Information on Sub-district Care Teams
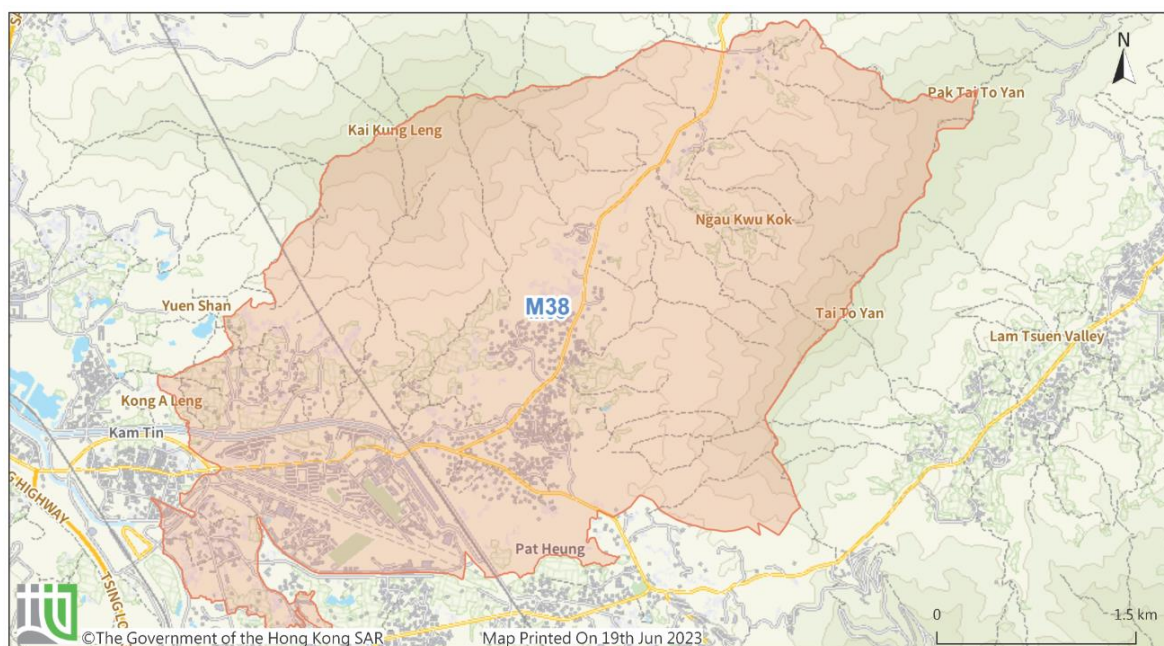
District :   **Yuen Long**

Sub-district：**Pat Heung North [Sub-district boundary map attached]**

GEOINFO MAP
地理資訊地圖   **M38 Pat Heung North**

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Operating organisation：   **Pat Heung North Environment Attention Group**
Partnering organisation(s)：   **Butterflyers Association Limited**
                                     Hong Kong Yang Jiang Volunteer Association

Communication Channels of the Care Team：

Telephone No. :	9859 7915
Email Address :	patheungnorthcaring@gmail.com
Whatsapp:	9859 7915
Facebook:	八鄉北關愛隊

List of Care Team members：

Captain：	Mr Tang Yung Yiu, Ronnie
Vice-captain：	Ms Chan Pui Yan
Members：	Mr Tang Ho Fai
	Mr Tang Hon Wan
	Ms Au-Yeung Yuk Mui
	Ms Cheng Kam Ling
	Mr Safdar Nasar Mahmud
	Ms Cheng Fei Fun
	Mr Tang Wan Kau
	Mr Cheng Wai Hei
	Mr Leung Chun Hung

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 and 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 90% 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 15% of the households of the sub-district.

Service Requirement	Key Performance Indicator (KPI)
(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.	Provide information/services to at least 550 elderly households.
(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.	Provide information/services to at least 700 households in need.
(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.).	1. Provide simple home cleaning, waste disposal, items donation or recycling services to 140 households in need in the sub-district; and 2. Provide simple home repair services to 30 households in need in the sub-district.

2. Assistance in Emergencies

Service Requirement	Key Performance Indicator (KPI)
(a) 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 4 times as required by the Government.
(b) 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) and assisting in the distribution of materials or information, etc.	Provide services up to 4 times as required by the Government.

B. Add-on Services

Service Requirement	Key Performance Indicator (KPI)
(a) Organise caring activities for ethnic minorities, including: 1. visiting ethnic minorities every year; and 2. organising Chinese tutorial classes every year.	8 times with a total number of 160 people served
(b) Organise activities to promote the Basic Law, the National Security Law, education on the rule of law and sense of national identity	6 times with a total number of 150 participants
(c) Promote the preservation and inheritance of rural cultures 1. Organise special events during traditional festivals; 2. Promote the conservation of rural environment among residents in the sub-district and visitors; and	28 times with a total number of 2 900 participants

Service Requirement	Key Performance Indicator (KPI)
3. Assist the District Office in caring about villagers in need under special weather conditions or in the event of other emergencies.	
(d) Provide health information for elderly groups and people in need in the sub-district 1. Visit care homes in the sub-district; and 2. Display posters on health information at entrances, noticeboards and main roads of villages in the sub-district.	4 times with a total number of 300 people served