



賽馬會齡活城市
Jockey Club Age-friendly City

Jockey Club Age-friendly City Project Final Assessment Report

Kwun Tong



Shun Lee Estate

Initiated and funded by:



The Hong Kong Jockey Club Charities Trust

Project partner:



THE HONG KONG
POLYTECHNIC UNIVERSITY
香港理工大學

Institute of
Active Ageing
活齡學院

Jockey Club Age-friendly City Project

Final Assessment

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Senior Citizen Home Safety Association

Sik Sik Yuen Ho Wing Neighbourhood Centre for Senior Citizens

Tung Wah Group of Hospitals Fong Shiu Yee Neighbourhood Elderly Centre

**listed in alphabetical order*

EXECUTIVE SUMMARY

The Jockey Club Age-friendly City Project (JCAFC Project) aims to build Hong Kong into an age-friendly city (AFC). In 2015, the Institute of Active Ageing (IAA) of The Hong Kong Polytechnic University (PolyU) has conducted the baseline assessment to measure and identify the age-friendliness of Kwun Tong District with reference to the eight domains within the World Health Organization's Global Age-friendly Cities framework. Based on the findings, concerted efforts in improving age-friendliness of the district has been carried out over the years with collaboration of the District Council (DC), District Office (DO), local non-governmental organizations (NGOs) and IAA.

In order to measure the effectiveness of the district efforts, IAA conducted the final assessment in 2018 to measure changes of the age-friendliness of the district as well as identify any of the contributing factors of the improvement. To make comparison possible, we adopted the same framework as that used in the baseline assessment. In the final assessment, a total of 629 successful samples of questionnaire survey and 5 focus group interviews were conducted between 1st July and 30th November 2018.

Results of questionnaire survey revealed that the domain of Social participation obtained the highest score in the final assessment. Observations from the focus group have highlighted the following themes of appreciation for availability and affordability of facilities and activities enabling social participation. The need for promotion of good facilities to more people has also been highlighted.

On the other hand, the domain of Community support and health services received the lowest rating this round, the same as the baseline assessment. In the focus group, various areas needing improvement have been highlighted. First of all, there is a very long waiting time for Accident and Emergencies admissions and also new case booking for specialist services. Second, as quotas at the General Outpatient Clinics (GOPC) of the Hospital Authority are very limited, the Accident and Emergency Departments are overwhelmed. Third, private doctors, though expensive, may be the only available option. Fourth, there are insufficient home support services. Without sufficient support of home services, ageing in place is not an easy option. Finally, as the dependency of some seniors increases, the only option would be the economical but substandard old age homes.

In comparison with the baseline assessment, scores of all eight AFC domains have improved. This may be attributable to various district initiatives as well as media programmes and district-based programmes funded by The Hong Kong Jockey Club Charities Trust (the Trust). Various district-based programmes have increased the visibility of AFC through their public events. Furthermore, ambassador training of these programmes has involved many older adults in spreading AFC notion to their neighbourhood. Finally, some of these programmes have intergeneration components involving school children. These initiatives further promote AFC to various sectors of the community.

Last but not the least, two domains which may need special attention have been identified through the AFC initiatives in Kwun Tong. The first concerns Community support and health services and

the second concerns Housing. There are no immediate solutions to these challenges. Longer-term monitoring will be needed to follow up on specific issues in these two domains. Engagement with the DC and DO will be needed. However, the short-term impact of the district-based programmes has highlighted the potential contributions of the ambassadors and NGOs in fostering mutual understanding across sectors and in identifying specific needs. The professional team based at the university can help to build collaborative relationship with relevant parties to sustain the momentum of the AFC initiatives.

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1. BACKGROUD OF THE STUDY

1.1 Jockey Club Age-friendly City Project

The age-friendly city concept is based on the framework for active ageing defined by the World Health Organization (WHO), rooted in the belief that a supportive and inclusive environment will enable residents to optimise health, participation, and well-being as they age successfully in the place in which they are living without the need to move (World Health Organization, 2002, 2007, 2015). The eight domains or features of an age-friendly city encompass aspects ranging from physical infrastructure to social environment, and include: 1) Outdoor spaces and buildings, 2) Transportation, 3) Housing, 4) Social participation, 5) Respect and social inclusion, 6) Civic participation and employment, 7) Communication and information, and 8) Community support and health services.

The Hong Kong Jockey Club Charities Trust (the Trust) has implemented the Jockey Club Age-friendly City Project (the JCAFC Project) since 2015 in partnership with four gerontology research institutes in Hong Kong, including Jockey Club Institute of Ageing of The Chinese University of Hong Kong, Sau Po Centre on Ageing of The University of Hong Kong, Asia-Pacific Institute of Ageing Studies of Lingnan University, and Institute of Active Ageing of The Hong Kong Polytechnic University. The Trust joins hands with various stakeholders to build Hong Kong into an age-friendly city which can cater for the needs of all ages.

The project aims to build momentum in districts to develop an age-friendly community, recommend a framework for districts to undertake continual improvement, as well as arouse public awareness and encourage community participation.

The Professional Support Team of Institute of Active Ageing (IAA) of The Hong Kong Polytechnic University (PolyU) has conducted the project with the following objectives: 1) Evaluate the age-friendliness of Hong Kong, Kwun Tong District, 2) Adopt a bottom-up and community-based approach of intervention, 3) Increase the community participation and enhance the age-friendliness of the district, and 4) Improve general public's understanding on the concept of 'Age-friendly City' through publicity campaign and education.

1.2 Baseline Assessment and Key Findings

Between 14th October 2015 and 4th January 2016, as the pilot phase of the JCAFC Project, we have conducted the baseline assessment to measure and identify the age-friendliness of Kwun Tong District with reference to the eight domains within the WHO's Global Age-friendly Cities framework. A total of 569 successful samples of questionnaire survey and 5 focus group interviews were conducted. Field observation was conducted between August 2015 and November 2015 to identify specific features of physical infrastructure, namely Outdoor spaces and buildings, Transportation and Housing in the district.

Results of questionnaire survey revealed that Social participation was rated the highest among the eight AFC domains. Senior citizens appreciated the availability of different channels (i.e. elderly centres, community organisations, trade unions, Leisure and Cultural Services Department) that offered different social activities at affordable prices.

Community support and health services was rated the lowest among the eight domains. Long waiting time for public hospital services and insufficient provisions of accessible community support services to caregivers were key concerns raised by the focus group participants.

Towards age-friendliness, other key concerns were insufficient provisions of elderly-friendly facilities (i.e. sitting benches, elderly fitness facilities and barrier-free access facilities) in public areas and shopping malls, less accessible transport services to senior citizens living in uphill areas, the difficulty of singleton elderly in accessing information about home repair and modification services, lack of opportunities for cross-generation interaction, lack of job opportunities in the labour market that tailored to the needs and expectations of senior citizens, challenges in adapting to digital platforms to receive information and user-unfriendliness of Telephone Appointment Service (TAS).

Key recommendations to improve the age-friendliness of the Kwun Tong District included increasing the provisions of elderly-friendly facilities in public areas and shopping malls, increasing the provisions of barrier-free access facilities connecting MTR stations, initiating projects to provide one-stop information about home repair and modification services available in

the Kwun Tong District, allocating more resources to local organisations to facilitate senior citizens to participate in a variety of social activities in the district, providing opportunities to facilitate mutual understanding and appreciation across generations, exploring more job opportunities that matched the strengths of the senior citizens, engaging the youth to organise/teach programmes (i.e. computer courses) about digital technology to senior citizens and providing one-stop information about community support services available in the district.

1.3 District Efforts in Improving Age-friendliness of the Community Over the Years

Based on the findings of the baseline assessment, concerted efforts by various stakeholders in the district have been input to improve the age-friendliness by means of public education, social empowerment, direct intervention as well as policy advocacy.

1.3.1 Ambassador Scheme

To encourage the general public to acquire knowledge on age-friendly city and share the concept with the community, the IAA of PolyU joint hands with local non-governmental organisations (NGOs) to recruit and provide a series of ambassador training to 55 members of public living in Kwun Tong District. After training, the ambassadors have involved in promoting the age-friendliness of the district in the coming years in public educational and district-based interventional programmes.

1.3.2 District-based Programmes Initiated under the JCAFC Project

In order to respond to the needs revealed in the baseline assessment as well as to build up age-friendly momentum in the district, with advice and support of PolyU IAA, local NGOs were funded by the Trust to design and organise corresponding district-based programmes in three batches. A total funding of \$1,499,592 was provided for supporting 5 different NGOs in the implementation of 7 individual programmes in the period of March 2017 to January 2019. Evaluation had been conducted by IAA of PolyU throughout all programmes for continuous improvement and recommendation on future direction. A summary of the programmes is listed in Table 1 and details of individual programmes can be seen in Appendix 1.

Table 1. District-based Programmes Initiated under the JCAFC Project

Batch	Name of organising NGO	Name of programme/ Domain served^	OSB	T	H*	SP	RSI	CPE*	CI	CSHS*	No. of direct beneficiaries	Funding granted
1	Christian Family Service Centre	Jockey Club Age-friendly City Project – Walking Kwun Tong for Active Ageing					●		●		3,000	\$250,000
	Hong Kong Christian Service	Jockey Club Age-friendly City Project – Live Better, Love with Care			●		●		●		538	\$103,959
	Kwun Tong Resident Association	Jockey Club Age-friendly City Project – Carpenters with Care			●						195	\$145,720
2	Christian Family Service Centre	Jockey Club Age-friendly City Project – Walking Kwun Tong for Active Ageing (Phase II)	●						●	●	1,000	\$250,000
	Po Leung Kuk Lau Chan Siu Po District Elderly Community Centre	Jockey Club Age-friendly City Project – "Elderly Ideal Sky V" Kwun Tong East Age-friendly Community			●		●		●	●	888	\$250,000
3	Hong Kong Christian Service	Jockey Club Age-friendly City Project – Health @ Community					●		●	●	1,396	\$299,433
	The Mental Health Association of Hong Kong Integrated Community Centre for Mental Wellness Jockey Club Amity Place Kwun Tong South	Jockey Club Age-friendly City Project – Senior Buddies! How Are You?				●	●			●	1,253	\$200,480

^ OSB= Outdoor spaces and buildings, T=Transportation, H=Housing, SP=Social participation, RSI=Respect and social inclusion, CPE=Civic participation and employment, CI=Communication and information, CSHS=Community support and health services

* indicates the 3 domains with lowest scores in the baseline assessment

1.3.3 Engagement of District Council (DC) and District Office (DO) in AFC Initiatives

Based on the findings of baseline assessment, the Trust and IAA of PolyU had actively engaged with the various governmental departments and local statutory bodies, namely DC, DO and SWD, for developing a three-year action plan. The full action plan, which set out directions and action items for continually enhancing the age-friendliness of Kwun Tong District with the concerted efforts of the DC and other community stakeholders, can be found at www.jcafc.hk/en/project-progress/action-plans. Furthermore, a special taskforce in DC, Community Education Working Group under the Social Services Committee, was established to oversee the execution of action plan and progress of age-friendliness in the district in the coming years.

With the efforts abovesaid, Kwun Tong District had successfully entered the WHO Global Network for Age-friendly Cities and Communities (the Network) in 2017. Besides, in order to motivate and keep track on the improvement of age-friendliness of the district, a final assessment was conducted 3 years after the baseline assessment and findings are presented in later section of this report. The submission of the final assessment report, in addition to a yearly best practice, was at the same time a requirement to be fulfilled for staying in the Network. A timeline of these district progresses is listed in Table 2.

Table 2. Summary of Engagement of DO and DC in Progress of AFC Initiatives

Date/ Year	Progress
July 2015- February 2016	Implementation of baseline assessment
24 February 2016	Presentation of baseline assessment findings to Kwun Tong DO and DC
4 May 2016	Presentation of baseline assessment findings to Community Education Working Group of DC
15 July 2016	Presentation and discussion of action plan at Community Education Working Group of DC
21 September 2016	Discussion of action plan with Community Education Working Group of DC
27 September 2016	Discussion about application of WHO Global Network for Age-friendly Cities and Communities with DO
27 October 2016	Discussion of action plan with ADO and members of Community Education Working Group of DC
2017	Joining the WHO Global Network for Age-friendly Cities and Communities
2018	Submission of 1 st yearly district best practice to WHO
July-October 2018	Implementation of final assessment

1.3.4 District Efforts Initiated and Achievements Attained by DC, DO and Non-governmental Organisations

The DC and DO of Kwun Tong had been devoting continuous efforts in building an age-friendly community in the district for a long time. In particular, since the commencement of the JCAFC Project and adoption of the action plan, selected district efforts and achievements of theirs, alongside with those of some NGOs, are illustrated and categorised by domains in Appendix 2.

2. METHODOLOGY

To conduct the final assessment on the level of age-friendliness of Kwun Tong District, both quantitative and qualitative approaches were employed, i.e. questionnaire surveys and focus group interviews, in the period of 1st July to 31st October 2018. The purposes were to gather comprehensive views about the age-friendliness of Kwun Tong District, measure changes compared to that found in the baseline assessment and derived corresponding insights of successful practices as well as further recommendation on the way forward after the JCAFC Project completed in the district. Desktop research on data on demographic, socio-economic and housing characteristics, and community facilities of the district and Hong Kong territory at both years of 2015 and 2018 was carried out for interpretation on the final assessment findings. At the same time, respective major policies implemented in this period were also listed. (Appendix 3)

2.1 Questionnaire Survey

2.1.1 Participants

Adult residents (aged 18 or older) living in Kwun Tong District were recruited. Criteria for participants included: understanding Cantonese and have been living in the district in the past 3 years or above.

2.1.2 Sampling Method

With reference to the District Council Election Constituency Areas, 37 sub-districts were identified in Kwun Tong coded as J1-J37 (Appendix 4). Convenient sampling was mainly used, besides, to

facilitate generalizability of the present findings, purposive sampling method was also adopted when no sample was found in specific sub-district(s). Sources of recruiting participants included community centres, elderly centres, youth centres, local branches of Home Affairs Department, IAA as well as snowball referrals from participants and community members.

2.1.3 Measures

A structured questionnaire survey (Appendix 5) was conducted mainly by face-to-face interview in locations including elderly centres, streets and interviewees' homes etc. Besides, a small number of cases were conducted by self-administration and phone interviews. The questionnaires included the following measurement parts:

a. Socio-demographic Characteristics

Basic information including age, gender, marital status, education level, housing type, living arrangement/ status, employment status, and income were collected. Moreover, self-rated health, experiences of caring for elder adults, and use of elderly centre services were also recorded.

b. Perceived Age-friendliness

A total of 53 six-point Likert scale items were used which were based on a local adaptation of the World Health Organization (WHO)'s Age-friendly Cities Framework and guidelines. Participants were asked to rate their perceived age-friendliness alongside eight domains, namely 1) Outdoor spaces and buildings, 2) Transportation, 3) Housing, 4) Social participation, 5) Respect and social

inclusion, 6) Civic participation and employment, 7) Communication and information, and 8) Community support and health services.

c. Sense of Community

A total of 8 five-point Likert scale items concerning the level of community sense were also measured, including emotional connection, group membership, needs fulfilment and influence.

2.2 Focus Group Interview

A total of 5 focus groups, divided by age ranges, were conducted following the procedure on the WHO Age-friendly Cities Project Methodology-Vancouver Protocol. Chinese version of the protocol devised by The Hong Kong Council of Social Service was adopted in this study. The discussion guide was enriched in order to capture the perceived changes in the age-friendliness since baseline assessment was done (Appendix 6). Each group consisted of 8-11 Kwun Tong District residents who have been living in the district for the past 3 years or above. Purposefully, residents from each gender and each housing type (public and private) were recruited (in equal ratio as far as possible) in each group. All focus group sessions were held in different accessible community locations and lasted for approximately two hours each. All discussions were audio-recorded and transcribed. Sources of recruitment included community centres, elderly centres, youth centres, local branches of Home Affairs Department, IAA as well as snowball referrals from participants and community members. Compositions of the focus group participants are tabulated in Table 3.

