



The Community Investment and Inclusion Fund Development of Social Capital Development Assessment Tool (For Social Service Agencies)

This section is used to assess Social Service Agencies' effectiveness in building social capital. The assessment covers six core social capital dimensions, each divided into four development stages.

Please read each of the following descriptions carefully and tick the box against the stage of development that **best describes** your social service agency for each core social capital dimension.

Social Capital Dimension	Stage of Development	
1 Social Networks The breadth and depth of networks established by the social service agency with corporate(s)/organisation(s)	<input type="checkbox"/> Basic	<u>Made occasional contacts and established initial relationships</u> with corporate(s)/organisation(s) through individual voluntary work.
	<input type="checkbox"/> Fair	<u>Made regular contacts</u> with corporate(s)/organisation(s) through voluntary work, and established <u>close relationships</u> .
	<input type="checkbox"/> Good	<u>Built sustainable partnerships</u> with corporate(s)/organisation(s) (e.g. jointly formulating collaboration projects for at least two years).
	<input type="checkbox"/> Excellent	On the strength of its clearly defined internal <u>policy</u> , the agency <u>engaged more corporates/organisations/bodies from different sectors to offer diverse services to serve the needy continuously</u> .
2 Mutual-help and Reciprocity The social service agency utilises expertise of corporate(s)/organisations(s) in implementing social services to achieve reciprocity	<input type="checkbox"/> Basic	Collaborated with corporate(s)/organisation(s) to provide <u>general voluntary services</u> to the community to help people in need.
	<input type="checkbox"/> Fair	Collaborated with corporate(s)/organisation(s) and <u>made use of their strength</u> to help people in need.
	<input type="checkbox"/> Good	Developed <u>reciprocal relationships</u> with corporate(s)/organisation(s) and <u>achieved a win-win situation</u> , i.e. both agency and corporate(s)/organisation(s) benefited.
	<input type="checkbox"/> Excellent	Incorporated the social capital concept in its <u>development strategy to generate long-term benefits for both the community and the agency</u> , so that its efforts in building social capital has become part of constant service development and <u>a win-win situation can be sustained</u>

		<i>(e.g. used collaborative partner(s)' expertise to benefit the community).</i>
3 Trust and Solidarity The social service agency builds mutual trust with corporate(s)/organisation(s) through collaboration	<input type="checkbox"/> Basic	Collaborated with corporate(s)/organisation(s) to deliver general voluntary services to the community, helping corporate(s)/organisation(s) to <u>know and understand</u> the needs of the agency and its service users.
	<input type="checkbox"/> Fair	Established sustainable partnerships based on corporate(s)/organisation(s)' <u>identification with</u> the agency's service mission, and built <u>mutual trust</u> with the corporate(s)/organisation(s).
	<input type="checkbox"/> Good	Drew up <u>medium-term</u> (e.g. two years) <u>collaboration plans</u> with corporate(s)/organisation(s) <u>based on partnership with mutual trust</u> .
	<input type="checkbox"/> Excellent	Established long-term collaboration with corporate(s)/organisation(s), leading to <u>strategic partnerships with new service approaches</u> to meet specific needs of the community (e.g. support services for underprivileged groups jointly developed by the corporate(s)/organisation(s)).
4. Social Participation The social service agency actively and voluntarily provides social services to the community through cross-sectoral collaboration to maximise synergy and address the needs of the community through collaborative efforts	<input type="checkbox"/> Basic	Collaborated with corporate(s)/organisation(s) to provide their staff with <u>one-off opportunities</u> to deliver <u>voluntary services</u> to the community.
	<input type="checkbox"/> Fair	Collaborated with corporate(s)/organisation(s) and provided their volunteer team with opportunities to join the <u>planning work of voluntary services</u> in addition to arranging their staff to deliver general voluntary services.
	<input type="checkbox"/> Good	Provided opportunities for corporate(s)/organisation(s) to continuously <u>participate in the partnership platforms</u> hosted by the agency, allowing their volunteer team to join the planning work of activities (e.g. joining working groups and/or committees on service planning).
	<input type="checkbox"/> Excellent	<u>Took the initiative to build a partnership platform in the community</u> with corporate(s)/organisations(s), so that corporate(s)/organisations(s) could encourage other cross-sectoral organisations to take part in the platform to address the needs of society.
5. Social Cohesion	<input type="checkbox"/> Basic	Provided opportunities for corporate(s)/organisation(s) to

<p>and Inclusion</p> <p>The social service agency helps the needy integrate into society through collaboration with corporate(s)/organisation(s)</p>		<p>reach out to the people in need to understand and accept their needs and characteristics through individual activities.</p>
	<input type="checkbox"/> Fair	<p>Provided opportunities for corporate(s)/organisation(s) to maintain regular contacts with people in need and provide appropriate voluntary services that meet their needs.</p>
	<input type="checkbox"/> Good	<p>Offered voluntary assistance proactively to people in need with corporate(s)/organisation(s) to facilitate their social integration, in addition to making regular contacts (<i>e.g. offering internships opportunities</i>).</p>
	<input type="checkbox"/> Excellent	<p>Incorporated the social cohesion and inclusion concepts into agency's strategic development (<i>e.g. implemented employee policies and measures that promote inclusion of different races, genders, people with disabilities and cultural diversities</i>); reviewed the existing social responsibility policy regularly to ensure it serves the intended purpose and furthers social cohesion and inclusion.</p>
<p>6. Information and Communication</p> <p>The social service agency disseminates professional information in the community, enhances the resilience of service users and improves social and economic performance through collaboration with corporate(s)/organisation(s)</p>	<input type="checkbox"/> Basic	<p>Disseminated general information to the community by inviting corporate(s)/organisation(s) to take part in voluntary services.</p>
	<input type="checkbox"/> Fair	<p>Invited corporate(s)/organisation(s) to use their strength to provide professional information for the community (<i>e.g. inviting medical organisations to co-host healthcare talks</i>).</p>
	<input type="checkbox"/> Good	<p>Invited corporate(s)/organisation(s) to provide tailor-made professional expertise and skills based on the specific needs of the community and/or service users (<i>e.g. career-oriented information to unemployed school-leavers</i>).</p>
	<input type="checkbox"/> Excellent	<p>Established dedicated department(s) and/or assigned responsible staff(s) to liaise proactively with cross-sectoral partners to provide services with professional expertise and skills in the community.</p>