
2010 Annual Report on Justices of the Peace Visits

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

2010 Annual Report on Justices of Peace Visits

Introduction

This Annual Report provides an account of the work of Justices of Peace (JPs) in the year 2010 in visiting designated institutions under the JP visit programme, handling complaints from prisoners and inmates, and making suggestions and comments to institutions arising from their visits.

The JP System

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

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

Visits to Institutions

5. In 2010, 52 and 41 persons were appointed as Non-official and Official JPs respectively. As at 31 December 2010, there were 334 Official JPs and 1 119 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 752 visits to 112 institutions (see **Annexes A and B**). On average, each Non-official JP⁽¹⁾ 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. For example, visits to prisons of the Correctional Services Department (CSD) are provided under the Prison Rules (Cap. 234A). These visits are generally conducted on a fortnightly or monthly basis. 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 on a monthly, quarterly or half-yearly interval. 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.

8. To ensure an effective monitoring of the management of institutions under the JP visit programme, all JP visits are surprise visits in nature, i.e. the exact date and time are not made known to the institutions beforehand and JPs may conduct their visits at any reasonable time during their tour of duty. They may 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.

9. 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.

10. Each year, the JP Secretariat organises a briefing to help newly appointed JPs familiarise themselves with the JP visit system as well as functions and duties of JPs. Representatives of relevant departments,

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

including CSD, SWD and HA, are also present to explain the responsibility of visiting JPs at institutions under their management. A total of 66 JPs attended the briefing in October 2010.

Handling of Complaints and Making Suggestions

11. One of the important functions of JPs conducting visits to institutions is to ensure that complaints lodged by inmates are handled in a fair and transparent manner. 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.

12. 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 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.

13. In 2010, 521 complaints/requests/enquiries were made to visiting JPs (see **Annex B** for more details). These were mainly related to matters concerning the environment and facilities of institutions, medical services, quality of treatment, early discharge from institutions, insufficient facilities/equipment, personal or welfare issues and referring requests to relevant authorities. About 96 percent of these complaints/requests/enquiries (as compared to 95 percent in 2009) were followed up within one month by the institutions concerned. JPs also made a total of 209 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, etc. All the suggestions made by JPs have been followed up by the institutions concerned and the JPs concerned have been

advised of the actions taken. On average, follow-up actions for about 86⁽²⁾ percent (as compared to 92 percent in 2009) of these suggestions/comments were taken within one month. 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.

14. 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 at **Annex C**.

Conclusion

15. 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 ensure its effectiveness.

Administration Wing
Chief Secretary for Administration's Office
May 2011

⁽²⁾ The drop of percentage from 92% in 2009 to 86% in 2010 was caused by the suggestions/comments made by JPs to HA. The 30 suggestions/comments made were mainly about construction, renovation and re-development of buildings/facilities of the hospitals. As such, it would take more than one month in follow-up actions.

List of Institutions Visited by JPs in 2010

I. Statutory Visits

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
A. Prisons/correctional institutions for adults			
1.	Chi Ma Wan Correctional Institution ⁽¹⁾	Fortnightly	CSD
2.	Custodial Ward of Queen Elizabeth Hospital	*Fortnightly	CSD
3.	Lai Chi Kok Reception Centre		
4.	Custodial Ward of Queen Mary Hospital	*Fortnightly	CSD
5.	Ma Hang Prison		
6.	Hei Ling Chau Correctional Institution ⁽²⁾	Fortnightly	CSD
7.	Lai Chi Kok Correctional Institution ⁽³⁾	Fortnightly	CSD
8.	Lo Wu Correctional Institution ⁽⁴⁾	Fortnightly	CSD
9.	Pak Sha Wan Correctional Institution	Fortnightly	CSD
10.	Pelican House ⁽⁵⁾	Monthly	CSD
11.	Pik Uk Prison	Fortnightly	CSD
12.	Shek Pik Prison	Fortnightly	CSD
13.	Siu Lam Psychiatric Centre	Fortnightly	CSD
14.	Stanley Prison	Fortnightly	CSD
15.	Tai Lam Centre for Women ⁽⁶⁾	Fortnightly	CSD
16.	Tai Lam Correctional Institution	Fortnightly	CSD
17.	Tong Fuk Correctional Institution ⁽⁷⁾	Fortnightly	CSD
18.	Tung Tau Correctional Institution	Fortnightly	CSD
B. Correctional institutions for young offenders			
19.	Bauhinia House ⁽⁶⁾	Fortnightly	CSD
20.	Cape Collinson Correctional Institution	Monthly	CSD
21.	Chi Sun Correctional Institution ⁽⁸⁾	Fortnightly	CSD
22.	Lai King Correctional Institution ⁽⁹⁾	Fortnightly	CSD

