
**2008 Annual Report
on Justices of the Peace Visits**

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

2008 Annual Report on Justices of Peace Visits

Introduction

This Annual Report, the tenth in the series, provides an account of the work of Justices of Peace (JPs) in the year 2008 in visiting designated institutions, 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 Ordinance) (Cap. 510) provides the statutory basis for the operation of the JP system, including the appointment, functions, resignation and removal of JPs. Under section 3(1) of the Ordinance, the Chief Executive may appoint a fit and proper person to be a JP. For administrative purpose, JPs appointed by virtue of their holding of certain offices in the public service are often referred to as Official JPs while others as Non-official JPs.

Functions of JPs

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

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

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

Visits to Institutions

5. In 2008, 53 and 33 persons were appointed as Non-official and Official JPs respectively. As at 31 December 2008, there were 323 Official JPs and 1 036 Non-official JPs. An up-to-date list of JPs is available at the JP website <http://www.info.gov.hk/jp>.

6. During the year, JPs conducted 755 visits to 113 institutions (see **Annex A**). On average, each Non-official JP¹ conducts one visit per annum while each Official JP conducts three to four visits each year.

7. JP visits to custodial institutions are conducted under the respective legislation, such as visits to prisons of the Correctional Services Department (CSD) are provided under the Prison Rules (Cap. 234A). For visits to general hospitals of the Hospital Authority (HA) or welfare institutions under the purview of the Social Welfare Department (SWD) and Non-governmental Organisations (NGOs), they are arranged on an administrative basis.

8. In general, JP visits to custodial institutions are conducted on a fortnightly or monthly basis, while visits to hospitals and welfare institutions may take place once every month, every quarter or every six months. Usually two JPs are appointed to visit each institution according to the prescribed frequency. Non-official JPs may choose to pair with either an Official JP or a Non-official JP for the purpose of JP visits.

9. To ensure an effective monitoring of the management of institutions under the JP visit programme, all JP visits are unannounced, i.e. the exact date and time are not made known to the institutions beforehand and JPs are free to conduct their visits at any reasonable time during their tour of duty. They may also request to pay additional visits to specific correctional institutions outside their tour of duty to follow up on or look into specific complaints if they so wish.

10. To facilitate JPs to focus on issues that deserve attention during their visits, they are provided, before their visits, with checklists drawn up by CSD, SWD and HA, etc., to highlight the key areas that JPs may wish to cover in visiting different types of institutions. In addition, the JP Secretariat provides the visiting JPs with reports on those outstanding complaint cases made by inmates of the institutions concerned so that the JPs may follow-up on these complaints or other issues during their visits.

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

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

functions and duties of JPs. Representatives of relevant departments, including CSD, SWD and HA, are also present to explain the responsibility of visiting JPs at institutions under their management. A total of 54 JPs attended the briefing in September 2008.

Handling of Complaints and Making Suggestions

12. One of the important functions of JPs conducting visits to institutions is to ensure that complaints lodged by inmates are handled in a fair and transparent manner. The visiting JPs may either initiate investigative actions by making personal inquiries into the complaints (such as seeking background information from staff of the institutions and examining relevant records and documents) or refer the cases to the institutions concerned for follow-up actions. In the latter case, the departments concerned will investigate and report to the JPs the outcome of their investigations in writing. JPs are at liberty to conduct any further investigation personally as they consider necessary.

13. As regards requests or enquiries made to JPs, these cases are referred to the management of the institutions for consideration and the JPs are then informed of the actions taken by the management. In the interest of privacy, visiting JPs may also choose to speak to inmates in private if they so wish. If JPs prefer to interview an inmate in private, the institution management will make necessary arrangements to facilitate the interview, and render assistance to JPs when required. JPs are also encouraged to make enquiries with the institution management and staff, and inspect the complaint registers as appropriate to satisfy themselves that previous complaints made to the institutions have been handled properly by the management concerned.

14. In 2008, visiting JPs received 625 complaints/requests/enquiries. These were mainly related to matters concerning the environment and facilities of institutions, quality of treatment, medical services, insufficient facilities/equipment and referring requests to relevant authorities (see **Annex B** for more details). Follow-up actions for about 97 percent of the complaints/requests/enquiries (up from 95 percent in 2007) made to JPs in 2008 were taken within one month by the institutions concerned. JPs also made a total of 237 suggestions and comments (see **Annex B** for more details) on matters such as physical environment, facilities, overcrowding of institutions, improvement of staffing, enhancement of training and recreational programmes/ activities and welfares for inmates. All the suggestions made by JPs have been appropriately followed up by the institutions concerned and the JPs concerned have been advised of the follow-up actions taken. On average,

follow-up actions for about 91 percent of the suggestions/comments made by JPs in 2008 were taken within one month by the institutions concerned (as compared to 97 percent in 2007). JPs' specific comments and assessments on the facilities or services recorded in the JP Visit Logbooks help institutions focus on areas requiring improvement. The information also enables the institutions and JPs to keep track of the general conditions of the facilities and improvements made.

15. Statistics and more information about complaints, suggestions and comments made to/by JPs, their overall assessments on the facilities and services provided by institutions, and follow-up actions taken in respect of the complaints, suggestions and comments made to/by JPs are set out in **Annex C**.

