
2023 Annual Report on Justices of Peace Visits

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

JUSTICES OF THE PEACE VISITS

2023 Annual Report

This Annual Report provides an account of the work of Justices of the Peace (JPs) in the year 2023. 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 2023, 78 persons⁽¹⁾ were appointed as JPs, with 24 of them as Official JPs and 54 as Non-official JPs. As at 31 December 2023, there were 294 Official JPs and 1 555 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);
- (c) in the case of a Non-official JP, to serve as a member of any advisory panel; and

⁽¹⁾ 65 JP appointments were published in the gazette on 1 July 2023, 12 JP appointments were published in the gazette on 28 July 2023 and one JP appointment was published in the gazette on 1 December 2023.

- (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 2023, there were 114 institutions under the JP visit programme. Statutory visits to 38 institutions were conducted on a fortnightly, monthly or quarterly basis while visits to 76 institutions were arranged on an administrative basis once every quarter or every six months. The list of institutions under the JP visit programme in 2023 is at **Annex A**.

7. In view of the COVID-19 pandemic, 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) were temporarily suspended from January 2020 to April 2023. 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 2023, JPs conducted 604⁽²⁾ visits to 114 institutions. On average, Non-official JPs⁽³⁾ each conducts one visit per annum while each Official JP conducts three visits each year.

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

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

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

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. A name list of the persons temporarily away from the institution (including the reasons for their absence if practicable) is provided to JPs. 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, outstanding complaints/suggestions/comments arising from previous visits at the institution, 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 2023, 52 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 (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

⁽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.

⁽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, 26 out of 29 non-official members of CSDCAB are Non-official JPs.

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 2023, 71 complaints were received during JP visits, as compared with 42 received in 2022. Majority of these complaints⁽⁷⁾ were related to treatment and welfare (32%) and staff attitude and conduct (24%). Having conducted on-site inquiry during their visits, the JPs who received the complaints directed that no further action be taken on nine of the 71 complaints. 47 complaints were referred by the JPs to the institution management for investigations or follow-up actions, and all were resolved through improvement measures or explanations given to the complainants. The remaining 15 complaints were referred to the CIU of the CSD for investigation. 49 (79%) of the 62 complaints that required further action were followed up within one month⁽⁸⁾ (as compared to 44% in 2022). A summary of the statistics is in Table 1 below.

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

⁽⁸⁾ In view of the nature and complication involved in 13 complaints (representing 21% of the 62 cases that required follow-up action) received during JP visits in 2023, 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 1 – Number and category of complaints received in 2023

Category of complaints		Number of complaints in 2023	(%)
(i)	Treatment and welfare (e.g. unfair assignment of work, improper handling of complaints/requests, etc.)	23	(32%)
(ii)	Staff attitude and conduct (e.g. use of impolite language, etc.)	17	(24%)
(iii)	Services provided by the institution (e.g. inadequate medical care, insufficient daily necessities, poor quality of food/catering services, etc.)	15	(22%)
(iv)	Facilities and equipment provided by the institution (e.g. inadequate toilet facilities, poor maintenance of equipment, etc.)	6	(9%)
(v)	Disciplinary action (e.g. unfair disciplinary proceedings, improper award of punishments, etc.)	3	(4%)
(vi)	Complaints against other departments/organisations	1	(1%)
(vii)	Others	6	(8%)
Total :		71	

REQUESTS/ENQUIRIES RECEIVED

20. In 2023, 716 requests/enquiries were received during JP visits, as compared with 517 received in 2022. Majority of these requests were related to early discharge (58%) and services provided by the institution (16%). The JPs who received the requests/enquiries directed that no further action be taken on 25 of the requests/enquiries. 690 (99%) of the 691 requests/enquiries that required further action were followed up within one month (same percentage in 2022). A summary of the statistics is in Table 2 below.

Table 2 – Number and category of requests/enquiries received in 2023

Category of requests/enquiries	Number of requests/enquiries in 2023	(%)
(i) Request for early discharge from institution/home leave/release on recognisance	413	(58%)
(ii) Services provided by the institution (e.g. request for more medical attention, request for more choices of food, etc.)	112	(16%)
(iii) Matters in relation to other departments/organisations (e.g. application for legal aid, enquiry about medical appointment at outside hospital, etc.)	63	(9%)
(iv) Facilities and equipment provided by the institution (e.g. request for more recreational facilities, etc.)	49	(7%)
(v) Treatment and welfare (e.g. request for making additional phone calls, change of work assignment, transfer to another institution, etc.)	45	(6%)
(vi) Others	34	(4%)
Total :	716	

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 2023, JPs made 155 suggestions/comments, as compared with 51 in 2022. 53 (73%) of the 73 suggestions/comments that required further action were followed up within one month (as compared to 97% in 2022)⁽¹⁰⁾. A summary of the statistics is in Table 3 below.

Table 3 – Number and category of suggestions/comments made in 2023

Category of suggestions/comments	Number of suggestions/comments in 2023	(%)
(i) Service quality (e.g. improvement of meal service, regular review of service need, etc.)	64	(41%)
(ii) Physical environment, facilities and equipment (e.g. need for refurbishment of the premises, replacement of old computers, etc.)	59	(38%)
(iii) Manpower planning (e.g. provision of staff training, measures to reduce staff wastage, etc.)	15	(10%)
(iv) Training programmes and recreational activities (e.g. provision of market-oriented vocational training, arrangement of more activities, etc.)	5	(3%)
(v) Others	12	(8%)
Total :	155	

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 604 visits, JPs attending 588 visits (97%) and 582 visits (96%) 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 redevelopment/large-scale renovation and manpower planning of institutions. In view of the scale of renovation work and time for long-term manpower planning involved, the departments have 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
September 2024

List of Institutions under JP Visit Programme in 2023

I. Statutory Visits

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
	A. Prisons/correctional institutions/half-way house for adults offenders/immigration detainees		
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.	Nei Kwu Correctional Institution ⁽⁴⁾	Fortnightly	CSD
8.	Pak Sha Wan Correctional Institution ⁽³⁾	Fortnightly	CSD
9.	Pelican House ⁽⁵⁾	Monthly	CSD
10.	Pik Uk Prison	Fortnightly	CSD
11.	Shek Pik Prison	Fortnightly	CSD
12.	Siu Lam Psychiatric Centre	Fortnightly	CSD
13.	Stanley Prison	Fortnightly	CSD
14.	Tai Lam Centre for Women ⁽¹⁾	Fortnightly	CSD
15.	Tai Lam Correctional Institution	Fortnightly	CSD
16.	Tai Tam Gap Correctional Institution	Fortnightly	CSD
17.	Tong Fuk Correctional Institution	Fortnightly	CSD
18.	Tung Tau Correctional Institution	Fortnightly	CSD

	B. Correctional institutions/half-way houses for young offenders		
19.	Lai King Correctional Institution ⁽²⁾	Fortnightly	CSD
20.	Phoenix House ⁽⁵⁾	Monthly	CSD
21.	Pik Uk Correctional Institution	Fortnightly	CSD
22.	Sha Tsui Correctional Institution ⁽⁶⁾	Fortnightly	CSD
	C. Correctional institutions for drug addicts		
23.	Hei Ling Chau Addiction Treatment Centre ⁽⁷⁾	Fortnightly	CSD
24.	Lai Sun Correctional Institution ⁽⁷⁾	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. 14) 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. 19) 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. 8) are to be jointly visited.
- (4) Hei Ling Chau Correctional Institution (No. 4) and Nei Kwu Correctional Institution (No. 7) are to be jointly visited.
- (5) Pelican House (No. 9), Phoenix House (No. 20) and Lai Hang Rehabilitation Centre (No. 27) are to be jointly visited
- (6) Sha Tsui Correctional Institution (No. 22) and Lai Chi Rehabilitation Centre (No. 26) are to be jointly visited.
- (7) Hei Ling Chau Addiction Treatment Centre (No. 23) and Lai Sun Correctional Institution (No. 24) 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

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
17.	St. John Hospital	Half-yearly	HA
18.	Tin Shui Wai Hospital	Half-yearly	HA

