

Sha Tin District Council
Minutes of the 3rd Meeting of the
Education and Welfare Committee in 2019

Date : 9 May 2019 (Thursday)
Time : 10:00 am
Venue : Sha Tin District Council Conference Room
 4/F, Sha Tin Government Offices

<u>Present</u>	<u>Title</u>	<u>Time of joining the meeting</u>	<u>Time of leaving the meeting</u>
Ms LAM Chung-yan (Chairman)	DC Member	10:00 am	1:24 pm
Mr WONG Fu-sang, Tiger (Vice-Chairman)	"	10:00 am	1:24 pm
Mr HO Hau-cheung, SBS, MH	DC Chairman	10:00 am	1:24 pm
Mr CHAN Billy Shiu-yeung	DC Member	10:21 am	11:38 am
Mr CHAN Kwok-keung, James	"	10:20 am	11:38 am
Ms CHAN Man-kuen	"	10:00 am	12:21 pm
Mr CHAN Nok-hang	"	10:00 am	12:03 pm
Mr CHING Cheung-ying, MH	"	10:00 am	11:55 am
Mr CHIU Chu-pong, Sunny	"	10:27 am	12:04 pm
Mr HUI Yui-yu, Rick	"	10:22 am	11:29 am
Mr LAI Tsz-yan	"	11:23 am	12:04 pm
Mr LEUNG Ka-fai, Victor	"	10:24 am	11:09 am
Mr LI Sai-hung	"	10:00 am	12:10 pm
Mr LI Sai-wing	"	10:00 am	12:10 pm
Mr LI Wing-shing, Wilson	"	10:00 am	1:13 pm
Mr NG Kam-hung	"	10:00 am	10:30 am
Ms PONG Scarlett Oi-lan, BBS, JP	"	10:00 am	12:11 pm
Mr PUN Kwok-shan, MH, JP	"	10:00 am	12:45 pm
Mr SIU Hin-hong	"	10:00 am	12:11 pm
Mr TONG Hok-leung	"	10:00 am	11:57 am
Ms TSANG So-lai	"	10:16 am	11:50 am
Ms TUNG Kin-lei	"	10:00 am	10:43 am
Mr WAI Hing-cheung	"	10:11 am	1:24 pm
Mr WONG Hok-lai	"	10:11 am	10:37 am
Mr WONG Ka-wing, MH	"	10:00 am	11:09 am
Mr WONG Yue-hon	"	10:00 am	11:03 am
Mr YAU Man-chun	"	10:11 am	10:52 am
Mr YIP Wing	"	10:00 am	1:22 pm
Mr YIU Ka-chun, MH	"	10:00 am	12:21 pm
Mr YUNG Ming-chau, Michael	"	10:18 am	1:24 pm
Ms YU Wai-ting, Amy (Secretary)	Executive Officer (District Council) 1, Sha Tin District Office		

In Attendance

Ms CHAN Lai-na, Laura

Ms CHIANG Lam

Mr CHAN Ping-ching, Roy

Ms CHENG Siu-ling, Katy

Ms NG Suk-min

Mr YUEN Chun-kit, Derek

Mr CHAN Ka-shing, Kenny

Ms CHAN Sze-wa, Debbie

TitleHousing Manager (Tai Po, North District and Sha Tin 1),
Housing DepartmentSenior School Development Officer (Sha Tin) 5,
Education BureauAssistant District Social Welfare Officer (Sha Tin) 1,
Social Welfare DepartmentChief Liaison Officer,
Sha Tin District OfficeSenior Liaison Officer (East),
Sha Tin District OfficeSenior Executive Officer (District Council),
Sha Tin District OfficeExecutive Assistant (District Council) 5,
Sha Tin District OfficeExecutive Assistant (District Council) 7,
Sha Tin District Office**In Attendance by Invitation**

Mrs Gloria LEE

Ms CHAN Yee-chi, Elaine

Mr WONG Chun-wai, Edmund

TitleDistrict Social Welfare Officer (Shatin),
Social Welfare DepartmentAssistant District Social Welfare Officer (Sha Tin) 2,
Social Welfare DepartmentSenior Liaison Officer (North),
Sha Tin District Office**In Attendance by Invitation**

Mr KOO Siu-lung, Roy

TitleLiaison Officer In-charge (North) 2,
Sha Tin District Office**Absent**Mr PANG Cheung-wai,
Thomas, SBS, JP

Mr CHIU Man-leong

Mr MOK Kam-kwai, BBS

Ms WONG Ping-fan, Iris

Mr TING Tsz-yuen

Title

DC Vice-Chairman (Application for leave of absence received)

DC Member (")

" (")

" (")

" (No application for leave of absence received)

Action

The Chairman welcomed members and representatives of government departments to the third meeting of the Education and Welfare Committee (EWC) of the year.

Applications for Leave of Absence

2. The Chairman said that the Secretariat had received the applications for leave of absence in writing from the following members:

Mr Thomas PANG

Attendance at another meeting or an activity of an
organisation under the Chinese Government

Mr CHIU Man-leong

Official Commitment (Out of Town)

Mr MOK Kam-kwai

Official Commitment

Ms Iris WONG

Official Commitment

3. Members unanimously approved the applications for leave of absence submitted by the members above.

Confirmation of the Minutes of the Meeting Held on 7 March 2019

(EWC Minutes 2/2019)

4. Ms Scarlett PONG said that “proactively reach out to the elderly” in paragraph 17 (c) of the paper should be changed to “proactively assist the elderly”, and paragraph 25 (d) should be streamlined as “she reiterated that since..., people should not take medication without doctor’s advice”. In addition, she added that the scheme pamphlet as mentioned in paragraph 25(b) had been distributed together with the gifts to DC Members. And a press conference had been held on 4 April 2019.
5. The Chairman said that matters not mentioned at the previous meeting should not be included in the minutes of the meeting. She suggested that Ms Scarlett PONG provide the additional information when discussing the work plan of the Working Group.
6. Ms Scarlett PONG agreed.
7. The Chairman enquired whether members had other proposed amendments.
8. Members unanimously confirmed the above amendments and minutes of the meeting.

Matters Arising

Responses of the Relevant Government Departments to Matters Arising from the Previous Meeting

(Paper No. EW 12/2019)

9. Members noted the above paper.

Discussion Items

2019-2020 Work Plans and Funding Applications of Working Groups under the Committee

(Paper No. EW 13/2019)

10. The Chairman said under Order 40(6) of the Sha Tin District Council Standing Orders, “a ‘standing working group’ should draw up the work plan for the first quarter of each financial year, and submit it to the relevant committee for endorsement. Any amendment to the work plan should be submitted to the relevant committee for endorsement.” She asked members whether they needed to declare their interests in “Hong Kong X-Game Culture Association” as a joint organiser under the funding application.
11. The Chairman asked whether members had any comments or questions about the work plans.
12. Mr SIU Hin-hong would like to know how the working groups recruited the joint organisers for related activities.
13. The Chairman asked the Secretariat to answer the said question and explained the arrangements for working groups to recruit joint organisers.

14. Ms Amy YU, Executive Officer (District Council) 1 of the Sha Tin District Office (STDO), said that the details of relevant activities and the documents to be submitted by applicants would be uploaded to the website of the Sha Tin District Council (STDC). After that, working groups would screen the applications based on the detailed information submitted by the organisations.

15. The Chairman pointed out that the joint organisers of working group activities were all publicly recruited.

16. Mr SIU Hin-hong continued to point out that the event information in the work plans were not detailed enough. For example, it did not specify whether the concert featured pure performance or included post-learning participation. It did not state the type of music performed, either.

17. The Chairman suggested that Mr SIU Hin-hong refer to the information of proposed activities in the work plans for related details, or else enquire of the convenors or secretaries of individual working groups.

