
2021 Annual Report on Justices of Peace Visits

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

JUSTICES OF THE PEACE VISITS

2021 Annual Report

This Annual Report provides an account of the work of Justices of the Peace (JPs) in the year 2021. The JPs visited designated institutions under the JP visit programme, handled complaints from persons in custody, inmates and detainees, and made suggestions and comments to institutions of their visit.

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 appointment, resignation and revocation of appointment, the powers and functions 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 2021, 69 persons⁽¹⁾ were appointed as JPs, with 28 of them as Official JPs and 41 as Non-official JPs. As at 31 December 2021, there were 316 Official JPs and 1 500 Non-official JPs. An up-to-date list of JPs is available in the JPs website (<https://www.info.gov.hk/jp>).

FUNCTIONS OF JPs

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

- (a) to visit custodial institutions or 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

⁽¹⁾ 40 JP appointments were published in the gazette on 1 July 2021 and 29 JP appointments were gazetted on 10 September 2021.

- (d) to perform such other functions as may be 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. In 2021, there were 112⁽²⁾ institutions under the JP visit programme. Statutory visits to 38 institutions were conducted on a fortnightly, monthly or quarterly basis while visits to 74 institutions were arranged on an administrative basis once every quarter or every six months. The list of institutions under the JP visit programme in 2021 is at **Annex A**.

7. In view of the COVID-19 pandemic and on the advice of relevant departments/organisations, statutory visits to the custodial wards of hospitals under the management of Correctional Services Department (CSD) and psychiatric hospitals under Hospital Authority (HA), and non-statutory visits to institutions under HA, Department of Health (DH), Home Affairs Department (HAD) and Social Welfare Department (SWD) have been temporarily suspended while the Emergency Response Level of the Preparedness and Response Plan for Novel Infectious Disease of Public Health Significance remains in force. The Government shall continue to keep the situation under review and make appropriate adjustment to the JP visit arrangement having regard to the development of the pandemic.

8. In 2021, JPs conducted 475⁽³⁾ visits to 112 institutions. On average, Non-official JPs⁽⁴⁾ each conducts one visit per annum while each Official JP conducts three visits each year.

VISIT ARRANGEMENTS

9. JP visits to custodial institutions are conducted under the respective legislation. For example, visits to prisons of CSD are provided

⁽²⁾ Including Tai Tam Gap Correctional Institution which has been re-opened for JP visits since June 2021.

⁽³⁾ In view of the development of the COVID-19 pandemic and public health considerations, JP visits to the institutions concerned have been temporarily suspended since late January 2020.

⁽⁴⁾ Excluding those who are exempted from visiting duties because of old age, health or other reasons.

for under the Prison Rules (Cap. 234A), visits to psychiatric hospitals under the Mental Health Ordinance (Cap. 136), visits to detention centres of ICAC and Immigration Department (ImmD) under the Independent Commission Against Corruption (Treatment of Detained Persons) Order (Cap. 204A) and Immigration (Treatment of Detainees) Order (Cap. 115E) respectively, and visits to remand/probation homes of SWD under the Probation of Offenders Ordinance (Cap. 298) and Juvenile Offenders Ordinance (Cap. 226). Statutory visits are conducted on a fortnightly, monthly or quarterly basis. Furthermore, visits to hospitals of HA, institutions for drug abusers operated by Non-governmental Organisations (NGOs) under the purview of DH, welfare institutions under the purview of SWD, and charitable organisation providing social services under the purview of HAD are arranged on an administrative basis at a quarterly or half-yearly interval.

10. 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.

11. To help JPs focus on issues that require their attention during the visits, they are provided, before their visits, with checklists drawn up by the concerned departments which highlight the key areas that JPs may wish to cover when visiting different types of institutions. In addition, the JPs Secretariat provides the visiting JPs with reports on outstanding complaints made by inmates of the institutions concerned so that the JPs may follow up on those complaints or other issues during their visits.

12. Upon arrival at CSD institutions, the visiting JPs usually receive from CSD staff a general briefing on the correctional institution and any requests for interviews that have been made by the persons in custody. During the visit, JPs have the opportunity to see all persons in custody within the institution and are free to speak to any of them. JPs may request CSD staff to provide other information about the correctional institution, such as the number of persons in custody in the institution at that moment, whether there are any persons in custody who have been temporarily transferred to other locations (e.g. for medical appointment at a hospital outside the institution or court attendance) on the visit day, etc.

13. Each year, the JPs Secretariat organises a briefing to familiarise newly appointed JPs with the JP visit system as well as functions and duties of JPs. At the briefing held in October 2021, 55 newly appointed JPs attended and heard from representatives of Administration Wing, CSD, SWD and HA about their responsibilities as visiting JPs to institutions.

HANDLING OF COMPLAINTS/REQUESTS/ENQUIRIES

14. 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. In such cases, the institution management will make necessary arrangements to facilitate the interview with inmates in private and render assistance to the JPs as required. The visiting JPs can either conduct investigations themselves by making personal inquiries into the inmates' complaints (such as seeking background information from staff of the institutions and examining relevant records and documents) or refer the complaints to the institutions concerned for investigations. In the latter cases, the institutions concerned will carry out investigations and report to the JPs the outcome of their investigations in writing.

15. Complaints that concern treatment of persons in custody in CSD institutions are generally referred to the Complaints Investigation Unit (CIU)⁽⁵⁾ for full investigation. For check and balance, the Correctional Services Department Complaints Committee (CSDCC)⁽⁶⁾ is vested with the authority to examine the outcomes of investigation conducted by CIU. If CSDCC is not satisfied with the investigation results, it will direct CIU to re-investigate the case. CIU will notify the complainant in writing if its investigation results are endorsed by CSDCC. The CSD will also report to the relevant JPs the investigation results in writing. If a person in custody is not satisfied with the investigation results of CIU, he/she may appeal to the Correctional Services Department Complaints Appeal Board (CSDCAB)⁽⁷⁾ within 14 days. CSDCAB will handle appeals against the findings endorsed by CSDCC and make final decision on the appeal cases.

⁽⁵⁾ CIU is an independent establishment responsible for conducting full investigation into complaints received by or referred to CSD concerning the treatment of persons in custody according to the complaints handling mechanism. CIU will endeavour to complete its investigation of a complaint within 18 weeks.

⁽⁶⁾ CSDCC is chaired by the Civil Secretary of CSD (a civilian staff), with the Assistant Commissioner (Quality Assurance), a Chaplain and four senior officers in the CSD Headquarters as members.

⁽⁷⁾ CSDCAB is chaired by Deputy Commissioner (Operations and Strategic Development) of Correctional Services and comprises non-official members from outside CSD who are familiar with the operations of CSD. At present, 27 out of 31 non-official members of CSDCAB are Non-official JPs.

16. CSD will inform JPs of the outcome of all complaints in writing after the cases have been concluded (i.e. after the completion of investigation by the institution management or CIU and any appeal process thereafter). If the JPs are not satisfied with the investigation results and/or the follow-up actions taken, they may refer the case to other parties (e.g. The Ombudsman or the Police) for investigation as appropriate. In cases where the complaint has been referred to The Ombudsman, the Office of The Ombudsman will contact the complainant directly. CSD will inform the JPs if the investigation outcome of The Ombudsman is related to CSD. For cases referred to the Police, CSD will inform the JPs of the investigation outcome of the Police in writing when it is available to CSD.

17. Other requests or enquiries made to JPs by inmates of the institutions are normally referred to the management of the institutions for consideration, and the relevant JPs are then informed of the actions taken by the management.

18. For non-CSD institutions, if the JPs are not satisfied with the investigation results and/or the follow-up actions taken, they may direct the institution concerned or refer the case to other parties (e.g. The Ombudsman or the Police) for investigation as appropriate. JPs are free to conduct any further visit or investigation personally as they consider necessary. They are also 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 previous complaints/requests/enquiries properly.

COMPLAINTS RECEIVED

19. In 2021, 108 complaints were received during JP visits, as compared with 134 received in 2020. Majority of these complaints⁽⁸⁾ were related to treatment and welfare (31%) and services provided by the institution (27%). Having conducted on-site inquiry during their visits, the JPs who received the complaints directed that no further action be taken on six of the 108 complaints. 34 complaints were referred by the JPs to the institution management for investigations or follow-up actions, and all were resolved through improvement measures or explanations given to the complainants. As for the remaining 68 complaints, 64 were referred to the CIU of the CSD for investigation and four were referred to other relevant government departments for handling. 49 (48%) of the 102 complaints

⁽⁸⁾ CSD classifies complaints as any verbal or written expression of dissatisfaction, whereas requests are made to obtain assistance from the Department.

that required further action were followed up within one month⁽⁹⁾ (as compared to 60% in 2020). A summary of the statistics is in Table 1 below.

Table 1 – Number and category of complaints received in 2021

Category of complaints	Number of complaints in 2021	(%)
(i) Treatment and welfare (e.g. unfair assignment of work, improper handling of complaints/requests, etc.)	34	(31%)
(ii) Services provided by the institution (e.g. inadequate medical care, insufficient daily necessities, poor quality of food/catering services, etc.)	29	(27%)
(iii) Staff attitude and conduct (e.g. use of impolite language, etc.)	21	(19%)
(iv) Disciplinary action (e.g. unfair disciplinary proceedings, improper award of punishments, etc.)	10	(9%)
(v) Facilities and equipment provided by the institution (e.g. inadequate toilet facilities, poor maintenance of equipment, etc.)	4	(4%)
(vi) Complaints against other departments/organisations	4	(4%)
(vii) Others	6	(6%)
Total :	108	

REQUESTS/ENQUIRIES RECEIVED

20. In 2021, 663 requests/enquiries were received during JP visits, as compared with 529 received in 2020. Majority of these requests were related to early discharge (59%) and treatment and welfare (16%). 99% of the requests/enquiries (as compared to 100% in 2020) were followed up within one month. A summary of the statistics is in Table 2 below.

