



Our Ref. : SWD/S/112/2

Tel. No. : 2832 4307

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20 September 2011

Chief Executive Officers/Directors of
Subvented Non-governmental Organisations

Dear Sir/Madam,

**Service Performance Monitoring System (SPMS)
2011-12 Half-yearly Report on Variance on
Output and/or Outcome Standards (OSs) and
Progress Report on Action Plan on Unmet Areas**

Under SPMS, service operators, apart from the regular submission of SIS Forms on the performance of their subvented service units, are also required to report variance to SWD in October each year in respect of all their subvented service units' Output and/or Outcome Standards (OSs/OCs) under-performance against the agreed levels for respective services in the preceding six months from April to September.

The Report on Variance is to facilitate early detection of unsatisfactory performance so that service operator can make timely improvements with a view to meeting the agreed level for all OSs/OCs at the end of financial year. In preparing the Half-yearly Report on Variance for 2011-12 (the Report), service operators are required to cover all subvented services units under charge except the following which are exempted from the present submission:

- (i) those units that commenced/ceased operation during April – September 2011; or
- (ii) those units with reporting cycle different from the financial year of April to March.

Please note that service units are also required to submit in one go a Progress Report on Action Plan on reported under-performed OSs/OCs if under-achievement in the same OSs/OCs are found in the year of 2010-11. For service units exempted from the present submission and assessment, service operators should still monitor and ensure their OSs/OCs performance meeting the agreed level through internal mechanism. Taking this opportunity, 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.



— This letter together with the standard report forms at **Annex I** can be downloaded from SWD Homepage. Grateful if you would return all the completed reports to the Subventions Section of the Department **on or before 20 October 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. Chairpersons of all Subvented Non-governmental Organisations