

LEWISHAM INDO-CHINESE COMMUNITY / CHINESE COMMUNITY SCHOOL

印支華裔社區中心

Address 33 Clyde Street
Deptford
London SE8 5LW



英國倫敦中華學校

Telephone 020 8692 2772
Facsimile 020 8691 6815

Email: Employment@indochinese.co.uk
Web www.indochinese.co.uk

INDO-CHINA REFUGEE GROUP

CHINESE COMMUNITY SCHOOL

DIRECTORS' AND TRUSTEES' REPORT AND ACCOUNTS

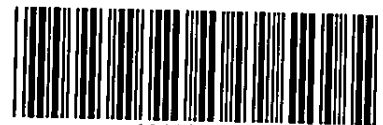
FOR THE YEAR ENDED

31ST MARCH 2012

REGISTERED CHARITY No.1064620

REGISTERED COMPANY No.2701526

THURSDAY



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31/05/2012

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COMPANIES HOUSE

Finance Supported by London Borough of Lewisham
Registered Under The Charities Act 1993 No 1064620
Chairperson Yok Wah Tai Vice Chair Moi Song Ho G Secretary Hanh Nong Treasurer Say Phu Sam
Limited Company Registered No 2701526

INDO-CHINA REFUGEE GROUP
CHINESE COMMUNITY SCHOOL

Company Information

TRUSTEES

Director and Chair	Mr Yok Wah Tai
Director and Vice Chair	Mrs Moi Song Ho
Secretary	Mr Hanh Nong
Director and Treasurer	Mr Say Phu Sam
Member	Mrs Mai Quan
Member	Mr Duc Phong Luu
Member	Ms Ai Can Tieu
Member	Mrs Lee Mooi Tang
Member	Ms Chun Fung Lau
Member	Mrs Phuong Nghia La
Member	Mrs Tu Chan Ngo
Member	Mrs Pansy Chaw
Member	Mrs Thuy Duong Hoang
Member	Mrs Binh Tuyet

INDO-CHINA REFUGEE GROUP
CHINESE COMMUNITY SCHOOL

Company Information

Centre Manager and Head Teacher	Van Cuong Truong MBE
Company Number	2701526 (England and Wales)
Charity Number	1064620
Address	33 Clyde Street Deptford London SE8 5LW
Bankers	Santander UK Plc Bridle Road, Bootle Merseyside L30 4GB Barclays Bank Plc Rotherhithe Surrey Docks Branch Ploughway London SE16 2LW Bank of Taiwan Level 5, City Tower, 40 Basinghall Street London EC2V 5DE First Commercial Bank 29 Wilson Street London EC2M 2SJ Lloyds TSB Bank Plc PO Box 545, Faryners House Monument Street London EC3R 8BQ National Westminster Bank Plc 80 Lewisham High Street London SE13 5JJ
Auditors	Paige-McLean & Co Chartered Accountants 11 Strangford Place Broomfield, Herne Bay Kent CT6 7UJ

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THE CHAIRS REPORTS

The year 2011/2012 has been a successful year. Even though under the threaten financial constraint & the shortage of manpower's, with the highly dedication & co-operation of staffs. The centre has been managed as good as we wished to continue providing multiple & comprehensive services for the members of Lewisham Indo-Chinese community & it's adjacent area with Southwark, Greenwich, and Bromley. In the current year most the Indo-Chinese home care users have changed to "direct payment" in order to continue having the services from our home care project.)

Due to the demand of our Home Care workers training needs. The management committee has decided to use our limited resources to maintain the function of employment & training scheme and it has been incorporated into the elderly services for management since 2011 in order to save the resources.

During the year 2011/12 the following services have been providing to members of Indo-Chinese Community in south east London.

- **The Self-help Project:** Has maintained the certain level of services by one F/T Lewisham funded centre manager and continuing to keep a P/T welfare worker post with our own initiative fund collection.
- **The Home Care Service:** Spot contracts received from Southwark social services Dept and "Direct Payment" users from Lewisham and Greenwich councils. This is an unique services for the Indo-Chinese Community in the S E London & it has been granted for a registration by the CQC.
- **Day Centre Project:** is catering for 200 subscribed members including disabled & wheelchair users and it provides Day Centre services for some contracted clients in the borough of Lewisham, Greenwich, Southwark and Westminster.
- **The Chinese Community School:** has provided Chinese Mandarin teaching and "GCSE" Chinese exam courses, culture studies, traditional dances and folk songs tuition etc. It has 267 pupils registered, operates on Saturdays from 9 30am – 3 30pm. A youth leisure service is also run from 12 30 noon till 3 30pm, 40 weeks per year. Apart from those, other courses have been organised after school as well, such as Chinese dance, Kung Fu and adult mandarin classes etc. Meanwhile, the school runs a Chinese abilities tests for non mandarin speakers.

- **The Little Rainbow Day Nursery Centre:** Provides bi-lingual day Nursery Services to children from 6 months to 5 years old, it's open to all. This whole year operation is staffed by one F/T manager, three P/T trainee deputy managers and nine P/T care workers

Grants received for the year 2011/12

Lewisham Council, Overseas Chinese Culture Society, Taipei Rep office in the UK and the Lewisham Indo-Chinese youths association

Special thanks to the Borough of Lewisham for the exemption of business rate. And Mr V.C.Truong Centre Manager has been delicately serving for the Home Care projects as a volunteer registered manager since 1994, and the person in charge for the Indo-Chinese Little Rainbow Day Nursery.

As the chair of the Management Committee, my sincere gratitude goes to all staffs whose dedication & contribution make a success of the organisation, without these highly qualified workforce, we will not be able to provide such significant services during the financial year 2011/12.

