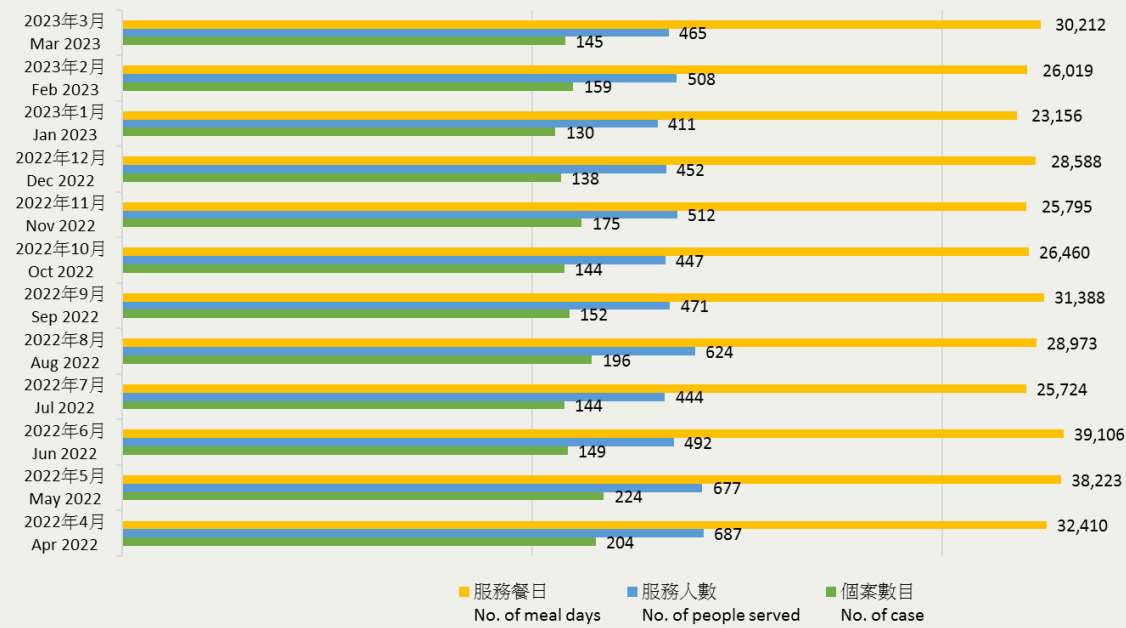


服務統計 Service Statistics

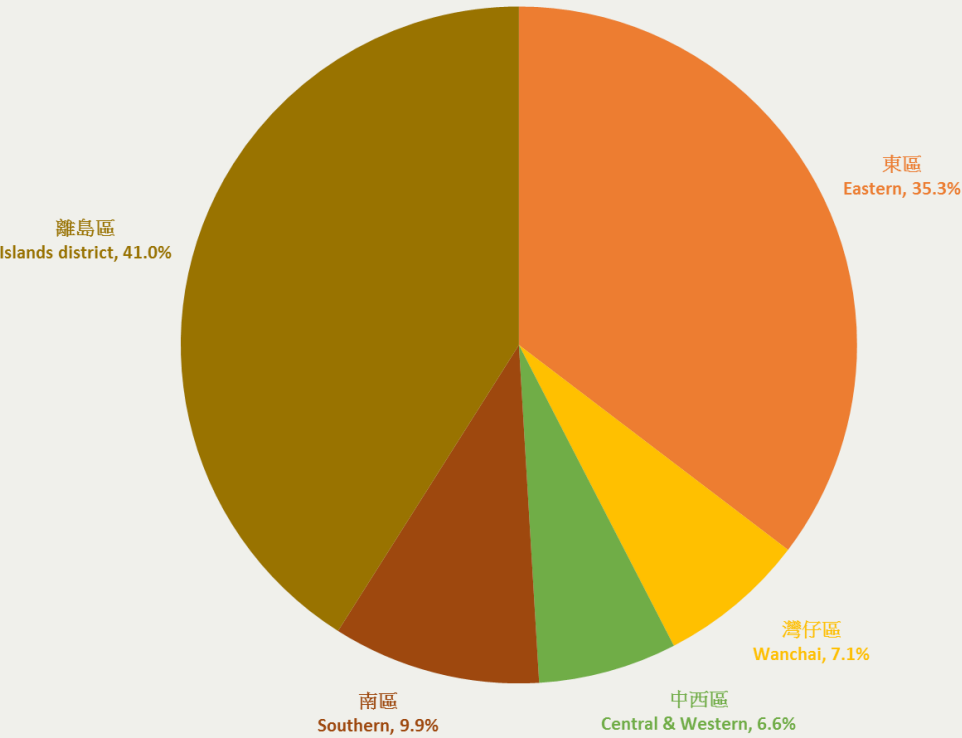
已批核服務數據 (由2022年4月至2023年3月)
Approved Service Statistics (from Apr 2022 to Feb 2023)



截至 2023 年 3 月 31 日，累計已批核：

個案數目：	3,234 個
服務人數：	10,254 人
服務餐日：	553,376 餐日

已批核個案的地區分佈 (2022年4月至2023年3月)
District Distribution of the Approved Cases (from Apr 2022 to Mar 2023)



聖雅各福群會短期食物援助服務隊
St. James' Settlement Short-term Food Assistance Service Team
香港灣仔石水渠街 85 號 6 樓
6/F, 85 Stone Nullah Lane, Wanchai, Hong Kong

