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# 2002 Annual Report on JP Visits

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

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## **2002 Annual Report on JP Visits**

### **Introduction**

This Annual Report, covering the period from 1 January 2002 to 31 December 2002, is the fourth annual report on visits made by Justices of the Peace (JP). This report sets out the work of JPs in 2002 in visiting institutions under the JP visit programme, handling complaints from prisoners and inmates, and making suggestions and comments to institutions arising from their visits.

### **The JP System**

2. The Justices of the Peace Ordinance (the JP Ordinance) (Cap. 510) provides the statutory basis for the operation of the JP system. The JP Ordinance contains provisions on the appointment, functions, resignation and removal of JPs, and for matters incidental thereto or connected therewith.

3. JPs are appointed by the Chief Executive under section 3(1) of the JP Ordinance. For persons holding any offices in the public service, they are appointed under section 3(1)(a) of the JP Ordinance; for other persons, they are appointed under section 3(1)(b) of the JP Ordinance. For administrative purpose, JPs appointed under section 3(1)(a) are often referred to as Official JPs and JPs appointed under section 3(1)(b) are referred to as Non-official JPs.

### **Functions of JPs**

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

- (a) to visit custodial institutions and detained persons;
- (b) to take and receive declarations and to perform any other functions under the Oaths and Declarations Ordinance (Cap. 11);
- (c) in the case of a Non-official JP, to serve as a member of any advisory panel; and
- (d) to perform such other functions as may be imposed on him from time to time by the Chief Executive.

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

### **Visits to Institutions**

6. In 2002, 51 and 23 persons were appointed Non-official and Official JPs respectively. On the other hand, two Non-official JPs resigned and 26 civil servants ceased to be Official JPs on retirement or on leaving government service. As at 31 December 2002, there were 332 Official JPs and 822 Non-official JPs. However, not all Non-official JPs were available for carrying out visiting duties. Some JPs were exempted from visiting duties because of old age, health or other reasons. At the end of 2002, 173 Non-official JPs were not available for visits. During the year, JPs conducted 824 visits to 114 institutions. On average, each Non-official JP conducts 1.5 visits per annum, while each Official JP conducts 3 visits per year. A full list of JPs may be obtained at the JP website <http://www.info.gov.hk/jp>.

7. JP visits to custodial institutions are conducted under the respective legislation; for example, visits to prisons of the Correctional Services Department (CSD) are provided for under the Prison Rules (Cap. 234A). Visits to general hospitals of the Hospital Authority (HA) or other welfare institutions under the purview of the Social Welfare Department (SWD) are arranged on an administrative basis. In general, visits to prisons and institutions under CSD's management are conducted on a fortnightly or monthly basis, while visits to hospitals and other welfare institutions take place once every quarter or every six months. A pair of JPs are appointed to visit each institution according to the prescribed frequency. Non-official JPs may choose to pair with either an Official or a Non-official JP for the purposes of JP visits.

8. All JP visits to institutions are surprise visits in nature, as JPs may conduct their visits at any reasonable time during their tour of duty. The exact date and time of the visits are not made known to the institutions beforehand. This arrangement will preserve the surprise element of JP visits to institutions and ensure a reasonable spread of such visits over time concurrently. At the request of individual JPs, the JP Secretariat may make special arrangements to facilitate the conduct of additional visits to correctional institutions by the JPs concerned outside their tour of duty to follow up on or look into specific complaints that they may have received. A list of the 114 institutions visited by JPs in 2002 on either a statutory or non-statutory basis is at **Annex A**.

## **Handling of Complaints and Making Suggestions**

9. As in the previous year, the JP Secretariat organised a briefing to help familiarise newly appointed JPs with the JP visit system, as well as JP's functions and duties. Representatives of relevant departments, including CSD, SWD, HA were present to explain the responsibility of visiting JPs at institutions under their management. A total of 57 JPs attended the briefing in September 2002.

10. At the beginning of each JP visit, the officer-in-charge of the relevant institution will provide a short briefing regarding the facilities and services provided by the institution to the visiting JPs. The officer concerned will then accompany the visiting JPs to inspect the facilities and services provided at the institution, and respond to questions or issues raised by the JPs during the tour.

11. One of the important functions of JPs conducting visits to institutions is to ensure that complaints lodged by inmates are handled in a fair and transparent manner. JPs may initiate investigation into any complaints they received from inmates during their visits to institutions. In the interest of privacy, it is an established practice that visiting JPs may speak to inmates in private if they so wish. In addition, JPs are encouraged to make enquiries with the institution management and staff, and inspect the complaint registers as appropriate to satisfy themselves that previous complaints made to the institutions have been handled properly by the management concerned.

12. In 2002, 703 complaints/requests/enquiries were made to visiting JPs (more details at **Annex B**). In handling these complaint cases, JPs had either initiated investigative actions by making personal inquiries into the complaints (such as seeking background information from staff of the institutions and examining relevant records and documents), or referred them to the institutions concerned for follow-up actions. Regarding the complaint cases referred by JPs to the institutions for follow-up actions on their behalf, the departments concerned would advise the JPs of the outcome of their investigations in writing. JPs would be at liberty to mount any further investigations personally as they felt necessary. For requests or enquiries made to JPs, the cases had been referred to the management of the institutions for consideration. JPs were also informed of the follow-up actions taken.

13. To enable JPs to focus on issues that deserve attention during their visits to institutions, checklists have been drawn up to highlight the important areas that JPs may wish to cover in their inspections to different

types of institutions. Such checklists will be provided to JPs before their visits. JPs may also view these checklists in the JP Zone online to broaden their understanding of the nature of services and facilities provided by different institutions under the JP visit programme. Moreover, appointed visiting justices will be provided with reports on outstanding complaint cases made by prisoners and inmates of the institutions concerned so that they may follow up on these complaints or other issues during visits.

14. Another important function of JPs is to provide suggestions and comments to the institution management regarding the facilities and services provided at the institutions. In 2002, JPs made a total of 337 suggestions and comments (more details at **Annex B**). All the suggestions made by JPs have been appropriately followed up by the institutions concerned and JPs have been advised of the follow-up actions taken. JPs' specific comments and assessment on the facilities or services provided are recorded in the JP Visit Logbooks to help institutions focus on areas requiring improvement. Such information enables the institutions as well as JPs to keep track of general conditions and improvements made. To facilitate JPs to record their comments and suggestions after the JP visits, the format of the JP Visit Logbook has been further revised in March 2002 for more organised and user-friendly recording.

15. More information on complaints made to JPs, JPs' suggestions and comments, JPs' overall assessment on the facilities and services provided by institutions, and follow-up actions taken in respect of the complaints made to JPs are set out in **Annex C**.

## **Conclusion**

16. The JP system has served as a useful and effective inspection system and provided an independent channel, in addition to other established channels, for inmates to lodge their complaints and for complaints to be investigated or followed up in accordance with the requirements. In addition, bureaux/departments concerned take comments and suggestions made by JPs as opportunities to improve their management on facilities and services provided at their institutions. The Administration attaches great importance to the JP visit system and will continue to keep under review and, where necessary, improve the effectiveness of the system.

Administration Wing  
Chief Secretary for Administration's Office  
June 2003

## List of Institutions Visited by JPs in 2002

I. Statutory Visits

No.	Name of institution	Frequency of JP visit	Responsible department/organisation	Relevant legislation under which JP visits are conducted
<b>A. Prisons/correctional institutions for adults</b>				
1.	Chi Ma Wan Correctional Institution	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
2.		*Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
3.				
4.		*Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
5.				
6.	Hei Ling Chau Correctional Institution <sup>(1)</sup>	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
7.	Lo Wu Correctional Institution	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
8.	Ma Hang Prison	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
9.			CSD	Rule 222 of the Prison Rules (Cap.234A)
10.				
11.	New Life House <sup>(2)</sup>	Monthly	CSD	Rule 222 of the Prison Rules (Cap.234A)
12.	Pak Sha Wan Correctional Institution	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
13.	Pelican House <sup>(2)</sup>	Monthly	CSD	Rule 222 of the Prison Rules (Cap.234A)
14.	Pik Uk Prison	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)

<sup>(1)</sup> Hei Ling Chau Correctional Institution (No. 6) and Lai Sun Correctional Institution (No. 25) are to be jointly visited.

