
2000 Annual Report on JP Visits

**Administration Wing
of the Chief Secretary for Administration's Office**

2000 Annual Report on JP Visits

Introduction

This Annual Report, covering the period from 1 January 2000 to 31 December 2000, is the second annual report on visits made by Justices of the Peace (JP). This report sets out the work of JPs in 2000 in visiting institutions under the JP visit programme, handling complaints from prisoners and inmates, and making suggestions and comments to institutions arising from their visits.

The JP System

2. The Justices of the Peace Ordinance (the JP Ordinance) (Cap. 510) provides the statutory basis for the operation of the JP system. The JP Ordinance sets out the provisions for the appointment, functions, resignation and removal of JPs, and for matters incidental thereto or connected therewith.

3. JPs are appointed by the Chief Executive under section 3(1) of the JP Ordinance. For persons holding any offices in the public service, they are appointed under section 3(1)(a) of the JP Ordinance; for other persons, they are appointed under section 3(1)(b) of the JP Ordinance. For administrative purpose, JPs appointed under section 3(1)(a) are often referred to as Official JPs and JPs appointed under section 3(1)(b) are referred to as Non-official JPs.

Functions of JPs

4. The main functions of JPs, as provided for in section 5 of the JP Ordinance, are as follows :

- (a) to visit custodial institutions and detained persons;
- (b) to take and receive declarations and to perform any other functions under the Oaths and Declarations Ordinance (Cap. 11);
- (c) in the case of a Non-official JP, to serve as a member of any advisory panel; and
- (d) to perform such other functions as may be imposed on him from time to time by the Chief Executive.

5. The primary role of a JP is to visit various institutions, including prisons, detention centres and hospitals. The objective of this visit programme is to ensure that the rights of the inmates are safeguarded through a system of visits by independent visitors.

Visits to Institutions

6. Following the appointment of 27 Official JPs and 38 Non-official JPs in 2000, there were 331 Official JPs and 760 Non-official JPs as at 31.12.2000. However, not all Non-official JPs were available for carrying out visiting duties. Some JPs were exempted from visiting duties because of old age, health or other reasons. At the end of 2000, 180 Non-official JPs were not available for visits. During the year, the remaining Non-official JPs, together with the Official JPs appointed, conducted 744 visits to 93 institutions, including prisons, detention centres, institutions for probationers, hospitals and hostels for people with disabilities, on a regular basis. On average, each Non-official JP conducts 1.5 visits per annum, while each Official JP conducts 3 visits per year.

7. JP visits to custodial institutions are conducted under the respective legislation; for example, visits to prisons of the Correctional Services Department (CSD) are provided for under the Prison Rules (Cap. 234). Other visits to general hospitals of the Hospital Authority or other welfare institutions are arranged on an administrative basis. Visits to prisons and institutions under CSD's management are conducted on a fortnightly and monthly basis respectively, whereas visits to hospitals and other welfare institutions usually take place once a quarter or every six months. All JP visits to institutions are surprise visits in nature, as JPs may conduct their visits at any reasonable time during their tour of duty. The exact date and time of the visits are not made known to the institutions beforehand. This arrangement will ensure a reasonable spread of such visits over time and preserve the surprise element of JP visits to institutions concurrently. A list of the 93 institutions visited by JPs in 2000 on either statutory or non-statutory basis is at **Annex A**.

Handling of Complaints and Making Suggestions

8. The officer-in-charge of the relevant institution will provide a short briefing regarding the facilities and services provided by the institution to visiting JPs on their arrival to the institution. The officer concerned will then accompany JPs to inspect the facilities and services provided at the institution, and respond to questions or issues raised by JPs during the tour.

9. Inmates of institutions may lodge their complaints to visiting JPs, who are empowered to investigate into any complaints they received from inmates during their visits to institutions. In the interest of privacy, it is an established practice that visiting JPs may speak to inmates in private if they so wish. Rooms which allow interviews to be so conducted are made available in all institutions.

10. In 2000, 392 complaints/requests/enquiries were made to visiting JPs (as compared to 298 in 1999, more details at **Annex B**). In handling these complaint cases, JPs had either initiated investigative actions by making personal inquiries into the complaints (such as seeking background information from staff of the institutions and examining relevant records and documents), or referred the complaints to the concerned institutions for follow-up actions. Regarding the complaint cases referred by JPs to the institutions for follow-up actions on their behalf, the Departments concerned would advise the JPs of the outcome of their investigations in writing. JPs are at liberty to mount any further investigations personally as they consider necessary. For requests or enquiries made to JPs, the cases had been referred to the management of the institutions for follow-up actions. JPs were also informed of the actions taken separately.

11. To enable JPs to focus on issues that deserve attention during their visits to institutions, checklists have been drawn up to highlight the important areas that JPs may wish to cover in their inspections to different types of institutions. Such checklists will be provided to JPs before their visits. Moreover, JPs will be provided with regular reports on outstanding complaint cases made by prisoners and inmates of the institutions concerned so that they may follow up on these complaints or other issues during visits.

12. Another important function of JPs is to provide suggestions and comments to institutions regarding the facilities and services provided at the institutions. In 2000, JPs made a total of 283 suggestions and comments to institutions (as compared to 237 in 1999, more details at **Annex B**). All the suggestions made by JPs have been appropriately followed up by the concerned institutions and JPs have been advised of the outcome. Since May 2000, JPs have been requested to record their specific comments and assessment on the facilities or services provided in a revamped logbook to help institutions focus on areas requiring improvement. Such information enables the institutions as well as JPs to keep track of general conditions and improvements made.

13. Detailed information on JP visits to individual institutions, complaints made to JPs, JPs' suggestions and comments, JPs' overall assessment on the facilities and services provided by institutions, follow-up actions taken in respect of the complaints made to JPs and suggestions and comments by JPs are set out in **Annex C**.

Visiting Partner

14. Before October 2000, statutory visits to prisons/hostels or other relevant institutions had to be made by a Non-official JP in the company of an Official JP. To allow JPs more flexibility in the choice of their visiting partners, the Administration initiated legislative amendments to implement the proposal of allowing Non-official JPs to have a choice of pairing with either an Official JP or another Non-official JP for visits to institutions. The amendment rules came into effect on 5 October 2000. Under the new arrangement, Non-official JPs have been invited to indicate their pairing preference for JP visits and the Administration will arrange future JP visits according to individual JP's preference. As of end 2000, 73 % of the responded Non-official JPs opted to continue to pair with an Official JP, 1 % preferred to pair with a Non-official JP and 26 % had no particular pairing preference.

