

Community of Refugees from Vietnam – East London



**ANNUAL
REPORT**

2017 – 2018

Our Mission

The Community of Refugees from Vietnam – East London (CRV – East London) will work to enrich the lives of the Vietnamese people of East London by preserving and promoting the traditions and culture of Vietnam and by offering quality services and assistance to those who are in need or suffering hardship.

Objectives

- Promoting the relief of hardship, need, and distress experience by people from the Vietnamese community and providing services with the object of improving the condition and quality of life of the Vietnamese community in East London.
- Interaction with other Vietnamese refugee communities in the UK with a view to promote and preserve the tradition of Vietnamese culture.
- Advancing learning in the community.
- Being a keystone in the continued settlement of the Vietnamese community are welcome and can participate.
- Maintaining and developing a complete system of management ensuring that all services are of the highest quality

Outcome

People from Vietnam feel more confident and involved to the benefit of all.

Since opening in 1983, the organization remains the only ethnic Vietnamese agency delivering direct services to the Vietnamese community in East London. There are over two thousand Vietnamese in Tower Hamlets, and more in neighboring boroughs.

A Message from our Chairman

I am very proud to present to you the Annual Report of the Community of Refugees from Vietnam – East London (CRV – East London)

The past year has been a very difficult one for voluntary and community sector organisations due to the financial crisis and reduction in funding for charities.

However, the CRV East London continues to battle on and be the community's leading response to the needs of the people from Vietnam residents in Tower Hamlets and East London areas.

CRV East London is unique in that it is the only community-based organisation in the Tower Hamlets and East London area working with all sections of the diverse community; it has a track record of community work at a grassroots level since 1983 on a wide range of projects to benefit the local area and local community; it promotes an active inter-agency approach to partnership working with private, public and voluntary sector partners and; it has a diverse range of funding and income contributing to a more sustainable organisation in the current economically challenging environment

On behalf of the CRV East London Management Committee, I would like to sincerely thank all members of our community for their continued support, our great team of volunteers for their tireless effort, and all groups within our community. I would like to thank the CRV East London Board and all our staff for their great work and tremendous support. I am grateful to the many friends of the Vietnamese community who have given us invaluable help throughout the year. I thank the London Borough of Tower Hamlets council and all funding bodies for their unwavering support, financial or otherwise, and their belief in our community. Together we have striven to work in a spirit of service and harmony in contributing to the wide community.

I look forward to be an even more satisfying year for all of us in 2017-2018.



Jack Shieh O.B.E
Chairman

Luncheon Club

- **Preventing loneliness and isolation in later life that can lead to depression.**
- **Increasing levels of physical activity and improving mental wellbeing.**
- **Making friends, having fun.**
- **Offering a good, nutritious meal at an affordable price**

Our Lunch Clubs have been very popular for over 30 years, ensuring older people who can no longer use public transport are able to enjoy the company of others. The provision of door-to-door transport, of someone to prepare and cook a meal to be enjoyed in the company of friends is a lifeline to some, a joy to many and, for others, simply the motivation needed for getting up in the morning.

This service is not always easy to provide or fund but it continues to contribute to the wellbeing of our lunch club members, enabling them to enjoy the simple pleasures of a meal and good company on a regular basis.

Membership To Date

	Male	Female
Vietnamese	22	26
Chinese	4	13
Total	26	39
TOTAL	65	

Service use 2017 – 2018

Average number of persons attending each luncheon club session

- 40 members every Monday
- 40 members every Thursday
- 94 days open through out the year

Throughout the year a total of **3760** members received **3760** meals freshly cooked at the luncheon club.

- 100% of members surveyed were satisfied with the service.
- CRV East London Luncheon Club - Food Hygiene Rating: **5**
- London Borough of Tower Hamlets the Food for Health Award: **Gold**



Case study: Luncheon club

Mr NVT is living alone in Bethnal Green E2, his wife passed away 3 years ago. He has no children. Here are what he said about our luncheon club: "could be in the house all week and not see a soul. It's for the companionship as well as the novelty of having someone else cook; it's nice to have someone cook for you."

