



賽馬會齡活城市  
Jockey Club Age-friendly City

# Jockey Club Age-friendly City Project Final Assessment Report

Tai Po



Yuen Chau Tsai Park

Initiated and funded by:



The Hong Kong Jockey Club Charities Trust

Project partner:



香港中文大學  
The Chinese University of Hong Kong



香港中文大學  
賽馬會老年學研究所  
CUHK Jockey Club Institute of Ageing



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# Jockey Club Age-friendly City Project

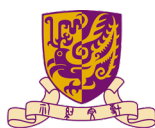
## Final Assessment Report Tai Po

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同心同步同進 RIDING HIGH TOGETHER

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## Introduction

### **Jockey Club Age-friendly City Project**

The Hong Kong Jockey Club Charities Trust (“The Trust”) has developed the Elderly Strategy in order to proactively tackle the challenges of an ageing population. The Trust believes that it is necessary to shift towards a more preventative approach by promoting active ageing, focusing on physical and mental wellness, employment and volunteering, as well as social relationships.

In 2015, the Trust officially launched the Jockey Club Age-friendly City Project (“JCAFC Project”) in partnership with Hong Kong’s four gerontology research institutes – CUHK Jockey Club Institute of Ageing, 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.

With the aim of building Hong Kong into an age-friendly city which can cater for the needs of all ages, the JCAFC Project adopts a bottom-up and district-based approach to address the issues of an ageing population. The three key components of the Project include 1) the AgeWatch Index for Hong Kong assessing the social and economic well-being of older people; 2) Comprehensive Support Scheme for Districts which covers baseline assessment on the eight domains of an age-friendly city identified by the World Health Organization, and district-based programmes backed up by professional teams formed by the four gerontology research institutes of local universities; and 3) Publicity and Public Education to raise public awareness on building an age-friendly city.

### **CUHK Jockey Club Institute of Ageing**

The CUHK Jockey Club Institute of Ageing was established in 2014 with support from The Hong Kong Jockey Club Charities Trust to meet the challenges brought by Hong Kong’s ageing population. With the vision to make Hong Kong an age-friendly city in the world, the Institute will synergise the research personnel and efforts on ageing across disciplines to promote and implement holistic strategies for active ageing through research, policy advice, community outreach and knowledge transfer.



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## Executive Summary

## Executive summary

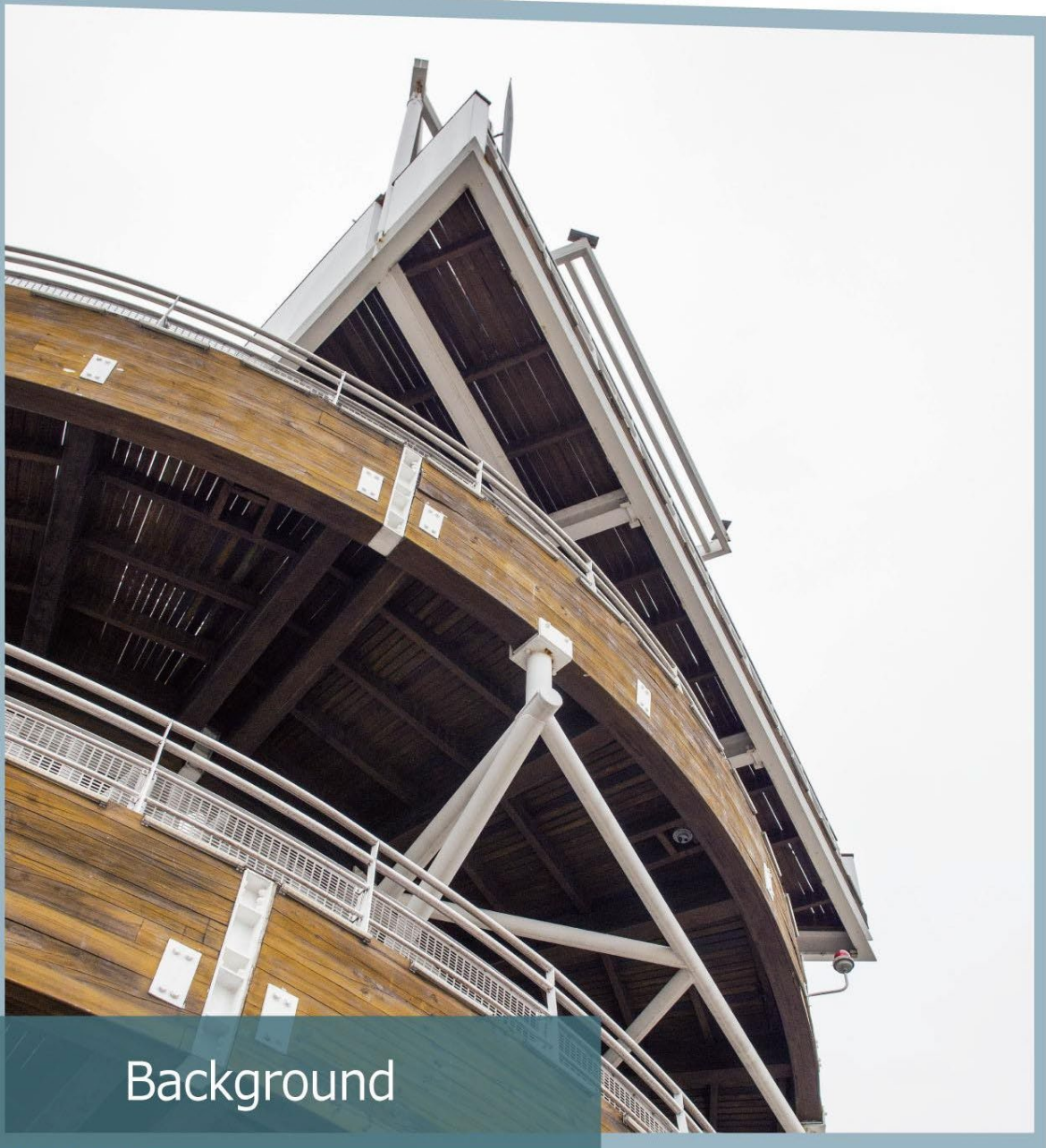
The CUHK Jockey Club Institute of Ageing has conducted baseline and final assessments in the Tai Po District under the Jockey Club Age-friendly City Project initiated and funded by The Hong Kong Jockey Club Charities Trust. The project aims to understand the age-friendliness of the district and to implement age-friendly related initiatives to make the community more age-friendly.

The final assessment was conducted from June to November 2018 using the framework of eight domains (including Outdoor spaces and buildings, Transportation, Housing, Social participation, Respect and social inclusion, Civic participation and employment, Communication and information, and Community support and health services) of an age-friendly city set out by the World Health Organization. It comprises both quantitative approach of survey questionnaire from 515 residents (from June to October 2018) and qualitative approach of five focus groups (from August to November 2018). With the findings, the report write-up was prepared from December 2018 to January 2019.

Questionnaire surveys showed that residents in Tai Po were most satisfied with the domains of Transportation as well as Social participation in the district. At the same time, the results revealed that domains of Community support and health services as well as Civic participation and employment had more room for improvement. Residents participating in focus groups raised more specific issues in these two domains, such as limited job opportunities, inadequate or poor community support services, and high fees and charges of medical services.

Results of the final assessment shed light on future directions to make Tai Po District a more age-friendly community. In order to enhance liveability for the elderly, more efforts and resources must be put into the city planning by the Planning Department. Enhancement works in public spaces and buildings are necessary to ensure the safety of the elderly and their views should be collected regularly and submitted to District Councils for follow-up. In the Transportation domain, a progressive fare reduction should be explored to motivate retirees aged 60-64 to participate in community activities. Moreover, a long-term scheme in housing maintenance should be implemented to subsidise the elderly in more estates. A territory-wide campaign including inter-generational activities can be carried out to nurture respect for and social inclusion of the elderly. As for employment, provision of jobs with flexible working hours and job duties would create a favourable environment for older people to remain active in the society. More strategic information dissemination through elderly centres and public spaces is recommended. The set-up of the pilot Kwai Tsing District Health Centre is a step in the right direction to ease the heavy workload of public hospitals. Another way to enable older people to live well is to utilise community initiatives, such as the Jockey Club Community eHealth Care Project, to empower them in health self-management and establish elderly centres as the first point of contact for addressing their needs.





Background

## 1. Background

Drastic demographic changes have posed immense challenges for Hong Kong and population ageing remains a critical issue for the city particularly due to the highly dense urban living, environmental degradation, and limited provision of resources. Currently various initiatives have been launched to articulate “age-friendliness” as a future development pathway for Hong Kong. The Hong Kong Special Administrative Region Government stated in the Policy Address 2018 that it would continue to adopt the approach of according priority to the provision of home care and community care, supplemented by residential care. Furthermore, it will, within 2019, provide an additional 2000 service quota under the Enhanced Home and Community Care Services. To boost the supply of day care services, it will implement a new scheme to set up day care units for the elderly at qualified private and self-financing Residential Care Homes for the Elderly (RCHEs) (The Chief Executive of HKSAR, 2018). However, will these policies truly meet the needs of the elderly and what are their opinions towards them? How do they view the current age-friendliness of their own community? These important questions need to be answered before any initiative is proposed and implemented.

This report sheds light on key findings from our research in relation to the age-friendliness of Tai Po District in Hong Kong. Both questionnaire survey and interviews of focus groups have been conducted. The report consists of four parts. Initially the ageing population of Hong Kong will be briefly reviewed. This is followed by an introduction of the study area. Some major characteristics will be summarised. Methodology and key findings of questionnaire survey and focus group will be presented in Chapter Two and Chapter Three. Relevant recommendations will be made in the final chapter to serve as a reference for future community-based projects.

### 1.1 Ageing population in Hong Kong

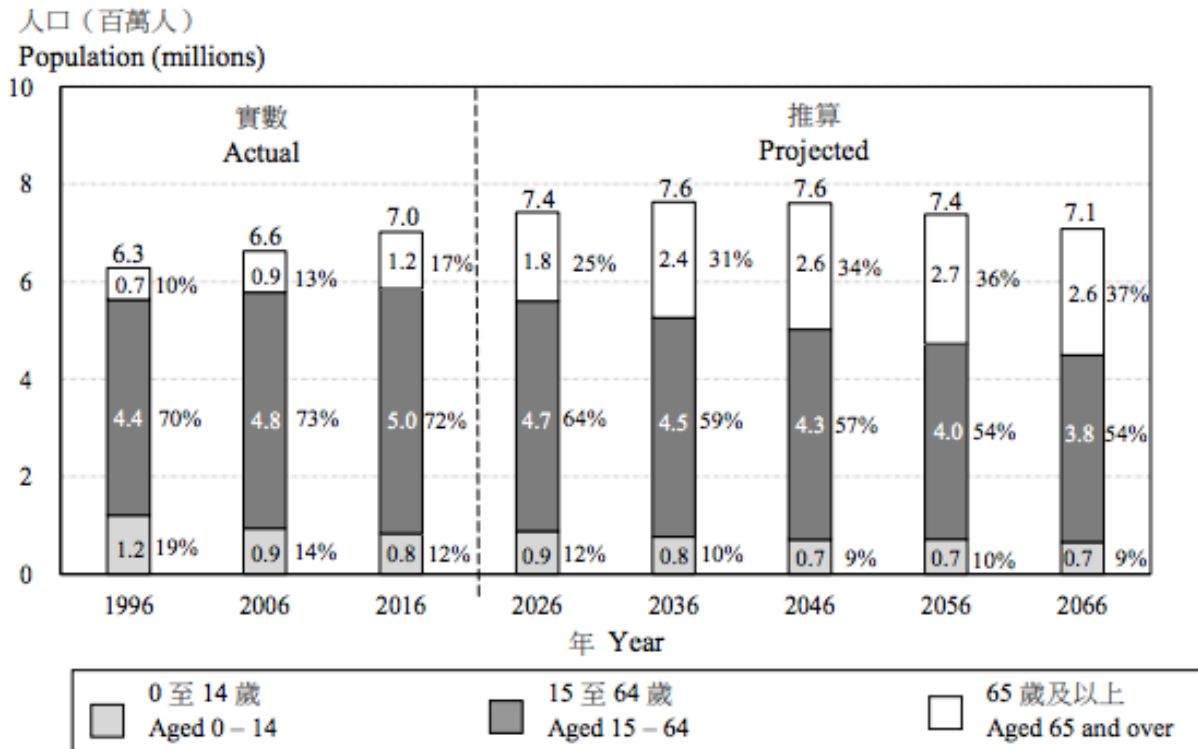
Population ageing is a persistent issue posing huge challenges for Hong Kong. It is expected to continue and it will accelerate notably in the coming two decades, with the most rapid acceleration taking place in the next 10 years. The elderly population is projected to increase by about 1.2 million in the next 20 years (2016-2036), far more than the increase of some 0.5 million over the past 20 years (1996-2016). With post-war baby boomers entering old age, the number of elderly persons aged 65 and over is projected to increase sharply by 57% from 1.16 million (17% of the total population) in 2016 to 1.82 million (25%) in 2026. It will further increase by 30% to 2.37 million (31%) in 2036. By that time, there will be 1 elderly person in every 3 persons. The elderly population is projected to remain at over 2.3 million for at least 30 years. In 2066, the number of elderly persons is projected to reach 2.59 million (37%). On the other hand, due to the persistently low fertility rate, the proportion of the population aged under 15 is projected to decrease gradually from 12% in 2016 to 9% in 2066 (Figure 1.1)

Population ageing can be reflected by the overall dependency ratio which is defined as the number of persons aged under 15 and those aged 65 and over per 1,000 persons aged 15-64. The ratio is projected to rise continuously from 397 in 2016 to 574 in 2026 and 697 in 2036, and further to 844 in 2066. In other words, in 2016, every 5 persons at the working age had to support 2 children and elderly persons on average, which will increase to 3 and 3.5 children and elderly persons respectively in 10 and 20 years' time. In 2066, every 5 persons at the working age will have to support 4 children and elderly persons on average. The ageing trend is also revealed by the increasing median age of the population, which will rise from 44.3 in 2016 to 47.7 in 2026 and 50.9 in 2036, and further to 54.5 in 2066 (Census and Statistics Department, HKSAR Government, 2017a).



## 人口數目及年齡結構（不包括外籍家庭傭工）

### Population size and age structure (excluding foreign domestic helpers)

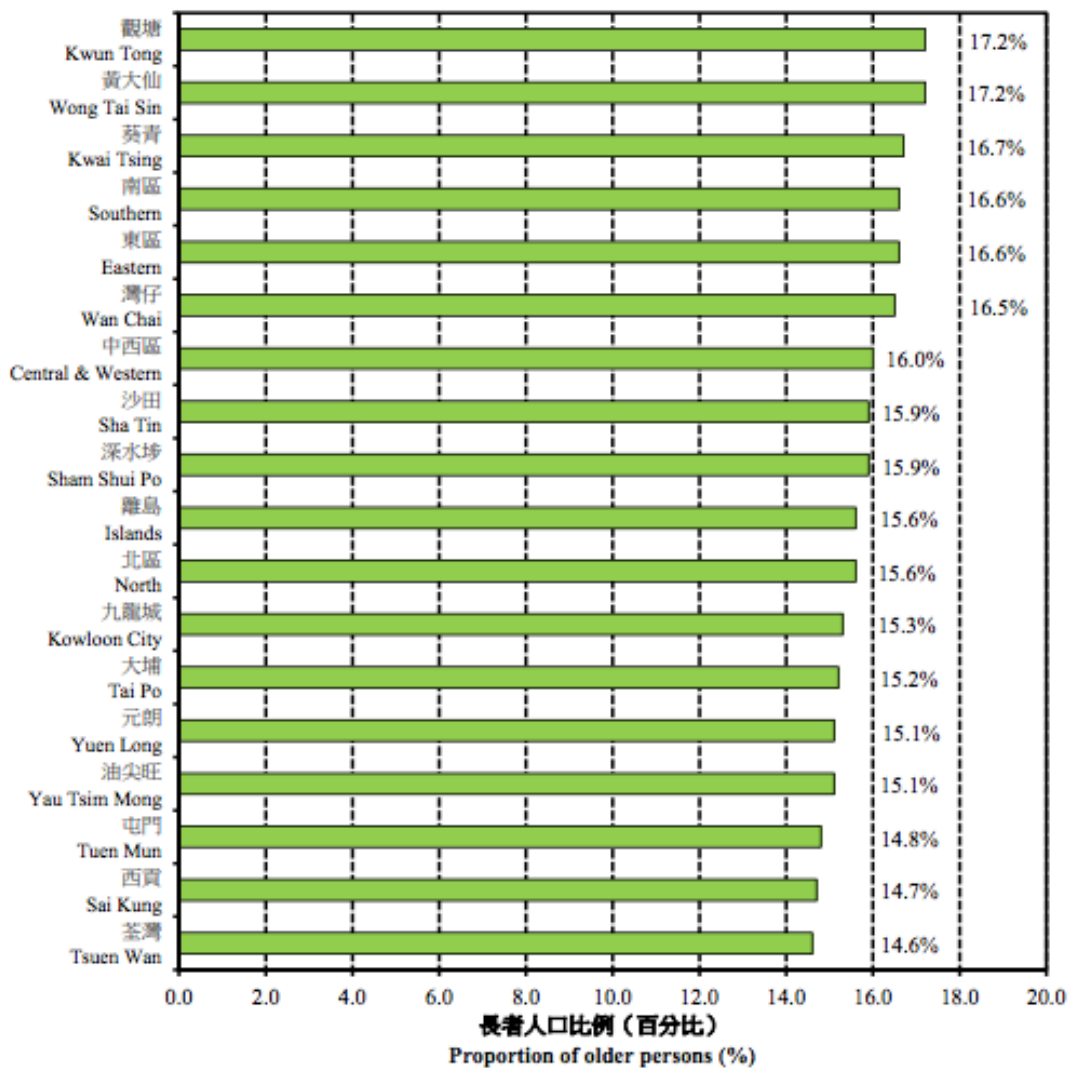


**Figure 1.1 Population Ageing in Hong Kong**

Source: Census and Statistics Department, HKSAR (2017, Chart 2)

One point to note is that the overall educational attainment of elderly in Hong Kong has been improving. The proportion of older people with secondary or higher education increased drastically from 25.0% in 2006 to 39.6% in 2016. Furthermore, the proportion of older people with post-secondary education also increased from 6.6% in 2006 to 9.5% in 2016 (Census and Statistics Department, HKSAR Government, 2018a). It suggests that the majority of elderly of the next and future generations are likely to be better educated and informed than previous generations and new ways for them to be socially included can be explored.

Geographically, older population is not evenly distributed in Hong Kong and there was a considerable geographical redistribution of older persons during the past ten years. In 2016, 50.9% of older population resided in the New Territories, while 31.4% and 17.8% in Kowloon and Hong Kong Island (Census and Statistics Department, HKSAR Government, 2018a). According to the proportion of the elderly by District Council district, Kwun Tong was the largest, followed by Wong Tai Sin and Kwai Tsing (Figure 1.2).



**Figure 1.2 Proportion of Older People by District Council District**

Source: Census and Statistics Department, HKSAR Government (2018, p. 79)

The above characteristics of population ageing reveal three issues to be addressed. First, population ageing needs an in-depth study in particular with reference to different locations. Understanding context specific characteristics affecting ageing well is essential for effective elderly policies. Second, neighbourhood is the primary resource the elderly use to satisfy various needs. As such, certain attributes of neighbourhood, that is, the built environment, housing, transportation, etc., should be carefully studied and evaluated. Last but not least, pertinent policies on community must focus on the quality of home and neighbourhood environment, instead of hospital care, for the elderly to improve their well-being. Older people play a crucial role in communities that can only be ensured if they enjoy good health and if society addresses their needs. These three propositions inform our study in Tai Po wherein various domains of neighbourhood and elderly behaviours are benchmarked with the World Health Organization (WHO)'s Age-friendly Model through quantitative and qualitative research methods.