Conclusion

15. The JP system has served as a useful inspection system and has provided an independent channel in addition to other channels for inmates to lodge their complaints and air their grievances. In addition, bureaux/departments concerned take comments and suggestions made by JPs as opportunities to improve their management on facilities and services provided at their institutions. The Administration attaches great importance to the JP visit system and will continue to review and, where necessary, improve the effectiveness of the system.

Administration Wing
Chief Secretary for Administration's Office
August 2001

List of Institutions Visited by JPs in 2000

I. Statutory Visits

No.	Name of institution	Frequency of JP visit	Responsible department/organisation	Relevant legislation under which JP visits are conducted
A. Prisons/correctional institutions for adults				
1.	Chi Ma Wan Correctional Institution	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234)
2.	Hei Ling Chau Correctional Institution ⁽¹⁾	*Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234)
3.	Lai Chi Kok Reception Centre	*Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234)
4.	Custodial Ward of Queen Elizabeth Hospital			
5.	Lo Wu Correctional Institution	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234)
6.	Ma Hang Prison	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234)
7.	Ma Po Ping Prison and Tong Fuk Centre	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234)
8.	New Life House	*Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234)
9.	Tai Lam Correctional Institution			
10.	Pak Sha Wan Correctional Institution	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234)
11.	Pik Uk Prison	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234)
12.	Shek Pik Prison	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234)
13.	Siu Lam Psychiatric Centre	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234)
14.	Stanley Prison	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234)

⁽¹⁾ Hei Ling Chau Correctional Institution (No. 2) and Lai Sun Correctional Institution (No. 23) are to be jointly visited.

* denotes visit covering two institutions

No.	Name of institution	Frequency of JP visit	Responsible department/organisation	Relevant legislation under which JP visits are conducted
15.	Tai Lam Centre for Women	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234)
16.	Tung Tau Correctional Institution	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234)
17.	Victoria Prison	*Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234)
18.	Custodial Ward of Queen Mary Hospital			
	B. Correctional institutions for young offenders			
19.	Bauhinia House and Pelican House	*Monthly	CSD	Rule 222 of the Prison Rules (Cap.234)
20.	Cape Collinson Correctional Institution			
21.	Lai King Training Centre	*Monthly	CSD	Rule 222 of the Prison Rules (Cap.234)
22.	Phoenix House			
23.	Lai Sun Correctional Institution ⁽²⁾	*Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234)
24.	Pik Uk Correctional Institution	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234)
25.	Sha Tsui Detention Centre	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234) and Section 9 of the Detention Centres Ordinance (Cap. 239)
26.	Tai Tam Gap Correctional Institution	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234)
	C. Institutions for drug addicts			
27.	Chi Ma Wan Drug Addiction Treatment Centre	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234)
28.	Hei Ling Chau Addiction Treatment Centre and Annex	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234)

⁽²⁾ Hei Ling Chau Correctional Institution (No. 2) and Lai Sun Correctional Institution (No. 23) are to be jointly visited.

* denotes visit covering two institutions

No.	Name of institution	Frequency of JP visit	Responsible department/organisation	Relevant legislation under which JP visits are conducted
29.	Shek Kwu Chau Treatment and Rehabilitation Centre	Monthly	D of H	Section 5 of the Drug Addicts Treatment and Rehabilitation Ordinance (Cap.326)
30.	Sister Aquinas Memorial Women's Treatment Centre	Monthly	D of H	Section 5 of the Drug Addicts Treatment and Rehabilitation Ordinance (Cap.326)
D. Reception/detention centres of CSD, ICAC & Imm D				
31.	Green Island Reception Centre	Monthly	CSD	Rule 6 of the Immigration (Vietnamese Migrants) (Detention Centres) Rules (Cap.115)
32.	Independent Commission Against Corruption Detention Centre	Fortnightly	ICAC	Paragraph 18 of the ICAC (Treatment of Detained Person) Order (Cap.204)
33.	Ma Tau Kok Detention Centre	Quarterly	Imm D	Paragraph 18 of the Immigration Service (Treatment of Detained Persons) Order (Cap.331)
E. Psychiatric hospitals				
34.	Castle Peak Hospital	Monthly	HA	Section 5 of the Mental Health Ordinance (Cap.136)
35.	Kwai Chung Hospital	Monthly	HA	Section 5 of the Mental Health Ordinance (Cap.136)
36.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	Monthly	HA	Section 5 of the Mental Health Ordinance (Cap.136)
37.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of the Pamela Youde Nethersole Eastern Hospital	Monthly	HA	Section 5 of the Mental Health Ordinance (Cap.136)
F. Remand home, places of refuge, probation homes/hostel and reformatory school of SWD				
38.	Begonia Road Juvenile Home	Monthly	SWD	Section 17 of the Juvenile Offenders Ordinance (Cap.226)

No.	Name of institution	Frequency of JP visit	Responsible department/organisation	Relevant legislation under which JP visits are conducted
39.	Chuk Yuen Children's Reception Centre	Quarterly	SWD	Regulation 4 of the Protection of Children and Juveniles (Places of Refuge) Regulations (Cap.213)
40.	Fanling Girls' Home	Monthly	SWD	Rule 42 of the Probation of Offenders Rules (Cap.298)
41.	Kwun Tong Hostel	Monthly	SWD	Rule 42 of the Probation of Offenders Rules (Cap.298)
42.	Ma Tau Wei Girls' Home	Monthly	SWD	Regulation 4 of the Protection of Children and Juveniles (Places of Refuge) Regulations (Cap.213)
43.	O Pui Shan Boys' Home	Monthly	SWD	Section 14 of the Reformatory School Ordinance (Cap.225)
44.	Pui Chi Boys' Home	Monthly	SWD	Regulation 4 of the Protection of Children and Juveniles (Places of Refuge) Regulations (Cap.213)
45.	Shatin Boys' Home	Monthly	SWD	Rule 42 of the Probation of Offenders Rules (Cap.298)

II. Non-statutory Visits

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
	A. General acute hospitals with 24-hour A&E services and hospitals with a mix of acute & non-acute services		
1.	Alice Ho Miu Ling Nethersole Hospital	Half-yearly	HA
2.	Caritas Medical Centre	Quarterly	HA
3.	Haven of Hope Hospital	Half-yearly	HA
4.	Hong Kong Buddhist Hospital	Half-yearly	HA
5.	Kowloon Hospital	Quarterly	HA

