

# 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](mailto:Employment@indochinese.co.uk)  
Web [www.indochinese.co.uk](http://www.indochinese.co.uk)

INDO-CHINA REFUGEE GROUP

CHINESE COMMUNITY SCHOOL

DIRECTORS' AND TRUSTEES' REPORT AND ACCOUNTS

FOR THE YEAR ENDED

31ST MARCH 2013

WEDNESDAY



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05/06/2013

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COMPANIES HOUSE

REGISTERED CHARITY No.1064620

REGISTERED COMPANY 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  Bank of China (UK) Limited 1 Lothbury London EC2R 7DB
Auditors	Paige-McLean & Co. Chartered Accountants 11 Strangford Place Broomfield, Herne Bay Kent CT6 7UJ

# LEWISHAM INDO-CHINESE COMMUNITY / CHINESE COMMUNITY SCHOOL

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## THE CHAIRS REPORTS

The year 2012/2013 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 2012/13 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 276 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, two P/T deputy managers and ten 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 2012/13

### 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
Ms Aneta Sulewska	P/T Cleaning duties (started 18 06 12)
Miss Yi-Chen Chen	P/T project assistant (left 01 02 -03)
Mrs Feng Xia Butter Worth	P/T " " (left 25 02 12)
Miss Xue Ling Ma	P/T " " (left 13 05 12)
Mrs Nguyet Ngan Luu	P/T " " (left 01 09 12)
Mrs Liow Kwee Enn	P/T " " (left 01 04 12)
Mrs Swee Mooi Low	P/T " " (left 13 05 12)
Mrs Mei Mei Li	P/T " " (left 30 06 12)
Miss Ming Zhi Teng	P/T " " (left 30 06 12)
Mrs Qiu Hua Liu	P/T " " (left 30 06 12)
Mrs Man Yi Cheng	P/T " " (left 30 06 12)
Mrs Sow Yin Lee	P/T " " (left 30 06 12)
Mrs Thi Ta Hoang	F/T " " (left 30 06 12)
Ms Thu Denh Vong	P/T " " (left 30 06 12)
Mrs Anh Ngoc Ly	F/T " " (left 30 06 12)
Ms Thi Thuy Anh Lam	P/T " " (left 30 06 12)
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	“	“	
Mr Long Quoc Tran	P/T	care worker		(left 11 06 12)
Mrs Xiang Min Zhang	P/T	“	“	(left 15 06 12)
Ms Min Chi Dang	P/T	“	“	(started 01 10 12 and left 19 12 12)
Miss Le Binh Hang	P/T	project assistant		(left 01 11 12)
Ms Chih-Pei Tung	P/T	project assistant		(started 05 11 12 and left 21 01 13)
Miss Li-Wen Lee	P/T	project assistant		(started 21 01 13) and left 31.03 2013
Mrs Hua Khan Ta	P/T	care worker		(started 28 08 12)
Mrs Yne Wang	P/T	care worker		(started 09 07 12)
Mrs Aneta Sulewska	P/T	care worker		(started 16 06 12)
Mrs Hong Lan Zhang	P/T	care worker		(started 07 05 12)

### **Day Centre Services Project**

Mr Thuan Tien Nguyen	P/T	Driver	
Mr Chi Hoa Hoang		Volunteer driver	(started 01 05 12)
Mrs Yong Mei Duong		P/T kitchen staff	(started 01 08 12)

### **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 Hung	Mrs Hui Chuan Kus
Miss Tzu Yi Cho	Mrs Jacquelin Wong	Miss Hsiao Chi Yang
Miss Yi-Chen Chen	Mr Wei Fenby	Mrs Mei-Hsiu Lu
Mrs Chih-Pei Tung		

### **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 Fei Fei Li	P/T	Care worker	(left 01 08 12)
Mrs Wei Li	P/T	Care worker	
Mrs Mai Xuan Nguyen	P/T	care worker	(left 31.05 12)
Mrs Weng Li Lai	P/T	care worker	
Miss Kejing Zhu	P/T	care worker	(left 19 04 12)
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	(left 05 10 12)
Mrs Tao Tao Zheng	P/T	care worker	(left 29 09 12)
Miss Yun-Ting Fang	P/T	care worker	(started 20 12 12 left 21 01 13)
Miss Wei Ying Huang	P/T	care worker	(started 14 01 12)
Mrs Shao Chong	P/T	care worker	(started 01 09.12 left 01 03 13)

