

II. Welfare

In the past year, we have been working on 72 pledges, of which :

- we have completed 28;
- we are on schedule with 36;
- two are under review;
- we are taking active measures to speed up the progress on four which are behind schedule; and
- we are pressing ahead with two on-going commitments.

The following sets out the detailed report for each main programme area.

Caring for the Elderly

<i>Year</i>	<i>Pledge</i>	<i>Present Position</i>
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Financial Security

Action Completed

1997	1. Starting from 1 April 1998, to combine the annual Chinese New Year Grant and Social Recreation Activities Grant for the elderly under the Comprehensive Social Security Assistance (CSSA) Scheme and to increase the rate substantially from an annual amount of \$550 to a monthly payment of \$380. All elderly receiving CSSA will receive the additional payment.	In April 1998, the CSSA standard rate for elderly recipients was given an increase equivalent to \$380 in 1997-1998 value. This represents a 19% increase in real terms in the rate for able-bodied single elderly people.
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Sense of Belonging

Encouraging family support

Action Completed

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| 1997 | 2. | To provide additional personal care workers in day care centres for the elderly to improve services to the demented elderly, and extend opening hours to cover Saturday afternoons. | These improvements have been in place since July 1998. |
| 1997 | 3. | To conduct a review on home help services to explore the feasibility of developing a more effective service. | The consultancy was completed and the outcome of the study reported to the Elderly Commission in May 1998. We plan to launch pilot projects in the coming years to re-engineer the existing home help services to provide more home care services. |

Action in Progress : On Schedule

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| 1997 | 4. | To establish 15 additional home help teams in 1998-1999 to provide assistance to the elderly living with their families in the community. (These 15 teams are in addition to the 60 teams pledged in 1994 at item 7) | Two teams have been created. The other 13 teams will be set up by the end of 1998-1999. |
| 1997 | 5. | To set up two Carers' Support Centres in 1998-1999 to provide support and training to carers of the elderly. | The first centre will commence operation in December 1998 and the second in March 1999. |
| 1997 | 6. | To provide nine additional day care centres in the three years 1998-2001. | The first two centres will be provided in March 1999. We expect to achieve the overall target by March 2001. |

Action in Progress : Behind Schedule

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| 1994 | 7. | To provide a total of 60 additional home help teams by 1998-1999. | 54 teams have been created. The timing for the creation of the remaining six teams, which will be attached to multi-service centres will slip due to delays in construction and fitting-out works at the centres in question. It is expected that five of the teams will come on stream in 1999-2000 while the last team will be set up in 2000-2001. |
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Increasing supply and improving quality of subvented residential care services

Action Completed

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| 1997 | 8. | To provide resources to enable 23 large residential care homes to employ experienced physiotherapists. | The posts of Physiotherapist II in 23 residential care homes were upgraded to Physiotherapist I in July 1998. |
| 1997 | 9. | To create a new rank of Physiotherapy Artisan (PTA) to enable physiotherapists to make better use of their time for the benefit of their clients. | The rank of PTA has been established. 23 PTA posts were created in residential care homes in July 1998. |
| 1997 | 10. | To maintain the Infirmity Care Supplement to allow the frail elderly to age in place. This will obviate the need for about 460 elderly residents in residential care homes to move to other institutions upon deterioration of health, thus enabling them to be cared for in a familiar environment. | The Infirmity Care Supplement for 460 cases has been allocated on a recurrent basis. |

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| 1997 | 11. | The Elderly Commission to carry out a comprehensive assessment on the longer term demand for elderly housing and residential care services and to draw up a strategy for both the private and public sectors to meet the needs. To make recommendations next year. | The Elderly Commission submitted its report in September 1998. The Health and Welfare Bureau is examining the recommendations of the Elderly Commission in consultation with concerned bureaux and departments. |
| 1996 | 12. | To establish an integrated waiting list for applicants for all residential care services for the elderly, including new nursing homes. The list will be operational in late 1997. | The computerised system for the waiting list has been fully operational since February 1998. |

Action in Progress : On Schedule

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| 1997 | 13. | To increase the number of subvented residential care places under an enhanced Bought Place Scheme by 2 400 places in the three years 1998-2001. | We expect to be able to start purchasing 600 places as from November 1998. |
| 1997 | 14. | The first nursing home providing a higher level of care to frail elderly residents will be commissioned in February 1998. A total of 1 400 nursing home places in six nursing homes will be provided by 1999; four of the homes will be completed in 1997-1998 and the remaining two will be completed in 1998-1999. | Four nursing homes with 950 places are in operation. The remaining two with 450 places will be completed by March 1999. |