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

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

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
58.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled	Half-yearly	SWD
59.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind	Half-yearly	SWD
60.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind	Half-yearly	SWD
61.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	Half-yearly	SWD
62.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Care Home	Half-yearly	SWD
63.	Po Leung Kuk – Y C Cheng Centre	Half-yearly	SWD
64.	The Mental Health Association of Hong Kong – Jockey Club Building	Half-yearly	SWD
65.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	Half-yearly	SWD
66.	Tung Wah Group of Hospitals Ho Yuk Ching Workshop cum Hostel	Half-yearly	SWD
67.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	Half-yearly	SWD
68.	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		
69.	Caritas-Hong Kong – Caritas Li Ka Shing Care and Attention Home	Half-yearly	SWD
70.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	Half-yearly	SWD
71.	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
72.	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
73.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	Half-yearly	SWD
74.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home ⁽⁹⁾	Half-yearly	SWD
75.	Yan Chai Hospital – Chinachem Care and Attention Home	Half-yearly	SWD
	H. Charitable organisation providing social services		
76.	Po Leung Kuk	Quarterly	HAD

Notes:

- (8) Ruttonjee Hospital (No. 16) and Tang Shiu Kin Hospital (No. 38) are to be jointly visited.
- (9) Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel (No. 68) and Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home (No. 74) 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 2021 to 2023

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		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Institutions of Correctional Services Department	28 ⁽¹⁾	28	28	408	342	421	94	37	33	191	306	121	30	24	21
Hospitals of Hospital Authority	42	42	44 ⁽²⁾	0	0	78	0	0	37	0	0	341	0	0	76
ICAC Detention Centre	1	1	1	24	24	24	0	0	0	0	0	2	3	11	13
Detention Centres of Immigration Department	2	2	2	26	17	27	14	5	1	471	208	251	5	6	4
Po Leung Kuk	1	1	1	0	0	3	0	0	0	0	0	0	0	0	3
Institutions for Drug Abusers operated by Non-governmental Organisations under the purview of Department of Health	4	4	4	0	0	4	0	0	0	0	0	0	0	0	2
Welfare Institutions operated by Non-governmental Organisations under the purview of Social Welfare Department	34	34	34	17	15	47	0	0	0	1	3	1	7	10	36
Total :	112	112	114	475⁽³⁾	398⁽³⁾	604	108	42	71	663	517	716	45	51	155

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

(2) Hong Kong Children's Hospital and Tin Shui Wai Hospital have been included under the JP visit programme since July 2023.

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

Detailed Information on JP Visits to Individual Institutions

(from 1 January 2023 to 31 December 2023)

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 Addiction Treatment Centre/Lai Sun Correctional Institution [♦]	23	0	0	2
2.	Hei Ling Chau Correctional Institution/Nei Kwu Correctional Institution [♦]	23 [•]	0	1	0
3.	Lai Chi Kok Reception Centre	24	0	0	1
4.	Lai King Correctional Institution/Chi Lan Rehabilitation Centre/Custodial Ward of Queen Elizabeth Hospital [○]	26 [§]	1	0	2
5.	Lo Wu Correctional Institution	23	14	13	0
6.	Pak Sha Wan Correctional Institution/Custodial Ward of Queen Mary Hospital [♦]	26 [§]	0	1	0
7.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre [○]	12	0	0	3
8.	Pik Uk Correctional Institution	24	0	0	0
9.	Pik Uk Prison	24	0	3	2
10.	Sha Tsui Correctional Institution/Lai Chi Rehabilitation Centre [♦]	24	0	0	2
11.	Shek Pik Prison	24	0	14	0
12.	Siu Lam Psychiatric Centre	24	0	8	4
13.	Stanley Prison	24	9	5	0
14.	Tai Lam Centre for Women/Bauhinia House/Wai Lan Rehabilitation Centre [○]	24	1	2	1
15.	Tai Lam Correctional Institution	24	0	0	2
16.	Tai Tam Gap Correctional Institution	24	3	70	2
17.	Tong Fuk Correctional Institution	24	2	1	0
18.	Tung Tau Correctional Institution	24	3	3	0
Total :		421	33	121	21

♦ Denotes visits covering two institutions.

○ Denotes visits covering three institutions.

• Owing to the temporary vacation of Nei Kwu Correctional Institution from late May 2023 to early June 2023 for the reception of immigration detainees, JPs visited Hei Ling Chau Correctional Institution only during the second fortnight of May 2023 and the first fortnight of June 2023.

§ Due to the COVID-19 pandemic, JP visits to the Custodial Wards of CSD were temporarily suspended from January 2020 to April 2023, while the visits to the institutions were not affected. In May 2023 (i.e. when the visits to Custodial Wards were resumed), the JP visits for the Custodial Wards and the respective institutions were arranged separately. The number of JP visits is therefore higher in these categories. The joint visit pattern resumed in June 2023.

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.	Hei Ling Chau Addiction Treatment Centre [△]	23	23	0	23	0
	Lai Sun Correctional Institution [△]		23	0	23	0
2.	Hei Ling Chau Correctional Institution [△]	23 [•]	23	0	23	0
	Nei Kwu Correctional Institution [△]		21 [•]	0	21 [•]	0
3.	Lai Chi Kok Reception Centre	24	24	0	24	0
4.	Lai King Correctional Institution/ Chi Lan Rehabilitation Centre [△]	26 [§]	24	0	24	0
	Custodial Ward of Queen Elizabeth Hospital [△]		16 [§]	0	16 [§]	0
5.	Lo Wu Correctional Institution	23	23	0	23	0
6.	Pak Sha Wan Correctional Institution [△]	26 [§]	24	0	24	0
	Custodial Ward of Queen Mary Hospital [△]		16 [§]	0	16 [§]	0
7.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre	12	12	0	12	0
8.	Pik Uk Correctional Institution	24	24	0	24	0
9.	Pik Uk Prison	24	24	0	24	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 the temporary vacation of Nei Kwu Correctional Institution from late May 2023 to early June 2023 for the reception of immigration detainees, JPs visited Hei Ling Chau Correctional Institution only during the second fortnight of May 2023 and first fortnight of June 2023.

§ Due to the COVID-19 pandemic, JP visits to the Custodial Wards of CSD were temporarily suspended from January 2020 to April 2023, while the visits to the institutions were not affected. In May 2023 (i.e. when the visits to Custodial Wards were resumed), the JP visits for the Custodial Wards and the respective institutions were arranged separately. The number of JP visits is therefore higher in these categories. The joint visit pattern resumed in June 2023.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities		Overall grading on services	
			S	U	S	U
10.	Sha Tsui Correctional Institution/ Lai Chi Rehabilitation Centre	24	24	0	24	0
11.	Shek Pik Prison	24	24	0	24	0
12.	Siu Lam Psychiatric Centre	24	24	0	24	0
13.	Stanley Prison	24	24	0	24	0
14.	Tai Lam Centre for Women [△]	24	24	0	24	0
	Bauhinia House/Wai Lan Rehabilitation Centre [△]		24	0	24	0
15.	Tai Lam Correctional Institution	24	24	0	24	0
16	Tai Tam Gap Correctional Institution	24	24	0	24	0
17.	Tong Fuk Correctional Institution	24	24	0	24	0
18.	Tung Tau Correctional Institution	24	24	0	24	0
	Total :	421	517	0	517	0

Key : S – Satisfactory
 U – Unsatisfactory

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

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

In 2023, 33 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 2023	(%)
(i) Staff attitude and conduct (e.g. unnecessary use of force, unfair treatment by staff, failing to handle complaint, etc.)	11	(34%)
(ii) Treatment and welfare (e.g. handling of request, handling of complaint, etc.)	10	(30%)
(iii) Services provided by the institution (e.g. quality of food/catering services, medical care, handling of mails, etc.)	9	(27%)
(iv) Disciplinary action (e.g. unfair disciplinary action, etc.)	2	(6%)
(v) Others (e.g. complaint related to medical instruction at public hospital)	1	(3%)
Total :	33	(100%)

Upon receipt of complaints, JPs sought background information from respective 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 33 complaints, 12 complaints were raised by two complainants (six complaints each), accounting for 36% of all complaints.

