

BRISTOL AND AVON CHINESE WOMEN'S GROUP (BACWG) 布里斯托及愛文華人婦女會



CHINESE COMMUNITY WELLBEING SOCIETY (CCWS) 華康會

Annual Report 2017-2020
週年報告書 2017-2020

A person is holding a booklet or brochure. The image is overlaid with a semi-transparent purple filter. The booklet has some text and a small illustration of a red fruit, possibly a pomegranate.

CHAIR'S REPORT

Poh Hooi Teoh

It has been awhile since the last Chair's report and it gives me great pleasure in tendering my first for the organisation.

Dr. Robert Chan my predecessor who served the organisation for only a very short time from 02/05/2018 to 03/04/2019 unfortunately stood down for family reason. We all take this opportunity to wish him and his family well and give him our thanks for his support and contributions, unselfishly giving his time for the betterment of his community.

As everyone is aware the last 18 months was a very tough period for most people and businesses and non-profit organisations. Sadly the pandemic caused physical and mental challenges for a huge section of the community and we were in the same boat with all our staff having to work from home and conducting most of their work via the internet. It was very worrying as to how to cope with the virus which was spreading so rapidly and nobody having a definitive solution. Thankfully our hard-working and dedicated staff and volunteers ploughed on using best advice so that the Chinese community continued to receive their support. There was even extra funding secured for food parcels to be delivered to the vulnerable and destitute. Through the tireless work of the team at the Chinese Lantern Project in reaching all corners of the South West we are now known to most in the community especially within the Chinese community. Obviously such a reputation only comes if we make a difference to people's lives.

As Chair it was a proud moment for me to be present at Bristol Meets The World celebration in March 2020 at Cabot Circus, Bristol. There were other BAME communities participating in the event exchanging and sharing skills and friendship, with food and activities from different parts of our world. It was a successful moment for the collaboration of private sectors (Cabot Circus) and community organisations. Hopefully we should have more such collaboration.

After nearly 32 years, Bristol and Avon Chinese Women's Group is ready to evolve to our next phase. We are changing our organisation's name to Chinese Community Wellbeing Society (CCWS) to better reflect the work that we do. Hopefully it will be less confusing to our clients and partners, sponsors and community at large. May we go from strength to strength.

Finally my special thanks to all Management Members and Trustees of the Board for their support and dedication. My heartfelt thanks to all our staff and volunteers for all their selfless hard work. My warmest thanks to our friends and colleagues in both voluntary and public sectors for their friendship and trust. Lastly I am humbled and honoured to be called upon to Chair the Board.

主席報告書

張保輝(Teoh)

與上次主席報告已相隔一段時間了，本人很高興能夠為婦女會提交任內第一份報告。

前任主席陳啟堯博士任期較短（2018年5月2日至2019年4月3日），他後來因為家庭原因而辭職。我們藉此機會祝他和他的家人一切順利，並感謝他的支持和貢獻，尤其是他無私地為社區造福貢獻他的時間。

眾所周知，過去 18 個月對大多數人、企業和非營利機構來說都是一段非常艱難的時期。遺憾的是，此次疫情給社區的很大一部分人帶來了身心上的挑戰，但我們都同舟共濟，所有員工必須在家辦公並通過互聯網進行大部分工作。非常令人擔憂的是，如何應對傳播如此迅速且沒有人有明確解決方案的病毒。而值得慶幸的是，我們辛勤工作和敬業的員工和義工堅持不懈地提供最佳建議，使華人社區繼續得到他們的支援。我們甚至獲得額外的資金用於將食品包裹運送至弱勢及貧困者手中。透過明燈計劃團隊孜孜不倦的努力，服務區域早已遍及西南部各個角落，而我們現在也在社區中，尤其是在華人社區中家傳戶曉。顯然地，只有當我們能夠幫助改變人們的生活時，才能獲得這樣良好的聲譽。

作為主席，倍感榮幸能夠出席 2020 年 3 月在布里斯托 Cabot Circus 購物中心舉行的國際美食烹飪班慶祝活動。活動中還有其他黑人及少數族裔社區參與交流並分享技能和友誼，以及來自世界各地的美味食物和精彩紛呈的活動。這是私營部門（Cabot Circus 購物中心）和社區機構合作的輝煌成功時刻。希望我們將來有更多這樣的合作機會。

經過近 32 年的發展，布里斯托及愛文華人婦女會已準備好邁向我們的下一個階段發展。我們正在將我們機構的名稱更改為華康會，以更好地反映我們所做的工作。希望新的名稱能減少客戶和合作夥伴、贊助商和整個社區對我們的困惑。願我們不斷壯大！

最後，謹在此特別感謝管理委員會的所有委員和理事會所有理事的支持和奉獻。本人亦藉此衷心感謝我們所有員工和義工的無私辛勤工作。最衷心地感謝獻給來自志願和公共部門的朋友和同事的友誼和信任。最後，本人非常謙恭且榮幸地受邀請擔任理事會主席。

DEMENTIA AWARENESS PROJECT

Funded by Alzheimer's Research UK



Top: Healthy Eating Demonstration

Middle: Drawing class via Zoom

Bottom: Chair based exercises

Project funded via ARUK



DIRECTOR'S REPORT

Rosa Hui MBE DL

A NEW HOME, A NEW BEGINNING

In April 2017, after almost 30 years, the Group sadly moved home from St. Agnes Church, to the Vassall Centre in Fishponds. However, the move turned out to be a blessing in disguise. We were made welcome by the owner, Nick Roads, the Centre Manager, Mary Welbourn and her team. The environment was culturally sensitive and accessible. Our community felt belonged and loved the community atmosphere. As a result, our membership has since increased.

COVID – 19

The pandemic has taken the world by storm and is now here to stay as part of our daily life. For the past 18 months, the whole world united, fighting against the worst virus ever known to the human. Not only it has costs heavily in fatality, it brought with it sicknesses, chaos, fear, hate and miseries. Chinese community has always been invisible in the UK. All of a sudden, our existence becomes visible to the rest of the world due to the coronavirus being named as Chinese virus. East and South Eastern Asians communities are picked on and blamed for the pandemic. Hate crime (HC) rate against E&SEA has risen 300% nationally. Our organisation was invited to join forces with 23 other East and South Eastern Asian community organisations to set up a national forum to fight against the HC. In January, we were trained together with 23 other organisations by Protection Approaches, who provided training on 'Recognition and Awareness of Hate Crime and how to report them.' We are assigned as the Report Centre for HC against E&SEA in the South West region. In the past eight months, a lot of work has been done on the HC helping to raise awareness and to encourage the communities to report HC. Leaflets have been designed and distributed by volunteers from the E&SE Asian communities. We are working closely with the two Police forces in the SW as well as other agencies to help to eradicate this unacceptable 'blame game' against E&SEA communities.