<sup>(2)</sup> New Life House (No. 11), Pelican House (No. 13) and Cape Collinson Correctional Institution (No. 22) are to be jointly visited.

\* Denotes visit covering two institutions

No.	Name of institution	Frequency of JP visit	Responsible department/organisation	Relevant legislation under which JP visits are conducted
15.	Shek Pik Prison	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
16.	Siu Lam Psychiatric Centre	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
17.	Stanley Prison	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
18.	Tai Lam Centre for Women <sup>(3)</sup>	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
19.	Tai Lam Correctional Institution	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
20.	Tung Tau Correctional Institution	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
<b>B. Correctional institutions for young offenders</b>				
21.	Bauhinia House <sup>(3)</sup>	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
22.	Cape Collinson Correctional Institution <sup>(4)</sup>	Monthly	CSD	Rule 222 of the Prison Rules (Cap.234A)
23.		*Monthly	CSD	Rule 222 of the Prison Rules (Cap.234A)
24.				
25.	Lai Sun Correctional Institution <sup>(5)</sup>	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
26.	Pik Uk Correctional Institution	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
27.	Sha Tsui Detention Centre <sup>(6)</sup>	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A) and Section 9 of the Detention Centres Ordinance (Cap. 239)
28.	Tai Tam Gap Correctional Institution	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)

<sup>(3)</sup> Tai Lam Centre for Women (No. 18) and Bauhinia House (No. 21) are to be jointly visited.

<sup>(4)</sup> New Life House (No. 11) and Pelican House (No. 13), and Cape Collinson Correctional Institution (No. 22) are to be jointly visited.

<sup>(5)</sup> Hei Ling Chau Correctional Institution (No. 6) and Lai Sun Correctional Institution (No. 25) are to be jointly visited.

<sup>(6)</sup> Sha Tsui Detention Centre (No. 27) and Lai Chi Rehabilitation Centre (No. 34) are to be jointly visited.

\* Denotes visit covering two institutions.

No.	Name of institution	Frequency of JP visit	Responsible department/organisation	Relevant legislation under which JP visits are conducted
<b>C. Institutions for drug addicts</b>				
29.	Chi Ma Wan Drug Addiction Treatment Centre <sup>(7)</sup>	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
30.	Hei Ling Chau Addiction Treatment Centre and Annex	Fortnightly	CSD	Rule 222 of the Prison Rules (Cap.234A)
31.	Shek Kwu Chau Treatment and Rehabilitation Centre	Monthly	D of H	Section 5 of the Drug Addicts Treatment and Rehabilitation Ordinance (Cap.326) <sup>+</sup>
32.	Sister Aquinas Memorial Women's Treatment Centre	Monthly	D of H	Section 5 of the Drug Addicts Treatment and Rehabilitation Ordinance (Cap.326) <sup>+</sup>
<b>D. Rehabilitation Centres</b>				
33.	Chi Lan Rehabilitation Centre <sup>(7)</sup>	Fortnightly	CSD	Section 11 of the Rehabilitation Centres Ordinance (Cap. 567)
34.	Lai Chi Rehabilitation Centre <sup>(8)</sup>	Fortnightly	CSD	Section 11 of the Rehabilitation Centres Ordinance (Cap. 567)
<b>E. Reception/detention centres of CSD, ICAC &amp; Imm D</b>				
35.	Green Island Reception Centre	Monthly	CSD	Rule 6 of the Immigration (Vietnamese Migrants) (Detention Centres) Rules (Cap.115M)
36.	Independent Commission Against Corruption Detention Centre	Fortnightly	ICAC	Paragraph 18 of the ICAC (Treatment of Detained Persons) Order (Cap.204A)
37.	Ma Tau Kok Detention Centre	Quarterly	Imm D	Paragraph 18 of the Immigration Service (Treatment of Detained Persons) Order (Cap.331C)

<sup>(7)</sup> Chi Ma Wan Drug Addiction Treatment Centre (No. 29) and Chi Lan Rehabilitation Centre (No. 33) are to be jointly visited.

<sup>(8)</sup> Sha Tsui Detention Centre (No. 27) and Lai Chi Rehabilitation Centre (No. 34) are to be jointly visited.

✦ The Drug Addicts Treatment and Rehabilitation Ordinance (Cap. 326) was repealed on 1 April 2002. JP visits to the Shek Kwu Chau Treatment and Rehabilitation Centre/Sister Aquinas Memorial Women's Treatment Centre have been arranged on an administrative basis since then.



No.	Name of institution	Frequency of JP visit	Responsible department/organisation	Relevant legislation under which JP visits are conducted
<b>F. Psychiatric hospitals</b>				
38.	Castle Peak Hospital	Monthly	HA	Section 5 of the Mental Health Ordinance (Cap.136)
39.	Kwai Chung Hospital	Monthly	HA	Section 5 of the Mental Health Ordinance (Cap.136)
40.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	Monthly	HA	Section 5 of the Mental Health Ordinance (Cap.136)
41.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of the Pamela Youde Nethersole Eastern Hospital	Monthly	HA	Section 5 of the Mental Health Ordinance (Cap.136)
<b>G. Remand home, places of refuge, probation homes/hostel and reformatory school of SWD</b>				
42.	Begonia Road Juvenile Home	Monthly	SWD	Rule 2 of the Juvenile Offenders Ordinance (Cap.226C)
43.	Chuk Yuen Children's Reception Centre	Quarterly	SWD	Regulation 4 of the Protection of Children and Juveniles (Places of Refuge) Regulations (Cap.213A)
44.	Fanling Girls' Home	Monthly	SWD	Rule 42 of the Probation of Offenders Rules (Cap.298A)
45.	Kwun Tong Hostel	Monthly	SWD	Rule 42 of the Probation of Offenders Rules (Cap.298A)
46.	Ma Tau Wai Girls' Home	Monthly	SWD	Regulation 4 of the Protection of Children and Juveniles (Places of Refuge) Regulations (Cap.213A) and Rule 2 of the Juvenile Offenders Ordinance (Cap. 226C)
47.	O Pui Shan Boys' Home	Monthly	SWD	Section 14 of the Reformatory School Ordinance (Cap.225)
48.	Pui Chi Boys' Home	Monthly	SWD	Regulation 4 of the Protection of Children and Juveniles (Places of Refuge) Regulations (Cap.213A)
49.	Shatin Boys' Home	Monthly	SWD	Rule 42 of the Probation of Offenders Rules (Cap.298A)

No.	Name of institution	Frequency of JP visit	Responsible department/organisation	Relevant legislation under which JP visits are conducted
50.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	Quarterly	SWD	Regulation 4 of the Protection of Children and Juveniles (Places of Refuge) Regulations (Cap. 213A)

## II. Non-statutory Visits

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
	<b>A. General acute hospitals with 24-hour A&amp;E services and hospitals with a mix of acute &amp; non-acute services</b>		
1.	Alice Ho Miu Ling Nethersole Hospital	Half-yearly	HA
2.	Caritas Medical Centre	Quarterly	HA
3.	Haven of Hope Hospital	Half-yearly	HA
4.	Hong Kong Buddhist Hospital	Half-yearly	HA
5.	Kowloon Hospital	Quarterly	HA
6.	Kwong Wah Hospital	Quarterly	HA
7.	North District Hospital <sup>(9)</sup>	Half-yearly	HA
8.	Pamela Youde Nethersole Eastern Hospital	Quarterly	HA
9.	Pok Oi Hospital	Half-yearly	HA
10.	Prince of Wales Hospital	Quarterly	HA
11.	Princess Margaret Hospital	Quarterly	HA
12.	Queen Elizabeth Hospital	Quarterly	HA
13.	Queen Mary Hospital	Quarterly	HA
14.	Ruttonjee Hospital <sup>(10)</sup>	Half-yearly	HA
15.	Shatin Hospital	Half-yearly	HA
16.	Tai Po Hospital	Half-yearly	HA

<sup>(9)</sup> North District Hospital (No. 7) and Fanling Hospital (No. 34) were jointly visited by JPs from January to September 2002. Fanling Hospital ceased operation in October 2002.

