, BASIC COMPUTER SKILLS, GARDENING AND UP-CYCLING. SINCE ADOPTING THE ROYAL SOCIETY FOR PUBLIC HEALTH (RSPH) LEVEL 2 AWARD IN FOOD SAFETY AND HYGIENE EXAM, WE HAVE SUBMITTED 39 LEARNERS FOR ASSESSMENT, 31 OF WHICH PASSED FIRST TIME.

Building up confidence is highly important for our learners, which is why community based learning works so well, as it engages our learners, reduces isolation and develops their self-confidence. We are continuing to deliver our successful, blended learning programmes by embedding ESOL learning with vocational activities such as sewing, cooking, furniture up-cycling and volunteering. Learners enjoy and learn English quicker this way, allowing them to apply what they have learnt, integrating into the community, whilst adapting to British culture. Approximately 30 women directly improved their economic wellbeing through these projects, by gaining sustained employment or advancing within their existing employment.

Working in partnership with Job Centres, housing associations and other local organisations is very important to us as we can share resources and different ideas. Maintaining good networks helps us to identify local issues and work within the community to provide support and tackle them together. Through these projects and partnerships we have opportunities to meet different people and share experiences of their cultures.

We have renewed our successful partnership with Trinity College London and are very pleased that we have become a Trinity Secure English Language Tests (SELTs) Course provider for learners. We help learners, when they have completed the course, to register for the appropriate exam at the Manchester Trinity SELTs exam centre. Trinity SELTs are approved by UK Visas and Immigration (UKVI), part of the Home Office, where evidence of English ability is a requirement for Leave to Remain, British Citizenship (Naturalisation) and Tier 1, 2 and 4 visa categories. We are also an ESOL Skills for Life exam centre under the Trinity contract. Any learners who require a certificate to show their English level can book an exam with us.

Wai Yin has a long established record of working with Salford residents. In November 2017, Wai Yin joined with the Salford Digital You Partnership, set up by Good Things Foundation and Salford City Council, to provide basic digital skills to people living in Salford. We share Salford Council's commitment to digital inclusion and foresee that our presence and partnerships in Salford will keep growing.



LEARN MY WAY
ICT CLASS

900

PEOPLE ATTENDED OVER 62
CLASSES OVER THE LAST YEAR

Since November 2016, Wai Yin Society has been one of the specialist partners for the Motiv8 programme. In 2017/18, through this partnership, we helped 72 participants who were facing multiple issues, such as disabilities, substance misuse, homelessness and financial hardship. We supported our participants to deal with a wide variety of challenges by devising personalised action plans and supporting the building of positive networks through the help of key-workers. We provided ESOL and ICT classes, work clubs to help with job searching or CV writing and classes that provide vocational training and skills such as furniture up-cycling. Some of the participants also gained confidence by volunteering at the Welcome Centre.

In partnership with The University of Manchester, we started “Mums and Babies” ESOL Stepping Stones classes, to help mothers develop their Basic English language skills together with their babies. This was an innovative project, as research has shown that children who experience two languages from birth typically become native speakers of both.

Thanks to our partnership with Your Housing Group and their Legacy Fund, we continued to provide local residents with ESOL, furniture up-cycling, basic computer classes and IT drop-in sessions, to help them develop skills that support them to access employment, education and online government services.

We are delighted to be a beneficiary of funding from Good Things Foundation. We ran classes using “English My Way” and “Learn My Way” programmes. Through these, we supported 625 people to gain confidence in day-to-day English and basic ICT knowledge, including online searching, sending email and internet safety. This was the 5th year of the Future Digital Inclusion project. We also entered the Community Challenge Prize, in February 2018, and will submit a further proposal for the final stage.

Manchester City Council’s Equality Fund supported Wai Yin Society to deliver ESOL courses to 160 Black, Asian and Minority Ethnic (BAME) women. The courses included elements of Active Citizenship, Community Cohesion, Employment, Volunteering and Health and Wellbeing. The participants’ improved language skills have led them to take part in local cultural events, social activities and volunteering. They have increased their employability through accessing employability support, including information, advice and guidance (IAG), job searching, CV writing and practising interview skills.

Comments from learners:

- These English lessons have help built my confidence. I would like to continue the course even at a higher level! **Mrs H**
- Everything was a joy! Rebecca has shown me more than I ever dreamed possible in learning about the computer! **Mr K**
- I’ve learnt how to tell the time, finding directions, reading text and reporting crimes to the police. **Mrs U**

GENERAL ADVICE

Serving community needs

We provide general advice services for Black, Asian and other Minority Ethnic groups in Greater Manchester. Our service users range in age from 5 to 65 plus. Their issues included looking for schools, checking on benefit entitlements, problems with utilities, dealing with debt and tax credit overpayments problems. We are constantly striving to improve this service. We aim to maintain the high standards we provide in order to ensure the best quality service for our service users in the future, against a backdrop of very strong demand.

Key achievements

We provided more than 1,000 general advice sessions. Approximately 200 families with children received advice on welfare benefits, debt, housing and budgeting. A large proportion of these families improved their financial situation through our support. Furthermore, we also signposted people to other service providers, such as Citizens Advice and the Immigration Unit, for specific support. Our good relationships with our partners ensure that we can provide a holistic service for our clients.

Improving personal finances

Much of our General Advice work has concerned benefit issues. Many of our clients have improved their financial situation after contact with our service where we explained their benefit entitlements and supported them with making their benefit applications.

“If you didn’t advise me about my entitlement, I wouldn’t have been able to get the right amount of financial support. My wife and I would have struggled, and our situation would have gone even worse.”

MR L

MACMILLAN SOLUTIONS PROJECT



MACMILLAN
SOLUTIONS
EVENT

KEY ACHIEVEMENTS: IN 2017/18, WE RECEIVED 24 NEW REFERRALS AND RECRUITED A TEAM OF 16 VOLUNTEERS AT WAI YIN MACMILLAN SOLUTIONS PROJECT. THIS SERVICE PROVIDED PRACTICAL, EMOTIONAL AND FINANCIAL SUPPORT TO SERVICE USERS WHO WERE AFFECTED BY CANCER IN THE GREATER MANCHESTER AREA.

