

**Minutes of the 26th Meeting of
the Committee on Integrated Family Service Centres**

Date : 24 November 2017 (Friday)
Time : 9:30 a.m.
Venue : Room 919, 9/F, Revenue Tower, Wan Chai, Hong Kong

Present

Social Welfare Department (SWD)

Ms Siu Kin-heung, Mabel	Chief Social Work Officer (Family and Child Welfare)1	(Chairperson)
Miss Hau Suk-kwan	Assistant District Social Welfare (Central Western, Southern and Islands)1	
Ms Poon Hau-yuk	Assistant District Social Welfare (Eastern and Wan Chai)1	
Ms Fung Man-yu, May	Assistant District Social Welfare (Kwun Tong)2	
Ms Lam Bun-ngee	Assistant District Social Welfare (Wong Tai Sin and Sai Kung)1	
Ms Chan Chun-mei	Assistant District Social Welfare (Wong Tai Sin and Sai Kung)2	
Ms Chung Si-weng, Renee	Assistant District Social Welfare (Kowloon City and Yau Tsim Mong)1	
Mr Lai Huen-lam, Stephen	Assistant District Social Welfare Officer (Sham Shui Po)1	
Mr Chan Ping-ching, Roy	Assistant District Social Welfare Officer (Shatin)1	
Ms Tam Kam-chi	Assistant District Social Welfare (Tai Po and North)2	
Miss Au Yeung Yee-kit	Social Work Officer /Integrated Family Service Centre (Yuen Long)2 [Representing Mr LAM Chi-ming, James, Assistant District Social Welfare Officer (Yuen Long)1]	
Ms Yu Yuen-han, Jenny	Assistant District Social Welfare (Tsuen Wan and Kwai Tsing)1	

Mrs Ng Ng Lai-chun, Quinnie	Assistant District Social Welfare (Tuen Mun)2	
Ms Chan Mei-yi	Senior Social Work Officer (Family)2	
Ms Lam Hiu-ying, Clara	Social Work Officer (Family)1	(Secretary)

Non-governmental organisations (NGOs)

Mr Mui Wai-keung, Moses	Chief Officer (Family and Community) Hong Kong Council of Social Service	
Ms Eliza Lam	Head of Family Service Caritas – Hong Kong	
Ms Judy Chan	Head of Service Hong Kong Family Welfare Society	
Mrs Leung Li Chi-mei, Cross	General Manager (Family and Community Core Business) Hong Kong Christian Service	
Mr Cham Kwok-wing, Kerin	Director of Program International Social Service Hong Kong Branch	
Mr Ng Ka-kui, Charles	Programme Director (Family and Community) Christian Family Service Centre	
Mrs Angela Chiu	Executive Director The Hong Kong Catholic Marriage Advisory Council	
Ms Tsui Shuk-yin, Terry	Social Work Supervisor Hong Kong Children and Youth Services	
Ms Wendy Wong	Senior Manager St James' Settlement	
Ms Wong Chor-ling, Bell	Supervisor Long Love Integrated Family Service Centre Tung Wah Group of Hospitals [Representing Dr Wong Fung-ye, Margaret, Assistant Community Services Secretary (Youth and Family)]	
Mr Chu Muk-wah, Daniel	Director Yang Memorial Methodist Social Service	
Ms Tang Wai-yam, Yannie	Unit-in-charge Hong Kong Sheng Kung Hui – Tung Chung Integrated Services	

[Representing Ms Keung Choi-yin, Service Director,
Hong Kong Sheng Kung Hui Welfare Council Limited]

Ms Yam Pui-wah, Zerlina Islands and Tung Chung District Supervisor
The Neighbourhood Advice-Action Council

In attendance

Ms Kwan Po-shan, Avis Social Work Officer (Family)3 / SWD
Miss Lau Leung-yuk, Grace Assistant Social Work Officer (Family)1 / SWD
Ms Lui Yu-heung, Terri Division Head
Yang Memorial Methodist Social Service

