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# **2014 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**

## **2014 Annual Report**

This Annual Report provides an account of the work of Justices of the Peace (JPs) in the year 2014 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 2014, 51 and 41 persons were appointed as Non-official and Official JPs respectively. As at 31 December 2014, there were 349 Official JPs and 1 271 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<sup>(1)</sup> institutions under 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 2014 is at **Annex A**.

7. In 2014, JPs conducted 739 visits to 109<sup>(2)</sup> institutions. On average, each Non-official JP<sup>(3)</sup> conducts one visit per annum while each Official JP conducts three to four visits each year.

## **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 as required under the relevant legislation. 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> Including Ma Hang Prison which has been closed since January 2015 and is currently not subject to JP visits.

<sup>(2)</sup> JP visit to Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind has been temporarily suspended since July 2010 due to construction work at the Home. Hence, it is not included in the total number of institutions visited in 2014.

<sup>(3)</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 unannounced. 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 November 2014. 54 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 2014, 154 complaints were received during JPs visits, as compared with 151 received in 2013. Majority of the complaints were related to treatment and welfare (29%) and staff attitude and conduct (25%). 85% of complaints (as compared to 83% in 2013) 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 2014*

Category of complaints	Number of complaints in 2014	(%)
(i) Services provided by the institution (e.g. inadequate medical care, insufficient daily necessities, poor quality of food/catering services, etc.)	35	(23%)
(ii) Facilities and equipment provided by the institution (e.g. inadequate toilet facilities, poor maintenance of equipment, etc.)	16	(10%)
(iii) Treatment and welfare (e.g. unfair assignment of work, improper handling of complaints/requests, etc.)	45	(29%)
(iv) Staff attitude and conduct (e.g. unnecessary or excessive use of force, use of impolite language, etc.)	38	(25%)
(v) Disciplinary action (e.g. unfair disciplinary proceedings, improper award of punishments, etc.)	14	(9%)
(vi) Others	6	(4%)
<b>Total:</b>	<b>154</b>	

## REQUESTS/ENQUIRIES RECEIVED

15. In 2014, 373 requests/enquiries were received during JPs visits, as compared with 358 received in 2013. Majority of them were related to requests for early discharge (46%) and improvement on services provided by the institution (22%). 81% of requests/enquiries (as compared to 100% in 2013) <sup>(4)</sup> 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 2014*

Category of requests/enquiries	Number of requests/enquiries in 2014	(%)
(i) Request for early discharge from institution/home leave/release on recognisance	170	(46%)
(ii) Services provided by the institution (e.g. request for more medical attention, request for more choices of food, etc.)	84	(22%)
(iii) Facilities and equipment provided by the institution (e.g. request for more recreational facilities, etc.)	28	(8%)
(iv) Treatment and welfare (e.g. request for making additional phone calls, change of work assignment, transfer to another institution, etc.)	49	(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.)	32	(9%)
(vi) Others	10	(2%)
<b>Total:</b>	<b>373</b>	

<sup>(4)</sup> Due to the significant increase of number of requests/enquiries received during JP visits to the centres of Immigration Department (from 72 cases in 2013 to 153 in 2014) and the complication involved in individual cases relating to detainees' claims for non-foulement protection, the department has taken more than one month to follow up with some of the requests/enquiries.

## 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 2014, JPs have made 155 suggestions/comments, as compared with 161 in 2013. 80% of suggestions/comments (as compared to 84% in 2013) were followed up within one month. A summary of the statistics is at Table 3 below.

*Table 3 – Number and category of suggestions/comments made in 2014*

<b>Category of suggestions/comments</b>	<b>Number of suggestions/comments in 2014</b>	<b>(%)</b>
(i) Physical environment, facilities and equipment (e.g. need for refurbishment of the premises, replacement of old computers, etc.)	68	(44%)
(ii) Service quality (e.g. improvement of meal service, regular review of service need, etc.)	44	(28%)
(iii) Manpower planning (e.g. provision of staff training, measures to reduce staff wastage, etc.)	17	(11%)
(iv) Training programmes and recreational activities (e.g. provision of market-oriented vocational training, arrangement of more activities, etc.)	17	(11%)
(v) Channels of complaints and handling of complaints	2	(1%)
(vi) Others	7	(5%)
<b>Total:</b>	<b>155</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. The Government attaches great importance to the JP visit system, which serves as a useful and effective inspection system and provides an independent channel in addition to other established channels for inmates to lodge their complaints and for complaints to be investigated or followed up as appropriate. Bureaux/Departments concerned regard comments and suggestions made by JPs as opportunities to improve the management on facilities and services provided by their institutions. The Government will continue to keep the JP visit system under review and ensure its effectiveness.

