Replies to supplementary questions raised by Finance Committee Members in examining the Draft Estimates of Expenditure 2001-02

[Bureau Secretary/Controlling Officer : Secretary for Health and Welfare]

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<th>Head</th>
<th>Programme</th>
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<td>S043</td>
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<td>S061</td>
<td>MAK Kwok-fung, Michael</td>
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<td>S-HWB007</td>
<td>S062</td>
<td>MAK Kwok-fung, Michael</td>
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<td>S-HWB008</td>
<td>S063</td>
<td>MAK Kwok-fung, Michael</td>
<td>177</td>
<td></td>
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<tr>
<td>S-HWB009</td>
<td>S064</td>
<td>MAK Kwok-fung, Michael</td>
<td>177</td>
<td></td>
</tr>
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<td>S-HWB010</td>
<td>S065</td>
<td>LEE Cheuk-yan</td>
<td>149</td>
<td>1</td>
</tr>
<tr>
<td>S-HWB011</td>
<td>S066</td>
<td>LEE Cheuk-yan</td>
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<td>S067</td>
<td>LEE Cheuk-yan</td>
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<tr>
<td>S-HWB013</td>
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</tr>
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<td>CHAN Yuen-han</td>
<td>170</td>
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<tr>
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<td>S087</td>
<td>CHAN Yuen-han</td>
<td>170</td>
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<td>S-HWB016</td>
<td>S088</td>
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<td>S092</td>
<td>HO Sau-lan, Cyd</td>
<td>186</td>
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</table>
Examination of draft Estimates of Expenditure 2001-02

CONTROLLING OFFICER’S REPLY TO WRITTEN/SUPPLEMENTARY QUESTION

Head : 177

Subhead (No. & title) : 514 Hospital Authority

Programme : Health

Controlling Officer : Secretary for Health & Welfare

Bureau Secretary : Secretary for Health & Welfare

Question : In 2000-01, the services contracted out are equivalent to the workload of how many Hospital Authority staff in the junior, middle and senior levels? What are the corresponding expenditures on salaries and allowances?

# Posts in junior level : mid-point salary equivalent to MPS 9 or below;

Posts in middle level : mid-point salary equivalent to MPS 10 to 33;

Posts in senior level : mid-point salary equivalent to MPS 34 or above.

Asked by : Hon LEE Cheuk-yan

Reply :

Information on workload and salaries for the services contracted out by the Hospital Authority broken down by the levels as specified is as follows:

<table>
<thead>
<tr>
<th>Staffing Level</th>
<th>Equivalent Number of Staff for the Services Contracted Out in 2000-01</th>
<th>Estimated Total Annual Salary* (Including Allowance) ($M)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Middle</td>
<td>8</td>
<td>1.7</td>
</tr>
<tr>
<td>Junior</td>
<td>647</td>
<td>81</td>
</tr>
</tbody>
</table>

* Computed on the basis of mid-point salary
Signature

Name in block letters: Dr E K Yeoh

Post Title: Secretary for Health & Welfare

Date: 26 March 2001
Examination of draft Estimates of Expenditure 2001-02

CONTROLLING OFFICER’S REPLY TO WRITTEN/SUPPLEMENTARY QUESTION

Head : 177  Subhead (No. & title) : 514 Hospital Authority
Programme : Health
Controlling Officer : Secretary for Health & Welfare
Bureau Secretary : Secretary for Health & Welfare

Question : What is the percentage of services contracted out by the Hospital Authority by service category up to 2000-01?

