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# 2003 Annual Report on JP Visits

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

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## **2003 Annual Report on JP Visits**

### **Introduction**

This Annual Report, covering the period from 1 January 2003 to 31 December 2003, is the fifth annual report on visits made by Justices of the Peace (JP). This report sets out the work of JPs in 2003 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/her 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 2003, 46 and 17 persons were appointed Non-official and Official JPs respectively. On the other hand, two Non-official JPs resigned and 35 civil servants ceased to be Official JPs on retirement or on leaving government service. As at 31 December 2003, there were 314 Official JPs and 858 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 2003, 177 Non-official JPs were not available for regular visits. During the year, JPs conducted 791 visits to 112 institutions. On average, each Non-official JP conducts 1.5 visits per annum, while each Official JP conducts 4 visits per year. A full list of 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. 234A). Visits to general hospitals of the Hospital Authority (HA) or welfare institutions under the purview of the Social Welfare Department (SWD) and Non-governmental Organisations (NGOs) 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 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 up 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 i.e. the exact date and time of the visits are not made known to the institutions beforehand, and JPs may conduct their visits at any reasonable time during their tour of duty. This arrangement will preserve the surprise element of JP visits and also ensure compliance with the required frequency of such visits. At the request of individual JPs, the JP Secretariat may make special arrangements to facilitate the conduct of additional visits to correctional institutions by the JPs concerned outside their tour of duty to follow up on or look into specific complaints that they may have received. A list of the 112 institutions visited by JPs in 2003 on either a statutory or non-statutory basis is at **Annex A**. An overview of the institutions of the

CSD and residential homes/service units of the SWD or NGOs is available at the JP website.

### **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 JP's functions and duties. Representatives of relevant departments, including CSD, SWD, HA were present to explain the responsibility of visiting JPs at institutions under their management. A total of 36 JPs attended the briefing in September 2003.

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 the visiting JPs. The officer concerned will then accompany the visiting JPs to inspect the facilities and services provided at the institution, and respond to questions or issues raised by the 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. JPs may initiate investigation 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. If JPs prefer to interview an inmate in private, the institution management will make necessary arrangements to facilitate the interview, and render assistance to JPs when required. Officers will be deployed to standby outside the interview room to ensure the safety of JPs. In addition, JPs are encouraged to make enquiries with the institution management and staff, and inspect the complaint registers as appropriate to satisfy themselves that previous complaints made to the institutions have been handled properly by the management concerned.

12. In 2003, 786 complaints/requests/enquiries were made to visiting JPs (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 institutions concerned 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 would be at liberty to mount any further investigations personally as they felt necessary. For requests or enquiries made to JPs, the cases had been referred to the management of the

institutions for consideration. 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. JPs may also view these checklists in the JP Zone online to broaden their understanding of the nature of services and facilities provided by different institutions under the JP visit programme. Moreover, appointed visiting justices will be provided with 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 the institution management regarding the facilities and services provided at the institutions. In 2003, JPs made a total of 308 suggestions and comments (more details at **Annex B**). All the suggestions made by JPs have been appropriately followed up by the institutions concerned 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 the JP Visit 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 complaints made to JPs, JPs' suggestions and comments, JPs' overall assessment on the facilities and services provided by institutions, and 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 and effective inspection system and 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 keep under review and, where necessary, improve the effectiveness of the system.

Administration Wing  
Chief Secretary for Administration's Office  
June 2004

## List of Institutions Visited by JPs in 2003

### I. Statutory Visits

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

\* Denotes visit covering two institutions.

<sup>(1)</sup> Hei Ling Chau Correctional Institution (No. 6) and Lai Sun Correctional Institution (No. 24) are to be jointly visited.

<sup>(2)</sup> Pelican House (No. 13) and Cape Collinson Correctional Institution (No. 22) are to be jointly visited.

No.	Name of institution	Frequency of JP visit	Responsible department/organisation	Relevant legislation under which JP visits are conducted
16.	Siu Lam Psychiatric Centre	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
17.	Stanley Prison	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
18.	Tai Lam Centre for Women <sup>(3)</sup>	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
19.	Tai Lam Correctional Institution	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
20.	Tung Tau Correctional Institution	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
<b>B. Correctional institutions for young offenders</b>				
21.	Bauhinia House <sup>(3)</sup>	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
22.	Cape Collinson Correctional Institution <sup>(4)</sup>	Monthly	CSD	Rule 222 of the Prison Rules (Cap.234A)
23.	Lai King Training Centre	Monthly	CSD	Rule 222 of the Prison Rules (Cap.234A)
24.	Lai Sun Correctional Institution <sup>(5)</sup>	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
25.	Phoenix House <sup>(6)</sup>	Monthly	CSD	Rule 222 of the Prison Rules (Cap.234A)
26.	Pik Uk Correctional Institution	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
27.	Sha Tsui Detention Centre <sup>(7)</sup>	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A) and Section 9 of the Detention Centres Ordinance (Cap. 239)
28.	Tai Tam Gap Correctional Institution	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)

<sup>(3)</sup> Tai Lam Centre for Women (No. 18), Bauhinia House (No. 21) and Wai Lan Rehabilitation Centre (No. 34) are to be jointly visited.

<sup>(4)</sup> Pelican House (No. 13) and Cape Collinson Correctional Institution (No. 22) are to be jointly visited.

<sup>(5)</sup> Hei Ling Chau Correctional Institution (No. 6) and Lai Sun Correctional Institution (No. 24) are to be jointly visited.

<sup>(6)</sup> Phoenix House (No. 25) and Lai Hang Rehabilitation Centre (No. 33) are to be jointly visited.

<sup>(7)</sup> Sha Tsui Detention Centre (No. 27) and Lai Chi Rehabilitation Centre (No. 32) are to be jointly visited.

No.	Name of institution	Frequency of JP visit	Responsible department/organisation	Relevant legislation under which JP visits are conducted
<b>C. Institutions for drug addicts</b>				
29.	Chi Ma Wan Drug Addiction Treatment Centre <sup>(8)</sup>	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
30.	Hei Ling Chau Addiction Treatment Centre and Annex	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
<b>D. Rehabilitation Centres</b>				
31.	Chi Lan Rehabilitation Centre <sup>(8)</sup>	Fortnightly	CSD	Section 11 of the Rehabilitation Centres Ordinance (Cap. 567)
32.	Lai Chi Rehabilitation Centre <sup>(9)</sup>	Fortnightly	CSD	Section 11 of the Rehabilitation Centres Ordinance (Cap. 567)
33.	Lai Hang Rehabilitation Centre <sup>(10)</sup>	Monthly	CSD	Section 11 of the Rehabilitation Centres Ordinance (Cap. 567)
34.	Wai Lan Rehabilitation Centre <sup>(11)</sup>	Fortnightly	CSD	Section 11 of the Rehabilitation Centres Ordinance (Cap. 567)
<b>E. Reception/detention centres of CSD, ICAC &amp; Imm D</b>				
35.	Green Island Reception Centre <sup>(12)</sup>	Monthly	CSD	Rule 6 of the Immigration (Vietnamese Migrants) (Detention Centres) Rules (Cap.115M)
36.	Independent Commission Against Corruption Detention Centre	Fortnightly	ICAC	Paragraph 18 of the ICAC (Treatment of Detained Persons) Order (Cap.204A)

<sup>(8)</sup> Chi Ma Wan Drug Addiction Treatment Centre (No. 29) and Chi Lan Rehabilitation Centre (No. 31) are to be jointly visited.