Welcoming remarks

The Chairperson welcomed colleagues who attended the meeting on behalf of Members, including Ms Wong Chor-ling, Bell of the Tung Wah Group of Hospitals, Ms Tang Wai-yan, Yannie of Hong Kong Sheng Kung Hui Welfare Council Limited, and colleagues of SWD, Ms Chung Si-weng, Renee and Mr Tam Kam-chi who had replaced Ms Ding Suk-wah and Ms Ho Yuen-miong, Agnes respectively. She also welcomed Ms Lui Yu-heung, Terri of Yang Memorial Methodist Social Service who sat in the meeting and would replace Mr Chu Muk-wah, Daniel to serve as a member of the Committee starting from the next meeting. She congratulated Mr Chu for his promotion and thanked for his contribution to the Committee in the past years.

Confirmation of minutes of last meeting

2. Minutes of the 25th meeting were confirmed without amendment.

[Post-meeting notes: The confirmed minutes of the 25th meeting were uploaded onto SWD Homepage on 6.12.2017.]

Matters arising

Sharing on the Development of Parenting Capacity Assessment Framework (PCAF)
(para.3-4, p.3-4)

3. Ms Clara Lam shared with Members that the Task Group on PCAF was currently working on the Social Worker version for children of 13 to 36 month. Members would be informed about the progress when available.

Training courses (para. 5, p.4)

4. Ms Avis Kwan briefed Members on the training courses that had been conducted from September to November 2017 and those to be conducted from December 2017 to March 2018. The information was sent to Members before the meeting via email on 20.11.2017. She encouraged Members to nominate suitable colleagues to attend the training courses.

Review of Procedural Guide for Handling Child Abuse Cases (Review) (para. 6, p.4)

5. Ms Chan Mei-yi shared with Members that two focus group meetings were held in October and November 2017 to comment on the draft revised chapters on the areas of handling approaches, definition, identification and risk assessment. The next task group meeting would coordinate views of focus groups and plan for the next step of the review.

Handling of Suspected Child Abuse Cases – Collaboration with Hospital Authority (para. 6 and 7)

6. Ms Chan reported that in the last meeting, concern was raised whether Hospital Authority (HA) would charge fee for the enquiry of NGOs by using the sample letter in the Procedural Guide for Handling Child Abuse Cases (Revised 2015) (i.e. Annex V to Chapter 4) on whether a person had received treatment in hospital/clinic of HA, with no consent from that person was available, so that the social worker can contact the medical officer for more information and/or invite the medical officer to attend the Multi-disciplinary Case Conference on Child Abuse (MDCC) to discuss the welfare plan of the child. She shared with Members that Domestic Violence Team (DVT) had been collaborating with HA and Rehabilitation and Medical Social Service Branch (RMB) to look into the fee charging issue raised by NGOs and explore ways to handle the issue. Discussion on the handling of fee-charging for NGOs was still underway. Members would be informed about the progress when available.

Progress of follow-up on the recommendations of the Review on the Implementation of the IFSC Service Mode

Updates on the follow-up actions taken

7. Ms Chan reported that the updated table detailing the progress of the follow up actions on the recommendations of the Review on the Implementation of the IFSC Service Mode had been sent to Members on 20.11.2017. Members were invited to note the progress.

Progress of work under various working groups

(i) Working Group on Review on the Operation of IFSC Services (WG)

8. Ms Chan shared that WG had held its 26th and 27th meeting on 26.9.2017 and 10.11.2017 respectively for discussion on the collaboration issues as well as the review on processing of Compassionate Rehousing (CR) cases. The updates would be shared and discussed in the ensuing agenda items 4 and 5.

