
2011 Annual Report on Justices of the Peace Visits

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

2011 Annual Report on Justices of Peace Visits

Introduction

This Annual Report provides an account of the work of Justices of Peace (JPs) in the year 2011 in visiting designated institutions under the JP visit programme, handling complaints from prisoners, inmates and detainees, 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 the statutory basis for the operation of the JP system, including the appointment, functions, resignation and removal of JPs, and for matters incidental thereto or connected therewith. JPs are appointed by the Chief Executive under section 3(1) of the Ordinance. 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, as provided for in section 5 of the 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 conferred or imposed on him/her from time to time by the Chief Executive.

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

Visits to Institutions

5. In 2011, 48 and 40 persons were appointed as Non-official and Official JPs respectively. As at 31 December 2011, there were 339 Official JPs and 1 155 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 726 visits to 109 institutions (see **Annexes A and B**). On average, each Non-official JP⁽¹⁾ conducts one visit per annum while each Official JP conducts three to four visits each year.

7. JP visits to custodial institutions are conducted under the respective legislation. For example, visits to prisons of the Correctional Services Department (CSD) are provided under the Prison Rules (Cap. 234A). These visits are generally conducted on a fortnightly or monthly basis. 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 on a monthly, quarterly or half-yearly interval. Usually, two JPs are appointed to visit each institution according to the prescribed frequency. Non-official JPs may choose to pair with either an Official JP or a Non-official JP for the purpose of JP visits.

8. To ensure effective monitoring of the management of institutions under the JP visit programme, all JP visits are surprise visits in nature, i.e. the exact date and time are not made known to the institutions beforehand and JPs may 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.

9. 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.

10. Each year, the JP Secretariat organises a briefing to help newly appointed JPs familiarise themselves with the JP visit system as well as

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

functions and duties of JPs. Representatives of relevant departments, including CSD, SWD and HA, are also present to explain the responsibility of visiting JPs at institutions under their management. A total of 59 JPs attended the briefing in September 2011.

Handling of Complaints and Making Suggestions

11. One of the important functions of JPs conducting visits to institutions is to ensure that complaints lodged by inmates are handled in a fair and transparent manner. 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 cases, the departments concerned will carry out investigations 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.

12. 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 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 2011, 545 complaints/requests/enquiries were made to visiting JPs (see **Annex B** for more details). These were mainly related to matters concerning the environment and facilities of institutions, medical services, quality of treatment, early discharge from institutions, insufficient facilities/equipment, personal or welfare issues and referral of requests to relevant authorities. About 98 percent of these complaints/requests/enquiries (as compared to 96 percent in 2010) were followed up within one month by the institutions concerned. JPs also made a total of 227 suggestions and comments (see **Annex B** for more details) on matters such as physical environment, facilities, overcrowding of institutions, improvement of staffing, provision of more variety of market-oriented vocational training and recreational programmes/activities and welfares for inmates, etc. All the suggestions made by JPs have been followed up by the institutions concerned and the JPs concerned have been advised of the actions taken. On average, follow-up actions for about 94 percent (as compared to 86

percent in 2010) of these suggestions/comments were taken within one month. The JPs' specific comments and assessments on the facilities or services recorded in the JP Visit Logbooks help institutions focus on areas requiring improvement. The information also enables the institutions and JPs to keep track of the general conditions of the facilities and improvements made.

14. Statistics and more information about complaints, suggestions and comments made to/by JPs, their overall assessments 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 at **Annex C**.

Conclusion

15. The JP visit system 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 institutions to investigate or follow up with the complaints as appropriate. In addition, Bureaux/Departments concerned regard comments and suggestions made by JPs as opportunities to improve the management on facilities and services provided by their institutions. The Administration attaches great importance to the JP visit system and will continue to ensure its effectiveness.

