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# Observations on Quality-based Service Proposals for New Rehabilitation Projects

June 2017

Rehabilitation and Medical Social Services Branch  
Social Welfare Department



# Rundown

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- Background
- Vetting Procedures
- General Observations
  - Strengths and Merits
  - Room for Improvement
- Q&A

# Background

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## □ Purpose

- To share the general observations on the strengths and areas for improvements of the quality-based proposals we have received

# Background

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## □ Scope

- April 2014 to May 2017
- 13 invitation exercises covering the following rehabilitation service projects
  - ◆ Integrated Support Service for Persons with Severe Physical Disabilities
  - ◆ Training Subsidy Programme for Children on the Waiting List of Subvented Pre-school Rehabilitation Services
  - ◆ Community-based Support Projects for Persons with Disabilities and their Families
  - ◆ DAC cum HSMH and SHOS(MH) in Cheung Sha Wan Estate, Sham Shui Po
  - ◆ SCCC cum EETC in Kwong Fuk Estate, Tai Po
  - ◆ Pilot Scheme on On-site Pre-school Rehabilitation Services



# Background

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## □ Scope

- 13 invitation exercises covering the following rehabilitation service projects (cont'd)
  - ◆ SHOS(MPH) at Cheung Lung Wai Estate, Sheung Shui
  - ◆ Pilot Project on Strengthening Support for Persons with Autism and their Parents/Carers
  - ◆ SHOS(MPH) at Shui Chuen O Estate, Sha Tin
  - ◆ Two SGHs(MMHC) at Shui Chuen O Estate, Sha Tin
  - ◆ DAC cum HSMH in Pokfulam Shine Skills Centre, Pok Fu Lam
  - ◆ EETC at Po Heung Estate, Tai Po
  - ◆ HMMH and IVRSC at Hung Fuk Estate, Hung Shui Kiu



# Vetting Procedures

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- Allocation of Projects
  - Vetting Committee (VC) to assess the proposals and make recommendation to DSW for consideration
  
- Composition of VC
  - Chaired by the Directorate with representatives from LWB / other government department(s) / the District(s) concerned as members

# Vetting Procedures

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## □ Vetting Criteria

- Mainly based on quality aspects with respect to Level of Clarity (*WHAT*) and Degree of Applicability / Effectiveness (*HOW*)

## □ Marking Scheme

- Derived to assess individual areas of requirements stated in the Service Specifications
- Endorsed by DSW before invitation of proposals



# Vetting Procedures

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- Quality dimensions covered, if applicable
  - Operation of services
  - Management support and service quality management
  - Coordination and interfacing strategies
  - Family participation
  - Promoting community-based rehabilitation
  - Design of layout plan
  - Implementation of project
  - Crisis management
  - Value-added proposals
  - Relevant experience, etc.





# Vetting Procedures

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- Quality dimensions covered for Community-based Support Projects for Persons with Disabilities and their Families
  - service to be delivered which is not covered by existing subvented service
  - effective use of resources

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# Strengths and Merits

# Strengths and Merits

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- ❑ Pragmatic, showing agencies' endeavour to provide quality rehabilitation services
- ❑ Clear and precise descriptions of underlying philosophy, values and theoretical back-up
- ❑ Sufficient and concrete description of service mode, especially those listed in the "Information to be Included in the Proposal"
- ❑ Feasible strategies and measures on management of individualised care and welfare plan

# Strengths and Merits

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- Showing community orientation, making good use of community networks, addressing local needs/characteristics and demands
- Conscious involvement/ collaboration of families and other major stakeholders
- Sketching integrative and holistic services for users and families in integrated rehabilitation centres



# Strengths and Merits

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- Good coverage on contingency arrangements of different aspects or scenarios
- Concise and precise presentations, making use of diagrams and tables appropriately
- Well-prepared layouts with colourful and vivid illustrations
- Where applicable, integrative and innovative elements are attempted



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# Room for Improvement

# Room for Improvement *(General Aspects)*

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- Compliance with Submission Requirements
  - Submission deadline, location
  - Page limit, spacing, font size and margins
  - Soft copy in MS Word format
  - Layout drawings
  - **Different service projects may have different submission requirements**

# Room for Improvement (*General Aspects*)

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- Using prescribed Application Form
  - Applicants should strictly follow the format of the Application Form
  - The information provided in the box under the specified quality aspect will only be assessed in that respective aspect



# Room for Improvement (*General Aspects*)

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- Presentation and Reader-friendliness
  - Organisation of contents
  - Indexing / Paragraphing / Line numbering
  - Avoid excessive layers
  - Proof-reading
  - **Following the sequence in the “Information to be Included in the Proposal” and making reference to the “Service Brief” with sound and sufficient elaborations**



# Room for Improvement *(Quality Aspects)*

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- Meeting Service Requirements
  - Fulfilling essential service and quality standard requirements
  - Understanding service targets
  - Comprehensive coverage, not missing operation details
  - Concise and precise description on experiences and theories
  - Accuracy of Information



# Room for Improvement *(Quality Aspects)*

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- Family Participation in Service Improvement / Development
- Realistic and Sustainable Staffing Structure

# Room for Improvement *(Quality Aspects)*

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- Mechanism for Planning and Monitoring of Project Works
  - Meeting target service commencement date
  
- Agency Backup
  - On HRM, financial, service quality, etc.

# Room for Improvement *(Quality Aspects)*

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- Value-added Proposals
  - Feasibility, practicability and not overshadowing core business

# Room for Improvement *(Quality Aspects)*

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- Integration and Innovation
  - Make use of commonality and characteristics of various service components in an integrated centre for generating synergy and achieving greater flexibility
  - Make a good balance between innovation and practicability / service quality



# Room for Improvement (*Quality Aspects*)

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## □ Layout Design

- Layout design should point out how the design is well planned to meet requirements set -
  - 1) Statutory requirements such as means of escape, barrier free accessibility, licensing, etc.; and
  - 2) Service requirements such as those stated in the Schedule of Accommodation (SoA) and the technical schedules

# Room for Improvement *(Quality Aspects)*

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- Layout Design (*Cont'd*)
  - Clear explanation for deviation of the proposed design from the SoA
  - Layout design should indicate spatial arrangements showing effective and efficient circulation, meaningful groupings and convenience to operate



# Room for Improvement *(Quality Aspects)*

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- Layout Design *(Cont'd)*
  - Home-like setting rather than institutional setting
  - Written confirmation and illustrations to depict measures to achieve environmental protection, sustainability, natural ventilation/lighting and energy saving
  - Innovative designs are always welcome



# Q & A

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# Thank you

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