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# **2013 Annual Report on Justices of the Peace Visits**

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

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# **JUSTICES OF THE PEACE VISITS**

## **2013 Annual Report**

This Annual Report provides an account of the work of Justices of the Peace (JPs) in the year 2013 in visiting designated institutions under the JP visit programme, handling complaints from prisoners, inmates and detainees, 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.

3. In 2013, 54 and 50 persons were appointed as Non-official and Official JPs respectively. As at 31 December 2013, there were 330 Official JPs and 1 237 Non-official JPs. An up-to-date list of JPs is available at the JP website (<http://www.info.gov.hk/jp>).

### **FUNCTIONS OF JPs**

4. 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.

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

## **JP VISIT PROGRAMME**

6. Currently, there are 110 institutions in the JP visit programme. Statutory visits to 40 institutions are conducted on a fortnightly, monthly or quarterly basis while visits to 70 institutions are arranged on an administrative basis once every quarter or every six months. The list of institutions under JP visit programme in 2013 is at **Annex A**.

7. In 2013, JPs conducted 728 visits to 108<sup>(1)</sup> institutions. On average, each Non-official JP<sup>(2)</sup> conducts one visit per annum while each Official JP conducts three to four visits each year. Apart from statutory visits to psychiatric hospitals and wards, JP visits to other hospitals were suspended between 3 December 2013 and 13 January 2014 due to activation of Serious Response Level in public hospitals under the Government's Preparedness Plan for Influenza Pandemic.

## **VISIT ARRANGEMENTS**

8. 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), visits to psychiatric hospitals are provided under the Mental Health Ordinance (Cap. 136) and visits to detention centres of ICAC and Immigration Department are provided under the Independent Commission Against Corruption (Treatment of Detained Persons) Order (Cap. 204A) and Immigration (Treatment of Detainees) Order (Cap. 115E) respectively. Statutory visits are conducted on a fortnightly, monthly or quarterly 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 quarterly or half-yearly interval.

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<sup>(1)</sup> JP visit to Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind was temporarily suspended since July 2010 due to construction work at the Home. JP visit to Tai Tam Gap Correctional Institution commenced in March 2014. Hence, they are not included in the total number of institutions visited in 2013.

<sup>(2)</sup> Excluding those who are exempted from visiting duties because of old age, health or other reasons.

9. To ensure 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 request to pay additional visits outside their tour of duty to follow up on or look into specific complaints if they so wish. Usually, two JPs are appointed to visit each institution according to the prescribed frequency. Non-official JPs may choose to pair with either an Official JP or a Non-official JP for the purpose of JP visits.

10. To facilitate JPs to focus on issues that require their attention during the visits, they are provided, before their visits, with checklists drawn up by the concerned departments, 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 functions and duties of JPs. The briefing was held in October 2013. 69 newly appointed JPs have attended the briefing during which representatives of CSD, SWD and HA were present to explain the responsibility of visiting JPs at institutions under their management.

## **HANDLING OF COMPLAINTS/REQUESTS/ENQUIRIES**

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. 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. 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) made by inmates of the institutions or refer the cases to the institutions concerned for follow-up actions. In the latter cases, the departments concerned will carry out investigations and report to JPs the outcome of their investigations in writing. Requests or enquires made to JPs by inmates of the institutions are normally referred to the management of the institutions for consideration and JPs are then informed of the actions taken by the management.

13. JPs are at liberty to conduct any further investigation personally as they consider necessary and encouraged to discuss with the institution management and staff members and inspect the complaint registers as appropriate to satisfy themselves that the management have handled the previous complaints/requests/enquiries properly.

## COMPLAINTS RECEIVED

14. In 2013, 151 complaints were received during JPs visits, as compared with 139 received in 2012. Majority of the complaints were related to services provided by the institutions (41%) and staff attitude and conduct (27%). 83% of complaints were followed up within one month. A summary of the statistics is at Table 1 below.

*Table 1 – Number and category of complaints received in 2013*

| <b>Category of complaints</b> |                                                                                                                                                   | <b>Number of complaints in 2013</b> | <b>(%)</b> |
|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|------------|
| (i)                           | Services provided by the institution (e.g. inadequate medical care, insufficient daily necessities, poor quality of food/catering services, etc.) | 62                                  | (41%)      |
| (ii)                          | Facilities and equipment provided by the institution (e.g. inadequate toilet facilities, poor maintenance of equipment, etc.)                     | 2                                   | (1%)       |
| (iii)                         | Treatment and welfare (e.g. unfair assignment of work, improper handling of complaints/requests, etc.)                                            | 10                                  | (7%)       |
| (iv)                          | Staff attitude and conduct (e.g. unnecessary or excessive use of force, use of impolite language, etc.)                                           | 40                                  | (27%)      |
| (v)                           | Disciplinary action (e.g. unfair disciplinary proceedings, improper award of punishments, etc.)                                                   | 18                                  | (12%)      |
| (vi)                          | Complaints against other departments/organisations                                                                                                | 17                                  | (11%)      |
| (vii)                         | Others                                                                                                                                            | 2                                   | (1%)       |
| <b>Total:</b>                 |                                                                                                                                                   | <b>151</b>                          |            |

## REQUESTS/ENQUIRIES RECEIVED

15. In 2013, 358 requests/enquiries were received during JPs visits, as compared with 381 received in 2012. Majority of them were related to requests for early discharge (35%) and improvement on services provided (35%). All the requests/enquiries were followed up within one month. A summary of the statistics is at Table 2 below.

*Table 2 – Number and category of requests/enquiries received in 2013*

| <b>Category of requests/enquiries</b>                                                                                                                                                        | <b>Number of requests/enquiries in 2013</b> | <b>(%)</b> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|------------|
| (i) Request for early discharge from institution/home leave/release on recognisance                                                                                                          | 128                                         | (35%)      |
| (ii) Services provided by the institution (e.g. request for more medical attention, request for more choices of food, etc.)                                                                  | 127                                         | (35%)      |
| (iii) Facilities and equipment provided by the institution (e.g. request for more recreational facilities, etc.)                                                                             | 42                                          | (12%)      |
| (iv) Treatment and welfare (e.g. request for making additional phone calls, change of work assignment, transfer to another institution, etc.)                                                | 45                                          | (13%)      |
| (v) Matters in relation to other departments/organisations (e.g. application for legal aid, application for disabilities allowances, request for provision of housing after discharge, etc.) | 13                                          | (4%)       |
| (vi) Others                                                                                                                                                                                  | 3                                           | (1%)       |
| <b>Total:</b>                                                                                                                                                                                | <b>358</b>                                  |            |

## SUGGESTIONS/COMMENTS MADE BY JP

16. In addition to receiving complaints/requests/enquiries, the visiting JPs are required to record in the JP Visit Logbook their assessments as well as their suggestions/comments on the facilities and services provided at the institutions concerned at the end of each visit. Their suggestions/comments mainly focused on physical environment, facilities and equipment, and service quality of the institutions. JPs' assessments, suggestions and comments made in the JP Visit Logbooks help institutions focus on areas requiring improvement and keep track of the general conditions of the facilities and improvements made.

17. As reflected in the Visit Logbooks, JPs were generally satisfied with the overall facilities and services provided by the institutions. In 2013, JPs have made 161 suggestions/comments, as compared with 174 in 2012. A summary of the statistics is at Table 3 below.

*Table 3 – Number and category of suggestions/comments made in 2013*

| <b>Category of suggestions/comments</b>                                                                                                            | <b>Number of suggestions/comments in 2013</b> | <b>(%)</b> |
|----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|------------|
| (i) Physical environment, facilities and equipment (e.g. need for refurbishment of the premise, replacement of old computers, etc.)                | 94                                            | (58%)      |
| (ii) Service quality (e.g. improvement of meal service, regular review of service need, etc.)                                                      | 19                                            | (12%)      |
| (iii) Manpower planning (e.g. provision of staff training, measures to reduce staff wastage, etc.)                                                 | 15                                            | (9%)       |
| (iv) Training programmes and recreational activities (e.g. provision of market-oriented vocational training, arrangement of more activities, etc.) | 13                                            | (8%)       |
| (v) Channels of complaints and handling of complaints                                                                                              | 1                                             | (1%)       |
| (vi) Others                                                                                                                                        | 19                                            | (12%)      |
| <b>Total:</b>                                                                                                                                      | <b>161</b>                                    |            |

18. Detailed statistics on the number of visits, complaints, requests/enquiries received by JPs and suggestions/comments made by JPs for the past three years are at **Annex B**.

19. Detailed statistics and information by groups of institutions are set out at **Annex C**.

## **CONCLUSION**

20. As part of the established channels, the JP visit system provides a useful and independent mechanism for inmates of the institutions to lodge their complaints and for institutions to investigate or follow up with the complaints as appropriate. Through the system, JPs are able to provide suggestions/comments on various aspects of services and facilities provided by the institutions. These suggestions/comments also provide good opportunities for the concerned Bureaux/Departments to improve the management of the facilities and services provided by the institutions. The prompt response and effective follow-up actions taken by the concerned institutions and Bureaux/Departments in handling the complaints/comments/suggestions received during JP visits reflects that the Government attaches great importance to the JP visit system and will continue to ensure its effectiveness.