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
23.	Phoenix House ⁽⁵⁾	Monthly	CSD
24.	Pik Uk Correctional Institution	Fortnightly	CSD
25.	Sha Tsui Correctional Institution	Fortnightly	CSD
C. Institution for drug addicts			
26.	Hei Ling Chau Addiction Treatment Centre ⁽²⁾	Fortnightly	CSD
27.	Lai Sun Correctional Institution ⁽²⁾	*Fortnightly	CSD
28.	Nei Kwu Correctional Institution ⁽²⁾		
D. Rehabilitation centres			
29.	Chi Lan Rehabilitation Centre ⁽⁹⁾	Fortnightly	CSD
30.	Lai Chi Rehabilitation Centre	Monthly	CSD
31.	Lai Hang Rehabilitation Centre ⁽⁵⁾	Monthly	CSD
32.	Wai Lan Rehabilitation Centre ⁽⁶⁾	Fortnightly	CSD
E. Reception/detention centres of CSD, ICAC & Imm D			
33.	Castle Peak Bay Immigration Centre ⁽¹⁰⁾	Fortnightly	Imm D
34.	Green Island Reception Centre ⁽¹¹⁾	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

No.	Name of institution	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) Chi Ma Wan Correctional Institution (No. 1) was closed w.e.f. early July 2010.

(2) Hei Ling Chau Correctional Institution (HLCCI) (No. 6) and Lai Sun Correctional Institution (LSCI) (No. 27) were jointly visited by JPs until February 2010. The Annex of Hei Ling Chau Addiction Treatment Centre was renamed as Nei Kwu Correctional Institution (NKCI) (No. 28) on 25 February 2010. Starting from the first fortnight of March 2010, HLCCI (No. 6) and HLCATC (No. 26), LSCI (No. 27) and NKCI (No. 28) are jointly visited by JPs respectively.

(3) Lai Chi Kok Correctional Institution (No. 7) was closed w.e.f. early August 2010.

(4) JPs started to visit Lo Wu Correctional Institution (No. 8) in the first fortnight of July 2010 when it came into operation.

(5) Pelican House (No. 10), Phoenix House (No. 23) and Lai Hang Rehabilitation Centre (No. 31) are jointly visited by JPs.

(6) Tai Lam Centre for Women (No. 15), Bauhinia House (No. 19) and Wai Lan Rehabilitation Centre (No. 32) are jointly visited by JPs.

(7) Ma Po Ping Prison and Tong Fuk Centre were merged and renamed as Tong Fuk Correctional Institution (No. 17) on 25 February 2010.

(8) Chi Sun Correctional Institution (No. 21) was closed w.e.f. late April 2010.

(9) Lai King Correctional Institution (No. 22) and Chi Lan Rehabilitation Centre (No. 29) are jointly visited by JPs.

(10) Castle Peak Bay Immigration Centre (No. 33) has been taken over by the Immigration Department from the Correctional Services Department on 15 April 2010.

(11) JP visit to the Green Island Reception Centre (No. 34) 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
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 ⁽¹²⁾	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

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
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
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 ⁽¹²⁾	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

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
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
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 ⁽¹³⁾	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

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
62.	Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel ⁽¹⁴⁾	Half-yearly	SWD
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 ⁽¹⁴⁾	Half-yearly	SWD
69.	Yan Chai Hospital – Chinachem Care and Attention Home	Half-yearly	SWD
I. Charitable organisation providing social services			
70.	Po Leung Kuk	Quarterly	HAD

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

⁽¹³⁾ JP visit to Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind (No. 55) is temporarily suspended following the temporary closure of the institution w.e.f. July 2010.