Administration Wing
Chief Secretary for Administration's Office
May 2012

List of Institutions Visited by JPs in 2011

I. Statutory Visits

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
A. Prisons/correctional institutions for adults			
1.	Custodial Ward of Queen Elizabeth Hospital	*Fortnightly	CSD
2.	Lai Chi Kok Reception Centre		
3.	Custodial Ward of Queen Mary Hospital	*Fortnightly	CSD
4.	Ma Hang Prison		
5.	Hei Ling Chau Correctional Institution ⁽¹⁾	Fortnightly	CSD
6.	Lo Wu Correctional Institution	Fortnightly	CSD
7.	Pak Sha Wan Correctional Institution	Fortnightly	CSD
8.	Pelican House ⁽²⁾	Monthly	CSD
9.	Pik Uk Prison	Fortnightly	CSD
10.	Shek Pik Prison	Fortnightly	CSD
11.	Siu Lam Psychiatric Centre	Fortnightly	CSD
12.	Stanley Prison	Fortnightly	CSD
13.	Tai Lam Centre for Women ⁽³⁾	Fortnightly	CSD
14.	Tai Lam Correctional Institution	Fortnightly	CSD
15.	Tong Fuk Correctional Institution	Fortnightly	CSD
16.	Tung Tau Correctional Institution	Fortnightly	CSD
B. Correctional institutions for young offenders			
17.	Bauhinia House ⁽³⁾	Fortnightly	CSD
18.	Cape Collinson Correctional Institution	Monthly	CSD
19.	Lai King Correctional Institution ⁽⁴⁾	Fortnightly	CSD
20.	Phoenix House ⁽²⁾	Monthly	CSD
21.	Pik Uk Correctional Institution	Fortnightly	CSD
22.	Sha Tsui Correctional Institution	Fortnightly	CSD

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
	C. Institution for drug addicts		
23.	Hei Ling Chau Addiction Treatment Centre ⁽¹⁾	Fortnightly	CSD
24.	Lai Sun Correctional Institution	*Fortnightly	CSD
25.	Nei Kwu Correctional Institution		
	D. Rehabilitation centres		
26.	Chi Lan Rehabilitation Centre ⁽⁴⁾	Fortnightly	CSD
27.	Lai Chi Rehabilitation Centre	Monthly	CSD
28.	Lai Hang Rehabilitation Centre ⁽²⁾	Monthly	CSD
29.	Wai Lan Rehabilitation Centre ⁽³⁾	Fortnightly	CSD
	E. Reception/detention centres of CSD, ICAC & Imm D		
30.	Castle Peak Bay Immigration Centre	Fortnightly	Imm D
31.	Green Island Reception Centre ⁽⁵⁾	Monthly	CSD
32.	Independent Commission Against Corruption Detention Centre	Fortnightly	ICAC
33.	Ma Tau Kok Detention Centre	Quarterly	Imm D
	F. Psychiatric hospitals		
34.	Castle Peak Hospital	Monthly	HA
35.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	Monthly	HA
36.	Kwai Chung Hospital	Monthly	HA
37.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	Monthly	HA
38.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of the Pamela Youde Nethersole Eastern Hospital	Monthly	HA
	G. Remand home, places of refuge, probation home and reformatory school of SWD		
39.	Tuen Mun Children and Juvenile Home	Monthly	SWD
40.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	Quarterly	SWD

* Denotes visit covering two institutions.

- (1) Hei Ling Chau Correctional Institution (No. 5) and Hei Ling Chau Addiction Treatment Centre (No. 23) are jointly visited by JPs.
- (2) Pelican House (No. 8), Phoenix House (No. 20) and Lai Hang Rehabilitation Centre (No. 28) are jointly visited by JPs.
- (3) Tai Lam Centre for Women (No. 13), Bauhinia House (No. 17) and Wai Lan Rehabilitation Centre (No. 29) are jointly visited by JPs.
- (4) Lai King Correctional Institution (No. 19) and Chi Lan Rehabilitation Centre (No. 26) are jointly visited by JPs.
- (5) Green Island Reception Centre (No. 31) was closed w.e.f. August 2011.

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 accident and emergency 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 ⁽⁶⁾	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 ⁽⁶⁾	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

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
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 ⁽⁷⁾	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 ⁽⁸⁾	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 Welfare Council – 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.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home ⁽⁸⁾	Half-yearly	SWD
69.	Yan Chai Hospital – Chinachem Care and Attention Home	Half-yearly	SWD
I. Charitable organisation providing social services			
70.	Po Leung Kuk	Quarterly	HAD

⁽⁶⁾ Ruttonjee Hospital (No. 16) and Tang Shiu Kin Hospital (No. 38) are jointly visited by JPs.

⁽⁷⁾ JP visit to Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind (No. 55) is temporarily suspended following the temporary closure of the institution w.e.f. July 2010.