Miss Lin Jiao Wu	P/T care worker	(started on 17 09 12 left 01 03 12)
Miss Tzu Yi Chu	P/T care worker	(started 24 09 12)
Miss Li-Wen Lee	P/T care worker	(started 21 01 13)
Miss Teresa Sam	P/T care worker	(started 26 03 left 17 11 12)

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

The Taipei Representative Office in the U K  
See Woo Cash & Carry Trading Ltd  
Globa Learn Ltd  
London Borough of Lewisham

Mr Yok Wah Tai  
(chair person)

## INDO-CHINA REFUGEE GROUP CHINESE COMMUNITY SCHOOL

### DIRECTORS AND TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2013

The directors and trustees present their report and accounts for the year ended 31<sup>st</sup> March 2013.

#### 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 2013

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

Director and Trustee

Dated 15th May 2013

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 31<sup>st</sup>. March 2013 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 15th May 2013



**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 2013

		Unrestricted Funds 2013 £	Restricted Funds 2013 £	Total Funds 2013 £	Total Funds 2012 £
	<u>Notes</u>				
<b>INCOMING RESOURCES</b>					
<u>Incoming resources from generated funds</u>					
<u>Donations and grants</u>					
Building Maintenance Fund		-	-	-	5,000
Day Nursery Centre		-	16,954	16,954	6,985
Elderly People Service Project		-	950	950	217
Chinese Community School		-	10,905	10,905	9,877
Self Help Project		-	<u>48,506</u>	<u>48,506</u>	<u>45,105</u>
	6	-	<u>77,315</u>	<u>77,315</u>	<u>67,184</u>
<u>Investment income</u>		-	<u>15,566</u>	<u>15,566</u>	<u>18,398</u>
<u>Incoming resources from charitable activities</u>					
Community Centre		40,940	-	40,940	40,003
Day Nursery Centre		-	157,520	157,520	150,044
Elderly People Service Project		-	330,657	330,657	369,001
Chinese Community School		-	49,610	49,610	38,369
Self Help Project		-	<u>621</u>	<u>621</u>	<u>611</u>
	7	<u>40,940</u>	<u>538,408</u>	<u>579,348</u>	<u>598,028</u>
<b>TOTAL INCOMING RESOURCES</b>		<u>40,940</u>	<u>631,289</u>	<u>672,229</u>	<u>683,610</u>
<b>RESOURCES EXPENDED</b>					
<u>Costs of charitable activities</u>	8	5,155	460,219	465,374	484,642
<u>Governance costs</u>	9	<u>21,434</u>	<u>75,368</u>	<u>96,802</u>	<u>96,528</u>
<b>TOTAL RESOURCES EXPENDED</b>		<u>26,589</u>	<u>535,587</u>	<u>562,176</u>	<u>581,170</u>
<b>NET INCOMING RESOURCES</b>		14,351	95,702	110,053	102,440
<b>TOTAL FUNDS BROUGHT FORWARD</b>		<u>19,280</u>	<u>3,169,962</u>	<u>3,189,242</u>	<u>3,086,802</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u>33,631</u>	<u>3,265,664</u>	<u>3,299,295</u>	<u>3,189,242</u>

INDO-CHINA REFUGEE GROUP CHINESE COMMUNITY SCHOOL

BALANCE SHEET AS AT 31ST MARCH 2013

	<u>Notes</u>	<u>2013</u>		<u>2012</u>	
		£	£	£	£
FIXED ASSETS	2				
Cost		1,701,043		1,701,043	
Depreciation to Date		<u>173,043</u>		<u>161,046</u>	
		1,528,000		1,539,997	
CURRENT ASSETS					
Debtors and Prepayments		7,881		8,921	
Cash at Bank and in Hand	3	<u>1,784,950</u>		<u>1,662,345</u>	
		1,792,831		1,671,266	
LESS CURRENT LIABILITIES					
Creditors and Accruals	4	<u>21,536</u>		<u>22,021</u>	
NET CURRENT ASSETS		<u>1,771,295</u>		<u>1,649,245</u>	
TOTAL CAPITAL EMPLOYED		<u>£3,299,295</u>		<u>£3,189,242</u>	
Represented by :					
ACCUMULATED FUND	5				
Unrestricted Funds		33,631		19,280	
Restricted Funds		<u>3,265,664</u>		<u>3,169,962</u>	
		<u>£3,299,295</u>		<u>£3,189,242</u>	