CRV East London Elderly luncheon club on Youtube at following address

<https://www.youtube.com/watch?v=QPHozBnsmqA>

Leisure and Social Activities for Over 50's

Meet old and new friends at our weekly day center or get active by participating in Tai Chi Table Tennis and Indoor games. We also provide 4 health talks per year

C.R.V East London delivers a number of activities at :

St Nicolas Church - Aberfeldy
Poplar - London
E14 0QD

Monday & Thursday
Opening hours: 9 .00 a.m - 3.00 p.m

Free Admission for T'ai Chi and Table Tennis

Activities Attendants

- Number of attendants for Tai Chi class per year: **1334** members
- Number of attendants for Table Tennis per year: **1283** members
- Number of attendants for Health Talk sessions per year: **160** members
- Number of attendants for Indoor games per year: **1880** members



Information, Advice and Support

- **Enabling choice and control through an accessible, independent and confidential service when and where people from Vietnam need it.**
- **Maximising income by raising awareness of benefit entitlement and helping to complete applications.**
- **Helping people from Vietnam make the right move through a specialist housing options service**

General Advice and Benefits

This service assists clients from Vietnam over 18 in Tower Hamlets and East London areas. CRV East London is the only

We can help with:

- Benefits matters
- Health and social care issues
- Housing and transport queries
- On line and Paper Form filling
- Understanding documents
- Interpreting and Translation
- Offering appointments and face to face free advice and much more

Signposting and Referral

We can help with general enquiries, support you or your carer to access other sources of information and point you in the right direction.

Number of referral in 2017 – 2018 : **519**

On Line and Paper Form Filling

Help to complete forms relating to Universal credit, Job Seeker Allowance, Employment Support Allowance Disability Living Allowance, Attendance Allowance, Pension Credit, Blue Badge Applications, etc.

Benefit Awareness

We want to make sure you are receiving all the benefits to which you may be entitled. We will explain the qualifying criteria and assist people to complete the necessary paperwork. Many people do not realise they may be entitled to any benefits. Remember, these benefits are yours by right. Anyone wanting a full benefit check can contact us and we will be able to assist.

Contact us

You can telephone or call in to arrange an appointment. We have information on all local services and can provide you with informative fact sheets on a wide range of subjects.

Last year CRV East London helped people from Vietnam and older people to claim following benefits:

Handled over **2,211** Information and Advice enquiries through our CRV East London staff.

We helped **221** people from Vietnam to claim Universal credit, housing and council tax benefits, Personal Independence Payment bereavement benefits and pension credits, Attendant Allowance for people over 65 years old.

Name of benefits	Number of clients	Amount of Benefits award (a year)
Universal credit	36	594,959.04
Personal Independence Payment	21	221,457.60
Attendance Allowance	15	45,786.00
Housing benefit	20	473,012.80
Council tax benefit	19	1,324,097.84
Bereavement benefit	9	9000
Carer's Allowance	13	44,717.40
Child benefit	17	18,298.80
Pension credits	26	223,418
State pension	24	161,241.60
Help with health costs	12	5,616.00

£3,121,605.08

Value of successful benefit claims made in a year.

Advice Quality Standard Certificate: **Advice Level**

CRV East London is the only Vietnamese Advice provider in England

Case study: Help with health costs

Mr TXV is living in E3 with his 14 years old daughter. He was divorced about 5 years ago. He is 59 years old. He cannot go to work because he has got heart disease and osteoarthritis. Last October 2017, he could not claim Job seeker allowance, the DWP asked him to change to universal credit because he was not fit to look for works. After he received a first Universal credit payment, we informed his council tax benefit to ensure his benefits was safe and secure.

In February 2018, Mr TXV came to see us to show his two letters from NHS, he had to pay a penalty charge, because he did not pay his NHS prescriptions, each letter asked him to pay a fine of £144. He believed that he was on Universal Credit benefit, he should get a prescription free of charge.

We told him that when he has a low income, he may able to get help with NHS costs through the NHS low income scheme. Because he did not apply for HC3 certificate to get partial help. We downloaded an HC1 form to fill in the form for him. We warned him the certificate is usually valid between six months and five years, depending on his circumstances. He needs to take a notice when his certificate is expiring.

He could not afford to pay his penalty charge with total amount of £288. We helped him to write a letter to NHS to explain his finance and not to pay for these charges.

Recently Mr TXV came to see us. He showed us a reply letter from NHS, he did not have to pay any charge and he had got his certificate not to pay for his prescriptions.



Welfare Reform Advice Project

The Welfare Reform Advice project aims to ensure that people affected by Welfare reform are supported through the anticipated, and receive the advice they need to minimize the impact of these reforms, individuals can seek advice on benefit entitlements, completing applications and challenging refusals.

We also help our members to find or increase their employment so they can increase their income

This project was granted by **East End Foundation** with an amount of £10,000. This grant was awarded for one year.

