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# 2006 Annual Report on JP Visits

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

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## **2006 Annual Report on JP Visits**

### **Introduction**

This Annual Report, the eighth of its kind, covers the work of Justices of the Peace (JPs) in the calendar year 2006 in visiting designated institutions, handling complaints from prisoners and inmates, and making suggestions and comments to institutions.

### **The JP System**

2. The operation of the JP system is underpinned by the Justices of the Peace Ordinance (the Ordinance) (Cap. 510) which provides for the appointment, functions, resignation and removal of JPs. JPs are appointed by the Chief Executive under section 3(1) of the Ordinance. For administrative purpose, JPs appointed by virtue of their holding of certain offices in the public service are often referred to as Official JPs while others as Non-official JPs.

### **Functions of JPs**

3. The main functions of JPs, as provided for in section 5 of the Ordinance, are as follows -

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

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

## Visits to Institutions

5. In 2006, 39 and 38 persons were appointed Non-official and Official JPs respectively. As at 31 December 2006, there were 321 Official JPs and 962 Non-official JPs.

6. During the year, JPs conducted 816 visits to 119 institutions. On average, each Non-official JP<sup>1</sup> conducts 1.5 visits per annum while each Official JP conducts 4 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 or 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 welfare institutions under the purview of the Social Welfare Department (SWD) and Non-governmental Organisations (NGOs) are arranged on an administrative basis.

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

9. To enhance JPs' effective monitoring of the management of institutions under the JP visit programme, all JP visits to these institutions are unannounced, i.e. the exact date and time of the visits are not made known to the institutions beforehand, and JPs may conduct their visits at any reasonable time during their tour of duty. This arrangement aims to preserve the surprise element of JP visits. At the request of individual JPs, additional visits to specific correctional institutions can be arranged outside their tour of duty to follow up on or look into specific complaints that they may have received. A list of the 119 institutions visited by JPs in 2006 on either a statutory or non-statutory basis is at **Annex A**. An overview of the institutions of the CSD and residential homes/service units of the SWD or NGOs is available at the JP website.

10. As in the previous year, the JP Secretariat organised a briefing to help newly appointed JPs familiarise 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 45 JPs attended the briefing in September 2006.

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

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

11. To ensure that complaints lodged by inmates are handled in a fair and transparent manner, JPs can initiate investigation into any complaints they receive 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. If JPs prefer to interview an inmate in private, the institution management will make necessary arrangements to facilitate the interview, and render assistance to JPs when required. JPs are also encouraged to make enquiries with the institution management and staff, and inspect the complaint registers as appropriate to satisfy themselves that previous complaints made to the institutions have been handled properly by the management concerned.

12. In 2006, visiting JPs received 580 complaints/requests/enquiries (more details at **Annex B**). In handling the complaint cases, they 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 the cases to the institutions concerned for follow-up actions. In the latter case, the departments concerned would investigate and report to the JPs the outcome of their investigations in writing. JPs were at liberty to mount any further investigations personally as they considered necessary. As regards requests or enquiries made to JPs, these cases were referred to the management of the institutions for consideration and the JPs were then informed of the actions taken by the management. About 95 percent of the complaints /requests /enquiries made to JPs in 2006 were followed up by the institutions concerned and reported to the JPs within one month.

13. In order that JPs can monitor whether the complaints of prisoners or inmates are handled fairly and properly, JPs are encouraged to look into the current complaint-handling mechanism of institutions under the JP Visit Programme. They may record in the JP Visit Logbooks their comments and proposals concerning the complaint systems. During JPs' visits in 2006, the complaint channels provided by institutions concerned were generally considered by the JPs to be adequate and satisfactory. Specifically, prisoners and inmates were clearly notified of the channels available for lodging complaints and the institution management treated all complaints received seriously and properly.

14. To help JPs focus on issues that deserve attention during their visits to institutions, the JP Secretariat has invited CSD, SWD and HA, etc. to draw up separate checklists to highlight the important areas that JPs may wish to cover in visiting different types of institutions. Such checklists are

provided to JPs before visits to broaden their understanding of the nature of services and facilities provided by different institutions under the JP visit programme. Besides, JPs are provided with reports by the JP Secretariat 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 their visits.

15. 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 2006, JPs made a total of 273 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.

16. On average, follow-up actions for 89 percent of the suggestions/ comments made by JPs in 2006 were taken within one month by the institutions concerned (up from 87 percent in 2005). JPs' specific comments and assessment on the facilities or services recorded in the JP Visit Logbooks help institutions focus on areas requiring improvement. Such information enables the institutions as well as JPs to keep track of the general conditions of the facilities and improvements made.

17. Statistics and additional information about 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 and suggestions and comments by JPs are set out in **Annex C**.

## **Conclusion**

18. The JP visit system serves as a useful and effective inspection system and provides an independent channel in addition to other established channels for inmates to lodge their complaints and for complaints to be investigated or followed up as appropriate. Comments and suggestions made by JPs can assist institutions to improve their services. The Administration will continue to attach great importance to the JP visit system and keep it under review and make necessary improvements to enhance its effectiveness.

Administration Wing  
Chief Secretary for Administration's Office  
July 2007

## List of Institutions Visited by JPs in 2006

### I. Statutory Visits

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
<b>A. Prisons/correctional institutions for adults</b>			
1.	Chi Ma Wan Correctional Institution	Fortnightly	CSD
2.	Custodial Ward of Queen Elizabeth Hospital	*Fortnightly	CSD
3.	Lai Chi Kok Reception Centre		
4.	Custodial Ward of Queen Mary Hospital <sup>(1)</sup>	Fortnightly	CSD
5.	Hei Ling Chau Correctional Institution <sup>(2)</sup>	Fortnightly	CSD
6.	Lai Chi Kok Correctional Institution	Fortnightly	CSD
7.	Ma Hang Prison	Fortnightly	CSD
8.	Ma Po Ping Prison	*Fortnightly	CSD
9.	Tong Fuk Centre		
10.	Pak Sha Wan Correctional Institution	Fortnightly	CSD
11.	Pelican House <sup>(3)</sup>	Monthly	CSD
12.	Pik Uk Prison	Fortnightly	CSD
13.	Shek Pik Prison	Fortnightly	CSD
14.	Siu Lam Psychiatric Centre	Fortnightly	CSD
15.	Stanley Prison	Fortnightly	CSD
16.	Tai Lam Centre for Women <sup>(4)</sup>	Fortnightly	CSD

\* Denotes visit covering two institutions.