Administration Wing  
Chief Secretary for Administration's Office  
September 2014



## List of Institutions under JP Visit Programme in 2013

### I. Statutory Visits

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

| No.                                             | Name of institution                                                                                          | Frequency of JP visit | Responsible department/organisation |
|-------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-----------------------|-------------------------------------|
| 20.                                             | Phoenix House <sup>(4)</sup>                                                                                 | Monthly               | CSD                                 |
| 21.                                             | Pik Uk Correctional Institution                                                                              | Fortnightly           | CSD                                 |
| 22.                                             | Sha Tsui Correctional Institution                                                                            | Fortnightly           | CSD                                 |
| <b>C. Institution for drug addicts</b>          |                                                                                                              |                       |                                     |
| 23.                                             | Hei Ling Chau Addiction Treatment Centre <sup>(3)</sup>                                                      | Fortnightly           | CSD                                 |
| 24.                                             | Lai Sun Correctional Institution <sup>(7)</sup>                                                              | Fortnightly           | CSD                                 |
| 25.                                             | Nei Kwu Correctional Institution <sup>(7)</sup>                                                              | Fortnightly           | CSD                                 |
| <b>D. Rehabilitation centres</b>                |                                                                                                              |                       |                                     |
| 26.                                             | Chi Lan Rehabilitation Centre <sup>(6)</sup>                                                                 | Fortnightly           | CSD                                 |
| 27.                                             | Lai Chi Rehabilitation Centre                                                                                | Monthly               | CSD                                 |
| 28.                                             | Lai Hang Rehabilitation Centre <sup>(4)</sup>                                                                | Monthly               | CSD                                 |
| 29.                                             | Wai Lan Rehabilitation Centre <sup>(5)</sup>                                                                 | Fortnightly           | CSD                                 |
| <b>E. Detention centres of ICAC &amp; Imm D</b> |                                                                                                              |                       |                                     |
| 30.                                             | Castle Peak Bay Immigration Centre                                                                           | Fortnightly           | Imm D                               |
| 31.                                             | Independent Commission Against Corruption Detention Centre                                                   | Fortnightly           | ICAC                                |
| 32.                                             | Ma Tau Kok Detention Centre                                                                                  | Quarterly             | Imm D                               |
| <b>F. Psychiatric hospitals</b>                 |                                                                                                              |                       |                                     |
| 33.                                             | Castle Peak Hospital                                                                                         | Monthly               | HA                                  |
| 34.                                             | Kowloon Psychiatric Observation Unit of Kowloon Hospital                                                     | Monthly               | HA                                  |
| 35.                                             | Kwai Chung Hospital                                                                                          | Monthly               | HA                                  |
| 36.                                             | New Territories East Psychiatric Observation Unit of Tai Po Hospital                                         | Monthly               | HA                                  |
| 37.                                             | 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 |
|-----|-----------------------------------------------------------------------------------------|-----------------------|-------------------------------------|
|     | <b>G. Remand homes, places of refuge, probation homes and reformatory school of SWD</b> |                       |                                     |
| 38. | Po Leung Kuk Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel                | Quarterly             | SWD                                 |
| 39. | Tuen Mun Children and Juvenile Home                                                     | Monthly               | SWD                                 |

Notes:

- (1) Custodial Ward of Queen Elizabeth Hospital (No. 1) and Lai Chi Kok Reception Centre (No. 4) are to be jointly visited.
- (2) Custodial Ward of Queen Mary Hospital (No. 2) and Ma Hang Prison (No. 6) are to be jointly visited.
- (3) Hei Ling Chau Correctional Institution (No. 3) and Hei Ling Chau Addiction Treatment Centre (No. 23) are to be jointly visited.
- (4) Pelican House (No. 8), Phoenix House (No. 20) and Lai Hang Rehabilitation Centre (No. 28) are to be jointly visited.
- (5) Tai Lam Centre for Women (No. 13), Bauhinia House (No. 17) and Wai Lan Rehabilitation Centre (No. 29) are to be jointly visited.
- (6) Lai King Correctional Institution (No. 19) and Chi Lan Rehabilitation Centre (No. 26) are to be jointly visited.
- (7) Lai Sun Correctional Institution (No. 24) and Nei Kwu Correctional Institution (No. 25) are to be jointly visited.

Key :

- CSD – Correctional Services Department  
Imm D – Immigration Department  
ICAC – Independent Commission Against Corruption  
HA – Hospital Authority  
SWD – Social Welfare Department

## II. Non-statutory Visits

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

| No.                                         | Name of institution                                  | Frequency of JP visit | Responsible department/organisation |
|---------------------------------------------|------------------------------------------------------|-----------------------|-------------------------------------|
| 21.                                         | Tung Wah Eastern Hospital                            | Half-yearly           | HA                                  |
| 22.                                         | Tung Wah Group of Hospitals Wong Tai Sin Hospital    | Half-yearly           | HA                                  |
| 23.                                         | Tung Wah Hospital                                    | Half-yearly           | HA                                  |
| 24.                                         | United Christian Hospital                            | Quarterly             | HA                                  |
| 25.                                         | Yan Chai Hospital                                    | Quarterly             | HA                                  |
| <b>C. Psychiatric hospital</b>              |                                                      |                       |                                     |
| 26.                                         | Siu Lam Hospital                                     | Half-yearly           | HA                                  |
| <b>D. Non-acute or infirmary hospitals</b>  |                                                      |                       |                                     |
| 27.                                         | Cheshire Home, Chung Hom Kok                         | Half-yearly           | HA                                  |
| 28.                                         | Cheshire Home, Shatin                                | Half-yearly           | HA                                  |
| 29.                                         | MacLehose Medical Rehabilitation Centre              | Half-yearly           | HA                                  |
| 30.                                         | Tung Wah Group of Hospitals Fung Yiu King Hospital   | Half-yearly           | HA                                  |
| 31.                                         | Wong Chuk Hang Hospital                              | Half-yearly           | HA                                  |
| <b>E. Acute hospitals of special nature</b> |                                                      |                       |                                     |
| 32.                                         | Bradbury Hospice                                     | Half-yearly           | HA                                  |
| 33.                                         | The Duchess of Kent Children's Hospital at Sandy Bay | Half-yearly           | HA                                  |
| 34.                                         | Grantham Hospital                                    | Half-yearly           | HA                                  |
| 35.                                         | Hong Kong Eye Hospital                               | Half-yearly           | HA                                  |
| 36.                                         | Our Lady of Maryknoll Hospital                       | Half-yearly           | HA                                  |
| 37.                                         | St. John Hospital                                    | Half-yearly           | HA                                  |
| 38.                                         | Tang Shiu Kin Hospital <sup>(8)</sup>                | Half-yearly           | HA                                  |
| <b>F. Children's homes of NGOs</b>          |                                                      |                       |                                     |
| 39.                                         | Caritas-Hong Kong – Caritas Pelletier Hall           | Half-yearly           | SWD                                 |
| 40.                                         | Hong Kong Juvenile Care Centre – Bradbury Hostel     | Half-yearly           | SWD                                 |

| No.                                                                          | Name of institution                                                                                    | Frequency of JP visit | Responsible department/organisation |
|------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|-----------------------|-------------------------------------|
| 41.                                                                          | Hong Kong Student Aid Society – Holland Hostel                                                         | Half-yearly           | SWD                                 |
| 42.                                                                          | Hong Kong Student Aid Society – Island Hostel                                                          | Half-yearly           | SWD                                 |
| 43.                                                                          | Sisters of the Good Shepherd – Marycove Centre                                                         | Half-yearly           | SWD                                 |
| 44.                                                                          | Society of Boys’ Centres – Chak Yan Centre                                                             | Half-yearly           | SWD                                 |
| 45.                                                                          | Society of Boys’ Centres – Cheung Hong Hostel                                                          | Half-yearly           | SWD                                 |
| 46.                                                                          | Society of Boys’ Centres – Shing Tak Centre                                                            | Half-yearly           | SWD                                 |
| 47.                                                                          | Society of Boys’ Centres – Un Chau Hostel                                                              | Half-yearly           | SWD                                 |
| 48.                                                                          | Tung Wah Group of Hospitals – Wing Yin Hostel                                                          | Half-yearly           | SWD                                 |
| <b>G. Day and residential units for people with disabilities of SWD/NGOs</b> |                                                                                                        |                       |                                     |
| 49.                                                                          | Caritas-Hong Kong – Caritas Jockey Club Lai King Rehabilitation Centre                                 | Half-yearly           | SWD                                 |
| 50.                                                                          | Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel                                              | Half-yearly           | SWD                                 |
| 51.                                                                          | Fu Hong Society – Fu Hong Society Rehabilitation Centre                                                | Half-yearly           | SWD                                 |
| 52.                                                                          | Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled | Half-yearly           | SWD                                 |
| 53.                                                                          | Hong Kong Society for the Blind – Jockey Club Centre for the Blind                                     | Half-yearly           | SWD                                 |
| 54.                                                                          | Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind <sup>(9)</sup>          | Half-yearly           | SWD                                 |
| 55.                                                                          | New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home                | Half-yearly           | SWD                                 |
| 56.                                                                          | New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Care Home                         | Half-yearly           | SWD                                 |
| 57.                                                                          | Po Leung Kuk – Y C Cheng Centre                                                                        | Half-yearly           | SWD                                 |