Table 3. Compositions of the Focus Group Participants

Group No.	Age Range	No. of Interviewees	Gender Ratio (Female:Male)	Housing Type Ratio (Public:Private)
1	18-49	8	5:3	8:1
2	50-64	8	6:2	5:3
3	65-79	11	7:4	9:2
4	65-79	10	5:5	5:5
5	80 or above	11	7:4	7:4

3. RESULTS

3.1 Questionnaire Survey

There were 629 participants from Kwun Tong District completed the questionnaire. Among the 37 sub-districts divided according to the District Council Election Constituencies, the highest and lowest percentage of samples were received in J11 (Po Tat) and J31 (Hong Lok) respectively. Breakdown of sample size of each sub-district can be found in Appendix 7.

3.1.1 Demographic Characteristics of the Participants

Demographic characteristics of the participants were shown in Table 4. The majority of respondents was female (73.6%) and nearly half of them were married (53.1%). Around 40% of participants attained primary education while about 20% achieved tertiary education. The majority of respondents were retirees (48.2%) followed by employees (22.6%) and housewives (21.8%). About 7% of respondents (n=42) did not disclose their income range, for the remaining respondents, nearly half of them rated 'less than \$6,000' as their monthly income amount. 75.3% of the participants expressed that they have just enough or more than enough money to spend. Regarding self-rated health, only 8.4% of the respondents rated their status as poor. 81.6% of the respondents lived in public estates while the mean of residence duration in Kwun Tong District of all respondents was 24.3 years. About a quarter of samples had heard of the JCAFC Project with around 10% of all participants had joined any programmes of the JCAFC Project.

Table 4. Descriptive Statistics of Demographic Variables

Variables	Levels	Frequency (%)
Age	18 – 49	133 (21.1)
	50 – 64	138 (21.9)
	65 – 79	237 (37.7)
	80 or above	121 (19.2)
Gender	Male	166 (26.4)
	Female	463 (73.6)
Marital status	Single	89 (14.1)
	Married	334 (53.1)
	Widowed	169 (26.9)
	Divorced/ Separated	37 (5.9)
Education level	Primary or below	270 (42.9)
	Secondary	244 (38.8)
	Post-Secondary	115 (18.3)
Employment status	Unemployed or others	47 (7.4)
	Employed	142 (22.6)
	Retired	303 (48.2)
	Homemaker	137 (21.8)
Expenditure	Insufficient	155 (24.6)
	Sufficient	474 (75.4)
Income	<6000	306 (48.6)
	6001-10000	99 (15.7)
	10001-20000	108 (17.2)
	20001 or above	74 (11.8)
	N/A	42 (6.7)
Housing type	Public estate	513 (81.6)
	Private estate	116 (18.4)
Living Status	With spouse and/or children	401 (63.8)
	Alone	127 (20.2)
	With others	101 (16.0)
Self-rated health	Poor	53 (8.4)
	Fair	276 (43.9)
	Good	195 (31.0)
	Very Good	81 (12.9)
	Excellent	24 (3.8)
Heard of AFC	Yes	159 (25.3)
	No	470 (74.7)
Joined AFC	Yes	73 (11.6)
	No	556 (88.4)
Residence duration		Mean ± SD 24.3 ± 14.9

3.1.2 Eight Domains of Perceived Age-friendliness

The mean score of each AFC domain as well as the highest and lowest scored items of each domain were presented in Table 5. Generally, respondents perceived Kwun Tong is an age-friendly district among six domains (rated higher than '4'). Specifically, the four highest-rated domains were, in descending order, 'Social participation' (M = 4.54, SD = .73), 'Respect and social inclusion' (M = 4.37, SD = .74 and 'Communication and information' (M = 4.34, SD = .73) and 'Transportation' (M = 4.32, SD = .66). 'Community support and health services' (M = 3.85, SD = .84) followed by 'Housing' (M = 3.98, SD = .93) were rated with lowest scores.

Table 5. Descriptive Statistics of Perceived Age-friendliness and Sense of Community among All Participants (n = 629)

Domain	M (SD)	Highest scored item (M)	Lowest scored item (M)
A	4.19 (.73)	A5 Outdoor Lighting and Safety (4.47)	A7 Arrangement of Special Customer Service to Persons in Needs (3.81)
B	4.32 (.66)	B12 Affordability of Public Transport (4.72)	B19 Alternative Transport in Less Accessible Areas (3.70)
C	3.98 (.93)	C23 Interior Spaces and Level Surfaces of Housing (4.27)	C22 Sufficient and Affordable Housing (3.73)
D	4.54 (.73)	D29 Variety of Activities (4.69)	D31 Outreach Services to People at Risk of Social Isolation (4.35)
E	4.37 (.74)	E34 Manner of Service Staff (4.65)	E33 Variety of Services and Goods (4.16)
F	4.10 (.91)	F38 Options for Older Volunteers (4.48)	F41 Age discrimination (3.80)
G	4.34 (.73)	G42 Effective Communication System (4.55)	G46 Automated Telephone Answering Services (3.97)
H	3.85 (.84)	H52 Community Emergency Planning (4.38)	H53 Burial Sites (2.37)
I	3.74 (.53)		

Note: A= Outdoor Spaces and Buildings, B= Transportation, C= Housing, D= Social Participation, E= Respect and Social Inclusion, F= Civic Participation and Employment, G= Communication and Information, H= Community Support and Health Services, I= Sense of Community, M = Mean, SD= Standard Deviation

#Responses are 1 (very disagree), 2 (disagree), 3 (slightly disagree), 4 (slightly agree), 5 (agree), 6 (very agree)

3.1.3 Sub-domains of Perceived Age-friendliness

The eight domains of age-friendliness were further elaborated into 19 sub-domains (see Table 6). Among all sub-domains, the top three scored sub-domains were ‘4.1 Social Participation: Facilities and Settings’ ($M = 4.59, SD = .78$), ‘4.2 Social Participation: Availability and Accessibility of Social Activities’ ($M = 4.49, SD = .78$) followed by ‘6.1 Civic Participation and Employment: Civic Participation’ ($M = 4.48, SD = .98$) while the bottom three scored sub-domains were ‘3.1 Housing: Affordability and Accessibility’ ($M = 3.83, SD = 1.06$), ‘2.4 Transportation: Accessibility of Public Transport’ ($M = 3.82, SD = .95$) and ‘8.3 Community Support and Health Services: Burial Service’ ($M = 2.37, SD = 1.24$).

3.1.4 Item Scores of Perceived Age-friendliness

At item level, there were 42 (72.9%) out of 53 items scored over 4 implying agreeableness in age-friendliness (see Table 7). Three highest scored items were ‘B12 Affordability of Public Transport’ ($M = 4.72, SD = 1.04$) in domain of ‘Transportation’, ‘D29 Variety of Activities’ ($M = 4.69, SD = .92$) in domain of ‘Social Participation’ and ‘E34 Manner of Service Staff’ ($M = 4.65, SD = .91$) in domain of ‘Respect and Social Inclusion’. Three lowest scored items were found in domain of ‘Community Support and Health Services’, ‘Housing’ and ‘Transportation’. Specific items were, respectively, ‘H53 Burial Sites’ ($M = 2.37, SD = 1.24$), ‘B19 Alternative Transport in Less Accessible Areas’ ($M = 3.70, SD = 1.26$) and ‘C22 Sufficient and Affordable Housing’ ($M = 3.73, SD = 1.32$).

Table 6. Descriptive Statistics of the Sub-domains of Perceived Age-friendliness

Domains	Sub-domains	Mean (<i>SD</i>)
1.Outdoor Spaces and Buildings	1.1 Outdoor Spaces	4.26 (.79)
	1.2 Buildings	4.11 (.87)
2.Transportation	2.1 Road Safety & Maintenance	4.42 (.83)
	2.2 Availability of Specialized Services	4.38 (.77)
	2.3 Comfort to Use Public Transport	4.44 (.71)
	2.4 Accessibility of Public transport	3.82 (.95)
3.Housing	3.1 Affordability & Accessibility	3.83 (1.06)
	3.2 Environment	4.14 (1.00)
4.Social Participation	4.1 Facilities and Settings	4.59 (.78)
	4.2 Availability and Accessibility of Social Activities	4.49 (.78)
5.Respect and Social Inclusion	5.1 Attitude	4.43 (.75)
	5.2 Opportunities for Social Inclusion	4.25 (.93)
6.Civic Participation and Employment	6.1 Civic Participation	4.48 (.98)
	6.2 Employment	3.98 (1.00)
7.Communication and Information	7.1 Information	4.45 (.75)
	7.2 Use of Communication and Digital Devices	4.12 (.93)
8.Community Support and Health Services	8.1 Availability and Affordability of Medical / Social Services	4.09 (.94)
	8.2 Emergency Support	4.38 (1.08)
	8.3 Burial Service	2.37 (1.24)

Table 7. Rank of Items within Domain and across Domains

Domain	Items	Mean	SD	Rank	
				Within domain	Across domain
Outdoor Spaces and Buildings	A1 Cleanliness	4.41	1.05	2	17
	A2 Adequacy, Maintenance and Safety	4.36	1.07	3	22
	A3 Drivers' Attitude at Pedestrian Crossings	4.19	1.08	6	36
	A4 Cycling Lanes	3.87	1.36	8	47
	A5 Outdoor Lighting and Safety	4.47	1.04	1	14
	A6 Accessibility of Commercial Services	4.36	1.18	4	23
	A7 Arrangement of Special Customer Service to Persons in Needs	3.81	1.27	9	49
	A8 Building Facilities	4.21	1.11	5	35
	A9 Public Washrooms	4.07	1.17	7	40
Transportation	B10 Traffic Flow	3.94	1.15	11	44
	B11 Coverage of Public Transport Network	4.62	1.01	2	6
	B12 Affordability of Public Transport	4.72	1.04	1	1
	B13 Reliability of Public Transport	4.28	1.04	9	30
	B14 Public Transport Information	4.31	1.05	8	26
	B15 Condition of Public Transport Vehicles	4.54	0.91	3	8
	B16 Specialized Transportation for disabled people	4.41	1.01	5	18
	B17 Transport Stops and Stations	4.38	1.01	6	20
	B18 Behavior of Public Transport Drivers	4.46	0.93	4	15
	B19 Alternative Transport in Less Accessible Areas	3.70	1.26	12	52
	B20 Taxi	4.08	1.06	10	39
B21 Roads	4.37	1.02	7	21	
Housing	C22 Sufficient and Affordable Housing	3.73	1.32	4	51
	C23 Interior Spaces and Level Surfaces of Housing	4.27	1.17	1	31
	C24 Home Modification Options and Supplies	4.01	1.19	2	42
	C25 Housing for Frail and Disabled Elders	3.92	1.21	3	45
Social Participation	D26 Mode of Participation	4.64	0.90	2	4
	D27 Participation Costs	4.64	0.90	3	5
	D28 Information about Activities and Events	4.48	0.96	4	12
	D29 Variety of Activities	4.69	0.92	1	2
	D30 Variety of Venues for Elders' Gatherings	4.44	1.02	5	16
D31 Outreach Services to People at Risk of Social Isolation	4.34	1.07	6	25	
Respect and Social Inclusion	E32 Consultation from Different Services	4.28	1.09	5	29
	E33 Variety of Services and Goods	4.16	1.05	6	38
	E34 Manner of Service Staff	4.65	0.91	1	3
	E35 School as Platform for Intergeneration Exchange	4.34	1.10	3	24
	E36 Social Recognition	4.53	1.01	2	9
	E37 Visibility and Media Depiction	4.28	0.97	4	28
Civic Participation and Employment	F38 Options for Older Volunteers	4.48	0.98	1	11
	F39 Promote Qualities of Older Employees	4.23	1.09	2	34
	F40 Paid Work Opportunities for Older People	3.90	1.26	3	46
	F41 Age discrimination	3.80	1.20	4	50
Communication and Information	G42 Effective Communication System	4.55	0.92	1	7
	G43 Information and Broadcasts of Interest to Elders	4.49	0.93	2	10
	G44 Information to Isolated Individuals	4.27	0.97	4	32
	G45 Electronic Devices and Equipment	4.27	1.01	5	33
	G46 Automated Telephone Answering Services	3.97	1.21	6	43
	G47 Access to Computers and Internet	4.48	0.95	3	13
Community Support and Health Services	H48 Adequacy of Health and Community Support Services	3.84	1.31	5	48
	H49 Home Care Services	4.04	1.11	4	41
	H50 Proximity between Old Age Homes and Services	4.29	1.04	2	27
	H51 Economic barriers to Health and Community Support Services	4.18	1.16	3	37
	H52 Community Emergency Planning	4.38	1.08	1	19
H53 Burial Sites	2.37	1.24	6	53	

3.1.5 Age Comparison in Perceived Age-friendliness

Descriptive statistics on perceived age-friendliness by age groups were presented from Table 8 to 11. ‘Social participation’ was rated the highest in all age group (range = 4.20 – 4.77) while ‘Community support and health services’ was consistently rated as lowest (range = 3.56 –4.10). Results of ANOVA showed that there were significant differences in rating of every domain across age groups. Specifically, there were no significant differences in perceived age-friendliness between participants aged 18 – 49 and 50 – 64, and also no significant differences in perceived age-friendliness between participants aged 65 – 74 and 80 or above. However, there were significant differences in perceived age-friendliness between the two younger groups (18 – 64) and the two older groups (65 or above). Table 12 showed the correlations between age and perceived age-friendliness. Age was positively correlated to age-friendliness in all domains. The older the participants, the better the perceived age-friendliness was observed. Moreover, all domains of perceived age-friendliness were highly correlated.

Table 8. Descriptive Statistics of Perceived Age-friendliness and Sense of Community among Participants Aged 18 – 49 (n = 133)

Domain	M (SD)	Highest scored item (M)	Lowest scored item (M)
A	4.02 (.69)	A6 Accessibility of Commercial Services (4.38)	A4 Cycling Lanes (3.55)
B	4.01 (.62)	B11 Coverage of Public Transport Network (4.44)	B19 Alternative Transport in Less Accessible Areas (3.56)
C	3.72 (.92)	C23 Interior Spaces and Level Surfaces of Housing (3.99)	C22 Sufficient and Affordable Housing (3.33)
D	4.20 (.74)	D29 Variety of Activities (4.32)	D31 Outreach Services to People at Risk of Social Isolation (3.90)
E	4.03 (.71)	E34 Manner of Service Staff (4.23)	E33 Variety of Services and Goods (3.86)
F	3.74 (.82)	F38 Options for Older Volunteers (4.05)	F40 Paid Work Opportunities for Older People (3.49)
G	4.13 (.65)	G47 Access to Computers and Internet (4.41)	G45 Electronic Devices and Equipment (3.94)
H	3.56 (.82)	H50 Proximity between Old Age Homes and Services (4.04)	H53 Burial Sites (2.32)
I	3.48 (.51)		

Note: A= Outdoor Spaces and Buildings, B= Transportation, C= Housing, D= Social Participation, E= Respect and Social Inclusion, F= Civic Participation and Employment, G= Communication and Information, H= Community Support and Health Services, I= Sense of Community, M = Mean, SD= Standard Deviation

#Responses are 1 (very disagree), 2 (disagree), 3 (slightly disagree), 4 (slightly agree), 5 (agree), 6 (very agree)

Table 9. Descriptive Statistics of Perceived Age-friendliness and Sense of Community among Participants Aged 50 – 64 (n = 138)

Domain	M (SD)	Highest scored item (M)	Lowest scored item (M)
A	4.07 (.83)	A6 Accessibility of Commercial Services (4.34)	A4 Cycling Lanes (3.61)
B	4.18 (.70)	B11 Coverage of Public Transport Network (4.56)	B19 Alternative Transport in Less Accessible Areas (3.62)
C	3.87 (.98)	C23 Interior Spaces and Level Surfaces of Housing (4.14)	C22 Sufficient and Affordable Housing (3.56)
D	4.41 (.85)	D29 Variety of Activities (4.55)	D31 Outreach Services to People at Risk of Social Isolation (4.17)
E	4.22 (.81)	E34 Manner of Service Staff (4.49)	E33 Variety of Services and Goods (4.03)
F	3.92(1.02)	F38 Options for Older Volunteers (4.33)	F40 Paid Work Opportunities for Older People (3.64)
G	4.25 (.81)	G42 Effective Communication System (4.41)	G46 Automated Telephone Answering Services (4.07)
H	3.64 (.88)	H50 Proximity between Old Age Homes and Services (4.09)	H53 Burial Sites (2.31)
I	3.61 (.61)		

