Community Investment and Inclusion Fund
Application Guidelines for the Community Support Programme
for New Public Rental Housing Estates

Foreword

To ensure that adequate and appropriate services are provided during the resident-intake of new public rental housing (PRH) estates so as to assist the new residents to build mutual support networks, the Community Investment and Inclusion Fund (CIIF) provides funding to help residents and their families adapt to the new community as soon as possible. These guidelines introduce the application criteria and requirements for projects under the Community Support Programme for New PRH Estates.

Application criteria and requirements for projects under the Community Support Programme for New PRH Estates

1. Eligibility of projects under the Community Support Programme for New PRH Estates

Apart from compliance with the general eligibility and criteria for CIIF application, the target location for implementing a project under the Community Support Programme for New PRH Estates must meet the definition of "new PRH estates" as stated in Point 2 below, and the project should be aimed at helping residents and their families integrate into the new community as soon as possible.

(Note: Applicants of the Community Support Programme for New PRH Estates are required to complete an application form and Annex 1: Community Support Programme for New PRH Estates: Information about the new PRH estate(s).)

2. Definition of the "new PRH estates"

● The new PRH estates are built by the Hong Kong Housing Authority or the Hong Kong Housing Society

● The first three years[1] after the intake[2] period (please refer to Point 3 "Funding amount and funding period" for the definition of "intake period" and "funding period")

3. Funding amount and funding period

There is no pre-set level of maximum funding for each project. The duration of funding period for the projects will be "N+3 years", in which "N" represents the time required for resident-intake of the new PRH estate(s) concerned[3], and the period of "3 years"

---

[1] If there are many phases of resident-intake for a new PRH estate, the calculation will be made on the basis of individual phase.

[2] "Intake" means "residents having signed a tenancy agreement and received a key". Project will be considered as "Community Support Program for New PRH Estate" if the project application (application deadline of that particular batch) falls into the first 3 years after the intake.

[3] Calculation is based on the duration of time required when 90% of the households have completed the "intake" formalities (i.e. "having signed a tenancy agreement and received a key")

represents the maximum approved period for the project. When deciding on the duration of the approved period for a project under the Community Support Programme for New PRH Estates, consideration will be given to the number of households in the new PRH estate(s), the progress of resident-intake, content of the proposal, ancillary facilities in districts and factors deemed relevant by the CIIF Committee. The intake periods for different numbers of households are set out below:

Number of Households Intake	N −Intake Period of New PRH Estate[4]
$\geqq$ 3 001 households	12 months
2 001 – 3 000 households	9 months
1 001 – 2 000 households	6 months
$\leqq$ 1 000 households	3 months

[Note: For example, if the number of households in a new PRH estate is 3 200 and the approved period for the project is 3 years, "N" should thus be 12 months and the maximum total funding period is 4 years or 48 months.]

If the project commencement date or/and expected project outcome is/are affected by any unpredictable factors during the funding period (e.g. an organisation is unable to reach the residents to provide the related activities or services due to unpredictable reason(s)), the organisation can apply for an extension of the funding period.

4. **Project objectives**

In addition to the project objectives set by the applicants in response to the unique community needs of their target new PRH estates, the CIIF has developed standard project objectives for all grantees of the Community Support Programme for New PRH Estates to follow so as to ensure that the Community Support Programme for New PRH Estates can achieve the aim of assisting residents and their families to adapt to the new community as soon as possible. The project objectives include the following:

- To help residents obtain appropriate community information in order to enhance their adaptability to the new environment
- To encourage residents to build support networks in the community
- To increase residents' sense of belonging to the community
- To establish a cross-sectoral collaboration platform in the community for continuously supporting residents in need
  (Note: Applicants of the Community Support Programme for New PRH Estates are advised to complete the relevant sections under Items 1.9, 2.2(C) and 2.4(B) of the application form based on the project objectives above.)

---

[4] "Intake period" (N) is from one to two months before the intake of the new PRH estate (preparation work including contacting different organisations in the community and government departments , producing welcome materials, organising welcoming activities, etc.) to the time when 90% of the households in the new PRH estate have completed the intake formalities (i.e. "having signed a tenancy agreement and received a key").

5. **Project outcome evaluation**

All funded projects under the Community Support Programme for New PRH Estates are required to conduct the outcomes evaluation in respect of the following three areas in accordance with the existing evaluation requirements for projects of the CIIF:

5.1 Overall social capital outcomes evaluation

All projects under the Community Support Programme for New PRH Estates are required to conduct the "social capital outcomes evaluation". Pre and post test analysis is used in the evaluation for comparing the changes in the direct participants and volunteers before and after participation in the project.

(Note: The above requirements have been pre-set in Items 2.2(A) and 2.4(A) of the application form. Applicants of the Community Support Programme for New PRH Estates are not required to fill in any information about this area in the application form.)

5.2 Project objectives evaluation

In addition to the relevant outcome indicators and outputs that are generally set in response to particular project objectives and intervention strategies, the CIIF has developed the following standard outcome indicators and outputs for all grantees of the Community Support Programme for New PRH Estates to make reference.