..... YOK WAH TAI  
Director

Dated 15th May 2013

## INDO-CHINA REFUGEE GROUP CHINESE COMMUNITY SCHOOL

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2013

#### 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 <sup>st</sup> April 2012	1,515,454	117,119	68,470	1,701,743
Additions	-	-	-	-
Balance at 31 <sup>st</sup> March 2013	<u>1,515,454</u>	<u>117,119</u>	<u>68,470</u>	<u>1,701,743</u>
<u>DEPRECIATION</u>				
Balance at 1 <sup>st</sup> April 2012	-	112,297	48,749	161,046
Charge for the year	-	2,138	9,859	11,997
Balance at 31 <sup>st</sup> March 2013	-	<u>114,435</u>	<u>58,608</u>	<u>173,043</u>
<u>NET BOOK VALUE</u>				
Balance at 31 <sup>st</sup> March 2013	<u>1,515,454</u>	<u>2,684</u>	<u>9,862</u>	<u>1,528,000</u>
Balance at 31 <sup>st</sup> March 2012	<u>1,515,454</u>	<u>4,822</u>	<u>19,721</u>	<u>1,539,997</u>

#### 3. CASH AT BANK

The accounts incorporate the cash at bank balance as held by the Community School at Deptford, of £195,955, as a building maintenance fund.

#### 4. CREDITORS AND ACCRUALS

	<u>2013</u>	<u>2012</u>
	£	£
Monies Received in Advance	14,689	17,020
Accruals	<u>6,847</u>	<u>5,001</u>
	<u>21,536</u>	<u>22,021</u>

# INDO-CHINA REFUGEE GROUP CHINESE COMMUNITY SCHOOL

## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2013

### 5. ACCUMULATED FUND

Fund is for the future community development.

<u>6. 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>2013</u>	<u>2013</u>	<u>2013</u>	<u>2012</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
London Borough of Lewisham	-	67,024	67,024	53,228
Others	-	10,291	10,291	13,956
	<u>-</u>	<u>77,315</u>	<u>77,315</u>	<u>67,184</u>

### 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>2013</u>	<u>2013</u>	<u>2013</u>	<u>2012</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Contributions from other projects	29,600	-	29,600	29,600
Fees from pupils	-	191,795	191,795	178,584
Home Care Income-				
London Borough of Lewisham	-	48,931	48,931	79,147
London Borough of Greenwich	-	138,749	138,749	146,855
London Borough of Southwark	-	102,940	102,940	112,838
Others	<u>11,340</u>	<u>55,993</u>	<u>67,333</u>	<u>51,004</u>
	<u>40,940</u>	<u>538,408</u>	<u>579,348</u>	<u>598,028</u>

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.

<u>8. COSTS OF CHARITABLE ACTIVITIES</u>	<u>2013</u>	<u>2012</u>
	<u>£</u>	<u>£</u>
Staff Costs	398,198	429,839
Other Direct Charitable Expenditure	<u>67,176</u>	<u>54,803</u>
	<u>465,374</u>	<u>484,642</u>

<u>9. GOVERNANCE COSTS</u>	<u>2013</u>	<u>2012</u>
	<u>£</u>	<u>£</u>
Auditors Remuneration	4,100	4,030
Depreciation	11,997	14,392
Other Governance Costs	<u>80,705</u>	<u>78,106</u>
	<u>96,802</u>	<u>96,528</u>

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

# LEWISHAM INDO-CHINESE COMMUNITY / CHINESE COMMUNITY SCHOOL

印支華裔社區中心



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## INDO-CHINA REFUGEE SELF-HELP PROJECT ANNUAL REPORT MARCH 2012/ 2013

### Introduction

There are 29 years since the inception of the project in 1984 and its location has extracted 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 be 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 276 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 Ram 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, two P/T deputy managers & ten 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 18 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:** Managed by Home Care services project with 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 20 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 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 2012 - 2013

	Dss	Housing	Admin.	Education/ Employment	Health	F.F/ Doc Certified	Others	Total
1 <sup>st</sup>	26	9	294	40	4	6	241	620
2 <sup>nd</sup>	38	12	314	38	-	17	283	702
3 <sup>rd</sup>	7	7	307	57	4	15	234	631
4 <sup>th</sup>	28	6	307	58	2	18	233	652
<b>Total</b>	<b>99</b>	<b>34</b>	<b>1222</b>	<b>193</b>	<b>10</b>	<b>56</b>	<b>991</b>	<b>2605</b>

The above table shows the total casework that has been carried out for the period April 2012 - March 2013.