Self-help Project:

Mr Van Cuong Truong	F/T Centre Manager
Ms (Alison) Phung Que Tran	P/T Community Welfare Worker

Home Care Services Project:

Mrs Lan Thi Huynh	P/T Deputy Manager	
Mr Danny Ly	P/T Cleaning duties	
Lee Huan Kee	P/T Cleaning duties	
Miss Yi-Chen Chen	P/T project assistant	(started 01.08 11)
Mrs Xiu Hong Yang	P/T Care worker	(left August 2011)
Mrs Feng Xia Butter Worth	P/T “ “	(started March 11)
Miss Xue Ling Ma	P/T “ “	(started March 11)
Mrs Nguyet Ngan Luu	P/T “ “	
Miss Ling Chen	P/T “ “	(started 04 04 2011)
Mrs Liow Kwee Enn	P/T “ “	(started 13 06 11)
Mr Khuon Tran	P/T “ “	(left August 2011)
Mrs Swee Mooi Low	P/T “ “	(started 27 06 11)
Mrs Mei Mei Li	P/T “ “	(started 15 11 10)
Miss Ming Zhi Teng	P/T “ “	(started 24 10 11)
Mrs Qiu Hua Liu	P/T “ “	
Mrs Ping Cau	P/T “ “	(left Dec. 2011)

Mrs Man Yi Cheng	P/T	“	“	
Mrs Sow Yin Lee	P/T	“	“	(started 21 11 11)
Mrs Jian Lan Chen	P/T	“	“	(left June 11)
Mrs Thi Ta Hoang	F/T	“	“	
Ms Thu Denh Vong	P/T	“	“	
Mrs Anh Ngoc Ly	F/T	“	“	
Ms Thi Thuy Anh Lam	P/T	“	“	
Miss Wendy Li	F/T	Project assistant		
Mrs Wasana Kinsella	P/T	care worker		
Ms Tuong Thi Vu	P/T	“	“	
Ms Yu Hua Luo	F/T	“	“	
Miss Chui Kim Poon	P/T	project assistant		(left June 2011)
Mr Guo Hsien Lee	P/T	“	“	(left August 2011)
Mr Long Quoc Tran	P/T	care worker		
Mrs Xiang Min Zhang	P/T	“	“	
Miss Min Xu	P/T	“	“	(left 28.02.11)
Miss Le Binh Hang	P/T	project assistant		(started 07.06 11)

Day Centre Services Project

Mr Thuan Tien Nguyen	P/T	Driver	
Mrs Kim Ngoc Truong	P/T	Centre assistant	(left Nov 2011)
Mrs Lian Juan Xu	P/T	Kitchen staff	(left July 2011)
Mr Chi Hoa Hoang	P/T	Driver	
Mrs Lee Huan Kee	P/T	Day centre assistant	(left Feb 2012)
Mrs Yong Mei Duong	P/T	Volunteer kitchen staff	

Chinese Community School Project

Head Teacher: Mr Van Cuong Truong

Teacher:

Mrs Wen Chen Cheung	Mrs Yu- Hsuan Lin	Mrs Lan Thi Huynh
Miss Bo Chun Chen	Mrs Jui-Wei Hang	Mrs Ho-Jung Grim Wood
Miss Luan Pei Lin	Mrs Jacquelin Wong	Mis Wan Ting Hsieh
Miss I-Chen Huang	Mrs Chih-Pei Tung	Mrs Hua Qing Zhu
Miss Yi-Chen Chen		

Little Rainbow Day Nursery Services

Miss Diane Tran	F/T	Manager	
Mrs Jacqueline Wong	P/T	deputy	
Ms Alison P Q Tran	P/T	deputy	
Mrs Julie Hoang	P/T	deputy	(left Feb 2012)
Mrs Fei Fei Li	P/T	Care worker	
Mrs Wei Li	P/T	Care worker	(started 07.03 11)
Mrs Mai Xuan Nguyen	P/T	care worker	(started 02 06 11)
Mrs Weng Li Lai	P/T	care worker	

Miss Kejing Zhu	P/T care worker	(started 07 11 2011)
Mrs Shu Hui Duong	P/T care worker	
Ms Hazel Sau-Wai Kong	P/T care worker	
Mrs Jieer Ou	P/T care worker	
Mrs Yuet Lin Chan	P/T care worker	
Mrs Tao Tao Zheng	P/T care worker	(started 01 02 2012)

On behalf of the Management Committee, I would like to take this opportunity to thank the following persons and organisations for their supports

The Taipei Representative Office in the U.K.
See Woo Cash & Carry Trading Ltd

Mr Yok Wah Tai
(chair person)

INDO-CHINA REFUGEE GROUP CHINESE COMMUNITY SCHOOL

DIRECTORS AND TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2012

The directors and trustees present their report and accounts for the year ended 31st March 2012

Structure, governance and management

The charity is constituted as a company limited by guarantee, and is therefore governed by a memorandum and articles of association.

Trustees are recruited from the community and are appointed at the AGM.

The centre manager and management committee have considered the various risks to which the charity is exposed. Procedures have been established to manage the risks the charity faces wherever possible, including the health and safety of staff, volunteers, children, elderly clients and visitors to the centre

Objectives and activities

The charity's object and its principal activity continues to be that of providing charitable services to the Indo-Chinese community.

The charity is organised so that the trustee and the committees responsible for each project meet regularly to manage affairs.

The projects are managed on a day to day basis by the centre manager with the assistance of two other full time members of staff.

Financial review

The policy of the management committee has been to build up sufficient reserves to cover the cost of the upkeep and repairs to the fabric of the building which will be required in the not too distant future, and the further development of community services.

The level of contributions from the individual projects' restricted funds to the unrestricted community centre fund varies with the level of usage by each project of the centre's facilities.

Each individual project accounts separately to their funding providers for the expenditure incurred in meeting that project's key objectives

Plans for future periods

It is hoped to continue to provide the current level of service to the community and wherever possible to develop the services provided in partnership with the various funding bodies

INDO-CHINA REFUGEE GROUP CHINESE COMMUNITY SCHOOL

DIRECTORS AND TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2012

Directors and trustees

All directors of the company are also trustees of the charity. The trustees named on page 1 served throughout the year. The Board has the power to appoint additional trustees as it considers fit to do so.

Statement of trustees' responsibilities

The trustees are required by law to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of its results for that period. In preparing those financial statements the trustees are required to:

- (a) select suitable accounting policies and apply them consistently,
- (b) make judgements and estimates that are reasonable and prudent;
- (c) state whether the adopted policies are in accordance with the Companies Act 2006 and with applicable accounting standards, subject to any material departures disclosed and explained in the financial statements;
- (d) prepare the financial statements on a going concern basis unless it is inappropriate to assume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Auditors

The auditors, Messrs Paige-McLean & Co., will be proposed for re-appointment in accordance with the Companies Act 2006.

Approval

This report was approved by the board of directors and trustees and signed on its behalf.



