



社會福利署

Social Welfare Department

Our Reference : SWD/6/4/835/94 III

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**By Fax : 2869 6794**

31 March 2016

Clerk to Subcommittee  
Legislative Council Secretariat  
Legislative Council Complex  
1 Legislative Council Road  
Central, Hong Kong  
(Attention: Mr Colin CHUI)

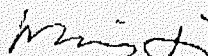
Dear Mr CHUI,

**Subcommittee to Study Issues Relating to Mainland-HKSAR Families  
The 4<sup>th</sup> Meeting**

I refer to the captioned meeting held on 17 February 2016. Regarding the request of the Members for information on the service utilisation statistics of the Cross-boundary and Inter-country Casework Service operated by the International Social Service Hong Kong Branch as mentioned in the paragraph 4(a) of the minutes, the related information is provided at **Appendix** for Members' information.

For enquiry, please contact Ms CHAN Mei-yi, our Senior Social Work Officer (Family)2 at 2892 5170.

Yours sincerely,

  
(Ms LUI Siu-ying, Micy)  
for Director of Social Welfare

Encl.

c.c. Mr AU Chi-lun, Allan, Secretary for Security (Fax no.: 2147 3165)

**Service Statistics on  
“Cross-boundary and Inter-country Casework Service” provided by  
International Social Service Hong Kong Branch (ISS-HK)**

	2013-14	2014-15	2015-16 (April to December 2015)
<b>1. Number of Cases</b>			
Total number of cases handled involving cross-boundary families and new arrival persons	390	379	351
<b>2. Groups and Programmes</b>			
Total number of groups and programmes organised	46	42	27
Total number of participants joining the groups and programmes	867	594	510
<b>3. Number of Hotline calls</b>			
a) Number of calls transferred from SWD hotline to ISS-HK	753	565	384
b) Number of calls directly handled by ISS-HK (that is, excluding (a))	3 005	2 088	2 775
<b>Total</b>	<b>3 758</b>	<b>2 653</b>	<b>3 159</b>
<b>4. Number of new arrival persons contacted</b>			
a) Number of new arrival persons contacted at the ISS-HK service counters set up at the Immigration Department	16 835	14 713	10 510
b) Number of new arrival persons coming to Hong Kong through the Lo Wu Checkpoint provided with enquiry service	34 800	30 982	23 037
<b>Total</b>	<b>51 635</b>	<b>45 695</b>	<b>33 547</b>