Category of Complaints	Actions	Number of complaints in 2023	(%)
Complaints against/related to CSD (total: 33)	- No further action as directed by JPs (one due to JPs opined that the relevant medical instruction was appropriate, the remaining five due to JPs being satisfied with on-the-spot explanation given by the institution management and directed no follow-up action be required)	6	(18%)
	- Referred to institution management for investigation or follow-up (all cases resolved by explanations given or service arranged, 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)	12	(36%)
	- Referred to the CIU of CSD for investigation. One complaint was related to the operation of the institution and was referred to the institution management concerned for follow-up action according to the complaint handling mechanism and was resolved eventually. No further action taken on four 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. Ten cases investigated by CIU were concluded as unsubstantiated, curtailed, false or withdrawn.	15	(46%)

Category of Complaints	Actions	Number of complaints in 2023	(%)
	Among these ten complaints, the complainants of two cases lodged appeal to the CSD Complaints Appeal Board (CSDCAB), one of the complainants subsequently withdrew the appeal while the other appeal was dismissed.		
Total:		33	

All the 33 complaints against/related to CSD were handled according to the circumstances of individual cases. The JPs concerned suggested no follow-up action for six of these complaints of which one was related to medical instruction and the JPs opined that the instruction was proper⁽²⁾. As for the other five complaints, the JPs were satisfied with the on-the-spot explanation by the institution management and therefore concluded that no follow-up action was required⁽³⁾.

As for the other 27 complaints against/related to CSD, 12 were related to the handling of requests, mails, medical issue, staff attitude and conduct, etc. As per the directives of the JPs, the institution management handled these complaints by explaining to each complainant the established mechanism and/or the follow-up arrangements that had been made. The complainants were satisfied with the actions taken by the institution management. The JPs concerned were also informed of the follow-up actions taken by the institutions and did not raise any further inquiry. All of these 12 complaints were thus resolved or suitably handled.

The remaining 15 complaints against/related to CSD were referred by JPs to the CIU for actions among which one complaint had been referred to the CIU by the institution management as requested by the concerned person in

⁽²⁾ The complaint was about a medical instruction of applying mechanical restraint on a PIC in custodial ward at public hospital. The JPs opined that the instruction was proper and therefore directed no follow-up action be required.

⁽³⁾ The five complaints were related to the handling of mails and treatment of PICs, including routine searching, Ombudsman complaint form and treatment after lodging complaints. The JPs were satisfied with the on-the-spot explanations given to the complainants by the institution management and therefore directed that no follow-up action was required.

custody (PIC) prior to JP visit and the JPs concurred with the referral arrangement. The allegations of these complaints involved more complicated circumstances including alleged staff misconduct, disciplinary action, dietary provision, visit arrangement, etc. The complaints were handled according to the established complaints handling mechanism. Amongst these cases, one complaint was related to the operation of the institution and was referred to the institution management concerned for follow-up action according to the complaint handling mechanism and was resolved eventually⁽⁴⁾. Four complaints could not be followed up further as the complainants declined to provide information on their allegations or had no complaint to lodge with the CIU. The JPs concerned were duly informed and they gave no further directive on the concerned complaints. Ten cases investigated by the CIU were concluded as unsubstantiated, curtailed, false or withdrawn. The JPs concerned were duly informed of the investigation results and gave no further directive. The complainants of two cases lodged appeal to the CSDCAB. One of the appeals was subsequently withdrawn by the complainant while the other appeal was dismissed.

⁽⁴⁾ The complaint was about the searching manner of staff during routine searching at night accommodation.

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

In 2023, 121 requests/enquiries⁽⁵⁾ 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 2023	(%)
(i)	Matters in relation to other departments/organisations (e.g. repatriation to home country, transferring back to Castle Peak Bay Immigration Centre (CIC), meeting with ImmD officer, bail and appeal proceedings, etc.)	37	(31%)
(ii)	Treatment and welfare (e.g. noise nuisance, transfer to another institution, work assignment, interview with the CIU, etc.)	30	(25%)
(iii)	Services provided by the institution (e.g. request for more medical attention, request for dietary change, etc.)	28	(23%)
(iv)	Request for early discharge from institution / home leave / release on recognisance	20	(16%)
(v)	Facilities and equipment provided by the institution (e.g. request for closed circuit television, etc.)	1	(1%)
(vi)	Others (e.g. request for contacting senior government officials, complaining private lawyer, etc.)	5	(4%)
Total :		121	(100%)

There were 37 requests under (i): matters in relation to other departments/organisations. Amongst them, 31 requests were related to the ImmD about repatriation to home country, transfer back to CIC, having interview with ImmD officer, etc. Having considered the nature of each request, the JPs concerned directed to refer all these cases to the ImmD for their handling.

⁽⁵⁾ Among the 121 requests/enquiries, 11 requests/enquiries were raised by a PIC, accounting for 9% of all requests/enquiries.

The remaining six cases involved departments/organisations other than the ImmD including the Police, the Judiciary and consulate office. The JPs considered that no further action was required for three cases⁽⁶⁾ and directed to refer one case to the institution management to provide assistance to the PIC by arranging direct communication with the consulate office. The other two cases were referred to the Police for follow-up as directed by the JPs concerned.

The 30 requests/enquiries under category (ii): treatment and welfare were about noise nuisance from public address system, transferring to another penal institution, work assignment, interview with the CIU, etc. For two enquiries, the JPs were satisfied with the on-the-spot explanations given by the institution management and therefore directed no further follow-up action⁽⁷⁾. Three requests were related to complaint handling and the JPs directed the institution management to refer the requests to the CIU⁽⁸⁾. Regarding a request for reviewing the work assignment, the JPs directed the institution management to refer the request to the CIU for handling. As for the remaining 24 requests, having examined the nature of the requests, the JPs concerned directed the institution management to give explanations/assistance to the PICs concerned. The PICs concerned were satisfied with the subsequent explanation/assistance rendered by the institution management. The JPs concerned were duly informed of the actions taken and gave no further directive.

The 28 requests/enquiries made under category (iii): services provided by the institution were related to medical issues, change of dietary scale, food provision, shower arrangement, etc. Having examined the nature of the requests/enquiries, the JPs concerned directed the institution management to provide explanations and/or assistance to the PICs concerned. Amongst the 18 requests/enquiries related to medical issues were referred to health care staff of the institutions for assessment, treatment or explanation. The PICs concerned were satisfied with the explanations and assistance rendered by the institutions. The

⁽⁶⁾ For one case, a PIC requested to transfer back to her home country to serve remaining sentence. The JPs understood that the PIC had made application pursuant to the Transfer of Sentenced Persons Ordinance (Cap. 513) and the application was being processed by relevant parties. Therefore, no follow-up action was required. The other two cases were related to requesting JPs' assistance in bail hearing and submitting appeal grounds to court. The relevant legal proceedings of the Judiciary were explained to the PICs on the spot and the JPs considered that no further action was required.

⁽⁷⁾ The two requests/enquiries were raised by the same PIC. The first request was enquiring the police investigation of an assault incident occurred during his previous detention in another penal institution in 2017. The police investigation was done in 2017 and the case was concluded in the same year. His second enquiry was about the handling mechanism of The Ombudsman complaint form.

⁽⁸⁾ A PIC requested to have interview with the CIU for three times.

JPs concerned were duly informed of the actions taken and gave no further directive.

All the 20 requests made under category (iv): request for early discharge from institution/home leave/release on recognisance were related to release on recognisance which was not under the jurisdiction of CSD, the JPs directed the institution management to refer the cases to the ImmD for follow-up.

There was one request under category (v): facilities and equipment provided by the institution for installing closed circuit television (CCTV) at some locations and the JPs directed the institution management to explain the prevailing mechanism of CCTV to the concerned PIC and the issue was resolved.