We have organised a series of comprehensive Cancer Training and service promotions as follows:

- 07/07/2017 Volunteers Recruitment Event
- 11/07/2017 Promotion Day
- 09,16, 23/09/17 Communication Training
- 17/10/2017 Cancer Awareness Training
- 18/10/2017 Safeguarding Training
- 29/11/2017 Fire Safety in Home Training
- 10/1/2018 Bowel Cancer Awareness Training
- 23/1/2018 Health Promotion: prevention of Cancer at Sheung Lok Wellbeing Centre
- 1/2/2018 Health Promotion: prevention of Cancer at Welcome Centre

We also got involved in the social movement of Greater Manchester Cancer Champions, by organising a series of health promotion events at our service centres in 2018. The events were presented by Ms Carole Hill of Pennine Care NHS Foundation Trust and Dr Gary Witham, Senior Lecturer of Manchester Metropolitan University. We successfully recruited 74 Cancer Champions in Greater Manchester.

Participant Voices

"I feel so thrilled that I can help my local community, speaking own native languages and especially supporting people during their difficult moments." Ms M, Volunteer

"I am really thankful that I can recover and feel confident to face my illness, with the support provided by Macmillan volunteers. They are not only provided me with transportation for hospital appointments, they also listened to my feelings and thoughts." Mrs C, Service User

16

VOLUNTEERS RECRUITED
FOR WAI YIN MACMILLAN
SOLUTIONS PROJECT

PROJECTS AT SHEUNG LOK WELLBEING CENTRE

THE NUMBER OF
HEALTHY MEALS
PROVIDED IN 2017/18

4,726

THE SHEUNG LOK WELLBEING CENTRE CONTINUED TO PROVIDE VARIOUS ACTIVITIES, SUCH AS TAI CHI, TABLE TENNIS, DANCING, CULTURAL CELEBRATIONS, OUTINGS, DRAMA WORKSHOPS, HEALTH TALKS AND EYE SIGHT TESTS, TO ENHANCE OUR SERVICE USERS' WELLBEING. WE PROVIDED ENGLISH AND MANDARIN CLASSES FOR OUR SERVICE USERS TO LEARN NEW SKILLS.

We engaged with 172 service users through our activities. The Luncheon Club remained the core activity at Sheung Lok Wellbeing Centre. We provided 4,726 healthy meals to our users.

Kwan Wai (Mental Health) Project

The Kwan Wai (Mental Health) Team supported 105 service users. We actively encouraged and supported our service users to join volunteering work and activities to improve their mental wellbeing. 10 service users registered as new volunteers.

Radio Sheung Lok was funded by the Manchester Health & Care Commissioning for 1 year from February 2017. To enhance mental wellbeing, the programme provided training in recording, editing and broadcasting to those who were at risk of social isolation. Radio Sheung Lok did an excellent job and received the Bronze Award for Community Development Project of the year from the Community Radio Awards on 23rd September 2017 in Bristol.

Elderly Carers Project

We had 65 elderly Chinese carers. We organised regular carer meetings, outings, activities and sit-in services for our carers. We also collaborated with Manchester Carer Network to produce a video about an elderly Chinese carer who had received help and support from Wai Yin Society. The video was launched at the Manchester Carer Network in June 2018 and met with very positive feedback.

Compliment from a carer

"Thank you for all the help you give to everyone. I am very grateful that you helped my mum with her hospital appointments. This I am eternally grateful. You all do a fantastic job. My mum said she has made a lot of friends at Wai Yin."



CARER CORNER
ANNIVERSARY
CELEBRATION

PROJECTS AT THE WELCOME CENTRE

PROVIDING
EMERGENCY
FOOD PARCELS



THE WELCOME CENTRE IS VERY SUCCESSFUL BECAUSE SO MANY OF OUR VOLUNTEERS KEEP COMING AND THEY KEEP THE PLACE BUZZING, RUNNING THE COMMUNITY CAFÉ, OUR VEGETABLE GARDENS, THE BEAUTY SALON FOR WOMEN AND THE TWO BARBERS FOR MEN, OUR FISH AND CHICKEN FARM AND FINALLY, THE MEN'S SHED AND THE FURNITURE PROJECT.

Over 5,000 people used the service in 2017/18, we provided 6,065 hot meals and distributed 1,400 food parcels. Each individual had a unique set of issues that they needed some help with. Cheetham Hill is one of the most diverse and socially deprived areas in the UK, and the staff and volunteers at the Centre reflect that language and cultural diversity.

Our partnerships with so many different organisations are the key to our success. We have worked as one team. The ethos of the Centre is "Just Get On and Do It". Nobody is too precious about their role and this helps to create a friendly and welcoming environment.

Case Study

Mr T has mild autism and lives independently, but he can be overwhelmed with the stresses of daily life, becoming depressed and inactive. Mr T was unemployed for two years. He was referred to us by a charity which funded him for a 16-week placement at the Welcome Centre, where Wai Yin arranged for him to work 16 hours a week. When he first came to the centre, he was living on a sofa at a friend's house and had no income. Initially, he was very wary and suspicious, but when we were able to give him an advance on his wages, he began to trust us. He started slowly, tidying up the gardens and sweeping up the outside paths. He rarely communicated with anybody and worked alone. His "work-placement" ended March 2018, but he continued volunteering for three days a week.

Whilst at the Centre, we assisted him to find accommodation, furnished his flat and dealt with his Universal Credit claim. We arranged for him to get bus passes, which enabled him to travel to the Centre. His work, along with the other volunteers, has transformed the Centre's vegetable garden. Mr T's confidence has grown in the last six months, and with on-going befriending and support from staff, he has become more communicative and feels he is ready for work, so he is actively seeking a job.



REGULAR BARBER
SERVICE BY
VOLUNTEER

TALENT MATCH

Providing growth opportunities for young people

The Greater Manchester Talent Match Programme is delivered to young people within Greater Manchester. It links and connects with the private, public and voluntary sectors to support young people aged 18-24 who have not been in employment, education and training for at least twelve months, and who need extra support to help them along their pathway to a career. The Wai Yin Talent Match participants are mostly not of British origin and their first language is not English.

Key achievements

We supported more than 20 young people during our project period 2017/18. We offered assistance to the young people to help them manage their stress with family relationships so that they could concentrate on looking for work and building their careers. More than 40% of these young people have found employment and started building their future.

40%

OF PARTICIPANTS
GAINED EMPLOYMENT

Teaching life skills

The young people we worked with faced issues such as a lack of opportunities and high travel costs. These young people were full of potential, yet they needed help to step up and find a way to prove their worth. Talent Match is funded by the Big Lottery, and the resources are targeted on providing extra support for young people, including travel expenses and interview materials.

This practical help allows young people to explore wider opportunities, and to ultimately find jobs.