⁽¹⁴⁾ 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 2008 to 2010**

Institutions	No. of institutions			No. of JP visits			No. of complaints/ requests/enquiries made to JPs			No. of suggestions/ comments made by JPs		
	2008	2009	2010	2008	2009	2010	2008	2009	2010	2008	2009	2010
Institutions of Correctional Services Department	34	34	32	488	514	469	404 (246)	286 (104)	160 (66)	115	96	78
Hospitals of Hospital Authority	41	41	41	152	91	151	209 (179)	209 (194)	305 (285)	48	36	52
ICAC Detention Centre	1	1	1	24	24	24	9 (4)	3 (1)	3	3	1	1
Castle Peak Bay Immigration Centre*	0	0	1	0	0	17	0	0	53 (53)	0	0	7
Ma Tau Kok Detention Centre of Immigration Department	1	1	1	4	4	4	2 (2)	0	0	8	2	2
Po Leung Kuk	1	1	1	4	4	4	0	0	0	1	1	1
Shek Kwu Chau Treatment and Rehabilitation Centre and Sister Aquinas Memorial Women's Treatment Centre	2	2	2	7	6	8	0	0	0	5	3	7
Institutions of Social Welfare Department/ Non-governmental Organisations	33	33	33	76	76	75	1 (1)	0	0	57	89	61
Total :	113	113	112	755	719	752	625 (432)	498 (299)	521 (404)	237	228	209

() Number of requests/enquiries

* Castle Peak Bay Immigration Centre was taken over by the Immigration Department from the Correctional Services Department on 15 April 2010. The number of visits, complaints/requests/enquiries made to JPs and suggestions/comments made by JPs before 15 April 2010 were included in the Institutions of Correctional Services Department.

Detailed Information on JP Visits to Individual Institutions

(from 1.1.2010 to 31.12.2010)

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

Serial no.	Name of institution	No. of JP visits	No. of complaints/ requests/ enquiries made to JPs	No. of suggestions/ comments made by JPs
1.	Cape Collinson Correctional Institution	12	0(0)	3
2.	Castle Peak Bay Immigration Centre ^(a)	7	6(4)	3
3.	Chi Ma Wan Correctional Institution ^(b)	12	6(1)	2
4.	Chi Sun Correctional Institution ^(c)	8	6(5)	2
5.	Custodial Ward of Queen Elizabeth Hospital/ Lai Chi Kok Reception Centre [♦]	24	15(7)	8
6.	Custodial Ward of Queen Mary Hospital/Ma Hang Prison [♦]	24	0(0)	2
7.	Hei Ling Chau Addiction Treatment Centre and Annex ^(d)	3	0(0)	0
8.	Hei Ling Chau Correctional Institution/Lai Sun Correctional Institution ^{♦(e)}	4	0(0)	0
9.	Hei Ling Chau Correctional Institution/ Hei Ling Chau Addiction Treatment Centre ^{♦(f)}	18	2(2)	2
10.	Lai Chi Kok Correctional Institution ^(g)	14	7(2)	0
11.	Lai Chi Rehabilitation Centre ^(h)	12	0(0)	0
12.	Lai King Correctional Institution/Chi Lan Rehabilitation Centre [♦]	24	1(0)	5
13.	Lai Sun Correctional Institution/Nei Kwu Correctional Institution ^{♦(i)}	20	0(0)	8
14.	Lo Wu Correctional Institution ^(j)	12	12(2)	1
15.	Ma Po Ping Prison/Tong Fuk Centre ^{♦(k)}	4	1(1)	0
16.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre [○]	12	0(0)	0
17.	Pak Sha Wan Correctional Institution	24	9(4)	1
18.	Pik Uk Correctional Institution	24	0(0)	3
19.	Pik Uk Prison	24	4(0)	5
20.	Sha Tsui Correctional Institution	24	0(0)	5
21.	Shek Pik Prison	24	13(9)	0
22.	Siu Lam Psychiatric Centre	24	14(7)	4
23.	Stanley Prison	24	43(17)	2
24.	Tai Lam Centre for Women/Bauhinia House/Wai Lan Rehabilitation Centre [○]	24	8(0)	15

Serial no.	Name of institution	No. of JP visits	No. of complaints/ requests/ enquiries made to JPs	No. of suggestions/ comments made by JPs
25.	Tai Lam Correctional Institution	24	5(4)	3
26.	Tong Fuk Correctional Institution ^(k)	19	8(1)	1
27.	Tung Tau Correctional Institution	24	0(0)	3
	Total :	469	160 (66)	78

() Number of requests/enquiries.

♦ Denotes visits covering two institutions.

○ Denotes visits covering three institutions.

(a) Castle Peak Bay Immigration Centre was taken over by the Immigration Department on 15 April 2010.

(b) Chi Ma Wan Correctional Institution was closed on 2 July 2010.

(c) Chi Sun Correctional Institution was closed on 30 April 2010.

(d) Hei Ling Chau Addiction Treatment Centre (Annex) was renamed as Nei Kwu Correctional Institution on 25 February 2010.

(e) The joint visit to Hei Ling Correctional Institution and Lai Sun Correctional Institution was ceased with effect from the second fortnight of February 2010.