18. Ms Scarlett PONG said that the Working Group on Age-friendly Community (WGAC) had held a press conference on 4 April 2019 on its research report on the “Medication Therapy Management in the Sha Tin District” campaign. The Chinese University of Hong Kong, which conducted the study, suggested that the research report be provided for relevant government departments. In addition, she thanked the District Social Welfare Officer (Shatin) of the Social Welfare Department (SWD) for co-operating with the WGAC in the upcoming “Dementia Friendly Community Campaign” during the year by organising relevant promotion among and education for security guards in housing estates. She appealed to members to inform the WGAC if they would like residents in their communities or housing estates to participate in the activity.

19. Ms Amy YU said that the Secretariat would follow up with Ms Scarlett PONG after the meeting and would provide the research report to relevant government departments.

20. Members unanimously endorsed the above paper.

2019-2020 Work Plan of Sha Tin District Social Welfare Office
(Paper No. EW 14/2019)

21. The Chairman welcomed Mrs Gloria LEE, District Social Welfare Officer (Shatin), Mr Roy CHAN, Assistant District Social Welfare Officer (Sha Tin) 1 and Ms Elaine CHAN, Assistant District Social Welfare Officer (Sha Tin) 2 of the SWD to the meeting.

22. Mrs Gloria LEE presented the paper.

23. Mr LI Sai-hung asked the SWD about the actual work and actions of the “Green Ribbon” campaign in Shui Chuen O Estate before and in Sun Chui Estate this year.

24. The views of Mr Billy CHAN were summarised below:

- (a) he asked under what circumstances the SWD would promote the announcement in the public interest (API) entitled “You Should Know Better”. And he would like to watch it;

- (b) he asked how the SWD could support families where grandparents were relied upon to take care of children; and
- (c) he wished to learn about elderly service initiative of “building and strengthening the platform of communication with private residential care homes for the elderly (RCHEs) in the Sha Tin District” as mentioned in the presentation. And he asked when the SWD’s “Pilot Scheme on Training for Foreign Domestic Helpers in Elderly Care” would be carried out in the District.

25. The views of Mr CHING Cheung-ying were summarised below:

- (a) he opined that the SWD should cooperate more fully with the Education Bureau (EDB) in respect of family and youth services. He mentioned the recent “Positive Parents Campaign”, which advised parents against over-stressing the academic performance of their children or putting too much pressure on them;
- (b) the student suicide rate was high recently. A teenager had killed himself just a couple of days ago. He urged the SWD to collaborate with other departments to address the problem;
- (c) he was pleased to see the SWD making breakthroughs in services for the elderly and dementia patients. However, the support for patients and their families was inadequate and the number of places fell short of expectations. Besides, he did not think that the SWD had made improvements to the long waiting time for services at RCHEs;
- (d) the SWD and relevant service agencies failed to provide specific assistance to the cases of mental patients in the District or their disturbed neighbours. The follow-up work was inadequate either; and
- (e) some immigrants had resided in Hong Kong for 10 to 15 years. They lived in public housing estates but seldom participated in community activities. They would not seek assistance until they were overwhelmed by their problems. He hoped that the SWD could strengthen and improve services such as education and community support for those people.

26. The views of Mr HO Hau-cheung were summarised below:

- (a) he approved the work plan of the SWD, opining that it had adopted many previous views of members, such as district-based data analysis and specific measures for community services. It also cater for local features and needs;
- (b) the work plan mentioned the large number of nuclear families in the District, but fell short of elaborating on the care and support for this group. He had repeatedly drawn the SWD’s attention to the shortage of child care services, with the growth of services badly falling short of the demand. He expected Mrs Gloria LEE to seek more resources from her headquarters for more child care services; and

- (c) he expressed disappointment that the SWD failed to mention in the work plan the social welfare facilities in the future Tai Wai Complex. He suggested that the SWD review the inadequacy of social welfare facilities in the District and make early planning for child care facilities in the building.

27. The views of Ms Scarlett PONG were summarised below:

- (a) the SWD would set up the “Working Group on Promotion of Social Services in Chun Yeung Estate” before the intake of the estate in Fo Tan. And there would be an office in Shek Mun Estate, Phase 2, where the intake formalities had been completed. She enquired about the functions of the working group, how the SWD’s services in the 2 new housing estates were different and whether they contribute to community integration and harmony;
- (b) she opined that mental health support services were very important in the community. She had received many complaints about neighbours with mental disorders. But there were no effective solutions. She hoped that the SWD would seek to strengthen mental health support services; and
- (c) she agreed that the care services in the community should be strengthened, in line with the Chief Executive’s initiatives to promote women’s employment.

28. The views of Mr Michael YUNG were summarised below:

- (a) regarding the theme of the SWD’s work plan for this year, he asked whether “Sharing Resources” meant that some social welfare facilities served not just residents in the same neighbourhood, while “Gathering Love in Sha Tin” represented the spirit of tolerance and inclusiveness;
- (b) regarding the initiative of “supporting residents in new public rental housing (PRH) estates and building a caring community”, he pointed out new PRH completed in recent years, such as Chun Yeung Estate, Shek Mun Estate and Yan On Estate, the SWD would provide facilities that the district originally lacked at the beginning but rarely provided specific services for the new population. By way of illustration, he said that the SWD did not set up a youth service centre in Shui Chuen O Estate until at a later stage. The ages among residents in new PRH estates were polarised, with the age brackets of 1 to 18 and 65 or above accounting for almost the same percentage. He suggested that the SWD secure more land for new PRH estates in future, so as to ensure greater flexibility in the provision of various social welfare facilities;
- (c) in response to the increasing demand for day care centre services as a result of the ageing population, he urged the SWD and other relevant departments to secure land resources as appropriate, such as transforming kindergartens in old areas into elderly centres, so as to improve the long waiting time for day care services; and
- (d) he said that young people did not have strong resilience. It was important to instil correct concepts in students, such as “there are always more solutions than problems”, in order to reduce their chances of committing suicide. In addition,

adolescents faced excessive pressure. Many of them even suffered emotional or mental illness. He asked how the SWD would address those issues and provide support.

29. The views of Mr PUN Kwok-shan were summarised below:

- (a) the SWD's 3-year "Dementia Friendly Community Campaign" aimed to provide training to security guards, which was not enough. He opined that there were shopping centres, wet markets and other facilities in housing estates. The SWD should provide training to merchants in the community to enhance their understanding of dementia. In addition, he suggested that the Government could carry out community work via the office of DC Members;
- (b) he had visited a private RCHE and seen an elderly person being tied to the bed. He felt very sad. He asked how the SWD could ensure proper care for elderly persons with dementia when purchasing places in private RCHEs to meet the demand; and
- (c) in view of the growing elderly population due to changes in the age structure in the community, he suggested that the youth service centres in some communities be transformed to elderly care centres. Alternatively, youth service centres could provide services for the elderly in daytime so the facilities could be shared, and organisations serving young people and those serving the elderly could cooperate with each other to provide services.

30. The views of Mr SIU Hin-hong were summarised below:

- (a) he enquired of the SWD about the difficulties and inadequacies during the past year;
- (b) while the mental health of young people was worthy of attention, he opined that it was necessary to firstly identify the focus of the problem, such as inadequate resilience or social skills, as well as strengthening medical treatments for mental illness. He further pointed out that NGOs could organise activities for a better understanding of the problems faced by young people;
- (c) many young people stayed at home much of the time and few of them visited youth service centres in person. As a result, such centres could not effectively reach out to young people in need. Besides, young people often used electronic products today. He suggested that the SWD deploy online social workers; and
- (d) he opined that the SWD should seek cooperation with NGOs to provide services to the community on issues of common concern, thereby enhancing the effectiveness of services.

