



20 March 2019

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/Outcome Standards (OS/OCs) and Action Plans on Unmet Areas in 2018-19**

Under the SPMS, service operators are required to submit the annual agency-based Self-assessment Report (SAR) to the Department in April each year. The SAR should include the self-assessment results of all subvented service units with Funding and Service Agreements (FSAs) under your management. Your self-assessment should cover the following -

- (a) individual service unit's compliance with 16 SQSs and ESRs;  
and
- (b) individual service unit's OS/OCs performance.

While action plan(s) are required to be submitted together with the SAR for service units with non-complied SQS(s)/ESR(s) and under-performed OS/OC(s), you may also report your good practices on SQSs and innovative / value-added services in the SAR. Kindly note that 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 April 2018 to March 2019 (2018-19), the following documents are attached -

- (a) the proforma for 2018-19 SAR (**Annex I**);
- (b) service units that can be exempted from 2018-19 SAR (**Annex II**); and
- (c) information on staff establishment in respect of services unit(s) that are under your management and their OS/OC agreed level(s) stipulated in respective FSAs, are set in accordance with their staff establishment (**Annex III**).

This letter together with the proforma can also be downloaded from SWD Homepage<sup>1</sup>. Grateful if you would submit your 2018-19 SAR by completing the proforma and return to the Subventions Section of the Department on or before **23 April 2019**. 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

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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/)