Chinese Lantern (Helpline) Project (CLP)

CLP has turned out to be one of the most successful projects BACWG has ever instigated. The pandemic has further proven its necessity and effectiveness. Calls for help and support have increased considerably due to lockdowns. Isolation and loneliness, fear and anxiety, a human voice for reassurance and connectivity, more importantly, our community relying on us for the daily updates on the health front. The CLP Team worked beyond their contractual hours ensuing vulnerable and isolated have the help they needed. We have had feedback from the Community who regarded the CLP Helpline is a life line for them during lockdowns.

We would like to thank the NLCF for their continued support in enabling us to provide help to those who are in despair and with no one to turn to, to overcome their personal hardships and language and cultural barriers. By phoning the Helpline, we were able to refer them to the right specialist agencies and continue to provide them with ongoing support to ensure their wellbeing is intact.

One of the greatest strengths of the CLP is their strong links and connections with other colleagues in both public and voluntary sectors in the South West. With their collaboration we were able to deliver much needed joint services to an invisible community. In return, they earn trust from a very private and close-knit community. Please see CLP Co-ordinator's Report for details

'Offer Coal in Snowy Weather'

There is a Chinese saying. 'Offering coal in snowy weather is better than icing on the cake'.

Thanks for the funding from Race Equality Foundation and the Join-up project, The Care Forum, we were able to organise 63 food parcels to be delivered to those most needed in our Chinese community in the South West during lockdowns. The CLP were able to track down the hidden older people in the rural areas of the SW, who have no support nor help from anyone nearby. Some of them are totally cut off from their own community. Again, with the Helpline we were able to bring some warmth to those isolated and on low income families.

English Conversation Club (ECC)

Starting as a working partnership between Bristol and Avon Chinese Women's Group (BACWG) and Bristol City Council through their Community Learning Programme, the BACWG English Conversation Club has now been established for almost six years. The programme which is run by local native volunteers, aims to support our Chinese community in building up their confidence in speaking English whilst reducing the language barrier that they may face in their daily life here in the UK. Due to demand in the classes and in order to better support our students' learning, ECC runs two classes weekly for entry and intermediate level learners. So far, the ECC has been a great success, supporting over 100 students over the past 5 years. Currently ECC has 40 active students with a further 35 waiting to join in the new term.

Carers Project and Care Support Services (CSS)

The Carers Project was set up with the help of Jocelyn Minnott and Paulette Joseph (BCC, Social Services) in early 2000. This was shortly followed by the commission for providing care support services to the elder Chinese in South Gloucestershire Council. It is now almost 20 years since the launch of the above project which has proven badly needed in an ageing community.

Chinese community has always been resilient and self sufficient. We are proud and independent people, do not like asking for help. It is a loss of face to admit defeat and no longer able to cope with our own problems and hardships. However, regardless who you are and where you are from, we all eventually become old and helpless; need support and care from others even though we do not want to. Chinese culture does not allow us to seek help from outsiders, let alone from the Governments. As we are very private peoples we do not discuss our personal issues with anyone outside our own family circles.

When I first started the project, there was a lot of resistance and negativities in the community. When approached, they bluntly refused to accept any help. Now 20 years on, calls from unpaid carers, friends and family members, some of them are not even aware they are carers, asking for help.

Chinese is one of the three oldest BME communities, the other two are Afro-Caribbean and South Asians. The poor farming community, mainly Hakka people, from the New Territories of HK, encouraged by the British Government to emigrate when there was a labour shortage in the UK in late 40s and early 50s. Those hard working migrants are now ageing. Many have retired, enjoying a well earned retirement. Like many other BME communities, Chinese traditionally care for their own. Sadly, this is no longer the case due to evolving circumstances. Our Carers Project and CSS are the answers to meet the needs of an ageing community. Second and third generations of Chinese descendants no longer need to feel guilty asking for help to care for their elderly. This has been proven to be a much needed service to meet our community's needs, which is cultural sensitive and our Chinese Care Workers are all trained and groomed to deliver a tailor-made service to those needed. (Please refer to Carers Services Manager's Report)

Casework Surgery

For as long as I can remember, Casework surgery has always been one of the most successful and vital part of our services. With all the calls now coming through our CLP Helpline, Casework Officer couldn't be in more demand. In order to meet all the ever increasing demands, we are in the process of recruiting a Trainee Caseworker to ease the pressure on the Casework Officer and extend our Surgery hours. (For details please refer to Casework Chart).

Advice Quality Standards (AQS)

The Group has been an AQS Award holder for the last two decades. I am proud to say, once again we have been awarded in January 2021. This is due to our high standard practice and performances. The Audit holds every two years by an independent Auditor. Without the Award, the Group would not be able to hold Casework Surgery.

Other Projects/Workshops/Activities

1. Dementia Awareness Programme funded by ARUK Inspire Fund
A Dementia Awareness and Prevention Programme was delivered to the Chinese community, with a series of useful talks (dementia related) and fun activities such as cookery demonstrations, gentle exercise, story telling, arts and crafts, to promote active living – both physically and mentally –which aim to reduce the risk of developing dementia, help break down the cultural stigma around dementia and enable people with dementia and their carers to access the right level of care and support that they need.
2. Join-up/Chinese Students Wellbeing Project – Partnership work with The Care Forum (TCF)
The Join Up Project aims to connect and support international students of Chinese origin at universities in Bristol. Through reaching out to and working with student societies and volunteers we promote our services, provide students with information, conduct surveys and arrange workshops. Work we have done with students include promoting mental wellbeing, giving tips on how to cope in lockdown and raising awareness about hate crime.
3. Telephone 'Buddy' Project – funded by Quartet Community Foundation
The Telephone 'Buddy' Project consists of volunteers that call elderly community members who are isolated and digitally excluded. Volunteers call these community members fortnightly to check their wellbeing and to provide them with some company. From our continued evaluation of the project we can see that the wellbeing of the isolated community members has improved over the

duration of the project.

4. Winter Fuel Poverty Project – funded by Quartet Community Foundation

This Winter Fuel Poverty Project aims to raise awareness about fuel poverty amongst the community through culturally appropriate 'fuel poverty' information guides and a workshop in collaboration with Bristol Energy Network. Information on 'what is fuel poverty' and its effects, people's entitlements and rights, energy saving tips etc. were included in the guide as well as a presentation and Q&A session in the workshop.

After 32 years, the Group is now ready to move on to its next stage. A new name to properly reflect the work we do. We are about to relaunch our organisation with a new name: Chinese Community and Wellbeing Society. As its Founder, I am proud to have been given a chance to serve our community with dignity and pride.

Finally, we look forward to your continued support and hope the new organisation will thrive for many more years to come. Chinese community will continue to play an important role in the wider community and our voice will be heard and listened to by the service providers.