Administration Wing  
Chief Secretary for Administration's Office  
June 2015



## List of Institutions under JP Visit Programme in 2014

### 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 <sup>(7)</sup>	Fortnightly	CSD
23.	Tai Tam Gap Correctional Institution <sup>(8)</sup>	Fortnightly	CSD
<b>C. Institution for drug addicts</b>			
24.	Hei Ling Chau Addiction Treatment Centre <sup>(3)</sup>	Fortnightly	CSD
25.	Lai Sun Correctional Institution <sup>(9)</sup>	Fortnightly	CSD
26.	Nei Kwu Correctional Institution <sup>(9)</sup>	Fortnightly	CSD
<b>D. Rehabilitation centres</b>			
27.	Chi Lan Rehabilitation Centre <sup>(6)</sup>	Fortnightly	CSD
28.	Lai Chi Rehabilitation Centre <sup>(7)</sup>	Fortnightly	CSD
29.	Lai Hang Rehabilitation Centre <sup>(4)</sup>	Monthly	CSD
30.	Wai Lan Rehabilitation Centre <sup>(5)</sup>	Fortnightly	CSD
<b>E. Detention centres of ICAC &amp; Imm D</b>			
31.	Castle Peak Bay Immigration Centre	Fortnightly	Imm D
32.	Independent Commission Against Corruption Detention Centre	Fortnightly	ICAC
33.	Ma Tau Kok Detention Centre	Quarterly	Imm D
<b>F. Psychiatric hospitals</b>			
34.	Castle Peak Hospital	Monthly	HA
35.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	Monthly	HA
36.	Kwai Chung Hospital	Monthly	HA
37.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	Monthly	HA
38.	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>			
39.	Po Leung Kuk Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	Quarterly	SWD
40.	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. 27) are to be jointly visited.
- (7) Lai Chi Rehabilitation Centre (No. 28) was relocated to premises within Sha Tsui Correctional Institution (No. 22) on 26 March 2014 and JPs have been conducting joint visits to these two institutions since that date.
- (8) JP visit to Tai Tam Gap Correctional Institution (No. 23) commenced in March 2014.
- (9) Lai Sun Correctional Institution (No. 25) and Nei Kwu Correctional Institution (No. 26) 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>(10)</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
21.	Tung Wah Eastern Hospital	Half-yearly	HA

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
22.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	Half-yearly	HA
23.	Tung Wah Hospital	Half-yearly	HA
24.	United Christian Hospital	Quarterly	HA
25.	Yan Chai Hospital	Quarterly	HA
<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>(10)</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>(11)</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	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>(12)</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>(12)</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:

- (10) Ruttonjee Hospital (No. 16) and Tang Shiu Kin Hospital (No. 38) are to be jointly visited.
- (11) JP visit to the Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind (No. 54) has been temporarily suspended since July 2010 due to construction work at the Home.
- (12) 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 2012 to 2014**

Institutions	No. of institutions under JP visit programme			No. of JP visits conducted			No. of complaints made to JPs			No. of requests/enquiries made to JPs			No. of suggestions/comments made by JPs		
	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
Institutions of Correctional Services Department	29	29	30	439	442	450	115	137	133	71	87	85	38	44	28
Hospitals of Hospital Authority	41	41	41	140	148	152	23	13	21	217	191	134	53	47	50
ICAC Detention Centre	1	1	1	24	24	23	0	0	0	0	0	0	0	0	0
Centres of Immigration Department	2	2	2	28	28	28	1	0	0	93	72	153	7	4	3
Po Leung Kuk	1	1	1	4	4	4	0	0	0	0	0	0	2	1	1
Shek Kwu Chau Treatment and Rehabilitation Centre and Sister Aquinas Memorial Women's Treatment Centre	2	2	2	8	8	8	0	0	0	0	0	0	8	5	5
Institutions of Social Welfare Department/ Non-governmental Organisations	33	33	33	75	74	74	0	1	0	0	8	1	66	60	68
<b>Total :</b>	<b>109</b>	<b>109</b>	<b>110</b> <sup>(1)</sup>	<b>718</b>	<b>728</b>	<b>739</b>	<b>139</b>	<b>151</b>	<b>154</b>	<b>381</b>	<b>358</b>	<b>373</b>	<b>174</b>	<b>161</b>	<b>155</b>

(1) Including JP visit to Tai Tam Gap Correctional Institution which has been re-opened since March 2014.