Table 10. Descriptive Statistics of Perceived Age-friendliness and Sense of Community among Participants Aged 65 – 79 (n = 237)

Domain	M (SD)	Highest scored item (M)	Lowest scored item (M)
A	4.27 (.70)	A5 Outdoor Lighting and Safety (4.56)	A7 Arrangement of Special Customer Service to Persons in Needs (3.70)
B	4.44 (.63)	B12 Affordability of Public Transport (5.00)	B19 Alternative Transport in Less Accessible Areas (3.71)
C	4.07 (.90)	C23 Interior Spaces and Level Surfaces of Housing (4.36)	C22 Sufficient and Affordable Housing (3.88)
D	4.69 (.60)	D29 Variety of Activities (4.83)	D31 Outreach Services to People at Risk of Social Isolation (4.50)
E	4.50 (.66)	E34 Manner of Service Staff (4.76)	E33 Variety of Services and Goods (4.24)
F	4.27 (.83)	F38 Options for Older Volunteers (4.70)	F41 Age discrimination (3.85)
G	4.42 (.71)	G42 Effective Communication System (4.74)	G46 Automated Telephone Answering Services (3.90)
H	4.00 (.80)	H52 Community Emergency Planning (4.65)	H53 Burial Sites (2.44)
I	3.86 (.46)		

Note: A= Outdoor Spaces and Buildings, B= Transportation, C= Housing, D= Social Participation, E= Respect and Social Inclusion, F= Civic Participation and Employment, G= Communication and Information, H= Community Support and Health Services, I= Sense of Community, M = Mean, SD= Standard Deviation

#Responses are 1 (very disagree), 2 (disagree), 3 (slightly disagree), 4 (slightly agree), 5 (agree), 6 (very agree)

Table 11. Descriptive Statistics of Perceived Age-friendliness and Sense of Community among Participants Aged 80 or above (n = 121)

Domain	M (SD)	Highest scored item (M)	Lowest scored item (M)
A	4.38 (.67)	A5 Outdoor Lighting and Safety (4.72)	A7 Arrangement of Special Customer Service to Persons in Needs (3.79)
B	4.58 (.56)	B12 Affordability of Public Transport (5.18)	B19 Alternative Transport in Less Accessible Areas (3.95)
C	4.23 (.85)	C23 Interior Spaces and Level Surfaces of Housing (4.56)	C25 Housing for Frail and Disabled Elders. (4.05)
D	4.77 (.65)	D29 Variety of Activities (4.98)	D30 Variety of Venues for Elders' Gatherings (4.50)
E	4.68 (.68)	E34 Manner of Service Staff (5.05)	E32 Consultation from Different Services (4.50)
F	4.38 (.84)	F38 Options for Older Volunteers (4.71)	F40 Paid Work Opportunities for Older People (4.02)
G	4.50 (.70)	G43 Information and Broadcasts of Interest to Elders (4.66)	G46 Automated Telephone Answering Services (4.01)
H	4.10 (.74)	H52 Community Emergency Planning (4.78)	H53 Burial Sites. (2.35)
I	3.94 (.45)		

Table 12. Correlation (r) Table between Age and Perceived Age-friendliness

	A	B	C	D	E	F	G	H
Age	.177**	.304**	.182**	.282**	.295**	.257**	.177**	.236**
A		.713**	.533**	.510**	.609**	.482**	.507**	.564**
B			.611**	.650**	.656**	.509**	.574**	.668**
C				.617**	.614**	.475**	.526**	.599**
D					.712**	.549**	.612**	.592**
E						.645**	.646**	.644**
F							.582**	.576**
G								.677**

Note: A= Outdoor Spaces and Buildings, B= Transportation, C= Housing, D= Social Participation, E= Respect and Social Inclusion, F= Civic Participation and Employment, G= Communication and Information, H= Community Support and Health Services, I= Sense of Community

** $p < .01$

3.1.6 Gender Comparison in Perceived Age-friendliness

Descriptive statistics on perceived age-friendliness by gender were shown in Table 13. After controlling age, one-way ANCOVA revealed that gender difference existed in ‘Transportation’ and ‘Respect and social inclusion’. Female participants generally rated higher scores among these two domains than male participants.

Table 13. Gender Difference in Perceived Age-friendliness

	Male (n = 166) Mean (SD)	Female (n = 463) Mean (SD)	F
Outdoor Spaces and Buildings	4.12 (.67)	4.22 (.75)	.793
Transportation	4.15 (.63)	4.38 (.67)	7.56**
Housing	3.87 (.84)	4.03 (.95)	1.39
Social Participation	4.46 (.70)	4.57 (.74)	.360
Respect and Social Inclusion	4.22 (.74)	4.43 (.74)	4.55*
Civic Participation and Employment	3.98 (.88)	4.15 (.91)	1.10
Communication and Information	4.27 (.70)	4.36 (.74)	.656
Community Support and Health Services	3.75 (.85)	3.88 (.83)	.789

* $p < .05$, ** $p < .01$, *** $p < .001$

3.1.7 Marital Status Comparison in Perceived Age-friendliness

Table 14 showed the descriptive statistics of the eight domains of age-friendliness in each marital status. Results in ANCOVA showed that there were significant differences in ‘Outdoor spaces and buildings’ and ‘Respect and social inclusion’ among marital status. Further post-hoc tests revealed that there was no statistical difference between each marital status in ‘Outdoor spaces and buildings’ but only single participants rated significantly higher in ‘Respect and social inclusion’ than married participants ($p = .017$). Furthermore, in general, widowed participants rated highest in most domains while single participants rated lowest in most domains.

Table 14. Marital Status Comparison of Perceived Age-friendliness

	Single (n = 89)	Married (n = 334)	Widowed (n = 169)	Divorced/ Separate (n = 37)	<i>F</i>
	Mean (<i>SD</i>)	Mean (<i>SD</i>)	Mean (<i>SD</i>)	Mean (<i>SD</i>)	
Outdoor Spaces and Buildings	4.18 [^] (.69)	4.14 (.72)	4.34 [#] (.73)	4.02 [^] (.87)	3.01*
Transportation	4.15 [^] (.65)	4.26 (.65)	4.52 [#] (.65)	4.33 (.64)	1.37
Housing	3.90 [^] (.97)	3.93 (.90)	4.09 (.96)	4.23 [#] (.86)	1.70
Social Participation	4.43 [^] (.78)	4.48 (.73)	4.71 [#] (.69)	4.58 (.74)	2.09
Respect and Social Inclusion	4.28 [^] (.76)	4.29 (.73)	4.59 [#] (.74)	4.33 (.73)	3.48*
Civic Participation and Employment	3.87 [^] (.85)	4.03 (.93)	4.40 [#] (.80)	4.01 (1.01)	1.87
Communication and Information	4.27 (.71)	4.27 (.76)	4.52 [#] (.65)	4.24 [^] (.67)	2.31
Community Support and Health Services	3.70 [^] (.85)	3.79 (.84)	4.05 [#] (.81)	3.84 (.82)	.888

Notes: [^]Lowest score among marital statuses; [#]Highest score among marital statuses;
* $p < .05$, ** $p < .01$, *** $p < .001$

3.1.8 Living Status Comparison in Perceived Age-friendliness

Table 15 showed the descriptive statistics of the eight domains of age-friendliness in three living statuses. Results in ANCOVA showed that there were no significant differences in all domains among different living statuses after controlling age. Besides, participants who lived alone generally rated higher than those who lived with spouse and/or children or those who lived with others.

Table 15. Living Status Comparison of Perceived Age-friendliness

	With spouse and/or children (n = 401) Mean (SD)	Alone (n = 127) Mean (SD)	With others (n = 101) Mean (SD)	F
Outdoor Spaces and Buildings	4.18 (.72)	4.29 [#] (.75)	4.12 [^] (.74)	1.56
Transportation	4.34 (.63)	4.44 [#] (.71)	4.09 [^] (.67)	.191
Housing	4.98 [#] (.89)	4.21 (.90)	3.73 [^] (1.03)	1.66
Social Participation	4.53 (.70)	4.75 [#] (.69)	4.30 [^] (.84)	1.21
Respect and Social Inclusion	4.36 (.71)	4.59 [#] (.75)	4.15 [^] (.80)	1.61
Civic Participation and Employment	4.10 (.90)	4.24 [#] (.89)	3.94 [^] (.94)	2.15
Communication and Information	4.34 (.71)	4.42 [#] (.78)	4.21 [^] (.70)	.316
Community Support and Health Services	3.87 (.81)	3.98 [#] (.88)	3.61 [^] (.85)	.038

Notes: [^]Lowest score among living statuses; [#]Highest score among living statuses;
* $p < .05$, ** $p < .01$, *** $p < .001$

3.1.9 Education Level Comparison in Perceived Age-friendliness

Table 16 showed the descriptive statistics of the eight domains of age-friendliness in each education level. Results in ANCOVA showed that there were no significant differences in all domains among three education groups after taking age as a covariate. Highest and lowest ratings in all domains were observed in the participants with primary or below education background and those with post-secondary education attainment respectively.

Table 16. Education Level Comparison of Perceived Age-friendliness

	Primary or below (n = 270) Mean (SD)	Secondary (n = 244) Mean (SD)	Post-Secondary (n = 115) Mean (SD)	F
Outdoor Spaces and Buildings	4.32 [#] (.71)	4.13 (.73)	4.04 [^] (.75)	.849
Transportation	4.49 [#] (.59)	4.24 (.70)	4.08 [^] (.66)	1.02
Housing	4.11 [#] (.90)	3.97 (.91)	3.72 [^] (.99)	.794
Social Participation	4.71 [#] (.65)	4.50 (.75)	4.22 [^] (.76)	2.22
Respect and Social Inclusion	4.57 [#] (.70)	4.28 (.74)	4.10 [^] (.72)	2.02
Civic Participation and Employment	4.31 [#] (.85)	4.02 (.94)	3.80 [^] (.85)	1.17
Communication and Information	4.46 [#] (.73)	4.29 (.75)	4.14 [^] (.64)	1.41
Community Support and Health Services	4.03 [#] (.78)	3.77 (.87)	3.58 [^] (.81)	1.48

Notes: [^]Lowest score among education level; [#]Highest score among education level;
* $p < .05$, ** $p < .01$, *** $p < .001$

3.1.10 Housing Status Comparison in Perceived Age-friendliness

Table 17 showed the descriptive statistics of the eight domains of age-friendliness among public or subsidised housing and private housing status. Results in ANCOVA showed that participants living in public or subsidised housing rated significantly higher than participants living in private housing in all domains ($p < .05$). The trends rated in both housing types were similar to each other, particularly in the way that, ‘Social participation’ topped the ranking while ‘Civic participation and employment’, ‘Housing’ and ‘Community support and health services’ stayed as the three lowest domains.

Table 17. Housing Status Comparison in Perceived Age-friendliness

	Public or Subsidised Housing (n = 513)	Private Housing (n = 116)	
	Mean (SD)	Mean (SD)	<i>F</i>
Outdoor Spaces and Buildings	4.25 (.73)	3.94 (.69)	11.84**
Transportation	4.36 (.66)	4.12 (.63)	5.22*
Housing	4.04 (.93)	3.74 (.87)	5.39*
Social Participation	4.61 (.72)	4.20 (.66)	19.55***
Respect and Social Inclusion	4.44 (.74)	4.08 (.68)	12.01**
Civic Participation and Employment	4.16 (.90)	3.84 (.88)	5.73*
Communication and Information	4.39 (.72)	4.09 (.71)	10.98**
Community Support and Health Services	3.91 (.84)	3.56 (.79)	9.41**

* $p < .05$, ** $p < .01$, *** $p < .001$

3.1.11 Sense of Community

Generally, participants tended to agree that they developed a sense of community ($M = 3.74/5$, $SD = .53$). Similar age group difference was also found in rating in sense of community, i.e. participants aged 65 or above rated significantly greater score in sense of community than those aged 18 – 64 (Table 8 to 11). A partial correlation was run to determine the relationship between sense of community and perceived age-friendliness whilst controlling for age. Referring to Table 18, moderate and positive partial correlation between sense of community and perceived age-friendliness was found.

Table 18. Correlations (r) between Sense of Community and Perceived Age-friendliness

	Sense of Community
Outdoor Spaces and Buildings	.41**
Transportation	.52**
Housing	.42**
Social Participation	.53**
Respect and Social Inclusion	.51**
Civic Participation and Employment	.38**
Communication and Information	.46**
Community Support and Health Services	.52**

** $p < .01$

3.1.12 Baseline and Final Assessment Comparison in Perceived Age-friendliness and Sense of Community

A comparison between baseline and final assessment in perceived age-friendliness and sense of community was shown in Table 19. After controlling age, results of ANCOVA suggested that there were significant improvements in four domains, namely, ‘Outdoor Spaces and Building’, ‘Respect and Social Inclusion’, ‘Civic Participation and Employment’ and ‘Communication and Information’. There were no statistical differences in other domains and sense of community.

In comparison of rankings in both assessments, ‘Social participation’ remained as the highest scored domain while ‘Outdoor spaces and buildings’, ‘Civic participation and employment’, ‘Housing’ and ‘Community support and health services’ domains stayed at the bottom in descending order. In between, both domains of ‘Respect and social inclusion’ and ‘Communication and information’ climbed one position to the 2nd and 3rd ranks respectively in the final assessment, whilst ‘Transportation’ descended from 2nd to 4th.

Table 19. Baseline and Final Assessment Comparison in Perceived Age-friendliness and Sense of Community

	Baseline (n = 569) Mean (SD)	Final (n = 629) Mean (SD)	<i>F</i>
Outdoor Spaces and Buildings	4.04 (.75)	4.19 (.73)	19.52***
Transportation	4.36 (.67)	4.32 (.66)	.022
Housing	4.00 (.95)	3.98 (.93)	.559
Social Participation	4.59 (.68)	4.54 (.73)	.007
Respect and Social Inclusion	4.21(.80)	4.37 (.74)	22.02***
Civic Participation and Employment	4.01 (.90)	4.10 (.91)	7.85**
Communication and Information	4.18 (.79)	4.34 (.73)	17.52***
Community Support and Health Services	3.88 (.78)	3.85 (.84)	.152
Sense of Community	3.77 (.53)	3.74 (.53)	.066

* $p < .05$, ** $p < .01$, *** $p < .001$

3.2 Focus Group Interview

The purposes of the focus group interview were to gather views of the Kwun Tong residents on the perception of ageing, areas that the district has been doing well and elements that need further improvement with reference to the eight domains of the WHO's Global Age-friendly Cities framework.

3.2.1 Perception of Ageing

Senior citizens and younger generations shared that physical deterioration, change of working status and entitlements to social welfare benefits (e.g. Senior Citizen Card, Old Age Allowance) defined 'aged'. When coming to a number, their definition varied from age 60 to 75.

Some of the senior interviewees highlighted that they could be still defined as “young” as long as they maintain a decent appearance, active social participation, and a purposeful life. It happened to be in alignment with what we are going to achieve in the WHO AFC framework.

3.2.2 Current Age-friendly Features and Key Areas for Improvement

Domain 1) Outdoor spaces and buildings

Current Age-friendly Features

Generally, **parks** were **available** in public housing estates, such as Choi Fuk and Sau Mau Ping, while some of them were equipped with **sufficient and quality exercise facilities**.

The new **promenade** park stretching from Kwun Tong Pier to Kowloon Bay was appreciated across different generations. Allowance for cycling in designated areas in the promenade actually surprised many.

New Initiatives or Improvements in the Past 3 years

Pilot Smart Device for the Elderly and the Disabled to extend Flashing Green Time installed in Ngau Tau Kok was identified across generations, though low utilization rate was also claimed.

The **redeveloped park complex** featured a jogging track, an elderly fitness area, 5 swimming pools and rooftop garden at Tsui Ping Road completed in 2015 was highly appreciated.

Key Areas for Improvement

Inaccessibility remained to be a challenge for the elderly or disabled living **in estates at uphill areas** such as Lam Tin, Tak Tin, Sau Mau Ping and Po Tat. In a case, elevator was reported to have out of order for 3 years in Hing Tin. More accessible linkages were expected to connect with nearby public services and transportation.

Some of the **old public estates**, such as the Wo Lok Estate, were found to be less accessible than the newer ones.