Lastly, the five requests/enquiries made under category (vi): Others were related to contacting government senior officials, complaining private lawyer, hearsay staff misconduct, institution routine and disciplinary action procedure, the JPs directed the institutions to provide explanations and/or assistance to the PICs concerned. 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 2023, JPs made 21 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 2023	(%)
(i)	Physical environment, facilities and equipment (e.g. repair/maintenance of premises/facilities, Smart Prison, etc.)	13	(62%)
(ii)	Service quality (e.g. enhancement of pre-release employment services, rehabilitation services, etc.)	7	(33%)
(iii)	Training programmes and recreational activities (e.g. vocational training, etc.)	1	(5%)
Total :		21	

Nearly two-thirds of the suggestions/comments were made under category (i): physical environment, facilities and equipment. Some JPs showed concern about the repair or maintenance of institutions and the aging facilities which might not meet the changes with the times. With an aim of ensuring 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 (EMSD). Institution management have from time to time reviewed the physical condition of institutions and upgraded facilities/premises through reshuffling of resources and refurbishment works as appropriate. For instance, an extensive renovation of dormitories in Hei Ling Chau Correctional Institution has been launched for several years by vacating the dormitories one by one and the renovation had been completed in the first half of 2024.

Besides, continuing improvement works projects including the installation of Electric Locks Security System and the replacement and enhancement of CCTV system are conducted in different institutions according to

implementation schedule.

In addition, some JPs expressed their appreciation of “Smart Prison” protocol and encouraged CSD to explore development in information technology which would benefit institution operation and PIC management. Since 1990s, the operation of institutions relied on eight core information technology systems. CSD well understands the need for enhancing the systems in order to meet the ever-changing information technology development. After years of effort, an integrated and sustainable correctional system named “Integrated Custodial and Rehabilitation Management System” (iCRMS) came into full operation in 2023. The iCRMS, which integrates the eight core systems into one single system, streamlines the operational process to enhance efficiency in both operation and manpower resources. The launch of iCRMS surely could facilitate the sustained development of “Smart Prison”.

To further enhance the development of “Smart Prison”, CSD signed a Memorandum of Understanding (MOU) with the Hong Kong Science and Technology Parks Corporation in July 2023. The MOU sets out a collaboration framework for the two parties to jointly explore innovative solutions in the next three years.

Alongside the development of digital government stated in 2023 Policy Address, CSD rolled out the Social Visit e-Booking Service in November 2023 to facilitate the visitation of all eligible visitors of PICs by allowing them to make appointments in advance and enjoy shortened waiting time. The system also enables visitors to make instant enquiry of visit status and remaining quota of approved hand-in articles.

For category (ii): service quality, suggestions on pre-release employment assistance from JPs were received. CSD well understands that in addition to useful work engagement and provision of vocational training, relevant employment information and support from enterprises and organisations are equally conducive to the reintegration of PICs. In 2023, CSD co-organised career talks with organisations from different industries such as the Hong Kong Construction Sub-contractors Association, the Hong Kong International Aviation Academy and the Kowloon Motor Bus Company (1933). Through the talks, PICs could gain a better understanding on the industries and the organisations could know about the employment potential of PICs. CSD would continue to collaborate with stakeholders of different businesses.

For category (iii): training programmes and recreational activities, industries and vocational training provided to PICs obtained recognition from JPs and CSD was encouraged to provide diversified vocational training to 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-dated skills and generic knowledge acquired and market-oriented vocational training are essential for their re-integration into the society upon discharge. CSD has been introducing high-end production facilities in some of the operation procedures of the Correctional Services Industries. For example, computerised numerical controlled multi-sides drilling machine and automatic robotic welding system were introduced in 2023.

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 diversified vocational training courses to both young and adult PICs which cover a wide range of industries, such as construction, food and beverage, retail, beauty care, transport, logistics and computer application to eligible PICs. CSD keeps pace with the market and 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 “Certificate for Safety Supervisors Course” and “Creative Multimedia Technology Training Course” were organised for PICs in 2023.

In addition to vocational training, CSD achieved a breakthrough in the provision of education to adult PICs by setting up The Ethics College at Pak Sha Wan Correctional Institution and Lo Wu Correctional Institution with donation from the Hong Kong Jockey Club at the end of 2023 as stated in 2023 Policy Address. The Ethics College provides a one-year full-time Diploma of Applied Education programme for voluntary enrolment by adult PICs, which is taught by tutors from the Hong Kong Metropolitan University Li Ka Shing School of Professional and Continuing Education. The course also includes life-wide learning activities related to career development, sports and arts, and national education, helping the PIC students cultivate positive values and obtain accredited qualifications for preparation for their reintegration into society.

II. Hospitals of the Hospital Authority (HA)

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	1	0	0	1
2.	Bradbury Hospice	1	0	0	1
3.	Caritas Medical Centre	1	0	0	1
4.	Castle Peak Hospital	8	4	71	7
5.	Cheshire Home, Chung Hom Kok	1	0	0	1
6.	Cheshire Home, Shatin	1	0	0	0
7.	The Duchess of Kent Children's Hospital at Sandy Bay	1	0	0	1
8.	Grantham Hospital	1	0	0	3
9.	Haven of Hope Hospital	1	0	0	0
10.	Hong Kong Buddhist Hospital	1	0	0	1
11.	Hong Kong Children's Hospital	1	0	0	1
12.	Hong Kong Eye Hospital	1	0	0	1
13.	Kowloon Hospital	1	0	0	1
14.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	8	5	24	7
15.	Kwai Chung Hospital	8	6	62	8
16.	Kwong Wah Hospital	1	0	0	0
17.	MacLehose Medical Rehabilitation Centre	1	0	0	1
18.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	8	5	125	7
19.	North District Hospital	1	0	0	1
20.	North Lantau Hospital	1	0	0	1
21.	Our Lady of Maryknoll Hospital	1	0	0	1
22.	Pamela Youde Nethersole Eastern Hospital	1	0	0	1
23.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital	8	17	59	4

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.	Pok Oi Hospital	1	0	0	1
25.	Prince of Wales Hospital	1	0	0	1
26.	Princess Margaret Hospital	1	0	0	2
27.	Queen Elizabeth Hospital	1	0	0	2
28.	Queen Mary Hospital	1	0	0	1
29.	Ruttonjee Hospital/Tang Shiu Kin Hospital♦	1	0	0	0
30.	Shatin Hospital	1	0	0	1
31.	Siu Lam Hospital	1	0	0	1
32.	St. John Hospital	1	0	0	1
33.	Tai Po Hospital	1	0	0	4
34.	Tin Shui Wai Hospital	1	0	0	1
35.	Tseung Kwan O Hospital	1	0	0	1
36.	Tuen Mun Hospital	1	0	0	0
37.	Tung Wah Eastern Hospital	1	0	0	1
38.	Tung Wah Group of Hospitals Fung Yiu King Hospital	1	0	0	4
39.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	1	0	0	1
40.	Tung Wah Hospital	1	0	0	1
41.	United Christian Hospital	1	0	0	2
42.	Wong Chuk Hang Hospital	1	0	0	1
43.	Yan Chai Hospital	1	0	0	0
	Total :	78	37	341	76

♦ Denotes visits covering two institutions.

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. Out of the 78 visits, JPs considered the facilities for 65 visits (83%) and the services for 62 visits (80%) satisfactory. JPs did not provide an overall grading on facilities and services for the remaining visits.