(ii) Liaison Group on Issues Relating to Housing Assistance Cases (LG)

9. Ms Chan reported that the 13th LG meeting was held on 15.8.2017. The “Summary of Discussion” of the LG meeting was sent to stakeholders vide email on 6.10.2017. She highlighted the revised parameters for handling CR cases involving tragic accidents with donations far exceeding the asset limits stated in the “Summary of Discussion” had superseded the version issued on 1.9.2017. For details of other collaboration issues discussed in the LG meeting, Members were invited to refer to the summary issued.

10. Ms Chan furthered that the 14th meetings of the five Local LGs of the respective clusters were / would be held from April 2017 to March 2018. Members were welcomed to bring up the related issues to the platforms for deliberation.

Collaboration issues between IFSCs / ISCs and Medical Social Services Units (MSSUs) of SWD

11. Ms Clara Lam recapitulated that WG had thorough discussion on the related collaboration issues and the updates of the draft revised “Division of Work Between MSSUs of SWD and IFSCs / ISCs” would be shared when available.

Review on Processing of CR Cases

12. The Chairperson recapitulated the progress of the review and invited Ms Chan Mei-yi and Ms Avis Kwan to share the deliberation in the 26th and 27th WG meetings.

Announcement of the Update

13. Ms Avis Kwan reported that since more time was required to ponder and deliberate in the WG and IFSC Committee meetings on the proposed alternatives to address the five areas identified for enhancement, the 2nd round focus group meeting was proposed to be deferred from November 2017 to January 2018 so as to facilitate a more fruitful discussion. After deliberation in WG, members agreed to the rescheduling of the 2nd round of focus group meeting and the subsequent revisions to the road map.

14. Ms Kwan furthered that the updated road map, having incorporated the proposed revisions as deliberated in 26th WG meeting, had been uploaded to the What’s New of SWD Homepage on 6.10.2017. The session summaries of the 1st round focus group meetings, together with the revised road map and the five areas identified for enhancement were disseminated to the target participants of the 2nd round focus group meetings vide mails of 6.10.2017 to DSWOs, NGO service coordinators/supervisors, HA contacts, related staff unions and the 1st round focus group participants who joined in individual capacity.

Areas identified for enhancement

15. Ms Chan recapitulated that areas for enhancement were identified after the 1st round focus group meetings and the deliberations in the meetings of WG and IFSC

Committee, taking into consideration of the observations in the case study and views collected from other means. The areas of enhancement and alternatives of enhancement were identified as follows –

- (i) Aligning the assessment yardsticks and extent of vetting;
- (ii) Reviewing the processing workflow and delineating the roles and responsibilities of different personnel involved so that elaborations on the roles and accountability of management staff and SWD designated persons could be spelt out;
- (iii) Reviewing the processing guideline with a view to updating the protocol and time frame on CR case processing especially in dealing with the requests for CR at intake level or through referrals from various sources;
- (iv) Enhancing understanding of the public on the rationale, purpose and nature of CR; and
- (v) Drawing up a more common understanding of the centralised team(s) (that have been suggested by focus group participants to be set up for processing CR cases) with a view to exploring the pros and cons of setting up the team(s) and recommending future directions for the subject matter.

Arrangement of 2nd round of focus group

16. Ms Kwan shared the 2nd round focus group meetings would be held from 19.1.2018 to 31.1.2018 and reported the venues of the meetings. She further shared the proposed arrangement and rundown of the focus group meetings. The format would be similar to the 1st round focus group and the details would be further worked out in the coming WG meetings.

Views collected

17. Ms Chan shared that FCWB continued to receive views through means other than focus groups, including meetings and written submission, which would then be reported and discussed in WG meetings. During the period, two views were received from complainant bodies which were forwarded from the Public Complaints Office of Legislative Council (LegCo) and another view from a LegCo member regarding the administrative procedure in processing CR cases, such as collection of document and varied practices of SWD offices. Summary of the submissions were shared with Members. The views would be taken into account in the current review.

