Funding and Service Agreement[1]

Neighbourhood Elderly Centre (NEC)
(with effect from 1 October 2023)

I   Service Definition

Introduction

Neighbourhood Elderly Centre (NEC) is a type of community support services serving as a neighbourhood base for community network of informal support and formal social services provided to elderly persons living in the community.

Purposes and Objectives

2.   The ultimate goal of NEC is to enable elderly persons to continue to stay in the community, to lead a healthy, respectful and dignified life, to enhance their positive and contributory role and to involve the public to build up a caring community.

Service Nature and Content

3.   The NEC should provide a range of comprehensive services including dementia care services to elderly persons, carers and the community at large, which include but not limited to the services stipulated in the Service Specifications of concerned service project.   In addition, NEC has to collaborate with other stakeholders in the community, including the healthcare sector such as District Health Centre/District Health Express, Elderly Health Centre, Visiting Health Team, Elderly Health Service of Department of Health, etc. to promote active and healthy ageing.

Target Service Users

4.   The Service Operator of the NEC is expected to serve elderly persons aged 60 or above residing in the respective district as delineated by the concerned District Council boundary.   The Service Operator is also expected to provide support to formal and informal carers who take full-time or part-time care of elderly persons, and to provide educational and developmental programmes to the community at large.

II   Performance Standards

5.   The Service Operator should meet the Essential Service Requirements and Output / Outcome Standards.

Essential Service Requirements

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[1] This Funding and Service Agreement is a sample document for reference only.

6.   The NEC should operate at least 6 days a week with a minimum of 48 hours per week with full flexibility in order to best fit the needs of service users.

7.   The operation of the NEC should be under the supervision and guidance of registered social worker.

Output Standard

8.   The Service Operator should report the outputs to the Social Welfare Department (SWD) on a quarterly basis.

Output Standard	Output Indicator	Agreed level
1	Average membership in a year.	400
2	Average attendance[Note1] per session in a year.	60
3	Total number of groups[Note2], activities and programmes held in a year:	220
	a. number of groups, activities and programmes of categories (i) to (vii) held in a year:	140
	(i) for promoting psycho-social well-being of elderly persons;	110
	(ii) for meeting the educational and developmental needs of elderly persons;	
	(iii) for meeting the social and recreational needs of elderly persons;	
	(iv) for promoting healthy ageing[Note3] of elderly persons;	20
	(v) for promoting active ageing[Note4] of elderly persons;	5
	(vi) for promoting pre-retirement planning[Note5] for the elderly persons; and	3
	(vii) for promoting application of digital technology and gerontechnology in elderly persons.	2

[Note1] *Attendance includes physical attendance and online participation in groups, activities and programmes.*

[Note2] *"Groups" include closed groups (with fixed membership) and open groups but exclude regular meetings (例 會).*

[Note3] *Healthy ageing aims at improving the quality of life and reducing the risk of age-related diseases. Healthy ageing includes health promotion and maintenance programmes which should focus on reducing the risk of age-related diseases, providing knowledge of common diseases, nutrition and balanced diet, etc., for elderly persons.*

[Note4] *Active ageing refers to the adoption of self-programming group model to empower the elderly persons to initiate, organise and manage their own learning or volunteer programmes by providing necessary support, funding and facilities.*

[Note5] *Pre-retirement planning aims at better preparing retirees to plan for their post-retirement life. Pre-retirement planning includes financial planning, adjustment to change of role, enhancement of spousal relationship and development of personal interest for those who are preparing to retire or just retired.*

Output Standard	Output Indicator	Agreed level
	b. for volunteer recruitment, development and services; and	40
	c. for providing carer support services including mutual support groups and training activities etc;	40
4	Total number of volunteers[Note6] in a year.	100
5	Active counselling cases in a year:	
	a. monthly average number of active counselling cases with agreed plan[Note7] in a year (summing up the 12 month-end number of active counselling cases ÷ 12); and	100
	b. Turnover rate of active counselling cases in a year (total number of closed cases ÷ total number of active counselling cases served x 100%).	20%
6	Total number of carers[Note8] served in a year.	140
7	Services for hidden or vulnerable elderly persons:	
	a. monthly average number of active cases of hidden or vulnerable elderly persons (summing up the 12 month-end number of active cases ÷ 12); and	35
	b. turnover rate of cases served in a year in relation to hidden or vulnerable elderly persons (total number of closed cases ÷ total number of cases served x 100%).	20%