Conclusion

16. The JP visit system has served as a useful and effective inspection system and has provided an independent channel, in addition to other established channels, for inmates to lodge their complaints and for institutions to investigate or follow-up with the complaints as appropriate. In addition, Bureaux/Departments concerned regard comments and suggestions made by JPs as opportunities to improve the management on facilities and services provided by their institutions. The Administration attaches great importance to the JP visit system and will continue to strive to ensure its effectiveness.

Administration Wing
Chief Secretary for Administration's Office
12 June 2009

List of Institutions Visited by JPs in 2008

I. Statutory Visits

		Frequency of JP visit	Responsible department/organisation
A. Prisons/correctional institutions for adults			
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 ⁽¹⁾		CSD
5.	Hei Ling Chau Correctional Institution ⁽²⁾	Fortnightly	CSD
6.	Lai Chi Kok Correctional Institution	Fortnightly	CSD
7.	Ma Hang Prison ⁽¹⁾	Fortnightly	CSD
8.	Ma Po Ping Prison	*Fortnightly	CSD
9.	Tong Fuk Centre		
10.	Pak Sha Wan Correctional Institution	Fortnightly	CSD
11.	Pelican House ⁽³⁾	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 ⁽⁴⁾	Fortnightly	CSD
17.	Tai Lam Correctional Institution	Fortnightly	CSD
18.	Tung Tau Correctional Institution	Fortnightly	CSD
B. Correctional institutions for young offenders			
19.	Bauhinia House ⁽⁴⁾	Fortnightly	CSD
20.	Cape Collinson Correctional Institution	Monthly	CSD
21.	Chi Sun Correctional Institution	Fortnightly	CSD
22.	Lai King Correctional Institution ⁽⁵⁾	Fortnightly	CSD

		Frequency of JP visit	Responsible department/organisation
23.	Lai Sun Correctional Institution ⁽²⁾	Fortnightly	CSD
24.	Phoenix House ⁽³⁾	Monthly	CSD
25.	Pik Uk Correctional Institution	Fortnightly	CSD
26.	Sha Tsui Detention Centre ⁽⁶⁾	Fortnightly	CSD
27.	Tai Tam Gap Correctional Institution ⁽⁵⁾	Fortnightly	CSD
C. Institution for drug addicts			
28.	Hei Ling Chau Addiction Treatment Centre and Annex	Fortnightly	CSD
D. Rehabilitation centres			
29.	Chi Lan Rehabilitation Centre ⁽⁵⁾	Fortnightly	CSD
30.	Lai Chi Rehabilitation Centre ⁽⁶⁾	Fortnightly	CSD
31.	Lai Hang Rehabilitation Centre ⁽³⁾	Monthly	CSD
32.	Wai Lan Rehabilitation Centre ⁽⁴⁾	Fortnightly	CSD
E. Reception/detention centres of CSD, ICAC & Imm D			
33.	Castle Peak Bay Immigration Centre	Fortnightly	CSD
34.	Green Island Reception Centre ⁽⁷⁾	Monthly	CSD
35.	Independent Commission Against Corruption Detention Centre	Fortnightly	ICAC
36.	Ma Tau Kok Detention Centre	Quarterly	Imm D
F. Psychiatric hospitals			
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

		Frequency of JP visit	Responsible department/ organisation
	G. Remand home, places of refuge, probation home and reformatory school of SWD		
42.	Tuen Mun Children and Juvenile Home	Monthly	SWD
43.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	Quarterly	SWD

* Denotes visit covering two institutions.

- (1) Custodial Ward of Queen Mary Hospital (No. 4) and Ma Hang Prison (No. 7) are jointly visited by JPs.
- (2) Hei Ling Chau Correctional Institution (No. 5) and Lai Sun Correctional Institution (No. 23) are jointly visited by JPs.
- (3) Pelican House (No. 11), Phoenix House (No. 24) and Lai Hang Rehabilitation Centre (No. 31) are jointly visited by JPs.
- (4) Tai Lam Centre for Women (No. 16), Bauhinia House (No. 19) and Wai Lan Rehabilitation Centre (No. 32) are jointly visited by JPs.
- (5) Tai Tam Gap Correctional Institution (No. 27) and Chi Lan Rehabilitation Centre (No. 29) were jointly visited by JPs until the first fortnight of May 2008. Tai Tam Gap Correctional Institution has since then temporarily closed for modification works. With effect from the second fortnight of May 2008, Lai King Correctional Institution (No. 22) and Chi Lan Rehabilitation Centre (No. 29) are jointly visited by JPs.
- (6) Sha Tsui Detention Centre (No. 26) and Lai Chi Rehabilitation Centre (No. 30) are jointly visited by JPs.
- (7) JP visit to the Green Island Reception Centre (No. 34) is temporarily suspended following the temporary closure of the Centre.

