

政策倡議及社區發展部

政策倡議及社區發展部轄下的 4 個服務單位，包括駐屋宇署支援服務隊、觀塘市區重建社區服務隊、鯉魚門社區服務處及天水圍社區服務處，一直致力服務居住舊區、寮屋區及偏遠的天水圍公共屋邨的基層家庭。去年的重點工作如下：

Policy Advocacy & Community Development Division

There were 4 service units, including Social Service Team in Buildings Department (SST), Kwun Tong Urban Renewal Social Service Team, Lei Yue Mun Neighbourhood Level Community Development Project (NLCDP) and Tin Shui Wai Community Service Centre (TSWCC), under our Policy Advocacy and Community Development Division (PACD) striving to serve the grassroots people living in old urban areas, squatter area and public estates in Tin Shui Wai. The work foci of last year were listed as follows:

Concerning Housing Problems among Grassroots People

Grassroots people were facing serious housing problem. Therefore, PACD paid special attention to the consultation document from the Long Term Housing Strategy (LTHS) Steering Committee which aimed to make recommendations on Hong Kong's housing strategy for the coming 10 years. We formed a working group with social workers from the 4 service units of PACD to study the consultation document in the first place. Furthermore, to make good use of our practice wisdom and hands on experience of our social workers, the working group held divisional meeting to collect views and opinions among frontline staff over the topics closely related to our service users, including transitional housing, sub-divided units, tenancy control, rental subsidy, urban redevelopment, squatter policy and allocation of public housing. After thorough discussion, PACD submitted a paper to the LTHS Steering Committee echoing this top livelihood issue. Apart from frontline service delivery, we believed that policy advocacy is also an important role for social workers which cannot be neglected.



社工隊出版通訊，分享觀塘重建最新進展。

SST published newsletter delivering the latest progress of Kwun Tong Urban Renewal.

關注基層住屋問題

由於基層住屋問題嚴重，因此本會對影響香港未來十年的《長遠房屋策略》諮詢文件尤其關注；來自政策倡議及社區發展部轄下的 4 個服務單位的同工成立小組，就諮詢文件的內容進行分析，並透過部門會議，帶領同工就過渡性房屋、劏房、租務管制、租金津貼、市區重建、寮屋政策、公屋編配等範疇深入討論，並集合同工的實務智慧與前線經驗，整合為意見書。我們相信除了日常前線工作外，就影響服務使用者的政策發聲同樣是我們不可或缺的工作。



義工探訪鯉魚門區內的低收入家庭。

Caring visit for the low-income families in Lei Yue Mun.

接觸貧窮家庭

為能接觸更多觀塘區內的基層人士，以準確掌握社區脈搏，部門於今年成為協助推行關愛基金「非公屋、非綜援的低收入住戶一次過生活津貼」的服務單位。社區發展部聯同鯉魚門社區服務處，在各單位的支援及協作下，得以順利推行有關項目，至今我們已處理超過 500 宗申請，成功發揮單位間的協同效應，進一步服務有需要人士。



為鯉魚門基層家庭舉辦關愛基金一次過生活津貼解說會。

Organised a briefing session on the one-off living subsidy from Community Care Fund for the needy families in Lei Yue Mun.

支援受舊區樓宇安全及市區重建影響的人士

近年，樓宇安全問題備受社會關注，屋宇署有時甚至需要對拒絕遷出危險建築物的住戶進行清場行動，以確保公眾安全。本會駐屋宇署支援服務隊去年曾在多次清場行動中，支援受影響住戶；當中除了要疏導住戶的情緒外，更重要的是透過與不同政府部門協作，盡快幫助受影響住戶找到合適的臨時住所，讓他們的生活得以安頓。另一方面，觀塘市中心重建於 2007 年開展，而觀塘市區重建社區服務隊（社工隊）於 2007 年至今一直致力服務區內受影響人士。至 2013 年 12 月 31 日位處首輪土收範圍內的住戶及商戶已全部遷出，故社工隊於未來將全力協助尚未受土收影響的住戶及小商戶，處理因重建及搬遷所引起的問題。

In Touch with Deprived Families

In order to get into contact with the deprived families who have been hidden in the community, PACD together with Lei Yue Mun NLCDP registered as assessment centres under the Community Care Fund for the special grant named 'One-off living subsidy for low-income households not living in public housing and not receiving CSSA'. With strong coordination and support among the 4 Community Development units, we successfully handled over 500 applications. It definitely demonstrated synergy created by our collaboration in further serving the needy in the community.

Supporting People to Handle Problems Arising from Building Safety & Urban Redevelopment

Building safety drew considerable public concern in recent years. Buildings Department sometimes needed to evict people from dangerous buildings in order to ensure public safety. Last year, our Social Service Team in Buildings Department was involved in several evictions in which we not only rendered emotional support to the affected residents, but also assisted them to identify appropriate accommodation through close collaboration with different Government Departments. On the other hand, Kwun Tong Town Centre Development Project commenced in 2007 and our Kwun Tong Urban Renewal Social Service Team (SST) has been serving the affected people since then. By the end of 2013, all residents as well as business operators moved out from the area which had been officially acquired by the Government in the first phase of land resumption. Assisting the remaining residents and small shop operators will be the work focus of the SST in the coming future.