Service Activity

- **Improve economic wellbeing**

Outcomes	Achievement
Number of people who started on the path to employability as a result of the project	240
Number of people who gained sustainable employment as a result of the project	30
Number of people coming off work-related benefits	30
Number of employment opportunities available	30
Number of new employment opportunities available as a result of the project	30
Number of work placement/experience opportunities available as a result of the project	4
Number of volunteer opportunities available as a result of the project	12
Number of new volunteer opportunities available as a result of the project	3

- **Increase employability**

Outcomes	Achievement
Number of people who started on the path to employability as a result of the project	100
Number of people who gained sustainable employment as a result of the project	6
Number of people who became self-employed as a result of the project	6

- Increase in beneficiary training, education, accreditation and employment

Outcomes	Achievement
Number of people coming off work related benefits	60
Number of people who attended training as part of the project	12
Number of people who attended training for the first time as part of the project	0
Number of people who gain new skills as part of the project	12
Number of people who gain new skills for the first time as part of the project	15
Number of people who gained accreditation as a result of the project	6
Number of people who gained sustainable employment as a result of the project	60
Number of people who started on the path to employability as a result of the project	60



Older People Project

Services and support were provided to 378 older people from Vietnam with a wide range of needs from across London Borough of Tower Hamlets - helping them to continue to live as independently as possible and improving their quality of life

Total older people (50 +) : 378

Gender

Male: **178** Female: **200**

Ethnicity

Vietnamese: 262

Male: **135** Female: **127**

Chinese: **116**

Male: **51** Female: **65**

Service Activity

The 4 issues we provided to our services users during 2017/2018

376 service users : Advice and Information

328 service users : Access to health services.

9 service users : Bereavement and End of Life support

146 service users : Befriending

This project is funded by Tower Hamlet council to support Vietnamese/Chinese residents in London borough of Tower Hamlets.

Case study: Befriending service

85 year-old NC from Bethnal Green E2 was referred to our befriending service by his family members. Mr NC felt he didn't need any help, we still continued to support him.

Our volunteer went to meet NC and see how he was. Although his general mental and emotional wellbeing was clearly very low, NC didn't really want anyone to come and visit.

We then arranged for a friendship scheme coordinator to visit NC twice more and eventually persuaded him to give befriending a try.

Our volunteer started to visit NC and they hit it off almost immediately, finding lots of common topics to chat about. He now visits NC every two weeks for at least 2 hours and they've been able to go on trips together occasionally, too – such as British meseum.

We also arranged for NC to visit our weekly lunch club and he's made some new friends in the area.

NC doesn't really like admitting that he was lonely. He says now that he was too embarrassed to admit he needed help and friends and is extremely grateful to CRV East London who 'refused to give up on him'.



Domiciliary Care Service

The Domiciliary Care Service supports older people aged 60 and over in their own homes with a variety of personal care and household tasks.

The CRV East London is the only Vietnamese Domiciliary Care Service provider in England

Personal care tasks:

General Personal Care

- Help with getting up in the morning and going to bed at night
- Washing, bathing or showering
- Shaving or beard trimming
- Oral hygiene
- Hair washing and drying

Continence Care

- Toileting – continence care and changing continence pads
- Support using a commode

Health Management

- Liaising with external healthcare professionals
- Prescription collection
- Prompting of prescribed medication

Meals preparation

- Breakfast
- Lunch
- Dinner

Household Tasks

- Changing the bed
- Laundry
- General cleaning
- Shopping

Sitting service

Our carers sit with the cared for person, giving family carer a 2 or 3 hour break once a week.

Financial help from social services

Personal budgets

Depending on which area service users live in, they may have the option of using a personal budget to meet their needs. A personal budget aims to change the way in which services are assessed for, funded and arranged. It gives them more control and choice over the help they receive. From April 2015, everyone will have a personal budget. The amount of money in their personal budget depends on the needs identified in their care plan. It's designed to allow them to arrange their care in the way they think is best, with appropriate support.

Service users could choose to hire a carer directly, or they might prefer social services to arrange their care for them in the traditional way. Discuss your options with social services before making a decision.

Paying for care and support

If Service users are not eligible for financial help from the council, they'll have to fund their own care. However, they are still entitled to advice from their local social services department about how best to meet their needs. And from April 2015, they'll be able to pay the council to arrange their services for them. It can only charge them as much as someone whose care they are funding.

Total service users and care hours

In 2017 – 2018, We support only **4** Vietnamese households in London borough of Tower Hamlets and we provide a total of 17.5 hours per week of domiciliary care service.



Saturday Mother Tongue Class:

Learning community language is important not only does it serve a variety of social, cultural and educational needs but it also helps maintain a sense of belonging and develop a strong sense of identities. By learning the community language children/young people are able to increase their awareness of their cultural heritage and develop early relationships with parents or care givers at young age. As a community group, our efforts are to support parents by organising mother tongue classes that aim to help children be competent in community language thus help parents understand and fulfill their children's emotional needs because home is a 'secure base from which children grow into well-rounded, capable adults with robust mental health'.