YOK WAH TAI

Dated 17th May 2012

Director and Trustee

AUDITORS REPORT TO THE COMMITTEE OF THE

INDO-CHINA REFUGEE GROUP CHINESE COMMUNITY SCHOOL

We have audited the annexed financial statements on pages 6 to 9 which have been prepared under the historical cost convention and the accounting policies set out on page 8.

Respective responsibilities of directors and auditors.

As described on page 4 the charity's trustees are responsible for the preparation of financial statements. It is our responsibility to form an independent opinion, based on our audit, on those financial statements and to report our opinion to you.

Basis of opinion.

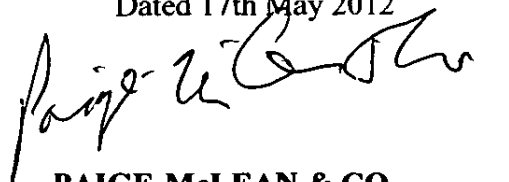
We conducted our audit in accordance with approved Auditing Standards issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgments made by the directors in the preparation of the financial statements, and of whether the accounting policies are appropriate to the company's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain the information and explanations necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements

Opinion

In our opinion the modified financial statements give a true and fair view of the state of the company's affairs at 31st. March 2012 and of its financial activities and surplus for the year then ended and have been properly prepared in accordance with the provisions of the Companies Act 2006

Dated 17th May 2012



PAIGE-McLEAN & CO.
Registered Auditors and Chartered Accountants
11 Strangford Place
Broomfield
Herne Bay
Kent CT6 7UJ

INDO-CHINA REFUGEE GROUP CHINESE COMMUNITY SCHOOL

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31ST MARCH 2012

	<u>Notes</u>	Unrestricted Funds 2012 £	Restricted Funds 2012 £	Total Funds 2012 £	Total Funds 2011 £
INCOMING RESOURCES					
<u>Incoming resources from generated funds</u>					
<u>Donations and grants</u>					
Building Maintenance Fund		-	5,000	5,000	5,000
Day Nursery Centre		-	6,985	6,985	17,574
Elderly People Service Project		-	217	217	16,205
Chinese Community School		-	9,877	9,877	13,958
Self Help Project		-	45,105	45,105	46,491
	6	-	67,184	67,184	99,228
<u>Investment income</u>		-	18,398	18,398	23,110
<u>Incoming resources from charitable activities</u>					
Community Centre		40,003	-	40,003	39,677
Day Nursery Centre		-	150,044	150,044	138,094
Elderly People Service Project		-	369,001	369,001	455,619
Employment Scheme		-	-	-	3,181
Chinese Community School		-	38,369	38,369	42,084
Self Help Project		-	611	611	312
	7	40,003	558,025	598,028	678,967
TOTAL INCOMING RESOURCES		<u>40,003</u>	<u>643,607</u>	<u>683,610</u>	<u>801,305</u>
RESOURCES EXPENDED					
<u>Costs of charitable activities</u>	8	11,121	473,521	484,642	529,925
<u>Governance costs</u>	9	19,919	76,609	96,528	101,476
TOTAL RESOURCES EXPENDED		<u>31,040</u>	<u>550,130</u>	<u>581,170</u>	<u>631,401</u>
NET INCOMING RESOURCES		8,963	93,477	102,440	169,904
TOTAL FUNDS BROUGHT FORWARD		<u>10,317</u>	<u>3,076,485</u>	<u>3,086,802</u>	<u>2,916,898</u>
TOTAL FUNDS CARRIED FORWARD		<u>19,280</u>	<u>3,169,962</u>	<u>3,189,242</u>	<u>3,086,802</u>

INDO-CHINA REFUGEE GROUP CHINESE COMMUNITY SCHOOL

BALANCE SHEET AS AT 31ST MARCH 2012

	<u>Notes</u>	<u>2012</u>		<u>2011</u>	
		£	£	£	£
FIXED ASSETS	2				
Cost		1,701,043		1,700,343	
Depreciation to Date		<u>161,046</u>		<u>146,654</u>	
		1,539,997		1,553,689	
CURRENT ASSETS					
Debtors and Prepayments		8,921		6,297	
Cash at Bank and in Hand	3	<u>1,662,345</u>		<u>1,546,074</u>	
		1,671,266		1,552,371	
LESS CURRENT LIABILITIES					
Creditors and Accruals	4	<u>22,021</u>		<u>19,258</u>	
NET CURRENT ASSETS		<u>1,649,245</u>		<u>1,533,113</u>	
TOTAL CAPITAL EMPLOYED		<u>£3,189,242</u>		<u>£3,086,802</u>	
Represented by					
ACCUMULATED FUND	5				
Unrestricted Funds		19,280		10,317	
Restricted Funds		<u>3,169,962</u>		<u>3,076,485</u>	
		<u>£3,189,242</u>		<u>£3,086,802</u>	



... YOK WAH TAI
Director

Dated 17th May 2012

INDO-CHINA REFUGEE GROUP CHINESE COMMUNITY SCHOOL

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2012

1 ACCOUNTING POLICIES

The following policies have been applied consistently in dealing with items which are considered material to the company's financial statements

BASIS OF PREPARATION

The financial statements have been prepared under the historical cost convention and in accordance with the Companies Act 2006 and the Statement of Recommended Practice Accounting and Reporting by Charities, issued in March 2005

FIXED ASSETS AND DEPRECIATION

Depreciation is provided by the Company to write off the cost less the estimated residual value of tangible fixed assets by equal instalments over their estimated useful economic lives as follows

Motor Vehicles	4 years
Computer and Office Equipment	3 years
Fixtures and Fittings	5 years

2 TANGIBLE FIXED ASSETS

	<u>Building</u> <u>Project</u>	<u>Office</u> <u>Equipment</u>	<u>Mini</u> <u>Buses</u>	<u>Total</u>
<u>COST</u>	£	£	£	£
Balance at 1 st April 2011	1,515,454	116,419	68,470	1,701,043
Additions	-	700	-	700

Balance at 31 st March 2012	<u>1,515,454</u>	<u>117,119</u>	<u>68,470</u>	<u>1,701,743</u>
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DEPRECIATION

Balance at 1 st April 2011	-	107,765	38,889	146,654
Charge for the year	-	<u>4,532</u>	<u>9,860</u>	<u>14,392</u>

Balance at 31 st March 2012	-	<u>112,297</u>	<u>48,749</u>	<u>161,046</u>
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NET BOOK VALUE

Balance at 31 st March 2012	<u>1,515,454</u>	<u>4,822</u>	<u>19,721</u>	<u>1,539,997</u>
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Balance at 31 st March 2011	<u>1,515,454</u>	<u>8,654</u>	<u>29,581</u>	<u>1,553,689</u>
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3 CASH AT BANK

The accounts incorporate the cash at bank balance as held by the Community School at Deptford, of £193,650, as a building maintenance fund.

