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# 2004 Annual Report on JP Visits

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

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## **2004 Annual Report on JP Visits**

### **Introduction**

This Annual Report, covering the period from 1 January 2004 to 31 December 2004, is the sixth annual report on visits made by Justices of the Peace (JP). This report sets out the work of JPs in 2004 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 2004, 53 and 27 persons were appointed Non-official and Official JPs respectively. At the same time, 10 persons ceased to be Non-official JPs and 37 officers ceased to be Official JPs on retirement or on leaving public service. As at 31 December 2004, there were 310 Official JPs and 901 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 2004, 186 Non-official JPs were not available for regular visits.

7. During the year, JPs conducted 843 visits to 118 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>.

8. JP visits to custodial institutions or 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.

9. 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. Usually two JPs are appointed to visit an 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.

10. All JP visits to institutions are unannounced 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 specific 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 118 institutions visited by JPs in 2004 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**

11. 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 50 JPs attended the briefing in September 2004.

12. 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. The officer will respond to questions or issues raised by JPs during the tour.

13. 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 stationed immediately 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.

14. In 2004, 547 complaints/requests/enquiries were made to visiting JPs (more details at **Annex B**). In handling these complaint cases, JPs 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.

15. Regarding the complaint cases referred by JPs to the institutions for follow-up actions on their behalf, the departments concerned would investigate and 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 were referred to the management of the institutions for consideration. Whilst requests or enquiries made to JPs were followed up by the institutions as appropriate, JPs were informed of the actions taken. About 92 percent of the complaints /requests /enquiries made to JPs were followed up by the institutions concerned and reported to the JPs within one month.

16. In order that JPs can monitor whether the complaints of prisoners or inmates are handled fairly and properly, JPs are encouraged to look into the current complaint-handling mechanism of institutions under the JP Visit Programme. They may record in the JP Visit Logbooks their comments and proposals concerning the complaint systems. During JP visits in 2004, JPs generally considered that the channels of complaints provided by institutions concerned were adequate and satisfactory. Prisoners and inmates were clearly notified of the channels available for lodging complaints and the institution management treated all complaints received seriously and properly.

17. To help JPs focus on issues that deserve attention during their visits to institutions, separate checklists have been drawn up to highlight the important areas that JPs may wish to cover in visiting different types of institutions. Such checklists are provided to JPs before their visits. JPs may also view these checklists online to broaden their understanding of the nature of services and facilities provided by different institutions under the JP visit programme. 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 their visits.

18. An important function of JPs is to provide suggestions and comments to the institution management regarding the facilities and services provided at the institutions. In 2004, JPs made a total of 325 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.

19. On average, follow-up action for 82 percent of the suggestions/ comments made by JPs were taken within one month by the institutions concerned. JPs' specific comments and assessment on the facilities or services recorded in the JP Visit Logbooks help institutions focus on areas requiring improvement. Such information enables the institutions as well as JPs to keep track of the general conditions of the facilities and improvements made.

20. Statistics and additional information about 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**

21. The Administration attaches great importance to the JP visit system. It serves as a useful and effective inspection system and provides an independent channel in addition to other established channels for inmates to lodge their complaints and for complaints to be investigated or followed up as appropriate. Bureaux and departments concerned regard comments and suggestions made by JPs as useful reference to improve their institutions. The Administration will continue to keep the JP visit system under review and, where necessary, improve the effectiveness of the system.

Administration Wing  
Chief Secretary for Administration's Office  
July 2005

## List of Institutions Visited by JPs in 2004

### I. Statutory Visits

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
<b>A. Prisons/correctional institutions for adults</b>			
1.	Chi Ma Wan Correctional Institution	Fortnightly	CSD
2.	Custodial Ward of Queen Elizabeth Hospital	*Fortnightly	CSD
3.	Lai Chi Kok Reception Centre		
4.	Custodial Ward of Queen Mary Hospital	*Fortnightly	CSD
5.	Victoria Prison		
6.	Hei Ling Chau Correctional Institution <sup>(1)</sup>	Fortnightly	CSD
7.	Lo Wu Correctional Institution	Fortnightly	CSD
8.	Ma Hang Prison	Fortnightly	CSD
9.	Ma Po Ping Prison	*Fortnightly	CSD
10.	Tong Fuk Centre		
11.	Pak Sha Wan Correctional Institution	Fortnightly	CSD
12.	Pelican House <sup>(2)</sup>	Monthly	CSD
13.	Pik Uk Prison	Fortnightly	CSD
14.	Shek Pik Prison	Fortnightly	CSD
15.	Siu Lam Psychiatric Centre	Fortnightly	CSD
16.	Stanley Prison	Fortnightly	CSD
17.	Tai Lam Centre for Women <sup>(3)</sup>	Fortnightly	CSD
18.	Tai Lam Correctional Institution	Fortnightly	CSD

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\* Denotes visits covering two institutions.

<sup>(1)</sup> Hei Ling Chau Correctional Institution (No. 6) and Lai Sun Correctional Institution (No. 23) are to be jointly visited.

<sup>(2)</sup> Pelican House (No. 12), Phoenix House (No. 24) and Lai Hang Rehabilitation Centre (No.32) are to be jointly visited.

<sup>(3)</sup> Tai Lam Centre for Women (No. 17), Bauhinia House (No. 20) and Wai Lan Rehabilitation Centre (No. 33) are to be jointly visited.