<sup>(9)</sup> Sha Tsui Detention Centre (No. 27) and Lai Chi Rehabilitation Centre (No. 32) are to be jointly visited.

<sup>(10)</sup> Phoenix House (No. 25) and Lai Hang Rehabilitation Centre (No. 33) are to be jointly visited.

<sup>(11)</sup> Tai Lam Centre for Women (No. 18), Bauhinia House (No. 21) and Wai Lan Rehabilitation Centre (No. 34) are to be jointly visited.

<sup>(12)</sup> JP visit to the Green Island Reception Centre was temporary suspended.



No.	Name of institution	Frequency of JP visit	Responsible department/organisation	Relevant legislation under which JP visits are conducted
37.	Ma Tau Kok Detention Centre	Quarterly	Imm D	Paragraph 18 of the Immigration Service (Treatment of Detained Persons) Order (Cap.331C)
<b>F. Psychiatric hospitals</b>				
38.	Castle Peak Hospital	Monthly	HA	Section 5 of the Mental Health Ordinance (Cap.136)
39.	Kwai Chung Hospital	Monthly	HA	Section 5 of the Mental Health Ordinance (Cap.136)
40.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	Monthly	HA	Section 5 of the Mental Health Ordinance (Cap.136)
41.	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)
<b>G. Remand homes, places of refuge, probation homes/hostel and reformatory school of SWD</b>				
42.	Begonia Road Juvenile Home	Monthly	SWD	Rule 2 of the Juvenile Offenders Ordinance (Cap.226C)
43.	Chuk Yuen Children's Reception Centre	Quarterly	SWD	Regulation 4 of the Protection of Children and Juveniles (Places of Refuge) Regulations (Cap.213A)
44.	Fanling Girls' Home	Monthly	SWD	Rule 42 of the Probation of Offenders Rules (Cap.298A)
45.	Kwun Tong Hostel	Monthly	SWD	Rule 42 of the Probation of Offenders Rules (Cap.298A)
46.	Ma Tau Wai Girls' Home	Monthly	SWD	Regulation 4 of the Protection of Children and Juveniles (Places of Refuge) Regulations (Cap.213A) and Rule 2 of the Juvenile Offenders Ordinance (Cap. 226C)
47.	O Pui Shan Boys' Home	Monthly	SWD	Section 14 of the Reformatory School Ordinance (Cap.225)

No.	Name of institution	Frequency of JP visit	Responsible department/organisation	Relevant legislation under which JP visits are conducted
48.	Pui Chi Boys' Home	Monthly	SWD	Regulation 4 of the Protection of Children and Juveniles (Places of Refuge) Regulations (Cap.213A)
49.	Shatin Boys' Home	Monthly	SWD	Rule 42 of the Probation of Offenders Rules (Cap.298A)
50.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	Quarterly	SWD	Regulation 4 of the Protection of Children and Juveniles (Places of Refuge) Regulations (Cap. 213A)

## II. Non-statutory Visits

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
	<b>A. Institutions for drug addicts</b>		
1.	Shek Kwu Chau Treatment and Rehabilitation Centre	Monthly	D of H
2.	Sister Aquinas Memorial Women's Treatment Centre	Monthly	D of H
	<b>B. General acute hospitals with 24-hour A&amp;E services and hospitals with a mix of acute &amp; non-acute services</b>		
3.	Alice Ho Miu Ling Nethersole Hospital	Half-yearly	HA
4.	Caritas Medical Centre	Quarterly	HA
5.	Haven of Hope Hospital	Half-yearly	HA
6.	Hong Kong Buddhist Hospital	Half-yearly	HA
7.	Kowloon Hospital	Quarterly	HA
8.	Kwong Wah Hospital	Quarterly	HA
9.	North District Hospital	Half-yearly	HA
10.	Pamela Youde Nethersole Eastern Hospital	Quarterly	HA
11.	Pok Oi Hospital	Half-yearly	HA
12.	Prince of Wales Hospital	Quarterly	HA
13.	Princess Margaret Hospital	Quarterly	HA

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
14.	Queen Elizabeth Hospital	Quarterly	HA
15.	Queen Mary Hospital	Quarterly	HA
16.	Ruttonjee Hospital <sup>(13)</sup>	Half-yearly	HA
17.	Shatin Hospital	Half-yearly	HA
18.	Tai Po Hospital	Half-yearly	HA
19.	Tseung Kwan O Hospital	Half-yearly	HA
20.	Tuen Mun Hospital	Quarterly	HA
21.	Tung Wah Eastern Hospital	Half-yearly	HA
22.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	Half-yearly	HA
23.	Tung Wah Hospital	Half-yearly	HA
24.	United Christian Hospital	Quarterly	HA
25.	Yan Chai Hospital	Quarterly	HA
<b>C. Psychiatric hospitals</b>			
26.	Lai Chi Kok Hospital HA Care Home	Half-yearly	HA
27.	Siu Lam Hospital	Half-yearly	HA
<b>D. Non-acute or infirmary hospitals</b>			
28.	Cheshire Home, Chung Hom Kok	Half-yearly	HA
29.	Cheshire Home, Shatin	Half-yearly	HA
30.	MacLehose Medical Rehabilitation Centre	Half-yearly	HA
31.	Nam Long Hospital	Half-yearly	HA
32.	Tung Wah Group of Hospitals Fung Yiu King Hospital	Half-yearly	HA
33.	Wong Chuk Hang Hospital	Half-yearly	HA
<b>E. Acute hospitals of special nature</b>			
34.	Bradbury Hospice	Half-yearly	HA
35.	The Duchess of Kent Children's Hospital at Sandy Bay	Half-yearly	HA

<sup>(13)</sup> Ruttonjee Hospital (No. 16) and Tang Shiu Kin Hospital (No. 40) are to be jointly visited.

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
36.	Grantham Hospital	Half-yearly	HA
37.	Hong Kong Eye Hospital	Half-yearly	HA
38.	Our Lady of Maryknoll Hospital	Half-yearly	HA
39.	St. John Hospital	Half-yearly	HA
40.	Tang Shiu Kin Hospital <sup>(14)</sup>	Half-yearly	HA
<b>F. Children's homes of NGOs</b>			
41.	Caritas Hong Kong – Caritas Pelletier Hall	Half-yearly	SWD
42.	Hong Kong Juvenile Care Centre – Bradbury Hostel	Half-yearly	SWD
43.	Hong Kong Student Aid Society – Holland Hostel	Half-yearly	SWD
44.	Hong Kong Student Aid Society – Island Hostel	Half-yearly	SWD
45.	Sisters of the Good Shepherd – Marycove Centre	Half-yearly	SWD
46.	Society of Boys' Centres – Chak Yan Centre	Half-yearly	SWD
47.	Society of Boys' Centres – Cheung Hong Hostel	Half-yearly	SWD
48.	Society of Boys' Centres – Shing Tak Centre	Half-yearly	SWD
49.	Society of Boys' Centres – Un Chau Hostel	Half-yearly	SWD
50.	Tung Wah Group of Hospitals – Wing Yin Hostel	Half-yearly	SWD
<b>G. Day and residential units for people with disabilities of SWD</b>			
51.	Cheung Hong Hostel and Day Activity Centre	Quarterly	SWD
52.	Hang Ngai Manufacturing and Hostel	Quarterly	SWD
53.	Kwai Shing Hostel	Quarterly	SWD
<b>H. Residential care homes for the elderly of NGOs</b>			
54.	Caritas Hong Kong – Caritas Li Ka Shing Care and Attention Home	Quarterly	SWD
55.	Chi Lin Nunnery – Chi Lin Care and Attention Home	Quarterly	SWD
56.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	Quarterly	SWD

<sup>(14)</sup> Ruttonjee Hospital (No. 16) and Tang Shiu Kin Hospital (No. 40) are to be jointly visited.

