社區發展服務
Community Development Services

服務方向
SERVICE ORIENTATION

面對持續的疫情影響香港經濟，社區發展服務致力為基層家庭網絡社區資源，以紓緩他們的經濟壓力。同時，我們集結服務使用者一同針對不同的社區問題尋求解決方法，共建互助社群。

In view of the ongoing impact brought by COVID-19 to the economy of Hong Kong, the Community Development Services are committed to network community resources for the grass-roots families in order to alleviate financial pressures, while collectively working with our service users to tackle different community problems and establish a caring environment in the spirit of mutual assistance.

服務摘要
SERVICE HIGHLIGHTS

「家饌愛 • 添溫馨」計劃

本會與香港中華煤氣有限公司（煤氣公司）合作「家饌愛 • 添溫馨」計劃，旨在紓緩基層家庭在面對疫情期間的生活壓力。此項計劃向育有學童的家庭提供15個星期，每星期兩次鮮肉饌菜包，在經濟困難下以食物支援基層家庭的需要，活動共派發超過30,000個鮮肉饌菜包。

"Love On Delivery" Project

Collaborated with The Hong Kong and China Gas Company Limited (Towngas), "Love on Delivery" Project is organised to release the financial burden of the grassroot families during the pandemic period. The Project aimed to distribute fresh food pack twice per week to the deprived families with school aged children for 15 weeks and support their livelihoods. Over 30,000 food packs have been distributed.

在疫情期間，家庭成員困在家中，大部分都缺乏社交活動和聯繫社會服務的機會，此項計劃推動煤氣公司員工成為網上義工，更特設面書Facebook專頁提供一系列網上活動與基層家庭在網上維持聯繫，例如舉辦網上問答比賽及親子填色比賽。隨着疫情緩和便舉辦參觀農莊活動和探訪長者活動，關顧基層家庭的社交康樂和健康的需要，至今惠及1,830個家庭。

During the pandemic period, most families remained at home who lack of social activities and contact with social services. This Project has mobilised the Towngas staff becoming online volunteers. A Facebook page has been set up to organise on-line activities such as on-line colouring and quiz competition, so as to keep active but virtual contact with these families. Soon after the epidemic appears to have improved, social programmes such as farm visit and elderly visits were held. The Project served 1,830 families in total.

1. 基層家庭領取新鮮饌菜包。
   Fresh food distributed to families.

2. 義工們與計劃的家庭一起參觀農莊。
   An enjoyable farm visit programme.

疫情下為基層人士提供全面支援

物資支援及基金申請

為能紓緩基層家庭的經濟壓力，社區發展服務網絡不同的物資，包括口罩、清潔用品、超級市場券和小型傢俱等。此外，我們亦為居住在劏房及寮屋區的居民處理了2,283宗「非公屋、非綜援的低收入住戶一次過生活津貼」及370宗「為低收入劏房住戶改善家居計劃」的關愛基金申請。

Providing Comprehensive Support to Grassroot Citizens during the Pandemic

Processing Applications for In-Kind Support and Financial Assistance

To relieve the economic pressures on grassroot families, the Community Development Services used its resource network to provide face masks, cleaning supplies, supermarket vouchers and small furniture. Moreover, we processed 2,283 Community Care Fund (CCF) applications for the "One-off Living Subsidy for Low-income Households Not Living in Public Housing and Not Receiving CSSA" and 370 CCF applications for the "Assistance Programme to Improve the Living Environment of Low-income Subdivided Unit Households" respectively for individuals and families living in squatter huts and subdivided units.

1

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支援基層學童網上學習

為支援基層學童在停課期間網上學習，我們獲商界支持，為281個家庭提供數據卡及88個家庭提供手提或平板電腦。此外，部分學童因不適應網課而未能跟上學習進度；「外展支援及網絡劏房住戶計劃」招募了一批大學生義工，為35名居住在劏房的小學生進行為期十星期一對一的補習服務。

1. 派發防疫物資予基層家庭。
   Anti-epidemic materials were distributed to families in need.
2. 為基層學童舉辦不同類型網上活動。
   Various online programme were organised for grassroot students.

Supporting Online Learning for Grassroot Students

To support grassroot students who required to study online during the suspension of classes, we received support from corporate to provide 281 families with data SIM cards and 88 families with laptops/tablets. Given that some of the students could not cope with online lessons and failed to keep up their learning progress, the "Outreach Support Service for Networking People Living in Sub-divided Units" recruited a group of university students volunteers to provide one-to-one tutorials over a period of ten weeks for 35 primary school students living in sub-divided units.

社區發展服務

協助基層家庭搬遷及適應新生活

美東邨重建社工隊

美東邨重建社工隊自2018年起獲香港房屋委員會資助，為受美東邨重建影響的長者戶提供支援服務。透過舉辦長者社區記者、互助小組、搬遷居民大會、參觀東匯邨匯智樓示範單位等，協助共134名長者於2020年下旬順利搬遷至東匯邨。我們的問卷調查結果顯示，97%的長者戶表示滿意他們的新居及77%表示已適應新社區。

1

賽馬會新屋邨支援計劃（深水埗）：

繼麗翠苑及石硤尾邨後，本計劃於2020年11月於共852戶的海達邨開展第三隊服務隊，並透過入伙簡介會，已成功接觸92%的新住戶，及早識別有需要家庭，並提供適切支援，讓他們盡快投入新社區生活。

2

1. 美東邨重建社工隊定期探訪美東邨長者戶。
   The Community Service Team visited the elderly households regularly in Mei Tung Estate.