II. Non-statutory Visits

			Responsible department/ organisation
A. Institutions for drug addicts			
1.	Shek Kwu Chau Treatment and Rehabilitation Centre	Quarterly	D of H
2.	Sister Aquinas Memorial Women's Treatment Centre	Quarterly	D of H
B. General acute hospitals with 24-hour accident and emergency services and hospitals with a mix of acute & non-acute services			
3.	Alice Ho Miu Ling Nethersole Hospital	Half-yearly	HA
4.	Caritas Medical Centre	Quarterly	HA
5.	Haven of Hope Hospital	Half-yearly	HA
6.	Hong Kong Buddhist Hospital	Half-yearly	HA
7.	Kowloon Hospital	Quarterly	HA
8.	Kwong Wah Hospital	Quarterly	HA
9.	North District Hospital	Half-yearly	HA
10.	Pamela Youde Nethersole Eastern Hospital	Quarterly	HA
11.	Pok Oi Hospital	Half-yearly	HA
12.	Prince of Wales Hospital	Quarterly	HA
13.	Princess Margaret Hospital	Quarterly	HA
14.	Queen Elizabeth Hospital	Quarterly	HA
15.	Queen Mary Hospital	Quarterly	HA
16.	Ruttonjee Hospital ⁽⁸⁾	Half-yearly	HA
17.	Shatin Hospital	Half-yearly	HA
18.	Tai Po Hospital	Half-yearly	HA
19.	Tseung Kwan O Hospital	Half-yearly	HA
20.	Tuen Mun Hospital	Quarterly	HA
21.	Tung Wah Eastern Hospital	Half-yearly	HA
22.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	Half-yearly	HA

			Responsible department/ organisation
23.	Tung Wah Hospital	Half-yearly	HA
24.	United Christian Hospital	Quarterly	HA
25.	Yan Chai Hospital	Quarterly	HA
	C. Psychiatric hospital		
26.	Siu Lam Hospital	Half-yearly	HA
	D. Non-acute or infirmary hospitals		
27.	Cheshire Home, Chung Hom Kok	Half-yearly	HA
28.	Cheshire Home, Shatin	Half-yearly	HA
29.	MacLehose Medical Rehabilitation Centre	Half-yearly	HA
30.	Tung Wah Group of Hospitals Fung Yiu King Hospital	Half-yearly	HA
31.	Wong Chuk Hang Hospital	Half-yearly	HA
	E. Acute hospitals of special nature		
32.	Bradbury Hospice	Half-yearly	HA
33.	The Duchess of Kent Children's Hospital at Sandy Bay	Half-yearly	HA
34.	Grantham Hospital	Half-yearly	HA
35.	Hong Kong Eye Hospital	Half-yearly	HA
36.	Our Lady of Maryknoll Hospital	Half-yearly	HA
37.	St. John Hospital	Half-yearly	HA
38.	Tang Shiu Kin Hospital ⁽⁸⁾	Half-yearly	HA
	F. Children's homes of NGOs		
39.	Caritas-Hong Kong – Caritas Pelletier Hall	Half-yearly	SWD
40.	Hong Kong Juvenile Care Centre – Bradbury Hostel	Half-yearly	SWD
41.	Hong Kong Student Aid Society – Holland Hostel	Half-yearly	SWD
42.	Hong Kong Student Aid Society – Island Hostel	Half-yearly	SWD
43.	Sisters of the Good Shepherd – Marycove Centre	Half-yearly	SWD
44.	Society of Boys' Centres – Chak Yan Centre	Half-yearly	SWD

			Responsible department/ organisation
45.	Society of Boys' Centres – Cheung Hong Hostel	Half-yearly	SWD
46.	Society of Boys' Centres – Shing Tak Centre	Half-yearly	SWD
47.	Society of Boys' Centres – Un Chau Hostel	Half-yearly	SWD
48.	Tung Wah Group of Hospitals – Wing Yin Hostel	Half-yearly	SWD
G. Day and residential units for people with disabilities of SWD/NGOs			
49.	Caritas-Hong Kong – Caritas Jockey Club Lai King Rehabilitation Centre	Half-yearly	SWD
50.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel	Half-yearly	SWD
51.	Fu Hong Society – Fu Hong Society Rehabilitation Centre	Half-yearly	SWD
52.	Hang Ngai Manufacturing and Hostel	Half-yearly	SWD
53.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled	Half-yearly	SWD
54.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind	Half-yearly	SWD
55.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind	Half-yearly	SWD
56.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	Half-yearly	SWD
57.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Care Home	Half-yearly	SWD
58.	Po Leung Kuk – Y C Cheng Centre	Half-yearly	SWD
59.	The Mental Health Association of Hong Kong – Jockey Club Building	Half-yearly	SWD
60.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	Half-yearly	SWD
61.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	Half-yearly	SWD
62.	Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel ⁽⁹⁾	Half-yearly	SWD

			Responsible department/ organisation
H. Residential care homes for the elderly of NGOs			
63.	Caritas-Hong Kong – Caritas Li Ka Shing Care and Attention Home	Half-yearly	SWD
64.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	Half-yearly	SWD
65.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	Half-yearly	SWD
66.	Hong Kong Sheng Kung Hui Welfare Council – Hong Kong Sheng Kung Hui Li Ka Shing Care and Attention Home for the Elderly	Half-yearly	SWD
67.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	Half-yearly	SWD
68.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home ⁽⁹⁾	Half-yearly	SWD
69.	Yan Chai Hospital – Chinachem Care and Attention Home	Half-yearly	SWD
G. Charitable organisation providing social services			
70.	Po Leung Kuk	Quarterly	HAD

⁽⁸⁾ Ruttonjee Hospital (No. 16) and Tang Shiu Kin Hospital (No. 38) are jointly visited by JPs.

⁽⁹⁾ Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel (No. 62) and Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home (No. 68) are jointly visited by JPs.