| No.                                                         | Name of institution                                                                                                     | Frequency of JP visit | Responsible department/organisation |
|-------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-----------------------|-------------------------------------|
| 58.                                                         | The Mental Health Association of Hong Kong – Jockey Club Building                                                       | Half-yearly           | SWD                                 |
| 59.                                                         | The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service                                   | Half-yearly           | SWD                                 |
| 60.                                                         | Tung Wah Group of Hospitals Ho Yuk Ching Workshop cum Hostel <sup>(10)</sup>                                            | Half-yearly           | SWD                                 |
| 61.                                                         | Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex                                                        | Half-yearly           | SWD                                 |
| 62.                                                         | Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel <sup>(11)</sup>      | Half-yearly           | SWD                                 |
| <b>H. Residential care homes for the elderly of NGOs</b>    |                                                                                                                         |                       |                                     |
| 63.                                                         | Caritas-Hong Kong – Caritas Li Ka Shing Care and Attention Home                                                         | Half-yearly           | SWD                                 |
| 64.                                                         | Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly                      | Half-yearly           | SWD                                 |
| 65.                                                         | Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women                                         | Half-yearly           | SWD                                 |
| 66.                                                         | Hong Kong Sheng Kung Hui 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 <sup>(11)</sup>                                     | Half-yearly           | SWD                                 |
| 69.                                                         | Yan Chai Hospital – Chinachem Care and Attention Home                                                                   | Half-yearly           | SWD                                 |
| <b>I. Charitable organisation providing social services</b> |                                                                                                                         |                       |                                     |
| 70.                                                         | Po Leung Kuk                                                                                                            | Quarterly             | HAD                                 |

Notes:

- (8) Ruttonjee Hospital (No. 16) and Tang Shiu Kin Hospital (No. 38) are to be jointly visited.
- (9) JP visit to the Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind (No. 54) was temporarily suspended since July 2010 due to construction work at the Home.
- (10) Tung Wah Group of Hospitals Hang Ngai Workshop cum Hostel was renamed to Tung Wah Group of Hospitals Ho Yuk Ching Workshop cum Hostel (No. 60) with effect from November 2013.
- (11) 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 to be jointly visited.

Key :

- D of H – Department of Health
- HA – Hospital Authority
- HAD – Home Affairs Department
- SWD – Social Welfare Department



**Statistics on Complaints, Requests/Enquiries Received and  
Suggestions/Comments Made by JPs  
from 2011 to 2013**

| Institutions                                                                                           | No. of institutions |            |            | No. of JP visits |            |            | No. of complaints made to JPs |            |            | No. of requests/enquiries made to JPs |            |            | No. of suggestions/comments made by JPs |            |            |
|--------------------------------------------------------------------------------------------------------|---------------------|------------|------------|------------------|------------|------------|-------------------------------|------------|------------|---------------------------------------|------------|------------|-----------------------------------------|------------|------------|
|                                                                                                        | 2011                | 2012       | 2013       | 2011             | 2012       | 2013       | 2011                          | 2012       | 2013       | 2011                                  | 2012       | 2013       | 2011                                    | 2012       | 2013       |
| Institutions of Correctional Services Department                                                       | 29                  | 29         | 29         | 438              | 439        | 442        | 73                            | 115        | 137        | 58                                    | 71         | 87         | 80                                      | 38         | 44         |
| Hospitals of Hospital Authority                                                                        | 41                  | 41         | 41         | 152              | 140        | 148        | 34                            | 23         | 13         | 285                                   | 217        | 191        | 54                                      | 53         | 47         |
| ICAC Detention Centre                                                                                  | 1                   | 1          | 1          | 24               | 24         | 24         | 2                             | 0          | 0          | 0                                     | 0          | 0          | 2                                       | 0          | 0          |
| Centres of Immigration Department                                                                      | 2                   | 2          | 2          | 28               | 28         | 28         | 0                             | 1          | 0          | 92                                    | 93         | 72         | 13                                      | 7          | 4          |
| Po Leung Kuk                                                                                           | 1                   | 1          | 1          | 4                | 4          | 4          | 0                             | 0          | 0          | 0                                     | 0          | 0          | 0                                       | 2          | 1          |
| Shek Kwu Chau Treatment and Rehabilitation Centre and Sister Aquinas Memorial Women's Treatment Centre | 2                   | 2          | 2          | 7                | 8          | 8          | 1                             | 0          | 0          | 0                                     | 0          | 0          | 6                                       | 8          | 5          |
| Institutions of Social Welfare Department/ Non-governmental Organisations                              | 33                  | 33         | 33         | 73               | 75         | 74         | 0                             | 0          | 1          | 0                                     | 0          | 8          | 72                                      | 66         | 60         |
| <b>Total :</b>                                                                                         | <b>109</b>          | <b>109</b> | <b>109</b> | <b>726</b>       | <b>718</b> | <b>728</b> | <b>110</b>                    | <b>139</b> | <b>151</b> | <b>435</b>                            | <b>381</b> | <b>358</b> | <b>227</b>                              | <b>174</b> | <b>161</b> |

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

( from 1 January 2013 to 31 December 2013 )

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

| Serial no. | Name of institution                                                                          | No. of JP visits | No. of complaints made to JPs | No. of requests/enquiries made to JPs | No. of suggestions/comments made by JPs |
|------------|----------------------------------------------------------------------------------------------|------------------|-------------------------------|---------------------------------------|-----------------------------------------|
| 1.         | Cape Collinson Correctional Institution                                                      | 12               | 0                             | 0                                     | 0                                       |
| 2.         | Custodial Ward of Queen Elizabeth Hospital/Lai Chi Kok Reception Centre <sup>♦</sup>         | 24               | 18                            | 3                                     | 7                                       |
| 3.         | Custodial Ward of Queen Mary Hospital/Ma Hang Prison <sup>♦</sup>                            | 24               | 0                             | 1                                     | 2                                       |
| 4.         | Hei Ling Chau Correctional Institution/Hei Ling Chau Addiction Treatment Centre <sup>♦</sup> | 23               | 3                             | 2                                     | 2                                       |
| 5.         | Lai Chi Rehabilitation Centre                                                                | 12               | 0                             | 0                                     | 0                                       |
| 6.         | Lai King Correctional Institution/Chi Lan Rehabilitation Centre <sup>♦</sup>                 | 24               | 0                             | 0                                     | 4                                       |
| 7.         | Lai Sun Correctional Institution/Nei Kwu Correctional Institution <sup>♦</sup>               | 24               | 0                             | 3                                     | 1                                       |
| 8.         | Lo Wu Correctional Institution                                                               | 24               | 9                             | 3                                     | 5                                       |
| 9.         | Pak Sha Wan Correctional Institution                                                         | 23               | 0                             | 2                                     | 4                                       |
| 10.        | Phoenix House/Pelican House/Lai Hang Rehabilitation Centre <sup>○</sup>                      | 12               | 0                             | 0                                     | 0                                       |
| 11.        | Pik Uk Correctional Institution                                                              | 24               | 0                             | 0                                     | 4                                       |
| 12.        | Pik Uk Prison                                                                                | 24               | 1                             | 0                                     | 3                                       |
| 13.        | Sha Tsui Correctional Institution                                                            | 24               | 0                             | 0                                     | 1                                       |
| 14.        | Shek Pik Prison                                                                              | 24               | 1                             | 7                                     | 0                                       |
| 15.        | Siu Lam Psychiatric Centre                                                                   | 24               | 52                            | 29                                    | 2                                       |
| 16.        | Stanley Prison                                                                               | 24               | 40                            | 28                                    | 1                                       |
| 17.        | Tai Lam Centre for Women/Bauhinia House/Wai Lan Rehabilitation Centre <sup>○</sup>           | 24               | 6                             | 1                                     | 1                                       |
| 18.        | Tai Lam Correctional Institution                                                             | 24               | 0                             | 0                                     | 0                                       |
| 19.        | Tong Fuk Correctional Institution                                                            | 24               | 2                             | 7                                     | 1                                       |
| 20.        | Tung Tau Correctional Institution                                                            | 24               | 5                             | 1                                     | 6                                       |
|            | <b>Total :</b>                                                                               | <b>442</b>       | <b>137</b>                    | <b>87</b>                             | <b>44</b>                               |

♦ Denotes visits covering two institutions.

○ Denotes visits covering three institutions.

