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# **2024 Annual Report on Justices of Peace Visits**

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

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# JUSTICES OF THE PEACE VISITS

## 2024 Annual Report

This Annual Report provides an account of the work of Justices of the Peace (JPs) in the year 2024.

### 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. 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
- (d) to perform such other functions as may be imposed on him/her from time to time by the Chief Executive.

4. In 2024, 79 persons<sup>1</sup> were appointed as JPs, with 36 of them as Official JPs and 43 as Non-official JPs. As at 31 December 2024, there were 300 Official JPs and 1 581 Non-official JPs. An up-to-date list of JPs is available in the JPs website (<https://www.info.gov.hk/jp>).

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<sup>1</sup> 59 JP appointments were published in the gazette on 1 July 2024 and 20 JP appointments were published in the gazette on 16 August 2024.

5. 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 November 2024, more than 60 newly appointed JPs attended and heard from representatives of Administration Wing, Correctional Services Department (CSD), Social Welfare Department (SWD) and Hospital Authority (HA) about their responsibilities as visiting JPs to institutions.

## **JP VISIT PROGRAMME**

6. The primary role of a JP is to visit designated institutions, such as prisons, detention centres, hospitals and remand/probation homes. The objective of the visits is to ensure that the rights of the persons within the institutions are safeguarded through a system of regular visits by independent visitors. Under the JP visit programme, the JPs handle complaints from persons in custody, inmates and detainees, and make suggestions and comments to institutions of their visit.

7. In 2024, JPs had conducted 694 visits to 114 institutions under the JP visit programme (details at **Annex A**). These included statutory visits<sup>2</sup> to 38 institutions (conducted on a fortnightly, monthly or quarterly basis), and visits to 76 institutions (arranged on an administrative basis<sup>3</sup> once every quarter or every six months). On average, Non-official JPs<sup>4</sup> each conducts one visit per annum while each Official JP conducts three visits each year.

## **VISIT ARRANGEMENTS**

8. To ensure effective monitoring of the management of institutions under the JP visit programme, all JP visits are unannounced. JPs may conduct their visits at any reasonable time during their tour of duty and that the exact date and time are not made known to the institutions

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<sup>2</sup> JP visits to custodial institutions are conducted under the respective legislation. For example, visits to prisons of CSD are provided for under the Prison Rules (Cap. 234A), visits to psychiatric hospitals under the Mental Health Ordinance (Cap. 136), visits to detention centres of Independent Commission Against Corruption 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).

<sup>3</sup> There are also non-statutory visits arranged on an administrative basis at a quarterly or half-yearly interval, including visits to hospitals of HA, institutions for drug abusers operated by Non-governmental Organisations (NGOs) under the purview of Department of Health, welfare institutions operated by NGOs under the purview of SWD, and charitable organisations providing social services under the purview of Home Affairs Department.

<sup>4</sup> Excluding those who are exempted from visiting duties because of old age, health or other reasons.

beforehand. 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.

9. 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 during the visit. In addition, the JPs Secretariat provides the visiting JPs with reports on outstanding complaints of the institutions concerned so that the JPs may follow up the issues during their visits.

10. Upon arrival, the visiting JPs usually receive a general briefing of the institution from the staff and be informed of any requests for interviews that have been made by the persons within the institution. During the visit, JPs have the opportunity to see all persons within the institution and are free to speak to any of them. JPs may also request the staff to provide other information about the institution, such as the number of persons in the institution at that moment, outstanding complaints/suggestions/comments arising from previous visits at the institution, etc. For CSD institutions, a name list of the persons temporarily away from the institution (including the reasons for their absence if practicable) is provided to JPs as well.

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

11. During the JP visits conducted in 2024, the following were received/made during the visits –

- (a) 624 requests/enquiries from persons within the institutions;
- (b) 47 complaints from persons within the institutions; and
- (c) 228 suggestions/comments made by JPs.

12. Key information is set out in the ensuing paragraphs and details of the statistics are enclosed in **Annexes B and C respectively**.

### ***Requests/enquiries received***

13. When persons within the institutions raise requests<sup>5</sup> or enquiries to JPs during the visit, these matters 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.

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<sup>5</sup> Requests are made to obtain assistance from the institution / department.

14. Of the 624 requests/enquiries received during the JP visits (318 were related to HA, 184 related to CSD and 122 related to ImmD), the majority was related to early discharge (55%), services provided by the institution (11%) and treatment and welfare (11%). The JPs who received the requests/enquiries directed that 605 of the requests/enquiries required further action and all of them were followed up within one month. A summary of the statistics on the types of requests/enquiries received is in Table 1 below.

*Table 1 – Number and category of requests/enquiries received in 2024*

<b>Category of requests/enquiries</b>	<b>Number of requests/enquiries in 2024</b>	<b>(%)</b>
(i) Request for early discharge from institution/home leave/release on recognizance	340	(55%)
(ii) Services provided by the institution (e.g. request for medical treatment, medication reviews, etc.)	68	(11%)
(iii) Treatment and welfare (e.g. noise nuisance, transfer to another institution, etc.)	68	(11%)
(iv) Matters in relation to other departments/organisations (e.g. request for legal assistance, support for judicial review application, etc.)	59	(9%)
(v) Facilities and equipment provided by the institution (e.g. request for more recreational facilities, etc.)	59	(9%)
(vi) Others	30	(5%)
<b>Total :</b>	<b>624</b>	<b>(100%)</b>

## *Complaints received*

15. One of the important functions of JPs conducting visits to institutions is to ensure that complaints<sup>6</sup> lodged are handled in a fair and transparent manner. Visiting JPs may choose to speak to the complainants in private in light of privacy concerns. In such cases, the institution management will make necessary arrangements to facilitate the interview with complainants in private and render assistance to the JPs as required. The visiting JPs can either conduct investigations themselves by making personal inquiries into the complaints (such as seeking background information from staff of the institutions and examining relevant records and documents) or refer the 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.

16. For complaints that concern treatment of persons in custody in CSD institutions, they are generally referred to the Complaints Investigation Unit (CIU)<sup>7</sup> for full investigation. For check and balance, the Correctional Services Department Complaints Committee (CSDCC)<sup>8</sup> 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)<sup>9</sup> within 14 days upon receipt of the investigation results. CSDCAB will handle appeals against the findings endorsed by CSDCC and make final decision on the appeal cases.

17. 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.

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<sup>6</sup> Complaints are referred to any verbal or written expression of dissatisfaction.

<sup>7</sup> 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 after formalising the complaint.

<sup>8</sup> CSDCC is chaired by the Civil Secretary of CSD (a civilian staff), with the Assistant Commissioner (Quality Assurance), a Chaplain and other senior officers in the CSD Headquarters as members.

<sup>9</sup> 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, 25 out of 28 non-official members of CSDCAB are Non-official JPs.

The Ombudsman or the Police) for further 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.

18. For non-CSD institutions, if the JPs are not satisfied with the investigation results and/or the follow-up actions taken, they may also 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.

19. Of the 47 complaints received during the JP visits (27 related to CSD, and 20 related to HA), the majority was related to staff attitude and conduct (40%) and treatment and welfare (19%). Having conducted on-site inquiry during their visits, the JPs who received the complaints directed that 46 complaints required further action. 28 complaints (20 related to HA and 8 related to CSD) 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. The remaining 18 complaints were referred to the CIU of the CSD for investigation. 35 (76%) of the 46 complaints that required further action were followed up within one month<sup>10</sup>. A summary of the statistics on the types of complaints received is in Table 2 below.

*Table 2 – Number and category of complaints received in 2024*

Category of complaints	Number of complaints in 2024	(%)
(i) Staff attitude and conduct (e.g. unfair treatment by staff, use of improper/impolite languages, etc.)	19	(40%)

<sup>10</sup> In view of the nature and complication of the 11 complaints involved, the department had to seek inputs from various parties to conduct investigation. Hence, it had taken more than one month to follow up the complaints.

Category of complaints	Number of complaints in 2024	(%)
(ii) Treatment and welfare (e.g. transfer to another institution, improper handling of complaints/requests, etc.)	9	(19%)
(iii) Services provided by the institution (e.g. compulsory safety measures, food portion issues, etc.)	8	(17%)
(iv) Disciplinary action (e.g. unfair disciplinary action, etc.)	5	(11%)
(v) Facilities and equipment provided by the institution (e.g. poor toilet condition, unclean clothing, etc.)	4	(9%)
(vi) Others	2	(4%)
<b>Total :</b>	<b>47</b>	<b>(100%)</b>

### ***Suggestions/comments made by JPs***

20. 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. In 2024, JPs made 228 suggestions/comments (125 related to HA, 63 related to welfare institutions operated by NGOs under SWD, 20 related to CSD and 20 related to other institutions). Among these suggestions/comments, 73 required further action of which 59 of them (81%) were followed up within one month<sup>11</sup>. The suggestions/comments included positive feedback from the JPs as well as practical suggestions which were mostly about the physical environment, facilities and equipment, and service quality in the institutions. A summary of the statistics on the types of suggestions/comments received is in Table 3 below.