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

**Statistics on Complaints/Requests/Enquiries Received and
Suggestions/Comments Made by JPs
from 2006 to 2008**

										No. of suggestions/ comments made by JPs	
											2008
Institutions of Correctional Services Department											115
Hospitals of Hospital Authority											48
ICAC Detention Centre									9 (4)		3
Ma Tau Kok Detention Centre of Immigration Department								2 (2)	2 (2)		8
Po Leung Kuk											1
Shek Kwu Chau Treatment and Rehabilitation Centre and Sister Aquinas Memorial Women's Treatment Centre											5
Institutions of Social Welfare Department/ Non-governmental Organisations											57
Total :							(364)	(420)	(432)		237

() Number of requests/enquiries.

Detailed Information on JP Visits to Individual Institutions

(from 1.1.2008 to 31.12.2008)

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

				No. of suggestions/ comments made by JPs
1.	Cape Collinson Correctional Institution	12	0(0)	3
2.	Castle Peak Bay Immigration Centre	24	179(160)	3
3.	Chi Ma Wan Correctional Institution	22	4(2)	7
4.	Chi Sun Correctional Institution	21	7(0)	7
5.	Custodial Ward of Queen Elizabeth Hospital/ Lai Chi Kok Reception Centre [♦]	24	10(2)	15
6.	Custodial Ward of Queen Mary Hospital/Ma Hang Prison [♦]	24	3(1)	1
7.	Hei Ling Chau Addiction Treatment Centre and Annex	19	1(1)	3
8.	Hei Ling Chau Correctional Institution/Lai Sun Correctional Institution [♦]	20	6(3)	3
9.	Lai Chi Kok Correctional Institution	24	14(0)	8
10.	Lai King Correctional Institution/Chi Lan Rehabilitation Centre ^{♦(a)}	15	0(0)	7
11.	Ma Po Ping Prison/Tong Fuk Centre [♦]	23	18(7)	11
12.	Pak Sha Wan Correctional Institution	24	8(4)	9
13.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre [○]	12	0(0)	2
14.	Pik Uk Correctional Institution	24	0(0)	4
15.	Pik Uk Prison	24	3(1)	6
16.	Sha Tsui Detention Centre/Lai Chi Rehabilitation Centre [♦]	23	0(0)	5
17.	Shek Pik Prison	24	27(11)	3
18.	Siu Lam Psychiatric Centre	24	54(12)	2
19.	Stanley Prison	24	47(27)	5
20.	Tai Lam Centre for Women/Bauhinia House/Wai Lan Rehabilitation Centre [○]	24	6(4)	4
21.	Tai Lam Correctional Institution	24	13(7)	4
22.	Tai Tam Gap Correctional Institution/Chi Lan Rehabilitation Centre ^{♦(b)}	9	0(0)	2

				No. of suggestions/ comments made by JPs
23.	Tung Tau Correctional Institution	24	4(4)	1
	Total :	488	404(246)	115

() Number of requests/enquiries.

♦ Denotes visits covering two institutions.

○ Denotes visits covering three institutions.

(a) Lai King Correctional Institution and Chi Lan Rehabilitation Centre are jointly visited by JPs with effect from the second fortnight of May 2008.

(b) Tai Tam Gap Correctional Institution and Chi Lan Rehabilitation Centre were jointly visited by JPs until first fortnight of May 2008. The former institution has been closed for modification works with effect from second fortnight of May 2008.

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

			Overall grading on services			Remarks
			U	S	U	
1.	Cape Collinson Correctional Institution					
2.	Castle Peak Bay Immigration Centre					
3.	Chi Ma Wan Correctional Institution					
4.	Chi Sun Correctional Institution					
5.	Custodial Ward of Queen Elizabeth Hospital [△]					
	Lai Chi Kok Reception Centre [△]					
6.	Custodial Ward of Queen Mary Hospital [△]		0			
	Ma Hang Prison [△]					
7.	Hei Ling Chau Addiction Treatment Centre and Annex					
8.	Hei Ling Chau Correctional Institution [△]					
	Lai Sun Correctional Institution [△]					
9.	Lai Chi Kok Correctional Institution					
10.	Lai King Correctional Institution and Chi Lan Rehabilitation Centre					
11.	Ma Po Ping Prison/Tong Fuk Centre					
12.	Pak Sha Wan Correctional Institution					
13.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre					

			Overall grading on facilities†			Overall grading on services†		Remarks
			U	S	U	S	U	
14.	Pik Uk Correctional Institution	24	18	0	18	0		
15.	Pik Uk Prison	24	19	0	21	0		
16.	Sha Tsui Detention Centre/Lai Chi Rehabilitation Centre							
17.	Shek Pik Prison	24	19	0	20	0		
18.	Siu Lam Psychiatric Centre	24	18	0	20	0		
19.							The unsatisfactory grading on facilities was given because conditions of the older parts of the prisons were not as desirable as the new structures	
20.	Tai Lam Centre for Women [△]			0	19			
	Bauhinia House/Wai Lan Rehabilitation Centre [△]							
21.	Tai Lam Correctional Institution	24	20	0	20	0		
22.							The unsatisfactory grading on facilities was given because its structures were old and outdated	
23.	Tung Tau Correctional Institution	24	16	0	22	0		
	Total :	488	451	2	507	0		

Key : S – Satisfactory
U – Unsatisfactory

- * During the visits, JPs looked at the facilities (such as facilities of the hospital, living accommodation, kitchen and general state of the premises) and services (including training programmes, recreational activities and management services) 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.
- △ Separate reports were completed by JPs for the specific institution.