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

| Serial no. | Name of institution                                              | No. of JP visits | Overall grading on facilities † |   | Overall grading on services † |   |
|------------|------------------------------------------------------------------|------------------|---------------------------------|---|-------------------------------|---|
|            |                                                                  |                  | S                               | U | S                             | U |
| 1.         | Cape Collinson Correctional Institution                          | 12               | 10                              | 0 | 11                            | 0 |
| 2.         | Custodial Ward of Queen Elizabeth Hospital <sup>△</sup>          | 24               | 24                              | 0 | 24                            | 0 |
|            | Lai Chi Kok Reception Centre <sup>△</sup>                        |                  | 21                              | 0 | 24                            | 0 |
| 3.         | Custodial Ward of Queen Mary Hospital <sup>△</sup>               | 24               | 22                              | 0 | 23                            | 0 |
|            | Ma Hang Prison <sup>△</sup>                                      |                  | 23                              | 0 | 21                            | 0 |
| 4.         | Hei Ling Chau Correctional Institution <sup>△</sup>              | 23               | 23                              | 0 | 22                            | 0 |
|            | Hei Ling Chau Addiction Treatment Centre <sup>△</sup>            |                  | 20                              | 0 | 21                            | 0 |
| 5.         | Lai Chi Rehabilitation Centre                                    | 12               | 10                              | 0 | 11                            | 0 |
| 6.         | Lai King Correctional Institution/ Chi Lan Rehabilitation Centre | 24               | 20                              | 0 | 22                            | 0 |
| 7.         | Lai Sun Correctional Institution <sup>△</sup>                    | 24               | 23                              | 0 | 22                            | 0 |
|            | Nei Kwu Correctional Institution <sup>△</sup>                    |                  | 21                              | 0 | 23                            | 0 |
| 8.         | Lo Wu Correctional Institution                                   | 24               | 21                              | 0 | 24                            | 0 |
| 9.         | Pak Sha Wan Correctional Institution                             | 23               | 18                              | 0 | 21                            | 0 |
| 10.        | Phoenix House/Pelican House/ Lai Hang Rehabilitation Centre      | 12               | 9                               | 0 | 12                            | 0 |
| 11.        | Pik Uk Correctional Institution                                  | 24               | 20                              | 0 | 22                            | 0 |
| 12.        | Pik Uk Prison                                                    | 24               | 21                              | 0 | 22                            | 0 |
| 13.        | Sha Tsui Correctional Institution                                | 24               | 21                              | 0 | 24                            | 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 assessed the services (including training programmes, recreational activities and management services, etc.) provided by the institutions concerned.

† 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.

| Serial no.     | Name of institution                                       | No. of JP visits | Overall grading on facilities† |          | Overall grading on services† |          |
|----------------|-----------------------------------------------------------|------------------|--------------------------------|----------|------------------------------|----------|
|                |                                                           |                  | S                              | U        | S                            | U        |
| 14.            | Shek Pik Prison                                           | 24               | 23                             | 0        | 23                           | 0        |
| 15.            | Siu Lam Psychiatric Centre                                | 24               | 23                             | 0        | 22                           | 0        |
| 16.            | Stanley Prison                                            | 24               | 20                             | 0        | 22                           | 0        |
| 17.            | Tai Lam Centre for Women <sup>△</sup>                     | 24               | 21                             | 0        | 24                           | 0        |
|                | Bauhinia House/Wai Lan Rehabilitation Centre <sup>△</sup> |                  | 20                             | 0        | 23                           | 0        |
| 18.            | Tai Lam Correctional Institution                          | 24               | 22                             | 0        | 22                           | 0        |
| 19.            | Tong Fuk Correctional Institution                         | 24               | 21                             | 0        | 23                           | 0        |
| 20.            | Tung Tau Correctional Institution                         | 24               | 20                             | 0        | 21                           | 0        |
| <b>Total :</b> |                                                           | <b>442</b>       | <b>497</b>                     | <b>0</b> | <b>529</b>                   | <b>0</b> |

Key : S – Satisfactory  
U – Unsatisfactory

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

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

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

137 complaints in the following categories were made to JPs during their visits to institutions under the management of CSD –

| Category of complaints                                                                                                                                | Number of complaints in 2013 | (%)   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|-------|
| (i) Services provided by the institution (e.g. inadequate medical care, insufficient daily necessities, poor quality of food/catering services, etc.) | 58                           | (42%) |
| (ii) Treatment and welfare (e.g. unfair assignment of work, improper handling of complaints/requests, etc.)                                           | 9                            | (7%)  |
| (iii) Staff attitude and conduct (e.g. unnecessary or excessive use of force, use of impolite language, etc.)                                         | 35                           | (26%) |
| (iv) Disciplinary action (e.g. unfair disciplinary proceedings, improper award of punishments, etc.)                                                  | 18                           | (13%) |

| <b>Category of complaints</b>                                                                                                                             | <b>Number of complaints in 2013</b> | <b>(%)</b> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|------------|
| (v) Complaints against other departments/organisations, including Customs & Excise Department, Hong Kong Police Force, Judiciary and Legal Aid Department | 17                                  | (12%)      |
| <b>Total:</b>                                                                                                                                             | <b>137</b>                          |            |

For the 120 complaints under categories (i) to (iv), 88 cases which were operational, simple and less serious in nature, have been handled by the concerned institutions and explanations were given to JPs on the spot. They were satisfied that the cases were properly handled in accordance with the established procedures or guidelines. After the JP visits, the complainants were interviewed and comments of JPs were relayed to them.

As regards the remaining 32 cases, they were mainly related to staff attitude/conduct and disciplinary action and referred to the CSD Complaints Investigation Unit (CIU) for investigation, which is an internal complaints handling channel to look into allegations concerning CSD's work. Investigation of 25 out of the 32 complaints handled by CIU have been concluded. None of them were substantiated. JPs and the complainants have been informed of the investigation results in writing. Six other cases were not further investigated as they were repeated complaints, resolved by the concerned institutions or subsequently withdrawn by the inmates. There is one outstanding case where investigation work is in progress.

The 17 complaints under category (v), i.e. complaints against other departments/organisations, were referred to the relevant departments/organisations for attention and follow-up actions. The JPs and the complainants have been informed of the referrals made.

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

87 requests/enquiries in the following categories were made to JPs during their visits to institutions under the management of CSD –

| <b>Category of requests/enquiries</b>                                               | <b>Number of requests/enquiries in 2013</b> | <b>(%)</b> |
|-------------------------------------------------------------------------------------|---------------------------------------------|------------|
| (i) Request for early discharge from institution/home leave/release on recognisance | 12                                          | (14%)      |

| <b>Category of requests/enquiries</b>                                                                                                                                                        | <b>Number of requests/enquiries in 2013</b> | <b>(%)</b> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|------------|
| (ii) Services provided by the institution (e.g. request for more medical attention, request for more choices of food, etc.)                                                                  | 29                                          | (33%)      |
| (iii) Facilities and equipment provided by the institution (e.g. request for more recreational facilities, etc.)                                                                             | 7                                           | (8%)       |
| (iv) Treatment and welfare (e.g. request for making additional phone calls, change of work assignment, transfer to another institution, etc.)                                                | 29                                          | (33%)      |
| (v) Matters in relation to other departments/organisations (e.g. application for legal aid, application for disabilities allowances, request for provision of housing after discharge, etc.) | 10                                          | (12%)      |
| <b>Total:</b>                                                                                                                                                                                | <b>87</b>                                   |            |

Most cases were related to services provided by the institution (33%), treatment and welfare of the inmates (33%) and requests for early discharge (14%). Backgrounds of the cases have been explained to JPs by the management of the institutions. In most cases, JPs responded to the requests or enquiries on the spot whilst the others were referred to the management of the institutions or other relevant authorities for follow-up. CSD has informed JPs and the persons in custody of the actions taken.

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

JPs have made 44 suggestions/comments in the following categories during their visits to institutions under the management of CSD –

| <b>Category of suggestions/comments</b>                                                                                             | <b>Number of suggestions/comments in 2013</b> | <b>(%)</b> |
|-------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|------------|
| (i) Physical environment, facilities and equipment (e.g. need for refurbishment of the premise, replacement of old computers, etc.) | 32                                            | (73%)      |
| (ii) Service quality (e.g. improvement of meal service, regular review of service need, etc.)                                       | 2                                             | (5%)       |

| Category of suggestions/comments                                                                                                                    | Number of suggestions/comments in 2013 | (%)   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|-------|
| (iii) Training programmes and recreational activities (e.g. provision of market-oriented vocational training, arrangement of more activities, etc.) | 10                                     | (22%) |
| <b>Total:</b>                                                                                                                                       | <b>44</b>                              |       |

Majority of the suggestions were made under category (i): physical environment, facilities and equipment. As some of the penal institutions were not purposely-built and had been established for decades, part of their facilities were ageing and CSD has conducted regular maintenance to ensure the facilities could function properly. The institutions have taken actions to follow up the suggestions made by JPs to carry out refurbishment and renovation of the institutions, implement minor upgrading works and improvement projects and to speed up outstanding projects. Suggestions requiring large-scale enhancement works were referred to the Architectural Services Department and relevant departments for consideration. Besides, some JPs have recommended that suitable books and reading materials should be selected for persons in custody. In this regard, qualified teachers of the Education Unit in each institution would assess the reading needs of persons in custody for periodic procurement of suitable reading materials. The Rehabilitation Officers would also seek views on reading preferences from inmates to ensure appropriate coverage of book categories.

Some JPs have also suggested extending the “Waste No Food Scheme” and smoke-free environment to all institutions under category (ii): service quality. CSD would consider the feasibility of their application in the institutions.

As regards category (iii): training programmes and recreational activities, some JPs have suggested 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 and career placement. To enhance the vocational training programme for persons in custody, CSD provided full-time and part-time vocational training courses for qualified local adult persons in custody. CSD would continue to review and strengthen the training programme, and endeavour to add more vocational training elements into the industrial activities in the prison workshops.