4 CREDITORS AND ACCRUALS

	<u>2012</u> £	<u>2011</u> £
Monies Received in Advance	17,020	14,222
Accruals	<u>5,001</u>	<u>5,036</u>
	<u>22,021</u>	<u>19,258</u>

INDO-CHINA REFUGEE GROUP CHINESE COMMUNITY SCHOOL

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2012

5 ACCUMULATED FUND

Fund is for the future community development

6 <u>DONATIONS AND GRANTS</u>	<u>Unrestricted</u>	<u>Restricted</u>	<u>Total</u>	<u>Total</u>
	<u>Funds</u>	<u>Funds</u>	<u>Funds</u>	<u>Funds</u>
	<u>2012</u>	<u>2012</u>	<u>2012</u>	<u>2011</u>
	£	£	£	£
London Borough of Lewisham	-	53,228	53,228	73,049
Others	-	13,956	13,956	26,179
	-	67,184	67,184	99,228

7 INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	<u>Unrestricted</u>	<u>Restricted</u>	<u>Total</u>	<u>Total</u>
	<u>Funds</u>	<u>Funds</u>	<u>Funds</u>	<u>Funds</u>
	<u>2012</u>	<u>2012</u>	<u>2012</u>	<u>2011</u>
	£	£	£	£
Contributions from other projects	29,600	-	29,600	29,000
Fees from pupils	-	178,584	178,584	167,564
Home Care Income-				
London Borough of Lewisham	-	79,147	79,147	145,960
London Borough of Greenwich	-	146,855	146,855	179,273
London Borough of Southwark	-	112,838	112,838	116,481
Others	10,403	40,601	51,004	40,689
	40,003	558,025	598,028	678,967

The funds of the Community Centre, which is largely funded by contributions from the other projects, are treated as unrestricted. All other funds are restricted to the purposes of the individual projects concerned.

8. <u>COSTS OF CHARITABLE ACTIVITIES</u>	<u>2012</u>	<u>2011</u>
	£	£
Staff Costs	429,839	452,115
Other Direct Charitable Expenditure	54,803	77,810
	484,642	529,925

9 <u>GOVERNANCE COSTS</u>	<u>2012</u>	<u>2011</u>
	£	£
Auditors Remuneration	4,030	3,960
Depreciation	14,392	14,567
Other Governance Costs	78,106	82,949
	96,528	101,476

No remuneration was paid to trustees in the year, and no expenses were reimbursed

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INDO-CHINA REFUGEE SELF-HELP PROJECT

ANNUAL REPORT MARCH 2011/ 2012

Introduction

There are 28 years since the inception of the project in 1984 and its location has attracted numerous of Indo-Chinese and Vietnamese families to live in Lewisham. There are now over 4000 people living in Lewisham, and its adjacent areas with Greenwich and Southwark, and becomes one of the two districts where the highest Chinese population in the Capital.

As a result of the tremendous increment, the project workers are under pressure to ensure the provision of adequate service, availability of resources and the smooth running to the whole organisation. All the affairs of the Community/ School are currently managed by the Centre Manager, Mr Truong who is responsible to the Management Committee. Due to the shortage of financial resources, we are not able to provide full services to cater for all the needs of subscribed members. However the services that are currently run as below:

- 1. Self-help Project:** The project is available Monday to Friday 9 30am to 5 30pm and is staffed by one full time manager funded by Lewisham Council and one part-time worker funded by our own collection and reserves. The project enables refugee families to obtain information on welfare, housing, education and employment matters. There is also a translation and interpretation services.
- 2. Mother Tongue Education Project:** The aim of the project is to run mandarin Chinese Classes for Indo-Chinese children living in the Borough of Lewisham, Greenwich and Southwark. All classes are held on Saturdays (9.30am to 3 30pm) and pupils can take courses leading up to GCSE examinations. There are currently 267 pupils registered and a total of 11 classes ranging from Nursery to six year level. The total number of staff consist of 14 teachers and 5 volunteers. Other courses have been organised after school: Chinese dance, Kung Fu and adult mandarin classes etc.
- 3. Little Rain Bow Day Nursery Services:** It provides fully day care for the children from 6 months to 5 years old with bilingual teaching: English and Mandarin, opens whole year 5 days per week from 8am to 6pm. It has been approved by the ofsted and it is staffed by one full-time manager, three P/T deputy managers & nine part-time care workers. The Day Nursery services has been granted as "Good Services" by ofsted inspector.
- 4. Indo-Chinese Home Care Service Project:** This project is staffed by 3 full-time and 22

part-time workers, most of the care workers have gained a NVQ level II qualification. The services are available seven days per week in the South East London. The Home Care Services project provides support and personal care to people who need help to enable them to live independently in their own homes such as dressing, cleaning, washing, shopping and collecting medication. This project is particularly helpful for those who face language barriers with the existing social services. The project has been registered with the CQC. The training services has been incorporated into the elderly services project for management.

5. Indo-Chinese Day Centre Services: Staffed by one part-time co-ordinator, 4 part-time workers. The project provides lunch, home visits, transportation and is opened five days per week from 10am till 3.00pm. The day centre is well facilitated with sufficient space to enable disable people and wheelchair users to take part in organized activities. There are well trained and experience care workers to assist the attendees. The project provides relief to the heavy work load of the home carers. The centre is a social gathering place for disable people and wheelchair users allowing them to escape from the confines of their homes. Currently two mini buses are operated to cater for the wheelchair bound and elderly members with walking difficulties in the South East London.

6. Youth Club: The club runs every Saturday at the Chinese community school from 12.30pm to 3.30pm. The club organizes activities with a variety of sports, film, video, karaoke equipment etc. Currently it is run on a voluntary support.