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

The complaints made to JPs fall within the following categories –

- (a) against disciplinary action (e.g. improper or unfair disciplinary charges or proceedings and improper award of punishments) - 13 complaints;
- (b) against administrative actions/measures/procedures taken by CSD or individual institutions (e.g. provision of medical care and treatment, insufficient facilities,

quality of food, earnings, handling of letters, handling of complaints/requests) - 88 complaints;

- (c) against conduct of staff (e.g. unnecessary or excessive use of force, use of abusive language, collusion and abuse of authority) - 20 complaints; and
- (d) against other departments/organisations (e.g. Hong Kong Police Force, Judiciary, Legal Aid Department and Immigration Department) - 37 complaints.

The 13 complaints against disciplinary action were handled by the institutions concerned and no evidence was found to substantiate the allegations. The JPs and the inmates concerned were informed of the findings. The JPs were satisfied that all the cases had been properly dealt with.

Out of the 88 complaints against administrative actions/measures/procedures taken by CSD or individual institutions, two cases were referred to the CSD Complaints Investigation Unit (CIU)* for investigation. Both JPs and inmates 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 inmates 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 13 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 inmates 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 37 complaints against other departments or organisations and they were referred to the relevant authorities for attention and follow-up actions. The JPs and the inmates concerned were informed of the referrals made.

In addition to the above, there were 246 requests or enquiries made to the JPs seeking assistance in such areas as medical services, legal aid application, early repatriation, arranging bail, interview with government officials, work assignment, transfer to another institution, referring letters to relevant authorities, 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 inmates 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 inmates were informed of the actions taken.

* 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.

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

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

- (a) improvement to penal premises and facilities (particularly the ageing and old-fashioned facilities);
- (b) improvement to relieve overcrowding of institutions;
- (c) enhancement of training programmes for inmates; and
- (d) miscellaneous.

Eight of the penal institutions established years ago were not purpose-built and the relevant facilities have become outdated. Some JPs suggested carrying out refurbishment and renovation of such facilities. In respect of renovation works in progress, JPs opined that the projects should be speeded up. The JPs also suggested carrying out minor upgrading and improvement projects to upgrade the ventilation of some of the institutions. Follow-up actions were taken by the institutions concerned accordingly. For those suggestions that required large-scale enhancement works, they were referred to the Architectural Services Department and relevant departments for consideration.

To reduce overcrowding at certain types of institutions such as female institutions and remand facilities, the CSD has been trying to provide additional penal places by redeveloping existing penal institutions and rationalising their use to meet changing needs. In this regard, the former Lo Wu Correctional Institution is being redeveloped into three new penal institutions which will provide 1 400 penal places by 2010. CSD will continue to monitor the situation and is considering other measures, including the option of redeveloping the institutions at Chi Ma Wan, to address the problems of overcrowding in some institutions.

Some major suggestions of JPs on training programmes for inmates included providing more choices of market-oriented vocational training, soliciting assistance from voluntary organisations in providing training, and facilitating inmates in the pursuit of academic study. CSD has been strengthening its provision of pre-release vocational training to inmates in recent years. Full-time vocational training courses are provided for qualified local adult inmates and CSD is working towards incorporating more vocational training elements into the industrial production process in which the inmates are currently engaged as required by law. CSD would continue to review the training programmes to better equip inmates with vocational knowledge that suits the need of the community.

The other suggestions raised by JPs were mainly related to promoting anti-smoking among inmates, encouraging volunteers to visit inmates, providing more activities/programmes on health, anti-drugs and sex education, and publicising the service of NGOs and voluntary organisations to inmates. These suggestions have been considered and followed up as appropriate by CSD and the institutions concerned.

II. Hospitals of the Hospital Authority

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

				No. of suggestions/ comments made by JPs
1.	Alice Ho Miu Ling Nethersole Hospital	2	0	0
2.	Bradbury Hospice	2	0	0
3.	Caritas Medical Centre	4	0	0
4.	Castle Peak Hospital	12	0	5
5.	Cheshire Home, Chung Hom Kok	2	0	1
6.	Cheshire Home, Shatin	2	0	1
7.	The Duchess of Kent Children's Hospital at Sandy Bay	2	0	1
8.	Grantham Hospital	2	0	0
9.	Haven of Hope Hospital	2	0	1
10.	Hong Kong Buddhist Hospital	2	0	0
11.	Hong Kong Eye Hospital	2	0	3
12.	Kowloon Hospital	4	0	0
13.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	12	51(46)	4
14.	Kwai Chung Hospital	12	2(1)	9
15.	Kwong Wah Hospital	4	0	2
16.	MacLehose Medical Rehabilitation Centre	2	0	1
17.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	12	52(45)	3
18.	North District Hospital	2	0	0
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 Pamela Youde Nethersole Eastern Hospital	12	104(87)	3
22.	Pok Oi Hospital	2	0	2
23.	Prince of Wales Hospital	4	0	2
24.	Princess Margaret Hospital	4	0	0
25.	Queen Elizabeth Hospital	4	0	0

() Number of requests/enquiries.