[Note6] *Volunteers include senior volunteers, women volunteers, retiree volunteers and other volunteers. The counting of volunteers should re-start from 1 April of the financial year. Only those active volunteers (i.e. willing to participate in service) as at end of last financial year may be brought forward to April of the reporting year. One volunteer should not be counted more than once in one reporting year.*

[Note7] *Development of plan should include service users' needs, goals, action identified and time frame for achieving or reviewing plans.*

[Note8] *"Carers" here refers to those carers participating in supportive groups, activities and programmes held by NEC. The "No. of carers served" should reflect the number of persons by head count. One carer should not be counted more than once in one reporting year.*

For example, Mr. Lee participated in a carer support group from Nov 2023 to Jan 2024, and he joined 2 carer support activities held respectively in Feb 2024 and May 2024. When compiling Output Standard 6, Mr. Lee's record should appear "1" in Nov 2023 (only once in the reporting year2023/24), and "1" again in May 2024 (only once in the reporting year 2024/25).

Output Standard	Output Indicator	Agreed level
8	Total number of programmes and activities held for local stakeholders[Note9], e.g. security guard for building up rapport, service promotion, establishing strategic partnership, identification of needy carers through different ways of contact; and enhancing awareness in identification of needy carers in a year.	16
9	Total number of interRAI-Home Care version 9.3[Note10] assessments conducted in a year[Note11].	45
10	Dementia-related services	
	a. Total number of people trained with dementia-related knowledge;	30
	b. Total number of programmes/ activities to provide public education on dementia;	10
	c. Total number of programmes/ activities to provide support and training to elderly persons with dementia and/or their carers;	6
	d. Total number of groups to provide support and training to elderly persons with dementia and/or their carers[Note12]; and	3
	e. Total number of training sessions[Note13] to staff on dementia.	15
11	Service for needy carer[Note14]	
	a. Total number of supportive groups held for needy carers in a year;	4
	b. Total number of training activities and programmes held for needy carers in a year;	15

[Note9] *The activities should only include those held for local stakeholders but not outreaching and support services to the needy elderly persons.   Examples of stakeholders are local women organisation, church group, social security field unit, etc. Casual phone calls or brief social contacts need not to be reported.*

[Note10] *interRAI-Home Care (interRAI-HC) Version 9.3 or the prevailing version of interRAI-HC adopted by SWD.*

[Note11] *SWD will take into consideration the availability of referrals should the agreed level not being met.*

[Note12] *Out of three, at least one group has carers' participation.*

[Note13] *Each training session should last no less than 4 hours.   Training course lasting for one hour will be counted as 0.25 training session.*

[Note14] *Needy carers are those carers taking care of frail elderly persons (i.e. aged 60 or above with poor mobility, ill-health or dementia, etc.) and they may have disability, heavy carer burden or be in advanced age, etc., and in need of social and emotional support.*

Output Standard	Output Indicator	Agreed level
	c. Total number of support services to needy carers such as volunteer visits, escort service and occasional elder sitting services (home-based or centre-based);	100
	d. (i) Total number of needy carers[Note15] served in a year; and	50
	(ii) Turnover rate of needy carers served in a year.	20%

Outcome Standard

9.   The Service Operator should report the outcomes to SWD once every three years.

Outcome Standard	Outcome Indicator	Agreed level
1	Percentage of users satisfied with the centre service. (A survey with sample size reaching 160 or not less than 30% of the total membership should be conducted.)	70%
2	Percentage of carers[Note16] satisfied with the centre service. (A survey with sample size not less than 30% of the total number of carers served should be conducted.)	70%
3	Percentage of senior volunteers satisfied with their volunteer services and/or organising centre activities. (A survey with sample size not less than 30% of the total number of senior volunteers should be conducted.)	70%
4	Percentage of carers with lower stress level in taking care of the elderly persons after attending the programme. (The outcome should be counted as average attainment level of all programmes/groups for reducing carers' stress level)	70%
5	Percentage of users whose support network is widened. (A survey with sample size reaching 160 or not less than 30% of the total membership should be conducted.)	70%

[Note15] *One needy carer should not be counted more than once in one reporting year.*

[Note16] *One carer should not be counted more than once in one reporting year.*

Outcome Standard	Outcome Indicator	Agreed level
6	Percentage of carers of elderly persons with dementia satisfied with the support and training from the groups.	75%
7	Percentage of needy carers satisfied with the carer support services.	75%

Quality

10.   The Service Operator shall meet the requirements of the 16 Service Quality Standards (SQS).

III   Obligations of Social Welfare Department (SWD) to the Service Operator

11.   SWD will undertake the duties set out in the General Obligations of SWD to the Service Operator as specified in the Funding and Service Agreement (FSA) Generic Sections.