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
6.	Kwong Wah Hospital	Quarterly	HA
7.	North District Hospital ⁽³⁾	*Half-yearly	HA
8.	Pamela Youde Nethersole Eastern Hospital	Quarterly	HA
9.	Pok Oi Hospital	Half-yearly	HA
10.	Prince of Wales Hospital	Quarterly	HA
11.	Princess Margaret Hospital	Quarterly	HA
12.	Queen Elizabeth Hospital	Quarterly	HA
13.	Queen Mary Hospital	Quarterly	HA
14.	Ruttonjee Hospital ⁽⁴⁾	*Half-yearly	HA
15.	Shatin Hospital	Half-yearly	HA
16.	Tai Po Hospital	Half-yearly	HA
17.	Tuen Mun Hospital	Quarterly	HA
18.	Tung Wah Eastern Hospital	Half-yearly	HA
19.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	Half-yearly	HA
20.	Tung Wah Hospital	Half-yearly	HA
21.	United Christian Hospital	Quarterly	HA
22.	Yan Chai Hospital	Quarterly	HA
	B. Psychiatric hospitals		
23.	Lai Chi Kok Hospital	Half-yearly	HA
24.	Siu Lam Hospital	Half-yearly	HA
	C. Non-acute or infirmary hospitals		
25.	Cheshire Home, Chung Hom Kok	Half-yearly	HA
26.	Cheshire Home, Shatin	Half-yearly	HA

⁽³⁾ North District Hospital (No. 7) and Fanling Hospital (No. 33) are to be jointly visited.

* denotes visit covering two institutions

⁽⁴⁾ Ruttonjee Hospital (No. 14) and Tang Shiu Kin Hospital (No. 38) are to be jointly visited.

* denotes visit covering two institutions

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
27.	MacLehose Medical Rehabilitation Centre	Half-yearly	HA
28.	Nam Long Hospital	Half-yearly	HA
29.	Tung Wah Group of Hospitals Fung Yiu King Hospital	Half-yearly	HA
30.	Wong Chuk Hang Hospital	Half-yearly	HA
D. Acute hospitals of special nature			
31.	Bradbury Hospice	Half-yearly	HA
32.	The Duchess of Kent Children's Hospital at Sandy Bay	Half-yearly	HA
33.	Fanling Hospital ⁽⁵⁾	*Half-yearly	HA
34.	Grantham Hospital	Half-yearly	HA
35.	Hong Kong Eye Hospital	Half-yearly	HA
36.	Our Lady of Maryknoll Hospital	Half-yearly	HA
37.	St. John Hospital	Half-yearly	HA
38.	Tang Shiu Kin Hospital ⁽⁶⁾	*Half-yearly	HA
39.	Tsan Yuk Hospital	Half-yearly	HA
E. Children's homes of SWD			
40.	Sisters of the Good Shepherd - Pelletier Hall	Quarterly	SWD
41.	Wai Yee Hostel	Quarterly	SWD
F. Day and residential unit for people with disabilities of SWD			
42.	Cheung Hong Hostel and Day Activity Centre	Quarterly	SWD
43.	Choi Wan Sheltered Workshop and Hostel	Quarterly	SWD
44.	Kai Nang Sheltered Workshop and Hostel	Quarterly	SWD
45.	Kwai Shing Hostel	Quarterly	SWD
46.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	Quarterly	SWD

⁽⁵⁾ North District Hospital (No. 7) and Fanling Hospital (No. 33) are to be jointly visited.

⁽⁶⁾ Ruttonjee Hospital (No. 14) and Tang Shiu Kin Hospital (No. 38) are to be jointly visited.

* denotes visit covering two institutions

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
	G. Residential care home for the elderly of SWD		
47.	HO's Clansman Association Hostel for the Elderly	Quarterly	SWD
	H. Charitable organisation providing social services		
48.	Po Leung Kuk	Quarterly	HAB

Key : CSD – Correctional Services Department

D of H – Department of Health

HA – Hospital Authority

HAB – Home Affairs Bureau

ICAC – Independent Commission Against Corruption

Imm D – Immigration Department

SWD – Social Welfare Department

**Statistics on Complaints/Requests/Enquiries Received and
Suggestions/Comments Made by JPs
in 1999 and 2000**

Institutions	Total no. of institutions		No. of JP visits made		Total no. of complaints/ requests/ enquiries made to JPs		Total no. of suggestions/ comments made by JPs	
	1999	2000	1999	2000	1999	2000	1999	2000
Institutions of Correctional Services Department	28	29	460	467	281	371*	61	122
Ma Tau Kok Detention Centre of Immigration Department	1	1	3	4	0	0	3	0
ICAC Detention Centre	1	1	22	23	6	4	2	5
Sister Aquinas Memorial Women's Treatment Centre and Shek Kwu Chau Treatment and Rehabilitation Centre	2	2	23	23	1	0	3	7
Institutions of Hospital Authority	42	42	123	129	8	15	43	48
Institutions of Social Welfare Department	12	17	100	94	2	2	111	100
Po Leung Kuk	1	1	4	4	0	0	14	1
Total	87	93	735	744	298	392	237	283

* 253 cases (68%) were complaints made to JPs whereas 118 cases (32%) were enquiries/requests for assistance.

Detailed Information on JP Visits to Individual Institutions
(from 1.1.2000 to 31.12.2000)

I. Institutions of the Correctional Services Department

A. Statistics on complaints and suggestions/comments

Serial no.	Name of institution	No. of JP visits made	Total no. of complaints/ requests/ enquiries made to JPs	Total no. of suggestions/ comments made by JPs
1.	Cape Collinson Correctional Institution/Bauhinia House and Pelican House	11	0	4
2.	Chi Ma Wan Correctional Institution	21	0	8
3.	Chi Ma Wan Drug Addiction Treatment Centre	19	3	5
4.	Green Island Reception Centre	11	2	2
5.	Hei Ling Chau Addiction Treatment Centre and Annex	16	10	7
6.	Hei Ling Chau Correctional Institution/Lai Sun Correctional Institution	18	34	8
7.	Lai Chi Kok Reception Centre/Custodial Ward of Queen Elizabeth Hospital	21	67	3
8.	Lai King Training Centre/Phoenix House	12	0	8
9.	Lo Wu Correctional Institution	23	4	4
10.	Ma Hang Prison	21	0	2
11.	Ma Po Ping Prison and Tong Fuk Centre	21	12	5
12.	Pak Sha Wan Correctional Institution	23	26	5
13.	Pik Uk Correctional Institution	24	5	5
14.	Pik Uk Prison	23	17	6
15.	Sha Tsui Detention Centre	23	0	4
16.	Shek Pik Prison	20	18	6
17.	Siu Lam Psychiatric Centre	23	38	8
18.	Stanley Prison	22	70	2
19.	Tai Lam Centre for Women	24	6	7
20.	Tai Lam Correctional Institution/New Life House	24	30	2
21.	Tai Tam Gap Correctional Institution	22	0	3
22.	Tung Tau Correctional Institution	22	8	7
23.	Victoria Prison/Custodial Ward of Queen Mary Hospital	23	21	11
	Total :	467	371	122