## 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 made to JPs | No. of requests/enquiries made to JPs | No. of suggestions/comments made by JPs |
|------------|----------------------------------------------------------------------------------------------------------|------------------|-------------------------------|---------------------------------------|-----------------------------------------|
| 1.         | Alice Ho Miu Ling Nethersole Hospital                                                                    | 2                | 0                             | 0                                     | 0                                       |
| 2.         | Bradbury Hospice                                                                                         | 2                | 0                             | 0                                     | 0                                       |
| 3.         | Caritas Medical Centre                                                                                   | 4                | 0                             | 0                                     | 0                                       |
| 4.         | Castle Peak Hospital                                                                                     | 11               | 1                             | 1                                     | 1                                       |
| 5.         | Cheshire Home, Chung Hom Kok                                                                             | 1                | 0                             | 0                                     | 0                                       |
| 6.         | Cheshire Home, Shatin                                                                                    | 2                | 0                             | 0                                     | 1                                       |
| 7.         | The Duchess of Kent Children's Hospital at Sandy Bay                                                     | 2                | 0                             | 0                                     | 0                                       |
| 8.         | Grantham Hospital                                                                                        | 2                | 0                             | 0                                     | 2                                       |
| 9.         | Haven of Hope Hospital                                                                                   | 2                | 0                             | 0                                     | 0                                       |
| 10.        | Hong Kong Buddhist Hospital                                                                              | 2                | 0                             | 0                                     | 0                                       |
| 11.        | Hong Kong Eye Hospital                                                                                   | 2                | 0                             | 0                                     | 1                                       |
| 12.        | Kowloon Hospital                                                                                         | 3                | 0                             | 0                                     | 0                                       |
| 13.        | Kowloon Psychiatric Observation Unit of Kowloon Hospital                                                 | 13               | 3                             | 38                                    | 7                                       |
| 14.        | Kwai Chung Hospital                                                                                      | 12               | 3                             | 13                                    | 7                                       |
| 15.        | Kwong Wah Hospital                                                                                       | 4                | 0                             | 0                                     | 1                                       |
| 16.        | MacLehose Medical Rehabilitation Centre                                                                  | 2                | 0                             | 0                                     | 2                                       |
| 17.        | New Territories East Psychiatric Observation Unit of Tai Po Hospital                                     | 12               | 2                             | 91                                    | 5                                       |
| 18.        | North District Hospital                                                                                  | 2                | 0                             | 0                                     | 0                                       |
| 19.        | Our Lady of Maryknoll Hospital                                                                           | 2                | 0                             | 0                                     | 0                                       |
| 20.        | Pamela Youde Nethersole Eastern Hospital                                                                 | 4                | 2                             | 0                                     | 1                                       |
| 21.        | Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital | 12               | 2                             | 48                                    | 5                                       |
| 22.        | Pok Oi Hospital                                                                                          | 2                | 0                             | 0                                     | 0                                       |
| 23.        | Prince of Wales Hospital                                                                                 | 4                | 0                             | 0                                     | 3                                       |
| 24.        | Princess Margaret Hospital                                                                               | 4                | 0                             | 0                                     | 0                                       |
| 25.        | Queen Elizabeth Hospital                                                                                 | 4                | 0                             | 0                                     | 2                                       |



| Serial no. | Name of institution                                   | No. of JP visits | No. of complaints made to JPs | No. of requests/enquiries made to JPs | No. of suggestions/comments made by JPs |
|------------|-------------------------------------------------------|------------------|-------------------------------|---------------------------------------|-----------------------------------------|
| 26.        | Queen Mary Hospital                                   | 3                | 0                             | 0                                     | 0                                       |
| 27.        | Ruttonjee Hospital/Tang Shiu Kin Hospital♦            | 2                | 0                             | 0                                     | 0                                       |
| 28.        | Shatin Hospital                                       | 1                | 0                             | 0                                     | 1                                       |
| 29.        | Siu Lam Hospital                                      | 2                | 0                             | 0                                     | 0                                       |
| 30.        | St. John Hospital                                     | 2                | 0                             | 0                                     | 0                                       |
| 31.        | Tai Po Hospital                                       | 2                | 0                             | 0                                     | 1                                       |
| 32.        | Tseung Kwan O Hospital                                | 2                | 0                             | 0                                     | 1                                       |
| 33.        | Tuen Mun Hospital                                     | 4                | 0                             | 0                                     | 0                                       |
| 34.        | Tung Wah Eastern Hospital                             | 2                | 0                             | 0                                     | 0                                       |
| 35.        | Tung Wah Group of Hospitals<br>Fung Yiu King Hospital | 2                | 0                             | 0                                     | 1                                       |
| 36.        | Tung Wah Group of Hospitals<br>Wong Tai Sin Hospital  | 2                | 0                             | 0                                     | 1                                       |
| 37.        | Tung Wah Hospital                                     | 2                | 0                             | 0                                     | 3                                       |
| 38.        | United Christian Hospital                             | 4                | 0                             | 0                                     | 1                                       |
| 39.        | Wong Chuk Hang Hospital                               | 2                | 0                             | 0                                     | 0                                       |
| 40.        | Yan Chai Hospital                                     | 4                | 0                             | 0                                     | 0                                       |
|            | <b>Total :</b>                                        | <b>148 **</b>    | <b>13</b>                     | <b>191</b>                            | <b>47</b>                               |

♦ Denotes visits covering two institutions.

\*\* Apart from statutory visits to psychiatric hospitals and wards, JP visits to other hospitals were suspended between 3 December 2013 and 13 January 2014 due to activation of Serious Response Level in public hospitals under the Government's Preparedness Plan for Influenza Pandemic.

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

**Key :** S – Satisfactory  
U – Unsatisfactory

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

† 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 † |          |
|------------|----------------------------------------------------------------------------------------------------------|------------------|---------------------------------|----------|-------------------------------|----------|
|            |                                                                                                          |                  | S                               | U        | S                             | U        |
| 21.        | Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital | 12               | 10                              | 0        | 11                            | 0        |
| 22.        | Pok Oi Hospital                                                                                          | 2                | 2                               | 0        | 2                             | 0        |
| 23.        | Prince of Wales Hospital                                                                                 | 4                | 2                               | 0        | 4                             | 0        |
| 24.        | Princess Margaret Hospital                                                                               | 4                | 4                               | 0        | 4                             | 0        |
| 25.        | Queen Elizabeth Hospital                                                                                 | 4                | 3                               | 0        | 2                             | 0        |
| 26.        | Queen Mary Hospital                                                                                      | 3                | 3                               | 0        | 3                             | 0        |
| 27.        | Ruttonjee Hospital/Tang Shiu Kin Hospital ♦                                                              | 2                | 2                               | 0        | 2                             | 0        |
| 28.        | Shatin Hospital                                                                                          | 1                | 1                               | 0        | 1                             | 0        |
| 29.        | Siu Lam Hospital                                                                                         | 2                | 2                               | 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                | 1                               | 0        | 1                             | 0        |
| 33.        | Tuen Mun Hospital                                                                                        | 4                | 3                               | 0        | 3                             | 0        |
| 34.        | Tung Wah Eastern Hospital                                                                                | 2                | 2                               | 0        | 1                             | 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                | 2                               | 0        | 3                             | 0        |
| 39.        | Wong Chuk Hang Hospital                                                                                  | 2                | 0                               | 0        | 1                             | 0        |
| 40.        | Yan Chai Hospital                                                                                        | 4                | 4                               | 0        | 3                             | 0        |
|            | <b>Total :</b>                                                                                           | <b>148 **</b>    | <b>118</b>                      | <b>0</b> | <b>124</b>                    | <b>0</b> |

**Key :** S – Satisfactory  
U – Unsatisfactory

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

♦ Denotes visits covering two institutions.

\*\* Apart from statutory visits to psychiatric hospitals and wards, JP visits to other hospitals were suspended between 3 December 2013 and 13 January 2014 due to activation of Serious Response Level in public hospitals under the Government's Preparedness Plan for Influenza Pandemic.

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

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

| <b>Category of complaints</b> |                                                                                                                                                   | <b>Number of complaints in 2013</b> | <b>(%)</b> |
|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|------------|
| (i)                           | Services provided by the institution (e.g. inadequate medical care, insufficient daily necessities, poor quality of food/catering services, etc.) | 4                                   | (31%)      |
| (ii)                          | Facilities and equipment provided by the institution (e.g. inadequate toilet facilities, poor maintenance of equipment, etc.)                     | 1                                   | (8%)       |
| (iii)                         | Treatment and welfare (e.g. unfair assignment of work, improper handling of complaints/requests etc.)                                             | 1                                   | (8%)       |
| (iv)                          | Staff attitude and conduct (e.g. unnecessary or excessive use of force, use of impolite language, etc.)                                           | 5                                   | (38%)      |
| (v)                           | Others                                                                                                                                            | 2                                   | (15%)      |
| <b>Total:</b>                 |                                                                                                                                                   | <b>13</b>                           |            |

11 out of the 13 complaints received were lodged by psychiatric patients. Eight were found unsubstantiated and related to patients' hallucination and unstable mental condition. For example a patient complained that he was being affected by unknown electromagnetic wave and another patient complained that he found drugs in his food. For the remaining three cases, two were related to catering services and one to smoking in wards. The concerned hospitals have followed up to improve the catering services and forbid smoking respectively.