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
19.	Tung Tau Correctional Institution	Fortnightly	CSD
<b>B. Correctional institutions for young offenders</b>			
20.	Bauhinia House <sup>(4)</sup>	Fortnightly	CSD
21.	Cape Collinson Correctional Institution	Monthly	CSD
22.	Lai King Training Centre	Monthly	CSD
23.	Lai Sun Correctional Institution <sup>(5)</sup>	Fortnightly	CSD
24.	Phoenix House <sup>(6)</sup>	Monthly	CSD
25.	Pik Uk Correctional Institution	Fortnightly	CSD
26.	Sha Tsui Detention Centre <sup>(7)</sup>	Fortnightly	CSD
27.	Tai Tam Gap Correctional Institution	Fortnightly	CSD
<b>C. Institutions for drug addicts</b>			
28.	Chi Ma Wan Drug Addiction Treatment Centre <sup>(8)</sup>	Fortnightly	CSD
29.	Hei Ling Chau Addiction Treatment Centre and Annex	Fortnightly	CSD
<b>D. Rehabilitation centres</b>			
30.	Chi Lan Rehabilitation Centre <sup>(8)</sup>	Fortnightly	CSD
31.	Lai Chi Rehabilitation Centre <sup>(7)</sup>	Fortnightly	CSD
32.	Lai Hang Rehabilitation Centre <sup>(6)</sup>	Monthly	CSD

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<sup>(4)</sup> Bauhinia House (No. 20), Tai Lam Centre for Women (No. 17) and Wai Lan Rehabilitation Centre (No. 33) are to be jointly visited.

<sup>(5)</sup> Lai Sun Correctional Institution (No.23) and Hei Ling Chau Correctional Institution (No.6) are to be jointly visited.

<sup>(6)</sup> Phoenix House (No. 24), Pelican House (No.12) and Lai Hang Rehabilitation Centre (No. 32) are to be jointly visited.

<sup>(7)</sup> Sha Tsui Detention Centre (No. 26) and Lai Chi Rehabilitation Centre (No. 31) are to be jointly visited.

<sup>(8)</sup> Chi Ma Wan Drug Addiction Treatment Centre (No. 28) and Chi Lan Rehabilitation Centre (No. 30) are to be jointly visited.



No.	Name of institution	Frequency of JP visit	Responsible department/organisation
33.	Wai Lan Rehabilitation Centre <sup>(9)</sup>	Fortnightly	CSD
<b>E. Reception/detention centres of CSD, ICAC &amp; ImmD</b>			
34.	Green Island Reception Centre <sup>(10)</sup>	Monthly	CSD
35.	Independent Commission Against Corruption Detention Centre	Fortnightly	ICAC
36.	Ma Tau Kok Detention Centre	Quarterly	Imm D
<b>F. Psychiatric hospitals</b>			
37.	Castle Peak Hospital	Monthly	HA
38.	Kwai Chung Hospital	Monthly	HA
39.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	Monthly	HA
40.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of the Pamela Youde Nethersole Eastern Hospital	Monthly	HA
<b>G. Remand homes, places of refuge, probation homes/hostel and reformatory school of SWD</b>			
41.	Begonia Road Juvenile Home	Monthly	SWD
42.	Fanling Girls' Home	Monthly	SWD
43.	Kwun Tong Hostel	Monthly	SWD
44.	Ma Tau Wai Girls' Home	Monthly	SWD
45.	O Pui Shan Boys' Home	Monthly	SWD
46.	Pui Chi Boys' Home	Monthly	SWD
47.	Shatin Boys' Home	Monthly	SWD
48.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	Quarterly	SWD

<sup>(9)</sup> Wai Lan Rehabilitation Centre (No. 33), Tai Lam Centre for Women (No. 17) and Bauhinia House (No.20) are to be jointly visited.

<sup>(10)</sup> JP visit to the Green Island Reception Centre was temporary suspended.

## 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
14.	Queen Elizabeth Hospital	Quarterly	HA
15.	Queen Mary Hospital	Quarterly	HA
16.	Ruttonjee Hospital <sup>(11)</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

<sup>(11)</sup> Ruttonjee Hospital (No. 16) and Tang Shiu Kin Hospital (No. 39) are to be jointly visited.

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
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 HACare 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.	Tung Wah Group of Hospitals Fung Yiu King Hospital	Half-yearly	HA
32.	Wong Chuk Hang Hospital	Half-yearly	HA
	<b>E. Acute hospitals of special nature</b>		
33.	Bradbury Hospice	Half-yearly	HA
34.	The Duchess of Kent Children's Hospital at Sandy Bay	Half-yearly	HA
35.	Grantham Hospital	Half-yearly	HA
36.	Hong Kong Eye Hospital	Half-yearly	HA
37.	Our Lady of Maryknoll Hospital	Half-yearly	HA
38.	St. John Hospital	Half-yearly	HA
39.	Tang Shiu Kin Hospital <sup>(12)</sup>	Half-yearly	HA

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<sup>(12)</sup> Tang Shiu Kin Hospital (No. 39) and Ruttonjee Hospital (No. 16) are to be jointly visited.

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
	<b>F. Children's homes of NGOs</b>		
40.	Caritas Hong Kong – Caritas Pelletier Hall	Half-yearly	SWD
41.	Hong Kong Juvenile Care Centre – Bradbury Hostel	Half-yearly	SWD
42.	Hong Kong Student Aid Society – Holland Hostel	Half-yearly	SWD
43.	Hong Kong Student Aid Society – Island Hostel	Half-yearly	SWD
44.	Sisters of the Good Shepherd – Marycove Centre	Half-yearly	SWD
45.	Society of Boys' Centres – Chak Yan Centre	Half-yearly	SWD
46.	Society of Boys' Centres – Cheung Hong Hostel	Half-yearly	SWD
47.	Society of Boys' Centres – Shing Tak Centre	Half-yearly	SWD
48.	Society of Boys' Centres – Un Chau Hostel	Half-yearly	SWD
49.	Tung Wah Group of Hospitals – Wing Yin Hostel	Half-yearly	SWD
	<b>G. Day and residential units for people with disabilities of SWD/NGOs</b>		
50.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel	Half-yearly	SWD
51.	Fu Hong Society – Fu Hong Society Rehabilitation Centre	Half-yearly	SWD
52.	Hang Ngai Manufacturing and Hostel	Half-yearly	SWD
53.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled	Half-yearly	SWD
54.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind	Half-yearly	SWD
55.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind	Half-yearly	SWD
56.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	Half-yearly	SWD
57.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Care Home	Half-yearly	SWD
58.	Po Leung Kuk – Y C Cheng Centre	Half-yearly	SWD
59.	The Mental Health Association of Hong Kong – Jockey Club Building	Half-yearly	SWD

