
2007 Annual Report on JP Visits

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

2007 Annual Report on JP Visits

Introduction

This Annual Report, the ninth in the series, provides an account of the work of JPs in the year 2007 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 Ordinance) (Cap. 510) provides for the operation of the JP system, including the appointment, functions, resignation and removal of JPs. Under section 3(1) of the Ordinance, the Chief Executive may appoint a fit and proper person to be a JP. For administrative purpose, JPs appointed by virtue of their holding of certain offices in the public service are often referred to as Official JPs while others as Non-official JPs.

Functions of JPs

3. The main functions of JPs are set out in section 5 of the Ordinance –

- (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.

4. The primary role of a JP is to ensure that the rights of the inmates in institutions, such as prisons, detention centres, hospitals and remand/probation homes are safeguarded through a system of regular visits by independent visitors.

Visits to Institutions

5. In 2007, 53 and 40 persons were appointed Non-official and Official JPs respectively. As at 31 December 2007, there were 320 Official JPs and 996 Non-official JPs. An up-to-date list of JPs is available at the JP website <http://www.info.gov.hk/jp>.

6. During the year, JPs conducted 792 visits to 120 institutions (see **Annex A**). On average, each Non-official JP¹ conducts one visit per annum while each Official JP conducts three to four visits each year.

7. JP visits to custodial institutions or prisons of the Correctional Services Department (CSD) are conducted under the Prison Rules (Cap. 234A). For 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), they are arranged on an administrative basis.

8. Generally speaking, JPs' visits to prisons and institutions under CSD's management are conducted on a fortnightly or monthly basis, while visits to hospitals and welfare institutions may take place once every month, every quarter or every six months. Usually two JPs are appointed to visit each institution according to the prescribed frequency. Non-official JPs may choose to pair up with either an Official JP or a Non-official JP for the purpose of JP visits.

9. To ensure an effective monitoring of the management of institutions under the JP visit programme, all JP visits are unannounced, i.e. the exact date and time are not made known to the institutions beforehand and JPs are free to conduct their visits at any reasonable time during their tour of duty. They may also request to pay additional visits to specific correctional institutions outside their tour of duty to follow up on or look into specific complaints if they so wish.

10. To facilitate JPs to focus on issues that deserve attention during their visits, they are provided before their visits with checklists drawn up by CSD, SWD and HA, etc., to highlight the key areas that JPs may wish to cover in visiting different types of institutions. In addition, the JP Secretariat provides the visiting JPs with reports on those outstanding complaint cases made by inmates of the institutions concerned so that the JPs may follow up on these complaints or other issues during their visits.

11. Each year, the JP Secretariat organises a briefing to help newly appointed JPs familiarise with the JP visit system as well as JP's functions

¹ Excluding those who are exempted from visiting duties because of old age, health or other reasons.

and duties. Representatives of relevant departments, including CSD, SWD, HA, are also present to explain the responsibility of visiting JPs at institutions under their management. A total of 58 JPs attended the briefing in September 2007.

Handling of Complaints and Making Suggestions

12. During the JP visits, inmates of institutions may lodge complaints to the visiting JPs. In handling the complaint cases, the visiting JPs may either initiate 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 refer the cases to the institutions concerned for follow-up actions. In the latter case, the departments concerned will investigate and report to the JPs the outcome of their investigations in writing. JPs are at liberty to conduct any further investigation personally as they consider necessary. As regards requests or enquiries made to JPs, these cases are referred to the management of the institutions for consideration and the JPs are then informed of the actions taken by the management. In the interest of privacy, visiting JPs may also choose to 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. JPs are also 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.

13. In 2007, visiting JPs received 617 complaints/requests/enquiries. These were mainly related to matters concerning the environment and facilities of institutions, quality of treatment, medical services, and referring requests to relevant authorities (see **Annex B** for more details). About 95 percent of the complaints/requests/enquiries (same proportion as in 2006) made to JPs in 2007 were followed up by the institutions concerned and reported to the JPs within one month. JPs also made a total of 257 suggestions and comments (see **Annex B** for more details) on matters such as physical environment and facilities, overcrowding of institutes, improvement of staffing, and enhancement of training programmes/ activities for inmates. 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. On average, follow-up actions for 95 percent of the suggestions/comments made by JPs in 2007 were taken within one month by the institutions concerned (as compared to 89 percent in 2006). JPs' specific comments and assessment on the facilities or services recorded in the JP Visit Logbooks help institutions

focus on areas requiring improvement. The information also enables the institutions as well as JPs to keep track of the general conditions of the facilities and improvements made.

14. Statistics and additional information about complaints, suggestions and comments made to/by JPs, their overall assessment on the facilities and services provided by institutions, and follow-up actions taken in respect of the complaints, suggestions and comments made to/by JPs are set out in **Annex C**.