As always, my heartfelt thanks to the following, without their help and support the Group would not be able to enjoy all its successes and achievements.

1. All our funders, large and small – for their faith in us.
2. Our colleagues and partners without their support and guidance we would be lost.
3. Our Board of Trustees – for their trust and support which is a tower of strengths I could lean on from time to time.
4. My devoted, and hard-working Team – all our achievements could not been gained without them. Their dedication and commitments are second to none. I am proud of my Team and grateful for their support and loyalty.
5. Last, but not least, our Community for their respect, trust, and loyalty. We are proud working for you.

董事報告書

許汪麗標 MBE DL

全新的家，嶄新的開始

在 2017 年 4 月，將近 30 年後，本會遺憾地從 St. Agnes 教堂搬家至位於 Fishponds 的華素中心。

然而，此舉卻是因禍得福。我們受到了業主 Nick Roads、中心經理 Mary Welbourn 和她的團隊的歡迎。環境適合文化需要且交通方便。我們華人社區感受到歸屬感並熱愛社區氛圍。我們的會員人數亦因此增加不少。

新冠肺炎

新冠肺炎疫情席捲全球，如今已成為我們日常生活的一部分。在過去的 18 個月裡，全世界團結一致，與人類有史以來最嚴重的病毒作鬥爭。疫情不僅造成死亡人數劇增，還帶來了疾病、混亂、恐懼、仇恨和痛苦。華人社區在英國本來一直是隱形的。突然間，由於新冠病毒被命名為中國病毒，我們的存在為世所見。東亞和東南亞社區因疫情而受到挑剔和指責。針對東亞和東南亞社區的仇恨犯罪率在全英上升了百分之三百。本會受邀聯同其他 23 個東亞和東南亞社區機構建立一個全國性的論壇來共同對抗仇恨犯罪。在本年 1 月，我們與其他 23 個機構一起接受了由 Protection Approaches (英國制止暴力慈善機構) 舉辦的培訓，他們提供了關於「仇恨犯罪的識別和認識以及如何舉報」的培訓。本會被指定為西南地區針對東亞和東南亞社區的仇恨犯罪報告中心。在過去的八個月裡，我們在這方面做了很多工作，包括提高公眾認識和鼓勵社區舉報。

來自東亞和東南亞社區的義工設計並分發的傳單。我們還與西南地區的兩個警察部隊以及其他機構密切合作，以幫助杜絕這種針對東亞和東南亞社區讓人難以接受的「指責遊戲」。

明燈計劃 (求助熱線)

事實證明，明燈計劃是婦女會發起的最成功的項目之一。疫情期間更進一步證明了其必要性和有效性。由於封鎖，尋求幫助和支援的電話大幅度增加。隔膜感和孤獨感、恐懼和焦慮，安慰的聲音和連通的關係，更重要的是，我們的社區依賴我們提供健康方面的每日更新。明燈計劃團隊的工作時間超出了他們的合同時間，全為了確保弱勢群體和孤立無援的人獲得了他們所需的幫助。我們收到了華人社區的反饋，他們認為明燈熱線是他們在封鎖期間的生命線。

我們特此感謝英國六合彩社區基金的持續支持，使我們能夠為絕望的人提供他們可以信任和求助的服務。他們中的大多數人都面臨著人生中最嚴峻的困境。由於語言和文化差異，以及「信任」問題，他們感到迷茫和害怕。通過撥打求助熱線，我們能夠將他們轉介到合適的專業機構，並為他們提供持續的情緒、語言和文化支援，以確保他們身心安泰。

明燈計劃最大的優勢之一是他們與西南部其他公共和志願部門的同事有著密切的聯繫和關係。通過他們的合作，我們能夠為一個隱形的社區提供迫切需要的聯合服務，而作為回報，這些部門也逐漸從一個非常私密和緊密的社區中贏取信任。詳情，請參閱明燈熱線計劃協調員的報告書。

「雪中送炭」

中國有一句至理名言 - 「與其錦上添花，不如雪中送炭」。

感謝 Race Equality Foundation（種族平等基金會）的資助和 The Care Forum（護理論壇）的聯合項目，我們能夠在封鎖期間組織 63 個食品包裹並運送給我們西南部華人社區中最需要的那些人。明燈計劃能夠追蹤到隱藏在西南部鄉村偏遠地區的那些孤立無援的長者。他們中的一些人與自己的社區完全隔絕。通過明燈熱線，我們再次能夠為那些與世隔絕的低收入者帶來一點溫暖。

英文會話班

由婦女會和布里斯托市議會的社區學習計劃的共同合作開始設立，婦女會的英文會話班現已成立近六年。該計劃由本地母語為英文的義工運營，旨在幫助我們的華人社區建立他們說英文的信心，而同時減少他們在英國日常生活中可能面臨的語言障礙。由於對課程日益增長的需求，並为了更好地支持我們學生的學習，英文會話班現在每週為初級和中級學習者開設兩節課。直至目前為止，該項目獲得巨大的成功，在過去的 5 年間共支持 100 名學生。現有 40 名積極參與的學生，還有 35 名等待加入新學期。

護理人計劃及陪護服務

護理人計劃於 2000 年初在 Jocelyn Minnott 和 Paulette Joseph（布里斯托市議會社會服務）的幫助下成立。緊隨其後，南告羅士打郡議會委託提供護理支援服務給那些居住在該地區的華人長者。自項目啟動以來，現已歷經近 20 年，而事實證明該項目亦是老齡化社區所急切需要的。

華人社區一直堅韌不拔，自給自足。我們是驕傲且獨立的人，不喜歡尋求幫助。認輸是丟臉的，而且表示無法再應付自己的問題和困難。然而，無論你是誰，來自哪裡，我們最終都會變得蒼老無助；需要來自別人的支持和

關心，即使我們並不希望這樣。中國文化不允許我們向外界求助，更不用說向政府求助。由於我們是非常內斂的人，我們不會與我們自己家庭圈子以外的任何人討論我們的私人問題。

當剛開始這個項目時，社區中有很多阻力和消極情緒。當我們接觸他們時，他們斬釘截鐵地拒絕接受任何幫助。現在 20 年過去了，我們接到了無償護理人、朋友和家人的求助電話，他們中的一些人尋求幫助，甚至不知道自己是護理人。

華人是英國三個最古老的黑人及少數族裔社區之一，另外兩個是加勒比和南亞社區。在英國 40 年代末和 50 年代初，二戰結束後，勞動力出現短缺，來自香港新界的貧困農民社區，主要是客家人，在英國政府的鼓勵下移民到英國。那些辛勤工作的移民現正趨向老齡化。許多人已經退休，享受著應得的退休生活。像許多其他黑人及少數族裔社區一樣，中國人傳統上善於自我照顧。遺憾的是，由於情況的演變，情況不再如此。我們的護理人計劃和陪護服務是滿足老齡化社區需求的答案。第二及三代華人後裔不再因請人照顧他們的長者而感到愧疚。這已被證明是滿足我們社區迫切需求的服務，且具有文化適應性，而我們的華人陪護員都經過完善的培訓，可以為需要的人提供量身定制的服務。（請參閱護理人服務經理的報告書）