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
57.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	Quarterly	SWD
58.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	Quarterly	SWD
59.	The Hong Kong Buddhist Association – Buddhist Sum Ma Shui Ying Care and Attention Home for the Elderly	Quarterly	SWD
60.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home	Quarterly	SWD
61.	Yan Chai Hospital – Chinachem Care and Attention Home	Quarterly	SWD
	<b>I. Charitable organisation providing social services</b>		
62.	Po Leung Kuk	Quarterly	HAD

Key : CSD – Correctional Services Department  
D of H – Department of Health  
HA – Hospital Authority  
HAD – Home Affairs Department  
ICAC – Independent Commission Against Corruption  
Imm D – Immigration Department  
SWD – Social Welfare Department  
NGOs – Non-governmental Organisations

**Statistics on Complaints/Requests/Enquiries Received and  
Suggestions/Comments Made by JPs  
from 2001 to 2003**

Institutions	No. of institutions			No. of JP visits			No. of complaints/ requests/enquiries made to JPs			No. of suggestions/ comments made by JPs		
	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003
Institutions of Correctional Services Department	29	33	35	466	490	499	394*	579*	669*	138	160	145
Shek Kwu Chau Treatment and Rehabilitation Centre and Sister Aquinas Memorial Women's Treatment Centre	2	2	2	21	24	24	0	0	0	22	19	10
ICAC Detention Centre	1	1	1	23	23	23	0	0	0	2	2	1
Ma Tau Kok Detention Centre of Immigration Department	1	1	1	4	4	4	1	0	0	1	0	3
Hospitals of Hospital Authority	43	43	42	142	142	95	20 <sup>#</sup>	121 <sup>#</sup>	111 <sup>#</sup>	55	23	27
Institutions of Social Welfare Department/ Non-governmental Organisations	16	33	30	116	137	142	7	3	6	117	131	122
Po Leung Kuk	1	1	1	4	4	4	0	0	0	12	2	0
<b>Total :</b>	<b>93</b>	<b>114</b>	<b>112</b>	<b>776</b>	<b>824</b>	<b>791</b>	<b>422</b>	<b>703</b>	<b>786</b>	<b>347</b>	<b>337</b>	<b>308</b>

\* In 2001, 253 cases (64%) were complaints made to JPs whereas 141 cases (36%) were enquiries/requests for assistance.  
In 2002, 396 cases (68%) were complaints made to JPs whereas 183 cases (32%) were enquiries/requests for assistance.  
In 2003, 413 cases (62%) were complaints made to JPs whereas 256 cases (38%) were enquiries/requests for assistance.

# In 2001, there was no breakdown on the respective number of complaints and requests made to JPs.  
In 2002, 8 cases (6.6%) were complaints made to JPs whereas 113 cases (93.4%) were requests for assistance.  
In 2003, 9 cases (8.1%) were complaints made to JPs whereas 102 cases (91.9%) were requests for assistance.

**Detailed Information on JP Visits to Individual Institutions**  
( from 1.1.2003 to 31.12.2003 )

**I. Institutions of the Correctional Services Department**

***A. Statistics on complaints/requests/enquiries 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/New Life House <sup>(a)</sup> /Pelican House <sup>○</sup>	6	0	1
2.	Cape Collinson Correctional Institution/Pelican House <sup>♦(b)</sup>	5	0	0
3.	Chi Ma Wan Correctional Institution	21	8(2)	10
4.	Chi Ma Wan Drug Addiction Treatment Centre/ Chi Lan Rehabilitation Centre <sup>♦</sup>	22	0	9
5.	Custodial Ward of Queen Elizabeth Hospital/ Lai Chi Kok Reception Centre <sup>♦</sup>	24	26(6)	8
6.	Custodial Ward of Queen Mary Hospital/ Victoria Prison <sup>♦</sup>	24	16(9)	7
7.	Hei Ling Chau Addiction Treatment Centre and Annex	24	0	2
8.	Hei Ling Chau Correctional Institution/Lai Sun Correctional Institution <sup>♦</sup>	22	28(7)	5
9.	Lai King Training Centre/Phoenix House <sup>♦</sup>	1	0	0
10.	Lai King Training Centre <sup>(c)</sup>	11	0	2
11.	Lo Wu Correctional Institution	23	1(1)	5
12.	Ma Hang Prison	23	0	4
13.	Ma Po Ping Prison/Tong Fuk Centre <sup>♦</sup>	23	34(4)	3
14.	Pak Sha Wan Correctional Institution	23	31(11)	2
15.	Phoenix House/Lai Hang Rehabilitation Centre <sup>♦(d)</sup>	11	0	8
16.	Pik Uk Correctional Institution	24	6(1)	1
17.	Pik Uk Prison	23	31(16)	7
18.	Sha Tsui Detention Centre/Lai Chi Rehabilitation Centre <sup>♦</sup>	24	0	1

<sup>(a)</sup> New Life House ceased operation on 30 June 2003.

<sup>(b)</sup> Cape Collinson Correction Institution and Pelican House are jointly visited by JPs with effect from July 2003.

<sup>(c)</sup> JPs started to visit the Lai King Training Centre alone with effect from February 2003.

<sup>(d)</sup> Phoenix House and Lai Hang Rehabilitation Centre are jointly visited by JPs with effect from February 2003.

○ Denotes visits covering three institutions.

♦ Denotes visits covering two institutions.

( ) Number of requests/enquiries.

Serial no.	Name of institution	No. of JP visits	No. of complaints/ requests/ enquiries made to JPs	No. of suggestions/ comments made by JPs
19.	Shek Pik Prison	23	27(4)	7
20.	Siu Lam Psychiatric Centre	24	32(18)	3
21.	Stanley Prison	23	354(159)	15
22.	Tai Lam Centre for Women/Bauhinia House <sup>♦</sup>	2	0	2
23.	Tai Lam Centre for Women/Bauhinia House/ Wai Lan Rehabilitation Centre <sup>○(e)</sup>	22	24(6)	20
24.	Tai Lam Correctional Institution	23	11(1)	4
25.	Tai Tam Gap Correctional Institution	24	0	9
26.	Tung Tau Correctional Institution	24	40(11)	10
	<b>Total :</b>	<b>499</b>	<b>669(256)</b>	<b>145</b>

( ) Number of requests/enquiries.