### 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

Assisted clients with form filling and helped to apply and give advice on, J S A, ESA, Carer's Allowance Benefit, Child Benefit etc Letter readings and explaining were also given to clients

Workers have been busy giving updated information to clients on Universal Credit, as from October 2013, any new claim for Income base JSA, ESA, I/S, T/C and HB benefits will be for Universal Credit Those people who have been receiving benefits from claims from before this time will be moved to Universal Credit, and the entire process will be complete by 2017

### Housing

Workers were busy giving advice on the Bedroom Tax this quarter As the welfare reforms will cut the amount of benefit that people can get if they are deemed to have spare bedroom in their council or housing association home This has applied to housing benefit claimants of working age from 1<sup>st</sup> April 2013

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' liaise 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

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

### **F.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 Phuong Nghia La	£200
Mr Dat Hing Lee	£200
Mrs Tu Tran Ngo	£50

### **Survey**

### **Questionnaire 12/13**

	Excellent	Good	Average	Bad
Dss	65%	35%	-	-
Housing	35%	65%	-	-
Interpreting on health/ Education	30%	70%	-	-
Form Filling	45%	55	-	-
Apply for Passport/ Travel Doc. Natlisation/ etc.	10%	85%	5%	-
Activities/ Outing	5%	85%	10%	-
Organise Talks/ Lectures	5%	85%	10%	-
Staff Attitude	55%	45%	-	-

#### Survey out of 100%

The questionnaires have been carried out throughout the year from April 12 to March 2013 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 2012/2013

### Introduction:

There are 276 pupils registered in the school year of 2012/13 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 79 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, 16<sup>TH</sup> June 2012 to cooperate with the Chinese educational Dept of Taiwan R O. China, 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.

Age between 5—10 approx. 216

Age between 11—15 approx. 37

Age between 16+ approx 23

### **NUMBER OF PUPILS REGISTERED IN CLASSES**

Lower Nursery A 27	Lower Nursery B 25	Upper Nursery A 26	Upper Nursery B 29
First Year A 26	First Year B 30	Second Year 35	Third Year 39
Fourth Year 15	Fifth Year 12	Sixth Year 12	

### **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 3rd year
Yi – Chen Chen	Teacher in charge of 2 <sup>nd</sup> year A & pupil's disciplinary section	Miss Hsiao Chi Yang	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 & Teacher in charge of 4th year
Miss Yu – Hsuan Lin	Teacher in charge of upper nursery A	Mr Wei Fenby	Teacher in charge of 5 <sup>th</sup> year
Mrs Chih Pei Tung	Teacher in charge of 6 <sup>th</sup> year	Mrs Hui Chuan Kno	Teacher in in charge of 2nd year
Mrs T L Huynh	Head of library/academic section	Miss Tzu-Yi Cho	Teacher in charge of 1 <sup>st</sup> year A
Mr V C Truong	Head Teacher	Mrs Mei-Hsiu Lu	Teacher in charge of 1 <sup>st</sup> year B

### **Brief Report of Indo-Chinese Summer Play Scheme 2012**

#### **a) summer play Scheme**

The summer play scheme started on 30<sup>th</sup> July to 4<sup>th</sup> August a total of 6 days from 10 30am to 3 30pm  
There were around 42 children participating 60% of participants were from our school and 40% are from elsewhere

There were 3 tutors from Taiwan this year for Dancing, Kung Fu and Art lessons After the summer Play scheme ended, we received very positive feedback from parents

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

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

### **Other School Activities**

**18.08.12** To celebrate 30th anniversary of the Chinese School establishment, a special ball was organised at Grange Holborn Hotel, central London, totally 170 people joined in included his excellence Dr Lyn Shun Shen representative of Tai Pei Office in the U K and Mr M P Chang vice chair of Evergreen UK Ltd

**29.09.12** The first fire drills for the pupils and teachers.

**07.10.12** Celebrated the Confucius (teacher's festival) at 4 stars hotel in central London with the teachers, M C. members, parents etc.

**17.02.13** Chinese New Year celebration. Performing at Lewisham Broadway theatre 850 audiences attended included, Dr. Lynshun Shen representative of the Taipei office in the UK, Cllr. Obajimi Adefiranye chair of Lewisham council and numerous Councillors, Voluntary Organisations & Community Groups, etc.