B. Statistics on satisfactory ratings given by JPs on the facilities and services provided*

Serial no.	Name of institution	No. of JP visits made	Overall grading on facilities			Overall grading on services			Remarks
			VS	S	U	VS	S	U	
1.	Cape Collinson Correctional Institution [△] / Bauhinia House and Pelican House [△]	11	6	1	0	6	1	0	
		11	5	0	0	5	0	0	
2.	Chi Ma Wan Correctional Institution	21	5	10	0	7	7	0	
3.	Chi Ma Wan Drug Addiction Treatment Centre	19	6	7	0	6	7	0	
4.	Green Island Reception Centre	11	0	6	0	0	4	0	
5.	Hei Ling Chau Addiction Treatment Centre and Annex	16	5	6	0	7	3	0	
6.	Hei Ling Chau Correctional Institution [△] / Lai Sun Correctional Institution [△]	18	7	7	0	8	5	0	
		18	6	8	0	7	7	0	
7.	Lai Chi Kok Reception Centre [△] / Custodial Ward of Queen Elizabeth Hospital [△]	21	5	7	1	6	7	0	One unsatisfactory grading was given in respect of the facilities of the Lai Chi Kok Reception Centre owing to its overcrowdedness.
		21	6	5	0	4	5	0	
8.	Lai King Training Centre [△] / Phoenix House [△]	12	2	6	0	3	5	0	
		12	3	5	0	4	3	0	
9.	Lo Wu Correctional Institution	23	10	6	0	10	6	0	
10.	Ma Hang Prison	21	12	0	0	9	2	0	
11.	Ma Po Ping Prison and Tong Fuk Centre	21	6	8	0	9	5	0	
12.	Pak Sha Wan Correctional Institution	23	12	2	0	13	0	0	
13.	Pik Uk Correctional Institution	24	9	6	0	11	3	0	
14.	Pik Uk Prison	23	3	13	0	4	11	0	
15.	Sha Tsui Detention Centre	23	14	1	0	13	1	0	
16.	Shek Pik Prison	20	8	5	0	10	3	0	
17.	Siu Lam Psychiatric Centre	23	11	4	0	12	3	0	

* During the visits, JPs looked at the facilities (such as workshops, dormitories/cells, kitchen/dinning hall and general state of the premises, etc.) and services (including prisoners' welfare and rehabilitation/medical/management services, etc.) provided by the institutions concerned and gave their assessments on these areas.

The system of satisfactory ratings given by JPs has been implemented with effect from May 2000.

△ Separate reports have been completed by JPs for each specific institution.

Serial no.	Name of institution	No. of JP visits made	Overall grading on facilities			Overall grading on services			Remarks
			VS	S	U	VS	S	U	
18.	Stanley Prison	22	7	7	0	8	6	0	
19.	Tai Lam Centre for Women	24	10	6	0	9	6	0	
20.	Tai Lam Correctional Institution [△] / New Life House [△]	24	3	8	0	4	7	0	
		24	10	2	0	5	4	0	
21.	Tai Tam Gap Correctional Institution	22	14	2	0	15	1	0	
22.	Tung Tau Correctional Institution	22	8	6	0	12	2	0	
23.	Victoria Prison [△] / Custodial Ward of Queen Mary Hospital [△]	23	2	7	1	0	8	0	One unsatisfactory grading was given in respect of the facilities of Victoria Prison owing to its overcrowdedness and old facilities.
		23	10	2	0	9	1	0	
	Total :	576	205	153	2	216	123	0	

Key : VS - Very Satisfactory
S - Satisfactory
U - Unsatisfactory

C. Summary of follow-up actions taken in respect of complaints/requests/enquiries made to JPs

The complaints made to JPs fall within the following categories :

- (a) 40 complaints against disciplinary action (e.g. unfair disciplinary charges, unfairness in disciplinary proceedings and excessive punishment);
- (b) 172 complaints against administrative actions/measures/procedures taken by the Department or Institutions and treatment received (e.g. removal from normal association, work assignments, earning rate, diet, clothing, computation of sentence and medical treatment);
- (c) 23 complaints against the conduct of staff (e.g. abuse of authority, use of unnecessary force and abusive language); and
- (d) 18 complaints against other departments/agencies (e.g. Hong Kong Police Force, Immigration Department, Social Welfare Department, Legal Aid Department, the Judiciary and Hospital Authority).

[△] Separate reports have been completed by JPs for each specific institution.

For cases concerning disciplinary action and removal from normal association, the background of these cases were explained to JPs on the spot by the institutions' management. Relevant records of disciplinary proceedings and reports were also provided to JPs for examination as appropriate. JPs concerned were satisfied that all cases raised with them had been properly dealt with. As for complaints concerning work assignment, earning rate, diet, clothing, computation of sentence, etc., the relevant statutory requirements, policies and standing procedures were explained to JPs and they found these complaints unsubstantiated. In all cases, prisoners concerned were informed of the outcome.

In respect of cases concerning medical treatment, the prisoners were referred to the Medical Officers of the institutions for treatment or follow-up and JPs were informed of the actions taken.

For those complaints against conduct of staff, most of the cases were considered by JPs to be unsubstantiated and required no follow-up action. The rest (nine in total) were referred to the Complaints Investigation Unit (CIU) of the Correctional Services Department for thorough and full-scale investigation. After considering all relevant information, the CIU found these complaints unsubstantiated. JPs and the prisoners concerned were informed of the outcome.

On the complaints against other departments/agencies, all cases had been referred to the authorities concerned for follow-up. JPs and the prisoners concerned were also informed of the referral made.

Regarding the 118 requests or enquiries made to JPs, more than one-fifth of the cases were about repatriation and deportation. The background of these cases were explained to JPs by the institutions' management. Others were requests for JP's assistance concerning personal safety, institutional transfer, change of diet and work assignment, transmission of letters to various authorities, application for legal aid, ex-gratia payment, social welfare, etc. In most cases, JPs had given advice to the prisoners concerned on the spot. For other cases, the matters had been referred to the management of the institutions for follow-up actions. JPs and the prisoners had been informed of the actions taken.

D. Summary of follow-up actions taken in respect of suggestions/comments made by JPs

The suggestions/comments made by JPs can be classified into the following categories :

- (a) improvement to domestic facilities (e.g. industrial safety, illumination, ventilation, cleanliness, library books stock and overcrowdedness);

- (b) improvement to physical setting (e.g. expansion of Lai Chi Kok Reception Centre and Tai Lam Centre for Women, renovation of Chi Ma Wan Correctional Institution and reconstruction of structures at Hei Ling Chau Addiction Treatment Centre);
- (c) enhancement of training programmes for inmates/prisoners; and
- (d) miscellaneous (e.g. environmental issues, greening of prisons, prisoners' awareness of health hazards of smoking, publicity campaign on Detention Centre Programmes, relocation of Ma Hang Prison, preservation of Victoria Prison, illegal immigrants from the Mainland and the operational aspects of the JP visit system).

