

Funding and Service Agreement¹

Neighbourhood Level Community Development Projects

I Service Definition

Introduction

Neighbourhood Level Community Development Projects (NLCDPs) are one type of community development service which provide the people living in priority areas (as selected by the Committee on NLCDPs) with a flexible range of welfare services to fill service gaps or needs and to foster a spirit of mutual help and a sense of belonging to the community among the residents.

Purpose and objectives

NLCDPs provide a range of services in selected priority areas which aim:

- to provide a range of social welfare services which are usually provided but not available
- to empower and help local residents to understand and address the specific needs or issues faced by the community and to encourage residents' involvement in resolving these needs or issues.

Nature of service

The services which are provided by NLCDPs include the following:

- (a) Provision of a range of social welfare services to supplement the existing welfare service provision in the community. This will involve:
 - identifying welfare service needs
 - planning welfare service provision
 - setting up and maintaining welfare services which meet identified needs -

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

these are likely to include a drop-in service, some form of community education and social or recreational programmes.

(b) Supporting community groups/individuals to identify and resolve community needs, issues or crisis. This will involve:

- carrying out an assessment of community needs
- reaching out to residents, building networks and linking people with common community issues
- encouraging residents' participation in forming and strengthening community groups, such as mutual support groups, to enable them to tackle community issues
- facilitating these groups to resolve their issues through various mechanisms, such as group problem solving, education, awareness raising and community action
- enabling these groups to become more independent and self-reliant and maximising their potential
- liaising with other Departments or organisations to introduce new services or improve existing service delivery in response to community needs

(c) Information giving, advice, facilitation and referral to other services.

Programmes of work to meet the specific needs of the priority area are drawn up in consultation with the District Social Welfare Office.

Target group

NLCDPs are carried out in priority areas (selected by the Committee on NLCDPs) for deprived and transient communities where the provision of social welfare services is inadequate or non-existent.

The criteria for selection of priority areas are:

- an area with a population between 3,000 and 15,000
- the area would not be cleared within three years
- low income areas
- geographically isolated communities not accessible to welfare services
- new settlements with inadequate welfare services
- heterogenous communities with groups of conflicting interests, different ethnic

groups or social classes

- areas with long standing environmental or social problems

The first three criteria and one or more of the remaining criteria must be fulfilled for an area to be selected as a priority area.

Following selection, specific target group(s) among the residents are identified in these priority areas.

II Performance Standards

The Service Operator shall meet the following performance standards:

Outputs

<u>Output Standard</u>	<u>Output Indicators</u>	<u>Agreed Level</u>
1	Total no. of service delivery hours in a year	1 193 x establishment of social worker of the service unit
2	Total no. of service delivery hours in conducting community groups in a year	168 x establishment of social worker of the service unit
3	Total no. of community programmes and community groups attendance and residents' contacts in a year	4,000 x establishment of social worker of the service unit
4	Rate of achieving community programme/group/case plans in a year	85%

Outcomes

Outcome Standard	Outcome Indicator	Agreed Level
1	Percentage of participants ² indicating satisfaction after receiving NLCDP service in a year (<i>with effect from 1 October 2021</i>)	70%
2	Percentage of participants ¹ reported to have improved understanding of the community ³ / increased community participation/ increased linkage with community network in a year (<i>with effect from 1 October 2021</i>)	70%

Essential service requirements

Each NLCDP team has to be manned by registered social worker.

Quality

Service operators shall meet the requirements of the 16 Service Quality Standards.

III Obligations of SWD to Service Operators

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

IV Basis of Subvention

The basis of subvention is set out in the offer and notification letters issued by the

² “Participants” refers to those who have joined at least one of the various types of community programmes / groups / activities / residents’ contacts / drop-in service, etc. and are willing to take part in the outcome evaluation with written feedback, with a sample size of not less than 30 participants per social worker according to establishment in a year (i.e. 90 participants for 3 social workers according to establishment or 60 participants for 2 social workers according to establishment of a downsized centre).

³ “Participants reported to have improved understanding of the community” refers to residents reporting themselves to have better knowledge of community and welfare services.

SWD to the Service Operator.

Funding

An annual subvention will be allocated on the Lump Sum Grant (LSG) mode to the Service Operator. This lump sum has taken into account the personal emoluments, including provident fund for employing registered social workers, qualified professionals and 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.

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 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

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

The Service Operator is responsible for maintaining an effective and sound financial management system, including budget planning, projection, accounting, internal control 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.

The Service Operator shall submit the 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.