



社會福利署

Social Welfare Department

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LC Paper No. CB(2)93/10-11(01)

15 October 2010

Ms Betty Ma
Legislative Council Secretariat
Legislative Council Building
8 Jackson Road
Central
Hong Kong

Dear Ms Ma,

**Supplementary Information on
the Progress of the Implementation of Recommendations
of the Lump Sum Grant Independent Review Committee**

At the meeting of the Legislative Council Panel on Welfare Services held on 14 May 2010 [minutes ref. LC Paper No. CB(2)1746/09-10], Members considered the paper "Report on the Progress of the Implementation of Recommendations of the Lump Sum Grant Independent Review Committee" [LC Paper No. CB(2)1490/09-10(05)] and requested the Administration to provide the following information -

- (a) average number of review visits and surprise visits to a non-governmental organisation (NGO) in the three-year monitoring cycle;
- (b) statistics on the manpower situation in the welfare sector; and
- (c) details of the Lump Sum Grant (L.S.G)-related complaints against NGOs.

The required information is now set out in the **Annex** for Members' reference.

Yours sincerely,

(LAM Ka-tai)
for Director of Social Welfare

c.c. Secretary for Labour and Welfare (Attn.: Ms Karyn Chan Ching-yuen)

Legislative Council Panel on Welfare Services

Follow-up to the Meeting of 14 May 2010

At the meeting of the Panel on Welfare Services held on 14 May 2010, Members requested the Administration to provide supplementary information on review / surprise visits to non-governmental organisations (NGOs), manpower situation in the welfare sector and lump sum grant related complaints. The information is set out below for Members' reference -

(1) Average number of review visits and surprise visits to an NGO in the three-year monitoring cycle

Under the existing Service Performance Monitoring System for subvented NGOs, the number of review visits and surprise visits made by the Social Welfare Department (SWD) to an NGO varies with the number of subvented service units of the NGO concerned. In the current three-year monitoring cycle (i.e. 2009-12), 300 out of a total of 1 497 subvented service units (i.e. 20%) have been selected for review visits or surprise visits. On average, a subvented NGO will be subject to two service performance inspection visits in the current three-year monitoring cycle.

(2) Statistics on the manpower situation in the welfare sector

Statistics on the manpower situation in the welfare sector are provided in the tables below -

A. Turnover rates^(a) of social work posts

Financial year	Turnover rates (in %) in NGOs		Turnover rates (in %) in SWD and Department of Health	
	Social work degree posts	Social work diploma posts	Social work degree posts	Social work diploma posts
2004-2005	9.7	16.8	2.5	8.0
2005-2006	11.1	19.0	2.5	2.5
2006-2007	13.5	24.2	2.4	6.1
2007-2008	13.9	23.0	2.5	6.3
2008-2009	12.6	20.7	2.7	7.0

B. Wastage rates^(b) of social work posts

Financial year	Wastage rates (in %) in NGOs		Wastage rates (in %) in SWD and Department of Health	
	Social work degree posts	Social work diploma posts	Social work degree posts	Social work diploma posts
2004-2005	5.1	7.9	2.5	8.0
2005-2006	6.5	9.0	1.7	2.5
2006-2007	7.1	11.6	0.8	6.1
2007-2008	7.2	10.8	N/A ^(c)	6.3
2008-2009	6.9	8.6	N/A ^(c)	N/A ^(c)

Note (a): Turnover rate refers to the rate of social workers leaving any social welfare organisations regardless of whether they will rejoin the social welfare sector.

Note (b): Wastage rate refers to the rate of social workers leaving the social welfare sector.

Note (c): The number of turnover cases being smaller than the number of re-entrant cases has resulted in a mathematically negative wastage figure and hence statistically the wastage rate is not available.

Source: Joint Committee on Social Work Manpower Requirements (Annual Reports 2005, 2006, 2007, 2008 and 2009)

(3) Details of the Lump Sum Grant (LSG)-related complaints against NGOs

Based on the statistics reported at the Panel meeting held on 14 May 2010, details of the LSG-related complaints about NGOs are as follows -

- (a) Of the 16 complaint cases under direct investigation of the Secretariat for the Lump Sum Grant Independent Complaints Handling Committee, four are related to “misuse of subventions”, ten are related to “non-compliance with service requirement” and two are related to “NGO’s decisions having direct impact on service performance” ; and
- (b) Of these complaints, ten are partially substantiated, five are not substantiated and one has been withdrawn by the complainant.

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