

SERVICE SPECIFICATION ON NEIGHBOURHOOD SUPPORT CHILD CARE PROJECT

INTRODUCTION

The Social Welfare Department (SWD) is inviting, through this Service Specification, bona fide charitable organisations to submit an application for the operation of the new Neighbourhood Support Child Care Project (the NSCCP) (鄰里支援幼兒照顧計劃). All applicants should be able to meet the definition of Section 88 of the Inland Revenue Ordinance, Cap 112, and have experience in providing services relating to caring of children under the age of 6 at any time during the past 5 years up to the proposal submission deadline.

2 Children aged under 6 require intensive care and individual attention. While young children at this age should best be cared by parents at home, there are circumstances that child care support service is required. In recent years, there are increasing calls for more flexible form of child care service to meet the child care needs of parents who are either working long, unstable and / or unconventional hours, in emergency needs, and / or for various reasons require child care assistance, but lacking support network and having financial hardship in securing alternative child care support.

3 The NSCCP aims to pilot more flexible forms of day child care service at the neighbourhood level that offer greater flexibility to meet the needs of the parents. It also aims to promote the spirit of mutual help at neighbourhood level in the community. As a start, the NSCCP will be implemented in 6 locations where the demand for flexible child care services is more pressing. **One project** will be provided in each of the following locations: Yuen Long, Tuen Mun, Sham Shui Po, Kwun Tong, Kwai Chung and Tung Chung. This Service Specification states the requirements and provision for the operation of the NSCCP.

4 The followings are terms used in this Service Specification (the Specification) –

4.1 **Service Users / service users :** Refer to children who use the

NSCCP

- 4.2 **Parents / parents :** Refer to birth / adoptive parents, or legal guardians
- 4.3 **Operator / operator :** Refers to organisation which is commissioned by the Director of Social Welfare to provide the NSCCP detailed in this Specification.

SCOPE OF SERVICE

5 The NSCCP is primarily targeted at children aged under 6 whose parents are –

- 5.1 either working long, and / or unconventional hours, and / or having emergency child care needs; or facing situations beyond their control so that ad hoc child care service is required; and
- 5.2 having financial and/or social hardship in securing care by their own means.

6 Children aged above 6 may also use the service under very exceptional situations.

7 The NSCCP comprises two service components, namely centre-based care group (中心託管小組) and home-based child care service (社區保姆服務).

Centre-based care group (中心託管小組)

8 Centre-based care group is for service users aged 3 to under 6. Subject to demand, the Operator may extend the centre-based care group to serve children aged 6 or above, provided that the service for service users aged under 6 has not been affected.

9 Centre-based care group should be available to meet the needs of

service users within the operating hours of the operating service unit, for at least 2 sessions a day during weekdays except public holiday till at least 9:00 p.m., and at least 1 session during Saturday or Sunday. The Operator is required to propose additional opening sessions during Saturday, Sunday, and public holidays. Flexibility should be allowed for service users to use the service on an hourly basis to meet ad hoc needs.

10 Group activities should be provided to divert service users' attention from separation from their parents, and to provide an opportunity for them to participate in interesting, creative and social activities in a safe and relaxed environment, but should not be of educational nature. Activities at late evening, such as after 8:00 p.m., can mainly be basic care.

11 To offer close attention to service users of centre-based care group, a group of not more than 14 children should be supervised by at least one adult at the age of 18 or above at any one time, and there should be a staff in the centre who may also be the adult supervising the group at the same time.

12 Food¹ has to be provided by the Operator for service users who use the centre-based care group service for not less than 4 consecutive hours.

Home-based child care service (社區保姆服務)

13 Home-based child care service is primarily for service users aged under 6. Subject to demand, the Operator may extend the home-based child care service to serve children aged 6 or above, provided that the service for service users aged under 6 has not been affected.

14 Home-based child care service hours should be flexible, and should be able to meet ad hoc / short-term needs. Normally, the service should be available from 7:00 a.m. to 11:00 p.m.. For the benefit of service users and under normal situation, parents are not encouraged to place their children under home-based child care service for more than 10 hours in a day, or more than 55 hours in a week. The actual hours of service are subject to the agreement

¹ Operator may make reference to Chapter 6 of the Operating Manual for Pre-primary Institution on Nutrition and Diet, which is available in the following URL:
http://www.edb.gov.hk/Filemanager/TC/Content_177/Operation%20Mannal_chi.pdf

among home-based child carers, the Operator and parents. In case of very exceptional circumstances, such as sudden / urgent change of family circumstances, overnight stay is expected to be provided by home-based child carers.