Project objectives	Outcome indicators
To help residents obtain appropriate community information in order to enhance their adaptability to the new environment	• Percentage of residents who find the appropriate community resources that they need in the community after participating in the project • Percentage of residents who regularly chat with people in the community after participating in the project • Percentage of residents who make at least a close friend in the new PRH estate after participating in the project • Percentage of residents who have increased participation in community activities after participating in the project
To encourage residents to build support networks in the community	• Percentage of residents who help mutually when they are in need after participating in the project • Percentage of residents who become a member of other organisations (such as residents' organisations, social service organisations, professional bodies, organisations for leisure activities or other community organisations) in the community after participating in the project

To increase residents' sense of belonging to the community	• Percentage of residents who have increased participation in voluntary work after participating in the project • Percentage of residents who consider themselves a member of the new PRH estate after participating in the project
To establish a cross-sectoral collaboration platform in the community for continuously supporting residents in need	• Percentage of cross-sectoral collaborators who make good use of their expertise to provide support for residents of the new PRH estates to adapt to the new community after participating in the project • Percentage of cross-sectoral collaborators and people in the community who continue to participate in the cross-sectoral collaboration platform(s), and jointly organise activities in respond to the community needs after the funding period of the project

(Note: Applicants of the Community Support Programme for New PRH Estates are advised to complete the relevant section under Item 2.4(B) of the application form based on the outcome indicators above.)

Assessment criteria of outcome indicators:	
Very effective	86% or above
Effective	66%-85%
Average	51%-65%
Ineffective	50% or below

Outputs
- Number of self-operated organisations successfully established under the project (such as volunteer groups, house captains, self-help organisations, cooperatives or social enterprises)
- Number of cross-sectoral social support network platforms with sustainable development capabilities built under the project (such as setting up committees, establishing regular collaboration platforms, establishing case referral mechanisms and so forth)
  (Note: Applicants of the Community Support Programme for New PRH Estates are advised to complete Item 2.3 of the application form with the relevant output information based on the outputs above.)

Assessment criteria of outputs:	
Very effective	More than one self-operated organisation and more than one cross-sectoral social support network platform have been established.
Effective	One self-operated organisation and one cross-sectoral social

	support network platform have been established.
Ineffective	Neither self-operated organisation nor cross-sectoral social support network platform has been established.

5.3 Evaluation of the sustainable development of social capital after the funding period

To assess in a more systematic manner whether the funded projects can sustain the social capital built after the funding period, all project teams of the Community Support Programme for New PRH Estates are required to fill in a set of questionnaire twice, i.e. 6 months and 18 months after the funding period respectively for reporting on the sustainable development of the funded projects.

6. Implementation model of projects under the Community Support Programme for New PRH Estates

The implementation model of projects under the Community Support Programme for New PRH Estates shall include the following elements:

Phase 1:	1) Understand the community facilities and ancillary facilities in the new PRH estate, and liaise with stakeholders in the new PRH estate and nearby communities; and 2) get in touch with residents during the resident-intake of the new PRH estate
Phase 2:	1) Liaise with collaborators and establish a cooperation mechanism with collaborators; 2) recruit residents to join the activities and provide appropriate support for them; and 3) provide training for volunteers
Phase 3:	1) Establish a regular cooperation mechanism with collaborators; 2) provide voluntary services and establish volunteer groups and mutual-help groups; 3) assist residents to experience role transformation into volunteers/house captains/leaders; and 4) invite key collaborators, volunteers and direct participants to participate in a collaboration platform
Phase 4:	1) Continuously regularise the cooperation mechanism with collaborators; 2) transform the volunteer groups/mutual-help groups into self-operated groups; 3) hand over regular activities to direct participants and/or volunteers for them to organise/operate the activities themselves; and 4) connect key collaborators, volunteers and direct participants together so that they will continuously participate in the collaboration platform to tackle community needs and affairs

Note: 1) The work focus in different phases can be amended according to the actual development of the new PRH estates; and 2) applicants/grantees can add other elements to meet the needs of their projects and community.

Applicants of the Community Support Programme for New PRH Estates *are advised* to incorporate the above-mentioned "Implementation Model of the Community Support Programme for New PRH Estates" **(Annex 1)** and "Project Intervention Strategy and Key Programmes of Projects under the Community Support Programme for New PRH Estates" (**Annex 2)** into the relevant sections under Items 2.2(C) and 2.3 of the application form.