個案服務

據本人所知，個案服務一直是我們服務中最成功和最重要的部分之一。現在所有的電話都來自我們的明燈計劃服務熱線，個案工作者因而更加忙碌不休。為了滿足前所未有之多的需求，我們正在招聘

一名實習個案工作者，以減輕個案工作員的壓力並延長我們的諮詢服務時間。（詳情請參考個案服務的統計圖表）

諮詢優質服務認證

在過去的二十年間，本會一直是諮詢優質服務認證的獲得者。很榮幸地，我們在 2018 年 11 月再次獲得這個認證。這是由於我們高標準的工作和表現。審核工作是每兩年一次，由一名獨立的審查員進行。如果沒有這個認證，本會將無法進行個案工作服務。

其他項目/講座/活動

1. 由英國阿茨海默症研究啟發資金(ARUK Inspire Fund) 資助的退智症認識計劃
專為華人社區而設的退智症認識及預防計劃，提供了一系列與退智症相關的有益講座和有趣活動，如烹飪示範、柔和的運動、講故事、藝術和手工藝，以促進身心的積極生活，旨在降低患退智症的風險，幫助打破圍繞退智症的文化恥辱感，並使退智症患者及其護理人能夠獲得他們所需及恰當的護理和支援。
2. 聯合/華裔學生身心康健項目——與護理論壇合作
聯合項目旨在聯繫和支持在布里斯托的兩所大學的華裔國際學生。通過聯絡學生社團和義工並與之合作，推廣我們的服務，為學生提供資訊，進行調查並安排講座。我們與學生一起完成的工作包括促進心理健康、提供有關如何應對封鎖的小貼士，以及提高對仇恨犯罪的認識。
3. 電話「同伴」項目——由 Quartet 社區基金會資助
電話「同伴」項目由義工組成，他們致電給那些備受隔膜和受數字化排斥的長者社區成員。義工每兩週致電這些社區成員，以查看他們的健康狀況並為他們提供一些陪伴。從我們對項目的持續評估中，我們可以看到那些飽受孤立的社區成員的身心狀況都有所改善。
4. 冬季能源困難幫助項目——由 Quartet 社區基金會資助
冬季能源困難項目旨在通過與文化相適應的「能源困難」信息指南及與布里斯托能源網絡(Bristol Energy Network)合作舉辦的講座，提高社區對能源困難的認識。這個指南、講座的演講及問答環節包括「什麼是能源困難」及其影響、人們應得的權益和權利、節能技巧等信息。

本會在成立 32 年後，現已準備好進入下一個階段。一個新的名稱，恰好地反映我們所從事的工作。我們即將以一個新名稱重新啟動我們的機構：華康會。作為其創始人，本人為有機會秉承尊嚴和驕傲一直服務我們的社區而感到自豪。

最後，我們期待您源源不斷的支持，並希望新夠在未來的許多年裡都能蓬勃發展。華人社區將繼續在更廣泛的社區中發揮重要作用，而我們的聲音會被服務提供機構接收到並細心聆聽。

一如既往，衷心感謝以下各方，沒有他們的幫助和支持，本會將無法享有其成功和成就。

1. 我們所有大大小小的資助機構——因為他們對我們的信任。
2. 我們的同事和合作夥伴，沒有他們的支持和指導，我們會迷失方向。
3. 我們的理事會——感謝他們的信任和支持，他們就如可以讓我們不時依靠的中流砥柱。
4. 我們敬業而勤奮的團隊——我們所有的成就都離不開他們。他們的奉獻精神和責任感是首屈一指的。本人為我們的團隊感到自豪，並感謝他們的支持和忠誠。
5. 最後是我們華人社區，感謝他們的尊重、信任和忠誠。能為你們工作，我們感到自豪！



CHINESE LANTERN PROJECT

Helpline Calls

The number of Helpline calls have been steadily increasing during this period. As the name of the project became more renowned around the whole of the south west area, there were more telephone enquiries received from the community for information and assistance. These figures are also a reflection of the increase in workshops and new partners being involved with the project.

Case study

Ms C was holding a family visa to visit her partner and child in England. Unfortunately she and her partner decided to divorce during her stay. She was fighting for the custody of her young child and wanted to have information about legal aid. The Helpline provided her the information of law centre and related solicitors in the areas. With our support she was able to get help from the specialists to assist her and helped to reduce her stress level.

Partners, workshops and attendance

CLP has been working with a range of partners to deliver workshops in the last few years from healthcare to public services providers and government departments. The partners include NHS111 and GP services, Department of Work and Pensions, Diabetes UK, Devon and Cornwall Police, Parkinson's UK, Rethink and Dementia services, BBC TV Licensing.

There has been an increase in the amount of workshops and workshop attendees as the project has reached out further into the Devon and Cornwall community with workshops in the cities of Plymouth, Truro, Barnstaple, Exeter as well as working with new outside partners.

The team work closely with Avon and Somerset Police Constabulary whose local Sergeant works as the main contact for our Group. He has provided assistance on several occasions to members of our community who contacted our Helpline service.

Case Study

A Bristol service user whose mother aged 80+ had been burgled on several occasions, even after reporting the first burglary to the police, they were burgled several times afterwards and suffered physical attack. Her mother suffered severe stress and together with the service user's sister who has Down Syndrome and also lived with her mother, they were both very scared and did not want to leave her home. This also caused further stress to the service user. CLP contacted the police and helped her secure urgent attention with a positive outcome:

"I contacted the Bristol and Avon Chinese Women's Group on behalf of my elderly Mother who is of

Chinese Descent following an aggravated burglary in October last year. I was literally at my wits end as this had been one of several incidences that had happened to my Mother in the past three years. I had in the past contacted various people including Age Concern, my Local Councillor, Bristol City Council, and also SAAFA as my deceased Father was a Commando. Unfortunately no one was able to help or support me or my family.

I felt very helpless and on my own – my Mother is vulnerable and my sister who lives with her has Downs Syndrome.

No one really wanted to know and I felt very frustrated. Someone recommended that I contact the BACWG. I can honestly say that at that time the Group was a lifeline for us. Everyone there was so kind and concerned and I felt that they genuinely cared and wanted to help. Within days, they arranged for my Mother to have a pendant alarm and that has given her great comfort.