15 Home-based child carer service is normally provided at child carers' own residence or at the Operator's premises. Where there is special need, the service can also be provided at service users' own residence, or at a suitable place as approved by the Operator, based on individual service user's needs and subject to the agreement among home-based child carers, the Operator, and the parents. As a general reference for the operation of NSCCP, home-based child carers may at any one time take care of not more than 3 service users under the age of 6, including child(ren) of their own. Home-based child carers should also provide food when service users have been under care for not less than 4 consecutive hours a day.

Fee charging and reduction / waiving of fee

16 The NSCCP is a fee-charging service. The Operator may, taking into account affordability of families in the catchment areas, determine the schedule of fee charging. Provision of food as required in Para. 12 & 15 should be provided at no extra charge. The level of fee charging should be applicable to all service users served by the same Operator, and should remain unchanged throughout the period of the service contract. The schedule of fee charging should include the basic hourly rate as well as charge for additional service items such as providing service at service users' own residence. Extra charge for service requests during odd hours, such as mid-night, or to be provided within very short notice is allowed, provided that the level should not be more than 20% above the normal fee schedule, and should be stated explicitly as part of the fee charging schedule. The Operator is required to include such a schedule of fee charging in the application for approval by SWD. Clear justifications are required if the proposed basic hourly rate is higher than the government subsidy as detailed in Para. 17 below.

17 Families having social and financial hardship should be granted fee reduction / fee waiving. Assessment has to be conducted by the Operator against the pre-set social need and financial assessment criteria at **Annex 1**. Comprehensive Social Security Assistance (CSSA) recipients will have to

apply for special grant / child care subsidy from the respective Social Security Field Units of SWD separately, except for ad hoc service requests which will be covered by the subsidy of the project. An amount of subsidy equivalent to 11,400 free service hours for centre-based care group in a year and 34,200 free service hours for home-based child care service will be included in the funding allocation for each project for fee reduction / waiving purpose. For service users eligible for half-pay, the subsidy from Government will be at a maximum of \$6.5 per hour for centre-based care group and \$9 per hour for home-based child care service, or half of the fee charged, whichever is the less. For service users eligible for full waiving, the subsidy from Government will be at a maximum of \$13 per hour for centre-based care group and \$18 per hour for home-based child care service², or equivalent to the fee charged, whichever is the less, and the families should not be required to pay extra in case the hourly rate charged by the Operator is above \$13 or \$18 respectively. The Operator should use this subsidy and / or any surplus arising from the NSCCP to offer more free places. Reduction / waiving of fee can be extended to service users aged 6 or above under exceptional situations provided that the service for service users aged under 6 has not been affected.

ESSENTIAL SERVICE REQUIREMENTS

General

18 The Operator should deliver the NSCCP in accordance to the description as specified from Para. 5 - 17.

19 The Operator should deliver both centre-based care group and home-based child care service throughout the entire contract period, and propose catchment areas within the location as specified in Para. 3 to be served by the NSCCP.

20 Both centre-based care group and home-based child care service should be managed, supervised and monitored by registered social worker.

21 The Operator should provide the service meeting the following

² As an illustration, the amount of subsidy from government to the Operator for full waiving of fee to be granted to a service user using the home-based child care service for 55 hours in a week for 4 consecutive weeks will be \$3,960 (i.e. \$18 x 55 x 4).

minimum requirements:

- 21.1 Provide at least one centre-based care group with each group taking care of not more than 14 service users at any one time;
- 21.2 Provide at least 26 home-based child care service places at any one time;
- 22 The Operator is required to conduct reviews on service needs for service users having received the service for more than 6 months.
- 23 The Operator is required to provide carers of both centre-based care group and home-based child care service with a package of training appropriate to the requirements of their work if they have not received similar training before, and also provide regular refresher training to upkeep their child care knowledge and skills, as well as to assess their suitability as being carers for the service on regular basis.
- 24 The Operator should take reasonable steps to monitor that carers habitually providing care to children of the centre-based care group and home-based child care service are not prohibited persons as stipulated in the Child Care Services Ordinance, Cap. 243.
- 25 The Operator should develop operational guidelines for crisis management as well as contingency plan to specify strategies for the continuation of the service and ensure that the contingency plan can be activated at all time should the Operator encounters difficulties in providing the services as stipulated in this Specification. SWD should be informed as soon as possible when the contingency plan is activated and the alternative mode of service is provided.
- 26 The contingency plan should address circumstances such as low utilization, unexpected upsurge of requests / referrals, under / unsatisfactory performance of home-based child carers for the service users requiring immediate and continuous home-based child care service, parents' sudden failure to receive service users back and / or loss of contact after the latter's care by centre-based care group service or home-based child care service, etc. Any back-up service provided must meet all requirements of this Specification.

In this regard, no additional allowance or compensation in any form will be payable by SWD in implementing the contingency plan.

Centre-based care group

27 The Operator is required to arrange an existing fitted out premises of area not less than 40 square meters for the operation of the NSCCP, and the premises should be available for centre-based care group by the time of commencement of operation. If the Operator proposes to operate more than one centre-based care group, the area should be increased proportionately.

28 The premises should be available for the centre-based care group for at least 2 sessions a day during weekdays except public holiday till at least 9:00 p.m., and at least 1 session during Saturday or Sunday.

Home-based child care service

29 The Operator is required to assess the needs of service users and characteristics of home-based child carers before matching of service.

30 The Operator is required to assess suitability of premises used for care of children under the service.

31 The Operator is required to conduct spot check at least monthly for each home-based child carer.

PERFORMANCE INDICATORS

32 The Operator are required to achieve the following minimum levels of essential output and outcome indicators:

	Output Indicator	Minimum Level
1	Number of service sessions per year for centre-based child care group	528
2	Number of service hours per year for home-based child care service	37,180

	Output Indicator	Minimum Level
3	Number of service users per month	28
4	Rate of achieving at least monthly spot checks for each home-based child carer	100%
5	Rate of achieving half-yearly review for each home-based child care service user having received the service for more than 6 months or when the service user terminates the service, whichever is earlier	80%

	Outcome Indicator	Minimum Level
1	Satisfaction rate of service users (only for service users who can respond to interview / questionnaire having regard to their age and mental capacity)	80%
2	Satisfaction rate of the parents	80%
3	Satisfaction rate of the home-based child carers	80%

33 The Operator is required to provide the following supplementary information when operating the service:

33.1 Number of service users eligible for fee reduction / waiving of service fee

33.2 Income level of families using the service

33.3 Distribution of service hours during the day

33.4 Average lead time in arranging service for (a) regular and (b) ad hoc requests for service

33.5 Number of service requests not being matched with the services and reasons

33.6 Number of training / refresher training programmes on basic child care knowledge and skills conducted for home-based child carers and volunteers

33.7 Number of programmes / groups on parenting / family relationship / mutual support conducted for service users, their parents and home-based child carers

34 The Operator is required to propose tool for measurement of the Performance Indicators, and for evaluation of the effectiveness of the NSCCP when submitting proposal.

35 The Operator is required to indicate additional Performance Standard measures and the level of attainment expected to be achieved when submitting proposal. The pledged additional Performance Standard measures and level of attainment will form an integral part of the Service Agreement.

CONTROL MECHANISM

36 The Operator is required to comply with the requirements as laid down in this Specification, the Service Agreement, as well as the Operator's proposal and supplementary information, if any, as agreed with SWD. Continuation of service for the next term will be subject to availability of fund, negotiation upon expiry of the Service Agreement, assessment on the compliance with the requirements in the aforesaid documents, as well as the service need.

37 Where there is any change to the Performance Indicators within the agreement period, SWD will seek mutual agreement with the Operator and the Operator will be required to achieve new requirements in accordance with the agreed implementation schedule.

38 SWD reserves the right to apply the monitoring methods, including announced and unannounced visits at periodic intervals, to examine in detail the performance of the Operator, such as actual achievement of the Performance Indicators, compliance with the mandatory requirements, service quality, area of concern / complaint and outcome, etc.;

39 The Operator is required to provide monthly statistics and supplementary information, which are submitted on a monthly basis, on the Performance Indicators and those additional / new items pledged by the Operator, and other relevant information as required in a prescribed format and

time frame. This form may be revised to incorporate changes in requirements as agreed between SWD and the Operator as stipulated in paragraph 37.