## 1.2 Age-friendly City Project by the World Health Organization

Making cities and communities age-friendly is one of the most effective policy approaches for demographic ageing. A society with an increasing ageing population will generate additional demands different from those in general. In 2007, WHO published *Global Age-friendly Cities: A Guide*. According to the definition, “an age-friendly environment fosters active ageing by optimising opportunities for health, participation and security in order to enhance quality of life as people age” (WHO, 2007a, p.1). Eight domains were highlighted based on opinions of the elderly and caregivers. The eight domains include Outdoor spaces and buildings, Transportation, Housing, Social participation, Respect and social inclusion, Civic participation and employment, Communication and information, and Community support and health services (Table 1.1).

Community is one critical geographical scale to promote Age-friendly City (AFC), upon which public awareness of older people and needs can be enhanced, the living condition improved, and social and cultural life revitalised. The Guide provides a useful reference to articulate age-friendliness under the urban context. Central to this idea is to provide an enabling environment through a checklist of action points integral to the creation of health, wisdom, justice, social networks and economic wellbeing of older people. In 2010, WHO launched the “Global Network for Age-friendly Cities and Communities” in an attempt of encouraging the implementation of policy recommendations. By December 2018, 750 cities and communities in 39 countries are part of the Network, covering over 210 million people worldwide. The points of action provide a useful reference for our study in designing questionnaire that encompasses the most relevant aspects.

**Table 1.1 WHO's Age-friendly City domains and major areas of concern**

<b>AFC domains</b>	<b>Major areas of concern</b>	
<b>Outdoor spaces and buildings</b>	<ul style="list-style-type: none"> <li>- Environment</li> <li>- Green spaces and walkways</li> <li>- Outdoor seating</li> <li>- Pavements</li> <li>- Roads</li> <li>- Traffic</li> </ul>	<ul style="list-style-type: none"> <li>- Cycle paths</li> <li>- Safety</li> <li>- Services</li> <li>- Buildings</li> <li>- Public toilets</li> </ul>
<b>Transportation</b>	<ul style="list-style-type: none"> <li>- Affordability</li> <li>- Reliability and frequency</li> <li>- Travel destinations</li> <li>- Age-friendly vehicles</li> <li>- Specialised services</li> <li>- Priority seating</li> <li>- Transport drivers</li> <li>- Safety and comfort</li> </ul>	<ul style="list-style-type: none"> <li>- Transport stops and stations</li> <li>- Information</li> <li>- Community transport</li> <li>- Taxis</li> <li>- Roads</li> <li>- Driving competence</li> <li>- Parking</li> </ul>
<b>Housing</b>	<ul style="list-style-type: none"> <li>- Affordability</li> <li>- Essential services</li> <li>- Design</li> <li>- Modifications</li> <li>- Maintenance</li> </ul>	<ul style="list-style-type: none"> <li>- Ageing in place</li> <li>- Community integration</li> <li>- Housing options</li> <li>- Living environment</li> </ul>
<b>Social participation</b>	<ul style="list-style-type: none"> <li>- Accessibility of events and activities</li> <li>- Affordability</li> <li>- Range of events and activities</li> <li>- Facilities and settings</li> </ul>	<ul style="list-style-type: none"> <li>- Promotion and awareness of activities</li> <li>- Addressing isolation</li> <li>- Fostering community integration</li> </ul>
<b>Respect and social inclusion</b>	<ul style="list-style-type: none"> <li>- Respectful and inclusive services</li> <li>- Public images of ageing</li> <li>- Intergenerational and family interactions</li> </ul>	<ul style="list-style-type: none"> <li>- Public education</li> <li>- Community inclusion</li> <li>- Economic inclusion</li> </ul>
<b>Civic participation and employment</b>	<ul style="list-style-type: none"> <li>- Volunteering options</li> <li>- Employment options</li> <li>- Training</li> <li>- Accessibility</li> </ul>	<ul style="list-style-type: none"> <li>- Civic participation</li> <li>- Valued contributions</li> <li>- Entrepreneurship</li> <li>- Pay</li> </ul>
<b>Communication and information</b>	<ul style="list-style-type: none"> <li>- Information offer</li> <li>- Oral communication</li> <li>- Printed information</li> </ul>	<ul style="list-style-type: none"> <li>- Plain language</li> <li>- Automated communication and equipment</li> <li>- Computers and the Internet</li> </ul>
<b>Community support and health services</b>	<ul style="list-style-type: none"> <li>- Service accessibility</li> <li>- Offer of services</li> </ul>	<ul style="list-style-type: none"> <li>- Voluntary support</li> <li>- Emergency planning and care</li> </ul>

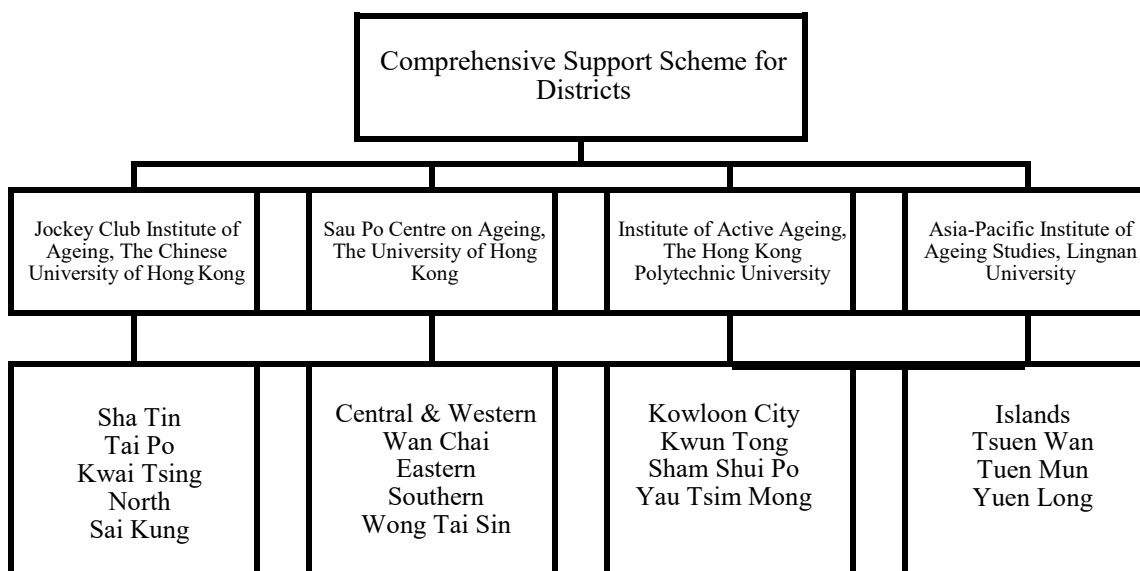
Source: WHO Global Age-friendly Cities: A Guide (2007b)

### 1.3 Jockey Club Age-friendly City Project

In tandem with the vision of the CUHK Jockey Club Institute of Ageing to make Hong Kong an age-friendly city, the Institute has participated in the “Jockey Club Age-friendly City Project” (JCAFC Project) initiated and funded by The Hong Kong Jockey Club Charities Trust together with the other three gerontology research institutes in 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 (Figure 1.3). The key objectives of the project are:

- Build the momentum in districts to develop an age-friendly community through an assessment of their respective age-friendliness;
- Recommend a framework for districts to undertake continual improvement for the well-being of our senior citizens; and
- Arouse public awareness and encourage community participation in building an age-friendly city.

The pilot study is confined to eight districts, namely Sha Tin, Tai Po, Central and Western, Wan Chai, Kowloon City, Kwun Tong, Islands and Tsuen Wan. Our Institute has conducted baseline and final assessments in Sha Tin and Tai Po Districts. Based on the framework of the eight domains of an age-friendly city set out by the WHO, the Institute aims to reach out and understand the views from citizens through questionnaires and focus groups in different age groups (including elders and their caregivers) which serve as a useful reference for future initiatives.



**Figure 1.3 Jockey Club Age-friendly City Project**

In addition, a scheme of Ambassadors for the JCAFC Project has been launched in Sha Tin and Tai Po Districts, with the aim of encouraging the general public to acquire knowledge on age-friendly city and share the AFC concept to the community; and encouraging the general public to participate in and promote the JCAFC Project. Residents aged 18 and above have been recruited from Sha Tin and Tai Po Districts as ambassadors.



For Tai Po District, ambassador training workshop on the AFC concept was conducted in December 2015. A total of 32 ambassadors completed the training.

From January to February 2016, a number of activities including community visit, poster making, sharing session, and exhibition were organised to deepen the understanding of ambassadors. The community visit was an outing activity where ambassadors attempted to explore and identify strengths and weaknesses of age-friendliness of the district. An exhibition was held to showcase the hand-made posters to promote the AFC message to the community.

The trained Ambassadors continued to participate over the 3 years of JCAFC Project. They actively participated in the district-based programmes in Tai Po organised by agencies in the district. In addition, they had a significant role in supporting different promotional events organised at district or societal level by The Hong Kong Jockey Club Charities Trust. They effectively spread the message of age-friendly in the community. They also helped to conduct interviews for data collection by the questionnaires in the final assessment, with their strengths of positive attributes, strong social network and in-depth understanding of the district.

#### 1.4 District characteristics of Tai Po

Tai Po lies to the north-west of the Tolo Harbour, about 11 km north of Sha Tin and 8 km south of Fanling (Figure 1.4). The land area is about 14,740 hectares. Topographically, Tai Po is encircled on three sides by the mountain ranges of Pat Sin Range, Cloudy Hill, Tai Mo Shan and Grassy Hill<sup>1</sup>. The valley areas and basins become the major grounds for human settlements.



**Figure 1.4 Locations of 18 Districts in Hong Kong**

Tai Po has a total population of 303,926 according to the 2016 Population By-census. Ageing population (aged 65 and above) account for 15.2%. The potential support ratio (PSR)<sup>2</sup>, based on 2016 By-census data, was 4.8, compared to 7.4 in 2011. Population aged 75 and above increased by 38% from 2011 to 2016, and they account for less than half of the total number of older people (22,156 out of 46,344). Detailed demographic characteristics of Tai Po District in 2011 and 2016 are at [Annex 1](#).

<sup>1</sup> Topographic information and the development pathway were compiled from the contents provided by Planning Department of the HKSAR Government.

<sup>2</sup> PSR refers to the number of persons aged 15 to 64 per one older person aged 65 and above

Historically, Tai Po is a market town famous for trading of agricultural and fishery products. The old market was located at the coastal plains where Tai Po River and Lam Tsuen River cross. With the expansion of commercial activities, a new market was established at the north-eastern bank of Lam Tsuen River (Tai Wo). Since then, Tai Po has become one of the famous market towns for retailing and wholesaling of market products in the northern New Territories. When the construction of Kowloon Canton Railway (KCR) completed in 1910, Tai Po served as an important market centre for the New Territories.

Tai Po is one of the earliest places where Chinese migrants from Guangdong arrived. A noticeable population of Hakka people came to Tai Po before the 1970s, forming a specific community culture among the local Chinese.

In the early 1970s, limited development was envisaged for Tai Po. In 1974, a decision was made that Tai Po should be the site of the first industrial estate in Hong Kong and the reclamation began in 1976. Simultaneously, the reclamation for the first public housing estate, Tai Yuen Estate, was started. The subsequent plans for Tai Po included to increase the number of public housing, and Tai Po was a designated new town in 1979. A wide variety of community facilities have been built, ranging from community centres, healthcare facilities, cultural complexes, library, sports complexes, to elderly centres. Residential lands and village houses take the largest parts among all developed areas (amount to 400 hectares in total).

Moreover, Tai Po is famous for its ecological diversity due to the large amount of natural landscapes. Pat Sin Leng is one of the many symbolic natural landmarks in Tai Po which has a great biodiversity.

## **1.5 Elderly Programmes and Works by Tai Po District Council**

Tai Po District Council initiated a range of programmes and measures targeting the elderly, including concerts and enhancement works in outdoor spaces. The details of the programmes for year 2016-2018 are listed in [Annex 2](#).

## **1.6 District-based Programmes in Tai Po**

There were seven district-based programmes under the JCAFC Project with the aim to enhance the eight AFC domains. These programmes were organised by neighbourhood centres, district community centres, district elderly centres and youth groups. The number of direct beneficiaries of the seven programmes was about 3,200. Programme details are at [Annex 3](#).



## Objectives and Methods



## 2. Objectives and methods

### 2.1 Objectives

The JCAFC Project adopts a bottom-up and district-based approach to address population ageing in Hong Kong. Using both quantitative (questionnaire survey) and qualitative (focus group interview) approaches, the final assessment measures the age-friendliness of districts in 2018 and compares to that from the baseline assessment conducted three years ago.

### 2.2 Quantitative approach of final assessment

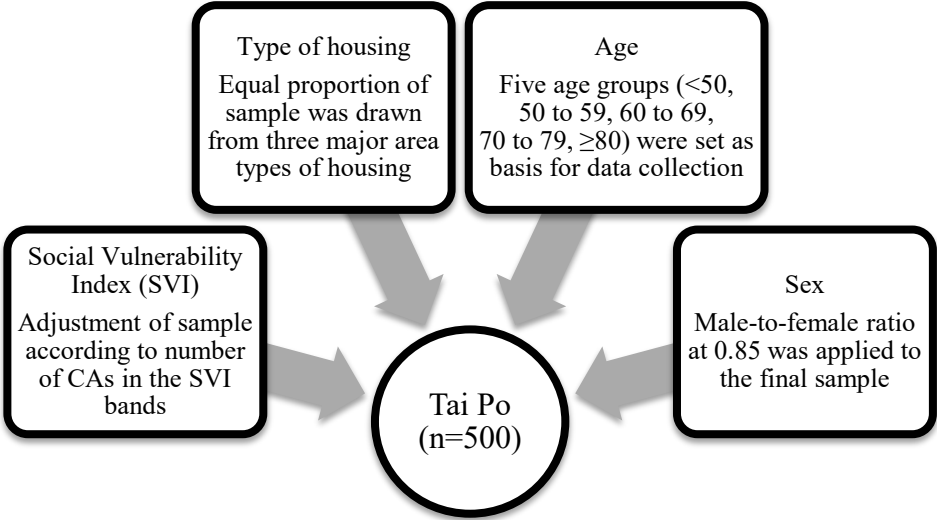
#### 2.2.1 Sampling methods

The survey was designed using both stratified and quota sampling methods and set out to interview at least 500 local residents aged 18 and above from the district. The district was divided into two major geographical regions, namely Tai Po urban and Tai Po rural. Considering the geographical distribution of socially vulnerable groups and socio-economic status (SES), district sub-areas (i.e., District Council Constituency Areas (DCCAs/CAs) in each of the two regions were stratified according to the Social Vulnerability Index (SVI) and the predominant type of housing therein as proxy of SES.

The SVI is an assessment tool to evaluate the vulnerability level of older populations in Hong Kong, and identifies the distribution of vulnerable groups across the district sub-areas (Chau, Gusmano, Cheng, Cheung, & Woo, 2014). Using official statistics of 2016, composite scores of SVI, ranging from 0 to 10, were compiled for all CAs in Hong Kong based on seven indicators, namely population size, institutionalization, poverty, living alone, disability, communication obstacles and access to primary care. The higher scores indicate greater vulnerability of an area. Based on the SVI scores, CAs were categorized into five SVI bands with equal interval values, i.e., Band I, SVI score  $<2$ ; Band II, SVI score  $2-<4$ ; Band III, SVI score  $4-<6$ ; Band IV, SVI score  $6-<8$ ; Band V, SVI score  $\geq 8$ . The SVI scores of Tai Po CAs fall under Band II to IV.

For all CAs grouped under respective SVI band, we examined the predominant type of housing accommodating the largest number of population therein as proxy of SES of CAs. We sampled questionnaire respondents from three major types of housing, including public rental housing, subsidized home ownership housing and private permanent housing. Currently, they accommodate almost 99% of the Hong Kong domestic households (Census and Statistics Department, 2016). For CAs within the same SVI band, we selected 3 different CAs with the largest population living in public rental housing, subsidized home ownership housing and private permanent housing respectively. Public housing residents living in units under Tenant Purchase Scheme (TPS) were excluded. In cases where there were less than three CAs representing different housing characteristics in the SVI band, the only CA remaining in the band was selected and the sample was drawn in proportion to the population distribution by housing types.

Table 2.2-1 shows the selection of sampling sites for the questionnaire survey in Tai Po. In total, 12 CAs were selected, with ten in Tai Po urban, and two in Tai Po rural. In this district, we selected Hong Lok Yuen (Tai Po urban, Private), Tai Po Kau (Tai Po rural, Private) in SVI band II; Kwong Fuk and Plover Cove (Tai Po urban, Public), Wang Fuk (Tai Po urban, Public and Subsidized), Wan Tau Tong (Tai Po urban, Public and Subsidized), Yee Fu (Tai Po urban, Public and Subsidized), Po Nga (Tai Po urban, Public and Subsidized), Old Market and Serenity (Tai Po urban, Private), Shuen Wan (Tai Po urban, Private), Lam Tsuen Valley (Tai Po rural, Private) in SVI band III; Tai Yuen (Tai Po urban, Public), Tai Po Hui (Tai Po urban, Private) in SVI band IV. In Tai Po, reduced number of sample was collected from SVI band II and IV due to small number of CAs in the band, more samples were collected from SVI band III due to large number of CAs in the band.



**Figure 2.1 Selection criteria of data sampling in Tai Po**

Prospective respondents were recruited from major estates and areas within the CA boundaries, with reference to the boundary description listed out by the Electoral Affairs Commission (Electoral Affairs Commission, 2014). Field surveys were organized accordingly for subject recruitment and field observations.

In each selected CA, convenience sampling was applied. To avoid over-sampling of particular demographic representation in the final sample, quotas were set on age and sex. Accordingly, five age strata were applied to the overall sample, which set to include 50 samples from 18-49, 100 from 50-59, 150 from 60-69, 150 from 70-79, and 50 from 80 and above, to reflect and examine divergent views on the neighborhood environment across ages. A sex (male-to-female) ratio of approximately to 0.85 was set to match with the overall sex ratio of the general population. Along with the selection by region, SVI and housing type, this approach would reflect views and opinions from a wide spectrum of local residents, including the most vulnerable elderly and residents with different geographical, socio-economic and demographic characteristics.



**Table 2.2-1. Selection of sampling sites for the questionnaire survey in Tai Po**

Region	SVI Band	Constituency areas	Type of housing		
			Public rental	Subsidized home ownership	Private permanent
Tai Po urban	II	Hong Lok Yuen			x
Tai Po urban	III	Kwong Fuk and Plover Cove	x		
Tai Po urban	III	Wang Fuk	x	x	
Tai Po urban	III	Wan Tau Tong	x	x	
Tai Po urban	III	Yee Fu	x	x	
Tai Po urban	III	Po Nga	x	x	
Tai Po urban	III	Old Market and Serenity			x
Tai Po urban	III	Shuen Wan			x
Tai Po urban	IV	Tai Yuen	x		
Tai Po urban	IV	Tai Po Hui			x
Tai Po rural	II	Tai Po Kau			x
Tai Po rural	III	Lam Tsuen Valley			x

### 2.2.2 Questionnaire respondents and recruitment strategies

All prospective respondents were community dwellers of Chinese origin, aged 18 and above, normally residing in Hong Kong and able to speak and understand Cantonese at time of participation. Foreign domestic helpers and individuals who were mentally incapable of communicating were excluded. All eligible respondents had lived in our selected sampling sites for not less than six consecutive months at time of participation in the survey.

Respondents were mostly recruited directly from the community, among which a minor proportion of elders regularly visited District Elderly Community Centres (DECCs) and Neighbourhood Elderly Centres (NECs). We tried to limit this segment of elders to 20% in our sample, close to the average of Hong Kong, since they may represent views considerably different from other community elders (HKU, 2011; Legislative Council Panel on Welfare Services, 2007). We also reached out to respondents previously participated in the baseline survey, those with interest in the current exercise were followed up.

### 2.2.3 Data and materials

A structured questionnaire was used in the survey, which consisted of two major sections. The first section sought information on the respondents' perception of the age-friendly neighborhood environments, and their sense of community (SOC); the second section collected the respondents' individual characteristics, including age, sex, marital status, educational level, type of housing, residential area, total length of residence in the neighborhood, living arrangement, economic activity status, occupation, prior experience of delivering informal care to elderly, use of elderly centre services, income, and self-rated health.