<sup>(10)</sup> Ruttonjee Hospital (No. 14) and Tang Shiu Kin Hospital (No. 39) are to be jointly visited.

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
17.	Tseung Kwan O Hospital	Half-yearly	HA
18.	Tuen Mun Hospital	Quarterly	HA
19.	Tung Wah Eastern Hospital	Half-yearly	HA
20.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	Half-yearly	HA
21.	Tung Wah Hospital	Half-yearly	HA
22.	United Christian Hospital	Quarterly	HA
23.	Yan Chai Hospital	Quarterly	HA
<b>B. Psychiatric hospitals</b>			
24.	Lai Chi Kok Hospital HA Care Home	Half-yearly	HA
25.	Siu Lam Hospital	Half-yearly	HA
<b>C. Non-acute or infirmary hospitals</b>			
26.	Cheshire Home, Chung Hom Kok	Half-yearly	HA
27.	Cheshire Home, Shatin	Half-yearly	HA
28.	MacLehose Medical Rehabilitation Centre	Half-yearly	HA
29.	Nam Long Hospital	Half-yearly	HA
30.	Tung Wah Group of Hospitals Fung Yiu King Hospital	Half-yearly	HA
31.	Wong Chuk Hang Hospital	Half-yearly	HA
<b>D. Acute hospitals of special nature</b>			
32.	Bradbury Hospice	Half-yearly	HA
33.	The Duchess of Kent Children's Hospital at Sandy Bay	Half-yearly	HA
34.	Fanling Hospital <sup>(11)</sup>	Half-yearly	HA
35.	Grantham Hospital	Half-yearly	HA
36.	Hong Kong Eye Hospital	Half-yearly	HA
37.	Our Lady of Maryknoll Hospital	Half-yearly	HA

<sup>(11)</sup> North District Hospital (No. 7) and Fanling Hospital (No. 34) were jointly visited by JPs from January to September 2002. Fanling Hospital ceased operation in October 2002.

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
38.	St. John Hospital	Half-yearly	HA
39.	Tang Shiu Kin Hospital <sup>(12)</sup>	Half-yearly	HA
<b>E. Children's homes of SWD/NGOs</b>			
40.	Caritas Hong Kong – Pelletier Hall	Half-yearly	SWD
41.	Hong Kong Juvenile Care Centre – Bradbury Hostel	Half-yearly	SWD
42.	Hong Kong Student Aid Society – Holland Hostel	Half-yearly	SWD
43.	Hong Kong Student Aid Society – Island Hostel	Half-yearly	SWD
44.	Sisters of the Good Shepherd – Marycove Centre	Half-yearly	SWD
45.	Society of Boys' Centres – Chak Yan Centre	Half-yearly	SWD
46.	Society of Boys' Centres – Cheung Hong Hostel	Half-yearly	SWD
47.	Society of Boys' Centres – Shing Tak Centre	Half-yearly	SWD
48.	Society of Boys' Centres – Un Chau Hostel	Half-yearly	SWD
49.	Tung Wah Group of Hospitals – Wing Yin Hostel	Half-yearly	SWD
50.	Wai Yee Hostel	Quarterly	SWD
<b>F. Day and residential units for people with disabilities of SWD</b>			
51.	Cheung Hong Hostel and Day Activity Centre	Quarterly	SWD
52.	Choi Wan Sheltered Workshop and Hostel <sup>(13)</sup>	Quarterly	SWD
53.	Hang Ngai Manufacturing and Hostel	Quarterly	SWD
54.	Kwai Shing Hostel	Quarterly	SWD
<b>G. Residential care home for the elderly of SWD/NGOs</b>			
55.	Caritas Hong Kong – Caritas Li Ka Shing Care and Attention Home	Quarterly	SWD
56.	Chi Lin Nunnery – Chi Lin Care and Attention Home	Quarterly	SWD
57.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	Quarterly	SWD

<sup>(12)</sup> Ruttonjee Hospital (No. 14) and Tang Shiu Kin Hospital (No. 39) are to be jointly visited.

<sup>(13)</sup> Choi Wan Sheltered Workshop and Hostel ceased operation in May 2002.

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
58.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	Quarterly	SWD
59.	HO's Clansmen Association Hostel for the Elderly	Quarterly	SWD
60.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	Quarterly	SWD
61.	The Hong Kong Buddhist Association – Buddhist Sum Ma Shui Ying Care and Attention Home for the Elderly	Quarterly	SWD
62.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home	Quarterly	SWD
63.	Yan Chai Hospital – Chinachem Care and Attention Home	Quarterly	SWD
<b>H. Charitable organisation providing social services</b>			
64.	Po Leung Kuk	Quarterly	HAD

Key : CSD – Correctional Services Department  
D of H – Department of Health  
HA – Hospital Authority  
HAD – Home Affairs Department  
ICAC – Independent Commission Against Corruption  
Imm D – Immigration Department  
SWD – Social Welfare Department  
NGOs – Non-governmental Organisations

**Statistics on Complaints/Requests/Enquiries Received and  
Suggestions/Comments Made by JPs  
from 2000 to 2002**

Institutions	No. of institutions			No. of JP visits			No. of complaints/ requests/enquiries made to JPs			No. of suggestions/ comments made by JPs		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
	29	29	33	467	466	490	371*	394*	579*	122	138	160
	2	2	2	23	21	24	0	0	0	7	22	19
	1	1	1	23	23	23	4	0	0	5	2	2
	1	1	1	4	4	4	0	1	0	0	1	0
	43	43	43	129	142	142	15 <sup>#</sup>	20 <sup>#</sup>	121 <sup>#</sup>	48	55	23
	16	16	33	94	116	137	2	7	3	100	117	131
	1	1	1	4	4	4	0	0	0	1	12	2
<b>Total :</b>	<b>93</b>	<b>93</b>	<b>114</b>	<b>744</b>	<b>776</b>	<b>824</b>	<b>392</b>	<b>422</b>	<b>703</b>	<b>283</b>	<b>347</b>	<b>337</b>

\* In 2000, 253 cases (68%) were complaints made to JPs whereas 118 cases (32%) were enquiries/requests for assistance.

In 2001, 253 cases (64%) were complaints made to JPs whereas 141 cases (36%) were enquiries/requests for assistance.

In 2002, 396 cases (68%) were complaints made to JPs whereas 183 cases (32%) were enquiries/requests for assistance.

# In 2000 and 2001, there was no breakdown on the respective number of complaints and requests made to JPs.

In 2002, 8 cases (6.6%) were complaints made to JPs whereas 113 cases (93.4%) were requests for assistance.

**Detailed Information on JP Visits to Individual Institutions**

( from 1.1.2002 to 31.12.2002 )

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

Serial no.	Name of institution	No. of JP visits	No. of complaints/ requests/ enquiries made to JPs	No. of suggestions/ comments made by JPs
1.	Cape Collinson Correctional Institution/Bauhinia House and Pelican House ♦	7	0	2
2.	Cape Collinson Correctional Institution/New Life House and Pelican House ♦	5	0	2
3.	Chi Ma Wan Correctional Institution	22	5(2)	5
4.	Chi Ma Wan Drug Addiction Treatment Centre	15	0	5
5.	Chi Ma Wan Drug Addiction Treatment Centre and Chi Lan Rehabilitation Centre ♦	8	2(0)	1
6.	Custodial Ward of Queen Elizabeth Hospital/ Lai Chi Kok Reception Centre ♦	24	73(15)	10
7.	Custodial Ward of Queen Mary Hospital/ Victoria Prison ♦	24	8(3)	11
8.	Green Island Reception Centre	2	0	2
9.	Hei Ling Chau Addiction Treatment Centre and Annex	23	1(1)	16
10.	Hei Ling Chau Correctional Institution/Lai Sun Correctional Institution ♦	22	15(4)	15
11.	Lai King Training Centre/Phoenix House ♦	12	0	3
12.	Lo Wu Correctional Institution	24	2(2)	3
13.	Ma Hang Prison	23	1(1)	6
14.	Ma Po Ping Prison and Tong Fuk Centre ♦	22	3(2)	3
15.	Pak Sha Wan Correctional Institution	24	28(10)	7
16.	Pik Uk Correctional Institution	23	1(0)	5
17.	Pik Uk Prison	24	50(14)	10
18.	Sha Tsui Detention Centre	15	0	3
19.	Sha Tsui Detention Centre and Lai Chi Rehabilitation Centre ♦	9	0	1
20.	Shek Pik Prison	23	31(2)	5
21.	Siu Lam Psychiatric Centre	23	33(21)	5

♦ Denotes visits covering two institutions.