Despite the availability of leisure and greenery areas in the district, **insufficient facilities** were claimed in some locations, such as shading areas in Po Tak Park and washrooms in Sau Mau Ping Park. Besides, bigger parks were expected to be built along Yuet Wah Street.

In old downtown areas of Kwun Tong, **pavements** were usually narrow. In addition to **heavy traffic**, vehicles still parked along busy streets, which probably were the causes of worsening **air pollution** and more **road accidents**.

Key Suggestions for a more Age-friendly and Sustainable Community

Some insightful or visionary suggestions were highlighted below for making the community more age-friendly and sustainable:

Pilot Smart Device for the Elderly and the Disabled to extend Flashing Green Time

- Expansion to cover more and busier locations
- Lengthening the waiting time to make it more helpful, say from 3 to 8 seconds in the existing one in Ngau Tau Kok area.

The appreciated new promenade

- More signage, pedestrian accesses and transportation linkages to make it more accessible and increase utilisation.
- More promotion to attract visitors from areas outside Kwun Tong to boost economy and social connection
- The proposed costly fountain not preferable

Public space

- More publicly accessible space and greenery looked most important to people's wellbeing, in view of the crowded and polluted area now
- "Underground City" designed for people from all walks of life

Urban redevelopment

- Speed up relocation of elderly or redevelopment progress especially in public estates which were more than 50 years old like Wo Lok Estate
- More affordable housing in redevelopment instead of luxurious apartments
- Sustainable development should take preservation of history, local identity and social connectedness into consideration

Domain 2) Transportation

Current Age-friendly Features

Generally, appreciation of **good attitude of bus drivers**, especially those of Kowloon Motor Bus Company, was shared across generations. It was partly attributed to more training provided to the drivers, as well as recruitment of young and educated drivers. Meanwhile, helpful taxi drivers were encountered by a few interviewees in the way like settling wheelchair for those in need.

Efficient transportation network in Kwun Tong District was also shared by most of the interviewees.

New Initiatives or Improvements in the Past 3 years

More real-time schedule displays were found to be installed at bus stops, though not at all stops nor for all routes such as those operated by the New World First Bus.

Installation of seats at bus stops had been done, though more were expected in near future by interviewees of all generations.

Key Areas for Improvement

To all ages in the focus groups, **traffic congestion** had been a long-time problem in many areas, such as Kwun Tong industrial area, Ngau Tau Kok MTR Station and Amor Garden. Situation was even worse during evening peak hours at around 5 to 6 pm or when goods were loaded or unloaded along those pavements that were full of shops.

Bad condition at transportation hubs was also reflected by some of the interviewees, including the packed minibus terminals near Yu Man Fong which caused confusion to the elderly especially and boarding wrong vehicles and paying extra fees unnecessarily. Besides, the transportation interchange under Lam Tin MTR Station and Sceneway Garden was claimed to be hot, polluted and inaccessible to wheelchair users.

Interviewees aged 50 or above expressed special concern on the **accessibility and availability** of transportation to the United Christian Hospital (UCH), the biggest acute hospital of the Kowloon East Cluster under the management of the Hospital Authority which Kwun Tong District belongs to. In particular, they suggested creating more stops, like minibus No. 63, near area of Hong Wah (uphill of Lam Tin) and elevators for wheelchair users to access to MTR station from Kai Tin or Lam Tin Estate. In terms of availability, bus 6P and 13D, and minibus 14H, which provided convenient commute for seniors between UCH and homes, were not frequent enough. This led to long waiting time or standing during the entire journey.

Despite general satisfaction of attitude of bus drivers, senior interviewees encountered **accidents in moving cabins** right after they boarded or before alighted. More patience of the drivers would be appreciated. Besides, **refusal of service by taxi drivers** bordered the elderly interviewees as well.

Key Suggestions for a more Age-friendly and Sustainable Community

Some insightful or visionary suggestions were highlighted below for making the community more age-friendly and sustainable:

- **Sufficient and clear signage in MTR stations** as a good model to other transportation systems
- Guarantee **access to MTR stations** within 10-minute walk from residence or alternatives should be provided
- **Elder-designated stop bells** to alert bus drivers for more alighting time and avoidance of accident
- More **bicycle-friendly facilities**, instead of proposed sky-train, along Kowloon Bay and Kai Tak Area

Domain 3) Housing

Current Age-friendly Features

Generally, built environment were satisfied across generations of interviewees, in terms of convenient **location**, **safety**, quality **facility** and **connection** to efficient transportation. For instance, Tsui Ping South Estate was one of them being named.

Key Areas for Improvement

Despite the overall quality housing in public estates, some of them were becoming very old and **home maintenance** became headaches of many residents due to shortage of information or money.

The issue of maintenance was claimed to be even more emergent in **tenement buildings**, especially those without incorporate committees.

Costly maintenance fee was claimed, especially from elders who owned private flats but had no recurrent income or only limited welfare. Housing became more and more **unaffordable** while the queue for application for public housing became longer and longer.

Privatization of facilities in public estates led to higher price and fewer choices of products and services of daily necessities. Interviewees shared that they shopped at Shui Wo Market instead for cheapest goods in Kwun Tong. However, it was far away and became more difficult when residents became older.

Key Suggestions for a more Age-friendly and Sustainable Community

Some insightful or visionary suggestions were highlighted below for making the community more age-friendly and sustainable:

- More **lightings** or **CCTVs** at the back alleys for better safety
- More low-cost or volunteering-based free **home maintenance service** for elders
- More **accessible information** on affordable home maintenance services via different networks such as Housing Authority, churches and security guards at buildings
- More **variety** of shops and services at **affordable** price as well as with **local characteristics** in public housing estates like local food stalls (冬菇亭) at Lok Wah Estate, which could even boost **community economy** besides supporting daily life of local residents
- **Long-term population policy** to alleviate huge pressure on housing needs

Domain 4) Social participation

Current Age-friendly Features

Diversified and affordable social activities were claimed by most interviewees.

For **sport facilities and classes**, most interviewees were also satisfied with their sufficiency, affordability and quality such as those in Ping Tin, Hill Kwong, Lai Ching and Shui Wu areas.

Interviewees of younger ages (18-64) were more impressed by **new initiatives in sport facilities** including snooker tables and golf range in Shun Lee, and lawn ball in Yau Tong. However, more promotion was suggested since they were not known by most of other interviewees.

New Initiatives or Improvements in the Past 3 years

There were more independent **community initiatives** in the district such as Treasure of Lam Tim (藍田珍惜) and Flash Mob in Tsui Ping (翠屏快閃), which facilitated sharing of materials or services among residents on a regular basis. It was attributed to the effective and efficient mobilisation through internet platform.

Key Areas for Improvement

In the public sport facilities, **quotas** were found **insufficient** by the senior interviewees. Most of the quotas were claimed to be booked online by younger people, as the seniors usually do it by queueing up in person. Coaches were also found to use the facilities for teaching purpose in return of income.

There was **no Community Hall nor Civic Centre** from area of Kwun Tong to Ngau Tau Kok, though its planning has been heard for a long time. The venue was especially important to seniors for private social gathering like singing and film-watching, which could not be carried out at their own small apartments.

Key Suggestions for a more Age-friendly and Sustainable Community

Some insightful or visionary suggestions were highlighted below for making the community more age-friendly and sustainable:

- More **promotion** of variety of sports including the new facilities mentioned above
- More **accessible information** on participation opportunities to private buildings or inactive groups like male or homebound seniors
- More **equal allocation of quotas** rather than lucky draw or policy inclination towards recipients of Comprehensive Social Security Assistance Scheme
- **Reservation** of specific sessions at sport facilities for seniors only
- More **innovative, person-centered and place-sensitive activities** to be organised by social services to meet specific needs of different individuals and communities. Seniors could be involved in the process of activity design and planning.
- More **professional training** for social workers who varied in quality of service now

Domain 5) Respect and social inclusion

Current Age-friendly Features

Most of the interviewees expressed seniors were generally being **respected and cared** in terms of daily interactions with others, social services available, and allowances of various means etc.

New Initiatives or Improvements in the Past 3 years

More **respect from younger people** to seniors was seen, such as offering seats, which was attributed to more public education.

There were also **more opportunities of interaction with younger generation** in home visits or social activities. They appreciated more volunteering in the community.

Key Areas for Improvement

Some of the senior interviewees concerned on their **opinion not heard** in social service settings.

It was found that **commercial services** did not cater to the needs of all ages, for instance the banks along Hoi Yuen Road and near Wo Lok Estate were inaccessible.

Key Suggestions for a more Age-friendly and Sustainable Community

Some insightful or visionary suggestions were highlighted below for making the community more age-friendly and sustainable:

- Younger interviewees initiated more **intergenerational engagements** for young people to nurture acceptance and appreciation towards elders, which was believed to be important during their developmental stage
- More **education** on better attitude towards elders to be provided to groups of different languages or cultural backgrounds

- **Mutual respect across generations**, at the same time, deemed by interviewees of all ages the key towards a harmonious and inclusive city. For instance, senior could also be a responsible road-user or able to offer helps to others in need
- **Entitlement of social welfare** to be aligned with the retirement age, to promote participation and inclusion
- **Good practices** in Macau and Shenzhen as role model, such as priority queue for seniors in public and commercial services, and special sound played while seniors boarding buses as another mean to promote seat-offering

Domain 6) Civic participation and employment

Current Age-friendly Features

Senior interviewees expressed that **volunteering opportunities** were available, though more training was expected.

In the volunteer services, seniors also perceived to be well **recognised** by the community.

It was also revealed that **Mutual-aid Association** in public estates was an effective platform where seniors' voice was heard and followed-up.

Key Areas for Improvement

Unequal treatment in labour market were encountered by seniors, including lower wage and unprotected part-time jobs.

Choices of jobs were limited to mainly blue-collared ones like cleaners and security guards etc.

Key Suggestions for a more Age-friendly and Sustainable Community

Some insightful or visionary suggestions were highlighted below for making the community more age-friendly and sustainable:

- **Travel allowance** for volunteers (*interviewee in age group 50-64*)
- More **diversified opportunities of volunteering** especially for those being less mobile but still desire to contribute (*interviewee aged 80 or above*)
- More **flexible arrangement** like shared-jobs
- Options of more **empowering jobs**, in addition to the unskillful ones, like local docents or consultants
- More protection by means like subsidy of **labour insurance** for older employees
- More **facilitation and appreciation** to old-aged unskillful workers, including cleaners and cardboard collectors
- Suggestion of more **income protection** and in turn bargaining power for seniors who need a job
- For those being frail, disadvantaged or occupied by family roles, policy to support in “**choice of unemployment**” or **alternative contribution** like volunteering or timebank system

Domain 7) Communication and information

Current Age-friendly Features

Besides the usual channel of obtaining information from elderly centres and District Councilors, the senior interviewees thought the **Personal Emergency Link Service** (平安鐘) was also an easy and effective way to seek information or help.

New Initiatives or Improvements in the Past 3 years

More **useful apps** on digital platform became available from public services such as the Hospital Authority.

Key Areas for Improvement

Communication was one-way while information or instruction offered from social workers but not in the opposite way i.e. feedback from seniors was not always welcomed.

Information was usually **inaccessible** to seniors who lived in private buildings or did not belong to any social services.

Information from both public and commercial services was **mailed** to seniors, who might be **illiterate**, without follow-up calls or in-person contacts. Because of this, some of the seniors were excluded from timely service or welfare.

Key Suggestions for a more Age-friendly and Sustainable Community

Some insightful or visionary suggestions were highlighted below for making the community more age-friendly and sustainable:

(from all ages)

- **Establishment of database** of the needy seniors who were deprived in information access at the same time
- More **proactive and timely approaches** of communication with isolated seniors, including phone calls, neighbour networks, security guards, outreaching by social workers, etc.

(from senior interviewees aged 65 or above)

- More promotion of **use of radio** (accessing new digital channels e.g. RTHK 31 & 32 as well) and training on the operation.
- More **internet-access devices** provided at elderly centres with **classes and training** in intergenerational approaches
- **Free basic internet service** on mobile devices for seniors to facilitate them aboard the wagon of smart city

Domain 8) Community support and health services

Current Age-friendly Features

Home support services were known to be available in the community.

Some of the interviewees also appreciated the **service quality** delivered by **medicals in public system which** became better and better.

New Initiatives or Improvements in the Past 3 years

More **accessible night-time general outpatient clinics (GOPC)** have been established.

Key Areas for Improvement

Long waiting time at A&E admissions and new case bookings in specialist services were shared among interviewees of all ages.

There were only **limited quotas** at GOPC which led to more visits to expensive private doctors or unnecessary A&E admissions.

The **procedure of regular appointments** at public hospitals were perceived to be **difficult and complicated** to some of the seniors, in terms of transportation, multiple steps at multiple locations inside the big hospital, long waiting time, cramped waiting areas without enough seating, and frequent visits to the same hospital for only one specialist in one day.

Some of the senior interviewees accused of **malpractice of private doctors** who charged elders with higher fee when they were using Health Care Vouchers.

The application of **technology** in healthcare services were appreciated such as tele-booking of GOPC appointment and consultation hotline on medication, but **difficult to use** for seniors.

Social care services, such as home support services and subsidised old-age homes, were **insufficient** and for which only elders in severe weakness or social isolation were eligible. Without the support, elders were deprived of opportunity of maintaining maximum functioning ability and enjoying a longer healthy expectancy in the community. As a result, seniors deteriorated and became more dependent rapidly. The only option is the cheap and **substandard private old-age homes** at the end which may even worsen the conditions of those elders.

Even for elders who were eligible for the community care services, it took a **long time** for assessment procedure and waiting for the availability of services.

Key Suggestions for a more Age-friendly and Sustainable Community

Some insightful or visionary suggestions were highlighted below for making the community more age-friendly and sustainable:

- **More resources** allocated on healthcare services in, such as, general outpatient clinics, Traditional Chinese Medicine and mental health
- **Building a sustainable healthcare system** through different means including, training of more medicals, specific geriatric A&E service addressing both medical and social issues at the same time, one-estate-one-clinic to provide accessible primary care and

minimise unnecessary hospital admissions, community-based screening and caring services on eye and ear problems, and promotion of self-management of health

- Full utilisation of the existing **Personal Emergency Link Service**, in the ways such as free installation for each elder who is weak in support network, and provision of health monitoring, tele-consultation, daily concern call and regular outreaching
- (from interviewees aged 50 and above) **More public dental service** which either is subsidised or allows users to pay in instalments

3.2.3. Comparison with Focus Group Findings in Baseline Assessment

During the focus group interviews, we presented to interviewees the findings from focus groups of the baseline assessment, especially on the areas for improvements, and asked for their comments on current situation of those areas. Results were tabulated below in categories of perceived improvement, no improvement so far and worse situation:

Domain	Improvement/ New initiative	No improvement	Worse situation
Outdoor spaces and buildings	<ul style="list-style-type: none"> • New promenade • Pilot Smart Device for the Elderly and the Disabled to extend Flashing Green Time 	<ul style="list-style-type: none"> • Inaccessible uphill areas • Insufficient facilities in outdoor spaces 	<ul style="list-style-type: none"> • Old estates became more torn and uncomfortable for living • More crowded streets causing more pollution and more accidents
Transportation	<ul style="list-style-type: none"> • More real-time schedule displays at bus stops • More seats at bus stops 	<ul style="list-style-type: none"> • Inaccessible and insufficient transport between residences and the UCH • Refusal of service by taxi drivers 	<ul style="list-style-type: none"> • More traffic congestions

Housing		<ul style="list-style-type: none"> • Inaccessible and unaffordable home maintenance service 	<ul style="list-style-type: none"> • More unaffordable price and rent • Longer queue for public housing • Fewer shops at affordable price and with local characteristics around residences
Social participation	<ul style="list-style-type: none"> • More community initiatives by volunteers 	<ul style="list-style-type: none"> • Insufficient quotas of social activities and sport facilities • Insufficient civic centres for social and cultural activities 	
Respect and social inclusion	<ul style="list-style-type: none"> • More opportunities of interaction between older and younger generations • More respect from younger people 	<ul style="list-style-type: none"> • Insufficient services customised to the needs of senior citizens 	
Civic participation and employment		<ul style="list-style-type: none"> • Unequal treatment of elders in labour market • Limited jobs in terms of adequacy and choices 	
Communication and information	<ul style="list-style-type: none"> • More useful apps on public services 	<ul style="list-style-type: none"> • Information less accessible to seniors in private buildings or social deprivation • Challenges for seniors in adopting digital means of information access • Difficulties in making medical appointment via Telephone Appointment Service 	
Community support and health services	<ul style="list-style-type: none"> • More quality medicals in public system • More accessible night-time general outpatient clinics 	<ul style="list-style-type: none"> • Insufficient community care services 	<ul style="list-style-type: none"> • Longer waiting time in public healthcare and social care services

4. DISCUSSION AND RECOMMENDATION

In the following, we will discuss : 1) overview of the final assessment, 2) comparison between the baseline and final assessment, 3) review of the district-based programmes, 4) factors contributing to the success/ impact of these programmes and 5) reflections on how to maintain the momentum of AFC in the district.