**23.02.13** The second fire drills for the pupils and teachers.

### **Gratitude's**

1. Lewisham Council Community Education provided a grant of £3000 in support the Community School.
2. Taipei representative office in UK contributed reading books, DVDS & teaching materials and supported 3 culture & arts tours for the summer play scheme 2012. A grant of £1587
3. Overseas Chinese culture society with a grant of £3922 to support the Chinese language teaching and Chinese abilities tests.
4. Lewisham Indo-Chinese youth association, a donation of £200.
5. See Woo supermarket contributed 175 portions of snacks and 3 boxes of fruits for Chinese New Year celebration at Lewisham Broadway.

The following person with their generous donation:

Mr Y W Tai	£2016
Mr Dan Y Chang	£230
Mrs Yen Chang	£230

<b>Mrs Lee Mooi Tang</b>	<b>£100</b>
<b>Mr C. F. Ewe</b>	<b>£25</b>
<b>Mrs Phuong Nghia La</b>	<b>£100</b>
<b>Fortune Travel</b>	<b>£50 (advertisement)</b>
<b>Bank of Taiwan</b>	<b>£200</b>
<b>Globulearn Ltd</b>	<b>£1000</b>
<b>Mrs Pansy Chaw</b>	<b>£30</b>
<b>Mr H.B. Fang</b>	<b>£150</b>

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## Indo Chinese Little Rainbow Day Nursery Centre Annual Report 2010/11 (April 2012 –March 2013)

### Registration and Attendance

Up until March, there are 31 children/babies registered at Little Rainbow, 4 children joined one started in January and three in March 3 Children left started in January to go on to reception school

The table below shows the attendance of each room

Baby Room	April, May, June 2012	July, August, September 2012	October, November December 2012	January, February March 2013	Total
Children Full Time	275	262.5	223.5	151.50	912.50
Children Part Time	30	93	141	168	432
<b>Total</b>	<b>305</b>	<b>355.5</b>	<b>364.5</b>	<b>319.5</b>	<b>1,344.50</b>

Toddler Room	April, May, June 2012	July, August, September 2012	October, November December 2012	January, February March 2013	Total
Children Full Time	182.50	117	115	129	543.50
Children Part Time	221.50	203	183.5	63	671
<b>Total</b>	<b>404</b>	<b>320</b>	<b>298.5</b>	<b>192</b>	<b>1,214.5</b>

Reception room	April, May, June 2012	July, August, September 2012	October, November December 2012	January, February March 2013	Total
Children Full Time	117	159	145.5	139.5	561
Children Part Time	125.50	131.5	86.5	213.5	557
<b>Total</b>	<b>242.50</b>	<b>290.50</b>	<b>232</b>	<b>353</b>	<b>1,118</b>

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### **Staffs Structure**

Our staff structure currently consist of 12 part-time staff members which include 2 deputy managers, 10 part-time nursery staffs, and one full time manager In the last few months there has been quite a high staff turnover, the Nursery project has been recruiting new staffs, spending time on training potential workers, however it has been difficult in finding qualified staffs from bilingual English & Mandarin backgrounds

Here is the list of some of the trainings we have attended from April 2012 to March 2013)

Date	Training Course	Numbers of Staff
6 <sup>th</sup> June 2012	Phonics	10
29 <sup>th</sup> October 2012	Revised EYFS	12

### **Holiday Scheme**

In April 2012 we launched the holiday scheme for children aged 4-11, a few of the children that have left the nursery have expressed interest and we have been gradually been building on numbers The club has had good feedback from the parents that have enrolled their children, with plenty of creative and cooking activities

### **Management**

To improve the communication between management and staffs, we arranged nursery meetings once in a month, these meetings mainly allow staffs discuss the daily practice in the nursery, to enable staffs to share some teaching ideas in order to improve the quality of our services

For the individual meeting, we arranged one to one supervision discussion every three months and annual appraisals. These meetings provide an opportunity for staff to evaluate their performance and share their view of the nursery

### **Outings & events**

#### **Halloween party**

The Halloween party was held on the 31<sup>st</sup> October 12. A lot of the children came dressed up, enjoying lots of spooky activities and treats on the day



#### **Local trip to the fire station**

On the 1<sup>st</sup> November the children had a trip to the local fire station in Deptford. The children and parents thoroughly enjoyed the little excursion, and were able to learn lots about the fire engines and fire station.



