

THE HONG KONG COUNCIL OF SOCIAL SERVICE
Minutes of the 4th Meeting of
The Standing Committee on Sector and Capacity Development (2021-22)

Date : 20 July, 2021 (Tuesday)
 Time : 14:30 pm – 18:00 pm
 Format : Zoom meeting online

Present:

Ms. Yvonne YEUNG (Chairperson)	Hong Kong Young Women's Christian Association
Ms. Queenie CHAN	Evangelical Lutheran Church Social Service - Hong Kong
Mr. CHAN Wai-leung	Caritas - Hong Kong
Ms. Anthea LEE	The Society of Rehabilitation and Crime Prevention, Hong Kong
Ms. Cross LI	Hong Kong Christian Service
Dr. Annissa LUI	Hong Kong Lutheran Social Service, The Lutheran Church - Hong Kong Synod
Mr. Walter TSUI	CareER Association Limited
Ms. WONG Sau-wa	The Church of United Brethren in Christ, Hong Kong Limited – Social Service Division
Mr. Charles CHAN	The Boys' and Girls' Clubs Association of Hong Kong
Mr. Raymond CHIU	Baptist Oi Kwan Social Service
Ms Judy KONG	InspiringHK Sports Foundation Limited

In attendance:

Mr. Cliff CHOI (Secretary)	HKCSS
Ms. CHEUNG Lai-wah	HKCSS
Mr. Peter KWOK	HKCSS
Mr. Tony LEE	HKCSS
Mr. Tony YAU	HKCSS
Ms. Vicky Li	HKCSS
Ms. Hindy KAI	HKCSS
Ms. Larine LEE (Recorder)	HKCSS

1. Confirmation of the agenda

The Agenda was confirmed unanimously by the Committee.

2. Confirmation of the Minutes of the Third Meeting (Appendix 1)

The Minutes was confirmed unanimously by the Committee.

3. Blue Sky Project NGOs Sharing

The committee had invited Blue Sky Energy Technology Ltd and two NGOs, namely Hong Kong Christian Service Kindergarten and YWCA Sydney Leong Holiday Lodge, who participated in the Blue Sky Project to share effectiveness of environmental practices that had recorded encouraging impacts on energy and cost cut-down.

4. Highlights of Work Units (Appendix 2)

Ms. CHEUNG Lai-wah highlighted that 10 video episodes were under production and expected to be publicized in November's AGM. The videos will feature effectiveness of social workers' intervention in social services from the angles of service users. Meanwhile, Membership Directory was being enhanced by inviting agencies to update data and try to upgrade public search engine for local services.

Ms. Vicky Li reported that HKCSS Institute had resumed public courses in face-to-face mode. The 2nd cohort of "Digital Marketing for NGOs Series: Facebook and Instagram Master Class" were

held from March to May 2021 with positive feedback.

Ms. Hindy KAI reported that webinars of International and Mainland China Affairs were expected to continue until Mar 2022 (Q4) while all tours would still be suspended under COVID-19.

Mr. Cliff CHOI reminded that the Jockey Club Governance Health Programme would recruit NGOs for assessment. The seminar on Review of Lump Sum Grant Subvention System for Agency Governors in July went smooth.

Mr. Tony LEE reported the completion of IT Security Audit Pilot Project, and next phrase would be trying to lobby the Social Welfare Department for setting up policy or guideline for long-term security monitoring among NGOs. Mr. Charles CHAN raised concern over a potential enforcement of guideline than a good practice or recommendation. Mr. Tony LEE responded later in sharing session of the Project results. For Computer as a Service (CaaS), ITRC had become a digital cyber centre to provide computer service rather than commodity, and would save cost and administrative workload of NGOs. Lastly, the July-launched WebOrganic Broadband Service Concession Scheme would help the needy to save 50% of internet network fee.

5. Review on Enhancement of Lump Sum Grant Subvention System

In response to the Government's Report of the Review on Enhancement of Lump Sum Grant Subvention System (LSG), the members' discussion mainly surrounded the definitions and restrictions set to Funding and Service Agreement (FSA)-related activities.