Asked by : Hon LEE Cheuk-yan

Reply :

Information on services contracted out by the Hospital Authority in 2000-01 broken down by service categories is as follows:

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>No. of Hospitals</th>
<th>No. of hospitals with services contracted out in 2000-01</th>
<th>% of hospitals with services contracted out in 2000-01</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic</td>
<td>44</td>
<td>13*</td>
<td>29.5%</td>
</tr>
<tr>
<td>Security</td>
<td>44</td>
<td>10†</td>
<td>22.7%</td>
</tr>
<tr>
<td>Gardening</td>
<td>44</td>
<td>6</td>
<td>13.6%</td>
</tr>
<tr>
<td>Pest control</td>
<td>44</td>
<td>32</td>
<td>72.7%</td>
</tr>
<tr>
<td>Laundry</td>
<td>44</td>
<td>3</td>
<td>6.8%</td>
</tr>
</tbody>
</table>

* Only part of the domestic services in these hospitals have been contracted out.
† Only one hospital has its security services entirely contracted out.
<table>
<thead>
<tr>
<th>Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name in block letters</td>
</tr>
<tr>
<td>Post Title</td>
</tr>
<tr>
<td>Date</td>
</tr>
</tbody>
</table>
Examination of draft Estimates of Expenditure 2001-02

CONTROLLING OFFICER’S REPLY TO WRITTEN/SUPPLEMENTARY QUESTION

Head : 177 Subhead (No. & title) : 514 Hospital Authority

Programme : Health

Controlling Officer : Secretary for Health & Welfare

Bureau Secretary : Secretary for Health & Welfare

Question : Regarding the monitoring of the performance of the contractors, what is the existing staff establishment in this respect? What are the expenditures on salaries and allowances involved?

Asked by : Hon LEE Cheuk-yan

Reply :

The job portfolio of hospital managers covers, among others, monitoring of contracted out and in-house services. There are no separate teams in hospitals dedicated to monitor the performance of the contractors. As the percentage of time spent on monitoring varies with the nature and scope of each contracted out service, it is not possible to come up with an estimate on the expenditures on the salaries and allowances involved.

Signature

Name in block letters Dr E K Yeoh

Post Title Secretary for Health & Welfare

Date 26 March 2001
Examination of draft Estimates of Expenditure 2001-02

CONTROLLING OFFICER’S REPLY TO WRITTEN/SUPPLEMENTARY QUESTION

Head: 37 Department of Health  Subhead (No. & Title):

Programme: 1 Statutory Functions

Controlling Officer: Director of Health

Bureau Secretary: Secretary for Health and Welfare

Question: A substantial increase in funding was budgeted for the statutory functions of Department of Health.

a) Will the enforcement of the Pharmacy and Poisons Ordinance, including inspection of licensed retail drug premises, test purchases and prosecutions receive an increase in funding? If yes, by how much (amount and percentage increase)? If no, why?

b) How many inspectors and other relevant personnel are engaged at present for the said enforcement action? Would there be an increase during the 2001 to 2002 fiscal year?

Asked by: Dr Hon LO Wing-lok

Reply:

a) In 2001-02, an additional provision of $2.3M is budgeted to employ 22 temporary staff to step up monitoring of medical claims contained in advertisements in relation to pharmaceutical and food products. There will not be increase in funding specifically for inspection of licensed drug premises, test purchases and prosecutions.
b) The number of staff engaged in law enforcement activities in 2000-01 and 2001-02 is as follows:

<table>
<thead>
<tr>
<th></th>
<th>2000-01</th>
<th>2001-02</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pharmacists (Note)</td>
<td>37</td>
<td>37</td>
</tr>
<tr>
<td>Other supporting staff</td>
<td>24</td>
<td>46</td>
</tr>
</tbody>
</table>

Note: Inspection is part of the duties of pharmacists.

Signature ______________________

Name in block letters Dr Margaret CHAN

Post Title Director of Health

Date 26 March 2001
Examination of draft Estimates of Expenditure 2001-02

CONTROLLING OFFICER’S REPLY TO WRITTEN/SUPPLEMENTARY QUESTION

Head: 177  Subhead (No. & title):  514 Hospital Authority

Programme: Health

Controlling Officer: Secretary for Health & Welfare

Bureau Secretary: Secretary for Health & Welfare

Question: With reference to the Q1498 of HWB164, the % of Non-urgent cases attending the A&E last year was substantial (amounting to 1/6), please advise the coping strategy to reduce these cases so that the resources at the A&E can be effectively utilized.

