
2001 Annual Report on JP Visits

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

2001 Annual Report on JP Visits

Introduction

This Annual Report, covering the period from 1 January 2001 to 31 December 2001, is the third annual report on visits made by Justices of the Peace (JP). This report sets out the work of JPs in 2001 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 contains provisions on 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, hospitals and remand/probation homes, etc. The objective of this visit programme is to ensure that the rights of the inmates are safeguarded through a system of regular visits by independent visitors.

Visits to Institutions

6. In 2001, 40 and 30 persons were appointed Non-official and Official JPs respectively. On the other hand, two Non-official JPs resigned and 24 civil servants ceased to be Official JPs on retirement or on leaving government service. As at 31 December 2001, there were 335 Official JPs and 783 Non-official JPs. 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 2001, 178 Non-official JPs were not available for visits. During the year, JPs conducted 776 visits to 93 institutions. On average, each Non-official JP conducts 1.5 visits per annum, while each Official JP conducts 3 visits per year. A full list of serving JPs may be obtained at the JP website <http://www.info.gov.hk/jp>.

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). Visits to general hospitals of the Hospital Authority or other welfare institutions are arranged on an administrative basis. In general, visits to prisons and institutions under CSD's management are conducted on a fortnightly or monthly basis, while visits to hospitals and other welfare institutions take place once every quarter or every six months. A pair of JPs are appointed to visit each institution according to the prescribed frequency. Non-official JPs may choose to pair with either an Official or a Non-official JP for the purposes of JP visits.

8. 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 preserve the surprise element of JP visits to institutions and ensure a reasonable spread of such visits over time concurrently. A list of the 93 institutions visited by JPs in 2001 on either a statutory or non-statutory basis is at **Annex A**.

Handling of Complaints and Making Suggestions

9. As in the previous year, the JP Secretariat organised a briefing to help familiarise newly appointed JPs with the JP visit system, as well as a JP's functions and duties. Representatives of relevant departments, including CSD, Social Welfare Department, Hospital Authority were present to explain the responsibility of visiting JPs at institutions under their management. A total of 35 JPs attended the briefing in September 2001.

10. At the beginning of each JP visit, 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. 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.

11. One of the important functions of JPs conducting visits to institutions is to ensure that complaints lodged by inmates are handled in a fair and transparent manner. 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. JPs may also make enquiries with the institution management and staff, and inspect the complaint registers as appropriate to satisfy themselves that complaints made to the institution have been handled properly.

12. In 2001, 422 complaints/requests/enquiries were made to visiting JPs (as compared to 392 in 2000, 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 them 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 follow-up actions taken.

13. 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.

14. Another important function of JPs is to provide suggestions and comments to institutions regarding the facilities and services provided at the institutions. In 2001, JPs made a total of 347 suggestions and comments to institutions (as compared to 283 in 2000, 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 follow-up actions taken. JPs' specific comments and assessment on the facilities or services provided are recorded in logbooks 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.

15. More 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**.

Conclusion

16. The JP system has served as a useful inspection system and has provided an independent channel in addition to other established channels for inmates to lodge their complaints and for complaints to be investigated or followed up in accordance with the requirements. 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
June 2002

List of Institutions Visited by JPs in 2001

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)
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			

⁽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
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)
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)

⁽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
	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)
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 Wai Girls' Home	Monthly	SWD	Regulation 4 of the Protection of Children and Juveniles (Places of Refuge) Regulations (Cap.213) and Section 17 of the Juvenile Offenders Ordinance (Cap. 226)
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)
46.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	Quarterly	SWD	Regulation 4 of the Protection of Children and Juveniles (Place of Refuge) Regulations (Cap. 213)

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
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

⁽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
	C. Non-acute or infirmary hospitals		
25.	Cheshire Home, Chung Hom Kok	Half-yearly	HA
26.	Cheshire Home, Shatin	Half-yearly	HA
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/NGO		
40.	Sisters of the Good Shepherd - Pelletier Hall	Quarterly	SWD
41.	Wai Yee Hostel	Quarterly	SWD
	F. Day and residential units 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

⁽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

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

Key : CSD – Correctional Services Department
DofH – Department of Health
HA – Hospital Authority
HAB – Home Affairs Bureau
ICAC – Independent Commission Against Corruption
ImmD – Immigration Department
SWD – Social Welfare Department
NGO – Non-governmental Organisation