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	1	1	0	1	0
2.	Bradbury Hospice	1	1	0	1	0
3.	Caritas Medical Centre	1	1	0	1	0
4.	Castle Peak Hospital	8	4	0	8	0
5.	Cheshire Home, Chung Hom Kok	1	1	0	1	0
6.	Cheshire Home, Shatin	1	1	0	1	0
7.	The Duchess of Kent Children's Hospital at Sandy Bay	1	1	0	1	0
8.	Grantham Hospital	1	1	0	1	0
9.	Haven of Hope Hospital	1	1	0	1	0
10.	Hong Kong Buddhist Hospital	1	0	0	0	0
11.	Hong Kong Children's Hospital	1	1	0	1	0
12.	Hong Kong Eye Hospital	1	0	0	0	0
13.	Kowloon Hospital	1	1	0	0	0
14.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	8	7	0	8	0
15.	Kwai Chung Hospital	8	6	0	8	0
16.	Kwong Wah Hospital	1	1	0	1	0
17.	MacLehose Medical Rehabilitation Centre	1	0	0	0	0
18.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	8	8	0	8	0
19.	North District Hospital	1	1	0	0	0

Key : S – Satisfactory
U – Unsatisfactory

* During the visits, JPs looked at the facilities (such as facilities of the ward, outpatient department and general state of the premises) and assessed the services (including patient care and catering/supporting/management services) provided by the institutions 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.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities★		Overall grading on services★	
			S	U	S	U
20.	North Lantau Hospital	1	1	0	1	0
21.	Our Lady of Maryknoll Hospital	1	1	0	1	0
22.	Pamela Youde Nethersole Eastern Hospital	1	1	0	0	0
23.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital	8	7	0	6	0
24.	Pok Oi Hospital	1	1	0	1	0
25.	Prince of Wales Hospital	1	1	0	1	0
26.	Princess Margaret Hospital	1	1	0	0	0
27.	Queen Elizabeth Hospital	1	1	0	0	0
28.	Queen Mary Hospital	1	1	0	1	0
29.	Ruttonjee Hospital/Tang Shiu Kin Hospital	1	1	0	1	0
30.	Shatin Hospital	1	1	0	1	0
31.	Siu Lam Hospital	1	1	0	1	0
32.	St. John Hospital	1	1	0	0	0
33.	Tai Po Hospital	1	1	0	0	0
34.	Tin Shui Wai Hospital	1	1	0	0	0
35.	Tseung Kwan O Hospital	1	1	0	1	0
36.	Tuen Mun Hospital	1	1	0	1	0
37.	Tung Wah Eastern Hospital	1	1	0	0	0
38.	Tung Wah Group of Hospitals Fung Yiu King Hospital	1	0	0	0	0
39.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	1	0	0	1	0
40.	Tung Wah Hospital	1	1	0	1	0
41.	United Christian Hospital	1	1	0	0	0
42.	Wong Chuk Hang Hospital	1	1	0	1	0
43.	Yan Chai Hospital	1	1	0	1	0
Total :		78	65	0	62	0

Key : S – Satisfactory
 U – Unsatisfactory

★ 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 complaints made to JPs

37 complaints in the following categories were made to JPs during their visits to hospitals –

Category of complaints		Number of complaints in 2023	(%)
(i)	Treatment and welfare (e.g. arrangement of discharge, welfare in ward, etc.)	12	(32%)
(ii)	Staff attitude and conduct (e.g. restraint by staff, improper attitude of staff, etc.)	6	(16%)
(iii)	Facilities and equipment provided by the institution (e.g. poor environment and cleanliness of toilet, etc.)	6	(16%)
(iv)	Services provided by the institution (e.g. arrangement on shower and meal, etc.)	6	(16%)
(v)	Complaint against other departments/organisations	1	(3%)
(vi)	Disciplinary action (e.g. restraint arrangement, etc.)	1	(3%)
(vii)	Others	5	(14%)
Total :		37	

All of the 37 complaints were lodged by psychiatric patients. Under category (i): treatment and welfare, a patient complained about the medical team for keeping her in the institution. It was explained to the patient that discharge to a supervised placement would be the best option for her to prevent relapse. She was also given the right to apply review by the Mental Health Review Tribunal. The JPs concluded that no follow-up action was required. Another patient complained his previous doctor for discontinuing his Community Psychiatric Service (CPS). It was explained to the patient that CPS had been resumed before his current admission to the hospital. Five cases were related to doctors not acceding to the patients' requests for discharge, half-way house or Comprehensive Social Security Assistance (CSSA). All cases had been reviewed by the case doctors according to the prevailing procedures. Four cases were related to the welfare of patients in ward, for instance, rights to be visited, private snacks and paper, restrictions at ward and quality of classroom teaching, etc. All complaints had been referred to the ward or Patient Relations Officer (PRO) for follow up.

For the last case, the patient complained that the doctor refused to write a letter to the Police proving her shop-lifting act was influenced by mental illness. She had been explained that the letter would be issued based on her mental condition and clinical judgement.

Under category (ii): staff attitude and conduct, three patients complained about the attitude of staff, the PRO followed up with two of the patients and their concerns were resolved. The remaining patient was explained about the staff's approaches under different context. Reminder was also given to staff on gentle communication. Upon reviewing the cases, the JPs concluded that no follow-up action was required. A patient complained that staff did not fill him with water. The Ward Manager had interviewed the patient and he was reassured that the staff would provide him with water once they are free from work. Another patient claimed that she had written many letters requesting early discharge. Yet, ward staff used power conferred on them to decide on her discharge. The patient had been seen by different multi-disciplinary teams weekly to explain to her about the reason of detention. Her right to apply discharge was also explained. The patient was eventually discharged against medical advice. For the last case, a patient complained the ward staff for applying restraint on him twice. The PRO conducted an investigation and the patient was found challenging and agitated after the doctor ordered crushed medication for him to minimise risk of diversion. The Ward Manager interviewed all staff involved in the restraint and found no evidence of the patient's allegation.

Under category (iii): facilities and equipment provided by the institution, a patient complained about the environment of dormitory. The patient was explained about the continuous improvement on the green and refreshing ward environment. The JPs concluded that no follow-up action was required. A patient complained about the inconvenience caused by the closure of water dispenser. The JPs noted that it was due to infection control and concluded that no follow-up action was required. Another case was related to the cleanliness of toilet. Cleaning and disinfection were arranged and the patients in the ward were educated on tidy use of the toilet, toilet patrols in every 30 minutes was also reinforced. There was a patient complained that the ward was too cold and the food taste was poor. Her concerns were followed up by the EMSD and the Hospital Catering Department (HCD). The remaining two patients complained about the inconvenience caused by the suspension of water supply due to the Legionnaires' disease incident. The hospital concerned had taken urgent actions

to resume the water supply as soon as practicable.

For category (iv): services provided by the institution, there were two cases that the JPs concluded that no follow-up action was required. One patient complained about the arrangement on shower and meal, and the other patient complained about the food provided and commended on the staff. There were two other cases related to catering which had been followed up by the HCD. A patient complained about the medication treatment, she had been explained the need for medication titration as well as the effect and side effects of her medication. For the last case, a patient complained about the slow provision of blanket by the ward staff, the ward staff was reminded to facilitate the patient's requests in a timely manner.

For category (v): complaint against other departments/organisations, a patient complained about the use of foul language by another patient in the ward. The ward staff reminded the patient concerned not to use foul language in the ward.

For category (vi): disciplinary action, a patient complained about restraint. Medical records revealed that the patient was restrained as he attempted to hit an approaching staff without reason. The case doctor had interviewed the patient and explained to him the reason for restraint.

For category (vii): others, a patient recounted a number of experiences regarding her relationship with other patients and professionals but appeared to be confused, the JPs concluded that no follow-up action was required. Another patient complained about inadequate manpower at ward, the hospital explained that they had been recruiting staff via various programmes. A patient shared with the JPs his unpleasant experience during his previous admission, especially the hostile co-patients. His feelings were acknowledged. A patient complained that the ward nurses did not believe in gods and ghosts. The complaint had been relayed to the case doctor for assessing the patient's conditions. For the last case, the patient raised an allegation to another hospital for doing an operation on his arm which affected his mental state and he felt being controlled afterwards. The patient was interviewed by the case doctor and medical social worker was referred to him for placement arrangement.

All JPs concerned had been informed of the follow-up actions taken by the hospitals. They were satisfied and raised no further questions.

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

341 requests/enquiries in the following categories were made to JPs during their visits to hospitals, all of which were from psychiatric patients –

Category of requests/enquiries		Number of requests/enquiries in 2023	(%)
(i)	Request for early discharge from institution/home leave/release on recognisance	205	(60%)
(ii)	Facilities and equipment provided by the institution (e.g. request for enhanced activities and more recreational facilities, etc.)	45	(13%)
(iii)	Services provided by the institution (e.g. request for more choices of food, etc.)	38	(11%)
(iv)	Matters in relation to other departments/ organisations	16	(5%)
(v)	Treatment and welfare (e.g. restraint arrangement, etc.)	11	(3%)
(vi)	Others	26	(8%)
Total :		341	

Of the 205 requests under category (i), 203 requests for discharge from hospitals were handled in accordance with the relevant provisions of the Mental Health Ordinance (Cap. 136). The requests had been reviewed by the case doctors and senior clinical staff. Patients considered clinically not suitable for discharge had been advised of the rights to raise their concerns with the Mental Health Review Tribunal. For the remaining two cases, the patients requested home leave to take care personal matters, both cases had been referred to case doctor for assessment.