7. Chinese Traditional dance Group: this is run by volunteer staffs and has more than 30 associate members. The group has performed for the annual Chinese New Year celebration at the Lewisham Broadway theatre, to which the Chinese New Year has become an important festival in the S E London.

8. A Mini Library: The library holds over 5000 Chinese books and is attached to the community school. In addition, there are many videos and DVDs on Chinese history and culture to borrow.

9. Gei Sian Thang (worship room): Based at the first floor of the community centre. It has many supporters and aims to meet the spirit needs of the Indo-Chinese and Vietnamese who believe in Buddha and Quan Yin (a goddess). Each year difference ceremonies are held, giving the elderly and community members hope and peace of mind.

Self-help Project Annual Report April 2011 - 2012

	Dss	Housing	Admin.	Education/ Employment	Health	F.F/ Doc Certified	Others	Total
1st	14	11	330	63	5	28	204	655
2nd	15	7	306	59	-	23	267	677
3rd	18	7	286	73	1	22	275	682
4th	15	5	323	45	6	18	285	697
Total	62	30	1245	240	12	91	1031	2711

The above table shows the total casework that has been carried out for the period April 2011 – March 2012

Dss

Through the year, workers assisted clients to claim Tax Credit, check annual review year ended, filled Tax Credits annual declaration forms, reported changes of income or working hours to the Tax Credit Office, and explain Tax Credit award notice, and updated leaflets

Workers also assisted clients with form filling and helped to apply and give advice on, J S A, Incapacity Benefit, Disability Benefit, Carer's Allowance Benefit, Income Support, Child Benefit and Lone Parent Benefit etc Letter readings and explaining were also given to clients

Housing

Workers helped clients to claim Housing Benefit, Council Tax Benefit, Rent Arrears, Back Dated Benefits Also giving advice on re-housing, Lewisham Home Search Workers also helped to contact the housing Department for repairs such as, no heating, no hot water, blocked waste pipe, blocked toilet, any disrepair works, change of circumstances and letter reading, explaining are also given to clients

Admin

Workers always try their best and work hard in this category to keep the community activities up to date and to provide efficient and adequate services to the users Workers' liaison with other organisations and voluntary bodies in order to keep updated, exchange and share the experiences. Regular joint and individual project staffs meeting every 5 weeks with the centre manager, supervision meeting record are also taken place every 3 months with the manager to sort out difficulties that may occur in any special or difficulties case In addition, 6 weekly joint all staff meetings continue to monitor the progress with the centre manager to resolve any difficulties and future planning Multiple training courses had also been organised for staffs to update their knowledge and working skill.

Social outings, celebrations and cultural events have been organised throughout the year This is to help relieve tension of life as we all know that they feel isolated and vulnerable due to the language barrier Summer Play Scheme is still organised every year to give children an impressive valuable cultural studies as well as to give the teenagers a healthy life style and leisure activities during the summer holidays.

Employment

Through the year workers help clients to interpret over the phone with the job centre, ring on behalf of clients to re-book an appointment for an interview and request for an interpreter if necessary, helped clients to write notes/ letters for employment services/ job centre Letter readings and explaining are also given to clients

Education

Through the year, workers have made visits to local schools to assist parents with interpreting end of school term reports, new school term settlement, progress which will need to be completed and expected target for the coming year. Assist parents in the admission of children

reaching schooling ages Workers also provided help with form filling for Free School Meals & Clothing Grants, School letters and notes were also explained to parents

Health

Helped clients to book appointments for G P, Hospital, and Dentist; also helped clients to book/request for an interpreter if needed and write a note to Doctor / Chemist Letter explaining from local surgeries and hospitals are also given to clients

E.F/ Doc Certified

Workers assisted client to applying for, U K Passport, Travel Document, Naturalisation as a British Citizen, apply for Visa and also to fill in all different kinds of Welfare and Housing forms The centre manager helped to certified if necessary.

Others

Workers have dealt with all different types of work ranging from domestic violence to marriage breakdown, assisted on letter reading and explaining such as letters from home office, solicitor, car insurance, parking fines, unpaid congestion charge fines, speeding fines, report of lost driving licence, also made enquiries on bills and services such as water rate, electricity bill, gas bill, B/T connection etc.

Community Activities

There were several festival activities, training's & meetings / seminars taken place during the financial year

Donation received from:

Mrs Mai Quan	£20
Ms Alison PQ Tran	£50
Mr Van Cuong Truong	£200
Mrs Thi Lan Huynh	£500
Mrs Phuong Nghia La	£110
Mrs Yin	£100
Mrs Pansy Chaw	£50
Mr Terry Chan	£20
Mrs Nhi Che Dao	£100
Mrs Hui Chen Li	£50
Mrs Kim Ngoc Truong	£20
Mr Chong	£12

Survey

Questionnaire 11/12

	Excellent	Good	Average	Bad
Dss	78%	22%	-	-
Housing	48%	43%	9%	-
Interpreting on health/ Education	35%	57%	8%	-
Form Filling	61%	35%	4%	-
Apply for Passport/ Travel Doc. Natlisation/ etc.	26%	65%	9%	-
Activities/ Outing	13%	65%	22%	-
Organise Talks/ Lectures	13%	74%	13%	-
Staff Attitude	52%	48%	-	-

Survey out of 100%

The questionnaires have been carried out throughout the year from April 11 to March 2012 to evaluate the standard of services provided to clients, this is to aim to improve the quality of services and achieve even better in the future

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INDO-CHINA REFUGEE GROUP **THE CHINESE COMMUNITY SCHOOL IN DEPTFORD** **ANNUAL REPORT MARCH 2011/2012**

Introduction:

There are 267 pupils registered in the school year of 2011/12 currently. The school is staffed by 14 teaching staff and several volunteers. It provides 5 lessons per week (40 weeks per year) from 9.30am to 3.30pm. After the Chinese tuition, cultural studies and sports activities, children choir are provided to all pupils who are willing to participate.

The School curriculum consists of the Chinese primary education (6 years) and nursery (2 years). GCSE Chinese syllabus is taught for the pupils from third year onwards. The following are the contents of the School curriculum.

Reading, writing poetry, literature, composition, songs are provided to all lower classes. History and essay tuition are specially taught for upper classes. There are 4 examination courses of Chinese GCSE in which 55 pupils are being trained for the examinations. There are also Chinese dance sessions available for those interested. Age range of pupils from 5 to 18, most of them are Chinese from Indo-China living in the Borough of Lewisham and adjacent Borough of Greenwich and Southwark. Apart from that the school has pupils of Spanish, Vietnamese and Indian, African, Japanese, etc.