Respondents' perception of the age-friendly neighborhood environments was assessed with reference to the checklist of the essential features of AFC developed by WHO (WHO, 2007a). In the assessment, a tailor-made version of questionnaire items was developed, with reference to the original checklist. We examined and worded each of the checklist features according to Hong Kong's context, so that local residents are more familiar with the checklist items being asked about. The questionnaire consisted of 53 items across the eight AFC domains, covering physical, social and service environments, which mapped onto Outdoor spaces and buildings (9 items), Transportation (12 items), Housing (4 items), Social participation (6 items), Respect and social inclusion (6 items), Civic participation and employment (4 items), Communication and information (6 items), and Community support and health services (6 items). On each item, respondents were asked to rate the age-friendliness of their neighborhood on a six-point Likert-type scale, ranging from "strongly disagree" (1) to "strongly agree" (6).

The SOC was measured using an 8-item Brief Sense of Community Scale (BSCS), consisting of four dimensions including needs fulfilment, group membership, influence and shared emotional connection. Each dimension contains two items. On each item, respondents were asked to rate the statement on a five-point Likert scale, ranging from "strongly disagree" (1) to "strongly agree" (5).

### 2.2.4 Procedures

Data were mainly collected by trained research assistants via face-to-face or telephone interviews. A minor proportion of the relatively literate respondents self-administered the questionnaires with assistance from trained research assistants.

The study protocol was approved by the Survey and Behavioral Research Ethics Committee (SBREC) of The Chinese University of Hong Kong (Ethical code: 070-15). All prospective respondents were fully informed of the procedures, in speech and in writing. Written informed consent was sought from respondents prior to the interview.

### 2.2.5 Quantitative data analysis

Responses to individual AFC items were averaged to produce a mean AFC domain score. Mean domain scores were calculated only if over half of the domain items had valid responses (1 to 6). Standard deviations and confidence intervals were calculated for the mean scores of AFC domains. In terms of SOC, responses to each of the four dimensions were summated to produce a component score. A total score of SOC was also calculated by summating all component scores.

Differences in mean scores of AFC domains were analyzed by respondents' individual characteristics and geographical locations, using Analysis of Variance (ANOVA) and Analysis of Covariance (ANCOVA) adjusting for demographic and socio-economic characteristics of the questionnaire respondents. The individual characteristics included age, sex, marital status (currently married, currently not married), educational level (primary and below, secondary, post-secondary), type of housing (public rental housing, subsidized home ownership housing, private permanent housing), total length of residence in the neighborhood, living arrangement (living alone, not living alone), economic activity status (working, not working), self-rated health

(poor/fair, good/very good/excellent), prior experience of delivering informal care to elderly, use of elderly community centres, and disposable income (insufficient, enough/abundant). Geographical variations of mean scores of AFC domains were examined at regional level, adjusting for individual characteristics. Temporal change was examined by comparing the mean scores of the AFC domains in the final assessment to that of the baseline assessment conducted three years ago, using ANOVA and ANCOVA with adjustment for individual characteristics. All statistical procedures were carried out using the Window-based SPSS Statistical Package (version 24.0; SPSS, Chicago, IL, USA), where a significant level at 5% was adopted for all statistical tests.

## 2.3 Qualitative approach of final assessment

### 2.3.1 Sampling methods

The design of the focus group methodology is based on the Vancouver Protocol, which aims to “provide rich descriptions and accounts of the experiences of older people” and “bring together and compare the discussions of the nine areas (warm up question and eight topics) across the groups in order to bring to light aspects of the community that are age-friendly (advantages), barriers and problems that show how the community is not age-friendly (barriers), and suggestions to improve the problems or barriers identified” (WHO, 2007c).

Conditions upon which a person was considered eligible as a questionnaire respondent were also applied to focus group participants. Based on the Vancouver Protocol, five focus groups were formed and interviewed in Tai Po. Diverse demographic characteristics were built into the sampling of groups in order to collect opinions of four age groups and three housing types in areas with different SVI bands (Table 2.3-1). Effort was made to recruit eight to ten interviewees in each group, with similar numbers of male and female.

Group	Age Group (Year)	Housing Type	SVI Band
1	18-49	Private permanent	II
2	50-64	Private permanent	III
3	> = 65	Public rental / Subsidized home ownership	III
4	> = 80	Public rental / Subsidized home ownership	III
5	> = 65	Public rental	IV

**Table 2.3-1 Summary of the profiles of five focus groups in Tai Po**

Effort was also made to recruit participants living in the same or adjacent housing estates. Otherwise, divergent views and experiences emerging from a group might simply be due to participants living in different neighborhoods, evaluating different transport routes, or using different parks.

Similar to the Vancouver Protocol, we attempted to recruit focus group participants in different age groups. However, we are interested not only in comparing views of the old-old and young-old, but a wider range of age groups. Therefore, we recruited participants in the age groups of 18-49, 50-64, 65 and above. In addition, we aimed to understand and represent the perspectives of the oldest population, hence one focus group was exclusively assigned to participants aged 80 and above. Four different age groups were interviewed.

Housing type is an important factor affecting resident perceptions of age-friendliness towards their community. Effort was made to form more groups of participants living in public and

subsidized housing, corresponding to the Vancouver Protocol in recruiting participants from middle and low socio-economic levels. In addition, two groups of residents living in private housing estates were interviewed in Tai Po.

We aimed to include the views from participants unable to come to the focus group interview due to frail or disabled conditions. As such, caregivers were recruited with a view to offering more comprehensive views from the elderly. Different from the Vancouver Protocol, we did not form a separate group exclusively for caregivers of the disabled elderly. Instead, we incorporated caregivers into our existing focus groups. A survey question from the demographics section was used to identify these caregivers<sup>1</sup> among questionnaire respondents.

### 2.3.2 Interview procedures and protocol

A venue accessible to participants was chosen for carrying out each focus group. A total of 1.5 to 2 hours were allocated for each group, with light refreshments offered to participants afterwards. Participants were identified by a number assigned to them, yet they were addressed by their names during the interview. Before the interview, an introductory note and a short presentation were given to participants to introduce each interview topic. The aim was to elicit their response to age-friendliness specific to their community.

Each group began with a brief introduction of the JCAFC Project, the purpose of the focus group and how participants would contribute towards the project. The use of audio and video recorders and steps for ensuring confidentiality of participants were also explained. A consent form similar to the one used with the questionnaire interview was distributed to each participant for signature after explanation by interviewer.

The interview consisted of three parts, including warm-up, discussion of the eight topic areas based on the WHO AFC domains, and wrap-up. In line with the Vancouver Protocol, open questions were asked so that participants were able to “spontaneously raise the specific areas and concerns relevant to them” (Vancouver Protocol, p.10). More specific questions were used to prompt participants to explore additional issues once an issue has been sufficiently explored. Following the same principle adopted by the Vancouver Protocol (WHO, 2007c) when interviewing non-elderly participants (i.e. service providers and caregivers groups), the group aged 18-49 was asked to think of advantages and barriers as faced by the elderly in their community and suggestions in relation to the elderly. Interview sessions were audio-recorded using two recorders to be transcribed in full as soon as possible afterwards. Where possible, a video recorder was used with participants’ consent to help identify speakers and pick up non-verbal communication for transcription purpose.

The running of focus group was carried out by a focus group leader – also the interviewer – and two to three assistants depending on group size. The focus group leader, with experience in conducting focus group interview and familiar with the JCAFC Project, was responsible for various duties including welcoming participants, taking questions that participants had about the project, and supervising the signing of consent forms. Assistants, who had received briefing beforehand, were mainly responsible for setting up and using the recording equipment during the interview.

### 2.3.3 Qualitative data analysis

The analysis of focus group interviews followed the guidelines of the Vancouver Protocol and aimed to highlight under the eight domains those aspects of the community that are age-friendly (advantages), problems in the community that are not age-friendly (barriers), and suggestions to improve the barriers identified, all grounded in the local participants’ response.

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<sup>1</sup> Question 10: Do you have experience taking care of elderly’s aged 65 and above?

Since the common view, rather than individual view, was sought, advantages and barriers that elicited the greatest consensus were coded as key features. These were then compared across the five groups, leading to the identification of common advantages and barriers under the eight domains.

In addition, less commonly cited views were included if they addressed the following:

- a) a unique scheme providing a useful reference/model for other districts
- b) concerns over vulnerable groups, oldest-old (aged 80 and above), disadvantaged groups e.g. persons with disability, older people living alone, elderly marginalized for other reasons
- c) issue(s) that can be generalized and applied to other districts/regions despite few mentions e.g. perceived insufficiency of burial sites

Driven by the philosophy of the AFC which emphasizes the initiation of change from community members themselves, participants' suggestions for improving their local community were seen as important. Therefore, effort was made to include in the findings suggestions that are relevant to the eight domains whether or not they were common across all groups.





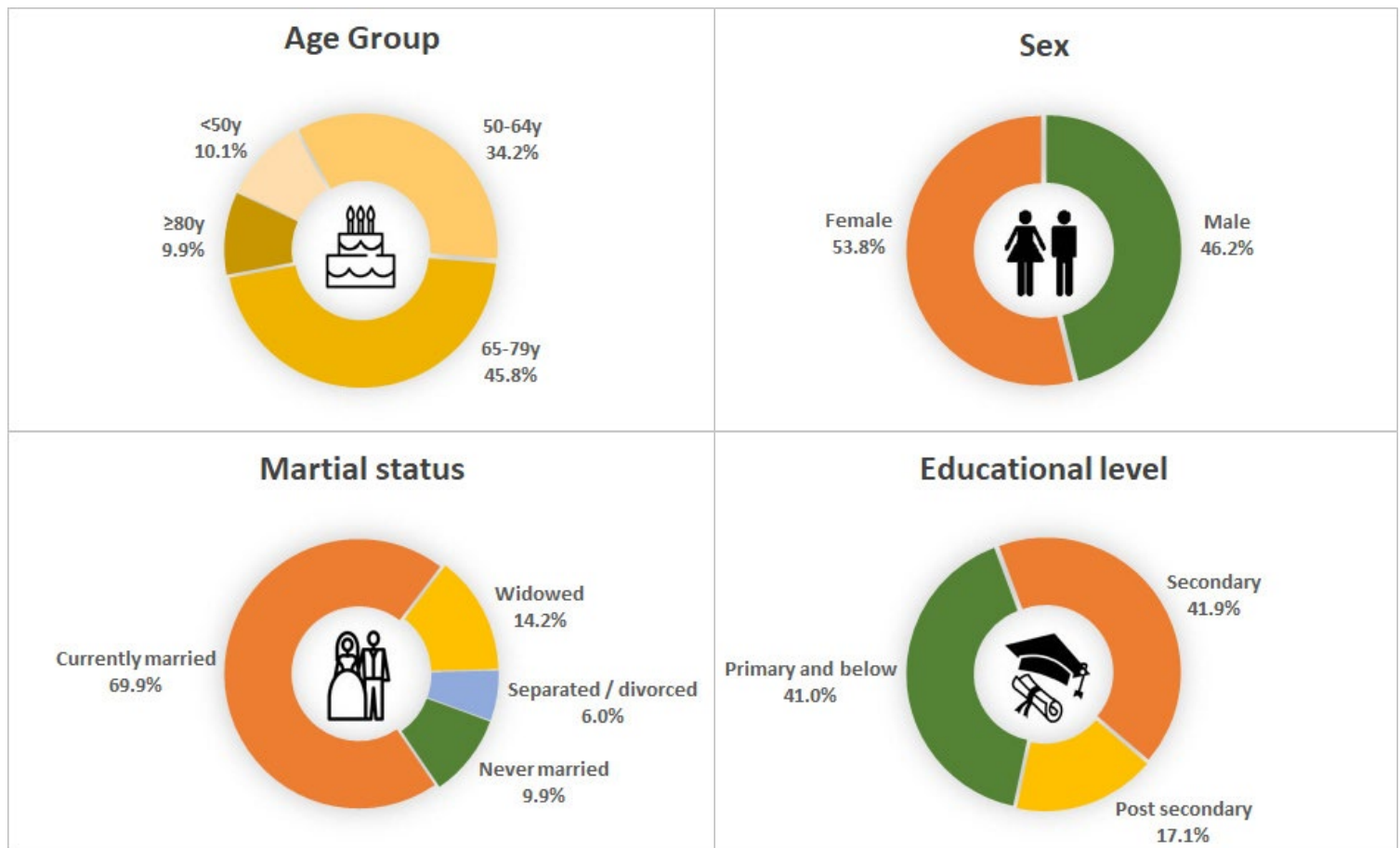
## Key Findings

### 3. Key findings

#### 3.1 Quantitative assessment

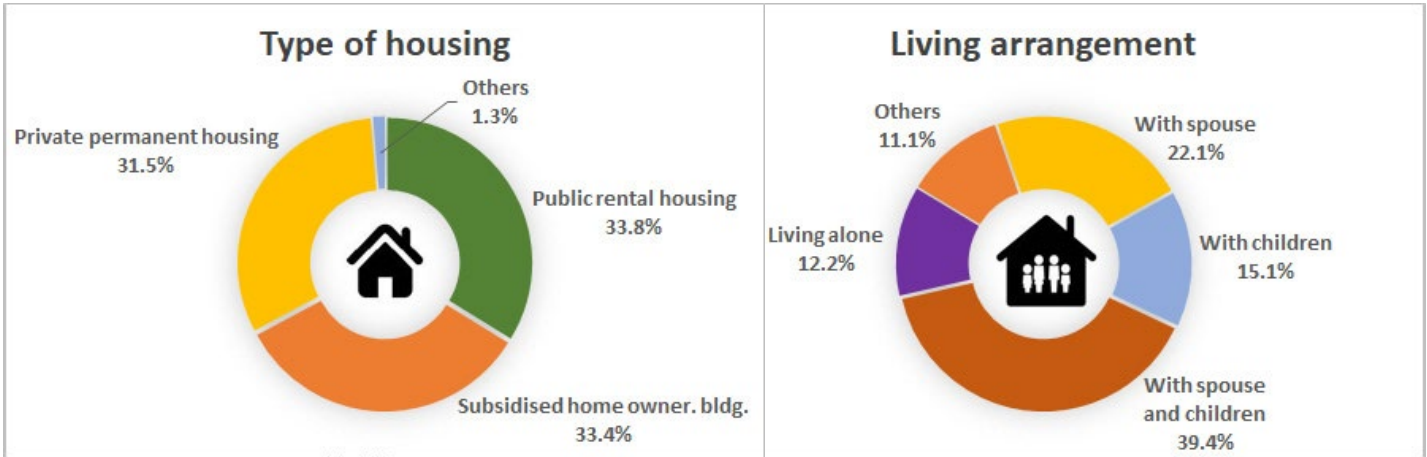
##### 3.1.1 Socio-demographic characteristics of the questionnaire survey respondents

A total of 515 completed questionnaires were collected in Tai Po and included in the analysis. Of the respondents in Tai Po, 55.7% were aged 65 and above and 53.8% were female (Figure 3.1a and 3.1b). 69.9% were married, and 59% had secondary education and above (Figure 3.1c and 3.1d).



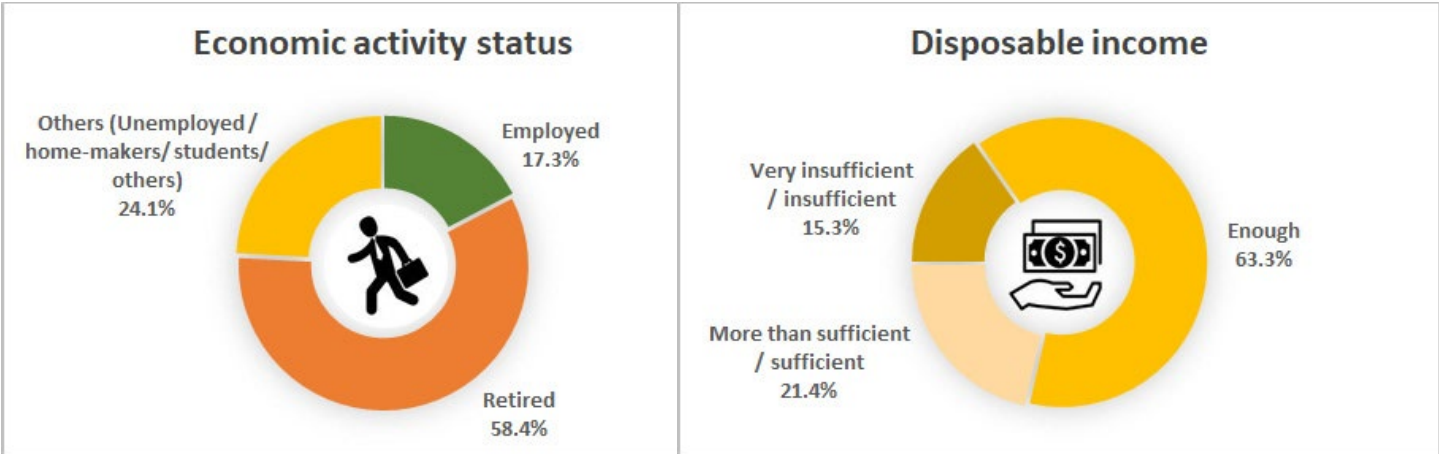
**Distribution of questionnaire respondents by age groups (Figure 3.1a, upper left), by sex (Figure 3.1b, upper right), by marital status (Figure 3.1c, lower left), by educational level (3.1d lower right)**

In Tai Po, reduced number of sample was collected from SVI band II and IV (14.0% and 12.8% respectively) due to small population while most respondents came from SVI band III (73.2%). 67.2% of the respondents lived in public rental or subsidised home ownership housing (Figure 3.1e). Mean length of stay in the neighbourhood was 22.1 years (SD=12.5 years). 76.6% of the respondents lived with spouse and/or children), while 12.2% were living alone (Figure 3.1f).



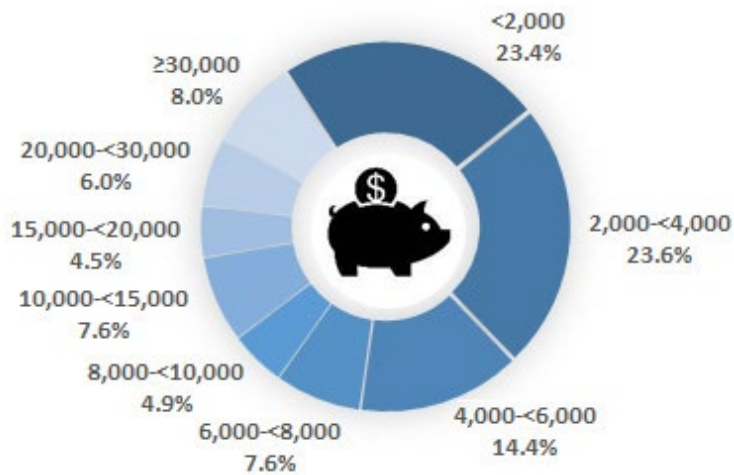
**Distribution of questionnaire respondents by type of housing (Figure 3.1e, left), by living arrangement (Figure 3.1f, right)**

In terms of economic activity status, 17.3% of the respondents were working full-time or part-time, while 58.4% had retired and 24.1% were economically inactive, such as unemployed persons, home-makers and students (Figure 3.1g). Of all respondents, 63.3% expressed that their money to use in everyday life was enough (Figure 3.1h), and 81.5% had a personal monthly income  $\leq$ \$15,000 (Figure 3.1i), less than the median personal income from main employment in Hong Kong of \$16,800 in May-June 2017 (Census and Statistics Department, HKSAR Government, 2017b).



