

THE HONG KONG COUNCIL OF SOCIAL SERVICE
Standing Committee on Service Development
 (2019-20)

Minutes of the 3rd meeting held on 19th March 2019 at 2:30pm in Room 1410 of the Duke of Windsor Social Service Building.

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| Present: | Ms Yvonne CHAK (Chairperson) | Hong Kong Christian Service |
| | Mr LAI Wing Hoi (Vice-Chairperson) | Caritas – Hong Kong |
| | Ms LEUNG Wai Ling, Rachel | Heep Hong Society |
| | Ms CHAN Lai Kwan, Queenie | Evangelical Lutheran Church Social Service-HK |
| | Ms CHOW Mee Tim | Hong Kong Sheng Kung Hui Welfare Council Limited |
| | Ms LEUNG Yuen Ching, Cindy | Hong Kong Family Welfare Society |
| | Mr LAI Kwan Ho, Raymond | The Salvation Army |
| | Ms LAW Mei Chun, Vivian | Evangelical Free Church of China- Evangel Children's Home |
| | Mr NG Ting Shan | Care for the Elderly Association Limited / Rep of SC (ELD) |
| | Ms LAM Yee Wan, Eliza | Caritas-Hong Kong (FC) |
| | Ms CHUNG Mei Ling | Hong Kong Lutheran Social Service, LC-HK (CY) |
| | Mr Ling Kar Kan | Co-opted Member |
| | Mr Stephen SUI | Co-opted Member |
| | Ms Crystal CHENG | HKCSS |
| In-attendance: | Mr KUO Chun Chuen | HKCSS |
| | Ms Emily LEUNG | HKCSS |
| | Mr Chan Wing Sun | HKCSS |
| | Ms Dora Ngan | HKCSS |
| | Ms Teresa So (Recorder) | HKCSS |
| Apologies: | Mrs WONG HO Kit Yuk, Winnie | The Hong Kong Society for the Deaf (Rehab) |
| | Ms MA Lai Wah, Anka | The Free Methodist Church of Hong Kong |
| | Mr CHU Muk Wah, Daniel | Yang Memorial Methodist Social Service |
| | Ms Karen Yiu | HKCSS |
| | Mr Moses Mui | HKCSS |

1. Confirmation of minutes of the last meeting

The minutes were confirmed with the following amendment on item 4.3

“The Chairperson suggested that we might submit a position paper after collecting data and statistics from NGO. A member suggested communicating with the Government based on the position paper and asked for the subsidy to support staff provision.

Members also concerned the number of staff provision of Social Work Degree, the post of personal care worker, professional post creation, central administration, etc. The Chairperson would express the above concerns in the Specialized Committee on Sector of Finance. Besides, Chief Officers were encouraged to discuss the LSG in their Specialized Committees. Finally, we might express our concerns in the WAPS which would be held on 15 May 2019. “

2. Matters arising

2.1. The Review of Ordinance and Codes of Practice for Residential Care Homes (Elderly and people with Disabilities)

Crystal shared the follow-up work of Working Group on the Review of Ordinances and Codes of Practice for Residential Care Homes. She reported that the Government planned to increase the area of floor space per resident for residential care homes. Besides, the Government suggested that the Low-care-level, Medium-care-level and High-care-level homes would be required to achieve the standard within 8 years.

Crystal also shared that the SWD would compile the report based on the key discussions and recommendations in the meetings. The draft would be sent to the working group members in April or May, Crystal would then send to our members of the respective Specialized Committee and Standing Committee on Service Development for collecting their opinions.

A member reported that some responsible officers from the Licensing Office of SWD seemed to be in lack of professional judgment and attitude for investigation during the inspections. For example, the officers required all staff to show their identity cards so as to check their legitimacy for work. Member emphasized the inspection caused negative feelings on staff and service users.

2.2. A New Phase of the Special Scheme on Privately Owned Sites for Welfare Use (The Scheme)

A task group had set up for the Scheme under the Standing Committee on Service Development. Crystal reported that the meeting of the Scheme had held on 26th Feb 2019. Mr. Lam Ka Tai, the Deputy Director of Social Welfare (Service) of the SWD, and his responsible staff were invited to attend the meeting. Members of the task group had pointed out some key issues, such as project management, dental clinic, decanting problems, construction fee, cash flow for reimbursement, manpower support and communication, workflow simplification, and cross-bureau policy support. The SWD gave an initial response to these issues, and they would consider to take follow-up actions.