⁽⁹⁾ In view of the nature and complication involved in 53 complaints (representing 52% of the 102 cases that required follow-up action) received during JP visits in 2021 (relating to the conduct of staff or unfair treatment, etc.), the departments had to seek inputs from various parties to conduct investigation. Hence, they have taken more than one month to follow up the complaints.

Table 2 – Number and category of requests/enquiries received in 2021

Category of requests/enquiries	Number of requests/enquiries in 2021	(%)
(i) Request for early discharge from institution/home leave/release on recognisance	392	(59%)
(ii) Treatment and welfare (e.g. request for making additional phone calls, change of work assignment, transfer to another institution, etc.)	106	(16%)
(iii) Services provided by the institution (e.g. request for more medical attention, request for more choices of food, etc.)	92	(14%)
(iv) Matters in relation to other departments/organisations (e.g. application for legal aid, enquiry about medical appointment at outside hospital, etc.)	53	(8%)
(v) Facilities and equipment provided by the institution (e.g. request for more recreational facilities, etc.)	9	(1%)
(vi) Others	11	(2%)
Total :	663	

SUGGESTIONS/COMMENTS MADE BY JPs

21. In addition to receiving complaints/requests/enquiries, the visiting JPs are required to record in the JP Visit Logbook their assessment as well as suggestions/comments on the facilities and services provided by the institutions concerned at the end of each visit. Their suggestions/comments were mostly about the physical environment, facilities and equipment, and service quality of the institutions. JPs are also invited to provide an overall grading on the general state of facilities inspected and the adequacy of the services provided by the institutions. JPs' assessment, 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.

22. As reflected in the Visit Logbooks, JPs were generally satisfied with the overall facilities and services provided by the institutions. Most of them provided “satisfactory” grading on facilities and services⁽¹⁰⁾. In 2021, JPs made 45 suggestions/comments, as compared with 73 in 2020. 96% of suggestions/comments (as compared to 93% in 2020) were followed up within one month⁽¹¹⁾. A summary of the statistics is in Table 3 below.

Table 3 – Number and category of suggestions/comments made in 2021

Category of suggestions/comments	Number of suggestions/comments in 2021	(%)
(i) Physical environment, facilities and equipment (e.g. need for refurbishment of the premises, replacement of old computers, etc.)	20	(44%)
(ii) Service quality (e.g. improvement of meal service, regular review of service need, etc.)	10	(22%)
(iii) Training programmes and recreational activities (e.g. provision of market-oriented vocational training, arrangement of more activities, etc.)	7	(16%)
(iv) Manpower planning (e.g. provision of staff training, measures to reduce staff wastage, etc.)	1	(2%)
(v) Channels and handling of complaints	1	(2%)
(vi) Others	6	(14%)
Total :	45	

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

⁽¹⁰⁾ Out of the 475 visits, JPs attending 473 visits (99%) and 474 visits (99%) considered the facilities and services satisfactory respectively. JPs attending the remaining visits did not provide an overall grading.

⁽¹¹⁾ Some JPs have made suggestions/comments relating to the redevelopment/large-scale renovation of institutions. In view of the scale of renovation work involved, the departments have taken more than one month to follow up some of the suggestions/comments.

24. Detailed statistics and information by groups of institutions, including those showing how complaints/requests/suggestions were received and handled by JPs and the effectiveness of JPs' recommendations are set out at **Annex C**.

CONCLUSION

25. The Government attaches great importance to the JP visit system which serves as an effective channel, in addition to other established mechanisms, for inmates of custodial and other institutions to lodge their complaints and requests. The unannounced nature of JP visits facilitates the effective monitoring of the management of institutions under the JP visit programme. The rights of the inmates are safeguarded through this system of independent regular visits by JPs. Institutions concerned will look into complaints and report to JPs the investigation outcomes in writing. JPs are also free to conduct any further visit or investigation personally as they consider necessary or refer the case to other parties (e.g. The Ombudsman or the Police) for investigation as appropriate. In addition to handling complaints lodged by inmates, the JP visit system also provides the opportunity for JPs to make comments and suggestions on ways to improve the management of facilities and quality of services provided by the institutions. The Government will continue to keep the JP visit system under review to ensure its effectiveness.

Administration Wing
Chief Secretary for Administration's Office
November 2022

List of Institutions under JP Visit Programme in 2021

I. Statutory Visits

In view of the development of the COVID-19 pandemic and public health considerations, JP visits to the institutions concerned* have been temporarily suspended since late January 2020.

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

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
19.	Phoenix House ⁽⁴⁾	Monthly	CSD
20.	Pik Uk Correctional Institution	Fortnightly	CSD
21.	Sha Tsui Correctional Institution ⁽⁷⁾	Fortnightly	CSD
C. Correctional institutions for drug addicts			
22.	Hei Ling Chau Addiction Treatment Centre ⁽⁸⁾	Fortnightly	CSD
23.	Lai Sun Correctional Institution ⁽⁸⁾	Fortnightly	CSD
24.	Nei Kwu Correctional Institution ⁽³⁾	Fortnightly	CSD
D. Rehabilitation centres			
25.	Chi Lan Rehabilitation Centre ⁽¹⁾	Fortnightly	CSD
26.	Lai Chi Rehabilitation Centre ⁽⁷⁾	Fortnightly	CSD
27.	Lai Hang Rehabilitation Centre ⁽⁴⁾	Monthly	CSD
28.	Wai Lan Rehabilitation Centre ⁽⁵⁾	Fortnightly	CSD
E. Detention centres of ICAC and ImmD			
29.	Castle Peak Bay Immigration Centre	Fortnightly	ImmD
30.	Independent Commission Against Corruption Detention Centre	Fortnightly	ICAC
31.	Ma Tau Kok Detention Centre	Quarterly	ImmD
F. Psychiatric hospitals*			
32.	Castle Peak Hospital	Monthly	HA
33.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	Monthly	HA
34.	Kwai Chung Hospital	Monthly	HA
35.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	Monthly	HA
36.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of the Pamela Youde Nethersole Eastern Hospital	Monthly	HA

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
	G. Remand home, places of refuge, probation home and reformatory school of SWD		
37.	Po Leung Kuk Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	Quarterly	SWD
38.	Tuen Mun Children and Juvenile Home	Monthly	SWD

Notes:

- (1) Custodial Ward of Queen Elizabeth Hospital (No. 1), Lai King Correctional Institution (No. 18) and Chi Lan Rehabilitation Centre (No. 25) are to be jointly visited.
- (2) Custodial Ward of Queen Mary Hospital (No. 2) and Pak Sha Wan Correctional Institution (No. 6) are to be jointly visited.
- (3) Hei Ling Chau Correctional Institution (No. 3) and Nei Kwu Correctional Institution (No. 24) are to be jointly visited.
- (4) Pelican House (No. 7), Phoenix House (No. 19) and Lai Hang Rehabilitation Centre (No. 27) are to be jointly visited.
- (5) Tai Lam Centre for Women (No. 12), Bauhinia House (No. 17) and Wai Lan Rehabilitation Centre (No. 28) are to be jointly visited.
- (6) Tai Tam Gap Correctional Institution (No. 14) has been reopened for JP visits since June 2021.
- (7) Sha Tsui Correctional Institution (No. 21) and Lai Chi Rehabilitation Centre (No. 26) are to be jointly visited.
- (8) Hei Ling Chau Addiction Treatment Centre (No. 22) and Lai Sun Correctional Institution (No. 23) are to be jointly visited.

Key :

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

II. Non-statutory Visits

In view of the development of the COVID-19 pandemic and public health considerations, non-statutory JP visits to the following institutions have been temporarily suspended since late January 2020.