Asked by: Hon Michael MAK Kwok-fung

Reply: The Hospital Authority would adopt the following strategies to reduce non-urgent cases at A&E Departments:

(a) offer advice to patients with non-urgent conditions on alternative treatment facilities; and

(b) enhance publicity and public education, through displaying posters at and distributing pamphlets in hospitals, and issuing special press releases prior to long holidays, to educate the public on the proper use of A&E services and the availability of alternative choices of medical care.

Signature

Name in block letters  Dr E K Yeoh

Post Title  Secretary for Health & Welfare

Date  26 March 2001
Examination of draft Estimates of Expenditure 2001-02

CONTROLLING OFFICER’S REPLY TO WRITTEN/SUPPLEMENTARY QUESTION

**Head** : 177  
**Subhead (No. & title)** : 514 Hospital Authority

**Programme** : Health

**Controlling Officer** : Secretary for Health and Welfare

**Bureau Secretary** : Secretary for Health and Welfare

**Question** :

With reference to HWB162 Q1494 part c, please advise the monitoring mechanism to ensure all the resources from the deletion of 100 beds are re-utilised efficiently as stipulated, but not contributed wholly to the requirement for attaining EPP.

**Asked by** : Hon Michael MAK Kwok-fung

**Reply** :

The deletion of 100 psychiatric beds and the consequential redeployment of resources for enhancement of the delivery of psychiatric services in Castle Peak Hospital (CPH) and Kwai Chung Hospital (KCH) have been included in the Hospital Authority’s Annual Plan as targets of the hospitals concerned.

Several monitoring channels are in place to ensure that the resources released from closure of beds in CPH and KCH are utilised for purposes as stipulated in the Annual Plan. At the hospital level, the Hospital Governing Committee and hospital management staff will ensure that the hospital’s activities, performance and resource utilization are in accordance with the Annual Plan. The Hospital Authority Head Office will closely monitor activities of the hospitals to ensure that the quality of clinical care would be enhanced continually. Progress on achievement of the targets set in the Annual Plan would be regularly monitored and reviewed by the Hospital Authority Board.
**Examination of draft Estimates of Expenditure 2001-02**

**CONTROLLING OFFICER’S REPLY TO WRITTEN/SUPPLEMENTARY QUESTION**

**Head:** 177  **Subhead (No. & title):** 514 Hospital Authority

**Programme:** Health

**Controlling Officer:** Secretary for Health & Welfare

**Bureau Secretary:** Secretary for Health & Welfare

**Question:** With reference to the answer to the Q0549, please provide your strategic plan to improve the professional knowledge of the HC providers so that they could be considered competent to render the service required in the future.

**Asked by:** Hon Michael MAK Kwok-fung

**Reply:**

In anticipation of the provision of Chinese Medicine service in public hospitals, the Hospital Authority will devise training plans for its health care professionals to provide the knowledge of Chinese Medicine required to facilitate the effective delivery of patient care.

**Signature**

Name in block letters  
Dr E K Yeoh

Post Title  
Secretary for Health & Welfare

Date  
26 March 2001
Examination of draft Estimates of Expenditure 2001-02

CONTROLLING OFFICER’S REPLY TO WRITTEN/SUPPLEMENTARY QUESTION

Head : 177  Subhead (No. & title) : 514 Hospital Authority

Programme : Health

Controlling Officer : Secretary for Health & Welfare

Bureau Secretary : Secretary for Health & Welfare

Question : Please provide the breakdown of the respective ranks for nurses
- qualified nurses : 18 178
- nursing managers : 34
(I presume that you have included quite a lot of managers, say, DOM, WM in the figure of 18 178, if so, why?)