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

( from 1 January 2014 to 31 December 2014 )

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

Serial no.	Name of institution	No. of JP visits	No. of complaints 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	1
2.	Custodial Ward of Queen Elizabeth Hospital/Lai Chi Kok Reception Centre <sup>♦</sup>	25	10	7	2
3.	Custodial Ward of Queen Mary Hospital/Ma Hang Prison <sup>♦</sup>	24	0	0	2
4.	Hei Ling Chau Correctional Institution/Hei Ling Chau Addiction Treatment Centre <sup>♦</sup>	23	1	0	2
5.	Lai Chi Rehabilitation Centre <sup>^</sup>	3	0	0	0
6.	Lai King Correctional Institution/Chi Lan Rehabilitation Centre <sup>♦</sup>	24	0	0	0
7.	Lai Sun Correctional Institution/Nei Kwu Correctional Institution <sup>♦</sup>	21	2	0	1
8.	Lo Wu Correctional Institution	24	8	21	2
9.	Pak Sha Wan Correctional Institution	25	1	4	4
10.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre <sup>○</sup>	12	0	0	2
11.	Pik Uk Correctional Institution	24	0	0	2
12.	Pik Uk Prison	24	0	0	1
13.	Sha Tsui Correctional Institution/Lai Chi Rehabilitation Centre <sup>^</sup>	23	0	0	0
14.	Shek Pik Prison	24	4	5	0
15.	Siu Lam Psychiatric Centre	24	46	13	1
16.	Stanley Prison	24	55	25	0
17.	Tai Lam Centre for Women/Bauhinia House/Wai Lan Rehabilitation Centre <sup>○</sup>	24	0	1	1

♦ Denotes visits covering two institutions.

○ Denotes visits covering three institutions.

^ Lai Chi Rehabilitation Centre was relocated to premises within Sha Tsui Correctional Institution on 26 March 2014 and JPs have been conducting joint visits to these two institutions since that date.

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
18.	Tai Lam Correctional Institution	23	2	0	0
19.	Tai Tam Gap Correctional Institution	19	0	0	1
20.	Tong Fuk Correctional Institution	24	0	3	0
21.	Tung Tau Correctional Institution	24	4	6	6
	<b>Total :</b>	<b>450</b>	<b>133</b>	<b>85</b>	<b>28</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 <sup>†</sup>		Overall grading on services <sup>†</sup>	
			S	U	S	U
1.	Cape Collinson Correctional Institution	12	12	0	12	0
2.	Custodial Ward of Queen Elizabeth Hospital <sup>△</sup>	25	25	0	25	0
	Lai Chi Kok Reception Centre <sup>△</sup>		25	0	25	0
3.	Custodial Ward of Queen Mary Hospital <sup>△</sup>	24	23	0	23	0
	Ma Hang Prison <sup>△</sup>		24	0	24	0
4.	Hei Ling Chau Correctional Institution <sup>△</sup>	23	23	0	23	0
	Hei Ling Chau Addiction Treatment Centre <sup>△</sup>		23	0	23	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
5.	Lai Chi Rehabilitation Centre <sup>^</sup>	3	3	0	3	0
6.	Lai King Correctional Institution/ Chi Lan Rehabilitation Centre	24	24	0	24	0
7.	Lai Sun Correctional Institution <sup>△</sup>	21	21	0	21	0
	Nei Kwu Correctional Institution <sup>△</sup>		21	0	21	0
8.	Lo Wu Correctional Institution	24	24	0	24	0
9.	Pak Sha Wan Correctional Institution	25	25	0	25	0
10.	Phoenix House/Pelican House/ Lai Hang Rehabilitation Centre	12	12	0	12	0
11.	Pik Uk Correctional Institution	24	24	0	24	0
12.	Pik Uk Prison	24	24	0	24	0
13.	Sha Tsui Correctional Institution/ Lai Chi Rehabilitation Centre <sup>^</sup>	23	23	0	23	0
14.	Shek Pik Prison	24	24	0	24	0
15.	Siu Lam Psychiatric Centre	24	24	0	24	0
16.	Stanley Prison	24	24	0	24	0
17.	Tai Lam Centre for Women <sup>△</sup>	24	24	0	24	0
	Bauhinia House/Wai Lan Rehabilitation Centre <sup>△</sup>		24	0	24	0
18.	Tai Lam Correctional Institution	23	23	0	23	0
19.	Tai Tam Gap Correctional Institution	19	19	0	19	0
20.	Tong Fuk Correctional Institution	24	24	0	24	0
21.	Tung Tau Correctional Institution	24	24	0	24	0
<b>Total :</b>		<b>450</b>	<b>566</b>	<b>0</b>	<b>566</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.