Apart from supporting young people to look for employment, we also provided other holistic support such as help with debt management, drugs abuse, domestic violence and mental health issues. When young people started the programme, most of them were facing other issues that prevented them from having the opportunity to find employment. These issues needed to be addressed, and managed, before they could look for employment. They might have needed treatment for their addictions, to move to a shelter/refuge accommodation if their issues were homelessness, and to repay their debts in a manageable manner to mitigate the risk of further debt problems.



Boosting confidence

We have had a direct success rate with 40% of participants gaining employment. We have also seen confidence levels increase after the training and support provided by our Talent Match coaches. The rest of the group also benefitted from budgeting support and training, and we believe that this learning will enable them to find employment eventually.

The programme guided young people with understanding the meaning of a better future, and a better life, through learning and employment. For those who were able and ready to start work, many managed to keep a job for a reasonable length of time. They attended training courses and systematically built on their qualifications. They understood that this was a step forward for their future not only securing employment, but actually building an interesting and successful career and life. Through participation in, and the opportunities provided by Talent Match, their English language skills, and their confidence, improved enormously, thus reducing significantly some of their barriers to employment.

Case studies from users

Ms Z worked for the family business, but not by choice; she wanted to leave for other employment. Her father is very autocratic and had suppressed her dreams to work for a larger company. After months of encouragement and negotiations between her father and the Talent Match Coach, Ms Z broke the cycle and is now working as a sales assistant for a famous shop. She is happier and looking forward to a promotion.

“Talent Match helps me find a stable job and shows me the opportunities and ways to look for employment or apprenticeship. Karolina (ed. – the Wai Yin Talent Match Coach) gave me lots of good advice, helped me sort my benefits and encouraged me not to give up. She’s always available when I needed her” **Mr R**

“I find Talent Match a brilliant programme to help youngsters in need.” **Ms S**

“My Talent Match Coach is very SUPPORTIVE, she is also GREAT and whenever I needed her she was there for me” **Ms F**

“Many things that I am able to do now by myself is because of Talent Match. One of the biggest challenges Talent Match helped me get over was the language barrier. Taking the free English courses helped me to recover many words and expressions I had learned in the past; it also gave me the ambition to try to be better than others and to become a quick learner. Another thing that I would like to share is the help and understanding I got from my Talent Match Coach! She is a very kind person who is willing to help by sharing her opinion. Karolina helped me with my first CV, taught me how to look for jobs and the attitude I must have. I just want to say THANK YOU again and I enjoyed being part of Talent Match.” **Ms G**

THE MAYA PROJECT

SUPPORTING WOMEN
THROUGH CRISIS

A DAY OUT
TO MONKEY
FOREST



The Maya project is a collaboration between eight organisations, to support Black, Asian, Minority Ethnic and Refugee (BAMER) women and girls in Manchester. It provides support which deals with crisis: domestic violence, homelessness, women with autistic children and parenting skills; support with accessing help to develop their aspirations and encouragement to women and girls to achieve their dreams. The project aims to work with over 2,000 women and girls over a four year period. Half of this number will access a Maya pathway of support that meets their specific needs, whilst the other women will benefit from training, support, awareness raising and activities that improve general health and wellbeing.

The five stages CSRDI: Crisis-Support-Rebuild-Development-Inspiration of support can be accessed or exited at any point the participant feels appropriate.

To enable us to meet our aims, we provide a wide range of support such as drop-in sessions; 1:1 support, day trips (trips to North Wales: Rhyl), visiting the cinema, weekly general advice, law talks, volunteering, group sessions, weekly group sessions; sewing classes, wellbeing sessions; home visits, a hairdresser visits the Centre regularly; and Autism Awareness courses.

Key Achievements and Benefit for Services Users

- Provided services to 145 women and girls since the project started in 2016.
- 40% of women became more confident and happy.
- 50% of women became more independent in supporting themselves and their children. They reduced their social isolation and improve family relationships.

Outcomes

- Supported women to reduce their social isolation.
- Improved women's family relationships.
- Helped women to become more independent in supporting themselves and their children.
- Helped women to develop new skills and prepare for future employment.
- Integrated with other BAMER women in the communities – they have the opportunity to learn about different cultures and try different types of cultural food.

50%

OF WOMEN BECAME
MORE CONFIDENT



“MUMS AND BABIES” ESOL STEPPING STONES CLASS

Case Study

‘Ms W, aged 30, lives in Manchester with her three children and husband. Ms W was referred by Manchester City Council’s social services because two of her children have a problem with speech and language development. At that time, they were in process of completing autism spectrum disorder assessments. She told the professional if her children are autistic, she would commit suicide. We invited her to attend an autism workshop to develop more knowledge and understanding of autism spectrum disorder and listen to a real life story of an autistic young person, but she did not attend the workshop on the day. We worked with her for a couple of months and she is slowly accepting her children’s condition. After all, she attended an autism training course. Ms W is now more accepting of the condition of her children. She has developed good relationships with them and has managed to cope with their behaviour.’

‘Volunteering work helped me to become more confident and gives me the opportunity to think about my future’.

MRS S, SERVICE USER



ESOL AND COOKING CLASS

YOUTH PROJECT – DEFINE YOURSELF

Nurturing youth skills

Define Yourself programme supported young people aged 11 to 19 years old, who had migrated from other countries within the last 5 years. The programme aims to support young people by teaching them with useful skills and knowledge to maximise their potential. These sessions enabled them to increase their confidence and self esteem, as well as improving their communication, interpersonal and social skills, which assisted them to integrate into British culture and society.

It is a 12 week block programme consisting of a wide range of non-classroom activities, such as literacy workshops, spray painting, sexual health, treasure hunts, employment talks and budgeting skills. These sessions were delivered at Wai Yin Headquarters, Welcome Centre and local colleges. We also delivered a drop-in service twice weekly at Wai Yin Headquarters and the Welcome Centre. This has given the young people a safe place to meet their friends and chill out, where they can discuss their personal issues, as well as educational and career plans with the youth workers.

Key achievements

We supported 93 young people in 2017/18. All of them are from Black, Asian, Minority Ethnic and Refugee (BAMER) groups. Over 70% of these young people had migrated to the UK within the last five years. Their main issues were language barriers and cultural assimilation. Our work was to guide them through the process of adapting to life in the UK and to explore their interests within this “second home”.

The programme involved team work and leadership elements. The young people learnt about planning, organising and decision making through participating in these activities. Many rarely spoke to other people outside their homes at the early intervention stage, but are now able to communicate and express their opinions confidently.