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| 1997 | 15. | To continue to encourage development of self-financing homes to offer an alternative to subvented homes for elderly people with better financial means. We hope that a total of 1 500 places will be completed by March 2002. | 129 places in self-financing homes will be commissioned in November 1998. Planning of the other places is making good progress. |
| 1997 | 16. | To train up by a blister programme 270 enrolled nurses in 1998-2000 to serve in residential care homes and other facilities. | The first training course with an intake of 101 pupil nurses started in July 1998. The second and third courses will start in November 1998 and March 1999. |
| 1997 | 17. | To introduce a new Dementia Supplement for subvented residential care homes. | The Supplement will be allocated to subvented residential care homes starting from November 1998. |
| 1997 | 18. | To provide 3 300 subvented residential care places in the four years 1998-2002 (inclusive of 585 places originally scheduled for completion by 1997) to serve elderly people in need. | 165 places had been provided by September 1998, exceeding the original interim target. A further 656 places will be provided by March 1999. |
| 1996 | 19. | To complete in mid-1997 a study on the needs of the elderly for residential care and community support services, and to consider improvements to our elderly services by taking into account the recommendations of the study. | The study was completed in 1998. The consultants' recommendations are being followed up at the Elderly Commission. |

Action in Progress : Under Review

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| 1995 | 20. | Subject to the outcome of a feasibility study, to establish by 1997 a computer network to link up all residential institutions for the elderly run by the Social Welfare Department, the Department of Health and the Hospital Authority with the Health and Welfare Bureau to streamline access to residential services. | We will review the feasibility and cost-effectiveness of the project later by drawing reference to experience gained from the computerised central waiting list. The waiting list came into operation in February 1998 and we should be in a position to conduct the above review one year after the setting up of the waiting list. |
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Action in Progress : Behind Schedule

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| 1993 | 21. | To provide a total of 5 888 additional residential places in care-and-attention (C&A) homes and homes for the aged by 1997. | In the past 12 months, 723 places have been provided, making a total of 5 468 places. The remaining 420 places will be provided by 1999-2000. |
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Good progress has been made with the following commitment in the past year. We will continue to work on it on an on-going basis.

Year

Pledge

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| 1997 | 22. | To explore the possibility of implementing the concept of continuum of care by developing a prototype of home that can look after elderly people of different degrees of impairment. |
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Health and Worthiness

Providing dedicated medical, health and social services

Action Completed

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| 1997 | 23. | To establish one additional psychogeriatric team to enable the provision of early diagnosis and intervention service as well as quality care in rehabilitation. An additional 4 600 psychogeriatric patients will benefit each year. | The additional team was established in September 1998. |
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| 1997 | 24. | To establish one additional community geriatric assessment team to provide pre-admission assessment to applicants for subvented residential places and provide outreaching specialist medical support to the subvented residential institutions. An additional 1 625 elderly patients will benefit each year. | The additional team was established in September 1998. |
| 1997 | 25. | To provide additional family caseworkers in family services centres to provide counselling and casework services to help those elderly with depression and suicidal tendencies. | 26 additional family caseworker posts were created in June 1998 to enhance family welfare services to families in need, including families with elderly members. (Item 1 under "Supporting the Family" refers) |
| 1992 | 26. | To establish a total of 70 social centres for the elderly by 1997. | Overall target achieved. |

Action in Progress : On Schedule

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| 1997 | 27. | To set up 12 Elderly Health Centres with integrated services in 1998-1999 and another six in 1999-2000 to provide preventive and curative medical services to the elderly. | The new services have been in place in seven Elderly Health Centres since July 1998. We expect to achieve the overall target on schedule. |
| 1997 | 28. | To establish 12 visiting health teams in 1998-1999 and another six in 1999-2000 to provide preventive and promotive care services to the elderly living in the community and support services to their carers. | Seven Visiting Health Teams were set up in July 1998. We expect to achieve the overall target on schedule. |