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
A. Institutions for drug abusers of Non-governmental Organisations			
1.	The Society for the Aid and Rehabilitation of Drug Abusers Adult Female Rehabilitation Centre	Half-yearly	DH
2.	The Society for the Aid and Rehabilitation of Drug Abusers Au Tau Youth Centre	Half-yearly	DH
3.	The Society for the Aid and Rehabilitation of Drug Abusers Shek Kwu Chau Treatment and Rehabilitation Centre	Half-yearly	DH
4.	The Society for the Aid and Rehabilitation of Drug Abusers Sister Aquinas Memorial Women's Treatment Centre	Half-yearly	DH
B. Hospitals with accident and emergency services			
5.	Alice Ho Miu Ling Nethersole Hospital	Half-yearly	HA
6.	Caritas Medical Centre	Half-yearly	HA
7.	Kwong Wah Hospital	Half-yearly	HA
8.	North District Hospital	Half-yearly	HA
9.	North Lantau Hospital	Half-yearly	HA
10.	Pamela Youde Nethersole Eastern Hospital	Half-yearly	HA
11.	Pok Oi Hospital	Half-yearly	HA
12.	Prince of Wales Hospital	Half-yearly	HA
13.	Princess Margaret Hospital	Half-yearly	HA
14.	Queen Elizabeth Hospital	Half-yearly	HA
15.	Queen Mary Hospital	Half-yearly	HA
16.	Ruttonjee Hospital ⁽⁹⁾	Half-yearly	HA

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
17.	St. John Hospital	Half-yearly	HA
18.	Tseung Kwan O Hospital	Half-yearly	HA
19.	Tuen Mun Hospital	Half-yearly	HA
20.	United Christian Hospital	Half-yearly	HA
21.	Yan Chai Hospital	Half-yearly	HA
C. Psychiatric hospital			
22.	Siu Lam Hospital	Half-yearly	HA
D. Other hospitals			
23.	Bradbury Hospice	Half-yearly	HA
24.	Cheshire Home, Chung Hom Kok	Half-yearly	HA
25.	Cheshire Home, Shatin	Half-yearly	HA
26.	The Duchess of Kent Children's Hospital at Sandy Bay	Half-yearly	HA
27.	Grantham Hospital	Half-yearly	HA
28.	Haven of Hope Hospital	Half-yearly	HA
29.	Hong Kong Buddhist Hospital	Half-yearly	HA
30.	Hong Kong Eye Hospital	Half-yearly	HA
31.	Kowloon Hospital	Half-yearly	HA
32.	MacLehose Medical Rehabilitation Centre	Half-yearly	HA
33.	Our Lady of Maryknoll Hospital	Half-yearly	HA
34.	Shatin Hospital	Half-yearly	HA
35.	Tai Po Hospital	Half-yearly	HA
36.	Tang Shiu Kin Hospital ⁽⁹⁾	Half-yearly	HA
37.	Tung Wah Eastern Hospital	Half-yearly	HA
38.	Tung Wah Group of Hospitals Fung Yiu King Hospital	Half-yearly	HA

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
39.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	Half-yearly	HA
40.	Tung Wah Hospital	Half-yearly	HA
41.	Wong Chuk Hang Hospital	Half-yearly	HA
E. Residential services for children and youths of Non-governmental Organisations			
42.	Caritas-Hong Kong – Caritas Pelletier Hall	Half-yearly	SWD
43.	Hong Kong Juvenile Care Centre – Bradbury Hostel	Half-yearly	SWD
44.	Hong Kong Student Aid Society – Holland Hostel	Half-yearly	SWD
45.	Hong Kong Student Aid Society – Island Hostel	Half-yearly	SWD
46.	Sisters of the Good Shepherd – Marycove Centre	Half-yearly	SWD
47.	Society of Boys’ Centres – Chak Yan Centre	Half-yearly	SWD
48.	Society of Boys’ Centres – Cheung Hong Hostel	Half-yearly	SWD
49.	Society of Boys’ Centres – Shing Tak Centre	Half-yearly	SWD
50.	Society of Boys’ Centres – Un Chau Hostel	Half-yearly	SWD
51.	Tung Wah Group of Hospitals – Wing Yin Hostel	Half-yearly	SWD
F. Day and residential units for people with disabilities of SWD/Non-governmental Organisations			
52.	Caritas-Hong Kong – Caritas Jockey Club Lai King Rehabilitation Centre	Half-yearly	SWD
53.	Chinese YMCA of Hong Kong – Home of Love – Yung Shing Hostel	Half-yearly	SWD
54.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel	Half-yearly	SWD
55.	Fu Hong Society – Fu Hong Society Rehabilitation Centre	Half-yearly	SWD

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
56.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled	Half-yearly	SWD
57.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind	Half-yearly	SWD
58.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind	Half-yearly	SWD
59.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	Half-yearly	SWD
60.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Care Home	Half-yearly	SWD
61.	Po Leung Kuk – Y C Cheng Centre	Half-yearly	SWD
62.	The Mental Health Association of Hong Kong – Jockey Club Building	Half-yearly	SWD
63.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	Half-yearly	SWD
64.	Tung Wah Group of Hospitals Ho Yuk Ching Workshop cum Hostel	Half-yearly	SWD
65.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	Half-yearly	SWD
66.	Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel ⁽¹⁰⁾	Half-yearly	SWD
	G. Residential care homes for the elderly of Non-governmental Organisations		
67.	Caritas-Hong Kong – Caritas Li Ka Shing Care and Attention Home	Half-yearly	SWD
68.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	Half-yearly	SWD
69.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	Half-yearly	SWD

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
70.	Hong Kong Sheng Kung Hui Welfare Council Limited – Hong Kong Sheng Kung Hui Li Ka Shing Care and Attention Home for the Elderly	Half-yearly	SWD
71.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	Half-yearly	SWD
72.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home ⁽¹⁰⁾	Half-yearly	SWD
73.	Yan Chai Hospital – Chinachem Care and Attention Home	Half-yearly	SWD
H. Charitable organisation providing social services			
74.	Po Leung Kuk	Quarterly	HAD

Notes:

- (9) Ruttonjee Hospital (No. 16) and Tang Shiu Kin Hospital (No. 36) are to be jointly visited.
- (10) Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel (No. 66) and Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home (No. 72) are to be jointly visited.

Key :

- DH – 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 2019 to 2021**

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		
	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
Institutions of Correctional Services Department	28 ⁽¹⁾	28 ⁽⁵⁾	28 ⁽⁶⁾	399	391	408	155	114	94	105	88	191	27	18	30
Hospitals of Hospital Authority	42	42	42	131 ⁽⁷⁾	5	0	23	4	0	83	19	0	99	7	0
ICAC Detention Centre	1	1	1	24	23	24	0	0	0	1	0	0	0	2	3
Detention Centres of Immigration Department	2	2	2	28	25	26	12	16	14	260	422	471	9	17	5
Po Leung Kuk	1	1	1	4	0	0	0	0	0	0	0	0	0	0	0
Institutions for Drug Abusers operated by Non-governmental Organisations under the purview of Department of Health	4	4	4	8 ⁽⁸⁾	2	0	0	0	0	0	0	0	5	1	0
Institutions of Social Welfare Department/ Non-governmental Organisations	34 ^{(2), (3), (4)}	34	34	76	36	17	0	0	0	3	0	1	59	28	7
Total :	112	112	112	670	482 ⁽⁹⁾	475 ⁽⁹⁾	190	134	108	452	529	663	199	73	45

(1) Excluding Tai Tam Gap Correctional Institution which was decanted in June 2018.

(2) Chinese YMCA of Hong Kong – Home of Love – Yung Shing Hostel has been included under the JP visit programme since January 2019.

(3) JP visits to the Hong Kong Student Aid Society – Island Hostel were temporarily suspended from July to December 2019 due to reprovisioning of the Hostel to Tuen Mun District. The reprovisioned Hostel was opened for JP visits in January 2020.

(4) JP visits to Po Leung Kuk – Y C Cheng Centre were temporarily suspended from July to December 2019 due to renovation work at the Centre. The Centre has been re-opened for JP visits in January 2020.

(5) Including Cape Collinson Correctional Institution which was closed in November 2020.

(6) Including Tai Tam Gap Correctional Institution which has been reopened for JP visits since June 2021.

(7) The frequency of JP visits to 11 hospitals has been adjusted from quarterly to half-yearly with effect from 1 January 2019.

(8) The frequency of JP visits to two institutions for drug abusers has been adjusted from quarterly to half-yearly with effect from 1 January 2019.

(9) In view of the development of the COVID-19 pandemic and public health considerations, JP visits to the institutions concerned have been suspended since late January 2020.

Detailed Information on JP Visits to Individual Institutions

(from 1 January 2021 to 31 December 2021)

I. Institutions of the Correctional Services Department (CSD)**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.	Hei Ling Chau Addition Treatment Centre/Lai Sun Correctional Institution [♦]	24	0	0	3
2.	Hei Ling Chau Correctional Institution/Nei Kwu Correctional Institution [♦]	24	3	0	1
3.	Lai Chi Kok Reception Centre	24	1	1	2
4.	Lai King Correctional Institution/Chi Lan Rehabilitation Centre/Custodial Ward of Queen Elizabeth Hospital [○]	24	0	0	1
5.	Lo Wu Correctional Institution	24	12	21	0
6.	Pak Sha Wan Correctional Institution/Custodial Ward of Queen Mary Hospital [♦]	23	2	0	4
7.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre [○]	12	0	0	3
8.	Pik Uk Correctional Institution	24	0	0	5
9.	Pik Uk Prison	24	0	0	1
10.	Sha Tsui Correctional Institution/Lai Chi Rehabilitation Centre [♦]	24	0	1	0
11.	Shek Pik Prison	24	5	4	0
12.	Siu Lam Psychiatric Centre	24	6	7	1
13.	Stanley Prison	24	60	47	3
14.	Tai Lam Centre for Women/Bauhinia House/Wai Lan Rehabilitation Centre [○]	24	1	5	4
15.	Tai Lam Correctional Institution	24	0	2	1
16.	Tai Tam Gap Correctional Institution [^]	13	4	100	0
17.	Tong Fuk Correctional Institution	24	0	3	0
18.	Tung Tau Correctional Institution	24	0	0	1
	Total :	408	94	191	30

♦ Denotes visits covering two institutions.

○ Denotes visits covering three institutions.

^ Tai Tam Gap Correctional Institution has been reopened for JP visits since June 2021.

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

In view of the development of the COVID-19 pandemic and public health considerations, JP visits to the institutions concerned[#] have been temporarily suspended since late January 2020.