We actively promoted the service to schools in Cheetham Hill and Moston areas. During the year we worked in partnership with Manchester College and Abraham Moss Community School. It is very encouraging that our work has been recognised and highly praised. We have been invited by the teachers at Manchester College to return and deliver more sessions to their students.

“I never tried this activity before. I was embarrassed at the beginning but once I get used to it, I feel like a grown up suddenly.”

MISS C, SERVICE USER

Building resilience

Seeing confidence levels boosted among the young people on our programme, was the biggest achievement we had with this project. Our programme was full of exercises and practical work, and the young people really enjoyed everything. Through this project, we also learnt about many other cultures and customs. We also learnt about the mindsets of young people from different EU countries.

Developing independence

The young people have improved their confidence through our project and they have started a peer support group for other young people from similar backgrounds. Communities in Cheetham Hill area are also benefiting from the group through social actions like reading club. Through the reading club, the younger children are benefiting from the lead given by the older youngsters who have provided role models, helping them to settle into schools and express their needs. The young people have become more independent and have gained the knowledge to travel from one place to another.



LASER QUEST



TEACHING YOUNG CHILDREN TO WRITE CHINESE

FINANCIAL SUMMARY

2017/18

INCOME & EXPENDITURE

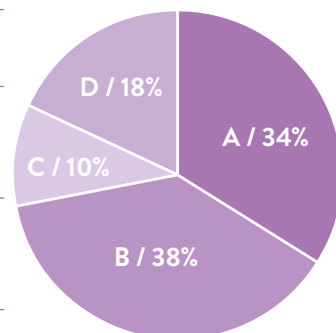
TOTAL FUNDS	2018 £	2017 £
INCOME	702,103	572,014
EXPENDITURE	630,705	567,107
NET INCOME (EXPENDITURE)	71,398	4,907

RECONCILIATION OF FUNDS

TOTAL FUNDS BROUGHT FORWARD	749,431	744,524
RESTRICTED	13,396	23,097
UNRESTRICTED	736,035	721,427
TOTAL FUNDS CARRIED FORWARD	821,480	749,431
RESTRICTED	11,564	13,396
UNRESTRICTED	809,916	736,035

INCOME SOURCES 2017/18

A	LOCAL GOVERNMENT	237,527
B	NATIONAL FUNDING BODY	267,718
C	INDEPENDENT FUNDERS	68,489
D	OTHER	128,369
TOTAL INCOME	702,103	





慧妍社

**Wai Yin
Society**

週年報告 2017/18

一覽表



董事會成員

主席	邱李惠霞
副主席	張燕
財政	歐殿瑚
秘書	李余美霞
成員	MIMI WEBSTER 李媚容 王曉方

職員名單

鍾瑜榮	MARK GREENWOOD
陳若詩	MARYSIA BOCQUET
黃靜韻	王妮
吳寶琳	駱嘉碧
陳麗緣	PATRICK STEELE
鍾淑雯	李嘉敏
周穎欣	SIGOURNEY BROWN
陳素安	SOFIA ALI
翁凱生	翁素霞
黎育成	朱艷珊
林碩琮	鄧慧玲
周秀娟	蘇永華
曾秀眉	鄭媛
劉淑媚	陳雪燕
JOANNA LOGIN	譚燕鳴
KAROLINA KOSCIEN	陳妍湘
陳家慧	古玉蓮
黃婉明	

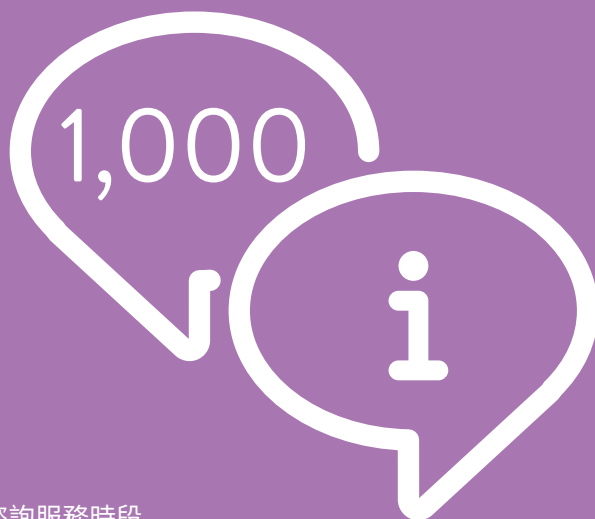


我們做得到

青少年人參加為期十二周的青少年計劃



健康熱餐給用者



諮詢服務時段

WAI YIN SOCIETY
(HEAD QUARTERS)
66-68 SWAN STREET
MANCHESTER
M4 5JU

TELEPHONE
0161 833 0377

WEBSITE
WWW.WAIYIN.ORG.UK



萌芽計劃支援過
的女性



學習者參加課程



派出緊急食物包裹



人簽署成為抗癌先鋒

主席的話

邱李惠霞女士



在過去廿九年，我很欣喜能夠看到慧妍社的成長。由最初華人婦女組織發展到今日的多文化社會團體，服務對象不但有本地華人，也包括其他少數民族人士。所以我很高興再次提供關於我們策略重點的年度報告。

雖然在上一個財政年度的困難仍然存在，但今年已發展穩定。慧妍社過了一個好年，充滿動力和生機。在此歡迎新職員和董事加入慧妍社。我們建立了一連串的策略方針，能有效地與不同團體建立穩健和持久的合作伙伴關係，為社區帶來正面的影響。

我們的成功就是社區的成功。感激各界一直的支持，包括捐贈者、合作伙伴、支助者、董事和義工，我們已為未來挑戰作好準備，締造成績。

本人僅代表慧妍社董事局，榮幸能夠與您一同合作。首先，感謝董事們的付出，實踐誠諾，更欣賞管理層和職員們對社區的熱心貢獻，不斷按大眾的需要，提供重點服務。最後，要向我們忠心的義工團隊獻上深深的感謝，他們深入不同層面工作。沒有他們，沒有今日的慧妍社。

邱李惠霞女士

行政總裁報告

陳麗緣女士



歡迎您閱讀我們的年度報告。慧妍社為本地社區提供服務，分別有三個地點：常樂中心和總部「岑婉美博士中心」，皆位於曼徹斯特市中心，還有北曼徹斯特的歡迎中心。匯集優秀的合作夥伴關係和專業實踐，我們為曼徹斯特及其周邊地區的個人和家庭提供一系列服務，特別是諮詢、指導和支持、教育、培訓和就業，以及健康和社會護理服務。