<sup>11</sup> Some JPs also made suggestions/comments relating to the redevelopment/large-scale renovation and manpower planning of institutions which would require longer time for the relevant departments to deliberate and follow up.

*Table 3 – Number and category of suggestions/comments made in 2024*

<b>Category of suggestions/comments</b>	<b>Number of suggestions/comments in 2024</b>	<b>(%)</b>
(i) Service quality (e.g. rehabilitation services, catering services, etc.)	94	(41%)
(ii) Physical environment, facilities and equipment (e.g. redevelopment of facilities, equipment improvements, etc.)	92	(40%)
(iii) Training programmes and recreational activities (e.g. provision of vocational training, education programmes, etc.)	16	(7%)
(iv) Manpower planning (e.g. measures to address manpower shortage, nurse exchange programme, etc.)	15	(7%)
(v) Others	11	(5%)
<b>Total :</b>	<b>228</b>	<b>(100%)</b>

21. JPs are invited to provide an overall grading on the general state of facilities inspected and the adequacy of the services provided by the institutions. As reflected in the Visit Logbooks, JPs were generally satisfied with the overall facilities and services provided by the institutions. Out of the 694 visits, there were 677 visits (98%) which the JPs considered the facilities satisfactory. Besides, in 643 visits (93%), the JPs also considered the services satisfactory. JPs attending the remaining visits did not provide an overall grading.

## **CONCLUSION**

22. The Government attaches great importance to the JP visit system which serves as an effective channel, in addition to other established mechanisms, for persons 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 persons within the institutions 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 further investigation as appropriate. In addition to handling complaints lodged, 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  
September 2025

## List of Institutions under JP Visit Programme in 2024

### I. Statutory Visits

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

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
	<b>B. Correctional institutions/half-way houses for young offenders</b>		
19.	Lai King Correctional Institution <sup>(2)</sup>	Fortnightly	CSD
20.	Phoenix House <sup>(5)</sup>	Monthly	CSD
21.	Pik Uk Correctional Institution	Fortnightly	CSD
22.	Sha Tsui Correctional Institution <sup>(6)</sup>	Fortnightly	CSD
	<b>C. Correctional institutions for drug addicts</b>		
23.	Hei Ling Chau Addiction Treatment Centre <sup>(7)</sup>	Fortnightly	CSD
24.	Lai Sun Correctional Institution <sup>(7)</sup>	Fortnightly	CSD
	<b>D. Rehabilitation centres</b>		
25.	Chi Lan Rehabilitation Centre <sup>(2)</sup>	Fortnightly	CSD
26.	Lai Chi Rehabilitation Centre <sup>(6)</sup>	Fortnightly	CSD
27.	Lai Hang Rehabilitation Centre <sup>(5)</sup>	Monthly	CSD
28.	Wai Lan Rehabilitation Centre <sup>(1)</sup>	Fortnightly	CSD
	<b>E. Detention centres of ICAC and ImmD</b>		
29.	Castle Peak Bay Immigration Centre	Fortnightly	ImmD
30.	Independent Commission Against Corruption Detention Centre	Fortnightly	ICAC
31.	Tseung Kwan O Immigration Detention Centre / Ma Tau Kok Detention Centre <sup>(8)</sup>	Quarterly	ImmD
	<b>F. Psychiatric hospitals*</b>		
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
	<b>G. Remand home, places of refuge, probation home and reformatory school of SWD</b>		
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) Bauhinia House (No. 1), Tai Lam Centre for Women (No. 14) and Wai Lan Rehabilitation Centre (No. 28) are to be jointly visited.
- (2) Custodial Ward of Queen Elizabeth Hospital (No. 2), Lai King Correctional Institution (No. 19) and Chi Lan Rehabilitation Centre (No. 25) are to be jointly visited.
- (3) Custodial Ward of Queen Mary Hospital (No. 3) and Pak Sha Wan Correctional Institution (No. 8) are to be jointly visited.
- (4) Hei Ling Chau Correctional Institution (No. 4) and Nei Kwu Correctional Institution (No. 7) are to be jointly visited.
- (5) Pelican House (No. 9), Phoenix House (No. 20) and Lai Hang Rehabilitation Centre (No. 27) are to be jointly visited
- (6) Sha Tsui Correctional Institution (No. 22) and Lai Chi Rehabilitation Centre (No. 26) are to be jointly visited.
- (7) Hei Ling Chau Addiction Treatment Centre (No. 23) and Lai Sun Correctional Institution (No. 24) are to be jointly visited.
- (8) Ma Tau Kok Detention Centre has been replaced by Tseung Kwan O Immigration Detention Centre since June 2024.

Key :

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

## II. Non-statutory Visits

No.	Name of institution	Frequency of JP visit	Responsible department/ organisation
	<b>A. Institutions for drug abusers of Non-governmental Organisations</b>		
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>B. Hospitals with accident and emergency services</b>		
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 <sup>(9)</sup>	Half-yearly	HA
17.	St. John Hospital	Half-yearly	HA
18.	Tin Shui Wai Hospital	Half-yearly	HA
19.	Tseung Kwan O Hospital	Half-yearly	HA

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

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
43.	Wong Chuk Hang Hospital	Half-yearly	HA
	<b>E. Residential services units for children and youths operated by Non-governmental Organisations</b>		
44.	Caritas-Hong Kong – Caritas Pelletier Hall	Half-yearly	SWD
45.	Hong Kong Juvenile Care Centre – Bradbury Hostel	Half-yearly	SWD
46.	Hong Kong Student Aid Society – Holland Hostel	Half-yearly	SWD
47.	Hong Kong Student Aid Society – Island Hostel	Half-yearly	SWD
48.	Sisters of the Good Shepherd – Marycove Centre	Half-yearly	SWD
49.	Society of Boys’ Centres – Chak Yan Centre	Half-yearly	SWD
50.	Society of Boys’ Centres – Cheung Hong Hostel	Half-yearly	SWD
51.	Society of Boys’ Centres – Shing Tak Centre	Half-yearly	SWD
52.	Society of Boys’ Centres – Un Chau Hostel	Half-yearly	SWD
53.	Tung Wah Group of Hospitals – Wing Yin Hostel	Half-yearly	SWD
	<b>F. Day and residential units for persons with disabilities operated by Non-governmental Organisations</b>		
54.	Caritas-Hong Kong – Caritas Jockey Club Lai King Rehabilitation Centre	Half-yearly	SWD
55.	Chinese YMCA of Hong Kong – Home of Love – Yung Shing Hostel	Half-yearly	SWD
56.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel	Half-yearly	SWD
57.	Fu Hong Society – Fu Hong Society Rehabilitation Centre	Half-yearly	SWD
58.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled	Half-yearly	SWD
59.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind	Half-yearly	SWD

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
60.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind	Half-yearly	SWD
61.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	Half-yearly	SWD
62.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Care Home	Half-yearly	SWD
63.	Po Leung Kuk – Y C Cheng Centre	Half-yearly	SWD
64.	The Mental Health Association of Hong Kong – Jockey Club Building	Half-yearly	SWD
65.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	Half-yearly	SWD
66.	Tung Wah Group of Hospitals Ho Yuk Ching Workshop cum Hostel	Half-yearly	SWD
67.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	Half-yearly	SWD
68.	Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel <sup>(10)</sup>	Half-yearly	SWD
<b>G. Residential care homes for the elderly operated by Non-governmental Organisations</b>			
69.	Caritas-Hong Kong – Caritas Li Ka Shing Care and Attention Home	Half-yearly	SWD
70.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	Half-yearly	SWD
71.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	Half-yearly	SWD
72.	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
73.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	Half-yearly	SWD
74.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home <sup>(10)</sup>	Half-yearly	SWD

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
75.	Yan Chai Hospital – Chinachem Care and Attention Home	Half-yearly	SWD
	<b>H. Charitable organisation providing social services</b>		
76.	Po Leung Kuk	Quarterly	HAD

Notes:

- (9) Ruttonjee Hospital (No. 16) and Tang Shiu Kin Hospital (No. 38) are to be jointly visited.
- (10) Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel (No. 68) and Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home (No. 74) are to be jointly visited.