				No. of suggestions/ comments made by JPs
26.	Queen Mary Hospital	4	0	2
27.	Ruttonjee Hospital/ Tang Shiu Kin Hospital♦	2	0	2
28.	Shatin Hospital	2	0	0
29.	Siu Lam Hospital	2	0	0
30.	St John Hospital	2	0	0
31.	Tai Po Hospital	2	0	0
32.	Tseung Kwan O Hospital	2	0	0
33.	Tuen Mun Hospital	4	0	2
34.	Tung Wah Eastern Hospital	2	0	0
35.	Tung Wah Group of Hospitals Fung Yiu King Hospital	2	0	0
36.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	2	0	0
37.	Tung Wah Hospital	2	0	0
38.	United Christian Hospital	4	0	1
39.	Wong Chuk Hang Hospital	2	0	3
40.	Yan Chai Hospital	4	0	0
	Total :	152	209(179)	48

- () Number of requests/enquiries.
♦ Denotes visits covering two institutions.

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

				Overall grading on services†			Remarks
				U	S	U	
1.	Alice Ho Miu Ling Nethersole Hospital	2	2	0	2	0	
2.	Bradbury Hospice	2	2	0	2	0	
3.	Caritas Medical Centre	4	3	1	3	0	
4.	Castle Peak Hospital	12	12	0	11	0	
5.	Cheshire Home, Chung Hom Kok	2	2	0	1	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	2	0	2	0	
11.	Hong Kong Eye Hospital	2	1	0	2	0	
12.	Kowloon Hospital	4	4	0	4	0	
13.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	12	9	0	9	0	
14.	Kwai Chung Hospital	12	6	1	10	0	
15.	Kwong Wah Hospital	4	3	0	3	0	
16.	MacLehose Medical Rehabilitation Centre	2	2	0	2	0	
17.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	12	9	0	11	0	
18.	North District Hospital	2	2	0	2	0	
19.	Our Lady of Maryknoll Hospital	2	2	0	1	0	
20.	Pamela Youde Nethersole Eastern Hospital	4	4	0	4	0	
21.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital	12	11	0	12	0	

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

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

				Overall grading on facilities†		Overall grading on services†		Remarks
				U	S	S	U	
22.	Pok Oi Hospital	2	2	0	1	0		
23.	Prince of Wales Hospital	4	0	0	3	0		
24.	Princess Margaret Hospital	4	3	0	1	0		
25.	Queen Elizabeth Hospital	4	4	0	1	0		
26.	Queen Mary Hospital	4	1	0	0	0		
27.	Ruttonjee Hospital/Tang Shiu Kin Hospital	2	2	0	2	0		
28.	Shatin Hospital	2	2	0	2	0		
29.	Siu Lam Hospital	2	1	0	2	0		
30.	St John Hospital	2	1	0	2	0		
31.	Tai Po Hospital	2	2	0	1	0		
32.	Tseung Kwan O Hospital	2	2	0	2	0		
33.	Tuen Mun Hospital	4	3	0	1	0		
34.	Tung Wah Eastern Hospital	2	2	0	2	0		
35.	Tung Wah Group of Hospitals Fung Yiu King Hospital	2	2	0	2	0		
36.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	2	2	0	2	0		
37.	Tung Wah Hospital	2	2	0	2	0		
38.	United Christian Hospital	4	3	0	4	0		
39.	Wong Chuk Hang Hospital	2	2	0	2	0		
40.	Yan Chai Hospital	4	3	0	4	0		
Total :		152	123	2	125	0		

Key : S - Satisfactory
U – Unsatisfactory

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

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

All 30 complaints and 179 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 put in place a quality control system to monitor the dietetic need of the patients and provide more choices on the daily menu. A few complaints were related to the sanitary condition of the toilets. Toilet cleansing were stepped up and personal hygiene of patients were supervised.

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

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) shortage of manpower support;
- (c) improvement to the well being of patients in psychiatric wards; and
- (d) improvement of public transportation to hospitals.

Most of the comments made by the JPs were concerned with the physical environment of public hospitals or the state of the building. HA will continue to keep the maintenance and renovation need of hospitals under review and to ensure that all hospitals would be adequately maintained in timely manner through drawing up a three-year rolling plan. JPs' suggestions on improvement in signage have been implemented in the hospitals concerned.

As regards JP's comments on the need for more nursing manpower support, the hospital concerned has worked with the Open University of Hong Kong to increase the intake from 45 to 55 students per year to improve the supply of psychiatric nurses.

As regards JPs' suggestions to improve the well-being of patients in psychiatric wards, out-of-ward rehabilitation activities would be arranged where resources are available. A construction program is in place to provide a staircase from the second floor ward to access the first floor garden in the hospital concerned.

JPs have suggested that better connecting transportation should be made available to hospitals in isolated locations. After negotiation with the Transport Department, minor increase in frequency in green mini-buses scheduled service to Haven of Hope

Hospital and Pok Oi Hospital has been effected. However, request from Cheshire Home, Chung Hom Kok was not met due to unstable utilization. For Cheshire Home, Shatin, the hospital had written to the Transport Department requesting permission to extend coverage of green taxi to the hospital.

III. ICAC Detention Centre

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

			No. of suggestions/ comments made by JPs
ICAC Detention Centre	24	9(4)	3
Total :	24	9(4)	3

() Number of requests/enquiries.