在2017年5月，慧妍社和其他大曼徹斯特自願團體 (GM VCSE) 領導層一起，並與大曼徹斯特健康及社會關懷合作總裁，和大曼徹斯特市長 Andy Burnham 簽署了『了解備忘錄』(MoU)。對慧妍社來說，此舉是一個重要的里程碑，使慧妍社在社區能夠影響及塑造健康及社會護理服務界的未來方向。

我們已成功獲得曼徹斯特市政府之自願及社區部門在未來三年的資助。這可以穩定我們三個中心的項目發展，能夠持續地為社區提供優質的支援服務。我非常感謝每一位參與此過程的人，特別感謝所有員工、管理層和董事的承諾、努力和支持。

地域不一定受地理邊界的限制。慧妍社的優良工作文化，是不斷的學習及分享良好工作模式，進一步影響了社會上的健康及社會護理界。故我被邀請出席在曼徹斯特和倫敦舉行的本地和全國性的相關會議，成為演講者之一，提高大眾對華人長者護理需要的認知，同時也發表和討論不同文化的需要，使在場出席的醫療保健專才更能繼續發展其專業程度。

與此同時，我們也發展我們的國際關係，有來自越南的學術交流，了解常樂中心之健康及社區關懷模式；另外有來自中國江西省之中國婦女聯合會，了解本會如何由最初的華人中國婦女項目，發展成為一所有規模的社區組織，至今為更多的少數民族群體服務。

『有意見，別害怕提出；在您的服務，闖出一片天空...』

2018年是非凡的一年。這是慶祝一百年國際婦女權利運動。我很榮幸被提名為曼徹斯特女權運動推動者之一。除了激勵各個年齡層的女性，還要提高公眾對中國歷史上中國女性選舉權運動的認識。3月8日，我們成功聚集了百多名中國女性，慶祝國際婦女節。此外，還成立了一個富有創意的“中國婦女選舉權戲劇團”，她們扮演百年前當代的婦女爭取權利和社會公義的角色，成為分享自己故事的舞台，而這些則留存到我們這代的美好一部分。

雖然還有很多值得慶祝的事情，但我們還有很多艱辛的工作要去做。我們對未來的希望之一，是建立一個可持續的商業模式，能夠長期支持這種多樣化的社區服務。這樣我們就能共同發展一個高質量，具有影響力的社區角色和鄰居服務，能做到『關顧當地工作，也放眼國際』。

Chunliq. Steele

陳麗緣女士

慧妍社和其他大曼徹斯特自願團體領導層，大曼徹斯特健康及社會關懷合作總裁和大曼徹斯特市長 ANDY BURNHAM 簽署了『了解備忘錄』



行政總裁報告

陳妍湘女士



2017/18 年對我身為慧妍社的新任行政總裁來說，是具有挑戰性又精彩的一年。通過同事們的努力，成功爭取到數個主要發展項目，足以持續發展及提供重要社區服務。

在這一年度間，我們成功獲得數項享譽盛名的質量標誌，為期三年，包括：MATRIX優質社會服務標誌、Investors in People 僱員投資優質標誌和 Advice Quality Standard 優質諮詢服務標誌。另外，我們更獲得新的質量標誌：青少年優質工作標誌 Ambition Quality Mark，以及曼徹斯特補習學校的優質教學標誌 Manchester Supplementary Schools Quality Mark。再一次證明我們在運作及管理上，已經達到有效率及系統的階段。

教育、培訓和就業部到 Salford 開展一所本地在線中心，額外增加了電腦諮詢中心。另外，自 2016 年 11 月份開始，MOTIV8 項目為期三年，是我們另一專項合作夥伴計劃，令我們更廣泛地深入地區工作。



慧妍社獲得「公民嘉許獎」



歡迎中心之餐飲義工

透過你的房屋集團資助的兩萬英鎊，達到1.07百萬英鎊的社會價值

£1.07m

過去幾年，我們透過「解困計劃」幫助數以百計的有需要的人士，協助他們渡過人生艱難時刻。第一年，我們在極短的時間內已達到資助單位所設定的指標。

另一重點項目，您的房屋集團之社區重建計劃經理 - Russ Nixon 先生，在和我見面時，正式通知我們，慧妍社成功運用他們資助的兩萬英鎊進行社區工作，並達到1.07百萬英鎊的社會價值。

在歡迎中心，我們與曼徹斯特大學和曼徹斯特城市大學合作，研究臨時房屋的樣板計劃。此計劃獲得由曼徹斯特大學頒發的社會責任「創造不同」類別中的“出色嶄新教學”獎項。

2017年9月，我們很榮幸獲得由大曼徹斯特警察和曼徹斯特市政府頒發的公民嘉許獎，以表揚慧妍社多年來對社會作出的貢獻。同時，這也讓我想起了已故的行政總裁——岑婉美博士；和前任執行行政總裁——莫麗霞女士的辛勤工作。感謝他們在過去二十年中所付出的貢獻，本人在此向她們兩位表示深深的敬意。

又有另一項好消息，常樂中心的 ALL FM 廣播電台獲得了在布里斯托爾頒發的社區廣播獎的年度社區發展項目銅獎。

感謝各位同事在這年間所付出的努力，大家風雨同路的精神，使慧妍社有力量向前邁步。

下一步的計劃又有什麼呢？2018/19年，已有新項目包括：女性投票一百週年、第一個慧妍就業會、擴大數碼社區計劃，及更多其他項目等等。

我們帶著熱誠和信心一同展望將來！

陳妍湘女士

教育、 培訓及就業部

在報告期內，教育、培訓和就業部提供了62個課程給900人，課程包括：英語班、基本電腦技能、園藝和家具回收等。自從採用皇家公共衛生學會 (RSPH) 二級食品安全衛生考試以來，我們已經對39位學習者進行評估，其中31位在第一次通過考試。

對我們的學員來說，建立信心是非常重要的。這也是以社區環境主導學習的方式較吸引我們的學員，減少孤立感之餘，同時培養他們的自信心。我們配合不同興趣活動學習英語 ESOL，例如：縫紉、烹飪、家具再造和義工服務等。為學員提供混合學習課程模式，好讓他們順利融入英國文化社區。大約三十名婦女成功獲得就業機會，或在她們現時的職場更上一層樓，以改善經濟需要。

同時，我們也與不同機構合作，如：就業中心、房屋協會和其他本地機構，我們可以分享資源和不同的構思。建立良好的本地網絡，有助於我們去識別當地問題，並在社區內開展工作，以提供支持並共同解決問題。透過這樣的合作夥伴關係，有機會接觸不同的人，並分享不同文化經驗，對於我們開展社區工作是特別重要的一環。