社工隊為受重建影響人士舉辦有關收回土地條例的法律講座。

SST organised a talk on Land Resumption Ordinance for people affected by Urban Renewal.



持牌商販就搬遷安排向市建局表達訴求。

Licensed hawkers requested URA making appropriate arrangement on relocation.



天水圍社區服務處—「彩虹社區」壁畫
Tin Shui Wai Community Service Centre –
Wall painting named 'Rainbow Community'

轉型後的天水圍社區服務處

天水圍社區服務處（服務處）前身為天水圍房屋諮詢及服務隊，於2012年轉型至今，以多元化的活動強化天水圍居民解決問題的能力，並提升他們對社區的歸屬感。其中「愛可持續市集」是一項針對天水圍基層居民生活需要而設計的重點活動，他們可透過社福機構轉介到定期舉辦的市集揀選所需物品，例如日常用品、衣服、文具及玩具等；而這些物品主要來自區內進行的定期回收活動及企業捐贈，發揮民間互助的精神。此外，服務處獲蘋果日報慈善基金贊助舉辦「跳出框框，畫出彩虹」活動，動員社區人士為服務處的牆壁繪畫色彩繽紛的圖畫。在畫師的指導下，30多名不同年齡的社區人士花了兩個月的時間，完成一幅以「彩虹社區」為題的壁畫，畫中的卡通人物手牽著手，背景則是天水圍社區景象，傳遞出願意互相接納，與不同人士一同擁抱社區的關愛訊息。



在社區人士的努力下，終於完成色彩繽紛的壁畫。
Community members put great effort to finish a colourful wall painting.

Reforming Tin Shui Wai Community Service Centre

Tin Shui Wai Community Service Centre (TSWCC), the former Tin Shui Wai Housing Advisory Service Team, was reformed in 2012. With diversified programmes, TSWCC aimed to strengthen residents' self-help capability as well as sense of community belonging. Among which the 'Angel Care Market' was tailored to cater the needs of the deprived families in Tin Shui Wai. Through referral made by Social Service Agencies, the deprived families came to the 'Angel Care Market' choosing second-handed items including articles for daily use, clothes, stationary and toys. All those donated items were collected from corporations and community members to unfold the power of mutual support in the community. Moreover, TSWCC launched a programme named 'Rainbow Painting', with funding support from Apple Daily Charitable Foundation in order to paint the wall in our centre becoming vivid and colourful through collaboration among community members. Under the instruction of a painter, more than 30 community members of different ages spent 2 months to complete this masterpiece. The topic of the wall painting was 'Rainbow Community', with 22 cartoon characters standing hands in hands in Tin Shui Wai Community; it spread the messages of caring and mutual acceptance.

趣樂幼稚園及德田幼稚園

去年，趣樂幼稚園繼續以「優化校內課程」為目標，進一步參與由教育局推行的校本支援服務。在該服務計劃下，教育局支援主任帶領老師一起檢視校內課程，讓他們掌握課程的核心，從而一起制訂校本課程。此外，老師亦透過同儕備課和互相觀課等方式，加強了課程編排及課室環境運用的技巧。

另一方面，德田幼稚園於完成由香港中文大學教育學院大學與學校夥伴協作中心舉辦的「學前教育（全人發展）學校網絡計劃」後，即被委任為幼兒全人發展大使學校，並在本年度與其他幼稚園互相探訪和作出主題性分享。有關探訪除可增進知識外，亦可加強彼此間的連繫。

本會兩所幼稚園均採用不同方法，包括：繪本教學、故事朗讀、親子閱讀計劃等，進一步提升兒童的閱讀能力，效果良好。學生在閱讀中不知不覺學懂文字，擴大了詞彙量，並對圖像和文字有更充份的理解。



校長分享如何設計課程。
Our principal shared how to design the curriculum.



學生模仿故事主角齊製作蛋糕。
Role playing the story figures to make the cake together.

Another major focus of our 2 Kindergartens was to enhance the reading ability of children. In this connection, various methods were adopted and these included picture book teaching, telling stories aloud, parent-child reading scheme, etc. The results were very impressive. Children learnt words more naturally, mastered more vocabularies and gained a better recognition of images and comprehension of meaning.

Outlook

展望

綜合家庭支援服務系統的各個單位，在機構的新策略計劃下，將以不同的核心服務形態提供更對性的服務，以回應社會和機構的發展。

Under the Agency's new strategic plan, all units of the Integrated Family Support Services will be re-organised into various nature of core services aiming to deliver more focusing services to react to the development of the Agency and the society.