Case Study

18. Ms Chan recapitulated that after information was sought from the related SWD contact persons and district managers, the study on non-recommended / difficult cases was completed. A summary of the findings was shared in the meeting. The issue of concerns pertinent to the study were similar to that of the 1st focus group meetings and hence the five proposed enhancement areas could materially address the concerns. She furthered that the summary of findings would be shared at the 2nd round focus group meetings and beforehand it would first be shared in the coming WG meeting.

19. Members shared their views on the arrangement of the 2nd round focus group meetings including the time allocated for the discussion of the identified areas. Ms Chan

shared that similar to the 1st round focus group the related information including the proposed enhancement measures and the questions to be asked in the focus group meetings, which would be further deliberated in the coming WG meetings, would be provided to focus group participants before the focus group meetings.

20. The Chairperson thanked Members for their contribution and invited them to provide views on the related issues of this item by 5.12.2017.

Any other business

(i) Sharing of the new initiatives in the Chief Executive's 2017 Policy Address

21. Ms CHAN Mei-yi shared the Policy Address initiative of strengthening co-parenting support for divorced/separated parents and their children. Details of the initiative, including amount of additional manpower resources, would be announced in a later course.

(ii) Referral Mechanism for Handling Referrals between Housing Department (HD) and SWD/NGOs

22. Upon completion of an investigation conducted by the Ombudsman on a case related to alternative housing assistance handled by an IFSC recently, the Chairperson shared the complaint against SWD was partially substantiated. The Ombudsman recommended that SWD should jointly with HD to review the existing cooperation agreement regarding the referral system to clarify in what circumstances, when making repeated referrals for the same case, HD was required to obtain written consent from clients and state the purpose of referral again. The basic premise was to minimise any duplicate administrative procedures as far as possible. To follow up the recommendations, a meeting with HD was scheduled to be held in November 2017. It was envisaged that the related agreement regarding the consent issues and internal housing transfer made in previous LG meetings would be revisited in the meeting. SWD would share the progress with Members and related stakeholders.

23. Members viewed that consent from clients and specific purpose of referral should be provided by HD and the existing referral mechanism between HD and SWD/NGOs should be streamlined. Some proposed HD to set up social work teams to handle the tenancy-related requests made by the tenants. The Chairperson responded that the views were noted and to further deliberate the matter, a meeting with HKCSS and NGO LG members would be convened before the coming LG meeting. To facilitate the related colleagues to adhere to the good practice, a point-to-note in handling cases of alternative housing assistance would be disseminated to Members after the meeting.

[Post meeting note: The point-to-note was issued vide email on 27.11.2017.]

(iii) Appropriate Adult (AA) in handling Mentally Incapacitated Person (MIP)

24. Ms Chan recapped that as discussed in the 22nd and 23rd meeting that a Pilot Scheme on Volunteer AA for MIPs was rolled out in early 2017 to provide support for MIPs involved in police enquiries in circumstances where an AA could not be located after

exhausting all possible means. Volunteer AAs could be family members or carers with experience in dealing with MIPs. Relevant training including the characteristics of MIPs, general legal knowledge, brief criminal proceedings, etc. was provided for the volunteer AAs to enable them to play their role before the Pilot Scheme.

25. Ms Chan appealed to Members in advising the concerned IFSC/ISC colleagues that when police approached them for assistance rendered to their active case, caseworkers / respective service units should provide support service to the clients concerned as far as possible. For cases that were not known to the IFSCs/ISCs, they could advise the police officers to contact Child Abuse Investigation Unit (CAIU) of their own clusters for referral of AA service. In case AA service is required, the respective CAIU would contact RMB directly for arranging volunteer AAs.

(iv) Strengthen referral mechanism and collaboration under Comprehensive Child Development Service (CCDS)

26. To facilitate the close collaboration between the stakeholders for early identification of individual / family in need, Ms Clara Lam shared that the district managers and NGO service coordinators were invited to strengthen the existing referral / collaboration platform through regular meeting / case sharing / discussion and experience exchange. Members could make reference to the good practice of district based collaboration as shared in the sharing session held in May 2017 for strengthening the collaboration.