^ Lai Chi Rehabilitation Centre was relocated to premises within Sha Tsui Correctional Institution on 26 March 2014 and JPs have been conducting joint visits to these two institutions since that date.

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

133 complaints<sup>1</sup> in the following categories were made to JPs during their visits to institutions under the management of CSD –

<b>Category of complaints</b>	<b>Number of complaints in 2014</b>	<b>(%)</b>
(i) Services provided by the institution (e.g. inadequate medical care, insufficient daily necessities, poor quality of food/catering services, etc.)	32	(24%)
(ii) Facilities and equipment provided by the institution (e.g. inadequate toilet facilities, poor maintenance of equipment, etc.)	13	(10%)
(iii) Treatment and welfare (e.g. unfair assignment of work, improper handling of complaints/requests, etc.)	43	(32%)
(iv) Staff attitude and conduct (e.g. unnecessary or excessive use of force, use of impolite language, etc.)	31	(23%)
(v) Disciplinary action (e.g. unfair disciplinary proceedings, improper award of punishments, etc.)	14	(11%)
<b>Total:</b>	<b>133</b>	

Of the 133 cases, 112 cases were operational, simple and less serious in nature. They were handled by the concerned institutions and explanations were given to JPs on the spot. JPs were satisfied that the cases were handled properly 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 21 cases, including five cases on services provided by the institutions, 15 on staff behaviours and attitude, and one on disciplinary action, they were referred to the CSD Complaints Investigation Unit (CIU) for investigation. Investigation of 15 out of the 21 complaints handled by CIU has been concluded. None of them were substantiated. JPs and the complainants have been informed of the investigation results in writing. Five other cases were not further investigated as they were either repeated complaints, resolved by the concerned institutions or subsequently withdrawn by the persons in custody. As at end May 2015, one case was still being processed.

<sup>1</sup> Among these 133 complaints, 73 cases were raised by two complainants accounting for 55% of all cases.

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

85 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 2014</b>	<b>(%)</b>
(i) Request for early discharge from institution/home leave/release on recognisance	4	(5%)
(ii) Services provided by the institution (e.g. request for more medical attention, request for more choices of food, etc.)	22	(26%)
(iii) Facilities and equipment provided by the institution (e.g. request for more recreational facilities, etc.)	2	(2%)
(iv) Treatment and welfare (e.g. request for making additional phone calls, change of work assignment, transfer to another institution, etc.)	38	(45%)
(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.)	19	(22%)
<b>Total:</b>	<b>85</b>	

Most cases were related to treatment and welfare of the inmates (45%), services provided by the institution (26%) and matters in relation to other departments/organisations (22%). Backgrounds of the cases were 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 28 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 2014</b>	<b>(%)</b>
(i) Physical environment, facilities and equipment (e.g. need for refurbishment of the premises, replacement of old computers, etc.)	12	(43%)
(ii) Service quality (e.g. improvement of meal service, regular review of service need, etc.)	3	(11%)
(iii) Manpower planning (e.g. provision of staff training, measures to reduce staff wastage, etc.)	3	(11%)
(iv) Training programmes and recreational activities (e.g. provision of market-oriented vocational training, arrangement of more activities, etc.)	10	(35%)
<b>Total:</b>	<b>28</b>	

Majority of the suggestions were made under category (i): physical environment, facilities and equipment. As some of the penal institutions were not purpose-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 speed up outstanding projects. Suggestions requiring large-scale enhancement works were referred to the Architectural Services Department and relevant departments for consideration. In addition, in response to JPs' recommendation, the Education Unit in each institution would review the reading needs of persons in custody and the Rehabilitation Officers would collect their views to ensure that suitable books and reading materials would be provided.

Some JPs have also suggested deploying appropriate resources for elderly persons in custody and extending the smoke-free environment to all institutions under category (ii): service quality. CSD would consider the feasibility of such suggestions.

On manpower planning, i.e. category (iii), some JPs commented that there was not sufficient manpower to cope with the high volume of penal capacity. They also suggested to deploy resources to support training and welfare of persons in custody, monitor the service demand and plan ahead for service expansion when need arises. CSD would take comments of JPs into account and explore possible means to bid for additional resources in order to meet the changing demands in prison management and offender rehabilitation and formulate contingency plan to meet operational needs.