⁽⁸⁾ 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. 68) 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 2009 to 2011**

Institutions	No. of institutions			No. of JP visits			No. of complaints/ requests/enquiries made to JPs			No. of suggestions/ comments made by JPs		
	2009	2010	2011	2009	2010	2011	2009	2010	2011	2009	2010	2011
Institutions of Correctional Services Department	34	32	29	514	469	438	286 (104)	160 (66)	131 (58)	96	78	80
Hospitals of Hospital Authority	41	41	41	91	151	152	209 (194)	305 (285)	319 (285)	36	52	54
ICAC Detention Centre	1	1	1	24	24	24	3 (1)	3	2	1	1	2
Castle Peak Bay Immigration Centre *	0	1	1	0	17	24	0	53 (53)	89 (89)	0	7	12
Ma Tau Kok Detention Centre of Immigration Department	1	1	1	4	4	4	0	0	3 (3)	2	2	1
Po Leung Kuk	1	1	1	4	4	4	0	0	0	1	1	0
Shek Kwu Chau Treatment and Rehabilitation Centre and Sister Aquinas Memorial Women's Treatment Centre	2	2	2	6	8	7	0	0	1	3	7	6
Institutions of Social Welfare Department/ Non-governmental Organisations	33	33	33	76	75	73	0	0	0	89	61	72
Total :	113	112	109	719	752	726	498 (299)	521 (404)	545 (435)	228	209	227

() Number of requests/enquiries

* Castle Peak Bay Immigration Centre was taken over by the Immigration Department from the Correctional Services Department on 15 April 2010. The number of visits, complaints/requests/enquiries made to JPs and suggestions/comments made by JPs before 15 April 2010 were included in the Institutions of Correctional Services Department.

Detailed Information on JP Visits to Individual Institutions
(from 1.1.2011 to 31.12.2011)

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(0)	1
2.	Custodial Ward of Queen Elizabeth Hospital/ Lai Chi Kok Reception Centre [♦]	24	5(3)	4
3.	Custodial Ward of Queen Mary Hospital/Ma Hang Prison [♦]	24	1(1)	2
4.	Hei Ling Chau Correctional Institution/ Hei Ling Chau Addiction Treatment Centre [♦]	22	1(1)	4
5.	Lai Chi Rehabilitation Centre	12	0(0)	8
6.	Lai King Correctional Institution/Chi Lan Rehabilitation Centre [♦]	24	0(0)	5
7.	Lai Sun Correctional Institution/Nei Kwu Correctional Institution [♦]	23	0(0)	3
8.	Lo Wu Correctional Institution	24	24(8)	5
9.	Pak Sha Wan Correctional Institution	24	0(0)	5
10.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre [○]	12	0(0)	3
11.	Pik Uk Correctional Institution	24	0(0)	5
12.	Pik Uk Prison	24	3(2)	2
13.	Sha Tsui Correctional Institution	22	0(0)	1
14.	Shek Pik Prison	24	8(4)	1
15.	Siu Lam Psychiatric Centre	24	16(8)	7
16.	Stanley Prison	24	53(24)	2
17.	Tai Lam Centre for Women/Bauhinia House/Wai Lan Rehabilitation Centre [○]	24	14(3)	18
18.	Tai Lam Correctional Institution	24	3(1)	1
19.	Tong Fuk Correctional Institution	23	1(1)	1
20.	Tung Tau Correctional Institution	24	2(2)	2
	Total :	438	131 (58)	80

() Number of requests/enquiries.

♦ Denotes visits covering two institutions.

○ Denotes visits covering three institutions.

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

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities†		Overall grading on services†		Remarks
			S	U	S	U	
1.	Cape Collinson Correctional Institution	12	10	0	10	0	
2.	Custodial Ward of Queen Elizabeth Hospital ^Δ	24	21	0	23	0	
	Lai Chi Kok Reception Centre ^Δ		20	0	24	0	
3.	Custodial Ward of Queen Mary Hospital ^Δ	24	20	0	22	0	
	Ma Hang Prison ^Δ		19	0	21	0	
4.	Hei Ling Chau Correctional Institution ^Δ	22	18	0	22	0	
	Hei Ling Chau Addiction Treatment Centre ^Δ		19	0	21	0	
5.	Lai Chi Rehabilitation Centre	12	9	0	11	0	
6.	Lai King Correctional Institution/Chi Lan Rehabilitation Centre	24	22	0	23	0	
7.	Lai Sun Correctional Institution ^Δ	23	17	0	21	0	
	Nei Kwu Correctional Institution ^Δ		20	0	21	0	
8.	Lo Wu Correctional Institution	24	17	0	20	0	
9.	Pak Sha Wan Correctional Institution	24	16	0	22	0	
10.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre	12	7	0	10	0	
11.	Pik Uk Correctional Institution	24	23	0	24	0	
12.	Pik Uk Prison	24	22	0	23	0	
13.	Sha Tsui Correctional Institution	22	19	0	21	0	
14.	Shek Pik Prison	24	21	0	21	0	
15.	Siu Lam Psychiatric Centre	24	21	0	20	0	
16.	Stanley Prison	24	16	0	19	0	
17.	Tai Lam Centre for Women ^Δ	24	17	0	23	0	
	Bauhinia House/Wai Lan Rehabilitation Centre ^Δ		17	0	23	0	
18.	Tai Lam Correctional Institution	24	22	0	23	0	
19.	Tong Fuk Correctional Institution	23	17	0	22	0	
20.	Tung Tau Correctional Institution	24	21	0	23	0	
	Total :	438	451	0	513	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.