Other courses have been organised after school such as adult Mandarin classes, Dance & Kung Fu classes etc.

Meanwhile, in November 2011 to cooperate with the Chinese educational Dept, we run a Chinese abilities test for non-mandarin speakers of Chinese (B.B.C) in order to promote the tests for global publicity and hoping it will be acknowledged & adopted all around the world. Also on 12 November 2011 the School was honor to be visited by the First Lady of Taiwan R.O.China who came to the School and gave two interesting talks of Chinese traditional stories for the children 7-9 years old.

With the support from the overseas Chinese Dept of R.O.C Taiwan, We've organised three training courses of E-teaching for the school tutors and parents in order them to further develop teaching technique skills and building up a school blog for communicating with other Chinese teachers over the world. So far it is quite interested indeed & received positive responses from learners.

Age between 5—10 approx. 212

Age between 11—15 approx. 33

Age between 16+ approx. 22

NUMBER OF PUPILS REGISTERED IN CLASSES

Lower Nursery A : 32	Lower Nursery B : 31	Upper Nursery A : 28	Upper Nursery B : 28
First Year A : 26	First Year B : 32	Second Year : 35	Third Year : 22
Fourth Year : 11	Fifth Year : 12	Sixth Year : 10	

LIST OF TEACHING STAFF

NAME	POSITION HELD	NAME	POSITION HELD
Mrs Wen Chen Cheung	Teacher in charge of lower nursery B & head of general affair section	Miss Bo Chun Chen	Teacher in charge of 2nd year B
Yi – Chen Chen	Teacher in charge of 2 nd year A & pupil's disciplinary section	Miss Chia Ying Lin	Teacher in charge of upper Nursery B
Mrs Jacqueline Wong	Teacher in charge of lower nursery Year A	Jui – Wei Hung	Head of dancing group
Miss Yu – Hsuan Lin	Teacher in charge of upper nursery A	Ho – Jung Grimwood	Teacher in charge of 5 th year
Mrs Chih Pei Tung	Teacher in charge of 4 th year	Wan Ting Hsieh	Teacher in charge of 3 rd year
Mrs T.L. Huynh	Head of library/academic section	Mrs Hua-Qing Zhu	Teacher in charge of 1 st year A
Mr V.C. Truong	Head Teacher	Mrs I Chen Huang	Teacher in charge of 1 st year B

Brief Report of Indo-Chinese Summer Play Scheme 2011

a) summer play Scheme

The summer play scheme started on 25th July to 30th July a total of 6 days from 10.30am to 3.30pm There were around 50 children participating 60% of participants were from our school and 40% are from elsewhere. A day trip to the Portsmouth seaside was also organised on Saturday 30th July 45 people joined.

There were 2 tutors from Taiwan this year for Dancing and Art lessons only Mr Truong offer the vacant lessons by teaching Abacus and calligraphy lessons instead After the summer Play scheme ended, we received very positive feedback about the Abacus lessons, as many parents have been asking Mr Truong to extent the Abacus study after school in September 11.

The representative of senior secretary of Taiwan Rep. Office in the UK Mr Yu Chang Chung and more than 30 parents come to join our summer play scheme ceremony on the last day.

One day seaside tour to portsmouth was organised on Sunday 31st July 11, both pupils and parents joined.

To take this special opportunity, we would like to thank the Indo-Chinese Youth Association and the Taipei Rep. office in the UK who provided the grants, the cultural tuitions, and Mr Truong head teacher for the teaching of abacus & calligraphy in the summer play scheme

Other School Activities

25.09.11 Celebrated the Confucius (teacher's festival) at the Hong Kong harbour restaurant China Town with the teachers, M.C. members, parents etc.

01.10.11 The first fire drills for the pupils and teachers.

08.02.12 Chinese New Year celebration. Performing at Lewisham Broadway theatre due to the severe weather only 750 audiences attended included, Dr. Lynshun Shen representative of the Taipei office in the UK and numerous Councillors, Voluntary Organisations & Community Groups, etc.

03.03.12 The second fire drills for the pupils and teachers.

Gratitude's

1. Lewisham Council Community Education provided a grant of £3570 in support the Community School.
2. Taipei representative office In UK contributed reading books, DVDS & teaching materials and supported 2 culture & arts tours for the summer play scheme 2011. A grant of £1000 and gift tokens of £300.
3. Overseas Chinese culture society with a grant of £4694 to support the Chinese language teaching and Chinese abilities tests.
4. Lewisham Indo-Chinese youth association, a donation of £100.

5. See Woo supermarket contributed 240 portions of snacks and 5 boxes of fruits for Chinese New Year celebration at Lewisham Broadway.

The following person with their generous donation:

Mr Y W Tai	£816
Mr Dan Y Chang	£230
Mrs Yen Chang	£230
Mrs Lee Mooi Tang	£100
Ms Mee Ling Ng	£20
Mr C.L. Chwu	£10
Mr Richard Cheung	£220
Mr C. F. Ewe	£25
Mrs Phuong Nghia La	£100
Mr Sy Kiet Huyng	£100
Fortune Travel	£50 (advertisement)

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Indo Chinese Little Rainbow Day Nursery Centre Annual Report 2011/12 (April 2011 – March 2012)

Registration and Attendance

Up until March, there are 30 children/babies registered at Little Rainbow, 3 Children left in total due to family relocating, 3 children started, two in January and one in February

The table below shows the attendance of each room

Baby Room	April, May, June 2011	July, August, September 2011	October, November December 2011	January, February March 2012	Total
Children Full Time	127.5	104	142	283.50	657
Children Part Time	182	250	157	22	611
Total	309.5	354	299	305.50	1,268

Toddler Room	April, May, June 2011	July, August, September 2011	October, November December 2011	January, February March 2012	Total
Children Full Time	107	239	184	277.5	807.5
Children Part Time	85.5	114	148	272	619.50
Total	192.5	353	332	549.5	1,427

Upper nursery room	April, May, June 2011	July, August, September 2011	October, November December 2011	January, February March 2012	Total
Children Full Time	174.5	131.5	36	74	416
Children Part Time	70	87.5	143.5	133	434
Total	244.5	219	179.5	207	850

Staffs Structure

Our staff structure consist of 12 part-time staff members which include 3 deputy managers, 9 part-time nursery staffs, and one full time manager. One of our Deputy Managers left in January, one staff joined in January. The Nursery project has been recruiting new staffs, spending time on training potential workers, however it has been difficult in finding qualified and suitable staffs from bilingual English & Mandarin backgrounds.