For the other two complaints from non-psychiatric patients, one could not be pursued further because the complainant did not respond to investigation. The remaining complaint was against a hospital staff member who was accused of cutting a patient's plastic bag containing the patient's personal belongings. The investigation revealed that the incident was an accident. The concerned hospital has reminded staff to be careful in handling patients' belongings.

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

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

| <b>Category of requests/enquiries</b>                                                                                                                                                        | <b>Number of requests/enquiries in 2013</b> | <b>(%)</b> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|------------|
| (i) Request for early discharge from institution/home leave/release on recognisance                                                                                                          | 57                                          | (30%)      |
| (ii) Services provided by the institution (e.g. request for more medical attention, request for more choices of food, etc.)                                                                  | 87                                          | (46%)      |
| (iii) Facilities and equipment provided by the institution (e.g. request for more recreational facilities, etc.)                                                                             | 32                                          | (17%)      |
| (iv) Treatment and welfare (e.g. request for making additional phone calls, change of work assignment, transfer to another institution, etc.)                                                | 10                                          | (5%)       |
| (v) Matters in relation to other departments/organisations (e.g. application for legal aid, application for disabilities allowances, request for provision of housing after discharge, etc.) | 3                                           | (1%)       |
| (vi) Others                                                                                                                                                                                  | 2                                           | (1%)       |
| <b>Total:</b>                                                                                                                                                                                | <b>191</b>                                  |            |

For category (i), i.e. requests for early release or for home leave, the case doctors and senior clinical staff have reviewed all requests. Patients considered clinically unsuitable for discharge or home leave were handled in accordance with the relevant provision of the Mental Health Ordinance (Cap. 136). They were also advised of the rights to raise their concerns with the Mental Health Review Tribunal.

For requests under category (ii), some were related to the quality and variety of food, for example, requests for afternoon tea, soup and tastier food. The requests were referred to the Hospital Catering Department for consideration. Some patients have requested for less medication and the case medical officers have interviewed the concerned patients to re-assess their conditions.

For categories (iii) and (iv), some patients requested improvement of the hygiene condition of the toilets. The concerned hospitals have stepped up cleansing in toilets and also reminded patients of proper usage. There were also requests for more varieties of recreational facilities, better telephone access and longer visiting hours. The requests were acceded to so far as clinical conditions of the patients allowed and resources were available.

For category (v) concerning requests related to personal or welfare issues such as provision of housing and Comprehensive Social Security Assistance after discharge, the requests were referred to medical social workers.

For category (vi), a patient has shared her fantasy with JPs and another patient has shared her unhappy experience with JPs.

All JPs concerned have been informed of the follow-up actions taken by the institutions.

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

JPs have made 47 suggestions/comments in the following categories during their visits to hospitals –

| Category of suggestions/comments                                                                                                                   | Number of suggestions/comments in 2013 | (%)   |
|----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|-------|
| (i) Physical environment, facilities and equipment (e.g. need for refurbishment of the premise, replacement of old computers, etc.)                | 33                                     | (70%) |
| (ii) Service quality (e.g. improvement of meal service, regular review of service need, etc.)                                                      | 1                                      | (2%)  |
| (iii) Manpower planning (e.g. provision of staff training, measures to reduce staff wastage, etc.)                                                 | 8                                      | (17%) |
| (iv) Training programmes and recreational activities (e.g. provision of market-oriented vocational training, arrangement of more activities, etc.) | 1                                      | (2%)  |
| (v) Others                                                                                                                                         | 4                                      | (9%)  |
| <b>Total:</b>                                                                                                                                      | <b>47</b>                              |       |

Majority of the suggestions and comments made by JPs were related to category (i): physical environment, facilities and equipment of the hospitals. Fundings for repair/renovation have been secured for some of the cases. HA would continue to ensure that all hospitals would be adequately maintained. Reviews on space utilisation would be considered to ease the congestions. In the longer run, hospital redevelopment would be planned to facilitate more effective use of space. Some JPs have also suggested minor improvement works, such as improving the ventilation. Accordingly, the concerned hospital has included the improvement works under the 2014/15 works list. Besides, patients' privacy and need for a quiet environment would be taken into consideration for ward renovation.

The suggestion under category (ii): service quality was mainly about improving the quality of food for mental patients who would stay in the hospital for a relatively long time. The Hospital Catering Department has been asked to consider the suggestion.

As regards category (iii): manpower planning, some JPs expressed concerns about the problem of staff shortage for meeting services demand. While staff recruitment would be an on-going process, HA has made efforts to streamline working procedures to maintain service quality.

As regards category (iv): training programmes and recreational activities, a JP suggested enriching the recreational activities for long-stay mental patients. The hospital management would explore the feasibility of providing more recreational activities within the available resources.

Furthermore, HA would consider other suggestions made by JPs under category (v), including provision of Wifi service, improving public transportation to access to the hospital etc., and liaise with relevant parties for improvement work.

### III. ICAC Detention Centre

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

| Name of institution   | No. of JP visits | No. of complaints made to JPs | No. of requests/enquiries made to JPs | No. of suggestions/comments made by JPs |
|-----------------------|------------------|-------------------------------|---------------------------------------|-----------------------------------------|
| ICAC Detention Centre | 24               | 0                             | 0                                     | 0                                       |

#### 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 |   |
|-----------------------|------------------|-------------------------------|---|-----------------------------|---|
|                       |                  | S                             | U | S                           | U |
| ICAC Detention Centre | 24               | 24                            | 0 | 24                          | 0 |

Key : S - Satisfactory  
U - Unsatisfactory

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



#### **IV. Centres of the Immigration Department**

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

| <b>Serial no.</b> | <b>Name of institution</b>         | <b>No. of JP visits</b> | <b>No. of complaints made to JPs</b> | <b>No. of requests/enquiries made to JPs</b> | <b>No. of suggestions/comments made by JPs</b> |
|-------------------|------------------------------------|-------------------------|--------------------------------------|----------------------------------------------|------------------------------------------------|
| 1.                | Castle Peak Bay Immigration Centre | 24                      | 0                                    | 72                                           | 2                                              |
| 2.                | Ma Tau Kok Detention Centre        | 4                       | 0                                    | 0                                            | 2                                              |
|                   | <b>Total :</b>                     | <b>28</b>               | <b>0</b>                             | <b>72</b>                                    | <b>4</b>                                       |

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

| <b>Serial no.</b> | <b>Name of institution</b>         | <b>No. of JP visits</b> | <b>Overall grading on facilities</b> |          | <b>Overall grading on services</b> |          |
|-------------------|------------------------------------|-------------------------|--------------------------------------|----------|------------------------------------|----------|
|                   |                                    |                         | <b>S</b>                             | <b>U</b> | <b>S</b>                           | <b>U</b> |
| 1.                | Castle Peak Bay Immigration Centre | 24                      | 24                                   | 0        | 24                                 | 0        |
| 2.                | Ma Tau Kok Detention Centre        | 4                       | 4                                    | 0        | 4                                  | 0        |
|                   | <b>Total :</b>                     | <b>28</b>               | <b>28</b>                            | <b>0</b> | <b>28</b>                          | <b>0</b> |

**Key :** S - Satisfactory  
U – Unsatisfactory

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

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

72 requests/enquiries in the following categories were made to JPs during their visits to the Castle Peak Bay Immigration Centre –

| <b>Category of requests/enquiries</b>                                                                                                          | <b>Number of requests/enquiries in 2013</b> | <b>(%)</b> |
|------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|------------|
| (i) Request for early discharge from institution/home leave/release on recognisance                                                            | 59                                          | (82%)      |
| (ii) Services provided by the institution (e.g. request for more medical attention, request for more choices of food, etc.)                    | 11                                          | (15%)      |
| (iii) Treatment and welfare (e.g. request for making additional phone calls, change of work assignment, transfer to another institution, etc.) | 2                                           | (3%)       |
| <b>Total:</b>                                                                                                                                  | <b>72</b>                                   |            |

The 59 cases under category (i) were mainly related to requests for checking case progress, interviews by case officers, and release on recognizance. The cases were referred to the relevant sections for follow-up.

The 11 requests under category (ii) were mainly related to requests for provision of medical services, and the two requests under category (iii) were for provision of phone cards to make international calls and relaxation of phone call arrangements. These requests have been handled respectively by the in-centre medical officer and the welfare officer. All concerned JPs have been informed of the actions taken.

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

JPs have made four suggestions/comments on physical environment, facilities and equipment, including replacement of slippery floor tiles of the corridor outside kitchens, adjustment of ventilation according to the detention population, provision of female changing rooms to detainees to enhance privacy and improvement on the library system.

The centres have taken follow-up action on JPs' suggestions by liaising with the Architectural Services Department to study the feasibility of replacement and explore suitable materials to be used in the flooring in future, to arrange

enhancement work of adding anti-slip treatment on the floor of the corridor which was completed in August 2013, and to fine-tune the air-conditioning system. Regarding provision of female changing rooms to detainees, the concerned JP has taken note that single cells in the Centre were available for female detainees as changing facilities.