This group offers advice and support to the Chinese Community particularly older people. They frequently host events which helps with loneliness and isolation and also promotes well being which is vital for the older generation. It certainly helped my family in our moment of need”

Exeter Conference 2019

In 2019 Chinese Lantern Project organised an end of funding period conference at the Exeter Chief's Rugby ground conference Centre. The conference was attended by 100 + people with guest speakers from Diabetes UK, Devon and Cornwall Police Diverse Community Team and Home Office immigration department lead representatives who travelled from London to attend the conference.

The conference helped promote the organisation and Chinese Lantern Project's Helpline service into the south west community.

Developing CLP in the south west region

As well as the Exeter conference the CLP team has worked with partners in the south west regions including working with Rethink at University of Exeter Cornwall Campus on Mental Health, workshop with Devon and Cornwall Police Diverse Community Team in Plymouth and Parkinson's UK in Truro. Our workshops enabled the community to learn about Chinese Lantern project, gain knowledge of the services and provided the partners with access into our community in more remote areas of the country where they did not have previous contacts without our assistance. The work continues to link up with other community groups in the region.

Pocket Leaflet to public services and contact information

A pocket leaflet of public services was created as a quick guide of the services available in the south west with their contact details. These included council, hospitals and access UK government services such as Department of Work and Pensions. The leaflet provided new arrivals to the area including university students as well as the existing community to have some of the most important information they may require when settling into life in the UK.

明燈熱線計劃

明燈電話熱線

在此期間，電話熱線收到的來電數目一直在穩步增加。隨著這項目的知名度和名聲在整個西南區有所上升，我們收到來自社區的查詢、尋求信息及求助的電話也越來越多（請參下圖）。這些數字也反映了該項目所舉辦的研討會的數目和參與的新合作夥伴的數目都有所增加。

案例

C 女士是持家庭簽證到英國與她的伴侶和孩子同住。不幸的是，在這逗留期間她和她的伴侶決定離婚。她正在為爭取她年幼孩子的監護權而煩惱，她希望獲得有關法律援助的信息。明燈熱線為她提供了法律中心和該地區相關律師的信息。在我們的支持下，她能夠找到合適的專家幫助她，我們的協助減輕了她不小的壓力。

合作夥伴、研討會和出席

過去幾年，明燈熱線計劃一直與一系列的合作夥伴合作舉辦研討會，從醫療保健到公共服務提供者和政府部門。我們的合作夥伴包括有 NHS111 和 GP 服務、工作和養老金部 (DWP)、英國糖尿病協會、德文郡和康沃爾警察局、英國帕金森氏症協會、Rethink 和退智症服務、BBC 電視許可證。

隨著該項目進一步深入德文郡和康沃爾社區，我們所舉辦的研討會和研討會的參加者的數目都有所增加，我們也在各地區如普利茅斯、特魯羅、巴恩斯特普、埃克塞特等舉辦研討會，並與新的外部合作夥伴合作。

我們的團隊與 Avon 和 Somerset Police Constabulary 有密切合作，當地的警長是我們小組的主要聯繫人，並曾多次為我們熱線的社區服務求助者提供幫助。

案例

一位在布里斯托的服務使用者的八十多歲母親曾多次被人入屋搶劫。即使他們在第一次遇劫時已向警方報案，但仍是多次被入屋行劫，並遭受身體傷害。她的母親承受著巨大的壓力，加上與她母親同住的妹妹是患有唐氏綜合症的，他們都非常害怕，不敢出門離家。這也給服務使用者帶來更大的壓力。明燈熱線聯繫了警方並幫助她獲得所需的緊急照顧，並得到了正面積極的結果：

「去年 10 月在我母親遭到嚴重入室盜竊後，我代表我年邁的母親聯繫了布里斯托及愛文華人婦女會(婦女會)。我真的不知所措，因為這是過去三年不斷發生在我母親身上的多個事件之一。我過去曾聯繫過很多人，包括 Age Concern、我的地方議員、布里斯托市議會，以及 SAAFA，因我已故的父親是一名突擊隊員。很可惜，沒有人能夠幫助或支持我和我的家人。」

我感到非常無助和孤立——我的母親很脆弱，和她同住的妹妹又患有唐氏綜合症。

沒有人真的在乎，我感到非常沮喪。有人建議我聯繫婦女會。老實說，當時婦女會是我們的生命線。他們每一個人都非常友善又關心我們，我感覺到他們是真的很關心並想幫助我們。幾天之內，他們為我母親安排了一個掛式警報器，這給了她很大的安慰。

婦女會為華人社區特別是老年人提供建議和支持。他們經常舉辦有助於消除孤獨感和孤立感的活動，同時也促進對老一輩至關重要的幸福感。在我們需要幫助的時候，它確實幫助了我的家人。」

2019 年埃克塞特會議

2019 年，明燈熱綫計劃在埃克塞特酋長橄欖球會議中心組織了一次項目結束前的最後會議。參加者有 100 多人，包括來自英國糖尿病協會、德文郡和康沃爾警察多元化社區團隊的演講嘉賓和來自倫敦的內政部移民部門的主要代表。

此次會議有助於推動我們的組織和明燈計劃的熱線服務進入西南部的社區。

明燈計劃的熱線服務在西南區的發展

除了埃克塞特會議之外，明燈熱綫團隊還與西南地區的合作夥伴合作，包括與埃克塞特大學康沃爾分校和 Rethink 合作舉辦心理健康講座、與德文郡和康沃爾郡普利茅斯警察多元化社區團隊以及特魯羅的英國帕金森氏症團隊合作舉辦研討會。我們的講座使社區能了解明燈熱綫計劃項目，獲得服務知識，並讓合作夥伴能夠在沒有我們的情況下在該區更偏遠的地區進入華人社區。我們仍然繼續在這項工作上與其他的社區團體聯繫起來。

袖珍指南 - 公共服務和聯繫信息

我們製作了一份有關西南區公共服務和其他機構的資料和聯繫方式的袖珍快速指南，其中包括市議會、醫院和英國政府服務，如工作和養老金部門。該指南為該區的新來者包括大學生和現有社區提供最重要的信息，以幫助他們了解在英國定居可能需要的重要資訊。

ACTIVITIES



Top: CLP Visit to University of Penryn for Chinese New Year

Middle: English Conversation Club

Bottom: Lord Mayor's Mansion House Visit

ACTIVITIES



Top: Helpline Volunteers Training

Middle: "The Restaurant That Makes Mistakes"

Bottom: Chinese New Year with Bristol Museum



CARERS PROJECT & CASEWORK SERVICE

Carers Support

As always, our team is committed to increasing the recognition of carers. On average, 133 carers per year were able to access the right information and support from us and 29 carers also benefited from our advocacy. In 2019, two videos about “Who is a carer” were produced in Mandarin and Cantonese as a result of a few months’ close partnership working with the Carers Support Centre (CSC). More related videos will be coming soon.