♦ Denotes visits covering two institutions.

○ Denotes visits covering three institutions.

(e) Tai Lam Centre for Women, Bauhinia House and Wai Lan Rehabilitation Centre are jointly visited by JPs with effect from February 2003.

### ***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 <sup>+</sup>		Overall grading on services <sup>+</sup>		Remarks
			S	U	S	U	
1.	Cape Collinson Correctional Institution <sup>○</sup>	6	6	0	6	0	
	New Life House/Pelican House <sup>○</sup>		6	0	6	0	
2.	Cape Collinson Correctional Institution <sup>△</sup>	5	5	0	5	0	
	Pelican House <sup>△</sup>		5	0	5	0	
3.	Chi Ma Wan Correctional Institution	21	18	0	21	0	

\* During the visits, JPs looked at the facilities (such as facilities of the hospital, living accommodation, kitchen 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 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.

○ Denotes visit covering three institutions and separate reports have been completed by JPs for the specific institution(s).

△ Denotes visit covering two institutions and 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
			S	U	S	U	
4.	Chi Ma Wan Drug Addiction Treatment Centre/Chi Lan Rehabilitation Centre	22	21	0	21	0	
5.	Custodial Ward of Queen Elizabeth Hospital <sup>△(f)</sup>	24	16	0	16	0	
	Lai Chi Kok Reception Centre <sup>△</sup>		24	0	24	0	
6.	Custodial Ward of Queen Mary Hospital <sup>△(g)</sup>	24	15	0	15	0	
	Victoria Prison <sup>△</sup>		23	0	23	0	
7.	Hei Ling Chau Addiction Treatment Centre and Annex	24	24	0	24	0	
8	Hei Ling Chau Correctional Institution <sup>△</sup>	22	22	0	22	0	
	Lai Sun Correctional Institution <sup>△</sup>		20	0	21	0	
9.	Lai King Training Centre <sup>△</sup>	1	1	0	1	0	
	Phoenix House <sup>△</sup>		1	0	1	0	
10.	Lai King Training Centre	11	11	0	11	0	
11.	Lo Wu Correctional Institution	23	22	0	23	0	
12.	Ma Hang Prison	23	22	0	23	0	
13.	Ma Po Ping Prison/Tong Fuk Centre	23	23	0	23	0	
14.	Pak Sha Wan Correctional Institution	23	23	0	23	0	
15.	Phoenix House/Lai Hang Rehabilitation Centre	11	10	0	11	0	
16.	Pik Uk Correctional Institution	24	22	0	24	0	
17.	Pik Uk Prison	23	22	0	23	0	
18.	Sha Tsui Detention Centre/Lai Chi Rehabilitation Centre	24	24	0	24	0	
19.	Shek Pik Prison	23	23	0	23	0	
20.	Siu Lam Psychiatric Centre	24	24	0	24	0	
21.	Stanley Prison	23	20	0	20	0	
22.	Tai Lam Centre for Women <sup>△</sup>	2	2	0	2	0	
	Bauhinia House <sup>△</sup>		2	0	2	0	
23.	Tai Lam Centre for Women <sup>○</sup>	22	20	1	22	0	One unsatisfactory grading was given in respect of the old and overcrowded conditions of the building.
	Bauhinia House/Wai Lan Rehabilitation Centre <sup>○</sup>		17	0	20	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.
- Denotes visit covering three institutions and separate reports have been completed by JPs for the specific institution(s).
- △ Denotes visit covering two institutions and separate reports have been completed by JPs for each specific institution.
- <sup>(f)</sup> JP visits to the Custodial Ward of Queen Elizabeth Hospital was suspended from April to July 2003 due to the outbreak of SARS.
- <sup>(g)</sup> JP visits to the Custodial Ward of Queen Mary Hospital was suspended from April to July 2003 due to the outbreak of SARS.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities✦		Overall grading on services✦		Remarks
			S	U	S	U	
24.	Tai Lam Correctional Institution	23	22	0	23	0	
25.	Tai Tam Gap Correctional Institution	24	22	0	22	0	
26.	Tung Tau Correctional Institution	24	24	0	23	0	
	<b>Total :</b>	<b>499</b>	<b>562</b>	<b>1</b>	<b>577</b>	<b>0</b>	

Key : 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) 37 complaints against disciplinary action (e.g. injustice, improper and unfair proceedings, excessive punishment and dismissal of appeal);
- (b) 294 complaints against administrative actions/measures/procedures taken by CSD or individual institutions and treatment received (e.g. removal from normal association, medical care and treatment, telephone calls, unfair treatment, earning rate, loss of correspondence, handling of letters, diet matters, transfer amongst institutions, rejecting/ignoring request or complaint, abuse of administrative actions, lack of follow-up actions);
- (c) 36 complaints against the conduct of staff (e.g. unnecessary or excessive use of force, use of abusive language, use of threat, spreading rumours and releasing personal data/information related to prisoners' criminal charges/offences to the press, perverting the course of justice); and
- (d) 46 complaints against other departments/organizations (e.g. Hong Kong Police Force, Immigration Department, Housing Authority, Judiciary and Legal Aid Department).

Out of 37 complaints against disciplinary action, 24 cases were related to injustice, six cases were against disciplinary findings and punishment. The remaining complaints were mostly related to disciplinary procedures and disagreement of framing of charges. The prisoners concerned in all of these cases were informed of the disciplinary findings. They were also informed of the right to appeal and the appeal channel. JPs concerned were satisfied that all the cases had been properly dealt with.

Out of 294 complaints against administrative actions/measures/procedures taken by CSD or individual institutions and treatment received, 15 cases were referred to the Complaints Investigation Unit (CIU)\* of CSD for follow-up actions. CIU found no evidence to substantiate the allegations. JPs were informed of the outcome of the investigations. As for complaints against removal from normal association, the background and reason were explained to JPs, with relevant documents and records produced for examination as appropriate. For cases concerning medical treatment, the prisoners were referred to the Medical Officers of the institutions or medical specialists for treatment/follow-up. For cases relating to reported loss of correspondence, the mailing records were checked and the claims were found unsubstantiated. For complaints related to diets, unfair treatment, earning rate, transfer amongst institutions, etc., the relevant statutory requirements, policies and standing procedures were explained to JPs and they found no evidence to substantiate the allegations. The prisoners concerned were informed of the outcome. JPs were satisfied that the cases had been handled properly.

Out of 36 cases of complaints against the conduct of staff, 14 were referred to CIU for follow-up actions. CIU found no evidence to substantiate the allegations. JPs and the prisoners concerned were informed of the outcome. The other cases were considered by JPs and no evidence was found to substantiate the allegations. JPs were satisfied that all these cases had been handled properly and no follow-up action was required.

There were 46 cases of complaint against other departments or organizations. The cases had been referred to the relevant authorities for attention and follow-up actions. JPs and the prisoners concerned were informed of the referrals made.