**Statistics on Complaints/Requests/Enquiries Received and
Suggestions/Comments Made by JPs
from 1999 to 2001**

Institutions	No. of institutions			No. of JP visits			No. of complaints/ requests/enquiries made to JPs			No. of suggestions/ comments made by JPs		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Institutions of Correctional Services Department	28	29	29	460	467	466	281	371	394*	61	122	138
Shek Kwu Chau Treatment and Rehabilitation Centre and Sister Aquinas Memorial Women's Treatment Centre	2	2	2	23	23	21	1	0	0	3	7	22
ICAC Detention Centre	1	1	1	22	23	23	6	4	0	2	5	2
Ma Tau Kok Detention Centre of Immigration Department	1	1	1	3	4	4	0	0	1	3	0	1
Hospitals of Hospital Authority	42	43	43	123	129	142	8	15	20	43	48	55
Institutions of Social Welfare Department/ Non-governmental Organisation	12	16	16	100	94	116	2	2	7	111	100	117
Po Leung Kuk	1	1	1	4	4	4	0	0	0	14	1	12
Total :	87	93	93	735	744	776	298	392	422	237	283	347

* 253 cases (64%) were complaints made to JPs whereas 141 cases (36%) were enquiries/requests for assistance.

Detailed Information on JP Visits to Individual Institutions

(from 1.1.2001 to 31.12.2001)

I. Institutions of the Correctional Services Department***A. Statistics on complaints and suggestions/comments***

Serial no.	Name of institution	No. of JP visits	No. of complaints/ requests/ enquiries made to JPs	No. of suggestions/ comments made by JPs
1.	Cape Collinson Correctional Institution/Bauhinia House and Pelican House	12	0	8
2.	Chi Ma Wan Correctional Institution	18	0	6
3.	Chi Ma Wan Drug Addiction Treatment Centre	22	1	5
4.	Green Island Reception Centre	12	1	6
5.	Hei Ling Chau Addiction Treatment Centre and Annex	22	3	17
6.	Hei Ling Chau Correctional Institution/Lai Sun Correctional Institution	18	41	0
7.	Lai Chi Kok Reception Centre/Custodial Ward of Queen Elizabeth Hospital	21	48	9
8.	Lai King Training Centre/Phoenix House	10	2	3
9.	Lo Wu Correctional Institution	24	4	7
10.	Ma Hang Prison	22	5	6
11.	Ma Po Ping Prison and Tong Fuk Centre	17	10	3
12.	Pak Sha Wan Correctional Institution	24	27	5
13.	Pik Uk Correctional Institution	23	1	10
14.	Pik Uk Prison	23	31	1
15.	Sha Tsui Detention Centre	21	0	6
16.	Shek Pik Prison	19	26	7
17.	Siu Lam Psychiatric Centre	23	29	7
18.	Stanley Prison	23	107	5
19.	Tai Lam Centre for Women	24	10	9
20.	Tai Lam Correctional Institution/New Life House	22	33	3
21.	Tai Tam Gap Correctional Institution	23	0	5
22.	Tung Tau Correctional Institution	23	10	7
23.	Victoria Prison/Custodial Ward of Queen Mary Hospital	20	5	3
	Total :	466	394	138

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

Serial no.	Name of institution	No. of JP visits	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 [△]	12	7	3	0	10	1	0	
			9	2	0	8	1	0	
2.	Chi Ma Wan Correctional Institution	18	10	6	1	17	0	0	One unsatisfactory grading was given in respect of the old facilities. Renovation would be required.
3.	Chi Ma Wan Drug Addiction Treatment Centre	22	9	11	0	14	6	0	
4.	Green Island Reception Centre	12	1	10	0	1	10	0	
5.	Hei Ling Chau Addiction Treatment Centre and Annex	22	4	17	0	12	9	0	
6.	Hei Ling Chau Correctional Institution [△] / Lai Sun Correctional Institution [△]	18	2	14	0	4	12	0	
			7	7	0	5	9	0	
7.	Lai Chi Kok Reception Centre [△] / Custodial Ward of Queen Elizabeth Hospital [△]	21	6	11	1	8	11	0	One unsatisfactory grading was given in respect of the aged facilities and the over-crowding condition of Lai Chi Kok Reception Centre.
			7	9	0	8	6	0	
8.	Lai King Training Centre [△] / Phoenix House [△]	10	4	5	0	4	5	0	
			3	6	0	3	6	0	
9.	Lo Wu Correctional Institution	24	15	7	0	17	4	0	
10.	Ma Hang Prison	22	16	3	0	17	2	0	
11.	Ma Po Ping Prison and Tong Fuk Centre	17	5	9	1	8	7	0	One unsatisfactory grading was given in respect of the aged facilities of the Prison and the Centre.
12.	Pak Sha Wan Correctional Institution	24	19	3	0	18	4	0	

* During the visits, JPs looked at the facilities (such as workshops, dormitories/cells, kitchen/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 total number of overall gradings on facilities or services may not add up to the total number of JP visits to an institution since some JPs may not have provided an overall grading on facilities or services during a particular visit.