During the JP visits, JPs assessed the general state of facilities inspected and the adequacy of the services provided by the institutions. All of them considered the facilities and services satisfactory.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities		Overall grading on services	
			S	U	S	U
1.	Hei Ling Chau Addiction Treatment Centre [△]	24	24	0	24	0
	Lai Sun Correctional Institution [△]		24	0	24	0
2.	Hei Ling Chau Correctional Institution [△]	24	24	0	24	0
	Nei Kwu Correctional Institution [△]		24	0	24	0
3.	Lai Chi Kok Reception Centre	24	24	0	24	0
4.	Lai King Correctional Institution/ Chi Lan Rehabilitation Centre [△]	24	24	0	24	0
	Custodial Ward of Queen Elizabeth Hospital ^{△#}		0	0	0	0
5.	Lo Wu Correctional Institution	24	24	0	24	0
6.	Pak Sha Wan Correctional Institution [△]	23	23	0	23	0
	Custodial Ward of Queen Mary Hospital ^{△#}		0	0	0	0
7.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre	12	12	0	12	0
8.	Pik Uk Correctional Institution	24	24	0	24	0
9.	Pik Uk Prison	24	24	0	24	0

Key : S – Satisfactory
U – Unsatisfactory

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

△ 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
10.	Sha Tsui Correctional Institution/ Lai Chi Rehabilitation Centre	24	24	0	24	0
11.	Shek Pik Prison	24	24	0	24	0
12.	Siu Lam Psychiatric Centre	24	24	0	24	0
13.	Stanley Prison	24	24	0	24	0
14.	Tai Lam Centre for Women [△]	24	24	0	24	0
	Bauhinia House/Wai Lan Rehabilitation Centre [△]		24	0	24	0
15.	Tai Lam Correctional Institution	24	24	0	24	0
16.	Tai Tam Gap Correctional Institution [^]	13	13	0	13	0
17.	Tong Fuk Correctional Institution	24	24	0	24	0
18.	Tung Tau Correctional Institution	24	24	0	24	0
Total :		408	480	0	480	0

Key : S – Satisfactory
U – Unsatisfactory

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

[^] Tai Tam Gap Correctional Institution has been reopened for JP visits since June 2021.

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

In 2021, 94 complaints⁽¹⁾ 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 2021	(%)
(i)	Treatment and welfare (e.g. noise disturbance during night patrol, phone call arrangement, etc.)	32	(34%)
(ii)	Services provided by the institution (e.g. quality of food/catering services, medical care and treatment, etc.)	26	(28%)
(iii)	Staff attitude and conduct (e.g. use of impolite language, etc.)	19	(20%)
(iv)	Disciplinary action (e.g. unfair disciplinary proceedings, improper award of punishments, etc.)	10	(11%)
(v)	Complaints against other departments/organisations	4	(4%)
(vi)	Others (e.g. complaints against other persons in custody (PICs), etc.)	3	(3%)
Total :		94	

Upon receipt of complaints, JPs sought background information from individual institutions, and examined the facilities, environment, services, treatment and relevant arrangements as well as the relevant records where applicable. A summary of the actions taken in response to the complaints made to JPs is tabulated below –

⁽¹⁾ Among the 94 complaints, 45 complaints were raised by the same complainant, accounting for 48% of all complaints.

Category of complaints	Actions	Number of complaints in 2021	(%)
Complaints against other departments/ organisations (total: 4)	- No follow-up is required due to JPs being satisfied that the complaint had already been dealt with by the institution before the JP visit	1	(1%)
	- Referred to institution management for providing explanation to the complainant	1	(1%)
	- Referred to other government departments or organisations for handling/follow-up	2	(2%)
Complaints against/related to CSD (total: 90)	- No further action as directed by JPs (four due to lack of solid information for further investigation and one due to JPs being satisfied that the complaint had already been addressed and dealt with by the institution before the JP visit)	5	(6%)
	- Referred to institution management for investigation or follow-up (all cases resolved by explanations given or improvement measures made, of which both the JPs and complainants concerned were duly informed; and there was no further action as directed by JPs and no further request or other complaints raised by complainants)	19	(20%)

Category of complaints	Actions	Number of complaints in 2021	(%)
	<p>- Referred to Police for follow-up (one complainant elucidated that the allegation was made merely due to misunderstanding and subsequently withdrew the complaint of his own accord; as for the remaining case, the Police considered that the alleged matter was not within the ambit of its investigation and thus the investigation was terminated)</p>	2	(2%)
	<p>- Referred to the Complaints Investigation Unit (CIU) of CSD for investigation. No further action taken on 48 cases as the complainants declined to provide information or had no complaint to lodge with CIU. JPs were duly informed of the results and gave no further directive; 16 cases investigated by CIU were concluded as unsubstantiated, curtailed, not pursuable, faultless or false. Among these 16 complaints, the complainants of two cases lodged appeals with the CSD Complaints Appeal Board (CSDCAB) and the appeals were dismissed.</p>	64	(68%)
Total:		94	

Of the 94 complaints, four were related to category (v): complaints against other departments/organisations, including complaints about the treatment by Police, Judiciary, Immigration Department (ImmD) as well as the treatment received during hospitalisation in Queen Elizabeth Hospital (QEH) under Hospital Authority. The JPs who received the complaints directed no follow-up action for one case⁽²⁾, referred one case to the Police for handling⁽³⁾, and referred another case to the institution management for providing explanation to the complainant⁽⁴⁾. For the last case, the institution management has followed up with the court⁽⁵⁾. The complainants were satisfied with the actions taken by the institution management, and all of them did not raise further complaint or request. The JPs concerned were duly notified of the follow-up actions taken and gave no further directive.

Apart from the above-mentioned four complaints against other departments/organisations, there were 90 complaints against/related to CSD, which were handled according to the circumstances of each case. The JPs concerned suggested no follow-up action for five of these complaints, of which four were made without solid information provided by the complainants to support further investigation⁽⁶⁾. As for the remaining complaint about quality of food, the JPs concerned noted that the allegation had already been referred to CIU for follow-up before the JP visit and considered no further action was required.

As for the remaining 85 complaints against/related to CSD, 19 were related to making phone call application, disciplinary action, visit arrangement, toilet facilities and grudges amongst PICs, etc. As per the directive of the JPs, the institution management handled these 19 complaints by explaining to each

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- (2) The complainant alleged that he was mistreated by police officers during arrest. The JPs understood that the institution management had referred the same allegation to the Complaints Against Police Office before the JP visit. The JPs directed no further action as the complaint had already been handled.
- (3) The complaint was about being assaulted by officer of ImmD during the complainant's previous detention in Castle Peak Bay Immigration Centre (CIC). As per the JPs' directive, the case was referred to the Police for handling. The Police concluded that there was insufficient evidence to support a charge against any person and thus no prosecution was made.
- (4) The complaint was about the food and treatment during the complainant's hospitalisation in QEH. Since the complainant had physical discomfort during the interview with JPs, as per the directive of JPs, the case was referred to the institution management to provide explanation to the complainant. During the interview with institution management, the complainant stated that he only wanted to express his views and did not require any follow-up action.
- (5) The complaint was about transfer of the complainant's criminal case from Magistrate's Court to High Court and the court date arrangement of his divorce case at the Family Court. The case was referred to the institution management for handling as per JPs' directive. After the JP visit, the institution management assisted the complainant in submitting documents to relevant courts for handling.
- (6) Four complaints, which were in relation to operational procedures including issue of food and drink, cleanliness, visit arrangement and toilet facilities, had already been addressed and dealt with by the institution management prior to the JP visits. The JPs concerned considered that there was no evidence to corroborate the allegations and the existing practices/arrangements of CSD were found appropriate.

complainant the established mechanism and/or the follow-up actions that had been taken. The complainants were satisfied with the explanations. The JPs concerned were also informed of the follow-up actions taken by the institutions and did not raise further inquiry. All of these 19 complaints were thus resolved or suitably handled.

Two complaints about alleged staff misconduct were referred by the institution management to the Police for investigation as per the directive of the JPs. One complainant elucidated that the allegation was made merely due to misunderstanding and subsequently withdrew the complaint of his own accord⁽⁷⁾. As for the remaining case, the Police considered that the alleged matter was not within the ambit of its investigation and thus the investigation was terminated⁽⁸⁾. The JPs concerned were duly informed of the result and did not raise any further inquiry.

The remaining 64 complaints against/related to CSD were referred by JPs to CIU for actions. The allegations involved more complicated circumstances such as alleged staff misconduct. The complaints were handled according to the established complaints handling mechanism. Amongst the 64 complaints referred to CIU, 48 complaints could not be followed up further as the complainants declined to provide information on their allegations. The complainants made no other complaint or request thereafter. The JPs concerned were duly informed and gave no further directive. 16 cases investigated by CIU were concluded as unsubstantiated, curtailed, not pursuable, faultless or false. The JPs concerned were duly informed of the investigation results and gave no further directive. Among these 16 cases, two complainants lodged appeal with the CSDCAB. The appeals were dismissed by CSDCAB due to the absence of substantive evidence.

⁽⁷⁾ The complainant alleged that he had body contact with some CSD officers. The case was referred to the Police for action as per the JPs' directive. However, during the interview with the Police, the complainant elucidated that the allegation was merely misunderstanding and withdrew the complaint of his own accord.

⁽⁸⁾ Institution management informed the complainant of Police's decision to curtail the case and explained to her that there were other channels of complaint. At first the complainant insisted having an interview with the Police but she subsequently changed her mind and declined to seek further assistance from the Police on the alleged matter without giving any reason.