As regards category (iv): training programmes and recreational activities, some JPs suggested CSD to provide more choices of market-oriented vocational training and to invite voluntary organisations to provide different training activities with a view to providing more assistance to persons in custody in furthering their study and career placement. CSD has arranged full-time and part-time vocational training courses for eligible local adult persons in custody. The arrangements are subject to regular reviews and CSD would consider adding 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	1
4.	Castle Peak Hospital	13	0	1	4
5.	Cheshire Home, Chung Hom Kok	2	0	0	1
6.	Cheshire Home, Shatin	2	0	0	0
7.	The Duchess of Kent Children's Hospital at Sandy Bay	2	0	0	0
8.	Grantham Hospital	2	0	0	1
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	0
12.	Kowloon Hospital	4	0	0	0
13.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	12	3	22	4
14.	Kwai Chung Hospital	12	5	7	10
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	11	59	10
18.	North District Hospital	2	0	0	1
19.	Our Lady of Maryknoll Hospital	2	0	0	0
20.	Pamela Youde Nethersole Eastern Hospital	4	0	0	1
21.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital	12	2	45	5
22.	Pok Oi Hospital	2	0	0	1
23.	Prince of Wales Hospital	3	0	0	1
24.	Princess Margaret Hospital	4	0	0	0
25.	Queen Elizabeth Hospital	4	0	0	1

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	4	0	0	0
27.	Ruttonjee Hospital/Tang Shiu Kin Hospital♦	2	0	0	0
28.	Shatin Hospital	2	0	0	0
29.	Siu Lam Hospital	2	0	0	0
30.	St. John Hospital	2	0	0	0
31.	Tai Po Hospital	2	0	0	0
32.	Tseung Kwan O Hospital	2	0	0	0
33.	Tuen Mun Hospital	4	0	0	0
34.	Tung Wah Eastern Hospital	2	0	0	0
35.	Tung Wah Group of Hospitals Fung Yiu King Hospital	2	0	0	1
36.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	2	0	0	0
37.	Tung Wah Hospital	2	0	0	2
38.	United Christian Hospital	4	0	0	0
39.	Wong Chuk Hang Hospital	2	0	0	2
40.	Yan Chai Hospital	4	0	0	1
	<b>Total :</b>	<b>152</b>	<b>21</b>	<b>134</b>	<b>50</b>

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

**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.

@ The visiting JPs considered that the facilities were outdated. The hospital management had informed the concerned JPs that the hospital would conduct renovation with a view to improving the facilities. In this connection, renovation of nine in-patient wards was completed in late 2014.

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	12	0	12	0
22.	Pok Oi Hospital	2	2	0	2	0
23.	Prince of Wales Hospital	3	3	0	3	0
24.	Princess Margaret Hospital	4	3	0	2	0
25.	Queen Elizabeth Hospital	4	3	0	4	0
26.	Queen Mary Hospital	4	4	0	4	0
27.	Ruttonjee Hospital/Tang Shiu Kin Hospital ♦	2	2	0	2	0
28.	Shatin Hospital	2	2	0	2	0
29.	Siu Lam Hospital	2	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	2	0	1	0
33.	Tuen Mun Hospital	4	4	0	3	0
34.	Tung Wah Eastern Hospital	2	2	0	2	0
35.	Tung Wah Group of Hospitals Fung Yiu King Hospital	2	2	0	2	0
36.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	2	1	0	2	0
37.	Tung Wah Hospital	2	2	0	2	0
38.	United Christian Hospital	4	4	0	4	0
39.	Wong Chuk Hang Hospital	2	2	0	2	0
40.	Yan Chai Hospital	4	3	0	3	0
	<b>Total :</b>	<b>152</b>	<b>134</b>	<b>1</b>	<b>137</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.

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

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

<b>Category of complaints</b>	<b>Number of complaints in 2014</b>	<b>(%)</b>
(i) Services provided by the institution (e.g. inadequate medical care, insufficient daily necessities, poor quality of food/catering services, etc.)	3	(14%)
(ii) Facilities and equipment provided by the institution (e.g. inadequate toilet facilities, poor maintenance of equipment, etc.)	3	(14%)
(iii) Treatment and welfare (e.g. unfair assignment of work, improper handling of complaints/requests etc.)	2	(10%)
(iv) Staff attitude and conduct (e.g. unnecessary or excessive use of force, use of impolite language, etc.)	7	(33%)
(v) Others	6	(29%)
<b>Total:</b>	<b>21</b>	

All the 21 complaints were lodged by psychiatric patients. 12 were found unsubstantiated and related to patients' hallucination and unstable mental condition. For example a patient was constantly under the belief that he was being repeatedly scolded and restrained but such feeling stopped when her mental state gradually improved. For the remaining nine cases, three were related to ward environment and equipment, two on staff attitude and four on interaction with co-patients, including two suspected theft cases, one suspected bullying case and one attack case. The concerned hospitals have followed up to improve the physical environment and staff attitude. Staff were also reminded to observe closely any conflicts among patients to stop any potential fight and to ensure the security of personal belongings of patients.