31. The views of Mr WONG Yue-hon were summarised below:

- (a) he did not agree that the offices of DC Members should participate in the SWD's community services. He said that such offices did not have sufficient manpower to assist, either. Instead, the SWD could approach the offices of DC Members with more visits and assistance requests, so as to understand the inadequacies in

- its community services;
- (b) he enquired about the level of demand for child care services in the district, and about the shortage of service places. On the other hand, he opined that the SWD should coordinate land resources with other departments and make long-term planning for child care facilities. He also urged the Housing Department (HD) to allocate sufficient space for community services provided by NGOs, as well as to consult with the Planning Department (PlanD) to impose a requirement that a specified proportion of the floor area of a government property or a private development projects be set aside for welfare facilities; and
 - (c) most people with mental problems would not be evicted. However, their behaviours caused nuisances to the community. He hoped that the SWD could seriously deal with the problem.

32. Mr WONG Ka-wing said that the 55 to 65 age bracket currently accounted for about 30% of the total population in the District. This meant that the number of elderly people over the age of 65 would continue to increase over the next decade. And the demand for elderly care services in the community would be increasingly greater. However, he opined that not many people were benefited from the SWD's community activities. For example, while the "Dementia Friendly Community Campaign" could enhance the understanding of dementia, the number of participants and the response in the community were limited. Therefore, he suggested that apart from relevant activities, the SWD also promote its work and services amongst regular event organisers in the District. The SWD could also work with the Leisure and Cultural Services Department (LCSD) to concentrate the efforts of group leaders who had regular contact with the elderly, encouraging group leaders to provide useful information and appropriate support for senior residents in their small communities.

33. The views of Mr Sunny CHIU were summarised below:

- (a) there were many elderly people living in Sha Tin Wai. However, community care services were inadequate and the average waiting time was long. For example, elderly people usually had to wait for 6 months and even several years before they could enjoy meal delivery and day care services. He pointed out that community care services could delay the admission of elderly people into RCHes. The SWD had the responsibility to increase resources to cope with the growing demand for community care services as a result of the ageing population; and
- (b) in view of the fact that not many young people participated in activities in community centres, he suggested that the SWD provide more resources for each school to engage 2 social workers or 2 counsellors for reaching out to students. He said that a 13-year-old student had recently committed suicide due to academic and family problems. He suggested that schools organise stress reduction workshops and parent-child activities to help improve family relationship and parenting skills.

34. Ms TSANG So-lai said that some residents suggested launching a "time bank" scheme in the District. To be specific, abled seniors were encouraged to help their counterparts in need, such as medical escorting or other assistance, in exchange of similar services for themselves in future. Such a practice would not only allow the elderly to work for future returns, but would also encourage them to participate in volunteer work and integrate into the community, for the

sake of social harmony. She added that similar schemes were already implemented in other countries as well as in Tseung Kwan O.

35. The views of Mr LI Sai-wing were summarised below:

- (a) services provided by the SWD might have been able to meet the basic social welfare needs in the district. However, in view of changes in the population and other factors, he opined that the work plan for the coming year should be more specific. Regarding family and child welfare, he asked how the “Educational Programme on Stopping Domestic Violence” implemented by the SWD could stop child abuse;
- (b) the Chief Executive mentioned in the Policy Address that there would be 300 child care places in Sha Tin. Apart from the 100 places in Shek Mun Estate, he asked how the SWD would further develop child care services with the remaining quota. He stressed that there was great demand for child care services in the district. Such services could enable women to re-enter the labour market and increase their household incomes;
- (c) the number of students with special educational needs (SENs) was growing in the district, but the work plan failed to mention the support for them. He requested an explanation from the SWD;
- (d) he enquired about the number of people waiting for admission to public RCHEs. He also asked whether ageing in place was the broad direction of the SWD’s elderly care policy. He opined that the SWD failed to provide adequate support for elderly singletons or people taking care of both parents; and
- (e) school bullying was serious in the district. But the work plan failed to mention the relevant preventive work or the support for students. He asked the SWD about the related measures in place.

36. The views of Mr YIP Wing were summarised below:

- (a) he had learned from a TV documentary that NGOs had implemented the “time bank” scheme mentioned by Ms TSANG So-lai. The SWD encouraged everyone to be a volunteer, and young people should participate more in that regard. He suggested that the SWD take inspiration from “time bank” scheme and change pattern of its volunteer programmes; and
- (b) he had enquired about the charge of the medical escorting service on behalf of some residents. He learned that it would cost up to \$70 or \$80 per hour, or at least \$100 for 2 hours. It was generally unaffordable for grassroots families.

37. The views of the Chairman were summarised below:

- (a) the population of Hong Kong would continue to grow older. She said that members were expecting the SWD to do a better job in providing elderly care services and work with the EDB to serve different groups in the community. Members would also like the SWD to introduce new services not covered in the work plan;

- (b) she enquired about the use of “ageing in place” services and community care service vouchers in the district. She asked whether there was any insufficiency and how the SWD would address it. In addition, many NGOs said that even the Government provided more resources, they would still lack the space to expand other services, such as meal delivery. She asked whether the SWD had any policy measures to address the inadequacies in supporting ageing in place, and what consultations the SWD would carry out in future as regards the reprovisioning of welfare facilities;
- (c) she pointed out that grandparents were relied upon to take care of young children in many families. There was great demand for regular or occasional child care services in the community. She asked whether home-based child care services could meet the needs for care of young children aged 0-3 in the district. And she asked whether there would be an integrated family service centre (IFSC) and child care services in the future Tai Wai Complex. In addition, she suggested that the SWD offer courses to elderly people on taking care of young children;
- (d) she pointed out that many new arrivals of ethnic minorities moved into the community and new PRH estates. To help them integrate into the community, she had spent a lot of time looking for Cantonese classes suitable for them. And she had eventually found an NGO providing related course in the district, thanks to the help of the STDO. She urged the SWD to work with the Home Affairs Department (HAD) to promote integration; and
- (e) she asked whether the SWD would launch new services this year, as its service team in Ma On Shan was said to deploy online social workers.

38. Mrs Gloria LEE pointed out, in response to Mr LI Sai-hung’s question, that since its launch in 2002, the “Green Ribbon Campaign” to care neighbours had been promoting the spirit of “Neighbourhood Support, Mutual Help and Care, Treasure of Life and Resilience Empowerment” in Sha Tin District. For the years 2018 to 2020, the SWD carried out the campaign under the theme of “Love Yourself, Love Your Neighbours”, encouraging residents to care for themselves, for their neighbours and for other people in need, and to jointly build a caring community. As far as Shui Chuen O Estate was concerned, the Sha Tin District Social Welfare Office (STDSWO) had joined forces with all social service units in the district last year, organising different activities to enhance residents’ awareness of social welfare facilities in the estate. In addition, with the support of the Community Investment and Inclusion Fund, the Tung Wah Group of Hospitals (TWGHs) had carried out a number of care activities in Shui Chuen O Estate. The TWGHs also recruited new women residents for volunteer training, so that they could serve elderly persons in the community. As for Sun Chui Estate, local service providers also organised trips for residents to learn about various services in the estate and features in the community, thus promoting good neighbourliness. This year the SWD would continue to allocate resources and cooperate with NGOs to organise activities in different housing estates.

39. Ms Elaine CHAN added that the STDSWO had been working with NGOs serving the district for the past decade or so. And it had set up the Working Group on “Green Ribbon”: Caring Community, with regular meetings, in order to review service needs in the district, to organise diverse activities, to promote mutual care, as well as to build and consolidate the community network. Last year, the Working Group held a number of neighbourhood care

activities in Sun Chui Estate, Shui Chuen O Estate and Mei Tin Estate. After reviewing last year's work, the STDSWO and the Working Group planned to continue strengthening estate care services during the current year, including in Sun Chui Estate, where there were more disadvantaged groups. They intended to cooperate with local organisations and train volunteers, together with door-to-door visits to understand residents' needs, so as to provide social welfare services in a more accurate and appropriate manner. In addition, the SWD would continue to strengthen the community network in Shui Chuen O Estate, encouraging mutual care and assistance among neighbours, in response to the keen demand for social welfare services in the estate.