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

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities#			Overall grading on services#			Remarks
			VS	S	U	VS	S	U	
13.	Pik Uk Correctional Institution	23	9	11	0	15	4	0	
14.	Pik Uk Prison	23	7	14	0	15	6	0	
15.	Sha Tsui Detention Centre	21	16	3	0	15	4	0	
16.	Shek Pik Prison	19	10	7	0	9	8	0	
17.	Siu Lam Psychiatric Centre	23	10	11	0	9	12	0	
18.	Stanley Prison	23	11	10	0	15	6	0	
19.	Tai Lam Centre for Women	24	14	8	0	17	5	0	
20.	Tai Lam Correctional Institution [△] / New Life House [△]	22	10	9	0	13	7	0	
			8	3	0	7	4	0	
21.	Tai Tam Gap Correctional Institution	23	16	5	0	18	2	0	
22.	Tung Tau Correctional Institution	23	9	11	0	10	10	0	
23.	Victoria Prison [△] / Custodial Ward of Queen Mary Hospital [△]	20	4	12	0	5	10	0	
			17	1	0	15	2	0	
	Total :	466	265	228	3	317	173	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) 46 complaints against disciplinary action (e.g. injustice, unfairness in disciplinary proceedings and excessive punishment);
- (b) 139 complaints against administrative actions/measures/procedures taken by the Department or Institutions and treatment received (e.g. medical treatment, removal from normal association, work assignments, earning rate, diet, canteen items, loss of properties, computation of sentence and unfair treatment);
- (c) 49 complaints against the conduct of staff (e.g. abuse of authority, unfair treatment, use of unnecessary force and abusive language); and
- (d) 19 complaints against other departments/agencies (e.g. Hong Kong Police Force, Immigration Department, Judiciary, Hospital Authority and Legal Aid Department).

The total number of overall gradings on facilities or services may not add up to the total number of JP visits to an institution since some JPs may not have provided an overall grading on facilities or services during a particular visit.

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

For cases concerning disciplinary action and removal from normal association, the background of the 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.

Of the 139 complaints against administrative actions/measures/procedures taken by the Department or Institutions and treatment received, eight cases were referred to the Complaints Investigation Unit (CIU) of the Correctional Services Department for follow-up actions. The CIU found those complaints unsubstantiated. JPs were informed of the outcome of investigation. As for complaints concerning work assignment, earning rate, diet, computation of sentence, etc., the relevant statutory requirements, policies and standing procedures were explained to JPs and they found the complaints unsubstantiated. The 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. JPs were informed of the actions taken.

Out of the 49 cases of complaints against conduct of staff, 24 were referred to CIU for follow-up actions. The CIU found those complaints unsubstantiated. The rest were considered by JPs to be unsubstantiated and required no follow up actions. 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 actions. JPs and the prisoners concerned were also informed of the referral made.

There are 141 requests or enquiries made to JPs. Among them, 21 are requests concerning transfer to other institutions, 12 are requests to be informed of the outcome of investigations, and 11 concern seeking assistance from the Legal Aid Department. Others include computation of sentence, change of diet and work assignment, transmission of letters to various authorities, claim of properties, seeking assistance from other departments, etc. The background of these cases were explained to JPs by the institutions' management. 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 were 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, replacement of facilities, personal hygiene, health hazards of smoking and overcrowdedness);
- (b) improvement to physical setting (e.g. expansion of kitchen, provision of ‘all-weather’ recreational space for inmates, rebuilding, refurnishing of old archaic structure and preservation of historical heritage in Hei Ling Chau Addiction Treatment Centre & Annex and expansion of the gymnasium in Sha Tsui Detention Centre);
- (c) improvement to the aging and overcrowding condition of institutions;
- (d) utilisation of facilities (e.g. library facilities, half-way house, cost-effectiveness in maintaining the Green Island Reception Centre);
- (e) enhancement of the training programmes for inmates/prisoners; and
- (f) miscellaneous (e.g. employment opportunities for rehabilitated offenders, illegal immigrants from the Mainland, allowing the inmates to have more time in open air, the water supply problem in Pik Uk Prison, the ‘Green Haven Scheme’ and the allocation of staff resources, etc.).

For suggestions and comments concerning minor improvement to facilities inside institutions, follow-up actions were 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 facilities, they were referred to the Architectural Services Department for comments and assistance. JPs were informed of the actions taken or progress made as appropriate.

