



Our Ref.: SWD/S/112/1

Tel. No. : 2832 4307

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19 August 2011

Chief Executive Officers/Directors of
Subvented Non-governmental Organisations (NGOs)

Dear Sir/Madam,

Service Performance Monitoring System (SPMS)
Self-assessment on Service Quality Standards (SQSs),
Essential Service Requirements (ESRs) & Output/Outcome Standards (OSs)
and Action Plans on Unmet Areas
for Integrated Programme in Kindergarten-cum-Child Care Centres
in 2010-11

You may recall that the reporting cycle of Integrated Programme in Kindergarten-cum-Child Care Centre (IP in KG/CCC) has been changed to cover 1 September to 31 August of the following year since 2009. To tie in with this change, service operators are then required to submit the annual agency-based Self-assessment Report (SAR) for this service to the Department in September each year under the SPMS. The SAR should include the self-assessment results of all subvented IP in KG/CCC under your management. Your self-assessment should cover the following:

- (a) individual IP in KG/CCC's compliance with 16 SQSs and ESRs; and
 - (b) individual IP in KG/CCC's OSs performance.
2. While action plan(s) are required to be submitted together with the SAR for units with non-complied SQS(s) / ESR(s) and under-performed OS(s), you may also report your good practices on SQSs and innovative/ value-added services in the SAR. However, the good practices reported may not be counted as track record on performance monitoring of the service operator.
3. I would like to stress that the self-assessment is a key component of SPMS, which respects and honours the corporate governance of service



operators. The manner of conducting the self-assessment forms part of the track record of service operators.

4. To facilitate your self-assessment and preparation of the SAR covering September 2010 to August 2011 (2010-11), the following documents are attached:

- (a) the proforma for 2010-11 SAR (**Annex I**); and
- (b) service units that can be exempted from 2010-11 SAR (**Annex II**);

5. This letter together with the proforma can also be downloaded from SWD Homepage. Grateful if you would submit your 2010-11 SAR by completing the proforma and return to the Subventions Section of the Department on or before **20 September 2011**. If you have any enquiries on this subject, please contact Ms Leung Wai-nor, S(S)13, at 2116 4292.

Yours sincerely,

(Ms Yu Yuen-han)
for Director of Social Welfare

Encl.

c.c. Chairperson of all Subvented NGOs