Asked by : Hon Michael MAK Kwok-fung

Reply : The breakdown for qualified nurses and nursing managers by respective ranks is as follows :-

<table>
<thead>
<tr>
<th>Staff No. (As at 31.3.01)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Qualified nurses</strong></td>
</tr>
<tr>
<td>Registered Nurse</td>
</tr>
<tr>
<td>Enrolled Nurse</td>
</tr>
<tr>
<td>Midwife/Junior Sister</td>
</tr>
<tr>
<td>Nursing Officer/Nurse Specialist/Ward Manager</td>
</tr>
<tr>
<td>Senior Nursing Officer/ Department Operations</td>
</tr>
<tr>
<td>Manager/Chief Nursing Officer</td>
</tr>
<tr>
<td><strong>Total</strong></td>
</tr>
</tbody>
</table>

======
### Staff No.  
**Nursing managers**  
(As at 31.3.01)

<table>
<thead>
<tr>
<th>Position</th>
<th>Staff No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Manager (Nursing)</td>
<td>31</td>
</tr>
<tr>
<td>Executive Manager (Nursing)</td>
<td>2</td>
</tr>
<tr>
<td>Senior Executive Manager (Nursing)</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>34</strong></td>
</tr>
</tbody>
</table>

Ward Managers and Department Operations Managers are members of the Clinical Management Teams contributing directly and/or indirectly to patient care. As such, they are grouped under the broad category of “qualified nurses”. On the other hand, staff grouped under “nursing managers” are engaged in nursing management work in hospitals or at the Hospital Authority Head Office.

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**Signature**

<table>
<thead>
<tr>
<th>Name in block letters</th>
<th>Dr E K Yeoh</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post Title</td>
<td>Secretary for Health &amp; Welfare</td>
</tr>
<tr>
<td>Date</td>
<td>26 March 2001</td>
</tr>
</tbody>
</table>
Examination of draft Estimates of Expenditure 2001-02

CONTROLLING OFFICER'S REPLY TO WRITTEN/SUPPLEMENTARY QUESTION

Head: 177  Subhead (No. & title): 514 Hospital Authority

Programme: Health

Controlling Officer: Secretary for Health & Welfare

Bureau Secretary: Secretary for Health & Welfare

Question: EPP - From statistics, the input to EPP is significantly contributed by the nursing personnel. Please explain the phenomenon and advise on the mechanism to ensure equity so that everyone would contribute.

Asked by: Hon Michael MAK Kwok-fung

Reply:

To achieve the target savings under the Enhanced Productivity Programme (EPP) in 2001-02, the Hospital Authority (HA) will implement various measures including rationalization of hospital services, integrating management, administrative and finance functions, re-engineering work processes and launching energy conservation projects. The EPP savings comes from both clinical and non-clinical areas. It should also be noted that the projected payroll for nurses for 2001-02 will increase by $303 million, or 3.2%, which is the highest among all health professionals as well as management and supporting staff in HA.

Signature

Name in block letters Dr E K Yeoh

Post Title Secretary for Health & Welfare

Date 27 March 2001
Examination of draft Estimates of Expenditure 2001-02

CONTROLLING OFFICER'S REPLY TO
WRITTEN/SUPPLEMENTARY QUESTION

Head : 149 - HWB
Programme : 01 Social Welfare
Controlling Officer : Secretary for Health & Welfare
Bureau Secretary : Secretary for Health & Welfare

Question : To follow up Question HWB094 on the creation of 7,000 new jobs promised in last year's Policy Address, what are the salaries offered for the various types of posts?

Asked by : Hon. LEE Cheuk-yan

Reply : Regarding the salary level of the 7,000 posts to be created under the poverty alleviation initiative, while implementation details are being finalized, our latest information indicates that salary levels for these posts will be in the following range :

<table>
<thead>
<tr>
<th>Type of Posts</th>
<th>Salary Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Assistant</td>
<td>$6,000-$9,000</td>
</tr>
<tr>
<td>Programme Assistant</td>
<td>$5,000-$8,000</td>
</tr>
<tr>
<td>Campaign Workers (anti-smoking, healthy ageing and Clean HK)</td>
<td>$6,800-$8,000 (full time) $41.5 per hour (part-time)</td>
</tr>
<tr>
<td>Personal Care Workers</td>
<td>$9,180-$14,300</td>
</tr>
<tr>
<td>Social Work Officer/Welfare Worker</td>
<td>$11,820 - $47,970</td>
</tr>
<tr>
<td>Driver</td>
<td>$10,000</td>
</tr>
<tr>
<td>Clerical Staff</td>
<td>$8,125 - $15,160</td>
</tr>
<tr>
<td>Inspector (for monitoring undesirable medical advertisements)</td>
<td>$8,000</td>
</tr>
</tbody>
</table>
Some of the posts will be contracted-out to the private sector. As such, the salary levels will only be known after the recruitment process has been completed.