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
60.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	Half-yearly	SWD
61.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	Half-yearly	SWD
<b>H. Residential care homes for the elderly of NGOs</b>			
62.	Caritas Hong Kong – Caritas Li Ka Shing Care and Attention Home	Quarterly	SWD
63.	Chi Lin Nunnery – Chi Lin Care and Attention Home	Quarterly	SWD
64.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	Quarterly	SWD
65.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	Quarterly	SWD
66.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	Quarterly	SWD
67.	The Hong Kong Buddhist Association – Buddhist Sum Ma Shui Ying Care and Attention Home for the Elderly	Quarterly	SWD
68.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home	Quarterly	SWD
69.	Yan Chai Hospital – Chinachem Care and Attention Home	Quarterly	SWD
<b>I. Charitable organisation providing social services</b>			
70.	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  
NGOs – Non-governmental Organisations  
SWD – Social Welfare Department

**Statistics on Complaints/Requests/Enquiries Received and  
Suggestions/Comments Made by JPs  
from 2002 to 2004**

Institutions	No. of institutions			No. of JP visits			No. of complaints/ requests/enquiries made to JPs			No. of suggestions/ comments made by JPs		
	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004
Institutions of Correctional Services Department	33	35	34	490	499	512	579*	669*	432*	160	145	131
Hospitals of Hospital Authority	43	42	41	142	95	126	121 <sup>#</sup>	111 <sup>#</sup>	108 <sup>#</sup>	23	27	43
ICAC Detention Centre	1	1	1	23	23	24	0	0	0	2	1	3
Ma Tau Kok Detention Centre of Immigration Department	1	1	1	4	4	4	0	0	3 <sup>Δ</sup>	0	3	1
Po Leung Kuk	1	1	1	4	4	4	0	0	0	2	0	2
Shek Kwu Chau Treatment and Rehabilitation Centre and Sister Aquinas Memorial Women's Treatment Centre	2	2	2	24	24	24	0	0	0	19	10	13
Institutions of Social Welfare Department/ Non-governmental Organisations	33	30	38	137	142	149	3	6	4	131	122	132
<b>Total :</b>	<b>114</b>	<b>112</b>	<b>118</b>	<b>824</b>	<b>791</b>	<b>843</b>	<b>703</b>	<b>786</b>	<b>547</b>	<b>337</b>	<b>308</b>	<b>325</b>

\* 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 2004, 290 cases (67%) were complaints made to JPs whereas 142 cases (33%) were enquiries/requests for assistance.

# 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.

In 2004, 9 cases (8.3%) were complaints made to JPs whereas 99 cases (91.7%) were requests for assistance.

Δ In 2004, 2 cases (66.7%) were complaints made to JPs whereas 1 case (33.3%) was request for assistance.

**Detailed Information on JP Visits to Individual Institutions**  
( from 1.1.2004 to 31.12.2004 )

**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/Pelican House <sup>♦</sup>	5	0	0
2.	Cape Collinson Correctional Institution <sup>(a)</sup>	7	0	0
3.	Chi Ma Wan Correctional Institution	24	2(1)	11
4.	Chi Ma Wan Drug Addiction Treatment Centre/ Chi Lan Rehabilitation Centre <sup>♦</sup>	23	3	10
5.	Custodial Ward of Queen Elizabeth Hospital/ Lai Chi Kok Reception Centre <sup>♦ (b)</sup>	24	11(7)	14
6.	Custodial Ward of Queen Mary Hospital/Victoria Prison <sup>♦ (c)</sup>	24	32(17)	1
7.	Hei Ling Chau Addiction Treatment Centre and Annex	24	1	10
8.	Hei Ling Chau Correctional Institution/Lai Sun Correctional Institution <sup>♦</sup>	24	23(9)	3
9.	Lai King Training Centre	12	0	2
10.	Lo Wu Correctional Institution	24	3	5
11.	Ma Hang Prison	24	0	4
12.	Ma Po Ping Prison/Tong Fuk Centre <sup>♦</sup>	24	42(7)	6
13.	Pak Sha Wan Correctional Institution	24	18(7)	4
14.	Phoenix House/Lai Hang Rehabilitation Centre <sup>♦</sup>	5	0	2
15.	Phoenix House/Lai Hang Rehabilitation Centre/Pelican House <sup>○ (d)</sup>	7	0	1
16.	Pik Uk Correctional Institution	24	1	5
17.	Pik Uk Prison	24	10(5)	6
18.	Sha Tsui Detention Centre/Lai Chi Rehabilitation Centre <sup>♦</sup>	23	1(1)	2

(a) JPs started to visit the Cape Collinson Correctional Institution alone with effect from June 2004.

(b) JP visits to the Custodial Ward of Queen Elizabeth Hospital was suspended from mid January to mid March 2004 due to the activation of Yellow Alert in hospitals.

(c) JP visits to the Custodial Ward of Queen Mary Hospital was suspended from February to mid March 2004 due to the activation of Yellow Alert in hospitals.

(d) Phoenix House, Lai Hang Rehabilitation Centre and Pelican House are jointly visited by JPs with effect from June 2004.

♦ Denotes visits covering two institutions.

○ Denotes visits covering three 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	31(10)	3
20.	Siu Lam Psychiatric Centre	24	40(13)	5
21.	Stanley Prison	24	152(46)	3
22.	Tai Lam Centre for Women/Bauhinia House/Wai Lan Rehabilitation Centre <sup>○</sup>	24	31(11)	19
23.	Tai Lam Correctional Institution	23	17(4)	8
24.	Tai Tam Gap Correctional Institution	24	0	2
25.	Tung Tau Correctional Institution	24	14(4)	5
	<b>Total :</b>	<b>512</b>	<b>432(142)</b>	<b>131</b>

( ) Number of requests/enquiries.