(f) Hei Ling Chau Correctional Institution and Hei Ling Addiction Treatment Centre were grouped for joint visit with effect from the first fortnight of March 2010.

(g) Lai Chi Kok Correctional Institution was vacated in early July 2010 and the persons in custody were moved to Lo Wu Correctional Institution.

(h) Lai Chi Rehabilitation Centre was visited once per month with effect from January 2010.

(i) Lai Sun Correctional Institution and Nei Kwu Correctional Institution were grouped for joint visit with effect from the first fortnight of March 2010.

(j) Lo Wu Correctional Institution commenced operation on 2 July 2010.

(k) Ma Po Ping Prison and Tong Fuk Centre were amalgamated as Tong Fuk Correctional Institution with effect from 25 February 2010.

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.	Cape Collinson Correctional Institution	12	12	0	12	0	
2.	Castle Peak Bay Immigration Centre	7	7	0	7	0	
3.	Chi Ma Wan Correctional Institution	12	9	0	9	0	
4.	Chi Sun Correctional Institution	8	4	0	7	0	
5.	Custodial Ward of Queen Elizabeth Hospital [△]	24	23	0	23	0	
	Lai Chi Kok Reception Centre [△]		19	0	23	0	
6.	Custodial Ward of Queen Mary Hospital [△]	24	22	0	23	0	
	Ma Hang Prison [△]		19	0	22	0	
7.	Hei Ling Chau Addiction Treatment Centre and Annex	3	2	0	3	0	
8.	Hei Ling Chau Correctional Institution [△]	4	2	0	3	0	
	Lai Sun Correctional Institution [△]		2	0	3	0	
9.	Hei Ling Chau Correctional Institution [△]	18	15	0	16	0	
	Hei Ling Chau Addiction Treatment Centre [△]		11	0	15	0	
10.	Lai Chi Kok Correctional Institution	14	11	0	12	0	
11.	Lai Chi Rehabilitation Centre	12	10	0	10	0	
12.	Lai King Correctional Institution/Chi Lan Rehabilitation Centre	24	18	0	23	0	
13.	Lai Sun Correctional Institution [△]	20	12	0	19	0	
	Nei Kwu Correctional Institution [△]		16	0	19	0	
14.	Lo Wu Correctional Institution	12	11	0	12	0	
15.	Ma Po Ping Prison/Tong Fuk Centre	4	4	0	3	0	
16.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre	12	9	0	12	0	
17.	Pak Sha Wan Correctional Institution	24	21	0	22	0	
18.	Pik Uk Correctional Institution	24	22	0	23	0	
19.	Pik Uk Prison	24	18	0	19	0	
20.	Sha Tsui Correctional Institution	24	17	0	20	0	
21.	Shek Pik Prison	24	20	0	22	0	
22.	Siu Lam Psychiatric Centre	24	17	0	23	0	
23.	Stanley Prison	24	15	0	21	0	

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities †		Overall grading on services †		Remarks
			S	U	S	U	
24.	Tai Lam Centre for Women [△]	24	19	0	24	0	
	Bauhinia House/Wai Lan Rehabilitation Centre [△]		20	0	23	0	
25.	Tai Lam Correctional Institution	24	19	0	22	0	
26.	Tong Fuk Correctional Institution	19	15	0	16	0	
27.	Tung Tau Correctional Institution	24	19	0	22	0	
Total :		469	460	0	533	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, 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.
- △ 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) - 12 complaints;
- (b) against administrative actions/measures/procedures taken by CSD or individual institutions (e.g. provision of medical care and treatment, insufficient daily necessities, quality of food, earnings, handling of letters, handling of complaints/requests) - 42 complaints;
- (c) against conduct of staff (e.g. unnecessary or excessive use of force, use of abusive language, collusion and abuse of authority) - 33 complaints; and
- (d) against other departments/organisations (e.g. Hong Kong Police Force, Judiciary, Legal Aid Department, Immigration Department and Hospital Authority) - 7 complaints.

The 12 complaints against disciplinary action were handled by the institutions concerned and no evidence was found to substantiate the allegations. The JPs and the complainants were informed of the findings. The JPs were satisfied that all the cases had been properly dealt with.

Out of the 42 complaints against administrative actions/measures/procedures taken by CSD or individual institutions, 5 cases were referred to the CSD Complaints Investigation Unit (CIU)* for investigation. Both JPs and the complainants 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 complainants 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 33 complaints against the conduct of staff, out of which the CIU had completed investigation in 20 cases and found no evidence to substantiate the complaints. There are 2 cases still under investigation by the CIU and 11 cases were followed up by the institutions concerned which found no evidence in support of the allegations. In all cases, the JPs and the complainants 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 7 complaints against other departments or organisations and they were referred to the relevant authorities for attention and follow-up actions. The JPs and the complainants were informed of the referrals made.