For suggestions and comments concerning minor improvement to facilities inside institutions, follow-up actions had been taken by the institutions concerned. As regards concerns raised by JPs about prison overcrowdedness, the Administration's efforts in addressing the problem were explained to JPs. For those in relation to large-scale renovation and expansion of existing premises, they had been referred to the Architectural Services Department for comments and assistance. JPs were informed of the actions taken or progress made as appropriate.

On JPs' suggestions to enhance the training programmes for inmates/prisoners, they were taken on board as applicable in the Department's programme formulation. The Construction and Industry Training Authority, Vocational Training Council and other related non-government agencies were approached for assistance to further enhance vocational training for inmates/prisoners.

Regarding other miscellaneous suggestions and views, they were taken up by the Department internally or referred to the Security Bureau or other departments for consideration.

II. Ma Tau Kok Detention Centre of the Immigration Department

A. *Statistics on complaints and suggestions/comments*

Name of institution	No. of JP visits made	Total no. of complaints made to JPs	Total no. of suggestions/comments made by JPs
Ma Tau Kok Detention Centre	4	0	0
Total :	4	0	0

B. *Statistics on satisfactory ratings given by JPs on the facilities and services provided**

Name of institution	No. of JP visits made	Overall grading on facilities			Overall grading on services			Remarks
		VS	S	U	VS	S	U	
Ma Tau Kok Detention Centre	4	3	0	0	3	0	0	
Total :	4	3	0	0	3	0	0	

Key : VS - Very Satisfactory
S - Satisfactory
U - Unsatisfactory

* During the visits, JPs looked at the facilities (such as dormitories, sanitation and hygiene, security and general state of the premises, etc.) and services (including meal/medical treatment arrangements, custody of detainees' properties and management services, etc.) provided by the institutions concerned and gave their assessments on these areas. The system of satisfactory ratings given by JPs has been implemented with effect from May 2000.

III. ICAC Detention Centre

A. *Statistics on complaints and suggestions/comments*

Name of institution	No. of JP visits made	Total no. of complaints made to JPs	Total no. of suggestions/comments made by JPs
ICAC Detention Centre	23	4	5
Total :	23	4	5

B. *Statistics on satisfactory ratings given by JPs on the facilities and services provided**

Name of institution	No. of JP visits made	Overall grading on facilities			Overall grading on services			Remarks
		VS	S	U	VS	S	U	
ICAC Detention Centre	23	5	9	0	3	10	0	
Total :	23	5	9	0	3	10	0	

Key : VS - Very Satisfactory
S - Satisfactory
U - Unsatisfactory

C. *Summary of follow-up actions taken in respect of complaints made to JPs*

The four complaints received by JPs are concerned with the following issues :

- (a) no means of communication in the custody cell in the hospital for detainees to communicate with people outside;
- (b) medications for detainees should be prescribed for a longer period;
- (c) a detainee assaulted by an investigating officer during the interview; and
- (d) refusal to allow a detainee to make telephone calls to his relative/solicitor.

* During the visits, JPs looked at the facilities (such as cells, interview room, search/medical/charge room and general state of the premises, etc.) and services (including food, bedding and management services, etc.) provided by the institutions concerned and gave their assessments on these areas. The system of satisfactory ratings given by JPs has been implemented with effect from May 2000.

In respect of the above complaints, the Detention Centre has taken the following remedial actions :

- (a) (a) and (b) above were referred to the Hospital Authority for follow-up action. The Hospital Authority would review the need for installing intercom systems in the custody cells in hospitals. Medication to the detainees would also be prescribed for a longer period of time, if necessary;
- (b) a report was made to the police concerning the alleged assault. After investigation, the police concluded that there was insufficient evidence to support the assault allegation and no further action would be taken; and
- (c) regarding the complaint on refusal to allow the detainee to make telephone calls, the complainant subsequently made a statement to withdraw his complaint.

D. Summary of follow-up actions taken in respect of suggestions/comments made by JPs

Suggestions/comments made by JPs after visits to the Detention Centre include the following :

- (a) a senior officer of the Detention Centre should explain to detainees their rights while under detention;
- (b) Closed-Circuit Television (CCTV) should be installed at the basketball court to monitor the activities of the detainees in order to save manpower;
- (c) meals with more vegetables should be provided to detainees;
- (d) stainless steel pedestals and bath stands in the toilets of detention cells are not clean; and
- (e) the search/medical/documentation room should be renovated.

In response to the suggestions/comments made by JPs, the following actions will be taken :

- (a) Duty Officer of the Detention Centre will explain to detainees their rights after the completion of necessary documentation procedure for detention;
- (b) detainees will be provided with additional vegetables upon request; and
- (c) the renovation of the search/medical/documentation room will be considered by the Architectural Services Department.

With reference to JP' s suggestion to install CCTV at the basketball court, the Detention Centre considers that for security reasons, CCTV cannot replace direct supervision by a guarding officer for there are many blind spots at the basketball court.

On JP' s comments regarding the cleanliness of the toilets of the custody cells, the Detention Centre considers that the stains on the stainless steel pedestals and bath stands in the toilets of the custody cells are caused by oxidation. Chemical treatment has proved ineffective but the facilities are kept clean.

IV. Sister Aquinas Memorial Women's Treatment Centre and Shek Kwu Chau Treatment and Rehabilitation Centre

A. Statistics on complaints and suggestions/comments

Serial no.	Name of institution	No. of JP visits made	Total no. of Complaints made to JPs	Total no. of suggestions/comments made by JPs
1.	Sister Aquinas Memorial Women's Treatment Centre	12	0	4
2.	Shek Kwu Chau Treatment and Rehabilitation Centre	11	0	3
	Total :	23	0	7

B. Statistics on satisfactory ratings given by JPs on the facilities and services provided*

Serial no.	Name of institution	No. of JP visits made	Overall grading on facilities			Overall grading on services			Remarks
			VS	S	U	VS	S	U	
1.	Sister Aquinas Memorial Women's Treatment Centre	12	1	4	0	3	2	0	
2.	Shek Kwu Chau Treatment and Rehabilitation Centre	11	1	3	1	3	2	0	One unsatisfactory rating was given in respect of the facilities of the Centre because the buildings were antiquated and showing signs of disrepairs and dilapidation.
	Total :	23	2	7	1	6	4	0	

Key : VS - Very Satisfactory
S - Satisfactory
U - Unsatisfactory

* During the visits, JPs looked at the facilities (such as facilities of the hospital, living accommodation and general state of the premises, etc.) and services (including training programmes, recreational activities and management services, etc.) provided by the institutions concerned and gave their assessments on these areas. The system of satisfactory ratings given by JPs has been implemented with effect from May 2000.

