
2022 Annual Report on Justices of Peace Visits

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

JUSTICES OF THE PEACE VISITS

2022 Annual Report

This Annual Report provides an account of the work of Justices of the Peace (JPs) in the year 2022. The JPs visited designated institutions under the JP visit programme, handled complaints from persons in custody, inmates and detainees, and made suggestions and comments to institutions of their visit.

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 appointment, resignation and revocation of appointment, the powers and functions 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.

3. In 2022, 72 persons⁽¹⁾ were appointed as JPs, with 24 of them as Official JPs and 48 as Non-official JPs. As at 31 December 2022, there were 303 Official JPs and 1 520 Non-official JPs. An up-to-date list of JPs is available in the JPs website (<https://www.info.gov.hk/jp>).

FUNCTIONS OF JPs

4. The main functions of JPs, as provided for in section 5 of the Ordinance, are –

- (a) to visit custodial institutions or detained persons;
- (b) to take and receive declarations and to perform any other functions under the Oaths and Declarations Ordinance (Cap. 11);

⁽¹⁾ 50 JP appointments were published in the gazette on 27 July 2022, 10 JP appointments were published in the gazette on 12 August 2022 and 12 JP appointments were published in the gazette on 30 September 2022.

- (c) in the case of a Non-official JP, to serve as a member of any advisory panel; and
- (d) to perform such other functions as may be imposed on him/her from time to time by the Chief Executive.

5. The primary role of a JP is to visit various institutions, 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.

JP VISIT PROGRAMME

6. In 2022, there were 112 institutions under the JP visit programme. Statutory visits to 38 institutions were conducted on a fortnightly, monthly or quarterly basis while visits to 74 institutions were arranged on an administrative basis once every quarter or every six months. The list of institutions under the JP visit programme in 2022 is at **Annex A**.

7. In view of the COVID-19 pandemic and on the advice of relevant departments/organisations, statutory visits to the custodial wards of hospitals under the management of Correctional Services Department (CSD) and psychiatric hospitals under Hospital Authority (HA), and non-statutory visits to institutions under HA, Department of Health (DH), Home Affairs Department (HAD) and Social Welfare Department (SWD) have been temporarily suspended since late January 2020. Since then, the Government has closely liaised with relevant departments/organisations to keep the situation under review having regard to the development of the pandemic. As the risk posed by COVID-19 pandemic to local public health has changed, the arrangement of JP visits was resumed in May 2023 with the agreement of relevant departments/organisations.

8. In 2022, JPs conducted 398⁽²⁾ visits to 112 institutions. On average, Non-official JPs⁽³⁾ each conducts one visit per annum while each Official JP conducts three visits each year.

⁽²⁾ Due to the COVID-19 pandemic and public health considerations, JP visits to the institutions concerned had been temporarily suspended from late January 2020 to April 2023.

⁽³⁾ Excluding those who are exempted from visiting duties because of old age, health or other reasons.

VISIT ARRANGEMENTS

9. JP visits to custodial institutions are conducted under the respective legislation. For example, visits to prisons of CSD are provided for under the Prison Rules (Cap. 234A), visits to psychiatric hospitals under the Mental Health Ordinance (Cap. 136), visits to detention centres of ICAC and Immigration Department (ImmD) under the Independent Commission Against Corruption (Treatment of Detained Persons) Order (Cap. 204A) and Immigration (Treatment of Detainees) Order (Cap. 115E) respectively, and visits to remand/probation homes of SWD under the Probation of Offenders Ordinance (Cap. 298) and Juvenile Offenders Ordinance (Cap. 226). Statutory visits are conducted on a fortnightly, monthly or quarterly basis. Furthermore, visits to hospitals of HA, institutions for drug abusers operated by Non-governmental Organisations (NGOs) under the purview of DH, welfare institutions operated by NGOs under the purview of SWD, and charitable organisation providing social services under the purview of HAD are arranged on an administrative basis at a quarterly or half-yearly interval.

10. To ensure effective monitoring of the management of institutions under the JP visit programme, all JP visits are unannounced. 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 request to pay additional visits outside their tour of duty to follow up on or look into specific complaints if they so wish. 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.

11. To help JPs focus on issues that require their attention during the visits, they are provided, before their visits, with checklists drawn up by the concerned departments which highlight the key areas that JPs may wish to cover when visiting different types of institutions. In addition, the JPs Secretariat provides the visiting JPs with reports on outstanding complaints made by inmates of the institutions concerned so that the JPs may follow up on those complaints or other issues during their visits.

12. Upon arrival at CSD institutions, the visiting JPs usually receive from CSD staff a general briefing on the correctional institution and any requests for interviews that have been made by the persons in custody. During the visit, JPs have the opportunity to see all persons in custody within the institution and are free to speak to any of them. JPs may request CSD staff to provide other information about the correctional institution, such as the number of persons in custody in the institution at that moment, whether there are any persons in custody who have been temporarily

transferred to other locations (e.g. for medical appointment at a hospital outside the institution or court attendance) on the visit day, etc.

13. Each year, the JPs Secretariat organises a briefing to familiarise newly appointed JPs with the JP visit system as well as functions and duties of JPs. At the briefing held in November 2022, 48 newly appointed JPs attended and heard from representatives of Administration Wing, CSD, SWD and HA about their responsibilities as visiting JPs to institutions.

HANDLING OF COMPLAINTS/REQUESTS/ENQUIRIES

14. 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. In the interest of privacy, visiting JPs may choose to speak to inmates in private. In such cases, the institution management will make necessary arrangements to facilitate the interview with inmates in private and render assistance to the JPs as required. The visiting JPs can either conduct investigations themselves by making personal inquiries into the inmates' complaints (such as seeking background information from staff of the institutions and examining relevant records and documents) or refer the complaints to the institutions concerned for investigations. In the latter cases, the institutions concerned will carry out investigations and report to the JPs the outcome of their investigations in writing.

15. Complaints that concern treatment of persons in custody in CSD institutions are generally referred to the Complaints Investigation Unit (CIU)⁽⁴⁾ for full investigation. For check and balance, the Correctional Services Department Complaints Committee (CSDCC)⁽⁵⁾ is vested with the authority to examine the outcomes of investigation conducted by CIU. If CSDCC is not satisfied with the investigation results, it will direct CIU to re-investigate the case. CIU will notify the complainant in writing if its investigation results are endorsed by CSDCC. The CSD will also report to the relevant JPs the investigation results in writing. If a person in custody is not satisfied with the investigation results of CIU, he/she may appeal to the Correctional Services Department Complaints Appeal Board

⁽⁴⁾ CIU is an independent establishment responsible for conducting full investigation into complaints received by or referred to CSD concerning the treatment of persons in custody according to the complaints handling mechanism. CIU will endeavour to complete its investigation of a complaint within 18 weeks.

⁽⁵⁾ CSDCC is chaired by the Civil Secretary of CSD (a civilian staff), with the Assistant Commissioner (Quality Assurance), a Chaplain and four senior officers in the CSD Headquarters as members.

(CSDCAB)⁽⁶⁾ within 14 days. CSDCAB will handle appeals against the findings endorsed by CSDCC and make final decision on the appeal cases.

16. CSD will inform JPs of the outcome of all complaints in writing after the cases have been concluded (i.e. after the completion of investigation by the institution management or CIU and any appeal process thereafter). If the JPs are not satisfied with the investigation results and/or the follow-up actions taken, they may refer the case to other parties (e.g. The Ombudsman or the Police) for investigation as appropriate. In cases where the complaint has been referred to The Ombudsman, the Office of The Ombudsman will contact the complainant directly. CSD will inform the JPs if the investigation outcome of The Ombudsman is related to CSD. For cases referred to the Police, CSD will inform the JPs of the investigation outcome of the Police in writing when it is available to CSD.

17. Other requests or enquiries made to JPs by inmates of the institutions are normally referred to the management of the institutions for consideration, and the relevant JPs are then informed of the actions taken by the management.

18. For non-CSD institutions, if the JPs are not satisfied with the investigation results and/or the follow-up actions taken, they may direct the institution concerned or refer the case to other parties (e.g. The Ombudsman or the Police) for investigation as appropriate. JPs are free to conduct any further visit or investigation personally as they consider necessary. They are also encouraged to discuss with the institution management and staff members, and inspect the complaint registers as appropriate to satisfy themselves that the management have handled previous complaints/requests/enquiries properly.

COMPLAINTS RECEIVED

19. In 2022, 42 complaints were received during JP visits, as compared with 108 received in 2021. Majority of these complaints⁽⁷⁾ were related to services provided by the institution (31%), treatment and welfare (26%) and staff attitude and conduct (26%). Having conducted on-site inquiry during their visits, the JPs who received the complaints directed that no further action be taken on eight of the 42 complaints. 12 complaints were referred by the JPs to the institution management for investigations or

⁽⁶⁾ CSDCAB is chaired by Deputy Commissioner (Operations and Strategic Development) of Correctional Services and comprises non-official members from outside CSD who are familiar with the operations of CSD. At present, 27 out of 31 non-official members of CSDCAB are Non-official JPs.

⁽⁷⁾ CSD classifies complaints as any verbal or written expression of dissatisfaction, whereas requests are made to obtain assistance from the Department.

follow-up actions, and all were resolved through improvement measures or explanations given to the complainants. As for the remaining 22 complaints, 20 were referred to the CIU of the CSD for investigation and two were referred to other relevant government department for handling. 15 (44%) of the 34 complaints that required further action were followed up within one month⁽⁸⁾ (as compared to 48% in 2021). A summary of the statistics is in Table 1 below.