40 The Operator is also required to submit to SWD an audited income and expenditure statement on the operation of the Project by the end of the project. The statement should be audited by a Certified Public Accountant whose name appears on the gazetted list of Certified Public Accountants.

41 The Government reserves the right to suspend or terminate the Service Agreement with the Operator before the expiry date should the Government finds the Operator unable to deliver the agreed level of service, or the continuation of service by the Operator would put the service users or public interest in jeopardy, in accordance with the evidence collected by SWD. The Operator is obliged to facilitate the transitional arrangement as required.

PREMISES, FURNITURE AND EQUIPMENT

42 The Operator may apply for a one-off minor Lotteries Fund grant (i.e. not more than \$0.4 million) for the subsequent minor renovation without affecting the implementation of the service. All requirements and procedures of the Lotteries Fund application should be referred to the relevant Chapters, particularly Chapter 5 of the Lotteries Fund Manual. Other premises-related expenditure has already been included in the contract sum.

43 The Operator is required to ascertain and confirm that the premises is allowed to be used for welfare purpose for operating care group for children aged 3 to under 6.

44 The Operator must maintain the premises, furniture, and equipment in a condition that provides a safe physical environment free from obstruction and fire risk for the protection of service users, staff and visitors.

FUNDING AND PAYMENT ARRANGEMENT

45 The NSCCP will be monitored by a Service Agreement and will be funded as subsidy. An annual contract sum of not exceeding **\$1.27** million at 2008-09 price level, including **\$0.76** million with designated use as subsidy for fee reduction / waiving purpose, will be allocated to the Operator for each

project. The unspent balance of the subsidy designated for fee reduction/waiving cannot be used to cover other expenses of the NSCCP. There will be no annual adjustment throughout the entire contract period. The annual contract sum has taken into account the fee income, personal emoluments including Provident Fund (PF) for staff, including social workers, supporting staff and home-based child carers, insurance, subsidy for fee reduction / waiving purpose, food cost, premises-related expenditure, maintenance and all other charges in operating the NSCCP. The Operator is encouraged to make use of any surplus arising from the NSCCP to offer more subsidized places. All unspent balance of the NSCCP will be returned to SWD upon termination of the NSCCP. The Government will not accept any liabilities or financial implication arising from the projects beyond the approved funding.

46 Upon approval of the application and signing of a Service Agreement, allocation will be made on quarterly basis in advance. In addition, an advanced allocation from the approved funding, equivalent to half-year subsidy for fee waiving / fee reduction, will be allocated at the start of the project. Starting from the quarterly allocation for the first quarter of 2010 (i.e. January to March to be allocated before January 2010) and thereafter, the part of subsidy for fee waiving in quarterly allocation will be adjusted making reference to the actual utilization of the service.

47 The Operator is responsible for operating an effective and sound financial management system including budget planning, projection, accounting, internal control system and auditing. The Operator should maintain all books and records and supporting documents including income and expenditure relating to the Project for at least seven years after the completion of the Project or release of final payment or in accordance with the prevailing statutory requirements whichever the longer. These books and records should, at all reasonable times, be available for inspection by any authorised staff of SWD and the Audit Commission.

IMPLEMENTATION OF NSCCP

48 The implementation schedule is as follows -

Date	Task
30 April 2008	Invitation of proposals
13 May 2008	Briefing to interested organisations
11 June 2008	Closing of submission of proposals
August 2008	Award of contract
October 2008	Commencement of service

49 The NSCCP is a time-limited project, with service targeted to be provided from October 2008 to 31 March 2011.

50 Upon expiry of the Service Agreement and, in the event that a subsequent agreement is entered into with a new Operator subject to funding available, the Operator should cooperate with SWD to ensure proper transfer of service to the succeeding Operator.

ASSESSMENT OF APPLICATIONS

51 A Vetting Committee will be set up in SWD to assess the proposals. **Applications must meet the basic requirements as stated in Para.1, Para. 21, Para. 27-28, Para. 54-56 before being considered for quality assessment.**

52 Applicants are required to submit audited financial statements for financial assessment to ascertain whether they are financially sound to operate the NSCCP.