In respect of JPs’ comments on utilisation of facilities, the Department was working to optimize the usage of existing halfway houses. To implement the Rehabilitation Centres Ordinance, parts of the existing halfway houses had been converted to accommodate young persons sentenced under the new law. The cost-effectiveness issues in managing the Green Island Reception Centre was referred to the Security Bureau for follow-up action.

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 Vocational Training Council, Construction Industry Training Authority and other related non-government agencies were approached for assistance to explore training courses on modern skills in order to strengthen the 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 relevant departments for consideration.

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

A. Statistics on complaints and suggestions/comments

Serial no.	Name of institution	No. of JP visits	No. of complaints made to JPs	No. of suggestions/ comments made by JPs
1.	Shek Kwu Chau Treatment and Rehabilitation Centre	9	0	8
2.	Sister Aquinas Memorial Women's Treatment Centre	12	0	14
	Total :	21	0	22

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

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities			Overall grading on services			Remarks
			VS	S	U	VS	S	U	
1.	Shek Kwu Chau Treatment and Rehabilitation Centre	9	4	5	0	8	1	0	
2.	Sister Aquinas Memorial Women's Treatment Centre	12	5	7	0	8	4	0	
	Total :	21	9	12	0	16	5	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.

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

The suggestions/comments made by JPs and the follow-up actions taken are summarised as follows:

Shek Kwu Chau Treatment and Rehabilitation Centre

- (a) regarding the suggestion that more resources should be allocated to solve the water shortage problem, an application for funding has been made for the upgrading works of the reservoir;
- (b) as regards the suggestion to remove the exposed external wire to avoid accidents, the wire has been properly fixed as a temporary measure during the renovation and construction works. On completion of the works, conduits have been installed to enhance the safety;
- (c) in response to the suggestion that a qualified teacher should be employed to improve the overall quality of education for the inmates, application for a full-time qualified teacher has been made to the Beat Drugs Fund in 2000 but unsuccessful. Nonetheless, more vocational training and English lessons are being organised for the inmates; and
- (d) on the suggestion that more resources should be given to the Centre, the Department has always been very supportive on applications for funding (from Government or other funding bodies) by the Centre when the requests are worthy and justified.

Sister Aquinas Memorial Women's Treatment Centre

- (a) in response to the comment that spare Liquefied Petroleum gas containers and shovels/spade/gardening equipment should be under lock to enhance security and safety of the inmates, the Centre has immediately locked the items up;
- (b) as regards the suggestion that the store room can be utilised for other uses, the Centre has converted one of the store rooms into a beautician training classroom;
- (c) regarding the comment that the requirement of locking up the dormitory should be reviewed, the Centre management has ceased this arrangement and is searching for the most suitable locking device which could be capable of being opened from inside without the use of a key;
- (d) regarding water leakage in some buildings, remedial work has been carried out;

- (e) in response to the suggestion that a greater variety of training programmes should be designed to make better use of the open space, planting and gardening design have been included into the existing training programmes;
- (f) as regards the suggestion that more job-oriented training activities should be provided for the inmates, hairdressing and beautician service training have been included into the training programmes; and
- (g) on the suggestion to expand the dormitory accommodation, a previous application made to the Board of Management of the Chinese Permanent Cemeteries 2001 Charity Donation has been unsuccessful and the management has submitted another application for funding for dormitory expansion.

III. ICAC Detention Centre

A. *Statistics on complaints and suggestions/comments*

Name of institution	No. of JP visits	No. of complaints made to JPs	No. of suggestions/comments made by JPs
ICAC Detention Centre	23	0	2
Total :	23	0	2

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

Name of institution	No. of JP visits	Overall grading on facilities#			Overall grading on services			Remarks
		VS	S	U	VS	S	U	
ICAC Detention Centre	23	8	14	0	8	15	0	
Total :	23	8	14	0	8	15	0	

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

C. *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 are as follows:

- (a) improvement on the overall atmosphere by having brighter paint on the walls of the detention cells; and
- (b) putting up signs to direct the public to gain access to the Detention Centre from the ground floor of the Murray Road Carpark Building.

* 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 total number of overall gradings on facilities may not add up to the total number of JP visits to an institution since some JPs may not have provided an overall grading on facilities during a particular visit.

In response to the suggestions/comments made by JPs, the following actions have been taken:

- (a) renovation of all detention cells is in progress to improve the overall atmosphere, including furnishing the cell walls with brighter paint; and
- (b) signs have been put up at the lift lobbies on the ground and first floors to direct the public to gain access to the Detention Centre.