4.1 Overview of the Final Assessment

The domain of Social participation obtained the highest score in this assessment. Observations from the focus group have highlighted the following appreciation for availability of facilities enabling social participation. First, a variety of social activities at very affordable prices are available to older adults. Second, participants were impressed with the quality and affordability of sports facilities and classes with particular reference to Ping Tin, Hui Kwong, Lai Ching and Shui Wu. As for the participants aged between 18 and 64, they were impressed by new facilities including snooker tables, golf range in Shun Lee and lawn ball in Yau Tong. The need for promotion of good facilities to more people has also been highlighted.

On the other hand, Community support and health services received the lowest rating again, same as the baseline assessment. In the focus group, various areas needing improvement have been highlighted. First of all, there is a very long waiting time for Accident and Emergencies admissions and also new case booking for specialist services. Second, as quotas at the General Outpatient Clinics of the Hospital Authority are very limited, the Accident & Emergency Department is overwhelmed. Third, private doctors, though expensive, may be the only available option. Fourth, there are insufficient home support services. Without sufficient support of home services, ageing in place is not an easy option. Finally, as the dependency of

some seniors increases, the only option would be the economical but substandard old age homes.

4.2 Comparison between the Baseline and Final Assessment

Scores of most AFC domains were found to be improved. This may be attributable to various district initiatives as well as media programmes and district-based programmes funded by the Trust. Various district-based programmes have increased the visibility of AFC through their public events. The opening and closing ceremonies of these programmes were held in public areas like the Kwun Tong promenade. A programme organised by CFSC on walkability, for instance, involved many senior citizens walking along the same route. Furthermore, ambassador training of these programmes has involved many older adults possibly spreading AFC notion to their neighbourhood. Finally, some of these programmes like the one organised by HKCS on home modification, had intergeneration components involving school children. These initiatives further promoted AFC into various sectors of the community.

However, there was no improvement in the score of Housing domain. It remains as the one with second lowest score in the final assessment. There were actually more than one district-based programme working on home repairs. However, housing remains to be a main concern. Larger scale initiative involving cross-sectoral and territory-wide interventions may be needed.

4.3 Reviews of the District-based Programmes

There were a total of eight programmes. Each programme addressed more than one AFC domain. In terms of domains, there were five programmes on Communication and information,

five on Respect and social inclusion, four on Community support and health services, three on Housing, one on Outdoor spaces and buildings and one on Social participation. Evaluation of the programmes suggested that there was an increase in AFC awareness for all participants. Knowledge of specific AFC domains was enhanced. There was also enhancement of intergenerational relationships in terms of understanding, appreciation and confidence. Ambassadors taking part in the programmes reported improvement in self-efficacy and life satisfaction. At the same time, these programmes with the involvement of ambassadors have contributed to the improvement of social environment and capacity building for longer intervention and wider coverage (e.g. social inclusion, volunteering, voicing-platform, health management, etc.).

4.4 Factors Contributing to the Success/ Impact of District-based Programmes

Apart from funding from the Trust for these programmes to develop a clear intervention focus guided by the baseline assessment, there are factors contributing to the impact of these programmes. First, ambassadors received special training before the start of the programme. Second, rather than a one-off mass event, a more intense programme lasted over a period of time involving active participation achieved more impact. Third, networking of community stakeholders helped sustain the programme. These included peer support, neighbours, intergeneration partners, NGOs and local business. Fourth, ambassadors served as a role model to others who were less connected to their community. Finally, an atmosphere of mutual learning among relevant parties including community-based experts and university-based professional team helped create a feedback system to support the programmes.

4.5 Overcoming Challenges and Maintaining the Momentum of AFC Initiatives in the District

Two domains which may need special attention have been identified through the AFC initiatives in Kwun Tong. The first concerns Community support and health services and the second concerns Housing. There are no immediate solutions to these challenges. Longer-term monitoring will be needed to follow up on specific issues in these two domains. Engagement with the DC and DO will be needed. However, the short-term impact of the district-based programmes has highlighted the potential contributions of the ambassadors and NGOs in fostering mutual understanding across sectors and in identifying specific needs. The professional team based at the university can help build collaborative relationship with relevant parties to sustain the momentum of the AFC initiatives.

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APPENDICES

Appendix 1. District-based Programmes Initiated under the JCAFC Project

Batch 1

Implementation Period: March to August 2017

	Programme Name	Organiser	Key components	AFC domains	No. of direct beneficiaries	Approved funding
1.	Jockey Club Age-friendly City Project – Walking Kwun Tong for Active Ageing	Christian Family Service Centre	<p>1. Form “Walking Kwun Tong for Active Ageing” group by young olds who will conduct interviews with community leaders and different stakeholders to collect their views on the understanding of Kwun Tong and age-friendly community.</p> <p>2. Organise focus groups to collect views from community members on the landmarks. Invite people of different ages (including students and elderly people) to conduct visits to these landmarks and design 3 walking routes of “Active Ageing in Kwun Tong”, to encourage elderly people to visit the community.</p> <p>3. Develop a mobile application to introduce the walking routes and invite the programme participants to teach elderly people how to use the mobile application.</p> <p>4. Share the programme achievements to community members through publications and briefing sessions.</p>	<ul style="list-style-type: none"> • Communication and information • Respect and social inclusion 	3,000 people	\$250,000
2.	Jockey Club Age-friendly City Project – Live Better, Love with Care	Hong Kong Christian Service	<p>1. Conduct talks and visits on age-friendly home design for elderly people to review home safety and home maintenance problems, as well as introduce the interior design concept of an elderly home.</p> <p>2. Train elderly people to become ambassadors and liaise with home maintenance companies in the district to provide information of onsite services and discounts for elderly people.</p> <p>3. Youngsters to conduct home visits to elderly singletons and understand their needs of home design and share information of home maintenance services.</p> <p>4. Organise workshops for young generation and elderly ambassadors to exchange views on age-friendly home design, and build models to conclude and demonstrate their opinions.</p> <p>5. Organise exhibition to showcase the programme achievements, in order to enhance the public awareness on the concept of age-friendly city.</p>	<ul style="list-style-type: none"> • Housing • Respect and social inclusion • Communication and information 	538 people	\$103,959
3.	Jockey Club Age-friendly City Project – Carpenters with Care	Kwun Tong Resident Association	<p>1. Train retired persons and community members to form a volunteer team of home maintenance ambassadors to conduct home visits and provide maintenance services to elderly households in need, with the assistance of local organisations and Housing Department.</p> <p>2. Promote the volunteering services on home maintenance through e-platforms to arouse the public awareness on building an age-friendly community.</p> <p>3. Organise volunteer award presentation ceremony to recognise the active participation of home maintenance volunteers.</p>	<ul style="list-style-type: none"> • Housing 	195 people	\$145,720

Batch 2

Implementation Period: July 2017 to March 2018

	Programme Name	Organiser	Key components	AFC domains	No. of direct beneficiaries	Approved funding
1.	Jockey Club Age-friendly City Project – Walking Kwun Tong for Active Ageing (Phase II)	Christian Family Service Centre	<ol style="list-style-type: none"> 1. Organise route design workshops for elderly people and community members to design ideal walking routes in urban community. 2. Invite elderly people, students and community members to take part in tour guide training and become the leaders in tour activities for the elderly. 3. Conduct evaluation for each walking route by volunteers and provide suggestions for improvement. The evaluation data, information and suggestions will be consolidated in a report for distribution to programme participants, elderly service units in each district, mutual aid committees of public housing estates, District Councils and relevant government departments. Consolidate the information of walking routes in a mobile application and launch promotional activities. 4. Organise a press conference to share the evaluation results, and encourage the public to utilise more on information technology to reach out to the community. 	<ul style="list-style-type: none"> • Outdoor spaces and buildings • Community support and health services • Communication and information 	1,000 people	\$250,000
2.	Jockey Club Age-friendly City Project – "Elderly Ideal Sky V" Kwun Tong East Age-friendly Community	Po Leung Kuk Lau Chan Siu Po District Elderly Community Centre	<ol style="list-style-type: none"> 1. Establish the Kwun Tong East age-friendly community committee of "Elderly Ideal Sky V", where the elderly committee members will regularly collect opinions of local residents on housing and community environment, and report them in the committee meetings. 2. Conduct "Age-friendly Community" trainings and "Age-friendly Home" tour for the elderly committee members to deepen their understanding on age-friendly city, and also organise talks on "Together We Build An Age-friendly Community" to promote the concept of age-friendliness and collect opinions of residents on housing. 3. Conduct community site visits and home visits to elderly singletons and doubletons by the elderly committee members to promote the messages of age-friendly home and provide information on home maintenance services, and also to provide home safety assessment, assisting the elderly in need to install age-friendly equipment, including anti-slip mats, telephones with high volume and large fonts, handrails and other household products. 4. Organise a press conference to showcase the programme achievements and recognise the contribution and participation of the elderly committee members. 	<ul style="list-style-type: none"> • Housing • Community support and health services • Communication and information • Respect and social inclusion 	888 people	\$250,000

Batch 3

Implementation Period: March 2018 to January 2019

	Programme name	Organiser	Key components	AFC domains	No. of direct beneficiaries	Approved funding
1.	Jockey Club Age-friendly City Project – Health @ Community	Hong Kong Christian Service	<ol style="list-style-type: none"> 1. Provide health talks and body check-ups to 400 older people in the district to enhance their understanding on chronic diseases and the ways of identification. 2. Train young-olds to become volunteers to conduct visits and increase the awareness on prevention of chronic diseases among the high-risk elderly and enhance their skill on self-management of health. 3. Provide exchange and cooperation opportunities for elder volunteers and younger generation, including organising workshops on exercises, diets and information technology application; designing fitness exercises and healthy diets for the elderly in preventing and managing chronic diseases; and teaching older people and their caregivers to use mobile applications on health management and information. The programme achievements will be consolidated and published in a healthy lifestyle magazine for distributing to the elderly/caregivers' centres in the district. 4. Provide home visits and tele-health consultation services for the elderly people with chronic diseases who are living alone, frail or residing in hilly areas and their caregivers on prevention and management of chronic diseases. 5. Organise carnival and distribute healthy lifestyle magazines to promote the prevention of chronic diseases and healthy lifestyle to the community. 	<ul style="list-style-type: none"> • Community support and health services • Communication and information • Respect and social inclusion 	1,396 people	\$299,433
2.	Jockey Club Age-friendly City Project – Senior Buddies! How Are You?	The Mental Health Association of Hong Kong Integrated Community Centre for Mental Wellness Jockey Club Amity Place Kwun Tong South	<ol style="list-style-type: none"> 1. Recruit and train the elderly and ex-mentally ill persons to become AFC Ambassadors, and equip them with the skills of visiting the elderly with mental or physical illnesses. Senior volunteers will become instructors, teaching other volunteers to produce mini handcrafts and food for distributing to the families visited, with an aim to strengthen the self-confidence of elderly people. 2. Conduct home visits to a total of 80 households with older people with mental or physical illnesses, promoting healthy lifestyle and active ageing, and organise a large-scale volunteer activity to visit the elderly who stay in the day care service centres in the district and arrange group activities to enhance interaction between the older people and volunteers. 3. Set up promotional booths in public housing estates in the district to distribute leaflets of elderly mental health, introduce relevant community resources, collect greeting cards from community members / elderly people, conduct mental health tests, and provide referral services for the elderly with obvious signs of depression to related units for follow-up. 4. Provide different interest classes for older people with less connection with the society to encourage them to reach out to the community and boost their self-confidence. 5. Organise a closing ceremony and invite elderly beneficiaries to share their takeaways, and promote care for the elderly, active ageing and age-friendliness. 	<ul style="list-style-type: none"> • Community support and health services • Respect and social inclusion • Social participation 	1,253 people	\$200,480

Appendix 2. Selected District Efforts Initiated and Achievements Attained by DC, DO and Non-governmental Organisations (April 2016 - December 2018) (Chinese version only)

Source: DC, various governmental departments and respective NGOs

a. Outdoor spaces and buildings

項目	內容	位置	受惠人數	服務提供者	時期
1	臨華街遊樂場及其鄰近範圍改善工程，優化城市空間質素及帶動區內發展	臨華街遊樂場	NA	NA	10/2017-9/2019
2	福塘道 59M 號小巴士站設置避雨亭	NA	NA	NA	未完工
3	第五屆觀塘區議會完成之地區小型工程				
	1. 設置/延長避雨亭	彩禧路 35 號小巴士站	NA	民政署/合約工程顧問	6/2016-8/2016
		秀茂坪商場外	NA	民政署/總署工程組	9/2017-1/2018
		崇信街鯉灣天下外	NA	民政署/合約工程顧問	1/2017-7/2017
		彩盈邨盈順樓外	NA	民政署/合約工程顧問	9/2016-3/2017
		鯉魚門道鯉魚門廣場對面 24 號小巴士站(油塘方向)	NA	民政署/合約工程顧問	9/2016-3/2017
		茶果嶺道三家村遊樂場入口附近	NA	民政署/合約工程顧問	1/2017-7/2017
	2. 設置有蓋座椅	彩禧路升降機塔樓梯旁	NA	民政署/合約工程顧問	9/2016-3/2017
	3. 設置座椅	彩盈邨盈順樓及盈安樓外小巴士站	NA	民政署/總署工程組	8/2016-10/2016

	4. 設置座地式長椅	宏照道啟業邨巴士站附近	NA	民政署/總署工程組	10/2016-12/2016
		彩德邨行人隧道(KS62)內	NA	民政署/總署工程組	12/2016-1/2017
	5. 樓梯改善及提升無障礙設施工程	新清水灣道休憩處	NA	康文署/建築署	11/2016-5/2017
		藍田洋紫荊徑休憩處	NA	康文署/建築署	6/2016-10/2016
		順安道休憩處	NA	康文署/建築署	10/2016-8/2017
	6. 增設照明系統工程	清水灣道臨時休憩處	NA	康文署/建築署	9/2016-12/2016
		茶果嶺休憩處	NA	民政署/合約工程顧問	3/2017-8/2017
	7. 延長上蓋及加設座椅	碧雲道康雅苑外避雨亭	NA	民政署/總署工程組	12/2017-2/2018
	8. 重漆樓梯級面	振華道晨運徑	NA	民政署/總署工程組	12/2016-2/2017
	9. 設置長者健體設施工程	麗港公園	NA	康文署/建築署	7/2017-10/4/2018
10. 改善工程	順緻苑晨運徑	NA	民政署/總署工程組	10/2017-3/2018	
4	緊急或小額改善工程的撥款及支出				
	1. 更換男洗手間內 1 部損壞的乾手吹風機	彩榮路公園	NA	機電署	7/2016
	2. 更換 1 部長者健體設施為健身單車	秀茂坪邨(第一期)三號遊樂場	NA	康文署總部技術小組	7/2016
5	「觀塘長者友善社區計劃 – 友善街市全城愛」 並透過社區考察和巡查，促進優化公共街市增加更多關愛長者設施／措施，共同締造長者宜居的社區和提升長者生活質素。		3000 人	基督教家庭服務中心	7/2017-2/2018
6	擴建安全島	牛頭角道近牛頭角地鐵站	NA	運輸署/路政署	11/2017
		聯安街及宜安街交匯處	NA	運輸署/路政署	5/2016-6/2016
7	加設行人過路設施	利安道	NA	路政署	12/2017
		觀塘道巴士站	NA	運輸署/路政署	7/2017-9/2017
8	擴闊行人路	開源道近成業街一段	NA	運輸署/路政署	12/2017