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| 1997 | 29. | To provide over 1 000 infirmary beds and 120 geriatric day places in the next five years. | 40 geriatric day places were provided in April 1998. 136 infirmary beds will be commissioned in October 1998. |
| 1997 | 30. | To provide eight additional Multi-service Centres for the elderly in the three years 1998-2001. 7 000 more elderly people ageing in the community will have access to a range of community support services and social programmes. | The first additional centre was provided in August 1998, with the second centre to come on stream in November 1998. We expect to be able to achieve the overall target by March 2001. |
| 1997 | 31. | To provide 23 additional Social Centres for the Elderly in the four years 1998-2002. This will help meet the social and recreational needs of 10 000 elderly people. | Two centres will commence operation in October and November 1998 respectively. Another two centres will open by March 1999. The remaining 19 centres will be set up by 2001-2002. |
| 1997 | 32. | To introduce an Elderly Volunteer Programme to encourage the elderly to contribute and participate as active members of the community. | Launching of the Elderly Volunteer Programme will tie in with the setting up of support teams at item 33 below. |
| 1997 | 33. | To set up 36 support teams in all existing Multi-service Centres for the Elderly and new centres coming into service by March 2001 to provide dedicated social networking and outreaching services to vulnerable single elderly. This will provide help to 12 000 elderly persons who are living alone and who have registered with the social networking service. | We are planning to set up 30 support teams in existing Multi-service Centres for the Elderly in October 1998 to implement the Elderly Volunteer Programme. The remaining six teams will be set up as and when the new Multi-service Centres come on stream. |

Action in Progress : Behind Schedule

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| 1992 | 34. | To establish a total of 14 additional Multi-service Centres for the elderly by 1997. | Owing to construction problems and difficulties in purchasing suitable premises, only 11 additional centres were provided up to September 1998. Nevertheless, we expect to be able to achieve the overall target by mid-1999. |
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Good progress has been made with the following commitment in the past year. We will continue to work on it on an on-going basis.

<i>Year</i>	<i>Pledge</i>
1997	35. To explore the possibility of social centres working closely with relevant government departments in providing recreational programmes for the elderly.

Meeting the Needs of People with a Disability
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<i>Year</i>	<i>Pledge</i>	<i>Present Position</i>
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Action Completed

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| 1997 | 1. | To create four Senior Physiotherapist/Occupational Therapist posts in 1998-1999 to provide the necessary supervision and training to junior therapists so as to improve services for people with a disability. | The posts were created on 1 April 1998. |
| 1997 | 2. | To sponsor \$8 million in 1998-1999 to host the 11th Rehabilitation International Asia and the Pacific Regional Conference in Hong Kong in August 1998. | The Conference was successfully held from 23 to 28 August 1998. |

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| 1995 | 3. | To provide by 2000, an additional 480 supported employment places for people with a disability. | 480 additional supported employment places were provided by September 1998. |
| 1992 | 4. | To provide an additional 3 930 residential places (an increase of just over 100%) for the mentally handicapped, ex-mentally ill, aged blind and the physically disabled by 1997. | The target was fully met by the end of 1997. |
| 1992 | 5. | To meet in full the demand for day services for the mentally handicapped by providing 2 110 additional places in sheltered workshops (SWs) and 1 650 (subsequently revised to 1 258 in 1995 to reflect changing needs) additional places in day activity centres (DACs) by 1997. In 1995-1996, to provide 440 places in SWs and 230 places in DACs. | The targets were fully met by the end of 1997. |

Action in Progress : On Schedule

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| 1997 | 6. | To review, in consultation with voluntary and non-governmental organisations (NGOs), the demand for different types of services and support next year. To plan ahead for the next five years in the light of the findings to meet the special needs of this group. | We have already held meetings with NGOs to study the provision of and demand for more than ten types of services. We will continue to study the demand and supply of the remaining services. The intention is to complete the review in mid-1999. |
| 1997 | 7. | To provide six additional aftercare workers in 1998-1999 to look after ex-mental patients discharged from halfway houses. | Six aftercare worker posts will be created and allocated to NGOs by March 1999. |

- 1997 8. To provide 40 additional residential places, and 50 additional places in day activity centres in 1998-1999. The additional places will be available upon completion of the fitting-out work by March 1999.
- 1997 9. To provide seven-day instead of five-day week residential service for four hostels for severely physically handicapped persons in 1998-1999. Three hostels for adults extended their service from five-day week to seven-day week as from 1 July 1998. The Social Welfare Department is negotiating with the operator of the fourth hostel regarding the additional subvention for the proposed service.
- 1997 10. To provide in 1998-1999:
- 120 places in early education and training centres (EETCs) for pre-school age disabled children;
 - an additional 48 places for disabled pre-schoolers in integrated child care centres (ICCCs); and
 - 36 places for autistic children in special child care centres (SCCCs).
- Accommodation for one EETC with 60 places will be ready in early 1999 and another 60 EETC places will be provided in four existing centres in October 1998.
- The 48 places in ICCCs will be provided in October 1998.
- 24 places in SCCC for autistic children were provided in September 1998 and suitable SCCC are being identified for the remaining 12 places by March 1999.
- 1997 11. To provide five additional vehicles in 1998-1999 to meet the increased demand for scheduled-routes and dial-a-ride Rehabus service. New vehicles will be purchased upon completion of a tender exercise in October 1998.