Signature : __________________________

Name in block letters : Dr E K YEOH

Post Title : Secretary for Health & Welfare

Date : 26 March 2001
Examination of draft Estimates of Expenditure 2001-02

CONTROLLING OFFICER’S REPLY TO
WRITTEN/SUPPLEMENTARY QUESTION

Head : 149 - HWB

Programme : 01 Social Welfare

Controlling Officer : Secretary for Health & Welfare

Bureau Secretary : Secretary for Health & Welfare

Question : To follow up Question HWB094 on the creation of 7,000 new jobs promised in last year's Policy Address, which of the posts are to be created by non-governmental organizations under the Lump Sum Grant arrangement?

Asked by : Hon. LEE Cheuk-yan

Reply : Funding to create over 1,800 posts will be provided to welfare non-governmental organizations, as part of the poverty-alleviation initiative. The majority comprise Programme and Care Assistants and Personal Care Workers.

Signature : __________________________
Name in block letters : Dr E K YEOH
Post Title : Secretary for Health & Welfare
Date : 26 March 2001
Examination of draft Estimates of Expenditure 2001-02

CONTROLLING OFFICER'S REPLY TO WRITTEN/SUPPLEMENTARY QUESTION

Head : 149 - HWB

Programme : 01 Social Welfare

Controlling Officer : Secretary for Health & Welfare

Bureau Secretary : Secretary for Health & Welfare

Question : To follow up Question HWB094 on the creation of 7,000 new jobs promised in last year's Policy Address, which of the posts are to be created by contractors under a contracting-out arrangement?

Asked by : Hon. LEE Cheuk-yan

Reply : Among the 7,000 posts to be created under the poverty-alleviation initiative, about 1,800 posts will be contracted-out to the private sector. These are mainly cleansing and construction jobs.

Signature : ________________________

Name in block letters : Dr E K YEOH

Post Title : Secretary for Health & Welfare

Date : 26 March 2001
Examination of draft Estimates of Expenditure 2001-02

CONTROLLING OFFICER’S REPLY TO
WRITTEN/SUPPLEMENTARY QUESTION

Head: 149 Government Secretariat
Subhead (No. & title): Health and Welfare Bureau

Programme:

Controlling Officer: Secretary for Health and Welfare

Bureau Secretary: Secretary for Health and Welfare

Question:

Re the reply to HWB092-0781, what are the scopes of the studies in 2000-01 and 2001-02?

Asked by: Hon Cyd HO Sau-lan

Reply:

The information required is provided below:

(1) **Provision in 2000-01**

<table>
<thead>
<tr>
<th>Head</th>
<th>Names of consultants</th>
<th>Consultancy fees ($)</th>
<th>Status of consultancy studies</th>
<th>Scope of consultancy studies</th>
</tr>
</thead>
<tbody>
<tr>
<td>149</td>
<td>MDR Technology Ltd.</td>
<td>300,000</td>
<td>Finished</td>
<td>two opinion tracking surveys on financing for health care services</td>
</tr>
<tr>
<td>149</td>
<td>MDR Technology Ltd.</td>
<td>330,000</td>
<td>Finished</td>
<td>survey on demand of the elders on waiting list for residential care service</td>
</tr>
<tr>
<td>149</td>
<td>University of Hong Kong</td>
<td>195,000</td>
<td>Finished</td>
<td>consultancy study on overseas social security systems</td>
</tr>
<tr>
<td>Head</td>
<td>Names of consultants</td>
<td>Consultancy fees ($)</td>
<td>Status of consultancy studies</td>
<td>Scope of consultancy studies</td>
</tr>
<tr>
<td>------</td>
<td>----------------------</td>
<td>----------------------</td>
<td>-------------------------------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td>149</td>
<td>CityU Professional Services Ltd.</td>
<td>226,020</td>
<td>Finished</td>
<td>study on the quality of life of elderly people in Hong Kong</td>
</tr>
<tr>
<td>149</td>
<td>University of Hong Kong</td>
<td>317,600</td>
<td>In progress</td>
<td>consultancy study on the review of day care centres, multi-service centres and social centres for the elderly and development of integrated care service for the elderly</td>
</tr>
<tr>
<td>149</td>
<td>University of Hong Kong</td>
<td>330,000</td>
<td>In progress</td>
<td>research study on the causes of elderly suicide in Hong Kong</td>
</tr>
<tr>
<td>170</td>
<td>MDR Technology Ltd.</td>
<td>365,400</td>
<td>In progress</td>
<td>survey on elder persons living in residential care homes</td>
</tr>
<tr>
<td>170</td>
<td>University of Hong Kong</td>
<td>1,120,000</td>
<td>In progress</td>
<td>consultancy study on the Review of Family Services</td>
</tr>
<tr>
<td>170</td>
<td>Deloitte Touche Tohmatsu</td>
<td>380,000</td>
<td>Finished</td>
<td>scoping study on risk management of social security schemes</td>
</tr>
<tr>
<td>170</td>
<td>University of Hong Kong</td>
<td>500,000</td>
<td>Finished</td>
<td>consultancy study on Gatekeeping Initiative for the Elderly Services : System of Assessment for Service Matching and Prioritization of Services</td>
</tr>
</tbody>
</table>
| 170  | MDR Technology Ltd. | 300,000 | Finished | ● devise a framework, questionnaire and analytical tools to measure users’ satisfaction level with the meals and home care contracted services as an outcome measure of the operators’ performance; and  
● conduct the survey and analyse the data |
| 170  | University of Hong Kong | 500,000 | In progress | develop detailed assessment indicators and steps for the Phase 3 Service Quality Standards and test run the assessment tools drawn up in two service units prior to the launching of the related pilot related exercise |
| 37   | Australian Council on Healthcare Standards | 289,000 | In progress | consultancy study on the feasibility of establishing an accreditation system for hospitals and other medical institutions in Hong Kong |
| 37   | Department of Public Health and Community Medicine, the University of Sydney | 155,420 | In progress | consultancy study to review the Department of Health’s competency and develop capacity building strategies to meet its expanded role in health promotion |
(2) Provision in 2001-02

(a) Consultancy awarded #

<table>
<thead>
<tr>
<th>Head</th>
<th>Names of consultants</th>
<th>Consultancy fees ($)</th>
<th>Status of consultancy studies</th>
<th>Scope of consultancy studies</th>
</tr>
</thead>
<tbody>
<tr>
<td>149</td>
<td>University of Hong Kong</td>
<td>150,000</td>
<td>In progress</td>
<td>consultancy study on elderly suicide in Hong Kong</td>
</tr>
<tr>
<td>170</td>
<td>MDR Technology Ltd.</td>
<td>156,600</td>
<td>In progress</td>
<td>survey on elder persons living in residential care homes</td>
</tr>
<tr>
<td>37</td>
<td>Department of Public Health and Community Medicine, the University of Sydney</td>
<td>95,452</td>
<td>In progress</td>
<td>consultancy study to review the Department of Health’s competency and develop capacity building strategies to meet its expanded role in health promotion</td>
</tr>
</tbody>
</table>

(b) Consultancy under planning *

<table>
<thead>
<tr>
<th>Head</th>
<th>Scope of consultancy studies</th>
<th>Consultancy fees ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>170</td>
<td>Risk management of social security schemes</td>
<td>3,000,000</td>
</tr>
<tr>
<td>170</td>
<td>Home help service, home care and enhanced home and community care services</td>
<td>Not yet available</td>
</tr>
</tbody>
</table>

Note

# On-going consultancy studies which commenced in 2000-01 or before.
* Does not include consultancy studies which may arise during the financial year in response to issues and on the advice of commissions/advisory boards.