我們與倫敦聖三一學院重新建立了合作夥伴關係，並成為聖三一合格英語語言測試 (SELT) 課程之供應者。學員完成課程後，可以在曼徹斯特聖三一 SELT 考試中心報名參加考試。聖三一 SELT 由英國簽證和移民局 (UKVI) 批准，英國簽證和移民局是英國內政部的一部分。其中英語能力考試更是申請居留權、英國公民身份（歸化）和一級，二級和四級簽證類別的必須要求。我們也是 ESOL 技能生活考試中心。如果學員想要獲得他們的英語水平證書，他們可以向我們申請考試。

慧妍社多年來一直為 Salford 區的市民工作。2017年11月，我們加入由 Good Things Foundation 和 Salford 市政府設立的“Salford 電子化與你”的計劃，為 Salford 居民引入基本數碼技能。我們的引入為 Salford 市提供持續增長的電子化世界。



LEARN MY WAY 電腦班

900

位學員參加多過62個課程

自 2016 年11月起，我們成為 Motiv8 計劃的專業合作夥伴之一。2017/18 年間，我們幫助了72位參與者，他們有多樣性問題，如：殘疾、藥物濫用、無家可歸、經濟困難等。這項計劃主要協助參與者處理多個生活上問題，並通過社工為個別個案設計行動計劃和支持網絡。我們提供英語班 ESOL、電腦課程和就業會，協助他們尋找工作或簡歷寫作；職業培訓和家具回收。其中參與者因參加歡迎中心做義工，能重建信心。

我們與曼徹斯特大學合作，開設了「媽媽和嬰兒」ESOL 踏腳石課程，幫助母親們與嬰兒一起培養基本的英語語言能力。這是一個創新項目，因為研究表明，從出生就體驗兩種語言的兒童，通常學會兩種語言的母語。

在我們與您的房屋集團之東昇基金一同合作，我們繼續為當地居民提供英語班、家具回收、基本電腦課程和電子輔助，以幫助他們培養技能，獲得就業機會、接受教育和使用網上政府服務。

在 Good Things Foundation 資助計劃中，我們開設「English My Way 和「Learn My Way」計劃課程，一共支持了 625 人通過學習日常英語和基本電腦知識建立信心，課程包括：在線搜索、發送電子郵件和互聯網安全知識。這是我們第五年獲得此基金。並於 2018 年 2 月份參加了社區挑戰賽，我們提交最後階段的計劃書。

曼徹斯特市政府之平等基金支持慧妍社為160位少數民族女性提供英語班課程。該課程包括：積極公民、社區凝聚力、就業、志願服務，以及健康和福祉等要素。她們提高了語言技能、並參加當地社區及文化活動，也加入義工服務。她們的就職能力也透過慧妍社的建議和指導、求職、簡歷寫作和面試訓練而提昇。

學員回應：

- “這些英語課程有助增強我的自信心
我也會繼續進修英語進階課程！”
H太太
- “一切都很愉快！麗貝卡老師教了我
很多電腦知識，我又完成了學習電腦的夢想！”
K先生
- “我學會如何用英語告訴時間、找到方向、閱讀文字和向警方報案。”
U太太

諮詢服務

服務社群需要

我們為大曼徹斯特的少數民族人士提供一般諮詢服務。我們的服務用戶年齡從5到65歲以上不等。他們的問題，包括：尋找學校、檢查福利金、水電煤供應安排、債務和退稅金等。我們一直在努力改善這項服務。我們的目標是在強烈需求下，保持高水準，務要提供最佳服務給有需要的人。

主要成就

我們提供了超過1,000個一般諮詢時段。經過我們的協助，大約200個有孩子的家庭收到了有關福利、處理債務、房屋問題和預算生活開支的諮詢服務。受患者中，大部分家庭改善了他們的財務狀況。此外，我們還會轉介他們到其他服務機構（例如：公民諮詢和移民部門）為他們安排整體性服務。

改善個人財務問題

我們的一般諮詢工作大部分涉及福利金問題。在我們按個別情況，解釋其可申請福利金並協助申請後，許多使用者都改善了他們的財務狀況。

“若不是你提供資料給我，知道可以申請福利金的資格，我將無法獲得適當的經濟支持。我和妻子會很結据，我們的生活情況會變得更糟。”

L先生

「麥美倫癌症 支援服務」 計劃



推廣麥美倫華
人癌症活動

計劃重點: 我們這個年度接獲 24 個新增個案, 現時有 16 名義工參與服務, 為大曼徹斯特的華人癌症病患者和他們的家人, 提供情緒、生活及財政上的支援服務。

我們熱衷向曼徹斯特的華人社羣推介這項癌症支援服務, 經常舉辦不同推廣活動, 可以接觸華人癌症病患者和他們的家人, 活動如下:

2017年7月7日- 義工招募日

2017年7月11日- 推廣日

2017年9月9, 16, 23日 - 如何與病患者溝通訓練

2017年10月17日- 認識癌症訓練

2017年10月18日- 義工安全保障訓練

2017年11月29日- 家居防火訓練

2018年1月10日- 癌症講座: 認識腸癌

2018年1月23日- 癌症講座: 如何預防患上癌症 (常樂中心進行)

2018年2月1日- 癌症講座: 如何預防患上癌症 (歡迎中心進行)

在 2018 年年初, 我們參與社會運動, 主力向本地市民推廣防癌提高意識, 並招募他們成為「抗癌先鋒」。舉辦了一系列的癌症講座, 分別是國家醫務局 Carole Hill 女士和曼徹斯特城市大學的資深講師 Gary Witham 先生。我們成功招募了 74 位「抗癌先鋒」。

參加者的心聲

義工M女士表示,

“我感到很愉快, 我可以用熟悉的語言去幫助那些特別有需要的人。”

癌症病患者C太太,

“我好感恩, 我能康復並在過去那些年有義工的支持。我能有信心對抗疾病。義工不但開車接送我到醫院復診, 當心情欠佳時, 她們聆聽我的心聲。”

16

麥美倫華人義工

常樂中心 的項目

今年我們提供了4,726份
健康膳食給我們的服務
使用者。

4,726

常樂中心繼續提供各種活動如太極拳、乒乓球、舞蹈、文化慶典、郊遊、戲劇工作坊、健康講座和視力測試，以提昇服務使用者的福祉。我們為服務使用者提供英語和普通話課程學習新技能。