53 The quality assessment will be based on the quality aspects of those eligible proposals passing the basic requirements, including:

- additional output levels committed by the organisation;
- service needs in the proposed catchment areas;
- applicant's knowledge and relevant experiences in child care;

- financial design, including schedule of fee charging and budget planning.
- service design including
 - manpower arrangement (including social workers / supporting staff / home-based child carers / volunteers for implementing the NSCCP)
 - flexibility in meeting changing situations
 - collaboration and interfacing strategies
 - promotion and enrolment strategies
- management design to ensure service quality including
 - the quality assessment system
 - contingency plan
 - mechanism to handle complaints
 - insurance arrangement
- value-added services and
- other merits of the proposals, including how the operational design can promote the spirit of neighbourhood support in the community.

Details of information to be included in the proposal are at **Annex 2**. Applicants may be invited to present their proposals to the Vetting Committee if needed. SWD reserves the ultimate right in the allocation of the NSCCP. **Applications must attain 50% of the marks accorded to the item (i.e. the passing score) in the following quality assessment items before consideration for allocation: service needs in the proposed catchment areas, financial design, service design, and management design. Failing to obtain a passing score will render the application unsuitable.** If no suitable application is selected after assessment of the proposals, SWD reserves the right to re-invite proposals.

SUBMISSION OF PROPOSAL

54 Applicants should submit only **ONE** proposal for one location specifying only **one** location in the proposal, and should **not submit a total of more than 3 proposals**. If any organisation submits more than 3 proposals or more than one proposal for the same location, all proposals will automatically be disqualified. Applicants have to indicate their order of priority in their submissions for proposal in case all 3 proposals attain the highest mark among all the proposals in respective location. SWD reserves the right not to follow the priority indicated by the applicant if the selection is not to the best interests of the overall service design. Under normal circumstances, one applicant will only be awarded one project unless there is no other eligible proposal in locations where the applicant has submitted an eligible proposal.

55 **Applicants must not submit a proposal jointly with another organisation**, or the application will be disqualified, though consortium with other organisations in implementing the NSCCP during operation is allowed.

56 Applicants are required to submit a proposal, either in English or in Chinese, in not more than 40 A-4 pages for main content when the pages are formatted to: font size=12 for normal Times News Roman font + line spacing=1 + margins= 2.5 cm, and not more than 50 pages in total including attachments but excluding copies of required documents as stated in **Annex 2**, and enclose each application in a separate envelop if more than one application is submitted. **Content outside the specified volume will not be considered for vetting purpose**. Applicants should submit **5 hard copies and 1 soft copy of each of the proposal on or before 11 June 2008 (Wednesday) at 5:00p.m.** to the following address **by hand**:

Family and Child Welfare Branch
(Attn: Mr. WONG Shun)
Social Welfare Department
Room 721, Wu Chung House
213 Queen's Road East, Wan Chai
Hong Kong

Briefing Session

57 Each interested applicant may arrange not more than 2 staff to attend a briefing session by returning **Annex 3** by fax on or before 8 May 2008. Details of the briefing session are as follows:

Date: 13 May 2008 (Tuesday)
Time: 3:00 p.m. to 4:30 p.m.
Place: Gymnasium, Lady Trench Training Centre
44 Oi Kwan Road, Wan Chai,
Hong Kong

~ END~

*Family and Child Welfare Branch
Social Welfare Department
April 2008*

Fee Reduction / Waiving for NSCCP

(Both social need assessment criteria and financial assessment criteria have to be met)

I. Social Need Assessment Criteria

1. For regular service users, the following categories of children will be able to meet the social needs criteria:
 - a. Children who cannot receive proper care at home as a result of one parent working full-time [defined as working no less than 120 hours per month] and the other working 104 hours or more in a month
 - b. Children whose parents are chronically ill, disabled, or in long-term hospital care
 - c. Children of single-parent families or children from broken families
 - d. Children themselves having a need for full day care
 - e. Children considered to have need for care because of special conditions of other family families
 - f. Children from large families
 - g. Other cases recommended by social workers
2. There is no preset criteria for emergency / ad hoc service users. Examples such as parents handling urgent family matters, suffering from sudden illness, having to attend urgent medical appointments, etc., can be used as reference. The examples are not exhaustive and the Operators may develop further examples based on actual operational experience.