As regards the library system, arrangement has been made to provide additional books and magazines of different categories and languages for detainees' reading, and to enhance the book borrowing record system.

## V. Po Leung Kuk

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

| Serial no. | Name of institution | No. of JP visits | No. of complaints made to JPs | No. of requests/enquiries made to JPs | No. of suggestions/comments made by JPs |
|------------|---------------------|------------------|-------------------------------|---------------------------------------|-----------------------------------------|
| 1.         | Po Leung Kuk        | 4                | 0                             | 0                                     | 1                                       |
|            | <b>Total :</b>      | <b>4</b>         | <b>0</b>                      | <b>0</b>                              | <b>1</b>                                |

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

| Serial no. | Name of institution | No. of JP visits | Overall grading on facilities |          | Overall grading on services |          |
|------------|---------------------|------------------|-------------------------------|----------|-----------------------------|----------|
|            |                     |                  | S                             | U        | S                           | U        |
| 1.         | Po Leung Kuk        | 4                | 4                             | 0        | 4                           | 0        |
|            | <b>Total :</b>      | <b>4</b>         | <b>4</b>                      | <b>0</b> | <b>4</b>                    | <b>0</b> |

Key : S - Satisfactory  
U – Unsatisfactory

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

A JP expressed concern on children's education need notwithstanding their short stay in the institution. After the children's admission, the referring social worker from SWD or relevant welfare organisation would assess and arrange normal schooling for them if situation allows. For children subject to temporary suspension of schooling due to various reasons, tutorial classes would be provided under the "Joy to Learn" programme and in accordance with the school syllabus of Chinese, English and Mathematics subjects. The programme aimed to assist the children in keeping up with their learning habit and preparing them to resume normal school life afterwards. The concerned JP has taken note of the arrangement.

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

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

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

| Serial no.     | Name of institution                               | No. of JP visits | No. of complaints made to JPs | No. of requests/enquiries made to JPs | No. of suggestions/comments made by JPs |
|----------------|---------------------------------------------------|------------------|-------------------------------|---------------------------------------|-----------------------------------------|
| 1.             | Shek Kwu Chau Treatment and Rehabilitation Centre | 4                | 0                             | 0                                     | 2                                       |
| 2.             | Sister Aquinas Memorial Women's Treatment Centre  | 4                | 0                             | 0                                     | 3                                       |
| <b>Total :</b> |                                                   | <b>8</b>         | <b>0</b>                      | <b>0</b>                              | <b>5</b>                                |

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

| Serial no.     | Name of institution                               | No. of JP visits | Overall grading on facilities † |          | Overall grading on services |          |
|----------------|---------------------------------------------------|------------------|---------------------------------|----------|-----------------------------|----------|
|                |                                                   |                  | S                               | U        | S                           | U        |
| 1.             | Shek Kwu Chau Treatment and Rehabilitation Centre | 4                | 3                               | 0        | 4                           | 0        |
| 2.             | Sister Aquinas Memorial Women's Treatment Centre  | 4                | 4                               | 0        | 4                           | 0        |
| <b>Total :</b> |                                                   | <b>8</b>         | <b>7</b>                        | <b>0</b> | <b>8</b>                    | <b>0</b> |

**Key :** S - Satisfactory  
U – Unsatisfactory

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

† 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 suggestions/comments made by JPs**

JPs have made five suggestions/comments –

| <b>Category of comments/suggestions</b>                                                                                             | <b>Number of comments/suggestions in 2013</b> | <b>(%)</b> |
|-------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|------------|
| (i) Physical environment, facilities and equipment (e.g. need for refurbishment of the premise, replacement of old computers, etc.) | 1                                             | (20%)      |
| (ii) Others                                                                                                                         | 4                                             | (80%)      |
| <b>Total:</b>                                                                                                                       | <b>5</b>                                      |            |

The comment under category (i) was about the need for maintenance and the lack of space in the kitchen. In this connection, the centre has arranged preventive and maintenance works to alleviate the water seepage problems during dry season. To ease the space problem in the kitchen, the centre has changed to use electric heated steam cabinet to save space and to cook in a more healthy way.

For category (ii), the suggestions made by the JPs were about the higher service and resources demand arising from the young drug-takers. The Department of Health responded that they would continue to render necessary assistance and support in processing the centres' funding requests for procurement/replacement of capital items.

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

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

| <b>Serial no.</b> | <b>Name of institution</b>                                                                                              | <b>No. of JP visits</b> | <b>No. of complaints made to JPs</b> | <b>No. of requests/enquiries made to JPs</b> | <b>No. of suggestions/comments made by JPs</b> |
|-------------------|-------------------------------------------------------------------------------------------------------------------------|-------------------------|--------------------------------------|----------------------------------------------|------------------------------------------------|
| 1.                | Caritas-Hong Kong – Caritas Jockey Club Lai King Rehabilitation Centre                                                  | 2                       | 0                                    | 0                                            | 2                                              |
| 2.                | Caritas-Hong Kong – Caritas Li Ka Shing Care and Attention Home                                                         | 2                       | 0                                    | 0                                            | 2                                              |
| 3.                | Caritas-Hong Kong – Caritas Pelletier Hall                                                                              | 2                       | 0                                    | 0                                            | 2                                              |
| 4.                | Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel                                                               | 2                       | 0                                    | 0                                            | 2                                              |
| 5.                | Fu Hong Society – Fu Hong Society Rehabilitation Centre                                                                 | 2                       | 0                                    | 0                                            | 2                                              |
| 6.                | Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled                  | 2                       | 0                                    | 0                                            | 4                                              |
| 7.                | Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly                      | 2                       | 0                                    | 0                                            | 0                                              |
| 8.                | Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women                                         | 2                       | 0                                    | 0                                            | 0                                              |
| 9.                | Hong Kong Juvenile Care Centre – Bradbury Hostel                                                                        | 2                       | 0                                    | 0                                            | 0                                              |
| 10.               | 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                                            | 1                                              |
| 11.               | Hong Kong Society for the Blind – Jockey Club Centre for the Blind                                                      | 2                       | 0                                    | 0                                            | 2                                              |
| 12.               | Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind                                          | 0 <sup>#</sup>          | -                                    | -                                            | -                                              |

# JP visit to the Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind was temporarily suspended since July 2010 due to construction work at the Home.

| <b>Serial no.</b> | <b>Name of institution</b>                                                              | <b>No. of JP visits</b> | <b>No. of complaints made to JPs</b> | <b>No. of requests/enquiries made to JPs</b> | <b>No. of suggestions/comments made by JPs</b> |
|-------------------|-----------------------------------------------------------------------------------------|-------------------------|--------------------------------------|----------------------------------------------|------------------------------------------------|
| 13.               | Hong Kong Student Aid Society – Holland Hostel                                          | 2                       | 0                                    | 0                                            | 0                                              |
| 14.               | Hong Kong Student Aid Society – Island Hostel                                           | 2                       | 0                                    | 0                                            | 2                                              |
| 15.               | New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home | 2                       | 0                                    | 0                                            | 3                                              |
| 16.               | New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Home               | 2                       | 0                                    | 0                                            | 4                                              |
| 17.               | Po Leung Kuk Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel                | 4                       | 0                                    | 1                                            | 3                                              |
| 18.               | Po Leung Kuk – Y C Cheng Centre                                                         | 2                       | 0                                    | 0                                            | 2                                              |
| 19.               | Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly                           | 2                       | 0                                    | 0                                            | 0                                              |
| 20.               | Sisters of the Good Shepherd – Marycove Centre                                          | 2                       | 0                                    | 0                                            | 2                                              |
| 21.               | Society of Boys' Centres – Chak Yan Centre                                              | 2                       | 0                                    | 0                                            | 3                                              |
| 22.               | Society of Boys' Centres – Cheung Hong Hostel                                           | 2                       | 0                                    | 0                                            | 0                                              |
| 23.               | Society of Boys' Centres – Shing Tak Centre                                             | 2                       | 0                                    | 0                                            | 2                                              |
| 24.               | Society of Boys' Centres – Un Chau Hostel                                               | 2                       | 0                                    | 0                                            | 0                                              |
| 25.               | The Mental Health Association of Hong Kong – Jockey Club Building                       | 2                       | 0                                    | 0                                            | 1                                              |
| 26.               | The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service   | 2                       | 0                                    | 0                                            | 7                                              |
| 27.               | Tuen Mun Children and Juvenile Home                                                     | 12                      | 0                                    | 4                                            | 3                                              |
| 28.               | Tung Wah Group of Hospitals Ho Yuk Ching Workshop cum Hostel <sup>^</sup>               | 2                       | 0                                    | 0                                            | 2                                              |
| 29.               | Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex                        | 2                       | 1                                    | 0                                            | 2                                              |

<sup>^</sup> Tung Wah Group of Hospitals Hang Ngai Workshop cum Hostel was renamed to Tung Wah Group of Hospitals Ho Yuk Ching Workshop cum Hostel with effect from November 2013.