In addition to the above, there were 66 requests/enquiries made to the JPs seeking assistance in areas such as medical services, legal aid application, early repatriation, arrangement of 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 persons in custody 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 persons in custody were informed of the action 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 penal premises and facilities (particularly the ageing and outdated facilities);
- (b) improvement to relieve overcrowding of institutions;
- (c) enhancement of training programmes for the persons in custody; and
- (d) miscellaneous.

* 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.

Some of the penal institutions were not purpose-built and had been established for decades. Some of the facilities were outdated but CSD conducted regular maintenance to ensure that the facilities would function properly. Some JPs suggested carrying out refurbishment and renovation of the institutions, as well as implementing minor upgrading works and improvement projects. In respect of renovation works in progress, JPs opined that the projects should be speeded up and 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 alleviate overcrowding at female institutions, CSD has redeveloped the Lo Wu Correctional Institution into a modern correctional institution with 1 400 penal places for females. The new Lo Wu Correctional Institution commenced operation in July 2010 and the situation of overcrowding in female institutions has improved.

The major suggestions of JPs on training programmes for persons in custody included providing more choices of market-oriented vocational training, soliciting assistance from voluntary organisations in providing training, and facilitating persons in custody to further their study. To enhance the vocational training programme for persons in custody, CSD provides full-time and part-time vocational training courses for qualified local adult persons in custody. CSD will continue to review and strengthen the programme. In addition, CSD is working towards adding more vocational training elements into the industrial activities in the prison workshops.

The other suggestions raised by JPs were related to promoting anti-smoking, encouraging volunteers to visit the persons in custody, providing new type of food tray for use, enhancing arts training in more institutions, strengthening the compilation of statistics on rehabilitation and providing books in a wider variety of languages in libraries. 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*

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	5(4)	2
5.	Cheshire Home, Chung Hom Kok	2	0	1
6.	Cheshire Home, Shatin	2	0	0
7.	The Duchess of Kent Children's Hospital at Sandy Bay	2	0	0
8.	Grantham Hospital	2	0	2
9.	Haven of Hope Hospital	2	0	1
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	12	78(73)	5
14.	Kwai Chung Hospital	12	3(3)	3
15.	Kwong Wah Hospital	4	0	0
16.	MacLehose Medical Rehabilitation Centre	2	0	1
17.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	12	179(169)	7
18.	North District Hospital	2	0	1
19.	Our Lady of Maryknoll Hospital	2	0	3
20.	Pamela Youde Nethersole Eastern Hospital	4	0	1
21.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital	12	40(36)	4
22.	Pok Oi Hospital	2	0	0
23.	Prince of Wales Hospital	4	0	3
24.	Princess Margaret Hospital	4	0	0
25.	Queen Elizabeth Hospital	4	0	2
26.	Queen Mary Hospital	4	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
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	1
31.	Tai Po Hospital	2	0	2
32.	Tseung Kwan O Hospital	2	0	0
33.	Tuen Mun Hospital	4	0	0
34.	Tung Wah Eastern Hospital	2	0	0
35.	Tung Wah Group of Hospitals Fung Yiu King Hospital	2	0	1
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	3
39.	Wong Chuk Hang Hospital	2	0	1
40.	Yan Chai Hospital	3	0	1
	Total :	151	305(285)	52

() Number of requests/enquiries.

♦ Denotes visits covering two 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 †		Overall grading on services †		Remarks
			S	U	S	U	
1.	Alice Ho Miu Ling Nethersole Hospital	2	2	0	2	0	
2.	Bradbury Hospice	2	1	0	1	0	
3.	Caritas Medical Centre	4	3	0	4	0	
4.	Castle Peak Hospital	12	11	0	9	0	
5.	Cheshire Home, Chung Hom Kok	2	2	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	1	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	1	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	12	0	11	0	
14.	Kwai Chung Hospital	12	11	1	12	0	The unsatisfactory grading on facilities was given because the hospital building was a bit dilapidated due to its age.
15.	Kwong Wah Hospital	4	1	0	1	0	
16.	MacLehose Medical Rehabilitation Centre	2	2	0	2	0	
17.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	12	10	0	11	0	
18.	North District Hospital	2	2	0	1	0	
19.	Our Lady of Maryknoll Hospital	2	1	1	2	0	The unsatisfactory grading on facilities was given due to the out-date and unfriendly design of the hospital building.

