

Our Ref. : SWD/S/112/2
Tel. No. : 2832 4307
Fax No. : 2575 5632

24 September 2021

Heads of Subvented
Non-governmental Organisations (NGOs)

Dear Sir/Madam,

Service Performance Monitoring System
2021-22 Half-yearly Report on Variance on Output/Outcome Standards
and Progress Report on Action Plan on Unmet Areas

Further to our letter of 23 August 2021 regarding the implementation of Service Performance Monitoring System (SPMS) in 2021-22, I write to set out the arrangements in respect of half-yearly report on variance on output/outcome standards (OS/OCs) and progress report on action plan on unmet areas.

2. With the resumption of services, we will conduct service performance monitoring of subvented service units in 2021-22 against OS/OCs and other service requirements as laid down in the concerned Funding and Service Agreements. Considering that mass programmes may still be affected by COVID-19 to some extent, special arrangement will continuously be adopted for OS/OCs relating to mass programmes with reference to the practices in 2019-20 and 2020-21.

3. In accordance with the standing practice, NGOs are required to indicate whether there is any variance in the first half year of 2021-22 by completing the “Half-yearly Report on Variance on OS/OCs in 2021-22” at **Annex**. Where there are OS/OCs with half-yearly variance in 2021-22, please also complete **Appendix 1** to provide information on the actual performance of the concerned service units with unmet OS/OC areas. If service units are unable to meet the OS/OC requirements of mass programmes in the first half of 2021-22, which were the same unmet OS/OCs in 2020-21 as affected by COVID-19, NGOs shall give a succinct account in the modified “Progress Report on Action Plan for Under-performed OS/OCs in 2020-21 with Half-yearly Variance in 2021-22” at **Appendix 2**.



- 2 -

4. Please return the completed report (with concerned Appendix as applicable) to the Subventions Section of this Department *on or before 20 October 2021*. If you have any enquiry, please contact Ms LIU Ching-han, Social Work Officer (Subventions)18, on telephone number 2127 4412.

Yours faithfully,

Signed

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

Encl.

c.c. Chairpersons of Subvented NGOs