



Community of Refugees from Vietnam - East London

ANNUAL REPORT

2023

crveastlondon.org

Message from the Chair

I am thrilled to announce our triumphant recovery from the challenges posed by the Covid-19 pandemic. Normalcy has returned to our day center attendance, and our initiatives to enhance both physical and psychological well-being, coupled with key performance indicators for this year, have demonstrated remarkable strides.

Throughout the 2022-2023 period, we provided support to over 100 Vietnamese and Chinese residents in the London Borough of Tower Hamlets. Our Information and Advice team successfully secured over £1 million in benefits on behalf of our clients, and we facilitated more than 50 individuals in applying for homeless and shelter housing accommodations.

Our overarching goals revolve around expanding the reach and depth of our support for older Vietnamese and Chinese individuals across the Tower Hamlets borough. We aim to empower them to access the support and connections of their choice, fostering a lifestyle that allows them to "live with their best quality of life." To achieve these objectives, we are committed to sustaining the remarkable energy and creativity within our organization, ensuring the well-being of our people, and establishing even more meaningful partnerships with the communities we serve.

In the current financial year, we celebrated the 40th anniversary of our support for the Vietnamese community in Tower Hamlets and East London, proudly standing as one of the oldest Vietnamese community service organizations in the U.K.

Our commitment to delivering high-quality service is underscored by our reception of the Advice Quality Standard (AQS), symbolizing our dedication to providing top-notch legal advice to our Vietnamese and Chinese members. Furthermore, our Care Quality Commission Rating for home care services is rated as "GOOD," signifying that CRV East London is excelling and meeting CQC expectations.

The achievements outlined in this report are a testament to our unwavering focus on the needs of older people. None of this would have been possible without the dedication of our exceptional employees and volunteers. A heartfelt thank you to everyone involved. As we look ahead, our commitment remains steadfast to continually improve our services by actively listening and responding to suggestions and comments from our service users, staff, and volunteers.

Jack Shieh OBE
Chair

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

Outcomes

- 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.

Luncheon Club – Healthy Eating

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

Our Lunch Clubs have consistently garnered popularity for over 35 years, catering to the needs of older individuals who no longer have access to public transport. This initiative ensures that they can relish the companionship of others. Offering door-to-door transportation and the presence of someone to prepare and cook a meal for them, enjoyed in the company of friends, serves as a lifeline for some, a source of joy for many, and, for others, the essential motivation to start their day.

Providing this service is not always a straightforward task, both in terms of implementation and funding. However, it steadfastly contributes to the overall wellbeing of our lunch club members, granting them the opportunity to savor 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 2022 – 2023

Average number of persons attending each luncheon club session

- **35** members every Monday
- **40** members every Friday

Throughout the year a total of **65** members received **3600** meals freshly cooked at the luncheon club.

- 96 % 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: **Silver Level**

Members contribution : £5.00 per meal

Membership fee : £10.00 per annum



Older People Project

Services and support were provided to 100 older people from Vietnam with a wide range of needs across the London Borough of Tower Hamlets. This assistance aimed to help them continue living as independently as possible, thereby enhancing their overall quality of life.

This project concluded on March 31, 2021, but we continued providing services to our residents without financial support. However, we had to reduce the number of elderly individuals from 405 to 100.

- **Enabling choice and control through an accessible, independent and confidential service when and where people from Vietnam need it.**
- **Maximizing 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**

Total older people (55 +): 100

Advice Quality Standard Certificate: [Advice Level](#)

CRV East London is the only Vietnamese Advice provider in England with AQS accreditation

General Advice and Benefits

The 4 issues we provided to our services users during 2022/2023

- Advice and Information
- Access to health services
- Bereavement and End of Life support
- Befriending

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

Handled over **276** Information and Advice enquiries through our CRV East London staff members

We helped **100** Vietnamese/Chinese members to claim Universal credit, housing and council tax benefits, Personal Independence Payment bereavement benefits and pension credits, Attendant Allowance for people over 66 years old.

Name of benefits	Number of clients	Amount of Benefits award(a year)
Universal credit for single and 25 or over	11	£48,673.68
Universal credit couple and 25 or over	16	£88,033.92
Universal credit - housing cost only	22	£418,612.48
Universal credit with child and working tax credit	14	£31,920
Personal Independence Payment (standard)	6	£ 21,247.20
Personal Independence with mobility component (standard)	11	£58,201
Personal Independence Payment (enhanced)	5	£ 24,700
Personal Independence Payment with mobility component (enhanced)	7	£ 62,881
Attendance Allowance (lower rate)	2	£ 7,082.40
Attendance Allowance (higher rate)	20	£ 105,820
Council tax benefit	35	£ 23,671.14
Bereavement benefit	12	£ 30,000
Carer's Allowance	30	£ 119,730
Child benefit	25	£ 18,298.80
Pension credits	6	£ 61,334
State pension	24	£ 210,412.80
State pension & Pension credits	30	£ 263,016

£ 1,330,618.42 Value of successful benefit claims made in a year for 100 service users

Access to health services

45 Service Users: Hospital and GP Appointment Transportation:

Successfully transported 45 service users to hospital and GP appointments, ensuring seamless access to essential healthcare services

50 Service Users: Interpreter Booking for Hospital and Local Health Center Visits

Facilitated interpreter services for 50 service users, ensuring seamless communication during hospital and local health center visits

30 Service Users : Prescription and Medication Pick-Up Services

Assisted 30 service users in picking up prescriptions and medications.