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| 1997 | 12. | To provide in 1998-1999 a new skills centre in central Kowloon with 156 places and over \$6 million to improve the accommodation and equipment of the existing skills centres. | Construction work for the new skills centre is expected to be completed by the end of 1998. The centre will be gradually expanded to 13 classes with 156 places in response to actual demand. The renovation work in the existing skills centres will commence and new equipment purchased upon completion of a tender exercise in early 1999. |
| 1997 | 13. | To provide \$4 million in 1998-1999 and the same amount in 1999-2000 for public education programmes to promote the acceptance of people with a disability by the community. | \$3.63 million was approved in May 1998 for public education activities in 1998-1999. We will monitor the implementation of the public education programmes. |
| 1997 | 14. | To review and improve, where necessary, the provisions of the Disability Discrimination Ordinance (DDO) in the light of the Equal Opportunities Commission's (EOC's) operational experience. | The EOC will complete a review on the DDO in early 1999 and submit the recommendations to the Government . |
| 1994 | 15. | To improve services for people with autism over the next four years by: <ul style="list-style-type: none"> – providing an extra 78 places in pre-school centres; and – recruiting an extra 82 teaching and professional staff to provide more training and support for about 200 autistic children in pre-school centres and about 700 autistic adults in sheltered workshops and day activity centres. | <p>72 places have been provided and the remaining six places will be provided by March 1999.</p> <p>81 teaching and professional staff will be recruited by October 1998. The remaining vacancy will be filled by March 1999.</p> |

- 1994 16. To provide an additional 737 places in pre-school centres (EETCs and SCCCs) for children with a disability by 1998-1999. 677 places have been provided since 1994. The remaining 60 places will be provided by March 1999.

Helping Children/Young People at Risk and Young Offenders

<i>Year</i>	<i>Pledge</i>	<i>Present Position</i>
<i>Action Completed</i>		
1997	1. To extend the Community Service Orders Scheme from the Magistracies to District Courts, Court of Appeal and Court of First Instance in 1998-1999.	The Community Service Orders Scheme was made available as a sentencing option in the District Courts, the Court of Appeal and the Court of First Instance in mid-May 1998.
1997	2. To provide funds in 1998-1999 to continue the existing Community Support Service Schemes on a permanent basis, by creating one team in the Social Welfare Department (SWD) and two teams to be run by NGOs.	Funds were secured to operate the pilot Community Support Service Scheme on a permanent basis from 1 April 1998 for the SWD team and from 1 October 1998 for the two NGO teams.
1997	3. To create one more outreaching social work team in 1998-1999 to identify and help young people at risk.	The new outreaching social work team came into operation in mid-September 1998.
1997	4. To provide 14 additional school social worker units in 1998-1999 to serve 22 schools with more student problems.	The 14 additional school social worker units have been created and brought into operation for the 1998-1999 school year.
1997	5. To establish two "youth mobile teams" in 1998-1999 as a pilot project to help young night-drifters.	Two "youth mobile teams" were set up in October 1997. A preliminary report on their operation has been compiled.

Action in Progress : On Schedule

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| 1997 | 6. | To introduce in 1998-1999, a mediation service in the Child Custody Services Unit of the SWD to help divorcing and separating couples resolve disputes over matters of child custody or access. | In preparation for the introduction of the pilot scheme by the end of 1998-1999, SWD has arranged for relevant basic mediation and supervised practice training for social workers in the Department. |
| 1997 | 7. | To launch in 1998-1999 a pilot project in selected schools to further refine a screening tool for early identification of students at risk to facilitate early intervention. | Phase 1 of the pilot project, comprising a preventive programme for students at risk identified through the screening tool, has been completed. The second phase of the project, a longitudinal study to evaluate the effectiveness of the project will be completed in August 2000. |

Supporting the Family

<i>Year</i>	<i>Pledge</i>	<i>Present Position</i>
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Action Completed