Conclusion

15. Since the establishment of the JP visit system, it has served as an effective inspection system and has provided an independent channel in addition to other established channels for inmates to lodge their complaints and air their grievances. Furthermore, Bureaux/Departments concerned take comments and suggestions made by JPs as opportunities to improve the management on facilities and services provided by their institutions. The Administration will continue to attach great importance to the JP visit system and strive to ensure its effectiveness.

Administration Wing
Chief Secretary for Administration's Office
29 July 2008

List of Institutions Visited by JPs in 2007

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 ⁽¹⁾	Fortnightly	CSD
5.	Hei Ling Chau Correctional Institution ⁽²⁾	Fortnightly	CSD
6.	Lai Chi Kok Correctional Institution	Fortnightly	CSD
7.	Ma Hang Prison ⁽¹⁾	Fortnightly	CSD
8.	Ma Po Ping Prison	*Fortnightly	CSD
9.	Tong Fuk Centre		
10.	Pak Sha Wan Correctional Institution	Fortnightly	CSD
11.	Pelican House ⁽³⁾	Monthly	CSD
12.	Pik Uk Prison	Fortnightly	CSD
13.	Shek Pik Prison	Fortnightly	CSD
14.	Siu Lam Psychiatric Centre	Fortnightly	CSD
15.	Stanley Prison	Fortnightly	CSD
16.	Tai Lam Centre for Women ⁽⁴⁾	Fortnightly	CSD
17.	Tai Lam Correctional Institution	Fortnightly	CSD
18.	Tung Tau Correctional Institution	Fortnightly	CSD
	B. Correctional institutions for young offenders		
19.	Bauhinia House ⁽⁴⁾	Fortnightly	CSD
20.	Cape Collinson Correctional Institution	Monthly	CSD
21.	Chi Sun Correctional Institution	Fortnightly	CSD
22.	Lai King Training Centre	Monthly	CSD

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
23.	Lai Sun Correctional Institution ⁽²⁾	Fortnightly	CSD
24.	Phoenix House ⁽³⁾	Monthly	CSD
25.	Pik Uk Correctional Institution	Fortnightly	CSD
26.	Sha Tsui Detention Centre ⁽⁵⁾	Fortnightly	CSD
27.	Tai Tam Gap Correctional Institution ⁽⁶⁾	Fortnightly	CSD
C. Institution for drug addicts			
28.	Hei Ling Chau Addiction Treatment Centre and Annex	Fortnightly	CSD
D. Rehabilitation Centres			
29.	Chi Lan Rehabilitation Centre ⁽⁶⁾	Fortnightly	CSD
30.	Lai Chi Rehabilitation Centre ⁽⁵⁾	Fortnightly	CSD
31.	Lai Hang Rehabilitation Centre ⁽³⁾	Monthly	CSD
32.	Wai Lan Rehabilitation Centre ⁽⁴⁾	Fortnightly	CSD
E. Reception/detention centres of CSD, ICAC & Imm D			
33.	Castle Peak Bay Immigration Centre	Fortnightly	CSD
34.	Green Island Reception Centre ⁽⁷⁾	Monthly	CSD
35.	Independent Commission Against Corruption Detention Centre	Fortnightly	ICAC
36.	Ma Tau Kok Detention Centre	Quarterly	Imm D
F. Psychiatric hospitals			
37.	Castle Peak Hospital	Monthly	HA
38.	Kowloon Psychiatric Observation Unit of Kowloon 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

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
G. Remand homes, places of refuge, probation homes and reformatory school of SWD			
42.	Begonia Road Juvenile Home ⁽⁸⁾	Monthly	SWD
43.	Fanling Girls' Home ⁽⁸⁾	Monthly	SWD
44.	Ma Tau Wai Girls' Home ⁽⁸⁾	Monthly	SWD
45.	O Pui Shan Boys' Home ⁽⁸⁾	Monthly	SWD
46.	Pui Chi Boys' Home ⁽⁸⁾	Monthly	SWD
47.	Shatin Boys' Home ⁽⁸⁾	Monthly	SWD
48.	Tuen Mun Children and Juvenile Home ⁽⁸⁾	Monthly	SWD
49.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	Quarterly	SWD

* Denotes visit covering two institutions.

- (1) Custodial Ward of Queen Mary Hospital (No.4) and Ma Hang Prison (No.7) are jointly visited by JPs with effect from the first fortnight of July 2007.
- (2) Hei Ling Chau Correctional Institution (No. 5) and Lai Sun Correctional Institution (No. 23) are jointly visited by JPs.
- (3) Pelican House (No. 11), Phoenix House (No. 24) and Lai Hang Rehabilitation Centre (No.31) are jointly visited by JPs.
- (4) Tai Lam Centre for Women (No. 16), Bauhinia House (No. 19) and Wai Lan Rehabilitation Centre (No. 32) are jointly visited by JPs.
- (5) Sha Tsui Detention Centre (No.26) and Lai Chi Rehabilitation Centre (No.30) are jointly visited by JPs.
- (6) Tai Tam Gap Correctional Institution (No.27) and Chi Lan Rehabilitation Centre (No.29) are jointly visited by JPs with effect from the first fortnight of July 2007.
- (7) JP visit to the Green Island Reception Centre (No. 34) is temporarily suspended following the temporary closure of the Centre.
- (8) Between March and July 2007, six institutions (No. 42-47) have ceased operation. The residents have been re-located to Tuen Mun Children and Juvenile Home (No. 48) by phases.