40. Mrs Gloria LEE gave a consolidated response as follows:

- (a) she agreed with Mr Billy CHAN that the theme of the API entitled "You Should Know Better" was novel and tended to attract more attention. The API would focus on parent-child communication and relationship. Relevant preparations were under way. The SWD would inform members when the API was released;
- (b) regarding child care, she said that the Government would invest resources to strengthen related services, so that more women could join the labour market. The SWD planned to set up an aided standalone child care centre within Tai Wai Complex. It would also continue to monitor the demand for child care services in the district. Through a diversified planning approach, it would actively identify suitable premises and provide child care facilities as appropriate. She added that the Government would earnestly study the long-term planning for child care services, based on the planning ratio proposed in the "Consultancy Study on the Long-term Development of Child Care Services". The Government would also include the ratio into the "Hong Kong Planning Standards and Guidelines" (HKPSG), so that the SWD could make more effective planning of child care centres in future. Besides, the SWD had launched a "Pilot Project on Child Care Training for Grandparents". Upon reviewing the effectiveness of scheme, it would provide training courses over a period of 2 years, teaching grandparents how to communicate with and take care of their grandchildren under the age of 6 or to be born in 6 months;
- (c) the "Pilot Scheme on Training for Foreign Domestic Helpers in Elderly Care" introduced by the SWD was aimed to help foreign domestic helpers better take care of elderly people. The Pilot Scheme, however, did not cover Sha Tin District. She hoped that Scheme would be extended to more other areas in future;
- (d) the number of private RCHEs in Sha Tin was not large compared with other districts. And their occupancy rates were high. Therefore no private RCHEs in Sha Tin had participated in the SWD's "Enhanced Bought Place Scheme" at the moment. Even so, the services of private RCHEs were regulated by the Licensing and Regulatory Branch of the SWD, and they should not be operated unless they had the related licenses. In order to enhance the quality of the services provided by the private RCHEs, the SWD had started a 4-year Pilot Scheme on Multi-disciplinary Outreaching Support Teams for the Elderly (MOSTE) in stages in mid-February 2019. MOSTE, comprising social workers, physiotherapists, occupational therapists and speech therapists, provided outreach support services for service users of RCHEs to address their social and rehabilitation needs. The related outreach services were provided by Baptist Oi

Kwan Social Service in Sha Tin District. The SWD also planned to establish a communication platform with private RCHEs within this year, encouraging and promoting collaboration and communication between private RCHEs and other government departments or social service units. For example, the SWD would arrange for volunteers to visit RCHE residents without relatives, so as to enhance support for those elderly people;

- (e) she understood that many young people suffered from mental and emotional problems today. As Mr SIU Hin-hong had mentioned, the SWD would first understand the problems and then deal with them. She further pointed out that the Committee on Services for Young People under the SWD consisted of principals of primary and secondary schools. Their views were helpful for the SWD to understand students' emotional problems, such as reluctance to go to school due to social phobia or homework pressure. At present, Chow Tai Fook Charity Foundation provided financial help for needy students from less well-off families to receive mental health treatments at private medical institutions, so that they did not have to wait long for public medical services. In addition, the SWD and resident social workers would pay close attention to students' emotional problems and bullying incidents on campus. With more resources provided by the Government, there were not only resident social workers in primary schools, but also 2 social workers for each secondary school as advocated by the sector. The SWD would also launch a 3-year pilot scheme, under which social service teams would be operated by qualified NGOs to provide resident social work services in phases for about 150 000 pre-school children and their families in more than 700 subsidised child care centres, kindergartens and kindergarten-cum-child care centres in Hong Kong;
- (f) she agreed that the SWD needed to strengthen the support for dementia patients and their caregivers. She also understood that caregivers were under great pressure. This year the Government would provide residential respite places in private RCHEs participating in the "Enhanced Bought Place Scheme", so as to alleviate the pressure on caregivers;
- (g) whenever a new housing estate or residential development project was to be constructed, the SWD would make early planning and actively reserve an appropriate floor area for building an RCHE. By way of illustration, she said that there was already an RCHE in Shui Chuen O Estate, and sites were reserved in Shek Mun Estate and Chun Yeung Estate for the construction of RCHEs with 150 and 100 service places, respectively. Besides, in view of the keen demand for day care services, under the "Pilot Scheme on Community Care Service Voucher for the Elderly", senior residents could enjoy home care services by staff of social welfare organisations, apart from visiting service units in person. Such an arrangement could cater for the basic needs of elderly persons waiting for subsidised residential care services, which coincided with the advocated concept of ageing in place;
- (h) she understood that people with mental health problems might cause nuisances to their neighbours. The SWD maintained close communication with the psychiatric medical team at Prince of Wales Hospital. It collaborated earnestly with doctors and social workers in handling related cases, with respect for the persons involved, so that persons with suspected mental health problems could

receive assessment and treatment whenever possible. There had been successful stories. But there were always many difficulties in handling those cases. In spite of this, the SWD would continue to work with other departments and service organisations such as the HD to provide timely support and services to persons with suspected mental health needs;

- (i) the SWD launched 5 Cyber Youth Support Teams across the territory in December 2018. The support team of New Territories East was operated by Hong Kong Children & Youth Services and provided services in Sha Tin District. It reached out to adolescents with at-risk behaviours on the Internet as well as at-risk and hidden youths, so as to further strengthen the support for adolescents with emotional or behavioural problems; and
- (j) the SWD's work planning for service promotion in new housing estates was fairly similar. To be specific, it set up a social service promotion team with the HD and with social service organisations serving the new housing estate, introducing various social welfare services in the community to the new residents. It also reached out to residents by setting up information booths. The promotion team also organised orientation activities to help residents integrate into the community as soon as possible. By way of illustration, she said that an organisation serving Shek Mun Estate was funded by the Community Investment and Inclusion Fund to launch a 3-year service programme promoting neighbourliness in Shek Mun Estate. The SWD had also developed similar services in Chun Yeung Estate. Besides, in order to help the elderly or the disabled, some NGOs even deployed additional volunteers and vehicles to provide other services such as relocation assistance.

41. The Chairman asked Mrs Gloria LEE to note the views on the SWD's approach of intervening in serving different groups in the community. She also asked members to submit their further questions in one go, since there were still several agenda items to discuss.

42. Ms Scarlett PONG asked whether the residents of Chun Yeung Estate would receive community service resources for 3 additional years, as their counterparts of Shek Mun Estate did. She also said that the Hong Kong Jockey Club (HKJC) had launched an online platform called "Open Up" about 6 months ago to help young people with suicidal tendencies or other problems. She advised everyone to pay attention to the programme, which she believed could help young people in need in the community.

43. Mr SIU Hin-hong said that Hong Kong was a fast-paced city and people should learn to slow down. He opined that the resources and items on the SWD's to-do list should be prioritised based on the severity of related problems, instead of the number of recipients. For example, while elderly people accounted for a large percentage, it did not mean that all their relevant issues should be given priority. The SWD should pay attention to the aggravating mental problems among adolescents. And it would be difficult to cure mental problems if the external pressure remained. He suggested that integrated service teams be set up and be consisted of doctors and police officers. They could proactively provide services to students, dealing with mental health problems and school bullying.

44. Mr LI Sai-wing said that some of his questions remained unanswered, including the SWD's solution to the inadequate child care places in the District, the support for students with SENs, the approach to deal with school bullying, and the number of local residents waiting for admission to public RCHEs. If the SWD did not have relevant data at hand, he hoped that it would provide the same after the meeting.

45. Mr Tiger WONG said that the elderly population in Sha Tin continued to grow. And many public housing facilities in the district were built on hills. He suggested that the SWD and NGOs study the necessity to alter some community facilities to make them more elderly-friendly. Although this might not fall under the SWD's purview, he hoped that the SWD could provide data and other information to relevant departments, so as to help them improve related facilities.

