
2005 Annual Report on JP Visits

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

2005 Annual Report on JP Visits

Introduction

This Annual Report, the seventh of its kind, covers the work of Justices of the Peace (JPs) in the calendar year 2005 in visiting designated institutions, 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 certain offices in the public service, they are appointed under section 3(1)(a) of the JP Ordinance; for other persons, they are appointed on their individual merits 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 2005, 41 and 32 persons were appointed Non-official and Official JPs respectively. At the same time, nine persons ceased to be Non-official JPs and 30 officers ceased to be Official JPs on retirement or on leaving public service. As at 31 December 2005, there were 312 Official JPs and 933 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 2005, 190 Non-official JPs were not available for regular visits.

7. During the year, JPs conducted 812 visits to 119 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 month, 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 JP or Non-official JP for the purpose 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

119 institutions visited by JPs in 2005 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.

11. As in the previous year, the JP Secretariat organised a briefing to help newly appointed JPs familiarise 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 47 JPs attended the briefing in September 2005.

12. At the beginning of each JP visit, the officer-in-charge of the relevant institution will provide a short briefing to the visiting JPs on the facilities and services provided by the institution. 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.

Handling of Complaints and Making Suggestions

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 2005, 434 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 83 percent of the complaints /requests /enquiries made to JPs in 2005 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 2005, 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. 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 2005, JPs made a total of 344 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 87 percent of the suggestions/comments made by JPs in 2005 were taken within one month by the institutions concerned (up from 82 percent in 2004). 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 2006

List of Institutions Visited by JPs in 2005

I. Statutory Visits

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
A. Prisons/correctional institutions for adults			
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 ⁽¹⁾	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 ⁽²⁾	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 ⁽³⁾	Fortnightly	CSD
18.	Tai Lam Correctional Institution	Fortnightly	CSD

* Denotes visit covering two institutions.

⁽¹⁾ Hei Ling Chau Correctional Institution (No. 6) and Lai Sun Correctional Institution (No. 24) are jointly visited by JPs.

⁽²⁾ Pelican House (No. 12), Phoenix House (No. 25) and Lai Hang Rehabilitation Centre (No.32) are jointly visited by JPs.

⁽³⁾ Tai Lam Centre for Women (No. 17), Bauhinia House (No. 20) and Wai Lan Rehabilitation Centre (No. 33) are jointly visited by JPs.

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

⁽⁴⁾ Bauhinia House (No.20), Wai Lan Rehabilitation Centre (No.33) and Tai Lam Centre for Women (No.17) are jointly visited by JPs.

⁽⁵⁾ Lai Sun Correctional Institution (No.24) and Hei Ling Chau Correctional Institution (No.6) are jointly visited by JPs.

⁽⁶⁾ Phoenix House (No.25), Pelican House (No.12) and Lai Hang Rehabilitation Centre (No.32) are jointly visited by JPs.

⁽⁷⁾ Sha Tsui Detention Centre (No.27) and Lai Chi Rehabilitation Centre (No.31) are jointly visited by JPs.

⁽⁸⁾ Tai Tam Gap Correctional Institution (No.28) and Chi Lan Rehabilitation Centre (No.30) are jointly visited by JPs.

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
33.	Wai Lan Rehabilitation Centre ⁽⁹⁾	Fortnightly	CSD
E. Reception/detention centres of CSD, ICAC & Imm D			
34.	Castle Peak Bay Immigration Centre	Fortnightly	CSD
35.	Green Island Reception Centre ⁽¹⁰⁾	Monthly	CSD
36.	Independent Commission Against Corruption Detention Centre	Fortnightly	ICAC
37.	Ma Tau Kok Detention Centre	Quarterly	Imm D
F. Psychiatric hospitals			
38.	Castle Peak Hospital	Monthly	HA
39.	Kwai Chung Hospital	Monthly	HA
40.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	Monthly	HA
41.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of the Pamela Youde Nethersole Eastern Hospital	Monthly	HA
G. Remand homes, places of refuge, probation homes and reformatory school of SWD			
42.	Begonia Road Juvenile Home	Monthly	SWD
43.	Fanling Girls' Home	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

⁽⁹⁾ Wai Lan Rehabilitation Centre (No.33), Tai Lam Centre for Women (No.17) and Bauhinia House (No.20) are jointly visited by JPs.

⁽¹⁰⁾ JP visit to the Green Island Reception Centre was temporary suspended since the Centre is temporarily closed.