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 ⁽⁹⁾	Half-yearly	HA
17.	Shatin Hospital	Half-yearly	HA
18.	Tai Po Hospital	Half-yearly	HA
19.	Tseung Kwan O Hospital	Half-yearly	HA
20.	Tuen Mun Hospital	Quarterly	HA
21.	Tung Wah Eastern Hospital	Half-yearly	HA
22.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	Half-yearly	HA

No.	Name of institution	Frequency of JP visit	Responsible department/ organisation
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 ⁽⁹⁾	Half-yearly	HA
	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

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
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
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 ⁽¹⁰⁾	Half-yearly	SWD

No.	Name of institution	Frequency of JP visit	Responsible department/ organisation
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 ⁽¹⁰⁾	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

⁽⁹⁾ Ruttonjee Hospital (No. 16) and Tang Shiu Kin Hospital (No. 38) are jointly visited by JPs.

⁽¹⁰⁾ 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 2005 to 2007**

Institutions	No. of institutions			No. of JP visits			No. of complaints/ requests/enquiries made to JPs			No. of suggestions/ comments made by JPs		
	2005	2006	2007	2005	2006	2007	2005	2006	2007	2005	2006	2007
Institutions of Correctional Services Department	35	34	34	487	493	497	322 (123)	434 (223)	480 (289)	157	127	108
Hospitals of Hospital Authority	40	41	41	139	145	152	108 (84)	130 (125)	135 (129)	53	45	47
ICAC Detention Centre	1	1	1	24	24	24	0	0	0	2	3	3
Ma Tau Kok Detention Centre of Immigration Department	1	1	1	4	4	4	1 (1)	0	2 (2)	4	6	13
Po Leung Kuk	1	1	1	4	4	4	0	0	0	3	3	9
Shek Kwu Chau Treatment and Rehabilitation Centre and Sister Aquinas Memorial Women's Treatment Centre	2	2	2	18	8	8	0	0	0	8	2	6
Institutions of Social Welfare Department/ Non-governmental Organisations	39	39	40	136	138	103	3 (1)	16 (16)	0	117	87	71
Total :	119	119	120	812	816	792	434 (209)	580 (364)	617 (420)	344	273	257

() Number of requests/enquiries.

Detailed Information on JP Visits to Individual Institutions
(from 1.1.2007 to 31.12.2007)

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	2
2.	Castle Peak Bay Immigration Centre	24	227(214)	2
3.	Chi Ma Wan Correctional Institution	22	2(1)	2
4.	Chi Sun Correctional Institution	22	2(0)	5
5.	Custodial Ward of Queen Elizabeth Hospital/ Lai Chi Kok Reception Centre [♦]	24	13(2)	11
6.	Custodial Ward of Queen Mary Hospital/Ma Hang Prison ^{♦(a)}	12	0	1
7.	Custodial Ward of Queen Mary Hospital/Tai Tam Gap Correctional Institution/Chi Lan Rehabilitation Centre ^{○(b)}	12	2(0)	2
8.	Hei Ling Chau Addiction Treatment Centre and Annex	22	1(0)	4
9.	Hei Ling Chau Correctional Institution/Lai Sun Correctional Institution [♦]	21	15(8)	6
10.	Lai Chi Kok Correctional Institution	24	18(7)	9
11.	Lai King Training Centre ^(c)	4	0	0
12.	Ma Hang Prison	12	0	2
13.	Ma Po Ping Prison/Tong Fuk Centre [♦]	23	13(9)	6
14.	Pak Sha Wan Correctional Institution	24	8(1)	5
15.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre [○]	12	0	7
16.	Pik Uk Correctional Institution	24	0	5
17.	Pik Uk Prison	24	3(1)	4

() Number of requests/enquiries.

♦ Denotes visits covering two institutions.

○ Denotes visits covering three institutions.

(a) Custodial Ward of Queen Mary Hospital and Ma Hang Prison were jointly visited by JPs with effect from the first fortnight of July 2007.

(b) Tai Tam Gap Correctional Institution, Chi Lan Rehabilitation Centre and Custodial Ward of Queen Mary Hospital were jointly visited by JPs with effect from the first fortnight of February 2006 until second fortnight of June 2007.

(c) Lai King Training Centre has been closed for modification works with effect from mid April 2007.