Key :

DH – Department of Health  
HA – Hospital Authority  
HAD – Home Affairs Department  
SWD – Social Welfare Department

## Annex B

### Statistics on Complaints, Requests/Enquiries Received and Suggestions/Comments Made by JPs from 2022 to 2024

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		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Institutions of Correctional Services Department	28	28	28	342	421	417	37	33	27	306	121	184	24	21	20
Hospitals of Hospital Authority	42	44 <sup>(1)</sup>	44	0	78	136	0	37	20	0	341	318	0	76	125
ICAC Detention Centre	1	1	1	24	24	24	0	0	0	0	2	0	11	13	12
Detention Centres of Immigration Department	2	2	2 <sup>(2)</sup>	17	27	27	5	1	0	208	251	122	6	4	2
Po Leung Kuk	1	1	1	0	3	4	0	0	0	0	0	0	0	3	4
Institutions for Drug Abusers operated by Non-governmental Organisations under the purview of Department of Health	4	4	4	0	4	8	0	0	0	0	0	0	0	2	2
Welfare Institutions operated by Non-governmental Organisations under the purview of Social Welfare Department	34	34	34	15	47	78	0	0	0	3	1	0	10	36	63
<b>Total :</b>	<b>112</b>	<b>114</b>	<b>114</b>	<b>398<sup>(3)</sup></b>	<b>604<sup>(4)</sup></b>	<b>694</b>	<b>42</b>	<b>71</b>	<b>47</b>	<b>517</b>	<b>716</b>	<b>624</b>	<b>51</b>	<b>155</b>	<b>228</b>

(1) Including Hong Kong Children's Hospital and Tin Shui Wai Hospital which have been included under the JP visit programme since July 2023.

(2) Ma Tau Kok Detention Centre has been replaced by Tseung Kwan O Immigration Detention Centre since June 2024.

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

(4) As the risk posed by COVID-19 to local public health has changed, JP visits to the institutions concerned have been resumed from May 2023.

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

(from 1 January 2024 to 31 December 2024)

**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 Addiction Treatment Centre/Lai Sun Correctional Institution <sup>♦</sup>	23	0	0	1
2.	Hei Ling Chau Correctional Institution/Nei Kwu Correctional Institution <sup>♦</sup>	24	0	1	0
3.	Lai Chi Kok Reception Centre	24	0	0	2
4.	Lai King Correctional Institution/Chi Lan Rehabilitation Centre/Custodial Ward of Queen Elizabeth Hospital <sup>○</sup>	24	0	0	3
5.	Lo Wu Correctional Institution	24	2	12	2
6.	Pak Sha Wan Correctional Institution/Custodial Ward of Queen Mary Hospital <sup>♦</sup>	24	1	2	3
7.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre <sup>○</sup>	12	0	0	1
8.	Pik Uk Correctional Institution	23	0	0	1
9.	Pik Uk Prison	24	1	2	0
10.	Sha Tsui Correctional Institution/Lai Chi Rehabilitation Centre <sup>♦</sup>	23	0	0	1
11.	Shek Pik Prison	24	1	36	0
12.	Siu Lam Psychiatric Centre	24	0	0	0
13.	Stanley Prison	24	7	16	0
14.	Tai Lam Centre for Women/Bauhinia House/Wai Lan Rehabilitation Centre <sup>○</sup>	24	9	10	0
15.	Tai Lam Correctional Institution	24	3	0	1
16.	Tai Tam Gap Correctional Institution	24	2	103	2
17.	Tong Fuk Correctional Institution	24	0	2	2
18.	Tung Tau Correctional Institution	24	1	0	1
	<b>Total :</b>	<b>417</b>	<b>27</b>	<b>184</b>	<b>20</b>

♦ Denotes visits covering two institutions.

○ Denotes visits covering three institutions.

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

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities✦		Overall grading on services✦	
			S	U	S	U
1.	Hei Ling Chau Addiction Treatment Centre <sup>△</sup>	23	23	0	23	0
	Lai Sun Correctional Institution <sup>△</sup>		23	0	21	0
2.	Hei Ling Chau Correctional Institution <sup>△</sup>	24	24	0	24	0
	Nei Kwu Correctional Institution <sup>△</sup>		24	0	23	0
3.	Lai Chi Kok Reception Centre	24	23	0	24	0
4.	Lai King Correctional Institution/ Chi Lan Rehabilitation Centre <sup>△</sup>	24	24	0	24	0
	Custodial Ward of Queen Elizabeth Hospital <sup>△</sup>		24	0	24	0
5.	Lo Wu Correctional Institution	24	24	0	24	0
6.	Pak Sha Wan Correctional Institution <sup>△</sup>	24	24	0	24	0
	Custodial Ward of Queen Mary Hospital <sup>△</sup>		23	0	23	0
7.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre	12	12	0	12	0
8.	Pik Uk Correctional Institution	23	23	0	23	0
9.	Pik Uk Prison	24	24	0	24	0
10.	Sha Tsui Correctional Institution/ Lai Chi Rehabilitation Centre	23	23	0	23	0
11.	Shek Pik Prison	24	24	0	23	0
12.	Siu Lam Psychiatric Centre	24	24	0	24	0
13.	Stanley 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.

✦ 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.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities✦		Overall grading on services✦	
			S	U	S	U
14.	Tai Lam Centre for Women <sup>△</sup>	24	24	0	24	0
	Bauhinia House/Wai Lan Rehabilitation Centre <sup>△</sup>		23	0	23	0
15.	Tai Lam Correctional Institution	24	24	0	23	0
16.	Tai Tam Gap Correctional Institution	24	24	0	24	0
17.	Tong Fuk Correctional Institution	24	24	0	24	0
18.	Tung Tau Correctional Institution	24	24	0	24	0
<b>Total :</b>		<b>417</b>	<b>533</b>	<b>0</b>	<b>529</b>	<b>0</b>

Key :     S – Satisfactory  
               U – Unsatisfactory

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<sup>△</sup> Separate reports were completed by JPs for the specific institution.

✦ 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*

In 2024, 27 complaints<sup>1</sup> 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 2024	(%)
(i)	Staff attitude and conduct (e.g. unfair treatment by staff, unnecessary use of force, use of improper/impolite languages, etc.)	12	(44%)
(ii)	Treatment and welfare (e.g. handling of complaint/request, transfer to another institution, etc.)	9	(33%)
(iii)	Disciplinary action (e.g. unfair disciplinary action, etc.)	5	(19%)
(iv)	Others (e.g. misbehaviour of other persons in custody (PICs))	1	(4%)
<b>Total :</b>		<b>27</b>	<b>(100%)</b>

Upon receipt of complaints, JPs sought background information from respective 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 –

Category of complaints	Actions	Number of complaints in 2024	(%)
Complaints against/related to CSD (total: 27)	(i) No further action as directed by JPs (no follow-up action required as JPs were satisfied with the on-the-spot explanations)	1	(4%)
	(ii) Referred to institution management for investigation or follow-up (no further action as	7	(26%)

<sup>1</sup> Among the 27 complaints, nine complaints were raised by three complainants (three complaints each), accounting for 33% of all complaints.

Category of complaints	Actions	Number of complaints in 2024	(%)
	directed by JPs and no further request or other complaints raised by complainants as all cases resolved by explanations given or service arranged; the JPs and complainants concerned were duly informed)		
	(iii) Referred to the Police for follow-up (the Police concluded that no criminal element was detected and thus no further action was taken)	1	(4%)
	(iv) Referred to the CIU of CSD for investigation. One complaint was related to the operation of the institution and was referred to the institution management concerned for follow-up action according to the complaints handling mechanism and was resolved eventually. No further action taken on seven 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. Ten cases investigated by CIU were concluded as unsubstantiated, curtailed or false.	18	(66%)
<b>Total:</b>		<b>27</b>	<b>(100%)</b>

All the 27 complaints against/related to CSD were handled according to the circumstances of individual cases. For one of these complaints, the JPs concerned were satisfied with the on-the-spot explanations by the institution management and therefore concluded that no follow-up action was required<sup>2</sup>.

As for the other 26 complaints against/related to CSD, seven were related to earnings, disciplinary action, dayroom arrangement, etc. As per the directives of JPs, the institution management handled these complaints by explaining to each complainant the established mechanism and/or the follow-up arrangements that had been made. The complainants were satisfied with the actions taken by the institution management. The JPs concerned were also informed of the follow-up actions taken by the institutions and did not raise any further inquiry. All seven complaints were thus resolved or suitably handled.