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

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

Category of requests/enquiries		Number of requests/enquiries in 2014	(%)
(i)	Request for early discharge from institution/home leave/release on recognisance	47	(35%)
(ii)	Services provided by the institution (e.g. request for more medical attention, request for more choices of food, etc.)	29	(21%)
(iii)	Facilities and equipment provided by the institution (e.g. request for more recreational facilities, etc.)	26	(19%)
(iv)	Treatment and welfare (e.g. request for making additional phone calls, change of work assignment, transfer to another institution, etc.)	10	(8%)
(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.)	12	(9%)
(vi)	Others	10	(8%)
<b>Total:</b>		<b>134</b>	

All requests for early release or for home leave in category (i) were lodged by psychiatric patients. 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 quality and variety of food, for example, requests for soup, sweet soups and fruit etc. Some patients also requested to buy take-away food and suggested the Hospital not to serve chicken. The requests were referred to the Hospital Catering Department for consideration. Some patients have requested for less medication and more

frequent visits by the case medical officers. All these requests were referred to case medical officers for re-assessment of their conditions.

For categories (iii) and (iv), some patients requested improvement of lightings and toilet facilities. The concerned hospitals have referred these requests to Facilities Management Office for improvement work. The concerned hospitals had also stepped up cleansing in toilets and reminded patients of proper usage. The requests for more varieties of recreational facilities, better telephone access and longer visiting hours were acceded to so far as clinical conditions of the patients allowed and resources 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), some patients shared their view on health system and manpower issues with JPs. A patient requested assistance of JP to apply for a permanent Hong Kong Identity Card and contact her husband in the Mainland China. Two patients raised their concerns on human rights of psychiatric patients and one patient requested to smoke within the hospital. The hospital management explained the related rules and regulations to the patients accordingly.

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 50 suggestions/comments in the following categories during their visits to hospitals –

Category of suggestions/comments		Number of suggestions/comments in 2014	(%)
(i)	Physical environment, facilities and equipment (e.g. need for refurbishment of the premises, replacement of old computers, etc.)	28	(56%)
(ii)	Service quality (e.g. improvement of meal service, regular review of service need, etc.)	11	(22%)
(iii)	Manpower planning (e.g. provision of staff training, measures to reduce staff wastage, etc.)	7	(14%)
(iv)	Training programmes and recreational activities (e.g. provision of market-oriented vocational training, arrangement of more activities, etc.)	3	(6%)
(v)	Others	1	(2%)
<b>Total:</b>		<b>50</b>	

Concerning JPs' suggestions and comments on category (i): physical environment, facilities and equipment of the hospitals, funding has been secured for repair/renovation/redevelopment in some of the cases. HA would continue ensuring all hospital premises are maintained adequately. In response to suggestions by some JPs on minor improvement works, such as improving the ventilation, the concerned hospital has included the improvement works under the 2015/16 works list. They would also take into consideration privacy of patients and need for secured open space for ward renovation.

A significant number of positive comments were received under category (ii). Some JPs suggested that the Hospital should adopt every means to prevent bullying among patients and commented on service demands from Mainland China and demand for private beds.

Some JPs expressed concerns about the problem of staff shortage for meeting services demand (category (iii)). While staff recruitment would be an on-going process, HA has made efforts to review the remuneration package and streamline working procedures to maintain service quality.



As regards category (iv): training programmes and recreational activities, JPs suggested enriching the educational programme for patient's family and increasing the variety of recreational activities for long-stay mental patients. The hospital management would explore feasibility of providing more recreational activities within the available resources.

Furthermore, HA would consider suggestion made by JPs under category (v) to introduce electronic technology for dispensing services.

### 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	23	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	23	23	0	23	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*

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.	Castle Peak Bay Immigration Centre	24	0	152	2
2.	Ma Tau Kok Detention Centre	4	0	1	1
	<b>Total :</b>	<b>28</b>	<b>0</b>	<b>153</b>	<b>3</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.	Castle Peak Bay Immigration Centre	24	24	0	24	0
2.	Ma Tau Kok Detention Centre	4	4	0	3	0
	<b>Total :</b>	<b>28</b>	<b>28</b>	<b>0</b>	<b>27</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.