<sup>(1)</sup> Custodial Ward of Queen Mary Hospital (No.4), Tai Tam Gap Correctional Institution (No.27) and Chi Lan Rehabilitation Centre (No.29) are jointly visited by JPs.

<sup>(2)</sup> Hei Ling Chau Correctional Institution (No. 5) and Lai Sun Correctional Institution (No. 23) are jointly visited by JPs.

<sup>(3)</sup> Pelican House (No. 11), Phoenix House (No. 24) and Lai Hang Rehabilitation Centre (No.31) are jointly visited by JPs.

<sup>(4)</sup> Tai Lam Centre for Women (No. 16), Bauhinia House (No. 19) and Wai Lan Rehabilitation Centre (No. 32) are jointly visited by JPs.

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
17.	Tai Lam Correctional Institution	Fortnightly	CSD
18.	Tung Tau Correctional Institution	Fortnightly	CSD
<b>B. Correctional institutions for young offenders</b>			
19.	Bauhinia House <sup>(5)</sup>	Fortnightly	CSD
20.	Cape Collinson Correctional Institution	Monthly	CSD
21.	Chi Sun Correctional Institution	Fortnightly	CSD
22.	Lai King Training Centre	Monthly	CSD
23.	Lai Sun Correctional Institution <sup>(6)</sup>	Fortnightly	CSD
24.	Phoenix House <sup>(7)</sup>	Monthly	CSD
25.	Pik Uk Correctional Institution	Fortnightly	CSD
26.	Sha Tsui Detention Centre <sup>(8)</sup>	Fortnightly	CSD
27.	Tai Tam Gap Correctional Institution <sup>(9)</sup>	Fortnightly	CSD
<b>C. Institution for drug addicts</b>			
28.	Hei Ling Chau Addiction Treatment Centre and Annex	Fortnightly	CSD
<b>D. Rehabilitation Centres</b>			
29.	Chi Lan Rehabilitation Centre <sup>(9)</sup>	Fortnightly	CSD
30.	Lai Chi Rehabilitation Centre <sup>(8)</sup>	Fortnightly	CSD
31.	Lai Hang Rehabilitation Centre <sup>(7)</sup>	Monthly	CSD

<sup>(5)</sup> Bauhinia House (No.19), Wai Lan Rehabilitation Centre (No.32) and Tai Lam Centre for Women (No.16) are jointly visited by JPs.

<sup>(6)</sup> Lai Sun Correctional Institution (No.23) and Hei Ling Chau Correctional Institution (No.5) are jointly visited by JPs.

<sup>(7)</sup> Phoenix House (No.24), Pelican House (No.11) and Lai Hang Rehabilitation Centre (No.31) are jointly visited by JPs.

<sup>(8)</sup> Sha Tsui Detention Centre (No.26) and Lai Chi Rehabilitation Centre (No.30) are jointly visited by JPs.

<sup>(9)</sup> Tai Tam Gap Correctional Institution (No.27), Custodial Ward of Queen Mary Hospital (No.4) and Chi Lan Rehabilitation Centre (No.29) are jointly visited by JPs.

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
32.	Wai Lan Rehabilitation Centre <sup>(10)</sup>	Fortnightly	CSD
<b>E. Reception/detention centres of CSD, ICAC &amp; Imm D</b>			
33.	Castle Peak Bay Immigration Centre	Fortnightly	CSD
34.	Green Island Reception Centre <sup>(11)</sup>	Monthly	CSD
35.	Independent Commission Against Corruption Detention Centre	Fortnightly	ICAC
36.	Ma Tau Kok Detention Centre	Quarterly	Imm D
<b>F. Psychiatric hospitals</b>			
37.	Castle Peak Hospital	Monthly	HA
38.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	Monthly	HA
39.	Kwai Chung Hospital	Monthly	HA
40.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	Monthly	HA
41.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of the Pamela Youde Nethersole Eastern Hospital	Monthly	HA
<b>G. Remand homes, places of refuge, probation homes and reformatory school of SWD</b>			
42.	Begonia Road Juvenile Home	Monthly	SWD
43.	Fanling Girls' Home	Monthly	SWD
44.	Ma Tau Wai Girls' Home	Monthly	SWD
45.	O Pui Shan Boys' Home	Monthly	SWD
46.	Pui Chi Boys' Home	Monthly	SWD
47.	Shatin Boys' Home	Monthly	SWD
48.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	Quarterly	SWD

<sup>(10)</sup> Wai Lan Rehabilitation Centre (No.32), Tai Lam Centre for Women (No.16) and Bauhinia House (No.19) are jointly visited by JPs.

<sup>(11)</sup> JP visit to the Green Island Reception Centre is temporarily suspended following the temporary closure of the Centre.



## II. Non-statutory Visits

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
<b>A. Institutions for drug addicts</b>			
1.	Shek Kwu Chau Treatment and Rehabilitation Centre	Quarterly	D of H
2.	Sister Aquinas Memorial Women's Treatment Centre	Quarterly	D of H
<b>B. General acute hospitals with 24-hour A&amp;E services and hospitals with a mix of acute &amp; non-acute services</b>			
3.	Alice Ho Miu Ling Nethersole Hospital	Half-yearly	HA
4.	Caritas Medical Centre	Quarterly	HA
5.	Haven of Hope Hospital	Half-yearly	HA
6.	Hong Kong Buddhist Hospital	Half-yearly	HA
7.	Kowloon Hospital	Quarterly	HA
8.	Kwong Wah Hospital	Quarterly	HA
9.	North District Hospital	Half-yearly	HA
10.	Pamela Youde Nethersole Eastern Hospital	Quarterly	HA
11.	Pok Oi Hospital	Half-yearly	HA
12.	Prince of Wales Hospital	Quarterly	HA
13.	Princess Margaret Hospital	Quarterly	HA
14.	Queen Elizabeth Hospital	Quarterly	HA
15.	Queen Mary Hospital	Quarterly	HA
16.	Ruttonjee Hospital <sup>(12)</sup>	Half-yearly	HA
17.	Shatin Hospital	Half-yearly	HA
18.	Tai Po Hospital	Half-yearly	HA
19.	Tseung Kwan O Hospital	Half-yearly	HA
20.	Tuen Mun Hospital	Quarterly	HA

<sup>(12)</sup> Ruttonjee Hospital (No. 16) and Tang Shiu Kin Hospital (No. 38) are jointly visited by JPs.