Finance Supported by London Borough of Lewisham
Registered Under The Charities Act 1993 No 1064620
Chairperson Say Phu Sam Vice Chair Yok Wah Tai G Secretary Moi Song Ho Treasurer Hanh Nong
Limited Company Registered No 2701526

Here is a summary of events and trainings in April 2011 - March 2012)

1st September 2011 Outing to folkstone park



Toddlers from 2-5 years old, alongside a few Volunteers had a lovely time at folkstone park. The children enjoyed their picnic and making use of all the apparatus there.

14th September 2011 Safe guarding INSET day training

During this training staffs updated their knowledge in issues surrounding safeguarding children.

19th October 2011 Trip to the local supermarket

In order to increase the scope for our children to gain new knowledge and skills, we arranged for the upper nursery children to attend a trip to the local supermarket on. The children thoroughly enjoyed the little excursion, and were very well behaved.

31st October 2011 Halloween party

Children and a few staffs came dressed in costumes, enjoying the spooky activities.

11th November 2011 Nursery's 4th Year anniversary

The nursery celebrated its 4th birthday, inviting the elderly for a little tea party.

20th & 21st December 2011 Pediatric first aid training

All the Day nursery staffs attended the 2 day course, the course enabled staff to feel more confident in handling situations that may require first aid.

22nd December 2011 Christmas party



The most successful event of the year, children and Parents enjoyed the party with Christmas lunch, fun Activities. The highlight of the day for both young and old was the visit to Santa's grotto, where children received gifts from Santa himself.

5th January 2012 Trip to Deptford lounge



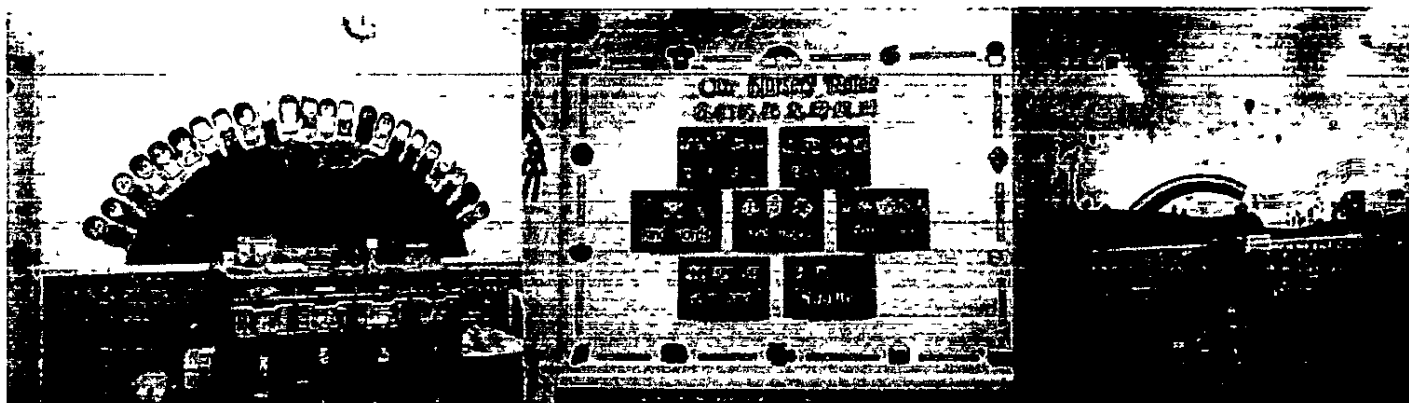
After the library was refurbished and renamed Deptford lounge, The children visited to do some arts and craft sessions as well as Being able to enjoy some story sessions.

OFSTED Inspection

The nursery had an OFSTED inspection on 28th September. After the inspection we were rated at a good standard. The main points of improvement were to incorporate more ICT activities and resources for the children to explore. We were also advised to incorporate more themed role play activities that provide children with opportunities to experiment with writing and mark making.

Redecorating

As the centre was repainted in November, nursery staff took the opportunity to also redecorate by painting a mural in the baby room and also included some paintings in the semi outdoor area upstairs.



Operation

***Baby Room (6 months to 2 years old)**

Up until March there are 7 full time children, staffs have been working to encourage more activities for enjoyable play experience through observations and planning activities based on the children's interests.

***Toddler Room (2-3 years old)**

There are 12 part time children and 4 full time children, we have been encouraging children to take part in more group based activities and outings.

***Reception Class (3-5 years old)**

There are currently 2 full time children and 5 part time children, we have been focusing more on literacy, and phonics for both English and Mandarin.

Annual Survey results

From the Annual survey 44% of parents found that the nursery environment to be excellent, 46 % felt that the environment was good and 10% found it to be satisfactory Overall 72% of parents found the nursery services to be excellent, 20% found it good and 8% found it to be satisfactory The main comments included having more emphasis on the Mandarin teaching, a lot of the parents also wanted to learn what their children were learning, therefore we hope to make a booklet based on our Chinese curriculum

Future/ Long Term planning

- + Staff training & INSET days
- + Holiday scheme
- + Outings

We would like to take this opportunity to thank the following people for volunteering and supporting the nursery project

Mr Tony Chaw
Mrs Pansy Chaw
Mrs Lan Huynh
Mr V C Truong

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Lewisham Indo- Chinese Elderly community care services project

Annual report April 2011- March 2012

Introduction

The Homecare service has been operating for 17 years. Since 1999 the project became self financing. Our Homecare Project was established from the development of the elderly club which itself was set up in 1984. Homecare is provided to clients living in the 3 London boroughs of Lewisham, Greenwich and Southwark.

As a result of the effort, dedication and time from management, Committee members, staff and volunteers, we are delighted with the progress of the self-financed Projects. We are honored and proud to be servicing the needs of the elderly people and the disadvantaged.

In October 2010, the Home Care Project obtained the certificate of registration with Care Quality Commission (CQC). For this to be achieved every effort is made by staff to abide by the various care regulations and procedures.