4 Service Users: Communication Support for Compliments and Concerns

Assisted 4 service users in expressing compliments or addressing concerns with health service providers, ensuring effective communication

20 Service Users : Information and Support for Preventative Health Service:

Supported 20 service users in accessing preventative health services, including Pharmacy First, Diabetes Screening, NHS Health Checks, Smoking Cessation, Falls Prevention, and Flu Jab.



Bereavement and End of Life support

The Bereavement Support Pilot programme at CRV east London is providing advice and support to older people who have recently experienced or are expecting to experience a bereavement

- Signpost to specialist support
- Information and guidance regarding funerals.
- inherited a housing association tenancy
- Transporting & Repatriation Ashes.

12 service users were directed to specialist organizations for counseling support, including Age UK, Citizens Advice, Vietnamese Mental Health in the U.K., and Quaker Social Action

12 Service users received assistance in reducing funeral costs, with contributions toward funeral expenses. **7** service users received support in raising funds for funeral costs, including **5** who accessed Bereavement Support Payment.

6 service users successfully inherited a housing association tenancy, ensuring stable and secure housing.

2 ashes were successfully transported and repatriated to Vietnam, providing closure to the families.



Befriending Service

- **Reduced social isolation.**
- **Improved quality of life.**
- **Maintained independence.**
- **Improved mental and physical well-being**

Befriending is available to older people who don't see people or go out as much as they would like. A volunteer befriender visits the older person in their own home. They also offer encouragement to get out more, to join in with activities and access local services and resources. Visitors are DBS checked and no charge is made.

We have two befriending services available:

Our **Home Visiting Service** offers friendship and companionship to older people, especially those living alone or who are housebound. We do this by matching a registered volunteer with an older person who would benefit from a friendship and they spend time together on a weekly basis.

Our **In-Touch** telephone service will provide a weekly friendly call to keep us in touch with those people awaiting a volunteer befriender.

There are **1** visits per day for **7** days per week.

In total: **365** Visits per year for **6** housebound clients. One phone call per day, **2** hours call per week, in total: **104** hours per year.



Domiciliary Care Service

The Domiciliary Care Service supports individuals aged 60 and above in their own homes, providing assistance with various personal care and household tasks. CRV East London stands as the sole Vietnamese Domiciliary Care provider in England, having been established in the year 2000.

Service Overview: In the fiscal year 2022–2023, we extended our support to **5** Vietnamese households within the London Borough of Tower Hamlets, delivering a total of **50** hours per week of domiciliary care service.

Personal Care Tasks: *General Personal Care*

- Assistance with morning and night routines
- Washing, bathing, or showering
- Shaving or beard trimming
- Oral hygiene
- Hair washing and drying

Continence Care

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

Health Management

- Collaboration with external healthcare professionals
- Prescription collection
- Reminders for prescribed medication

Meals Preparation

- Breakfast
- Lunch
- Dinner

Household Tasks

- Changing bed linens
- Laundry
- General cleaning
- Grocery shopping

Sitting Service Our dedicated carers offer a sitting service, allowing family caregivers a well-deserved 2 or 3-hour break once a week.

Income Statement for the Year Ended 2022 – 2023

Donations and Contributions	£250
Income from meals	£13 962
Other Incomes	£16408
Grants and Foundations	£ 75696
Total Revenue	£ 106,316

Direct costs of Charitable Activities

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Insurance	£4363
Travel	£1450
Volunteers	£2663
Telephone	£121
Events.	£7771
Examiner's fee	£1425
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Staff Salaries and Benefits.	£ 75,264
Office and Operating Costs	£21,954
Legal and Professional	£1415
Bank charges	£96.00
Total Expenditure.	£116,522

| Net Income | **- £10,206 |**

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
- Domiciliary Care

Yi Ban Restaurant: Sponsor for

- Community activities and Event

Community supports

- Tower Hamlets Council for Voluntary Service
- Age UK Tower Hamlets
- Mind in Tower Hamlets
- Vietnamese Mental Health in the UK
- Buddha Medicine Foundation

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 Nga Nguyen
- Ms Cam Tu Phan
- Ms Tam Nguyen

The Community team

- Mr Duy Dan Ly
- Mrs Vinh Chu
- Benjamin Chan

Befriending Team

- Ms Maria Whittingham
- Ms Hong Nguyen
- Ms Cam Tu Phan
- Ms Nga Nguyen