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
21.	Tung Wah Eastern Hospital	Half-yearly	HA
22.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	Half-yearly	HA
23.	Tung Wah Hospital	Half-yearly	HA
24.	United Christian Hospital	Quarterly	HA
25.	Yan Chai Hospital	Quarterly	HA
<b>C. Psychiatric hospital</b>			
26.	Siu Lam Hospital	Half-yearly	HA
<b>D. Non-acute or infirmary hospitals</b>			
27.	Cheshire Home, Chung Hom Kok	Half-yearly	HA
28.	Cheshire Home, Shatin	Half-yearly	HA
29.	MacLehose Medical Rehabilitation Centre	Half-yearly	HA
30.	Tung Wah Group of Hospitals Fung Yiu King Hospital	Half-yearly	HA
31.	Wong Chuk Hang Hospital	Half-yearly	HA
<b>E. 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.	Grantham Hospital	Half-yearly	HA
35.	Hong Kong Eye Hospital	Half-yearly	HA
36.	Our Lady of Maryknoll Hospital	Half-yearly	HA
37.	St. John Hospital	Half-yearly	HA
38.	Tang Shiu Kin Hospital <sup>(13)</sup>	Half-yearly	HA

<sup>(13)</sup> Tang Shiu Kin Hospital (No. 38) and Ruttonjee Hospital (No. 16) are jointly visited by JPs.

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
<b>F. Children's homes of NGOs</b>			
39.	Caritas Hong Kong – Caritas Pelletier Hall	Half-yearly	SWD
40.	Hong Kong Juvenile Care Centre – Bradbury Hostel	Half-yearly	SWD
41.	Hong Kong Student Aid Society – Holland Hostel	Half-yearly	SWD
42.	Hong Kong Student Aid Society – Island Hostel	Half-yearly	SWD
43.	Sisters of the Good Shepherd – Marycove Centre	Half-yearly	SWD
44.	Society of Boys' Centres – Chak Yan Centre	Half-yearly	SWD
45.	Society of Boys' Centres – Cheung Hong Hostel	Half-yearly	SWD
46.	Society of Boys' Centres – Shing Tak Centre	Half-yearly	SWD
47.	Society of Boys' Centres – Un Chau Hostel	Half-yearly	SWD
48.	Tung Wah Group of Hospitals – Wing Yin Hostel	Half-yearly	SWD
<b>G. Day and residential units for people with disabilities of SWD/NGOs</b>			
49.	Caritas Hong Kong – Caritas Jockey Club Lai King Rehabilitation Centre	Half-yearly	SWD
50.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel	Half-yearly	SWD
51.	Fu Hong Society – Fu Hong Society Rehabilitation Centre	Half-yearly	SWD
52.	Hang Ngai Manufacturing and Hostel	Half-yearly	SWD
53.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled	Half-yearly	SWD
54.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind	Half-yearly	SWD
55.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind	Half-yearly	SWD
56.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	Half-yearly	SWD
57.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Care Home	Half-yearly	SWD
58.	Po Leung Kuk – Y C Cheng Centre	Half-yearly	SWD

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
59.	The Mental Health Association of Hong Kong – Jockey Club Building	Half-yearly	SWD
60.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	Half-yearly	SWD
61.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	Half-yearly	SWD
62.	Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel <sup>(14)</sup>	Half-yearly	SWD
<b>H. Residential care homes for the elderly of NGOs</b>			
63.	Caritas Hong Kong – Caritas Li Ka Shing Care and Attention Home	Half-yearly	SWD
64.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	Half-yearly	SWD
65.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	Half-yearly	SWD
66.	Hong Kong Sheng Kung Hui – Li Ka Shing Care and Attention Home for the Elderly	Half-yearly	SWD
67.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	Half-yearly	SWD
68.	The Hong Kong Buddhist Association – Buddhist Sum Ma Shui Ying Care and Attention Home for the Elderly	Half-yearly	SWD
69.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home <sup>(14)</sup>	Half-yearly	SWD
70.	Yan Chai Hospital – Chinachem Care and Attention Home	Half-yearly	SWD
<b>I. Charitable organisation providing social services</b>			
71.	Po Leung Kuk	Quarterly	HAD

<sup>(14)</sup> Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel (No.62) and Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home (No.69) are jointly visited by JPs.

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

**Statistics on Complaints/Requests/Enquiries Received and  
Suggestions/Comments Made by JPs  
from 2004 to 2006**

Institutions	No. of institutions			No. of JP visits			No. of complaints/ requests/enquiries made to JPs			No. of suggestions/ comments made by JPs		
	2004	2005	2006	2004	2005	2006	2004	2005	2006	2004	2005	2006
	34	35	34	512	487	493	432 (142)	322 (123)	434 (223)	131	157	127
	41	40	41	126	139	145	108 (99)	108 (84)	130 (125)	43	53	45
	1	1	1	24	24	24	0	0	0	3	2	3
	1	1	1	4	4	4	3 (1)	1 (1)	0	1	4	6
	1	1	1	4	4	4	0	0	0	2	3	3
	2	2	2	24	18	8	0	0	0	13	8	2
	38	39	39	149	136	138	4	3 (1)	16 (16)	132	117	87
<b>Total :</b>							<b>547</b> <b>(242)</b>	<b>434</b> <b>(209)</b>	<b>580</b> <b>(364)</b>			<b>273</b>

( ) Number of requests/enquiries.