Δ 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 –

- (a) against disciplinary action (e.g. improper or unfair disciplinary charges or proceedings and improper award of punishments, etc.) - 10 complaints;
- (b) against administrative actions/measures/procedures taken by CSD or individual institutions (e.g. provision of medical care and treatment, insufficient daily necessities, quality of food, earnings, handling of letters and handling of complaints/requests, etc.) - 41 complaints;
- (c) against conduct of staff (e.g. unnecessary or excessive use of force, use of abusive language, collusion and abuse of authority, etc.) - 17 complaints; and
- (d) against other departments (e.g. Judiciary and Legal Aid Department) – 5 complaints.

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

Out of the 41 complaints against administrative actions/measures/procedures taken by CSD or individual institutions, three cases have been referred to the CSD Complaints Investigation Unit (CIU)* for investigation. Both JPs and the complainants have been 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 have been found to be substantiated. The JPs and the complainants have been informed of the outcome of the investigation of all these cases. The JPs were satisfied that the cases had been handled properly.

Out of the 17 complaints against the conduct of staff, six cases have been referred to the CIU for investigation. Both JPs and the complainants have been 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 which found no evidence in support of the allegations. The JPs and the complainants have been informed of the outcome of the investigations of all these cases. The JPs were satisfied that the cases had been handled properly.

There were five complaints against other departments and they were referred to the relevant departments for attention and follow-up actions. The JPs and the complainants were informed of the referrals made.

* 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.

In addition to the above, there were 58 requests/enquiries made to the JPs in areas such as medical services, early repatriation, arrangement of bail, interview with government officials, work assignment, transfer to another institution, and referring letters to relevant authorities, etc. The background of the cases have been explained to the JPs by the management of the institutions. In most cases, the JPs responded to the persons in custody 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 persons in custody have been 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 penal premises and facilities (particularly the ageing and out-dated facilities);
- (b) enhancement of training programmes for the persons in custody; and
- (c) miscellaneous.

Some of the penal institutions are not purpose-built and have been established for decades. Some of the facilities are outdated but CSD conducts regular maintenance to ensure that the facilities would function properly. Some JPs suggested carrying out refurbishment and renovation of the institutions, as well as implementing minor upgrading works and improvement projects. In respect of renovation works in progress, JPs opined that the projects should be speeded up and follow-up actions have been taken by the institutions concerned accordingly. For those suggestions that required large-scale enhancement works, they have been referred to the Architectural Services Department and relevant departments for consideration.

The major suggestions of JPs on training programmes for persons in custody included providing more choices of market-oriented vocational training, soliciting assistance from voluntary organisations for providing training and facilitating persons in custody to further their study. To enhance the vocational training programme for persons in custody, CSD provides full-time and part-time vocational training courses for qualified local adults in custody. CSD will continue to review and strengthen the programme. In addition, CSD is working towards adding more vocational training elements into the industrial activities in the prison workshops.

The other suggestions raised by JPs including introduction of new psychiatric drugs, extension of visiting hours, invitation of singers and sportsmen to share their experience with the inmates, and providing a wider variety of books in library, etc. 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	0
3.	Caritas Medical Centre	4	0	1
4.	Castle Peak Hospital	12	4(4)	6
5.	Cheshire Home, Chung Hom Kok	2	0	0
6.	Cheshire Home, Shatin	2	0	1
7.	The Duchess of Kent Children's Hospital at Sandy Bay	2	0	1
8.	Grantham Hospital	2	2(2)	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	0
13.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	12	58(52)	2
14.	Kwai Chung Hospital	12	9(7)	6
15.	Kwong Wah Hospital	4	0	1
16.	MacLehose Medical Rehabilitation Centre	2	0	1
17.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	12	188(171)	4
18.	North District Hospital	2	0	1
19.	Our Lady of Maryknoll Hospital	2	0	2
20.	Pamela Youde Nethersole Eastern Hospital	4	0	2
21.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital	12	58(49)	2
22.	Pok Oi Hospital	2	0	1
23.	Prince of Wales Hospital	4	0	2
24.	Princess Margaret Hospital	4	0	1
25.	Queen Elizabeth Hospital	4	0	0
26.	Queen Mary Hospital	4	0	1