46. The views of Mr Michael YUNG were summarised below:

- (a) he expressed disappointment at Mrs Gloria LEE's vague response, without giving details on the support for elderly/youth services and mental health, or else on social welfare facilities in new housing estates, such as how the SWD and the HD could have better coordination when planning the facilities;
- (b) he opined that Mrs Gloria LEE had failed to explain the theme of the work plan. He would like to understand theme first, in order to gain insight into the content; and
- (c) support services by NGOs for dementia patients were inadequate in the district, with service recipients from different housing estates. He asked how this would enable the implementation.

47. Mrs Gloria LEE gave a consolidated response as follows:

- (a) the SWD would encourage the NGOs serving Chun Yeung Estate to apply for the Community Investment and Inclusion Fund in order to provide more support and services. The next batch of applications would commence in October this year;
- (b) she agreed that prioritisation of services was a difficult issue. The SWD was committed to providing services to the disadvantaged, including the elderly, the disabled and single-parent families. In terms of mental health services for young people, the SWD would exchange and co-operate with doctors, inviting psychiatrists to education talks on mental health. It would also study the feasibility of setting up integrated service teams;
- (c) the 300 child care places mentioned in the Policy Address and the Budget included 100 places in Sha Tin and those in other Districts. The SWD understood the community's strong demand for child care services. It would continue to lobby for the establishment of local child care facilities. And a child care centre would be set up in Tai Wai Complex under planning. In future expansion of services would be included into the SWD's planning based on the specifications proposed in the latest HKPSG. As for learning support for students with SENs, the "Pilot Scheme on On-site Pre-school Rehabilitation Services (OPRS)" had been regularised, and the number of service places had been increased

significantly to 7 000 in this academic year. In parallel, the Government would enhance the professional and support services provided under the OPRS, including strengthening the establishment of speech therapists and social workers and setting up mobile training centres. It would also enhance the mechanism for information transfer from OPRS operators to primary schools, so that the latter could have knowledge of the special needs of the children concerned upon their admission, as well as their performance and progress made after receiving rehabilitation training in kindergartens to ensure delivery of continuous care. In addition, the SWD's service units would pay attention to the needs of parents caring for children with SENs. To be specific, they would provide group support and refer parents to the SWD's clinical psychologists for counselling services;

- (d) she would provide Mr LI Sai-wing with the number of people waiting for admission to RCHE services after the meeting. She would also follow up on Mr Tiger WONG's proposal and hand over information such as the elderly population to relevant departments in charge of estate facility management for further reference;
- (e) as for the theme of the work plan, "Sharing Resources" meant that the SWD coordinated the local tasks of various NGOs in the district and provided a cross-sector platform, so as to ensure cooperation in and sharing of manpower, facilities and premises. For example, psychiatric nurses could deliver lectures at youth service centres, so as to help teenagers who did not want to be labelled as mental patients. "Gathering Love in Sha Tin", on the other hand, meant that the SWD wanted to gather strength and love in the district;
- (f) the SWD promoted related services at different stages of the intake of new public housing estates. IFSCs of the SWD also introduced residents to local social welfare facilities and services and as well as the responsible NGOs by means of roving information booths. She said that the SWD would continue to escalate related views to and coordinate with the Headquarters, in order to provide appropriate services to the new population in new estates; and
- (g) service units of the SWD had their established purviews. For example, IFSCs provided a wider range of services. The agreements entered into by the SWD and NGOs in the community also stipulated the range of services. Service vouchers provided more flexibility and choices for residents with service needs.

48. The Chairman suggested that the SWD submit relevant information to the Secretariat after the meeting, including the number of people waiting for RCHEs, and the waiting time and actual use of services of day care, meal delivery, medical escorting, so that members could have an idea about the inadequacies of related services in the district.

49. Mrs Gloria LEE said that she would share existing information with members. But waiting time for some services might not be available.

50. The Chairman suggested that the SWD submit preliminary and general information to members, with further discussion later if necessary. In addition, she asked the SWD to respond to Mr LI Sai-wing's comments on school bullying. And she asked how the SWD would discuss with the EDB on cooperation.

51. Mrs Gloria LEE said that apart from the EDB's participation in dealing with school bullying, the SWD also collaborated with schools and investigated each case through resident social workers, before providing counselling for students. It even contacted parents to deal with family problems. On the other hand, resident social workers could help students deal with bullying by means of small groups. She understood that school bullying cases in the district had raised concerns. The SWD would consult the EDB and schools on the situation and cooperate with schools.

52. The Chairman believed that Mr LI Sai-wing had mentioned the overall atmosphere and culture, which were related to how students could get along on campus. She hoped that the SWD would note the matter or else provide additional information to Mr LI Sai-wing after the meeting, and that it would cooperate with the EDB to deal with the problem as necessary. She declared the end of the discussion on this item on the agenda.

Questions

Question to be Raised by Mr LI Sai-wing on the Procedure for Establishing the Integrated Community Centre for Mental Wellness in the Sha Tin District by the Social Welfare Department

(Paper No. EW 15/2019)

53. The views of Mr LI Sai-wing were summarised below:

- (a) he opined that according to the SWD reply, welfare measures were implemented in a "hard landing" manner, without a real or perfect consultation mechanism. The SWD just decided what social welfare facilities to build on its own, without learning about the most needed services in Sha Tin District. He pointed out that several members had mentioned the great urgency for child care and RCHE services. He wondered why the SWD actively pursued the establishment of an integrated community centre for mental wellness (ICCMW) when land resources were limited. DC Members served members of the public on the frontline and they were well aware of residents' needs; and
- (b) in 2014, the SWD had revealed the plan of setting up the ICCMW in Yiu On Estate. In the same year, he wrote to the Social Welfare Officer to express his opposition, because other social welfare facilities were more urgently needed. He hoped that the SWD would reconsider the matter. He said that DC Members often help members of the public apply for RCHE services, but the waiting time was long. It was unfortunate that the SWD did not construct the most needed facilities when there were land resources available. He asked the SWD about the priorities in building social welfare facilities.

54. Mr Michael YUNG said that according to the SWD's reply, "the SWD will not shelve the construction of urgently needed welfare facilities because of the opposition from the local stakeholders." Such a reply gave DC Members the impression that the SWD did not actively coordinate with local residents to eliminate deep-rooted misunderstanding or impression. He said that during his visit to the ICCMW in Sha Kok Estate, he had learned that people receiving psychiatric counselling accounted for about a quarter and the rest were people with emotional disorders. He agreed that mental health support services were necessary to reduce patients' nuisances to the community and the recurrence of their problems. However, he hoped that the

SWD could consult DC Members and other local stakeholders on the location of each social welfare facility. By way of illustration, he said that the welfare block in Yan On Estate accommodated a day care centre and services for the disabled. But a youth service centre, which was much needed in the community, was missing in the original planning. He said that the SWD should review related benefits to residents when planning the community facilities.

55. Ms Elaine CHAN gave a consolidated response as follows:

- (a) in terms of planning, the SWD maintained close liaison with relevant policy bureaux and departments including the PlanD, the Lands Department (LandsD), the HD, etc., actively study the feasibility of reserving sites for setting up social welfare facilities, including in development projects involving Government, Institution and Community facilities sites, public housing and residential buildings. The District Social Welfare Offices also seize opportunities to escalate the views of DC Members and NGOs on proposed facilities to the Headquarters. However, development projects varied in terms of planning parameters and the plot ratio. And different social welfare facilities were subject to established schedules of accommodation or statutory standards, such as the height above the ground level. Therefore, the facilities eventually constructed by relevant departments might be different from the SWD's "wish list". In spite of this, the SWD would still strive to find suitable places through various channels for welfare uses; and
- (b) she further pointed out that before implementing a new welfare policy, the SWD or the Labour and Welfare Bureau (LWB) would consult the competent Legislative Council (LegCo) Panel on the proposed policy or the proposed welfare facility. When the LegCo had approved the implementation of related services, the SWD would consult the local DC Members or respective DC Members of the constituencies, relevant owners' corporations, mutual aid committees and/or other local stakeholders on the proposed welfare facility which raised public or residents' concerns. The SWD would start preparations for the services if there were no objections. The SWD understood that some social welfare services were more popular with residents, while others might be sensitive and cause public anxiety. Therefore, consultation and communication with local stakeholders were very important. The SWD organised on-going public education programmes in service preparations, so that residents would understand the details of services and the needs of recipients. She thanked Mr LI Sai-wing for his advice. And she understood that Mr LI found the SWD's consultation work inadequate and requiring improvement. She hoped that communication between the 2 sides could be strengthened in future. She promised to actively convey local views to the Headquarters, so as to improve the consultation work.