○ Denotes visits covering three 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 <sup>+</sup>		Overall grading on services <sup>+</sup>		Remarks
			S	U	S	U	
1.	Cape Collinson Correctional Institution <sup>△</sup>	5	5	0	5	0	
	Pelican House <sup>△</sup>		5	0	5	0	
2.	Cape Collinson Correctional Institution	7	6	0	7	0	
3.	Chi Ma Wan Correctional Institution	24	22	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.

<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 or services during a particular visit.

<sup>△</sup> 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	23	22	0	22	0	
5.	Custodial Ward of Queen Elizabeth Hospital <sup>△</sup>	24	16	0	17	0	
	Lai Chi Kok Reception Centre <sup>△</sup>		23	0	24	0	
6.	Custodial Ward of Queen Mary Hospital <sup>△</sup>	24	21	0	21	0	
	Victoria Prison <sup>△</sup>		24	0	24	0	
7.	Hei Ling Chau Addiction Treatment Centre and Annex	24	24	0	24	0	
8	Hei Ling Chau Correctional Institution <sup>△</sup>	24	21	0	24	0	
	Lai Sun Correctional Institution <sup>△</sup>		24	0	24	0	
9.	Lai King Training Centre	12	12	0	12	0	
10.	Lo Wu Correctional Institution	24	23	0	24	0	
11.	Ma Hang Prison	24	24	0	23	0	
12.	Ma Po Ping Prison/Tong Fuk Centre	24	24	0	24	0	
13.	Pak Sha Wan Correctional Institution	24	21	0	22	0	
14.	Phoenix House/Lai Hang Rehabilitation Centre	5	4	0	5	0	
15.	Phoenix House/Lai Hang Rehabilitation Centre/Pelican House	7	7	0	7	0	
16.	Pik Uk Correctional Institution	24	21	0	23	0	
17.	Pik Uk Prison	24	24	0	23	0	
18.	Sha Tsui Detention Centre/Lai Chi Rehabilitation Centre	23	21	0	22	0	
19.	Shek Pik Prison	23	20	0	22	0	
20.	Siu Lam Psychiatric Centre	24	23	0	23	0	
21.	Stanley Prison	24	24	0	24	0	
22.	Tai Lam Centre for Women <sup>○</sup>	24	22	0	23	0	
	Bauhinia House/Wai Lan Rehabilitation Centre <sup>○</sup>		22	0	24	0	
23.	Tai Lam Correctional Institution	23	22	0	23	0	
24.	Tai Tam Gap Correctional Institution	24	23	0	24	0	
25.	Tung Tau Correctional Institution	24	23	0	24	0	
<b>Total :</b>		<b>512</b>	<b>573</b>	<b>0</b>	<b>590</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.
- △ Denotes visit covering two institutions and separate reports have been completed by JPs for each institution.
- Denotes visit covering three institutions and separate reports have been completed by JPs for the specific institution(s).

**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) against disciplinary action (e.g. improper and unfair disciplinary charges and proceedings, improper award of punishment and dismissal of appeal) - 19 complaints;
- (b) against administrative actions/measures/procedures taken by CSD or individual institutions (e.g. medical care and treatment, transfer amongst institutions, job assignment, privacy infringement, and lack of follow-up actions) - 190 complaints;
- (c) against conduct of staff (e.g. unnecessary or excessive use of force, use of abusive language, and perverting the course of justice) - 64 complaints; and
- (d) against other departments/organizations (e.g. Hong Kong Police Force, Judiciary and Legal Aid Department) - 17 complaints.

The 19 complaints against disciplinary action were handled by the institutions concerned and no evidence was found to substantiate the allegations. The JPs and the prisoners concerned were informed of the findings. The JPs were satisfied that all the cases had been properly dealt with.

Out of the 190 complaints against administrative actions/measures/procedures taken by CSD or individual institutions, 16 cases were referred to the CSD Complaints Investigation Unit (CIU)\* for investigation. CIU found no evidence to substantiate any of the allegations. The rest of the complaints were considered by individual institutions. All of them were found to be unsubstantiated. The JPs and the prisoners concerned were informed of the outcome of the investigations for all cases. The JPs were satisfied that the cases had been handled properly.

Out of 64 complaints against the conduct of staff, the JPs referred 29 to CIU for investigation. CIU found no evidence to substantiate these complaints. The other cases were followed up by the institutions concerned and no evidence was found in support of the allegations. In all cases, the JPs and the prisoners concerned were informed of the outcome. The JPs were satisfied that the cases had been handled properly and no follow-up action was required.

There were 17 cases of complaint against other departments or organizations. The cases had been referred to the relevant authorities for attention and follow-up actions. The JPs and the prisoners concerned were informed of the referrals made.

In addition to the above, there were 142 requests or enquiries made to the JPs seeking assistance in such areas as medical assistance, sending letters, transfer to other

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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.

institutions, legal aid application, claim for compensation, single accommodation, reduction in sentence, making phone calls, improving prison facilities, extending visit time, etc. The background of the cases was explained to the JPs by the management of the institutions. In most cases, the JPs responded to the prisoners on the spot. The other cases were referred to the institutional management or other relevant authorities for follow-up. The JPs and the prisoners were informed of the action 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 relieve overcrowding of institutions;
- (b) improvement to penal premises and facilities;
- (c) enhancement of the training programmes for inmates / prisoners; and
- (d) miscellaneous.

To reduce overcrowding at individual institutions, conversion works have been carried out at some less congested institutions so that they can accommodate more prisoners. Some institutional premises such as staff quarters and workshops are being converted to penal dormitories. CSD will also continue to explore long-term prison development plans.

As regards suggestions and comments concerning minor upgrading and improvement of institution facilities, follow-up actions were taken by the institutions concerned. For those that require large-scale enhancement works to the institutions concerned, they were referred to the Architectural Services Department and relevant departments for consideration.

JPs' main concerns on training programmes for prisoners focused on enhancing information technology training, upgrading the training facilities by providing new computers, increasing the number of computers, and providing 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.