() 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 Hospital/ Tang Shiu Kin Hospital♦	2	0	1
28.	Shatin Hospital	2	0	1
29.	Siu Lam Hospital	2	0	3
30.	St John Hospital	2	0	0
31.	Tai Po Hospital	2	0	2
32.	Tseung Kwan O Hospital	2	0	2
33.	Tuen Mun Hospital	4	0	0
34.	Tung Wah Eastern Hospital	2	0	0
35.	Tung Wah Group of Hospitals Fung Yiu King Hospital	2	0	1
36.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	2	0	1
37.	Tung Wah Hospital	2	0	0
38.	United Christian Hospital	4	0	2
39.	Wong Chuk Hang Hospital	2	0	0
40.	Yan Chai Hospital	4	0	2
	Total :	152	319(285)	54

() Number of requests/enquiries.

♦ Denotes visits covering two institutions.

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

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities✦		Overall grading on services✦		Remarks
			S	U	S	U	
1.	Alice Ho Miu Ling Nethersole Hospital	2	2	0	2	0	
2.	Bradbury Hospice	2	1	0	2	0	
3.	Caritas Medical Centre	4	4	0	4	0	
4.	Castle Peak Hospital	12	9	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	1	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	4	0	
13.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	12	11	0	12	0	
14.	Kwai Chung Hospital	12	12	0	12	0	
15.	Kwong Wah Hospital	4	4	0	4	0	
16.	MacLehose Medical Rehabilitation Centre	2	2	0	2	0	
17.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	12	8	1	12	0	Facilities are old and outdated. Some equipment such as TVs could be modernized.
18.	North District Hospital	2	2	0	2	0	
19.	Our Lady of Maryknoll Hospital	2	1	1	2	0	Facilities are out-dated and insufficient for modern day care. Redevelopment was required.
20.	Pamela Youde Nethersole Eastern Hospital	4	4	0	4	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) 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	
21.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital	12	10	0	12	0	
22.	Pok Oi Hospital	2	2	0	2	0	
23.	Prince of Wales Hospital	4	3	0	4	0	
24.	Princess Margaret Hospital	4	4	0	4	0	
25.	Queen Elizabeth Hospital	4	3	0	3	0	
26.	Queen Mary Hospital	4	2	0	2	0	
27.	Ruttonjee Hospital/Tang Shiu Kin Hospital	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	1	0	2	0	
32.	Tseung Kwan O Hospital	2	2	0	2	0	
33.	Tuen Mun Hospital	4	4	0	3	0	
34.	Tung Wah Eastern Hospital	2	2	0	2	0	
35.	Tung Wah Group of Hospitals Fung Yiu King Hospital	2	2	0	2	0	
36.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	2	2	0	2	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	1	0	1	0	
40.	Yan Chai Hospital	4	3	0	1	0	
	Total :	152	130	2	139	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 34 complaints and most of the 285 requests made to visiting JPs were from patients of psychiatric wards. Among the 34 complaints, 21 were unsubstantiated. A majority of the complaints were related to quality and variety of hospital food, including requests for fruit and sweet soup at wards. The Hospital Dietetic Department has put in place quality control systems to monitor the dietary needs of the patients. More choices have been introduced on the daily menu. Some complaints were about the inadequacy of toilet facilities and sanitary condition of the toilets. Toilet cleansing was stepped up and patients have been reminded to use the toilet properly.

The majority of the requests were made by psychiatric patients for early release from hospital or for home leave. The case doctors together with their supervisors reviewed the clinical justifications for keeping the patients concerned in hospitals, and requests were acceded to in appropriate cases. Patients considered unsuitable for discharge or home leave were handled in accordance with the relevant provision of the Mental Health Ordinance (Cap.136). They were also advised of the rights to raise their case with the Mental Health Review Tribunal.

Requests related to personal or welfare issues of the patients such as provision of housing after discharge were handled by the social workers. Requests relating to provision of more recreational facilities, telephone access and training activities were acceded to where clinical conditions of the patient allowed and resources were available.