One complaint about alleged misbehaviour of other PICs was referred by the institution management to the Police for investigation as per the directive of JPs. The Police concluded that no criminal element was detected and thus no further action was taken.

The remaining 18 complaints against/related to CSD, involving more complicated circumstances including alleged staff misconduct, disciplinary action, handling of request, etc. were referred by JPs to the CIU for investigation. Two of them had been referred to CIU by the institution management as requested by the concerned PICs prior to JP visits and the JPs concurred with the referral arrangement. All of them were handled according to the established complaints handling mechanism. Amongst these cases, one complaint related to the handling of the complainant's request for leave of absence was referred to the institution management for follow-up action and was resolved eventually. Seven complaints could not be followed up further as the complainants declined to provide information on the allegation or affirmed that they had no complaint to lodge with CIU during the interviews with the latter. The JPs concerned were duly informed and gave no further directive on the concerned complaints. Ten cases investigated by CIU were concluded as unsubstantiated, curtailed or false. There had been no appeal lodged to the CSDCAB concerning the ten cases. The JPs concerned were duly informed of the investigation results and gave no further directive.

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<sup>2</sup> The complainant aired his grievance about not being eligible to be transferred to another institution. The JPs were satisfied with the on-the-spot explanation given to the complainant by the institution management and therefore directed that no follow-up action was required.

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

In 2024, 184 requests/enquiries<sup>3</sup> 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 2024	(%)
(i)	Matters in relation to other departments/organisations (e.g. repatriation to home country, transferring back to Castle Peak Bay Immigration Centre (CIC), meeting with Immigration Department (ImmD) officer, etc.)	54	(29%)
(ii)	Treatment and welfare (e.g. noise nuisance, transfer to another institution/dayroom, phone call arrangement, work assignment, exercise arrangement, etc.)	50	(27%)
(iii)	Request for early discharge from institution / home leave / release on recognisance	42	(23%)
(iv)	Services provided by the institution (e.g. medical attention, handling of mail, etc.)	27	(15%)
(v)	Facilities and equipment provided by the institution (e.g. request for closed circuit television, toilet facility, etc.)	2	(1%)
(vi)	Others (e.g. complaining private lawyer, expression of personal feeling, etc.)	9	(5%)
<b>Total :</b>		<b>184</b>	<b>(100%)</b>

There were 54 requests/enquiries under category (i): matters in relation to other departments/organisations. Amongst them, 39 requests/enquiries were related to ImmD about repatriation to home country, transfer back to CIC, having interview with ImmD officer, etc. Having considered the nature of each request/enquiry, the JPs concerned directed to refer all these cases to ImmD for

<sup>3</sup> Amongst the 184 requests/enquiries, 66 requests/enquiries were raised by three PICs, accounting for 36% of all requests/enquiries.

their handling. The remaining 15 cases involved departments/organisations other than ImmD including the Police, the Judiciary, Independent Commission Against Corruption (ICAC), Hospital Authority (HA), Social Welfare Department (SWD), Legal Aid Department (LAD) and consulate office. JPs considered that no further action was required for three cases<sup>4</sup> and directed to refer two cases to the institution management for follow-up<sup>5</sup>. The other ten cases were referred to the departments/organisations concerned for follow-up as directed by the JPs concerned.

The 50 requests/enquiries under category (ii): treatment and welfare included noise nuisance, transferring to another institution/dayroom, phone call arrangement, work assignment, exercise arrangement, etc. For eight requests/enquiries, JPs were satisfied with the on-the-spot explanations given by the institution management and therefore directed no further follow-up action<sup>6</sup>. As for the remaining 42 requests/enquiries, having examined the nature of the requests/enquiries, the JPs concerned directed the institution management to give explanations/assistance to the PICs concerned. The PICs concerned were satisfied with the subsequent explanations/assistance rendered by the institution management. The JPs concerned were duly informed of the actions taken and gave no further directive.

Amongst the 42 requests/enquiries made under category (iii): request for early discharge from institution/home leave/release on recognisance, JPs considered that no further action was required for one case<sup>7</sup>. For the remaining 41 requests raised by detainees in Tai Tam Gap Correctional Institution (TGCI) related to application for release on recognisance which was not under the

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<sup>4</sup> The three cases were requests/enquiries related to lodging complaint against the police officer, producing defence to the Court and requiring assistance in handling legal matters with the Court. The relevant mechanism was explained to the PICs concerned on the spot and the JPs considered that no further action was required.

<sup>5</sup> For one case, the PIC enquired about the progress of his application for transfer back to his home country to serve remaining sentence under the Transfer of Sentenced Persons (TSP) Ordinance (Cap. 513). As per the directives of the JPs, the institution management explained to the PIC that his application was being processed by relevant authorities and he would be informed of the update in due course. For another case, the JPs directed the institution management to provide necessary assistance to the PIC who requested assistance in preparing documents required by LAD. The JPs concerned were duly informed of the actions taken and gave no further directive.

<sup>6</sup> Seven of the requests/enquiries were raised by the same PIC on matters related to noise nuisance, phone call arrangement and alleged laser beam aimed at him. The JPs considered that the PIC's repeated claims were unfounded and concluded that no further action was required. As for the remaining one case about request by another PIC for explanation to the punishment period, the JPs were satisfied with the on-the-spot explanations given to the PIC by the institution management and therefore directed that no follow-up action was required.

<sup>7</sup> The case was about a PIC's request for reducing his sentence due to medical condition. The JPs noted that his case had been considered by the Long-term Prison Sentences Review Board pursuant to the Long-term Prison Sentences Review Ordinance (Cap. 524), which concluded that the period served by the PIC was insufficient in all the circumstances to warrant consideration of sentence remission. The JPs thus directed that no further action was required. Nonetheless, after the JP visit, the institution management interviewed the PIC concerned, during which the relevant mechanism was duly explained to the PIC who then showed his understanding without further request.

jurisdiction of CSD, JPs directed the institution management to refer the cases to ImmD for follow-up.

The 27 requests/enquires made under category (iv): services provided by the institution were related to medical issues, handling of mail, etc. Having examined the nature of the requests/enquires, the JPs concerned directed the institution management to provide explanations and/or assistance to the PICs concerned. 17 requests/enquiries related to medical issues were referred to health care staff and management of the institutions for assessment, treatment or explanation. The PICs concerned were satisfied with the explanations and assistance rendered by the institutions. The JPs concerned were duly informed of the actions taken and gave no further directive.

The two requests/enquiries under category (v): facilities and equipment provided by the institution included request for installation of closed circuit television (CCTV) at all rooms as well as issue related to the condition of urinal. Regarding the request for installation of CCTV, the JPs concerned understood that certain locations in institution were excluded from CCTV coverage in accordance with the laid down policy due to privacy concerns and directed that no follow-up action was required. As for the request for checking the condition of urinal, the PIC concerned was subsequently interviewed by the institution management and given due explanation about the follow-up action taken, to which he showed understanding. JPs were satisfied with the actions taken by the institution management and gave no further directive.

Lastly, the nine requests/enquires made under category (vi): others were related to complaining private lawyer, expression of personal feeling, enquiry about civil claim/disciplinary action procedure, request for record from CSD, etc. JPs directed the institutions to provide explanations and/or assistance to the PICs concerned. The PICs concerned were satisfied with the subsequent explanations/assistance rendered by the institutions. The JPs concerned were duly informed of the actions taken and gave no further directive.

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

In 2024, JPs made 20 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 2024	(%)
(i)	Training programmes and recreational activities (e.g. vocational training, education programmes, etc.)	10	(50%)
(ii)	Physical environment, facilities and equipment (e.g. Smart Prison, redevelopment of facility, etc.)	6	(30%)
(iii)	Services quality (e.g. rehabilitation services, etc.)	2	(10%)
(iv)	Others (e.g. JPs' visit arrangement, etc.)	2	(10%)
<b>Total :</b>		<b>20</b>	<b>(100%)</b>

Half of the suggestions/comments were made under category (i): training programmes and recreational activities. JPs expressed their appreciation towards the wide range of practical vocational training programmes provided to PICs and suggested to offer more market-oriented and innovative training programmes which incorporate new technologies for PICs. CSD well understands the significance of equipping PICs with up-to-date skills and generic knowledge for their smooth reintegration into the society upon release. Therefore, CSD has continually collaborated with various training bodies to provide suitable training for PICs with due regard to market changes and employment situation. In 2024, CSD provided 13 market-oriented vocational training courses to young PICs, and 43 vocational training courses for lawfully residing adult PICs who are due to discharge within 24 months and eligible for employment to enrol on a voluntary basis. New courses focusing on skills which are highly demanded in the digital age have also been introduced to enhance their employability. For example, a new course of Foundation Certificate in Internet Business Start-up (Operation & Marketing) was rolled out across multiple correctional institutions in 2024.