II. Financial Assessment Criteria

1. Families with monthly income **above 55% but not exceeding 75%** of the periodically adjusted Median Monthly Domestic Household Income (MMDHI) are eligible for **half-fee reduction**.
2. Families with monthly income **at or below 55%** of the MMDHI are eligible for **full-fee waiving**.

The MMDHI as at the fourth Quarter of 2007 is tabulated below for reference:

General Household Survey
Median Monthly Domestic Household Income by Household Size³
(Q4 of 2007)

Household Size	Median Monthly Domestic Household Income (MMDHI) (HK\$)	75 % of MMDHI (HK\$)	55 % of MMDHI (HK\$)
1	7,000	5,250	3,850
2	14,500	10,875	7,975
3	20,000	15,000	11,000
4	22,100	16,575	12,155
5	23,800	17,850	13,090
6 & over	25,700	19,275	14,135

Remarks

1. CSSA recipients using NSCCP service on regular basis will apply for special grant / child care subsidy from respective Social Security Field Units separately.
2. Reduction / waiving of fee can be extended to children aged 6 or above under exceptional situations provided that the service for children aged under 6 will not be affected.

End of Annex 1

³ **Source:** Quarterly Report on General Household Survey for 2007 from the Website of Census and Statistics Department

Summary of Information to be included in the proposal

Your proposal should give a clear and comprehensive picture on how you propose to deliver the services of the new Neighbourhood Support Child Care Project (the NSCCP) to meet the objectives and requirements as set out in the Service Specification. Additional information to fully illustrate the merits of your proposal and how you propose to measure the effectiveness is encouraged. Please note Paragraph 56 of the Service Specification on the restriction on length of proposal. The proposal should be signed by a person who can fully represent the organisation, either in the proposal or in covering letter, with agency's chop. Please follow the following order of headings as far as possible for easy presentation (all paragraphs quoted below refer to corresponding paragraphs in the Service Specification)

- 1 Information of the organisation as applicant
 - 1.1 Full official name in both Chinese and English
 - 1.2 Details of registration as charitable organisation (please attach copy of registration document as enclosure)
 - 1.3 Name of director / chairperson / chief executive / equivalent
 - 1.4 Authorised contact person of this application and means of contact
 - 1.5 Official address, telephone number, fax number, website address if any, of the organisation
 - 1.6 Listing of services now operating by the organisation
 - 1.7 Existing staff structure and organisation chart of the organisation
 - 1.8 An audited financial statements for financial assessment as enclosure
 - 1.9 Other information considered relevant
- 2 About the application
 - 2.1 No. of applications submitted by the applicant in this exercise (please note requirement in Paragraph 54)
 - 2.2 Priority of this application if more than 1 application is submitted
 - 2.3 Information of other organisations in consortium when implementing the service (please note requirement in Paragraph 55)

- 2.4 Proposed catchment areas to be served (please first indicate the name of location as specified in Paragraph 3, and then the proposed catchment areas. Please attach map as enclosure as far as possible)
- 2.5 Proposed date of commencement of service for both centre-based care group and home-based child care service, as well as the required preparation work prior to the commencement of service
- 3 Experience in providing services with child care element in the past 5 years (please refer to Paragraph 1)
 - 3.1 Name of service
 - 3.2 Source of funding
 - 3.3 Period during which the service was provided
 - 3.4 Age group of children served
 - 3.5 Brief description of nature of service provided
 - 3.6 Any experience in providing training to childminders / child care workers
 - 3.7 Other relevant information
- 4 Premises proposed to be used for operating centre-based care group
 - 4.1 Address of the premises (please attach map as enclosure to indicate the location as far as possible)
 - 4.2 The total area of the premises (please refer to requirement in Paragraph 27) and the existing usage of the premises
 - 4.3 A statement to confirm that the premises is permitted to be used for welfare purpose for operating care group for children aged 3 to under 6 (please refer to Para.43 and attach copy of confirmation document if any)
 - 4.4 Assessment on convenience of access by target users
 - 4.5 Whether the premises is exclusively used by the care group. If not, please provide brief description of nature of programmes and other users
 - 4.6 Brief description of the suitability of the premises for use by children
 - 4.7 Brief description of the existing opening hours of the premises
 - 4.8 Other relevant information
- 5 Service needs in the proposed catchment areas