Table 1 – Number and category of complaints received in 2022

Category of complaints	Number of complaints in 2022	(%)
(i) Services provided by the institution (e.g. inadequate medical care, insufficient daily necessities, poor quality of food/catering services, etc.)	13	(31%)
(ii) Treatment and welfare (e.g. unfair assignment of work, improper handling of complaints/requests, etc.)	11	(26%)
(iii) Staff attitude and conduct (e.g. use of impolite language, etc.)	11	(26%)
(iv) Disciplinary action (e.g. unfair disciplinary proceedings, improper award of punishments, etc.)	4	(10%)
(v) Complaints against other departments/organisations	2	(5%)
(vi) Others	1	(2%)
Total :	42	

REQUESTS/ENQUIRIES RECEIVED

20. In 2022, 517 requests/enquiries were received during JP visits, as compared with 663 received in 2021. Majority of these requests were related to early discharge (44%) and matters in relation to other departments/organisations (27%). The JPs who received the requests/enquiries directed that no further action be taken on ten of the requests/enquiries. 506 (99%) of the 507 requests/enquiries that required further action were followed up within one month (same percentage in 2021). A summary of the statistics is in Table 2 below.

⁽⁸⁾ In view of the nature and complication involved in 19 complaints (representing 56% of the 34 cases that required follow-up action) received during JP visits in 2022, the department had to seek inputs from various parties to conduct investigation. Hence, it has taken more than one month to follow up the complaints.

Table 2 – Number and category of requests/enquiries received in 2022

Category of requests/enquiries	Number of requests/enquiries in 2022	(%)
(i) Request for early discharge from institution/home leave/release on recognisance	229	(44%)
(ii) Matters in relation to other departments/organisations (e.g. application for legal aid, enquiry about medical appointment at outside hospital, etc.)	140	(27%)
(iii) Services provided by the institution (e.g. request for more medical attention, request for more choices of food, etc.)	91	(18%)
(iv) Treatment and welfare (e.g. request for making additional phone calls, change of work assignment, transfer to another institution, etc.)	39	(7%)
(v) Facilities and equipment provided by the institution (e.g. request for more recreational facilities, etc.)	3	(1%)
(vi) Others	15	(3%)
Total :	517	

SUGGESTIONS/COMMENTS MADE BY JPs

21. In addition to receiving complaints/requests/enquiries, the visiting JPs are required to record in the JP Visit Logbook their assessment as well as suggestions/comments on the facilities and services provided by the institutions concerned at the end of each visit. Their suggestions/comments were mostly about the physical environment, facilities and equipment, and service quality of the institutions. JPs are also invited to provide an overall grading on the general state of facilities inspected and the adequacy of the services provided by the institutions. JPs' assessment, suggestions and comments made in the JP Visit Logbooks help institutions focus on areas requiring improvement, and keep track of the general conditions of the facilities and improvements made.

22. As reflected in the Visit Logbooks, JPs were generally satisfied with the overall facilities and services provided by the institutions. Most of them provided “satisfactory” grading on facilities and services⁽⁹⁾. In 2022, JPs made 51 suggestions/comments, as compared with 45 in 2021. 31 (97%) of the 32 suggestions/comments that required further action were followed up within one month (as compared to 96% in 2021).⁽¹⁰⁾. A summary of the statistics is in Table 3 below.

Table 3 – Number and category of suggestions/comments made in 2022

Category of suggestions/comments	Number of suggestions/comments in 2022	(%)
(i) Physical environment, facilities and equipment (e.g. need for refurbishment of the premises, replacement of old computers, etc.)	16	(31%)
(ii) Service quality (e.g. improvement of meal service, regular review of service need, etc.)	15	(29%)
(iii) Training programmes and recreational activities (e.g. provision of market-oriented vocational training, arrangement of more activities, etc.)	9	(18%)
(iv) Channels and handling of complaints	3	(6%)
(v) Manpower planning (e.g. provision of staff training, measures to reduce staff wastage, etc.)	1	(2%)
(v) Others	7	(14%)
Total :	51	

23. Detailed statistics on the number of visits, complaints, requests/enquiries received and suggestions/comments made by JPs in the past three years are at **Annex B**.

⁽⁹⁾ Out of the 398 visits, JPs attending 393 visits (99%) and 392 visits (98%) considered the facilities and services satisfactory respectively. JPs attending the remaining visits did not provide an overall grading.

⁽¹⁰⁾ Some JPs have made suggestions/comments relating to the renewal of facilities of one institution. In view of the work involved in reviewing the condition of facilities and drawing up renovation and upgrading works plans, the department has taken more than one month to follow up the suggestions/comments.

24. Detailed statistics and information by groups of institutions, including those showing how complaints/requests/suggestions were received and handled by JPs and the effectiveness of JPs' recommendations are set out at **Annex C**.

CONCLUSION

25. The Government attaches great importance to the JP visit system which serves as an effective channel, in addition to other established mechanisms, for inmates of custodial and other institutions to lodge their complaints and requests. The unannounced nature of JP visits facilitates the effective monitoring of the management of institutions under the JP visit programme. The rights of the inmates are safeguarded through this system of independent regular visits by JPs. Institutions concerned will look into complaints and report to JPs the investigation outcomes in writing. JPs are also free to conduct any further visit or investigation personally as they consider necessary or refer the case to other parties (e.g. The Ombudsman or the Police) for investigation as appropriate. In addition to handling complaints lodged by inmates, the JP visit system also provides the opportunity for JPs to make comments and suggestions on ways to improve the management of facilities and quality of services provided by the institutions. The Government will continue to keep the JP visit system under review to ensure its effectiveness.

Administration Wing
Chief Secretary for Administration's Office
August 2023

List of Institutions under JP Visit Programme in 2022

I. Statutory Visits

Due to the COVID-19 pandemic and public health considerations, JP visits to the institutions concerned* had been temporarily suspended from late January 2020 to April 2023.

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
A. Prisons/correctional institutions/half-way house for adults offenders			
1.	Bauhinia House ⁽¹⁾	Fortnightly	CSD
2.	Custodial Ward of Queen Elizabeth Hospital ^{(2)*}	Fortnightly	CSD
3.	Custodial Ward of Queen Mary Hospital ^{(3)*}	Fortnightly	CSD
4.	Hei Ling Chau Correctional Institution ⁽⁴⁾	Fortnightly	CSD
5.	Lai Chi Kok Reception Centre	Fortnightly	CSD
6.	Lo Wu Correctional Institution	Fortnightly	CSD
7.	Pak Sha Wan Correctional Institution ⁽³⁾	Fortnightly	CSD
8.	Pelican House ⁽⁵⁾	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 ⁽¹⁾	Fortnightly	CSD
14.	Tai Lam Correctional Institution	Fortnightly	CSD
15.	Tai Tam Gap Correctional Institution	Fortnightly	CSD
16.	Tong Fuk Correctional Institution	Fortnightly	CSD
17.	Tung Tau Correctional Institution	Fortnightly	CSD
B. Correctional institutions/half-way houses for young offenders			
18.	Lai King Correctional Institution ⁽²⁾	Fortnightly	CSD

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
19.	Phoenix House ⁽⁵⁾	Monthly	CSD
20.	Pik Uk Correctional Institution	Fortnightly	CSD
21.	Sha Tsui Correctional Institution ⁽⁶⁾	Fortnightly	CSD
C. Correctional institutions for drug addicts			
22.	Hei Ling Chau Addiction Treatment Centre ⁽⁷⁾	Fortnightly	CSD
23.	Lai Sun Correctional Institution ⁽⁷⁾	Fortnightly	CSD
24.	Nei Kwu Correctional Institution ⁽⁴⁾	Fortnightly	CSD
D. Rehabilitation centres			
25.	Chi Lan Rehabilitation Centre ⁽²⁾	Fortnightly	CSD
26.	Lai Chi Rehabilitation Centre ⁽⁶⁾	Fortnightly	CSD
27.	Lai Hang Rehabilitation Centre ⁽⁵⁾	Monthly	CSD
28.	Wai Lan Rehabilitation Centre ⁽¹⁾	Fortnightly	CSD
E. Detention centres of ICAC and ImmD			
29.	Castle Peak Bay Immigration Centre	Fortnightly	ImmD
30.	Independent Commission Against Corruption Detention Centre	Fortnightly	ICAC
31.	Ma Tau Kok Detention Centre	Quarterly	ImmD
F. Psychiatric hospitals*			
32.	Castle Peak Hospital	Monthly	HA
33.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	Monthly	HA
34.	Kwai Chung Hospital	Monthly	HA
35.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	Monthly	HA
36.	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 home, places of refuge, probation home and reformatory school of SWD		
37.	Po Leung Kuk Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	Quarterly	SWD
38.	Tuen Mun Children and Juvenile Home	Monthly	SWD

Notes:

- (1) Bauhinia House (No. 1), Tai Lam Centre for Women (No. 13) and Wai Lan Rehabilitation Centre (No. 28) are to be jointly visited.
- (2) Custodial Ward of Queen Elizabeth Hospital (No. 2), Lai King Correctional Institution (No. 18) and Chi Lan Rehabilitation Centre (No. 25) are to be jointly visited.
- (3) Custodial Ward of Queen Mary Hospital (No. 3) and Pak Sha Wan Correctional Institution (No. 7) are to be jointly visited.
- (4) Hei Ling Chau Correctional Institution (No. 4) and Nei Kwu Correctional Institution (No. 24) are to be jointly visited.
- (5) Pelican House (No. 8), Phoenix House (No. 19) and Lai Hang Rehabilitation Centre (No. 27) are to be jointly visited.
- (6) Sha Tsui Correctional Institution (No. 21) and Lai Chi Rehabilitation Centre (No. 26) are to be jointly visited.
- (7) Hei Ling Chau Addiction Treatment Centre (No. 22) and Lai Sun Correctional Institution (No. 23) are to be jointly visited.