We have continued to represent the interests of the Chinese community especially carers on meetings/forums such as Bristol Carers Voice Meetings, BAME Working Group on Dementia, etc. As a result, our group, as the lead organisation, staged a refreshing BAME Carers’ Information Day, with the support from other three BAME-led organisations (Bristol Black Carers, Dhek Bhal and Shining Care), Bristol City Council, Bristol Ageing Better, CSC and Dementia Health Integrated Team. The event successfully helped 132 carers from African-Caribbean, Chinese, Somali and South Asian communities understand their caring roles and enabled them to access useful information and support.

Care Support Service

Our team of dedicated and experienced workers have continuously provided a range of practical, emotional and social support to those most vulnerable in the community. Apart from Chinese elders, our clientele has become more diverse over the years, with young parents and elders from White British backgrounds, other BAME communities.

It is still our top priority to increase the quality of services and support. In the past three years, a wide range of training were delivered, such as person centred practice, health and safety including fire safety, understanding your role, dementia awareness, falls prevention, effective communication, cleaning safety, infection prevention and control, etc. The implementation of a more structured and robust training programme has ensured our workers are better equipped for their roles.

To recognise the remarkable achievements of our workers, we have introduced an award – Care Support Worker of the Year. Our first winner was Sau King Yu for her loyalty, dedication, passion and hard work.

Activities and small projects

Our monthly Carers Support Group remains very popular, with various activities co-designed by carers to help them stay connected, break down isolation, eliminate stress and build resilience in their caring role. Small projects such as Keeping Well Project, Wellbeing Courses, Dementia Awareness and Prevention Programme, etc also went down well with carers and elders.

Case Study

Mr K cares for his wife who worked as a nurse but was sadly diagnosed with dementia and depression after her retirement.

“As a BBC (British Born Chinese), I only speak very little Chinese but my wife has started to speak Cantonese to me due to her memory loss. We gradually struggle with communication and I could see the frustration and loneliness in her.

I got used to be looked after by my wife. Since she became forgetful, I have been trying to support her but to be honest, I feel totally lost as though my life has been turned upside down.

The group is a true life saver! I am thankful for their emotional support, help with a benefit check and a carers assessment and weekly practical support from a friendly worker who can chat with my wife as well as helping with some domestic chores.”

Casework Service

Another achievement for the service is that our Advice Quality Standard (AQS) has been successfully renewed thanks to our strong leadership, accessible and responsive services and skilled and experienced staff.

Sadly, as a result of the funding cuts, our Caseworker had to reduce her working hours to two days per week. Despite the shorter working hours, 665 clients have received our support over the past three years and our service has covered a broader area including Bristol, South Gloucestershire, BANES and North Somerset. There have been a growing demand for help with social housing and benefits especially for pensions due to the ageing population. In the coming years, we will continue to put more effort into fundraising to resume our full capacity.

Case Study

Mrs. L had problem with her underpaid income tax. She was stressed out, worried and felt helpless as her employer was not prepared to help. On top of this, she has problems in her relationship with her husband.

I am grateful for the help and support from BACWG for helping me to sort out the problem with the tax office. I was able to avoid paying hefty fines. This has reduced my worries and I can sleep better at night.

Also the caseworker from BACWG helped to sign post me to a family solicitor for advice. I now understand my rights and I know what to do if my marriage breakdown. I am no longer suffering from anxiety caused by stress. I feel more confident and ready to face the future.

Case Study

Mrs. S is new to this country. Unfortunately, her husband passed away after they were together for two years. They have no children. She speaks little English and feels isolated.

I am grateful for the help and support from BACWG. I have made many friends since I joined the Group. I do not feel so lonely or isolated. Also I did not know that I was eligible to claim benefits until I approached the Group. The extra money awarded has helped to improve my quality of life.



護理人計劃 & 個案服務

護理人支援

一如既往，我們的團隊致力於提高對護理人的認識。平均而言，每年有 133 名護理人能夠從我們這裡獲得合適的資訊和支援，而還有大約 29 名護理人也得益於我們的倡議服務。在 2019 年，透過與護理人支援中心數月的密切合作，我們以國語和粵語製作了兩個關於「誰是護理人」的視頻。更多相關視頻也即將推出，敬請期待！

我們繼續積極參加各種會議或論壇，如布里斯托護理人之聲會議、黑人及少數族裔退智症工作組等等，並代表華人社區的利益發言。本會作為帶領機構，主辦了一場令人耳目一新的黑人及少數族裔護理人資訊日，而和我們合作的機構包括：其他三個黑人及少數族裔機構 - 布里斯托黑人護理人、Dhek Bhal（南亞社區機構）和 Shining Care（索馬利亞機構）、布里斯托市議會、布里斯托長者更好計劃、護理人支援中心和退智症健康綜合團隊。該活動成功地幫助了來自非洲-加勒比地區、華人、索馬利亞和南亞社區的 132 名護理人了解他們的護理職責，並使他們能夠獲得實用的資訊和支援。

陪護服務

我們無私奉獻且經驗豐富的陪護員團隊堅持不懈地為社區中最弱勢的群體提供一系列實用、情緒和社交支援。

除了華人長者之外，我們的客戶群體近年來變得越趨多樣化，有年輕的父母和來自英國白人背景，以及其他黑人及少數族裔社區的長者。

提高服務和支援的質量仍然是我們的首要任務。在過去三年中，我們為團隊提供了廣泛的培訓，例如以人為本的服務、包括消防安全在內的健康與安全、了解工作職責、退智症認識、預防跌倒、有效溝通、清潔安全、感染預防和控制等。實行結構完善和統一的培訓計劃，確保我們的員工能夠更好地勝任他們的工作。

為了表彰我們員工的卓越成就，我們特別設立了一個全新的獎項 - 年度最佳陪護員。我們的第一位獲獎者是余秀瓊，她多年來一直忠誠奉獻和勤奮負責，絕對實至名歸！

活動和小項目

我們每月的護理人支援小組依然深受歡迎，護理人共同設計了各種活動，以幫助他們保持與外界聯繫、打破孤立、消除壓力並增強他們在護理角色中的適應能力。另外，活出精彩計劃、情緒健康課程、退智症認識及預防計劃等小型項目也得到護理人和長者的一致好評。