IV   Basis of Subvention

12.   The basis of subvention is set out in the offer and notification letters issued by SWD to the Service Operator.

Funding

13.   An annual subvention will be allocated on the Lump Sum Grant (LSG) mode to the Service Operator for a time-defined period.   This lump sum has taken into account the personal emoluments, including provident fund for employing registered social workers, supporting staff, and other charges (covering all other relevant operating expenses including employees' compensation insurance and public liability insurance) applicable to the operation of the project and recognised fee income, if any.   Rent and rates in respect of premises recognised by SWD for delivery of the subvented activities will be reimbursed separately on an actual cost basis.

14.   In receiving the LSG, the Service Operator is accorded flexibility in the use of the grant but required to observe the guidelines set out in the latest LSG Manual, LSG Circulars, management letters and correspondence in force as issued by SWD on subvention policies and procedures.   The LSG will be subject to adjustments including salary adjustments in line with the civil service pay adjustments and other charges in line with the price adjustment factor (currently the Composite Consumer Price Index). The Government will not accept any liabilities or financial implication arising from the project beyond the approved funding.

Payment Arrangement, Internal Control and Financial Reporting Requirements

15.   Upon the Service Operator's acceptance of the FSA, payment of the LSG subventions will be made on a monthly basis.

16.   The Service Operator is responsible for maintaining an effective and sound financial management system, including budget planning, projection, accounting, internal control system and auditing.   It should maintain proper books and records and supporting documents on income and expenditure relating to the project and make them available for inspection by the Government representative.

17.   The Service Operator shall submit Annual Financial Report (AFR) as reviewed and the annual financial statements of the NGO as a whole as audited by a certified public accountant holding a practising certificate as defined in the Professional Accountants Ordinance (Chapter 50) and signed by two authorised representatives of the NGO, i.e. Chairperson/NGO Head/Head of Social Welfare Services in accordance with the requirements as stipulated in the latest LSG Manual.   The AFR should be prepared on a cash basis and non-cash items, such as depreciation, staff leave accrual, etc. should not be included in the AFR.

Corruption Prevention and Probity Requirements

18.   It is the responsibility of the Service Operator to ensure that its management, board members and staff comply with the Prevention of Bribery Ordinance (Cap. 201) and the relevant requirements.   The Service Operator shall prohibit the members, staff, agents, and contractors from offering, soliciting or accepting advantages when discharging their duties under the FSA.   With regard to the provision of the subvented services, the Service Operator shall avoid and declare any conflict of interest.

19.   The Service Operator should also make reference to the relevant guidelines on corruption prevention and probity requirements to uphold integrity in every aspect, including but not limited to the governance structure, internal control, financial / fund management, procurement, staff administration, delivery of services / activities, management of maintenance works as set out in the "Best Practice Checklist on Governance and Internal Control in Non-Governmental Organisations" and the "Integrity and Corruption Prevention Guide on Managing Relationship with Public Servants" issued by the Independent Commission Against Corruption.

V   Validity Period

20.   This FSA is valid for a time-defined period.   Should the Service Operator be in breach of any terms of condition of this FSA and fail to remedy the same in such manner and within such time as shall be specified in a written notice from SWD that the same be remedied, SWD may, after expiry of such notice, terminate this FSA by giving 30 days' notice in writing to the Service Operator.

21.   Where there is any change to the performance standards within the agreement period, SWD will seek mutual agreement with the Service Operator and the Service Operator will be required to achieve new requirements in accordance with the specified implementation schedule.

22.   Continuation of service for the next term, if applicable, will be subject to relevant considerations such as the prevailing policy directive, service needs and the performance of the Service Operator.   SWD reserves the right to reallocate the project.

23.   The SWD may immediately terminate the FSA upon the occurrence of any of the following events –

  a.   the Service Operator has engaged or is engaging in acts or activities that are likely to constitute or cause the occurrence of offences endangering national security or which would otherwise be contrary to the interest of national security;

  b.   the continued engagement of the Service Operator or the continued performance of the FSA is contrary to the interest of national security; or

  c.   the SWD reasonably believes that any of the events mentioned above is about to occur.

VI Other Reference

24.   Apart from this FSA, the Service Operator should also comply with the requirements/commitments set out in the Service Specifications, the Service Operator's proposal and supplementary information, if any. Where these documents are in conflict, this FSA shall prevail.   The Service Operator's compliance with all these documents will be closely monitored by SWD.

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