There were 256 requests or enquiries made to JPs. Amongst them, 34 were requests for medical assistance, 19 for sending letters to members of the Legislative Council/government departments, 14 for change of work assignment, 14 for transfer to other institutions, ten for review of separate confinement, eight on diet matters, six for single accommodation, six for improvement of recreational facilities, six for reduction in sentence, five for making phone calls and three for obtaining investigation reports. Other miscellaneous requests were on tracing of correspondence, seeking assistance from other department, etc. The background of the cases was explained to JPs by the management of the institutions. In most cases, JPs gave advice to the prisoners on the spot. For other cases, the matters were referred to the management of the institutions or other relevant authorities for follow-up actions. JPs and the prisoners were informed of the actions taken.

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\* Complaints that may involve staff misconduct or administrative oversight of which the nature is serious will be referred to CIU for follow-up action. For complaints that are less serious in nature, investigation will be conducted by the institutions concerned.

**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. improvement of ventilation and exhaust system, enhancement of personal hygiene by providing disinfection facilities at the passage way for visitors and supplying facemasks and hand wash liquid to prisoners, provision of anti-slip matting in kitchens and washrooms, and extension of the coverage of the video visit services);
- (b) improvement to physical setting (e.g. upgrade and maintenance of the premises, renovation of workshops and office complex, expansion of kitchen, modernization and refurbishment of old buildings and better use of existing space);
- (c) improvement to the overcrowding condition of institutions;
- (d) enhancement of the training programmes for inmates/prisoners; and
- (e) miscellaneous (e.g. review of sentencing policy in respect of Mainland offenders who committed minor immigration offences to minimize the need for detention, allotting additional resources to the Evaluation and Treatment Unit for Sex Offenders, preserving old prison for heritage purpose, etc.)

For suggestions and comments concerning minor upgrade and improvement of facilities of the institutions, follow-up actions were taken by the institutions concerned. For those facilities that need large-scale enhancement and expansion, they were referred to the Architectural Services Department for consideration and comments.

To ease overcrowding, parts of the less congested institutions were converted to accommodate female inmates as an interim measure. The JPs were informed that the proposed prison development plan at an identified location was the long-term solution to address the overcrowding problem.

JPs' main concerns on the training programmes for prisoners were the enhancement of information technology training, upgrade of training facilities by providing new computers and provision of books with more variety and better quality to stimulate reading interest. CSD would continue to review and strengthen the programmes to better equip prisoners with vocational knowledge that suits the present needs of the community.

As regards the suggestion related to review of the penal policy in respect of Mainland offenders who committed minor immigration offences, it was referred to the responsible policy bureau for attention. Other suggestions were taken up by the institutions concerned.

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

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

<b>Serial no.</b>	<b>Name of institution</b>	<b>No. of JP visits</b>	<b>No. of complaints/ requests/ enquiries made to JPs</b>	<b>No. of suggestions/ comments made by JPs</b>
1.	Shek Kwu Chau Treatment and Rehabilitation Centre	12	0	7
2.	Sister Aquinas Memorial Women's Treatment Centre	12	0	3
	<b>Total :</b>	<b>24</b>	<b>0</b>	<b>10</b>

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

<b>Serial no.</b>	<b>Name of institution</b>	<b>No. of JP visits</b>	<b>Overall grading on facilities</b>		<b>Overall grading on services</b>		<b>Remarks</b>
			<b>S</b>	<b>U</b>	<b>S</b>	<b>U</b>	
1.	Shek Kwu Chau Treatment and Rehabilitation Centre	12	12	0	12	0	
2.	Sister Aquinas Memorial Women's Treatment Centre	12	12	0	12	0	
	<b>Total :</b>	<b>24</b>	<b>24</b>	<b>0</b>	<b>24</b>	<b>0</b>	

Key : S - Satisfactory  
U - Unsatisfactory

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\* During the visits, JPs looked at the facilities (such as facilities of the hospital, living accommodation, kitchen 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 in respect of the Shek Kwu Chau Treatment and Rehabilitation Centre and Sister Aquinas Memorial Women's Treatment Centre are summarised as follows.

Regarding the problem of water shortage, the centre concerned made an application to the Lotteries Fund for a Capital Grant for the upgrading works of the reservoirs nearby and the application was approved.

The education programmes for the inmates are currently supported by private donations. To further improve the quality of service, the centre management concerned will continue to look for support in worthwhile courses such as peer counseling and vocational training when opportunity arises.

On the suggestion concerning the extension of the detoxification and rehabilitation wards, the centre concerned has been actively seeking funding from various sources to expand the current wards and would seek to revive the project when opportunity arises.

In response to the suggestion on promotion of service availability of the centre concerned, frequent inter-agency exchanges and sharing, formal talks to potential target groups and weekly outreach service are organized to the various Methadone Treatment Programme clinics. A 24-hour hot-line on admission procedures is also maintained. In addition, probation officers and other social workers are invited to visit the centre from time to time to gain better understanding of the programme and the service provided. The centre management will continue their efforts in promoting the centre's service.

### III. ICAC Detention Centre

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

Name of institution	No. of JP visits	No. of complaints/requests/enquiries made to JPs	No. of suggestions/comments made by JPs
ICAC Detention Centre	23	0	1
<b>Total :</b>	<b>23</b>	<b>0</b>	<b>1</b>

#### 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
		S	U	S	U	
ICAC Detention Centre	23	23	0	23	0	
<b>Total :</b>	<b>23</b>	<b>23</b>	<b>0</b>	<b>23</b>	<b>0</b>	

Key : S - Satisfactory  
U - Unsatisfactory

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

There was one comment that “humming noise” at the cell corridor was on the high side. Relevant government departments conducted inspections and found that the noise level was within legally acceptable range. A reduction in noise level could only be achieved by high cost structural alterations to the entire ventilation system. As the Detention Centre will move to the new ICAC headquarters in three years, such major alteration of the ventilation system could not be justified. The JPs concerned were informed of the finding.

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\* 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 institution concerned and gave their assessments on these areas.

#### **IV. Ma Tau Kok Detention Centre of the Immigration Department**

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

<b>Name of institution</b>	<b>No. of JP visits</b>	<b>No. of complaints/requests/enquiries made to JPs</b>	<b>No. of suggestions/comments made by JPs</b>
Ma Tau Kok Detention Centre	4	0	3
<b>Total :</b>	<b>4</b>	<b>0</b>	<b>3</b>

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

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

Key : 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 their visits to the Ma Tau Kok Detention Centre are as follows :

- (a) to arrange JP visits in the afternoon when more detainees will be present as most of the detainees are required to appear in court in the morning;
- (b) to prepare information cards in different languages/dialects to inform detainees that the visitors are JPs and if the detainees feel being treated unfairly, they may raise it to the JPs; and
- (c) to provide more recreational facilities to the detainees.

\* 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 institution concerned and gave their assessments on these areas.



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

- (a) JP visits to the Detention Centre has been arranged to take place in the afternoon since the third quarter of 2003;
- (b) each detainee is served with a 'Notice to Persons Detained' upon admission to the Detention Centre which informs the detainees their rights provided by the law and that they may raise their dissatisfaction about the treatment at the Detention Centre, if any, during the JP visits. The notice is prepared in different languages commonly used by the detainees. Upon inspection of the cells, officer will announce JP visits to the detainees and invite them to talk to the visiting JPs if they so wish; and
- (c) due to limited space at the Detention Centre and other security concern, the existing arrangement of providing a treadmill for the detainees to do exercise is considered to be adequate. The detention period for most of the detainees at the Detention Centre is not more than 48 hours and hence usage rate of the treadmill is very low.