II. Non-statutory Visits

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
	A. Institutions for drug addicts		
1.	Shek Kwu Chau Treatment and Rehabilitation Centre	Quarterly	D of H
2.	Sister Aquinas Memorial Women's Treatment Centre	Quarterly	D of H
	B. General acute hospitals with 24-hour A&E services and hospitals with a mix of acute & non-acute services		
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 ⁽¹¹⁾	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

⁽¹¹⁾ Ruttonjee Hospital (No. 16) and Tang Shiu Kin Hospital (No. 38) are jointly visited by JPs.

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
	C. Psychiatric hospital		
26.	Siu Lam Hospital	Half-yearly	HA
	D. Non-acute or infirmary hospitals		
27.	Cheshire Home, Chung Hom Kok	Half-yearly	HA
28.	Cheshire Home, Shatin	Half-yearly	HA
29.	MacLehose Medical Rehabilitation Centre	Half-yearly	HA
30.	Tung Wah Group of Hospitals Fung Yiu King Hospital	Half-yearly	HA
31.	Wong Chuk Hang Hospital	Half-yearly	HA
	E. Acute hospitals of special nature		
32.	Bradbury Hospice	Half-yearly	HA
33.	The Duchess of Kent Children's Hospital at Sandy Bay	Half-yearly	HA
34.	Grantham Hospital	Half-yearly	HA
35.	Hong Kong Eye Hospital	Half-yearly	HA
36.	Our Lady of Maryknoll Hospital	Half-yearly	HA
37.	St. John Hospital	Half-yearly	HA
38.	Tang Shiu Kin Hospital ⁽¹²⁾	Half-yearly	HA

⁽¹²⁾ Tang Shiu Kin Hospital (No. 38) and Ruttonjee Hospital (No. 16) are jointly visited by JPs.

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
	F. Children's homes of NGOs		
39.	Caritas Hong Kong – Caritas Pelletier Hall	Half-yearly	SWD
40.	Hong Kong Juvenile Care Centre – Bradbury Hostel	Half-yearly	SWD
41.	Hong Kong Student Aid Society – Holland Hostel	Half-yearly	SWD
42.	Hong Kong Student Aid Society – Island Hostel	Half-yearly	SWD
43.	Sisters of the Good Shepherd – Marycove Centre	Half-yearly	SWD
44.	Society of Boys' Centres – Chak Yan Centre	Half-yearly	SWD
45.	Society of Boys' Centres – Cheung Hong Hostel	Half-yearly	SWD
46.	Society of Boys' Centres – Shing Tak Centre	Half-yearly	SWD
47.	Society of Boys' Centres – Un Chau Hostel	Half-yearly	SWD
48.	Tung Wah Group of Hospitals – Wing Yin Hostel	Half-yearly	SWD
	G. Day and residential units for people with disabilities of SWD/NGOs		
49.	Caritas Hong Kong – Caritas Jockey Club Lai King Rehabilitation Centre	Half-yearly	SWD
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

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
59.	The Mental Health Association of Hong Kong – Jockey Club Building	Half-yearly	SWD
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
62.	Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel ⁽¹³⁾	Half-yearly	SWD
H. Residential care homes for the elderly of NGOs			
63.	Caritas Hong Kong – Caritas Li Ka Shing Care and Attention Home	Half-yearly	SWD
64.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	Half-yearly	SWD
65.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	Half-yearly	SWD
66.	Hong Kong Sheng Kung Hui – Li Ka Shing Care and Attention Home for the Elderly	Half-yearly	SWD
67.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	Half-yearly	SWD
68.	The Hong Kong Buddhist Association – Buddhist Sum Ma Shui Ying Care and Attention Home for the Elderly	Half-yearly	SWD
69.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home ⁽¹³⁾	Half-yearly	SWD
70.	Yan Chai Hospital – Chinachem Care and Attention Home	Half-yearly	SWD
I. Charitable organisation providing social services			
71.	Po Leung Kuk	Quarterly	HAD

⁽¹³⁾ Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel (No.62) and Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home (No.69) are jointly visited by JPs.