IV. Ma Tau Kok Detention Centre of the Immigration Department

A. Statistics on complaints and suggestions/comments

Name of institution	No. of JP visits	No. of complaints made to JPs	No. of suggestions/ comments made by JPs
Ma Tau Kok Detention Centre	4	1	1
Total :	4	1	1

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

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

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

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

A detainee complained that it was too cold inside the male dormitory. In consultation with the Electrical and Mechanical Services Department, the air conditioning system in the Detention Centre has been suitably adjusted. The JPs concerned had been informed of the action taken.

D. Summary of follow-up actions taken in respect of suggestion/comment made by JPs

Regarding JPs' suggestion to arrange more frequent painting of the dormitory's walls, the repainting work had been completed by the Architectural Services Department.

* 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.

V. Hospitals of the Hospital Authority

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

Serial no.	Name of institution	No. of JP visits	No. of complaints/requests made to JPs	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	4	0	0
4.	Castle Peak Hospital	12	1	14
5.	Cheshire Home, Chung Hom Kok	2	0	0
6.	Cheshire Home, Shatin	2	1	1
7.	The Duchess of Kent Children's Hospital at Sandy Bay	2	0	2
8.	Grantham Hospital	2	0	1
9.	Haven of Hope Hospital	2	0	0
10.	Hong Kong Buddhist Hospital	2	0	0
11.	Hong Kong Eye Hospital	2	0	0
12.	Kowloon Hospital	4	0	3
13.	Kwai Chung Hospital	11	1	5
14.	Kwong Wah Hospital	4	0	1
15.	Lai Chi Kok Hospital	1	0	0
16.	MacLehose Medical Rehabilitation Centre	2	0	0
17.	Nam Long Hospital	2	0	1
18.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	12	3	5
19.	North District Hospital & Fanling Hospital	2	0	0
20.	Our Lady of Maryknoll Hospital	2	0	2
21.	Pamela Youde Nethersole Eastern Hospital	4	0	0
22.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of the Pamela Youde Nethersole Eastern Hospital	12	14	3
23.	Pok Oi Hospital	2	0	0
24.	Prince of Wales Hospital	4	0	0
25.	Princess Margaret Hospital	4	0	4

Serial no.	Name of institution	No. of JP visits	No. of complaints/ requests made to JPs	No. of suggestions/ comments made by JPs
26.	Queen Elizabeth Hospital	4	0	0
27.	Queen Mary Hospital	4	0	0
28.	Ruttonjee and Tang Shiu Kin Hospitals	2	0	2
29.	Shatin Hospital	2	0	1
30.	Siu Lam Hospital	2	0	1
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	2
36.	Tung Wah Group of Hospitals Fung Yiu King Hospital	2	0	0
37.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	2	0	0
38.	Tung Wah Hospital	2	0	1
39.	United Christian Hospital	4	0	2
40.	Wong Chuk Hang Hospital	2	0	0
41.	Yan Chai Hospital	4	0	0
Total :		142	20	55

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

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities#			Overall grading on services#			Remarks
			VS	S	U	VS	S	U	
1.	Alice Ho Miu Ling Nethersole Hospital	2	2	0	0	1	1	0	
2.	Bradbury Hospice	2	2	0	0	2	0	0	
3.	Caritas Medical Centre	4	2	2	0	4	0	0	
4.	Castle Peak Hospital	12	1	6	0	3	3	0	
5.	Cheshire Home, Chung Hom Kok	2	1	1	0	1	1	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 total number of overall gradings on facilities or services may not add up to the total number of JP visits to an institution since some JPs may not have provided an overall grading on facilities or services during a particular visit.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities#			Overall grading on services#			Remarks
			VS	S	U	VS	S	U	
6.	Cheshire Home, Shatin	2	1	1	0	0	0	0	
7.	The Duchess of Kent Children's Hospital at Sandy Bay	2	0	2	0	1	1	0	
8.	Grantham Hospital	2	1	1	0	2	0	0	
9.	Haven of Hope Hospital	2	2	0	0	2	0	0	
10.	Hong Kong Buddhist Hospital	2	0	1	0	1	0	0	
11.	Hong Kong Eye Hospital	2	1	1	0	1	1	0	
12.	Kowloon Hospital	4	1	2	0	1	2	0	
13.	Kwai Chung Hospital	11	4	6	0	4	4	0	
14.	Kwong Wah Hospital	4	3	1	0	3	1	0	
15.	Lai Chi Kok Hospital	1	1	0	0	1	0	0	
16.	MacLehose Medical Rehabilitation Centre	2	1	1	0	1	1	0	
17.	Nam Long Hospital	2	2	0	0	2	0	0	
18.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	12	7	5	0	8	4	0	
19.	North District Hospital and Fanling Hospital	2	2	0	0	2	0	0	
20.	Our Lady of Maryknoll Hospital	2	1	1	0	1	1	0	
21.	Pamela Youde Nethersole Eastern Hospital	4	3	0	0	4	0	0	
22.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital	12	7	4	0	7	3	0	
23.	Pok Oi Hospital	2	0	1	0	0	1	0	
24.	Prince of Wales Hospital	4	0	3	0	2	1	0	
25.	Princess Margaret Hospital	4	2	0	0	0	0	0	
26.	Queen Elizabeth Hospital	4	3	1	0	3	0	0	
27.	Queen Mary Hospital	4	2	2	0	3	1	0	
28.	Ruttonjee and Tang Shiu Kin Hospitals	2	0	2	0	2	0	0	
29.	Shatin Hospital	2	2	0	0	2	0	0	