## V. Hospitals of the Hospital Authority

### A. *Statistics on complaints/requests/enquiries 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.	Alice Ho Miu Ling Nethersole Hospital <sup>(a)</sup>	1	0	1
2.	Bradbury Hospice <sup>(a)</sup>	1	0	0
3.	Caritas Medical Centre <sup>(b)</sup>	3	0	0
4.	Castle Peak Hospital <sup>(c)</sup>	8	0	2
5.	Cheshire Home, Chung Hom Kok	2	0	0
6.	Cheshire Home, Shatin <sup>(a)</sup>	1	0	0
7.	The Duchess of Kent Children's Hospital at Sandy Bay	2	0	1
8.	Grantham Hospital <sup>(a)</sup>	1	0	0
9.	Haven of Hope Hospital <sup>(a)</sup>	1	0	0
10.	Hong Kong Buddhist Hospital	2	0	1
11.	Hong Kong Eye Hospital <sup>(a)</sup>	1	0	0
12.	Kowloon Hospital <sup>(b)</sup>	3	0	0
13.	Kwai Chung Hospital <sup>(c)</sup>	8	10(6)	6
14.	Kwong Wah Hospital <sup>(b)</sup>	3	0	0
15.	Lai Chi Kok Hospital HACare Home <sup>(a)</sup>	1	0	0
16.	MacLehose Medical Rehabilitation Centre <sup>(d)</sup>	0	0	0
17.	Nam Long Hospital <sup>(a)</sup>	1	0	0
18.	New Territories East Psychiatric Observation Unit of Tai Po Hospital <sup>(c)</sup>	8	73(72)	7
19.	North District Hospital	2	0	2
20.	Our Lady of Maryknoll Hospital <sup>(a)</sup>	1	0	2
21.	Pamela Youde Nethersole Eastern Hospital <sup>(b)</sup>	3	0	0

<sup>(a)</sup> JP visit to the hospital was suspended during the first half-yearly period in 2003 due to the outbreak of SARS.

<sup>(b)</sup> JP visit to the hospital was suspended in the second quarter of 2003 due to the outbreak of SARS.

<sup>(c)</sup> JP visit to the hospital was suspended from April to July 2003 due to the outbreak of SARS.

<sup>(d)</sup> JP visit to the hospital was suspended during the first half-yearly period in 2003 due to the outbreak of SARS. As for the second half-yearly period in 2003, the scheduled visit in late December 2003 was cancelled due to unforeseen urgent commitment of the JPs concerned. The Centre was subsequently visited by JPs in May 2004.

( ) Number of on requests/enquiries.

Serial no.	Name of institution	No. of JP visits	No. of complaints/ requests/enquiries made to JPs	No. of suggestions/ comments made by JPs
22.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of the Pamela Youde Nethersole Eastern Hospital <sup>(e)</sup>	7	28(24)	1
23.	Pok Oi Hospital <sup>(a)</sup>	1	0	1
24.	Prince of Wales Hospital <sup>(b)</sup>	3	0	0
25.	Princess Margaret Hospital <sup>(b)</sup>	3	0	0
26.	Queen Elizabeth Hospital <sup>(b)</sup>	3	0	0
27.	Queen Mary Hospital <sup>(b)</sup>	3	0	1
28.	Ruttonjee and Tang Shiu Kin Hospitals♦ <sup>(a)</sup>	1	0	0
29.	Shatin Hospital	2	0	0
30.	Siu Lam Hospital <sup>(a)</sup>	1	0	0
31.	St John Hospital <sup>(a)</sup>	1	0	0
32.	Tai Po Hospital <sup>(a)</sup>	1	0	0
33.	Tseung Kwan O Hospital <sup>(a)</sup>	1	0	0
34.	Tuen Mun Hospital <sup>(b)</sup>	3	0	0
35.	Tung Wah Eastern Hospital <sup>(a)</sup>	1	0	1
36.	Tung Wah Group of Hospitals Fung Yiu King Hospital <sup>(a)</sup>	1	0	0
37.	Tung Wah Group of Hospitals Wong Tai Sin Hospital <sup>(a)</sup>	1	0	0
38.	Tung Wah Hospital	2	0	0
39.	United Christian Hospital <sup>(b)</sup>	3	0	1
40.	Wong Chuk Hang Hospital <sup>(a)</sup>	1	0	0
41.	Yan Chai Hospital <sup>(b)</sup>	3	0	0
	<b>Total :</b>	<b>95</b>	<b>111(102)</b>	<b>27</b>

<sup>(e)</sup> JP visit to the hospital was suspended from March to July 2003 due to the outbreak of SARS.

<sup>(a)</sup> JP visit to the hospital was suspended during the first half-yearly period in 2003 due to the outbreak of SARS.

<sup>(b)</sup> JP visit to the hospital was suspended in the second quarter of 2003 due to the outbreak of SARS.

( ) Number of requests/enquiries.

♦ Denotes visits covering two institutions.

**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
			S	U	S	U	
1.	Alice Ho Miu Ling Nethersole Hospital	1	0	0	0	0	
2.	Bradbury Hospice	1	1	0	1	0	
3.	Caritas Medical Centre	3	3	0	3	0	
4.	Castle Peak Hospital	8	5	0	4	0	
5.	Cheshire Home, Chung Hom Kok	2	2	0	2	0	
6.	Cheshire Home, Shatin	1	1	0	1	0	
7.	The Duchess of Kent Children's Hospital at Sandy Bay	2	2	0	2	0	
8.	Grantham Hospital	1	1	0	1	0	
9.	Haven of Hope Hospital	1	1	0	1	0	
10.	Hong Kong Buddhist Hospital	2	1	0	2	0	
11.	Hong Kong Eye Hospital	1	1	0	1	0	
12.	Kowloon Hospital	3	2	0	2	0	
13.	Kwai Chung Hospital	8	6	0	8	0	
14.	Kwong Wah Hospital	3	3	0	3	0	
15.	Lai Chi Kok HACare Home	1	1	0	0	0	
16.	MacLehose Medical Rehabilitation Centre	0	0	0	0	0	
17.	Nam Long Hospital	1	1	0	1	0	
18.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	8	7	0	6	0	
19.	North District Hospital	2	2	0	1	0	
20.	Our Lady of Maryknoll Hospital	1	1	0	1	0	
21.	Pamela Youde Nethersole Eastern Hospital	3	3	0	3	0	
22.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital	7	7	0	7	0	

\* 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 institution 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
			S	U	S	U	
23.	Pok Oi Hospital	1	1	0	1	0	
24.	Prince of Wales Hospital	3	3	0	3	0	
25.	Princess Margaret Hospital	3	3	0	3	0	
26.	Queen Elizabeth Hospital	3	2	0	2	0	
27.	Queen Mary Hospital	3	3	0	2	0	
28.	Ruttonjee and Tang Shiu Kin Hospitals	1	1	0	1	0	
29.	Shatin Hospital	2	2	0	2	0	
30.	Siu Lam Hospital	1	1	0	1	0	
31.	St John Hospital	1	1	0	0	0	
32.	Tai Po Hospital	1	1	0	1	0	
33.	Tseung Kwan O Hospital	1	1	0	1	0	
34.	Tuen Mun Hospital	3	3	0	3	0	
35.	Tung Wah Eastern Hospital	1	0	0	1	0	
36.	Tung Wah Group of Hospitals Fung Yiu King Hospital	1	1	0	1	0	
37.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	1	1	0	1	0	
38.	Tung Wah Hospital	2	2	0	2	0	
39.	United Christian Hospital	3	3	0	1	0	
40.	Wong Chuk Hang Hospital	1	1	0	1	0	
41.	Yan Chai Hospital	3	3	0	3	0	
	<b>Total :</b>	<b>95</b>	<b>84</b>	<b>0</b>	<b>80</b>	<b>0</b>	

Key : S - Satisfactory

U – Unsatisfactory

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✦ 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/requests/enquiries made to JPs***

All 9 complaints and 102 requests were made by patients of psychiatric wards to visiting JPs. The JPs concerned were informed of the follow-up actions taken by the institutions.