56. The Chairman said that the SWD did not seem to respond to Mr LI Sai-wing's enquiry that he had expressed objection and proposed more urgent social welfare needs. She asked the SWD to provide additional information.

57. Ms Elaine CHAN responded that regarding the establishment of an ICCMW in Yiu On Estate, staff of the SWD and Stewards Take Your Way Clubhouse (STYWC) visited Mr LI Sai-wing and the owners' corporation (OC) of Yiu On Estate separately in April 2012. They also introduced related services at an OC meeting. After the meeting, all OC members

expressed neutral views to STYWC's renting a ground floor unit at Yiu Ping House of the estate as its service accommodation. In the absence of any objection, the SWD and Stewards began the preparatory work. Later in 2014, the SWD received Mr LI Sai-wing's comments with concern about unbalanced service facilities. However, since preparations had been going on for some time, it was not appropriate to suddenly change the land use at that point. What's more, the ICCMW to be operated by STYWC would cover not only a majority part of Sha Tin Town Centre, but also Ma On Shan and Yiu On Estate. It would be an important service in Ma On Shan. She understood that the population mix in Yiu On Estate might change over time, with more children or elderly persons, for instance. The SWD would closely monitor changes in various service needs in the district and seek to strengthen services for the elderly and children in related planning.

58. The views of Mr LI Sai-wing were summarised below:

- (a) he would like to vindicate his work. He said that Ms Elaine CHAN had not mentioned any objection in the first reply, but later she mentioned the receipt of objections in 2014. In the briefing session held by the SWD on 7 March this year, the Social Welfare Officer indicated that no objections had been received. When the Director of Social Welfare visited the STDC, he submitted a letter attached with his earlier written objection to the SWD and the reply from the SWD's regional office. However, so far he had not received any reply from the Director. And he did not understand why the Social Welfare Officer could say publicly that no objections had been received to the establishment of an ICCMW in Yiu On Estate. He asked the SWD to give a clear reply as to whether his objection had been received; and
- (b) he said that no one would obstruct the construction of new social welfare facilities with territory-wide needs. But he hoped that the SWD would be informed of urgent service needs in local areas and give priority to related works. For example, there were 100 places of child care services in Shek Mun Estate, and some others in Chun Yeung Estate. But those child care centres were far from the 200 000 residents in Ma On Shan. That explained why Ma On Shan residents opposed the construction of social welfare facilities which were not in urgent need.

59. Mr Michael YUNG pointed out that the SWD indeed seldom communicated with DC Members on the planning of social welfare facilities. By way of illustration, he said that Ma On Shan residents in need had to visit the social security field unit (SSFU) in Yu Chui Court for assistance. By contrast, the SWD insisted setting up an SSFU together with other social welfare facilities in the welfare block in Shek Mun Estate, saying that it could serve Ma On Shan residents. He understood that it was difficult to reprovision an SSFU, unless it became necessary due to the population growth. He hoped that the SWD would learn a lesson and consult DC Members on future construction of social welfare facilities, for the sake of rational arrangements.

60. Ms Elaine CHAN gave a consolidated response as follows:

- (a) when the SWD conducted consultation on the establishment of an ICCMW in Yiu On Estate in 2012, it had visited Mr LI Sai-wing and the OC to introduce related services. It did not receive any objections at that time, so the preparatory work began. The premises of the proposed ICCMW were formerly used as a

kindergarten. It was necessary to apply with the LandsD for altering the land use before the transformation. In this regard, the LandsD and relevant government departments had consulted local stakeholders, including Mr LI Sai-wing and the OC, on the land use alteration in 2013, and did not receive any objections. As a result, the SWD proceeded with the construction of the ICCMW;

- (b) it was not until 2014 that the SWD received a letter from Mr LI Sai-wing expressing his opposition to the plan. However, as the ICCMW plan had already been launched in 2013, the SWD truthfully made a written reply. And records did not show the receipt of any further objection from Mr LI Sai-wing. She concluded that sometimes stakeholders would have different opinions. She hoped that they could maintain good and close communication based on the needs of service users, so that service-related problems could be addressed more properly; and
- (c) she agreed with Mr Michael YUNG's suggestion that in future, communication with local stakeholders should be conducted well before the planning and construction of new social welfare facilities, for the sake of better results.

61. The Chairman opined that communication was a continuous process. Different parties needed to keep communicating with each other during the construction of social welfare facilities.

Question to be Raised by Mr WAI Hing-cheung on the Social Inclusion of New Arrivals
(Paper No. EW 16/2019)

62. The views of Mr WAI Hing-cheung were summarised below:

- (a) he asked whether the non-profit organisations providing services for new arrivals in the community, as mentioned in Question (b), were based on the number of new arrivals in the community or other factors. He pointed out that the SWD did not give a reply in that regard. The HAD replied that the "District-based Integration Programme" (the Programme) was implemented in areas with high demand for specific services (including Kwun Tong, Wong Tai Sin, Sham Shui Po, Kwai Tsing, Yuen Long and Islands). But he opined that population should be one of the criteria for measuring demand. According to the data provided by the Census and Statistics Department (C&SD) in the Annex, the number of new arrivals from the Mainland having resided in Hong Kong for less than 7 years was gradually declining in 5 of the 6 areas above-mentioned, except Sham Shui Po, between 2006 and 2016. Therefore, he hoped that the HAD could explain why the Programme did not cover Sha Tin;
- (b) Question (c) was about the number of non-profit organisations serving new arrivals in the community, as well as the content and effectiveness of the services. He said that none of the related departments in the paper answered the effectiveness question;
- (c) he pointed out that no departments had given a direct answer to Question (d) about a list of institutions providing Cantonese classes for new arrivals. The reply of the Independent Commission Against Corruption (ICAC) mentioned that the International Social Service Hong Kong Branch (ISS-HK) regularly arranged

Cantonese classes for new arrivals. Besides, the HAD replied that information on the language courses was uploaded to its website. He hoped that relevant departments could provide details in their replies to his question. If all government departments expected members to search for information on the Internet on their own, then it was not necessary to attend meetings;

- (d) in its reply to Question (e), the SWD said that there were courses or training for new arrivals so that they could learn about Hong Kong culture and integrate into the community. He hoped that the SWD could provide additional information about the effectiveness of the initiatives;
- (e) in Question (g), it was asked whether the Administration studied the integration of new arrivals into the community, what difficulties they faced and how the Government could help them. He said no departments answered that question. He wondered whether the Government did not seriously consider the difficulties faced by new arrivals when integrating into the community;
- (f) he enquired about the effectiveness of the “School-based Support Scheme” and the Induction Programme mentioned in the EDB’s reply;
- (g) as for Question (f), the ICAC had contacted him and said that its representatives would not attend this meeting since it was not a regular interface with the EWC. He wondered whether all questions relating to the ICAC should be put forward at meetings of the Culture, Sports & Community Development Committee (CSCDC) in future. Under this principle, many departments would not have to attend DC meetings in future. He expressed dissatisfaction with the absence of ICAC representatives because he could not raise further questions to the ICAC’s reply; and
- (h) he had asked the Secretariat to invite a reply from the HKJC to his question. He asked the Secretariat why there was no reply from the HKJC in the paper. As far as he understood, the HKJC had launched the “C-for-Chinese@JC” Project to provide training for those who did not know Chinese or Cantonese. On the contrary, the SWD did not mention in detail in its reply where new arrivals could go for Chinese and Cantonese learning in the community.