The total number of overall gradings on facilities or services may not add up to the total number of JP visits to an institution since some JPs may not have provided an overall grading on facilities or services during a particular visit.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities#			Overall grading on services#			Remarks
			VS	S	U	VS	S	U	
30.	Siu Lam Hospital	2	0	3	0	1	2	0	At the visit conducted on 25.5.2001, the two JPs completed two separate reports.
31.	St John Hospital	2	1	1	0	2	0	0	
32.	Tai Po Hospital	2	2	0	0	2	0	0	
33.	Tsan Yuk Hospital	2	2	0	0	1	1	0	
34.	Tuen Mun Hospital	4	1	3	0	1	3	0	
35.	Tung Wah Eastern Hospital	2	2	0	0	2	0	0	
36.	Tung Wah Group of Hospitals Fung Yiu King Hospital	2	1	1	0	1	1	0	
37.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	2	1	0	0	1	0	0	
38.	Tung Wah Hospital	2	1	0	0	1	0	0	
39.	United Christian Hospital	4	3	1	0	3	0	0	
40.	Wong Chuk Hang Hospital	2	2	0	0	2	0	0	
41.	Yan Chai Hospital	4	3	0	0	3	0	0	
Total :		142	73	53	0	84	33	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 and most of them relate to requests for early release from the hospitals. For each request received, the case doctor would review the clinical justifications for keeping the patients in hospitals with the team consultant. The review results concluded that hospitalisation of the complainants was all justified on clinical grounds and the concerned JPs have been informed of the results. Patients were also advised of their legal rights to raise their cases with the Mental Health Review Tribunal. There were also requests from patients who would like to change wards or their attending doctors. Each request was reviewed by the team consultant and arrangements would be made for the concerned patient to change ward or his attending doctor if it was operationally feasible.

The total number of overall gradings on facilities or services may not add up to the total number of JP visits to an institution since some JPs may not have provided an overall grading on facilities or services during a particular visit.

Some patients were worried that they might encounter accommodation and financial problems upon discharge from hospitals. Medical social workers had been assigned to assist these patients.

There were also complaints about the limited variety of food and unsatisfactory toilet conditions. Improvement measures, such as providing patients with more choices and variety of food, cleaning the ward toilets more frequently and replacing worn-out toilet facilities, have been implemented.

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

Comments/suggestions made by JP after visits to the public hospitals mainly cover the following:

- (a) the need to improve the environment of the hospitals (e.g. better ventilation, more open space, more greenery, etc.);
- (b) the need to renovate and maintain the hospital buildings and facilities;
- (c) the need to install modern equipment in the hospitals;
- (d) redevelopment of the hospitals;
- (e) smoking should not be permitted in the hospitals;
- (f) provision of more outdoor and recreational activities to psychiatric patients;
- (g) the need to provide clear and bilingual signage in the hospitals;
- (h) the need to improve communication with those patients who have verbal communication difficulties, or those who do not speak Cantonese, English or Putonghua;
- (i) overcrowding condition of the hospital wards; and
- (j) provision of more up-to-date Hospital Executive Briefs for visiting JPs.

To address the concerns, the Hospital Authority has taken the following measures:

- (a) environmental improvement proposals such as improvement in ventilation and greenery space have been implemented immediately where possible. Other environmental enhancement measures such as energy conservation projects and major refurbishment works will be

carried out during hospital renovation or redevelopment;

