

THE HONG KONG COUNCIL OF SOCIAL SERVICE

Minutes of the 3rd Meeting of

**The Standing Committee on Sector and Capacity Development
(2021-22)**

Date : 16 May 2022 (Monday)
 Time : 2:30 pm – 6:00 pm
 Venue : Room 103, 1/F, Duke of Windsor Social Service Building, 15 Hennessey Road, Wanchai

Present:

Ms YEUNG Kin Ha, Yvonne (Chairperson)	Hong Kong Young Women's Christian Association
Ms WONG Sau Wa	The Church of United Brethren in Christ, Hong Kong Limited – Social Service Division
Mr CHAN Wai Leung	Caritas – Hong Kong
Mr CHIU Han Man, Raymond	Baptist Oi Kwan Social Service
Mr CHU Muk Wah	Yang Memorial Methodist Social Service
Ms KONG, Judy	InspiringHK Sports foundation Limited
Ms LEE Shuk Wai, Anthea	The Society of Rehabilitation and Crime Prevention, Hong Kong
Mrs LEUNG LI Chi Mei, Cross	Hong Kong Christian Service
Dr LUI Wai Ling, Annessa	Hong Kong Lutheran Social Service

Apology:

Ms CHAN Lai Kwan, Queenie	Evangelical Lutheran Church Social Service – Hong Kong
Ms LEUNG Siu Ling, Ivy	Christian Family Service Centre
Mr TSUI, Walter	CareER Association Limited

In attendance:

Mr CHOI, Cliff (Secretary)	HKCSS
Ms CHEUNG Lai-wah	HKCSS
Mr CHAN, Tom	HKCSS
Mr FUNG, Ricky	HKCSS
Ms Kai, Hindy	HKCSS
Mr LAM, Ryan	HKCSS
Ms LI, Vicky	HKCSS
Mr YAU, Tony	HKCSS

1. Confirmation of the Agenda

The Committee adopted the agenda without amendment.

2. Confirmation of the Minutes of the Second Meeting

The Committee confirmed the minutes of the second meeting without amendment.

3. Highlights of Work Units

Mr Cliff CHOI reported the updates on long term effect of accumulated budget cut. The Council was planning to seek official advice from the barristers for this issue, and the contractual agreement would be the arguable point.

Ms CHEUNG Lai-wah highlighted the summary of discussion on Lump Sum Grant Subvention System (LSG) in Legislative Council meeting on 16 May 2022 as follows: (1) LegCo Members observed that the subvented agencies found the subvention based on mid-point salary provision was inadequate for service operation, and especially not competitive to recruit talents in allied health services; (2) LegCo Members observed the inadequacy of notional staffing establishment to meet the social changes and suggested for review; (3) subvented agencies might spend the financial reserves to increase the staff salary; (4) the agencies in the subvention list were not long-lasting if they were under performance; and (5) the government reiterated the cost apportionment guideline for the subvented agencies. In response to the above, Members emphasized the role of agency as a partner of government for addressing social issues rather than simply a contractor.

Ms Vicky LI reported that face-to-face mode for public courses would be resumed in June 2022. The review meeting for NGOs Salary Survey 2021 was conducted in April 2022 and the preparation work for NGOs Salary Survey 2022 would be commenced in June 2022. Currently, preparatory work had been carried out for two new programmes, namely Certificate for Newly Promoted Supervisors in NGOs and Certificate in Primary Healthcare for Social Workers. In response to the training programme on primary healthcare, Members shared that an informal network had been formed among the NGO DHC operators.

Ms Hindy Kai reported that ICA was currently working with PRA team to introduce overseas experience on primary healthcare. Good practices and policies from overseas in addressing the care needs during the COVID-19 had been consolidated and shared.

Ms Ryan LAM reported that webinars on (1) employment issues, (2) new inspection regime, and (3) privacy would be organized in the coming months. Representative from Mayer Brown would be invited to deliver the webinar on employment issues on 2 June 2022. Representatives from PwC HK would be invited to deliver the webinar on new inspection regime on 29 June 2022.

Mr Ricky FUNG reported that HKCSS had been honoured to be the leading organization of the Hong Kong ICT Awards - Smart People Award again this year, and the three streams included (1) Smart Inclusion, (2) Smart Ageing, and (3) Smart Education and Learning. In addition, technical ICT training under ICT literacy programmes was provided to unemployed people for gaining momentum in the labour market. Furthermore, ITRC had provided support to the anti-epidemic programmes and measures. Technical support to Door-to-Door Vaccination Programme was provided and a workshop was conducted to introduce the highly sensitive Vaccine Pass scanner to NGOs.

4. Consultancy Study on HKCSS Future Strategy and Proposed Governance Structure

Mr Cliff CHOI updated the latest progress of consultancy study on HKCSS future strategy. The new value, vision and position had been endorsed by the Executive Committee meeting in March 2022. Currently, the Council was working on the governance structure and staff structure, and was collecting feedback from different committees. It was expected to be endorsed in the Executive Committee meeting in July 2022, yet the timeline was flexible.