The two requests from non-psychiatric wards were related to the provision of fruit and installation of air-conditioning system at wards. The menu of the wards was adjusted accordingly, and the hospital concerned would apply for funding according to established mechanism for replacement of air-conditioning system.

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) physical state of the buildings and re-development need of the hospitals;
- (b) overcrowding condition in the wards; and
- (c) shortage of manpower support.

Most of the comments made by JPs were concerned with the physical environment of public hospitals or the state of the building. HA would continue to keep the maintenance and renovation need of the hospitals under review and to ensure that all hospitals would be adequately maintained.

The overcrowding condition in the wards/clinics was caused by occasional sudden influx of patients. The hospitals concerned have been making arrangements to ease the congestion within the constraints. Meanwhile, the hospitals have been planning for redevelopment to facilitate more effective use of spaces.

As regards JP's comments on manpower shortage, the Hospitals concerned would continue to recruit staff to increase the overall manpower. A Special Honorarium Scheme is being arranged for medical and nursing staff to work extra hours. Temporary and part-time nurses have been employed to provide extra working hands to the hospitals. In addition, measures have been taken to enhance staff retention to reduce wastages.

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	2	2
Total :	24	2	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 complaints/requests/enquiries made to JPs*

There were two complaints received by JPs. Both complaints were about the location of the toilet bowl inside the detention cell. The management had explained to the JPs and detainees concerned that a balance had been struck between the safety and comfort of detainees when designing the detention cell. The JPs and detainees were satisfied with the reply.

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

JPs had made two suggestions to ICAC. The first one was related to the allocation of more resources to ICAC and the second one was about inviting retired ICAC officers to provide consultation services to other agencies so that their expertise would be fully utilised. ICAC would consider the suggestions.

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- * During the visits, JPs looked at the facilities (such as cells, interview room, search/medical/charge room and general state of the premises) and services (including food, bedding, management services) 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.

IV. Castle Peak Bay Immigration 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
Castle Peak Bay Immigration Centre	24	89(89)	12
Total :	24	89 (89)	12

() 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	
Castle Peak Bay Immigration 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 complaints/requests/enquiries made by JPs

During the JP visits to the Centre, there were 89 requests made to the JPs which fell within the following categories -

- (a) checking case progress;
- (b) requesting for interview by case officers; and
- (c) requesting to be released on recognizance.

* 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) 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.

All the requests were immediately referred to the relevant sections for actions after the JPs visits. The JPs concerned had been 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, which required follow-up actions, can be classified into the following categories -

- (a) more colours in painting the Special Unit which appeared to be spartan;
- (b) bed arrangements in the dormitories; and
- (c) proper record of contact with detainees, especially those suicide-prone.

To address the JPs' suggestions, the Special Unit was re-painted after liaising with the Architectural Services Department. The Centre had also made arrangement to allow sufficient space between beds. Besides, all staff had been reminded to keep proper records of each detainee, including all movement and interview of detainees.

V. 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	3(3)	1
Total :	4	3(3)	1

() 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 by JPs*

The JPs received a total of three requests during their visits to the Centre. Three detainees in the same cell raised requests for making phone calls. The requests were addressed in the presence of the JPs and the detainees were allowed to make phone calls in line with the usual arrangement.

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

The JPs made one comment during their visits to the Centre. The JPs commented that the room temperature was on the low side. After explanation by the management, the JPs agreed that maintaining a low humidity was conducive to the overall hygiene of the Centre.

* 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) 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.

VI. Po Leung Kuk

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

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

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 general state of the premises) and services (including residential/day care/rehabilitation services) 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.

VII. 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	3	1	2
2.	Sister Aquinas Memorial Women's Treatment Centre	4	0	4
	Total :	7	1	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	3	3	0	3	0	
2.	Sister Aquinas Memorial Women's Treatment Centre	4	4	0	4	0	
	Total :	7	7	0	7	0	

Key : S - Satisfactory
U - Unsatisfactory

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

A resident complained to the JPs during the JP visit about the forfeiture of a sum of money he deposited in an outside organisation. Since the complaint was related to a dispute between the resident and another outside organisation, the Centre was not in a position to interfere into the case. The Centre informed the resident that there was an established appeal mechanism in the organisation concerned and hence he could write to it direct. The JPs concerned have been informed of the actions taken.

* 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) provided by the institutions concerned and gave their assessments on these areas.