- 6 Level of output and Performance Indicators
 - 6.1 Number of care group(s) to be provided
 - 6.2 Proposed opening hours during normal weekdays, Saturday, Sunday, as well as during public holidays, including additional opening sessions during weekends and public holidays
 - 6.3 Minimum number of home-based child care places to be available at any one time
 - 6.4 Proposed level of achievement on indicators as spelt out in Paragraph 32
 - 6.5 Proposed additional indicators, their level of achievement and tool for measurements (please refer to Paragraphs 34 – 35)
 - 6.6 How these performance indicators are to be measured.
- 7 Financial design
 - 7.1 Schedule of fee charging
 - 7.1.1 Proposed basic hourly rate for home-based child care service in carers' premises, and centre-based care group; and whether there is deduction of fee for long-hour users
 - 7.1.2 Items for additional charge on top of basic hourly rate and situations under which such items are to be charged.
 - 7.1.3 Extra charge, if any, for odd hours arrangement (please note restriction in Paragraph 16)
 - 7.1.4 Any situation involving fee charging not mentioned above
 - 7.1.5 Arrangement for fee reduction of extra charge items, if any
 - 7.1.6 Assessment on affordability of local residents
 - 7.2 Budget summary
 - 7.2.1 Remuneration for staff including full time and part time staff
 - 7.2.2 Projection and analysis of income and expenditure of the project, making reference to the level of output, manpower arrangement as well as schedule of fee charging, with indication on assumptions made
 - 7.2.3 Additional information if other sources of funding are involved
- 8 Service design
 - 8.1 Manpower arrangement

- 8.1.1 Combination of full time staff, part time casual staff and volunteers in provision of services in the project, as well as their expected qualifications
 - 8.1.2 The need for recruitment of new staff as well as deployment arrangement of existing manpower
 - 8.1.3 Distribution of manpower in different time slots
 - 8.2 Please indicate to what extent the manpower arrangement can provide the flexibility in meeting changing situations
 - 8.3 Collaboration and interfacing strategies with other organisations
 - 8.4 Promotion and enrolment strategies, including any established connection with potential target users in the service area.
- 9 Management design
- 9.1 Brief description of the system for recruiting, assessing, training, supervising, and reviewing the service quality of home-based child carers
 - 9.2 Brief description of the system for assessing and reviewing the service users' social and financial needs
 - 9.3 Description of the quality assurance measures and mechanism (e.g. service manual, guidelines, review system, records management, regular meeting, etc.), including the approaches / means and details of how they will be implemented in order to monitor the effectiveness of the NSCCP.
 - 9.4 System for assessing and responding to emergency requests
 - 9.5 Outline of contingency plan (please refer to Paragraph 26) as well as other crisis management measures
 - 9.6 Description of how complaints are to be managed
 - 9.7 Listing of nature of insurance to be acquired for the implementation of NSCCP
 - 9.8 How to evaluate the effectiveness of the NSCCP
 - 9.9 Description of the quality assurance measures and mechanism (e.g. service manual, guidelines, review system, records management, regular meeting, etc.), including the approaches / means and details of how they will be implemented in order to monitor and evaluate the effectiveness of the NSCCP

10 Others

10.1 In what ways the operational design of the NSCCP can promote neighbourhood support in the community

10.2 The strategic advantages of your organisation in operating the NSCCP in the community

10.3 Value-added services

10.4 Description on synergy of the NSCCP with other services operated by your organisation

10.5 Other supplementary information

End of Annex 2

(please return on or before 8 May 2008)

Neighbourhood Support Child Care Project

To: Family and Child Welfare Branch
Social Welfare Department

Attn: Mr. LAI Yiu-chung, S(CW)

Fax No.: 2833 5840

Confirmation of Attendance to Briefing Session

Date: 13 May 2008 (Tuesday)
Time: 3:00 p.m. to 4:30 p.m.
Place: Gymnasium, Lady Trench Training Centre
44 Oi Kwan Road, Wan Chai,
Hong Kong

The following persons will represent my organisation to attend the briefing session:

Representatives: (1) _____

(2) _____

Prepared by: _____ Position: _____

Name of Organisation: _____

Contact Tel. No. _____

Date: _____