The CIIF Secretariat
March 2023

Community Investment and Inclusion Fund

Implementation Model of the Community Support Programme for New PRH Estates

Phase 1 **(before the official resident-intake of new PRH estates)**	**Phase 2** **(first year of the project – three-year as a base)**	**Phase 3** **(second year of the project – three-year as a base)**	**Phase 4** **(third year of the project – three-year as a base)**
● **Maintain close contact** with the Hong Kong Housing Authority/ Hong Kong Housing Society and District Social Welfare Offices of the Social Welfare Department ● **Understand the community facilities and ancillary facilities** in the new PRH estates, as well as explore project gathering points/project implementation venues ● **Liaise with** nearby local organisations (such as schools, social welfare organisations, medical organisations and so forth) for **discussing coordination and cooperation plans** ● **Carry out preparation work before the resident-intake of new PRH estates**, such as production of tools for helping residents adapt to the new environment (e.g. residents' resource kits and community resource maps), and	Collaborators ● Carry out **liaison work**, with parties such as the Hong Kong Housing Authority/Hong Kong Housing Society, District Social Welfare Offices of the Social Welfare Department, property management companies, social welfare organisations, medical organisations, schools, resident groups, local retailers, the police, enterprises and so forth ● **Establish a cooperation mechanism** with the Hong Kong Housing Authority/ Hong Kong Housing Society, District Social Welfare Offices of the Social Welfare Department, property management companies, social welfare organisations, medical organisations, schools, resident groups, the police and so forth, through, for example, making case referrals, regularly setting up a promotion booth on the	Collaborators ● **Establish a regular cooperation mechanism** with the Hong Kong Housing Authority/ Hong Kong Housing Society, District Social Welfare Offices of the Social Welfare Department, property management companies, social welfare organisations, medical organisations, schools, , resident groups the police, local retailers and so forth House captains/volunteers ● **Match** house captains/volunteers with the residents in need for conducting **visits** ● Establish a **house captain system/ volunteer groups** in which the project teams need to assist the house captains/ volunteers to experience role transformation, so that the groups can operate by themselves Residents	Collaborators ● **Continuously regularise the cooperation mechanism** and let collaborators promote the self-operation of the mechanism in the community House captains/volunteers ● Transform **the house captain/ volunteer groups into self-operated organisations/ cooperatives** Residents ● Hand over **regular activities** to residents/house captains/volunteers for **organisation/operation by themselves** Overall ● Key collaborators, house captains/volunteers and residents **participate continuously in the collaboration platforms (such as committees)** and draw up a long term (say, two-year) work plan to

organisation of briefing sessions on the points to note for moving into a new PRH estate	street, conducting home visits, etc. ● Establish a cooperation mechanism with local retailers, such as offering shopping discounts, training for elderly friendly communities, etc. House captains/volunteers ● Recruit **house captains/ volunteers** and **provide training** for them Residents ● Set up a **promotion booth on the street and organise home visits** to enable residents to know about the project and to identify the residents in need ● Organise various types of **activities that cater for the needs of residents (such as welcoming activities, activities for adapting to the new living environment and getting support, parenting education and health-related activities)** to attract residents to participate in the project and get to know each other ● Invite suitable residents to join mutual-help group activities in their housing blocks so as to enable them to know each other and **establish an initial relationship**	● **Strengthen** the relationship among members of the mutual-help groups ● Assist participating residents to experience **role transformation**, through facilitating their participation in voluntary work and/or helping them take up the role of leaders Overall ● Invite key collaborators, house captains/ volunteers and residents to **participate in a collaboration platform (such as committees)** to jointly respond to community needs. In the long run, the participating residents should also be invited to participate in the platform	continuously respond to the needs of the community

Community Investment and Inclusion Fund

Project Intervention Strategy and Key Programmes of Projects under the Community Support Programme for New PRH Estates

Expected Project Objectives	Project Intervention Strategy	Key Programmes
To help residents obtain appropriate community information in order to enhance their adaptability to the new environment	• **Liaise with the Housing Department, District Social Welfare Offices of the Social Welfare Department, property management companies,** resident groups **and/or local stakeholders** (such as schools, district organisations and churches) in the new PRH estates, contact the residents directly to identify their needs • **Organise activities that meet the needs of residents based on grantees' and their staff's understanding and analysis of community needs**	• Set up promotion booths on the street • Produce and distribute residents' intake resource kits • Conduct questionnaire surveys on residents' needs • Organise guided tours • Organise welcome briefings • Organise activities that meet the needs of residents (such as organising activities relating to "parenting, children disciplining and couple relationship" in the new PRH estates with a large population of young people; and organising activities relating to "health, support for carers and home safety" in the new PRH estates with a large population of elderly people) • Organise residents' gatherings • Conduct home visits • Provide case referrals
To encourage residents to build support networks in the community	• **Identify residents with potentials in the estates to take up the roles of house captains/ambassadors** and build a close-knit neighbourhood support network for the community	• Establish mutual-help groups • Establish a house captain/volunteer care ambassador system • Organise training for volunteers • Establish a matching visit system

To increase the residents' sense of belonging to the community	• **Encourage residents/house captains to care about the community** and actively establish a self-operated network or organisation to continuously respond to the needs of the community	• Organise district festive activities • Establish self-operated groups • Conduct matching visits • Establish gathering points in the community • Identify residents with potentials to take up the role of leaders (such as members of resident groups, leaders of volunteer/self-operated groups and so forth) • Provide support for volunteers
To establish a cross-sectoral collaboration platform in the community for continuously supporting residents in need	• Build **a cross-sectoral social support network with sustainable development capabilities**	• Establish a referral mechanism • Establish a communication platform • Organise collaborative meetings regularly • Develop a sustainable community support plan