

# *Chapter 2*

## *Service Specifications*

## **Child Development Fund**

### **Second batch of the Projects**

**In** [Hong Kong Island / Kwun Tong / Wong Tai Sin / Sai Kung / Kowloon City & Yau Tsim Mong / Sham Shui Po / Sha Tin / Tai Po & North District / Tsuen Wan & Kwai Tsing / Tuen Mun / Yuen Long / Tin Shui Wai/ Tung Chung]

### **Service Specifications**

#### **Background Information**

To reduce inter-generational poverty, the Government set up the \$300 million Child Development Fund (CDF) in April 2008 with a view to trying out a new model for promoting the longer-term development of children who come from a disadvantaged background. The first batch of seven pioneer projects, which will last three years, was rolled out in December 2008 by six non-governmental organisations (NGOs) in seven regions/districts, benefiting a total of 750 children. To benefit more needy children, the Government plans to roll out the second batch of CDF projects in 2010.

#### **Objectives**

2 The CDF seeks to encourage children from a disadvantaged background to plan for the future and cultivate positive attitudes with a view to reducing inter-generational poverty. It also aims to provide these children with more personal development opportunities. Through formulating and implementing personal development plans, the CDF seeks to encourage these children to develop an asset-building habit and to accumulate financial assets as well as non-financial assets (such as right attitudes and a proper mindset, personal resilience and capacities as well as social networks) which are important to their future development.

## **Key Components of the CDF**

3 The CDF comprises three major components, namely personal development plans, mentorship programme and targeted savings.

### *Personal Development Plans*

4 The participating children are required to draw up personal development plans with specific targets (both short-term and long-term ones) under on-going guidance from their mentors and through the goal-oriented training formulated and provided by the operating NGOs for the first two years. The development targets should be related to capacity enhancement (i.e. education, vocational training or skills enhancement) which could equip the children for future career and personal development. In the third year, the operating NGOs will monitor the progress of children's achievement of the targets set.

### *Mentorship Programme*

5 A personal mentor, who is a volunteer, will be identified for each participating child. Mentors should provide guidance to children so that they could draw up their personal development plans with development targets. These mentors should preferably also build relationship and share their experience with the children's parents / guardians. The mentor-mentee ratio should preferably be 1:1 and should not be lower than 1:3 to ensure that the mentees would be given adequate attention and guidance by the mentors. The operating NGO should provide appropriate training and guidance to the mentors recruited.

### *Targeted Savings*

6 The participating children are encouraged to accumulate financial assets for their future development. They would be asked to save for the first two years and then spend the savings in accordance with their personal development plans. The savings target is \$200 per month for the first two consecutive years. However, the participating children and their families can agree with the operating NGOs on a lower savings target. In addition, the operating NGO should seek partnership from the business sector and individual donors to provide matching contribution to the savings target (at least 1:1 matching contribution), and have contingency measures to assist those participating children and families who have difficulty in meeting their saving targets due to temporary financial hardship. The Government

will provide a one-off financial incentive of \$3,000 for each of these participating children upon completion of their two-year savings programme.

## **The Projects**

### *Target Participants*

7 Children aged 10 to 16 who are receiving Comprehensive Social Security Assistance or full grants from student finance schemes administered by the Student Financial Assistance Agency; or whose household income is less than 75% of the Median Monthly Domestic Household Income are eligible to participate in the CDF projects. However, children who have participated in CDF projects before will not be eligible for subsequent projects. Priority should be given to those children aged between 14 and 16, who should constitute no less than 70% of the participants in each project.

### *Number and Size of the Projects*

8 There will be a total of 15 projects in the 13 regions/districts as set out in **Annex 1**. Each project should offer not less than 100 places.

9 Interested NGOs may submit application(s) on their own, or collaborate with other NGO(s) upon mutual agreement and obligation to submit joint application(s). Individual NGO in these joint ventures must meet all the eligibility criteria as specified in paragraph 12 below. These NGOs shall identify among themselves a leading party [refers as “applicant NGO” while other NGO(s) refer as “partner NGO(s)”] to submit the application and that party will serve as the single contact point throughout the application period and the three-year operation period if their application is selected.

10 Interested NGOs may submit applications for more than one district, but each NGO should not submit more than one application for each district. They are required to indicate in their applications if they have submitted applications for other regions/districts. The Government reserves the right in the final determination of the number of places for each project as well as the number of projects being awarded to an NGO.