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 2003 to 2005**

Institutions	No. of institutions			No. of JP visits			No. of complaints/ requests/enquiries made to JPs			No. of suggestions/ comments made by JPs		
	2003	2004	2005	2003	2004	2005	2003	2004	2005	2003	2004	2005
Institutions of Correctional Services Department	35	34	35	499	512	487	669*	432*	322*	145	131	157
Hospitals of Hospital Authority	42	41	40	95	126	139	111 [#]	108 [#]	108 [#]	27	43	53
ICAC Detention Centre	1	1	1	23	24	24	0	0	0	1	3	2
Ma Tau Kok Detention Centre of Immigration Department	1	1	1	4	4	4	0	3 ^Δ	1 ^Δ	3	1	4
Po Leung Kuk	1	1	1	4	4	4	0	0	0	0	2	3
Shek Kwu Chau Treatment and Rehabilitation Centre and Sister Aquinas Memorial Women's Treatment Centre	2	2	2	24	24	18	0	0	0	10	13	8
Institutions of Social Welfare Department/ Non-governmental Organisations	30	38	39	142	149	136	6	4	3 [○]	122	132	117
Total :	112	118	119	791	843	812	786	547	434	308	325	344

* In 2003, 413 cases (61.7%) were complaints made to JPs whereas 256 cases (38.3%) were enquiries/requests for assistance.

In 2004, 290 cases (67.1%) were complaints made to JPs whereas 142 cases (32.9%) were enquiries/requests for assistance.

In 2005, 199 cases (61.8%) were complaints made to JPs whereas 123 cases (38.2%) were enquiries/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.

In 2005, 24 cases (22.2%) were complaints made to JPs whereas 84 cases (77.8%) 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.

In 2005, one request for assistance was received by JPs.

○ In 2005, 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 1.1.2005 to 31.12.2005)

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	12	0	5
2.	Castle Peak Bay Immigration Centre ^(a)	9	44(36)	1
3.	Chi Ma Wan Correctional Institution	20	2(1)	16
4.	Chi Sun Correctional Institution ^(b)	21	3	29
5.	Custodial Ward of Queen Elizabeth Hospital/ Lai Chi Kok Reception Centre [♦]	24	12(3)	11
6.	Custodial Ward of Queen Mary Hospital/Victoria Prison [♦]	24	6(3)	4
7.	Hei Ling Chau Addiction Treatment Centre and Annex	21	9(2)	9
8.	Hei Ling Chau Correctional Institution/Lai Sun Correctional Institution [♦]	23	13(4)	6
9.	Lai King Training Centre	12	0	0
10.	Lo Wu Correctional Institution ^(c)	4	0	0
11.	Ma Hang Prison	24	1(1)	5
12.	Ma Po Ping Prison/Tong Fuk Centre [♦]	22	11(4)	2
13.	Pak Sha Wan Correctional Institution	24	23(5)	6
14.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre [○]	12	0	2
15.	Pik Uk Correctional Institution	24	6(4)	3
16.	Pik Uk Prison	24	11(5)	8
17.	Sha Tsui Detention Centre/Lai Chi Rehabilitation Centre [♦]	21	0	3
18.	Shek Pik Prison	22	25(4)	1

^(a) JPs started to visit the Castle Peak Bay Immigration Centre in the second fortnight of August 2005.

^(b) Chi Ma Wan Drug Addiction Treatment Centre was renamed to Chi Sun Correctional Institution on 19 January 2005.

^(c) Lo Wu Correctional Institution ceased operation in March 2005.

♦ Denotes visit covering two institutions.

○ Denotes visit 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.	Siu Lam Psychiatric Centre	24	42(8)	5
20.	Stanley Prison	24	88(36)	1
21.	Tai Lam Centre for Women/Bauhinia House/Wai Lan Rehabilitation Centre [○]	24	21(5)	19
22.	Tai Lam Correctional Institution	24	3(1)	11
23.	Tai Tam Gap Correctional Institution	1	0	0
24.	Tai Tam Gap Correctional Institution/Chi Lan Rehabilitation Centre ^(d)	23	0	6
25.	Tung Tau Correctional Institution	24	2(1)	4
	Total :	487	322(123)	157

^(d) Tai Tam Gap Correctional Institution and Chi Lan Rehabilitation Centre are jointly visited by JPs with effect from the second fortnight of January 2005.

() Number of requests/enquiries.