63. The views of Mr Michael YUNG were summarised below:

- (a) regarding the services for new arrivals, the SWD funded the ISS-HK’s “Cross-boundary and Inter-country Social Service”, with consultation for new arrivals at the Lo Wu Control Point. They reached out to new arrivals, provided them with social service information and referred them to mainstream service units. He opined that it was not a difficult job and was not an ideal approach, because they only needed to identify new arrivals on one-way permits (OWPs) at the control point, distribute pamphlets to them and refer them to suitable service channels. He understood that there were certain difficulties in the follow-up work. Therefore he suggested that the ISS-HK reach out to new arrivals replacing their ID cards at the Immigration Department (ImmD). At such a point, new arrivals had been living in Hong Kong for about a month, so the ISS-HK could get to know their life situation and service needs, in order to provide more effective services. In addition, he pointed out that the ISS-HK office was located

in Wan Chai. If IFSCs of the SWD had information about new arrivals, referral services could be provided at the local level to help them integrate into the community. He further pointed out that new arrivals might face many problems, such as significant age gap between the older husband and the younger wife, difficulties in adapting to the environment or the pace of life in Hong Kong, etc. He asked how the SWD could follow up; and

- (b) many new arrivals might encounter difficulties in job hunting. He pointed out that there was an office of the Labour Department (LD) in this building. He wondered why there were no LD representatives at the meeting. He asked whether the Secretariat had invited representatives of the LD to the meeting. If yes, he asked on what ground the LD had rejected the invitation. Similarly, there was also an ICAC office downstairs in the building and its representatives had attended EWC meetings before. He asked why ICAC representatives were absent this time. He pointed out that there were no representatives of the C&SD or the ImmD at this meeting, either. He had previously communicated with the Secretary for Security and said that the absence of representatives of the Security Bureau was disrespect for the DC. He asked whether such disrespect by government departments occurred again. He suggested that the Chairman express the dissatisfaction in writing on behalf of members, so that related departments would send their representatives to meetings and communicate with members.

64. Regarding Mr SIU Hin-hong's question, the Chairman said that only 2 more members other than the original questioner could raise further questions. She asked Mr Wilson LI to put forward his question.

65. The views of Mr Wilson LI were summarised below:

- (a) the paper mentioned that from 1 July 1997 to the end of 2018, more than 1.03 million people came to Hong Kong on OWPs. He pointed out that apart from family reunion, Mainland residents could apply for OWPs if they must come to Hong Kong for settlement due to other special circumstances. And some of them actually did not have any close relatives in Hong Kong. At present, more than 1 million people had settled in Hong Kong on OWPs, causing serious impact and heavy pressure on housing, medical care, education and social welfare services in the territory. In March this year, representatives of some doctors' groups even called for the cessation of OWP issuance, because the public healthcare system in Hong Kong was on the verge of collapse;
- (b) he agreed that family reunion was necessary. However, the carrying capacity of Hong Kong was limited, public housing was seriously inadequate and the waiting time for public and private services was becoming longer. He hoped that the Government would respond in that regard at this or the next meeting. He also hoped that the Government could negotiate and review with the Mainland the need to reduce the 150 daily OWP quotas. He opined that the quotas could be adjusted in a gradual and orderly manner. But it would be a lose-lose situation if no measures were adopted to control the population growth. Therefore, he hoped that all members would urge the Government to reduce the OWP quotas when considering the need of family reunion, in order to alleviate the pressure on Hong Kong; and

- (c) he pointed out that Hong Kong should have the right to approve OWP applications jointly with the Mainland, so as to prevent Mainland residents from obtaining OWPs through illegal means. He further pointed out that Hong Kong's approval authority was stipulated in the law, as the Basic Law empowered the SAR Government to review related applications such as those under the "Quality Migrant Admission Scheme".

66. The Chairman said that Mr Wilson LI's supplementary question deviated from the matter of new arrivals integrating into the community, but his views would be recorded in the minutes of the meeting. She asked the Secretariat why some departments had provided written replies but did not send their representatives to the meeting, claiming they were not regular interfaces.

67. Ms Amy YU gave a consolidated response as follows:

- (a) the Secretariat had solicited replies from relevant government departments upon receiving Mr WAI Hing-cheung's question on 7 March. Mr WAI Hing-cheung called the Secretariat on 26 April, requesting a reply to be solicited from the HKJC as well. Accordingly, the Secretariat contacted the HKJC to follow up on Mr WAI Hing-cheung's request. The HKJC provided a reply on 6 May, basically on the sources of its incomes. It said that the Hong Kong Jockey Club Charities Trust allocated funds to a number of NGOs such as the ISS-HK, to support their community programmes. It also mentioned visits by the CARE@hkjc Volunteer Team. The information provided by the HKJC's was not a direct reply to Mr WAI Hing-cheung's question. And the part relating to NGOs such as the ISS-HK overlapped with information in the replies of government departments. For example, the SWD's reply already covered the ISS-HK's services for new arrivals. Therefore, the HKJC's reply was omitted in the discussion paper; and
- (b) according to the procedure, when receiving a question from a member, the Secretariat would solicit a reply from relevant departments and invite their representatives to the meeting. She said that the Secretariat had invited the ICAC on 7 March and 2 April respectively to send representatives to the meeting regarding its reply. The ICAC said that it had made a comprehensive written reply and it had nothing to supplement. The ICAC also said its representatives attended meetings of the STDC and its committees to listen to members' views on corruption prevention. The Secretariat had also invited LD to send representatives to the meeting regarding its reply. But the LD said that Mr WAI Hing-cheung's question mainly focused on the support provided by NGOs to new arrivals, without any direct mentioning of employment support for new arrivals.

68. The Chairman believed that apart from the EWC, representatives of government departments would also be absent from the meetings of other committees to answer members' questions. She would have direct communication with the Sha Tin District Officer on this matter at the meeting of the District Facilities Management Committee (DFMC), so as to understand the difficulties for government representatives to attend DC meetings and the circumstances for their justifiable absence.

69. Mr Roy CHAN gave a consolidated response as follows:

- (a) in terms of social welfare, it was the SWD's service strategy to help new arrivals integrate into the community and solve personal and family problems, so that they could seek early assistance and established links with mainstream social services. Therefore, the SWD provided support for new arrivals mainly through its IFSCs as well as through collaboration with an NGO (i.e., the ISS-HK);
- (b) subvented by the SWD, the ISS-HK mainly provided the "Cross-boundary and Inter-country Social Service" in a case-by-case manner for new arrivals and their families across the boundary. He shared relevant data and said that the ISS-HK handled more than 330 cases of the "Cross-boundary and Inter-country Social Service" from April to December 2018 and contacted 3 200 new arrivals on OWPs at the Lo Wu Control Point. In the process, the ISS-HK could immediately reach out to new arrivals at the control point for an initial understanding of their family status and welfare needs. And it made more than 600 referrals during the above period. Social workers of the ISS-HK were also on duty at the ImmD's Registration of Persons Office in Cheung Sha Wan to provide further services to new arrivals in need; and
- (c) he added that after obtaining the consent of new arrivals interviewed at the Lo Wu Control Point, the ISS-HK would notify IFSCs across the territory based on their declared address, so that IFSCs could reach out to new arrivals by sending pamphlets and introducing suitable activities. Between January and March 2019, the 5 IFSCs in Sha Tin organised 29 activities about social integration, with as many as 1 500 participants. The activities were mainly intended to enhance the understanding community and welfare services. Besides, volunteers visited new arrivals and helped them connect with the community and mainstream services.