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

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

The six comments made by the JPs are mostly general impression about the communication channel, operation and facilities provided in the Centres. On JPs' suggestions for provision of more resources to the library for purchasing magazines/books related to vocational training, the Centre concerned would continue to make good use of funding and resources to enrich the library collections, in particular on vocational training related subjects.

VIII. 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.	Caritas-Hong Kong – Caritas Jockey Club Lai King Rehabilitation Centre	2	0	3
2.	Caritas-Hong Kong – Caritas Li Ka Shing Care and Attention Home	2	0	2
3.	Caritas-Hong Kong – Caritas Pelletier Hall	2	0	1
4.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel	2	0	3
5.	Fu Hong Society – Fu Hong Society Rehabilitation Centre	2	0	3
6.	Hang Ngai Manufacturing and Hostel	2	0	3
7.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled	2	0	3
8.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	2	0	1
9.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	2	0	2
10.	Hong Kong Juvenile Care Centre – Bradbury Hostel	2	0	0
11.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind	2	0	3
12.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind	0 [#]	-	-
13.	Hong Kong Student Aid Society – Holland Hostel	2	0	0
14.	Hong Kong Student Aid Society – Island Hostel	2	0	1
15.	The Mental Health Association of Hong Kong – Jockey Club Building	2	0	3
16.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	2	0	2
17.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Home	2	0	3
18.	Po Leung Kuk – Y C Cheng Centre	2	0	4

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.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	2	0	3
20.	Hong Kong Sheng Kung Hui Welfare Council – Hong Kong Sheng Kung Hui Li Ka Shing Care and Attention Home for the Elderly	2	0	1
21.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	2	0	2
22.	Sisters of the Good Shepherd – Marycove Centre	2	0	2
23.	Society of Boys' Centres – Chak Yan Centre	2	0	2
24.	Society of Boys' Centres – Cheung Hong Hostel	2	0	1
25.	Society of Boys' Centres – Shing Tak Centre	2	0	1
26.	Society of Boys' Centres – Un Chau Hostel	1	0	1
27.	Tuen Mun Children and Juvenile Home	12	0	1
28.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	2	0	3
29.	Tung Wah Group of Hospitals – Wing Yin Hostel	2	0	7
30.	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
			0	2
31.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	0	5
32.	Yan Chai Hospital – Chinachem Care and Attention Home	2	0	2
	Total :	73	0	72

♦ Denotes visits covering two institutions.

JP visit was suspended due to construction work at the hostel from July 2010 until end of 2013.

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.	Caritas-Hong Kong – Caritas Jockey Club Lai King Rehabilitation Centre	2	2	0	2	0	
2.	Caritas-Hong Kong – Caritas Li Ka Shing Care and Attention Home	2	2	0	2	0	
3.	Caritas-Hong Kong – Caritas Pelletier Hall	2	2	0	2	0	
4.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel	2	2	0	2	0	
5.	Fu Hong Society – Fu Hong Society Rehabilitation Centre	2	2	0	2	0	
6.	Hang Ngai Manufacturing and Hostel	2	2	0	2	0	
7.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled	2	2	0	2	0	
8.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	2	2	0	2	0	
9.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	2	1	0	2	0	
10.	Hong Kong Juvenile Care Centre – Bradbury Hostel	2	2	0	2	0	
11.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind	2	2	0	2	0	
12.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind	0 [#]	-	-	-	-	
13.	Hong Kong Student Aid Society – Holland Hostel	2	2	0	2	0	
14.	Hong Kong Student Aid Society – Island Hostel	2	2	0	2	0	

* During the visits, JPs looked at the facilities (such as dormitories, kitchen/canteen, recreational facilities and general state of the premises) and services (including academic/prevocational training programmes and medical/management services) 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.

[#] JP visit was suspended due to construction work at the hostel from July 2010 until end of 2013.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities✦		Overall grading on services✦		Remarks
			S	U	S	U	
15.	The Mental Health Association of Hong Kong – Jockey Club Building	2	2	0	2	0	
16.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	2	2	0	2	0	
17.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Home	2	2	0	2	0	
18.	Po Leung Kuk – Y C Cheng Centre	2	2	0	2	0	
19.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	2	2	0	2	0	
20.	Hong Kong Sheng Kung Hui Welfare Council – Hong Kong Sheng Kung Hui Li Ka Shing Care and Attention Home for the Elderly	2	2	0	2	0	
21.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	2	1	0	2	0	
22.	Sisters of the Good Shepherd – Marycove Centre	2	2	0	2	0	
23.	Society of Boys' Centres – Chak Yan Centre	2	2	0	2	0	
24.	Society of Boys' Centres – Cheung Hong Hostel	2	2	0	2	0	
25.	Society of Boys' Centres – Shing Tak Centre	2	2	0	2	0	
26.	Society of Boys' Centres – Un Chau Hostel	1	1	0	1	0	
27.	Tuen Mun Children and Juvenile Home	12	12	0	12	0	
28.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	2	2	0	2	0	
29.	Tung Wah Group of Hospitals – Wing Yin Hostel	2	2	0	2	0	