3. Discussion

3.1. Business Plan of 2019-2020

Crystal highlighted the Business Plan of 2019-2020 which included the long term welfare plan, 2019WAPS, 2019 Best Practice Awards, carer-centered policy, manpower shortage, premises, special scheme etc. Members showed support for this plan.

3.2. 2019 Welfare Agenda and Priorities Setting (WAPS) Exercise

Crystal reminded the 2019WAPS would be held on 15th May 2019 and the enrollment would be started on 26th March 2019. On the one hand, SWD had organized a series of District Welfare Forums from January to February 2019 in order to collect different point of views from the communities. On the other hand, the Council had drafted a priority list including the welfare planning, children and youth, family and community, elderly, rehabilitation, and social security. Crystal and our staff shared those new items of the concern list to members.

3.3. Purchase of premises for provision of welfare services

Crystal presented the supply of lands for social welfare uses, which was highlighted in 2019-2020 Budget Speech, so as to invite members to share their concerns on this policy. Crystal pointed out the background of policy and analyzed the pros and cons.

A member believed that the provision of welfare services should base on population characteristics and social development. For example, when there was an increase in elderly population, the services needed to be changed accordingly. Also, it would be better to maximize the use of land and resources so as to integrate different services flexibly. A member also shared that the Government should develop new ideas on resource sharing and resolve the issue of tenancy agreement. For example, the tenancy agreement should be flexible to be modified to meet different kinds of social services.

Besides, many welfare facilities lacked sufficient spaces, it affected the service quality as well as service development. A member pointed out it was necessary to develop a long-term welfare planning perspective and mechanism on planning social welfare facilities to solve the shortage of lands for social welfare uses so as to build a caring society. For example, the Government should consider the direction of welfare planning such as community-based or agency-based. A member proposed that there was more flexibility in establishing different self-finance services. Also, co-working space/space sharing should be considered in the long-term welfare planning. Members agreed that the service development should be enhanced to meet with the increasing social needs.

The details about the problems and solutions of shortage supply would be further discussed in the Task Group on Premises.

4. For Information

4.1. Progress report

A full report had been sent to members for reference.

4.2. Progress of the task group on manpower shortage

The SWD had formed a working group with the Council and the sector's representatives to work out an updated questionnaire so as to study the manpower shortage situation and the impact on additional subvention injected for frontline staff in previous year. The exercise included 71 NGOs providing subvented services for elderly, rehabilitation and family services with frontline care staff, which would collect information on salary range, vacancy post and other human resource measures that attracted new workers and retained existing workers in the sector etc. The task group also discussed the importation of labour as one of the solutions to deal with the shortage of manpower.

4.3. Progress of the suggestions on review of Lump Sum Grant (LSG)

Cheung Lai Wah presented the preliminary recommendations on notional staffing. She emphasized the suggested new item for establishing central administrative notional staffing for subvented organizations. The recommendations included increasing supervisory manpower for District Youth Outreaching Social Work Teams and Integrated

Children and Youth Services Centres, increasing clerical posts for supporting services of Severely Disabled Persons, and increasing personal care workers for Day Care Centres for the Elderly.

A member agreed the Government should increase the number of degree holder social workers in the future in order to cope with the increasing complicated casework. A member also pointed out the Government should upgrade the staffing grading. People had a higher life expectancy so that personal care workers and social workers needed more professional skills and knowledge to provide quality services to the service users. For example, the frontline staff spent much effort to take care of dementia service users.

Cheung Lai Wah presented some focus groups would be formed so as to collect opinions from different social services. NGO's concerns and SWD's recommendations were based on three aspects: 1) related information of FSA; 2) transparency and engagement of stakeholders; and 3) staffing establishment and subvention benchmarks. A casebook was proposed to illustrate different scenarios of the cost apportionment.

4.4. Response to 2019 Budget Speech

The Council's response to 2019 Budget Speech had been sent to members for reference.

5. Any other business

Nil.

6. Date of next meeting

The 4th meeting would be held on 21 May 2019(Tue) at 2:30pm. The date and time were shown as below:

| No. of meeting | Date |
|----------------|-----------------------------------|
| 5. | 23 July 2019 (Tue) at 2:30pm |
| 6. | 24 September 2018 (Tue) at 2:30pm |

Adopted By: _____
(Chairperson)

Date: _____