		康寧道近明智街	NA	運輸署/路政署	02/2018
9	加設護柱	四山街近崇信街	NA	運輸署/路政署	3/2018-3/2018
10	增設輪椅泊位	茶果嶺道	NA	運輸署/路政署	9/2016-10/2016
11	擴闊行人路及過路設施，改善了行人過路安全	茜發道	NA	運輸署/路政署	11/2016-1/2017
		高超道近欣榮街	NA	運輸署/路政署	10/2017-10/2017
12	增設行人過路處及豎立鐵護柱	彩榮里近彩榮路	NA	運輸署/路政署	10/2016-12/2016
13	改善欄杆位置	定業街近定裕坊	NA	運輸署/路政署	4/2017-4/2017
14	更換欄杆，將原有直條型欄杆改為橫條型欄杆，讓道路使用者有更清晰的視野	啓田道	NA	運輸署/路政署	11/2017-11/2017
15	擴闊行人路及迴旋處	佳廉道	NA	運輸署/路政署	7/2017-9/2017
16	重置及擴闊行人過路處	偉業街與順業街交界	NA	運輸署/路政署	6/2017-10/2017
17	移除部份石躉及重鋪路面	觀塘地鐵站 A 出口樓梯旁石躉	NA	運輸署/路政署	
18	觀塘區「人人暢道通行」計劃工程：在公共行人通道加建升降機	橫跨觀塘道近彩石里	NA	運輸署/路政署	12/2016
19	在有蓋巴士站安裝座椅 行人路在安裝座椅後最好應留有至少 1.5 米闊度的通道，以免阻礙長者、殘疾人士及使用輪椅人士通過	NA	NA	巴士公司	2016-17
20	將啟德發展區內各休憩用地的單車徑網絡延長至約 13 公里，並推出「共融通道試驗計劃」，觀塘海濱花園內約一公里長的行人路被改為共融通道，「朝九晚六」的開放時間內，亦會免費借出單車供市民使用	觀塘海濱花園	NA	海濱事務委員	7/2018

21	推廣以步行取代短途車，公布 3 條鄰近鬧市港鐵站的舊區步行路線，透過「綠色步行指數」中 10 個標準，包括空氣質素、環境聲音、綠化範圍、行人路面暢通等量度，發現九龍灣至觀塘海濱路段「最好行」；惟該段於部分標準仍取得較低分，如道路指示、廢物管理，	九龍灣至觀塘海濱路段	NA	世界綠色組織	10/2018
22	觀塘區的翠屏河花園（第一期）啟用，佔地約 3300 平方米，提供的設施包括一個有蓋多用途廣場、長者健體園地、特色草坡，以及一座設有洗手間、育嬰室及其他附屬設施的建築物，為區內市民提供更多優美的綠化休憩空間。	成業街與敬業街交界	NA	康文署	11/2018

b. *Transportation*

項目	內容	位置	受惠人數	服務提供者	時期
1	使用長者八達通咭或殘疾人士個人八達通咭拍咭以啟動智能裝置，閃動綠色人像燈時間會由原本的 15 秒延長至 18 秒 / 8 秒延長至 11 秒，讓長者及殘疾人士可以有更充裕的時間過馬路	牛頭角道近玉蓮臺的行人過路設施 在宏照道近麗晶花園的行人過路設施	NA	運輸署	智能裝置的實地測試： 5/2/2018 29/3/2018

2	開辦醫院專線巴士 14H 往返油塘、順利邨及聯合醫院，以方便居於鯉魚門的長者及其家屬往返醫院	NA	NA	巴士公司	3/26/2018
3	運輸署與復康會協商，已開辦一條途經聯合醫院、容鳳書紀念中心及觀塘賽馬會健康院普通科門診診所的復康巴士定點路線，加強觀塘區內往返聯合醫院的接駁服務。	NA	NA	運輸署	9/25/2017

c. *Housing*

項目	內容	位置	受惠人數	服務提供者	時期
1	曉光街公屋項目內的行人天橋將會連接公屋大樓與停車場位置，會有升降機及樓梯連接社福設施大樓休憩平台花園	NA	NA	NA	沒有提及

d. Social participation

項目	內容	位置	受惠人數	服務提供者	時期
1	觀塘長者友善社區計劃 2016 - 「健康生活全方位」		3000	基督教家庭服務中心	7/2016-2/2017
2	「社區參與及地區節資助計劃」				
	1. 牛情一線牽計劃	牛頭角上下邨	382	竹園區神召會牛頭角長者鄰舍中心	8-12/2017
	2. 積極樂晚年	九龍灣彩霞邨	640	佐敦谷街坊福利會 彩霞長者鄰舍中心	5/2017-1/2018
	3. 影示耆才展奇能	牛頭角	400	明愛牛頭角長者中心	5-11/2017

e. Respect and social inclusion

項目	內容	位置	受惠人數/對象	服務提供者	時期
1	共融行動在觀塘 2016 - 觀塘區新來港定居人士服務協調委員會				
	1. 『一點愛心計劃 2016』之愛心網絡派對 計劃內容：透過已獲訓練的義工協助舉辦愛心網絡派對，內容將包括心聲互傳送、茶點、遊戲及多元化綜合表演活動，對象為區內獨居雙老長者及弱勢社群家庭，建立社區互助支援網絡。	NA	400 位區內獨居長者/雙老/弱勢社群家庭	宏施慈善基金	7/2016-2/2017
	2. 「社區情·樂融容」計劃 計劃內容：鼓勵新來港人士與本地居民(如區內長者)共同合作，透過社區服務發揮專長，互相分享技能促進社區不同群體彼此交流，建立彼此接納包容的關愛共融社區。內容包括各種技能分享日。	NA	NA	明愛牛頭角社區中心	7/2016-1/2017

	3. 「秀勵至安新」之與老為伴 計劃內容：培養觀塘區內人士的團隊合作精神及人際溝通能力、關心社會，幫助他人的美德，並加深對弱勢社群的認識。	NA	50 位長者	基督教勵行會秀茂坪服務中心	7/2016-2/2017
2	觀塘長者·歲悅情-社區口述歷史計劃 1. 目的：彰顯老有所為精神，打破長者是弱者的既有想像，促進大眾對長者的欣賞及肯定。 2. 地點：油塘社區會堂 3. 場次：2 場口述歷史劇及 2 場工作坊	NA	960 人次	鄰舍輔導會白會督夫人康齡中心	3/10/2018
3	製作「長者中秋膳心飯盒」，免費派發予觀塘的清貧長者，為他們提供節日溫暖，並喚起社會各界關注。	牛頭角彩霞道 55 號彩頤居地下-膳心小館	NA	「膳心小館」與多個慈善團體合作	9/2018

f. Civic Participation and Employment

項目	內容	位置	受惠人數	服務提供者	時期
1	「鯉想墟市」一共 30 檔乾貨檔，希望讓區內街坊幫補家計，亦設有鯉魚門導賞團等，宣傳區內文化，當中包括八旬翁拾木製不求人首嘗做生意。	鯉魚門	NA	撐基層墟市聯盟與基督教家庭服務中心鯉魚門社區服務處	12/2017
2	「賽馬會 50+創豐盛計劃」： 計劃分 3 階段，第一階段招募參加者，共招收約 200 名滿 50 歲人士，反應比預期熱烈。透過計劃，參加者接受了香港中文大學創業研究中心的創業培訓，然後由社工協助配對成不同參賽隊伍，設計出不同的創業計劃書並進行市場營銷。第一屆賽馬會 50+創豐盛初創比賽已於 6 月舉行，9 隊參賽隊伍中有 7 隊出線，各獲 6 萬元現金資助以實踐其初創計劃。計劃第二、第三階段預計明年及後年推出。	NA	NA	基督教家庭服務中心	3/2018

g. Communication and information

項目	內容	位置	受惠人數	服務提供者	時期
1	「觀塘區私家醫生及診所資料冊」 目的：為關注區內市民對醫療服務需要及促進公私營醫療機構之互補。 印製數量：15000 本	NA	NA	基督教聯合醫院社區協作服務主任	9/2016 通過撥款

2	「全年活動資料小冊子印刷」 內容：將全年推廣大廈管理的活動內容編輯成小冊子，印製及派發予區內私人大廈業主、大廈管理組織代表及區內居民，廣泛宣傳有關大廈管理的訊息。 印刷數量：800 本	NA	NA	觀塘區議會秘書處	3/2017
3	進行街市格價，發佈平貴街市搜查結果	全港 (包括觀塘)	NA	民間組織國際納稅人協會 香港地區會員組織 107 動力	3/24/2018

h. Community support and health services

項目	內容	位置	受惠人數	服務提供者	時期
1	安達銀鈴護士站 安達銀鈴護士站扶輪關愛日，護士為長者講解藥物管理的知識，希望減少長者因用藥不當而影響病情的風險。當日設有 5 個健康檢查攤位，包括驗血糖、心電圖及骨骼密度測試，讓長者了解更多自身健康情況，發掘有需要的病弱長者，從而作出適切的健康支援。	安達邨	NA	港城西北扶輪社贊助	3/2018

Appendix 3. Demographic, Socio-economic and Housing Characteristics, and Community Facilities of Kwun Tong District, Kowloon City District and Hong Kong Territory cum Major Policy Implemented in the Period of 2015-2018

* Year of data shown unless stated otherwise

Rank among 18 district of Hong Kong territory in descending order

	Kwun Tong		Kowloon City		Hong Kong Overall	
	2015*	2017	2015	2017	2015	2017
General						
Population	641 100 (2 nd) #	664 100 (2 nd)	405 400	411 900	7 218 700	7 306 900
Population of elderly (aged 65 and above)	111 400 (1 st)	113 300 (1 st)	65 100	62 500	1 056 300	1 154 400
Percentage of elderly	17.4% (2 nd)	17.1% (2 nd)	16.1%	15.2%	14.6%	15.8%
Median age	44	43	42	43	42	43
Percentage of elderly living alone		16.8%		14.4%	12.7% (2016)	14.7%

	Kwun Tong		Kowloon City		Hong Kong Overall		Major policy implemented between 2015 and 2018
	2015*	2018	2015	2018	2015	2018	
Outdoor spaces and buildings							<ul style="list-style-type: none"> • Agenda in 2016 Policy Address (improvement in accessibility, walkability, road safety and public facilities, etc.) • Promulgation of “Hong Kong 2030+” on territorial development strategy beyond 2030 (2018)
Population density (number of persons per km ²)	55,204 (2011) (1 st) #	57,530 (2016) (1 st)	37660 (2011) (5 th)	41,802 (2016) (5 th)	6,544 (2011)	6,777 (2016)	
Open space per capita (m ² per person)	2.7 (2012)	2.7 (2017)	2.5 (2012)	2.2 (2017) (15 th)	2.7 (2012)	2.7 (2017)	

	Kwun Tong		Kowloon City		Hong Kong Overall		Major policy implemented between 2015 and 2018
	2015*	2018	2015	2018	2015	2018	
Transportation							<ul style="list-style-type: none"> • Agenda in 2016 Policy Address (improvement in accessibility, comfortability, information access, etc.)
Number of MTR stations	5	5	1	3			
Number of fatal traffic accidents (2017)		13 (1 st)		8 (4 th)		104 (68% is elderly)	
Rate of social exclusion (in public transportation)	25.7% (3 rd)		4.0%		16.7%		
Housing							
Percentage of public rental housing	53.5% (2011)	57.4% (2 nd) (2016)	15.1% (2011)	24.6% (2016)	30.3% (2011)	30.4% (2016)	
Percentage of subsidised home ownership housing	15.8% (2011)	14.2% (2016)	1.8% (2011)	1.5% (2016)	15.9% (2011)	15.3% (2016)	
Percentage of private permanent housing	28.7% (2011)	27.9% (2016)	79.2% (2011)	72.6% (2016)	45.2% (2011)	53.0% (2016)	
Total number of domestic households	214 300 (1 st) (2011)	226 487 (1 st) (2016)	124 218 (2011)	142 409 (2016)	2 368 7962 (2011)	2 509 734 (2016)	
Median monthly domestic household rent (\$)	1,520 (2011)		2,900 (2011)		1,600 (2011)		
Number of public estates (including Tenant Purchase Scheme)	33	35 (On Tai Est & On Tat Est, +18,000 flats)	10	10			
Mean of waiting time for public housing in years (elder singleton/ general)					2.3/ 2.8 (2016)	3.9/ 5.1	
Index of property price					330	420	
Index of rental price					190	210	

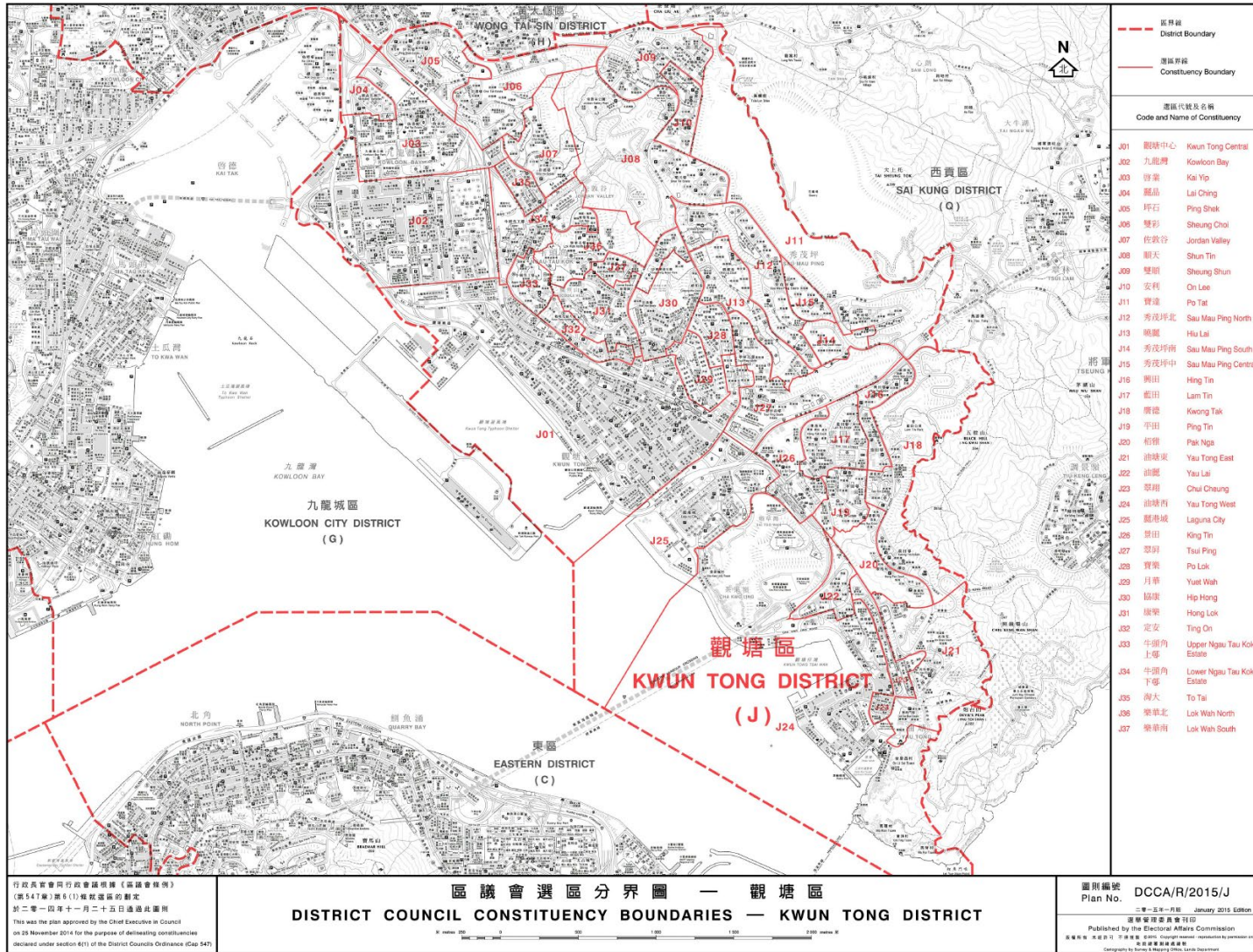
	Kwun Tong		Kowloon City		Hong Kong Overall		Major policy implemented between 2015 and 2018
	2015*	2018	2015	2018	2015	2018	
Rate of social exclusion (in markets)	30.7%		12.2%		24.7%		
Social participation							
Number of sports centres	8	8	5	5			<ul style="list-style-type: none"> • Agenda in 2016 Policy Address (improvement in facility accessibility and availability)
Sports grounds	1	1	2	2			
Number of swimming pools	3	3	3	3			
Number of libraries	6	6	4	4			
Number of District Elderly Community Centres (DECC)	4	4	3	3			
Number of Neighbourhood Elderly Centres (NEC)	21	21	9	9			
Percentage of elders as a member of elderly centres					13.7%	13.0% (2016)	
Civic participation and employment							
Percentage of elderly attended secondary education and above		37.0% (2017)		50.1% (2017)	31% (2011)	42.5% (2017)	<ul style="list-style-type: none"> • Raise of retirement age of civil servants from age 60 to 65 (2016) • Employment Programme for the Elderly and Middle-aged (2018) • Introduction of High OALA (2018)
Number of registered volunteers aged 60 or above					156,384	162,178	
Percentage of eligible older voters who voted in elections					49.7% (2011)	54.4% (2015)	
Ratio of votes of older voter to all voters	28.4%		27.8%		22.5%		
Median monthly domestic household income (HK\$)	15,960 (2011)	21,100 (2017) (18 th)	23,560 (2011)	27,300 (2017)	20,500 (2011)	26,500 (2017)	
Elderly dependence ratio per 1,000 population					177 (2011)	220 (2016)	
Labour force participation rate of elderly (%)		9.2% (17 th) (2016)		13.1% (2016)	9.8% (2015)	11.2 (2016)	