Apart from vocational training, JPs commended the establishment of the Ethics College and recommended its extension to other correctional institutions if

feasible. CSD set up the Ethics College at Pak Sha Wan Correctional Institution and Lo Wu Correctional Institution (LWCI) with donation from the Hong Kong Jockey Club at the end of 2023 to provide a one-year full-time Diploma of Applied Education programme. The programme is taught by tutors from the Hong Kong Metropolitan University Li Ka Shing School of Professional and Continuing Education for voluntary enrolment by adult PICs. The curriculum is supplemented by diversified life-wide learning activities related to career development, sports and arts as well as national education for PICs, helping them to cultivate positive values and obtain accredited qualifications to prepare for their reintegration into society. In 2024, a two-year full-time associate degree programme was organised at the Ethics College to provide its inaugural graduates an option for further studies and pursue higher qualifications. Meanwhile, CSD has also extended the Ethics College to Pik Uk Prison to provide a half-day associate degree programme and half-day vocational training for graduates of the Ethics College who are unable to complete the associate degree programme within their remaining sentences. CSD would, by collaborating with community stakeholders, continue to explore suitable rehabilitation and training programmes for PICs to prepare them for reintegration into society for academic and career pursuits upon release.

Around one-third of the suggestions/comments were made under category (ii): physical environment, facilities and equipment. JPs showed support for the improvement works at correctional institutions, especially the redevelopment project in Lai Chi Kok Reception Centre (LCKRC). Given the rising number of adult remands in recent years, CSD has commenced the in-situ partial redevelopment of LCKRC, which will increase its capacity for admitting adult male remands by 410 places in the long run so as to alleviate its overcrowding problem.

In addition, JPs showed support to the further development of the “Smart Prison” protocol in their comments. Since 2019, CSD has constantly developed “Smart Prison” through the application of innovation and technology to modernise and enhance the management mode and operational efficiency as well as to relieve the manpower strain. For instance, as part of the “Smart Prison” initiatives, CSD introduced the Second Generation Automatic Drone Patrol and Monitoring System to Tong Fuk Correctional Institution.

Furthermore, CSD continued to tie in with the Government’s Smart City Blueprint by digitising its public services. The Approved Hand-in Articles

e-Ordering Service was rolled out across all correctional institutions in December 2024, enabling visitors of PICs to purchase approved hand-in articles via an online platform and the articles are directly delivered to the correctional institutions concerned by the supplier. The service not only reduces the time visitors spend on sourcing the articles in the market and the inconvenience of carrying them to the correctional institutions, but also shortens the time for correctional officers to conduct security checks and handle the articles, thereby enhancing the operational efficiency of correctional institutions.

For category (iii): service quality, JPs showed their positive recognition of the provision of Rehabilitation Dog Services to PICs in need. It is a type of animal-assisted therapy newly introduced to LWCI and Phoenix House (PH) in early 2024 with a view to improving PICs' depression and anxiety and reducing their violent tendencies. This new rehabilitation initiative improves the mental well-being of PICs, builds their self-confidence and develops their sense of responsibility. CSD plans to extend the initiative to institutions for adult male PICs. CSD will also continue to adopt multi-pronged approach to facilitate the rehabilitation of PICs.

For category (iv): others, JPs suggested that the timing of their visits to PH, Pelican House and Lai Hang Rehabilitation Centre might be adjusted so that they could meet more PICs and residents who return from their outside work or study. In fact, it was indicated in the "Guidelines for Visiting Justices" that JPs may at their discretion visit these facilities in the evening on weekdays when PICs and residents return from study or work. Such provision was explained to the JPs concerned who were satisfied and raised no further inquiries.

## II. Hospitals of the Hospital Authority

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

Serial no.	Name of institution	No. of JP visits	No. of complaints made to JPs	No. of requests/enquiries made to JPs	No. of suggestions/comments made by JPs
1.	Alice Ho Miu Ling Nethersole Hospital	2	0	0	3
2.	Bradbury Hospice	2	0	0	4
3.	Caritas Medical Centre	2	0	0	3
4.	Castle Peak Hospital	12	10	89	7
5.	Cheshire Home, Chung Hom Kok	2	0	0	2
6.	Cheshire Home, Shatin	2	0	0	4
7.	The Duchess of Kent Children's Hospital at Sandy Bay	2	0	0	2
8.	Grantham Hospital	2	0	0	3
9.	Haven of Hope Hospital	2	0	0	3
10.	Hong Kong Buddhist Hospital	2	0	0	2
11.	Hong Kong Children's Hospital	2	0	0	1
12.	Hong Kong Eye Hospital	2	0	0	0
13.	Kowloon Hospital	2	0	0	0
14.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	12	3	20	9
15.	Kwai Chung Hospital	12	4	35	12
16.	Kwong Wah Hospital	2	0	0	3
17.	MacLehose Medical Rehabilitation Centre	2	0	0	3
18.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	12	1	59	7
19.	North District Hospital	2	0	0	3
20.	North Lantau Hospital	2	0	0	2
21.	Our Lady of Maryknoll Hospital	2	0	0	2
22.	Pamela Youde Nethersole Eastern Hospital	2	0	0	1
23.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital	12	2	115	4

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.	Pok Oi Hospital	2	0	0	0
25.	Prince of Wales Hospital	2	0	0	3
26.	Princess Margaret Hospital	2	0	0	4
27.	Queen Elizabeth Hospital	2	0	0	4
28.	Queen Mary Hospital	2	0	0	2
29.	Ruttonjee Hospital/Tang Shiu Kin Hospital <sup>♦</sup>	2	0	0	2
30.	Shatin Hospital	2	0	0	2
31.	Siu Lam Hospital	2	0	0	3
32.	St. John Hospital	2	0	0	2
33.	Tai Po Hospital	2	0	0	1
34.	Tin Shui Wai Hospital	2	0	0	2
35.	Tseung Kwan O Hospital	2	0	0	2
36.	Tuen Mun Hospital	2	0	0	3
37.	Tung Wah Eastern Hospital	2	0	0	3
38.	Tung Wah Group of Hospitals Fung Yiu King Hospital	2	0	0	0
39.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	2	0	0	3
40.	Tung Wah Hospital	2	0	0	4
41.	United Christian Hospital	2	0	0	2
42.	Wong Chuk Hang Hospital	2	0	0	2
43.	Yan Chai Hospital	2	0	0	1
	<b>Total :</b>	<b>136</b>	<b>20</b>	<b>318</b>	<b>125</b>

♦ Denotes visits covering two institutions.

**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 136 visits, JPs considered the facilities for 122 visits (90%) and the services for 99 visits (73%) satisfactory. JPs did not provide an overall grading on facilities and services for the remaining visits.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities✦		Overall grading on services✦	
			S	U	S	U
1.	Alice Ho Miu Ling Nethersole Hospital	2	2	0	2	0
2.	Bradbury Hospice	2	1	0	1	0
3.	Caritas Medical Centre	2	2	0	2	0
4.	Castle Peak Hospital	12	11	0	11	0
5.	Cheshire Home, Chung Hom Kok	2	2	0	2	0
6.	Cheshire Home, Shatin	2	2	0	1	0
7.	The Duchess of Kent Children's Hospital at Sandy Bay	2	0	0	0	0
8.	Grantham Hospital	2	1	0	1	0
9.	Haven of Hope Hospital	2	2	0	2	0
10.	Hong Kong Buddhist Hospital	2	2	0	0	0
11.	Hong Kong Children's Hospital	2	2	0	2	0
12.	Hong Kong Eye Hospital	2	1	0	1	0
13.	Kowloon Hospital	2	2	0	1	0
14.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	12	12	0	12	0
15.	Kwai Chung Hospital	12	10	0	7	0
16.	Kwong Wah Hospital	2	2	0	2	0
17.	MacLehose Medical Rehabilitation Centre	2	2	0	2	0
18.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	12	12	0	10	0
19.	North District Hospital	2	2	0	2	0

