



Our Ref.: SWD/S/112/1

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19 August 2021

Heads of Subvented
Non-governmental Organisations (NGOs)
operating Integrated Programme in Kindergarten-cum-Child Care Centre

Dear Sir/Madam,

**Self-assessment on
Essential Service Requirements (ESRs), Service Quality Standards (SQSs),
Output/Outcome Standards (OSs/OCs)
and Action Plans on Unmet Areas in 2020-21
(Integrated Programme in Kindergarten-cum-Child Care Centres)**

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 Social Welfare Department (SWD) 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 OS/OC performance.

2. To prevent and control the spread of the Coronavirus Disease 2019 (COVID-19), SWD announced the special arrangements for welfare services subsidised by SWD through press releases on 9 May, 14 July, 14 September, 30 November 2020 and 16 February 2021. Most subvented service units, apart from residential service units and hotline services, should have suspended the non-core services or have only provided services on a limited scale in 2020-21. In the press release of 16 February 2021, in view of the latest epidemic situation, SWD announced that subsidised welfare services operated by NGOs will on the basis of their present operations resume normal operation in a gradual manner.



3. In light of the latest development of COVID-19, we informed you vide letter of **24 July 2020** that SWD will continue to adopt a flexible approach in implementing SPMS in 2020-21 when assessing the performance of subvented service units against the Output/Outcome Standards (OS/OCs) and other service requirements as laid down in the Funding and Service Agreements (FSAs).

4. While subvented NGOs have the responsibility to ensure that the use of subventions meets the objectives and requirements set out in the FSAs, it is understandable that the operation of a certain number of service units has been affected by the epidemic during the year 2020-21. Same as the flexible arrangements adopted in 2019-20, in the event that the service units are unable to meet the standards in ESRs, SQSs and/or OS/OCs in 2020-21 due to circumstances in relation to the special arrangements as announced by SWD as mentioned in paragraph 2 above, NGOs may give a succinct account in the modified yearly SARs for 2020-21 (**Annex**) of the relevant circumstances leading to the under-achievement(s) as elaborated below -

Unmet area of SQSs / ESRs

(i) In the SAR for 2020-21 (**Annex, P.1**),

I. Result of Self-assessment on 16 SQSs and ESRs

✧ please fill in “Name of Service Unit(s) with Non-compliance” and “Unmet Area of SQS(s)/ESR(s)” (e.g. minimum number of operating sessions in a week) in the table;

(ii) If the unmet areas in SQSs/ESRs of service units concerned are due to circumstances relating to COVID-19, NGOs can fill in one “Action Plan” (**Appendix 1 to Annex**) for all the unmet areas; and tick “Not applicable” under Item IV (Action(s) to be taken for achieving the above area) and Item V (Planned time frame for completing the action(s)).

Unmet OS/OCs

(i) In the SAR for 2020-21 (**Annex, P.2**) -

II. Result of Self-assessment on OS/OCs Performance

✧ please fill in “Name of Service Unit(s) with Unmet OS/OCs” and the “Unmet OS/OC(s)” (e.g. minimum number of programme sessions in a year) in the table;



- (ii) If the underperformed OS/OCs of service units concerned are due to circumstances relating to COVID-19, NGOs can fill in one “Action Plan” (**Appendix 2 to Annex**) for all the underperformed OS/OCs; and tick “Not applicable” under Item II (Action(s) taken and result (effectiveness) / action(s) to be taken to meet the Agreed Level of the OS/OC in the following year) and Item III (Planned time frame for completion of the action(s) proposed above).

5. To facilitate your self-assessment on ESRs and SQSs, you may draw reference to the ESR Assessment Form and Self-assessment Checklist for 16 SQSs 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/

Self-assessment Checklist for 16 SQSs

https://www.swd.gov.hk/en/index/site_ngo/page_serviceper/sub_serviceper/id_servicequa/

6. This letter together with the proforma can also be downloaded from SWD Homepage¹. Grateful for your submission of the 2020-21 SAR by completing the proforma and return to the Subventions Section of the Department on or before **20 September 2021**. We will keep in view the situation of COVID-19 and make arrangements as appropriate in respect of the SPMS implementation in 2021-22.

7. If you have any enquiries on this subject, please contact Ms LIU Ching-han, Rosannia, Social Work Officer (Subventions) on 2127 4412.

Yours faithfully,

Signed

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

Encl.

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

¹ Website: http://www.swd.gov.hk/en/index/site_ngo/page_r-info/