Total: **22** children - **14** Girls - **8** Boys

The mother Tongue classes open every Saturday from 10.30 a.m -12.30 pm at

Aberfeldy Community Center
Poplar - London E14 0QD

The Mother Tongue school is funded by Tower Hamlet Community Language



CRV East London Mother Tongue School on Youtube at following address

https://www.youtube.com/watch?v=I_5KFMycj3M

Saturday Maths Homework Class

- The aim of this project is to help Vietnamese children who cannot afford to pay private maths tutorial.
- Our maths programme helps young Vietnamese to develop a positive approach to maths, detecting any gaps in key learning foundations before building skills to reach school level and beyond
- Our Maths tutor supports young Vietnamese to understand how to solve mathematical problems for themselves using examples as a guide, enabling them to become independent, confident learners that are open to the challenge of new work without teacher reliance
- Young Vietnamese progress at their own pace, irrespective of age and school grade, offering them the chance to venture into complex mathematical calculations ahead of school curriculum

Total: **12** children - **6** Girls - **6** Boys

The Maths Homework class every Saturday from 10.30 a.m -12.30 pm at

Aberfeldy Community Center
Poplar - London
E14 0QD

The Saturday Maths Homework class is funded by London Borough of Tower Hamlet.

Case study: Saturday Homework Class

Mrs NN has two children who are attending to Vietnamese Saturday homework club every week and she said: I like Alberfeldy centre because it is a study consistent location and the way of providing homework club from the CRV East London because:

- *The study room is very good, it has a good natural light source, it is not noisy so our children can focus to teaching support. The size of a room has sufficient space to work appropriately.*
- *When my son cannot follow his maths work, the club will provide 1:1 supports tutorials.*
- *The system health and safety are excellent, staff has been trained in health and safety and have regular DBS checks.*

Events and Outing Trips

Celebrating the Lunar New Year

The Lunar New Year, marks the beginning of spring and is the most observed holiday within the Vietnamese community. The people from Vietnam in London borough of Tower Hamlets and East London areas have celebrated the Lunar New Year every year since the establishment of the Vietnamese Community at their early settlement in Tower Hamlets and East London areas.

The Lunar New Year often organises either in January or February. It has been opened to all British and ethnic groups and is a special event for Vietnamese British to share and promote harmony between diverse cultures.

CRV East London Lunar New Year Event on Youtube at following address:

<https://www.youtube.com/watch?v=PxVSp0xE064&list=UUSJ0Ffq6ZnmhhU7G3BNA6oQ&index=78>

The Lunar New Year event is funded by Tower Hamlets Council Arts and Events and LienViet Housing Association.

Out and About

As well as the range of CRV East London activities, we also provided regular trips and outing. This included coach trips to seaside during summer and Vietnamese Buddhist temple in Birmingham and Kent.



Acknowledgements

Funding & Sponsorship

We would like to thank the following government departments and non- government organisations for their support and partnerships that have enabled us to continue to develop a culturally and linguistically appropriate service.

London borough of Tower Hamlets: funding for

- Elderly luncheon club
- Older People Project
- Home school liaison project
- Domiciliary Care
- Mother Tongue Language school
- Saturday Maths homework club

East End Community Foundation: funding for

- Welfare reform advice

Tower Hamlets Council Arts and Events Yi Ban Restaurant, See Woo Super Market , LienViet Housing Association: Funded and Sponsor for

- Community activities and Events

Partnership

We would also like to thank the following partners for their support to the Community of Refugees from Vietnam – East London (CRV East London) . These partnerships and support have been most valuable in ensuring the ongoing implementation of best practice models to provide services to disadvantage groups in our society:

The Domiciliary Care Service Consortium

- St Hilda's East Community Centre
- Chinese Association in Tower Hamlets

Community supports

- ISHA & Lien Viet Housing Association
- Tower Hamlets Council for Voluntary Service
- Age UK Tower Hamlets
- Mind in Tower Hamlets
- Vietnamese Mental Health in the UK
- Buddha Medicine Foundation
- Island Advice
- Vietnamese UK Network

Our Volunteers

CRV East London would also like to sincerely thank all our volunteers who have given their time and commitment to assist the Vietnamese people through our center:

The Domiciliary Care team

- Ms Maria Whittingham
- Ms Tu Minh Huynh
- Ms Tri Can Huynh
- Ms Bich Thu To
- Ms Thi Qui Le

The Community team

- Mr Duy Dan Ly
- Mrs Kim Ma
- Mrs Vinh Chu

Befriending Team

- Ms Maria Whittingham
- Ms Hua Khuan Ta
- Ms Hong Nguyen
- Ms Cam Tu Phan
- Ms Nga Nguyen
- Mr Anh Dung Vo