2013-2014 服務統計 (截至 2014 年 3 月 31 日)

Service Statistics (as at 31st March, 2014)

幼兒服務

Child Care Service

學生總數目 No. of children registered	252			
男女生人數百分比 Student ratio by sex	男 Male	42%	女 Female	58%
接受學費資助的學生人數 No. of children received fee income	110			

活力家庭坊 (綜合家庭服務)

Family Energizer (Integrated Family Service)

處理個案總數 No. of cases handled	1,474
新 / 重開個案總數 New / reactivated cases	629
治療 / 支援 / 教育 / 成長及互助小組 / 活動 Therapeutic / support / educational / developmental and mutual-help groups / programmes	123
登記義工人數 No. of volunteers registered	429
「家庭支援計劃」義工人數 No. of volunteers of 'Family Support Programmes'	24
「家庭支援計劃」所接觸的個人 / 家庭數目 No. of individuals / families newly engaged in centre services or community services under the 'Family Support Programmes'	98

翠屏社區服務處

Tsui Ping Community Service

會員總數 No. of existing members	611
簡略輔導個案總數 No. of brief counselling cases handled	195
參與小組總人數 No. of total participants of groups	330
參與社區活動總人次 No. of total attendance of community activities	675
參與義工服務總人次 No. of total attendance of volunteer services	139

家庭指導服務

Family Aide Service

接受訓練活動的個案總數 No. of cases with training programmes conducted	127
訓練總時數 No. of training hours	1,635.5

恬寧居

Serene Court

恬寧居熱線 No. of hotline calls	1,049
入住婦女總數 No. of women admitted	106
入住兒童 / 家人總數 No. of children / families admitted	99
平均入住率 Average Occupancy	115.4%
治療小組 Therapeutic groups	14

臻善軒

Cherish House

寶達「動感 90 後」香港賽馬會社區資助計劃

Youngsters in Motion The Hong Kong Jockey Club Community Project Grant

受訓年青人數目 No. of youngsters trained	123
親子活動節數 No. of parent-child programme sessions	13
創意活動節數 No. of creativity programme sessions	403
社會服務節數 No. of community service sessions	102
社區表演活動節數 No. of community performance sessions	17

賽馬會跳躍青年坊 Jockey Club Youth Leap

會員類別 Types of Members	14 歲以下兒童 Children members aged 14 or below	835
	15-24 歲青少年 Youth members aged 15 to 24	502
	家庭會員 Parent Members	126
核心及發展活動 總節數 Sessions of Core and Development Programmes	指導及輔導小組 / 活動 Guidance and counselling groups and activities	1,173
	輔導面談 No. of case interviews	6,688
	支援性活動予弱勢青少年 Supportive programmes for young people in disadvantaged circumstances	186
	社群化活動 Socialisation programmes	781
	社會責任培育活動 Development of social responsibility and competence programmes	755

YOU CAN—潛能發展中心 YOU CAN – Potential Exploration Unit

會員總數 No. of members	516
活動節數 No. of programme sessions	1,532
「共創成長路賽馬會社區青少年培育計劃」活動節數 No. of programme sessions of 'PATHS to Adulthood – a Jockey Club Youth Enhancement Scheme for Community'	243
優質教育基金「喜樂的藝術—至『正』校園文化推廣計劃」活動節數 No. of programme sessions of 'Stay Positive – Positive Psychology Education through Expressive Art Project'	210

學校社會工作部 School Social Work Unit

學生總人數 Student population	5,675
處理個案數目 No. of cases handled	514
諮詢總數 No. of consultations	3,412
小組活動節數 No. of group / programme sessions	435
個案面談節數 No. of case interviews	3,243

天水圍社區服務處 Tin Shui Wai Community Service Centre

家訪次數 No. of home visits	690
諮詢及輔導總數 No. of advisory and counselling services	526
社區活動總數 No. of community programmes	22
互助小組節數 No. of mutual-help groups	13
物資轉贈總數 No. of matching for recycled goods	343

觀塘市區重建社區服務隊 Kwun Tong Urban Renewal Social Service Team

接觸服務使用者總數 No. of contacts	3,222
社區活動總數 No. of programmes and meetings	7
小組活動總數 No. of group activities	58
個案輔導總數 No. of cases handled	53

駐屋宇署支援服務隊 Social Service Team in Buildings Department

處理事工總數 No. of work assignments handled	294
終止事工總數 No. of work assignments terminated	72
個案家訪次數 No. of home visits	1,361
社區會議舉辦次數 No. of community meetings	276

鯉魚門社區服務處 Lei Yue Mun Neighbourhood Level Community Development Project

社區服務節數 No. of community service sessions	844
教育活動節數 No. of educational programme sessions	7
康樂活動節數 No. of recreational programme sessions	23
社區小組節數 No. of community groups sessions	75
鯉「賞」空間參加人數 No. of visitors of Dreamland	504