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

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

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities★		Overall grading on services★	
			S	U	S	U
20.	North Lantau Hospital	2	2	0	2	0
21.	Our Lady of Maryknoll Hospital	2	2	0	1	0
22.	Pamela Youde Nethersole Eastern Hospital	2	2	0	1	0
23.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital	12	11	0	10	0
24.	Pok Oi Hospital	2	2	0	1	0
25.	Prince of Wales Hospital	2	2	0	2	0
26.	Princess Margaret Hospital	2	2	0	0	0
27.	Queen Elizabeth Hospital	2	1	0	0	0
28.	Queen Mary Hospital	2	1	0	1	0
29.	Ruttonjee Hospital/Tang Shiu Kin Hospital	2	2	0	2	0
30.	Shatin Hospital	2	2	0	2	0
31.	Siu Lam Hospital	2	2	0	2	0
32.	St. John Hospital	2	2	0	1	0
33.	Tai Po Hospital	2	2	0	1	0
34.	Tin Shui Wai Hospital	2	2	0	1	0
35.	Tseung Kwan O Hospital	2	2	0	2	0
36.	Tuen Mun Hospital	2	2	0	1	0
37.	Tung Wah Eastern Hospital	2	1	0	1	0
38.	Tung Wah Group of Hospitals Fung Yiu King Hospital	2	1	0	1	0
39.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	2	2	0	2	0
40.	Tung Wah Hospital	2	2	0	2	0
41.	United Christian Hospital	2	2	0	0	0
42.	Wong Chuk Hang Hospital	2	1	0	0	0
43.	Yan Chai Hospital	2	2	0	2	0
<b>Total :</b>		<b>136</b>	<b>122</b>	<b>0</b>	<b>99</b>	<b>0</b>

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

★ 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**

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

Category of complaints		Number of complaints in 2024	(%)
(i)	Services provided by the institution (e.g. compulsory safety measures, medication management, food portion issues, etc.)	8	(40%)
(ii)	Staff attitude and conduct (e.g. unnecessary or excessive use of force, unfair treatment, etc.)	7	(35%)
(iii)	Facilities and equipment provided by the institution (e.g. poor toilet condition, unclean clothing, etc.)	4	(20%)
(iv)	Others	1	(5%)
<b>Total :</b>		<b>20</b>	<b>(100%)</b>

All of the 20 complaints were lodged by psychiatric patients. Under category (i): services provided by the institution, a patient complained about the compulsory wearing of yellow vest to indicate fall risk and the prohibition of having sushi at the ward. It was explained to the patient that the measures are in place for safety reasons. Three patients complained about their medication, e.g. ineffective medication and side effects. They were interviewed by the case doctors and the use of medication was explained. Measures were taken to relieve the side effects of the patients. Two patients complained about the portion of food and were advised to ask for extra biscuits or bread if needed. Another patient, who presented with fixed false belief complained about finding dust in her food. The patient was seen by the case doctor and no abnormality was found in her food. For the last case, the patient complained about prolonged exposure of the body during electrocardiography investigation. The hospital investigated the case and confirmed that adequate screening was provided. Staff was also reminded to ensure adequate protection during nursing procedures.

Under category (ii): staff attitude and conduct, a patient claimed to have been beaten by a nurse. The JPs did not find any apparent injuries and the patient appeared to be disoriented. The management investigated the case and reported it to the Police. There was no witness to the incident and the relative of the

patient was informed. The Police interviewed the patient and concluded that the accusation was not established. Four cases were related to attitude of the staff and unfair treatment, e.g. delay in diaper change. The patients were interviewed by ward staff who provided explanations and their concerns were resolved. Another patient complained about the poor attitude of a supporting staff and the long wait for tissue paper, which caused her to become agitated. Nursing staff intervened and explained to patient. The remaining patient, who experienced schizophrenia and exhibited ongoing paranoid thoughts regarding hospital staff, claimed to have been mistreated. However, no signs or physical harm were found, and the patient could not call details of the incident. The case doctor interviewed and examined the patient.

Under category (iii): facilities and equipment provided by the institution, a patient complained about the flushing condition of the toilet. Hospital staff checked the toilet and replaced the impaired parts. Two patients complained about unclean clothes and mattress. Follow-up actions were taken and the patients were advised to approach ward staff for replacement if needed. The remaining patient complained that the hospital garment was occasionally slightly damp. The linen service provider was informed and hospital staff would conduct regular sampling inspection. The patient was informed of the follow-up actions and raised no further comment.

Under category (iv): others, a patient complained about numerous issues. For example, upon replacement of claimed wet mattress, the patient complained on the same issue again. The case doctor examined the patient and proposed a treatment plan for her fixed false belief caused by psychiatric condition.

All JPs concerned had been informed of the follow-up actions taken by the hospitals. They were satisfied and raised no further questions.

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

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

Category of requests/enquiries		Number of requests/enquiries in 2024	(%)
(i)	Request for early discharge from institution/home leave/release on recognisance	194	(61%)
(ii)	Facilities and equipment provided by the institution (e.g. request for more recreational facilities, etc.)	57	(18%)
(iii)	Services provided by the institution (e.g. request for medication change, ward transfer, etc.)	25	(8%)
(iv)	Treatment and welfare (e.g. request for making additional phone calls, financial assistance, etc.)	18	(6%)
(v)	Matters in relation to other departments/ organisations (e.g. request for legal assistance, public housing assistance, etc.)	4	(1%)
(vi)	Others	20	(6%)
<b>Total :</b>		<b>318</b>	<b>(100%)</b>

Of the 194 requests under category (i), 193 requests for discharge from hospitals were handled in accordance with the relevant provisions of the Mental Health Ordinance (Cap. 136). The requests had been reviewed by the case doctors and senior clinical staff. Patients considered clinically not suitable for discharge had been advised of the rights to raise their concerns with the Mental Health Review Tribunal. For the remaining case, a patient refused a hostel offer and enquired about the reason for restraint. The JPs reviewed the record and concluded that the reason for restraint was justified and no follow-up action was required.

Under category (ii): facilities and equipment provided by the institution, 37 requests were related to enhancing activities and recreational facilities in the wards, 12 of which requested for extended recreational activities such as new games and songs while seven requested for increased frequency for bathing. The

ward staff had attended to their needs and made arrangements according to their mental condition. The remaining 18 requests were related to ward facilities, including designated places for religious worship and interviews, as well as concerns regarding the cleanliness of toilets and the provision of clocks, air purifiers and computers, as well as the air-conditioning being too cold, etc. The ward staff attended to their needs suitably. The remaining two requests involved concerns about the behaviour of co-patients, specifically regarding noise and hygiene issues. The ward staff had taken necessary actions to rectify and educate the co-patient concerned.

Under category (iii): services provided by the institution, 12 requests were related to changes in medication, treatment or seeking private consultation. The patients' conditions were assessed by case doctors to determine the suitability of the requests. Seven requests were related to changes of ward, nurses or doctors, which were considered in conjunction with the operational needs of the departments. Another five requests focused on enhancing communication regarding home leave and discharge plans by medical staff. The case doctors had attended to their needs suitably. For the remaining request, a patient exhibiting persecutory delusions claimed to be experiencing harassment and requested for a transfer to a rehabilitation ward. The case doctor assessed the patient and determined that she was not mentally stable enough for transfer to the rehabilitation ward.

Under category (iv): treatment and welfare, 11 patients expressed their views on the use of telephone or requested longer use of telephone and mobile phones. The ward had suitably adjusted the arrangement after taking operational constraints into account. One patient enquired about the Legislative Council election. The remaining six patients requested for financial assistance, including waiving hospital fees and other support via Medical Social Workers (MSW).

Under category (v): matters in relation to other departments/organisations, two patients requested for legal assistance in handling financial issue and companionship to court by a specific non-government organisation (NGO) respectively. The requests were referred to the relevant department and NGO for follow-up. Another patient requested for public housing and MSW provided assistance. The remaining patient requested for assistance on patent application. The case doctor assessed the patient and the ward staff had explained to the patient regarding his mental status.

Under category (vi): others, 13 patients met with the JPs to share their experiences and thoughts on various matters. Four patients expressed appreciation for the services provided by the hospitals. The JPs concluded that no follow-up action was required for these cases. One patient requested for more JP visits, while two other patients sought assistance with job searching. MSWs had worked with the Occupational Therapy Department to provide necessary assistance.

All JPs concerned had been informed of the follow-up actions taken by the hospitals. They were satisfied and raised no further questions.

