

Funding and Service Agreement¹**Neighbourhood Elderly Centre (NEC)****(with effect from 1 October 2018)****I Service Definition****Introduction**

Neighbourhood Elderly Centre (NEC) is a type of community support services serving as a neighbourhood base for community network of informal support and formal social services provided to elderly persons living in the community.

Purposes and Objectives

2. The ultimate goal of NEC is to enable elderly persons to continue to stay in the community, to lead a healthy, respectful and dignified life, to enhance their positive and contributory role and to involve the public to build up a caring community.

Nature of Service

3. NEC should provide a range of comprehensive services including dementia care services to elderly persons, carers and the community at large, as stipulated in the Specifications on Re-engineering Community Support Services for Elders.

Target Service Users

4. Service Operator of the NEC is expected to serve elderly persons aged 60 or above residing in the respective Districts as delineated by District Council boundary. Service Operator is also expected to provide support to formal and informal carers who take full-time or part-time care of elderly persons, and to provide educational and developmental programmes to the community at large.

II Performance Standards

5. Service operator should meet the following performance standards:

Output Indicators

(to be reported to Social Welfare Department [SWD] on a quarterly basis)

¹ This Funding and Service Agreement is a sample document for reference only.

<u>No.</u>	<u>Output indicators of NEC</u>	<u>Agreed level</u>
1.	Average membership within one year.	400
2.	Average attendance per session within one year.	60
3.	Total number of groups, activities and programmes held within one year:	200
	a. (i) for promotion on healthy and active ageing, physical and psycho-social well-being of elderly persons; (ii) to meet the educational and developmental needs of elderly persons; and (iii) to meet the social and recreational needs of elderly persons.	120
	b. for volunteer recruitment, development and services.	40
	c. to provide carer support services including mutual support groups and training activities etc;	40
4.	Total number of volunteers within one year.	100
5.	Active counselling cases within one year :	
	a. monthly average number of active counselling cases with agreed plan (summing up the 12 month-end number of active counselling cases ÷ 12);	80
	b. turnover rate of active counselling cases within one year (total number of closed case ÷ total number of active counselling cases served x 100%);	20%
6.	Total number of carers served within one year.	140
7	Services for hidden or vulnerable elderly persons:	
	a. monthly average number of active cases of hidden or vulnerable elderly persons (summing up the 12 month-end number of active cases ÷ 12)	35
	b. turnover rate of cases served within one year in relation to hidden or vulnerable elderly persons (total number of closed case ÷ total number of cases served x 100%)	20%
8.	Total number of activities of building up rapport with local stakeholders for service promotion and/or establishing strategic partnership within one year.	12
9.	Total number of Minimum Data Set-Home Care (MDS-HC) Version 2.0 ² assessments conducted within one year. ³	35

² MDS-HC Version 2.0 or the prevailing version of MDS-HC adopted by SWD

³ SWD will take into consideration the availability of referrals should the agreed level not being met.

<u>No.</u>	<u>Output indicators of NEC</u>	<u>Agreed level</u>
10.	Dementia-related services	
	a. Total number of people trained with dementia-related knowledge;	30
	b. Total number of programmes/ activities to provide public education on dementia;	10
	c. Total number of programmes/ activities to provide support and training to elderly persons with dementia and/or their carers;	6
	d. Total number of groups to provide support and training to elderly persons with dementia and/or their carers; and	3
	e. Total number of training sessions ⁴ to staff on dementia.	15
11.	Service for needy carer ⁵	
	a. Total number of supportive groups held within one year for needy carers;	4
	b. Total number of training activities and programmes held within one year for needy carers;	15
	c. Total number of support services to needy carers such as volunteer visits, escort service and occasional elder sitting services (home-based or centre-based);	100
	d. i) Total number of needy carers served within one year;	50
	ii) Turnover rate of needy carers served with one year; and	20%
	e. Total number of programmes and activities conducted to local stakeholders, e.g. security guards or mutual aid committees for enhancing awareness in identification of needy carers in a year.	4

Outcome Indicators (to be reported to SWD once every three years⁶)

	Outcome indicators of NEC	Agreed level
1	Percentage of users satisfied with the centre service. (a survey with sample size reaching 160 or not less than 30% of the total membership should be conducted.)	70%
2	Percentage of carers satisfied with the centre service. (a survey with sample size not less than 30% of the total number of carers served should be conducted.)	70%
3	Percentage of senior volunteers satisfied with their volunteer services	70%