Signature __________________________
Name in block letters Dr E K YEOH
Post Title Secretary for Health and Welfare
Date 26 March 2001
Examination of draft Estimates of Expenditure 2001-02

CONTROLLING OFFICER'S REPLY TO
WRITTEN/SUPPLEMENTARY WRITTEN QUESTION

Head : 170 - Social Welfare Department

Programme : (1) Family and Child Welfare

Controlling Officer : Director of Social Welfare

Bureau Secretary : Secretary for Health and Welfare

Question : As the number of street sleepers is increasing rapidly, the Government has earmarked $11.2m in 2001-02 for the provision of support services. It is reported that in recent years many people became street sleepers because of unemployment and their age tended to be younger. The Government is going to introduce a 3-year action plan directed at this issue. Under this action plan, is there any practical initiative to assist this group of unemployed young street sleepers? Please specify the details of placement services and job arrangement services.

Asked by : Hon CHAN Yuen-han

Reply : The 3-year action plan adopts an integrated approach with a view to providing continuum of services to assist the younger unemployed street sleepers to become self-reliant and lead a normal life. This includes providing midnight outreaching visits to locate needy cases, arranging emergency placements, rendering counselling on social/life skills, employment, relationship problem, etc, providing emergency financial assistance, and aftercare service after they have been rehoused.

A package of employment assistance is provided to help young street sleepers to rejoin the work force. Firstly, they can make use of the hostel address as their contact point when seeking job. Secondly, employment counselling, guidance and job-skill training are offered to assist them to overcome work barriers and maximise their chances to move into work force. They will also be referred to the Labour Department and retraining
centres for employment training and job placements. Thirdly, emergency funds will be granted to street sleepers with financial problem to meet their immediate work-related expenses, such as transportation, clothing for new jobs, etc. Under the Active Employment Assistance Programme, the young unemployed street sleepers receiving Comprehensive Social Security Assistance are assisted to get access to up-to-date labour market information and other support services and develop personalised action plans to find work.

Signature
Name in block letters Mrs Carrie LAM
Post Title Director of Social Welfare
Date 26 March 2001
Examination of draft Estimates of Expenditure 2001-02

CONTROLLING OFFICER'S REPLY TO WRITTEN/SUPPLEMENTARY WRITTEN QUESTION

Head: 170 - Social Welfare Department

Programme: (2) Social Security

Controlling Officer: Director of Social Welfare

Bureau Secretary: Secretary for Health and Welfare

Question: To help the able-bodied Comprehensive Social Security Assistance (CSSA) recipients to become self-reliant, Social Welfare Department (SWD) has introduced a series of programmes, including the Special Job Attachment Programme and Intensive Employment Assistance Fund Project. SWD has stated that recipients are not expected to participate in both of these programmes. Did any participant actually participate in these 2 programmes at the same time? If so, how could the allocation of resources be compatible? Besides, what are the criteria for deciding which programme is more suitable for the recipients concerned?

Asked by: Hon CHAN Yuen-han

Reply: The Special Job Attachment (SJA) Programme and the Intensive Employment Assistance (IEA) Fund Project have been launched since January 2001. So far, no participant has taken part in both programmes.

The Employment Assistance Co-ordinators (EA Co-ordinators) in our social security field units will examine the background of the target recipients including his education level, employment history, preference and the nature of assistance needed. The EA Co-ordinator will introduce to the target recipient the programme which best suits his circumstances in terms of enabling him to develop work habits, acquire skills required by employers and boosting his chance of finding employment at the end of the programme. Upon obtaining the agreement of the recipient to enroll in the recommended programme, the EA Co-ordinator will refer the recipient to the non-government organisation concerned.

Signature
Name in block letters: Mrs Carrie LAM
Post Title: Director of Social Welfare
Date: 26 March 2001
Examination of draft Estimates of Expenditure 2001-02

CONTROLLING OFFICER'S REPLY TO
WRITTEN/SUPPLEMENTARY WRITTEN QUESTION

Head : 170 - Social Welfare Department

Programme : (3) Services for Elders

Controlling Officer : Director of Social Welfare

Bureau Secretary : Secretary for Health and Welfare

Question : Based on experience of contracting out the home care and meal service, the Social Welfare Department plans to allocate through open tender more services for elders to be operated by the private sector in 2001-02. Please inform the Council:

(1) Why does the Government contract out another batch of services while the contracts for meal service have not yet expired?