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

( from 1.1.2006 to 31.12.2006 )

**I. Institutions of the Correctional Services Department*****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.	Cape Collinson Correctional Institution	12	0	2
2.	Castle Peak Bay Immigration Centre	24	189(130)	3
3.	Chi Ma Wan Correctional Institution	23	9(4)	13
4.	Chi Sun Correctional Institution	23	3(1)	11
5.	Custodial Ward of Queen Elizabeth Hospital/ Lai Chi Kok Reception Centre <sup>♦</sup>	24	2(1)	5
6.	Custodial Ward of Queen Mary Hospital <sup>(a)</sup>	2	0	0
7.	Custodial Ward of Queen Mary Hospital/Tai Tam Gap Correctional Institution/Chi Lan Rehabilitation Centre <sup>○ (b)</sup>	22	0	3
8.	Hei Ling Chau Addiction Treatment Centre and Annex	22	1(1)	6
9.	Hei Ling Chau Correctional Institution/Lai Sun Correctional Institution <sup>♦</sup>	16	12(2)	5
10.	Hei Ling Chau Correctional Institution <sup>(c)</sup>	7	2(1)	3
11.	Lai Chi Kok Correctional Institution <sup>(d)</sup>	11	1(1)	4
12.	Lai King Training Centre	12	0	1
13.	Ma Hang Prison	24	4(2)	5
14.	Ma Po Ping Prison/Tong Fuk Centre <sup>♦</sup>	21	5(3)	6
15.	Pak Sha Wan Correctional Institution	24	20(6)	4

( ) Number of requests/enquiries.

♦ Denotes visits covering two institutions.

○ Denotes visits covering three institutions.

(a) Victoria Prison, previously visited jointly by JPs with Custodial Ward of Queen Mary Hospital, ceased operation in late December 2005.

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

(c) Lai Sun Correctional Institution was not jointly visited by JP with Hei Ling Chau Correctional Institution during the second fortnight of March 2006 to first fortnight of July 2006, due to its conversion works into a vocational training centre for male adult prisoners.

(d) JPs started to visit Lai Chi Kok Correctional Institution in the second fortnight of July 2006 when it came into operation.

Serial no.	Name of institution	No. of JP visits	No. of complaints/ requests/ enquiries made to JPs	No. of suggestions/ comments made by JPs
16.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre <sup>○</sup>	12	0	1
17.	Pik Uk Correctional Institution	24	0	7
18.	Pik Uk Prison	24	9(3)	6
19.	Sha Tsui Detention Centre/Lai Chi Rehabilitation Centre <sup>♦</sup>	22	0	0
20.	Shek Pik Prison	22	11(4)	0
21.	Siu Lam Psychiatric Centre	24	29(8)	1
22.	Stanley Prison	24	96(41)	6
23.	Tai Lam Centre for Women/Bauhinia House/Wai Lan Rehabilitation Centre <sup>○</sup>	24	28(10)	16
24.	Tai Lam Correctional Institution	24	9(3)	9
25.	Tai Tam Gap Correctional Institution/Chi Lan Rehabilitation Centre <sup>♦</sup>	2	0	5
26.	Tung Tau Correctional Institution	24	4(2)	5
	<b>Total :</b>	<b>493</b>	<b>434(223)</b>	<b>127</b>

( ) Number of requests/enquiries.

♦ Denotes visits covering two institutions.

○ Denotes visits covering three institutions.

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

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities <sup>‡</sup>		Overall grading on services <sup>‡</sup>		Remarks
			S	U	S	U	
1.	Cape Collinson Correctional Institution	12	11	0	11	0	
2.	Castle Peak Bay Immigration Centre	24	24	0	24	0	

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

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



Serial no.	Name of institution	No. of JP visits	Overall grading on facilities †		Overall grading on services †		Remarks
			S	U	S	U	
3.	Chi Ma Wan Correctional Institution	23	22	1	22	0	One unsatisfactory grading on facilities was given because of the overcrowding conditions of the building.
4.	Chi Sun Correctional Institution	23	20	0	23	0	
5.	Custodial Ward of Queen Elizabeth Hospital <sup>△</sup>	24	22	0	23	0	
	Lai Chi Kok Reception Centre <sup>△</sup>		22	0	23	0	
6.	Custodial Ward of Queen Mary Hospital	2	2	0	2	0	
7.	Custodial Ward of Queen Mary Hospital <sup>△</sup>	22	20	0	22	0	
	Tai Tam Gap Correctional Institution/Chi Lan Rehabilitation Centre <sup>△</sup>		22	0	21	0	
8.	Hei Ling Chau Addiction Treatment Centre and Annex	22	22	0	22	0	
9.	Hei Ling Chau Correctional Institution <sup>△</sup>	16	12	0	16	0	
	Lai Sun Correctional Institution <sup>△</sup>		16	0	16	0	
10.	Hei Ling Chau Correctional Institution	7	7	0	7	0	
11.	Lai Chi Kok Correctional Institution	11	8	0	10	0	
12.	Lai King Training Centre	12	11	0	12	0	
13.	Ma Hang Prison	24	22	0	24	0	
14.	Ma Po Ping Prison/Tong Fuk Centre	21	21	0	21	0	
15.	Pak Sha Wan Correctional Institution	24	23	0	24	0	
16.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre	12	12	0	12	0	
17.	Pik Uk Correctional Institution	24	24	0	24	0	
18.	Pik Uk Prison	24	23	0	24	0	
19.	Sha Tsui Detention Centre/Lai Chi Rehabilitation Centre	22	22	0	22	0	
20.	Shek Pik Prison	22	22	0	22	0	
21.	Siu Lam Psychiatric Centre	24	22	0	23	0	

Key : S – Satisfactory  
U – Unsatisfactory

- † The total number of overall gradings on facilities or services may not add up to the total number of JP visits to an institution since some JPs may not have provided an overall grading on facilities or services during a particular visit.  
<sup>△</sup> Separate reports were completed by JPs for the specific institution.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities †		Overall grading on services †		Remarks
			S	U	S	U	
22.	Stanley Prison	24	24	0	23	0	
23.	Tai Lam Centre for Women <sup>△</sup>	24	23	0	24	0	
	Bauhinia House/Wai Lan Rehabilitation Centre <sup>△</sup>		24	0	24	0	
24.	Tai Lam Correctional Institution	24	24	0	24	0	
25.	Tai Tam Gap Correctional Institution/Chi Lan Rehabilitation Centre	2	2	0	2	0	
26.	Tung Tau Correctional Institution	24	22	0	24	0	
<b>Total :</b>		<b>493</b>	<b>551</b>	<b>1</b>	<b>571</b>	<b>0</b>	

Key : S – Satisfactory  
U – Unsatisfactory

- † The total number of overall gradings on facilities or services may not add up to the total number of JP visits to an institution since some JPs may not have provided an overall grading on facilities or services during a particular visit.  
<sup>△</sup> Separate reports were completed by JPs for the specific institution.