( ) Figure on requests/enquiries.

Serial no.	Name of institution	No. of JP visits	No. of complaints/ requests/ enquiries made to JPs	No. of suggestions/ comments made by JPs
22.	Stanley Prison	23	263(87)	1
23.	Tai Lam Centre for Women	13	11(5)	12
24.	Tai Lam Centre for Women/Bauhinia House <sup>♦</sup>	8	7(4)	1
25.	Tai Lam Correctional Institution/New Life House <sup>♦</sup>	14	11(4)	2
26.	Tai Lam Correctional Institution	10	9(1)	5
27.	Tai Tam Gap Correctional Institution	24	0	16
28.	Tung Tau Correctional Institution	24	25(5)	3
	<b>Total :</b>	<b>490</b>	<b>579(183)</b>	<b>160</b>

- ♦ Denotes visits covering two institutions.  
 ( ) Figure on requests/enquiries.

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

Serial no.	Name of institution	No. of JP visits							Remarks
1.	Cape Collinson Correctional Institution <sup>△</sup> / Bauhinia House and Pelican House <sup>△</sup>	7		6	0	2	5	0	
			3	3	0	1	2	0	
2.	Cape Collinson Correctional Institution <sup>△</sup> / New Life House and Pelican House <sup>△(a)</sup>	5		5	0	0	5	0	
			0	5	0	0	4	0	
3.	Chi Ma Wan Correctional Institution	22	3	19	0	4	17	0	
4.	Chi Ma Wan Drug Addiction Treatment Centre	15	4	9	0	3	11	0	

\* During the visits, JPs looked at the facilities (such as workshops, dormitories/cells, kitchen/hall and general state of the premises, etc.) and services (including prisoners' welfare and rehabilitation/medical/management services, etc.) provided by the institutions concerned and gave their assessments on these areas.

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

# The system of satisfactory ratings given by JPs was revised in March 2002 and the rating of "Very Satisfactory" has been deleted since then.

△ Separate reports have been completed by JPs for each specific institution.

(a) Cape Collinson Correction Institution, New Life House and Pelican House are jointly visited by JPs with effect from August 2002.



Serial no.	Name of institution	No. of JP visits							Remarks
5.	Chi Ma Wan Drug Addiction Treatment Centre and Chi Lan Rehabilitation Centre <sup>(b)</sup>	8	0	7	0	0	8	0	
6.	Custodial Ward of Queen Elizabeth Hospital <sup>△</sup> / Lai Chi Kok Reception Centre <sup>△</sup>	24		19	0	1	21	0	One unsatisfactory grading was given in respect of the crowded environment of the Reception Centre.
				20	1	1	21	0	
7.	Custodial Ward of Queen Mary Hospital <sup>△</sup> / Victoria Prison <sup>△</sup>	24	2	20	0	1	21	0	
			0	23	0	0	24	0	
8.	Green Island Reception Centre <sup>(c)</sup>	2	0	2	0	0	2	0	
9.	Hei Ling Chau Addiction Treatment Centre and Annex	23	1	20	0	3	20	0	
10.	Hei Ling Chau Correctional Institution <sup>△</sup> / Lai Sun Correctional Institution <sup>△</sup>	22		21	0	1	20	0	
			3	18	0	4	18	0	
11.	Lai King Training Centre <sup>△</sup> / Phoenix House <sup>△</sup>	12	2	9	0	2	10	0	
			0	11	0	1	10	0	
12.	Lo Wu Correctional Institution	24	1	22	0	1	23	0	
13.	Ma Hang Prison	23	3	18	0	3	20	0	
14.	Ma Po Ping Prison and Tong Fuk Centre	22	3	19	0	3	19	0	
15.	Pak Sha Wan Correctional Institution	24	2	21	0	2	18	0	
16.	Pik Uk Correctional Institution	23	2	18	0	2	20	0	
17.	Pik Uk Prison	24	2	22	0	2	22	0	
18.	Sha Tsui Detention Centre	15	1	13	0	1	13	0	
19.	Sha Tsui Detention Centre and Lai Chi Rehabilitation Centre <sup>(d)</sup>	9	0	7	0	0	9	0	
20.	Shek Pik Prison	23	2	20	0	3	19	0	
21.	Siu Lam Psychiatric Centre	23	1	22	0	1	22	0	

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

# The system of satisfactory ratings given by JPs was revised in March 2002 and the rating of “Very Satisfactory” has been deleted since then.

△ Separate reports have been completed by JPs for each specific institution.

<sup>(b)</sup> Chi Ma Wan Drug Addiction Treatment Centre and Chi Lan Rehabilitation Centre are jointly visited by JPs with effect from the second fortnight of August 2002.

<sup>(c)</sup> JP visits to the Green Island Reception Centre has been temporarily suspended since October 2002.

<sup>(d)</sup> Sha Tsui Detention Centre and Lai Chi Rehabilitation Centre are jointly visited by JPs with effect from the second fortnight of August 2002.

Serial no.	Name of institution	No. of JP visits							Remarks
22.	Stanley Prison	23	2	19	0	3	20	0	
23.	Tai Lam Centre for Women	13	1	12	0	1	12	0	
24.	Tai Lam Centre for Women <sup>△</sup> / Bauhinia House <sup>△(e)</sup>	8	0	8	0	0	8	0	
			0	7	0	0	7	0	
25.	Tai Lam Correctional Institution <sup>△</sup> / New Life House <sup>△</sup>	14		13	0	2	12	0	
			0	0	0	0	0	0	
26.	Tai Lam Correctional Institution <sup>(f)</sup>	10	0	10	0	0	10	0	
27.	Tai Tam Gap Correctional Institution	24	2	21	0	3	20	0	
28.	Tung Tau Correctional Institution	24	4	19	0	4	20	0	
<b>Total :</b>		<b>490</b>	<b>50</b>	<b>508</b>	<b>1</b>	<b>55</b>	<b>513</b>	<b>0</b>	

Key : VS - Very Satisfactory  
S - Satisfactory  
U - Unsatisfactory

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

The complaints made to JPs fall within the following categories :

- (a) 31 complaints against disciplinary action (e.g. injustice, unfairness in disciplinary proceedings, excessive punishment and dismissal of appeal);
- (b) 272 complaints against administrative actions/measures/procedures taken by CSD or individual institutions and treatment received (e.g. medical care and treatment, removal from normal association, work assignments, earning rate, diet, transfer amongst institutions, loss of properties, computation of sentence, clothing, rejecting/ignoring request/complaint, lack of follow-up actions, telephone calls, handling of letters);

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★ The total number of overall gradings on facilities or services may not add up to the total number of JP visits to an institution since some JPs may not have provided an overall grading on facilities or services during a particular visit.  
# The system of satisfactory ratings given by JPs was revised in March 2002 and the rating of "Very Satisfactory" has been deleted since then.  
△ Separate reports have been completed by JPs for each specific institution.  
(e) Tai Lam Centre for Women and Bauhinia House are jointly visited by JPs with effect from the second fortnight of August 2002.  
(f) JPs started to visit the Tai Lam Correctional Institution alone with effect from August 2002.

- (c) 56 complaints against the conduct of staff (e.g. abuse of authority, unfair treatment, intrusion into personal privacy, assault, use of threat, unnecessary force and abusive language); and
- (d) 37 complaints against other departments/agencies (e.g. Hong Kong Police Force, Immigration Department, Judiciary, Hospital Authority, Legal Aid Department, Hong Kong Bar Association, Long-term Prison Sentences Review Board, Small Claims Tribunal and Independent Commission Against Corruption).