- (b) the maintenance and renovation requirements of hospital buildings have been kept under constant review. The Authority maintains a three-year rolling plan to ensure that all public hospitals are adequately maintained on a timely basis;
- (c) the hospitals concerned have applied for funding to acquire new equipment in the financial year 2002-03;
- (d) comments made by JPs on redevelopment of hospitals will be taken into account by the Authority in the planning of hospital redevelopment;
- (e) staff have been arranged to dissuade patients or visitors from smoking in the concerned hospital. In addition, the Authority will launch a smoking cessation programme in hospitals when counselling will be provided to smokers, including both patients and non-patients;
- (f) more recreational and outdoor activities have been organised having regard to patients' needs and their clinical conditions;
- (g) clearer and bilingual signage have been provided in the hospitals concerned;
- (h) staff members who are able to communicate effectively with those patients who have communication difficulties will be deployed to the respective wards where possible. Hospital staff will also encourage relatives and friends of patients, and other patient support groups, to visit these patients more frequently;
- (i) short-term measures like re-arrangement of beds have been implemented in order to provide more space to patients where possible. To resolve the overcrowding condition in the long run, the Authority will embark on hospital redevelopment and capital works projects in the concerned hospitals. These include the construction of a Rehabilitation Block with a capacity of 512 beds in Tuen Mun Hospital, and the construction of a new wing in Ruttonjee Hospital to cater for the expansion of its Specialist Out-patient Department and Pharmacy; and
- (j) the Authority has regularly updated the Hospital Executive Briefs for visiting JPs.

VI. Institutions of the Social Welfare Department

A. Statistics on complaints and suggestions/comments

Serial no.	Name of institution	No. of JP visits	No. of complaints made to JPs	No. of suggestions/comments made by JPs
1.	Begonia Road Juvenile Home	11	2	14
2.	Cheung Hong Hostel and Day Activity Centre	4	0	4
3.	Choi Wan Sheltered Workshop and Hostel	4	0	3
4.	Chuk Yuen Children's Reception Centre	4	0	5
5.	Fanling Girls' Home	11	0	7
6.	HO's Clansmen Association Hostel for the Elderly	4	0	1
7.	Kai Nang Sheltered Workshop and Hostel	3	0	1
8.	Kwai Shing Hostel	4	0	3
9.	Kwun Tong Hostel	12	0	4
10.	Ma Tau Wai Girls' Home	11	1	17
11.	O Pui Shan Boys' Home	12	0	11
12.	Pui Chi Boys' Home	12	4	20
13.	Shatin Boys' Home	12	0	2
14.	Sisters of the Good Shepherd - Pelletier Hall*	4	0	8
15.	Wai Yee Hostel	4	0	12
16.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	0	5
	Total :	116	7	117

* Institution under the management of a non-governmental organisation.

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

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities#			Overall grading on services#			Remarks
			VS	S	U	VS	S	U	
1.	Begonia Road Juvenile Home	11	2	9	0	5	6	0	
2.	Cheung Hong Hostel and Day Activity Centre	4	0	4	0	1	3	0	
3.	Choi Wan Sheltered Workshop and Hostel	4	0	4	0	0	4	0	
4.	Chuk Yuen Children's Reception Centre	4	1	2	1	1	2	0	One unsatisfactory grading was given in respect of the poor facilities provided and the old condition of the building.
5.	Fanling Girls' Home	11	8	3	0	7	4	0	
6.	HO's Clansmen Association Hostel for the Elderly	4	3	1	0	4	0	0	
7.	Kai Nang Sheltered Workshop and Hostel	3	2	1	0	2	1	0	
8.	Kwai Shing Hostel	4	2	2	0	3	1	0	
9.	Kwun Tong Hostel	12	3	9	0	6	5	0	
10.	Ma Tau Wai Girls' Home	11	2	8	0	4	6	0	
11.	O Pui Shan Boys' Home	12	7	5	0	11	1	0	
12.	Pui Chi Boys' Home	12	3	9	0	6	6	0	
13.	Shatin Boys' Home	12	11	1	0	8	3	0	
14.	Sisters of the Good Shepherd - Pelletier Hall	4	3	0	1	4	0	0	One unsatisfactory grading was given in respect of the outdated facilities provided and the old condition of the building.
15.	Wai Yee Hostel	4	1	3	0	2	2	0	
16.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	3	1	0	3	1	0	
	Total :	116	51	62	2	67	45	0	

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

- * 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 total number of overall gradings on facilities or services may not add up to the total number of JP visits to an institution since some JPs may not have provided an overall grading on facilities or services during a particular visit.

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

A total of seven complaints have been received from residents of the Begonia Road Juvenile Home, Ma Tau Wai Girls' Home and Pui Chi Boys' Home. The JPs concerned were informed of the outcome of investigations.

Begonia Road Juvenile Home

A resident complained about the grading system of the Home and felt that the system was unfair when different marks would be deducted for the same nature of misbehaviour. After explanation by the Home staff regarding the rationale of the "Reward and Punishment System", the resident showed understanding on the need to take into consideration the seriousness of misbehaviour when deciding the marks to be deducted. The Home will review the system on a regular basis and take steps to enhance residents' understanding about the system.