The suggestions related to review of the penal policy in respect of Mainland offenders who committed minor immigration offences were referred to the responsible policy bureau and department for attention. The suggestions on promoting employment opportunities for rehabilitated offenders, increasing the variety of correctional services industries, better staff deployment and organizing interest groups to enhance inmates' health awareness were taken up by CSD and the institutions concerned.

## II. 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	2	0	0
2.	Bradbury Hospice	2	0	2
3.	Caritas Medical Centre <sup>(a)</sup>	3	0	0
4.	Castle Peak Hospital <sup>(b)</sup>	10	2(1)	0
5.	Cheshire Home, Chung Hom Kok	2	0	0
6.	Cheshire Home, Shatin	2	0	1
7.	The Duchess of Kent Children's Hospital at Sandy Bay	2	0	1
8.	Grantham Hospital	2	0	3
9.	Haven of Hope Hospital	2	0	0
10.	Hong Kong Buddhist Hospital	2	0	0
11.	Hong Kong Eye Hospital	2	0	4
12.	Kowloon Hospital <sup>(a)</sup>	3	0	5
13.	Kwai Chung Hospital <sup>(c)</sup>	11	11(10)	3
14.	Kwong Wah Hospital <sup>(a)</sup>	3	0	4
15.	Lai Chi Kok Hospital HACare Home <sup>(d)</sup>	1	0	0
16.	MacLehose Medical Rehabilitation Centre	2	0	2
17.	New Territories East Psychiatric Observation Unit of Tai Po Hospital <sup>(c)</sup>	11	60(59)	2
18.	North District Hospital	2	0	0
19.	Our Lady of Maryknoll Hospital	2	0	0
20.	Pamela Youde Nethersole Eastern Hospital <sup>(a)</sup>	3	0	1
21.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of the Pamela Youde Nethersole Eastern Hospital <sup>(c)</sup>	11	35(29)	3

- (a) JP visit to the hospital was suspended in the first quarter of 2004 due to the activation of Yellow Alert in hospitals.
- (b) JP visit to the hospital was suspended in January and February 2004 due to the activation of Yellow Alert in hospitals.
- (c) JP visit to the hospital was suspended in February 2004 due to the activation of Yellow Alert in hospitals.
- (d) Lai Chi Kok Hospital HACare Home ceased operation in September 2004.
- ( ) 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
22.	Pok Oi Hospital	2	0	0
23.	Prince of Wales Hospital	4	0	3
24.	Princess Margaret Hospital <sup>(a)</sup>	3	0	0
25.	Queen Elizabeth Hospital <sup>(a)</sup>	3	0	0
26.	Queen Mary Hospital <sup>(a)</sup>	3	0	0
27.	Ruttonjee and Tang Shiu Kin Hospitals♦	2	0	0
28.	Shatin Hospital	2	0	0
29.	Siu Lam Hospital	2	0	1
30.	St John Hospital	2	0	1
31.	Tai Po Hospital	2	0	0
32.	Tseung Kwan O Hospital	2	0	0
33.	Tuen Mun Hospital <sup>(a)</sup>	3	0	3
34.	Tung Wah Eastern Hospital	2	0	1
35.	Tung Wah Group of Hospitals Fung Yiu King Hospital	2	0	1
36.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	2	0	1
37.	Tung Wah Hospital	2	0	0
38.	United Christian Hospital <sup>(a)</sup>	3	0	0
39.	Wong Chuk Hang Hospital	2	0	1
40.	Yan Chai Hospital <sup>(a)</sup>	3	0	0
	<b>Total :</b>	<b>126</b>	<b>108(99)</b>	<b>43</b>

<sup>(a)</sup> JP visit to the hospital was suspended in the first quarter of 2004 due to the activation of Yellow Alert in hospitals.

( ) 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	2	2	0	2	0	
2.	Bradbury Hospice	2	2	0	2	0	
3.	Caritas Medical Centre	3	2	0	2	0	
4.	Castle Peak Hospital	10	8	0	9	0	
5.	Cheshire Home, Chung Hom Kok	2	2	0	2	0	
6.	Cheshire Home, Shatin	2	2	0	2	0	
7.	The Duchess of Kent Children's Hospital at Sandy Bay	2	2	0	2	0	
8.	Grantham Hospital	2	2	0	2	0	
9.	Haven of Hope Hospital	2	2	0	1	0	
10.	Hong Kong Buddhist Hospital	2	2	0	2	0	
11.	Hong Kong Eye Hospital	2	2	0	2	0	
12.	Kowloon Hospital	3	2	0	2	0	
13.	Kwai Chung Hospital	11	10	0	11	0	
14.	Kwong Wah Hospital	3	3	0	3	0	
15.	Lai Chi Kok HACare Home	1	1	0	1	0	
16.	MacLehose Medical Rehabilitation Centre	2	1	0	1	0	
17.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	11	11	0	9	0	
18.	North District Hospital	2	2	0	2	0	
19.	Our Lady of Maryknoll Hospital	2	2	0	2	0	
20.	Pamela Youde Nethersole Eastern Hospital	3	3	0	3	0	
21.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital	11	9	1	9	0	One unsatisfactory grading was given in respect of the overcrowded environment of the unit.

\* 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	
22.	Pok Oi Hospital	2	2	0	2	0	
23.	Prince of Wales Hospital	4	2	0	2	0	
24.	Princess Margaret Hospital	3	3	0	3	0	
25.	Queen Elizabeth Hospital	3	3	0	3	0	
26.	Queen Mary Hospital	3	3	0	2	0	
27.	Ruttonjee and Tang Shiu Kin Hospitals	2	2	0	2	0	
28.	Shatin Hospital	2	2	0	2	0	
29.	Siu Lam Hospital	2	2	0	2	0	
30.	St John Hospital	2	2	0	2	0	
31.	Tai Po Hospital	2	2	0	1	0	
32.	Tseung Kwan O Hospital	2	2	0	2	0	
33.	Tuen Mun Hospital	3	3	0	0	0	
34.	Tung Wah Eastern Hospital	2	2	0	2	0	
35.	Tung Wah Group of Hospitals Fung Yiu King Hospital	2	2	0	1	0	
36.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	2	2	0	2	0	
37.	Tung Wah Hospital	2	1	0	2	0	
38.	United Christian Hospital	3	3	0	3	0	
39.	Wong Chuk Hang Hospital	2	2	0	2	0	
40.	Yan Chai Hospital	3	3	0	3	0	
<b>Total :</b>		<b>126</b>	<b>115</b>	<b>1</b>	<b>109</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 108 complaints and requests made to visiting JPs (including 9 complaints and 99 requests) were from patients of psychiatric wards. The JPs concerned were informed of the follow-up actions taken by the institutions.