The members expressed worries about the updated maximum proportion of LSG to be used for FSA-related activities set at 10% / 20% incurred special approval. The new restriction would hinder service quality and innovation, and limit business strategy. The limit would also be easily exceeded for pilot programme which generally be implemented in larger service units. The adverse impact of the restrictions was that agencies may have to trim down the scale of pilot programme in order to launch in smaller size service units, and would inevitably undermine effectiveness.

Some members added that substantial amount of administrative work had to be done for the FSA-related activities reporting at all unit levels.

There were also concerns over the definition and categorization of FSA and FSA-related activities between NGOs and the Social Welfare Department. To avoid any grey area in financial audit and drawback of subventions, organizations may need to seek pre-approval for all programmes. Some members opinioned the Government seemed to become more dominant in underlying working guidelines for NGOs, and intended to announce them rather than discuss with the sector.

As the Task Force on the Review had completed its term, members believed that it would be the responsibility of the LSG Steering Committee to understand the sector situations regarding the effects of implementation of the recommendations. Ms. CHEUNG Lai-wah responded that HKCSS would continue its work, lobbying the Government on the issue and follow up with the respective committee.

The members suggested a petition among agencies, and prefer a quick and precise one, highlighting only major concerns. Members of the Standing Committee endorsed the approach. Lastly, even though more restrictions seemed to be set for the usage of LSG on FSA-related activities, activities at more than 20% proportion were not forbidden.

6. Digital Social Service Platform – focus group result and progress update

Mr. Tony LEE reported that 39 focus groups and 120 interviews with Small-and-Medium Enterprises about the usage of digital social service platform. He shared the enterprises' recent usage of digital platform, their preferences and priorities for the new platform, and problems hindering the development. Now the Digital Social Service Platform aimed at achieving four

objectives: (1) allow NGOs to focus on service works; (2) attain economy of scale (bargaining power to vendors); (3) enhance user experience of service clients and front line staff; (4) build up evidence-based experience among the sector. Proposal for the Social Welfare Department was still undergoing.

Members of the Standing Committee highly appreciated efforts of the study by HKCSS, and reminded to prepare enough manpower as the sector might have a large number of customized requirements on the system. The study data was welcomed to be shared, so that organizations can better plan and allocate resources for IT development.

Members concerned engagement of organizations throughout the whole development courses of the system, for it would be difficult to adjust after set up. Mr. Tony LEE responded that the system would not be a “one size fit all” one, but options for choose.

Change management among front-end users and workers were regarded important. Members reminded that in fact internal preparation, training resources and internal commitment were as crucial as best practice, models and vendors. The proposal was expected to lobby these main points with Social Welfare Department for more resources.

Price and manpower support for small NGOs were concerned. The sector would be grateful if large-scale organizations would share their experience of IT system with the sector even they might have developed their own one.

7. NGOs Salary Survey 2021

Ms. Vicky Li reported that NGOs Benefit Survey and topical study on epidemic would be included this year and sought for Members’ feedback on the direction of Survey this year. Members were alarmed by the succession gap of the key position personnel due to recent brain drain and retirement. They further suggested the Survey to include data collection on retirement age extension, measures adopted to cope with the succession gap and the impacts of migration trend to manpower planning.

8. Jockey Club Governance Health Programme for NGOs

Mr. Cliff CHOI made a quick report for Ms. Stella Ho that the assessment had been returned and the tool was being revised. They would arrange debriefing sessions for follow-up discussions.

9. A. O. B.

Mr. Peter KWOK reported the results of the Membership feedback survey, with the purpose of understanding Member Agencies’ view about HKCSS’ Strategic Directions. The survey was conducted during April to June 2021. 168 replies had been received (response rate 34%), and mainly senior management and organization board members replied. Subvented organizations was relatively more active (51%) in responding. Even some organizations may not share the same visions or objectives with HKCSS, they still very much supported and agreed with HKCSS’s work focuses. Besides, organizations responded positively in participating in HKCSS’s diverse works. Compared with the same survey conducted in 2018, ratings were generally improved. The report was noted by the Committee.

10. Date of Fourth Meeting

The next meeting was scheduled on 23 September, 2021 at 2:30pm. Format of the meeting to be confirmed.