Out of the 31 complaints concerning disciplinary action, 19 cases were against unfairness, six cases were objections to the disciplinary action. The relevant records and proceedings of disciplinary actions were produced to JPs for examination. The right of appeal and the appeal channel were conveyed to the prisoners concerned. JPs concerned were satisfied that all the cases had been properly dealt with.

Out of the 272 complaints against administrative actions/measures/procedures taken by CSD or individual institutions and treatment received, 16 were referred to the Complaints Investigation Unit (CIU) of CSD for follow-up actions. CIU found no evidence to substantiate the allegations. As for complaints concerning work assignment, earning rate, diet, computation of sentence, etc., the relevant statutory requirements, policies and standing procedures were explained to JPs and they found the allegations unsubstantiated. The prisoners concerned were informed of the outcome. In respect of cases concerning medical treatment, the prisoners were referred to the Medical Officers of the institutions for treatment or medical specialists for follow-up actions. For cases concerning removal from normal association, the background was explained to JPs by the management of the institutions. JPs concerned were informed of the various actions taken and were satisfied that all the cases had been properly dealt with.

Out of the 56 cases of complaints against the conduct of staff, six were referred to CIU for follow-up actions. CIU found no evidence to substantiate the allegations. The rest were considered by JPs as unsubstantiated. JPs and the prisoners concerned were informed of the outcome.

There were 37 complaints against other departments or organizations. All the complaint cases were referred to the authorities concerned for attention and follow-up actions. JPs and the prisoners concerned were informed of the referral made, and the relevant authorities were requested to keep JPs informed of the outcome.

There were 183 requests or enquiries made to JPs. Among them, 27 were requests for dispatching letters to members of the Legislative Council or government departments on their behalf, 16 for change of work assignments, 14 for transfer to other institutions, 14 for medical assistance and eight for assistance from the Legal Aid Department. There were seven requests for compensation, seven for making phone calls, seven for information on the outcome of investigations and six relating to the diet.

The other requests or enquires were related to review of separation, TV watching arrangement, trace of properties, seeking assistance from other department, etc. The background of these cases was explained to JPs by the management of the institutions. In most cases, JPs gave advice to the prisoners concerned on the spot. For other cases, the matters were referred to the management of the institutions or to the authorities concerned for follow-up actions. JPs and the prisoners concerned were informed of the actions taken.

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

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

- (a) improvement to domestic facilities (e.g. ventilation, illumination, drainage/sanitary/piping system, cleanliness, personal hygiene, replacement or upgrading of facilities);
- (b) improvement to physical setting (e.g. renovation of the visit area, reception area, dining hall and office, expansion of kitchen, the setting up of a solar power scheme for an outlying institution, installation of CCTV system to monitor the corridor, and rebuilding/upgrading of old buildings);
- (c) improvement to the overcrowding condition of institutions, cost-effectiveness in maintaining the custodial wards or general operation of identified institutions;
- (d) enhancement of the training programmes for inmates/prisoners; and
- (e) miscellaneous (e.g. employment opportunities for rehabilitated offenders, engaging illegal immigrants from the Mainland and inmates/detainees in work, provision of more psychological services for the large number of female inmates, introduction of health talks, expanding the scope of work of sex offenders evaluation and treatment unit, replacing communication equipment with lighter ones, industrial safety in workshops, treatment of smokers, providing psychological services to staff, etc.).

For suggestions and comments concerning minor improvement to facilities inside institutions, follow-up actions were taken by the institutions concerned. For those in relation to large-scale renovation and expansion of existing facilities, they were referred to the Architectural Services Department for comments and consideration.

The Administration's efforts in addressing the problem of overcrowding condition of institutions and cost-effectiveness in maintaining the operation of an identified institution were explained to JPs. Parts of the less congested institutions were converted to accommodate female prisoners.

JPs' main concern on the training programmes for prisoners was about the enhancement of information technology training, the expansion of learning duration, upgrading of training facilities, and the provision of useful vocational training to facilitate prisoners' reintegration into the society. CSD would continue to review the programmes, taking into account the present needs of the community and to explore the possibility of introducing more updated vocational training courses for prisoners.

As regards the comments related to workshops, the Occupational Hygienists of the Labour Department were consulted on the dust level of the workplace to ensure the levels were well within the occupational exposure limit. The safety precautions at work-place were also emphasized. JPs were informed of the actions taken or progress made as appropriate. The other miscellaneous suggestions and views of JPs were taken up by CSD internally or referred to other relevant departments for attention.

**II. Shek Kwu Chau Treatment and Rehabilitation Centre and Sister Aquinas Memorial Women's Treatment Centre**

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

Serial no.	Name of institution	No. of JP visits	No. of complaints/requests/enquiries made to JPs	No. of suggestions/comments made by JPs
1.	Shek Kwu Chau Treatment and Rehabilitation Centre	12	0	6
2.	Sister Aquinas Memorial Women's Treatment Centre	12	0	13
	<b>Total :</b>	<b>24</b>	<b>0</b>	<b>19</b>

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

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities			Overall grading on services			Remarks
			VS#	S	U	VS#	S		
1.	Shek Kwu Chau Treatment and Rehabilitation Centre	12	0	12	0	1	11	0	
2.	Sister Aquinas Memorial Women's Treatment Centre	12	0	12	0	2	10	0	
	<b>Total :</b>	<b>24</b>	<b>0</b>	<b>24</b>	<b>0</b>	<b>3</b>	<b>21</b>	<b>0</b>	

Key : VS - Very Satisfactory  
 S - Satisfactory  
 U - Unsatisfactory

\* During the visits, JPs looked at the facilities (such as facilities of the hospital, living accommodation, kitchen and general state of the premises, etc.) and services (including training programmes, recreational activities and management services, etc.) provided by the institutions concerned and gave their assessments on these areas.

# The system of satisfactory ratings given by JPs was revised in March 2002 and the rating of "Very Satisfactory" has been deleted since then.

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

The suggestions/comments made by JPs and the follow-up actions taken in respect of the Shek Kwu Chau Treatment and Rehabilitation Centre and Sister Aquinas Memorial Women's Treatment Centre are summarised as follows.

Donations have been solicited from charitable organizations and private entities to increase the stock of books and educational video tapes of the library. In response to the suggestions on training, more language and computer application skills classes have been organized. Vocational and diversified job skills training programmes such as construction and masonry, transport services, painting, electrical, plumbing, gardening, beautician service and hairdressing were also strengthened. The management concerned is considering to incorporate the gardening work and flower arrangement in the work therapy programme.

Seminars are conducted at regular intervals to educate the patients about the harmful effect of smoking and organize smoke-quit campaign for residents. The institution concerned has been actively seeking funding from various sources to expand the current wards and would seek to revive the project to expand the detoxification and rehabilitation wards.

On the suggestion to review the admission policies to achieve a higher level of success rate, a review of the re-admission policy of the institution concerned has commenced in early 2003. Under existing re-admission policy, patients are subject to pre-admission screening and are assessed of their motivation before admission. The management concerned will continue to exercise prudent control over the use of public resources so that only the needy will be offered the desired treatment opportunity.

### III. ICAC Detention Centre

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

Name of institution	No. of JP visits	No. of complaints/requests/enquiries made to JPs	No. of suggestions/comments made by JPs
ICAC Detention Centre	23	0	2
<b>Total :</b>	<b>23</b>	<b>0</b>	<b>2</b>

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

Name of institution	No. of JP visits	Overall grading on facilities <sup>†</sup>			Overall grading on services			Remarks
		VS#	S	U	VS#	S	U	
ICAC Detention Centre	23	2	20	0	1	22	0	
<b>Total :</b>	<b>23</b>	<b>2</b>	<b>20</b>	<b>0</b>	<b>1</b>	<b>22</b>	<b>0</b>	

Key : VS - Very Satisfactory  
 S - Satisfactory  
 U - Unsatisfactory

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

Suggestions/comments made by JPs after visits to the Detention Centre are as follows:

- (a) information on dietary requirements should be obtained on admission of the detainees rather than at meal times; and
- (b) may consider introducing some pictures in the cells since these detainees are yet to be charged.