Key :

CSD – Correctional Services Department
 HA – Hospital Authority
 ImmD – Immigration Department
 ICAC – Independent Commission Against Corruption
 SWD – Social Welfare Department

II. Non-statutory Visits

Due to the COVID-19 pandemic and public health considerations, non-statutory JP visits to the following institutions had been temporarily suspended from late January 2020 to April 2023.

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
A. Institutions for drug abusers of Non-governmental Organisations			
1.	The Society for the Aid and Rehabilitation of Drug Abusers Adult Female Rehabilitation Centre	Half-yearly	DH
2.	The Society for the Aid and Rehabilitation of Drug Abusers Au Tau Youth Centre	Half-yearly	DH
3.	The Society for the Aid and Rehabilitation of Drug Abusers Shek Kwu Chau Treatment and Rehabilitation Centre	Half-yearly	DH
4.	The Society for the Aid and Rehabilitation of Drug Abusers Sister Aquinas Memorial Women's Treatment Centre	Half-yearly	DH
B. Hospitals with accident and emergency services			
5.	Alice Ho Miu Ling Nethersole Hospital	Half-yearly	HA
6.	Caritas Medical Centre	Half-yearly	HA
7.	Kwong Wah Hospital	Half-yearly	HA
8.	North District Hospital	Half-yearly	HA
9.	North Lantau Hospital	Half-yearly	HA
10.	Pamela Youde Nethersole Eastern Hospital	Half-yearly	HA
11.	Pok Oi Hospital	Half-yearly	HA
12.	Prince of Wales Hospital	Half-yearly	HA
13.	Princess Margaret Hospital	Half-yearly	HA
14.	Queen Elizabeth Hospital	Half-yearly	HA
15.	Queen Mary Hospital	Half-yearly	HA
16.	Ruttonjee Hospital ⁽⁸⁾	Half-yearly	HA

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
17.	St. John Hospital	Half-yearly	HA
18.	Tseung Kwan O Hospital	Half-yearly	HA
19.	Tuen Mun Hospital	Half-yearly	HA
20.	United Christian Hospital	Half-yearly	HA
21.	Yan Chai Hospital	Half-yearly	HA
	C. Psychiatric hospital		
22.	Siu Lam Hospital	Half-yearly	HA
	D. Other hospitals		
23.	Bradbury Hospice	Half-yearly	HA
24.	Cheshire Home, Chung Hom Kok	Half-yearly	HA
25.	Cheshire Home, Shatin	Half-yearly	HA
26.	The Duchess of Kent Children's Hospital at Sandy Bay	Half-yearly	HA
27.	Grantham Hospital	Half-yearly	HA
28.	Haven of Hope Hospital	Half-yearly	HA
29.	Hong Kong Buddhist Hospital	Half-yearly	HA
30.	Hong Kong Eye Hospital	Half-yearly	HA
31.	Kowloon Hospital	Half-yearly	HA
32.	MacLehose Medical Rehabilitation Centre	Half-yearly	HA
33.	Our Lady of Maryknoll Hospital	Half-yearly	HA
34.	Shatin Hospital	Half-yearly	HA
35.	Tai Po Hospital	Half-yearly	HA
36.	Tang Shiu Kin Hospital ⁽⁸⁾	Half-yearly	HA
37.	Tung Wah Eastern Hospital	Half-yearly	HA
38.	Tung Wah Group of Hospitals Fung Yiu King Hospital	Half-yearly	HA

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
39.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	Half-yearly	HA
40.	Tung Wah Hospital	Half-yearly	HA
41.	Wong Chuk Hang Hospital	Half-yearly	HA
	E. Residential services units for children and youths operated by Non-governmental Organisations		
42.	Caritas-Hong Kong – Caritas Pelletier Hall	Half-yearly	SWD
43.	Hong Kong Juvenile Care Centre – Bradbury Hostel	Half-yearly	SWD
44.	Hong Kong Student Aid Society – Holland Hostel	Half-yearly	SWD
45.	Hong Kong Student Aid Society – Island Hostel	Half-yearly	SWD
46.	Sisters of the Good Shepherd – Marycove Centre	Half-yearly	SWD
47.	Society of Boys’ Centres – Chak Yan Centre	Half-yearly	SWD
48.	Society of Boys’ Centres – Cheung Hong Hostel	Half-yearly	SWD
49.	Society of Boys’ Centres – Shing Tak Centre	Half-yearly	SWD
50.	Society of Boys’ Centres – Un Chau Hostel	Half-yearly	SWD
51.	Tung Wah Group of Hospitals – Wing Yin Hostel	Half-yearly	SWD
	F. Day and residential units for persons with disabilities operated by Non-governmental Organisations		
52.	Caritas-Hong Kong – Caritas Jockey Club Lai King Rehabilitation Centre	Half-yearly	SWD
53.	Chinese YMCA of Hong Kong – Home of Love – Yung Shing Hostel	Half-yearly	SWD
54.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel	Half-yearly	SWD
55.	Fu Hong Society – Fu Hong Society Rehabilitation Centre	Half-yearly	SWD

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
56.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled	Half-yearly	SWD
57.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind	Half-yearly	SWD
58.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind	Half-yearly	SWD
59.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	Half-yearly	SWD
60.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Care Home	Half-yearly	SWD
61.	Po Leung Kuk – Y C Cheng Centre	Half-yearly	SWD
62.	The Mental Health Association of Hong Kong – Jockey Club Building	Half-yearly	SWD
63.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	Half-yearly	SWD
64.	Tung Wah Group of Hospitals Ho Yuk Ching Workshop cum Hostel	Half-yearly	SWD
65.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	Half-yearly	SWD
66.	Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel ⁽⁹⁾	Half-yearly	SWD
	G. Residential care homes for the elderly operated by Non-governmental Organisations		
67.	Caritas-Hong Kong – Caritas Li Ka Shing Care and Attention Home	Half-yearly	SWD
68.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	Half-yearly	SWD
69.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	Half-yearly	SWD

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
70.	Hong Kong Sheng Kung Hui Welfare Council Limited – Hong Kong Sheng Kung Hui Li Ka Shing Care and Attention Home for the Elderly	Half-yearly	SWD
71.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	Half-yearly	SWD
72.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home ⁽⁹⁾	Half-yearly	SWD
73.	Yan Chai Hospital – Chinachem Care and Attention Home	Half-yearly	SWD
	H. Charitable organisation providing social services		
74.	Po Leung Kuk	Quarterly	HAD

Notes:

- (8) Ruttonjee Hospital (No. 16) and Tang Shiu Kin Hospital (No. 36) are to be jointly visited.
- (9) Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel (No. 66) and Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home (No. 72) are to be jointly visited.

Key :

DH – Department of Health
HA – Hospital Authority
HAD – Home Affairs Department
SWD – Social Welfare Department

Annex B

Statistics on Complaints, Requests/Enquiries Received and Suggestions/Comments Made by JPs from 2020 to 2022

Institutions	No. of institutions under JP visit programme			No. of JP visits conducted			No. of complaints made to JPs			No. of requests/enquiries made to JPs			No. of suggestions/comments made by JPs		
	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
Institutions of Correctional Services Department	28 ⁽¹⁾	28 ⁽²⁾	28	391	408	342	114	94	37	88	191	306	18	30	24
Hospitals of Hospital Authority	42	42	42	5	0	0	4	0	0	19	0	0	7	0	0
ICAC Detention Centre	1	1	1	23	24	24	0	0	0	0	0	0	2	3	11
Detention Centres of Immigration Department	2	2	2	25	26	17	16	14	5	422	471	208	17	5	6
Po Leung Kuk	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0
Institutions for Drug Abusers operated by Non-governmental Organisations under the purview of Department of Health	4	4	4	2	0	0	0	0	0	0	0	0	1	0	0
Welfare Institutions operated by Non-governmental Organisations under the purview of Social Welfare Department	34	34	34	36	17	15	0	0	0	0	1	3	28	7	10
Total :	112	112	112	482⁽³⁾	475⁽³⁾	398⁽³⁾	134	108	42	529	663	517	73	45	51

(1) Including Cape Collinson Correctional Institution which was closed in November 2020.

(2) Including Tai Tam Gap Correctional Institution which has been reopened for JP visits since June 2021.

(3) Due to the COVID-19 pandemic and public health considerations, JP visits to the institutions concerned had been temporarily suspended from late January 2020 to April 2023.