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

In 2021, 191 requests/enquiries⁽⁹⁾ in the following categories were made to JPs during their visits to institutions under the management of CSD –

Category of requests/enquiries	Number of requests/enquiries in 2021	(%)
(i) Treatment and welfare (e.g. work assignment, transfer to another institution, phone call arrangement, purchase of personal items, etc.)	77	(40%)
(ii) Matters in relation to other departments/organisations (e.g. meeting with ImmD officer, seeking assistance from the Police, etc.)	47	(25%)
(iii) Request for early discharge from institution/home leave/release on recognisance	37	(19%)
(iv) Services provided by the institution (e.g. provision of food and medical attention, etc.)	24	(13%)
(v) Facilities and equipment provided by the institution (e.g. provision of additional facility, etc.)	2	(1%)
(vi) Others (e.g. donating money to the Government, etc.)	4	(2%)
Total :	191	

The 77 requests/enquiries under category (i): treatment and welfare were about requests for communication related to letter/phone call, provision of necessity, transfer to another institution to serve the remaining sentence, legal matters, work assignment, hand-in articles, provision of medical record, religious service, vocational training, complaint handling, etc. The JPs concerned took into account the established mechanism on handling such requests and concluded that no follow-up actions were required for 14 cases. Since two requests were related to complaint handling, the JPs concerned directed the institution

⁽⁹⁾ Among the 191 requests/enquiries, 38 requests/enquiries were raised by two PICs, accounting for 20% of all requests/enquiries.

management to refer the requests to CIU⁽¹⁰⁾. As per the directives of the JPs, the institution management handled the remaining 61 requests by providing explanations and/or assistance to the PICs concerned, who were all satisfied with the follow-up actions. The JPs concerned were duly informed of the actions taken and gave no further directive.

There were 47 requests under category (ii): matters in relation to other departments/organisations. Amongst them, 32 requests were related to the ImmD about repatriation, application for a claim for non-refoulement protection, application under Transfer of Sentenced Persons (TSP) Ordinance (Cap. 513), transfer back to CIC, etc. Having considered the nature of each request, the JPs concerned concluded that no follow-up action was required for two cases⁽¹¹⁾ and referred 30 cases to ImmD. As for the remaining 15 cases, while JPs concerned concluded that no follow-up action was required for one of them⁽¹²⁾, the institution management had either referred the cases to the parties concerned such as the Judiciary, the Customs and Excise Department or rendered explanation/assistance to the PICs. The PICs concerned were satisfied with the referrals made and/or the explanation/assistance rendered by the institution management. The JPs concerned were informed of the actions taken and gave no further directive.

Amongst the 37 requests made under category (iii): request for early discharge from institution/home leave/release on recognisance, the JPs considered that no further action was required for three cases⁽¹³⁾. For the remaining 34 cases related to application for release on recognisance which was out of the jurisdiction of CSD, the JPs directed the institutions to refer the cases to ImmD for follow-up.

⁽¹⁰⁾ For one case, the PIC concerned was not satisfied with the investigation outcome concluded by CIU and lodged an appeal with CSDCAB. The appeal result was pending at the time the request was made to JPs. The appeal was subsequently dismissed. For the other case, the PIC concerned requested for meeting the CIU investigator and such request was acceded to accordingly.

⁽¹¹⁾ The PICs concerned raised the same request about the transfer application under the TSP Ordinance (Cap. 513), requesting the ImmD to speed up the progress of issuing the deportation order. The JPs concerned understood that the request was being processed by ImmD and other parties concerned in accordance with the established mechanism. They explained the above to the PICs concerned direct and concluded that no further follow-up action by CSD was required. Nonetheless, after the JP visit, the institution management interviewed the PICs concerned, during which they explained the prevailing handling procedures and informed the PICs of the progress of their transfer applications accordingly.

⁽¹²⁾ The PIC concerned requested for earlier medical consultation with outside specialist. The JPs understood that the case had already been referred to the outside specialist before the JP visit and thus considered no further follow-up action was required.

⁽¹³⁾ The three cases were about PICs' requests for early discharge. The JPs concerned noted that two cases had already gone through the judicial process and reviewed by the relevant Board/Tribunal in accordance with the established mechanism and thus considered no further action was required. The remaining case was raised by a remand PIC and JPs understood that the detention was in compliance with the Magistrate's order and thus no further action was required.

Having examined the nature of the requests/enquiries, the JPs concerned directed the institutions to provide explanations and/or assistance to the PICs concerned in response to 24 requests related to change of dietary scale, food and clothing provision, medical care and treatment under category (iv): services provided by the institution. The requests related to medical care and treatment were referred to Medical Officers (MOs) of the institutions/visiting specialists for assessment and recommendation. The PICs concerned were satisfied with the explanations and/or assistance rendered by the institutions. The JPs concerned were duly informed of the actions taken and gave no further directive.

The two requests under category (v): facilities and equipment provided by the institution were about the connection of long distance call⁽¹⁴⁾ and a baby chair for PIC's child⁽¹⁵⁾. The JPs concerned directed the institution management to provide explanations and/or assistance to the PICs concerned. The PICs concerned were satisfied with the explanation/assistance rendered by the institution management. The JPs concerned were informed of the actions taken and gave no further directive.

The four requests under category (vi): others included expressing the wish to donate money to the Government and requesting Long-term Prison Sentences Review Board (the Board) to review his case. As per the directive of JPs, the institution management provided explanation on the channels of making donation and review mechanism of the Board to the PICs concerned. The PICs concerned were satisfied with the explanation/assistance rendered by the institution management. The JPs concerned were informed of the actions taken and gave no further directive.

⁽¹⁴⁾ The PIC showed concern on the connection of long distance call to South America and sought the institution management's assistance to look into the matter. No irregularity was found upon checking with the service provider. The PIC concerned was arranged to make another long distance call which was successful.

⁽¹⁵⁾ The PIC requested the institution management to provide a specific baby chair based on her personal preference to her son who was received into the institution under Rule 21 of Prison Rules (Cap. 234A). The request could not be acceded to since standard baby chairs have been provided and personal preference would not be entertained.

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

In 2021, JPs made 30 suggestions/comments in the following categories during their visits to institutions under the management of CSD –

Category of suggestions/comments		Number of suggestions/comments in 2021	(%)
(i)	Physical environment, facilities and equipment (e.g. refurbishment of ageing premises/facilities, etc.)	16	(54%)
(ii)	Training programmes and recreational activities (e.g. provision of market-oriented vocational training, arrangement of more activities, etc.)	7	(23%)
(iii)	Service quality (e.g. enhancement of library service, etc.)	4	(13%)
(iv)	Others (e.g. community education, etc.)	3	(10%)
Total :		30	

More than half of the suggestions/comments were made under category (i): physical environment, facilities and equipment. Some JPs showed concern about the maintenance or refurbishment works in institutions with ageing facilities, as well as ventilation under hot weather. In addition, JPs suggested the redevelopment project of Lai Chi Kok Reception Centre (LCKRC) to be expedited. With an aim of ensuring a safe and healthy custodial environment of the institutions, CSD has been implementing various measures to improve institutional facilities and optimise its daily operations, having regard to security and resource considerations. Inspections and maintenance of the facilities and premises within the institutions are conducted regularly in close collaboration with the Architectural Services Department and the Electrical and Mechanical Services Department (EMSD). Institution management have from time to time reviewed the condition of institutions and upgraded ageing facilities/premises through reshuffling of resources and refurbishment works as appropriate. For instance, cell safety fans were installed in over 1 400 cellular accommodations of Stanley Prison in 2021. Enhancement works including installation of additional exhaust fans and high-power industrial fans at strategic locations have also been completed in various institutions for improving ventilation. The installation of the Electric Locks Security System in Tai Lam Centre for Women and its pilot run in Shek Pik Prison had been completed in 2021. Other improvement works projects in

progress included, amongst others, the construction of new visiting facilities in Pik Uk Prison, the installation of Electric Locks Security System in Stanley Prison and the replacement and enhancement of CCTV system in various institutions. For the redevelopment project of LCKRC, Town Planning Board has approved the project application in 2021. CSD would continue to monitor the situation to ensure that the redevelopment project is carried out promptly.

For the category (ii): training programmes and recreational activities, some JPs expressed their appreciation for the industries and vocational training provided to PICs. There was also suggestion on providing technology based vocational training to PICs such as Artificial Intelligence training. In addition to developing self-discipline and sense of responsibility among PICs through engaging in useful work, CSD well understands that enhancing the employability of PICs through on the job training and market-oriented vocational training is essential for their smooth re-integration into the society upon discharge. CSD has been introducing innovative production technologies in some of the operation procedures of the Correctional Services Industries. For example, computerisation and automation elements were introduced to commercial laundry and concrete making in 2021.

CSD has all along been collaborating with various training bodies including the Employees Retraining Board, the Construction Industry Council and the Vocational Training Council to provide more than 40 market-oriented full-time and part-time vocational training courses which cover a wide range of industries, such as construction, business, food and beverage, retail, beauty care, transport, logistics, laundry services, computer application and environmental services to eligible PICs. In recent years, CSD has proactively introduced new courses on innovative skills and technologies, including 3D Designing and Printing Skills, Virtual Reality Logistics Management, Virtual Reality Welding, as well as Virtual Reality Visual Merchandising and Retail Management. In 2021, a new course on Virtual Reality Interior Design was introduced.