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

		Rating on facilities †		Overall grading on services †		Remarks
		S	U	S	U	
ICAC Detention Centre	24	24	0	24	0	
Total :	24	24	0	24	0	

Key : S - Satisfactory
U - Unsatisfactory

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

A total of five complaints were made to JPs. In the first two cases, the detainee complained that there was delay in the provision of writing materials and the arrangements for making phone calls. Subsequent investigation revealed that the complaints were unsubstantiated as the detainee had been given writing materials, and he had already made telephone calls to his family and legal adviser. The other two complaints related to flush water in the toilet and defective digital clock which were repaired within one day after the complaints were lodged. As for the fifth complaint regarding the quality of food which did not meet the detainee's liking, the detainee was assured that he would have an alternative choice for the next meal. However, the detainee was released from custody before the next meal.

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

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

There were four requests concerning meeting an investigator, taking exercise, making phone calls to family and having food other than pork. All requests had been acceded to immediately.

JPs concerned were informed of the follow-up actions.

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

The three suggestions/comments made by JPs are as follows :

- (a) provision of TV sets in standard cells;
- (b) painting of the cells in warm colours; and
- (c) provision of barrier free facilities for disabled detainees.

On the first suggestion, it is considered inappropriate to provide TV sets in the standard cells, where detainees will not be detained for more than 48 hours. The management would consider painting the cells in warmer colours when they are due for painting. On the suggestion of provision of barrier free facilities, the management has brought this to the attention of Architectural Services Department.

IV. Ma Tau Kok Detention Centre of the Immigration Department

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

			No. of suggestions/ comments made by JPs
Ma Tau Kok Detention Centre	4	2 (2)	8
Total :	4	2 (2)	8

() Number of requests/enquiries.

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

			Overall grading on services †			Remarks
			U	S	U	

Key : S - Satisfactory
U - Unsatisfactory

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

There were two enquiries made to the JPs. A female detainee raised concern to the JPs about her repatriation. Another detainee enquired about the air ticket arrangement for leaving Hong Kong. The enquiries were referred to the case officers for follow-up actions right after the JPs visit and JPs concerned were informed of the action taken.

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

The JPs made a total of eight suggestions after their visits to the Detention Centre. Six of the suggestions concerned the well being of detainees and the welfare facilities of the Detention Centre, which included supply of clothes for changing if

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

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

necessary, provision of more reading materials in different languages, improving the shower facilities, reminding the detainees of their right to complain before JP visits, displaying the notices to the detainees in different languages on the cell walls. These suggestions have been adopted as appropriate and JPs concerned have been informed of the actions taken. As regards the other suggestions on the provision of the resident medical or nursing attendance in the Centre and the provision of TV timetables in the detention cells, the Immigration Department will take the JPs' views into account when planning for new facilities in the Centre.

V. Po Leung Kuk

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

			No. of suggestions/ comments made by JPs
Po Leung Kuk	4	0	1
Total :	4	0	1

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

		Overall grading on facilities †		Overall grading on services †		Remarks
		S	U	S	U	
Po Leung Kuk	4	4	0	4	0	
Total :	4	4	0	4	0	

Key : S - Satisfactory
U - Unsatisfactory

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

The JPs made one suggestion after their visits to Po Leung Kuk. They suggested increasing additional resources to develop useful service to the community. In response to the suggestion, the institution would keep looking for more resources for meeting the need of the community.

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

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

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*

				No. of suggestions/ comments made by JPs
1.	Shek Kwu Chau Treatment and Rehabilitation Centre	3	0	1
2.	Sister Aquinas Memorial Women's Treatment Centre	4	0	4
Total :		7	0	5

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

			Overall grading on facilities †		Overall grading on services †		Remarks
				U	S	U	
1.	Shek Kwu Chau Treatment and Rehabilitation Centre	3	3	0	3	0	
2.	Sister Aquinas Memorial Women's Treatment Centre	4	4	0	4	0	
Total :		7	7	0	7	0	

Key : S - Satisfactory
U - Unsatisfactory

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

JPs made five suggestions/comments after their visits to the two Centres. One of them was water leakage in one of the Centres. JPs were also concerned about the recruitment/retention difficulties of nurses of the Centre.

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

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

The water leakage problem has been followed up by the management of the Centre and different government departments concerned, including the Department of Health. Repair work at one of the blocks in the Centre concerned has been completed. The management of the Centre has planned to complete the repair work for the other block as soon as practicable within the financial year of 2009-10.

To address the recruitment/retention problems of nurses in the Centre, the Department of Health granted approval in December 2007 for the Centre to implement in full the Civil Service Standing Salaries Survey findings for nurses currently serving in the Centre in accordance with the conversion arrangement practiced in the civil service. The management of the Centre implemented the revised salaries and conversion arrangement for affected serving nurses. The Department of Health would also adopt a flexible attitude in considering incremental credits for experience of newly appointed nurses, subject to the maximum salary of the rank not being exceeded.