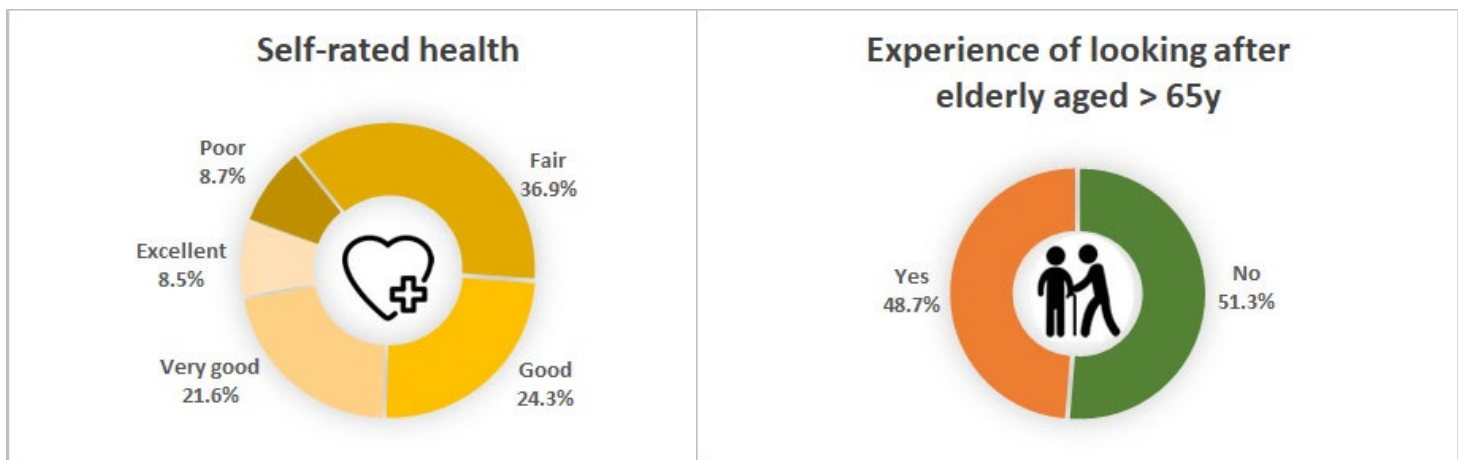
**Distribution of questionnaire respondents by economic activity status (Figure 3.1g, left), by disposable income (Figure 3.1h, right)**

## Monthly personal income



**Figure 3.1i Distribution of questionnaire respondents by personal monthly income**

In terms of their own health, 54.4% of the respondents rated their health condition as good, very good or excellent (Figure 3.1j). Of all respondents, 48.7% had experience of looking after elderly aged 65 and above (Figure 3.1k).



**Distribution of questionnaire respondents by self-rated health (Figure 3.1j, left), by experience of looking after elderly aged  $\geq 65$  (Figure 3.1k, right)**



### 3.1.2 Mean scores of the AFC items and domains in Tai Po

**Table 3.1 Mean scores of the AFC items and domains in Tai Po**

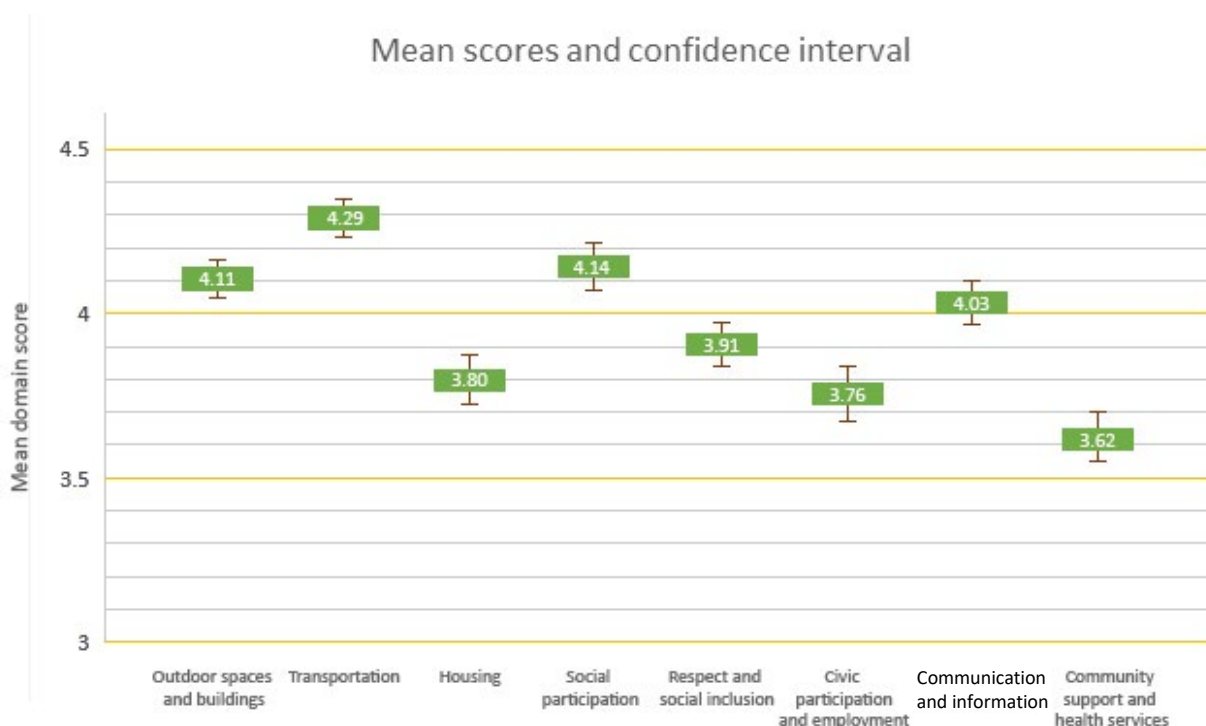
AFC item and domain	Mean	SD	Rank of item	
			Within domain	Across domains
<b>Domain: Outdoor Spaces and Buildings</b>	<b>4.11</b>	<b>0.69</b>	..	..
Item A1: Cleanliness	4.48	0.95	1	4
Item A2: Adequacy, Maintenance and Safety	4.41	1.02	2	8
Item A3: Drivers' Attitude at Pedestrian Crossings	4.16	1.16	6	20
Item A4: Cycling Lanes	4.21	1.18	4	16
Item A5: Outdoor Lighting and Safety	4.34	1.05	3	13
Item A6: Accessibility of Commercial Services	4.21	1.32	5	17
Item A7: Arrangement of Special Customer Service to Persons in Needs	3.37	1.37	9	52
Item A8: Building Facilities	4.10	1.14	7	25
Item A9: Public Washrooms	3.73	1.30	8	41
<b>Domain: Transportation</b>	<b>4.29</b>	<b>0.67</b>	..	..
Item B10: Traffic Flow	4.44	0.93	4	6
Item B11: Coverage of Public Transport Network	4.64	0.98	1	1
Item B12: Affordability of Public Transport	4.56	1.16	2	2
Item B13: Reliability of Public Transport	4.24	1.06	8	15
Item B14: Public Transport Information	4.13	1.11	9	22
Item B15: Condition of Public Transport Vehicles	4.39	0.97	7	10
Item B16: Specialized Transportation for disabled people	3.96	1.25	10	31
Item B17: Transport Stops and Stations	4.43	1.04	5	7
Item B18: Behavior of Public Transport Drivers	4.40	1.05	6	9
Item B19: Alternative Transport in Less Accessible Areas	3.92	1.28	11	35
Item B20: Taxi	3.84	1.11	12	39
Item B21: Roads	4.45	0.95	3	5
<b>Domain: Housing</b>	<b>3.80</b>	<b>0.91</b>	..	..
Item C22: Sufficient and Affordable Housing	3.64	1.41	2	44
Item C23: Interior Spaces and Level Surfaces of Housing	4.32	1.19	1	14
Item C24: Home Modification Options and Supplies	3.62	1.25	3	46
Item C25: Housing for Frail and Disabled Elders	3.54	1.25	4	50
<b>Domain: Social Participation</b>	<b>4.14</b>	<b>0.89</b>	..	..
Item D26: Mode of Participation	4.38	1.08	1	11
Item D27: Participation Costs	4.37	1.05	2	12
Item D28: Information about Activities and Events	4.16	1.16	3	19
Item D29: Variety of Activities	4.12	1.19	4	23
Item D30: Variety of Venues for Elders' Gatherings	4.06	1.21	5	26
Item D31: Outreach Services to People at Risk of Social Isolation	3.72	1.27	6	42
<b>Domain: Respect and Social Inclusion</b>	<b>3.91</b>	<b>0.79</b>	..	..
Item E32: Consultation from Different Services	3.55	1.32	6	49
Item E33: Variety of Services and Goods	3.72	1.23	4	43
Item E34: Manner of Service Staff	4.50	0.91	1	3
Item E35: School as Platform for Intergeneration Exchange	3.57	1.31	5	48
Item E36: Social Recognition	4.02	1.17	3	30
Item E37: Visibility and Media Depiction	4.03	1.10	2	29
<b>Domain: Civic Participation and Employment</b>	<b>3.76</b>	<b>0.93</b>	..	..
Item F38: Options for Older Volunteers	3.96	1.15	1	32
Item F39: Promote Qualities of Older Employees	3.86	1.18	2	38
Item F40: Paid Work Opportunities for Older People	3.59	1.22	4	47
Item F41: Age discrimination	3.62	1.27	3	45
<b>Domain: Communication and Information</b>	<b>4.03</b>	<b>0.82</b>	..	..
Item G42: Effective Communication System	4.12	1.14	3	24
Item G43: Information and Broadcasts of Interest to Elders	3.92	1.22	5	36
Item G44: Information to Isolated Individuals	3.86	1.16	6	37
Item G45: Electronic Devices and Equipment	4.19	1.13	1	18
Item G46: Automated Telephone Answering Services	3.93	1.27	4	34
Item G47: Access to Computers and Internet	4.14	1.21	2	21
<b>Domain: Community Support and Health Services</b>	<b>3.62</b>	<b>0.89</b>	..	..
Item H48: Adequacy of Health and Community Support Services	4.05	1.26	1	27
Item H49: Home Care Services	3.80	1.29	4	40
Item H50: Proximity between Old Age Homes and Services	3.94	1.26	3	33
Item H51: Economic barriers to Health and Community Support Services	4.03	1.25	2	28
Item H52: Community Emergency Planning	3.45	1.26	5	51
Item H53: Burial Sites	2.37	1.28	6	53

Remarks: ..Not applicable

Table 3.1 shows the mean scores by age-friendly items and domains. The mean itemised scores varied from coverage of public transport network (highest rated item:  $4.64 \pm 0.98$ ) to burial sites (lowest rated item:  $2.37 \pm 1.28$ ). Analysed by rank of items, the ten highest rated items clustered in Transportation (6 items), and Outdoor spaces and building (2 items). In the Transportation domain, half of the items were rated as the ten highest rated items, compared to less than one third of the items in Outdoor spaces and buildings. Manner of service staff (Respect and social inclusion domain) was also highly rated. On the other hand, the ten lowest rated items were distributed across five domains. Three of the four items in Housing domain were rated the lowest. Half of the items in the Civic participation and employment domain (2 items) and in the Respect and social inclusion domain (3 items) were rated as the ten lowest rated items. One third of the items in the Community support and health services domain (2 items) were rated the lowest. The item regarding the arrangement of special customer services to persons in need (Outdoor spaces and buildings domain) was also rated among the lowest.

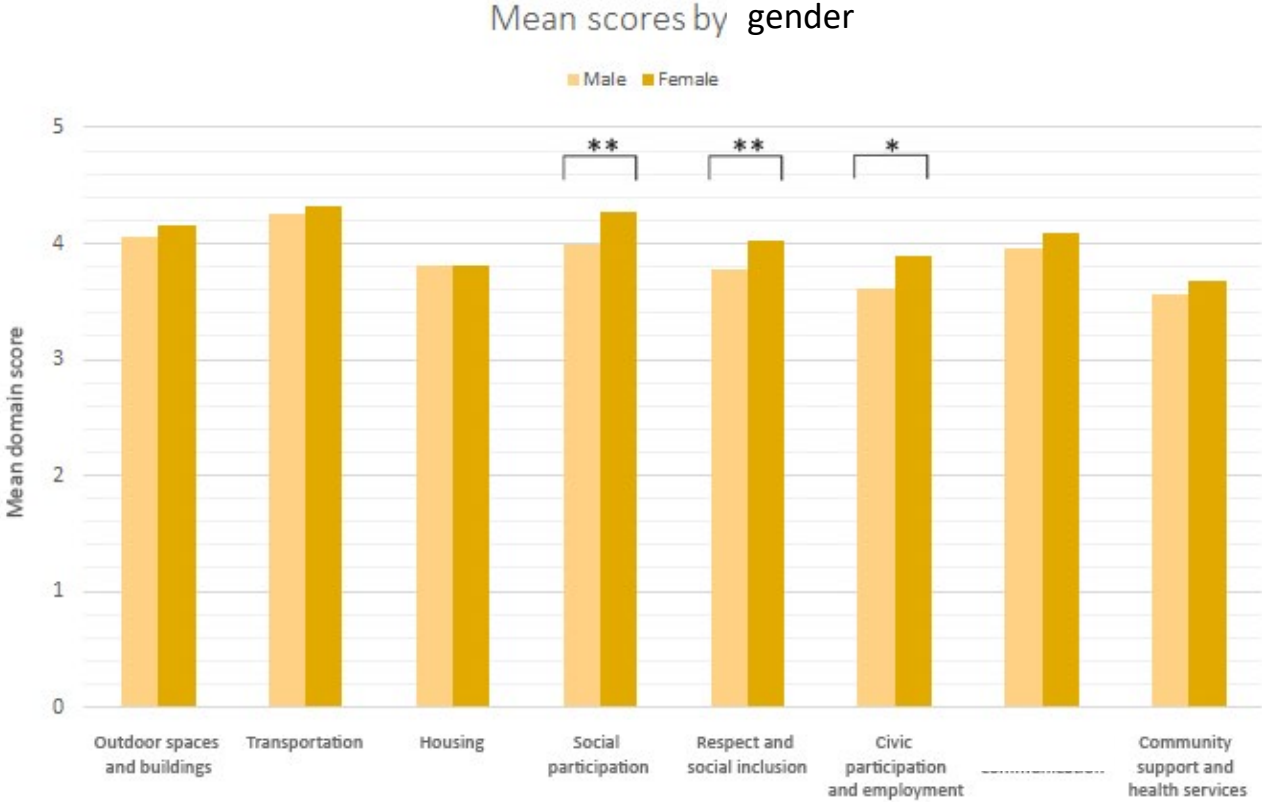
### 3.1.3 Mean scores of the AFC domains in Tai Po

The mean domain scores in Tai Po varied across the eight domains, from (i) Outdoor spaces and buildings ( $4.11 \pm 0.69$ , 95% CI: 4.05-4.17), (ii) Transportation ( $4.29 \pm 0.67$ , 95% CI: 4.23-4.35), (iii) Housing ( $3.80 \pm 0.91$ , 95% CI: 3.73-3.88), (iv) Social participation ( $4.14 \pm 0.89$ , 95% CI: 4.07-4.22), (v) Respect and social inclusion ( $3.91 \pm 0.79$ , 95% CI: 3.84-3.98), (vi) Civic participation and employment ( $3.76 \pm 0.93$ , 95% CI: 3.68-3.84), (vii) Communication and information ( $4.03 \pm 0.82$ , 95% CI: 3.96-4.10), to (viii) Community support and health services ( $3.62 \pm 0.89$ , 95% CI: 3.55-3.70). The mean scores of the two domains, namely **Transportation**, and **Social participation** ranked at the top; whilst the **Civic participation and employment**, and **Community support and health services** domains scored the lowest in Tai Po (Figure 3.2).



**Figure 3.2 Mean scores and confidence intervals of the eight Age-friendly City domains**

Analysed by **gender**, women rated the AFC domains higher than men, except Housing which was rated equally by both sexes. Significant trend differences were observed between gender for Social participation, Respect and social inclusion and Civic participation and employment. Figure 3.3a shows the mean scores of AFC domains by gender.



**Figure 3.3a Mean scores of the eight Age-friendly City domains by gender**

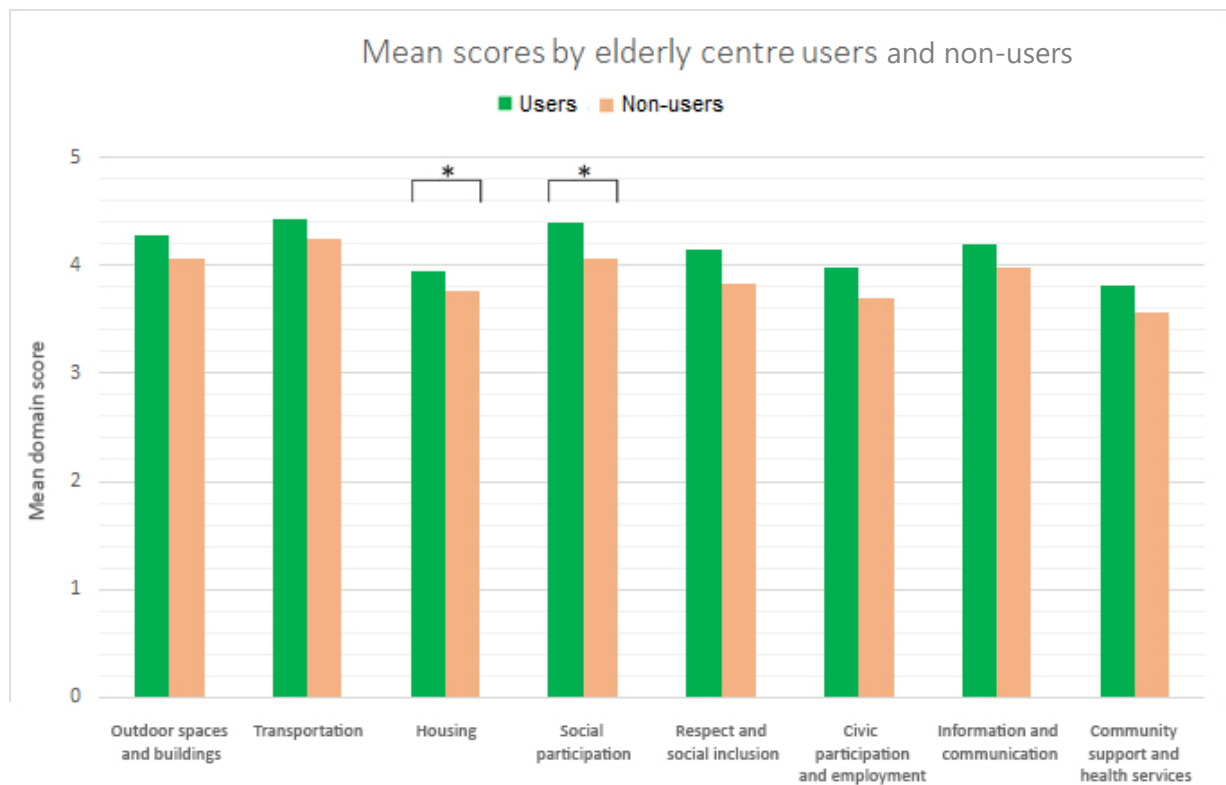
Analysed by **type of housing** where the respondents lived, significant differences in mean scores were observed in all the eight AFC domains. Figure 3.3b shows the mean scores of AFC domains by type of housing.





**Figure 3.3b Mean scores of the eight Age-friendly City domains by type of housing**

Analysed by elderly centre users, respondents who go to the centre regularly ranked all the eight domains higher than non-users. Figure 3.3c shows the mean scores of AFC domains by elderly centre users and non-users.



