

## Service Performance Monitoring System

### Review Visit, Surprise Visit and Collecting Service Users' Feedback (2009-2012)

#### Frequently Asked Questions

<b>Q1 :</b>	<b>What are the principles of selecting service units for Review Visit (RV) and Surprise Visit (SV)?</b>
<b>A1 :</b>	<p>The One-in-Ten principle is adopted as the basis for selecting service units for either RV or SV with the selection criteria stipulated as follows:</p> <ul style="list-style-type: none"><li>♦ Service units are selected basing on one out of every ten service units of each service operator.</li><li>♦ For service operators with more than 10 service units, one in ten from each of the four main service programmes, namely, Family and Child Welfare, Elderly, Rehabilitation and Medical Social Services, and Youth and Corrections, is selected to achieve a balanced coverage of different services.</li><li>♦ One out of every ten of the selected units of each service operator will be subject to SV.</li><li>♦ For service operators with only 1 selected service unit, SVs will be conducted under same selection principle.</li></ul>
<b>Q2 :</b>	<b>What are the enhanced performance monitoring measures in the present 2009-12 Cycle?</b>
<b>A2 :</b>	<p>To put forward one of the recommendations of the Lump Sum Grant Independent Review Committee (LSGIRC) as laid down in its Review Report on the Lump Sum Grant Subvention System published in December 2008, SWD will conduct more frequent quality inspections and random Surprise Visits (SV) for general quality assurance purposes. These will be in addition to the scheduled Review Visits (RVs) and the Surprise Visits for the investigation of complaints. Besides, the LSGIRC also recommended SWD assessors to systematically collect service users' feedback directly at the visits.</p>
<b>Q3 :</b>	<b>Is there any difference between RV and SV in terms of their scope of assessment?</b>
<b>A3 :</b>	<p>The scope of assessment for RV and SV is the same as both cover the implementation of Service Quality Standards (SQSs), Essential Service Requirements (ESRs) and other aspects of performance of the service unit in the context of the terms of the prevalent agreements.</p>
<b>Q4 :</b>	<b>Is there any difference between RV and SV in terms of their method of assessment?</b>

<b>A4 :</b>	Similar to RV, assessment for SV will be conducted through on-site inspection, interview with staff and service users and documents review except that SV is on an unannounced basis.
<b>Q5 :</b>	<b>How do SWD assessors collect service users' feedback during the visits?</b>
<b>A5 :</b>	Apart from interviewing and collecting feedback from service users as pre-arranged by selected units on their SQSs performance and compliance during RVs, SWD assessors will randomly select about 3 - 4 service users present during each RV or SV. Selected service users' views will be collected for general service quality improvement purpose by SWD assessors.
<b>Q6 :</b>	<b>When or How will SV be conducted and how long does it last?</b>
<b>A6 :</b>	SV is an unannounced visit and the selected unit will not be notified about the time, schedule and arrangement in advance. Under normal circumstances, the assessment will be conducted on the date of SV and completed in one day including the collection of users' feedback administered by the assessor. Nevertheless, the duration of assessment may vary with the service type and operation of the selected unit.
<b>Q7 :</b>	<b>What will be the arrangement for SV if there is insufficient relevant document and/or no service user available in the selected unit e.g. having an outing on the date of visit; children in small group home are on home leave?</b>
<b>A7 :</b>	Assessor will work with the staff of the selected unit on alternatives in producing SQS documents for scrutiny, e.g. selected unit can produce fax copies sent from its head office. If there is no service user met during SV, assessor may agree with the selected unit for meeting the service users as far as possible such as waiting for the service user's return if practicable. In brief, SV will be conducted with the flexible use of appropriate methods with due consideration to the service type, circumstantial situation and the availability of staff and service users.
<b>Q8 :</b>	<b>What will be the arrangement if the selected unit cannot receive the SV due to emergency and/or crisis situation, e.g. suspension of electricity and large scale accident?</b>
<b>A8 :</b>	Only under very rare and exceptional situation which is considered not suitable for the SV to be conducted as assessed on the spot, e.g. the selected unit is not in normal operation due to unforeseeable circumstances; all the skeleton staff of the selected unit could not be reached due to official engagement, etc, that the SV will be re-scheduled and re-arranged on unannounced basis.

<b>Q9 :</b>	<b>What is the follow-up action by SWD on the outcome of assessment for RV and SV?</b>
<b>A9 :</b>	<p>The selected unit will be informed of the assessment results before the end of the visit. The results and outcome of assessment and the corresponding actions are stipulated below:</p> <ul style="list-style-type: none"> <li>♦ For units having complied with all the ESRs and the respective criteria of the selected SQSs, the visit report will be issued to the Head/Chairman of the service operator with a copy to the unit-in-charge within six weeks after the review/surprise visit.</li> <li>♦ For units with non-compliance in the ESRs and/or the criteria of the selected SQSs, the “Record on Area for Improvement” will be issued to the unit-in-charge at the end of the visit with a copy to the Head/Chairman of the service operator in parallel, while the visit report will be issued subsequently to the Head/Chairman of the service operator with a copy to the unit-in-charge within one week after the visit. Head/Chairman of the service operator is required to report to SWD in writing, within 4 weeks from the date of visit, the action plan to rectify the non-compliant area for the service unit.</li> <li>♦ “Good Practices” and “Opportunity for Further Progress” in SQS implementation as identified during the visit will be related to the selected unit while the service operators should follow up as appropriate the identified area(s) for the whole NGO and the like service with a view to promoting continuous improvement.</li> <li>♦ Feedback from service users on general service quality and suggested improvements collected during the visits will be analysed and shared with NGOs as and when appropriate.</li> </ul>
<b>Q10 :</b>	<b>Is there any mechanism in place for the operator of the selected unit if it holds different view and disagree to the findings of the assessment result?</b>
<b>A10 :</b>	<p>In case the service operator holds different view on the findings of the visit report, the service operator may request the Subventions Section to review the assessment result within three months from the visit. In the event that there is still disagreement about the assessment result after the review, the service operator may lodge an appeal to the Social Welfare Department for a final review of the findings within three months from this review.</p>