

Our Ref.: SWD/S/112/1  
Tel. No. : 2832 4307  
Fax No. : 2575 5632

20 August 2018

Chief Executive Officers/Directors of  
Subvented Non-governmental Organisations (NGOs)

Dear Sir/Madam,

**Service Performance Monitoring System (SPMS)**  
**Self-assessment on**  
**Service Quality Standards (SQSs), Essential Service Requirements (ESRs) &**  
**Output Standards (OSs) and Action Plans on Unmet Areas for**  
**Integrated Programme in Kindergarten-cum-Child Care Centres**  
**in 2017-18**

To tie in the reporting cycle of Integrated Programme in Kindergarten-cum-Child Care Centre (IP in Kg-cum-CCC) which covers from 1 September to 31 August of the following year, service operators are required to submit the annual agency-based Self-assessment Report (SAR) for this service to the Department in September each year under the SPMS. The SAR should include the self-assessment results of all subvented IP in Kg-cum-CCC under your management. Your self-assessment should cover the following:

- (a) individual IP in Kg-cum-CCC's compliance with 16 SQSs and ESRs; and
- (b) individual IP in Kg-cum-CCC's OSs performance.

While action plan(s) is/are required to be submitted together with the SAR for service unit(s) with non-complied SQS(s)/ESR(s) and under-performed OS(s), you may also report your good practices on SQSs and innovative/value-added services in the SAR. However, the good practices reported may not be counted as track record on performance monitoring of the service operator.

I would like to stress that the self-assessment is a key component of SPMS, which respects and honours the corporate governance of service operators. The manner of conducting the self-assessment forms part of the track record of service operators. Taking this opportunity, I would like to remind the importance of accurate reporting and computing of the OS/OCs as well as conducting the self-assessment on compliance with ESRs and SQSs. You are encouraged to make use of the ESR Assessment Form (the Form) and Self-assessment Checklist for 16 SQSs (the Checklist) for self-assessment and

exercise due care in completing the Form and Checklist, which can be downloaded through the following links –

ESR Assessment Form

[https://www.swd.gov.hk/en/index/site\\_ngo/page\\_serviceper/sub\\_serviceper/id\\_essentials/](https://www.swd.gov.hk/en/index/site_ngo/page_serviceper/sub_serviceper/id_essentials/)

Self-assessment Checklist for 16 SQSs

[https://www.swd.gov.hk/en/index/site\\_ngo/page\\_serviceper/sub\\_serviceper/id\\_servicequa/](https://www.swd.gov.hk/en/index/site_ngo/page_serviceper/sub_serviceper/id_servicequa/)

To facilitate your self-assessment and preparation of the SAR covering September 2017 to August 2018 (2017-18), the following documents are attached:

- (a) the proforma for 2017-18 SAR (**Annex I**); and
- (b) service units that can be exempted from 2017-18 SAR (**Annex II**).

This letter together with the proforma can also be downloaded from SWD Homepage<sup>1</sup>. Grateful if you would submit your 2017-18 SAR by completing the proforma and return to the Subventions Section of the Department on or before **20 September 2018**. If you have any enquiries on this subject, please contact Miss Jennie YUEN on 2116 4297.

Yours sincerely,

Signed

(Miss Chow Yuet-ming)  
for Director of Social Welfare

Encl.

c.c. Chairpersons of all subvented NGOs operating IP in Kg-cum-CCC

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<sup>1</sup> Website: [http://www.swd.gov.hk/en/index/site\\_ngo/page\\_r-info/](http://www.swd.gov.hk/en/index/site_ngo/page_r-info/)