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

The complaints made to JPs fall within the following categories -

- (a) against disciplinary action (e.g. improper or unfair disciplinary charges or proceedings, improper award of punishments) - 23 complaints;
- (b) against administrative actions/measures/procedures taken by CSD or individual institutions (e.g. medical care and treatment, insufficient facilities, quality of food, transfer amongst institutions, job assignment, privacy infringement) - 120 complaints;
- (c) against conduct of staff (e.g. unnecessary or excessive use of force, use of abusive language) - 20 complaints; and
- (d) against other departments/organizations (e.g. Hong Kong Police Force, Judiciary, Legal Aid Department, Immigration Department and The Ombudsman) - 48 complaints.

The 23 complaints against disciplinary action were handled by the institutions concerned and no evidence was found to substantiate the allegations. The JPs and the prisoners concerned were informed of the findings. The JPs were satisfied that all the cases had been properly dealt with.

Out of the 120 complaints against administrative actions/measures/procedures taken by CSD or individual institutions, 17 cases were referred to the CSD Complaints Investigation Unit (CIU)\* for investigation. Both JPs and prisoners concerned were informed of the referrals made. CIU found no evidence to substantiate any of the allegations after investigation. The rest of the complaints were considered by individual institutions. None of them were found to be substantiated. The JPs and the prisoners concerned were informed of the outcome of the investigations of all these cases. The JPs were satisfied that the cases had been handled properly.

There were 20 complaints against the conduct of staff. The JPs referred 10 cases to CIU for investigation and CIU found no evidence to substantiate these complaints after investigation. The other cases were followed up by the institutions concerned and no evidence was found in support of the allegations. In all cases, the JPs and the prisoners concerned were informed of the outcome. The JPs were satisfied that the cases had been handled properly and no follow-up action was required.

There were 48 complaints against other departments or organizations and they were referred to the relevant authorities for attention and follow-up actions. The JPs and the prisoners concerned were informed of the referrals made.

In addition to the above, there were 223 requests or enquiries made to the JPs seeking assistance in such areas as medical services, legal aid application, claim for compensation, early repatriation, arranging bail, interview with government officials, work assignment, diet matters, cleaning clothes, telephone call, transfer to another institution, etc. The background of the cases was explained to the JPs by the management of the institutions. In most cases, the JPs responded to the prisoners on the spot. The other cases were referred to the management of the institutions or other relevant authorities for follow-up. The JPs and the prisoners were informed of the actions taken.

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

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

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

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

To reduce overcrowding at individual institutions such as Chi Ma Wan Correctional Institution, the Department has been trying its best to provide additional penal places by redeveloping penal institutions and regrouping their functions. For instance, the old staff married quarters adjacent to Lai Chi Kok Reception Centre were converted into a prison known as Lai Chi Kok Correctional Institution, which came into operation in July 2006. In addition, the site of the former Lo Wu Correctional Institution will be redeveloped into three new penal institutions which will provide 1,400 penal places by the end of 2009.

As regards suggestions and comments concerning minor upgrading and improvement of institution facilities, follow-up actions were taken by the institutions concerned. For those that required large-scale enhancement works to the institutions concerned, they were referred to the Architectural Services Department and relevant departments for consideration.

JPs' main concerns on training programmes for prisoners focused on enhancing information technology training, upgrading training facilities for computer training and providing books with more variety. CSD would continue to review and strengthen the programmes to better equip prisoners with vocational knowledge that suits the present needs of the community. In July 2006, CSD set up the first pre-release vocational training centre at Lai Sun Correctional Institution, providing business and technical training for adult male prisoners two years before discharge.

The other suggestions raised by JPs were mainly related to promoting anti-smoking among inmates/prisoners, strengthening fire safety and installation of partitions for bathrooms. These suggestions were taken up by CSD and the institutions concerned.

## II. Hospitals of the Hospital Authority

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

Serial no.	Name of institution	No. of JP visits	No. of complaints/requests/enquiries made to JPs	No. of suggestions/comments made by JPs
1.	Alice Ho Miu Ling Nethersole Hospital	2	0	0
2.	Bradbury Hospice	2	0	1
3.	Caritas Medical Centre	4	0	0
4.	Castle Peak Hospital	12	0	2
5.	Cheshire Home, Chung Hom Kok	2	0	1
6.	Cheshire Home, Shatin	2	0	2
7.	The Duchess of Kent Children's Hospital at Sandy Bay	2	0	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.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	5	18 (18)	1
14.	Kwai Chung Hospital	12	5	4
15.	Kwong Wah Hospital	4	0	2
16.	MacLehose Medical Rehabilitation Centre	2	0	0
17.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	12	72 (72)	4
18.	North District Hospital	2	0	1
19.	Our Lady of Maryknoll Hospital	2	0	0
20.	Pamela Youde Nethersole Eastern Hospital	4	0	0
21.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of the Pamela Youde Nethersole Eastern Hospital	12	35 (35)	6
22.	Pok Oi Hospital	2	0	0
23.	Prince of Wales Hospital	4	0	1

( ) Number of requests/enquiries.

<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>
24.	Princess Margaret Hospital	4	0	0
25.	Queen Elizabeth Hospital	4	0	2
26.	Queen Mary Hospital	4	0	2
27.	Ruttonjee and Tang Shiu Kin Hospitals♦	2	0	0
28.	Shatin Hospital	2	0	2
29.	Siu Lam Hospital	2	0	1
30.	St John Hospital	2	0	1
31.	Tai Po Hospital	2	0	0
32.	Tseung Kwan O Hospital	2	0	0
33.	Tuen Mun Hospital	4	0	3
34.	Tung Wah Eastern Hospital	2	0	1
35.	Tung Wah Group of Hospitals Fung Yiu King Hospital	2	0	2
36.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	2	0	1
37.	Tung Wah Hospital	2	0	0
38.	United Christian Hospital	4	0	1
39.	Wong Chuk Hang Hospital	2	0	1
40.	Yan Chai Hospital	4	0	2
	<b>Total :</b>	<b>145</b>	<b>130 (125 )</b>	<b>45</b>

♦ Denotes visit covering two institutions.