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| 1997 | 1. | To strengthen family services by providing more family social workers in 1998-1999. | 26 additional family caseworker posts were created by June 1998 to enhance family welfare services to families in need. |
| 1997 | 2. | To enhance family services and post-migration services to new arrivals from the Mainland by providing more family social workers in 1998-1999. | Additional family caseworker posts have been created to enhance family services as reported under item 1 above. Three additional social worker posts were provided by August 1998 to strengthen post-migration services. |

- 1994 3. To provide :
- in 1994-1995 an extra 127 family social workers and clinical psychologists;
 - in 1995-1996, an extra 110; and
 - in 1996-1997, an extra 70
- in order to meet the projected increase in demand for family support services without reducing the quality of service.
- 1992 4. To provide an additional 606 day crèche places for children by 1997.
- 1992 5. To provide 200 child care centre places for occasional care in 1995-1996 and 75 places in 1996-1997.

We have recruited suitable candidates to fill the eight remaining clinical psychologist posts. All these posts will be filled by November 1998. All other posts filled.

The remaining 104 day crèche places have been provided.

All 275 occasional child care places have been provided.

Action in Progress : On Schedule

- 1994 6. To ensure that the Police, the SWD and NGOs liaise closely in the handling of domestic violence cases.

The interdisciplinary Working Group on Battered Spouses will continue to co-ordinate efforts to tackle the problem. Publicity measures have been stepped up.

Action in Progress : Behind Schedule

- 1992 7. To provide an additional 5 600 day nursery places by 1997.

An additional 568 day nursery places have been provided in the past 12 months. Thus, a total of 4 768 additional day nursery places have been created up to September 1998. Suitable premises have already been secured to provide another 544 places by March 1999. SWD will continue to monitor closely the progress of the construction and fitting out work of the projects concerned.

Providing Social Security

<i>Year</i>	<i>Pledge</i>	<i>Present Position</i>
Action Completed		
1996	1. Following on from other recommendations of the CSSA Review, to take forward a major expansion of around 20% in the staffing of Social Security Field Units to provide more speedy and effective assistance to CSSA applicants.	A total of 198 posts were created between April 1996 and April 1997. The remaining 29 posts were re-instated in April 1998. As a result, 227 additional posts were created for the Special Investigation Team and Social Security Field Units, which represented a 20% increase in staffing.
Action in Progress : On Schedule		
1997	2. To enhance the staffing of Social Security Field Units by creating about 100 additional posts in 1998-1999 to ensure the provision of a quality service to elderly CSSA and Social Security Allowances (SSA) recipients.	The first tranche of the recruitment exercise has been completed in July 1998, with a total of 67 posts being created and filled. The remainder will be created by end 1998.
1997	3. To conduct in 1998 a study on the scope and the administration of the CSSA Scheme and to make recommendations on how those on CSSA can be encouraged and helped to re-join the workforce.	SWD has completed a qualitative study on “employable” CSSA recipients and conducted an evaluation on the effectiveness of the various measures of the study. An inter-departmental Steering Group chaired by the Director of Social Welfare has developed a package of proposals for encouraging and assisting the “employable” CSSA recipients to become self-reliant and rejoin the workforce. Detailed implementation plan is being developed.

1997	4. Further to the CSSA Review, to complete our review of the SSAs and related issues in 1998-1999.	Review of the Old Age Allowance is on schedule.
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Monitoring the Delivery of Welfare Services by NGOs
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<i>Year</i>	<i>Pledge</i>	<i>Present Position</i>
<i>Action in Progress : On Schedule</i>		
1997	1. To establish a Service Performance Unit (SPU) within the SWD to implement the service quality assessment system.	The SPU will be established in phases. The posts earmarked for 1998-1999 were created in September 1998.
1997	2. To provide modern management training so as to equip SWD and NGO staff with the necessary management skills to cope with the enhanced responsibility.	A training team was set up in June 1998. The training programmes will be introduced, in phases, starting from the third quarter of 1998-1999.
<i>Action in Progress : Under Review</i>		
1996	3. Subject to the views of the NGOs, to implement in 1997-1998 the new performance monitoring system recommended by a consultancy study, i.e. : – the introduction of “Service Quality Standards” as objective yardsticks for monitoring services provided by NGOs; and	The Service Quality Standards, Funding and Service Agreements and performance monitoring measures will be implemented, in phases, starting from the last quarter of 1998-1999.

- the introduction of a “unit grant” mechanism under which similar service units of the same size and type would receive the same funding.

NGOs have expressed reservations regarding the new funding proposals. SWD is examining other options to provide for greater flexibility and efficiency in the use of resources by NGOs and the implementation of streamlining measures to improve the existing subvention system.