For category (ii): facilities and equipment provided by the institution, 21 requests were related to enhancing activities and recreational facilities at wards, four of which requested for more outdoor activities while two requested for daily bathing. The ward staff had attended to their needs and arranged according to their mental conditions. The remaining 24 requests were related to ward facilities, including cleaner washrooms, more carpet, better air-conditioning, replacement of flooring, improvement of mattress and

introduction of smoking areas, etc. The ward staff had attended to their needs suitably. Among these 24 requests, two patients requested the hospitals to group patients with similar conditions in the same ward, the suggestion was considered by the concerned hospitals.

For requests under category (iii): services provided by the institution, 21 were related to food provision and had been forwarded to the HCD for follow up. A patient expressed his views on diet and the JPs concluded that no follow-up action was required. Three patients expressed appreciation for the services provided by the hospitals. Two patients requested for additional medical care and both cases had been followed up by the case doctors. The remaining 11 requests were related to the provision or possession of personal items in ward. Amongst them, a patient requested for branded diapers and his request had been relayed to his relative. Eight patients requested for pens, personal hygiene products and other items at ward and two patients requested for collection of items at home or previous ward. The ward staff had attended to their needs suitably.

Under category (iv): matters in relation to other departments/organisations, six patients requested accommodation in public housing or hostel. One patient requested rent rebate during his hospitalisation. Two patients requested financial support upon discharge and there was another patient requested not to cease his CSSA. All of the above cases had been referred to Social Welfare Department for follow up. One non-Hong Kong citizen patient requested the JPs to help granting her citizenship while another patient requested an introduction of employer, ward staff had provided assistance as appropriate. One patient requested to attend school via Zoom and another patient expressed wish to vote at the District Council polling, their conditions were assessed by case doctor. Two patients requested for post-discharge medical support, the ward staff had introduced the services available to them as appropriate.

Under category (v): treatment and welfare, two patients expressed concerns about the restraint arrangement, the ward staff had explained to them the restraints would only be applied when necessary. One patient requested for follow up on his previous complaint and the PRO followed up with him accordingly. Four patients expressed opinions on the visit arrangement and four other patients shared their interactions with other co-patients and requested for changing beds or wards. The ward staff had attended to their needs suitably.

For category (vi): others, seven patients simply met the JPs to share their own experiences and thoughts. 12 patients showed appreciation to the services of the hospitals and another patient expressed appreciation to the Police for securing him. The JPs concluded that no follow up action was required for the above cases. A patient mentioned suspected offence and requested to report to the Police. After discussions with his relatives, they agreed not to report to the Police as the accuse was due to mental illness. A patient requested for more JP visits and four other patients expressed their opinions on hospital operations, including manpower and expansion of services. The staff had provided explanation to the patients.

All JPs concerned had been informed of the follow-up actions taken by the hospitals. They were satisfied and raised no further questions.

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

JPs made 76 suggestions/comments in the following categories during their visits to hospitals –

Category of suggestions/comments		Number of suggestions/comments in 2023	(%)
(i)	Service quality (e.g. integration of Chinese medicine, addressing service needs of aging population, etc.)	40	(52%)
(ii)	Physical environment, facilities and equipment (e.g. hospital expansion and minor improvement works, etc.)	15	(20%)
(iii)	Manpower planning (e.g. measures to reduce staff shortage, etc.)	9	(12%)
(iv)	Training programmes and recreational activities	3	(4%)
(v)	Others	9	(12%)
Total :		76	

Positive comments had been made by JPs under category (i): service quality. 36 JPs were impressed by the quality of the services provided and the professionalism of staff. One JP suggested the hospital to integrate Chinese medicine in its services, the suggestion had been considered by the hospital management. Another JP suggested extending the hyperbaric oxygen therapy service to other clusters, a two-tier structure to expand the service was endorsed by

the Directors' meeting at Head Office. One JP recommended the hospital to expand its budget to address the service needs caused by aging population, the suggestion had been reflected to the hospital management for consideration. Another JP reminded the hospital to review a retention case as requested by a psychiatric patient, the case had been reviewed by the case doctor and the medical team according to the prevailing procedures.

Among the suggestions and comments received from JPs under category (ii): physical environment, facilities and equipment, three comments received were positive feedback on the environment and facilities of the hospitals. Three comments were related to hospital expansion and maximisation of land use. The suggestions had been considered by the hospital management. In response to the suggestions by some JPs on minor improvement works, such as traffic arrangement, replacement of portrait wall and improvement on hospital signage, the hospital management concerned had promptly taken follow-up action. One recommendation was related to improvement of recreational facilities and changing room to facilitate staff retention. The hospital concerned would take into consideration JPs' recommendation when planning for future development. One JP commented that standalone ward facilities should be considered for psychiatric patients. A feasibility site visit by Head Office Management was arranged.

Nine comments under category (iii): manpower planning were largely related to JPs' concerns about manpower shortage. HA had improved the career prospect and remuneration package to retain staff and put in place the retire and rehire programme to address the manpower issue. One JP also suggested the hospital to review the staff-to-patient ratio in view of the service needs, the suggestion had been conveyed to the management of HA.

Under category (iv): training programmes and recreational activities, a JP suggested to enhance the interaction of psychiatric patients with the community. Extra volunteer services had been arranged in view of the JP's suggestion. Some JPs suggested to improve the recreational facilities, including outdoor open space for patients. The hospitals concerned had included the suggestion in the coming renovation plan.

For comments under category (v): others, three JPs commented that the Government should facilitate aging at home and import supporting staff for elderly home/hospital as well as review the half-way house services. Three JPs

expressed concerned on the accessibility of the hospitals. For instance, they suggested exploring if the Mass Transit Railway station could be connected to the hospital, increase mini-bus frequency, and if extra access road could be built. All suggestions had been reflected to hospital management for consideration. One JP suggested the hospital to explore possible collaboration with universities for research opportunities. The suggestion would be considered by the hospital management. One JP noted the high number of patients met during the JP visit. The view had been reflected to hospital management. One JP suggested the hospital to review if psychiatric patients should be allowed to access their mobile devices. The hospital concerned confirmed that stable patients were allowed to use their mobile devices under staff's supervision.

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	2	13

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 and the services for 23 visits (96%) satisfactory. JPs did not provide an overall grading on facilities or services for the remaining visit.

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	23	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 requests/enquiries made to JPs

Two requests/enquiries were made to JPs during their visit to ICAC Detention Centre –

Category of request/enquiry		Number of request/enquiry in 2023	(%)
(i)	Request for early discharge from institution/home leave/ release on recognisance	1	(50%)
(ii)	Facilities and equipment provided by the institution (e.g. request for more choices of reading materials, etc.)	1	(50%)
Total :		2	

Under category (i), a detainee requested to meet the investigating officer in relation to bail issue. Arrangement was made for investigating officer to meet the detainee for handling his request.

Under category (ii): facilities and equipment provided by the institution, a detainee requested for more choices of reading materials. Additional reading materials were provided to the detainee for his selection.

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

JPs made 13 suggestions/comments in the following category during their visits to ICAC Detention Centre –

Category of suggestions/comments		Number of suggestions/comments in 2023	(%)
(i)	Physical environment, facilities and equipment (e.g. improving the rusting condition, etc.)	13	(100%)
Total :		13	

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. 12 JPs were satisfied with the facilities

offered and considered the institution clean and tidy. One JP suggested seeking advice from other experts to improve the rusting condition of the toilet bowl. After meeting with officers of ArchSD and supplier, arrangement was made to remove rusts on the toilet bowls.

