

Information on Sub-district Care Teams

District : Tsuen Wan

Sub-district : Lai To [Sub-district boundary map attached]



K14 - Lai To



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Operating organisation : Cheung Ching Friends Association

Partnering organisation(s) : The Federation of All Sectors of Tsuen Wan Community Limited

Federation of Hong Kong Hubei Associations limited

Communication Channels of the Care Team :

Telephone :	9147 5501
Whatsapp :	9147 5501
Facebook :	荃灣區麗濤關愛隊

List of Care Team members :

Captain :	Mr WONG Wai-kit
Vice-captain :	Ms LI King
Members :	Mr MAN Hoi-on Ms TONG Shuk-yee Mr LI Yuk-wah Ms NG Siu-kam

	<p>Ms WONG Wai-man Mr YUN Ka-chun Ms WAN Pui-fong Mr CHAU Kin-shing Mr YIM Chi-leung</p>
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Summary of Services for the Sub-district :

A. Mandatory Services

1. Community Care

Service requirement	Key Performance Indicator (KPI)
(a) Set up communication channels of the Care Team with at least 2 channels, such as telephone, email, social media, instant messaging software, etc.	The relevant channels shall be opened within two weeks after the funding agreement takes effect, and shall be maintained until the end of the funding agreement.
(b) Widely publicise the communication channels and services of the Care Team to the residents of the sub-district.	Publicise the communication channels and services of the Care Team in the sub-district, covering no less than 95% of the residents of the sub-district within three months after the funding agreement takes effect.
(c) Establish a liaison network with the residents of the sub-district, facilitating the residents to contact the Care Team and assisting the Government to deliver information to the residents so as to strengthen ties with the residents.	Distribute in a timely manner the important information provided by the Government through the liaison network between the Care Team and the residents of the sub-district as required by the Government or as needed. Within one year after the funding agreement takes effect, the established liaison network shall cover not less than 20% of the households of the sub-district.

Service requirement	Key Performance Indicator (KPI)
<p>(d) Visit/contact elderly households in the sub-district, establish contacts, and provide basic services for the elderly, including providing information on public/social welfare/medical/other related services, assisting in applying for or making appointment for the above services, providing basic information technology assistance, and assisting in arranging the elderly in need to receive home or other support services in item (f) or referral to relevant departments/organisations for professional services.</p>	<p>Provide information/services to at least 400 elderly households.</p>
<p>(e) Visit/contact other households in need in the sub-district, establish contacts, and provide basic services for the households, including providing information on public/social welfare/medical/other related services, assisting in applying for or making appointment for the above services, providing basic information technology assistance, and assisting in arranging the households in need to receive home or other support services in item (f) or referral to relevant departments/organisations for professional services.</p>	<p>Provide information/services to at least 450 households in need.</p>
<p>(f) Depending on the circumstances of the sub-district, provide home or other support services to those in need (such as simple home repairs/cleaning, health talks, "Share and Care" activities like collection of old clothes for donation, recruiting and training residents to be volunteers to serve other people in need, etc.).</p>	<p>Provide at least 410 times of services to those in need.</p>

2. Assistance in Emergencies

Service Requirement	Key Performance Indicator (KPI)
(a) When the heat/cold/temporary shelter is in operation, care about the needs of those who use/stay in the shelter and provide appropriate assistance.	Provide services up to 4 times as required by the Government.
(b) When there is a sudden incident/emergency/disaster in the district, care for the needs of the affected people and provide appropriate assistance, and forward important information to the residents as required by the Government.	Provide services up to 6 times as required by the Government.
(c) Provide emergency support for new policies/services of the Government or public organisations, such as assisting those in need to make applications (especially online applications), assisting in the distribution of materials or information, etc.	Provide services up to 10 times as required by the Government.

B. Add-on Services

Service requirement	Key Performance Indicator (KPI)
(a) Providing health information for elders Provide health info activities and services for elders on a regular basis through seeking to collaborate with organisations (e.g. District Health Centres) in Tsuen Wan district.	Organise the activities 4 times with an estimation of 400 participants in total.

Service requirement	Key Performance Indicator (KPI)
<p>(b) Organising activities to promote the Basic Law, the National Security Law, education on the rule of law and sense of national identity</p> <p>Organise suitable local visits and study activities (e.g. visiting Police Stations and the Legislative Council, holding exhibitions on the National Security Education Day, etc.) on the said educational themes for children and young people in the sub-district by collaborating with local schools, organisations and government departments.</p>	<p>Organise the activities 4 times with an estimation of 400 participants in total.</p>
<p>(c) Organising festive activities</p> <p>Organise parents-children fun day in celebration of Hong Kong's return to the motherland and the National Day. On the anniversary of Hong Kong's return to the motherland and the National Day during the service agreement period, the Care Team will organise large-scale parents-children fun day in the sub-district to celebrate the meaningful events with children and their parents in the sub-district. The activities will be open to all residents in the sub-district free of charge, covering national education, large-scale recreational activities, art activities, children's performances, etc.</p>	<p>Organise the activities 4 times with an estimation of 4 000 participants in total</p>
<p>(d) Organising neighbourhood social activities</p> <p>Online interactive group</p> <p>According to the needs and characteristics of service users, the Care Team will organise online interactive group activities with different themes every month (both online and offline modes will be adopted if practicable). All residents in the network formed under this scheme will be invited, fostering the connection between local residents and the community.</p>	<p>Organise the activities 18 times with an estimation of 900 participants in total.</p>

Service requirement	Key Performance Indicator (KPI)
<p>(e) Raising residents' awareness of improving the environment in the community</p> <p>Through the community network of the Care Team, local residents will be encouraged to raise suggestions or make reports on District Minor Works, hygiene black spots and illegally abandoned vehicles in the sub-district. The Care Team will collect views from local residents and make referrals to the government departments concerned.</p>	<p>Put forth 20 proposals or referrals to the government departments concerned.</p>