(2) Can the contracted meal service achieve cost-effectiveness (i.e. achieving high quality with a low cost)?

(3) The Government has pointed out that services are required to satisfy the standard specified in the contract and there will be regular monitoring on services. How frequent the monitoring will be? Will there be any spot check?

Asked by : Hon CHAN Yuen-han

Reply : (1) Building on the contracting out experience of meal and home care services, the contracting out of enhanced home and community care services from March 2001 has shown improved service quality and cost-effectiveness. We, therefore, consider it appropriate to commission new services planned in 2001-02 by open tender to achieve quality service and optimal use of public resources.

(2) Yes. An estimated savings of 16% per year has been achieved for the meal service under contractual arrangement. Under this mode of service delivery, we have achieved higher quality standards when compared with services delivered under the conventional mode.
These include improvements in areas such as timeliness in meal delivery, meal temperature, variety of meals, menu approved by qualified dietician, staff training, good attitude and conduct of meal deliverers etc. Moreover, an independent customer satisfaction survey conducted in August to September 2000 indicated that of those who had used the meal service, 77.9% were satisfied, 19.3% found the service acceptable and only 1.8% were dissatisfied.

(3) A comprehensive contract monitoring mechanism is adopted by the Department to ensure contract compliance. It includes the following measures:

- regular review of service with the operators;
- annual submission of self-evaluation report;
- annual review;
- examination of case records, quarterly statistics and reports;
- spot checks; and
- annual customer satisfaction survey.

From April 2000 to March 2001, over 30 spot checks have been conducted in operators’ offices and users’ homes.

Signature
Name in block letters Mrs Carrie LAM
Post Title Director of Social Welfare
Date 26 March 2001
Head 186 - Transport Department Subhead (No. & title):

Programme: (5) Transport Services for People with Disabilities

Controlling Officer: Commissioner for Transport

Bureau Secretary: Secretary for Health and Welfare

Question: In your reply to HWB117-1457, it was mentioned that Transport Department would conduct the Travel Characteristics Survey between late 2001 and mid 2003 to collect information. “Upon availability of travel data, TD will assess the needs for conducting a study on public transport needs of people with disabilities.” However, in its reply (PH63/160-1XXIV) to my office dated 5 March 2001, TD said that the government planned to conduct a survey on the origin and destination of trips as well as public transport needs of people with disabilities in 2001-02, subject to the availability of financial resources. Can the Administration clarify the following:

(1) Is the survey mentioned in the reply the same as the one referred to in TD’s reply to my office? If yes, why does TD have to wait until mid 2003 to decide if it is necessary to conduct a study?

(2) Will TD conduct a study on the public transport needs of people with disabilities in 2001-02? If yes, what is the amount of provision for the study? If no, what information will TD base on?

Asked by: Hon Cyd HO Sau-lan

Reply: The survey mentioned in Transport Department’s letter of 5 March 2001 is different from the Travel Characteristics Survey (TCS) mentioned in my reply ref. HWB117-1457. Following our reply to the Hon Cyd Ho on 5 March 2001, we further reviewed various transport surveys and studies to be conducted by Transport Department in 2001-02. As the TCS will cover the travel characteristics of all trip makers, we consider
that by having people with disabilities included as a target group in the TCS, useful data can be obtained for our planning purpose. Because funding for the TCS has already been secured, we are certain of its early implementation. When the TCS results are available, we will then review whether there would still be the need for a separate survey on the travel demand for people with disabilities, without duplicating efforts. In the interim, we will continue to rely on feedback from the associations representing people with disabilities at the Working Group on Access to Public Transport by Disabled Persons, and the Rehabilitation Advisory Committee’s Sub-Committee on Access.

Signature

Name in block letters ROBERT FOOTMAN

Post Title Commissioner for Transport

Date 26 March 2001