Detailed Information on JP Visits to Individual Institutions

(from 1 January 2022 to 31 December 2022)

I. Institutions of the Correctional Services Department (CSD)***A. Statistics on complaints, requests/enquiries and suggestions/comments***

Serial no.	Name of institution	No. of JP visits	No. of complaints made to JPs	No. of requests/enquiries made to JPs	No. of suggestions/comments made by JPs
1.	Hei Ling Chau Addition Treatment Centre/Lai Sun Correctional Institution [♦]	18	0	0	0
2.	Hei Ling Chau Correctional Institution/Nei Kwu Correctional Institution [♦]	19 [•]	0	0	4
3.	Lai Chi Kok Reception Centre	17	2	5	1
4.	Lai King Correctional Institution/Chi Lan Rehabilitation Centre/Custodial Ward of Queen Elizabeth Hospital [○]	24	0	0	0
5.	Lo Wu Correctional Institution	19	9	7	0
6.	Pak Sha Wan Correctional Institution/Custodial Ward of Queen Mary Hospital [♦]	18	0	1	5
7.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre [○]	11	0	0	0
8.	Pik Uk Correctional Institution	19	0	0	0
9.	Pik Uk Prison	19	1	0	1
10.	Sha Tsui Correctional Institution/Lai Chi Rehabilitation Centre [♦]	19	0	0	3
11.	Shek Pik Prison	20	2	0	0
12.	Siu Lam Psychiatric Centre	19	0	2	0
13.	Stanley Prison	18	7	15	0
14.	Tai Lam Centre for Women/Bauhinia House/Wai Lan Rehabilitation Centre [○]	20 [•]	3	3	5
15.	Tai Lam Correctional Institution	20	0	1	0
16.	Tai Tam Gap Correctional Institution	24	12	271	4
17.	Tong Fuk Correctional Institution	19	1	1	0
18.	Tung Tau Correctional Institution	19	0	0	1
	Total :	342	37	306	24

♦ Denotes visits covering two institutions.

○ Denotes visits covering three institutions.

• Owing to COVID-19 positive cases, JPs visited Tai Lam Centre for Women only during the second fortnight of February 2022 and visited Hei Ling Chau Correctional Institution only during the first fortnight of March 2022.

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

Due to the COVID-19 pandemic and public health considerations, JP visits to the institutions concerned[#] had been temporarily suspended from late January 2020 to April 2023.

During the JP visits, JPs assessed the general state of facilities inspected and the adequacy of the services provided by the institutions. All of them considered the facilities and services satisfactory.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities		Overall grading on services	
			S	U	S	U
1.	Hei Ling Chau Addiction Treatment Centre [△]	18	18	0	18	0
	Lai Sun Correctional Institution [△]		18	0	18	0
2.	Hei Ling Chau Correctional Institution [△]	19 [•]	19	0	19	0
	Nei Kwu Correctional Institution [△]		18 [•]	0	18 [•]	0
3.	Lai Chi Kok Reception Centre	17	17	0	17	0
4.	Lai King Correctional Institution/ Chi Lan Rehabilitation Centre [△]	24	24	0	24	0
	Custodial Ward of Queen Elizabeth Hospital ^{△#}	0	0	0	0	0
5.	Lo Wu Correctional Institution	19	19	0	19	0
6.	Pak Sha Wan Correctional Institution [△]	18	18	0	18	0
	Custodial Ward of Queen Mary Hospital ^{△#}	0	0	0	0	0
7.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre	11	11	0	11	0
8.	Pik Uk Correctional Institution	19	19	0	19	0

Key : S – Satisfactory
U – Unsatisfactory

* During the visits, JPs looked at the facilities (such as living accommodation, kitchen, library and general state of the premises) and assessed the services (including training programmes, recreational activities and management services) provided by the institutions concerned.

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

• Owing to COVID-19 positive cases in Nei Kwu Correctional Institution, JPs visited Hei Ling Chau Correctional Institution only during the visit tour in the first fortnight of March 2022.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities		Overall grading on services	
			S	U	S	U
9.	Pik Uk Prison	19	19	0	19	0
10.	Sha Tsui Correctional Institution/ Lai Chi Rehabilitation Centre	19	19	0	19	0
11.	Shek Pik Prison	20	20	0	20	0
12.	Siu Lam Psychiatric Centre	19	19	0	19	0
13.	Stanley Prison	18	18	0	18	0
14.	Tai Lam Centre for Women [△]	20 [•]	20	0	20	0
	Bauhinia House/Wai Lan Rehabilitation Centre [△]		19 [•]	0	19 [•]	0
15.	Tai Lam Correctional Institution	20	20	0	20	0
16.	Tai Tam Gap Correctional Institution	24	24	0	24	0
17.	Tong Fuk Correctional Institution	19	19	0	19	0
18.	Tung Tau Correctional Institution	19	19	0	19	0
Total :		342	397	0	397	0

Key : S – Satisfactory
 U – Unsatisfactory

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

- Owing to COVID-19 positive cases in Bauhinia House/Wai Lan Rehabilitation Centre, JPs visited Tai Lam Centre for Women only during the visit tour in the second fortnight of February 2022.

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

In 2022, 37 complaints⁽¹⁾ in the following categories were made to JPs during their visits to institutions under the management of CSD –

Category of complaints	Number of complaints in 2022	(%)
(i) Services provided by the institution (e.g. quality of food/catering services, medical care and treatment, etc.)	11	(30%)
(ii) Staff attitude and conduct (e.g. unnecessary or excessive use of force, use of impolite language, etc.)	11	(30%)
(iii) Treatment and welfare (e.g. noise disturbance during night patrol, workshop arrangement, etc.)	8	(22%)
(iv) Disciplinary action (e.g. unfair disciplinary proceedings, segregation pending adjudication, etc.)	4	(10%)
(v) Complaints against other departments/organisations	2	(5%)
(vi) Others (e.g. complaint related to institution hygiene)	1	(3%)
Total :	37	(100%)

Upon receipt of complaints, JPs sought background information from individual institutions, and examined the facilities, environment, services, treatment and relevant arrangements as well as the relevant records where applicable. A summary of the actions taken in response to the complaints made to JPs is tabulated below –

⁽¹⁾ Among the 37 complaints, 12 complaints were raised by two habitual complainants, accounting for 32% of all complaints.

Category of complaints	Actions	Number of complaints in 2022	(%)
Complaints against other departments/ organisations (total: 2)	- Referred to other government department for handling/follow up	2	(5%)
Complaints against/related to CSD (total: 35)	- No further action as directed by JPs (two due to lack of solid information for further investigation, another two due to JPs being satisfied that the allegation had already been referred to Complaints Investigation Unit (CIU) for follow up by the institution before the JP visits, and the remaining four due to JPs being satisfied with on-the-spot explanation given by the institution management and directed no follow-up action be required)	8	(22%)
	- Referred to institution management for investigation or follow up (all cases resolved by explanations given or improvement measures made, of which both the JPs and complainants concerned were duly informed; and there was no further action as directed by JPs and no further request or other complaints raised by complainants)	7	(19%)

Category of complaints	Actions	Number of complaints in 2022	(%)
	- Referred to the CIU of CSD for investigation. No further action taken on 11 cases as the complainants declined to provide information or had no complaint to lodge with CIU. JPs were duly informed of the results and gave no further directive; nine cases investigated by CIU were concluded as unsubstantiated, curtailed or faultless. Among these nine complaints, the complainants of two cases lodged appeals with the CSD Complaints Appeal Board (CSDCAB), one of the complainants subsequently withdrew the appeal while the other appeal was dismissed.	20	(54%)
Total:		37	

Of the 37 complaints, two were related to category (v): complaints against other departments/organisations which were lodged by the same complainant. The JPs who received the complaints directed that the two cases be referred to the Immigration Department (ImmD) for handling^(2). The complainant was satisfied with the referral arrangement and did not raise further complaint or request. The JPs concerned were duly notified of the follow-up actions taken and gave no further directive.

Apart from the above-mentioned two complaints against other departments/organisations, there were 35 complaints against/related to CSD, which were handled according to the circumstances of each case. The JPs concerned

⁽²⁾ The two complaints were lodged by the same complainant against the ImmD for not allowing him to be transferred back to the Castle Peak Bay Immigration Centre (CIC). As per the JPs' directive, the two cases were referred to the ImmD for handling.

suggested no follow-up action for eight of these complaints, of which two were made without solid information provided by the complainant to support further investigation⁽³⁾. For another two complaints, the JPs concerned noted that the allegation had already been referred to CIU for follow up before the JP visits and considered no further action was required⁽⁴⁾. As for the remaining four complaints, the JPs were satisfied with the on-the-spot explanation given by the institution management and concluded that no follow-up action was required⁽⁵⁾.

As for the remaining 27 complaints against/related to CSD, seven were related to staff conduct, disciplinary action, medical issue, provision of daily necessities and institution hygiene, etc. As per the directives of the JPs, the institution management handled these seven complaints by explaining to each complainant the established mechanism and/or the follow-up actions that had been taken. The complainants were satisfied with the explanations. The JPs concerned were also informed of the follow-up actions taken by the institutions and did not raise further inquiry. All of these seven complaints were thus resolved or suitably handled.

The remaining 20 complaints against/related to CSD were referred by JPs to CIU for actions. The allegations involved more complicated circumstances such as alleged staff misconduct, medical issues, food provision and disciplinary action. The complaints were handled according to the established complaints handling mechanism. Amongst these 20 complaints, 11 complaints could not be followed up further as the complainants declined to provide information on their allegations or had no complaint to lodge with CIU. The JPs concerned were duly informed and gave no further directive. Nine cases investigated by CIU were concluded as unsubstantiated, curtailed or faultless. The JPs concerned were duly informed of the investigation results and gave no further directive. Among these nine cases, two complainants lodged appeal with the CSDCAB. One of the appeals was subsequently withdrawn by the complainant and the other appeal was dismissed.

⁽³⁾ The two complaints which were in relation to disturbance during night patrol were raised by the same complainant. The JPs opined that noise was inevitable during staff patrol and considered that there was no evidence to corroborate the allegations. Therefore, the JPs concerned directed no follow-up action be required for the two complaints.