A resident complained about being assaulted by the staff. The Home immediately conducted an investigation and concluded that the complaint was not substantiated. It was found that the staff was using reasonable force in order to stop the resident from using violence. The resident had been informed of the result of investigation and he withdrew his complaint subsequently.

Ma Tau Wai Girls' Home

A complaint was raised by a resident who was not satisfied with the different instructions and remarks given by some Home staff. An investigation had been conducted. Upon clarification to the resident, she understood about the need to maintain some flexibility in classroom management and was satisfied with the existing practice. Although the complaint was unsubstantiated, the Home management has taken the opportunity to alert the staff on the importance of maintaining effective communication with the residents.

Pui Chi Boys' Home

The complaints involved two residents who alleged to have been beaten up by a staff and were not allowed to seek medical treatment; a resident who saw a staff beating another resident and a resident alleged to have been unfairly punished.

After thorough investigations, the four complaints were found to be unsubstantiated. One of the complainants insisted on having the alleged assault incident further pursued. The incident was subsequently reported to the Police by the Home. Since the complainant had already been discharged from the Home at the time the case was reported to the Police, the Police suggested the victim report to them direct and provide further information. The Home accordingly informed the boy and his mother the findings of the investigation for the complaint and the Police's message. They finally decided that they would not pursue the matter further. A detailed report was sent to the JPs concerned.

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) improvement to the training programmes for residents of the Homes;
- (b) improvement to the facilities or provision of suitable equipment to the Homes;
- (c) policy of handling of illegal immigrants; and
- (d) miscellaneous (e.g. arranging hair cutting service for the residents, provision of more magazines to the residents, arranging for residents to be responsible for more tasks, installation of prominent signs at the entrance of individual Homes, conducting survey on the reconviction rate of the residents and their views on the services provided by the Homes, facilitating the residents to better adjust to the Home environment and provision of washing machines for the elderly residents).

On JPs' suggestions to enhance the training programmes for the residents of the Homes, the Department has taken action to organise more practical courses (e.g. on first-aid, basic Putonghua and computer training courses, physical training programmes, etc.) and interest classes (e.g. dancing, painting, beauty therapy and hair-cutting, etc.) for the residents. In addition, more reading materials, computer equipment have been procured for training purpose. The Department has also created more teaching posts, employed part-time multi-skilled instructors to meet the operational needs of the Homes.

In response to JPs' suggestions to improve the facilities of the Homes, including the installation of air-conditioners to the classrooms or bedrooms and other repair work in bathrooms or lavatories, and renovation of the kitchen or the playground, the Department has forwarded such requests to the Architectural Services Department for consideration. Some of the installation and renovation work are underway or have been completed. Regarding JPs' suggestions in providing suitable equipment to residents of the Homes, necessary follow-up actions are being taken by the Department and the non-governmental organisation concerned.

In respect of the policy of handling of illegal immigrants in the Begonia Road Juvenile Home and the Pui Chi Boys' Home, JPs' have recommended that the illegal immigrants should be separated from local children in accommodation so that these illegal immigrants will be better looked after by the Correctional

Services Department or the Immigration Department. The recommendation is currently being considered by the Department in consultation with relevant bureaux and departments. In the interim, the Department has stepped up measures to meet different needs of residents of different nationalities. For instance, interpreters have been employed, books in the mother language of the residents purchased and food prepared to suit the needs of different residents. In addition, the Department has constantly kept under review the programmes for the residents and the manpower requirement of the Homes so as to ensure its smooth operation.

As for other miscellaneous suggestions put forward by JPs, the Department has taken follow-up actions as appropriate. JPs concerned have also 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	No. of complaints made to JPs	No. of suggestions/comments made by JPs
Po Leung Kuk	4	0	12
Total :	4	0	12

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

Name of institution	No. of JP visits	Overall grading on facilities			Overall grading on services#			Remarks
		VS	S	U	VS	S	U	
Po Leung Kuk	4	2	2	0	2	1	0	
Total :	4	2	2	0	2	1	0	

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

* During the visits, JPs looked at the facilities (such as dormitories, sick bay, sheltered workshop and building maintenance, etc.) and services (including residential/day care/rehabilitation services etc.) provided by the institutions concerned and gave their assessments on these areas.

The total number of overall gradings on services may not add up to the total number of JP visits to an institution since some JPs may not have provided an overall grading on services during a particular visit.

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

In response to JPs suggestions, the following actions have been taken:

- (a) inflammable materials have been kept in proper storage;
- (b) more fire extinguishers have been installed at the institution;
- (c) the fluorescent lights have been upgraded with backup batteries;
- (d) emergency light boxes have been installed at each exit point; and
- (e) staff members/trainees are prohibited from smoking in workshop area.