Apart from vocational training, JPs showed their appreciation for other rehabilitative programmes including mindfulness-based psychological treatment programme which was first introduced in a female institution Nei Kwu Correctional Institution in 2017 and extended to a male institution Hei Ling Chau Addiction Treatment Centre in 2020. Another rehabilitative programme receiving positive comment from JPs was ‘Understanding History is the Beginning of Knowledge’. It is a new education initiative launched in 2020 aiming to raise PICs’ interest in Chinese history and hence to enhance their sense of national

identity and help them reflect on the meaning of life. In 2021, scholar talks, traditional Chinese sports fun day and Cantonese opera class were held under this programme. CSD would endeavour to enrich and strengthen this innovative education programme.

For the category (iii): service quality, some JPs suggested providing COVID-19 vaccination to PICs in early July 2021. Since the outbreak of COVID-19 pandemic, CSD has implemented various preventive measures such as requiring staff members and PICs to wear facemask and measure their temperature. Hi-tech equipment such as ultra-low volume fogging machine has been introduced in institutions for deep cleansing and disinfection. In fact, vaccination programme including both Sinovac and BioNTech has already been rolled out at the time of the JP visit to strengthen the preventive measure in correctional institutions. Educational video and publicity materials have been launched to encourage PICs to receive vaccination. CSD would continue to make the earnest effort to increase the vaccination rate among PICs with a view to ensuring a safe and healthy custodial environment.

Regarding library service, some JPs suggested enhancing the variety of books. CSD has all along been encouraging PICs to cultivate reading habit. Libraries have been set up in each and every institution to provide PICs with books in different languages and categories. The total collection of the libraries in correctional institutions currently expands to over 120 000 copies at the end of 2021. The books in libraries come from direct procurement and accepting donations from outside organisations/individuals. In addition, CSD has had collaborative relationship with public libraries under the Leisure and Cultural Services Department. Respective correctional institutions borrow books from nearby public libraries to enrich the categories of available books to PICs and the borrowed books would be exchanged at regular intervals. CSD would continue to increase the quantities as well as categories of books in libraries.

For category (iv): others, some JPs showed support to the community education programme “Rehabilitation Pioneer Project” (RPP). The RPP aims to disseminate to young people the messages of leading a law-abiding and drug-free life as well as supporting offender rehabilitation. In 2021, RPP activities including school education talks, “Rehabilitation Pioneer Leaders” (RPL) and “Mission in Prison” were arranged. In October 2021, a musical drama show “Own Your Life” for over 1 600 students and teachers was held at Queen Elizabeth Stadium. Online channels had also been made use of to deliver education talks to students and conduct various activities.

II. Hospitals of the Hospital Authority (HA)

In view of the development of the COVID-19 pandemic and public health considerations, JP visits to the institutions have been temporarily suspended since late January 2020.

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

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
24.	Prince of Wales Hospital	0	0	0	0
25.	Princess Margaret Hospital	0	0	0	0
26.	Queen Elizabeth Hospital	0	0	0	0
27.	Queen Mary Hospital	0	0	0	0
28.	Ruttonjee Hospital/Tang Shiu Kin Hospital♦	0	0	0	0
29.	Shatin Hospital	0	0	0	0
30.	Siu Lam Hospital	0	0	0	0
31.	St. John Hospital	0	0	0	0
32.	Tai Po Hospital	0	0	0	0
33.	Tseung Kwan O Hospital	0	0	0	0
34.	Tuen Mun Hospital	0	0	0	0
35.	Tung Wah Eastern Hospital	0	0	0	0
36.	Tung Wah Group of Hospitals Fung Yiu King Hospital	0	0	0	0
37.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	0	0	0	0
38.	Tung Wah Hospital	0	0	0	0
39.	United Christian Hospital	0	0	0	0
40.	Wong Chuk Hang Hospital	0	0	0	0
41.	Yan Chai Hospital	0	0	0	0
	Total :	0	0	0	0

♦ Denotes visits covering two institutions.

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

In view of the development of the COVID-19 pandemic and public health considerations, JP visits to the institutions have been temporarily suspended since late January 2020.

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	0	0	0	0	0
2.	Bradbury Hospice	0	0	0	0	0
3.	Caritas Medical Centre	0	0	0	0	0
4.	Castle Peak Hospital	0	0	0	0	0
5.	Cheshire Home, Chung Hom Kok	0	0	0	0	0
6.	Cheshire Home, Shatin	0	0	0	0	0
7.	The Duchess of Kent Children's Hospital at Sandy Bay	0	0	0	0	0
8.	Grantham Hospital	0	0	0	0	0
9.	Haven of Hope Hospital	0	0	0	0	0
10.	Hong Kong Buddhist Hospital	0	0	0	0	0
11.	Hong Kong Eye Hospital	0	0	0	0	0
12.	Kowloon Hospital	0	0	0	0	0
13.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	0	0	0	0	0
14.	Kwai Chung Hospital	0	0	0	0	0
15.	Kwong Wah Hospital	0	0	0	0	0
16.	MacLehose Medical Rehabilitation Centre	0	0	0	0	0

Key : S – Satisfactory
U – Unsatisfactory

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities		Overall grading on services	
			S	U	S	U
17.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	0	0	0	0	0
18.	North District Hospital	0	0	0	0	0
19.	North Lantau Hospital	0	0	0	0	0
20.	Our Lady of Maryknoll Hospital	0	0	0	0	0
21.	Pamela Youde Nethersole Eastern Hospital	0	0	0	0	0
22.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital	0	0	0	0	0
23.	Pok Oi Hospital	0	0	0	0	0
24.	Prince of Wales Hospital	0	0	0	0	0
25.	Princess Margaret Hospital	0	0	0	0	0
26.	Queen Elizabeth Hospital	0	0	0	0	0
27.	Queen Mary Hospital	0	0	0	0	0
28.	Ruttonjee Hospital/Tang Shiu Kin Hospital	0	0	0	0	0
29.	Shatin Hospital	0	0	0	0	0
30.	Siu Lam Hospital	0	0	0	0	0
31.	St. John Hospital	0	0	0	0	0
32.	Tai Po Hospital	0	0	0	0	0
33.	Tseung Kwan O Hospital	0	0	0	0	0
34.	Tuen Mun Hospital	0	0	0	0	0
35.	Tung Wah Eastern Hospital	0	0	0	0	0
36.	Tung Wah Group of Hospitals Fung Yiu King Hospital	0	0	0	0	0
37.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	0	0	0	0	0
38.	Tung Wah Hospital	0	0	0	0	0
39.	United Christian Hospital	0	0	0	0	0
40.	Wong Chuk Hang Hospital	0	0	0	0	0
41.	Yan Chai Hospital	0	0	0	0	0
Total :		0	0	0	0	0

Key : S – Satisfactory
U – Unsatisfactory

III. Independent Commission Against Corruption (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	3

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

During the JP visits, JPs assessed the general state of facilities inspected and the adequacy of the services provided by the institution. Out of the 24 visits, JPs considered the facilities for 22 visits (92%) satisfactory. JPs did not provide an overall grading on facilities for the remaining two visits. All of them considered the services provided satisfactory.

Name of institution	No. of JP visits	Overall grading on facilities[†]		Overall grading on services	
		S	U	S	U
ICAC Detention Centre	24	22	0	24	0

Key : S – Satisfactory
U – Unsatisfactory

* 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 and management services) provided by the institution concerned.

† The number of overall grading on facilities or services may not be the same as the number of JP visits to an institution since some JPs may not have provided an overall grading on facilities or services for each visit.

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

JPs made three suggestions/comments in the following categories during their visits to ICAC Detention Centre –

Category of suggestions/comments		Number of suggestions/comments in 2021	(%)
(i)	Physical environment, facilities and equipment (e.g. replacement of blankets and bed sheets, etc.)	2	(67%)
(ii)	Others	1	(33%)
Total :		3	

Whilst positive comments had been received by JPs in respect of the overall hygiene condition of the facilities under category (i): physical environment, facilities and equipment, some JPs commented that the air grilles of the air-conditioning system in a room were dusty. Cleansing work had been arranged on the following day. In response to JPs’ comment that some blankets and bed sheets were worn out, ICAC Detention Centre had arranged replacement immediately.

Under category (ii): others, some JPs noted that measures are in place to segregate the male and female detainees and that they are monitored by guarding officers. JPs considered that rooms for accommodating male and female detainees could be segregated more clearly. ICAC Detention Centre would take into account JPs’ recommendation and keep the situation under review in future renovation.

IV. Detention Centres of the Immigration Department (ImmD)

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	22	14	471	5
2.	Ma Tau Kok Detention Centre	4	0	0	0
	Total :	26	14	471	5

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

During the JP visits, JPs assessed the general state of facilities inspected and the adequacy of the services provided by the institutions. Out of the 26 visits, JPs considered the services for 25 visits (96%) satisfactory. JPs did not provide an overall grading on services for the remaining visit. All of them considered the facilities provided satisfactory.

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	22	22	0	21	0
2.	Ma Tau Kok Detention Centre	4	4	0	4	0
	Total :	26	26	0	25	0

Key : S – Satisfactory
U – Unsatisfactory

* 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 institutions concerned.

† The number of overall grading on facilities or services may not be the same as the number of JP visits to an institution since some JPs may not have provided an overall grading on facilities or services for each visit.