### *Recruitment of Ethnic Minorities/Disabled Children*

11 Extra marks will be given to the applicants who can demonstrate in the proposals that they –

- (i) have established networks with ethnic minorities/disabled children or have detailed plans for recruiting them; and
- (ii) have the capacity to provide adequate support for them throughout the three-year period.

### **Scope of Service**

12 The applicant must be a charitable organization registered under Section 88 of the Inland Revenue Ordinance (Cap. 112) and with a good track record on the provision of children and youth services in Hong Kong in the past five years.

13 The operating NGO is expected to be responsible for the operation of the projects, including:

- (a) identification and recruitment of participating children and suitable mentors;
- (b) provision of training, community service opportunities and guidance to participating children, including the use of existing services and programmes, to help them achieve the short-term as well as long-term development targets as set out in their personal development plans;
- (c) solicitation of donations from corporate and/or individual donors to provide matching contribution to the savings target (at least 1:1 matching contribution). Contributions from the business sector should be made by registered business corporations operating their business in Hong Kong or charitable trusts/foundations which are established and managed by such business corporations. Any requirement from the business sector/individual donors must not be in conflict with the objectives and guidelines of the CDF. Donations should also not come from corporations running business in connection with smoking;

- (d) provision of training and guidance to the parents/guardians to engage them in the life planning and financial planning for the children;
- (e) provision of training and guidance to the mentors;
- (f) obtaining prior consent from the participating children, parents/guardians, mentors and donors etc, for the voluntary transfer or disclosure of their personal data on a need basis to the concerned bureau(x)/department(s) for the purpose of operation, monitoring and evaluation of CDF;
- (g) monitoring the implementation of the savings programmes and the short-term development targets of the children;
- (h) organization of regular sharing sessions for participating children, their parents / guardians, mentors and donors etc.;
- (i) handling complaints related to the projects; and
- (j) putting in place a contingency plan to ensure the effective and sustainable implementation of the project in various areas of responsibilities.

### **Commencement of Service**

14 The operating NGO is expected to start recruiting participants and make preparations for the launch of the project upon the signing of the Service Agreement targeted in May 2010.

## **Time Schedule**

15 The time schedule for the second batch of CDF projects is as follows:

<b>Date</b>	<b>Time Schedule</b>
8 January 2010	Invitation of applications
26 January 2010	Briefing session
26 February 2010	Deadline for applications
March 2010	Vetting of applications
May 2010	Announcement of result and signing of Service Agreement
End May 2010	Start of recruiting participating children and mentors
August 2010	Commencement of the CDF projects
August 2013	Completion of the CDF projects

## **Funding**

16 A total of \$15,000 being training subsidy will be allocated to the operating NGO for each participating child for the training/programmes for each child, his/her parents/guardians and mentors. In addition, 10% of the aforesaid amount (i.e. \$1,500) will also be allocated with respect to each participating child as the administrative expenses for the operating NGO. The Government will not accept any liabilities or financial implications arising from the project, including the implementation of participating children's personal development plans, beyond the approved funding. The Government reserves the rights to request for refund of the allocation, or portion of the allocation on pro-rata basis, in case the project/participating children is/are terminated pre-maturely for whatsoever reasons, or the actual number of participating children falls short of the initial target number of participating children.

## **Payment Arrangement**

17 Upon approval of the application and signing of the Service Agreement, payment will be released to the operating NGO in accordance with the terms of the Service Agreement. The Government will not accept any liabilities or financial implications arising from the project beyond the approved funding.

18 The operating NGO is responsible for implementing an effective and sound financial management system including budget planning, projection, accounting, internal control system and auditing. The operating NGO should maintain a separate books and records and supporting documents on financial account on income and expenditure relating to the project and to make available for inspection by the Government representative. The operating NGO shall submit annually a financial statement together with a review report signed by a certified public accountant registered under the Professional Accountants Ordinance (Cap. 50). The financial statement and review report shall be submitted to the Social Welfare Department (SWD) before 31st July each year.

## **Control Mechanism**

19 The operating NGO of the CDF project is required to sign a Service Agreement which is scheduled for a period of three and a half years. The operating NGO's proposal with service outputs and outcomes to be delivered, this Service Specification, and the Service Agreement should all be incorporated into operation. Where there are any changes to the output and/or outcome requirements, as mutually agreed by SWD and the operating NGO, in the course of the contractual period, the operating NGO will be required to achieve the new requirements in accordance with the agreed implementation schedule for the programme.