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	23	1	251	3
2.	Ma Tau Kok Detention Centre	4	0	0	1
	Total :	27	1	251	4

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	23	23	0	23	0
2.	Ma Tau Kok Detention Centre	4	4	0	4	0
	Total :	27	27	0	27	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

One complaint in the following category was made to JPs during their visit to Castle Peak Bay Immigration Centre (CIC) –

Category of complaints		Number of complaints in 2023	(%)
(i)	Treatment and welfare (e.g. searching procedures, etc.)	1	(100%)
Total :		1	

Under category (i): treatment and welfare, a detainee complained against the searching procedures at CIC. After investigation, neither malpractice nor non-compliance of rules, guidelines or procedures was found. The allegation was considered as unsubstantiated. The detainee was interviewed and further explained of the purposes and procedures of search conducted as well as detainee's right and the channels of complaints. No further request or complaint was raised by the detainee.

The 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

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

Category of requests/enquiries		Number of requests/enquiries in 2023	(%)
(i)	Request for early discharge/release on recognisance	187	(74%)
(ii)	Services provided by the institution (e.g. request for more medical attention)	45	(18%)
(iii)	Matters in relation to other departments/organisations (e.g. follow-up on medical issue occurred at CSD, retrieve properties from the Police, etc.)	10	(4%)

Category of requests/enquiries		Number of requests/enquiries in 2023	(%)
(iv)	Treatment and welfare (e.g. request for making extra phone calls, etc.)	4	(2%)
(v)	Facilities and equipment provided by the institution (e.g. operations of lighting system, change of dayroom, etc.)	2	(1%)
(vi)	Others	3	(1%)
Total :		251	

The 187 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 45 requests under category (ii): services provided by the institution were mainly related to medical treatment or review of medication. The detainees had been conveyed to the Medical Officer (MO) of CIC for treatment. A detainee requested for caretaker and walking aid, the MO reviewed the medical condition of the detainee and arranged him to have medical consultation in a public hospital and a walking aid was also provided to him after the medical treatment. Another detainee requested for interpreter during medical appointment at a public hospital, interpretation service was arranged for her medical appointment at a public hospital. Some detainees requested for review of food arrangement and supply of drinking water. The welfare officer had explained to the detainees about the services and welfare, including meal and drinking water arrangement, provided to them during their detention at CIC. Necessary assistance was rendered to the detainees and they raised no further request or complaint.

For category (iii): matters in relation to other departments/organisations, two detainees requested for follow-up on medical issue occurred at CSD. The requests were relayed to CSD and direct reply had been provided to detainees by CSD accordingly. Three detainees requested to retrieve their properties from the Police, the detainees were interviewed by the welfare officer and assistance was rendered to them to retrieve their properties. Another two detainees requested to obtain Legal Aid application form and The Ombudsman complaint form, relevant forms were provided to the detainees. In addition, two detainees requested to make an application for Judicial Review (JR) and to seek for assistance to file an

appeal for the custodial right of his son, the detainees were interviewed by the welfare officer and assistance was rendered to them for filing an application for JR to the High Court as well as posting a Legal Aid application form to Legal Aid Department. For the last case, a detainee requested for visiting his son who was under residential child care service, the detainee was interviewed by the welfare officer and explained of the visit arrangement during his detention in CIC. The request was also forwarded to Social Welfare Department for consideration.

For category (iv): treatment and welfare, some detainees requested making extra phone calls and long distance calls. The welfare officer had explained to them the prevailing arrangements, including telephone and mail arrangement, provided to them during their detention at the CIC, with necessary assistance rendered.

For category (v): facilities and equipment provided by the institution, a detainee requested for switching off all the lightings inside dormitory during night time and another detainee requested for change of dayroom. The welfare officer had explained to them the daily operations of lighting system and arrangement of detention location at CIC.

For category (vi): others, a detainee requested for follow-up on his allegation on an interpreter as well as his injury. The detainee was interviewed and stated that the incident did not occur during immigration detention and could not provide further details of the incident. For the injury, the detainee was arranged to attend a public hospital for further medical examination. Another two detainees requested to retrieve their properties. The welfare officer had explained to them the required procedures to retrieve their properties for daily use. According to records, the said properties were retrieved by the detainees.

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 four 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 2023	(%)
(i)	Physical environment, facilities and equipment (e.g. revisiting the adequacy of outdoor facilities, renewing the seating facilities, etc.)	2	(50%)
(ii)	Manpower planning (e.g. review on manpower support, etc.)	1	(25%)
(iii)	Others	1	(25%)
Total :		4	

Under category (i), some JPs suggested revisiting the adequacy of outdoor facilities at CIC especially where the claimants be detained for a relatively long period of time. The JPs were explained that detainees would be arranged to have not less than one-hour exercise including suitable ball games or recreational activities in open-air playground on daily basis, if the weather permits, whereas indoor exercise would be arranged for detainees during rainy or inclement weather. One of the JPs subsequently wrote to ImmD thrice and suggested the Government to consider ways to improve the process to expedite repatriation as well as to review the detention arrangement including the facility for better safeguarding the physical and mental health of long-term detainees. The JP was informed that in handling non-refoulement claims, a multi-pronged strategy had been adopted by the Government to enhance the handling of claims and expedite the removal of unsubstantiated claimants from Hong Kong. The Government also updated the removal policy so that repatriation of unsubstantiated claimants from Hong Kong could be proceeded upon dismissal of their applications for leave to apply for JR or the relevant JR applications pertaining to their non-refoulement claims. The JP was also explained of the treatments as governed under the Immigration (Treatment of Detainees) Order (Cap. 115E). ImmD would also conduct regular reviews so as to upgrade the facilities as well as to bring in new and smart initiatives to enhance the operational effectiveness and the safety of detainees at CIC. Other JPs suggested renewing the seating facilities at the ground floor reception area of the Ma Tau Kok Road Government Offices, where MTKDC is located. In response to the JPs' suggestion, the seating facilities at the ground

floor reception area had been replaced with new chairs.

For category (ii): Manpower planning, some JPs suggested having more case officers for the heavy workload. The JPs were informed that regular review would be conducted to ensure sufficient manpower support to cope with the workload while maintaining high efficiency in screening non-refoulement claims.

For category (iii): others, some JPs suggested revisiting the arrangement of the detention with a view to expediting the repatriation process. The JPs were informed that ImmD had all along strictly followed established detention policies, and in accordance with the relevant legal requirements and legal principles established by the Court. ImmD is entitled to assess all the relevant circumstances of the case. Detention cases would be subject to regular and timely review in accordance with the prevailing laws and policy. The JPs understood that the ImmD operates in strict accordance with the law and relevant policies and procedures and takes into account individual circumstances.

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

V. Po Leung Kuk

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	3	0	0	3

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.

Name of institution	No. of JP visits	Overall grading on facilities		Overall grading on services	
		S	U	S	U
Po Leung Kuk	3	3	0	3	0

Key : S – Satisfactory
U – Unsatisfactory

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

JPs made three suggestions/comments in the following categories during their visits to Po Leung Kuk –

Category of suggestions/comments		Number of suggestions/comments in 2023	(%)
(i)	Service quality (e.g. professional staff, provision of services during the COVID-19 pandemic, etc.)	2	(67%)
(ii)	Physical environment, facilities and equipment (e.g. use of available space, etc.)	1	(33%)
Total :		3	

* 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 institution concerned.

Under category (i): service quality, some JPs gave positive comments on the good service quality and professional staff. In particular, the JPs appreciated the staff being very professional and continued to provide the necessary and timely services to needy children during the COVID-19 pandemic.

Positive comment had been made by JPs in respect of the overall environment and facilities of the institution under category (ii): physical environment, facilities and equipment. The JPs were satisfied with the institution in making the best use of available facilities to achieve flexible means to serve and provide accommodation for the babies and children of different ages and genders.

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

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	1	0	0	0
2.	The Society for the Aid and Rehabilitation of Drug Abusers Au Tau Youth Centre	1	0	0	1
3.	The Society for the Aid and Rehabilitation of Drug Abusers Shek Kwu Chau Treatment and Rehabilitation Centre	1	0	0	0
4.	The Society for the Aid and Rehabilitation of Drug Abusers Sister Aquinas Memorial Women's Treatment Centre	1	0	0	1
Total :		4	0	0	2

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.	The Society for the Aid and Rehabilitation of Drug Abusers Adult Female Rehabilitation Centre	1	1	0	1	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.