* 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.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities †		Overall grading on services †		Remarks
			S	U	S	U	
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	12	0	12	0	
22.	Pok Oi Hospital	2	2	0	2	0	
23.	Prince of Wales Hospital	4	3	0	4	0	
24.	Princess Margaret Hospital	4	3	0	4	0	
25.	Queen Elizabeth Hospital	4	2	0	2	0	
26.	Queen Mary Hospital	4	2	0	2	0	
27.	Ruttonjee Hospital/Tang Shiu Kin Hospital	2	1	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	2	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	3	0	
34.	Tung Wah Eastern Hospital	2	1	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	1	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	3	3	0	0	0	
	Total :	151	127	2	131	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 20 complaints and 285 requests made to visiting JPs were from patients of psychiatric wards. A majority of the complaints were related to quality and variety of hospital food. A quality control system was put in place by the Dietetic Department to monitor the dietary needs of the patients and more choices were introduced on the daily menu. Some complaints were about the inadequacy of toilet facilities and sanitary condition of the toilets. Toilet cleansing was stepped up and patients were reminded to use the toilet properly.

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 hospital, and requests were acceded to in appropriate cases. For patients who were considered not suitable for discharge or home leave, they were handled in accordance with the relevant provision of the Mental Health Ordinance (Cap.136). Patients were also advised of their rights to raise their case with the Mental Health Review Tribunal.

Some requests 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 facilities, telephone access and training activities were acceded to where clinical conditions of the patient 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) physical state of the buildings and re-development need of the hospitals;
- (b) overcrowding condition in the ward;
- (c) well-being of psychiatric patients; and
- (d) shortage of manpower support.

Most of the comments made by JPs were concerned with the physical environment of public hospitals or the state of the building. The Hospital Authority will continue to keep the maintenance and renovation need of the hospitals under review and to ensure that all hospitals would be adequately maintained.

The overcrowding condition in the wards of psychiatric hospitals is caused by occasional sudden influx of patients. The hospitals concerned are making suitable arrangements to ease the congestion within the constraints. Meanwhile, the hospitals will consider enhancing the efficiency of space usage through redevelopment.

JPs have also suggested having more activities/facilities, especially out-door ones, to engage psychiatric patients during hospital stay. The management concerned will conduct on-going review and planning for more structured, intensive and varieties of therapeutic and recreational activities for patients. Out-door activities would be arranged where mental state of patients and ward resources allowed.

As regards JPs' comments on manpower shortage, the hospitals concerned would continue to recruit staff to ease the tension. Special Honorarium Scheme is being arranged for medical and nursing staff to work extra hours. Temporary and part-time nurses are employed to provide extra working hands to the hospitals. Measures have also been taken to enhance staff retention to reduce wastages.

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	3	1
Total :	24	3	1

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	24	0	23	0	
Total :	24	24	0	23	0	

Key : S - Satisfactory
U - Unsatisfactory

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

There were three complaints received by JPs. The first complaint was about the investigation procedures of an ICAC case which was referred to the case officer for follow up action but the detainee eventually did not lodge any complaint to the management. The second complaint was related to rust found on the metal surface of the toilet in a detention cell. The Architectural Services Department had inspected the toilet on the following day and the rust was removed. The last complaint was about the quality of food. The JPs inspected the food immediately upon receipt of the complaint and opined that the food quality was acceptable.

JPs concerned were informed of the actions taken.

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

JPs suggested that chairs should be used instead of stools in the detention cell. ICAC would consider the suggestion.

* 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.

IV. Castle Peak Bay Immigration 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
Castle Peak Bay Immigration Centre	17	53(53)	7
Total :	17	53 (53)	7

* From 15 April 2010 to 31 December 2010

() Number of requests/enquiries.

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	
Castle Peak Bay Immigration Centre	17	17	0	17	0	
Total :	17	17	0	17	0	

Key : S - Satisfactory
U – Unsatisfactory

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

During the JP visits to the Centre, there were 53 requests made to the JPs which fell within the following two categories -

- (a) checking case progress, meeting the case officer and asking to be released on recognisance; and
- (b) requesting for better food quality and taking rest in the Dayroom for the Ramadan period.

* 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.

For the first category of requests, all the requests were immediately referred to the relevant section for actions after the JP visits. As for the second category, the quality of the food was improved and arrangement had also been made for the detainees to take rest in the Dayroom.

