

Our Ref. : (21) in SWD/S/112/1 Pt.4
Tel. No. : 2832 4308
Fax No. : 2575 5632

30 March 2022

Heads of Non-governmental Organisations (NGOs)
operating subvented welfare services

Dear Sir/Madam,

**Special Arrangements for Submission of Service Performance Returns
under the Service Performance Monitoring System for 2021-22 and 2022-23**

Further to our letters of 23 August and 24 September 2021, I write to inform you of the following special arrangements for submitting service performance returns under the Service Performance Monitoring System (SPMS) for 2021-22 and 2022-23 in view of the latest epidemic development of COVID-19.

(A) Statistical Information System (SIS) Forms and Self-assessment Reports (SARs)

Under the SPMS, subvented service units are required to submit the 4th quarterly SIS Forms and the yearly SARs on or before 20 April every year. For 2021-22, more time is allowed for NGOs and service units to compile the full year Output/Outcome Standard (OS/OC) achievement rates in 2021-22 and conduct self-assessment on the compliance with Essential Service Requirements (ESRs), Service Quality Standards (SQSs) and OS/OCs indicators. The submission deadline of the 4th quarterly SIS Forms and the yearly SARs for 2021-22 is extended from 20 April 2022 to **30 June 2022**.

(B) Under-achievements of ESRs, SQSs and/or OS/OCs

Same as the special arrangements adopted in 2019-20 and 2020-21, in the event that the service units are unable to meet the standards in ESRs, SQSs and/or OS/OCs in 2021-22 due to circumstances in relation to the special arrangements as announced by SWD under the influence of COVID-19, NGOs may give a succinct account in the modified yearly SARs for 2021-22 (**Appendix**) of the relevant circumstances leading to the under-achievement(s) with reference to the previous practice of 2019-20 and 2020-21.



(C) Service Performance Returns through the e-Submission System (e-SS) of Service Performance Management Information System (SPMIS)

From the year of 2022-23 onwards, all service performance returns shall be submitted by electronic means through the e-SS of SPMIS. To allow more time for preparation of NGOs under the epidemic of COVID-19¹, NGOs should submit the statistical returns through the e-SS of SPMIS for the 1st and 2nd quarters of 2022-23 in one go on or before 20 October 2022.

If you have any enquiry, please contact Miss CHOW Mei-yee, Senior Social Work Officer (Subventions), on telephone number 2832 4307 or Ms LIU Ching-han, Social Work Officer (Subventions), on 2127 4412.

Yours faithfully,

Signed

(Ms LUI Ka-wing)
for Director of Social Welfare

Encl.

c.c. Chairpersons of NGOs
Chief Executive, Hong Kong Council of Social Service

¹ To facilitate relevant users of NGOs to familiarise with the e-SS, in addition to on-line training sessions, a 6-week trial use of e-SS will be arranged in June to August 2022.