我們有 172 位服務使用者參加活動。午餐會仍然是常樂中心的核心活動。今年我們提供了 4,726 份健康膳食給我們的服務使用者。

關懷 (心理健康) 計劃

關懷 (心理健康) 組今年提供支持給 105 位服務使用者。我們積極鼓勵和支持我們的服務使用者加入志願者工作和活動以改善他們的心理健康。10 名服務使用者註冊為義工。

常樂廣播由曼徹斯特健康與護理委員會資助，由 2017 年 2 月起為期一年。主要是提供機會給被社會孤立的一群，使用廣播培訓和現場直播節目，來增強他們的心理健康。常樂廣播做得非常好，並在 2017 年 9 月 23 日在布里斯托爾頒發的社區廣播獎的年度社區發展項目中獲得銅獎。

長者照料者計劃

我們有 65 位長者照料者。我們定期召開照料者小組會議、組織郊遊、活動和服務。除了我們的活動，我們與曼徹斯特照料者網絡合作，製作了一段視頻關於一位中國照料者的經歷及她獲得慧妍社幫助和支持。該視頻於 2018 年 6 月 12 日在曼徹斯特照料者網絡會議上發佈，並獲得許多讚揚。

來自一個位照顧者的稱讚

“感謝你們為每個人提供的所有幫助。我非常感謝你們幫助我媽媽的醫院的預約。我永遠感激不盡。你們都做得很出色。我媽媽說她在慧妍社結交了很多朋友。”



照顧者關顧小
組週年慶祝

歡迎中心的項目



提供緊急食物包

歡迎中心非常成功，因為許多義工不斷前來，使這個地方非常熱鬧。義工們協助經營社區咖啡室。於 2017/18 年間，我們提供了 6,050 份熱餐和 1,400 份食品包裹，我們還有菜園、女士美容沙龍和男士理髮師、漁場和養雞場，臨時房屋計劃和家具項目等等。

在2017/18年度有超過五千人使用該中心，每一位都帶著他們各自的問題，需要我們提供協助。Cheetham Hill 是英國夾雜最多元文化和社會貧困的地區之一，該中心的工作人員和義工顯示了語言和文化的多樣性。

我們成功的關鍵是與許多不同組織的合作。我們是一個團隊，中心的精神是『堅持去做』：在中心內，人人平等，這有助於營造友好和熱情的環境。

個案分享

T 先生患有輕微的自閉症，能自理生活，因維持日常生活的壓力所壓倒了，變得沮喪和不活躍。T 先生失業兩年，由另一慈善機構轉介他的個案給我們，為他在歡迎中心安排了16週的工作實習，每週工作16個小時。當他初來到中心時，他住在朋友家的沙發上，沒有收入。他顯得非常謹慎和懷疑，但當我們能夠預支他的工資時，他開始建立信任。他慢慢開始，會整理花園和掃除外面的路徑。他很少與任何人交流並獨自工作。他的工作實習於 2018 年 3 月結束，他仍然每周繼續為中心做三天的義務性工作。

同時，我們協助他找到住處，裝修他的公寓並處理他的 Universal Credit 福利申請。我們安排了他的巴士通行證，讓他可以前往中心。他與義工團隊的合作，改變了中心的菜園。在過去六個月，T 先生的信心增長不少，結識了朋友和得到工作人員的支持，他更能與別人溝通，並且覺得自己已經準備好上班，他正積極尋找工作。



義工剪髮服務

才能配對

青年人有成長的機會

大曼徹斯特之才能配對計劃是為居住本區之青少年人設立的。我們聯同不同私人機構、公共和志願部門，為 18 至 24 歲在過去的十二個月未有就業、教育和培訓的青少年人，提供額外支援，協助他們踏上就業的道路。這群年青人多數不是英國人，他們的第一語言亦不是英語。

主要成果

2017/18年間，我們一共為20多名年輕人提供了支援。我們給他們指引，學習管理因家庭緊張關係所帶來的壓力，使他們能夠集中精力尋找工作 and 建立自己的事業。多於40%的年輕人找到了工作，並開始為自己計劃未來。

40%

成功就業率

人生學堂

這些年輕人多數是缺乏就業機會和要支付高昂的車費等問題。其實，他們充滿了潛力，但他們需要幫助，才能找到證明自己的價值。這項計劃是由六合彩 Big Lottery 資助，主要是為青年人提供額外支持，包括：車費和工作面試用品，如：合適面試的衣服和鞋。這種實際支持，真的能使年輕人放心去探索更多的機會，以最終找到工作。

除了協助尋找工作外，我們還提供其他全面的幫助，例如：處理債務，藥物濫用，家庭暴力和心理健康問題等。開始計劃時，他們大多數都在生活上面臨著很多阻礙，令他們未能有機會找工作。所以在尋找工作之前，我們協助青年人解決和管理這些問題。如果他們無家可歸，為他們找地方居住；如果他們有毒癮問題，為他們安排治療；如有債務問題，引導他們如何逐步償還債務，以減輕進一步債務問題的風險。

強心針

參加計劃的年青人有 40% 直接的成功率——獲得就業機會。年青人參加接受了培訓和支持後，我們也看到他們的自信心提昇了。而其他成員也從學習預算和培訓中得益，相信他們所學到的，最後都可以找到工作。



這計劃通過學習和就業，引導年青人明白到可以有更美好未來和生活的意義。對於那些有能力並準備好開始工作的人來說，他們都能穩定地在一段時間內工作。他們參加了培訓課程，並有系統地取得了他們的資格證明。他們明白，這不僅是為了確保就業，而是通過實際建立一個有趣和成功的職業和生活，為他們的未來邁出了一步。參與才能配對計劃年青人，英語能力和自信心得到極大改善，從而讓他們順利就業。

參加者回應 / 個案分享

Z正在家族企業中工作，但她選擇離開去做其他工作。她的父親非常專制，並且壓制了她為一家大公司工作的夢想。父親和才能配對輔導員之間經過幾個月的鼓勵和交涉後，Z打破了這個循環，現在正在擔任著名商店的銷售助理。她很開心，也期待著晉升。

“才能配對幫助我找到一份穩定的工作，並向我展示了如何尋找工作或學徒計劃的機會。慧妍才能配對輔導員 Karolina，給了我許多好建議，幫助我處理好福利並鼓勵我不要放棄。當我需要她時，她總能幫助我。” R先生

