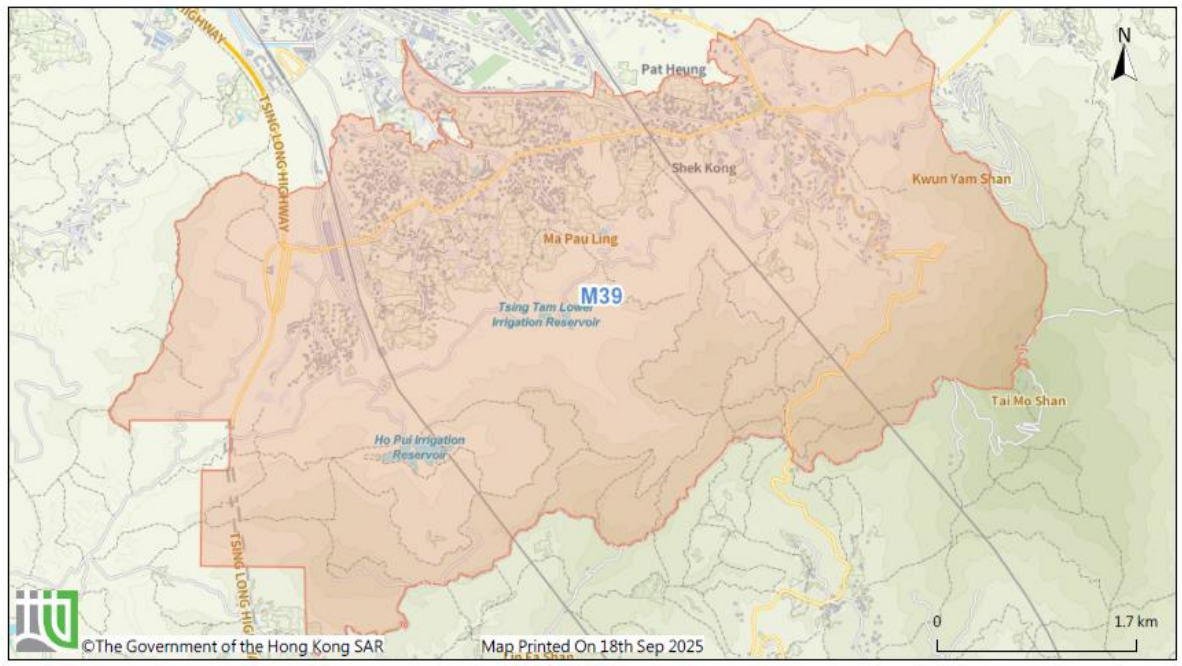
Second-term

Information on Sub-district Care Teams and Communication Channels

District：Yuen Long

Sub-district：Pat Heung South　[Sub-district boundary map attached]



Operating organisation：　Pat Heung Rural Committee

Communication Channels of the Care Team：

Telephone：	6461 3300
Email：	phscareteams@gmail.com
WhatsApp：	6461 3300
Facebook：	八鄉南關愛隊
Fax：	2488 8056

List of Care Team members：

Captain：	Mr Tang Chi Kwong
Vice-captain：	Mr Lai Wing Tim
Members：	Ms Huang Xiaojun Mr Tso Simon Mr Cheung Wan Kau Mr Tsang Hing Kwong Mr Wu Wai Tak Mr Lai Chuen Lai Mr Tang Yung Nam Mr Kwok Wai Sun Mr Lai Tim Tong Mr Tsang Chui Lun

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 two channels, such as telephone, email, social media, instant messaging software, etc.	Establish a daytime contact telephone number and a WhatsApp account within three weeks after the funding agreement takes effect, and ensure that these channels remain operational until the funding agreement ends.
(b) Widely publicise the communication channels and services of the Care Team to the residents of the sub-district.	Reach out to at least 90% of the residents in the sub-district within three months after the funding agreement takes effect by means of multiple publicity channels.

Service Requirement	Key Performance Indicator (KPI)
(c) Establish a liaison network with the residents of the sub-district, facilitating the residents to contact the Care Team and assisting the Government in delivering information to the residents so as to strengthen ties with the residents.	Establish a liaison network covering at least 20% of the households in the sub-district within one year after the funding agreement takes effect and implement measures to achieve the target coverage of 25%, and promptly disseminate important government information to households as required by the Government or where necessary.
(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 an appointment for the above services, providing basic information technology support, and assisting in arranging the elderly in need to receive home-based or other support services in item (f) or referral to relevant departments/organisations for professional services.	Provide information/services for 610 elderly households in the sub-district.
(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 an appointment for the above services, providing basic information technology support, and assisting in arranging the households in need to receive home-based or other support services in item (f) or referral to relevant departments/organisations for professional services.	Provide information/services for 725 households in need in the sub-district.

Service Requirement	Key Performance Indicator (KPI)
(f) Depending on the circumstances of the sub-district, provide home-based or other support services for those in need (such as simple home fixes/cleaning, health talks, Share and Care activities like used clothing donation drives, recruiting and training residents to become volunteers to serve other people in need, etc.).	Provide 170 times of simple home fixes for the elderly or households in need, and provide 670 times of services under "Share and Care" activities.
(g) Visit the "three-nil" buildings and old buildings where the owners' corporations are not operating effectively/without hiring a management company to understand the management, safety and sanitary conditions of the buildings concerned, and compile the relevant information for the reference of the District Office. Depending on the condition of the building and the needs of the residents, make referrals to relevant departments or organisations for assistance, including applying to the District Office for provision of one-off cleaning services for the common areas of the building. And/or reach out to the owners' corporations/property management companies/residents' organisations/frontline property management staff of other buildings in the sub-district. Depending on the condition of the building and the needs of the residents, make referrals to the relevant departments or organisations.	Reach out to the owners' corporations / property management companies / residents' organisations / frontline property management staff of other buildings in the sub-district 15 times every year.

2. Assistance in Emergencies

Service Requirement	Key Performance Indicator (KPI)
(a) When a heat/cold/temporary shelter is in operation, attend to the needs of those who use/stay in the shelter and provide appropriate assistance.	Provide services as required by the Government.
(b) When there is a sudden incident/emergency/disaster in the district, attend to the needs of the affected people and provide them with appropriate assistance, and forward important information to the residents as required by the Government.	Provide services 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 in making applications (especially online applications), assisting in the distribution of materials or information, etc.	Provide services as required by the Government.

B. Add-on Services

Service Requirement	Key Performance Indicator (KPI)
(a) Organise activities to promote the conservation of rural environment	4 times with a target number of beneficiaries totalling 2 000
(b) Organise activities to promote the culture of patriotism and the love for Hong Kong	2 times with a target number of beneficiaries totalling 2 400

Service Requirement	Key Performance Indicator (KPI)
(c) Distribute gifts during festive occasions in Pat Heung South	6 times with a target number of beneficiaries totalling 3 000
(d) Organise gatherings for the National Day in Pat Heung South	2 times with a target number of beneficiaries totalling 2 760
(e) Blood pressure measurement sessions	4 times with a target number of beneficiaries totalling 400
(f) Green Initiatives, Safeguard Our Planet	4 times with a target number of beneficiaries totalling 1 000
(g) Understanding National Security Education	2 times with a target number of beneficiaries totalling 500
(h) Working Hand in Hand to Prevent Crime Initiative	4 times with a target number of beneficiaries totalling 2 000