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

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

				No. of suggestions/ comments made by JPs
1.	Caritas-Hong Kong – Caritas Jockey Club Lai King Rehabilitation Centre	2	0	3
2.	Caritas-Hong Kong – Caritas Li Ka Shing Care and Attention Home	2	0	4
3.	Caritas-Hong Kong – Caritas Pelletier Hall	2	0	2
4.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel	2	0	2
5.	Fu Hong Society – Fu Hong Society Rehabilitation Centre	2	0	0
6.	Hang Ngai Manufacturing and Hostel	2	0	2
7.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled	2	0	3
8.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	2	0	0
9.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	2	0	0
10.	Hong Kong Juvenile Care Centre – Bradbury Hostel	2	0	0
11.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind	2	0	2
12.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind	2	0	4
13.	Hong Kong Student Aid Society – Holland Hostel	2	0	0
14.	Hong Kong Student Aid Society – Island Hostel	2	0	1
15.	The Mental Health Association of Hong Kong – Jockey Club Building	2	0	2
16.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	2	0	2
17.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Home	2	0	2
18.	Po Leung Kuk – Y C Cheng Centre	2	0	3

				No. of suggestions/ comments made by JPs
19.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	2	0	2
20.	Hong Kong Sheng Kung Hui Welfare Council – Hong Kong Sheng Kung Hui Li Ka Shing Care and Attention Home for the Elderly	2	0	0
21.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	2	0	0
22.	Sisters of the Good Shepherd – Marycove Centre	2	0	2
23.	Society of Boys' Centres – Chak Yan Centre	2	0	2
24.	Society of Boys' Centres – Cheung Hong Hostel	2	0	0
25.	Society of Boys' Centres – Shing Tak Centre	2	0	2
26.	Society of Boys' Centres – Un Chau Hostel	2	0	0
27.	Tuen Mun Children and Juvenile Home	12	0	1
28.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	2	0	4
29.	Tung Wah Group of Hospitals – Wing Yin Hostel	2	1(1)	3
30.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel♦	2	0	0
			0	5
31.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	0	3
32.	Yan Chai Hospital – Chinachem Care and Attention Home	2	0	1
	Total :	76	1(1)	57

- () Number of requests/enquiries.
♦ Denotes visits covering two institutions.

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

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

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

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

				Overall grading on services†			Remarks
				Overall grading on services†			
				U	S	U	
14.	Hong Kong Student Aid Society – Island Hostel	2	2	0	2	0	
15.	The Mental Health Association of Hong Kong – Jockey Club Building	2	2	0	1	0	
16.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	2	2	0	2	0	
17.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Home	2	2	0	2	0	
18.	Po Leung Kuk – Y C Cheng Centre	2	2	0	2	0	
19.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	2	2	0	2	0	
20.	Hong Kong Sheng Kung Hui Welfare Council – Hong Kong Sheng Kung Hui Li Ka Shing Care and Attention Home for the Elderly	2	2	0	2	0	
21.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	2	2	0	2	0	
22.	Sisters of the Good Shepherd – Marycove Centre	2	1	0	1	0	
23.	Society of Boys’ Centres – Chak Yan Centre	2	2	0	2	0	
24.	Society of Boys’ Centres – Cheung Hong Hostel	2	2	0	2	0	
25.	Society of Boys’ Centres – Shing Tak Centre	2	2	0	2	0	
26.	Society of Boys’ Centres – Un Chau Hostel	2	2	0	2	0	
27.	Tuen Mun Children and Juvenile Home						
28.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	2	2	0	2	0	
29.	Tung Wah Group of Hospitals – Wing Yin Hostel	2	2	0	2	0	

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

				Overall grading on facilities and services			Remarks
				Overall grading on services			
				Overall grading on facilities	S	U	
30.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home [△] /Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel [△]	2	2	0	2	0	
			2	0	1	0	
31.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	4	0	4	0	
32.	Yan Chai Hospital – Chinachem Care and Attention Home	2	2	0	2	0	
Total :		76	77	0	74	0	

Key : S – Satisfactory
U – Unsatisfactory

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

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

Two residents made a comment to the JPs that the laundry machines were not adequately provided and thus they requested more should be installed. In response, the management of the home concerned has applied funding for additional laundry machines.

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 of water supply system, kitchen, bathrooms and toilets; renovation of living areas, working places and common areas to make the environment more comfortable and cheerful; and maintaining the service standards of equipment);
- (b) provision of more recreational, artwork and entertainment facilities as well as physical exercise to the residents;
- (c) stepping up recruitment to fill staff vacancy; and soliciting more help from voluntary agencies so that the residents could have more chance to go outside;

- (d) miscellaneous suggestions for improving the service quality (e.g. to keep records of residents' weight, to consider more vigilant means to assess the continuing need of the long-stayed residents and to encourage more family visits).

In response to JPs' comments on the homes' environment and facilities, renovation/improvement works have been or would be carried out accordingly, such as submission of funding applications for renovation works and additional equipments, decorating the assembly hall, corridors and living rooms to bring sparkles and colour for residents and carrying out study on the improvement works.

On JPs' concerns about the provision of recreational and artwork facilities, the homes would buy more recreational equipment as recommended by JPs or have put the suggestions into the 2009 year plan. The homes concerned would install more exercise equipment in the recreational areas so as to facilitate their residents' participation in physical exercise.

Regarding JPs' suggestion of improvement to service quality, the homes have enlisted volunteers from schools, social companies and churches to organise outdoor programmes for the residents and the social workers of the homes would try to explore more resources in future. The homes concerned have also completed a comprehensive salary review with general increase in salary, rearranged job duties and provided a special allowance for nursing staff in respect of difficulty in recruitment.

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