⁽⁴⁾ One of the complaints was about the quality of food provided for the complainant. The JPs understood that the same complaint had been referred to CIU for handling repeatedly in previous months and considered that no further action was required. Another case which was about alleged use of force by staff had been referred to CIU prior to the JP visit and the JPs concerned concluded that no further action was required.

⁽⁵⁾ The four complaints were in relation to treatment of PICs, including workshop allocation, bringing document to attend court, earnings during segregation in Special Unit and duration of segregation in Special Unit. The JPs were satisfied with the on-the-spot explanations given to the complainants by the institution management and therefore directed no follow-up action was required.

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

In 2022, 306 requests/enquiries⁽⁶⁾ in the following categories were made to JPs during their visits to institutions under the management of CSD –

Category of requests/enquiries	Number of requests/enquiries in 2022	(%)
(i) Matters in relation to other departments/organisations (e.g. repatriation, transferring back to CIC, meeting with ImmD officer, enquiring investigation progress of police cases, etc.)	137	(45%)
(ii) Request for early discharge from institution/home leave/release on recognisance	82	(27%)
(iii) Services provided by the institution (e.g. medical attention and dietary change, etc.)	42	(14%)
(iv) Treatment and welfare (e.g. transfer to another institution/dayroom, work assignment arrangement, interview with CIU, phone call arrangement etc.)	29	(9%)
(v) Facilities and equipment provided by the institution (e.g. recreational facilities, etc.)	2	(1%)
(vi) Others (e.g. request for donating money, request for record from CSD, write letter to the Chief Executive, etc.)	14	(4%)
Total :	306	(100%)

There were 137 requests under category (i): matters in relation to other departments/organisations. Amongst them, 128 requests were related to ImmD about repatriation, transfer back to CIC, meeting ImmD officer, re-opening of torture claim case and enquiry on interview record with ImmD officer, etc. Having considered the nature of each request, the JPs concerned directed to refer these 128 cases to ImmD. As for the remaining nine cases, the JPs concerned

⁽⁶⁾ Among the 306 requests/enquiries, 102 requests/enquiries were raised by six PICs, accounting for 33% of all requests/enquiries.

directed to refer one case to the institution management to provide assistance to the PIC by sending a letter to the Housing Department for further action. The PIC concerned was satisfied with the assistance rendered by the institution management. The other eight cases were referred to the Police for follow up as directed by the JPs concerned.

Amongst the 82 requests made under category (ii): request for early discharge from institution/home leave/release on recognisance, the JPs considered that no further action was required for one case⁽⁷⁾. For the remaining 81 requests raised by detainees in Tai Tam Gap Correctional Institution (TGCI) related to application for release on recognisance which was out of the jurisdiction of CSD, the JPs directed the institution to refer the cases to ImmD for follow up.

Amongst the 42 requests/enquiries made under category (iii): services provided by the institution, the JPs considered that no further action was required for one case⁽⁸⁾. Having examined the nature of the requests/enquires, the JPs concerned directed the institutions to provide explanations and/or assistance to the PICs concerned in response to the remaining 41 requests related to change of dietary scale, food provision and medical issues. In particular, the requests related to medical issues were referred to health care staff of the institutions for assessment and treatment. The PICs concerned were satisfied with the explanations and assistance rendered by the institutions. The JPs concerned were duly informed of the actions taken and gave no further directive.

The 29 requests under category (iv): treatment and welfare were about transferring to another institution/dayroom, phone call arrangement, handing out of personal belongings, retrieval of records from property, enquiry on penal entries, interview with the CIU, etc. Since three requests were related to complaint handling, the JPs concerned directed the institution management to refer the requests to CIU⁽⁹⁾. As per the directives of the JPs, the institution management handled the remaining 26 requests by providing explanations and/or assistance to the PICs concerned, who were all satisfied with the follow-up actions. The JPs concerned were duly informed of the actions taken and gave no further directive.

⁽⁷⁾ The request for early discharge was raised by a PIC serving life imprisonment. The JPs concerned noted that the sentence had been reviewed regularly by the Long-term Prison Sentences Review Board (the Board) pursuant to the Long-term Prison Sentences Review Ordinance (Cap. 524) and no recommendation was made by the Board in the latest review. The established mechanism and laid-down procedures of the Board were explained to the PIC on the spot and the JPs directed that no further action was required.

⁽⁸⁾ The case was about a PIC's enquiry on the COVID-19 vaccination arrangement. The JPs opined that on-the-spot explanation regarding the vaccination arrangement for PICs was given and directed that no further action was required.

⁽⁹⁾ For two cases, the PICs concerned requested for having interview with CIU. For another case, the PIC concerned requested for submitting written complaint to the CIU.

The two requests under category (v): facilities and equipment provided by the institution were about the options of sport activities at exercise yard during the daily exercise. The JP considered that no further action was required for both cases⁽¹⁰⁾.

As regard the 14 requests made category (vi): others, the JPs considered that no further action was required for four cases⁽¹¹⁾. The JPs concerned directed the institutions to provide explanations and/or assistance to the PICs concerned regarding the remaining 10 requests which were related to requests for record from CSD, writing letter to the Chief Executive and enquiring progress of complaints handling. The PICs concerned were satisfied with the subsequent explanations/assistance rendered by the institutions. The JPs concerned were duly informed of the actions taken and gave no further directive.

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

In 2022, JPs made 24 suggestions/comments in the following categories during their visits to institutions under the management of CSD –

Category of suggestions/comments		Number of suggestions/ comments in 2022	(%)
(i)	Physical environment, facilities and equipment (e.g. repair/maintenance of premises/facilities, Smart Prison initiatives, etc.)	8	(33%)
(ii)	Training programmes and recreational activities (e.g. vocational training, education programmes, etc.)	8	(33%)
(iii)	Service quality (e.g. enhancement of library service, etc.)	5	(21%)
(iv)	Others (e.g. management of immigration detainees, etc.)	3	(13%)
Total :		24	

⁽¹⁰⁾ The PICs concerned raised similar request for more options of sport activities at exercise yard during the daily exercise. The JPs considered that the existing provision of sports activities during daily exercise was appropriate and directed that no further action was required.

⁽¹¹⁾ For one case, the PIC requested for retrieval of copy of documents related to his previous imprisonment in another penal institution. The JPs were satisfied that the request had been properly dealt with by the institution under the established mechanism before JP visit and concluded that no further action was required. Another case was about request for donating money to different organisations. The JPs opined that on-the-spot explanation by institution management had addressed the PIC's request and therefore no further action was required. For the third case, the PIC expressed her grievance towards the conviction and the society. The JPs understood that it was solely an emotional expression of the PIC and therefore directed no follow-up action be required. The last case was related to enquiry on the status of bail application to the High Court. The JPs understood that the bail application was processed according to the established mechanism and directed that no further action was required.

One third of the suggestions/comments were made under category (i): physical environment, facilities and equipment. Some JPs showed concern about the repair/maintenance in institutions. With an aim to ensure a safe and healthy custodial environment of the institutions, CSD has been implementing various measures to improve institutional facilities and optimise its daily operations, having regard to security and resource considerations. Inspections and maintenance of the facilities and premises within the institutions have been conducted regularly in close collaboration with the Architectural Services Department (ArchSD) and the Electrical and Mechanical Services Department. Institution management have from time to time reviewed the condition of institutions and upgraded facilities/premises through reshuffling of resources and refurbishment works as appropriate. For instance, the installation of cell safety fans for improving ventilation was not only conducted in Stanley Prison, but also extended to the cellular accommodations in other institutions in 2022 including Hei Ling Chau Addiction Treatment Centre and Lo Wu Correctional Institution. Other improvement works projects in progress included, amongst others, the installation of Electric Locks Security System in Stanley Prison and the replacement and enhancement of CCTV system which included cameras with video analytic features in various institutions.

In addition, some JPs expressed their appreciation on the introduction of ‘Smart Prison’ initiatives. CSD has been actively developing ‘Smart Prison’ protocol since 2018 and the first generation ‘Smart Prison’ at TGCI came into operation in mid-2021. CSD has kept conducting trials in individual institution with a view to assisting the institution management in enhancing operational and management efficiency and strengthening the self-managing ability of PICs through innovation and technology. For example, ‘Smart Prison’ initiatives introduced in 2022 included ‘Robotic Monitoring System 2.0’ at Shek Pik Prison and ‘Contactless Vital Sign Detection System’ at Siu Lam Psychiatric Centre. CSD would endeavour to further explore and develop ‘Smart Prison’.

For the category (ii): training programmes and recreational activities, industries and vocational training provided to PICs received positive comments from JPs. There was also suggestion on providing technology-related vocational training to young PICs. In addition to developing self-discipline and sense of responsibility among PICs through engaging in useful work, CSD well understands that enhancing the employability of PICs through on-the-job training with up-to-date skills and generic knowledge, and market-oriented vocational training are essential for their re-integration into the society upon discharge.

CSD has been introducing innovative production technologies in some of the operation procedures of the Correctional Services Industries. For example, computer panel saw was introduced in carpentry industry in 2022.

CSD has all along been collaborating with various training bodies including the Employees Retraining Board, the Construction Industry Council and the Vocational Training Council to provide 13 market-oriented vocational training courses to young PICs and 44 market-oriented full-time and part-time vocational training courses to adult PICs which cover a wide range of industries, such as construction, food and beverage, retail, beauty care, transport, logistics, laundry services and computer application. In recent years, CSD has proactively introduced new courses focusing on skills widely demanded in employment market as well as innovative skills and technologies. For example, new courses on Maintenance of Air Conditioner Training Course and Diploma in Computer Graphics were organised for adult and young PICs respectively in 2022.