○ Denotes visit 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 [★]		Overall grading on services [★]		Remarks
			S	U	S	U	
1.	Cape Collinson Correctional Institution	12	11	0	12	0	
2.	Castle Peak Bay Immigration Centre	9	9	0	9	0	
3.	Chi Ma Wan Correctional Institution	20	18	0	20	0	
4.	Chi Sun Correctional Institution	21	19	0	20	0	
5.	Custodial Ward of Queen Elizabeth Hospital [△]	24	24	0	22	0	
	Lai Chi Kok Reception Centre [△]		24	0	24	0	
6.	Custodial Ward of Queen Mary Hospital [△]	24	24	0	22	0	
	Victoria Prison [△]		22	0	22	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 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	
7.	Hei Ling Chau Addiction Treatment Centre and Annex	21	20	0	21	0	
8.	Hei Ling Chau Correctional Institution [△]	23	20	0	21	0	
	Lai Sun Correctional Institution [△]		22	0	21	0	
9.	Lai King Training Centre	12	12	0	12	0	
10.	Lo Wu Correctional Institution	4	4	0	4	0	
11.	Ma Hang Prison	24	23	0	22	0	
12.	Ma Po Ping Prison/Tong Fuk Centre	22	20	0	22	0	
13.	Pak Sha Wan Correctional Institution	24	24	0	23	0	
14.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre	12	10	0	12	0	
15.	Pik Uk Correctional Institution	24	24	0	24	0	
16.	Pik Uk Prison	24	22	0	24	0	
17.	Sha Tsui Detention Centre/Lai Chi Rehabilitation Centre	21	20	0	19	0	
18.	Shek Pik Prison	22	20	0	21	0	
19.	Siu Lam Psychiatric Centre	24	23	0	23	0	
20.	Stanley Prison	24	22	0	24	0	
21.	Tai Lam Centre for Women [○]	24	22	0	24	0	
	Bauhinia House/Wai Lan Rehabilitation Centre [○]		24	0	24	0	
22.	Tai Lam Correctional Institution	24	23	0	24	0	
23.	Tai Tam Gap Correctional Institution	1	1	0	1	0	
24.	Tai Tam Gap Correctional Institution/Chi Lan Rehabilitation Centre	23	23	0	22	0	
25.	Tung Tau Correctional Institution	24	23	0	24	0	
	Total :	487	553	0	563	0	

Key : S – Satisfactory
U – Unsatisfactory

- ✦ 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).

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 and improper award of punishment) - 18 complaints;
- (b) against administrative actions/measures/procedures taken by CSD or individual institutions (e.g. medical care and treatment, insufficient facilities, loss of property, transfer amongst institutions, job assignment, privacy infringement, and lack of follow-up actions) - 133 complaints;
- (c) against conduct of staff (e.g. unnecessary or excessive use of force, use of abusive language, and mishandling of personal records) - 32 complaints; and
- (d) against other departments/organizations (e.g. Hong Kong Police Force, Judiciary, Legal Aid Department and Social Welfare Department) - 16 complaints.

The 18 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 133 complaints against administrative actions/measures/procedures taken by CSD or individual institutions, 14 cases were referred to the CSD Complaints Investigation Unit (CIU)* for investigation. CIU found no evidence to substantiate any of the allegations after investigation. 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.

There were 32 complaints against the conduct of staff. The JPs referred nine cases to CIU for investigation and CIU found no evidence to substantiate these complaints after investigation. 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.

16 complaints were raised against other departments or organizations and they 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.

* 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.

In addition to 199 complaints, there were 123 requests or enquiries made to the JPs seeking assistance in such areas as medical assistance, handling of letters, legal aid application, claim for compensation, early repatriation, arranging bail, interview with government officials, work assignment, obtaining copies of personal records, 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, the old staff married quarters adjacent to the Lai Chi Kok Reception Centre are being converted into a prison known as the Lai Chi Kok Correctional Institution, which will come into operation in July 2006. CSD is planning to redevelop the Lo Wu Correctional Institution into three institutions, providing a total of 1 400 penal places by the end of 2009.

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 for computers training, provision of more beauty treatment training 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. To this end, CSD has formed a special task group to plan for the operation of a vocational training institution to enhance training in market-oriented job-skills for adult prisoners.

The suggestions on anti-smoking promotion for inmates/prisoners, provision of music therapy and merging the Detention Centre and Rehabilitative Centre Programmes 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	0
3.	Caritas Medical Centre	4	0	0
4.	Castle Peak Hospital	12	9 (4)	8
5.	Cheshire Home, Chung Hom Kok	2	0	1
6.	Cheshire Home, Shatin	2	0	0
7.	The Duchess of Kent Children's Hospital at Sandy Bay	2	0	0
8.	Grantham Hospital	2	0	0
9.	Haven of Hope Hospital	2	0	0
10.	Hong Kong Buddhist Hospital	2	0	0
11.	Hong Kong Eye Hospital	2	0	1
12.	Kowloon Hospital	4	0	1
13.	Kwai Chung Hospital	12	8 (7)	11
14.	Kwong Wah Hospital	4	0	0
15.	MacLehose Medical Rehabilitation Centre	2	0	1
16.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	12	37 (32)	9
17.	North District Hospital	2	0	0
18.	Our Lady of Maryknoll Hospital	2	0	0
19.	Pamela Youde Nethersole Eastern Hospital	4	2	3
20.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of the Pamela Youde Nethersole Eastern Hospital	12	51(40)	4
21.	Pok Oi Hospital	2	0	2
22.	Prince of Wales Hospital	4	0	4
23.	Princess Margaret Hospital	4	0	0
24.	Queen Elizabeth Hospital	4	0	1
25.	Queen Mary Hospital	4	1(1)	3