The majority of the complaints were related to food services. There were also complaints about the medication prescribed, crowded living environment and insufficient staff. The HA has taken appropriate follow-up actions in response to these complaints and provided the concerned patients with a reply. In respect of food service, the HA has put in place a quality assurance system at its Dietetic Departments to monitor and control the quality of food served to patients. The overcrowded situation at one of the hospitals was caused by the merger of two of the wards under the Enhanced Productivity Programme. However, there will be a major re-organization exercise of hospital wards in 2005-06 in the hospital concerned, after which the situation should improve. As regards the complaints on drug prescription and poor staff attitude, the HA has conducted thorough investigations and concluded that the complaints were unsubstantiated.

The majority of the requests made by patients were for their early release from hospitals or for home leave. Upon receipt of these requests, the case doctors together with their supervisors reviewed the clinical justification for keeping the patients concerned in hospitals, and requests would be granted in appropriate cases. In addition, the patients were informed of their rights to request for a review by the Mental Health Review Tribunal. There were also some requests for changing doctors or for transfer to another hospital. These requests have also been referred to the case doctors and their supervisors for a review.

Requests for more outdoor activities or more frequent access to telephone were met as considered appropriate, taking into account the clinical condition of the patients concerned. As for the requests for extending the visiting hours, the HA has already contacted the relevant patients and their families and reiterated that the hospitals would exercise flexibility to facilitate family visits to patients whenever possible.



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

The JPs made a total of 43 suggestions or comments after their visits to the public hospitals. Below is a brief summary of the follow-up action taken by the HA.

Most of the comments made by the JPs were related to the physical environment of public hospitals or the state of the buildings. Suggestions were made on the need to refurbish or redevelop a number of hospitals. In this respect, the HA has kept the maintenance and renovation needs of hospitals 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. There was also the suggestion to redevelop one hospital to cater for the growing population of the catchment area. In fact, the Administration has already earmarked the necessary funding for the redevelopment of the hospital concerned and is now working on the preliminary project plan.

Some JPs commented on overcrowded wards and suggested that the HA should increase manpower resources to relieve work pressure on staff. The hospitals are striving to provide quality medical services with the available resources. In the psychiatric wards, patients who are fit for discharge clinically would be discharged in a timely manner. The HA has also provided one hospital with the resources to conduct an additional 100 cardiac surgeries to reduce the waiting time for this type of operations. On the suggestion that the HA should appeal for more private donations to improve its services, it should be noted that the HA is making on-going efforts in soliciting such donations.

The JPs have also made a number of suggestions concerning the well being of patients, such as the promotion of visits by family and volunteer groups, provision of more recreational activities for psychiatric patients, provision of a more cheerful environment in wards, and provision of a leisure room with reading materials for patients. While recreational facilities/activities such as mobile libraries, music and TV broadcast and horticulture training are already made available to patients, the hospitals concerned have accepted JPs' suggestions and made some improvements to the ward environment. Noting that Christian chaplaincy is the predominant form of religious support provided at public hospitals, there was the suggestion that the HA should consider strengthening the support for patients with the Buddhist faith. In this connection, the Hong Kong Buddhist Association has already agreed to explore the feasibility of providing Buddhist volunteer 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	24	0	3
<b>Total :</b>	<b>24</b>	<b>0</b>	<b>3</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 <sup>+</sup>		Remarks
		S	U	S	U	
ICAC Detention Centre	24	24	0	23	0	
<b>Total :</b>	<b>24</b>	<b>24</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*

The suggestions/comments made by JPs after their visits to the ICAC Detention Centre are as follows:

- installation of “fire escape” signage and emergency lighting system;
- installation of higher glass panel separating the detainees and visitors in the visitors’ rooms; and
- the Medical Room of the detention centre should not be used for documentation of detainees.

On the suggestion concerning the installation of higher glass panel in the visitors’ rooms, JPs were informed that the ICAC Detention Centre would move to a new purpose-built building in 2007. In the design, the visitors’ rooms would be fitted with glass panels that rise two meters above the top of the tables. As for the other two suggestions, follow-up actions were taken as appropriate and JPs concerned were informed of the action taken accordingly.

\* 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.

<sup>+</sup> The total number of overall gradings on services may not add up to the total number of JP visits to the ICAC Detention Centre since some JPs may not have provided an overall grading on services during a particular visit.

#### **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	3(1)	1
<b>Total :</b>	<b>4</b>	<b>3(1)</b>	<b>1</b>

( ) Number of requests/enquiries.

##### ***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 complaints/requests/enquiries made to JPs***

A total of two complaints and one request were received by JPs. The first complaint concerned the condition of the detention room which was a bit cold during night time (coinciding with the cold spell at time of JP visit). The JPs were advised that additional blankets would be provided for the detainees upon request. The complaint was classified as unsubstantiated and JPs were satisfied with the explanation and arrangements by the Detention Centre.

\* 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 second complaint was made by an inmate of ethnic minorities who complained that his request for provision of a specific national style pancake was not acceded to. The JPs considered that the complaint was unsubstantiated.

Another request was for early repatriation. The case was handled in accordance with the usual removal arrangements and the JPs were informed of the action taken.

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

The JPs commented that the detention centre was rather aged and recommended reprovisioning of the centre to a new building. The Administration is actively considering the proposal of relocating the detention centre.