( ) Number of 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	Overall grading on facilities †		Overall grading on services †		Remarks
			S	U	S	U	
1.	Alice Ho Miu Ling Nethersole Hospital	2	2	0	1	0	
2.	Bradbury Hospice	2	2	0	2	0	
3.	Caritas Medical Centre	4	4	0	4	0	
4.	Castle Peak Hospital	12	11	0	11	0	
5.	Cheshire Home, Chung Hom Kok	2	1	0	2	0	
6.	Cheshire Home, Shatin	2	2	0	2	0	
7.	The Duchess of Kent Children's Hospital at Sandy Bay	2	2	0	2	0	
8.	Grantham Hospital	2	2	0	2	0	
9.	Haven of Hope Hospital	2	2	0	2	0	
10.	Hong Kong Buddhist Hospital	2	1	0	2	0	
11.	Hong Kong Eye Hospital	2	2	0	2	0	
12.	Kowloon Hospital	4	3	0	4	0	
13.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	5	5	0	5	0	
14.	Kwai Chung Hospital	12	9	0	9	0	
15.	Kwong Wah Hospital	4	4	0	4	0	
16.	MacLehose Medical Rehabilitation Centre	2	2	0	2	0	
17.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	12	12	0	12	0	
18.	North District Hospital	2	2	0	2	0	
19.	Our Lady of Maryknoll Hospital	2	2	0	2	0	
20.	Pamela Youde Nethersole Eastern Hospital	4	3	0	3	0	

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

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

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities✦		Overall grading on services✦		Remarks
			S	U	S	U	
21.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital	12	12	0	12	0	
22.	Pok Oi Hospital	2	2	0	2	0	
23.	Prince of Wales Hospital	4	4	0	3	0	
24.	Princess Margaret Hospital	4	4	0	3	0	
25.	Queen Elizabeth Hospital	4	3	0	3	0	
26.	Queen Mary Hospital	4	3	0	4	0	
27.	Ruttonjee and Tang Shiu Kin Hospitals	2	2	0	2	0	
28.	Shatin Hospital	2	2	0	2	0	
29.	Siu Lam Hospital	2	2	0	2	0	
30.	St John Hospital	2	1	0	2	0	
31.	Tai Po Hospital	2	2	0	2	0	
32.	Tseung Kwan O Hospital	2	2	0	2	0	
33.	Tuen Mun Hospital	4	3	0	4	0	
34.	Tung Wah Eastern Hospital	2	2	0	2	0	
35.	Tung Wah Group of Hospitals Fung Yiu King Hospital	2	2	0	2	0	
36.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	2	2	0	2	0	
37.	Tung Wah Hospital	2	1	0	2	0	
38.	United Christian Hospital	4	4	0	4	0	
39.	Wong Chuk Hang Hospital	2	2	0	2	0	
40.	Yan Chai Hospital	4	4	0	4	0	
<b>Total :</b>		<b>145</b>	<b>132</b>	<b>0</b>	<b>136</b>	<b>0</b>	

Key : S - Satisfactory  
U – Unsatisfactory

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



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

All five complaints and 125 requests were made by patients of psychiatric wards to visiting JPs. Most of the complaints were related to the quality and variety of hospital food. The Dietetic Department of HA has implemented a quality control system to monitor the dietetic needs of the patients and increased the variety of foods on the daily menu.

The majority of the requests were made by patients for early release from hospital or for home leave. Upon receipt of these requests, the case doctors together with their supervisors reviewed the clinical justification for keeping the patients concerned in hospitals, and requests would be acceded in appropriate cases. For patients who were considered not suitable for discharge or home leave after the review, they were handled in accordance with the relevant provisions of the Mental Health Ordinance (Cap.136). Patients were also advised of their rights to raise their case with the Mental Health Review Tribunal.

The remaining requests raised by patients were related to change of wards, extension of visiting hours and provision of more recreational activities. The requests for change of wards were handled in accordance with established procedures. More recreational activities were arranged where the clinical conditions of the patients allowed and resources were available. In respect of requests for longer visiting hours, the hospitals concerned did not consider it appropriate to extend the visiting hours further, but would exercise flexibility on a case-by-case basis.

There was a request for the placement of partitions between beds for greater privacy. This request was not met due to the need of close observation on psychiatric patients by healthcare staff. Another request for more toilet facilities was met.

JPs concerned were informed of the follow-up actions taken by the institutions.

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

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

- (a) improvement to the physical environment of the hospitals;
- (b) replacement of old equipment in hospitals; and
- (c) improvement to the well being of patients.

Most of the comments made by the JPs were related to the physical environment of public hospitals or the state of the building. In this respect, HA is keeping the maintenance and renovation needs of hospitals under constant review. It has drawn up a three-year rolling plan to ensure that all hospitals would be adequately maintained in a timely manner. Regarding JPs' suggestion on redeveloping one of the hospitals, HA indicated that it had already drawn up a plan to relocate the patients there to another hospital.

On JPs' suggestion that replacement of old equipment should be expedited, HA has been allocated \$500 million for the purchase of new equipment in 2007-08.

With regard to JPs' suggestions concerning the well being of patients, e.g. proposed enhancement of amenities and provision of additional recreational services, the hospitals concerned have made efforts to implement some of these suggestions. For instance, one of the hospitals has already set up an audio-visual day centre for its psychiatric wards. HA is also following up with SWD and relevant NGOs to facilitate the placement of discharged patients to half-way houses and day care facilities.

### III. ICAC Detention Centre

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

Name of institution	No. of JP visits	No. of complaints/requests/enquiries made to JPs	No. of suggestions/comments made by JPs
ICAC Detention Centre	24	0	3
<b>Total :</b>	<b>24</b>	<b>0</b>	<b>3</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 †		Overall grading on services †		Remarks
		S	U	S	U	
ICAC Detention Centre	24	21	0	23	0	
<b>Total :</b>	<b>24</b>	<b>21</b>	<b>0</b>	<b>23</b>	<b>0</b>	

Key : S - Satisfactory  
U - Unsatisfactory

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

The JPs made a total of three suggestions or comments after their visits to the detention centre. The suggestions or comments were related to the physical environment of the detention centre and the well being of detainees.

On the suggestion concerning the provision of larger beds for detainees, beds of larger size will be provided in the detention cells of the New ICAC Headquarters.

Regarding the other two comments, the water leakage in the toilet of the cell has been repaired and a list of restaurants providing various diets has been assembled.