() 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
26.	Ruttonjee and Tang Shiu Kin Hospitals♦	2	0	0
27.	Shatin Hospital	2	0	1
28.	Siu Lam Hospital	2	0	1
29.	St John Hospital	2	0	0
30.	Tai Po Hospital	2	0	1
31.	Tseung Kwan O Hospital	2	0	0
32.	Tuen Mun Hospital	3	0	0
33.	Tung Wah Eastern Hospital	2	0	0
34.	Tung Wah Group of Hospitals Fung Yiu King Hospital	2	0	0
35.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	2	0	0
36.	Tung Wah Hospital	2	0	0
37.	United Christian Hospital	4	0	1
38.	Wong Chuk Hang Hospital	2	0	0
39.	Yan Chai Hospital	4	0	0
	Total :	139	108 (84)	53

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- ♦ Denotes visit covering two institutions.
 () Number of requests/enquiries.

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	4	3	0	4	0	
4.	Castle Peak Hospital	12	11	0	11	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	1	0	2	0	
10.	Hong Kong Buddhist Hospital	2	2	0	2	0	
11.	Hong Kong Eye Hospital	2	2	0	2	0	
12.	Kowloon Hospital	4	3	0	3	0	
13.	Kwai Chung Hospital	12	8	0	11	0	
14.	Kwong Wah Hospital	4	3	0	3	0	
15.	MacLehose Medical Rehabilitation Centre	2	2	0	2	0	
16.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	12	9	0	12	0	Some JPs considered that the facility for outdoor activities was unsatisfactory.
17.	North District Hospital	2	2	0	2	0	
18.	Our Lady of Maryknoll Hospital	2	2	0	2	0	
19.	Pamela Youde Nethersole Eastern Hospital	4	2	0	3	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	
20.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital	12	10	1	11	0	One unsatisfactory grading was given because JPs considered that the overall facilities were inadequate.
21.	Pok Oi Hospital	2	2	0	2	0	
22.	Prince of Wales Hospital	4	2	0	4	0	
23.	Princess Margaret Hospital	4	4	0	2	0	
24.	Queen Elizabeth Hospital	4	3	0	4	0	
25.	Queen Mary Hospital	4	3	0	2	0	
26.	Ruttonjee and Tang Shiu Kin Hospitals	2	2	0	2	0	
27.	Shatin Hospital	2	2	0	2	0	
28.	Siu Lam Hospital	2	2	0	2	0	
29.	St John Hospital	2	2	0	2	0	
30.	Tai Po Hospital	2	2	0	1	0	
31.	Tseung Kwan O Hospital	2	2	0	2	0	
32.	Tuen Mun Hospital	3	3	0	1	0	
33.	Tung Wah Eastern Hospital	2	2	0	2	0	
34.	Tung Wah Group of Hospitals Fung Yiu King Hospital	2	2	0	2	0	
35.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	2	2	0	2	0	
36.	Tung Wah Hospital	2	2	0	2	0	
37.	United Christian Hospital	4	4	0	3	0	
38.	Wong Chuk Hang Hospital	2	2	0	2	0	
39.	Yan Chai Hospital	4	3	0	4	0	
	Total :	139	118	1	125	0	

Key : S - Satisfactory
U – Unsatisfactory

★ 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*

Most of the complaints related to the quality and variety of food. The Dietetic Department of the Hospital Authority has implemented a quality control system to monitor the dietetic needs of the patients and increased the variety of foods on the daily menu. As for the complaints against physical restraint, explanation was given and the JPs were satisfied that the restraint was necessary and that reasonable and objective procedures were in place for the use of physical restraint on patients.