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\* During the visits, JPs looked at the facilities (such as cells, interview room, search/medical/charge room and general state of the premises, etc.) and services (including food, bedding and management services, etc.) provided by the institutions concerned and gave their assessments on these areas.

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

# The system of satisfactory ratings given by JPs was revised in March 2002 and the rating of "Very Satisfactory" has been deleted since then.



In response to the suggestions/comments made by JPs, the following actions have been taken:

- (a) the ICAC detention form has been amended so that specific dietary requirements of detainees can be obtained on admission; and
- (b) for safety and security reasons, the proposal to introduce pictures in the detention cells is considered not feasible. However, the management decided to upgrade the cells by repainting them.

#### IV. Ma Tau Kok Detention Centre of the Immigration Department

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

Name of institution	No. of JP visits	No. of complaints/requests/enquiries made to JPs	No. of suggestions/comments made by JPs
Ma Tau Kok Detention Centre	4	0	0
<b>Total :</b>	<b>4</b>	<b>0</b>	<b>0</b>

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

Name of institution	No. of JP visits							Remarks
Ma Tau Kok Detention Centre	4	0	4	0	0	4	0	
<b>Total :</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	

Key : VS - Very Satisfactory  
 S - Satisfactory  
 U - Unsatisfactory

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

# The system of satisfactory ratings was revised in March 2002 and the rating of "Very Satisfactory" has been deleted since then.

## V. Hospitals of the Hospital Authority

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

Serial no.	Name of institution	No. of JP visits	No. of complaints/requests/enquiries made to JPs	No. of suggestions/comments made by JPs
1.	Alice Ho Miu Ling Nethersole Hospital	2	0	2
2.	Bradbury Hospice	2	0	1
3.	Caritas Medical Centre	4	0	0
4.	Castle Peak Hospital	11	3(3)	0
5.	Cheshire Home, Chung Hom Kok	1	0	0
6.	Cheshire Home, Shatin	2	0	0
7.	The Duchess of Kent Children's Hospital at Sandy Bay	2	0	1
8.	Grantham Hospital	2	0	0
9.	Haven of Hope Hospital	2	0	0
10.	Hong Kong Buddhist Hospital	2	0	0
11.	Hong Kong Eye Hospital	2	0	0
12.	Kowloon Hospital	4	0	0
13.	Kwai Chung Hospital	12	7(4)	2
14.	Kwong Wah Hospital	4	0	2
15.	Lai Chi Kok Hospital HACare Home <sup>(1)</sup>	2	0	1
16.	MacLehose Medical Rehabilitation Centre	2	0	0
17.	Nam Long Hospital	2	0	0
18.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	12	38(37)	2
19.	North District Hospital and Fanling Hospital* <sup>(2)</sup>	2	0	0
20.	Our Lady of Maryknoll Hospital	2	0	1
21.	Pamela Youde Nethersole Eastern Hospital	4	0	0
22.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of the Pamela Youde Nethersole Eastern Hospital	12	73(69)	5

( ) Figures on requests/enquiries.

◆ Denotes visits covering two institutions.

<sup>(1)</sup> Lai Chi Kok Hospital was renamed Lai Chi Kok Hospital HACare Home.

<sup>(2)</sup> Fanling Hospital ceased operation in October 2002.

<b>Serial no.</b>	<b>Name of institution</b>	<b>No. of JP visits</b>	<b>No. of complaints/ requests/enquiries made to JPs</b>	<b>No. of suggestions/ comments made by JPs</b>
23.	Pok Oi Hospital	2	0	0
24.	Prince of Wales Hospital	4	0	1
25.	Princess Margaret Hospital	4	0	0
26.	Queen Elizabeth Hospital	4	0	0
27.	Queen Mary Hospital	4	0	0
28.	Ruttonjee and Tang Shiu Kin Hospitals <sup>♦</sup>	2	0	0
29.	Shatin Hospital	2	0	0
30.	Siu Lam Hospital	2	0	0
31.	St John Hospital	2	0	0
32.	Tai Po Hospital	2	0	0
33.	Tseung Kwan O Hospital	2	0	0
34.	Tuen Mun Hospital	4	0	3
35.	Tung Wah Eastern Hospital	2	0	0
36.	Tung Wah Group of Hospitals Fung Yiu King Hospital	2	0	1
37.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	2	0	0
38.	Tung Wah Hospital	2	0	0
39.	United Christian Hospital	4	0	1
40.	Wong Chuk Hang Hospital	2	0	0
41.	Yan Chai Hospital	4	0	0
	<b>Total :</b>	<b>142</b>	<b>121(113)</b>	<b>23</b>

♦ Denotes visits covering two institutions.

( ) Figures on requests/enquiries.

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

Serial no.	Name of institution	No. of JP visits							Remarks
1.	Alice Ho Miu Ling Nethersole Hospital	2	1	1	0	1	1	0	
2.	Bradbury Hospice	2	1	1	0	1	1	0	
3.	Caritas Medical Centre	4	1	2	0	1	3	0	
4.	Castle Peak Hospital	11	2	7	0	2	8	0	
5.	Cheshire Home, Chung Hom Kok	1	0	0	0	0	1	0	
6.	Cheshire Home, Shatin	2	0	2	0	0	2	0	
7.	The Duchess of Kent Children's Hospital at Sandy Bay	2	0	2	0	0	2	0	
8.	Grantham Hospital	2	1	1	0	1	1	0	
9.	Haven of Hope Hospital	2	1	1	0	1	1	0	
10.	Hong Kong Buddhist Hospital	2	0	1	0	0	1	0	
11.	Hong Kong Eye Hospital	2	1	1	0	1	1	0	
12.	Kowloon Hospital	4	0	4	0	0	4	0	
13.	Kwai Chung Hospital	12	0	11	0	0	9	0	
14.	Kwong Wah Hospital	4	0	4	0	0	3	0	
15.	Lai Chi Kok HACare Home	2	0	2	0	0	2	0	
16.	MacLehose Medical Rehabilitation Centre	2	0	2	0	0	2	0	
17.	Nam Long Hospital	2	0	2	0	0	2	0	
18.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	12	4	8	0	4	7	0	
19.	North District Hospital and Fanling Hospital	2	0	2	0	0	1	0	
20.	Our Lady of Maryknoll Hospital	2	0	2	0	0	2	0	

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

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

# The system of satisfactory ratings given by JPs was revised in March 2002 and the rating of "Very Satisfactory" has been deleted since then.

Serial No.	Name of institution	No. of JP visits							Remarks
21.	Pamela Youde Nethersole Eastern Hospital	4	1	2	0	0	4	0	
22.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital	12	0	11	0	0	9	0	
23.	Pok Oi Hospital	2	0	2	0	0	2	0	
24.	Prince of Wales Hospital	4	0	2	0	0	4	0	
25.	Princess Margaret Hospital	4	0	3	0	0	3	0	
26.	Queen Elizabeth Hospital	4	0	4	0	1	2	0	
27.	Queen Mary Hospital	4	0	3	0	0	2	0	
28.	Ruttonjee and Tang Shiu Kin Hospitals	2	0	2	0	0	2	0	
29.	Shatin Hospital	2	0	2	0	0	2	0	
30.	Siu Lam Hospital	2	0	2	0	0	1	0	
31.	St John Hospital	2	0	2	0	0	2	0	
32.	Tai Po Hospital	2	2	0	0	2	0	0	
33.	Tseung Kwan O Hospital	2	0	2	0	0	2	0	
34.	Tuen Mun Hospital	4	0	4	0	0	3	0	
35.	Tung Wah Eastern Hospital	2	0	2	0	0	1	0	
36.	Tung Wah Group of Hospitals Fung Yiu King Hospital	2	0	2	0	1 <sup>△</sup>	1	0	
37.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	2	0	2	0	0	2	0	
38.	Tung Wah Hospital	2	0	1	0	0	2	0	
39.	United Christian Hospital	4	0	4	0	1	3	0	
40.	Wong Chuk Hang Hospital	2	0	2	0	0	1	0	

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

# The system of satisfactory ratings given by JPs was revised in March 2002 and the rating of "Very Satisfactory" has been deleted since then.