20 As children who have participated in CDF projects before (inclusive of dropout cases regardless of their reported reasons) will not be eligible for subsequent projects (see paragraph 7 above), the operating NGOs are required to submit necessary personal data of children being selected for participating in the projects to SWD for checking out duplicated applications before offering places to them.

21 SWD will monitor the quality of service in accordance with this Service Specification and the Service Agreement. For service monitoring, SWD may conduct announced and unannounced visits to assess the actual service delivery

and investigate problem performance identified and complaints known to SWD. As and when necessary, SWD may conduct user satisfaction survey for the service unit.

22 To assist SWD in evaluating the service, the operating NGOs are required to provide quarterly statistical returns in a prescribed format relating to the output indicators in para. 27 below or specific returns on need basis. The operating NGO is also required to submit financial reports and to keep separate account statements to record the expenditure. As and when necessary, the operating NGO may be required to submit self-evaluation reports on its own service performance, including but not limited to output and outcome performance.

23 The operating NGO is also required to submit quarterly programme plan and its progress update, update on implementation of personal development plans and report the latest progress of the project to the Steering Committee on the CDF as and when required by the Government during the service period.

## **Assessment of Application**

### *Mandatory Requirements*

24 Only applications having met all the mandatory requirements set out below could be considered for quality assessment –

- (a) The applicant(s) must be a charitable organisation registered under Section 88 of the Inland Revenue Ordinance (Cap. 112);
- (b) The applicant(s) has/have good track record on the provision of children and youth services in Hong Kong in the past five years (i.e. from 1 January 2005 to 31 December 2009);
- (c) The project comprises three major components, namely personal development plans, mentorship programme and targeted savings;
- (d) The project offers not less than 100 places; and
- (e) The applications must submit in the prescribed form and format before the deadline as stipulated in “How to Apply”.

25 A Vetting Committee consists of members of the Labour and Welfare Bureau and SWD will be set up to assess the quality aspects of the applications according to the weighting set out at **Annex 2**. Detailed information to be included in the proposal is set out at **Annex 3**. In general, the assessment will be based on the following factors relevant to the applicants -

- (a) Relevant experience in the provision of children and youth services in Hong Kong;
- (b) Relevant experience in organizing mentorship programme for children and youth in Hong Kong;
- (c) Availability of site(s)/venue(s) in the serving region/district;
- (d) Target number of participating children;
- (e) Ability/measures to recruit the participating children, the availability of support network/ability to establish and maintain effective network with other organisations in the region/district (including that for recruitment of ethnic minorities/disabled children);
- (f) Ability/measures to recruit adequate mentors to meet the pledged mentor/ mentee ratio;
- (g) Ability to provide services/programmes/activities to participating children, parents/ guardians and mentors;
- (h) Ability/measures to retain the participating children and mentors throughout the project period and to maintain a satisfactory attendance rate of the trainings/community services/sharing sessions;
- (i) Ability to seek matching contributions from the private sector, and/or individual donors;
- (j) Ability to monitor the accounts of the participating children and donations received;
- (k) Ability to handle complaints related to the projects;
- (l) Ability to recruit or deploy suitable staff personnel to implement and monitor the project; and
- (m) Ability to provide overall project evaluation, monitoring, innovative initiatives, value-added items and contingency measures to sustain the project.

## Performance Assessment

26 The operating NGO must commence the programme by August 2010. The project shall be completed three years after the commencement date (two years for savings and one year for spending on agreed personal development plans).

27 SWD will be responsible for monitoring the progress of the CDF projects. A set of output and outcome indicators, as set out in the table below, will be adopted to assess the performance of the services provided by the operating NGOs. The operating NGO may propose additional output and outcome indicators apart from those specified and/or higher attainment level for the consideration of the Vetting Committee.

