

Annex

Statistics on the Subsidy for Internet Access Charges (SIA) and the Internet Learning Support Programme (ILSP)

	2013/14 school year	2014/15 school year	2015/16 school year	2016/17 school year	2017/18 school year (up to October 2017)
(i) Actual number of families receiving SIA ^{Note 1}	216 027	202 920	192 952	175 665	153 292
Families eligible for Comprehensive Social Security Assistance Scheme and receiving SIA	53 707	48 408	45 305	41 954	38 299
Families passing the means test of the Student Finance Office of the Working Family and Student Financial Assistance Agency and receiving SIA	162 320	154 512	147 647	133 711	114 993
(ii) ^{Note 2} Number of families newly registered (or enrolled) in the ILSP (<i>Key Performance Indicators (KPI)</i>)	22 027 ($\geq 14\,000$)	15 227 ($\geq 14\,000$)	16 001 ($\geq 14\,000$)	17 725 ($\geq 16\,000$)	1 293 ($\geq 16\,000$)
Number of families served (<i>KPI</i>)	21 959 ($\geq 13\,500$)	18 300 ($\geq 18\,000$)	25 541 ($\geq 18\,000$)	24 960 ($\geq 20\,000$)	3 372 ($\geq 20\,000$)
Number of services (<i>KPI</i>)	64 905 ($\geq 50\,000$)	78 619 ($\geq 50\,000$)	88 240 ($\geq 50\,000$)	101 764 ($\geq 70\,000$)	13 787 ($\geq 70\,000$)
Service utilisation rate ^{Note 3}	35%	38%	41%	45%	46%

Notes:

1. The Education Bureau and the Social Welfare Department do not have the number of families which are eligible but did not apply for SIA.
2. The Office of the Government Chief Information Officer (OGCIO) did not set “target utilisation rate” for different services under the ILSP. However, the OGCIO stipulate KPIs in the Funding and Operation Agreements signed with the implementers and evaluate annually the actual achievements against the KPIs. The KPIs include the number of families enrolled, the number of families served, the number of families first served and the number of services.
3. Service utilisation rate is calculated by dividing the accumulated number of families served by the accumulated number of families enrolled since the launch of the ILSP.