△ Rating between VS and S.

Serial No.	Name of institution	No. of JP visits							Remarks
41.	Yan Chai Hospital	4	0	2	0	0	2	0	
	<b>Total :</b>	<b>142</b>	<b>15</b>	<b>112</b>	<b>0</b>	<b>16+</b> <b>1<sup>△</sup></b>	<b>104</b>	<b>0</b>	

Key : VS - Very Satisfactory  
S - Satisfactory  
U – Unsatisfactory

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

All eight complaints were made by patients of psychiatric wards to visiting JPs. The JPs concerned were informed of the follow-up actions taken by the institutions as set out below.

Some complaints were related to the taking of blood test or medication. Explanation was given to the patients regarding the need for blood test and medication given. In the case of a complaint by a patient on being physically restrained, the doctor-in-charge advised that such course of action was necessary and had been properly applied in accordance with the laid down procedures. There were complaints on food and unsatisfactory toilet condition. The catering department has introduced more variety in the daily menu with due attention paid to healthy diet. Condition in the toilets has also been improved with more frequent cleansing.

There were 113 requests all of which were made by patients of psychiatric wards to JPs. Most of the requests were for early release from the hospitals or for home leave. The case doctors together with their supervisors reviewed the clinical justification for keeping the patients in hospitals. If the patients were not suitable for either home leave or discharge, they were handled according to the Mental Health Ordinance. Patients were also advised of their rights to raise their cases with the Mental Health Review Tribunal.

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✦ The total number of overall gradings on facilities or services may not add up to the total number of JP visits to an institution since some JPs may not have provided an overall grading on facilities or services during a particular visit.  
# The system of satisfactory ratings given by JPs was revised in March 2002 and the rating of “Very Satisfactory” has been deleted since then.  
△ Rating between VS and S.

There were also requests to change ward, hospital or doctors. In each case, the situation was carefully reviewed by the supervisor of the case doctor with due attention paid to the patient's current mental state, as well as the importance of continuity of care and good doctor-patient relationship. Request for adjustment of medication was processed having regard to the clinical condition of individual patients.

Requests for more recreational activities and frequent use of telephone were met having regard to clinical condition of the patients.

Some patients were worried about accommodation and financial support after discharge. Medical Social Workers were assigned to assist patients to resolve their problems.

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

23 comments or suggestions were made by JPs after their visits to the public hospitals, summary of follow-up actions is as follows.

JPs were concerned with the increasing workload, insufficient manpower and overcrowdedness in a number of hospitals. In one case, a new Observation and Pre-admission Ward and a Short Stay Ward will be opened later in 2003. A&E attendances in some hospitals have dropped after introduction of the \$100 fee. In psychiatric hospitals, multiple measures were taken to effect early but clinically proper discharge of patients.

A number of comments were related to the need for renovation of hospital buildings. Maintenance and renovation requirements of hospital buildings have been kept under constant review and a three year rolling plan has been drawn up to ensure that all public hospitals will be adequately maintained on a timely basis.

Some JPs have also suggested to plan for replacement of old hospital building. The hospital concerned will make plans and bid for funding accordingly.

On the JPs' comment on insufficient lift service in one of the hospitals, approval in principle has been obtained for the provision of additional lifts. The project is expected to complete in 2007.

A JP suggested to resume kitchen service in one case. As the majority of the patients (93% as reflected in a recent survey) were satisfied with cooked chilled food, it has been decided to continue with the current arrangement.

In response to JPs' suggestion on progressive introduction of ISO 9001, the hospital concerned has adopted 5S program in administration functions and house-keeping. The methodology of ISO 9001/2000 will be applied in the patient kitchen.



JPs suggested the use of mechanization as a means to slow down the growth in the number of staff. A number of information technology initiatives have been implemented to achieve manpower saving.

There were also suggestions to replace worn out furniture and to improve cleanliness, security and signage of the hospital premises. The hospitals concerned have taken appropriate follow-up actions.

**VI. Institutions of the Social Welfare Department/Non-governmental Organizations (NGOs)**

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

<b>Serial no.</b>	<b>Name of institution</b>	<b>No. of JP visits</b>	<b>No. of complaints/ requests/ enquiries made to JPs</b>	<b>No. of suggestions/ comments made by JPs</b>
1.	Begonia Road Juvenile Home	12	0	10
2.	Caritas Hong Kong – Caritas Li Ka Shing Care and Attention Home <sup>(1)</sup>	1	0	2
3.	Caritas Hong Kong – Pelletier Hall <sup>(2)</sup>	2	0	1
4.	Cheung Hong Hostel and Day Activity Centre	4	0	3
5.	Chi Lin Nunnery – Chi Lin Care and Attention Home <sup>(1)</sup>	1	0	2
6.	Choi Wan Sheltered Workshop and Hostel <sup>(3)</sup>	2	0	4
7.	Chuk Yuen Children’s Reception Centre	4	0	6
8.	Fanling Girls’ Home	12	0	11
9.	Hang Ngai Manufacturing and Hostel <sup>(4)</sup>	3	1	4
10.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly <sup>(1)</sup>	1	0	0
11.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women <sup>(1)</sup>	1	0	0
12.	The Hong Kong Buddhist Association – Buddhist Sum Ma Shui Ying Care and Attention Home for the Elderly <sup>(1)</sup>	1	0	0
13.	Hong Kong Juvenile Care Centre – Bradbury Hostel	2	0	2
14.	Hong Kong Student Aid Society – Holland Hostel	2	0	2
15.	Hong Kong Student Aid Society – Island Hostel <sup>(5)</sup>	1	0	0
16.	HO’s Clansmen Association Hostel for the Elderly	4	0	6

<sup>(1)</sup> JPs started to visit these institutions in the 4<sup>th</sup> quarter of 2002.

<sup>(2)</sup> Sisters of the Good Shepherd – Pelletier Hall was renamed as Caritas Hong Kong – Pelletier Hall in September 2002.

<sup>(3)</sup> Choi Wan Sheltered Workshop and Hostel ceased operation in May 2002.

<sup>(4)</sup> Kai Nang Sheltered Workshop and Hostel was renamed Hang Ngai Manufacturing and Hostel in February 2002.

<sup>(5)</sup> JPs started to visit these institutions in July 2002.

Serial no.	Name of institution	No. of JP visits	No. of complaints/ requests/ enquiries made to JPs	No. of suggestions/ comments made by JPs
17.	Kwai Shing Hostel	4	0	0
18.	Kwun Tong Hostel	12	0	7
19.	Ma Tau Wai Girls' Home	12	0	13
20.	O Pui Shan Boys' Home	12	0	10
21.	Pui Chi Boys' Home	12	2	16
22.	Shatin Boys' Home	12	0	4
23.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly <sup>(1)</sup>	1	0	0
24.	Sisters of the Good Shepherd – Marycove Centre	2	0	5
25.	Society of Boys' Centres – Chak Yan Centre	2	0	2
26.	Society of Boys' Centres – Cheung Hong Hostel <sup>(5)</sup>	1	0	2
27.	Society of Boys' Centres – Shing Tak Centre <sup>(5)</sup>	1	0	3
28.	Society of Boys' Centres – Un Chau Hostel <sup>(5)</sup>	1	0	0
29.	Tung Wah Group of Hospitals – Wing Yin Hostel	2	0	4
30.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home <sup>(1)</sup>	1	0	0
31.	Wai Yee Hostel	4	0	5
32.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	0	5
33.	Yan Chai Hospital – Chinachem Care and Attention Home <sup>(1)</sup>	1	0	2
	<b>Total :</b>	<b>137</b>	<b>3</b>	<b>131</b>

<sup>(1)</sup> JPs started to visit these institutions in the 4<sup>th</sup> quarter of 2002.

<sup>(5)</sup> JPs started to visit these institutions in July 2002.