	Kwun Tong		Kowloon City		Hong Kong Overall		Major policy implemented between 2015 and 2018
	2015*	2018	2015	2018	2015	2018	
Median monthly income from employment (elderly/ all population) (HK\$)					8,500/ 11,000 (2011)	11,000/ 15,000 (2016)	
Poverty rate in old age/ all population after intervention		27.9/ 16.2% (2016)		29.5/ 12.8% (2016)		31.6/ 14.7% (2016)	
Communication and information							
Number of Gov WiFi hotspots		189		190		3,282	
Number of Gov WiFi locators and premises		53		31		636	
Percentage of persons aged 65 and over who had knowledge of using PC					30.1%	37.4% (2017)	
Percentage of persons aged 65 and over who had used Internet service					35.9%	51.2% (2017)	
Percentage of persons aged 65 and over who had smartphone					35.4%	52.1% (2017)	
Community support and health services							
Life expectancy (Female/Male)					87.3/ 81.4	87.7/ 81.7	<ul style="list-style-type: none"> • Extension of “Community Care Service Voucher for the Elderly” to territory-wide (2016) • Launch of the “Electronic Health Record Sharing System” (2016) • “Dementia Community Support Scheme” piloted in February 2017 in Kwun Tong, Sha Tin and Tseung Kwan O (2017)
Elderly hospitalisation rate					16.5% (30.5% of all population)	18% (31.2% of all population) (2017)	
Suicide death (ratio of elder aged 70 or above to all suicide deaths)						24.2% (2017)	
Number of General Out-patient Clinics	5	5	4	4		73	
Number of Special Out-patient Clinics	2	2	3	3		49	

	Kwun Tong		Kowloon City		Hong Kong Overall		Major policy implemented between 2015 and 2018
	2015*	2018	2015	2018	2015	2018	
Number of Elderly Health Centre (EHC)	1	1	1	1		18	<ul style="list-style-type: none"> • Launch of the “Pilot Scheme on Residential Care Service Voucher for the Elderly” (2017) • “Elderly Health Care Voucher”: <ul style="list-style-type: none"> - Eligibility age lowered from 70 to 65 (2017); - Accumulated amount limit raised from \$4,000 to \$5,000 (2018) • ^Opening of the Hong Kong Children’s Hospital in Kai Tak (2018)
Waiting time for membership at EHC (months)		19		20		19.6	
Number of public hospitals	1	1	2	3^		43	
Number of private hospitals	0	0	3	3		12	
Number of medicals in public system per 1,000 population (2016)		3.7 (Kln E Cluster) (7 th in all 7 Clusters)		9.5 (Kln C Cluster) (1 st in all 7 Clusters)			
Number of IHCS/ EHCCS units	6/ 3	6/ 3	7/2	7/2			
Number of subvented C&A Homes	10	11	5	5	159	161	
Number of public and subvented Nursing Homes	3	3	1	1		65	
Number of subvented DCC	9	9	3	3		76	
Waiting time for IHCS (frail case)/ EHCCS (months)					6	13 (2017)	
Waiting time for subvented C&A or Contract Homes (/and Enhanced Bought Place Scheme) place (months)					36/ 22	38/ 22	
Waiting time for subvented DCC service (months)					7	11 (2017)	
Waiting time for used niche at public columbaria (months)					42 (2016)	46 (2017)	

Sources: WHO, various government departments, Legislative Council, Hospital Authority, transportation operators, Civic Exchange, The Hong Kong Jockey Club, HKCSS, Hong Kong Housing Society

Appendix 4. District Map of Kwun Tong



Appendix 5. Questionnaire Survey (Chinese version only)



賽馬會齡活城市
Jockey Club Age-Friendly City

策劃及捐助:



香港賽馬會慈善信託基金
The Hong Kong Jockey Club Charities Trust
齊心用事 齊力 齊心 齊力 齊心 齊力 齊心 齊力

計劃夥伴:



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「賽馬會齡活城市」問卷調查

(如有·處請以✓號選擇;)

問卷編號:	問卷完整性: <input type="checkbox"/> 部份完成 <input type="checkbox"/> 整份完成	
覆檢員:	數據輸入員(首輪):	數據輸入員(次輪):

0.1 訪問員姓名: _____

0.2 地區: (1) 觀塘 (2) 九龍城 0.3 時間: *上午/下午 _____

0.4 地點: (1) 機構(名稱: _____)

(2) 街上(地點: _____)

(3) 家訪

0.5 方式: (1) 面談 (2) 電話訪問 (3) 自行填寫

I. 受訪者資料

1.1 受訪者姓名: _____ 1.2 性別: 男/女* 1.3 年齡: _____

1.4 受訪日期: _____年/ _____月/ _____日

1.5 在觀塘/九龍城區*的居住年期: _____年/月*

1.6 您的活躍地區:(請選擇不多於3個)

(1) 油尖旺 (2) 九龍城 (3) 黃大仙 (4) 深水埗 (5) 觀塘

(6) 西貢 (7) 荃灣 (8) 葵青 (9) 沙田 (10) 大埔

(11) 元朗 (12) 屯門 (13) 北區 (14) 中西區 (15) 灣仔

(16) 南區 (17) 東區 (18) 離島

1.7 婚姻狀況:

(1) 從未結婚 (2) 現在已婚 (3) 喪偶 (4) 離婚 (5) 分居

*請刪去不適用者

批准研究到日期: 2019年3月份

1



賽馬會齡活城市
Jockey Club Age-friendly City

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1.8 最高完成的教育程度：

- (1) 未受教育 / 學前教育 (幼稚園)
- (2) 小學
- (3) 初中 (中一至中三)
- (4) 高中 (中學會考：中四至中五；文憑試：中四至中六)
- (5) 預科 (中六至中七)
- (6) 專上教育：文憑 / 證書課程 (Diploma / Pre-associate)
- (7) 專上教育：高級文憑 / 副學位課程 (High Diploma / Associate Degree)
- (8) 專上教育：學位課程或以上 (Degree)

1.9 居所類型：

- 公營房屋
- 租住 (租住房屋者，請回答題 1.10)
- (1) 公屋 (2) 長者住屋
- (3) 員工宿舍 / 政府宿舍
- 補助出售單位 (請跳至題 1.11)
- (4) 居屋 (5) 公屋
- 私營房屋
- 租住 (租住房屋者，請回答題 1.10)
- (6) 屋苑 (7) 洋樓
- (8) 唐樓 (9) 劏房
- 自置 (包括有按揭) (請跳至題 1.11)
- (10) 屋苑 (11) 洋樓
- (12) 唐樓 (13) 劏房
- 臨時 (請跳至題 1.11)
- (14) 鐵皮屋
- 老人院 (請跳至題 1.11)
- (15) 公營 (16) 私營
- (17) 無家者 (請跳至題 1.15)
- (18) 其他 (請註明): _____

1.10 租金 (只適用於租住房屋者)：\$ _____ / 月

*請刪去不適用者

批准研究到期日：2019 年 3 月份

2



賽馬會齡活城市
Jockey Club Age-friendly City

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1.11 居住地址：_____ (大廈/座數) _____ (屋苑)

_____ (街道) _____ (門牌/號數)

1.12 居所面積 (以實用面積計算)：約 _____ 平方呎

1.13 居住狀況：

- (1) 與伴侶同住 (2) 與子女同住 (3) 與伴侶及子女同住 (4) 獨居
 (5) 與親人／親戚同住 (6) 其他 (請註明)：_____

1.14 居住總人數：_____ 人 (包括受訪者)

1.15 您而家有無返工？

無 → 您係：

- (1) 正在尋找工作 (2) 退休人士 (3) 家庭主婦
 (4) 學生 (5) 其他 (請註明)：_____

(請跳到題 1.18)

有 → 您係：

- (6) 僱員 (7) 僱主
 (8) 自僱人士 (9) 無酬家庭從業員 (家庭生意但無收取工作報酬的人)

1.16 現時職位性質： (1) 全職 (2) 半職／兼職

1.17 您而家嘅職位／工作 (請註明)：_____

1.18 您以往有否聽過「賽馬會齡活城市計劃」／「長者及年齡友善城市計劃」？

- (0) 沒有 (1) 有

1.19 您曾否參加「賽馬會齡活城市計劃」相關活動 (例如：齡活大使、公開論壇)？

- (0) 沒有 (1) 有

*請刪去不適用者

批准研究到期日：2019 年 3 月份

3



賽馬會齡活城市
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1.20 過去三年內，您有否照顧六十五歲或以上長者(例如伴侶/親人)的經驗？

(0) 否 (請跳到題 1.21)

(1) 有 → 您的照顧工作包括什麼呢？(可選多於一項)

(a) 日常生活上的協助(如餵食、洗澡、穿衣、大小便的處理)

(b) 處理日常家務(如洗衣、煮飯、打掃、購物等)

(c) 資訊協助(醫療服務資訊傳遞、交流及忠告等)

(d) 社區方面(協助就醫、安排社區活動及交通接送等)

(e) 心理方面(提供情緒支援)

(f) 其他(請註明): _____

1.21 收入來源：(A+B類可選多於一項)

A. 政府福利：(沒有或最多一項)

(1) 高齡津貼(生果金)(\$1,325)

(2) 長者生活津貼(\$2,565)

(3) 普通傷殘津貼(~\$1,695)

(4) 高額傷殘津貼(~\$3,390)

(5) 綜援(≥\$2,420)

B. 其他收入：(可選多於一項)

(6) 由親友提供的財政支援

(7) 存款利息或股息

(8) 長俸(公積金)

(9) 租務收入

(10) 工作收入

(11) 其他(請註明): _____

1.22 您而家每個月收入係港幣幾多？(題 1.21 的總和)

(1) < \$2,000

(5) \$8,000–9,999

(9) \$25,000–29,999

(2) \$2,000–3,999

(6) \$10,000–14,999

(10) \$30,000–39,999

(3) \$4,000–5,999

(7) \$15,000–19,999

(11) \$40,000–59,999

(4) \$6,000–7,999

(8) \$20,000–24,999

(12) ≥ \$60,000

(0) 不適用

1.23 您有無足夠嘅金錢嚟應付日常開支？

(1) 非常不足夠 (2) 不足夠 (3) 剛足夠 (4) 足夠有餘 (5) 非常充裕

*請刪去不適用者

批准研究到期日: 2019年3月份

4



賽馬會齡活城市
Jockey Club Age-friendly City

策劃及捐助:



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II. 長者及年齡友善程度

以下有些句子，請回答您對這些句子的同意程度，以 1 至 6 分代表。1 分為非常不同意，2 分為不同意，3 分為有點不同意，4 分為有點同意，5 分為同意，6 分為非常同意。

1	2	3	4	5	6
非常不同意	不同意	有點不同意	有點同意	同意	非常同意

其他：US - 不清楚；NA - 不適用

請就您居住的地區／您的經驗評分。有些題目中會列出多於一項長者及年齡友善社區的條件，如各項條件並不一致，請以使用該設施／環境的整體情況評分。

您有幾同意而家……

A		非常不同意	不同意	有點不同意	有點同意	同意	非常同意	其他
	室外空間和建築							
1.	公共地方乾淨同舒適。	1	2	3	4	5	6	
2.	戶外座位同綠化空間(包括有栽種花草樹木的公共或私人地方)充足(數量足夠)，而且保養得妥善(質素好)同安全。	1	2	3	4	5	6	
3.	司機喺路口同行人過路處(如安全島、斑馬線)俾行人行先。	1	2	3	4	5	6	
4.	區內單車徑同行人路分開。 (不同意的例子：單車與行人爭路、單車與行人相撞)	1	2	3	4	5	6	
5.	街道有充足嘅照明，而且有警察巡邏，令戶外地方安全。	1	2	3	4	5	6	
6.	商業服務(好似購物中心、超市、銀行)嘅地點集中同方便使用。	1	2	3	4	5	6	
7.	公私營服務好似政府機構、銀行、郵局、商店有安排特別客戶服務俾有需要人士。 (例如：銀行有關愛櫃檯俾長者或者傷健人士優先使用)	1	2	3	4	5	6	
8.	建築物內外都有清晰嘅指示、足夠嘅座位、無障礙升降機、斜路、扶手同樓梯、同埋防滑地板。	1	2	3	4	5	6	
9.	室外(如公園)和室內地方(如商場、體育館)嘅公共洗手間數量充足、乾淨同埋保養得妥善(質素好)，俾唔同行動能力嘅人士使用，長者同傷健人士都用到。	1	2	3	4	5	6	

*請刪去不適用者

批准研究到日期：2019 年 3 月份

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賽馬會齡活城市
Jockey Club Age-Friendly City

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B	交通	非常不同意	不同意	有點不同意	有點同意	同意	非常同意	其他
10.	路面交通有秩序，無塞車、違例泊車。	1	2	3	4	5	6	
11.	交通網絡良好，透過公共交通(包括巴士、小巴、的士、小輪、地鐵、輕鐵)可以去到市內所有地區(港九十八區)同埋服務地點。	1	2	3	4	5	6	
12.	公共交通嘅費用係可以負擔嘅，而且價錢清晰。無論係惡劣天氣、繁忙時間或假日，收費都係一致嘅。 (不同意的例子：如不知如何收費或太貴都是不清晰)	1	2	3	4	5	6	
13.	喺所有時間，包括喺夜晚、週末和假日，公共交通服務都係可靠同埋班次頻密，會準時有車。	1	2	3	4	5	6	
14.	公共交通服務嘅路線同班次資料完整(例如巴士站站牌會列明路線)，又列出可以俾傷殘人士使用嘅班次。	1	2	3	4	5	6	
15.	公共交通工具嘅車廂乾淨、保養良好、容易上落、唔迫、又有優先使用座位(關愛座)，而乘客亦會讓呢啲位俾有需要人士。	1	2	3	4	5	6	
16.	有專為殘疾人士而設嘅交通服務(如復康巴士)。	1	2	3	4	5	6	
17.	車站嘅位置方便、容易到達、安全、乾淨、光線充足、有清晰嘅標誌，仲有蓋，同埋有充足嘅座位。	1	2	3	4	5	6	
18.	司機會喺指定嘅車站同緊貼住行人路停車，方便乘客上落，又會等埋乘客坐低先開車。	1	2	3	4	5	6	
19.	喺公共交通唔夠嘅地方有其他非公共交通接載服務(如村巴、屋苑或商場穿梭巴、客貨車)。	1	2	3	4	5	6	
20.	的士可以擺放輪椅同助行器，費用負擔得起。司機有禮貌，並且樂於助人。 (不同意的例子：如司機不願幫助有需要人士上落)	1	2	3	4	5	6	
21.	馬路保養妥善，不會凹凸不平，照明充足。	1	2	3	4	5	6	