C. Summary of follow-up actions taken in respect of suggestions/comments made by JPs

Regarding JP's comments that inmates of the Sister Aquinas Memorial Women's Treatment Centre should be provided with more vocational training activities, follow-up actions have been taken to provide computer and beauty training courses to them. Application for the purchase of storage huts has also been made to the Sir Robert Ho Tung Fund. If the application is successful, the indoor store rooms can be vacated for other programme use and following JPs' comments, larger room for communal facilities will be available to inmates. In addition, as suggested by JPs, residents can now decorate their own locker doors to make the centre more homely.

In order to maximise the use of open area, advice from the Agriculture, Fisheries and Conservation Department has been sought for the development of gardening work and related farming. A gardening group has also been set up to plant flowers and bushes in the open area.

In response to JPs' suggestions regarding the Shek Kwu Chau Treatment and Rehabilitation Centre, applications for funding to refurbish and dredge the reservoir and to employ a full-time teacher have been made. Visits by schools are being arranged to promote stronger society support for the residents.

V. Institutions of the Hospital Authority

A. *Statistics on complaints/requests and suggestions/comments*

Serial no.	Name of institution	No. of JP visits made	Total no. of complaints/ requests made to JPs	Total no. of suggestions/ comments made by JPs
1.	Alice Ho Miu Ling Nethersole Hospital	2	0	0
2.	Bradbury Hospice	2	0	0
3.	Caritas Medical Centre	3	0	0
4.	Castle Peak Hospital	12	3	2
5.	Cheshire Home, Chung Hom Kok ⁽¹⁾	1	0	0
6.	Cheshire Home, Shatin	1	1	0
7.	The Duchess of Kent Children' s Hospital at Sandy Bay	2	0	3
8.	Grantham Hospital	2	0	2
9.	Haven of Hope Hospital	2	0	0
10.	Hong Kong Buddhist Hospital	2	0	1
11.	Hong Kong Eye Hospital	2	0	0
12.	Kowloon Hospital	4	0	3
13.	Kwai Chung Hospital	12	1	4
14.	Kwong Wah Hospital	4	0	0
15.	Lai Chi Kok Hospital	2	0	0
16.	MacLehose Medical Rehabilitation Centre	2	0	0
17.	Nam Long Hospital ⁽²⁾	1	0	2
18.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	4	0	3
19.	North District Hospital & Fanling Hospital	1	0	0
20.	Our Lady of Maryknoll Hospital	2	0	0
21.	Pamela Youde Nethersole Eastern Hospital	4	0	1

⁽¹⁾ JP visit is suspended from January to June 2000 due to redevelopment.

⁽²⁾ Hospital service had been decanted to Pamela Youde Nethersole Eastern Hospital from June 1998 to April 2000.

Serial no.	Name of institution	No. of JP visits made	Total no. of complaints/ requests made to JPs	Total no. of suggestions/ comments made by JPs
22.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of the Pamela Youde Nethersole Eastern Hospital	11	9	3
23.	Pok Oi Hospital	2	0	0
24.	Prince of Wales Hospital	4	1	2
25.	Princess Margaret Hospital	4	0	0
26.	Queen Elizabeth Hospital	4	0	1
27.	Queen Mary Hospital	4	0	7
28.	Ruttonjee and Tang Shiu Kin Hospitals	2	0	3
29.	Shatin Hospital	2	0	1
30.	Siu Lam Hospital	2	0	2
31.	St John Hospital	2	0	3
32.	Tai Po Hospital	2	0	0
33.	Tsan Yuk Hospital	2	0	0
34.	Tuen Mun Hospital	4	0	1
35.	Tung Wah Eastern Hospital	2	0	0
36.	Tung Wah Group of Hospitals Fung Yiu King Hospital	2	0	1
37.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	2	0	2
38.	Tung Wah Hospital	1	0	0
39.	United Christian Hospital	4	0	1
40.	Wong Chuk Hang Hospital	2	0	0
41.	Yan Chai Hospital	4	0	0
	Total :	129	15	48

B. Statistics on satisfactory ratings given by JPs on the facilities and services provided*

Serial no.	Name of institution	No. of JP visits made	Overall grading on facilities			Overall grading on services			Remarks
			VS	S	U	VS	S	U	
1.	Alice Ho Miu Ling Nethersole Hospital	2	1	0	0	1	0	0	
2.	Bradbury Hospice	2	0	1	0	1	0	0	
3.	Caritas Medical Centre	3	1	2	0	2	0	0	
4.	Castle Peak Hospital	12	3	3	0	3	2	0	
5.	Cheshire Home, Chung Hom Kok ⁽¹⁾	1	1	0	0	1	0	0	
6.	Cheshire Home, Shatin	1	#	#	#	#	#	#	
7.	The Duchess of Kent Children's Hospital at Sandy Bay	2	0	2	0	1	1	0	
8.	Grantham Hospital	2	0	0	0	1	0	0	
9.	Haven of Hope Hospital	2	2	0	0	1	0	0	
10.	Hong Kong Buddhist Hospital	2	0	1	0	1	0	0	
11.	Hong Kong Eye Hospital	2	1	0	0	1	0	0	
12.	Kowloon Hospital	4	0	1	0	0	1	0	
13.	Kwai Chung Hospital	12	8	1	0	6	1	0	
14.	Kwong Wah Hospital	4	1	2	0	2	1	0	
15.	Lai Chi Kok Hospital	2	1	1	0	1	1	0	
16.	MacLehose Medical Rehabilitation Centre	2	0	0	0	1	0	0	
17.	Nam Long Hospital ⁽²⁾	1	1	0	0	0	1	0	
18.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	4	0	2	0	0	4	0	
19.	North District Hospital and Fanling Hospital	1	1	0	0	1	0	0	
20.	Our Lady of Maryknoll Hospital	2	1	0	0	1	0	0	

* During the visits, JPs looked at the facilities (such as facilities of the ward, outpatient department and general state of the premises, etc.) and services (including patient care and catering/supporting/management services, etc.) provided by the institutions concerned and gave their assessments on these areas. The system of satisfactory ratings given by JPs has been implemented with effect from May 2000.

⁽¹⁾ JP visit is suspended from January to June 2000 due to redevelopment.

⁽²⁾ Hospital service had been decanted to Pamela Youde Nethersole Eastern Hospital from June 1998 to April 2000.