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

Serial no.	Name of institution	No. of JP visits							Remarks
1.	Begonia Road Juvenile Home	12	0	12	0	3	9	0	
2.	Caritas Hong Kong – Caritas Li Ka Shing Care and Attention Home	1	0	1	0	0	1	0	
3.	Caritas Hong Kong – Pelletier Hall	2	0	2	0	0	2	0	
4.	Cheung Hong Hostel and Day Activity Centre	4	0	4	0	0	4	0	
5.	Chi Lin Nunnery – Chi Lin Care and Attention Home	1	0	1	0	0	1	0	
6.	Choi Wan Sheltered Workshop and Hostel	2	0	2	0	0	2	0	
7.	Chuk Yuen Children’s Reception Centre	4	0	3	1	0	3	0	One unsatisfactory grading was given in respect of the aged and dilapidated facilities.
8.	Fanling Girls’ Home	12	2	10	0	2	10	0	
9.	Hang Ngai Manufacturing and Hostel	3	1	2	0	1	2	0	
10.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	1	0	1	0	0	1	0	
11.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	1	0	1	0	0	1	0	

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

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

# The system of satisfactory ratings was revised in March 2002 and the rating of “Very Satisfactory” has been deleted since then.

Serial no.	Name of institution	No. of JP visits							Remarks
12.	The Hong Kong Buddhist Association – Buddhist Sum Ma Shui Ying Care and Attention Home for the Elderly	1	0	1	0	0	1	0	
13.	Hong Kong Juvenile Care Centre – Bradbury Hostel	2	0	2	0	0	0	0	
14.	Hong Kong Student Aid Society – Holland Hostel	2	0	2	0	0	2	0	
15.	Hong Kong Student Aid Society – Island Hostel	1	0	1	0	0	1	0	
16.	HO's Clansmen Association Hostel for the Elderly	4	0	4	0	1	3	0	
17.	Kwai Shing Hostel	4	0	4	0	0	4	0	
18.	Kwun Tong Hostel	12	2	10	0	2	10	0	
19.	Ma Tau Wai Girls' Home	12	2	5	0	1	11	0	
20.	O Pui Shan Boys' Home	12	1	2	0	1	11	0	
21.	Pui Chi Boys' Home	12	0	10	2	1	11	0	Two unsatisfactory gradings were given because the JPs considered the premises were old, stuffy and not purpose-built. Renovation is required.
22.	Shatin Boys' Home	12	3	9	0	3	9	0	
23.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	1	0	1	0	0	1	0	
24.	Sisters of the Good Shepherd – Marycove Centre	2	1	2	0	0	2	0	At one visit, the two JPs completed separate reports.

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

# The system of satisfactory ratings was revised in March 2002 and the rating of "Very Satisfactory" has been deleted since then.

Serial no.	Name of institution	No. of JP visits							Remarks
25.	Society of Boys' Centres – Chak Yan Centre	2	0	2	0	0	2	0	
26.	Society of Boys' Centres – Cheung Hong Hostel	1	0	0	0	0	0	0	
27.	Society of Boys' Centres – Shing Tak Centre	1	0	1	0	0	1	0	
28.	Society of Boys' Centres – Un Chau Hostel	1	0	1	0	0	1	0	
29.	Tung Wah Group of Hospitals – Wing Yin Hostel	2	0	2	0	0	1	0	
30.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home	1	0	1	0	0	1	0	
31.	Wai Yee Hostel	4	1	3	0	1	2	0	
32.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	3	1	0	2	2	0	
33.	Yan Chai Hospital – Chinachem Care and Attention Home	1	0	1	0	0	1	0	
<b>Total :</b>		<b>137</b>	<b>16</b>	<b>104</b>	<b>3</b>	<b>18</b>	<b>113</b>	<b>0</b>	

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

# The system of satisfactory ratings was revised in March 2002 and the rating of “Very Satisfactory” has been deleted since then.

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

A total of three complaints have been received by JPs. The complaints related to a resident not given meal because of his non-compliance with the institution's regulations, assault by other residents and the poor attitude of staff. After thorough investigations by the Superintendent of the institution concerned, the above complaints were concluded to be unsubstantiated. The JPs, the residents concerned and their families were informed of the findings.

A sheltered worker complained that the wheel-chair bound sheltered workers did not have access to outside public area. The complaint was conveyed to the private housing estate where the hostel was located and to the Architectural Services Department for their advice and possible assistance. The request was being processed and the institution concerned would monitor progress closely.

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

The suggestions/comments made by JPs concerned can be classified into the following areas :

- (a) improvement to the training programmes for residents of the correctional homes;
- (b) improvement to the facilities of the homes;
- (c) service development and better use of resources;
- (d) handling of illegal immigrants; and
- (e) miscellaneous suggestions.

On JPs' suggestion to enhance training programmes for residents of correctional homes, continuous efforts have been made by SWD to organize more practical and employment-related courses such as general household cleansing, gardening, beauty therapy, hair-styling, etc. Various interest classes, outdoor activities and community services were also arranged for the residents. In addition, the department has also upgraded the information technology facilities and employed part-time multi-skilled instructors to meet the training needs of the residents.

In response to JPs' suggestions on the installation of air-conditioners to the multi-purpose hall and repairs or improvement works in the kitchens and dormitories (e.g. installing towel rails, replacing the iron bars of the windows by aluminium frames, applying foams to cover the handles of double-bunk beds, etc.) in various homes, the department has forwarded such requests to the Architectural Services Department for

consideration and assisted the NGOs in applying for funds from the Lotteries Fund for the renovation work. Some installation and renovation work are underway or have been completed.

For the suggestion of service development, suitable follow-up actions have been taken by the department. They include transferring the service of one institution to the NGO takers and planning to merge the existing departmental correctional/residential homes to a purpose-built training complex for juveniles to improve the service quality in a more cost-effective way. In addition, SWD is considering the suggestion made by an adviser from the United Kingdom to develop a data system analyzing the risk factors of the residents and facilitating the design of tailor-made rehabilitation programmes to address their criminogenic needs.

Concerning the policy of handling illegal immigrants in some institutions, JPs have recommended that the illegal immigrants should be housed in separate institutions if resources permitted. The department has drawn up a plan to co-locate the existing departmental homes to a purpose-built training complex for juveniles with special design and security facilities taking into account the difficulties in handling illegal immigrants.

As for other miscellaneous suggestions put forward by JPs such as regular review of the reward and punishment system, installation of new telephone system, re-scheduling of the daily routine to suit the needs of the residents, providing medical follow-up to residents and referring those to psychiatric treatment in case of need, regular inspection of the fire equipment and organizing fire drills and talks to the residents, etc., actions had been taken by the department or the NGOs as appropriate. JPs concerned have been informed of the actions taken accordingly.



## VII. Po Leung Kuk

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

Name of institution	No. of JP visits	No. of complaints/requests/enquiries made to JPs	No. of suggestions/comments made by JPs
Po Leung Kuk	4	0	2
<b>Total :</b>	<b>4</b>	<b>0</b>	<b>2</b>

### B. *Statistics on satisfactory ratings given by JPs on the facilities and services provide\**

Name of institution	No. of JP visits	Overall grading on facilities			Overall grading on services			Remarks
		VS	S	U	VS	S		
Po Leung Kuk	4	3	1	0	4	0	0	
<b>Total :</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	

Key : VS - Very Satisfactory  
 S - Satisfactory  
 U - Unsatisfactory

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

Suggestions/comments made by JPs after visits to Po Leung Kuk are as follows :

- (a) air-conditioning should be provided to the sheltered workshop or the dormitory if the redevelopment programme of the old building is delayed; and

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\* During the visits, JPs looked at the facilities (such as dormitories, sheltered workshop and exhibition room, etc.) and services (including residential/day care/rehabilitation services, etc.) provided by the institutions concerned and gave their assessments on these areas.

- (b) performance of existing staff should not be adversely affected as no recruitment would take place to fill vacancies except for key positions.

In response to the suggestions/comments made by JPs, the following actions have been taken :

- (a) the redevelopment plan of the sheltered workshop and the hostel is being pursued. SWD has planned to phase out the sheltered workshop and the hostel within the next two years. The Kuk will keep the situation under review; and
- (b) the Kuk has conducted a review on the staffing situation and streamlined operational procedure and staffing structure. According to the Business Improvement Project, recruitment on essential posts is on-going and the plan to reduce expenses has not adversely affected the service performance of the institution.