*請刪去不適用者

批准研究到期日: 2019年3月份

6



C	房屋	非常不同意	不同意	有點不同意	有點同意	同意	非常同意	其他
22.	區內房屋嘅數量足夠(無論租或買),價錢可負擔,而且地點安全,又近其他社區服務同地方。	1	2	3	4	5	6	
23.	住所嘅所有房間同通道都有足夠嘅室內空間同平地可以自由活動。	1	2	3	4	5	6	
24.	有可負擔嘅家居改裝選擇同物料供應,而且供應商了解長者嘅需要。(如長者想加裝防滑扶手、地墊,裝修師傅都會知道長者嘅需要,介紹返相關嘅產品同服務)	1	2	3	4	5	6	
25.	區內有充足同可負擔嘅房屋提供俾體弱同殘疾嘅長者,亦有適合佢地嘅服務。	1	2	3	4	5	6	
D	社會參與	非常不同意	不同意	有點不同意	有點同意	同意	非常同意	其他
26.	活動(由社區內任何公私营機構、志願機構、或屋苑提供,無論付費或免費)可以俾一個人或者同朋友一齊參加。	1	2	3	4	5	6	
27.	活動同參觀景點嘅費用都可以負擔(唔會太貴),亦都有隱藏或附加嘅收費。	1	2	3	4	5	6	
28.	舉辦活動嘅機構有完善咁提供有關活動嘅資料,包括無障礙設施同埋交通選擇(例如集合嘅時間地點同交通選擇,活動地點亦有無障礙設施,方便唔同行動能力嘅人士使用)。	1	2	3	4	5	6	
29.	提供多元化嘅活動去吸引唔同喜好嘅長者參與,包括動態嘅活動如旅行、跳舞、太極等,亦有靜動態嘅活動如書法、唱粵曲等。	1	2	3	4	5	6	
30.	喺區內唔同場地(好似文娛中心、學校、圖書館、社區中心同公園)內,舉行可以俾長者參與嘅聚會。	1	2	3	4	5	6	
31.	對少接觸外界嘅人士(如少出街長者)提供可靠嘅外展支援服務(如上門探訪)。	1	2	3	4	5	6	

*請刪去不適用者

批准研究到日期: 2019年3月份

7



賽馬會齡活城市
Jockey Club Age-friendly City

策劃及捐助:



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E	尊重和社會包容	非常不同意	不同意	有點不同意	有點同意	同意	非常同意	其他
32.	各種服務(如長者中心月會、區議員)會定期諮詢長者收集意見，為求服務得佢地更好。	1	2	3	4	5	6	
33.	提供唔同服務同產品，去滿足唔同人士(唔同年齡層、族裔)嘅需求同喜好(包括公私營機構提供的服務、及銀行、零售、醫療服務等)。	1	2	3	4	5	6	
34.	服務人員(例如社工、銀行職員、看更、郵局/政府機構職員)有禮貌，樂於助人。	1	2	3	4	5	6	
35.	學校提供機會俾學生去學習有關長者同埋年老嘅知識，並有機會俾長者參與學校活動。	1	2	3	4	5	6	
36.	全港整體社會(一般市民、輿論)認同長者嘅過去同埋目前所作出嘅貢獻。	1	2	3	4	5	6	
37.	全港整體傳媒(包括電視、報紙、收音機)對長者嘅描述(報道或者討論)正面同埋冇成見。	1	2	3	4	5	6	
F	公民參與和就業	非常不同意	不同意	有點不同意	有點同意	同意	非常同意	其他
38.	長者有彈性嘅義務工作選擇(包括義工嘅種類、參與時間和地點)，而且得到訓練、表揚、指導同埋補償開支(如車馬費津貼)。	1	2	3	4	5	6	
39.	就全港整體嚟講，長者員工嘅特質(例如具經驗、耐性等)得到廣泛推崇。	1	2	3	4	5	6	
40.	全港整體嚟講有提倡各種具彈性(例如彈性上班時間)並有合理報酬(唔會壓價)嘅工作機會俾長者。	1	2	3	4	5	6	
41.	全港整體嚟講有禁止嘅僱用、留用、晉升同培訓僱員呢幾方面年齡歧視。(會僱用、留用(續約)、晉升同培訓較年長的人士)	1	2	3	4	5	6	

*請刪去不適用者

批准研究到期日: 2019年3月份

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賽馬會齡活城市
Jockey Club Age-friendly City

策劃及捐助:



香港賽馬會慈善信託基金
The Hong Kong Jockey Club Charities Trust
用心用愛 齊心齊力 RIDING HIGH TOGETHER

計劃夥伴:



THE HONG KONG
POLYTECHNIC UNIVERSITY
香港理工大學

Institute of
Active Ageing
活齡學院



G	信息交流	非常不同意	不同意	有點不同意	有點同意	同意	非常同意	其他
42.	資訊發佈嘅方式(包括電視、收音機、告示板、報紙)簡單有效,唔同年齡嘅人士(老中青)都接收到。	1	2	3	4	5	6	
43.	電視、收音機或網上資源定期提供長者有興趣嘅訊息同廣播。(例子: 香港電台第五台、長青網、ViuTV《屢見耆工》、警訊)	1	2	3	4	5	6	
44.	少接觸外界嘅人士(如少外出或到社區中心嘅人士)可以喺佢地信任嘅人士(如親友、社工)身上,得到同佢本人有關嘅資訊(如時事及社會福利)。	1	2	3	4	5	6	
45.	就全港整體嚟講,電子設備,好似手提電話、收音機、電視機、銀行自動櫃員機同自動售票機嘅掣夠大,同埋上面嘅字體都夠大。	1	2	3	4	5	6	
46.	就全港整體嚟講,電話應答系統(如打去預約診所或者查詢銀行、政府熱線)嘅指示緩慢同清楚,又會話俾打去嘅人聽點樣可以隨時重複內容。	1	2	3	4	5	6	
47.	係公眾場所,好似政府辦事處、社區中心同圖書館,已廣泛設有平嘅或者係免費嘅電腦同上網服務俾人使用。	1	2	3	4	5	6	
H	社區與健康服務	非常不同意	不同意	有點不同意	有點同意	同意	非常同意	其他
48.	醫療同社區支援服務足夠。	1	2	3	4	5	6	
49.	有提供家居護理服務,包括健康、個人照顧同家務。	1	2	3	4	5	6	
50.	院舍服務設施同長者嘅居所都鄰近其他社區服務同地方(例如圖書館、社區中心、健康院、公園)。	1	2	3	4	5	6	
51.	市民因為經濟增長,而得到醫療同社區嘅支援服務。(經濟狀況困難嘅市民,亦會得到醫療同社區嘅支援服務)	1	2	3	4	5	6	
52.	社區應變計劃(好似走火警演習、流感高峰期、沙士)有考慮到長者嘅能力同限制(例如有張貼告示、提供有關預防資訊、打針資訊等)。	1	2	3	4	5	6	
53.	全港整體墓地(包括土葬/骨灰龕)嘅數量足夠同容易得到。	1	2	3	4	5	6	

*請刪去不適用者

批准研究到期日: 2019年3月份

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賽馬會齡活城市
Jockey Club Age-friendly City

策劃及捐助:



香港賽馬會慈善信託基金
The Hong Kong Jockey Club Charities Trust
馬心相連 RIDING HIGH TOGETHER

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以下有些句子，請回答您對這些句子的同意程度，以 1 至 5 分代表。(1=非常不同意，2=不同意，3=普通，4=同意，5=非常同意。其他：US - 不清楚有沒有；NA - 不適用)
「請就您居住的地區評分，您有幾同意而家……」

I	社群意識指數	非常不同意	不同意	普通	同意	非常同意	其他
1.	喺呢個社區我可以得到我需要嘅東西。 (指物質資源的層面，包括衣食住行等)	1	2	3	4	5	
2.	這個社區(街坊鄰居)幫助我滿足我嘅需求。 (指幫助、關愛層面)	1	2	3	4	5	
3.	我覺得自己係這個社區嘅一份子。	1	2	3	4	5	
4.	我屬於這呢個社區。(被接納感)	1	2	3	4	5	
5.	我可以參與討論喺呢個社區發生嘅事情。 (例如參與中心月會、投票、見區議員)	1	2	3	4	5	
6.	這個社區嘅人們善於互相影響(討論/幫助)。	1	2	3	4	5	
7.	我覺得同呢個社區息息相關(有共同嘅社區經歷)。	1	2	3	4	5	
8.	我同呢個社區嘅其他人(左右鄰舍)有良好嘅關係。	1	2	3	4	5	

全問卷完，謝謝您的寶貴意見!

訪問員請核實：

簽署同意書 (大學存檔)

完成所有問題

簽收現金禮券

帶離以上所有文件

訪問員簽署：_____

*請刪去不適用者

批准研究到期日：2019 年 3 月份

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Appendix 6. Discussion Guide of Focus Group (Chinese version only)

as at 28th May 2018

「賽馬會齡活城市」計劃

Pilot Phase: Final Assessment

聚焦小組訪問 - 問題綱領及重點筆錄表

目的: 探討參加者對區內「長者及年齡友善城市」八大範疇深入看法，題目方向和重心會根據地區獨特情況而作出相應調整。

時間 (分鐘)	題目及問題	提示	相比 2-3 年前的改善/ 正面經驗	負面經驗	改善建議
5	熱身問題 你對長者的印象是怎樣的? 你覺得理想中的社區是怎樣的?				
10	題目 1 戶外空間和建築 現在討論一下戶外空間及建築，我希望你分享一些你的正面經驗及負面經驗。同時希望你提供改善意見。 當你走出家門去悠閒散步、辦事或訪友，那兒是一個怎樣的環境? 當你進入建築物內購物或辦事，你看見的情景是怎樣?	- 小徑，路面設計，保養? - 過路及交界? - 交通流量，音量? - 特定日期，時間，例如晚上? - 天氣情況? - 綠化空間，步行區? - 街燈? - 對陽光，風雨的保護? - 休憩區，長櫈? - 人身安全? - 對治安感覺? - 走廊，室內，梯級，門，電梯，地台，照明，路標，洗手間，休憩區?			

as at 28th May 2018

時間 (分鐘)	題目及問題	提示	相比 2-3 年前的改善/ 正面經驗	負面經驗	改善建議
10	題目 2 交通 以下部份關於社區內的運輸系統，我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。 請形容一下你在區內使用公共運輸工具的經驗，例如電車、鐵路、輕鐵、火車、巴士、小巴。 你希望區內運輸設備是怎樣呢?	巴士，電車，鐵路……是 否 - 收費可負擔? - 容易到達目的地? - 容易乘搭? - 班次足夠? - 準時? - 覆蓋範圍充分? - 候車處：照明，座位，保護? - 治安保障? - 對殘疾人士設計? 假如你是駕車人士，你認為以下的運輸配套如何? - 路牌指示 - 街名標示 - 交接處的照明 - 交通指示容易明白 - 足夠及接近的停泊 - 殘疾車位 - 上/落客區 - 司機休息處			

時間 (分鐘)	題目及問題	提示	相比 2-3 年前的改善/ 正面經驗	負面經驗	改善建議
10	<p>題目 3 房屋</p> <p>以下是關於住屋的部份，我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>如果你需要搬家，你會選擇那些地區？</p>	<ul style="list-style-type: none"> - 成本？ - 舒適度？ - 人身安全？ - 治安？ - 對公共服務接近程度？ <p>你在屋內的移動性及獨立性：</p> <ul style="list-style-type: none"> - 容易走動？ - 物件容易接近及儲藏？ - 處理家務方便與否？ 			
10	<p>題目 4 尊重及社會包容</p> <p>以下部分關於社區如何尊重及接受長者，我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>那些方面你覺得你在社區內是受尊重及不受尊重？</p> <p>在區內的活動中，那些方面你覺得你在社區內是得到/ 得不到認(接)受？</p>	<p>社區人士對長者：</p> <ul style="list-style-type: none"> - 禮貌？ - 聆聽？ - 幫助？ - 需要的回應？ - 諮詢？ - 提供選擇？ - 貢獻認同？ - 提供與不同年齡人士交流之活動？ 			
15	休息				

時間 (分鐘)	題目及問題	提示	相比 2-3 年前的改善/ 正面經驗	負面經驗	改善建議
10	<p>題目 5 參與社區</p> <p>我們討論一下社交及休閒活動，我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>你在區內參與活動、交際應酬有多容易？</p> <p>你可否分享一下你在以下活動的參與情況如教育，文化，康樂、或靈性活動？</p>	<p>社交及休閒活動是否...</p> <ul style="list-style-type: none"> - 可負擔？ - 容易接近？ - 次數充足？ - 位置方便？ - 時間方便？ - 提供多項選擇？ - 有趣 			
10	<p>題目 6 信息交流</p> <p>以下部份是關於交流信息方面，我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>你收取區內資訊的經驗如何？例如，服務及活動方面。包括從電話，收音機，電視，單張，有關人士收取的資訊。</p>	<p>資訊是否...</p> <ul style="list-style-type: none"> - 容易獲得？ - 有用？ - 適時？ - 容易明白？ - 使用時有困難，如電腦、資訊媒介、自動語音系統、宣傳品格式、字體 ... 			

時間 (分鐘)	題目及問題	提示	相比 2-3 年前的改善/ 正面經驗	負面經驗	改善建議
10	<p>題目 7</p> <p>公民參與和就業</p> <p>我想知道你參加義務工作，公共事務及就業方面的情況，我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>請分享義務工作的情况？</p> <p>就業方面？你正在就業還是尋找工作？</p> <p>參與社區事務如居民組織、政治團體、議會等情況？</p>	<p>有關機會：</p> <ul style="list-style-type: none"> - 的資訊足夠？ - 容易得到？ - 種類選擇多？ - 具吸引力？ - 中你的貢獻受認同？ - 報酬合理？ - 遷就長者能力？ - 遷就長者喜好？ - 鼓勵長者參與？ 			

時間 (分鐘)	題目及問題	提示	相比 2-3 年前的改善/ 正面經驗	負面經驗	改善建議
10	<p>題目 8 社區與健康服務</p> <p>我想知道你居住的社區內為長者提供之社會(支援)服務的情況。我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>我想知道你居住的社區內為長者提供之醫療服務的情況。</p>	<ul style="list-style-type: none"> - 服務提供種類？ - 容易得到服務？ - 費用可負擔？ - 回應個別需要之速度/ 適切？ 			
15	<p>結尾問題</p> <p>在訪問完成前，請問還有沒有一些之前沒有提出的事項而你希望現在提出呢？</p>				

Appendix 7. Breakdown of Sample Size of Each Sub-district

Code	Name of Sub-district	Sample Size	Percentage
	Unidentified	2	0.4
J01	Kwun Tong Central	14	2.2
J02	Kowloon Bay	13	2.1
J03	Kai Yip	8	1.3
J04	Lai Ching	21	3.3
J05	Ping Shek	26	4.1
J06	Sheung Choi	22	3.5
J07	Jordan Valley	22	3.5
J08	Shun Tin	16	2.5
J09	Sheung Shun	13	2.1
J10	On Lee	14	2.2
J11	Po Tat	52	8.3
J12	Sau Mau Ping North	16	2.5
J13	Hiu Lai	14	2.2
J14	Sau Mau Ping South	12	1.9
J15	Sau Mau Ping Central	16	2.5
J16	Hing Tin	31	4.9
J17	Lam Tin	17	2.7
J18	Kwong Tak	51	8.1
J19	Ping Tin	13	2.1
J20	Pak Nga	12	1.9
J21	Yau Tong East	11	1.7
J22	Yau Lai	10	1.6
J23	Chui Cheung	17	2.7
J24	Yau Tong West	8	1.3
J25	Laguna City	18	2.9
J26	King Tin	13	2.1
J27	Tsui Ping	21	3.3
J28	Po Lok	21	3.3
J29	Yuet Wah	15	2.4
J30	Hip Hong	11	1.7
J31	Hong Lok	5	0.8
J32	Ting On	11	1.7
J33	Upper Ngau Tau Kok Estate	11	1.7
J34	Lower Ngau Tau Kok Estate	15	2.4
J35	To Tai	11	1.7
J36	Lok Wah North	10	1.6
J37	Lok Wah South	16	2.5
	Total	629	100.0

Jockey Club Age-friendly City Project



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The Hong Kong Polytechnic University



<http://iaa.fhss.polyu.edu.hk/>