2. 社工隊向受影響的長者戶講解重建相關資訊。
   Briefing sessions were held to provide redevelopment information to the affected elderly households.

3. 與不同團體合作，提供適切服務予基層住戶。
   We collaborated with different parties to provide services to the grassroot households.

Assisting Grassroot Families to Relocate and Adapt to a New Life

The Community Service Team on Clearance of Mei Tung Estate

Since 2018, the Community Service Team on Clearance of Mei Tung Estate had been funded by the Hong Kong Housing Authority to provide services for the elderly households affected by the Mei Tung Estate redevelopment project. By organising "Elderly Community Journalists" project, a mutual help group, residents' meetings and show flats visits at Wui Chi House (Tung Wui Estate), 134 elders were assisted to relocate to Tung Wui Estate in late 2020. Our survey revealed that 97% of the elderly households were satisfied with their new homes and 77% of them had adapted well in a new community.

Jockey Club New Estate Support Programme (Sham Shui Po)

Followed the Project in Lai Tsui Court and Shek Kip Mei Estate, the third social services team at Hoi Tat Estate established in November 2020 and served 852 households. Through an intake orientation briefing, we successfully contacted 92% of the total households and identified those in need. Immediate assistance was provided to facilitate their adjustment in the new community.

3

鯉魚門寮屋區環境改善

鯉魚門寮屋區內一直是以舊式銅線上網，速度緩慢又不穩定。故自2018年起，鯉魚門社區服務處動員寮屋區居民組成「優化鯉魚門寬頻上網質素關注組」。經過多年的努力，網絡供應商最終在2020年落實鋪設光纖線工程，區內的網絡問題有望逐步得到改善。

Environmental Improvement in the Lei Yue Mun Squatter Area

The internet network system in Lei Yue Mun has long been using old version copper cables which were slow and unstable. Lei Yue Mun Neighbourhood Level Community Development Project (NLCDP) mobilised residents living in the squatter area to form a "Concern Group on Broadband Service in Lei Yue Mun" since 2018. After years of effort, the internet service provider finally updated the network with fibre optic cables in 2020 and improved the internet connection in the squatter areas.

1

寮屋區成為壁畫藝術村

鯉魚門社區服務處繼去年再獲市區重建局資助舉辦「鯉魚門壁畫藝術村」活動，80多名義工於疫情期間花了4個月時間，在9戶寮屋的外牆上完成了十幅以觀塘區為題的壁畫，將壁畫藝術帶入民居，成為社區一大特色。透過問卷調查，362名受訪者中有93%認同壁畫能美化社區，更有96%的受訪者希望壁畫活動能繼續在寮屋區內伸延。

Turning the Squatter Area into an Art Village

With funding support from the Urban Renewal Authority, Lei Yue Mun NLCDP launched another programme named "Lei Yue Mun – Art Village". Over a period of four months during the pandemic, more than 80 volunteers painted 10 works on the walls of 9 squatter huts, brought art to the residents' daily lives. The mural also became a defining icon of Lei Yue Mun. A community survey with 362 respondents revealed that 93% of the residents were of the opinion that the mural beautified the community, while 96% expected the mural programme could be expanded to other squatter area.

2

3

1,2 鯉魚門壁畫作品。
Wall paints at Lei Yue Mun.

3 義工在鯉魚門繪畫壁畫。
Volunteers painted murals in Lei Yue Mun.

4. 舉辦鯉魚門壁畫導賞團暨展覽日。
Lei Yue Mun Art Village Tour and Exhibition.

4

社區發展服務

未來發展
OUTLOOK

支援弱勢社群繼續是社區發展服務的工作重點，透過開拓新資源及發展新服務計劃，以回應不斷變化的社區問題及填補服務縫隙，共建互助社區。有鑑於現時有很多貧困人士居住在不適切的住房，本會將會在未來積極參與過渡性房屋計劃以回應社會所需，首個項目位於深水埗區，預計會在2022-2023年完成。

Caring for vulnerable groups will all along be the focus of our Community Development Services. By exploring new resources and developing new service projects, we will continue to respond to the community needs and fill up the service gaps so as to build a caring community. In regard of the low income households currently living in dismal and inadequate housing conditions, CFSC will actively participate in provision of transitional accommodation and support services in future to respond to social need. The first transitional housing project situates in Sham Shui Po district which will be expected to be completed in year 2022-2023.

2020 - 2021服務統計（截至2021年3月31日）
SERVICE STATISTICS (AS AT 31st MARCH, 2021)

5,632

參與促進鄰里網絡活動的人次
No. of attendance of neighbourhood network enhancement programmes

28,605

參與關懷基層家庭活動的人次
No. of attendance of grass-root families caring programmes

3,948

參與社區教育活動的人次
No. of attendance of community education programmes

2,411

參與提升服務對象能力活動的人次
No. of attendance of increasing service users' abilities programmes

1,994

參與關注社會議題 /
社區問題活動的人次
No. of attendance of programmes concerning social topics and community problems