27. Ms Lam furthered that under CCDS, a referral and reply system had been developed to enhance the close collaboration with kindergartens/child-care-centres (KGs), Maternal and Child Health Centre (MCHCs) and IFSCs/ISCs. Under the established referral mechanism, KGs could suggest the parents to approach IFSCs/ISCs or send the referral to MCHCs who would forward the social service referral to IFSCs/ISCs. Members were invited to read the mail issued by SS(F)2 on 21.11.2017 for details. Information of the referral mechanism was available at EDB website (link: <http://www.edb.gov.hk/en/edu-system/preprimary-kindergarten/comprehensive-child-development-service/index.html>)

(v) Family Support Programme (FSP)

28. Ms Avis Kwan shared that to early identify needy individuals and families who were reluctant to seek help, SWD had implemented FSP in IFSCs/ISCs, Family and Child Protective Services Units and Psychiatric MSSUs since 2007. Social workers would, through telephone calls, home visits and other outreaching services, contact individuals and families with social isolation problems and refer them to a host of support services. These service units recruited and trained volunteers, including those with personal experience in overcoming family problems or crises, who would contact the aforementioned individuals and families and encouraged them to receive appropriate services for building a community care and support network. Arising from recent family tragedies, she appealed to Members to advise the colleagues to take appropriate measures for engaging the volunteers and proactively identifying the vulnerable families and needy families. To promote FSP and to share good practice, a training and sharing workshop would be arranged in 2018-19. Members were encouraged to nominate suitable colleagues to share the valuable experience.

(vi) Referral received from Education Bureau

29. Ms Chan Mei-yi shared that Education Bureau (EDB) had recently sent non-consensual referrals to IFSCs for case checking / handling without quoting of any exemption under the Personal Data (Privacy) Ordinance (PD(P)O). FCWB was liaising with EDB and preparing a template for the non-consensual / case checking referral with information of exemption invoked under the PD(P)O to be incorporated as appropriate. The progress on the referral / case checking mechanism would be shared with Members when available.

(vii) Intake Screening Form

30. Ms Clara Lam shared that to follow up the recommendations of the Review on the Implementation of the IFSC Service Mode, WG had proposed revisions on Intake Screening Form. The Intake Screening Form had been in use since May 2014. Members were invited to remind colleagues using the form to facilitate thorough initial assessment in providing timely support and service to clients approached the IFSCs for intake service. Ms Lam also shared the good practice when colleagues collect personal information from clients, he/she should clearly inform the client the data collection purpose and data handling principles pursuant to the PD(P)O.

(viii) Monitoring of Service Statistics of IFSCs

31. Ms Clara Lam invited Members to review the performance of individual IFSCs in meeting the agreed levels of the respective Output Standards (OSs) of IFSCs and family aide services and remind colleagues of timely and accurate data input into the CIS for generating the up-to-date service statistics. Members should advise the concerned IFSC colleagues to take appropriate measures for achieving the agreed levels of the concerned OSs, and activating the conversion mechanism as appropriate.

(ix) Enhancement of Foster Care Allowance

32. Ms Chan briefed Members that the mail issued by Child Welfare Team regarding the enhancement of foster care allowance on 21.11.2017. Apart from the upward adjustment of various items of foster care allowance, Members' attention was drawn to the extra incentive payment for taking care of children under 3 and calculation of the maintenance grant for foster child and incentive payment for foster parent having accumulated home leave of 10 nights or more in a month.

Date of next meeting

33. There being no other business, the meeting was adjourned at 12:00 noon. The date and time of the next meeting was scheduled on 26.2.2018 (Monday) at 2:30 p.m.

[Post-meeting note: The next meeting would be held at Room 922, 9/F, Revenue Tower, Wan Chai.]