**Figure 3.3c Mean scores of the eight Age-friendly City domains by elderly centre users and non-users**

## 3.2 Qualitative assessment

### 3.2.1 Socio-demographic profiles of the focus groups in Tai Po

**Table 3.1 Tai Po group profiles according to group size, age range, gender ratio, housing type, social vulnerability index**

	Group 1	Group 2	Group 3	Group 4	Group 5
N	8	7	8	15	10
Age range (years)	18 to 49	50 to 64	65 and above	80 and above	65 and above
Gender Ratio (M:F)	7:1	3:4	3:5	2:13	4:6
Housing Type	Private	Private	Public & Subsidised	Public & Subsidised	Public
Social Vulnerability Index	Least (SVI Band = II)	Average (SVI Band = III)	Average (SVI Band = III)	Average (SVI Band = III)	More (SVI Band = IV)

### 3.2.2 Age-friendliness of Tai Po by domain

#### 3.2.2.1 Outdoor spaces and buildings

*“The roads are quite smooth. A few years ago, I was going out with my mother with a wheelchair and it was quite easy to bring her around. It’s much better than other areas where there are many stairs. Pedestrian tunnels are also equipped with escalators and elevators. There are not many uneven road surfaces. Even when the roads get damaged, they get repaired quite soon, which deserve some credit. The lighting is sufficient too and the cycle track and pedestrian track are divided with clear signage. I have to praise the cycle track in Ma On Shan as it is quite safe.”*

- Group 2, aged 50-64, private permanent housing

*“Road traffic in Tai Po is quite busy. The traffic lights flicker so soon that the elderly do not have sufficient time to cross the road. Yet, the road is quite long and many are intersections. As a result, the elderly will walk diagonally which means farther distances. However, the time signaled by the traffic light is only enough for you to walk straight.”*

- Group 1, aged 18-49, private permanent housing

*“Shops in the malls sell pretty much the same stuff. It’s monopolised by chain stores. I’m not fond of chains as their prices are standardised. There are not many choices and lack originality.”*

- Group 3, aged 65y and above, public rental / subsidised home ownership

*“Many people in Tai Po bike too fast. Some people jog on the cycle track in the waterfront promenade, which can pose issues. Moreover, some mainland tourists have to go nearer the water and that can be dangerous. When people get off work in the industrial area, the police will only care about violators on bikes, not pedestrians. Roads in Tai Woo are narrow and there are many vehicles, pedestrians and bikes sharing the road.”*

- Group 2, aged 50-64, private permanent housing

*“More trees should be planted in the public square of Tai Yuen Estate. There should be more benches for the elderly. The trees can shade them from the sun. If there is a covered pedestrian walkway from the Tai Po Centre bus terminus to the estate, the elderly will be protected from bad weather conditions. After grocery shopping in the wet market, the elderly may also go to Tai Po Market or YATA. Walking this route is the most tiring. So if there is a covered walkway, it will be much better. Everyone is concerned about covered areas. There are lots of elders in Tai Yuen Estate. Many have been living here for a few decades and they are in their 80s and 90s.”*

- Group 5, aged 65 and above, public rental

**Table 3.2 Advantages and barriers perceived by participants and suggestions in Outdoor spaces and buildings**

Advantages	<ul style="list-style-type: none"> <li>• Green and spacious areas are available</li> <li>• Age-friendly and barrier-free facilities are available</li> <li>• Safe and clean environment</li> </ul>
Barriers	<ul style="list-style-type: none"> <li>• Inadequate age-friendly and barrier-free community facilities</li> <li>• Unsafe pedestrian walkways</li> <li>• Unsafe environment</li> </ul>
Suggestions	<ul style="list-style-type: none"> <li>• Improve community facilities in terms of quantity and age-friendliness</li> <li>• Implement public education on proper cycling</li> <li>• Increase elderly exercise facilities</li> </ul>

In Tai Po, **green and spacious areas** were perceived by participants across the groups as an age-friendly advantage. These spaces allow residents to engage in leisure, recreational and social activities as well as do exercises such as jogging and cycling. People can also enjoy clean air, greenery, harbour views in places such as Tai Po Waterfront Park, Yuen Chau Tsai Park and Kwong Fuk Park. Participants also saw **the availability of age-friendly and barrier-free facilities** as another advantage. They mentioned various facilities, such as seats, benches, shelters, escalators, elevators, lighting, ramps and handles, which allow easier access in the district. Generally, participants perceived Tai Po to be a **safe and clean environment** to live in.

**Inadequate age-friendly and barrier free community facilities** were perceived as a barrier to age-friendliness in Tai Po. Participants mentioned there were not enough shelters in outdoor areas and pedestrian walkways. In addition, they thought that there were not enough benches in parks and shopping malls. They also mentioned the lack of handrails, footbridges with elevators and facilities for wheelchair users, and it would take a long time for malfunctioned elevators to be fixed. **Unsafe pedestrian walkways** were observed by participants as a barrier. They cited uneven pavement surfaces, staircases, slopes and narrow roads that are particularly unsuitable for wheelchair users. Unsafe environment was perceived as another barrier and examples include insufficient lighting and poorly-designed cycle tracks.

**Improving community facilities in terms of quantity and age-friendliness** was suggested by participants. There should be more shelters and seats in outdoor spaces while escalators and elevators should be installed at footbridges. Handrails should also be installed along stairs and slopes. **Public education on proper cycling** should be implemented to ensure safe use of cycle tracks. **Elderly exercise facilities** such as football fields and indoor swimming pools were requested.

### 3.2.2.2 Transportation

*“There is a bus driver on routes 75 and 71K worth praising. When the elderly get on the bus, he will ask them to be cautious and settle slowly and steadily. He will notify them when he is about to start the engine. The majority of the passengers are older people who commute to do grocery shopping.”*

- Group 3, aged 65 and above, public rental / subsidised home ownership

*“There is a courteous driver. He would ask passengers to sit tight before driving. It’s route 71K and I took it a few times. He said the same thing at every stop. He is such a good driver and I have to compliment his service.”*

- Group 5, aged 65 and above, public rental

*“I find Tai Wo Station very strange. There are only two exits and people condense in the middle. Other train stations have more exits. Moreover, there are only two staircases to Serenity Park and one is for ascending and the other one is for descending. They are often out of order. Students will rush and run. Many cross-border students in the area and they push around schoolbags with wheels. When everyone is in a rush, your feet will get run over if you are not careful. During the rush hour between 7-8:30am, there are many people and it is very crowded.”*

- Group 2, aged 50-64, private permanent housing

*“There are serious traffic jams outside Tai Po Centre and the bus station is so small that it cannot accommodate so many buses. The roads are narrow too and the buses are parked on both sides. There are two lanes but once the buses are parked there, only one lane is left, right? The air is poor when there are traffic jams.”*

- Group 5, aged 65 and above, public rental

**Table 3.3 Advantages and barriers perceived by participants and suggestions in Transportation**

Advantages	<ul style="list-style-type: none"> <li>● Public transport is friendly to older people and the disabled in terms of vehicle design and drivers’ attitude</li> <li>● Affordable fares due to the Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities</li> <li>● Good transport network connecting key destinations and neighbouring places with a diverse choice of transportation</li> <li>● Some public transport stops and stations are age-friendly</li> </ul>
Barriers	<ul style="list-style-type: none"> <li>● Public transport stops and stations are not age-friendly enough</li> <li>● Infrequent and unreliable bus and minibus services cause long waiting time</li> <li>● Serious traffic jams in some areas, especially around Tai Po Centre</li> <li>● Some transport drivers (particularly taxi drivers) are inconsiderate towards passengers in need</li> <li>● Public transport vehicles are not age-friendly enough</li> </ul>

Suggestions	<ul style="list-style-type: none"> <li>• Offer more bus services at peak hours and weekends</li> <li>• Improve the age-friendliness of transport vehicles, stops and stations</li> <li>• Improve transport affordability</li> </ul>
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Participants in Tai Po considered **public transport friendly to older people and the disabled in terms of the vehicle design and drivers' attitude**. They mentioned that there was a designated area for wheelchairs and wheelchair ramp so that users could get on/off the bus more easily. They also praised that some bus drivers took good care of elderly passengers and wheelchair users. **Affordable transport fare due to the Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities** was perceived as an advantage. In addition, **good transport network connecting key destinations and neighbouring places with a diverse choice of transportation** was seen as another advantage. Participants found **some transport stops and stations age-friendly**. For example, bus terminus are equipped with age-friendly facilities such as shelters and information display boards.

On the other hand, participants also considered **public transport stops and stations not age-friendly enough**. They cited inadequate or poorly designed signages as examples. Participants also mentioned **the station exits for Tai Wo Station were not well-designed. Long waiting time due to infrequent and unreliable bus and minibus services, serious traffic jams (especially around Tai Po Centre) and some inconsiderate transport drivers (particularly taxi drivers) towards passengers in need** were perceived as barriers. They also saw **public transport vehicles not age-friendly enough**. They mentioned it was difficult for older people and persons with disabilities to get on/off buses and minibuses.

**More bus services at peak hours and weekends** were requested by participants of Tai Po. **The age-friendliness of transport vehicles, stops and stations was suggested to be improved**. Such measures include installing fans at bus stops, display panels to show real-time arrival time of buses and timer for traffic lights to indicate waiting time. Participants also suggested **transport fares should be more affordable**, such as more MTR fare savers be installed, sectional fares for bus services be offered and fare concessions be extended to young-olds aged 60-64. Lastly, half-price fare discounts should be introduced for older people.

### 3.2.2.3 Housing

*“When it comes to minor work enhancements, you can go to the Housing Department. It’s quite good and free. They will fix your broken toilet seat very quickly. I’m not sure if it’s because I live alone so their services are quite efficient. I had things fixed by them a few times and it took only 1-2 days.”*

- Group 4, aged 80 and above, public rental / subsidised home ownership

*“All the neighbours are helpful and quite caring. They will greet me by nodding and saying good morning. My neighbour next door was refurbishing his/her flat and it was very noisy. He/she apologised to me and I brushed it off as it’s understandable and I was not adversely affected. The neighbour bought me mooncakes at the Mid-autumn Festival.”*

- Group 4, aged 80 and above, public rental / subsidised home ownership

*“We did not know we could call the Housing Department to repair broken things. We did not have time to care while working. So we just hired somebody to fix things. After fixing, now they have refused to fix again. All the children have moved out and only older people are left here. We do not have money. It costs over \$3000 to fix the kitchen sink. My flat has installed aluminium windows with the iron rods outside and window frames inside. They refused to fix it for me, though I can break the frame easily and the iron rods are crooked. They asked me to hire someone else to remove it. I paid several thousand dollars to install the windows. They said they would not care as long as the windows have been installed. I can see that the iron rods are crooked and molded.”*

- Group 5, aged 65 and above, public rental

*“The government should establish a small community for the elderly and hire nurses or caretakers to look after them. That way, more public housing can be made available. Moreover, in Singapore, if children live close to the parents to take care of them, they will receive monetary incentives. As a result, the problems faced by the elderly living alone could be prevented. The government does not have to allocate funding for this. If adults look after their elderly parents, the latter won’t have to worry about repairing things in the household.”*

- Group 1, aged 18-49, private permanent housing

**Table 3.4 Advantages and barriers perceived by participants and suggestions in Housing**

Advantages	<ul style="list-style-type: none"> <li>• Basic housing modification and maintenance services are available and affordable in public housing</li> <li>• Good and friendly neighbourhood</li> <li>• Sufficient housing space</li> </ul>
Barriers	<ul style="list-style-type: none"> <li>• Negative experiences with several maintenance issues</li> <li>• Change in neighbourhood relationships may weaken the community support from neighbours</li> </ul>
Suggestions	<ul style="list-style-type: none"> <li>• Enhance/encourage caretaking support by family members in the housing policy</li> <li>• Provide support for housing maintenance/modification services to residents living in private housing, non-public rental housing estates, older housing units and tenement houses</li> </ul>

Participants in Tai Po considered **the availability and affordability of basic housing modification and maintenance services in public housing** an advantage to age-friendliness in this domain. Some of them mentioned the services provided by the Housing Department. **Good**

**and friendly neighbourhood** was seen as an advantage and participants living in an old public housing estate which is at least 35 years old echoed that view. Participants saw that **sufficient housing space** as another advantage. Some participants mentioned that their adult kids had moved out of public housing and housing in rural areas were adequate.

**Negative experiences with several maintenance issues** were perceived as barriers in the domain of Housing. Participants mentioned that the housing maintenance services were inaccessible due to limited resources or information. They also stated high maintenance costs and excessively long waiting time for maintenance services in public housing. Lastly, they expressed that many repairs conducted previously by private vendors were not under maintenance of the Housing Department. Participants also mentioned that **change in neighbourhood relationships may weaken the community support from neighbours**.

Participants in Tai Po suggested to **enhance/encourage caretaking support by family members in the housing policy**. They also suggested to **provide services on housing maintenance/modification services to residents living in the private housing, non-public rental housing estates, older housing units and tenement houses**.

#### 3.2.2.4 Social participation

*“Cadenza Hub is quite good. There is a trainer who shows the elderly how to exercise. It helps with my bone pain. There are chess sets that require players to use the brain. Everyone knows how to play chess, but you have to use the brain. It’s good for those with dementia. Everyone gets along well.”*

- Group 3, aged 65 and above, public rental / subsidised home ownership

*“There are many community groups, such as Leisure and Cultural Services Department, Social Welfare Department and religious groups including Buddhist groups. We have quite a lot of elderly centres in this area.”*

- Group 5, aged 65 and above, public rental

*“There are not many activities for the elderly in the community. The elderly are not active in joining either. Many people join the LCSD activities which are highly competitive. Lots have to be drawn.”*

- Group 2, aged 50-64, private permanent housing

*“Very often, not many people know about the activities. Promotion seems inadequate.”*

- Group 5, aged 65 and above, public rental

*“Many older people listen to the radio. They receive information through posters, TV, radio and phone. But some older people hang up their phone, so it would be better if people visit them in their flat. In the estate, information passes through from person to person.”*

- Group 1, aged 18-49, private permanent housing

*“Those who are members of community centres get information more easily. Those who aren’t have to rely on posters, mailbox of District Councillors and activities such as hiking and concerts etc. Not every old person can join the activities so spreading such information has to be carried out in a more effective way.”*

- Group 5, aged 65 and above, public rental



**Table 3.5 Advantages and barriers perceived by participants and suggestions in Social participation**

Advantages	<ul style="list-style-type: none"> <li>• Opportunities for social participation and community integration are available for older people</li> <li>• Community and social activities are affordable</li> </ul>
Barriers	<ul style="list-style-type: none"> <li>• Activities are inaccessible</li> <li>• Promotion cannot reach the targeted elderly</li> </ul>
Suggestions	<ul style="list-style-type: none"> <li>• Different means to promote activities in the community</li> </ul>

Participants of Tai Po perceived **the availability of opportunities for social participation and community integration** as an advantage in this domain. They mentioned a number of examples, including a wide variety of activities/interest classes to fulfil the needs of the elderly. They also expressed that activities were available and **affordable** in elderly centres/community centres in public housing estates, organised by the Social Welfare Department, the Leisure and Cultural Services Department and District Councils and these activities help foster community integration.

Participants of Tai Po perceived the **activities being inaccessible** as a barrier to the age-friendliness of this domain. They mentioned the reason was the limited quota of the activities. They also felt that **promotion of activities could not reach the targeted elderly** because of inadequate promotion.

One group made the suggestion of using **different means to promote activities in the community**, particularly to singleton elderly and those who do not participate in elderly centres.

### 3.2.2.5 Respect and social inclusion

*“Different groups and elderly centres listen to our opinions. District Councillors also listen to us and follow up on our suggestions. They do a good job with the follow-up.”*

- Group 3, aged 65 and above, public rental / subsidised home ownership

*“I think the elderly are more respected in other countries. When we were kids, teachers taught us to offer seats to the elderly and it was very natural. Nowadays, I seldom see young people offering their seats and there is nothing we can do. This is the era when everybody has to fight over something and I do not know why they now have the priority seats which become another thing to be fought over.”*

- Group 2, aged 50-64, private permanent housing

*“There is no organisation that helps people aged 65 and above to voice our opinions and you guys are the first ones. I was interviewed 3 years ago by you guys and I also mentioned that the elderly had no crucial say in the public. This could be the first one.”*

- Group 5, aged 65 and above, public rental

*“Telephone sales is the same. They ask your age and hang up when you tell them you are 60. People over 60 don’t know how to shop? We can’t have fun either? People in general think that the elderly aged 60 and above cannot afford to buy things and only the young can afford.”*

- Group 5, aged 65 and above, public rental

*“Schools should teach more on moral education. Nowadays, they only care about academic subjects and exam scores and little emphasis is placed on moral education. In addition, many young parents may have to work longer hours and so cannot teach their kids that much.”*

- Group 3, aged 65 and above, public rental / subsidised home ownership

*“The elderly have to do their part if they want to be respected. Many older people are selfish as they have to protect their own interests. In fact, they have to be more receptive and less selfish in order to be respected by the society. For example, I offer my seats whenever I can.”*

- Group 3, aged 65 and above, public rental / subsidised home ownership

**Table 3.6 Advantages and barriers perceived by participants and suggestions in Respect and social inclusion**

Advantages	<ul style="list-style-type: none"> <li>• Sense of respect and community inclusion</li> <li>• Feel respected as they can express opinions through different channels</li> </ul>
Barriers	<ul style="list-style-type: none"> <li>• Perceived lack of respect and friendliness</li> <li>• Services fail to cater to the needs of older people</li> <li>• Insufficient opportunities for intergenerational interaction</li> </ul>
Suggestions	<ul style="list-style-type: none"> <li>• Initiate public and school education to cultivate respect for and inclusion of older people</li> </ul>

Participants of Tai Po perceived **sense of respect and community inclusion** as an advantage in this domain. They mentioned good service standards and friendly attitude towards the elderly by the society. They also **felt respected** as **they can express opinions through different channels**, such as regular meetings in elderly centres and with government departments and District Councillors.

On the other hand, some participants of Tai Po **perceived lack of respect and friendliness** as a barrier in this domain. They cited examples, including negative stereotypes of older people portrayed in the mass media and lack of recognition of their contribution to Hong Kong reflected by the absence of comprehensive retirement protection schemes. Participants also expressed that **services failed to cater to the needs of older people**. They mentioned about impatient customer services in banks and on public transport. Another barrier to the age-friendliness in this domain is the **lack of opportunities for intergenerational interaction** between older and young members within the family as well as the community.

Participants requested **the initiation of public and school education to cultivate respect for and inclusion of older people**. This includes the promotion of active and healthy portrayal of ageing, which should engender more intergenerational and intercultural understanding.

### 3.2.2.6 Civic participation and employment

*“Some organisations listen to and collect our views, such as the Hong Kong Federation of Trade Unions, Kaifong Welfare Association and District Council. For example, when older people lack something, they will tell the church which is a good channel. Not all older people take part in community centres, but they will go to church.”*

- Group 1, aged 18-49, private permanent

*“There are many types of voluntary work. I’m a volunteer for Nethersole and involved in three projects at the Salvation Army. I’m a committee member for Golden Guide as well as Senior Police Call and carry out home visits.”*

- Group 3, aged 65 and above, public rental / subsidised home ownership

*“There are fewer job types available. I gradually came to the realisation that many people start their own business. The service and retail are industries which are not really suitable for the elderly. Also, the working atmosphere in Hong Kong is not receptive of older employees. For example, the elderly in Japan may become happy when they get a server job. Yet, in Hong Kong, people do not want those jobs. Customers do not want an elderly server to pour water for them. It is not conducive to elderly employment and voluntary work may be easier to get than paid jobs.”*

- Group 2, aged 50-64, private permanent

*“Organisations should encourage retired men to join more activities. Many retired men just hang around in parks, doing nothing. They seldom join voluntary groups and participate in voluntary work in daytime. They just play chess in the park. It would be great if there was a group particularly for this group of men and gave them some space where they could play chess and read the newspaper.”*

- Group 5, aged 65 and above, public rental

*“If a company hires older people, will they feel dizzy and sick that they cannot go to work? Employers have concerns too as there is nothing they can do when the employees have heart diseases. If all staff are elderly, young people will lose their jobs, so we have to think from the perspective of the employer. Of course it won’t be a problem for government jobs as they have the money. However, for small and medium enterprises, it is another story. HSBC hires older staff who can handle customer service tasks. As said, only big companies can afford to hire the elderly.”*

- Group 2, aged 50-64, private permanent

**Table 3.7 Advantages and barriers perceived by participants and suggestions in Civic participation and employment**

Advantages	<ul style="list-style-type: none"> <li>• Volunteering opportunities are available</li> <li>• Opportunities of civic participation are available</li> </ul>
Barriers	<ul style="list-style-type: none"> <li>• Limited job opportunities are available</li> <li>• Barriers to civic participation</li> <li>• Household engagements reduce chances of volunteering</li> </ul>
Suggestions	<ul style="list-style-type: none"> <li>• The Government can initiate elderly employment</li> <li>• Engage male elderly in community participation</li> </ul>

Participants of Tai Po perceived **the availability of volunteering opportunities** as an advantage in this domain. They mentioned that a range of volunteering options were available at elderly centres, civic organisations, churches and community centres. They also deemed the training provided prior to volunteering useful and beneficial. They expressed that voluntary work gave them positive experience and a sense of empowerment. Another advantage is **the availability of opportunities of civic participation**. They mentioned that their views and opinions were collected through community organisations, voting and District Council members.

