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**Title** : South West CDC lauded for prompt delivery of social assistance  
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SINGAPORE: Delivering speedy social assistance to residents is what the South West Community Development Council (CDC) is known for, as it tops two benchmarks set by the government.

Its mayor, Dr Amy Khor, has attributed the good performance to close cooperation with agencies that dispense the funding and a streamlined service that meets residents' needs promptly.

Last year, the South West CDC handled over 18,000 applications for financial assistance and it was able to close 95 per cent of cases within six weeks. In fact, 72 per cent of the cases were closed within two weeks.

This was 15 per cent over the benchmark set by the Ministry of Community Development, Youth and Sports (MCYS).

Moreover, 54 per cent of the needy families on the Work Support Programme have improved their financial circumstances. The MCYS' target for this is 35 percent.

Dr Khor said: "We continue to look at our processes to see how we can streamline them further - adopt, say, some risk-based assessment approach, instead of evaluating every single case.

"Another key aspect is about working more closely with all the other agencies that deliver help, be it the grassroots organisations, the family service centres and some of the other VWOs (voluntary welfare organisations)."

The South West CDC has also launched a public consultation exercise to create a healthier living environment for its residents.

The Environment & Community (ECo) Plan South West aims to encourage eco-friendly living and community bonding through initiatives like the Good Neighbour Award Scheme and the planting of 1 million trees in the district over ten years.

This is an expansion of the successful 100,000 Native Plants programme, and the plan brings on board corporate partners, community leaders and residents.

Other initiatives by the CDC include the Toilets Volunteer Assessor Programme, where volunteers are trained to assess cleanliness in public toilets. The programme aims to develop a self-monitoring system where residents "own their community" by keeping public toilets clean.

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