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

JPs made 125 suggestions/comments in the following categories during their visits to hospitals –

Category of suggestions/comments		Number of suggestions/comments in 2024	(%)
(i)	Services quality (e.g. catering services, shortening of waiting time, etc.)	58	(47%)
(ii)	Physical environment, facilities and equipment (e.g. hospital design and redevelopment, equipment improvements, etc.)	53	(42%)
(iii)	Manpower planning (e.g. measures to address manpower shortage, nurse exchange programme etc.)	9	(7%)
(iv)	Training programmes and recreational activities (e.g. enhancements in recreational facilities, etc.)	1	(1%)
(v)	Others	4	(3%)
<b>Total :</b>		<b>125</b>	<b>(100%)</b>

Positive comments were made by JPs under category (i): service quality. 23 JPs expressed appreciation for the professionalism and services provided by the hospital staff. 12 JPs were impressed by the team spirit, dedication and commitment of the hospital staff. 11 JPs appreciated the management of the hospitals and eight JPs appreciated the catering services provided to patients. Three JPs suggested shortening waiting time through

various means, including inter-hospital transfer and redeployment of staff. The suggestion had been communicated to the hospital management for consideration. Another JP recommended the hospital to follow up on patients' reflections, views and requests. The hospital had followed up as appropriate.

Among the suggestions and comments received from JPs under category (ii): physical environment, facilities and equipment, 34 comments were positive feedback on the environment and facilities of the hospitals, enhanced efficiency with automation of procedures, hospital facilities management and redevelopment. 14 recommendations were related to hospital design and redevelopment. Two comments concerning facility management were followed up by hospital facility management team. Two JPs suggested enhancing resources to improve equipment for clinical use while one JP recommended promoting the use of technology at one hospital to other hospitals. The recommendations and suggestions had been considered by the hospital management as appropriate.

Nine comments under category (iii): manpower planning were primarily related to JPs' concerns about manpower shortage. HA had improved the career prospect and remuneration package to retain staff and put in place the retire and rehire programme to address the manpower issue.

Under category (iv): training programmes and recreational activities, a JP suggested increasing the turnover rate and providing more recreational facilities for patients. The ward staff had followed up on the suggestions as appropriate.

For comments under category (v): others, two JPs commented that the Government should consider improving transportation to the hospitals and suggested enhancing shuttle bus service for patients and staff. One JP expressed that apart from administrative and nursing staff, doctors should be present for JP visits, which hospitals would arrange as far as practicable. Another JP commented that allowances should be granted to staff working at remote hospitals. All suggestions had been communicated to hospital management for consideration.

### **III. Independent Commission Against Corruption Detention Centre**

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

<b>Name of institution</b>	<b>No. of JP visits</b>	<b>No. of complaints made to JPs</b>	<b>No. of requests/enquiries made to JPs</b>	<b>No. of suggestions/comments made by JPs</b>
ICAC Detention Centre	24	0	0	12

#### ***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 24 visits (100%) and the services for 20 visits (83%) satisfactory. JPs did not provide an overall grading on services for the remaining visits.

<b>Name of institution</b>	<b>No. of JP visits</b>	<b>Overall grading on facilities</b>		<b>Overall grading on services<sup>+</sup></b>	
		<b>S</b>	<b>U</b>	<b>S</b>	<b>U</b>
ICAC Detention Centre	24	24	0	20	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.

<sup>+</sup> 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 12 suggestions/comments in the following category during their visits to ICAC Detention Centre –

Category of suggestions/comments		Number of suggestions/comments in 2024	(%)
(i)	Physical environment, facilities and equipment (e.g. enhancement in the maintenance of sanitary facilities, etc.)	10	(84%)
(ii)	Services quality	1	(8%)
(iii)	Channels of complaints and handling of complaints	1	(8%)
<b>Total :</b>		<b>12</b>	<b>(100%)</b>

Nine positive comments had been made by JPs under category (i): physical environment, facilities and equipment. One suggestion was related to enhancing the maintenance of bathroom sanitary facilities. The JPs were informed that various measures had been arranged to improve the repair and maintenance of bathroom sanitary facilities. The JPs were satisfied with the arrangement made by the Commission.

Positive comments had also been received from JPs under category (ii): service quality and category (iii): channel of complaints and handling of complaints.

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

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

Serial no.	Name of institution	No. of JP visits	No. of complaints made to JPs	No. of requests/enquiries made to JPs	No. of suggestions/comments made by JPs
1.	Castle Peak Bay Immigration Centre	24	0	122	0
2.	Ma Tau Kok Detention Centre <sup>♦</sup>	1	0	0	1
3.	Tseung Kwan O Immigration Detention Centre <sup>♦</sup>	2	0	0	1
<b>Total :</b>		<b>27</b>	<b>0</b>	<b>122</b>	<b>2</b>

##### 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. 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.	Castle Peak Bay Immigration Centre	24	24	0	24	0
2.	Ma Tau Kok Detention Centre <sup>♦</sup>	1	1	0	1	0
3.	Tseung Kwan O Immigration Detention Centre <sup>♦</sup>	2	2	0	2	0
<b>Total :</b>		<b>27</b>	<b>27</b>	<b>0</b>	<b>27</b>	<b>0</b>

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.

♦ Ma Tau Kok Detention Centre has been replaced by Tseung Kwan O Immigration Detention Centre since June 2024.

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

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

Category of requests/enquiries		Number of requests/enquiries in 2024	(%)
(i)	Request for early discharge from institution/home leave/release on recognisance	104	(85%)
(ii)	Services and welfare provided by the institution (e.g. request for medical treatment, medication reviews, etc.)	16	(13%)
(iii)	Matters in relation to other departments/ organisations (e.g. support for judicial review application etc.)	1	(1%)
(iv)	Others	1	(1%)
<b>Total :</b>		<b>122</b>	<b>(100%)</b>

The 104 requests under category (i): request for early discharge from institution/home leave/release on recognisance were timely referred to the case officers for follow-up actions. This accounted for 85% of the requests/enquiries received in 2024. JPs were updated once the progress and follow-up actions taken where appropriate.

The 16 requests under category (ii): services provided by the institution were mainly related to medical treatment or review of medication. The requests were referred to the medical officers of CIC/public hospital for action. The detainees were also interviewed and the prevailing medical arrangement were explained to them by the welfare officer of CIC. The detainees raised no further request or enquiry. The follow-up actions were reported to JPs with no further comment received.

Under category (iii): matters related to other departments/organisations, one detainee requested for assistance to file an application for judicial review (JR). After the JP visit, the detainee was interviewed and the required procedures were communicated to him by the welfare officer of CIC. The detainee was subsequently escorted to the High Court for filing the JR application.

Under category (iv): others, one detainee requested for assistance to retrieve his properties held by the Police. The request was referred to the Police for follow-up on the same day. Subsequently, the detainee retrieved his properties.

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 suggestions/comments made by JPs***

JPs made two suggestions/comments in the following category during their visits to Ma Tau Kok Detention Centre (MTKDC) and Tseung Kwan O Immigration Detention Centre (TKOIDC) –

Category of suggestions/comments		Number of suggestions/comments in 2024	(%)
(i)	Physical environment, facilities and equipment (e.g. early relocation of the facility, etc.)	2	(100%)
<b>Total :</b>		<b>2</b>	<b>(100%)</b>

Under category (i): physical environment, facilities and equipment, the JPs visited MTKDC and observed that the facility management team had made commendable efforts to provide the best custody arrangement for detainees, given the current condition of the building and facilities. The JPs added that early relocation of the facility to TKOIDC would be desirable from the management point of view and for the well-being of detainees in the long run. After the relocation to TKOIDC, the JPs commented that the detention centre was efficiently organised, and the constructive use of technology was beneficial to detainees and staff.

## V. Po Leung Kuk

### 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	4	0	0	4

### 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. All of them considered the facilities and services satisfactory.

Name of institution	No. of JP visits	Overall grading on facilities		Overall grading on services	
		S	U	S	U
Po Leung Kuk	4	4	0	4	0

Key : S – Satisfactory  
U – Unsatisfactory

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

JPs made four suggestions/comments in the following categories during their visits to Po Leung Kuk –

Category of suggestions/comments	Number of suggestions/comments in 2024	(%)
(i) Services quality	4	(100%)
<b>Total :</b>	<b>4</b>	<b>(100%)</b>

Under category (i): services quality, the JPs provided positive comments on the high service quality and professionalism of the staff. In particular, the JPs appreciated the additional resources devoted by the organisation on top of the Government's subsidies. The professional and dedicated staff had taken care of the needy children very well.