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

14 complaints in the following categories were made to JPs during their visits to Castle Peak Bay Immigration Centre (CIC) –

Category of complaints	Number of complaints in 2021	(%)
(i) Facilities and equipment (e.g. poor ventilation, etc.)	4	(28%)
(ii) Services provided by the institution (e.g. inadequate medical care, etc.)	3	(22%)
(iii) Staff attitude and conduct (e.g. impolite, etc.)	2	(14%)
(iv) Treatment and welfare (e.g. phone call arrangement, etc.)	2	(14%)
(v) Others (e.g. not being informed of the reason of detention, etc.)	3	(22%)
Total :	14	

Under category (i): facilities and equipment, some detainees complained about the poor ventilation and a malfunctioning fan in dormitory. CIC had enlisted the assistance of EMSD to study the feasibility of installing extra fans at different floors and inspect all existing fans in the dormitory to ensure that they are functioning properly.

Under category (ii): services provided by the institution, detainees complained against the inadequate medical treatment received at CIC, quality of food and hygiene of dormitories, etc. According to prevailing arrangement, detainees would receive medical examination provided by MOs upon admission. Based on their medical examination results, MOs would arrange detainees to receive general or specialist treatment provided by public hospitals. CIC had explained to the JPs that appropriate medical services had all along been provided to the detainees. Concerning the complaint regarding the quality of food, CIC had explained to detainees that their diet had followed approved scales of nutritional values with regard to health and religious requirements. Senior officers would be responsible for ensuring the quality and quantity of meals provided to detainees are of satisfactory standard and they would conduct spot check before delivery of meals. For detainees' complaint relating to the hygiene of dormitories, the welfare officer interviewed the detainees concerned and explained to them that cleansing service for CIC have all along been provided by outsourced service provider on regular basis or whenever necessary. Senior

officers would conduct daily inspection to ensure the cleanliness and hygienic condition of CIC are maintained at a satisfactory standard.

For category (iii): staff attitude and conduct, a detainee complained against the attitude of two staff. Acting on the allegation, interview was subsequently conducted with the staff concerned. There was no evidence indicating that the detainee was being treated impolitely. Another detainee complained against a staff for collecting information of other detainees. A thorough investigation was conducted and there was no evidence suggesting that unreasonable request was made by the officer concerned. The detainees were informed of the investigation results and did not pursue the cases further.

For category (iv): treatment and welfare, a detainee complained about being refused to call his mother and unfairly treated in making extra phone calls. The welfare officer interviewed the detainee concerned and explained to him that, according to records, the detainee had been arranged to make phone calls on 16 occasions including 11 extra phone calls. Necessary assistance has all along been rendered to the detainee to facilitate his communication with outside parties. A detainee complained that his dormitory was overcrowded. CIC had explained to the JPs that the dormitory assigned to the detainee concerned has not exceeded its maximum capacity. The detainees concerned showed their understanding and did not raise further enquiry.

For category (v): others, a detainee complained about not being informed of the reason of his detention. After the JP visit, the detainee was interviewed by the case officer and explained of the reason of his detention and the latest position of his case. Another detainee complained about the lack of progress on her release from CIC. The detainee concerned was interviewed by the case officer and informed of the latest progress of her case. The detainees concerned showed their understanding and did not raise further enquiry. Regarding the complaint against a case officer being unfair, records revealed that necessary assistance has all along been rendered to the detainee. The detainee concerned has also lodged the same complaint to the Office of the Ombudsman (OMB). The case was investigated by ImmD and concluded as unsubstantiated, and the investigation result was endorsed by the OMB and relayed to the detainee subsequently.

All JPs concerned had been informed of the actions taken and made no further comment.

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

471 requests/enquiries in the following categories were made to JPs during their visits to CIC –

Category of requests/enquiries		Number of requests/enquiries in 2021	(%)
(i)	Request for early discharge/release on recognisance	355	(75%)
(ii)	Services provided by the institution (e.g. request for more medical attention)	68	(14%)
(iii)	Treatment and welfare (e.g. request for discharge from in-centre Sick-bay, etc.)	28	(6%)
(iv)	Facilities and equipment provided by the institution (e.g. request for additional fans, etc.)	7	(2%)
(v)	Matters in relation to other departments/organisations (e.g. request for medical report from HA, etc.)	6	(1%)
(vi)	Others	7	(2%)
Total :		471	

The 355 requests under category (i): request for early discharge/release on recognisance were mainly related to checking of case progress, request for interview by case officers, release on recognisance and early repatriation. These requests had been referred to relevant sections of ImmD for follow up.

The 68 requests under category (ii): services provided by the institution were mainly related to medical treatment. The detainees had been arranged to receive medical treatment and some had been referred to specialist clinics in public hospitals for treatment. Some detainees requested more choices of food and assistance in seeking funding to pursue further education in Hong Kong, and the welfare officer had explained to them the prevailing arrangements.

For category (iii): treatment and welfare, some detainees had requested discharge from in-centre Sick-bay. Their requests had been conveyed to MOs for consideration, and were all acceded to subsequently. Some requested making

extra phone calls and video calls, and necessary assistance had been rendered.

For category (iv): facilities and equipment provided by the institution, a detainee requested for maintenance of the ventilation system of his isolation ward. To follow up the request, EMSD has been arranged to conduct inspection on several occasions and confirmed that the exhaust fan and fresh air duct were functioning properly. Some detainees requested installation of additional fans at CIC. The enhancement work had been completed in collaboration with EMSD.

For category (v): matters in relation to other departments/organisations, some detainees requested filing an application for judicial review. After the JP visits, the detainees were interviewed by the case officers and informed of the relevant procedures. Necessary assistance has also been rendered to the detainees concerned to file their application with the High Court. A detainee requested a OMB complaint form and it was provided to him during the JP visit. A detainee requested his medial report from HA. To follow up the request, the welfare officer assisted the detainee in contacting HA and the detainee received the medical report from HA eventually. A detainee requested for reimbursement of fee from court. The detainee was subsequently arranged to make phone call to the Legal Aid Department and his lawyer for assistance. He was also interviewed by his case officer and explained of the relevant procedure. The detainee showed his understanding and did not raise further request.

For category (vi): others, a detainee requested a reply from ImmD concerning his previous complaint about his claimed loss of property in September 2020. A thorough investigation had been conducted and the allegation was found unsubstantiated. The detainee had been informed of the investigation result in October 2020. To follow up the request, the detainee was interviewed by the welfare officer and informed of the investigation result again. A detainee requested a copy of “Notice of Review of Detention”, which was provided to him the next day after the JP visit. Some detainees expressed views about the attitude of a staff. The detainees were interviewed by welfare officer and explained of the channels of complaints. As the detainees could not provide specific details such as the name of the officer, material time and location, further investigation could not be conducted. The detainees showed their understanding and did not raise further request.

All JPs concerned had been informed of the actions taken and made no further comment.

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

JPs made five suggestions/comments in the following categories during their visits to CIC –

Category of suggestions/comments	Number of suggestions/comments in 2021	(%)
(i) Service quality (e.g. provision of book lending services, etc.)	2	(40%)
(ii) Manpower planning (e.g. provision of training)	1	(20%)
(iii) Others	2	(40%)
Total :	5	

For service quality under category (i), JPs suggested providing book lending services for detainees. According to CIC, relevant services have all along been provided to detainees. To increase the variety of book collection in the library of CIC, the welfare officer would continue to liaise with public library for providing appropriate books for detainees. Some JPs suggested providing more emotional support to detainees. CIC explained to JPs concerned that necessary assistance including counselling has all along been provided to detainees. Any detainees observed to have potential emotional problems would be promptly referred to MOs of CIC for further assessment.

Under category (ii): manpower planning, some JPs suggested providing training on counselling skills to CIC officers. CIC explained to the JPs concerned that regular in-service training programmes regarding mediation, negotiation and problem-solving skills are provided to CIC officers in order to enrich their knowledge and techniques for handling emergency situations during daily operations. CIC would continue to review and strengthen its training programme.

For category (iii): others, JPs suggested reviewing the procedures of informing detainees the progress of torture claims. CIC explained to the JPs that a well-established mechanism had been in place to make the detention policies transparent to the detainees. According to the prevailing detention policies, ImmD would conduct regular and timely review of each case to determine whether an individual should be further detained, notify the person concerned in writing of the results of the review with justifications, and conduct interview with the person concerned to explain the relevant situation. ImmD would continue to conduct

review of each detention case to ensure that the detainees are timely informed and fully aware of the detention decisions and justifications.

The JPs concerned were informed of the actions taken in the above cases and gave no further directive.

V. Po Leung Kuk

In view of the development of the COVID-19 pandemic and public health considerations, JP visits to the institution have been temporarily suspended since late January 2020.

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
Po Leung Kuk	0	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
Po Leung Kuk	0	0	0	0	0

Key : S – Satisfactory
U – Unsatisfactory

VI. Institutions for Drug Abusers operated by Non-governmental Organisations under the purview of the Department of Health (DH)

In view of the development of the COVID-19 pandemic and public health considerations, JP visits to the institutions have been temporarily suspended since late January 2020.