The majority of the requests were made by patients of psychiatric wards for early release from hospital or for home leave. Upon receipt of these requests, the case doctors together with their supervisors have reviewed the clinical justification for keeping the patients concerned in hospitals, and requests would be granted in appropriate cases. For patients who were considered not suitable for discharge or home leave after the review, they were handled in accordance with the relevant provisions of the Mental Health Ordinance (Cap 136). Patients have also been advised of their rights to raise their case with the Mental Health Review Tribunal.

The remaining requests raised by patients mainly related to the provision of outdoor activities. More recreational and outdoor activities have been arranged where clinical conditions of the patients allowed and resources were available. Options to restructure the ward areas to facilitate more leisure and exercise activities are being studied.

The JPs concerned were informed of the follow-up actions taken by the institutions.

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 the overcrowding condition of wards and shortage of manpower;
- (b) improvement to the physical environment of the hospitals;
- (c) improvement to the facilities of hospitals; and
- (d) provision of new drugs to more psychiatric patients.

Regarding JPs' comments on the overcrowding condition in one hospital, improvements have already been made to alleviate the overcrowding problem through re-arrangement of the beds and better utilisation of the space available in the wards, garden and day rehabilitation centre during daytime. The hospital has also transferred patients to wards with a comparatively lower occupancy.

On JPs' comments and suggestions relating to the physical environment of hospitals, such as the need for refurbishing hospital buildings due to wear and tear and the creation of a more cheerful environment in the wards through decoration, 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. One hospital has also formulated a master development plan with the primary aim of modernising the hospital facilities and services.

In response to JPs' suggestions on the improvement of hospital facilities, the hospitals concerned would consider these suggestions having regard to available resources. For instance, hospitals would replace mechanical hospital beds with electrically operated ones when existing beds are due for replacement.

With regard to JPs' recommendation of provision of new drugs to more psychiatric patients, HA has been provided with additional recurrent funding of \$45 million from 2006-07 onwards to support a further expansion in the use of new psychiatric drugs. It is estimated that around 6 000 more patients will benefit.

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	2
Total :	24	0	2

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

Name of institution	No. of JP visits	Overall grading on facilities		Overall grading on services		Remarks
		S	U	S	U	
ICAC Detention Centre	24	24	0	24	0	
Total :	24	24	0	24	0	

Key : S - Satisfactory
U - Unsatisfactory

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

The JPs made a total of two suggestions or comments after their visits to the detention centre. The suggestions or comments were related to the physical environment of the detention centre and the well being of detainees.

On the comment concerning whether detainees should be segregated in the detention cells, JPs were advised that the segregation was necessary for the purpose of maintaining confidentiality of the investigation.

Regarding the comment that the ICAC facilities should be offered to detainees who might not be aware of their existence, JPs concerned were informed that a “Notice to Persons Detained” listing out the rights of detainees was displayed in all detention cells and other rooms. The contents of the notice were also read out to the detainees upon admission to the Centre. The detainees were required to sign on the “Arrest and Detention Sheet” to acknowledge that they understood the content of the notice.

* 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

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

() Number of requests/enquiries.

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	
Ma Tau Kok Detention Centre	4	4	0	4	0	
Total :	4	4	0	4	0	

Key : S - Satisfactory
U - Unsatisfactory

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

One request received by the JPs concerned a detainee requesting for additional food. The JPs concerned were advised that staff of the detention centre would ensure that detainees were provided with adequate food upon request. The detention centre had in place standard procedure that every detainee would be personally served with a “Notice to Persons Detained” upon admission to the Detention Centre which informed him, among other information, the right to have adequate food. The notice was also prominently posted up in each detention cell.

* 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.

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

The JPs made a total of four suggestions after their visits to the Detention Centre. Three of the suggestions concerned the well being of detainees, that was the provision of more reading materials, change of clothing and a common room for exercise and recreation. While sufficient stocks of clothing and additional reading materials have been provided to the detainees, it would be difficult to provide a common room for exercise and recreation owing to security concern and space constraints. However, the Management has been exploring the feasibility of installing a TV set to provide recreation for the detainees.

Regarding the suggestion of briefly mentioning the case progress in the detention records of those detainees who claimed for refugee status with the United Nations of High Commission for Refugees, the JPs concerned were advised that the relevant information were restricted to the case officers only. The detainees, however, could contact the case officers to check the progress of their cases or applications.

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	3
Total :	4	0	3

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	
Total :	4	4	0	4	0	

Key : S - Satisfactory
U - Unsatisfactory

* 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.