### *Output indicators:*

	<b>Output Standard</b>	<b>Agreed Level</b>
1	Total number of participating children	At least 100 per project
2	Amount of matching fund	At least 1:1 for each participating child
3	Total number of mentors	At least 1:3 for the mentors to mentees (participating children)
4	Total number of sessions of training/ community services opportunities to the participating children	At least four times a year for each participating child for the first two years, and twice a year for the third year
5	Total number of sessions of training to parents/guardians to engage them in life planning and financial planning for the children	At least twice a year for the first two years
6	Total number of sessions of training and guidance to the mentors	At least twice a year for the first two years
7	Total number of sharing sessions for children, their parents/guardians, mentors and donors, etc.	At least once a year for the first two years

8	Total number of gatherings/communications between the mentors and the participating children	At least once a month for each participating child
9	Attendance rate of the trainings/community services/sharing sessions for the participating children, their parents/guardians, mentors and donors. (Output standards 4 to 8 are applicable.)	At least 70%

***Outcome indicators:***

<b>Outcome Standard</b>		<b>Agreed Level</b>
10	Success rate of participating children who can complete the 2-year savings plan	At least 70%
11	Success rate of participating children who can achieve short-term targets of the personal development plans in the 3 <sup>rd</sup> year	At least 70%

Note : SWD reserves the right to request for supplementary information / data.

**Access to personal data**

28 The applicant has a right to access and correction with respect to personal data as provided for in Sections 18 and 22 and Principle 6 of Schedule 1 of the Personal Data (Privacy) Ordinance (Cap. 486). The applicant's right to access included the right to obtain a copy of the personal data provided in the applications.

- End -

Youth and Corrections Branch  
Social Welfare Department  
January 2010

**Districts/Areas for the**  
**Second Batch of the Child Development Fund Projects**

Districts/Areas	Number of Projects	Number of Participants
1. Hong Kong Island	1	100
2. Tung Chung	1	100
3. Kwun Tong	2	200
4. Wong Tai Sin (including San Po Kong, and Tsz Wan Shan)	1	100
5. Sai Kung (including Tseung Kwan O)	1	100
6. Kowloon City and Yau Tsim Mong	1	100
7. Sham Shui Po	1	100
8. Sha Tin	1	100
9. Tai Po and North District	1	100
10. Tsuen Wan and Kwai Tsing	2	200
11. Tuen Mun	1	100
12. Yuen Long	1	100
13. Tin Shui Wai	1	100
<b>Total</b>	<b>15</b>	<b>1 500</b>

**Weighting for Quality Assessment for the Applications for Second Batch CDF Projects**

<b>Quality Aspects (yardsticks for quality assessments being stipulated in the Service Specification)</b>	<b>Relative weighting (by percentage)</b>
<b><i>Relevant Experiences &amp; Venue (15%)</i></b>	
1. Relevant experience in the provision of children and youth services in Hong Kong in the past five years	6%
2. Relevant experience in organizing mentorship programme for children and youth in Hong Kong in the past five years	6%
3. Availability of site(s)/venue(s) in the serving region/district	3%
<b><i>Ability to recruit/ retain target children/ suitable mentors and deliver planned services (57%)</i></b>	
4. Target number of participating children	4%
5. Ability/measures to recruit the participating children, the availability of support network/ability to establish and maintain effective network with other organisations in the region/district (including that for recruitment of ethnic minorities/disabled children)	15%
6. Ability/measures to recruit adequate mentors to meet the pledged mentor/mentee ratio	16%
7. Ability to provide services/programmes/activities to participating children, parents/guardians and mentors	10%
8. Ability/measures to retain the participating children and mentors throughout the project period and to maintain a satisfactory attendance rate of the trainings/community services/sharing sessions	12%
<b><i>Ability to secure matching grant (12%)</i></b>	
9. Ability to seek matching contributions from the private sector, and/or individual donors	12%
<b><i>Financial Management (4%)</i></b>	
10. Ability to monitor the accounts of the participating children and donations received	4%
<b><i>Human Resource Management (7%)</i></b>	
11. Ability to handle complaints related to the projects	2%
12. Ability to recruit or deploy suitable staff personnel to implement and monitor the project	5%
<b><i>Added-value Measures Relating to Monitoring and Contingency (5%)</i></b>	
13. Ability to provide overall project evaluation, monitoring, innovative initiatives, value-added items and contingency measures to sustain the project	5%
Total	100%

### Information to be Included in the Proposal

1. Target region / district for the project
  - Please state the region/district that the organisation intends to operate the project.
2. Authenticity of charity status
  - Documentary proof showing that the organization has been registered under Section 88 of the Inland Revenue Ordinance (Cap. 112) in Hong Kong.
3. Relevant experience in the provision of children and youth services in Hong Kong
  - Experience in providing recognised children and youth services in Hong Kong in the past five years (including subvented or self-financing welfare services).
4. Relevant experience in organizing mentorship programme for children and youth in Hong Kong
  - Experience in organizing recognised mentorship programme for children and youth in Hong Kong in the past five years (including subvented or self-financing welfare services).
5. Availability of site(s)/venue(s) in the serving region/district
  - Details of centre base and/or venues suitable for running programmes in the serving region/district.
6. Target number of participating children
  - The target number of participating children for the project, including the proposed proportion between children aged 10 to 13 and those aged 14 to 16.