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.	The Society for the Aid and Rehabilitation of Drug Abusers Adult Female Rehabilitation Centre	0	0	0	0
2.	The Society for the Aid and Rehabilitation of Drug Abusers Au Tau Youth Centre	0	0	0	0
3.	The Society for the Aid and Rehabilitation of Drug Abusers Shek Kwu Chau Treatment and Rehabilitation Centre	0	0	0	0
4.	The Society for the Aid and Rehabilitation of Drug Abusers Sister Aquinas Memorial Women's Treatment Centre	0	0	0	0
Total :		0	0	0	0

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

In view of the development of the COVID-19 pandemic and public health considerations, JP visits to the institutions have been temporarily suspended since late January 2020.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities		Overall grading on services	
			S	U	S	U
1.	The Society for the Aid and Rehabilitation of Drug Abusers Adult Female Rehabilitation Centre	0	0	0	0	0
2.	The Society for the Aid and Rehabilitation of Drug Abusers Au Tau Youth Centre	0	0	0	0	0
3.	The Society for the Aid and Rehabilitation of Drug Abusers Shek Kwu Chau Treatment and Rehabilitation Centre	0	0	0	0	0
4.	The Society for the Aid and Rehabilitation of Drug Abusers Sister Aquinas Memorial Women's Treatment Centre	0	0	0	0	0
Total :		0	0	0	0	0

Key : S – Satisfactory
U – Unsatisfactory

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

In view of the development of the COVID-19 pandemic and public health considerations, JP visits to the institutions concerned[#] have been temporarily suspended since late January 2020.

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 [#]	0	0	0	0
2.	Caritas-Hong Kong – Caritas Li Ka Shing Care and Attention Home [#]	0	0	0	0
3.	Caritas-Hong Kong – Caritas Pelletier Hall [#]	0	0	0	0
4.	Chinese YMCA of Hong Kong – Home of Love – Yung Shing Hostel [#]	0	0	0	0
5.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel [#]	0	0	0	0
6.	Fu Hong Society – Fu Hong Society Rehabilitation Centre [#]	0	0	0	0
7.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled [#]	0	0	0	0
8.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly [#]	0	0	0	0
9.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women [#]	0	0	0	0
10.	Hong Kong Juvenile Care Centre – Bradbury Hostel [#]	0	0	0	0
11.	Hong Kong Sheng Kung Hui Welfare Council – Hong Kong Sheng Kung Hui Li Ka Shing Care and Attention Home for the Elderly [#]	0	0	0	0
12.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind [#]	0	0	0	0

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
13.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind [#]	0	0	0	0
14.	Hong Kong Student Aid Society – Holland Hostel [#]	0	0	0	0
15.	Hong Kong Student Aid Society – Island Hostel [#]	0	0	0	0
16.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home [#]	0	0	0	0
17.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Care Home [#]	0	0	0	0
18.	Po Leung Kuk Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	0	0	4
19.	Po Leung Kuk – Y C Cheng Centre [#]	0	0	0	0
20.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly [#]	0	0	0	0
21.	Sisters of the Good Shepherd – Marycove Centre [#]	0	0	0	0
22.	Society of Boys' Centres – Chak Yan Centre [#]	0	0	0	0
23.	Society of Boys' Centres – Cheung Hong Hostel [#]	0	0	0	0
24.	Society of Boys' Centres – Shing Tak Centre [#]	0	0	0	0
25.	Society of Boys' Centres – Un Chau Hostel [#]	0	0	0	0
26.	The Mental Health Association of Hong Kong – Jockey Club Building [#]	0	0	0	0
27.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service [#]	0	0	0	0
28.	Tuen Mun Children and Juvenile Home	13	0	1	3
29.	Tung Wah Group of Hospitals Ho Yuk Ching Workshop cum Hostel [#]	0	0	0	0
30.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex [#]	0	0	0	0

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
31.	Tung Wah Group of Hospitals – Wing Yin Hostel [#]	0	0	0	0
32.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home [#]	0	0	0	0
	Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel ^{♦#}		0	0	0
33.	Yan Chai Hospital – Chinachem Care and Attention Home [#]	0	0	0	0
Total :		17	0	1	7

♦ Denotes visits covering two institutions.

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

In view of the development of the COVID-19 pandemic and public health considerations, JP visits to the institutions concerned[#] have been temporarily suspended since late January 2020.

During the JP visits, JPs assessed the general state of facilities inspected and the adequacy of the services provided by the institutions. All of them considered the facilities and services satisfactory.

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 [#]	0	0	0	0	0
2.	Caritas-Hong Kong – Caritas Li Ka Shing Care and Attention Home [#]	0	0	0	0	0
3.	Caritas-Hong Kong – Caritas Pelletier Hall [#]	0	0	0	0	0
4.	Chinese YMCA of Hong Kong – Home of Love – Yung Shing Hostel [#]	0	0	0	0	0
5.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel [#]	0	0	0	0	0
6.	Fu Hong Society – Fu Hong Society Rehabilitation Centre [#]	0	0	0	0	0
7.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled [#]	0	0	0	0	0
8.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly [#]	0	0	0	0	0
9.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women [#]	0	0	0	0	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.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities		Overall grading on services	
			S	U	S	U
10.	Hong Kong Juvenile Care Centre – Bradbury Hostel [#]	0	0	0	0	0
11.	Hong Kong Sheng Kung Hui Welfare Council – Hong Kong Sheng Kung Hui Li Ka Shing Care and Attention Home for the Elderly [#]	0	0	0	0	0
12.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind [#]	0	0	0	0	0
13.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind [#]	0	0	0	0	0
14.	Hong Kong Student Aid Society – Holland Hostel [#]	0	0	0	0	0
15.	Hong Kong Student Aid Society – Island Hostel [#]	0	0	0	0	0
16.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home [#]	0	0	0	0	0
17.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Care Home [#]	0	0	0	0	0
18.	Po Leung Kuk Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	4	0	4	0
19.	Po Leung Kuk – Y C Cheng Centre [#]	0	0	0	0	0
20.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly [#]	0	0	0	0	0
21.	Sisters of the Good Shepherd – Marycove Centre [#]	0	0	0	0	0
22.	Society of Boys’ Centres – Chak Yan Centre [#]	0	0	0	0	0
23.	Society of Boys’ Centres – Cheung Hong Hostel [#]	0	0	0	0	0
24.	Society of Boys’ Centres – Shing Tak Centre [#]	0	0	0	0	0

Key : S – Satisfactory
U – Unsatisfactory

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities		Overall grading on services	
			S	U	S	U
25.	Society of Boys' Centres – Un Chau Hostel [#]	0	0	0	0	0
26.	The Mental Health Association of Hong Kong – Jockey Club Building [#]	0	0	0	0	0
27.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service [#]	0	0	0	0	0
28.	Tuen Mun Children and Juvenile Home	13	13	0	13	0
29.	Tung Wah Group of Hospitals Ho Yuk Ching Workshop cum Hostel [#]	0	0	0	0	0
30.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex [#]	0	0	0	0	0
31.	Tung Wah Group of Hospitals – Wing Yin Hostel [#]	0	0	0	0	0
32.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home [#]	0	0	0	0	0
	Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel [#]		0	0	0	0
33.	Yan Chai Hospital – Chinachem Care and Attention Home [#]	0	0	0	0	0
Total :		17	17	0	17	0

Key : S - Satisfactory
U – Unsatisfactory

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

A request in the following category was made to JPs during their visit to Tuen Mun Children and Juvenile Home (the Home) –

Category of requests/enquiries	Number of requests/enquiries in 2021	(%)
Treatment and welfare (i.e. request for watching TV programme)	1	(100%)

Some residents requested for watching a TV programme. The Home explained to JPs that various rewards ranging from snacks, music and video shows, recreational or other group activities were offered to residents so as to sustain their good performance, and the Home would consider including the TV programme as one of the reward items. The JPs concerned were informed of the actions taken and gave no further directive.

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

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

Category of suggestions/comments	Number of suggestions/comments in 2021	(%)
(i) Service quality (e.g. provision of vocational training programme, etc.)	4	(57%)
(ii) Physical environment, facilities and equipment (e.g. wider use of technology, etc.)	2	(29%)
(iii) Channels and handling of complaints	1	(14%)
Total :	7	

Positive comments had been made by JPs under category (i): service quality. Apart from showing appreciation to the dedication and professionalism of staff, JPs were impressed by the staff's efforts on the management of residents' emotions and the provision of vocational training programme to facilitate the

residents' social rehabilitation. JPs encouraged the institutions to keep up with the good work, and the institutions would endeavour to enhance service quality and apply funding for additional resources where necessary.

Under category (ii): physical environment, facilities and equipment, some JPs suggested that the institution should consider the wider use of technology such as remote online consultation to reduce the manpower required in escorting children to hospitals and clinics. The proposal had been relayed to HA and DH for review. HA and DH considered that face-to-face consultation is more appropriate in order to facilitate accurate diagnosis and effective treatment. Some JPs suggested enhancing the residents' privacy in toileting inside their dormitory rooms where resources and technicalities allow. JPs noted that the institution is a gazetted home providing custody and residential training for mal-adjusted children/juveniles and young offenders in accordance with the statutory requirements of relevant ordinances. The residents usually have behavioural, emotional and psychiatric problems. It is not uncommon that they would exhibit self-harm behaviours which require supervision throughout the residential period. The existing design of a semi-open toilet with a low wall as partition to segregate the toilet and sleeping areas within each dormitory room has already struck a balance between the residents' privacy and safety and the operation and security of the institution.

Under category (iii): channels and handling of complaints, some JPs suggested that the institution should consider providing notices in the languages of ethnic minorities (EM). In response to the recommendation of the JPs, the institution concerned has added a Vietnamese and seven EM translations of the notices on "Rules of the Home" and "Channels for Complaint, Compliment or Other Service Feedbacks". Besides, all EM residents are well informed of their rights and channels to access to interpretation and translation services throughout the residential period whenever necessary.

All JPs concerned had been informed of the actions taken and made no further comment.