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

The JPs made three suggestions/comments after their visits to Po Leung Kuk. The suggestions/comments related to improvement to the overcrowding condition of the New Comers' Ward and facilities of the Ward.

To renovate the New Comers' Ward with a view to improving the overall condition, a grant of some \$3M was approved by the Lotteries Fund. Upon completion of renovation work, an additional space of over 220m² would be available to provide more living quarters for the children and also greater privacy for the older girls. Additional computer facilities would be added by then. In November 2005, 10 additional places were allocated to the New Comers' Ward. JPs concerned were informed of the above follow-up action accordingly.

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 ^(a)	8	0	4
2.	Sister Aquinas Memorial Women's Treatment Centre ^(a)	10	0	4
	Total :	18	0	8

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	8	8	0	8	0	
2.	Sister Aquinas Memorial Women's Treatment Centre	10	10	0	9	0	
	Total :	18	18	0	17	0	

Key : S - Satisfactory
U - Unsatisfactory

^(a) The visit frequency of Shek Kwu Chau Treatment and Rehabilitation Centre and Sister Aquinas Memorial Women's Treatment Centre is revised from monthly to quarterly with effect from October 2005.

* 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 services may not add up to the total number of JP visits to the Sister Aquinas Memorial Women's Treatment Centre since some JPs may not have provided an overall grading on services during a particular visit.

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

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

- (a) extension of the Centres' services to other types of drug abusers;
- (b) improvement to the Centres' facilities and training to inmates; and
- (c) improvement to relieve overcrowding of the Centres.

On the issue of extending the services to other types of drug abusers, there was no recorded restriction from the Government that the Society for the Aid and Rehabilitation of Drug Abusers (SARDA) should only admit opiate abusers. The Administration welcomed SARDA to explore possibilities of extending its services to cover other areas in the fight against drug addiction. A Jockey Club Preventive Education Centre on the island of Shek Kwu Chau was under construction and expected to be completed in 2006.

The concern about water supply to an institution was noted by SARDA and the Administration. The Centre relied solely on rainwater and three reservoirs on the island for fresh water supply. SARDA had successfully applied for \$12 million from the Lotteries Fund to upgrade the reservoirs. The upgrading work would be completed in 2007 and the storage capacity would then be expanded to four-fold of its original volume. Separately, the Administration was also exploring the possibility of providing mains water supply to the institution concerned, taking into account the situation after completion of reservoir upgrading work, cost effectiveness, etc.

Regarding the overcrowding condition of the dormitory in an institution, SARDA had applied to various funding bodies for expansion but in vain. They would continue to make applications when opportunities arise. Regarding the suggestion for inmates with special skills to teach informal classes for other inmates, the institution had been proactively organizing such classes, including classes on Putonghua, crocheting and cross-stitch. 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 Jockey Club Lai King Rehabilitation Centre ^(a)	1	0	0
3.	Caritas Hong Kong – Caritas Li Ka Shing Care and Attention Home	2	0	5
4.	Caritas Hong Kong – Caritas Pelletier Hall	2	0	2
5.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel	2	0	0
6.	Fanling Girls' Home	12	2	3
7.	Fu Hong Society – Fu Hong Society Rehabilitation Centre	2	0	1
8.	Hang Ngai Manufacturing and Hostel	2	0	3
9.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled	2	0	1
10.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	2	0	2
11.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	2	0	2
12.	The Hong Kong Buddhist Association – Buddhist Sum Ma Shui Ying Care and Attention Home for the Elderly	2	0	2

^(a) JPs started to visit the Caritas Hong Kong – Caritas Jockey Club Lai King Rehabilitation Centre in the second half year of 2005.

Serial no.	Name of institution	No. of JP visits	No. of complaints/ requests/ enquiries made to JPs	No. of suggestions/ comments made by JPs
13.	Hong Kong Juvenile Care Centre – Bradbury Hostel	2	0	0
14.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind	2	0	0
15.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind	2	0	0
16.	Hong Kong Student Aid Society – Holland Hostel	2	0	3
17.	Hong Kong Student Aid Society – Island Hostel	1	0	3
18.	Ma Tau Wai Girls’ Home	12	0	12
19.	The Mental Health Association of Hong Kong – Jockey Club Building	2	0	2
20.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	2	0	1
21.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Home	2	0	3
22.	O Pui Shan Boys’ Home	12	0	11
23.	Po Leung Kuk – Y C Cheng Centre	2	0	1
24.	Pui Chi Boys’ Home	12	1(1)	8
25.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	2	0	0
26.	Shatin Boys’ Home	12	0	7
27.	Sheng Kung Hui Li Ka Shing Care and Attention Home for the Elderly	2	0	3
28.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	2	0	5