案例研究

K 先生獨力照顧他的妻子，而她曾是一名護士，但退休後不幸地被診斷出患有退智症和抑鬱症。

“作為一位 BBC（英國出生的華人），我只會說很少中文，但我妻子由於記憶力衰退已經開始和我說粵語。我們逐漸在溝通上出現困難，我在她身上感受到無盡的沮喪和孤獨感。

過去，妻子對我的照顧，讓我習以為常。自從她開始健忘以來，我一直在努力幫助她，但坦白說，我覺得自己的生活完全天翻地覆。

婦女會是我們真正的救星！我衷心感謝他們的情緒支援、幫助申請福利和護理人評估以及每週獲得實際的支援。他們的陪護員親善友好，可以與我的妻子聊天並幫助做一些家務。

個案服務

個案服務又再獲得一項成就，那是我們再次成功獲得諮詢優質服務認證，這歸功於我們強大的領導力、方便使用、快捷回復的服務以及專業且經驗豐富的員工。

遺憾的是，由於資金削減，我們的個案工作者不得不將她的工作時間減少至每週兩天。儘管工作時間不得不縮短，但過去三年來，共有 665 位客戶得到了我們的支援，

案例研究

L 太太為她少繳的入息稅煩惱，不知如何處理。加上她的雇主也不樂意幫助她，她感到壓力重重、非常擔憂和無助。除此之外，她與丈夫的關係也存在問題。

感謝婦女會的幫助和支持，幫我解決了稅務的問題以致我能避免支付巨額罰款。這減少了我的憂慮，我晚上可以睡得更好。

此外，婦女會的個案工作員還指引和幫助我尋找家庭律師，讓家庭律師給我建議。我現在更清楚明白我的權利，我知道如果我的婚姻破裂我該怎麼辦。我不再需要承受因這些壓力而引起的焦慮之苦。我感到更加自信，並準備好面對未來。

案例研究

S 太太是剛來到英國的人士。不幸的是，她的丈夫在兩年後便離世了。他們沒有孩子。她只會說一點點的英語，她感覺孤立無援。

感謝婦女會的幫助和支持。自從我加入婦女會後，我結識了很多朋友。我不再覺得如此孤獨或孤立。此外，在我認識婦女會之前，我並不知道我有資格申請福利。婦女會讓我知道我的權益，我獲得額外的金額來提升我的生活質素。

BRISTOL MEETS THE WORLD

From 2016 to July 2017, BACWG's Multicultural Cookery Class was being held every other Wednesday at The Vassall Centre. Funded by Bristol Ageing Better's kick start programme, the intention of this activity was to invite people from different communities to lead each session with a recipe from their respective cultures. Using a sit-down and sharing meals setting which allowed participants in particular elderly to connect with each other through sharing their recipes/food/stories.

After one year of implementing the above pilot project, we succeeded in providing food and nutritional information to 100 individuals within Chinese and other BAME communities. As we aimed to extend our concept and core model to wider communities and to link up with more partners, in 2018, we obtained a further 2-year grant from Bristol Ageing Better to lead Food and Nutrition: Bristol Meets the World Project. Since then, over the past 2 year (from March 2018 to March 2020), we have worked with 6 partners to organise 81 sessions at 15 different locations across Bristol and have engaged with more than 900 participants across the city through working as a collaborative partnership by 91 Ways to Build a Global City, Carers Support Centre (the first year), Brunelcare, Anchor Hanover and Pakistani Welfare Organisation (supported by The Care Forum's Greater Fishponds Community Champion's Project).

On 6th March 2020, in collaboration with Cabot Circus, BMTW organised its first BMTW Multicultural Food Festival. The festival brought culture and colour to the general public with the aim to raise awareness of the effects of loneliness in Bristol.

At the festival, we also launched our BMTW cookbook supported and edited by 91 Ways to Build a Global City. It is a legacy and community cookbook full of nutritious and delicious recipes collected from the sessions. For the event we organised 6 food stalls which were supported by community partners and co-designed by our elderly participants. Over 150 tickets for the event were booked online and in total there were over 200 guests for the event on the day. More than 35 elderly volunteers were also awarded their certificates on the day and we launched the project cookbook of which there were 1000 copies to give to the participants/partners/public as a documentary 'memory' of the project.

In October 2020, Bristol Ageing Better published an evaluation report on 'Old people and Community-Shared Meals' conducted by University of West of England and of which Bristol Meets World Project was a part of. According to the report, there were 589 participants who had taken part in this survey. Furthermore, there were 56 volunteers of which 30 were 50+ (support in kind 154 estimated volunteer hours).

The findings show that the special events organised by BMTW project have been proven to promote engagement and enable a citywide conversation about the benefits of connecting communities, including a cultural food-focused event each year to celebrate learning as well as bringing people together from different locations.

It also highlighted the outcome that BMTW project has developed relationships with organisations that grow or provide food in sustainable ways and those who are working to reduce food insecurity. Additionally, it also illustrated that BMTW had some significant impacts on the project's elderly participants, for example, BMTW provided the amount and type of social contact that they want, and also the volunteer tutors have influenced decisions that have affected their local area and how services were being designed and delivered. Finally, the project allowed its elderly participants to feel that they were able to contribute to their community through the process of volunteering.



Top: Community Farm Visit

Middle: BMTW Celebration at Cabot Circus

Bottom: Baking Demonstration

國際美食烹飪班

從 2016 年至 2017 年 7 月期間，婦女會的國際美食烹飪班每隔一個星期三在華素中心舉辦一次活動。這項活動最初由布里斯托長者更好計劃 (BAB) 的啟動資金贊助，而每節烹飪課都邀請來自不同社區代表教授，並提供來自各社區文化的食譜。目的是通過共用膳食活動策劃，使參與者，特別是長者，通過分享他們的食譜/食物/故事而彼此聯繫。

在實施上述試點項目一年後，我們成功地為華人和其他黑人及少數族裔社區的 100 個人及家庭提供了食物和營養資訊。由於我們的目標是將我們的概念和核心模式擴展到更廣泛的社區，並與更多的合作夥伴建立聯繫，在 2018 年，我們從布里斯托長者更好計劃獲得額外 2 年的資助，作為主辦推廣食品和營養：**Bristol Meets the World**（國際美食烹飪班）項目。此後，在過去的兩年間（2018 年 3 月至 2020 年 3 月），通過與 91 Ways to Build a Global City（烹飪機構）、護理人支援中心(第一年合作)、Brunelcare（護理房屋機構）、Anchor Hanover（護理房屋機構）和 Pakistani Welfare Organisation（巴基斯坦福利機構）（並由護理論壇的 Greater Fishpond 社區計劃支持)等六個合作夥伴合作，在布里斯托的 15 個不同地點組織了 81 節主題烹飪的課程，全市 900 多人參與了以上的烹飪課程。

於 2020 年 3 月 6 日，此項目與 Cabot Circus 購物中心合作，舉辦了首屆國際美食烹飪班多元文化美食節。美食節為公眾帶來了多元文化和豐富色彩，旨在提高布里斯托市民對孤獨感影響的認識。在美食節上，我們還推出了由 91 ways 支持和編輯的國際美食烹飪班社區食譜。這是一本可傳承的社區食譜，包括從項目的課程中收集的美味而營養的食譜。在這次活動中，我們組織了六個社區美食文化攤位，它們由社區夥伴支持並由年長參與者共同設計的。超過 150 張活動門票在網上預訂，當天共有 200 多名嘉賓參加。超過 35 名長者義工也獲頒社區廚師證書，當中有 1000 本的社區食譜是作為該項目的「紀念品」送給參與者/合作夥伴/公眾。