Serial no.	Name of institution	No. of JP visits	No. of complaints/ requests/ enquiries made to JPs	No. of suggestions/ comments made by JPs
18.	Sha Tsui Detention Centre/Lai Chi Rehabilitation Centre [♦]	23	0	0
19.	Shek Pik Prison	24	30(12)	2
20.	Siu Lam Psychiatric Centre	24	43(12)	7
21.	Stanley Prison	24	62(15)	4
22.	Tai Lam Centre for Women/Bauhinia House/Wai Lan Rehabilitation Centre [○]	24	11(3)	13
23.	Tai Lam Correctional Institution	24	28(2)	7
24.	Tai Tam Gap Correctional Institution/Chi Lan Rehabilitation Centre ^{♦(d)}	12	0	1
25.	Tung Tau Correctional Institution	24	2(2)	1
	Total :	497	480(289)	108

() Number of requests/enquiries.

♦ Denotes visits covering two institutions.

○ Denotes visits covering three institutions.

(d) Tai Tam Gap Correctional Institution and Chi Lan Rehabilitation Centre were jointly visited by JPs with effect from the first fortnight of July 2007.

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	9	0	11	0	
2.	Castle Peak Bay Immigration Centre	24	20	0	23	0	
3.	Chi Ma Wan Correctional Institution	22	14	0	20	0	
4.	Chi Sun Correctional Institution	22	17	0	19	0	

Key : S – Satisfactory

U – Unsatisfactory

* During the visits, JPs looked at the facilities (such as facilities of the hospital, living accommodation, kitchen and general state of the premises) 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.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities✦		Overall grading on services✦		Remarks
			S	U	S	U	
5.	Custodial Ward of Queen Elizabeth Hospital [△]	24	22	0	23	0	The unsatisfactory grading on facilities was given because the facilities of Lai Chi Kok Reception Centre were out-dated and overloaded due to overcrowding.
	Lai Chi Kok Reception Centre [△]		17	1	23	0	
6.	Custodial Ward of Queen Mary Hospital [△]	12	9	0	8	0	
	Ma Hang Prison [△]		8	0	11	0	
7.	Custodial Ward of Queen Mary Hospital [△]	12	10	0	12	0	
	Tai Tam Gap Correctional Institution/Chi Lan Rehabilitation Centre [△]		10	0	12	0	
8.	Hei Ling Chau Addiction Treatment Centre and Annex	22	16	0	20	0	
9.	Hei Ling Chau Correctional Institution [△]	21	14	0	13	0	
	Lai Sun Correctional Institution [△]		13	0	15	0	
10.	Lai Chi Kok Correctional Institution	24	18	0	23	0	
11.	Lai King Training Centre	4	3	0	3	0	
12.	Ma Hang Prison	12	8	0	12	0	
13.	Ma Po Ping Prison/Tong Fuk Centre	23	15	0	20	0	
14.	Pak Sha Wan Correctional Institution	24	20	1	22	0	The unsatisfactory grading on facilities was related to the ventilation.
15.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre	12	11	0	12	0	
16.	Pik Uk Correctional Institution	24	17	0	21	0	
17.	Pik Uk Prison	24	19	0	20	0	
18.	Sha Tsui Detention Centre/Lai Chi Rehabilitation Centre	23	17	0	18	0	
19.	Shek Pik Prison	24	18	0	21	0	
20.	Siu Lam Psychiatric Centre	24	19	0	22	0	
21.	Stanley Prison	24	15	0	19	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.
[△] Separate reports were completed by JPs for the specific institution.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities✦		Overall grading on services✦		Remarks
			S	U	S	U	
22.	Tai Lam Centre for Women [△]	24	19	0	21	0	
	Bauhinia House/Wai Lan Rehabilitation Centre [△]		18	0	22	0	
23.	Tai Lam Correctional Institution	24	23	0	23	0	
24.	Tai Tam Gap Correctional Institution/Chi Lan Rehabilitation Centre	12	7	0	9	0	
25.	Tung Tau Correctional Institution	24	20	1	23	0	The unsatisfactory grading on facilities was related to out-dated kitchen facilities.
	Total :	497	446	3	521	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.
[△] Separate reports were completed by JPs for the specific institution.

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 –

- against disciplinary action (e.g. improper or unfair disciplinary charges or proceedings and improper award of punishments) - 17 complaints;
- against administrative actions/measures/procedures taken by CSD or individual institutions (e.g. provision of medical care and treatment, insufficient facilities, quality of food, transfer amongst institutions, handling of letters, handling of complaints/requests) - 115 complaints;
- against conduct of staff (e.g. unnecessary or excessive use of force, use of abusive language and collusion) - 32 complaints; and
- against other departments/organisations (e.g. Hong Kong Police Force, Judiciary, Legal Aid Department, Immigration Department, The Ombudsman, and Department of Health) - 27 complaints.

