



社會福利署

Social Welfare Department

Our Ref. : SWD/S/112/2

Tel. No. : 2832 4307

Fax No. : 2575 5632

20 September 2019

Chief Executive Officers/Directors of  
Subvented Non-governmental Organisations

Dear Sir/Madam,

**Service Performance Monitoring System (SPMS)  
2019-20 Half-yearly Report on Variance on  
Output and/or Outcome Standards (OS/OCs) and  
Progress Report on Action Plan on Unmet Areas**

Under SPMS, service operators, apart from the regular submission of SIS Forms on the performance of their subvented service units, are also required to report variance to SWD in October each year in respect of all their subvented service units' OS/OCs under-performance against the agreed levels for respective services in the preceding six months from April to September.

The Report on Variance is to facilitate early detection of unsatisfactory performance so that service operators can make timely improvements with a view to meeting the agreed level for all OS/OCs at the end of financial year. In preparing the Half-yearly Report on Variance for 2019-20 (the Report), service operators are required to cover all subvented services units under charge except the following which are exempted from the present submission:

- (i) those units that commenced/ceased operation during April - September 2019; or
- (ii) those units with reporting cycle different from the financial year of April to March.

Please note that service units are also required to submit in one go a Progress Report on Action Plan on reported under-performed OS/OCs if under-achievement in the same OS/OCs are found in the year of 2018-19. For service units exempted from the present submission and assessment, service operators should still monitor and ensure their OS/OCs performance



meeting the agreed level through internal mechanism. Taking this opportunity, 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.

— This letter together with the standard report forms at the Annex can be downloaded from SWD Homepage. Grateful if you would return all the completed report(s) to the Subventions Section of the Department on or before 21 October 2019. If you have any enquiries on this subject, please contact Miss Jennie YUEN, S(S)16, on 2116 4297.

Yours sincerely,

**Signed**

(Miss Chow Mei-yee)  
for Director of Social Welfare

Encl.

c.c. Chairpersons of all Subvented Non-governmental Organisations