() 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
29.	Sisters of the Good Shepherd – Marycove Centre	2	0	2
30.	Society of Boys' Centres – Chak Yan Centre	2	0	8
31.	Society of Boys' Centres – Cheung Hong Hostel	2	0	1
32.	Society of Boys' Centres – Shing Tak Centre	2	0	1
33.	Society of Boys' Centres – Un Chau Hostel	2	0	2
34.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	2	0	1
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 / Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel [♦]	2	0	2
37.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	0	2
38.	Yan Chai Hospital – Chinachem Care and Attention Home	2	0	2
	Total :	136	3(1)	117

♦ Denotes visit covering two institutions.

() Number of requests/enquiries.

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 Jockey Club Lai King Rehabilitation Centre	1	1	0	1	0	
3.	Caritas Hong Kong – Caritas Li Ka Shing Care and Attention Home	2	2	0	2	0	
4.	Caritas Hong Kong – Caritas Pelletier Hall	2	2	0	2	0	
5.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel	2	2	0	1	0	
6.	Fanling Girls' Home	12	12	0	12	0	
7.	Fu Hong Society – Fu Hong Society Rehabilitation Centre	2	2	0	2	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	2	2	0	1	0	
10.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	2	2	0	2	0	
11.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	2	2	0	2	0	
12.	The Hong Kong Buddhist Association – Buddhist Sum Ma Shui Ying Care and Attention Home for the Elderly	2	2	0	2	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	2	2	0	2	0	
15.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind	2	2	0	2	0	
16.	Hong Kong Student Aid Society – Holland Hostel	2	2	0	2	0	
17.	Hong Kong Student Aid Society – Island Hostel	1	1	0	1	0	
18.	Ma Tau Wai Girls' Home	12	12	0	12	0	
19.	The Mental Health Association of Hong Kong – Jockey Club Building	2	2	0	2	0	
20.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	2	2	0	2	0	
21.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Home	2	2	0	2	0	
22.	O Pui Shan Boys' Home	12	12	0	12	0	
23.	Po Leung Kuk – Y C Cheng Centre	2	2	0	2	0	
24.	Pui Chi Boys' Home	12	12	0	12	0	
25.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	2	2	0	2	0	
26.	Shatin Boys' Home	12	12	0	12	0	
27.	Sheng Kung Hui Li Ka Shing Care and Attention Home for the Elderly	2	2	0	2	0	
28.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	2	2	0	2	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 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	
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	2	2	0	2	0	
35.	Tung Wah Group of Hospitals – Wing Yin Hostel	2	2	0	2	0	
36.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home [△] /Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel [△]	2	2	0	2	0	
			1	0	1	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	2	2	0	2	0	
	Total :	136	137	0	135	0	

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 were made to JPs. In the first case, three residents of an institution complained that two teachers had treated them unfairly. Subsequent investigation revealed that the residents were discontented with their examination results. The institution explained the marking scheme to the residents. The other complaint related to the preference for food. The JPs concerned considered that personal preference on food type could not always be catered for. Both complaints were found to be unsubstantiated.

There was one request concerning the replacement of the blade of the electrical razor. Follow-up action was taken by the institution management and the JPs concerned were informed of the action taken accordingly.

★ 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.
[△] Denotes visit covering two institutions and separate reports have been completed by JPs for each specific institution.

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. improvement works for drainage system and water leakage problem, renewing the signage for emergency exits, more reference book for the library, arrangement of pest control, more paintings and pictures along the corridors, and installation of mosquito screen and provision of air-conditioning during hot season);
- (b) improvement to the home administration and training programmes for residents of the correctional/residential homes (e.g. organization of more training programmes and volunteer groups, and strengthening of the physical training);
- (c) service development and better use of resources;
- (d) handling of illegal immigrants (IIs); and
- (e) miscellaneous suggestions for improving the service quality (e.g. allowing more flexibility in the timing for parent visits, issuing more notices to publicize channels of complaints and strengthening medical support in elderly homes).

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 also carried out 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.

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, a new purpose-built residential training complex for juveniles is being constructed 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 detention of a 5-year-old illegal immigrant in the place of refuge, SWD had liaised with the Immigration Department to explore suitable arrangement for the child. Subsequently, the child was placed under the care of his relatives pending further investigation by the Immigration Department.

As for other 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.