The availability of appropriate training venues is highly beneficial to the efficiency of the training courses. In 2022, two training workshops in Sha Tsui Correctional Institution including the Coffee House Training Operation Workshop and the Building Services & Metal Works Training Workshop were renovated with a view to providing a realistic scenario for training provided to young PICs.

Apart from vocational training, some JPs noticed that there was an increase in PICs with black-clad violence background and suggested CSD to input more resources to address their rehabilitation needs. In this regard, CSD has launched the ‘Project PATH’ which is pursued along three focused rehabilitation directions, namely ‘understanding Chinese history and strengthening national education’, ‘psychological reconstruction and re-establishment of values’ and ‘life planning and rebuilding of family relationships’. The rehabilitation directions are achieved through the execution of various programmes. For instance, activities under the education initiative ‘Understanding History is the Beginning of Knowledge’ included scholar talk, virtual reality museum tour, Chinese painting on chinaware and movie watching were launched in 2022 which aimed to raise PICs’ interest in Chinese history and sense of national identity. These activities received positive comments from JPs.

For the category (iii): service quality, recognition from JPs on library service was received. Some JPs suggested enriching the library by providing more variety of Chinese newspaper and books in diversified languages to the penal population. CSD has all along been encouraging PICs to cultivate reading habit.

Libraries have been set up in each and every institution to provide PICs with books in different languages and categories. The total collection of the libraries in correctional institutions currently expands to over 120 000 copies at the end of 2022. The books in libraries come from direct procurement and accepting donations from outside organisations/individuals. In addition, CSD has had collaborative relationship with public libraries under the Leisure and Cultural Services Department. Respective correctional institutions borrow books from nearby public libraries to enrich the categories of books available to PICs and the borrowed books would be exchanged at regular intervals. CSD would continue to increase the quantities as well as categories of books in libraries.

Under category (iv): others, some JPs suggested ImmD to strengthen communication with the detainees in TGCI and the relevant suggestions were referred to ImmD for consideration accordingly.

II. Hospitals of the Hospital Authority (HA)

Due to the COVID-19 pandemic and public health considerations, JP visits to the institutions had been temporarily suspended from late January 2020 to April 2023.

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

Serial no.	Name of institution	No. of JP visits	No. of complaints made to JPs	No. of requests/enquiries made to JPs	No. of suggestions/comments made by JPs
1.	Alice Ho Miu Ling Nethersole Hospital	0	0	0	0
2.	Bradbury Hospice	0	0	0	0
3.	Caritas Medical Centre	0	0	0	0
4.	Castle Peak Hospital	0	0	0	0
5.	Cheshire Home, Chung Hom Kok	0	0	0	0
6.	Cheshire Home, Shatin	0	0	0	0
7.	The Duchess of Kent Children's Hospital at Sandy Bay	0	0	0	0
8.	Grantham Hospital	0	0	0	0
9.	Haven of Hope Hospital	0	0	0	0
10.	Hong Kong Buddhist Hospital	0	0	0	0
11.	Hong Kong Eye Hospital	0	0	0	0
12.	Kowloon Hospital	0	0	0	0
13.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	0	0	0	0
14.	Kwai Chung Hospital	0	0	0	0
15.	Kwong Wah Hospital	0	0	0	0
16.	MacLehose Medical Rehabilitation Centre	0	0	0	0
17.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	0	0	0	0
18.	North District Hospital	0	0	0	0
19.	North Lantau Hospital	0	0	0	0
20.	Our Lady of Maryknoll Hospital	0	0	0	0
21.	Pamela Youde Nethersole Eastern Hospital	0	0	0	0
22.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital	0	0	0	0
23.	Pok Oi Hospital	0	0	0	0

Serial no.	Name of institution	No. of JP visits	No. of complaints made to JPs	No. of requests/enquiries made to JPs	No. of suggestions/comments made by JPs
24.	Prince of Wales Hospital	0	0	0	0
25.	Princess Margaret Hospital	0	0	0	0
26.	Queen Elizabeth Hospital	0	0	0	0
27.	Queen Mary Hospital	0	0	0	0
28.	Ruttonjee Hospital/Tang Shiu Kin Hospital♦	0	0	0	0
29.	Shatin Hospital	0	0	0	0
30.	Siu Lam Hospital	0	0	0	0
31.	St. John Hospital	0	0	0	0
32.	Tai Po Hospital	0	0	0	0
33.	Tseung Kwan O Hospital	0	0	0	0
34.	Tuen Mun Hospital	0	0	0	0
35.	Tung Wah Eastern Hospital	0	0	0	0
36.	Tung Wah Group of Hospitals Fung Yiu King Hospital	0	0	0	0
37.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	0	0	0	0
38.	Tung Wah Hospital	0	0	0	0
39.	United Christian Hospital	0	0	0	0
40.	Wong Chuk Hang Hospital	0	0	0	0
41.	Yan Chai Hospital	0	0	0	0
Total :		0	0	0	0

♦ Denotes visits covering two institutions.

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

Due to the COVID-19 pandemic and public health considerations, JP visits to the institutions had been temporarily suspended from late January 2020 to April 2023.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities		Overall grading on services	
			S	U	S	U
1.	Alice Ho Miu Ling Nethersole Hospital	0	0	0	0	0
2.	Bradbury Hospice	0	0	0	0	0
3.	Caritas Medical Centre	0	0	0	0	0
4.	Castle Peak Hospital	0	0	0	0	0
5.	Cheshire Home, Chung Hom Kok	0	0	0	0	0
6.	Cheshire Home, Shatin	0	0	0	0	0
7.	The Duchess of Kent Children's Hospital at Sandy Bay	0	0	0	0	0
8.	Grantham Hospital	0	0	0	0	0
9.	Haven of Hope Hospital	0	0	0	0	0
10.	Hong Kong Buddhist Hospital	0	0	0	0	0
11.	Hong Kong Eye Hospital	0	0	0	0	0
12.	Kowloon Hospital	0	0	0	0	0
13.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	0	0	0	0	0
14.	Kwai Chung Hospital	0	0	0	0	0
15.	Kwong Wah Hospital	0	0	0	0	0
16.	MacLehose Medical Rehabilitation Centre	0	0	0	0	0

Key : S – Satisfactory
 U – Unsatisfactory

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities		Overall grading on services	
			S	U	S	U
17.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	0	0	0	0	0
18.	North District Hospital	0	0	0	0	0
19.	North Lantau Hospital	0	0	0	0	0
20.	Our Lady of Maryknoll Hospital	0	0	0	0	0
21.	Pamela Youde Nethersole Eastern Hospital	0	0	0	0	0
22.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital	0	0	0	0	0
23.	Pok Oi Hospital	0	0	0	0	0
24.	Prince of Wales Hospital	0	0	0	0	0
25.	Princess Margaret Hospital	0	0	0	0	0
26.	Queen Elizabeth Hospital	0	0	0	0	0
27.	Queen Mary Hospital	0	0	0	0	0
28.	Ruttonjee Hospital/Tang Shiu Kin Hospital	0	0	0	0	0
29.	Shatin Hospital	0	0	0	0	0
30.	Siu Lam Hospital	0	0	0	0	0
31.	St. John Hospital	0	0	0	0	0
32.	Tai Po Hospital	0	0	0	0	0
33.	Tseung Kwan O Hospital	0	0	0	0	0
34.	Tuen Mun Hospital	0	0	0	0	0
35.	Tung Wah Eastern Hospital	0	0	0	0	0
36.	Tung Wah Group of Hospitals Fung Yiu King Hospital	0	0	0	0	0
37.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	0	0	0	0	0
38.	Tung Wah Hospital	0	0	0	0	0
39.	United Christian Hospital	0	0	0	0	0
40.	Wong Chuk Hang Hospital	0	0	0	0	0
41.	Yan Chai Hospital	0	0	0	0	0
Total :		0	0	0	0	0

Key : S – Satisfactory
 U – Unsatisfactory

III. Independent Commission Against Corruption (ICAC) Detention Centre

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

Name of institution	No. of JP visits	No. of complaints made to JPs	No. of requests/enquiries made to JPs	No. of suggestions/comments made by JPs
ICAC Detention Centre	24	0	0	11

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

During the JP visits, JPs assessed the general state of facilities inspected and the adequacy of the services provided by the institution. Out of the 24 visits, JPs considered the facilities for 23 visits (96%) and the services for 22 visits (92%) satisfactory. JPs did not provide an overall grading on facilities or services for the remaining visits.

Name of institution	No. of JP visits	Overall grading on facilities⁺		Overall grading on services⁺	
		S	U	S	U
ICAC Detention Centre	24	23	0	22	0

Key : S – Satisfactory
U – Unsatisfactory

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

⁺ The number of overall grading on facilities or services may not be the same as the number of JP visits to an institution since some JPs may not have provided an overall grading on facilities or services for each visit.

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

JPs made 11 suggestions/comments in the following categories during their visits to ICAC Detention Centre –

Category of suggestions/comments		Number of suggestions/comments in 2022	(%)
(i)	Physical environment, facilities and equipment (e.g. cleanliness of the environment, management and adequacy of facilities, etc.)	5	(45%)
(ii)	Services quality (e.g. management and administration, etc.)	6	(55%)
Total :		11	

Positive comments had been made by JPs in respect of the overall environment and facilities of the institution under category (i): physical environment, facilities and equipment. JPs concerned were satisfied with the facilities offered and considered the institution clean and tidy.

Under category (ii): services quality, some JPs expressed their appreciation for the professional management and administration of the institution.