## V. 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	2
<b>Total :</b>	<b>4</b>	<b>0</b>	<b>2</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	
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

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

Suggestions/comments made by JPs after their visits to Po Leung Kuk include:

- (a) promotion of services provided by the sheltered workshop through Po Leung Kuk's website; and
- (b) refurbishment of the old West Wing Building.

For refurbishment of the old West Wing Building, Po Leung Kuk is planning to redevelop the whole building. As regards the promotion of services of the sheltered workshop, follow-up action was taken. The JPs were informed of the above follow-up action accordingly.

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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.

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

***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.	Shek Kwu Chau Treatment and Rehabilitation Centre	12	0	6
2.	Sister Aquinas Memorial Women's Treatment Centre	12	0	7
	<b>Total :</b>	<b>24</b>	<b>0</b>	<b>13</b>

***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.	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***

Suggestions/comments made by JPs are summarized as follows:

- (a) improvement to the overcrowded condition in the dormitories and other areas of institutions concerned;
- (b) setting up an interim programme in the institution concerned for selected patients after their rehabilitation to facilitate their full integration into the normal society;
- (c) reviewing the need for continued JP visits to the institution concerned taking into account that it is an open institution;
- (d) allowing inmates to engage in income generating work while undergoing treatment in the institution concerned;
- (e) prohibition of smoking in dormitories;
- (f) re-painting of the beds and carrying out minor repair works;
- (g) arrangement of more activities or ball games like badminton and table-tennis etc. for the residents;
- (h) keeping a central register of complaints made by inmates; and
- (i) provision of more information in the explanatory notes on the institution concerned for JPs.

To ease overcrowding in dormitories, an institution concerned submitted an application for funding from the Chinese Permanent Cemeteries Fund 2005 to make an extension in the dormitory area. Another institution made changes to the present layout in some houses to improve the overcrowded situation.

Regarding the suggestions to review the need for continued JP visits to the institution concerned and allowing inmates to engage in income generating work, they were referred to the relevant department and policy bureau for consideration. As for the remaining suggestions, follow-up actions were taken by the institution management. The JPs concerned were informed of the action taken accordingly.

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

### 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.	Begonia Road Juvenile Home	12	0	11
2.	Caritas Hong Kong – Caritas Li Ka Shing Care and Attention Home	4	0	14
3.	Caritas Hong Kong – Caritas Pelletier Hall	2	0	2
4.	Chi Lin Nunnery – Chi Lin Care and Attention Home	4	0	3
5.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel <sup>(a)</sup>	2	0	1
6.	Fanling Girls' Home	12	0	4
7.	Fu Hong Society – Fu Hong Society Rehabilitation Centre <sup>(b)</sup>	1	0	2
8.	Hang Ngai Manufacturing and Hostel <sup>(c)</sup>	2	0	1
9.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled <sup>(b) (d)</sup>	0	0	0
10.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	4	0	6
11.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	4	0	3
12.	The Hong Kong Buddhist Association – Buddhist Sum Ma Shui Ying Care and Attention Home for the Elderly	4	0	2

(a) Kwai Shing Hostel was hived off to NGO and renamed as Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel in April 2004. The visit frequency was revised from quarterly to half-yearly subsequently.

(b) JPs started to visit these institutions in the second half year of 2004.

(c) The visit frequency of Hang Ngai Manufacturing and Hostel is revised from quarterly to half-yearly with effect from July 2004.

(d) The JPs concerned did not visit the Haven of Hope Christian Service - the Haven of Hope Hang Hau Care and Attention Home for Severely Disabled in the second half-year of 2004.



<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>
13.	Hong Kong Juvenile Care Centre – Bradbury Hostel	2	0	3
14.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind <sup>(b)</sup>	1	0	0
15.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind <sup>(b)</sup>	1	0	0
16.	Hong Kong Student Aid Society – Holland Hostel	2	0	0
17.	Hong Kong Student Aid Society – Island Hostel	2	0	3
18.	Kwun Tong Hostel <sup>(e)</sup>	6	0	1
19.	Ma Tau Wai Girls' Home	13	0	13
20.	The Mental Health Association of Hong Kong – Jockey Club Building <sup>(b)</sup>	1	0	0
21.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home <sup>(b)</sup>	1	0	0
22.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Home <sup>(b)</sup>	1	0	0
23.	O Pui Shan Boys' Home	12	0	10
24.	Po Leung Kuk – Y C Cheng Centre <sup>(b)</sup>	1	0	2
25.	Pui Chi Boys' Home	12	2	15
26.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service <sup>(f)</sup>	2	0	2
27.	Shatin Boys' Home	12	2	4
28.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	4	0	1

(b) JPs started to visit these institutions in the second half year of 2004.

(e) Kwun Tong Hostel ceased operation on 1.7.2004.

(f) Cheung Hong Hostel and Day Activity Centre was hived off to NGO and renamed as The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service in April 2004. The visit frequency was revised from quarterly to half-yearly subsequently.

<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>
29.	Sisters of the Good Shepherd – Marycove Centre	2	0	3
30.	Society of Boys' Centres – Chak Yan Centre	2	0	3
31.	Society of Boys' Centres – Cheung Hong Hostel	2	0	3
32.	Society of Boys' Centres – Shing Tak Centre	2	0	2
33.	Society of Boys' Centres – Un Chau Hostel	2	0	2
34.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex <sup>(b)</sup>	1	0	3
35.	Tung Wah Group of Hospitals – Wing Yin Hostel	2	0	5
36.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home	4	0	1
37.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	0	6
38.	Yan Chai Hospital – Chinachem Care and Attention Home	4	0	1
	<b>Total :</b>	<b>149</b>	<b>4</b>	<b>132</b>

(b) JPs started to visit this institution in the second half year of 2004.