No comment was made by JPs.

Serial no.	Name of institution	No. of JP visits made	Overall grading on facilities			Overall grading on services			Remarks
			VS	S	U	VS	S	U	
21.	Pamela Youde Nethersole Eastern Hospital	4	1	0	0	1	0	0	
22.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital	11	1	1	0	3	3	0	
23.	Pok Oi Hospital	2	1	0	0	1	0	0	
24.	Prince of Wales Hospital	4	0	2	0	0	0	0	
25.	Princess Margaret Hospital	4	2	1	0	1	0	0	
26.	Queen Elizabeth Hospital	4	3	0	0	2	0	0	
27.	Queen Mary Hospital	4	0	1	0	0	1	0	
28.	Ruttonjee and Tang Shiu Kin Hospitals	2	1 ^Δ		0	0	1	0	
29.	Shatin Hospital	2	1	0	0	1	0	0	
30.	Siu Lam Hospital	2	2	1	0	2	1	0	At the visit conducted on 23.5.2000, the two JPs completed two separate reports.
31.	St John Hospital	2	1	0	0	1	0	0	
32.	Tai Po Hospital	2	2	0	0	2	0	0	
33.	Tsan Yuk Hospital	2	1	0	0	1	0	0	
34.	Tuen Mun Hospital	4	2	2	0	1	2	0	
35.	Tung Wah Eastern Hospital	2	1	1	0	0	0	0	
36.	Tung Wah Group of Hospitals Fung Yiu King Hospital	2	1	0	0	1	0	0	
37.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	2	0	1	0	0	1	0	
38.	Tung Wah Hospital	1	1	0	0	1	0	0	
39.	United Christian Hospital	4	2	0	0	2	0	0	
40.	Wong Chuk Hang Hospital	2	1	0	0	1	0	0	

Serial no.	Name of institution	No. of JP visits made	Overall grading on facilities			Overall grading on services			Remarks
			VS	S	U	VS	S	U	
41.	Yan Chai Hospital	4	0	1	0	0	1	0	
	Total :	129	45 +1[△]	27	0	46	22	0	

Key : VS - Very Satisfactory
S - Satisfactory
U - Unsatisfactory

C. Summary of follow-up actions taken in respect of complaints made to JPs

Complaints received by JPs are mostly from patients of psychiatric wards which were mainly related to the variety of food supplied for meal and insufficient recreational facilities provided to them. Improvement measures adopted include providing patients with more choices and varieties of food as well as more recreational facilities (such as chess boards, table-tennis tables, exercise machines, newspapers and magazines) and activities (such as video shows, health talks and outings for stable patients). Requests for early release from psychiatric patients were also received. For each request, the case doctor reviewed the clinical justifications for keeping the patients in hospitals with their team consultants. The conclusion was that hospitalisation of all complainants was justified on clinical grounds and JPs concerned had already been informed of the review results. Patients had also been advised of their rights to raise their cases with the Mental Health Review Tribunal.

In respect of Cheshire Home, Shatin and the Prince of Wales Hospital, complaints were made to JPs regarding quality of cook chilled food and dilapidated water boiler. Management of the institutions had taken appropriate follow-up action.

D. Summary of follow-up actions taken in respect of suggestions/comments made by JPs

Comments/suggestions made by JPs after visits to the public hospitals are mainly concerned with the following :

- (a) overcrowding condition of the hospital wards;
- (b) the need to renovate old hospital buildings;

[△] Rating is between VS and S.

- (c) redevelopment of hospitals;
- (d) the need to protect hospital environment through proper zoning of land surrounding the hospital; and
- (e) the need to use bilingual signage in hospitals.

To address these concerns, the following measures have been/will be taken by the Hospital Authority :

- (a) a total of 460 new beds were opened in 2000/01. The Hospital Authority plans to open 569 new beds and 40 day places in 2001/02, and at the same time enhance its community and ambulatory services. All these measures will help relieve the overcrowding condition of the wards;
- (b) maintenance and renovation requirements of hospital buildings have been kept under constant review and a three-year rolling plan has been drawn up to ensure that all public hospitals will be adequately maintained on a timely basis;
- (c) comments made by JPs on redevelopment of hospitals will be taken into account in the planning of hospital redevelopment;
- (d) suggestions on land zoning have been forwarded to the Planning Department for consideration; and
- (e) hospitals have been reminded to use bilingual signage.

VI. Institutions of the Social Welfare Department

A. *Statistics on complaints and suggestions/comments*

Serial no.	Name of institution	No. of JP visits made	Total no. of complaints made to JPs	Total no. of suggestions/comments made by JPs
1.	Begonia Road Juvenile Home	10	1	9
2.	Cheung Hong Hostel and Day Activity Centre ⁽¹⁾	1	0	1
3.	Choi Wan Sheltered Workshop and Hostel ⁽¹⁾	1	0	0
4.	Chuk Yuen Children's Reception Centre	4	0	4
5.	Fanling Girls' Home	11	1	4
6.	HO's Clansmen Association Hostel for the Elderly ⁽¹⁾	1	0	6
7.	Kai Nang Sheltered Workshop and Hostel ⁽¹⁾	1	0	1
8.	Kwai Shing Hostel ⁽²⁾	0	-	-
9.	Kwun Tong Hostel	12	0	4
10.	Ma Tau Wei Girls' Home	11	0	13
11.	O Pui Shan Boys' Home	10	0	14
12.	Pui Chi Boys' Home	12	0	24
13.	Sha Kok Children's Home ⁽³⁾	2	0	0
14.	Shatin Boys' Home	10	0	2
15.	Sisters of the Good Shepherd - Pelletier Hall	3	0	3
16.	Wai Yee Hostel	4	0	14
17.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel ⁽¹⁾	1	0	1
	Total :	94	2	100

⁽¹⁾ JPs started to visit these five institutions in the 4th quarter of 2000.

⁽²⁾ Kwai Shing Hostel was added to the list for JP visit on a quarterly basis in October 2000 and no visit had been arranged in 2000.

⁽³⁾ Sha Kok Children's Home was closed in July 2000.