“我覺得才能配對是一項精彩的計劃，幫助有需要的年輕人。” S小姐

“我的才能配對輔導員非常支持我，她也很出色，只要我需要她，她就在我身邊。” F女士

“我現在能做的很多事情都是因為這項計劃——才能配對。這幫助我克服的最大挑戰之一是語言障礙。參加免費的英語課程幫助我恢復了過去學過的許多單詞和表達字句；使我有了決心，做得比別人更好，並成為一名快速學習者。我想分享的另一件事是，才能配對輔導員幫助和教我明白事理，她是一個善良的人，願意分享她的意見。Karolina 幫我完成了我的第一份工作簡歷，教我如何尋找工作和我做人的態度。我只想再次感謝你，我很高興參加了才能配對計劃。” G小姐

萌芽計劃

協助女性渡過困境

猴子森林一天遊



萌芽計劃是由八個不同組織一同合作的項目；並專為曼徹斯特的黑人和少數民族婦女和女孩提供支援。此計劃協助和支援有需要的婦女和女孩處理危機：家庭暴力、無家可歸、育有自閉症兒童和子女教養技能等，以助她們達成願望和實現夢想。在四年內，此計劃協助了 2 000 多名婦女和女孩。其中一半的受患者因萌芽的協助，得到具體需要，而其他婦女則通過參加培訓班和活動，增長有關健康和福祉知識。

支援的五個階段：危機—支援—重建—成長—激勵，參與者可在任何認為合適的時候加入或退出。

為了使我們能夠實現目標，我們提供廣泛的支援，如：即時諮詢服務、一對一支援、一日遊（前往北威爾士：瑞爾）、電影欣賞、每週諮詢服務、法律講座、志願服務環節、每週不同興趣活動（縫紉課、健康班）、家訪、理髮服務和認識自閉症課程。

服務使用者 (年輕人、老年人等) 的主要成效

- 自2016年這計劃開始以來，已為145名婦女和女孩提供服務
- 40% 的婦女變得更加自信和快樂
- 50% 的婦女在養活自己和子女方面變得更加獨立。他們也開始減少社會孤立感和改善家庭關係

成果

- 減少婦女們社會孤立感
- 改善婦女的家庭關係
- 協助婦女更能獨立地養活自己和子女
- 協助婦女發展新技能，為未來就業作準備
- 與社區中的其他黑人、亞洲人、少數民族和難民的婦女一起 — 她們有機會瞭解不同的文化，嘗試不同類型的文化食品。

50%

女士變得有自信



『媽媽與寶寶』
踏腳石英語班

個案分享

30歲的W女士，她與三個孩子和丈夫住在曼徹斯特市。她是由曼徹斯特市政府之 MASH 團隊轉介的，因為她的兩個孩子皆有語言上和語言發展問題。當時，正在接受自閉症系列障礙（簡稱自閉症）評估。她告訴評估員，如果孩子驗出有自閉症的話，她會自殺。我們邀請她參加一個自閉症工作坊，使她可以認識自閉症，並聽取一個自閉症年輕人的真實生活故事，可惜她當天並沒有參加工作坊。我們沒有放棄，仍然跟她交談好幾個月，她開始慢慢接受孩子的病情。她最終於 2017 年 9 月參加了自閉症培訓課程。課程結束後，W女士不但接受了孩子的狀況，並能與孩子建立良好的關係，可以應對他們的行為。

“志願工作讓我變得更加自信，我可以有機會去思考我的將來。”

S女士



烹飪英語班

青少年計劃 – 自我認同

培育青年技能

自我認同計劃協助11至19歲的年輕人，在過去五年內從其他國家來的新移民。主要支援擁有有用技能和知識的年輕人能夠發揮他們最大的潛力。這些活動內容能使他們增強自信心和自尊，又可以改善溝通、人際和社交技能，幫助他們融入英國本土社會文化。

這是一個為期十二周的活動項目，包括有不同類別的活動，如：寫作工作坊、噴漆畫畫、性健康、尋寶、就業講座和預算。這些活動在慧妍總部、歡迎中心和本地學院進行。我們還在慧妍總部和歡迎中心提供每週兩次即時諮詢服務。這不僅給了年輕人一個安全的地方，讓他們與朋友見面聯誼一下，他們還可以和青年社工討論自己的個人問題、教育和職業規劃。

主要成果

今年我們支援了93名青少年人。他們都來自少數民族以及難民群體。在過去五年內，其中有70%以上是新移民到英國。他們的主要問題是語言障礙和文化同化。我們主要是透過不同的活動，引導他們適應英國生活，並讓他們在「這個第二個家」中找到樂趣。

我們設計的活動皆有包括團隊合作和領導才能的元素。通過這些活動，青年人學習了規劃、組織和決策。在項目的早期階段中，他們只是和家人說話，很少和外人交談，現在能夠自信地溝通和表達自己的觀點。

與此同時，我們積極向 Cheetham Hill 和 Moston 地區的學校推廣這項計劃。在這一年裡，我們與曼徹斯特學院和亞伯拉罕莫斯社區學校合作。成果非常令人鼓舞，我們的努力被受認同和高度評價，曼徹斯特學院邀請我們，再次為他們的學生提供更多不同類型的活動。

“我從來沒有嘗試過這種活動。一開始時，我很尷尬，習慣後，我突然覺得自己長大了。”

C小姐

建立信心的基石

看到我們的年輕人信心提高，這是我們最大的希望和成就。我們的項目中，有不同的鍛煉和實際工作，年輕人皆樂在其中。通過這個計劃，我們還瞭解了許多其他文化和習俗。我們還瞭解了來自不同歐盟國家的年輕人的心態。

培養獨立

參加計劃後的年輕人都提高了信心，他們為類似背景的年輕人成立了一個同伴小組。Cheetham hill 地區中不同社區也從中受益，開展了包括閱讀會的社區工作行動。透過閱讀會，年齡較長的領導幼童，作好榜樣，幫助他們在學校安定下來或表達自己的需求。同時，他們也越來越獨立，知道如何從一個地方到另一個地方。



激光槍戰



青少年學員教小
童書寫中文字

二零一七至二零一八 年度財政簡報

2017/18

收入與支出

	總資金 £	總資金 £
收入	702,103	572,014
支出	630,705	567,107
淨收入 (不敷)	71,398	4,907

資金對賬

總資金承前	749,431	744,524
有限制用途資金	13,396	23,097
無限制用途資金	736,035	721,427
總資金結轉	821,480	749,431
有限制用途資金	11,564	13,396
無限制用途資金	809,916	736,035

收入來源 2017/18

● A	地方政府	237,527
● B	國營基金組織	267,718
● C	獨立資助機構	68,489
● D	其他	128,369
	總收入	702,103