The 17 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 115 complaints against administrative actions/measures/procedures taken by CSD or individual institutions, 8 cases were referred to the CSD Complaints Investigation Unit (CIU)* for investigation. Both JPs and prisoners concerned were informed of the referrals made. CIU found no evidence to substantiate any of the allegations after investigation. The rest of the complaints were considered by individual institutions. None of them were found to be substantiated. The JPs and the prisoners concerned were informed of the outcome of the investigations of all these cases. The JPs were satisfied that the cases had been handled properly.

There were 32 complaints against the conduct of staff. The JPs referred 20 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.

There were 27 complaints against other departments or organisations and they were 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 289 requests or enquiries made to the JPs seeking assistance in such areas as medical services, legal aid application, claim for compensation, early repatriation, arranging bail, interview with government officials, work assignment, diet matters, transfer to another institution, referring letters to relevant authorities, 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 management of the institutions or other relevant authorities for follow-up. The JPs and the prisoners were informed of the actions taken.

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

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

- (a) improvement to penal premises and facilities (in particular ageing and out-fashioned facilities);
- (b) improvement to relieve overcrowding of institutions;
- (c) enhancement of training programmes for inmates / prisoners; and
- (d) miscellaneous.

Eight of the penal institutions established years ago were not purpose-built and the relevant facilities have become outdated. Some JPs suggested carrying out refurbishment and renovation of such facilities. In respect of renovation works in progress, JPs opined that the projects should be speeded up. The JPs also suggested

* The CIU is an internal complaints handling channel to look into allegations concerning CSD's work. For operational complaints that are simple and less serious in nature, investigations are conducted by the institutions concerned.

carrying out minor upgrading and improvement projects to upgrade the ventilation and kitchen facilities of some of the institutions. Follow-up actions were taken by the institutions concerned accordingly. For those suggestions that required large-scale enhancement works, they were referred to the Architectural Services Department and relevant departments for consideration.

To reduce overcrowding at certain types of institutions such as female institutions and remand facilities, the CSD has been trying to provide additional penal places by redeveloping existing penal institutions and rationalising their use to meet changing needs. In this regard, the former Lo Wu Correctional Institution is being redeveloped into three new penal institutions which will provide 1 400 penal places by 2010. The CSD is also exploring the feasibility of redeveloping Chi Ma Wan Correctional Institution and Chi Sun Correctional Institution.

The major suggestions of JPs on training programmes for prisoners included providing more choices of market-oriented vocational training, soliciting assistance from voluntary organisations in providing training, and facilitating inmates/prisoners in the pursuit of academic study. To enhance the vocational training programme for prisoners, CSD has been operating a pre-release vocational training centre at Lai Sun Correctional Institution since July 2006 to provide full-time vocational training for qualified adult male prisoners. CSD would continue to review and strengthen the programmes to better equip prisoners with vocational knowledge that suits the needs of the community.

The other suggestions raised by JPs were mainly related to promoting anti-smoking among inmates/prisoners, enhancing the use of information technology in penal institutions, providing more flexible visit arrangement for family members and expanding the scope of co-operation with the commercial sector in the production under the Correctional Services Industries. These suggestions have been considered and followed up as appropriate 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	1
3.	Caritas Medical Centre	4	0	0
4.	Castle Peak Hospital	12	1	4
5.	Cheshire Home, Chung Hom Kok	2	0	1
6.	Cheshire Home, Shatin	2	0	2
7.	The Duchess of Kent Children's Hospital at Sandy Bay	2	0	0
8.	Grantham Hospital	2	0	2
9.	Haven of Hope Hospital	2	0	1
10.	Hong Kong Buddhist Hospital	2	0	0
11.	Hong Kong Eye Hospital	2	0	1
12.	Kowloon Hospital	4	0	2
13.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	12	78(78)	0
14.	Kwai Chung Hospital	12	2(2)	6
15.	Kwong Wah Hospital	4	0	0
16.	MacLehose Medical Rehabilitation Centre	2	0	0
17.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	12	7(7)	5
18.	North District Hospital	2	0	0
19.	Our Lady of Maryknoll Hospital	2	0	0
20.	Pamela Youde Nethersole Eastern Hospital	4	0	1
21.	Pamela Youde Nethersole Eastern Hospital (Psychiatric Wards)	12	47(42)	1
22.	Pok Oi Hospital	2	0	0
23.	Prince of Wales Hospital	4	0	1
24.	Princess Margaret Hospital	4	0	2
25.	Queen Elizabeth Hospital	4	0	0
26.	Queen Mary Hospital	4	0	2

() 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
27.	Ruttonjee and Tang Shiu Kin Hospitals♦	2	0	1
28.	Shatin Hospital	2	0	0
29.	Siu Lam Hospital	2	0	2
30.	St John Hospital	2	0	0
31.	Tai Po Hospital	2	0	1
32.	Tseung Kwan O Hospital	2	0	0
33.	Tuen Mun Hospital	4	0	1
34.	Tung Wah Eastern Hospital	2	0	0
35.	Tung Wah Group of Hospitals Fung Yiu King Hospital	2	0	2
36.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	2	0	0
37.	Tung Wah Hospital	2	0	0
38.	United Christian Hospital	4	0	0
39.	Wong Chuk Hang Hospital	2	0	3
40.	Yan Chai Hospital	4	0	5
	Total :	152	135(129)	47

() Number of requests/enquiries.