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

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

#### 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	6
<b>Total :</b>	<b>4</b>	<b>0</b>	<b>6</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		Overall grading on services		Remarks
		S	U	S	U	
Ma Tau Kok Detention Centre	4	4	0	4	0	
<b>Total :</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>0</b>	

Key : S - Satisfactory  
U - Unsatisfactory

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

The JPs made a total of six suggestions after their visits to the Detention Centre. Four of the suggestions concerned the well being of detainees and the welfare facilities of the Detention Centre which included installing a TV set to provide entertainment to the detainees, improving the illumination of the cells to facilitate detainees to read, making use of a vacant cell as a day-room for recreational purpose and putting up notices in common Asian languages such as Urdu and Thai etc. Follow-up actions have been taken and JPs concerned have been informed of the actions taken accordingly.

With regard to the suggestion of explaining the role of JPs to the detainees, JPs concerned have been explained that the Detention Centre has a procedure to let detainees know the role of JPs during their admission and before JP visits. As for the suggestion of providing smaller cells and more privacy for detainees, the Immigration Department will take into account JPs' views when planning for the new facilities.

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

## V. Po Leung Kuk

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

Name of institution	No. of JP visits	No. of complaints/requests/enquiries made to JPs	No. of suggestions/comments made by JPs
Po Leung Kuk	4	0	3
<b>Total :</b>	<b>4</b>	<b>0</b>	<b>3</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		Overall grading on services		Remarks
		S	U	S	U	
Po Leung Kuk	4	4	0	4	0	
<b>Total :</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>0</b>	

Key : S - Satisfactory  
U - Unsatisfactory

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

The JPs made three suggestions/comments after their visits to Po Leung Kuk. The suggestions/comments were related to improvement to the overcrowding condition of the New Comers' Ward.

Renovation work of the New Comers' Ward would commence soon. Upon completion of work, an additional space of over 220m<sup>2</sup> would be available to provide more activity area and living quarters for the children.

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

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

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

Serial no.	Name of institution	No. of JP visits	No. of complaints/ requests/ enquiries made to JPs	No. of suggestions/ comments made by JPs
1.	Shek Kwu Chau Treatment and Rehabilitation Centre	4	0	1
2.	Sister Aquinas Memorial Women's Treatment Centre	4	0	1
<b>Total :</b>		<b>8</b>	<b>0</b>	<b>2</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
			S	U	S	U	
1.	Shek Kwu Chau Treatment and Rehabilitation Centre	4	3	0	4	0	
2.	Sister Aquinas Memorial Women's Treatment Centre	4	4	0	4	0	
<b>Total :</b>		<b>8</b>	<b>7</b>	<b>0</b>	<b>8</b>	<b>0</b>	

Key : S - Satisfactory  
U - Unsatisfactory

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

† The total number of overall gradings on facilities may not add up to the total number of JP visits to the Shek Kwu Chau Treatment and Rehabilitation Centre since some JPs may not have provided an overall grading on facilities during a particular visit.

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

JPs made two suggestions or comments after their visits to the centres. The first one was concerned with the incentive to work of the inmates in one of the centres and the second one with the under-utilisation of facilities of the other centre.

On the issue of incentive of inmates to work, the Society for the Aid and Rehabilitation of Drug Abusers (SARDA) has been running a work therapy programme. The Administration welcomes SARDA to explore possibilities to enrich the programme and enhance its effectiveness.

Regarding the comment on the utilisation rate of one of the centres, SARDA has been proactively widening the sources of referral so as to boost the number of admissions, such as closer liaison and collaboration with the Substance Abuse Clinics and other non-governmental organisations. SARDA will continue to strengthen the measures and ensure that the Centre facilities are put into good use.

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

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

Serial No.	Name of institution	No. of JP visits	No. of complaints/ requests/ enquiries made to JPs	No. of suggestions/ comments made by JPs
1.	Begonia Road Juvenile Home	12	0	8
2.	Caritas Hong Kong – Caritas Jockey Club Lai King Rehabilitation Centre	2	0	1
3.	Caritas Hong Kong – Caritas Li Ka Shing Care and Attention Home	2	0	3
4.	Caritas Hong Kong – Caritas Pelletier Hall	2	0	3
5.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel	2	0	0
6.	Fanling Girls' Home	12	14 (14)	1
7.	Fu Hong Society – Fu Hong Society Rehabilitation Centre	2	2 (2)	1
8.	Hang Ngai Manufacturing and Hostel	2	0	2
9.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled	2	0	1
10.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	2	0	0
11.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	2	0	1
12.	The Hong Kong Buddhist Association – Buddhist Sum Ma Shui Ying Care and Attention Home for the Elderly	2	0	4
13.	Hong Kong Juvenile Care Centre – Bradbury Hostel	2	0	0
14.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind	2	0	0
15.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind	2	0	2

( ) Number of requests/enquiries



<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>
16.	Hong Kong Student Aid Society – Holland Hostel	2	0	1
17.	Hong Kong Student Aid Society – Island Hostel	2	0	3
18.	Ma Tau Wai Girls' Home	12	0	11
19.	The Mental Health Association of Hong Kong – Jockey Club Building	2	0	0
20.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	2	0	2
21.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Home	2	0	1
22.	O Pui Shan Boys' Home	12	0	10
23.	Po Leung Kuk – Y C Cheng Centre	2	0	1
24.	Pui Chi Boys' Home	12	0	2
25.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	2	0	1
26.	Shatin Boys' Home	12	0	2
27.	Sheng Kung Hui - Li Ka Shing Care and Attention Home for the Elderly	2	0	4
28.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	2	0	3
29.	Sisters of the Good Shepherd – Marycove Centre	2	0	0
30.	Society of Boys' Centres – Chak Yan Centre	2	0	4
31.	Society of Boys' Centres – Cheung Hong Hostel	2	0	0
32.	Society of Boys' Centres – Shing Tak Centre	2	0	2
33.	Society of Boys' Centres – Un Chau Hostel	2	0	2
34.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	2	0	0
35.	Tung Wah Group of Hospitals – Wing Yin Hostel	2	0	3

( ) Number of requests/enquiries.

Serial no.	Name of institution	No. of JP visits	No. of complaints/ requests/ enquiries made to JPs	No. of suggestions/ comments made by JPs
36.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home/Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel <sup>♦</sup>	2	0	2
37.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	0	4
38.	Yan Chai Hospital – Chinachem Care and Attention Home	2	0	2
	<b>Total :</b>	<b>138</b>	<b>16 (16)</b>	<b>87</b>

♦ Denotes visits covering two institutions.