### **Nursery's 5<sup>th</sup> Anniversary**

To celebrate the nursery's 5<sup>th</sup> anniversary, we held a big party on the 12<sup>th</sup> November 12, Parents and children enjoyed a fun fair themed party, with lots of games and activities to keep both young and old entertained



### **Christmas party**

The biggest event was the nursery's Christmas party, held on the 20<sup>th</sup> December 12. Children and parents enjoyed a Christmas lunch with plenty of games and activities. They even had a special visit from Santa in his grotto. Event the parents were keen to have their picture taken with Santa



### **Performances for the elderly celebrations.**

When the elderly club celebrates any festivals or events the nursery children will often perform for the elderly members, singing and dancing. Most of the children enjoy going to perform for the elderly trying to put on a good show.

### **Chinese booklet**

This year we have developed a booklet for parents based on the Chinese curriculum, the booklet includes all the songs that we have been teaching the children. It also contains the vocabulary that we try to incorporate within the daily routine.

### **Annual Survey results**

From the Annual survey 69% of parents found that the nursery environment to be excellent, 31% felt that the environment was good. The general comments parents gave about the environment was to have more photos of the children displayed. The main concern given about the environment is that children are able to press the lift button. However since carrying out the survey we have placed a safety gate on the lift. 68% of parents expressed the nursery services to be excellent, 31% expressed that it was good however one parent had expressed the nursery service to be unsatisfactory as they had expressed concern in regards to the recent staff turnover, which we are currently working on. Overall the parents have given positive feedback about the nursery, most of them recommending the nursery to family and friends.

### **Special Thanks**

We would like to take the opportunity to give special thanks to Miss Lynn Chang for the donation of £400.

We would also like to thank all those that have volunteered and supported our nursery in our events, especially to Mr. Truong and Mrs. Huynh for their continual help and support.

### **Future/ Long Term planning**

- + Staff training & INSET days
- + Outings
- + Improving the quality of activities

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## Lewisham Indo- Chinese Elderly community care services project

Annual report April 2012- March 2013

### Introduction

Homecare is provided to clients living in the 3 London boroughs of Lewisham, Greenwich and Southwark. Our carestaff help provide emotional and practical support to vulnerable service users (clients) to live independently in their home, improving their quality of life and maintaining their sense of wellbeing and comfort. Care packages can be set up through council referrals or privately by the client, all are assessed by a social worker. Care packages may consist of just 1 hour a week of housework to 49 hour weekly of personal care and other services.

Since 1999 the homecare project became self financing. Our Homecare Project was established from the development of the elderly club which itself was set up in 1984.

In October 2010, the Home Care Project obtained the certificate of registration with Care Quality Commission (CQC) in meeting the essential standards of health and safety. The CQC also provides regular monitoring to ensure the standards are maintained.

### HEMOCARE SERVICES

Borough	Number of clients	Total Hrs provided
Lewisham	8	6255
Greenwich	9	9741 5
Southwark	5	5451
<b>Total</b>	<b>22</b>	<b>21,448</b>

During April 2012- March 2013 we provided Home Care Service to 22 clients at a total of 21,448 hours.

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Once every 4 months, to ensure the health needs of the clients are being met, supervision staff will visit them at their homes to review their care. Clients (and their families) will be asked about their health, careworkers and any other issues relating to their care. Health changes or changes to living environment or requests by the family will be forwarded to social services.

### **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. Our project aims to be culturally sensitive to meet the different language needs of the clients.

Our care staff are qualified in NVQ 2 in Care. Successful training will ensure that all workers were able to deliver care and treatment to clients safely and to standard.

The nature of the homecare job has changed, with increased responsibility level and rate of pay, it has been a challenge to recruit new staff.

<b>Number of staff who left</b>	<b>New staff joining the group</b>
9	6

The recent policy change by Home Office over overseas student visas has been the main reason behind the high staff turnover.