IV. Detention Centres of the Immigration Department (ImmD)

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

Serial no.	Name of institution	No. of JP visits	No. of complaints made to JPs	No. of requests/enquiries made to JPs	No. of suggestions/comments made by JPs
1.	Castle Peak Bay Immigration Centre	15	5	208	5
2.	Ma Tau Kok Detention Centre	2	0	0	1
	Total :	17	5	208	6

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

During the JP visits, JPs assessed the general state of facilities inspected and the adequacy of the services provided by the institutions. All of them considered the facilities and services satisfactory.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities		Overall grading on services	
			S	U	S	U
1.	Castle Peak Bay Immigration Centre	15	15	0	15	0
2.	Ma Tau Kok Detention Centre	2	2	0	2	0
	Total :	17	17	0	17	0

Key : S – Satisfactory
U – Unsatisfactory

* During the visits, JPs looked at the facilities (such as dormitories, sanitation and hygiene, security and general state of the premises) and assessed the services (including meal/medical treatment arrangements, custody of detainees' properties and management services) provided by the institutions concerned.

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

Five complaints in the following categories were made to JPs during their visits to Castle Peak Bay Immigration Centre (CIC) –

Category of complaints		Number of complaints in 2022	(%)
(i)	Treatment and welfare (e.g. discipline inside CIC and handling of religious materials, etc.)	3	(60%)
(ii)	Services provided by the institution (e.g. poor taste of food, etc.)	2	(40%)
Total :		5	

Under category (i): treatment and welfare, a detainee complained against the strict discipline kept inside CIC. CIC had explained to the detainee that discipline should be well maintained and detainees were required to obey orders and rules. The welfare officer also explained to the detainee his rights, including the channels of complaints. He showed understanding and raised no further request or complaint. Two detainees complained against the handling of religious materials during a location search conducted by CIC staff. After investigation, their allegation was found not substantiated. The complainants were interviewed and explained of the purposes and procedures of search conducted as well as their rights and the channels of complaints. The detainees subsequently withdrew the complaints of their own accord.

Under category (ii): services provided by the institution, two detainees complained against the taste of food. The welfare officer interviewed the detainees concerned and explained to them the diet arrangement as well as the mechanism of monitoring the quality and quantity of food provided to detainees. The detainees raised no further request or complaint.

All JPs concerned had been informed of the actions taken and made no further comment.

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

208 requests/enquiries in the following categories were made to JPs during their visits to CIC –

Category of requests/enquiries		Number of requests/enquiries in 2022	(%)
(i)	Request for early discharge/release on recognisance	147	(71%)
(ii)	Services provided by the institution (e.g. request for more medical attention)	46	(22%)
(iii)	Treatment and welfare (e.g. request for making extra phone calls, etc.)	10	(5%)
(iv)	Matters in relation to other departments/organisations (e.g. request for sending letters to the Police, etc.)	3	(1%)
(v)	Facilities and equipment provided by the institution (e.g. request for fixing toilet flushing system, etc.)	1	(0.5%)
(vi)	Others	1	(0.5%)
Total :		208	

The 147 requests under category (i): request for early discharge/release on recognisance were mainly related to request for interview by case officers, release on recognisance and early repatriation. These requests had been referred to relevant sections of ImmD for follow up.

The 46 requests under category (ii): services provided by the institution were mainly related to medical treatment or review of medication. The detainees had been arranged to receive medical treatment and some had been referred to specialist clinics in public hospitals for treatment. Some detainees requested for dictionary, larger portion of food and visits by relatives. The welfare officer had explained to the detainees the prevailing arrangement regarding library service, meal and visit, and rendered necessary assistance to them. Some detainees requested for cleaning of dormitory and toilet and receiving COVID-19 vaccination, and their requests had been acceded to subsequently.

For category (iii): treatment and welfare, some detainees requested making extra phone calls and long distance calls, change of dayroom as well as praying with other detainees while they were under quarantine segregation. The welfare officer had explained to them the prevailing arrangements with necessary assistance rendered. Another detainee requested for change of ward, the medical officer had explained to him the medical services provided and he was

subsequently assigned to another ward.

For category (iv): matters in relation to other departments/organisations, some detainees requested sending letters to the Police and their requests were acceded to. A detainee requested the Directory of Hong Kong Law Firms 2021 and the addresses of the Office of Consulate General of different countries. The detainee had been interviewed by his case officer and the relevant reading materials were provided to him.

For category (v): facilities and equipment provided by the institution, a detainee requested fixing the toilet flushing system in the dormitory. To follow up his request, ArchSD had been arranged to do the fixing.

For category (vi): others, a detainee passed a letter to JPs with disorganised and ambiguous content. According to the advice of JPs, the detainee was arranged to attend a medical appointment at the Castle Peak Hospital (CPH) but he refused to attend. Continuous liaison with CPH and appropriate medical treatment had be arranged to the detainee whenever necessary.

All JPs concerned had been informed of the actions taken and made no further comment.

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

JPs made six suggestions/comments in the following categories during their visits to CIC and Ma Tau Kok Detention Centre (MTKDC) –

Category of suggestions/comments		Number of suggestions/comments in 2022	(%)
(i)	Service quality (e.g. provision of medical officers and increase telephone call quota, etc.)	2	(33%)
(ii)	Others	4	(67%)
Total :		6	

For service quality under category (i), some JPs suggested seeking Department of Health (DH) to provide medical officers to support the health work in CIC. The request had been made to DH, which revealed that they did not have spare capacity to provide such service during the concerned period. Some JPs

suggested increasing the telephone call quota per week. CIC explained to the JPs that multiple arrangements including local and long distance telephone calls, aerogram and visits by relatives and friends were available for detainees. Necessary assistance has all along been rendered to all detainees regarding outside communication. Having justifiable grounds, detainees would be allowed to make additional telephone calls.

For category (ii): others, some JPs suggested conducting interview/visit by case officers with detainees within one week upon request, simplifying the repatriation policies so that detention could be shortened as much as possible, and enhancing communication with detainees so as to minimise grievances arising from uncertainty over departure date. CIC explained to the JPs concerned that a well-established mechanism had been in place to make the detention policies transparent to the detainees. According to the prevailing policies, ImmD would consider each case on its own facts and merits. Detention will be kept under regular review and will be reviewed when there is a material change of circumstances. Case officers would conduct interviews with detainees regularly and/or upon requests received from detainees to update them their latest case situation. Case-related requests from detainees would be passed to the respective case officers promptly so that interviews could be arranged as soon as practicable. Besides, some JPs observed that MTKDC was crowded due to epidemic, and supported the plan of relocating it to the New Immigration Headquarter in Tseung Kwan O.

The JPs concerned were informed of the actions taken in the above cases and gave no further directive.

V. Po Leung Kuk

Due to the COVID-19 pandemic and public health considerations, JP visits to the institution had been temporarily suspended from late January 2020 to April 2023.

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

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

Key : S – Satisfactory
 U – Unsatisfactory

VI. Institutions for Drug Abusers operated by Non-governmental Organisations under the purview of the Department of Health (DH)

Due to the COVID-19 pandemic and public health considerations, JP visits to the institutions had been temporarily suspended from late January 2020 to April 2023.

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

Serial no.	Name of institution	No. of JP visits	No. of complaints made to JPs	No. of requests/enquiries made to JPs	No. of suggestions/comments made by JPs
1.	The Society for the Aid and Rehabilitation of Drug Abusers Adult Female Rehabilitation Centre	0	0	0	0
2.	The Society for the Aid and Rehabilitation of Drug Abusers Au Tau Youth Centre	0	0	0	0
3.	The Society for the Aid and Rehabilitation of Drug Abusers Shek Kwu Chau Treatment and Rehabilitation Centre	0	0	0	0
4.	The Society for the Aid and Rehabilitation of Drug Abusers Sister Aquinas Memorial Women's Treatment Centre	0	0	0	0
Total :		0	0	0	0

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

Due to the COVID-19 pandemic and public health considerations, JP visits to the institutions had been temporarily suspended from late January 2020 to April 2023.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities		Overall grading on services	
			S	U	S	U
1.	The Society for the Aid and Rehabilitation of Drug Abusers Adult Female Rehabilitation Centre	0	0	0	0	0
2.	The Society for the Aid and Rehabilitation of Drug Abusers Au Tau Youth Centre	0	0	0	0	0
3.	The Society for the Aid and Rehabilitation of Drug Abusers Shek Kwu Chau Treatment and Rehabilitation Centre	0	0	0	0	0
4.	The Society for the Aid and Rehabilitation of Drug Abusers Sister Aquinas Memorial Women's Treatment Centre	0	0	0	0	0
Total :		0	0	0	0	0

Key : S – Satisfactory
 U – Unsatisfactory

VII. Welfare Institutions Operated by Non-governmental Organisations under the Purview of Social Welfare Department (SWD)

Due to the COVID-19 pandemic and public health considerations, JP visits to the institutions concerned[#] had been temporarily suspended from late January 2020 to April 2023.