B. Statistics on satisfactory ratings given by JPs on the facilities and services provided*

Serial no.	Name of institution	No. of JP visits made	Overall grading on facilities			Overall grading on services			Remarks
			VS	S	U	VS	S	U	
1.	Begonia Road Juvenile Home	10	2	4	0	4	2	0	
2.	Cheung Hong Hostel and Day Activity Centre ⁽¹⁾	1	0	1	0	1	0	0	
3.	Choi Wan Sheltered Workshop and Hostel ⁽¹⁾	1	1	0	0	#	#	#	
4.	Chuk Yuen Children's Reception Centre	4	1	2	0	2	1	0	
5.	Fanling Girls' Home	11	6	1	0	5	2	0	
6.	HO's Clansmen Association Hostel for the Elderly ⁽¹⁾	1	1	0	0	1	0	0	
7.	Kai Nang Sheltered Workshop and Hostel ⁽¹⁾	1	0	1	0	#	#	#	
8.	Kwai Shing Hostel ⁽²⁾	0	-	-	-	-	-	-	
9.	Kwun Tong Hostel	12	0	8	0	3	5	0	
10.	Ma Tau Wei Girls' Home	11	1	6	0	2	4	0	
11.	O Pui Shan Boys' Home	10	2	5	0	5	2	0	
12.	Pui Chi Boys' Home	12	0	7	1	2	6	0	One unsatisfactory rating was given in respect of the facilities of the Home because the building was too old.
13.	Sha Kok Children's Home ⁽³⁾	2	1	0	0	1	0	0	
14.	Shatin Boys' Home	10	5	1	0	4	2	0	
15.	Sisters of the Good Shepherd - Pelletier Hall	3	2	1	0	2	1	0	
16.	Wai Yee Hostel	4	0	2	0	0	2	0	

* During the visits, JPs looked at the facilities (such as dormitories, kitchen/canteen, recreational facilities and general state of the premises, etc.) and services (including academic/prevocational training programmes and medical/management services, etc.) provided by the institutions concerned and gave their assessments on these areas. The system of satisfactory ratings given by JPs has been implemented with effect from May 2000.

⁽¹⁾ JPs started to visit these five institutions in the 4th quarter of 2000.

⁽²⁾ Kwai Shing Hostel was added to the list for JP visit on a quarterly basis in October 2000 and no visit had been arranged in 2000.

⁽³⁾ Sha Kok Children's Home was closed in July 2000.

No comment was made by JPs.

Serial no.	Name of institution	No. of JP visits made	Overall grading on facilities			Overall grading on services			Remarks
			VS	S	U	VS	S	U	
17.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel ⁽¹⁾	1	1	0	0	1	0	0	
	Total :	94	23	39	1	33	27	0	

Key : VS - Very Satisfactory
S - Satisfactory
U - Unsatisfactory

C. Summary of follow-up actions taken in respect of complaints made to JPs

Two complaints have been received. The first complaint was made by a resident of the Begonia Road Juvenile Home who complained to the JPs about the foul-smelling mattress and being “scolded” by staff of the Juvenile Home. The visiting JP personally examined his mattress and could not find any evidence of unhygienic mattress. As for the complaint of being “scolded” by staff of the Juvenile Home, the JP also pointed out to the complainant that some sort of discipline is necessary.

The second complaint was about the attitude of a part-time computer teacher of Fanling Girls’ Home. An investigation was conducted and the findings suggested that the dissatisfaction of the residents might be attributed to the inadequate skills and experience of the teacher in classroom management. As a result, assistance was rendered to the part-time teacher and other part-time instructors of the Home to improve their skills in handling the residents’ behavioral and emotional problems. Moreover, apart from having the Customer Liaison Group and bi-weekly assembly, a suggestion box had been set up to collect residents’ feedback in order to enhance communication between residents and Home staff.

D. Summary of follow-up actions taken in respect of suggestions/comments made by JPs

The suggestions/comments made by JPs concerned can be classified into the following areas :

- (a) policy of handling of illegal immigrants;
- (b) improvement to the training programmes for residents of the Homes;

⁽¹⁾ JPs started to visit these five institutions in the 4th quarter of 2000.

- (c) better utilisation of the resources of the Homes;
- (d) improvement to the facilities and premises of the Homes; and
- (e) miscellaneous (e.g. provision of hot snacks and drinks to the residents, provision of protective goggles to the residents in the workshop, improvement of communication between probation officers and Homes staff, assignment of more tasks to the residents, cleanliness of classroom/playroom, organisation of more outdoor activities for the residents and provision of more educational television programmes).

On the policy of handling illegal immigrants in the Begonia Road Juvenile Home and the Pui Chi Boys' Home, recommendations from JPs include whether these homes should be staffed by those who are more familiar with handling this specific group of young people, whether some homes should be located in the Mainland (border to Hong Kong) and the possibility of setting up institutions to accommodate illegal immigrants/young offenders as separate from local children. The Department is considering these recommendations together with the relevant bureaux and departments. In the meantime, the Department will step up measures to enhance training of the staff in handling the behavioral problems of the residents. Consideration will also be given to put in place other security measures so as to maintain the general order of the Homes.

Regarding JPs' suggestions to enhance the training programmes for the residents of the Homes, the Department has taken action to organise more employment-related, physical and computer training for the residents. In addition, more sets of computer have been procured for individual homes for training purpose.

With reference to JPs' suggestion regarding utilisation of resources in the Homes, the Management Services Agency (MSA) had conducted a review on the operation and management of all correctional/residential homes to enhance cost-effectiveness. Based on the recommendations of MSA, the Department is exploring the possibilities of merging and restructuring some correctional homes for better use of manpower and resources.

In response to JPs' suggestion to improve the facilities and premises of the Homes, including special facilities (e.g. library facilities and personal computers) for older children admitted to the Homes, the Department will follow-up. It has liaised with the Architectural Services Department for implementation of a series of improvement/upgrading work and to map out future re-development plans for all correctional/residential homes of the Department for better utilisation of resources.

The other miscellaneous suggestions put forward have been appropriately followed up by the Department. JPs have been informed of the actions taken accordingly.

VII. Po Leung Kuk

A. *Statistics on complaints and suggestions/comments*

Name of institution	No. of JP visits made	Total no. of complaints made to JPs	Total no. of suggestions/comments made by JPs
Po Leung Kuk	4	0	1
Total :	4	0	1

B. *Statistics on satisfactory ratings given by JPs on the facilities and services provide**

Name of institution	No. of JP visits made	Overall grading on facilities			Overall grading on services			Remarks
		VS	S	U	VS	S	U	
Po Leung Kuk	4	1	0	0	#	#	#	
Total :	4	1	0	0	#	#	#	

Key : VS - Very Satisfactory
 S - Satisfactory
 U - Unsatisfactory

C. *Summary of follow-up actions taken in respect of suggestion made by JPs*

In response to JPs' suggestion, JPs have been provided with the list of facilities of Po Leung Kuk in both English and Chinese versions.

* During the visits, JPs looked at the facilities and services (including the general state of the premises, residential/day care/rehabilitation facilities and services) provided by the institutions concerned and gave their assessments on these areas. The system of satisfactory ratings given by JPs has been implemented with effect from May 2000.

No comment was made by JPs.