♦ Denotes visit 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	1	0	
3.	Caritas Medical Centre	4	4	0	3	0	
4.	Castle Peak Hospital	12	10	0	8	0	
5.	Cheshire Home, Chung Hom Kok	2	2	0	2	0	
6.	Cheshire Home, Shatin	2	1	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	2	0	
10.	Hong Kong Buddhist Hospital	2	1	0	2	0	
11.	Hong Kong Eye Hospital	2	2	0	2	0	
12.	Kowloon Hospital	4	4	0	3	0	
13.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	12	10	0	10	0	
14.	Kwai Chung Hospital	12	10	0	10	0	
15.	Kwong Wah Hospital	4	4	0	3	0	
16.	MacLehose Medical Rehabilitation Centre	2	2	0	1	0	
17.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	12	9	0	9	0	
18.	North District Hospital	2	2	0	0	0	
19.	Our Lady of Maryknoll Hospital	2	2	0	2	0	
20.	Pamela Youde Nethersole Eastern Hospital	4	4	0	4	0	
21.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital	12	11	0	11	0	
22.	Pok Oi Hospital	2	2	0	2	0	

* During the visits, JPs looked at the facilities (such as facilities of the ward, outpatient department and general state of the premises) and services (including patient care and catering/supporting/management services, etc.) provided by the institution concerned and gave their assessments on these areas.

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

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities★		Overall grading on services★		Remarks
			S	U	S	U	
23.	Prince of Wales Hospital	4	4	0	4	0	
24.	Princess Margaret Hospital	4	4	0	4	0	
25.	Queen Elizabeth Hospital	4	4	0	3	0	
26.	Queen Mary Hospital	4	2	0	1	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	1	0	2	0	
31.	Tai Po Hospital	2	2	0	2	0	
32.	Tseung Kwan O Hospital	2	1	0	1	0	
33.	Tuen Mun Hospital	4	3	0	3	0	
34.	Tung Wah Eastern Hospital	2	1	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	1	0	
37.	Tung Wah Hospital	2	2	0	2	0	
38.	United Christian Hospital	4	4	0	4	0	
39.	Wong Chuk Hang Hospital	2	2	0	1	0	
40.	Yan Chai Hospital	4	4	0	4	0	
Total :		152	134	0	124	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*

All six complaints and 129 requests were made by patients of psychiatric wards to visiting JPs. Most of the complaints were related to the quality and variety of hospital food and the treatment given to the patients. The Dietetic Department of HA has put in place a quality control system to monitor the dietetic needs of the patients and provide more choices on the daily menu. For other complaints, the JPs have been informed of the findings and no request for further follow-up action has been received.

The majority of the requests was related to early release from hospital or 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 would accede to the requests in appropriate cases. For patients who were considered not suitable for discharge or home leave, their requests were handled in accordance with the relevant provisions of the Mental Health Ordinance (Cap.136), including advising the patients their rights to raise their case with the Mental Health Review Tribunal.

The remaining requests raised by patients were related to personal or welfare issues of the patients such as provision of more recreational and training activities. These requests were handled by the social workers. More recreational and training activities were arranged where the clinical conditions of the patients allowed and resources were available.

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 physical environment of the hospitals;
- (b) shortage of manpower support;
- (c) improvement to the well being of patients; and
- (d) better utilization of infirmary beds.

Most of the comments made by the JPs were concerned with the physical environment of public hospitals or the state of the building. HA will continue to keep the maintenance and renovation needs of hospitals under review and to ensure that all hospitals would be adequately maintained in a timely manner through drawing up a three-year rolling plan. Regarding JPs' suggestions on improvement in signage and landscape treatment, they had been implemented in the hospitals concerned.

As regards JPs' comments concerning the overcrowding of the psychiatric wards and the shortage of manpower, HA had introduced technology based equipment and system to reduce the workload of staff where possible. Regarding the high vacancy rate in one of the institutions, it was caused by rationalisation of services in the past years due to resources constraints. The existing resources could only allow the institution to operate with its current capacity but there is a plan to open two wards of the institution to admit more infirmary patients, when resources are available.

With regard to the JPs' suggestions to improve the well being of patients, e.g. provision of rehabilitation activities outside ward setting, the hospitals concerned have already arranged such for patients who are mentally stable. The hospitals concerned have also made efforts to make available more recreational and entertainment options.

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
Total :	24	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	
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 three suggestions/comments after their visits to the detention centre. One of the suggestions was related to the rights of the detainees, one was related to the facility provided for the press and the other was related to the training of staff.

On the first suggestion concerning the “Notice to Persons Detained” be presented in languages commonly used in Hong Kong, the notices in simplified Chinese Characters is now available for detainees.