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

For the period from 15 April to 31 December 2010, the JPs made a total of seven suggestions/comments after their visits to the Centre. The suggestions included providing more books of different languages for the detainees, the long term arrangement of a detainee who has been detained in the centre for more than two years, the bed arrangement of the dormitories and the arrangement of making overseas phone calls for the detainees having financial difficulties.

To address the JPs' suggestions, the Centre has solicited the assistance of various consulates and the public library for donation and borrowing of more books. The Centre have also arranged a charitable non-governmental organisation to take care of the detainee, made arrangement to allow sufficient space between the beds and established a mechanism to offer assistance to detainees to make overseas phone calls. JPs concerned have been informed of the actions taken.

V. 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	2
Total :	4	0	2

() Number of requests/enquiries.

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	
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 a total of two suggestions after their visits to the Detention Centre. Both suggestions concerned about the well-being of the detainees. The first suggestion was to provide more reading materials in different languages in the detention Centre. The second one was to improve the shower facilities in the bathrooms. As follow-up actions, additional reading materials in different languages including Thai, Filipino, Indonesian and Nepali have been procured for the detainees. Besides, additional showers and water-heaters have been installed in the male bathroom and the Architectural Services Department has been consulted to improve the showering facilities in the female bathroom. JPs concerned have been informed of the actions taken.

* 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.

VI. 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	1
Total :	4	0	1

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	
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*

There was a comment made by the JPs after their visits to Po Leung Kuk. They commented that the New Comers' Ward might be crowded during high occupancy. In response to the comment, Po Leung Kuk has reflected to the Social Welfare Department the need for additional space for residential child care service.

* 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.

VII. 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	3
2.	Sister Aquinas Memorial Women's Treatment Centre	4	0	4
Total :		8	0	7

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	4	0	4	0	
2.	Sister Aquinas Memorial Women's Treatment Centre	4	4	0	4	0	
Total :		8	8	0	8	0	

Key : S - Satisfactory
U - Unsatisfactory

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

JPs made the following suggestions/comments after their visits to the Centres –

- (a) fixing the water leakage problem of the ceiling, improving the overcrowding condition in the sleeping and indoor areas, and enhancing the privacy of one of the Centres; and

* 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.

- (b) improving the water supply on the Shek Kwu Chau Island and addressing the staffing problem of the Centre arising from natural wastage;

The water leakage of the ceiling has been fixed. Regarding the overcrowding problem, the management of the Centre is exploring the feasibility of constructing a new house at the existing site. To enhance the privacy of the Centre, the management of the Centre has been exploring a variety of alternative measures and would keep in view the situation.

On the issue of water supply on the Shek Kwu Chau Island, the management of the Centre has commenced works for upgrading the main reservoir with funding from the Lotteries Fund. Upon completion of the works, the water supply problem would be relieved. To address the staffing problem of the Centre, the management is conducting a manpower review.

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

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.	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	0
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	2
6.	Hang Ngai Manufacturing and Hostel	2	0	1
7.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled	2	0	2
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	1
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	1 [#]	0	1
13.	Hong Kong Student Aid Society – Holland Hostel	2	0	0
14.	Hong Kong Student Aid Society – Island Hostel	2	0	5
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	3
18.	Po Leung Kuk – Y C Cheng Centre	2	0	4

Serial No.	Name of institution	No. of JP visits	No. of complaints/ requests/ enquiries made to JPs	No. of suggestions/ comments made by JPs
19.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	2	0	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	0	1
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	4
23.	Society of Boys' Centres – Chak Yan Centre	2	0	2
24.	Society of Boys' Centres – Cheung Hong Hostel	2	0	1
25.	Society of Boys' Centres – Shing Tak Centre	2	0	1
26.	Society of Boys' Centres – Un Chau Hostel	2	0	0
27.	Tuen Mun Children and Juvenile Home	12	0	6
28.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	2	0	2
29.	Tung Wah Group of Hospitals – Wing Yin Hostel	2	0	5
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♦		0	0
			0	2
31.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	0	4
32.	Yan Chai Hospital – Chinachem Care and Attention Home	2	0	1
Total :		75	0	61

♦ Denotes visits covering two institutions.

JP visit was suspended due to construction work at the hostel between July 2010 and June 2011.

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.	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	1	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	1	0	0	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	1 [#]	1	0	1	0	
13.	Hong Kong Student Aid Society – Holland Hostel	2	2	0	2	0	
14.	Hong Kong Student Aid Society – Island 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.