| <b>Serial no.</b> | <b>Name of institution</b>                                                                                      | <b>No. of JP visits</b> | <b>No. of complaints made to JPs</b> | <b>No. of requests/ enquiries made to JPs</b> | <b>No. of suggestions/ comments made by JPs</b> |
|-------------------|-----------------------------------------------------------------------------------------------------------------|-------------------------|--------------------------------------|-----------------------------------------------|-------------------------------------------------|
| 30.               | Tung Wah Group of Hospitals – Wing Yin Hostel                                                                   | 2                       | 0                                    | 3                                             | 5                                               |
| 31.               | Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home                                             | 2                       | 0                                    | 0                                             | 0                                               |
|                   | Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel <sup>♦</sup> |                         | 0                                    | 0                                             | 2                                               |
| 32.               | Yan Chai Hospital – Chinachem Care and Attention Home                                                           | 2                       | 0                                    | 0                                             | 0                                               |
| <b>Total :</b>    |                                                                                                                 | <b>74</b>               | <b>1</b>                             | <b>8</b>                                      | <b>60</b>                                       |

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♦ 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 † |   |
|------------|-------------------------------------------------------------------------------------------------------------------------|------------------|---------------------------------|----|-------------------------------|---|
|            |                                                                                                                         |                  | 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                | 1                               | 1@ | 2                             | 0 |
| 5.         | Fu Hong Society – Fu Hong Society Rehabilitation Centre                                                                 | 2                | 2                               | 0  | 2                             | 0 |
| 6.         | Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled                  | 2                | 2                               | 0  | 2                             | 0 |
| 7.         | Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly                      | 2                | 2                               | 0  | 2                             | 0 |
| 8.         | Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women                                         | 2                | 2                               | 0  | 2                             | 0 |
| 9.         | Hong Kong Juvenile Care Centre – Bradbury Hostel                                                                        | 2                | 2                               | 0  | 2                             | 0 |
| 10.        | 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 |

**Key :** S – Satisfactory  
U – Unsatisfactory

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

† The 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.

@ In response to JPs' suggestion that the hostel needed renovation, the hostel management has submitted an application for funding to the Lotteries Fund for the necessary works.

| Serial no. | Name of institution                                                                     | No. of JP visits | Overall grading on facilities✦ |   | Overall grading on services✦ |   |
|------------|-----------------------------------------------------------------------------------------|------------------|--------------------------------|---|------------------------------|---|
|            |                                                                                         |                  | S                              | U | S                            | U |
| 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          | 0 <sup>#</sup>   | -                              | - | -                            | - |
| 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 |
| 15.        | New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home | 2                | 2                              | 0 | 2                            | 0 |
| 16.        | New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Home               | 2                | 2                              | 0 | 2                            | 0 |
| 17.        | Po Leung Kuk Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel                | 4                | 4                              | 0 | 4                            | 0 |
| 18.        | Po Leung Kuk – Y C Cheng Centre                                                         | 2                | 2                              | 0 | 2                            | 0 |
| 19.        | Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly                           | 2                | 1                              | 0 | 2                            | 0 |
| 20.        | Sisters of the Good Shepherd – Marycove Centre                                          | 2                | 2                              | 0 | 2                            | 0 |
| 21.        | Society of Boys' Centres – Chak Yan Centre                                              | 2                | 2                              | 0 | 2                            | 0 |
| 22.        | Society of Boys' Centres – Cheung Hong Hostel                                           | 2                | 2                              | 0 | 2                            | 0 |
| 23.        | Society of Boys' Centres – Shing Tak Centre                                             | 2                | 2                              | 0 | 2                            | 0 |
| 24.        | Society of Boys' Centres – Un Chau Hostel                                               | 2                | 2                              | 0 | 2                            | 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.

# JP visit to the Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind was temporarily suspended since July 2010 due to construction work at the Home.

| Serial no.     | Name of institution                                                                                                                                                                                   | No. of JP visits | Overall grading on facilities✦ |          | Overall grading on services✦ |          |
|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|--------------------------------|----------|------------------------------|----------|
|                |                                                                                                                                                                                                       |                  | S                              | U        | S                            | U        |
| 25.            | The Mental Health Association of Hong Kong – Jockey Club Building                                                                                                                                     | 2                | 2                              | 0        | 2                            | 0        |
| 26.            | The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service                                                                                                                 | 2                | 2                              | 0        | 2                            | 0        |
| 27.            | Tuen Mun Children and Juvenile Home                                                                                                                                                                   | 12               | 12                             | 0        | 12                           | 0        |
| 28.            | Tung Wah Group of Hospitals Ho Yuk Ching Workshop cum Hostel <sup>^</sup>                                                                                                                             | 2                | 2                              | 0        | 2                            | 0        |
| 29.            | Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex                                                                                                                                      | 2                | 2                              | 0        | 2                            | 0        |
| 30.            | Tung Wah Group of Hospitals – Wing Yin Hostel                                                                                                                                                         | 2                | 2                              | 0        | 2                            | 0        |
| 31.            | Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home <sup>△</sup> /<br>Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel <sup>△</sup> | 2                | 2                              | 0        | 2                            | 0        |
|                |                                                                                                                                                                                                       |                  | 2                              | 0        | 2                            | 0        |
| 32.            | Yan Chai Hospital – Chinachem Care and Attention Home                                                                                                                                                 | 2                | 1                              | 0        | 2                            | 0        |
| <b>Total :</b> |                                                                                                                                                                                                       | <b>74</b>        | <b>73</b>                      | <b>1</b> | <b>76</b>                    | <b>0</b> |

Key : S - Satisfactory  
U – Unsatisfactory

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- ✦ The total number of overall gradings on facilities or services may not add up to the total number of JP visits to an institution since some JPs may not have provided an overall grading on facilities or services during a particular visit.
- <sup>^</sup> Tung Wah Group of Hospitals Hang Ngai Workshop cum Hostel was renamed to Tung Wah Group of Hospitals Ho Yuk Ching Workshop cum Hostel with effect from November 2013.
- <sup>△</sup> Separate reports were completed by JPs for the specific institution.

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

One complaint was made to JPs that the existing passenger vans of the home could not accommodate electric wheelchair. The concerned home has taken steps to seek funding for replacing four existing passenger vans. Besides, a newly designed passenger van for special wheel chair users would be acquired with donation received.

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

Eight requests/enquiries in the following categories were made to JPs –

| <b>Category of requests/enquiries</b>                                                                                                         | <b>Number of requests/enquiries in 2013</b> | <b>(%)</b> |
|-----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|------------|
| (i) Facilities and equipment provided by the institution (e.g. request for more recreational facilities, etc.)                                | 3                                           | (38%)      |
| (ii) Treatment and welfare (e.g. request for making additional phone calls, change of work assignment, transfer to another institution, etc.) | 4                                           | (50%)      |
| (iii) Others                                                                                                                                  | 1                                           | (12%)      |
| <b>Total:</b>                                                                                                                                 | <b>8</b>                                    |            |

Residents have raised to JPs their concern on quality of tissues, shampoo and provision of warmer clothes. The concerned home would regularly monitor the quality of daily necessities with the supply contractor and would look into individual needs of the residents as appropriate. For the request of a female resident for changing bedroom, suitable arrangement has been made taking into account this resident’s relationship with her roommate. Besides, an inmate has suggested that the home should put in place more plants to make the environment green.

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

JPs have made 60 suggestions/comments in the following categories during their visits –

| <b>Category of suggestions/comments</b>                                                                                                            | <b>Number of suggestions/comments in 2013</b> | <b>(%)</b> |
|----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|------------|
| (i) Physical environment, facilities and equipment (e.g. need for refurbishment of the premise, replacement of old computers, etc.)                | 25                                            | (42%)      |
| (ii) Service quality (e.g. improvement of meal service, regular review of service need, etc.)                                                      | 15                                            | (25%)      |
| (iii) Manpower planning (e.g. provision of staff training, measures to reduce staff wastage, etc.)                                                 | 7                                             | (12%)      |
| (iv) Training programmes and recreational activities (e.g. provision of market-oriented vocational training, arrangement of more activities, etc.) | 1                                             | (2%)       |
| (v) Channels of complaints and handling of complaints                                                                                              | 1                                             | (2%)       |
| (vi) Others                                                                                                                                        | 11                                            | (17%)      |
| <b>Total:</b>                                                                                                                                      | <b>60</b>                                     |            |

In response to JPs' comments under category (i), various renovation and improvement works have been carried out, such as repainting of walls, door frames and chamfer corners, repairing of drainage system of air-conditioners, providing more open spaces for leisure and exercises, refurbishing the kitchen, enhancing the broadcasting system, etc. The homes have also taken steps to seek funding for conducting major renovation.

For category (iii), the home has conveyed the suggestions of improving staffing ratio and providing psychological services to the residents to SWD for consideration. Additional resources would be allocated to the homes for enhancing professional staff support services with effect from February 2014. Some JPs have also suggested that instructors of the same gender as the students should be arranged. The concerned home has conveyed the views to the contractor providing educational and prevocational services for consideration and follow-up action.

For category (iv), a JP suggested arranging more opportunities and appropriate venue for promotion of sports. In this regard, additional area adjacent to the existing premises of the concerned home has been identified for training and recreational use.

The concerned institutions have taken note of JPs' comments under categories (ii) and (v). As for category (vi), JPs commented that more resources could shorten the waiting list and volunteers could help support the service. In response, volunteer training programme has been conducted by the institutions concerned.