† 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 requests/enquiries made to JPs**

153 requests/enquiries in the following categories were made to JPs during their visits to the Castle Peak Bay Immigration Centre and Ma Tau Kok Detention Centre –

Category of requests/enquiries	Number of requests/enquiries in 2014	(% )
(i) Request for early discharge from institution/home leave/release on recognisance	119	(77%)
(ii) Services provided by the institution (e.g. request for more medical attention, request for more choices of food, etc.)	32	(21%)
(iii) Treatment and welfare (e.g. request for making additional phone calls, change of work assignment, transfer to another institution, etc.)	1	(1%)
(iv) 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.)	1	(1%)
<b>Total:</b>	<b>153</b>	

The 119 requests under category (i) were mainly related to checking of case progress, requesting interview by case officers and release on recognisance. These requests have been referred to the relevant sections for follow-up.

31 requests under category (ii) related to provision of food service have been referred to the service provider for consideration. One female detainee requested appropriate clothing due to her pregnancy and her request was acceded to.

The request under category (iii) was mainly related to arrangements for detainees who might have special needs and (iv) was about checking progress of applications with other departments/organisations. The requests have been handled by the welfare officer and referred to the relevant department/organisation.

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 three suggestions/comments in the following categories during their visits to the Castle Peak Bay Immigration Centre and Ma Tau Kok Detention Centre –

<b>Category of suggestions/comments</b>	<b>Number of suggestions/comments in 2014</b>	<b>(%)</b>
(i) Physical environment, facilities and equipment (e.g. need for refurbishment of the premises, replacement of old computers, etc.)	1	(33%)
(ii) Service quality (e.g. improvement of meal service, regular review of service need, etc.)	2	(67%)
<b>Total:</b>	<b>3</b>	

Concerning the physical environment, JPs commented that there was not enough sitting space for detainees. Many of them therefore chose to rest on their beds. JPs noted that the centre was converted from an old government building, provision of facilities was therefore subject to architectural constraints.

JPs have made two suggestions/comments on service quality about language proficiency of the duty medical officer and provision of information on the unified screening mechanism for detainees.

The centre has taken follow-up action on JPs' suggestions by passing the comment to the medical service provider and placing copies of the policy for detention and related reference materials in each dayroom for detainees' reference.

## 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	3	0
	<b>Total :</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>3</b>	<b>0</b>

Key : S - Satisfactory  
U – Unsatisfactory

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

Concerning the physical environment, facilities and equipment, JPs noted that the building was not purpose-built for providing child care services and considered that facilities should be modernised with a view to enhancing services to children, particularly those with special needs. Po Leung Kuk would continue working towards its aim to deliver quality services and enhance facilities to best suit the need of children.

\* 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.

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

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

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

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	1
2.	Sister Aquinas Memorial Women's Treatment Centre	4	0	0	4
<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	4	0	4	0
2.	Sister Aquinas Memorial Women's Treatment Centre	4	4	0	4	0
<b>Total :</b>		<b>8</b>	<b>8</b>	<b>0</b>	<b>8</b>	<b>0</b>

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

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\* 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.

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

JPs have made five suggestions/comments –

Category of comments/suggestions		Number of comments/suggestions in 2014	(%)
(i)	Physical environment, facilities and equipment (e.g. need for refurbishment of the premises, replacement of old computers, etc.)	1	(20%)
(ii)	Manpower planning (e.g. provision of staff training, measures to reduce staff wastage, etc.)	2	(40%)
(iii)	Others	2	(40%)
<b>Total:</b>		<b>5</b>	

For (i) concerning comments on physical environment of the centre, JPs commented that the buildings were generally old and the walls looked rather torn and needed repair. The comments under category (ii) were about increasing workload in the past years and further improvement on deployment of staff was required. The Department of Health responded that they would continue to render necessary assistance and support in processing funding requests of the centres for the necessary resources.

Under category (iii), it was considered that the model in the management of inmates adopted by the Sister Aquinas Memorial Women's Treatment Centre, namely the Therapeutic Community Model, could be refined for more intensive rehabilitation and treatment; and the other one comment was about the potential impact of the proposed building of the integrated waste management facilities at an artificial island adjacent to the Shek Kwu Chau Treatment and Rehabilitation Centre to the centre. JPs have been informed that according to findings of the Environmental Impact Assessment Report, with introduction of appropriate mitigation measures, the potential environmental impacts of the construction and operation of the integrated waste management facilities would be controlled within the established standards and guidelines.