Participants of Tai Po expressed that there were **limited job opportunities** for older people. That can be owing to deteriorating health and physical conditions, lack of comprehensive labour insurance for older employees, employment discrimination and perceived age discrimination. Unfavourable working environment and job nature could be an obstacle to older people getting employment. Participants also mentioned **barriers to civic participation**, including having little faith in local politicians and self-perceived capability. They expressed **household engagements reduced their chances of volunteering** even after retirement as some of them had to look after their grandchildren.

Participants of Tai Po suggested **elderly employment to be initiated by the government**. Such a move should set a good example for other organisations and corporates to follow. They also stated that **male elderly should be engaged more in community participation**.

### 3.2.2.7 Communication and information

*“I get along very well with my neighbours living on the same floor and living above and below me and we are good friends. We will notify each other face to face or over the phone when there are activities. Many of us use WhatsApp too and know how to use a smartphone. I forward information when I receive it.”*

- Group 5, aged 65 and above, public rental

*“Many older people do not know how to use the ATM and only few of them use it. They are worried about pressing the wrong keys and their card will be withdrawn after a few errors. However, there are fewer and fewer branches.”*

- Group 2, aged 50-64, private permanent housing

*“I have poor eyesight. My daughter gave me a mobile phone, but it’s useless as I don’t know how to use it.”*

- Group 3, aged 65 and above, public rental / subsidised home ownership

*“Tai Po has a characteristic. We have Tai Yuen Estate and Tai Wo Estate. Many of the residents are fishermen relocating from Plover Cove Reservoir. They are illiterate.”*

- Group 2, aged 50-64, private permanent housing

**Table 3.8 Advantages and barriers perceived by participants and suggestions in Communication and information**

Advantages	<ul style="list-style-type: none"> <li>• Older people can gain access to information easily through various channels</li> <li>• Oral communication and face-to-face communication is effective and common</li> <li>• The provision of classes to learn the use of computer and smartphones</li> </ul>
Barriers	<ul style="list-style-type: none"> <li>• Information is less accessible to some groups of people</li> <li>• Complicated tools and facilities</li> </ul>
Suggestions	<ul style="list-style-type: none"> <li>• Require more channels to spread information to residents with low literacy in Tai Po</li> </ul>

Participants of Tai Po perceived that **older people can gain access to information easily through various channels** as an advantage in this domain. They receive information through the announcements of the elderly centres, notice boards of community halls and public housing estates, and mass media. The use of internet and smartphones is quite common with young-olds. **Oral communication and face-to-face communication** is another advantage in this domain and in fact it is still the most effective and common way for the elderly to receive information. They usually get the information from friends, neighbours and staff members of elderly and community centres. They considered **the provision of classes to learn the use of computer and smartphones** to enhance daily communication with the outside world as an advantage. Some participants also mentioned that the size of the buttons of mobile phones and lifts was big enough for them to see.

Participants of Tai Po expressed that **information is less accessible to some groups of people**, including those with limited ability in using technology. The elderly’s children may not be patient enough when teaching their parents to use technology. Limited Internet use among older people could be another reason. Moreover, **complicated tools and facilities**, such as the complicated procedures of the ATM, pose barriers to the age-friendliness of this domain.

The participants pointed out a characteristic of Tai Po (the illiteracy of some residents) which may **require more channels to spread information** to this group of people.



### 3.2.2.8 Community support and health services

*“(The telephone appointment booking system) is a hassle with Cantonese and Putonghua. You have to ask young people to help if you feel a bit sick. You have to press so many buttons. People like us can seldom get what we want easily. In the past, we could secure an appointment in person. I don’t mind going there early to secure a booking.*

*I find the telephone appointment system troublesome as it is not user-friendly for the elderly. I don’t like it since it’s complicated to use. They ask you so many questions and cannot answer you right away. You have to get through to another line to get a reply. As it’s recorded messages, it’s just difficult to get through. When I finally get through, the booking is full. It’s always full. They always ask me to call later, but all the slots are booked. I have no choice but to see a private doctor. There are not many practitioners available, so the booking is also full. The telephone appointment system is linked to Tai Po Jockey Club Clinic and Tai Po Wong Siu Ching (Dental Clinic). There are only two public clinics in Tai Po. First, it’s the system that makes it complicated for the elderly. Second, there are too few quotas. Only two (government) clinics. No...it’s actually too few doctors.”*

- Group 5, aged 65 and above, public rental

*“There is triage in the emergency room. For people with less serious conditions, they will be assigned to the observation room next door. I have seen many people who arrived at 6pm, but they still remained in the observation room at 8am the next day. No matter how long you wait, you may still not be examined.”*

- Group 5, aged 65 and above, public rental

*“You wouldn’t believe it. For follow-up consultations at specialist clinics, we have to wait until 2021 and it’s only 2018.”*

- Group 5, aged 65 and above, public rental

*“There should be more cleaning services for the elderly in this district. It’s once every month for us and we need more.”*

- Group 4, aged 80 and above, public rental / subsidised home ownership

*“There is meal delivery for elderly who are physically feeble and it’s quite common. There is also cleaning service. We have such service twice a month and each time lasts for 2 hours. We have to apply for the service. It costs \$13.5 for 1.5 hours of cleaning service. You have to fill out a form. It’s free if you are on Comprehensive Social Security Assistance. The rest of us need to apply. Each cleaning session takes 2 hours and they spend 15 mins taking our blood pressure and checking if we have fever. They record it every time.”*

- Group 4, aged 80 and above, public rental / subsidised home ownership

*“Wong Siu Ching Dental Clinic is the only public clinic. There are only 40 quotas. People from Sha Tin and Sheung Shui also come to Tai Po so tell me how 40 quotas are enough for so many people. It’s one day per week and I hope the number of days will increase. We need 2 days and more manpower. It is too expensive for the elderly to pay \$700-800 to fix a tooth at private clinics. We have to voice our concern for this issue.”*

- Group 5, aged 65 and above, public rental

**Table 3.9 Advantages and barriers perceived by participants and suggestions in Community support and health services**

Advantages	<ul style="list-style-type: none"> <li>• Health care vouchers can be used for various medical and health services</li> <li>• Medical and health services are generally available and accessible</li> <li>• Community support services are available through elderly centres</li> </ul>
Barriers	<ul style="list-style-type: none"> <li>• The operation of the telephone appointment booking system for General Out-patient Clinics is not age-friendly</li> <li>• Limitations of medical and health services</li> <li>• Discontent with the costs and charges of medical services</li> <li>• Inadequate or poor community support services</li> </ul>
Suggestions	<ul style="list-style-type: none"> <li>• Improve service accessibility</li> <li>• Improve service quality</li> <li>• Enhance the scheme of health care vouchers</li> </ul>

Participants of Tai Po perceived the fact that **health care vouchers can be used for various medical and health services** as an advantage in this domain. They also expressed that **medical and health services are generally available and accessible** as there are elderly health clinics in the community. They were also satisfied with the **community support services available through elderly centres**, such as meal delivery, home-help services, home visits, referral services, and escort services for medical appointments.

Participants of Tai Po perceived **the operation of the telephone appointment booking system for General Out-patient Clinics is not age-friendly**. They pointed out the **limitations of medical and health services**, including long waiting time for clinics and hospitals, manpower shortage and limited availability of specialised medical services and specialists (e.g. dental services). They were also **discontent with the costs and charges of medical services**. They found the medical costs for visiting private doctors and dental services high. They also found that there was a lack of transparency for consultation fees of private hospitals. They mentioned that the health care vouchers could not cover dental and general medical expenses and that private doctors took advantage of the vouchers to charge higher prices than normal. Participants **perceived community support services inadequate or poor**. They cited inadequate community services in community care and escort services for medical appointments. They also mentioned restricted eligibility to obtain subsidised community services.

Participants of Tai Po suggested **the service accessibility be improved**, such as increasing the quotas for outpatient, specialist and dental services. They also requested **to improve the quality of services**, to enhance the professional training of medical professionals, to enhance the services of Chinese medical services and dental services. They suggested **the scheme of health care vouchers be enhanced**, such as covering the purchase of medications. Suggestion on enhancing the Elderly Health Care Voucher Scheme (i.e. to cover the purchase of medications) was also received.



Discussion

## 4. Discussion & Recommendations

### 4.1 Comparisons between baseline and final assessments

Table 4.1 shows the mean score and rank differences between the baseline assessment and final assessment for Tai Po carried out in 2015 and 2018 respectively. A higher mean score was observed for all domains, with Housing and Civic participation and employment having the most significant difference. The domain of Outdoor spaces and buildings has dropped in rankings while Social participation has improved.

**Table 4.1 Comparisons of mean scores and ranks in baseline and final assessments**

AFC domains	Baseline mean	Baseline rank	Final mean	Final rank	Mean difference (Final – Baseline)	Rank difference (Final – Baseline)	Sig. of mean difference
Outdoor spaces and buildings	4.08	2	4.11	3	0.03	-1	
Transportation	4.21	1	4.29	1	0.08	--	
Housing	3.66	6	3.80	6	0.15	--	*
Social participation	4.02	3	4.14	2	0.12	+1	
Respect and social inclusion	3.82	5	3.91	5	0.09	--	
Civic participation and employment	3.55	7	3.76	7	0.21	--	*
Communication and information	3.92	4	4.03	4	0.11	--	
Community support and health services	3.54	8	3.62	8	0.08	--	

### 4.2 Recommendations

In the following section, recommendations regarding the eight AFC domains are presented based on the observations from both questionnaire survey and focus groups.

#### 4.2.1 Outdoor spaces and buildings

Outdoor spaces and buildings was the third highest ranked domain in Tai Po. Residents were generally satisfied with the green spaces and spacious outdoor spaces available in the district where they could engage in leisure activities and sports. They also found the environment safe and clean while age-friendly and barrier-free facilities were available in outdoor areas and buildings. However, some participants expressed serious concern about the busy traffic and unsafe pedestrian walkways in Tai Po.

With the ageing population projected to accelerate rapidly in the next two decades, particularly in the following ten years, there needs to be an on-going effort to safeguard this domain. The

Planning Department sets out with the mission to make Hong Kong a better place to live and work in so that it will remain a livable, competitive and sustainable “Asia World City”. However, in its comprehensive strategy study on the territorial development strategy titled “Hong Kong 2030+: Towards a Planning Vision and Strategy Transcending 2030”(Planning Department, HKSAR Government, 2016), little, if not none, emphasis of strategic city planning is placed on specific demographic changes and ageing trends although it recognises the issues of the ageing population facing the territory regarding land uses (such as housing, community facilities, open spaces and hospitals). In order to enhance liveability for the Hong Kong population in the long run, more efforts and resources must be put into the city planning for the elderly.

Based on the findings of this report, enhancement works in outdoor spaces and buildings are necessary to ensure the safety of the elderly. For example, there should be sufficient lighting, smoother and safer road surfaces, more ramps instead of staircases and prominent signs with bigger font size to help them navigate both indoors and outdoors. Some participants also expressed that the installation of elevators and escalators was imminent in some estates in Ma On Shan because there were more and more elderly residents. In addition, outdoor spaces serve as a gathering spot for older people and more sheltered seats and areas are therefore essential for them to maintain a social life, regardless of the weather.

In order to meet the elderly’s specific needs and gauge the effectiveness of enhanced works, civic participation is crucial and their views have to be collected regularly and submitted to the District Councils which are mandated to advise the Government on matters affecting the well-being of people in the district and the use of public funds allocated to the district for local public works and community activities. Under the supervision of Home Affairs Bureau, District Councils initiate and endorse minor works projects to improve local facilities, living environment and hygienic conditions with funding of the District Minor Works programme fully launched in the 18 districts in January 2008. The programme covers minor building works, fitting out works and minor alterations, additions and improvement works including furniture and equipment replacement incidental to such works, and slope inspections and minor slope improvement works in respect of district facilities under the purview of the District Councils.

#### 4.2.2 Transportation

Tai Po residents ranked this domain the highest. Some participants mentioned that public transport was age-friendly in general and public transport drivers were friendly towards the elderly, though some did experience rude services, particularly from taxi drivers. Participants found the transport network was expansive, but the frequency for some routes needed to increase. Respondents aged 65 and above rated Transportation significantly higher than other age groups probably because they can enjoy the public transport concessionary fare of \$2 per trip. In light of the fact that many people retire at 60, the feasibility of a progressive fare reduction can be explored in order for retirees aged 60-64 to pay half fare. The cheaper fare can motivate this age group most likely to be still reasonably fit and active to participate in community activities in other districts, which then fulfils the aim of the public transport fare concession scheme.



### 4.2.3 Housing

In terms of age-friendliness of Housing, this domain was ranked the 6<sup>th</sup>. In general, residents were satisfied with the neighbourhood and sufficient housing space. Some participants expressed that the community support was not as strong as before due to the weakened relationship with neighbours. Household maintenance is the top issue that has to be addressed in order to make the living environment safe for the elderly and some focus group respondents expressed negative experiences with household maintenance issues. Some measures are particularly crucial to meet the needs of the ageing elderly, including the installation of bathroom grab bar, fitting of non-slip floor and brighter lighting. These enhancement works undoubtedly involves expenses. However, some older people cannot afford it while some are not inclined to spend money on such enhancement works. The Hong Kong Housing Society (HKHS) set up the Elderly Resources Centre (ERC) in 2005 to promote the concept of “age-friendly home” so that “ageing in place” can be achieved.

In 2012, it launched the Ageing-in-Place (AIP) Scheme covering five domains of service, with one being home safety. For this particular domain, home environment assessments were conducted and home modification and remodeling were carried out where necessary with occupational therapists. In 2015-2017, the scheme was extended to all 20 of the HKHS rental estates and more than 2,000 home modification assessments were carried out. Therefore, the government should consider scaling up the good practice of home modification to all estates, especially private old buildings where many older people are residing. In fact, the Comprehensive Study on the Housing Needs of the Elderly in Hong Kong (Hong Kong Housing Society, HKSAR Government, 2015) points out that elderly people of low-middle income may be the most deprived group of elderly people under the current housing policies. Their assets exceed the limit for them to be allocated public rental housing, but they cannot afford decent private accommodation. They live in poor quality property where domestic accidents and injuries might happen to them. A collaborative engagement model can be explored – for instance, the government would identify elderly households through existing database, partners would provide funding and NGOs would conduct professional home assessments tapping on its own home-help services and contractors to provide home modification work. Consulting from architecture faculties in universities and building institutes can be sought when necessary.

A long-term scheme should be implemented to subsidise older people aged 60 and above for household maintenance, whether they live alone or with the other half. Existing schemes, such as elderly support and empowerment programmes run by community centres under Community Investment and Inclusion Fund and other projects funded by HSBC, are operated on a project-to-project basis and therefore do not ensure that older people aged 60 and above are eligible for partial or full household maintenance subsidies. On the other hand, the government can consider funding social enterprises that set out to operate home modification services for older people to work out a self-sustaining business model to support long-term needs. Collaboration with Construction Industry Council to recruit retired construction workers with license on technical skills can provide home modification works for the elderly while fostering employment of young-olds.

For older people who live alone or with their other half, they may not be able to fix faulty electrical appliances or change their own light bulbs. Some home modification companies dismiss these tasks as trivial and will not take them on. Some unscrupulous companies may even charge the elderly higher prices than normal and some participants experienced poor services. A logo award scheme can be established to recognise companies providing reputable and reliable home modification services for the elderly. Consequently, the elderly can look for the logo when finding a service provider. A district directory listing the awarded companies and those offering reliable services in the neighbourhood can be compiled to provide handy information for the elderly and their family.

#### 4.2.4 Social participation

Social participation was ranked the 2<sup>nd</sup> by Tai Po residents. Female respondents, people living in public housing and those who use the elderly centres regularly rated this domain higher. Interestingly, when examining this domain in greater detail, a significant difference was found in the scores by elderly centre users and non-users and between the two sexes. More resources should therefore be funneled to target non-users and men to boost their social participation. Table 4.2 shows the scores in these two categories.

		N	Mean (SD)
Sex of the respondents	Male	238	4.00 ( $\pm 0.89$ ) **
	Female	274	4.27 ( $\pm 0.87$ ) **
Use of elderly community centres in the past 3 months	No	388	4.06 ( $\pm 0.90$ ) ***
	Yes	123	4.40 ( $\pm 0.79$ ) ***

\*\*p<.005

\*\*\*p<.001

**Table 4.2 Mean scores of Social participation by elderly centre users and non-users**

The participants found that there were opportunities for social participation and community integration and mentioned that many activities were free of charge. However, some participants expressed that the quota for the activities was not adequate. Given the fact that the elderly these days are better educated than the previous generations, the scope and type of community activities they can engage in should be re-evaluated and developed so that their knowledge, skills and ability can be utilised. Some older people can participate in mentorship programmes to share their work experience and life wisdom with young people. They can also take on more challenging and meaningful voluntary work to expand their social participation and involvement. It is important to take note of the sampling method of this study that collects views of the elderly from three major types of housing, instead of collecting questionnaires in elderly centres solely. The findings therefore portray a more representative picture of the real situation facing older people in the city. It has been observed that promotion of community activities is in fact not adequate in private housing. Different promotion strategies are recommended to spread such information to the elderly and social media platforms can be employed to keep older people abreast of the latest happenings in the district.

#### 4.2.5 Respect and social inclusion

In terms of age-friendliness of Respect and social inclusion, this domain is ranked the 5<sup>th</sup>. Female elderly, those living in public housing and self-rate their health as good, and elderly centre users rated this domain significantly higher. As older people are generally viewed as physically feeble, vulnerable and sometimes a ‘burden’ on families and society as a whole, this deep-seated negative misperception has to be eradicated in order for respect for the elderly to be engendered. One participant expressed that people in other countries showed more respect for the elderly while one mentioned that few people would offer their seats to the elderly on public transport. One respondent, nevertheless, believed that the elderly could earn the respect from others by being less selfish. A participant from focus group 1 also said that some older people were rude and inconsiderate towards others.

The Social Welfare Department launched the “Opportunities for the Elderly Project” (OEP) in 1998-1999. Since 2003, the project has been subsidising various social service organisations, district organisations, and educational institutes, etc. to provide opportunities for the elderly to get involved to cultivate a sense of worthiness. Since 2012, a specific theme has been designated for the project and the theme for 2018-20 is “Neighbourhood support warms the heart Generational ties please the soul”. It aims to foster mutual care and support in the neighbourhood, promote the development of an age-friendly community and build an inclusive and caring society as part of their ongoing efforts. On top of these thematic- and district-based campaigns, understanding, mutual respect and acceptance of different generations should be nurtured on a societal level. A long-term territory-wide campaign is therefore recommended to foster more respect and social inclusion of the elderly.

In addition, the elderly’s contributions to Hong Kong need to be recognised and publicised through creative means to bridge the gap between them and young people. Such an initiative can nurture a positive view of ageing in the community. As the educational level of the elderly is higher than previous generations and so their knowledge, skills and life experience can be put to good use for younger generations. For example, they can become tutors for school children and take on administrative tasks at NGOs or institutions. Social programmes can also be set up to empower them with skills in using digital technology so as to narrow the generation gap.

#### 4.2.6 Civic participation and employment

In terms of age-friendliness of Civic participation and employment, this domain is ranked the 7<sup>th</sup> by Tai Po residents. In view of the ageing population and low birth rate in Hong Kong, elderly employment needs to be addressed. Otherwise, it will pose a huge challenge on both social and financial support of society. Some participants of the focus groups expressed that mainly labour jobs, such as dishwashing and cleaning, were available and one participant said that he/she was directly told he/she was too old for the job in interviews. Some participants expressed that it was extremely hard to land a job and one participant who had to look after her husband diagnosed with cancer was not even able to get a part-time job. One participant became a volunteer, even though she wanted to continue working. Given the physical conditions and

schedule of the elderly, job opportunities that offer flexibility in working hours and job duties will help the elderly continue contributing to society and feel valued. As many older people are reasonably healthy and active, they can continue to participate in the workforce for longer period of time. Retirement age can thus be extended to 65 and insurance policies can be evaluated and modified to cater to this need.