Regarding the other two suggestions, press conferences will be held in designated rooms and refresher self-defence training will be provided to staff.

* During the visits, JPs looked at the facilities (such as cells, interview room, search/medical/charge room and general state of the premises) and services (including food, bedding, 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	2 (2)	13
Total :	4	2 (2)	13

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*

There were two enquiries made to the JPs concerning the progress of the detainee's recognizance application and arrangement of changing clothes. For the first case, the Detention Centre has arranged for the detainee to meet the case officer right after the visit. The other cases were referred to the management of the Detention Centre for follow up actions as appropriate.

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

The JPs made a total of thirteen suggestions/comments after their visits to the Detention Centre. Ten of them concerned the well being of detainees and the welfare facilities of the Detention Centre which included making use of a vacant cell for recreational purpose, putting up notices in several common languages for briefing the

() Number of requests/enquiries.

* During the visits, JPs looked at the facilities (such as dormitories, sanitation and hygiene, security and general state of the premises) 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.

detainees on the clothes changing arrangement and their rights, informing detainees the progress of their cases, improving the arrangement for detainees to make outside contacts and air conditioning/ventilation of the Detention Centre, provision of variety of reading materials, etc. Follow-up actions have been taken as appropriate and JPs concerned have been informed of the actions taken accordingly.

With regard to the suggestion of assessing the risk of fire and equipping the staff with smoke masks, Fire Services Department and Electrical and Mechanical Services Department have conducted a fire inspection of the Detention Centre and are satisfied with the overall fire fighting preventive measures of the building. Smoke masks have also been procured. As for reviewing the facilities of the Detention Centre for holding detainees for a long period of time, the management will continue to review from time to time with a view to providing suitable accommodation for detainees.

On JPs' comment that the Detention Centre was not suitable for detention of more than 48 hours, the Centre explained to the JPs concerned that it was a short-term stopgap treatment to tackle the problem of overcrowding at Castle Peak Bay Immigration Centre. The management will continue to ensure the facilities and arrangement of the Detention Centre are suitable for accommodation of detainees.

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	9
Total :	4	0	9

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

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

The JPs made nine suggestions/comments after their visits to Po Leung Kuk. The major suggestion/comment was related to the improvement to the overcrowding condition of the New Comers' Ward. In response, a satellite unit of New Comers' Ward commenced operation in March 2008.

* During the visits, JPs looked at the facilities (such as dormitories, sheltered workshop and general state of the premises) 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	4	0	4
2.	Sister Aquinas Memorial Women's Treatment Centre	4	0	2
	Total :	8	0	6

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	4	3	0	3	0	
2.	Sister Aquinas Memorial Women's Treatment Centre	4	4	0	4	0	
	Total :	8	7	0	7	0	

Key : S - Satisfactory
U - Unsatisfactory

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

JPs made six suggestions/ comments after their visits to the two centres. One of them was to provide more funding for education and culture activities to one of the Centres. JPs were also concerned about the recruitment difficulties of nurses of another Centre.

* During the visits, JPs looked at the facilities (such as facilities of the hospital, living accommodation, kitchen and general state of the premises) 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 may not add up to the total number of JP visits to the Shek Kwu Chau Treatment and Rehabilitation Centre since some JPs may not have provided an overall grading on facilities during a particular visit.

On the issue of funding for education and culture activities, the Administration of the Centre concerned and the Society for the Aid and Rehabilitation of Drug Abusers (SARDA) took note of such and would continue to bid for new provisions whenever relevant opportunity arises.

Regarding the recruitment difficulties of nurses, the Department of Health would further look into the matter along with similar problems faced by other non-governmental organisations under the Department's subvention.

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

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 [#]	3	0	3
2.	Caritas Hong Kong – Caritas Jockey Club Lai King Rehabilitation Centre	2	0	2
3.	Caritas Hong Kong – Caritas Li Ka Shing Care and Attention Home	2	0	4
4.	Caritas Hong Kong – Caritas Pelletier Hall	2	0	2
5.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel	2	0	2
6.	Fanling Girls' Home [#]	4	0	0
7.	Fu Hong Society – Fu Hong Society Rehabilitation Centre	2	0	0
8.	Hang Ngai Manufacturing and Hostel	2	0	2
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	3
11.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	2	0	5
12.	The Hong Kong Buddhist Association – Buddhist Sum Ma Shui Ying Care and Attention Home for the Elderly	2	0	3
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	0

[#] Between March and July 2007, six institutions have ceased operation. The residents have been re-located to Tuen Mun Children and Juvenile Home (No.34) by phases.