7. Ability/measures to recruit the participating children, the availability of support network/ability to establish and maintain effective network with other organizations in the region/district (including that for recruitment of ethnic minorities/disabled children).
- Information on the networks already in existence, their relevance and diversification as well as the approach to maintain the networks and multi-disciplinary collaboration (or to establish/achieve the aforesaid if not yet available).
  - Familiarity with local scene (e.g. region/district characteristics, population profile, social resources etc).
  - Description on the mechanisms, strategy and approach in recruiting the participating children.
  - Information on any established networks with ethnic minorities/disabled children or have detailed plans for recruiting them; and the capacity to provide adequate support for them throughout the three-year period.
8. Ability / measures to recruit adequate mentors to meet the pledged mentor/ mentee ratio
- Pledged mentor/ mentee ratio.
  - Description on selection criteria for mentors.
  - Information on any established networks with organisations/strategic partners for recruiting mentors for the project.
  - The mechanisms to recruit and supervise them.
9. Ability to provide services/programmes/activities to participating children, parents/ guardians and mentors
- Detailed description of the services/programmes/activities (including the frequency and topics to be covered) that will be offered to the participating children, parents/guardians and mentors.

- A tentative implementation plan of the services/programmes/activities mentioned above (including planned frequency/interval of deliverables and various inputs in terms of suitable trainers/venues/programmes etc.).
10. Ability/measures to retain the participating children and mentors throughout the project period and to maintain a satisfactory attendance rate of the trainings/ community services/sharing sessions
- Description on possible factors affecting the retention/attendance rates and the corresponding measures to overcome withdrawal/passive participation.
  - Proposal of remedial measure or contingency plan, including the availability of emergency fund to assist those participating children and families who have difficulty in meeting their saving targets due to temporary financial hardship, to cope with withdrawal from participants and/or mentors.
11. Ability to seek matching contributions from the private sector, and/or individual donors
- Please state the proposed matching ratio for the participating children's savings.
  - For NGOs that have already secured donations from the private sector/ individual donors, please also provide the following information:
    - Written confirmation of the amount of donations of the partnering business sector/individual donors.
    - Basic company/individual information (e.g. name contained in the HKID card, home/business address, company name and business registration number, nature of business etc. where applicable) of the donors.
    - Background information of the trusts foundations including the proof on the set up of the trusts/foundations by the business corporation(s) if the donations were made from charitable trust/foundations established and managed by

business corporations.

- If the donation is not yet secured, concrete details of the strategy and time schedule in seeking sufficient donations for the proposed number of participating children should be specified.
12. Ability to monitor the accounts of the participating children and donations received
- Description on the proposed procedures and measures to monitor the accounts of the participating children and donations (e.g. how to handle the accounts, monitor the savings situation, disburse the matching contributions and financial incentives to the participating children after they have completed the savings programme).
13. Ability to handle complaints related to the projects
- Description on the proposed mechanisms in handling complaints related to the projects.
14. Ability to recruit or deploy suitable staff personnel to implement and monitor the project
- Specification on the qualification and experience of staff being engaged or deployed for the project, the structure of staff supervision and any back up/support from the parent agency as applicable.
15. Ability to provide overall project evaluation, monitoring, innovative initiatives, value-added items and contingency measures to sustain the project
- Description on the internal mechanism to monitor and evaluate the service quality standards, outputs and outcomes etc.
  - Additional output indicators or enhanced achievement level at the prescribed resource provision, where applicable.
  - Additional outcome indicators or enhanced achievement level at the prescribed resource provision, where applicable.

- Description of other innovative initiatives and/or value-added items which are relevant and applicable.
- Description of contingency measures that will be put in place to sustain the project, excluding those contingency measures mentioned in item 10 above.

16. Other application submitted

- Whether application for other second batch CDF project(s) in other regions/districts have been submitted, and if so, the name(s) of the regions/districts concerned.