70. Ms CHIANG Lam, Senior Development Officer (Sha Tin) 5 of the EDB, responded that as far as Sha Tin District was concerned, when schools admitted newly-arrived students from the Mainland or non-Chinese speaking countries, most of the schools would use school-based support grants to help those students participate in additional support activities. Apart from organising activities on their own, most schools also engaged NGOs to design their curricula, so that students could receive appropriate support. She further pointed out that related activities were diverse. Instead of just Chinese and English learning, there were also activities helping newly-arrived students integrate into the social circles of their peers, understanding the surroundings or the community of the school, and even know Hong Kong's places of interest and geographical information. They catered for both the physical and psychological needs of students. In addition, in terms of the effectiveness, schools were required to make relevant reports and reviews upon using various grants. The EDB would review the reports and effectiveness during school visits. If the activities failed to meet target results, schools would need to make reviews to improve future planning. The annual reports and activity reports of schools would help the EDB understand the results.

71. Mr Roy KOO, Liaison Officer In-charge (North) 2 of the STDO, said that he would responded with the relevant information in the Programme provided by the HAD. Starting in April 2011, the HAD implemented the "District-based Integration Programme" in 6 districts. Except the remote Islands District, the other 5 districts, including Kwun Tong, Wong Tai Sin, Sham Shui Po, Kwai Tsing and Yuen Long, were areas with a large number of old buildings and

of new arrivals. They had great demand for integration services.

72. The views of Mr WAI Hing-cheung were summarised below:

- (a) he expressed disappointment that STDO failed to answer his question in its response;
- (b) Question (g) was about difficulties for new arrivals to integrate into the community and the Government's studies in that regard. But no departments gave a reply to that. He wondered whether the Government just provided services without considering residents' acceptance or difficulties;
- (c) the figures provided by the SWD did not actually reflect the effectiveness of the services. He asked about the results of the services and whether they could help new arrivals. In addition, he said that the SWD did not reply as to whether the services for new arrivals were based on the population in the district, or else changes in the number of new arrivals from the Mainland having resided in Hong Kong for less than 7 years as provided by the C&SD; and
- (d) he was surprised that the reply by the HKJC overlapped with those of other departments. He asked whether the SWD had cooperation with the HKJC on services for new arrivals. In view of the HKJC's "C-for-Chinese@JC" Project, he wondered whether NGO services for new arrivals and ethnic minorities were not sufficient.

73. Mr Wilson LI opined that the population growth resulting from the 150 daily OWP quotas was a planning matter. It concerned support services for new arrivals. And it was directly related to the educational, medical and housing issues. He said to the Chairman that it was related to the underlying question. He hoped that the Government could seriously handle and respond to the matter and could send relevant representatives to the next meeting.

74. The views of Mr Michael YUNG were summarised below:

- (a) he pointed out that although the HKJC's reply overlapped with those by other departments, Mr WAI Hing-cheung had asked the Secretariat to solicit a reply from the HKJC. He asked whether the Secretary of the EWC, the Senior Executive Officer (District Council) or STDO staff had decided to delete the reply on their own. Mr WAI Hing-cheung had also communicated with the Secretary and the HKJC. He would like to know about the related arrangements; and
- (b) as far as he knew, the ISS-HK mainly served new arrivals and ethnic minorities and assisted in handling adoption cases. He pointed out that after contacting new arrivals, the SWD would refer their residential information to the local organisations for follow-up. He asked whether the SWD would further follow up on the cases when new arrivals obtained their ID cards at the Registration of Persons Office in Cheung Sha Wan.

75. Mr Roy CHAN gave a consolidated response as follows:

- (a) the SWD's service planning took into account reports of the C&SD, quarterly statistics of the HAD and the ImmD, as well as the list of new arrivals across the

territory as regularly collated by the ISS-HK. He said between February and April this year, 80 to 100 new arrivals reported residing in Sha Tin District each month. The SWD would analyse the data and arrange service promotion. He added that most new arrivals settled in the district on grounds of reunion with spouses or staying in Hong Kong with parents. This meant that IFSCs in the district should strengthen services relating to marriage and parenting. Besides, as most of new arrivals in the district lived in public housing estates, IFSCs would endeavour to carry out integration programmes and promote services in estates;

- (b) he said that language learning was not a main service provided by the SWD for new arrivals. Regarding the work in social welfare, the SWD considered that it was most important for new arrivals to understand the importance of contacting IFSCs when they needed services, so that social workers could understand their problems in a timely manner; and
- (c) the ISS-HK not only deployed social workers at the Lo Wu Control Point to have initial contact with new arrivals, but also had staff on duty at the ImmD's Registration of Persons Office in Cheung Sha Wan to meet their needs. When new arrivals had lived in Hong Kong for some time, they were better aware their own problems and challenges, and the NGO could follow up on their cases.

76. The Chairman asked the STDO why related resources were not allocated based on the number of recipients, as Mr WAI Hing-cheung had pointed out that the relevant population was declining in districts covered by the Programme.

77. Mr Roy KOO said that HAD implemented the Programme based on the actual needs of individual districts. Most new arrivals in the district lived in public housing estates and private housing courts. The service demand was not as high in Sha Tin as in districts with more old buildings and worse living conditions, such as Sham Shui Po and Yuen Long. Therefore the Programme was not launched in Sha Tin.

78. The Chairman pointed out that the SWD had the monthly figure of new arrivals settling in the district. Therefore she hoped that the SWD could provide information about the related population growth and the service performance after the meeting. Besides, she asked the HAD to reply after the meeting as to how it decided the launch of the Programme based on the integration needs of new arrivals in the district, since the number of new arrivals in Sha Tin was no smaller than that in other districts, as per related data.

79. Ms Amy YU added that as the information provided by the HKJC was not a direct reply to Mr WAI Hing-cheung's question, the part mentioned in the book overlapped with the replies of government departments. Besides, under Order 26 of the "Sha Tin District Council Standing Orders", "A question put to a public officer or any person invited to attend meetings of the Council shall be in writing." If members wished a specific organisation to provide specified information, they were recommended to make the request in writing and the Secretariat would follow up.

80. The Chairman asked Mr WAI Hing-cheung whether he would like a clear reply in writing.

81. Mr WAI Hing-cheung opined that the Secretariat had not handled the matter properly. Even if the HKJC's or the SWD's reply was not relevant, it should not have been deleted

anyway. Now he did not have the chance to ask further questions in that regard. He was concerned that this might become a precedent for the Secretariat to revise replies to members' questions on its own.

82. The Chairman said that she had not read the relevant reply. She suggested that the Secretariat fully disclose the HKJC's reply to members after the meeting as soon as possible.

(Post-meeting note: The Secretariat submitted the relevant reply of the HKJC to members on 17 May.)

83. Mr Michael YUNG opined that the Secretariat had no reason to filter responses to questions. The Secretariat provided services to DC Members. It should ask members to confirm which departments should respond to their questions. And the Senior Executive Officer (District Council) should ensure consistent actions by secretaries of the committees. He opined that the Secretariat should submit the HKJC's reply to members after the meeting, or else list it as a matter rising.

84. The Chairman asked the Secretariat to follow up on the matter and to state the criteria for handling paper in future. She also asked the Secretariat to fully disclose the HKJC's reply to members after the meeting.

(Post-meeting note: In future, the Secretariat will follow on Members' written questions to invite relevant government departments and organisations to make replies and attend meetings, as well as soliciting instructions from Chairman of the STDC or a committee on related replies.)

Information Papers

2019-2020 Approved Estimates of an Expenditure Head under the Committee
(Paper No. EW 17/2019)

85. Members noted the above paper.

Number of Children Referred to Public Sector Primary and Secondary Schools in Sha Tin District Provided by the Education Bureau
(Paper No. EW 18/2019)

86. Members noted the above paper.

Date of Next Meeting

87. The next meeting was scheduled to be held at 10:00 am on 11 July 2019 (Thursday).

88. The meeting was adjourned at 1:24 pm.

Sha Tin District Council Secretariat
STDC 13/15/35

June 2019