[#] JP visit was suspended due to construction work at the hostel between July 2010 & June 2011.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities †		Overall grading on services †		Remarks
			S	U	S	U	
15.	The Mental Health Association of Hong Kong – Jockey Club Building	2	2	0	2	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	2	0	2	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	1	0	2	0	
27.	Tuen Mun Children and Juvenile Home	12	12	0	12	0	
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.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities [†]		Overall grading on services [†]		Remarks
			S	U	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	2	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 :		75	75	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.

[#] JP visit was suspended due to construction work at the hostel between July 2010 and June 2011.

C. 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. painting of the pipe in the kitchen; provision of higher fencing on the roof-top floor; provision of more pictures and painting in the medical room; conducting review on maintenance and replacement of equipment; and speeding up applications for funding for installation of air-conditioning and improvement of facilities);
- (b) provision of more facilities and activities for recreational and communication purposes (e.g. enhancing internet connectivity in the schools and the hostels; reviewing the need for marching exercise for young residents; provision of more English books in library; and provision of reading materials for non-Chinese or English speaking residents);
- (c) health and welfare concerns about residents (e.g. provision of follow-up visual test/examination for aged residents by specialists for special cases; conducting review on the mixing of service users in the same room; concerns about the difficulties in meeting residents' needs of different age group and disabilities types when organising activities; arrangement of voluntary service of "visiting pharmacists" to the homes; rendering more support for the ageing problem

faced by residents; and arrangement of friendly visits to the aged residents); and

- (d) miscellaneous suggestions for improving the service quality (e.g. allowing social workers of the homes to make direct referral for residents to receive clinical psychological service; transfer of ageing residents to the elderly homes to allow rehabilitation homes to accept more psychiatric patients; maintaining contact with donors for sponsoring activities and services of homes; conducting research to understand the background and the measures to help residents to stay law-abiding; collecting background information of non-Chinese or English speaking residents referred by the Immigration Department; and organising experience sharing sessions between residents and outside groups for enhancing better understanding of the operation of the homes).

To address JPs' suggestions/comments on the environment and facilities of the homes, renovation and improvement works such as painting of the pipe in the kitchen, installation of air-conditioning, posting of pictures in the medical room to reduce residents' anxiety during sickness and building of higher fencing on the roof-top floor have been and would be carried out accordingly. The homes would also liaise closely with relevant parties on the maintenance and development of the homes for upkeeping the quality of property management.

As regards suggestions on provision of more recreational and communication facilities and activities for residents, the homes concerned have organised more ball games for residents and purchased more English books in library. Moreover, the homes have also purchased reading materials for non-Chinese or English speaking residents. The homes have also sought support from relevant government departments for provision of broadband internet connectivity to the homes and subsequent improvement work has been carried out. The homes considered that marching exercise is useful for developing better sense of discipline and responsibility of young residents. They would continue to review the effectiveness of marching exercise when necessary.

On JPs' concerns about the residents' health and welfare, the homes concerned would continue to review the medical and health conditions of all residents. The home would also follow up on the suggestion of "visiting pharmacists" through the connections of the visiting nurses and visiting doctors. As there are different types of residential care services, the Social Welfare Department (SWD) would make arrangements for persons with disabilities to live in the appropriate type of residential care home according to their type and level of disability, level of personal care needs and nursing care needs. The homes had collaborated with several secondary schools and religious organisations to encourage friendly visits and would arrange dancing performances for the aged residents. In addition, the homes have planned to set up a play corner for the children in 2011 so as to encourage the relatives to bring with them their children during visits to aged residents. Besides, to address the caring needs of the ageing service users, SWD has provided additional funding for strengthening physiotherapy and health care services in all homes for the severely mentally handicapped persons and homes for the moderately mentally handicapped persons respectively.

Concerning JPs' suggestions on improvement of service quality, the homes had collaborated with a tertiary institution and a clinical psychologist to conduct research. The preliminary research findings were analysed and the report would be announced later. The homes have also included the suggestion of organising experience sharing sessions between residents and outside group in the year plan. The homes have contacted the Immigration Department to collect background information of the non-Chinese or English speaking residents referred by it. Moreover, they have arranged interpreters to visit these residents so as to understand their needs. For maintaining contact with donors, the homes would explore the feasibility of contact. As a standard practice, the referral for clinical psychological service should be performed by social workers of the referring service units instead of the social workers in respective homes. The JPs' concerned had been informed of the practice and no further action is required on this issue. Regarding the transfer of frail ageing residents to other suitable residential care homes, the homes would work closely with SWD to monitor the progress.