於 2020 年 10 月，布里斯托長者更好計劃發表了一份關於「布里斯托長者與社區共用膳食活動」的評估報告，是由西英格蘭大學參與評估，而國際美食烹飪班作為專項的一部分。據報告，共有 589 名「國際美食烹飪班」參與者參加了這次調查。此外，還有 56 名義工，其中 30 名是 50 歲以上（這些義工共計為該項目付出 154 小時的義務工作時間）。

報告結果顯示國際美食烹飪班的「特別飲食文化主題活動」已被證實能夠促進公眾參與，並能連接全市的各社區，通過「飲食文化」進行對話，包括每年以飲食文化為主題的活動，旨在透過慶祝和相互學習，並將不同地區的人們聚集在一起。

報告還強調國際美食烹飪班項目與城市糧食儲備的機構和減少糧食儲備憂患的機構建立了良好關係，這為此項目提供可以持續發展的方向。此外，報告還表明國際美食烹飪班對參與的長者帶來了一些深遠的影響，例如，此項目在數量和方式上提供了在社區中他們想要的社交聯繫，義務廚師也可以參與其所在地區的服務設計及其提供方式。最後，該項目使參與的長者感到他們能夠通過志願服務為社區作出貢獻。

ACCOUNTS

BACWG Trustees' Statement on the Summarised Financial Statements

These summarised financial statements contain information from both the Statement of Financial Activities and the Balance Sheet for the year ended 31st March 2020, but are not the full statutory Report and Accounts. They may not contain sufficient information to allow a full understanding of the financial affairs of the Group.

The full financial statements were submitted to the Charity Commission on 4th February 2021.

They have received an Independent Inspection and copies may be inspected at the Group's office at: Spur 8 The Vassall Centre, Gill Avenue, Fishponds, Bristol BS16 2QQ.

Accounts for the year ending 31st March 2018 and 31st March 2019 are also available on request.

BACWG Statement of Financial Activities

Year Ending 31st March:	2017	2018	2019	2020
Income				
Donations	£1,016	£1,490	£1,375	£200
Membership	£0	£1,200	£585	£1,010
Interest	£7	£13	£0	£374
<i>Activities for generating funds</i>				
Day Centre, activities, events and trips	£209	£6,563	£1,186	£30
Fees, sitting and translation services	£7,094	£2,754	£3,000	£2,920
<i>Income from charitable activities</i>				
Grants and contracts	<u>£204,389</u>	<u>£210,859</u>	<u>£227,314</u>	<u>£222,687</u>
Total Income	<u>£212,716</u>	<u>£222,879</u>	<u>£233,460</u>	<u>£227,222</u>
Expenditure				
Charitable activities	<u>£219,380</u>	<u>£182,716</u>	<u>£218,419</u>	<u>£235,584</u>
Total Expenditure	<u>£219,380</u>	<u>£182,716</u>	<u>£218,419</u>	<u>£235,584</u>
Net income/[expenditure]	(£6,664)	£40,164	£15,041	(£8,362)
Reconciliation of funds				
Transfers between reserves	£0	£0	£0	£0

Total funds brought forward	<u>£78,950</u>	<u>£72,286</u>	<u>£112,450</u>	<u>£127,491</u>
Total funds carried forward	<u>£72,286</u>	<u>£112,450</u>	<u>£127,491</u>	<u>£119,128</u>
BACWG Balance Sheet				
Year Ending 31st March:	2017	2018	2019	2020
Tangible assets	£0	£0	£0	£0
Current assets				
Debtors	£2,000	£0	£0	£0
Cash on hand	£182	£182	£482	£1,482
Cash at bank	<u>£98,934</u>	<u>£134,101</u>	<u>£155,173</u>	<u>£180,021</u>
	<u>£101,116</u>	<u>£134,283</u>	<u>£155,655</u>	<u>£181,503</u>
Current liabilities				
Creditors: amounts falling due within 12 months	<u>(£28,829)</u>	<u>(£21,833)</u>	<u>(£28,164)</u>	<u>(£62,375)</u>
Net Current assets	£72,286	£112,450	£127,491	£119,128
Net assets	<u>£72,286</u>	<u>£112,450</u>	<u>£127,491</u>	<u>£119,128</u>
Unrestricted funds				
General funds	£29,820	£671	£604	£980
Designated funds	£28,800	£65,000	£65,000	£40,000
Restricted funds	<u>£13,666</u>	<u>£46,779</u>	<u>£61,887</u>	<u>£78,148</u>
	<u>£72,286</u>	<u>£112,450</u>	<u>£127,491</u>	<u>£119,128</u>

CCWS Trustees' Statement on the Summarised Financial Statements

These summarised financial statements contain information from both the Statement of Financial Activities and the Balance Sheet for the year ended 31st March 2020, but are not the full statutory Report and Accounts. They may not contain sufficient information to allow a full understanding of the financial affairs of the Society.

The full financial statements were submitted to the Charity Commission on 4th February 2021.

Copies may be inspected at the Group's office at: Spur 8 The Vassall Centre, Gill Avenue, Fishponds, Bristol BS16 2QQ.

CCWS Statement of Financial Activities

Year Ending 31st March: **2020**

Incoming resources

Incoming resources from generated funds

Voluntary income

Donations £0

Membership £0

Investment income

Interest £0

Activities for generating funds	
Day Centre, activities, events and trips	£0
Fees, sitting and translation services	£0
Incoming resources from charitable activities	
Grants and contracts	<u>£0</u>
Total Incoming Resources	<u>£0</u>
Resources expended	
Charitable activities	£0
Governance costs	<u>£0</u>
Total Resources Expended	<u>£0</u>
Net incoming/ [outgoing] resources before transfers	£0
Reconciliation of funds	
Transfers between funds	£0
Total funds brought forward	<u>£0</u>
Total funds carried forward	<u>£0</u>
CCWS Balance Sheet	
Year Ending 31st March:	2020
Tangible assets	£0
Current assets	
Debtors	£0
Cash on hand	£0
Cash at bank	<u>£0</u>
	<u>£0</u>
Current liabilities	
Creditors: amounts falling due within 12 months	<u>£0</u>
Net Current assets	£0
Net assets	<u>£0</u>
Unrestricted funds	
General funds	£0
Designated funds	£0
Restricted funds	<u>£0</u>
	<u>£0</u>

Group Contact Information

You can get in contact with us by:

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