( ) Number of 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	Overall grading on facilities <sup>†</sup>		Overall grading on services <sup>†</sup>		Remarks
			S	U	S	U	
1.	Begonia Road Juvenile Home	12	12	0	12	0	
2.	Caritas Hong Kong – Caritas Jockey Club Lai King Rehabilitation Centre	2	2	0	2	0	
3.	Caritas Hong Kong – Caritas Li Ka Shing Care and Attention Home	2	2	0	2	0	
4.	Caritas Hong Kong – Caritas Pelletier Hall	2	2	0	2	0	
5.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel	2	2	0	2	0	

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

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

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities †		Overall grading on services †		Remarks
			S	U	S	U	
6.	Fanling Girls' Home	12	12	0	12	0	
7.	Fu Hong Society – Fu Hong Society Rehabilitation Centre	2	2	0	2	0	
8.	Hang Ngai Manufacturing and Hostel	2	2	0	2	0	
9.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled	2	2	0	2	0	
10.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	2	2	0	2	0	
11.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	2	2	0	2	0	
12.	The Hong Kong Buddhist Association – Buddhist Sum Ma Shui Ying Care and Attention Home for the Elderly	2	0	0	2	0	
13.	Hong Kong Juvenile Care Centre – Bradbury Hostel	2	2	0	2	0	
14.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind	2	2	0	2	0	
15.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind	2	2	0	2	0	
16.	Hong Kong Student Aid Society – Holland Hostel	2	2	0	2	0	
17.	Hong Kong Student Aid Society – Island Hostel	2	2	0	2	0	
18.	Ma Tau Wai Girls' Home	12	11	0	11	0	
19.	The Mental Health Association of Hong Kong – Jockey Club Building	2	2	0	2	0	
20.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	2	2	0	2	0	

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

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities <sup>+</sup>		Overall grading on services <sup>+</sup>		Remarks
			S	U	S	U	
21.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Home	2	2	0	2	0	
22.	O Pui Shan Boys' Home	12	12	0	12	0	
23.	Po Leung Kuk – Y C Cheng Centre	2	2	0	2	0	
24.	Pui Chi Boys' Home	12	12	0	12	0	
25.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	2	2	0	2	0	
26.	Shatin Boys' Home	12	12	0	12	0	
27.	Sheng Kung Hui Li Ka Shing Care and Attention Home for the Elderly	2	2	0	2	0	
28.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	2	2	0	2	0	
29.	Sisters of the Good Shepherd – Marycove Centre	2	2	0	2	0	
30.	Society of Boys' Centres – Chak Yan Centre	2	2	0	2	0	
31.	Society of Boys' Centres – Cheung Hong Hostel	2	2	0	2	0	
32.	Society of Boys' Centres – Shing Tak Centre	2	2	0	2	0	
33.	Society of Boys' Centres – Un Chau Hostel	2	2	0	2	0	
34.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	2	2	0	2	0	
35.	Tung Wah Group of Hospitals – Wing Yin Hostel	2	2	0	2	0	
36.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home <sup>△</sup> /Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel <sup>△</sup>	2	2	0	2	0	
		2	2	0	2	0	

<sup>+</sup> 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.

<sup>△</sup> Separate reports were completed by JPs for the specific institution.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities †		Overall grading on services †		Remarks
37.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	3	1	4	0	One unsatisfactory grading on facilities was given because there was limited space for the storage of goods and finished products.
38.	Yan Chai Hospital – Chinachem Care and Attention Home	2	2	0	2	0	
<b>Total :</b>		<b>138</b>	<b>136</b>	<b>1</b>	<b>139</b>	<b>0</b>	

Key : S – Satisfactory  
U – Unsatisfactory

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

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

There were a total of 16 requests and no complaint made to JPs.

14 of the requests were made by two groups of residents of an institution during two visits. The requests concerned the reward and punishment scheme for granting leave, bath time, medical treatment, food portion, damage of mosquito net, provision of daily necessities, seating arrangement for dining tables, more choices of beverages apart from milk and the need to fill up the vacancy of nursing staff. The institution explained the rationales behind the current arrangement of reward and punishment scheme for granting leave, bath time and medical treatment. Residents were also informed that the food provision of the institution was designed according to dietitian's advice. Regarding their requests on the seating arrangement, the residents were explained the balance of individual and group interests in communal life. Improvement measures were made in regard to their requests on the mosquito net, the need to fill up the vacancy of nursing staff and the provision of daily necessities.

The remaining two requests were made by residents of another institution to JPs for higher wages and more delicious food. The residents were informed of the method to calculate the wages and the importance of a balanced diet. No follow-up action was required in respect of the requests.

**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 areas -

- (a) improvement to the environment and facilities of the homes (e.g. improvement work for water leakage and drainage problems, more computers for residents, installation of yellow stripes on steps to prevent accidents, arrangement of painting and redecoration, installation of CCTV, safety guard for paper cutting machine and installing viewing panels on dormitories doors);
- (b) concern on the under-utilisation in the correctional home facilities and better use of resources;
- (c) improvement to the educational and prevocational training programmes for residents of the correctional/residential homes (e.g. to increase number of workshop sessions, to organise more up-to-date vocational and language training); and
- (d) miscellaneous suggestions for improving the service quality (e.g. enhancing the publicity of the hostel, recruiting volunteer workers to provide services to a home for the aged blind, displaying signage at the lobby of the building to facilitate visitors, more variety of books for the library and seeking funding support to develop social enterprise).

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

On JPs' concerns on the under-utilisation of SWD's correctional home facilities and manpower resources, SWD has constructed a new purpose-built residential training complex for juveniles to co-locate the existing six correctional homes in 2007. With the pooling of manpower and resources, the cost effectiveness of the service could be achieved in a better way. With upgraded home environment and facilities, academic and prevocational training, social and recreational activities would also be further enriched.

Regarding JPs' suggestion for improvement to the training programmes for residents in correctional and residential homes, SWD had made conscious efforts to review the educational and prevocational training programmes with a view to better meet the changing needs of residents and to better prepare them to re-integrate into the society. JPs' concerns were also duly taken into account in the design of educational facilities and programmes for SWD's new purpose-built residential training complex for juveniles.

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