### **Homecare staff Training**

<b><u>Course</u></b>	<b><u>Date;</u></b>	<b><u>Attendance</u></b>
1 Food Hygiene	28/05/12	9
2 First Aid	10/09/12	13
3 Infection Control	19/11/12	12
4 Moving and Handling	21/01/13	9
5 Safeguarding vulnerable Adults	28/01/13	6
6 Medication	18/02/13	10
7 First Aid	25/03/13	9

Staff should be properly trained and supervised, and have the chance to develop and improve their skills

Supervision staff conduct regular meetings with carestaff, aswell as annual appraisal This provides opportunities for staff to discuss their work and to talk about training and development

### Project Evaluation Survey and Reassessment

An annual survey was sent out to 18 Home Care clients There were 17 respondents in total

Gender	FEMALE 82%		MALE 18%	
Length of service	82%= over 2 yr	6%= over 1 yr	6%= less than 1 yr	6%= less than 6 month
Tasks carried out	94%= cleaning	76% = personal care	76%= meal prep	53%=shop
Punctuality of carers	88%= punctual		12%= occasionally late	
Attitude of carers	100%= friendly			
Carers' responsibilities	88% = very good		12%= good	

### Conclusion

UK public spending on personal care for older people amounts to 1% of our national income As a result of underfunding, local councils are restricting care to the most urgent cases. We, as a provider, have the challenge of maintaining and improving service quality but contract prices offered by councils often fail to keep pace with inflation. The price offered does not reflect the costs of delivering the care services

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## Indo-Chinese Day Centre Project

### 2012 – 2013 Annual Report

#### 1. Day Centre Services

Our Day Centre is a friendly and safe place for elderly members to enjoy themselves, socialize, and spend quality time with others and friends. The Day Centre also provides a catering service to a wider range of members with our activities, such as Tai Chi Class, Community Choir, Community Luncheon Club, and Dancing Club. Festive parties and cultural events are staged throughout the year at the Community Centre. Through the services and environment provided by our Day Centre, members can have a better social life and healthier life style.

Below table shows the usage of the Day Centre services in the report year 2012-2013.

Quarter	Contractual Member	Day Centre Activities	Total visits
Apr – June	429	2,533	2,962
July – September	520	2,685	3,205
October - December	462	2,181	2,643
January - March	492	2,199	2,691
Total	1,903	9,598	11,501

#### 2. Day Centre Activities and Training Courses

Throughout the year 2012 and early 2013, the Day Centre hosted many cultural festivals and events, such as, Taiwanese Food Tasting, Dragon Boat Festival, Mid Autumn Festival, Christmas party and Lantern Festival. An annual health check service for Day Centre staff and members was carried out by Waldron Health Centre in partnership with Lewisham NHS Healthcare. In addition, the Day Centre also provided various training sessions for the home care workers. The training sessions included First Aid Training, Moving and Handling, Safeguarding Adults, Dementia Care and Medication Awareness.

The table below shows the attendance of Day Centre Activities and Training Courses by members, guests, and home care workers.

Day Centre Activities	
Taiwanese Food Tasting	76
Dragon Boat Festival	68
NHS Health Checks	10

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Mid-autumn Festival	71
Christmas Party	80
Lantern Festival	67
<b>Training Courses</b>	
First Aid	14
Infection Control	11
Moving and Handling	9
Safeguarding Adults	6
Dementia Care	8
Medication Awareness	10
First Aid	9
<b>Total</b>	<b>439</b>

### 3. 2012 – 2013 Annual Service Quality Survey Result

**Summary** - The Day Centre Survey consisted of 8 questions. The questions covered topics over a variety of subjects related to the Day Centre services, including client's satisfaction with The Day Centre, client's knowledge of our complaints procedure, and the insurance process. The survey result shows that clients are highly satisfied with the Day Centre workers' punctuality, attitude and responsibility, whilst the awareness of our complaints procedure and insurance could be improved. The chart below shows the survey result in more detail.

**Number of Respondents: 6**

Agenda	Result			
Length of service	Less than 6 months o	Less than 1 year o	Over 1 year o	Over 2 years: 100%
Services received	Day Centre: 100%			
Workers' punctuality	Punctual: 100%	Sometimes late o	Occasionally late o	
Workers' attitude	Friendly: 100%	Passive o	Unfriendly o	
Workers' responsibility	Very good: 83%	Good: 17%	Poor o	
Clients' knowledge of complaints procedure	Yes: 50%	No: 50%	Not sure o	
Clients' awareness of Home Care Service insurance	Yes: 67%	No 33%	Not sure o	
Further comments and suggestions	Yes. 17%		No: 83%	
	<u>"Satisfactory. Everything is provided."</u> <u>"Milk, fish, more to provide."</u>			