我們的服務 About Us

聖雅各福群會於 2003 年成立本港第一間食物銀行眾膳坊，為市民提供短期食物援助，以舒緩有需要人士三餐不繼的問題。隨著社會不斷變化，眾膳坊努力拓展不同服務計劃，包括短期食物援助、兒童及長者營養計劃及熱飯服務等，惠及不同人士，以舒緩基層市民的經濟壓力，貫徹本服務「施比受更有福」的精神。

自 2009 年起，聖雅各福群會得社會福利署資助，開展短期食物援助服務，並於 2021 年 8 月起將服務恆常化，為居住於港島及離島居民提供短期食物援助。

In 2003, St. James' Settlement started to operate the first local Food Bank, People's Food Bank, to alleviate the problem of hunger by providing short-term food assistance. In responding to the changing needs of our community, People's Food Bank has developed various programmes to meet the needs including short-term food assistance, children and elders' nutrition scheme and hot meal service, which are beneficial to different underprivileged people to relieve their financial burden. All these programmes can achieve our mission—it's more blessed to give than to receive.

Since 2009, Social Welfare Department has commissioned the Settlement to operate Short-term Food Assistance Service. The Service has been then regularized in August 2021 to provide short-term food assistance to residents in Hong Kong Island and the Islands District.

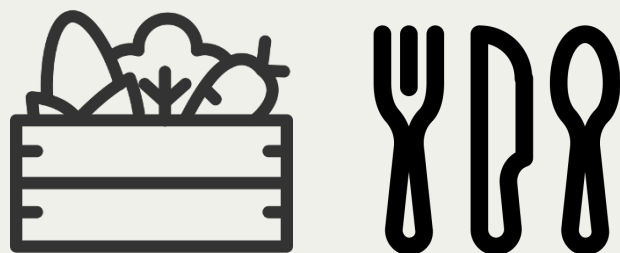
服務變更 Service Change

社會福利署津助的短期食物援助服務將實施以下優化措施：

- 由 2023 年 4 月 1 日起派發的熱食券，服務使用者無須提交相關使用收據

Short-term Food Assistance Service subvented by the Social Welfare Department will implement the following enhancement measure -

- Service users do not need to submit relevant sales receipts for hot meal coupons issued from 1 April 2023 onwards



服務質素標準 SQS

社會福利署的「服務質素標準」(SQS)訂明服務單位在管理和提供服務方面應達到的質素水平。「服務質素標準」現時共有十六項，當中每項均有一套「準則」及「評估指標」說明。以下會為大家介紹本服務於其中一項標準的執行情況。

Service Quality Standards (SQS) define the level of which, in terms of management and service provision, service units are expected to attain. There are 16 SQS, each of which is elaborated by a set of Criteria and Assessment Indicators. The implementation of one of the Standards for People's Food Bank will be introduced in the following section.

標準 6：服務單位定期計劃、檢討及評估本身的表現，並制定有效的機制，讓服務使用者、職員及其他關注的人士就服務單位的表現提出意見。

Standard 6: The service unit regularly plans, reviews and evaluates its own performance, and has an effective mechanism by which service users, staff and other interested parties can provide feedback on its performance.

6.1 服務單位應制訂適當的工作計劃並記錄在案，作為其運作的指引及評估本身表現的基準。

The service unit develops and documents appropriate plans to guide its operations and provide a basis for evaluating its performance.

(a) 備有文件，說明服務單位運作上的整體計劃，內容包括：

Having a **document of overall plan(s)** on its operation spelling out its:

a1: 已策劃的服務或工作 **service/work planned ahead**

a2: 預期達到的目標 **objectives to be achieved**

a3: 檢討的工具 **tools for evaluation**

a4: 檢討的時限 **timeframe for evaluation**

(b) 服務單位依據上述(a)項的工作計劃，評估單位本身的表現

Performance of the service unit in relation to the overall plan(s) mentioned at (a) is **evaluated**

6.2 服務單位備有政策和程序以收集及回應服務使用者、職員及其他關注的人士對其表現所提供的意見，而該政策及程序可供他們閱覽。

The service unit has policy and procedures for obtaining feedback from service users, staff and other interested parties on its performance and for responding to such feedback, and such policy and procedures are accessible to them.

(a) 服務單位備有政策和程序文件，有關：

Having **documented policy and procedures** for:

a1: 收集服務使用者、職員及其他關注人士對其表現所提供的意見

obtaining feedback on the service unit's performance from service users, staff and other interested parties

a2: 回應服務使用者、職員及其他關注人士對其表現所提供的意見

responding to feedback from service users, staff and other interested parties on the service unit's performance

(b) 上述(a)項的政策及程序已切實執行。如情況適用，單位應備有已收集的意見及作出的回應的記錄

The **policy** and **procedures** mentioned at (a) are **implemented** and, if applicable, feedback collected and responses given are **documented**

(c) 上述(a)項的政策及程序可供服務使用者、職員及其他關注的人士閱覽

The **policy** and **procedures** mentioned at (a) are **accessible** to service users, staff and other interested parties

6.3 對於在檢討及評估過程中鑑定的服務表現或質素問題，應採取跟進行動。

Action is taken in response to performance / quality issues identified during review and evaluation processes.

(a) 服務單位對於在檢討及評估過程中鑑定之服務表現或質素問題已採取跟進行動，並作出記錄

Action on performance/quality issues identified during review and evaluation processes is **taken** and **documented**.