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

Serial no.	Name of institution	No. of JP visits	No. of complaints made to JPs	No. of requests/enquiries made to JPs	No. of suggestions/comments made by JPs
1.	Caritas-Hong Kong – Caritas Jockey Club Lai King Rehabilitation Centre [#]	0	0	0	0
2.	Caritas-Hong Kong – Caritas Li Ka Shing Care and Attention Home [#]	0	0	0	0
3.	Caritas-Hong Kong – Caritas Pelletier Hall [#]	0	0	0	0
4.	Chinese YMCA of Hong Kong – Home of Love – Yung Shing Hostel [#]	0	0	0	0
5.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel [#]	0	0	0	0
6.	Fu Hong Society – Fu Hong Society Rehabilitation Centre [#]	0	0	0	0
7.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled [#]	0	0	0	0
8.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly [#]	0	0	0	0
9.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women [#]	0	0	0	0
10.	Hong Kong Juvenile Care Centre – Bradbury Hostel [#]	0	0	0	0
11.	Hong Kong Sheng Kung Hui Welfare Council – Hong Kong Sheng Kung Hui Li Ka Shing Care and Attention Home for the Elderly [#]	0	0	0	0
12.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind [#]	0	0	0	0

Serial no.	Name of institution	No. of JP visits	No. of complaints made to JPs	No. of requests/enquiries made to JPs	No. of suggestions/comments made by JPs
13.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind [#]	0	0	0	0
14.	Hong Kong Student Aid Society – Holland Hostel [#]	0	0	0	0
15.	Hong Kong Student Aid Society – Island Hostel [#]	0	0	0	0
16.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home [#]	0	0	0	0
17.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Care Home [#]	0	0	0	0
18.	Po Leung Kuk Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	0	0	5
19.	Po Leung Kuk – Y C Cheng Centre [#]	0	0	0	0
20.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly [#]	0	0	0	0
21.	Sisters of the Good Shepherd – Marycove Centre [#]	0	0	0	0
22.	Society of Boys' Centres – Chak Yan Centre [#]	0	0	0	0
23.	Society of Boys' Centres – Cheung Hong Hostel [#]	0	0	0	0
24.	Society of Boys' Centres – Shing Tak Centre [#]	0	0	0	0
25.	Society of Boys' Centres – Un Chau Hostel [#]	0	0	0	0
26.	The Mental Health Association of Hong Kong – Jockey Club Building [#]	0	0	0	0
27.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service [#]	0	0	0	0
28.	Tuen Mun Children and Juvenile Home	11	0	3	5
29.	Tung Wah Group of Hospitals Ho Yuk Ching Workshop cum Hostel [#]	0	0	0	0
30.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex [#]	0	0	0	0

Serial no.	Name of institution	No. of JP visits	No. of complaints made to JPs	No. of requests/enquiries made to JPs	No. of suggestions/comments made by JPs
31.	Tung Wah Group of Hospitals – Wing Yin Hostel [#]	0	0	0	0
32.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home [#]	0	0	0	0
	Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel ^{♦#}		0	0	0
33.	Yan Chai Hospital – Chinachem Care and Attention Home [#]	0	0	0	0
Total :		15	0	3	10

♦ Denotes visits covering two institutions.

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

Due to the COVID-19 pandemic and public health considerations, JP visits to the institutions concerned[#] had been temporarily suspended from late January 2020 to April 2023.

During the JP visits, JPs assessed the general state of facilities inspected and the adequacy of the services provided by the institutions. All of them considered the facilities and services satisfactory.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities		Overall grading on services	
			S	U	S	U
1.	Caritas-Hong Kong – Caritas Jockey Club Lai King Rehabilitation Centre [#]	0	0	0	0	0
2.	Caritas-Hong Kong – Caritas Li Ka Shing Care and Attention Home [#]	0	0	0	0	0
3.	Caritas-Hong Kong – Caritas Pelletier Hall [#]	0	0	0	0	0
4.	Chinese YMCA of Hong Kong – Home of Love – Yung Shing Hostel [#]	0	0	0	0	0
5.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel [#]	0	0	0	0	0
6.	Fu Hong Society – Fu Hong Society Rehabilitation Centre [#]	0	0	0	0	0
7.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled [#]	0	0	0	0	0
8.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly [#]	0	0	0	0	0
9.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women [#]	0	0	0	0	0

Key : S – Satisfactory
U – Unsatisfactory

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

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities		Overall grading on services	
			S	U	S	U
10.	Hong Kong Juvenile Care Centre – Bradbury Hostel [#]	0	0	0	0	0
11.	Hong Kong Sheng Kung Hui Welfare Council – Hong Kong Sheng Kung Hui Li Ka Shing Care and Attention Home for the Elderly [#]	0	0	0	0	0
12.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind [#]	0	0	0	0	0
13.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind [#]	0	0	0	0	0
14.	Hong Kong Student Aid Society – Holland Hostel [#]	0	0	0	0	0
15.	Hong Kong Student Aid Society – Island Hostel [#]	0	0	0	0	0
16.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home [#]	0	0	0	0	0
17.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Care Home [#]	0	0	0	0	0
18.	Po Leung Kuk Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	4	0	4	0
19.	Po Leung Kuk – Y C Cheng Centre [#]	0	0	0	0	0
20.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly [#]	0	0	0	0	0
21.	Sisters of the Good Shepherd – Marycove Centre [#]	0	0	0	0	0
22.	Society of Boys' Centres – Chak Yan Centre [#]	0	0	0	0	0
23.	Society of Boys' Centres – Cheung Hong Hostel [#]	0	0	0	0	0
24.	Society of Boys' Centres – Shing Tak Centre [#]	0	0	0	0	0

Key : S – Satisfactory
U – Unsatisfactory

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities		Overall grading on services	
			S	U	S	U
25.	Society of Boys' Centres – Un Chau Hostel [#]	0	0	0	0	0
26.	The Mental Health Association of Hong Kong – Jockey Club Building [#]	0	0	0	0	0
27.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service [#]	0	0	0	0	0
28.	Tuen Mun Children and Juvenile Home	11	11	0	11	0
29.	Tung Wah Group of Hospitals Ho Yuk Ching Workshop cum Hostel [#]	0	0	0	0	0
30.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex [#]	0	0	0	0	0
31.	Tung Wah Group of Hospitals – Wing Yin Hostel [#]	0	0	0	0	0
32.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home [#]	0	0	0	0	0
	Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel [#]		0	0	0	0
33.	Yan Chai Hospital – Chinachem Care and Attention Home [#]	0	0	0	0	0
Total :		15	15	0	15	0

Key : S - Satisfactory
 U – Unsatisfactory

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

Three requests in the following category were made to JPs during their visit to Tuen Mun Children and Juvenile Home (the Home) –

Category of requests/enquiries	Number of requests/enquiries in 2022	(%)
Services provided by the institution (e.g. request for more choices of meal and eating utensils, etc.)	3	(100%)

Some residents requested for high calcium low fat milk for breakfast, the Home staff had explained to them the prevailing arrangement of providing soya bean milk for breakfast and the residents accepted such arrangement. In response to some residents' comments on the quality of disposable eating utensils, the Home had conducted review and examination. After onsite review and examination, JPs were satisfied with the existing provision of disposable eating utensils and directed no follow-up action be required.

All JPs concerned had been informed of the actions taken and made no further comment.

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

JPs made ten suggestions/comments in the following categories during their visits –

Category of suggestions/comments		Number of suggestions/comments in 2022	(%)
(i)	Physical environment, facilities and equipment (e.g. upgrading of the premises and renewal of facilities, etc.)	3	(30%)
(ii)	Channels and handling of complaints and handling of complaints	3	(30%)
(iii)	Service quality (e.g. increasing meal portion and food choices, etc.)	2	(20%)
(iv)	Manpower planning (e.g. proper resources management, etc.)	1	(10%)
(v)	Training programmes and recreational activities (e.g. provision of civil education and talks on Hong Kong society, etc.)	1	(10%)
Total :		10	

Under category (i): physical environment, facilities and equipment, some JPs considered the institution dilapidated and physical upgrades were needed, especially the toilets, and some JPs also suggested SWD consider seeking new resources to renew the facilities. In response to the recommendation of the JPs, the institution concerned had started a review on the condition of various facilities, with a view to drawing up renovation and upgrading works plan as appropriate, such as painting and replacement of worn-out doors, and upgrading works would be conducted. Besides, some JPs considered the institution well-maintained with clean environment and suitable facilities for the residents.

Under category (ii): channels and handling of complaints, some JPs suggested that the institution providing feedback/suggestion box to collect residents' comments and views. The institution explained that there was a suggestion box provided near the reception counter at the main lobby. Besides, guidelines were put in place for handling complaints and suggestions from residents, their family, and members of the public. Notices in various languages, including ethnic minority languages, were posted in each dormitory and building of the institution to inform residents about their rights and channels to raise comments, compliment or complaint. Residents had been well informed of their rights and channels to give feedback and suggestions at any time, in verbal or written form, either in name or anonymous. The institution also explained upon some JPs' enquiry on the channels and handling of complaints.

Whilst positive comments had been received by JPs under category (iii): service quality, some JPs suggested increasing the dish and meat portion in meals and providing more food choices for breakfast. Liaised with the catering contractor, the institution had increased the meat portion and food choices for residents. Regular survey on residents' feedback on the catering service has all along been carried out by the contractor, and the institution management would maintain regular communication with the contractor with a view to providing satisfactory catering service.

As for the manpower planning under category (iv), some JPs suggested that the institution should have proper resource management. SWD has on-going reviewed and arranged appropriate resource deployment with a view to achieving service synergy and suitable utilisation of resources.

Under category (v): training programmes and recreational activities, some JPs suggested that the institution should provide residents with more information on civic education and talks on the Hong Kong society. The institution explained that civic education and talks on Hong Kong society had already been covered in the residents' curriculum. The teaching staff and social workers would offer more talks, experiential programmes and outdoor visits with civic education themes.

All JPs concerned had been informed of the actions taken and made no further comment.