Some of the complaints were related to the taking of computer tomography or medication. In response to these complaints, explanation has been given to the patients concerned. In respect of the taking of computer tomography, hospital staff would obtain the consent of the patients before performing the procedure. Regarding requests for adjustment of medication, they would be considered having regard to the individual patient's clinical condition. There was also one complaint against the poor attitude of nurses and other patients and one related to the use of physical restraint. These complaints were investigated by the hospitals concerned and found to be unsubstantiated.

Most of the requests made by patients were for early release from the hospitals or for home leave. The case doctors together with their supervisors have reviewed the clinical justification for keeping the patients in hospitals. Patients were also advised of their rights to raise their cases with the Mental Health Review Tribunal.

As for requests for more food choices, the catering department of the hospital concerned has introduced more variety in the daily menu and paid more attention to healthy diet. Regarding requests for more recreational activities and frequent use of telephone, they were met having regard to the clinical condition of the patients. For cases where patients were worried about accommodation and financial support after discharge, Medical Social Workers of the hospitals concerned have been assigned to provide the patients with the necessary assistance.

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

A total of 27 suggestions or comments were made by JPs after their visits to public hospitals and a summary of the follow-up actions taken is as follows.

A number of the suggestions or comments were related to the physical environment of the hospitals. There were suggestions that public hospital wards should be better renovated or decorated to make them more attractive. HA has kept the maintenance and renovation of hospital building under constant review. It has drawn up a three year rolling plan to ensure that all hospitals would be adequately maintained in a timely manner. HA will consider taking up the suggestion to broadcast light music in one hospital when funds for renovating the hospital become available. However, it is not able to pursue the suggestion to provide separate entrances for male and female patients at the paediatric ward in one hospital due to structural limitation.

JPs have commented on the inadequate manpower at the general outpatient clinic (GOPC) at one hospital and on the overcrowding of beds at another hospital. In respect of the former case, the hospital concerned would explore the possibility of deploying additional relief staff to its GOPC. In respect of the latter, the hospital concerned would take into account the JP's comments that there should be six or fewer beds in each cubicle in future planning.

Some JPs made suggestions on how the hospitals could make better use of its facilities. In response to the JPs' suggestions, one hospital has decided to redeploy eight of its gynaecology beds to hospital service in February 2004. Another hospital is exploring the feasibility of renting part of its staff quarters, which had been underutilized, to NGOs. Another hospital would discuss at its board meeting a JP's suggestion for raising funds through the introduction of naming rights for some facilities of the hospital.

As for the suggestions concerning the well-being of psychiatric patients, HA has already begun arranging extended outdoor activities for its psychiatric patients as their clinical conditions allow. The Psychiatric Observation Unit in one of the hospital clusters will look for additional sources of supply for books and magazines for its psychiatric patients. One JP suggested that greater efforts should be made to enhance public awareness and understanding of mental illnesses and promote better acceptance of psychiatric patients in the community. In this connection, HA will continue to organise mental health promotion activities and training to community partners on a continuous basis. It will also continue to disseminate educational material through multiple channels.

One of the JPs hoped that visits by volunteers to a children's hospital, which had been suspended due to the outbreak of SARS, would be allowed to resume. With the implementation of the necessary precautionary measures and provision of training on infection control to the staff and volunteers concerned, the children's hospital has already allowed the volunteer service in question to resume outside the clinical areas.

## **VI. Institutions of the Social Welfare Department/Non-governmental Organizations**

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

<b>Serial no.</b>	<b>Name of institution</b>	<b>No. of JP visits</b>	<b>No. of complaints/ requests/ enquiries made to JPs</b>	<b>No. of suggestions/ comments made by JPs</b>
1.	Begonia Road Juvenile Home	12	0	12
2.	Caritas Hong Kong – Caritas Li Ka Shing Care and Attention Home <sup>(a)</sup>	3	0	2
3.	Caritas Hong Kong – Caritas Pelletier Hall	2	0	3
4.	Cheung Hong Hostel and Day Activity Centre	4	0	4
5.	Chi Lin Nunnery – Chi Lin Care and Attention Home <sup>(a)</sup>	3	0	0
6.	Chuk Yuen Children's Reception Centre <sup>(b)</sup>	2	0	0
7.	Fanling Girls' Home	11	0	7
8.	Hang Ngai Manufacturing and Hostel	4	0	1
9.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly <sup>(c)</sup>	3	0	4
10.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women <sup>(a)</sup>	3	0	0
11.	The Hong Kong Buddhist Association – Buddhist Sum Ma Shui Ying Care and Attention Home for the Elderly <sup>(a)</sup>	3	0	1
12.	Hong Kong Juvenile Care Centre – Bradbury Hostel	2	0	3
13.	Hong Kong Student Aid Society – Holland Hostel	2	0	0
14.	Hong Kong Student Aid Society – Island Hostel	2	0	3
15.	Kwai Shing Hostel	4	0	1
16.	Kwun Tong Hostel	12	0	8

<sup>(a)</sup> JP visit to the institution was suspended in the second quarter of 2003 due to the outbreak of SARS.

<sup>(b)</sup> Chuk Yuen Reception Centre ceased operation in July 2003.

<sup>(c)</sup> JP visit to the Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly was suspended in the second quarter of 2003 due to renovation work.



Serial no.	Name of institution	No. of JP visits	No. of complaints/ requests/ enquiries made to JPs	No. of suggestions/ comments made by JPs
17.	Ma Tau Wai Girls' Home	12	0	12
18.	O Pui Shan Boys' Home	12	0	12
19.	Pui Chi Boys' Home	11	2	14
20.	Shatin Boys' Home	12	4	8
21.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly <sup>(a)</sup>	3	0	3
22.	Sisters of the Good Shepherd – Marycove Centre	2	0	3
23.	Society of Boys' Centres – Chak Yan Centre	2	0	2
24.	Society of Boys' Centres – Cheung Hong Hostel	2	0	2
25.	Society of Boys' Centres – Shing Tak Centre	1	0	1
26.	Society of Boys' Centres – Un Chau Hostel	2	0	3
27.	Tung Wah Group of Hospitals – Wing Yin Hostel	2	0	7
28.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home <sup>(a)</sup>	3	0	1
29.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	0	5
30.	Yan Chai Hospital – Chinachem Care and Attention Home <sup>(a)</sup>	2	0	0
	<b>Total :</b>	<b>142</b>	<b>6</b>	<b>122</b>

<sup>(a)</sup> JP visit to the institution was suspended in the second quarter of 2003 due to the outbreak of SARS.