	Outcome indicators of NEC	Agreed level
	and/or organising centre activities. (a survey with sample size not less than 30% of the total number of senior volunteers should be conducted.)	
4	From output indicators No. 3 of clause 5, percentage of groups, activities and programmes for which elderly members are involved in planning and implementation.	10%
5	Percentage of carers with lower stress level in taking care of elderly persons after attending the programme. (the outcome should be counted as average attainment level of all programmes/groups for reducing carers' stress level.)	70%
6	Percentage of users whose support network is widened. (a survey with sample size reaching 160 or not less than 30% of the total membership should be conducted.)	70%
7	Percentage of carers of elderly persons with dementia satisfied with the support and training from the groups.	75%
8	Percentage of needy carers satisfied with the carer support services.	75%

Essential Service Requirements

6. The NEC should operate at least 6 days a week with a minimum of 48 hours per week with full flexibility in order to best fit the needs of services users.

7. The operation of the NEC should be under the supervision and guidance of a registered social worker.

Quality

8. The Service Operator will meet the requirements of the 16 Service Quality Standards (SQSs).

III Obligations of SWD to Service Operator

9. The SWD will undertake the duties set out in the General Obligations of SWD to the Service Operator as specified in the Funding and Service Agreement (FSA) Generic Sections.

IV Basis of Subvention

10. The basis of subvention is set out in the offer and notification letters issued by SWD to the Service Operator.

Funding

11. An annual subvention will be allocated on a Lump Sum Grant (LSG) mode to the Service Operator for a time-defined period (*applicable to time-defined projects only*). This lump sum has taken into account the personal emoluments, including provident fund for employing registered social workers and supporting staff, and other charges (covering all other relevant operating expenses including employees' compensation insurance and public liability insurance) applicable to the operation of the project and recognised fee income, if any. Rent and rates in respect of premises recognised by SWD for delivery of the subvented activities will be reimbursed separately on an actual cost basis.

12. In receiving the LSG, the Service Operator is accorded flexibility in the use of the grant but required to observe the guidelines set out in the latest LSG Manual, LSG Circulars, management letters and correspondence in force as issued by SWD on subvention policies and procedures, whichever is applicable, as well as the relevant Guidance Notes for specific services. The LSG will be subject to adjustments including salary adjustments in line with civil service pay adjustments and other charges in line with the price adjustment factor (currently the Composite Consumer Price Index). The Government will not accept any liabilities or financial implication arising from the project beyond the approved funding.

Payment Arrangement, Internal Control and Financial Reporting Requirements

13. Upon the Service Operator's acceptance of the FSA, payment of the LSG subventions will be made on a monthly basis.

14. The Service Operator is responsible for maintaining an effective and sound financial management system, including budget planning, projection, accounting, internal control and auditing. It should maintain proper books and records and supporting documents on income and expenditure relating to the project and make them available for inspection by the Government representative.

15. The Service Operator shall submit the Annual Financial Report (AFR) as reviewed and the annual financial statements of the NGO as a whole as audited by a certified public accountant holding a practising certificate as defined in the Professional Accountants Ordinance (Chapter 50) and signed by two authorised representatives of the NGO, i.e. Chairperson/NGO Head/Head of Social Welfare

Services in accordance with the requirements as stipulated in the latest LSG Manual. The AFR should be prepared on a cash basis and non-cash items such as depreciation, staff leave accrual etc. should not be included in the AFR.

V Validity Period (*Applicable to time-defined projects only*)

16. This FSA is valid for a time-defined period. Should Service Operator be in breach of any term of condition of this FSA and fail to remedy the same in such manner and within such time as shall be specified in a written notice from the SWD that the same be remedied, the SWD may after expiry of such notice, terminate this FSA by giving 30 days' notice in writing to the Service Operator.

17. Where there is any change to the performance standards within the agreement period, SWD will seek mutual agreement with the Service Operator and the Service Operator will be required to achieve new requirements in accordance with the specified implementation schedule.

18. Continuation of service for the next term will be subject to relevant considerations such as the prevailing policy directive, service needs and the performance of the Service Operator. SWD reserves the right to reallocate the project.

VI Other Reference

19. Apart from this FSA, the Service Operator should also comply with the requirements/commitments set out in the Service Specifications mentioned in clause 3 above, and the Service Operator's proposal and supplementary information, if any. Where these documents are in conflicts, this FSA shall prevail. The Service Operator's compliance with all these documents will be closely monitored by SWD.