We are optimistic and confident in our ability to develop the Project further in order to continue to provide a valuable and unique service to the Indo-Chinese community in South London.

HEMOCARE SERVICES

Borough	Number of clients	Total Hrs provided
Lewisham	8	6,530.5
Greenwich	10	10,610.75
Southwark	9	7,348.5
Total	27	24,489.75

Homecare hours have decreased from the previous year as a result of our unsuccessful tender applications to Lewisham and Greenwich boroughs. Though with the direct payment scheme majority of our clients have opted to remain with us.

STAFF RECRUITMENT

A majority of our Care staff are bilingual, some are fluent in many Chinese dialects such as Cantonese, Mandarin, Chiu Jou, Hakka, other languages – Thai, Vietnamese as well as English.

Many of our care workers share a similar cultural background to their client, they are able to develop a strong bond. A number of care workers have had past experience caring for their own relatives, this invaluable experience makes them more responsive to the needs of our clients.

Finance Supported by London Borough of Lewisham

Registered Under The Charities Act 1993 No. 1064620

Chairperson Yok Wah Tai Vice Chair Moi Song Ho G. Secretary Hanh Nong Treasurer Say Phu Sam
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67% of our carestaff have obtained or are studying the NVQ 2 in Care. This education and training has enabled staff to use their knowledge and skills to offer a much enhanced service for the Community Members.

Over the past year, 5 new carestaff were successfully recruited and 3 care staff left their positions. Our methods of recruitment include ongoing adverts in local job centre and Chinese newspapers, internet and personal staff recommendations.

Donations

A special thanks to the following for their generosity,

<u>Name</u>	<u>Amount</u>
Mrs Phung Nghi La	£110.00
Mrs Phuc Ying Lo	£100.00
Mr Tai Hin Lee	£100.00
Ms Wendy Li	£45.00
Mrs Quai Fong Man	£10.00

Training

<u>Course</u>	<u>Date;</u>	<u>Number of attendants</u>
1 Moving and Handling	16/05/2011	7
2 Infection Control	13/06/2011	16
3 Moving and Handling	15/08/2011	12
4 Safeguarding vulnerable Adults	04/07/2011	12
5 Food Safety	28/11/2011	12
6 Dementia	05/03/2012	11

We provide Mandarin, Vietnamese and Cantonese interpretations for the above courses. The training enables knowledge to be developed and ensures staff have the necessary skills.

Project Evaluation Survey and Reassessment

An annual survey was sent out to 22 Home Care clients. There were 19 respondents in total. 74% of clients had used our services for over 2 years, 21% clients for over 1 year, 5% of clients less than 1 year. The majority of clients surveyed (68%) said their carers were punctual. A further 53% felt the responsibilities of the carers were 'very good'. 100% of the clients surveyed praised their working attitude as 'friendly'.

Conclusion

Number of new contracted care hours have declined this year, due to our unsuccessful tender bids to Lewisham and Greenwich councils. Further challenges encountered include, Acceptance of new contracts with 30mins slots to care for clients, pressure faced by some frontline staff to do 'extra' unpaid tasks such as repairing heating and water systems, acting as interpreter during meetings with nurses and GPs, reading and translating letters, filling in forms for the client etc.

A further concern is the recruitment of suitable new care staff to replace the more experienced care staff, given the growing demands and challenging work environments.

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Indo-Chinese Day Centre Project

ANNUAL REPORT FOR YEAR 2011-2012

The Day Centre provides a friendly environment to elderly members a place to enjoy, interact and spend quality time with others so that they can have a meaningful and fulfilling life. Day Centre activities included Tai Chi Class, Singing & dancing and a luncheon club to cater fresh Chinese cuisine to all members that come and join in the activities at the centre. The day centre also organised outing events such as trip to Portsmouth, cultural festivities such as Lantern Festival, International Women's day, Dragon Boat and Mid Autumn festival etc and professional trainings to Home Care support workers and staff at the centre throughout the year.

Table below shows the number of contract members used the service in year 2011-2012

Quarter	Total no. of contract members
<i>April - June</i>	429
<i>July - September</i>	476
October - December	437
January - March	390
Total	1732

The table below shows the attendance of all members used the service of Day Centre in year 2011-2012

Quarter	No. of attendance
<i>April - June</i>	1925
<i>July - September</i>	2220
October - December	2085
January - March	2948
Total	9178

Table below shows Training courses organised by Day Centre Service for Home Care and other projects in 2011-2012

Quarter	Training courses
April - June	-Moving & Handling, -Infection Control -Safeguarding vulnerable Adults
July - September	-Moving, handling and Hoisting of people
October - December	CIEH Food safety course
January - March	Dementia

Table below shows the general Health checks in blood pressure and blood sugar during 2011-2012 provided by Waldron Health Centre to ensure members have a better knowledge of their health and well being

Quarter	No. of Participants
<i>April - June</i>	50
<i>July - September</i>	46
October - December	52
January - March	42
Total	190

Area of concerns

- There is no referral from Local Authorities for year 2011-2012.
- Local Authorities do not consider the well being of elderly that being isolated and lonely due to the austerity measure plans to cut NHS and social Services budget, many elderly that live in our Catchment areas were badly affected.

Annual survey

Annual survey was sent out to Day Centre clients during February and March this year to seek opinion on the service they have received from Day Centre regarding facilities, staffing attitude, activities, transportation and catering etc, There were 81% respondents from day centre service of which 100% from Contract members and 67% from centre members. Overall feedback results from service members were satisfied and many contract members would like to have some form of exercise activities and tea for Tai Chi classes

Number of surveys sent: 27

Number of respondents: 22

Day centre service	No. of survey sent	% of respondents
Contract members	12	100%
Members	15	67%

Table below shows the annual survey feedback results for Day Centre service 2011-2012

<i>Day Centre Service & Activities</i>	<i>Satisfied</i>	<i>Fair</i>	<i>unsatisfied</i>	<i>Comments</i>
Staff Attitude	100%			
Activities	95%	5%		More sitting exercise
Facilities	100%			
Transportation	90%	10%		Pick up too early i.e 9.30 am Prefer after 10.00 am
Transportation Punctuality	100%			
Catering	98%	2%		Require more Veggies and fish
Knowledge of complaint procedure	100%			
Knowledge of benefits and health service	100%			
Service improvement	90%	10%		Drink for Tai Chi classes