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

Key : S – Satisfactory
 U – Unsatisfactory

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

JPs made two suggestions/comments of the following categories during their visits –

Category of comments/suggestions		Number of comments/suggestions in 2023	(%)
(i)	Physical environment, facilities and equipment (e.g. repairing for the water leakage, etc.)	2	(100%)
Total :		2	

For category (i): physical environment, facilities and equipment, some JPs gave positive comments for the Au Tau Youth Centre. Some JPs suggested repairing for the water leakage at the Sister Aquinas Memorial Women's Treatment Centre. The Centre had a quick fix to some water leakage areas and DH would continue to render assistance and support in processing funding requests of the Centre for necessary resources.

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

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

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
15.	Hong Kong Student Aid Society – Island Hostel	1	0	0	0
16.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	1	0	0	1
17.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Care Home	1	0	0	1
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	1	0	0	3
20.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	1	0	0	0
21.	Sisters of the Good Shepherd – Marycove Centre	1	0	0	1
22.	Society of Boys’ Centres – Chak Yan Centre	1	0	0	1
23.	Society of Boys’ Centres – Cheung Hong Hostel	1	0	0	1
24.	Society of Boys’ Centres – Shing Tak Centre	1	0	0	2
25.	Society of Boys’ Centres – Un Chau Hostel	1	0	0	3
26.	The Mental Health Association of Hong Kong – Jockey Club Building	1	0	0	0
27.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	1	0	0	2
28.	Tuen Mun Children and Juvenile Home	12	0	1	0
29.	Tung Wah Group of Hospitals Ho Yuk Ching Workshop cum Hostel	1	0	0	2
30.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	1	0	0	1

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	1	0	0	0
32.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home♦	1	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	1	0	0	0
	Total :	47	0	1	36

♦ Denotes visits covering two institutions.

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. Out of the 47 visits, JPs considered the facilities for 45 visits (96%) and the services for 42 visits (90%) satisfactory. JPs did not provide an overall grading on facilities and services for the remaining visits.

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	1	1	0	1	0
2.	Caritas-Hong Kong – Caritas Li Ka Shing Care and Attention Home	1	1	0	1	0
3.	Caritas-Hong Kong – Caritas Pelletier Hall	1	1	0	0	0
4.	Chinese YMCA of Hong Kong – Home of Love – Yung Shing Hostel	1	1	0	1	0
5.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel	1	1	0	1	0
6.	Fu Hong Society – Fu Hong Society Rehabilitation Centre	1	1	0	1	0
7.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled	1	1	0	1	0
8.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	1	1	0	1	0
9.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	1	1	0	1	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.

✦ 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.

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	1	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	1	1	0	1	0
12.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind	1	1	0	1	0
13.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind	1	1	0	1	0
14.	Hong Kong Student Aid Society – Holland Hostel	1	1	0	0	0
15.	Hong Kong Student Aid Society – Island Hostel	1	1	0	1	0
16.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	1	1	0	1	0
17.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Care Home	1	1	0	1	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	1	1	0	1	0
20.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	1	1	0	1	0
21.	Sisters of the Good Shepherd – Marycove Centre	1	0	0	0	0
22.	Society of Boys’ Centres – Chak Yan Centre	1	1	0	1	0
23.	Society of Boys’ Centres – Cheung Hong Hostel	1	1	0	1	0
24.	Society of Boys’ Centres – Shing Tak Centre	1	1	0	1	0

Key : S – Satisfactory
U – Unsatisfactory

✦ 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.

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	1	1	0	1	0
26.	The Mental Health Association of Hong Kong – Jockey Club Building	1	1	0	1	0
27.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	1	1	0	1	0
28.	Tuen Mun Children and Juvenile Home	12	12	0	12	0
29.	Tung Wah Group of Hospitals Ho Yuk Ching Workshop cum Hostel	1	1	0	0	0
30.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	1	1	0	1	0
31.	Tung Wah Group of Hospitals – Wing Yin Hostel	1	1	0	1	0
32.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home	1	1	0	1	0
	Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel		1	0	1	0
33.	Yan Chai Hospital – Chinachem Care and Attention Home	1	1	0	1	0
Total :		47	46	0	43	0

Key : S - Satisfactory
 U – Unsatisfactory

✦ 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 requests/enquiries made to JPs*

One request in the following category was made to JPs during their visit to Tuen Mun Children and Juvenile Home (the Home) –

Category of requests/enquiries	Number of requests/enquiries in 2023	(%)
Services provided by the institution (e.g. request for review on meal arrangement, etc.)	1	(100%)

A resident requested to review the medical needs of his meals as he felt that the food was too bland. JPs were informed that the resident had young hypertension and was advised by the MO to have low-salt meals and low-salt snacks for blood pressure control. The Home staff arranged the resident to consult the MO on meal arrangement again and arranged counselling on healthy eating plan for him. The Home staff had continued to review the resident's meals with due regard to the medical advice.

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 36 suggestions/comments in the following categories during their visits –

Category of suggestions/comments	Number of suggestions/comments in 2023	(%)
(i) Service quality (e.g. increasing food choices and outdoor activities, etc.)	15	(41%)
(ii) Physical environment, facilities and equipment (e.g. refurbishment of the aged premises, etc.)	13	(36%)
(iii) Manpower planning (e.g. manpower resources for service users with medical needs and special learning	5	(14%)

Category of suggestions/comments		Number of suggestions/comments in 2023	(%)
needs, etc.)			
(iv)	Training programmes and recreational activities (e.g. beef up the library resources, etc.)	1	(3%)
(v)	Others	2	(6%)
Total :		36	

Under category (i): service quality, some JPs suggested providing more food choices and more outdoor activities. In response to the recommendations of the JPs, the institution concerned had expanded the food choices, for example, replacing frozen meat with fresh meat in festival menu. To facilitate more residents to join outdoor activities, the institution had arranged mass programmes regularly to accommodate more residents and established mechanism and maintained internal attendance records to ensure every resident has the opportunity in joining outdoor activities. Some JPs suggested addressing the needs of aging residents. In response to JPs' suggestion, the institution had obtained hospital beds and installed call bell alarm and bed monitoring system. The Work Extension Programme had been launched for 30 elderly service users to provide them with appropriate services. The institution would continue to reflect on the rising level of care needed for the aging service users to the SWD.

Under category (ii): physical environment, facilities and equipment, some JPs suggested refurbishment of the aged premises, addressing the water leakage problem and maximising the usage of available space. In response to the recommendations of the JPs, renovation work, including refurbishing walls, ceilings, etc., would be conducted continually to provide a more desirable physical environment for the service users. Besides, SWD would render necessary assistance and advice to the institution concerned in the application for redevelopment of the site. In responding to the water leakage problem, the institution had applied for Lotteries Fund and planned to carry out renovation and refurbishment works with the funding allocated. To maximise the usage of available space, the institution concerned had examined the interior design of the site and tried setting up a special training room with purchase of equipment to cater various needs of the service users.

As for the manpower planning under category (iii), some JPs suggested provision of manpower resources for service users with medical needs and special

learning needs, as well as review on the manpower ratio. To better address various medical needs and special learning needs of service users, provision of nursing staff and clinical psychological service were suggested to a residential child care service (RCCS) unit. SWD has been working on strengthening the manpower of RCCS units in line with the recommendation made in Service Review conducted in 2023. With new regulation about manpower which required to be submitted to SWD, the institution would review the manpower ratio according to the service needs and actual duties of staff.

Under category (iv): training programmes and recreational activities, some JPs suggested to beef up the library resources. The institution concerned had reviewed the library collection and purchased new publications to build up a wider range of books for catering different interests and reading levels of service users.

Under category (v): others, some JPs suggested to enrich the introduction of services provided by the institution and arrange the JP visits to some institutions on weekdays so that more residents could be met on school days upon JP visits. The JPs had received explanation on the arrangement of JP visits and the institution would prepare and deliver a more informative orientation and service introduction for JPs.

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