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

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

Serial no.	Name of institution	No. of JP visits	No. of complaints made to JPs	No. of requests/enquiries made to JPs	No. of suggestions/comments made by JPs
1.	Caritas-Hong Kong – Caritas Jockey Club Lai King Rehabilitation Centre	2	0	0	7
2.	Caritas-Hong Kong – Caritas Li Ka Shing Care and Attention Home	2	0	0	0
3.	Caritas-Hong Kong – Caritas Pelletier Hall	2	0	0	4
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	2
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	1
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	0
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 has been 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	1
15.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	2	0	0	2
16.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Care Home	2	0	0	6
17.	Po Leung Kuk Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	0	0	2
18.	Po Leung Kuk – Y C Cheng Centre	2	0	0	3
19.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	2	0	0	1
20.	Sisters of the Good Shepherd – Marycove Centre	2	0	0	3
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	1
25.	The Mental Health Association of Hong Kong – Jockey Club Building	2	0	0	6
26.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	2	0	0	3
27.	Tuen Mun Children and Juvenile Home	12	0	1	5
28.	Tung Wah Group of Hospitals Ho Yuk Ching Workshop cum Hostel	2	0	0	3
29.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	2	0	0	2

<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	0	2
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	1
<b>Total :</b>		<b>74</b>	<b>0</b>	<b>1</b>	<b>68</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	1	0	2	0
4.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel	2	2	0	2	0
5.	Fu Hong Society – Fu Hong Society Rehabilitation Centre	2	2	0	2	0
6.	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.

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 Care 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	2	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	1	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 has been 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	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	1	0	1	0
31.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home <sup>△</sup> / Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel <sup>△</sup>	2	2	0	2	0
			2	0	2	0
32.	Yan Chai Hospital – Chinachem Care and Attention Home	2	2	0	2	0
<b>Total :</b>		<b>74</b>	<b>73</b>	<b>0</b>	<b>75</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 requests/enquiries made to JPs**

JPs have received one enquiry concerning the services provided by the institution. Residents have enquired about the meal portion and quality of toilet paper. The concerned home has followed up with the relevant services providers and kept regular monitoring to ensure that reasonable quality of daily living necessities are provided for the residents.

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

JPs have made 68 suggestions/comments in the following categories during their visits –

Category of suggestions/comments		Number of suggestions/comments in 2014	(%)
(i)	Physical environment, facilities and equipment (e.g. need for refurbishment of the premises, replacement of old computers, etc.)	25	(37%)
(ii)	Service quality (e.g. improvement of meal service, regular review of service need, etc.)	28	(41%)
(iii)	Manpower planning (e.g. provision of staff training, measures to reduce staff wastage, etc.)	5	(7%)
(iv)	Training programmes and recreational activities (e.g. provision of market-oriented vocational training, arrangement of more activities, etc.)	4	(6%)
(v)	Channels of complaints and handling of complaints	2	(3%)
(vi)	Others	4	(6%)
<b>Total:</b>		<b>68</b>	

Concerning JPs' comments under category (i), one institution has carried out the corresponding improvement works including setting up a vegetable planting area at its roof-top so as to increase green area for a lively environment for the residents; exploring the feasibility of providing air-conditioning in the dining hall and regular review of existing facilities to ensure a well-ventilated and suitable living and learning environment was provided for the residents during their stay. In connection with the suggestions on renovation and upgrading of

facilities, such as enhancing corridors and increasing the number of activity rooms, etc., the institutions concerned had taken steps to seek funding for the required major renovation and carry out the works accordingly. As regards the suggestion of not mixing the residents of different age groups, arrangement would be made after completion of the facility enhancement project funded by the Hong Kong Jockey Club Charities Trust. The institutions concerned had also taken follow-up action to clear up the junk at the washroom and use labels with different colours at the main entrance.

For category (ii), it was suggested that the development of aftercare service and resources allocated to the institution should be subject to review. SWD has conducted follow-up discussion on the issue with the institution and other stakeholders accordingly. In response to JPs' suggestion of providing small group living and more intensive personal care to residents, the institution would improve the physical setting through facility enhancement projects and provide more intensive nursing care to old and frail residents.

For category (iii), in response to the suggestions of strengthening the front-line manpower, follow-up action has been taken by starting the recruitment procedure. The institution would also provide training to health care trainees.

For training programmes and recreational activities, i.e. category (iv), JPs suggested arranging more physical exercises or activities for the residents, motivating them to wake up earlier and fostering their sense of community service through doing laundry work to serve other residents. The institution has conducted ongoing review and made continuous enhancement in relation to the daily routine and training schedule of the residents.

In response to a suggestion of displaying a notice regarding complaint channel in the lobby, the institution has taken follow-up action accordingly. Besides, the institution has taken action to consider the needs and health of residents who were smokers and reminded residents of proper posture while sitting and standing in order to improve their physical health.