Serial No.	Name of institution	No. of JP visits	No. of complaints/ requests/ enquiries made to JPs	No. of suggestions/ comments made by JPs
17.	Hong Kong Student Aid Society – Island Hostel	2	0	3
18.	Ma Tau Wai Girls' Home [#]	4	0	4
19.	The Mental Health Association of Hong Kong – Jockey Club Building	2	0	0
20.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	2	0	0
21.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Home	2	0	0
22.	O Pui Shan Boys' Home [#]	7	0	5
23.	Po Leung Kuk – Y C Cheng Centre	2	0	0
24.	Pui Chi Boys' Home [#]	3	0	0
25.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	2	0	0
26.	Shatin Boys' Home [#]	7	0	6
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	2
29.	Sisters of the Good Shepherd – Marycove Centre	2	0	1
30.	Society of Boys' Centres – Chak Yan Centre	2	0	2
31.	Society of Boys' Centres – Cheung Hong Hostel	2	0	0
32.	Society of Boys' Centres – Shing Tak Centre	2	0	2
33.	Society of Boys' Centres – Un Chau Hostel	2	0	0
34.	Tuen Mun Children and Juvenile Home	9	0	4
35.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	2	0	0
36.	Tung Wah Group of Hospitals – Wing Yin Hostel	2	0	4

[#] Between March and July 2007, six institutions have ceased operation. The residents have been re-located to Tuen Mun Children and Juvenile Home (No.34) by phases.

Serial No.	Name of institution	No. of JP visits	No. of complaints/ requests/ enquiries made to JPs	No. of suggestions/ comments made by JPs
37.	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	0
38.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	0	6
39.	Yan Chai Hospital – Chinachem Care and Attention Home	2	0	2
	Total :	103	0	71

♦ 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.	Begonia Road Juvenile Home	3	3	0	3	0	
2.	Caritas Hong Kong – Caritas Jockey Club Lai King Rehabilitation Centre	2	2	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	2	0	
6.	Fanling Girls' Home	4	4	0	4	0	
7.	Fu Hong Society – Fu Hong Society Rehabilitation Centre	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) 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	
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	2	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	1	0	2	0	
13.	Hong Kong Juvenile Care Centre – Bradbury Hostel	2	2	0	2	0	
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	2	2	0	2	0	
18.	Ma Tau Wai Girls' Home	4	4	0	4	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	7	7	0	7	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	
23.	Po Leung Kuk – Y C Cheng Centre	2	2	0	2	0	
24.	Pui Chi Boys' Home	3	3	0	3	0	
25.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	2	2	0	2	0	
26.	Shatin Boys' Home	7	7	0	7	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	
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.	Tuen Mun Children and Juvenile Home	9	9	0	9	0	
35.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	2	2	0	2	0	
36.	Tung Wah Group of Hospitals – Wing Yin Hostel	2	2	0	2	0	
37.	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	
			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.

△ Separate reports were completed by JPs for the specific institution.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities✦		Overall grading on services✦		Remarks
			S	U	S	U	
38.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	3	1	3	0	The unsatisfactory grading on facilities was given because there was limited storage space and the storage boxes were piled up to relatively high level which could be a fire safety concern.
39.	Yan Chai Hospital – Chinachem Care and Attention Home	2	2	0	2	0	
	Total :	103	103	1	103	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 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. provision of more storage space for the sheltered workshop, provision of adequate lighting, installation of more exercising equipment in hostel and air conditioners in school hall and classrooms, improving the design of railing, repainting of dormitory and walls on the corridors, cleanliness of kitchens/cake bakery area, and safe guard to the sharp edge of the concrete base of the pipes in shower rooms);
- (b) concerns about the under-utilisation in the correctional home facilities and better use of resources;
- (c) improvement to the educational and prevocational training programmes for residents of the homes (e.g. developing the potential of service users and provision of more educational and interesting audio-visual training materials); and
- (d) miscellaneous suggestions for improving the service quality (e.g. recruiting volunteer workers to provide services, to keep proper records on dispensing of

drugs to residents, provision of a balanced diet and increasing the frequency of video shows to aged residents.

In response to JPs' comments on the homes' environment and facilities, improvement and renovation works/measures have been carried out accordingly such as timely collection of finished products by the suppliers to provide more storage space in the Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel and clearing up inventory items for releasing more storage space. Regular maintenance and improvement works are also carried out to ensure a pleasant and safe environment for the residents.

On JPs' concerns about the under-utilisation of SWD's correctional home facilities and manpower resources, a new purpose-built residential training complex for juveniles has commenced operation since March 2007 to co-locate the six correctional homes. With upgraded home environment and facilities, academic and prevocational training, social and recreational activities would also be further enriched.

Regarding JPs' suggestion for improvement to the training programmes for residents of the homes, SWD had consulted clinical psychologist and occupational therapist on designing training programmes aiming to maximise the potential of service users. JPs' suggestions have also been duly taken into account in the design of educational facilities and programmes for SWD's new purpose-built residential training complex for juveniles.

For other miscellaneous suggestions made by JPs, follow-up actions have been taken by SWD or the NGOs as appropriate and JPs concerned have been informed of the actions taken accordingly.