

政府總部
勞工及福利局
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政府總部



LABOUR AND WELFARE BUREAU
GOVERNMENT SECRETARIAT

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來函檔號 Your Ref.:

21 April 2017

Ms Angel WONG
Clerk to Subcommittee on Children Rights
Legislative Council Complex
1 Legislative Council Road
Central, Hong Kong

Dear Ms WONG,

**Legislative Council Subcommittee on Children Rights
Follow-up to Meeting on 21 February 2017**

At the meeting of the Subcommittee on Children Rights on 21 February 2017, Members requested the Administration to provide the following information –

- (a) regarding the Central Referral System for Residential Child Care Services and the Client Information System of the Social Welfare Department (SWD) –
 - i. the functions of both systems;
 - ii. whether the systems could keep track of each child's record of receiving residential child care service, reasons for ceasing to receive the service, and conditions after ceasing to receive such service (i.e. at home/at school/at work); and
 - iii. whether SWD has any plans to enhance both systems so as to facilitate social workers to follow up these cases more effectively.

- (b) the number of cases, in the past five years, in which children were re-admitted for residential service after they had ceased to receive the service; and
- (c) the number of cases, in the past five years, in which children were adopted pursuant to court order in accordance with the Adoption Ordinance (Cap.290).

As regards (a) above, the Client Information System (CIS) is an important information system which supports SWD in planning and providing welfare services. It has the following four main functions:

- to keep records of the applications, processing and provision of welfare services so as to implement a client-focused and automated case management procedure;
- to facilitate sharing of service users' information among caseworkers, so as to timely formulate suitable welfare plans and provide appropriate welfare services to them;
- to provide composite data for the purposes of analysis, review and service planning; and
- to generate timely information for answering public enquiries.

The Central Referral System for Residential Child Care Services (CRSRC) is part of the CIS, which processes applications for residential child care services (RCCS) (including matching suitable services) and monitors demand/supply and utilisation of various types of RCCS. Updated information of relevant cases (including acceptance of applications, withdrawal of applications, admission and discharge from service, etc.) will be recorded in the CRSRC. Besides, the CRSRC's database also facilitates speedy searching for service users' records of previous and existing applications for relevant services.

The CRSRC records the information of each child applying for RCCS, including the service received, the withdrawal of RCCS applications or the reasons for discharging from service. If a child's family is followed up by the SWD, the information on the child's condition when or after receiving RCCS will normally be kept in the CIS.

The SWD is currently conducting a "Feasibility Study on Upgrade

of the Client Information System” so as to provide the service more effectively. The SWD will review the improvement measures for the CIS so as to enable social workers to follow up cases more effectively.

As regards (b) above, the numbers of cases in the past five years in which children were re-admitted for RCCS after they had ceased to receive such service are set out below –

	2012-13	2013-14	2014-15	2015-16	2016-17 (as at 31.12.2016)
Number of cases	72	78	79	61	55

As regards (c) above, the numbers of cases in the past five years in which children were adopted pursuant to court order made under the Adoption Ordinance (Cap.290) are set out below –

	2012-13	2013-14	2014-15	2015-16	2016-17 (as at 31.12.2016)
Number of cases	120	116	108	87	51

For further enquiries, please contact Mr FUNG Man-chung of SWD (Tel: 2892 5288).

Yours sincerely,



(Kelvin MA)
for Secretary for Labour & Welfare

c.c. Director of Social Welfare (Attn: Mr FUNG Man-chung)