**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.	Begonia Road Juvenile Home	12	12	0	12	0	
2.	Caritas Hong Kong – Caritas Li Ka Shing Care and Attention Home	4	3	0	4	0	
3.	Caritas Hong Kong – Caritas Pelletier Hall	2	2	0	2	0	
4.	Chi Lin Nunnery – Chi Lin Care and Attention Home	4	3	0	3	0	
5.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel	2	2	0	2	0	
6.	Fanling Girls' Home	12	11	0	12	0	
7.	Fu Hong Society – Fu Hong Society Rehabilitation Centre	1	1	0	1	0	
8.	Hang Ngai Manufacturing and Hostel	2	2	0	2	0	
9.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled	0	0	0	0	0	
10.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	4	4	0	4	0	
11.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	4	4	0	4	0	
12.	The Hong Kong Buddhist Association – Buddhist Sum Ma Shui Ying Care and Attention Home for the Elderly	4	4	0	4	0	
13.	Hong Kong Juvenile Care Centre – Bradbury 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.

✦ 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	
14.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind	1	1	0	1	0	
15.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind	1	1	0	1	0	
16.	Hong Kong Student Aid Society – Holland Hostel	2	2	0	2	0	
17.	Hong Kong Student Aid Society – Island Hostel	2	2	0	2	0	
18.	Kwun Tong Hostel	6	6	0	6	0	
19.	Ma Tau Wai Girls' Home	13	13	0	13	0	
20.	The Mental Health Association of Hong Kong – Jockey Club Building	1	1	0	1	0	
21.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	1	1	0	1	0	
22.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Home	1	1	0	1	0	
23.	O Pui Shan Boys' Home	12	12	0	12	0	
24.	Po Leung Kuk – Y C Cheng Centre	1	1	0	1	0	
25.	Pui Chi Boys' Home	12	12	0	12	0	
26.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	2	1	0	2	0	
27.	Shatin Boys' Home	12	11	0	11	0	
28.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	4	3	0	3	0	
29.	Sisters of the Good Shepherd – Marycove Centre	2	2	0	2	0	
30.	Society of Boys' Centres – Chak Yan Centre	2	2	0	2	0	
31.	Society of Boys' Centres – Cheung Hong Hostel	2	2	0	2	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 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	
32.	Society of Boys' Centres – Shing Tak Centre	2	2	0	2	0	
33.	Society of Boys' Centres – Un Chau Hostel	2	2	0	2	0	
34.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	1	1	0	1	0	
35.	Tung Wah Group of Hospitals – Wing Yin Hostel	2	2	0	1	0	
36.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home	4	4	0	4	0	
37.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	4	0	4	0	
38.	Yan Chai Hospital – Chinachem Care and Attention Home	4	4	0	4	0	
<b>Total :</b>		<b>149</b>	<b>143</b>	<b>0</b>	<b>145</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**

A total of four complaints were made to the JPs. One complaint concerned insects being found in the residents' dormitories. As the Home was situated by the hillside, there were small insects like mosquitoes and bugs, although mosquito nets had been installed. The Home had stepped up cleansing work and reminded the residents to keep themselves and the place clean.

In another complaint, an inmate who had overstayed in Hong Kong complained to the JPs about the length of his detention in the place of refuge. The JPs believed it was a matter of the Immigration Department and that some delay in the case was inevitable. The complaint was considered not substantiated.

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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 during a particular visit.

The other two complaints involved two inmates complaining to the JPs that the home nurse did not give them antibiotics. The home nurse had clarified that the prescription of antibiotics had to be made by the medical officer while the boys had been given proper treatment and medication. The JPs were satisfied with the clarification and the action taken by the nurse. The complaints were found unsubstantiated.

***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 areas:

- (a) improvement to the environment and facilities of the homes (e.g. installation of handrails along staircase and in bathrooms, air-conditioning facilities in bedrooms, improvement works for water supply system and water leakage problem, placing additional signage for fire exits, upgrading of the computer equipment and library collection);
- (b) improvement to the training programmes for residents of the correctional/residential homes (e.g. organization of more training programmes, strengthening of the physical and disciplinary training, review of the timing for outdoor activities in the afternoon and provision of training between the time residents were discharged and the time they could get enrolled in normal schools);
- (c) service development and better use of resources;
- (d) handling of illegal immigrants (IIs); and
- (e) miscellaneous suggestions for improvement of service quality (e.g. enhancement of counseling service, provision of clinical psychology service, dietitian service and more rehab bus services, extension of visiting medical officer scheme, and more frequent change of the menu to cover greater variety of food).

In response to JPs' comments on the homes' environment and facilities, improvement and renovation works had been carried out. Regular maintenance and improvement works were in place to ensure a pleasant and safe environment for the residents.

On JPs' suggestions to strengthen the training programmes for residents in correctional and residential homes, continuous efforts had been made by SWD and NGOs to organize wider varieties of training programmes and activities to better meet the changing needs of residents. For homes under SWD, equal weight was put on physical and disciplinary training and the desirable timing for outdoor activities had been carefully reviewed. Furthermore, tailor-made programmes were designed to help the inmates secure a school or job placement before they were discharged from the homes.

In response to JPs' comments on under-utilisation of correctional home facilities and manpower resources, SWD had kept regular review of the service with a view to better utilizing the resources and meeting the service demand. In this regard, the department had proceeded with the construction of a new purpose-built residential training complex for juveniles to co-locate the existing six correctional homes which is targeted for completion in 2006-2007. With the pooling of manpower and resources, the cost effectiveness of the service could then be monitored and achieved in a better way.

Regarding JPs' concern about the admission of suspected over-aged illegal immigrants (IIs) and deliberate dumping of handicapped children by snakehead into the Hong Kong territories, SWD had endeavoured to establish effective liaison with the Court and Hong Kong Police Force for reviewing the alternative remand arrangement for the suspected overaged IIs. On the other hand, the department had been working closely with bureaux and departments concerned to ensure an effective mode of operation in carrying out the statutory responsibility for the IIs in SWD homes.

As for the miscellaneous suggestions put forward by JPs, follow-up actions had been taken by SWD or the NGOs as appropriate. JPs concerned had been informed of the actions taken accordingly.