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

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities✦		Overall grading on services✦		Remarks
			S	U	S	U	
30.	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	
31.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	3	1	4	0	
32.	Yan Chai Hospital – Chinachem Care and Attention Home	2	1	0	2	0	
Total :		73	71	1	75	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.

JP visit was suspended due to construction work at the hostel between July 2010 and June 2011.

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 –

- improvement to the environment and facilities of the homes (e.g. enhancing the ventilation and sterile cleaning in classrooms, workshops and homes; provision of computer facilities and laundry tools; installation of air-conditioning, ceiling hoists for severely disabled residents and window screens; renovation of walls, ceilings, ceiling/floor tiles, internal door jambs, etc; and improvement to aged premises and facilities);
- health and welfare concerns about residents (e.g. organising more group activities with focus on cultivating team spirit and enthusiastic attitude for residents; arranging regular family visits and home leave for residents; development of a health screening mechanism for emotionally disturbed residents; and provision of supervision to mentally disabled residents when they are using fibrecable in sensory room); and
- miscellaneous suggestions for improving service quality (e.g. allowing social workers of the homes to make direct referral for residents to receive clinical psychological service; enhancing the complaint channels for residents and connection between the ex-residents and homes; and collecting statistics on successful cases handled by institutions for analysing the factors which facilitating the prompt discharge of residents).

As regards the suggestions/comments on the environment and facilities of the homes, renovation and improvement works such as repairing of walls, ceilings, ceiling/floor tiles, ceiling slats and internal door jambs; installation of a computer, air-conditioning, ceiling hoists, and enhancing of the ventilation and sterile cleaning facilities, etc. have been and would be carried out accordingly. The homes would also take steps to seek funding and liaise with relevant parties for conducting large scale renovation to aged premises. Regarding the installation of window screens for prevention of mosquitoes, the homes concerned considered that the current prevention measures and facilities such as mosquito lights and traps, electronic and ultrasonic mosquito repellers are effective. They would consider the installation of window screens when necessary. To address the needs of the severely disabled residents and ease the staff difficulties in carrying the residents to use the toilets, the homes concerned would continue to deploy donations for installing more ceiling hoists in future.

For JPs' concern on residents' health and welfare matters, the homes would organise more programmes on cultivating team spirit and enthusiastic attitude for residents. The homes concerned have already developed a screening mechanism for all residents before admitting them into the homes. They would also arrange tailor-made training programmes for improving their social workers' intervention skills in handling residents' emotional outburst, self-inflicting and aggressive behavior. Since the parents and guardians of residents are getting old or are heavily engaged at work, they would have difficulties in taking the residents for home leave regularly. To promote and enhance family relationship and facilitate family contacts, the homes concerned would plan and organise more activities in these aspects. Regarding the provision of supervision to mentally disabled residents when using the fibrecable, the homes concerned have explained to the JPs that the fibrecable is a training tool specially designed to facilitate the sensory development of residents. There are trained professional staff to teach and supervise the residents for proper use of all training equipment, including fibrecable. The homes would continue to remind the staff to pay special attention to the safety aspects of residents in using the training equipment.

In response to JPs' suggestions on improvement of service quality, the homes have already put in place the complaint mechanism and the social workers of the homes would maintain effective communication with the residents' families so that potential problems/cases could be forestalled and resolved before becoming complaints. To strengthen the connection with ex-residents, an alumni club for them has been set up since 2003 by the homes concerned. The homes would continue to invite current residents to join the alumni club after discharge. In addition, the homes would develop a more systematic approach for collecting statistics and analysing factors which facilitate the prompt discharge of residents in the past few years. For the referral for clinical psychological service by the homes' social workers direct, the homes have been explained and agreed that the referrals would be taken up by case managers of the integrated family service centres as they have better knowledge of the family dynamics and conditions. That said, the homes' social workers were encouraged to provide supplementary information to facilitate the case managers in making referral. The Social Welfare Department has also provided assistance in facilitating the referrals for such service.