***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 <sup>+</sup>		Overall grading on services		Remarks
			S	U	S	U	
1.	Begonia Road Juvenile Home	12	12	0	12	0	
2.	Caritas Hong Kong – Caritas Li Ka Shing Care and Attention Home	3	3	0	3	0	
3.	Caritas Hong Kong – Caritas Pelletier Hall	2	1	1	2	0	One unsatisfactory grading on facilities was given because the JPs considered that these facilities need to be modernised in various ways.
4.	Cheung Hong Hostel and Day Activity Centre	4	4	0	4	0	
5.	Chi Lin Nunnery – Chi Lin Care and Attention Home	3	3	0	3	0	
6.	Chuk Yuen Children's Reception Centre	2	2	0	2	0	
7.	Fanling Girls' Home	11	11	0	11	0	
8.	Hang Ngai Manufacturing and Hostel	4	4	0	4	0	
9.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	3	3	0	3	0	
10.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	3	3	0	3	0	
11.	The Hong Kong Buddhist Association – Buddhist Sum Ma Shui Ying Care and Attention Home for the Elderly	3	3	0	3	0	
12.	Hong Kong Juvenile Care Centre – Bradbury Hostel	2	2	0	2	0	
13.	Hong Kong Student Aid Society – Holland Hostel	2	2	0	2	0	
14.	Hong Kong Student Aid Society – Island Hostel	2	2	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.

<sup>+</sup> 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 during a particular visit.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities✦		Overall grading on services		Remarks
			S	U	S	U	
15.	Kwai Shing Hostel	4	4	0	4	0	
16.	Kwun Tong Hostel	12	12	0	12	0	
17.	Ma Tau Wai Girls' Home	12	12	0	12	0	
18.	O Pui Shan Boys' Home	12	12	0	12	0	
29.	Pui Chi Boys' Home	11	11	0	11	0	
20.	Shatin Boys' Home	12	12	0	12	0	
21.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	3	3	0	3	0	
22.	Sisters of the Good Shepherd – Marycove Centre	2	2	0	2	0	
23.	Society of Boys' Centres – Chak Yan Centre	2	1	0	2	0	
24.	Society of Boys' Centres – Cheung Hong Hostel	2	2	0	2	0	
25.	Society of Boys' Centres – Shing Tak Centre	1	1	0	1	0	
26.	Society of Boys' Centres – Un Chau Hostel	2	1	1	2	0	One unsatisfactory grading on facilities was given. The JPs considered that the hostel is too congested, provided with insufficient facilities, not equipped to promote academic studies and not provided with fire exit.
27.	Tung Wah Group of Hospitals – Wing Yin Hostel	2	2	0	2	0	
28.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home	3	3	0	3	0	
29.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	4	0	4	0	
30.	Yan Chai Hospital – Chinachem Care and Attention Home	2	2	0	2	0	
	<b>Total :</b>	<b>142</b>	<b>139</b>	<b>2</b>	<b>142</b>	<b>0</b>	

✦ 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 during a particular visit.

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

A total of six complaints were made to JPs. The same resident made two complaints to JPs on two occasions. One of the complaints related to a staff who was said to have quoted the abusive language spoken by a resident in the morning assembly while the other related to the handling of an incident involving pushing between a staff and a resident. Investigation had been conducted by the Superintendent of the Home concerned and the complaints were found unsubstantiated. The JPs, the complainant, his parents and caseworker concerned were all informed of the findings.

Four complaints were made by the residents through two letters handed in by a teacher to JPs. The complaints concerned the Home administration and daily routines including the food hygiene, the frequency in delivering letters to residents, the mark deduction system for going to toilet during lessons, and the feasibility for residents to take shower after physical education lessons. Thorough investigation was carried out by the JPs and the Superintendent of the Home concerned and the complaints were concluded to be unsubstantiated. All the same, the Home concerned had stepped up improvement measures which included setting up a mechanism on registration and delivery of correspondence to residents and a Work Improvement Team to review the mark deduction system to further enhance the quality of services to residents. The residents were informed of the investigation results and they made no further complaints.

***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 following areas :

- (a) improvement to the training programmes for residents of the correctional/residential homes;
- (b) improvement to the facilities of the homes;
- (c) service development and better use of resources;
- (d) handling of illegal immigrants (IIs); and
- (e) miscellaneous suggestions.

On JPs' suggestion to enhance the training programmes for residents of the homes, continuous efforts have been made by SWD to organize more developmental and empirical programmes such as adventure-based activities, sign language courses, presentation skills training, verse speaking contest, etc. The department has also upgraded the educational services of the correctional homes by procuring more up-to-date educational software. A variety of interest classes, community services and therapeutic groups are organized regularly to meet the changing needs of the residents.

In response to JPs' comments on the improvement of the homes' environment and facilities, renovation works including installation of washing basins inside the dormitories, repair of the damaged bathroom, reconfiguration of the dormitories, upgrading of the computer devices and library collections, etc. have been carried out. Regular maintenance and improvement works are in place to provide a safe and secure environment for the residents.

For the suggestion of service development in relation to the under utilization of some correctional/residential homes resulting in high operating cost, SWD has kept regular review of the service with a view to better utilizing the resources and meeting the service demand. In this regard, the department has proceeded with a project to co-locate the existing six correctional/residential homes into a purpose-built training complex to further enhance the quality and cost-effectiveness of service. Besides, a separate plan is underway for the probation hostel service for young male probationers to be absorbed by an identified NGO to better meet the changing needs of the probationers.

Regarding the handling of IIs, JPs showed concern on the care arrangement of those aged eight or below and discipline problems of those over-aged IIs placed under SWD Homes. The department has made conscious effort on staff deployment and operational arrangement to fulfil the statutory requirement in taking care of the IIs. Besides, the department has kept on-going liaison with the bureaux and departments concerned for early disposal of the cases to safeguard the interest of the individual IIs.

As for miscellaneous suggestions put forward by JPs such as the maintenance of contact with the former residents to enlist volunteer work from them, assessment of the effectiveness of the service, provision of dietician services, supply of health-conscious menu, examination of the dental problem of the residents, etc., follow-up actions have been taken by the department or the NGOs as appropriate. JPs concerned have been informed of the actions taken accordingly.

## VII. Po Leung Kuk

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

Name of institution	No. of JP visits	No. of complaints/requests/enquiries made to JPs	No. of suggestions/comments made by JPs
Po Leung Kuk	4	0	0
<b>Total :</b>	<b>4</b>	<b>0</b>	<b>0</b>

### 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
		S	U	S	U	
Po Leung Kuk	4	4	0	4	0	
<b>Total :</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>0</b>	

Key : S - Satisfactory  
U - Unsatisfactory

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\* During the visits, JPs looked at the facilities (such as dormitories, sheltered workshop and exhibition room, etc.) and services (including residential/day care/rehabilitation services, etc.) provided by the institution concerned and gave their assessments on these areas.