Mr Cliff CHOI introduced the “1+3” strategic blueprint for HKCSS for the next 5-10 years. It was suggested to instill and demonstrate an impact-driven culture with three strategic pillars namely (1) co-creation, (2) tech enablement, and (3) talent development. Standing Committees, Specialized Committees, and Advisory Groups were restructured to facilitate the work on setting social agenda and guiding long term welfare planning, and reviewing and setting strategies for sector regarding co-creation.

Mr Cliff CHOI introduced the proposed HKCSS planning exercise. The first HKCSS Convention cum NGO Expo was suggested to be held in February 2023. HKCSS Convention was held to review and set social agenda for coming year while NGO Expo was held to showcase and share co-creation projects and initiative. Follow-up lobbying and research studies, and follow-up projects, grant making and impact studies would be carried out after the events.

Members suggested HKCSS Convention cum NGO Expo to be held every 2-3 years to ensure the continuity in service development. Mr Cliff CHOI understood the concerns and clarified that follow-up discussion on the last year’s agenda could be the option other than coming up with a new agenda.

Members suggested to consider reforming the Council’s election system to facilitate the outcome in social agenda setting and the participation of non-subservient agencies in Council’s affairs.

Members pointed out the proposed structure might impose challenges to the HKCSS staff which required internal talent development.

Members asked the rationale for changing the agenda groups from permanent to ad-hoc basis. Mr Cliff CHOI replied that the agenda groups were set in a macro perspective to solve the social issue rather than to focus on service operation. Members were concerned the Council might be disconnected from the NGOs if the agenda groups were in ad-hoc basis. Members suggested to adopt the hybrid mode to enhance the flexibility in addressing the social issues while maintaining the existing networks. Feasible practices might include sending representatives by the Council to maintain the networks.

Members supplemented the need to engage with the media in the future which helped to convey the sector’s message to and draw support from the public which in turn helped to support sector’s developmental needs.

5. Information Profile of Agency Members

Mr Tom CHAN introduced the data set for the information profile of Agency Members which served as the purpose to present the landscape of the sector to the public. The data mainly

included (1) sector overview, (2) number of board members, staff and volunteers and (3) financial information, and seek for Members' advice on whether extra information could be included to strengthen the usefulness of the data.

Members observed that there was total deficit of HK\$1.1 billion among all organizations. Mr Tom CHAN explained that the total income among all organizations did not take into account of rental income and investment income. Members agreed to keep this practice, reflecting the reality that the organizations were subsidizing the social services by other sources of funding.

Members suggested to add the category of size of organization to reflect the landscape in the social service sector.

Members discussed the average percentage of agency expenditure in term of administrative expenses and observed that different agency members might have different interpretation and calculation method. It was further suggested to encourage the agency members to report the figures based on the guideline issued by the Council in the next year.

Mr Cliff CHOI reported that the information profile was targeted to be released in September 2022.

6. Certificate Programme for Newly Promoted Supervisors in NGOs

Ms Vicky LI introduced the programme highlights of Certificate for Newly Promoted Supervisors in NGOs. The programme would be launched in August 2022 covering different elements such as personal growth, leadership competency, people management and building and leading team. Apart from training workshops, the programme would also include individual coaching session, talks, as well as experience and wisdom sharing sessions to broaden the perspectives of the participants. Through gathering participants from different services and organizations into the programme, the programme would also facilitate participants to form a mutual support and peer learning network in the sector.

Members discussed the selection criteria and suggested to expand the scope of target participants. Members further suggested to differentiate the programme from in-house leadership development programme organized by NGOs internally.

7. NGOs' Concerns on Handling Personal Data

Mr Ryan LAM reported the webinar on privacy would be organized soon, with the focus on (1) work from home practice, (2) vaccine pass requirement, (3) surveillance measures and (4) collecting ID card information.

Members suggested the scope shall not be only limited to ID card information but also to include beneficiary information.

8. Strategic Direction for Tech Enablement

Mr Ricky FUNG presented the proposed strategic direction for digitalization in the sector. The mission would focus on innovating social services for smart social service and smart people by applying ICT, enabling data analytics for social service development and management, and meeting social needs and addressing social issues through ICT. The vision would include front office IT application, data analytics, adoption of innovative technologies, and IT governance

and planning. The strategy would focus on social service development, platform building and capability building.

Members generally agreed with the strategic direction of ITRC. Members pointed out the difficulties of NGOs in managing various IT data platforms which were built for different projects. Mr Ricky FUNG replied that technical difficulty could be overcome, but data governance would be another difficulty.

9. A.O.B.

Members were invited to attend the meeting between Specialized Committee on Sector Finance and Social Welfare Department on 24 May 2022 for the discussion on cost apportionment guideline under Lump Sum Grant Subvention System.

Members suggested to invite the agency head of the Mental Health Association of Hong Kong to share the experiences in responding Audit Commission Report issued on 30 November 2021. (Post-meeting notes: the agency head agreed to attend the meeting on 18 July 2022.)

It was endorsed to appoint the existing Members of NGOs Salary Survey Advisory Committee to continue to serve the Committee for the coming two years.

10. Date of Forth Meeting

The Committee confirmed that the forth meeting would be held on 18 July 2022 (Monday) at 2:30 pm – 5:30 pm.