\* 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 and management services) provided by the institution concerned.

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

***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	2	0	0	0
2.	The Society for the Aid and Rehabilitation of Drug Abusers Au Tau Youth Centre	2	0	0	0
3.	The Society for the Aid and Rehabilitation of Drug Abusers Shek Kwu Chau Treatment and Rehabilitation Centre	2	0	0	0
4.	The Society for the Aid and Rehabilitation of Drug Abusers Sister Aquinas Memorial Women's Treatment Centre	2	0	0	2
<b>Total :</b>		<b>8</b>	<b>0</b>	<b>0</b>	<b>2</b>

***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. 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.	The Society for the Aid and Rehabilitation of Drug Abusers Adult Female Rehabilitation Centre	2	2	0	2	0

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

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

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities		Overall grading on services	
			S	U	S	U
2.	The Society for the Aid and Rehabilitation of Drug Abusers Au Tau Youth Centre	2	2	0	2	0
3.	The Society for the Aid and Rehabilitation of Drug Abusers Shek Kwu Chau Treatment and Rehabilitation Centre	2	2	0	2	0
4.	The Society for the Aid and Rehabilitation of Drug Abusers Sister Aquinas Memorial Women's Treatment Centre	2	2	0	2	0
<b>Total :</b>		<b>8</b>	<b>8</b>	<b>0</b>	<b>8</b>	<b>0</b>

Key :     S – Satisfactory  
              U – Unsatisfactory

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

JPs made two suggestions/comments of the following categories during their visits –

Category of suggestions/comments		Number of suggestions/comments in 2024	(%)
(i)	Physical environment, facilities and equipment (e.g. repair work for water leakage, etc.)	1	(50%)
(ii)	Training programmes and recreational activities (e.g. provision of outdoor activities, enrichment programme, etc.)	1	(50%)
<b>Total :</b>		<b>2</b>	<b>(100%)</b>

Under category (i): physical environment, facilities and equipment, the JPs commented that there was water leakage at the Sister Aquinas Memorial Women's Treatment Centre. The Centre had a quick fix for the affected area and would follow up on the action plan for repair work.

Under category (ii): training programmes and recreational activities, the JPs commented that the residents of the Sister Aquinas Memorial Women's Treatment Centre could have more opportunities for outdoor activities. While the programme "Taste of Art and Sports" provided opportunities for the residents to participate in outdoor workshops, the Centre would also explore more outdoor activities in order to enrich the residents' life experience.

## **VII. Welfare Institutions Operated by Non-governmental Organisations under the Purview of Social Welfare Department**

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

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

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

Serial no.	Name of institution	No. of JP visits	No. of complaints made to JPs	No. of requests/enquiries made to JPs	No. of suggestions/comments made by JPs
31.	Tung Wah Group of Hospitals – Wing Yin Hostel	2	0	0	1
32.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home♦	2	0	0	1
	Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel♦		0	0	2
33.	Yan Chai Hospital – Chinachem Care and Attention Home	2	0	0	2
	<b>Total :</b>	<b>78</b>	<b>0</b>	<b>0</b>	<b>63</b>

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♦ Denotes visits covering two institutions.

**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 78 visits, JPs considered the facilities for 76 visits (97%) and the services for 70 visits (90%) satisfactory. JPs did not provide an overall grading on facilities and services for the remaining visits.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities★		Overall grading on services★	
			S	U	S	U
1.	Caritas-Hong Kong – Caritas Jockey Club Lai King Rehabilitation Centre	2	2	0	2	0
2.	Caritas-Hong Kong – Caritas Li Ka Shing Care and Attention Home	2	2	0	2	0
3.	Caritas-Hong Kong – Caritas Pelletier Hall	2	2	0	2	0
4.	Chinese YMCA of Hong Kong – Home of Love – Yung Shing Hostel	2	2	0	2	0
5.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel	2	2	0	2	0
6.	Fu Hong Society – Fu Hong Society Rehabilitation Centre	2	2	0	2	0
7.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled	2	2	0	2	0
8.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	2	2	0	2	0
9.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	2	2	0	2	0

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

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

★ The 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.

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	2	1	0	1	0
11.	Hong Kong Sheng Kung Hui Welfare Council – Hong Kong Sheng Kung Hui Li Ka Shing Care and Attention Home for the Elderly	2	2	0	2	0
12.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind	2	2	0	2	0
13.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind	2	2	0	2	0
14.	Hong Kong Student Aid Society – Holland Hostel	2	1	0	0	0
15.	Hong Kong Student Aid Society – Island Hostel	2	2	0	2	0
16.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	2	2	0	2	0
17.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Care Home	2	2	0	2	0
18.	Po Leung Kuk Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	4	0	1	0
19.	Po Leung Kuk – Y C Cheng Centre	2	2	0	2	0
20.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	2	2	0	2	0
21.	Sisters of the Good Shepherd – Marycove Centre	2	2	0	2	0
22.	Society of Boys’ Centres – Chak Yan Centre	2	2	0	2	0
23.	Society of Boys’ Centres – Cheung Hong Hostel	2	2	0	1	0
24.	Society of Boys’ Centres – Shing Tak Centre	2	2	0	2	0

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

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✦ 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.

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	2	2	0	2	0
26.	The Mental Health Association of Hong Kong – Jockey Club Building	2	2	0	2	0
27.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	2	2	0	1	0
28.	Tuen Mun Children and Juvenile Home	12	12	0	12	0
29.	Tung Wah Group of Hospitals Ho Yuk Ching Workshop cum Hostel	2	2	0	2	0
30.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	2	2	0	2	0
31.	Tung Wah Group of Hospitals – Wing Yin Hostel	2	2	0	2	0
32.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home <sup>△</sup>	2	2	0	2	0
	Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel <sup>△</sup>		2	0	2	0
33.	Yan Chai Hospital – Chinachem Care and Attention Home	2	2	0	2	0
<b>Total :</b>		<b>78</b>	<b>78</b>	<b>0</b>	<b>72</b>	<b>0</b>

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

★ 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.

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

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

JPs made 63 suggestions/comments in the following categories during their visits –

Category of suggestions/comments		Number of suggestions/comments in 2024	(%)
(i)	Service quality (e.g. coordination between services, improvement of after-care support, etc.)	29	(46%)
(ii)	Physical environment, facilities and equipment (e.g. need for refurbishment of the premise, upgrading of electricity supply, etc.)	20	(32%)
(iii)	Manpower planning (e.g. enhancing manpower for outdoor activities, measures to reduce staff shortage, etc.)	6	(10%)
(iv)	Training programmes and recreational activities (e.g. enhancing utilisation rate of gymnasium, etc.)	4	(6%)
(v)	Others	4	(6%)
<b>Total :</b>		<b>63</b>	<b>(100%)</b>

Under category (i): service quality, some JPs suggested enhancing the coordination between a residential child care service (RCCS) unit and School for Social Development. There were regular and on-going meetings, ad hoc discussion and a coordinating platform for the two parties to review service users' needs and development. Some JPs were concerned about the after-care services of a RCCS unit. Reunion programmes for the discharged inmates and concern calls to service users and their parents for monitoring the service users' reunion with their families and their adjustment to mainstream schools were regularly conducted.

Under category (ii): physical environment, facilities and equipment, some JPs suggested renovating of the canteen of a RCCS unit and renovation work had been carried out in early 2025. Regarding the need for renovation and upgrading of electricity supply of another RCCS unit, liaison had been made with potential funding support body to proceed with the improvement measures. Some JPs suggested installing an Automated External Defibrillator (AED) and

adding more exercise equipment in a residential care home for persons with disabilities (RCHD). The RCHD operator had installed the AED and arranged training for staff. Exercise equipment had also been acquired.

As for the manpower planning under category (iii), some JPs suggested enhancing manpower for holding outdoor activities for the residents of a RCHD. Extra staff had been recruited, and volunteers as well as family members of the service users were engaged to support the outdoor activities and mass programmes. In response to the JP's concerns regarding staff shortage at a RCHD, particularly among social workers and speech therapists, a full team had already been employed according to the establishment recommended by the SWD. The RCHD also procured professional therapy services to meet the needs of their residents.

Under category (iv): training programmes and recreational activities, some JPs suggested enhancing the utilisation rate of a RCCS unit's gymnasium. The gymnasium was promoted to service users in the unit.

Under category (v): others, some JPs suggested promoting SWD's service to young night drifters. A RCCS unit had been promoting its service to young night drifters through its website and the Youth Outreaching Teams.

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