More widespread promotion of the Employment Programme for the Elderly and Middle-aged can be carried out to encourage employers to hire job seekers aged 60 and above where they can get up to \$4000 per month as an on-the-job training allowance. On the other hand, for certain self-employed jobs, such as home helpers and maternity helpers aged 60 and above, current insurance policies do not cover them and block their employment opportunities. Insurance policies should be revised to accommodate the trend.

The feasibility of an incentive scheme can be explored to encourage companies to hire elderly staff as their work experience and skills can serve as great assets. The scheme will recognise companies and organisations that put consistent efforts into demonstrating good corporate social responsibility and creating a more inclusive society.

As for civic participation, a similar scheme to the Member Self-recommendation Scheme for Youth (MSSY) can be implemented for the elderly. MSSY was initiated in October 2017 to encourage participation of young people in policy discussion and debate. People aged 18-35 can self-nominate to become members of the specified government advisory committees through the scheme. MSSY rolls out twice every year and includes boards and committees covering a wide spectrum of policy areas. If a similar scheme is in place for the elderly, they can then express their views and enhance elderly policies.

#### 4.2.7 Communication and information

In terms of Communication and information, Tai Po residents living in public housing rated it significantly higher. According to the Census and Statistics Department (Census and Statistics Department, HKSAR Government, 2018b), the rate of having knowledge of using PC increased remarkably in 2016 and 2017 for persons aged 55-64 (from 77.0% to 81.5%) and for those aged 65 and above (from 34.5% to 37.4%). More people were using smartphone and the increase was particularly remarkable among the elderly. The rate of having smartphone for persons aged 65 and above was 52.1%. About one in two persons aged 65 and over had smartphone in 2017, compared to only around two in five persons aged 65 and over in 2016. A remarkable increase was also observed for the use of Internet during the 12 months before enumeration among persons aged 55-64 (from 87.7% to 92.5%) and those aged 65 and over (44.0% to 51.2%). In view of the drastic increase in the use of PC, smartphone and Internet among the elderly, the Hong Kong Government should follow the example of other countries to operate courses to empower the elderly on the correct use of social media and smartphone. In addition, it can explore partnering with telecommunications companies to launch phones and services customised for people over 65 years old. In South Korea, redesigned smartphones have simpler main screen interface, reduced sensitivity of the touchscreen and emergency call function that

will automatically contact a preset list of numbers, such as close family and friends, if the device is not used for either 12 or 24 hours.

Focus group participants pointed out that information was not accessible to some groups of people, such as those not well versed in using technology. Therefore information related to community matters is often disseminated via printed materials, such as posters and leaflets, and thus the effectiveness of communicating such information is highly dependent on age, level of literacy, community bondage, and membership of elderly centres of NGOs. More strategic information dissemination is recommended so that community matters can reach older people more effectively. In addition, collaboration with District Elderly Community Centre (DECC), Neighbourhood Elderly Centre (NEC) and Integrated Home Care Services (IHCS) should be strengthened since their social workers and other staff members can become effective agents to spread important information via face-to-face interactions with the elderly. Notice boards can be put up at venues where the elderly frequently visit, such as wet markets, supermarkets and parks. Moreover, security guards of each housing block could assist in distributing essential community information since they come into direct contact with the elderly and they may even be familiar with the needs of older residents through daily interactions. This will be particularly useful if there are restrictions regarding posting announcements and distributing leaflets in the estate.

#### 4.2.8 Community support and health services

Community support and health services domain was the lowest ranked AFC domain in Tai Po. Those not married, living in public housing, currently working and self-rate their health as good rated this domain significantly higher. Tai Po respondents did mention community support was available, such as home-cleaning, meal delivery and home visits, and they were in general quite satisfied with it. However, with the ageing population, demand for public healthcare services will keep rising and there is the imminent need to enhance the provision of the services. The current primary care is far from satisfactory and has to be overhauled immediately. There are extremely long queues at general out-patient clinics (GOPC) every day. Waiting time for first specialist out-patient clinics (SOPC) consultation can take months and even years. One participant said that his next follow-up consultation would be in 2021. To ease the burden on overstretched public hospitals, a pilot District Health Centre (DHC) in Kwai Tsing District will be carried out by the third quarter in 2019 (Legislative Council, 2018). The centre will focus on four types of services: health promotion, assessment, chronic disease management and community rehabilitation. A flat-rate subsidy for each medical consultation will be offered, but it will be left to the discretion of the doctors to decide whether to charge patients extra for medications. There will be a cap on fees paid by patients for other health services, such as those offered by physiotherapists and occupational therapists. Setting up the pilot District Health Centre is a step in the right direction and fees should be kept at an affordable level.

Better triage can be achieved through simplification and modification of GOPC telephone appointment system that are found complicated for use by some elderly. More extensive promotion of relevant projects such as Jockey Club Community eHealth Care Project, the first territory-wide elderly care support integrating health technology, community care and



professional support, is suggested so as to empower individuals in health self-management and establish elderly centres as the first point of contact for detecting and addressing the health and social needs of the elderly. As dental conditions are of paramount importance to an individual's health and many older people have issues with their teeth, the current Elderly Health Care Voucher Scheme is recommended to be re-examined to cover a wider-range of dental services.

### **4.3 Conclusion**

With the initiation and funding by the Trust, the JCAFC Project has helped build momentum in the district to arouse public awareness and encourage community participation in building an age-friendly city in Hong Kong. However, enhancing the age-friendliness of the eight domains needs to be an on-going and long-term effort. In addition to the bottom-up approach adopted in the community, we believe that top-down support with corresponding policies, guidelines and resources will help boost AFC momentum on the societal level.

The baseline assessment conducted three years ago has provided crucial pointers on the barriers to age-friendliness in each domain and district programmes have been set up for the elderly and all domains have observed improvement in the mean scores. However, more resources still need to be channeled in the eight AFC domains, particularly in the lowest-ranked domains. In addition, more preventive measures have to be conceived to tackle the various challenges of the ageing population.

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## Demographic Characteristics of Tai Po District in 2011 and 2016

Population characteristics	Tai Po							
	2016				2011			
	55-64		≥65		55-64		≥65	
	n	(%)	n	(%)	n	(%)	n	(%)
<b>Population size</b>	48653	--	46344	--	41632	--	31860	--
<b>Marital status</b>								
Never married	2409	(5.0%)	1393	(3.0%)	1418	(3.4%)	852	(2.7%)
Ever married	46079	(95.0%)	44951	(97.0)	40214	(96.6%)	31008	(97.3%)
<b>Educational level</b>								
Primary and below	22734	(46.7%)	31667	(68.3%)	22768	(54.7%)	24466	(76.8%)
Secondary	19641	(40.4%)	10777	(23.3%)	15122	(36.3%)	5282	(16.6%)
Post-secondary	6278	(12.9%)	3900	(8.4%)	3742	(9.0%)	2112	(6.6%)
<b>Economic activity status</b>								
Employed	25100	(51.6%)	4213	(9.1%)	20049	(48.2%)	1720	(5.4%)
Home-makers	6983	(14.4%)	1414	(3.1%)	6248	(15.0%)	846	(2.7%)
Retired persons	11284	(23.2%)	35177	(75.9%)	11263	(27.1%)	24692	(77.5%)
Others	5286	(10.9%)	5540	(12.0%)	4014	(9.7%)	4602	(14.4%)
<b>Monthly employment earnings (HK\$)</b>								
<10,000	6430	(25.4%)	1804	(42.0%)	19047	(44.2%)	998	(54.3%)
10,000-29,999	14372	(56.8%)	1633	(38.0%)	17639	(40.9%)	485	(26.4%)
≥30,000	4489	(17.7%)	855	(19.9%)	6439	(14.9%)	354	(19.3%)
<b>Domestic household size <sup>(2)</sup></b>								
1	2691	(5.7%)	5392	(12.8%)	5254	(5.8%)	3752	(13.5%)
2-3	26616	(55.9%)	25180	(59.8%)	48155	(53.5%)	15326	(55.1%)
≥4	18317	(38.5%)	11520	(27.4%)	36607	(40.7%)	8745	(31.4%)
<b>Place of work <sup>(3)</sup></b>								
In Tai Po	6302	(32.5%)	919	(29.2%)	10693	(30.5%)	345	(24.2%)
In other districts	13068	(67.5%)	2233	(70.8%)	24324	(69.5%)	1083	(75.8%)
Notes:								
The 2016 By-census does not cover marine population. Unless otherwise specified, the figures include persons living in institutions.								
The 2011 Population Census does not cover marine population. Unless otherwise specified, the figures include persons living in institutions.								
Unless otherwise specified, population aged 55 and above residing in Tai Po is included.								
Owing to rounding of figures, there may be slight discrepancy between the sum of individual items and the total.								
(1) Including those married, widowed and divorced/separated.								
(2) Excluding mobile residents and persons living in institutions.								
(3) Figures refer to working population resided in Tai Po by place of work.								
Remarks:								
N.A. Not available								
Sources: Census and Statistics Department								

**長者友善項目及措施 (Chinese version only)**

2016年至2017年

(1.4.2016 - 11.6.2017)

**A. 區議會撥款舉行的長者友善活動**

	活動名稱	長者友善範疇 (室外空間和建築、交通、房屋、 社會參與、尊重和社會包容、公 民參與和就業、信息交流、社區 與健康服務)	主辦機構	撥款金額
1.	群聲頌唱樂悠揚 2016-2017	長者參與策劃及籌備活動	救世軍大埔長 者綜合服務	\$12,000

**B. 與長者友善有關的地區工程 (於 2016 至 2017 年落成)**

	項目	撥款年份	撥款金額
1.	於大埔汀角路蘆慈田村興建休憩公園	2010	\$3,330,000-
2.	西貢北約十四鄉西徑村斜路提供休憩公園	2010	\$3,657,000-
3.	於林村鄉水窩村興建休憩花園	2012	\$2,820,000-
4.	開闢達運道旁草地作休憩用地	2012	\$ 5,369,000-
5.	大埔船灣洞梓山路興建休憩公園	2013	\$5,510,000-
6.	重建黃石碼頭避雨亭	2012	\$3,850,000-
7.	安慈路海寶花園側巴士站增設避雨亭及座椅	2014	\$490,000-
8.	廣福 26/28K 號專線小巴士站興建有蓋候車處	2014	\$520,000-
9.	船灣選區汀角路往大埔方向巴士站旁興建行入路上蓋及座椅	2015	\$2,000,000-

**C. 在不同委員會中曾討論的長者友善議題**

	議題	進展	委員會	會議日期
1.	大埔區認知障礙症照顧聯盟	委員會表示支持大埔區認 知障礙症照顧聯盟。	社會服務委員會	2017年5月10日
2.	在行人通道加建上蓋	委員會揀選區內一條現有 行人通道加建上蓋。	交通及運輸委員會	2017年3月10日
3.	世界衛生組織「全球 長者友善城市及社區 網絡」計劃	通過大埔區加入“全球 長者友善城市及社區網 絡”的議案。	大埔區議會	2016年11月3日
4.	全球長者友善城市及 社區網絡	簡介賽馬會齡活城市計劃 大埔區行動方案。	長者及醫療服務工 作小組	2016年9月30日



D. 「人人暢道通行」計劃

	項目	進展
1.	「人人暢道通行」計劃的下一階段 (交通及運輸委員會 2017 年 5 月 12 日會議)	委員會已揀選三條大埔區內現有行人通道，作為計劃的推展項目。

大埔區議會  
長者友善項目及措施  
2017年至2018年  
(1.4.2017 - 31.3.2018)

A. 以區議會撥款舉行的長者友善活動

	活動名稱	長者友善範疇 (室外空間和建築、 交通、房屋、社會 參與、尊重和社會 包容、公民參與和 就業、信息交流、 社區與健康服務)	主辦機構	撥款金額
1.	長者友善社區--豐年躍 動在社區	信息交流 公民參與	救世軍大埔長者綜 合服務	\$80,340.00

B. 與長者友善有關的地區工程 (於 2016 至 2018 年落成)

	項目	撥款年份	撥款金額
1.	完善公園座椅加建上蓋	2013/2014	-
2.	鐵路博物館樓梯側休憩處加建長椅並拆除欄柵	2014/2015	-
3.	大埔西貢北西沙路及北潭路涼亭座椅加設工程	2014/2015	\$1,400,000-
4.	白石角近天賦海灣旁興建休閒綠化地帶	2015/2016	\$180,000-
5.	西貢北榕樹澳涼亭建設工程	2015/2016	\$800,000-
6.	太和邨段林村河行人徑加建有蓋有背休憩木椅	2015/2016	\$750,000-
7.	翻新大埔區議會小型工程項目下的設施(2016/17)	2016/2017	\$400,000-
8.	康文署大埔區轄下康樂、休憩設施及負責範疇進行緊急或小 額改善工程撥備	2017/2018	\$800,000-
9.	輦下村休憩處	2017/2018	-
10.	大埔富景大廈側的樓梯加扶手	2017/2018	\$50,000-

C. 在不同委員會中曾討論的長者友善議題

	議題	進展	委員會	會議日期

D. 「人人暢道通行」計劃

	項目	進展
1.	「人人暢道通行」計劃的下一階段	交通及運輸委員會於 2017 年 5 月 12 日的會議上已揀選三條大埔區內現有行人通道，作為計劃的推展項目。路政署及顧問公司分別於 2018 年 5 月及 9 月的交通會會議上，向委員報告其中兩個項目的進度，包括加建升降機的初步設計方案及施工安排等。

註: 大埔區議會，長者友善項目及措施，2016至2017年及2017至2018年度資料  
由大埔區議會秘書處統籌提供

**Summary of District-based Programmes in Tai Po**

<b>BATCH I</b>					
<b>Programme (Organiser)</b>	<b>Objectives</b>	<b>Programme content</b>	<b>AFC domains</b>	<b>Approved funds</b>	<b>No. of direct beneficiaries</b>
Jockey Club Age-friendly City Project “Story of My Life” (Helping Hand, Cheung Muk Tau Holiday Centre for the Elderly)	<ul style="list-style-type: none"> <li>To acknowledge the contribution of the elderly through life review</li> <li>In the production of life story book, interviewers (youngsters) can learn and appreciate the life experience of the elders</li> <li>To promote and build positive image of ageing in the public through the award ceremony</li> </ul>	<ul style="list-style-type: none"> <li>Interviewer training</li> <li>Interview with elders</li> <li>Writing up life story for the elders</li> <li>Publication of life story book</li> <li>Award and sharing ceremony</li> <li>Reunion Day</li> </ul>	<ul style="list-style-type: none"> <li>Respect and social inclusion</li> </ul>	\$384,000	100
Jockey Club Age-friendly City Project “Active Ageing Sports Day” (Helping Hand, Cheung Muk Tau Holiday Centre for the Elderly)	<ul style="list-style-type: none"> <li>To establish a healthy, exercise and social platform for the elders and the public</li> <li>To allow elders to enjoy a specially designed exercise day regardless of their health, socio-economic status and the district they live</li> </ul>	<ul style="list-style-type: none"> <li>Different kinds of sports activities on the sports day</li> <li>Health talk</li> <li>Orienteering at camp site</li> </ul>	<ul style="list-style-type: none"> <li>Social participation</li> <li>Community support and health services</li> </ul>	\$116,000	160
<b>BATCH II</b>					
<b>Programme (Organiser)</b>	<b>Objectives</b>	<b>Activities</b>	<b>AFC domains</b>	<b>Approved funds</b>	<b>No. of direct beneficiaries</b>
Jockey Club Age-friendly City Project – “LOVE IN PHOTO” Community Integration Project (T.W.G.Hs. Hui Lai Kuen Home for the Elderly)	<ul style="list-style-type: none"> <li>To promote cross generation interaction through mutual respect and care</li> <li>To enhance and empower the elderly with new knowledge and skills</li> </ul>	<ul style="list-style-type: none"> <li>Training groups</li> <li>Community Cohesion Carnival cum Photo exhibition</li> <li>Photo exhibitions at 9 venues</li> </ul>	<ul style="list-style-type: none"> <li>Respect and social inclusion</li> </ul>	\$185,000	1,052
Jockey Club Age-friendly City Project – “Little Star by Aged” (Yan Oi Tong Pang Hung Cheung Neighbourhood Elderly Centre)	<ul style="list-style-type: none"> <li>To promote service information of the community to the elderly</li> <li>To train volunteers to help the elderly in need to solve difficulties in daily life</li> <li>To provide professional advice and service to the elderly in need</li> </ul>	<ul style="list-style-type: none"> <li>Briefing and recruitment session</li> <li>Volunteer training</li> <li>Community game day</li> <li>Professional service to the elderly in need</li> <li>Sharing meeting</li> </ul>	<ul style="list-style-type: none"> <li>Social participation</li> <li>Respect and social inclusion</li> <li>Community support and health services</li> </ul>	\$184,938	140

Jockey Club Age-friendly City Project – “Tai Po App” (Helping Hand Cheung Muk Tau Holiday Centre for the Elderly)	<ul style="list-style-type: none"> <li>• To promote ageing friendly facilities and service in Tai Po district through mobile apps</li> <li>• To empower the elderly to acquire new information and exchange</li> <li>• To expand social circle of the elderly</li> </ul>	<ul style="list-style-type: none"> <li>• Production of the “Tai Po App”</li> <li>• Sharing meeting with the volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• Communication and information</li> </ul>	\$130,000	320
<b>BATCH III</b>					
<b>Programme (Organiser)</b>	<b>Objectives</b>	<b>Activities</b>	<b>AFC domains</b>	<b>Approved funds</b>	<b>No. of direct beneficiaries</b>
Intergenerational Vanilla Garden (The Salvation Army Tai Po Multi-Service Centre for Senior Citizens)	<ul style="list-style-type: none"> <li>• To enhance the awareness of the younger generation on the needs of elderly, through intergenerational activities</li> <li>• To promote an atmosphere of respect and social inclusion</li> </ul>	<ul style="list-style-type: none"> <li>• Youth training session</li> <li>• Intergeneration workshop</li> <li>• Intergeneration gardening</li> <li>• Intergeneration home visit for elderly</li> <li>• Healthy life style exhibition (in schools and in community)</li> <li>• Sharing ceremony</li> </ul>	<ul style="list-style-type: none"> <li>• Social participation</li> <li>• Community support and health services</li> <li>• Respect and social inclusion</li> <li>• Communication and information</li> </ul>	\$242,090	465
Jockey Club Age-friendly City Project – Mobile Clinic for Healthy Lifestyle by Registered Nurses and Physiotherapists (Jockey Club CADENZA Hub)	To assist the elderly in understanding their physical, mobility and social skills and develop their healthy life plans and improve their physical functions	<ul style="list-style-type: none"> <li>• Conduct “well-being survey” at Tai Po elderly units/local groups/district board</li> <li>• Either a nurse or physiotherapist gives advice according to the results</li> <li>• Workshop (e.g. pain management, drug management)</li> </ul>	<ul style="list-style-type: none"> <li>• Community support and health services</li> </ul>	\$246,200	1,000





計劃夥伴 Project Partner:



策劃及捐助 Initiated and funded by:



問卷編號： \_\_\_\_\_

問卷完整性：  部分完成  整份完成

調查方式：  面談  電話訪問  自行填寫

調查日期：	調查地點：	問卷員編號：
覆檢員編號：	數據輸入員編號(首輪)：	數據輸入員編號(次輪)：

## 「賽馬會齡活城市計劃」問卷調查

篩選問題：

1. 年齡： \_\_\_\_\_

2. 性別：男 / 女

3. 於現址連續居住六個月或以上：是 / 否

4. 住宅地區

- (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

拒絕人次 [ ]	重覆接觸人次 [ ]	非合適受訪者 [ ]						
		年齡						
		地區						



計劃夥伴 Project Partner:



策劃及捐助 Initiated and funded by:



## 賽馬會齡活城市計劃 參加者同意書

現誠邀閣下參與香港中文大學賽馬會老年學研究所的「賽馬會齡活城市計劃」，該計劃由香港賽馬會慈善信託基金主導，聯同本地四間老年學研究單位：香港中文大學賽馬會老年學研究所、香港大學秀圃老年研究中心、嶺南大學亞太老年學研究中心、香港理工大學活齡學院，與社區不同持份者共建「齡活城市」，讓香港成為適合長者及不同年齡人士生活的地方。

### 研究目的

根據世界衛生組織的《全球長者及年齡友善城市建設指南》檢視香港各區對長者及不同年齡人士生活的方便及友善程度。

### 程序

您現只需完成一份有關長者及年齡友善社區的問卷（需時約半小時至一小時）。另外，我們亦會以聚焦小組的形式邀請閣下接受訪問（需時約一小時三十分至兩小時），而當中的對話內容會被錄音以作研究記錄用途，但卻不會作公開播放。

### 風險

是次研究並不存有已知的風險。

### 利益

當完成問卷後，您將獲得港幣伍拾圓正現金禮券。另外，當完成以聚焦小組形式訪問後，您亦會獲得港幣伍拾圓正現金禮券（即合共港幣壹佰元正）。您於問卷及聚焦小組訪問中所提供的寶貴資料，將有助研究長者及年齡友善的課題。

### 私隱

是次研究所收集的資料只供有關「賽馬會齡活城市計劃」之用，個人資料將絕對保密，除獲本研究所授權的人員外，將不會提供予其他人士。

### 參與及退出

參與純屬自願性質，您可隨時退出而不會對您造成負面影響。

如您對是項研究有任何查詢，請與汪先生聯絡（電話：3943 9294；地址：香港沙田中文大學康本國際學術園6樓602室；電郵：ioa@cuhk.edu.hk）。如您想知道更多有關研究參與者的權益，請聯絡香港中文大學調查及行為研究操守委員會（電話：3943 6777）。

如您明白以上內容，並願意參與是項研究，請簽署以下之同意書。

姓名： \_\_\_\_\_

簽署： \_\_\_\_\_

日期： \_\_\_\_\_

批准研究到期日： \_\_\_\_\_  
2018年 12月份

主要屋苑包括:

大埔 - 大埔滘

<input type="checkbox"/> (1001) 美援新村	<input type="checkbox"/> (1002) 雍怡雅苑	<input type="checkbox"/> (1003) 滌濤山	<input type="checkbox"/> (1004) 鹿茵山莊
<input type="checkbox"/> (1005) 大埔寶馬山	<input type="checkbox"/> (1006) 天賦海灣	<input type="checkbox"/> (1007) 溢玥.天賦海灣	<input type="checkbox"/> (1008) 翡翠花園
<input type="checkbox"/> (1009) 海景山莊	<input type="checkbox"/> (1010) 上碗窩	<input type="checkbox"/> (1011) 承峰	<input type="checkbox"/> (1012) 海鑽.天賦海灣
<input type="checkbox"/> (1013) 皇御山	<input type="checkbox"/> (1014) 悠然山莊	<input type="checkbox"/> (1015) 盈峰翠邸	<input type="checkbox"/> (1016) 桃源洞
<input type="checkbox"/> (1017) 新翠山莊	<input type="checkbox"/> (1018) 康城花園	<input type="checkbox"/> (1019) 庭峰居	<input type="checkbox"/> (1020) 龍城堡
<input type="checkbox"/> (1021) 雍怡小築	<input type="checkbox"/> (1022) 疊翠豪庭	<input type="checkbox"/> (1023) 逸龍灣	<input type="checkbox"/> (1024) 怡翠山莊
<input type="checkbox"/> (1025) 皇悅居	<input type="checkbox"/> (1026) 豪成半山花園	<input type="checkbox"/> (1027) 新麗花園	<input type="checkbox"/> (1028) 山頂花園
<input type="checkbox"/> (1029) 偉景臺	<input type="checkbox"/> (1030) 興康臺	<input type="checkbox"/> (1031) 蔚海山莊	<input type="checkbox"/> (1032) 逍遙雋岸
<input type="checkbox"/> (1033) 南苑	<input type="checkbox"/> (1034) 松苑	<input type="checkbox"/> (1035) 黃宜坳	<input type="checkbox"/> (1036) 大埔滘其他

大埔 - 林村谷

<input type="checkbox"/> (1037) 林村谷	<input type="checkbox"/> (1038) 梅樹坑	<input type="checkbox"/> (1039) 帝欣苑	<input type="checkbox"/> (1040) 泰亨
<input type="checkbox"/> (1041) 泰亨豪園	<input type="checkbox"/> (1042) 大埔花園	<input type="checkbox"/> (1043) 林村谷其他	

大埔 - 運頭塘

<input type="checkbox"/> (1044) 景雅苑	<input type="checkbox"/> (1045) 德雅苑	<input type="checkbox"/> (1046) 運頭塘邨	<input type="checkbox"/> (1047) 逸雅苑
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大埔 - 康樂園

<input type="checkbox"/> (1048) 鳳園	<input type="checkbox"/> (1049) 下坑	<input type="checkbox"/> (1050) 康樂園	<input type="checkbox"/> (1051) 九龍坑
<input type="checkbox"/> (1052) 樂賢居	<input type="checkbox"/> (1053) 新圍仔	<input type="checkbox"/> (1054) 大埔頭水圍	<input type="checkbox"/> (1055) 大窩
<input type="checkbox"/> (1056) 華樂豪庭	<input type="checkbox"/> (1057) 元嶺	<input type="checkbox"/> (1058) 康樂園其他	

大埔 - 大元

<input type="checkbox"/> (1059) 大元邨
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大埔 - 宏福

<input type="checkbox"/> (1060) 廣福邨(部分): 廣禮樓 / 廣仁樓 / 廣義樓	(1061) 宏福苑
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大埔 - 大埔墟

<input type="checkbox"/> (1062) 翠河花園	<input type="checkbox"/> (1063) 山景閣	<input type="checkbox"/> (1064) 大埔墟其他
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大埔 - 寶雅

<input type="checkbox"/> (1065) 太和邨(部分): 麗和樓 / 安和樓 / 翠和樓	(1066) 寶雅苑
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大埔 - 舊墟及太湖

<input type="checkbox"/> (1067) 美豐花園	<input type="checkbox"/> (1068) 翠林閣	<input type="checkbox"/> (1069) 富善花園	<input type="checkbox"/> (1070) 富萊花園
<input type="checkbox"/> (1071) 翠怡花園	<input type="checkbox"/> (1072) 菁泉雅居	<input type="checkbox"/> (1073) 太湖花園	<input type="checkbox"/> (1074) 太湖中心
<input type="checkbox"/> (1075) 舊墟及太湖其他			

大埔 - 船灣

<input type="checkbox"/> (1076) 淺月灣	<input type="checkbox"/> (1077) 倚龍山莊	<input type="checkbox"/> (1078) 雅景花園	<input type="checkbox"/> (1079) 映月灣
<input type="checkbox"/> (1080) 美督南岸	<input type="checkbox"/> (1081) 嘉豐花園	<input type="checkbox"/> (1082) 比華利山別墅	<input type="checkbox"/> (1083) 江庫花園
<input type="checkbox"/> (1084) 江庫花園	<input type="checkbox"/> (1085) 聚豪天下	<input type="checkbox"/> (1086) 船灣其他	

主要屋苑包括:

大埔 - 怡富

<input type="checkbox"/> (1087) 怡雅苑	<input type="checkbox"/> (1088) 富善閣 (部分): 善景樓 / 善美樓 / 善雅樓 / 善翠樓
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大埔 - 廣福及寶湖

<input type="checkbox"/> (1089) 廣福邨 (部分): 廣智樓 / 廣平樓 / 廣崇樓 / 廣惠樓 / 廣祐樓
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**主要屋苑包括:**

沙田 - 沙田市中心

<input type="checkbox"/> (901) 希爾頓中心	<input type="checkbox"/> (902) 好運中心	<input type="checkbox"/> (903) 文禮閣	<input type="checkbox"/> (904) 新城市廣場
<input type="checkbox"/> (905) 曉翠山莊	<input type="checkbox"/> (906) 蔚景園	<input type="checkbox"/> (907) 沙田中心	<input type="checkbox"/> (908) 沙田廣場
<input type="checkbox"/> (909) 偉華中心	<input type="checkbox"/> (910) 嘉御山	<input type="checkbox"/> (911) 沙田市中心其他	

沙田 - 駿馬

<input type="checkbox"/> (912) 赤泥坪	<input type="checkbox"/> (913) 駿景園	<input type="checkbox"/> (914) 寶柏苑	<input type="checkbox"/> (915) 駿馬其他
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沙田 - 火炭

<input type="checkbox"/> (916) 銀禧花園	<input type="checkbox"/> (917) 九肚	<input type="checkbox"/> (918) 落路下	<input type="checkbox"/> (919) 馬屎
<input type="checkbox"/> (920) 晉名峰	<input type="checkbox"/> (921) 御龍山	<input type="checkbox"/> (922) 黃竹洋	<input type="checkbox"/> (923) 火炭其他

沙田 - 碧湖

<input type="checkbox"/> (924) 碩門邨
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沙田 - 愉欣

<input type="checkbox"/> (925) 愉翠苑
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沙田 - 廣康

<input type="checkbox"/> (926) 康林苑	<input type="checkbox"/> (927) 廣林苑
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沙田 - 乙明

<input type="checkbox"/> (928) 乙明邨	<input type="checkbox"/> (929) 水泉澳邨第一期
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沙田 - 利安

<input type="checkbox"/> (930) 利安邨
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沙田 - 馬鞍山市中心

<input type="checkbox"/> (931) 海柏花園	<input type="checkbox"/> (932) 馬鞍山中心	<input type="checkbox"/> (933) 新港城第四期	<input type="checkbox"/> (934) 海濤居
<input type="checkbox"/> (935) 海典居	<input type="checkbox"/> (936) 馬鞍山市中心其他		

沙田 - 錦濤

<input type="checkbox"/> (937) 錦豐苑	<input type="checkbox"/> (938) 迎濤灣	<input type="checkbox"/> (939) 雅濤居
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沙田 - 鞍泰

<input type="checkbox"/> (940) 錦泰苑
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沙田 - 烏溪沙

<input type="checkbox"/> (941) 迎海	<input type="checkbox"/> (942) 銀湖天峰	<input type="checkbox"/> (943) 烏溪沙村	<input type="checkbox"/> (944) 雅典居
<input type="checkbox"/> (945) 烏溪沙其他			

沙田 - 大水坑

<input type="checkbox"/> (946) 欣安邨
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沙田 - 下城門

<input type="checkbox"/> (947) 美田邨(部分): 美致樓 / 美景樓 / 美麗樓 / 美樂樓 / 美滿樓 / 美秀樓 / 美庭樓	<input type="checkbox"/> (948) 翠嶺山莊		
<input type="checkbox"/> (949) 湖景花園	<input type="checkbox"/> (950) 沙田花園	<input type="checkbox"/> (951) 桃花源	<input type="checkbox"/> (952) 桂園
<input type="checkbox"/> (953) 大圍新村	<input type="checkbox"/> (954) 下城門其他		



主要屋苑包括:

沙田 - 顯嘉

<input type="checkbox"/> (955) 嘉田苑
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沙田 - 雲城

<input type="checkbox"/> (956) 雲疊花園	<input type="checkbox"/> (957) 名城	<input type="checkbox"/> (958) 盛薈	<input type="checkbox"/> (959) 盛世
<input type="checkbox"/> (960) 海福花園	<input type="checkbox"/> (961) 雲城其他		

沙田 - 田心

<input type="checkbox"/> (962) 隆亨邨
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沙田 - 徑口

<input type="checkbox"/> (963) 顯徑邨(部分): 顯慶樓 / 顯沛樓 / 顯德樓 / 顯揚樓	<input type="checkbox"/> (964) 下徑口	<input type="checkbox"/> (965) 名家匯	
<input type="checkbox"/> (966) 顯田	<input type="checkbox"/> (967) 顯耀邨	<input type="checkbox"/> (968) 瑞峰花園	<input type="checkbox"/> (969) 嘉徑苑
<input type="checkbox"/> (970) 聚龍居	<input type="checkbox"/> (971) 上徑口	<input type="checkbox"/> (972) 徑口其他	

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

請就你居住的地區評分，有 \* 號題目，可就全港情況評分

有些題目中會列出一些長者友善社區的條件。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	室外空間及建築	非常不同意	不同意	有點不同意	有點同意	同意	非常同意
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充足，而且保養得妥善同安全。	1	2	3	4	5	6
3.	司機喺路口同行人過路處俾行人行先。	1	2	3	4	5	6
4.	單車徑同行人路分開。	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.	有安排特別客戶服務俾有需要人士，例如長者專用櫃枱。	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.	室外和室內地方嘅公共洗手間數量充足、乾淨同埋保養得妥善，俾唔同行動能力嘅人士使用。	1	2	3	4	5	6
B	交通						
10.	路面交通有秩序。	1	2	3	4	5	6
11.	交通網絡良好，透過公共交通可以去到市內所有地區同埋服務地點。	1	2	3	4	5	6

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

請就你居住的地區評分，有 \* 號題目，可就全港情況評分

有些題目中會列出一些長者友善社區的條件。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……

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。	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。	1	2	3	4	5	6
14.	公共交通服務嘅路線同班次資料完整，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。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。	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接載服務。	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。	1	2	3	4	5	6
21.	馬路保養妥善，照明充足。	1	2	3	4	5	6
<b>C</b>	<b>住所</b>						
22.	房屋嘅數量足夠、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

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

請就你居住的地區評分，有 \* 號題目，可就全港情況評分

有些題目中會列出一些長者友善社區的條件。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……

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。	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
<b>D</b>	<b>社會參與</b>						
26.	活動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，亦都有隱藏或附加嘅收費。	1	2	3	4	5	6
28.	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。	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。	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提供可靠嘅外展支援服務。	1	2	3	4	5	6
<b>E</b>	<b>尊重及社會包融</b>						
32.	各種服務會定期諮詢長者，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，去滿足唔同人士嘅需求同喜好。	1	2	3	4	5	6
34.	服務人員有禮貌，樂於助人。	1	2	3	4	5	6
35.	學校提供機會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. *	社會認同長者喺過去同埋目前所作出嘅貢獻。	1	2	3	4	5	6

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

請就你居住的地區評分，有 \* 號題目，可就全港情況評分

有些題目中會列出一些長者友善社區的條件。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……

37. *	傳媒對長者嘅描述正面同埋冇成見。	1	2	3	4	5	6
<b>F</b>	<b>社區參與及就業</b>						
38.	長者有彈性嘅義務工作選擇，而且得到訓練、表揚、指導同埋補償開支。	1	2	3	4	5	6
39. *	長者員工嘅特質得到廣泛推崇。	1	2	3	4	5	6
40. *	提倡各種具彈性並有合理報酬嘅工作機會俾長者。	1	2	3	4	5	6
41. *	禁止嘍僱用、留用、晉升同培訓僱員呢幾方面年齡歧視。	1	2	3	4	5	6
<b>G</b>	<b>訊息交流</b>						
42.	資訊發佈嘅方式簡單有效，唔同年齡嘅人士都接收到。	1	2	3	4	5	6
43.	定期提供長者有興趣嘅訊息同廣播。	1	2	3	4	5	6
44.	少接觸外界嘅人士可以嘍佢地信任嘅人士身上，得到同佢本人有關嘅資訊。	1	2	3	4	5	6
45. *	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. *	電話應答系統嘅指示緩慢同清楚，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上網服務俾人使用。	1	2	3	4	5	6
<b>H</b>	<b>社區支持與健康服務</b>						
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。	1	2	3	4	5	6

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

請就你居住的地區評分，有 \* 號題目，可就全港情況評分

有些題目中會列出一些長者友善社區的條件。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……

51.	市民唔會因為經濟困難，而得唔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)有考慮到長者嘅能力同限制。	1	2	3	4	5	6
53. *	墓地(包括土葬同骨灰龕)嘅數量足夠同埋容易獲得。	1	2	3	4	5	6



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分為非常不同意，2分為不同意，3分為普通，4分為同意，5分為非常同意。

1	2	3	4	5
非常不同意	不同意	普通	同意	非常同意

請就你居住的社區/屋村/屋苑（簡稱社區）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
1.	喺呢個社區我可以得到我需要嘅東西。	1	2	3	4	5
2.	這個社區幫助我滿足我嘅需求。	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。	1	2	3	4	5
5.	我可以參與討論喺呢個社區發生嘅事情。	1	2	3	4	5
6.	呢個社區嘅人們善於互相影響。	1	2	3	4	5
7.	我覺得同呢個社區息息相關。	1	2	3	4	5
8.	我同呢個社區嘅其他人有良好嘅關係。	1	2	3	4	5

以下有些句子，是關於您對生活不同方面的感受的程度。以1至4分代表。1分為從來沒有這些感受，2分為好少有這些感受，3分為間中有這些感受，4分為經常有這些感受。

1	2	3	4
從來沒有	好少	間中	經常

加州洛杉磯大學寂寞感量表(三項簡短版)	從來沒有	好少	間中	經常
1. 你有幾經常覺得自己缺乏人陪伴? 係從來沒有、好少、間中、定經常?	1	2	3	4
2. 你有幾經常覺得被忽略? 係從來沒有、好少、間中、定經常?	1	2	3	4
3. 你有幾經常覺得孤獨? 係從來沒有、好少、間中、定經常?	1	2	3	4

## 受訪者資料

1. 您嘅性別係：(1)  男 (2)  女
  
2. 您嘅婚姻狀況係(一定要讀出所有選擇)：  
 (1) 從未結婚  
 (2) 現在已婚  
 (3) 喪偶  
 (4) 離婚 / 分居  
 (5) 其他(請註明)： \_\_\_\_\_
  
3. 您嘅教育程度係：  
 (1) 未受教育/學前教育(幼稚園)       (2) 小學  
 (3) 初中       (4) 高中  
 (5) 預科       (6) 專上教育：文憑/證書課程  
 (7) 專上教育：副學位課程       (8) 專上教育：學位課程或以上
  
4. 居所類型：  
 (1) 公營房屋  
     (11) 租住(如公屋、長者屋)  
     (12) 補助出售單位(如經「租者置其屋計劃」購入的公屋單位)  
 (2) 補助出售居屋單位  
     (21) 第二市場(未補地價)  
     (22) 自由市場(已補地價)  
 (3) 私人永久性房屋  
     (31) 租住(包括免租如員工宿舍)  
     (32) 自置(包括有按揭)  
 (4) 私人臨時房屋(如鐵皮屋)  
 (5) 其他(請註明)： \_\_\_\_\_ (如老人院)
  
5. 通訊地址： \_\_\_\_\_
  
6. 您喺以上住址/所屬社區住左幾耐： \_\_\_\_\_
  
7. 您的居住狀況？  
 (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) 其他(請註明): \_\_\_\_\_

8. 您而家有無返工？  
 (1)有 → 您而家嘅職位/工作：\_\_\_\_\_ (請註明)  
 (0)無 → 您係：(讀出所有選擇)  
 (1) 失業人士                       (2) 退休人士  
 (3) 料理家務者                       (4) 學生  
 (5) 其他(請註明)：\_\_\_\_\_
9. 一般來說，您說您的健康係非常好、很好、好、一般或差？  
 (1)差  (2) 一般  (3) 好  (4) 很好  (5) 非常好
10. 您有否照顧六十五歲或以上長者的經驗？  
 (0)否                       (1)有
11. 過去三個月內，您有否使用／參加過長者中心所提供的服務/活動？  
 (0)否                       (1)有
12. 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
13. 您而家每個月收入係港幣幾多？  
 (1) < 2,000     (7) 15,000 - 19,999  
 (2) 2,000 - 3,999     (8) 20,000 - 24,999  
 (3) 4,000 - 5,999     (9) 25,000 - 29,999  
 (4) 6,000 - 7,999     (10) 30,000 - 39,999  
 (5) 8,000 - 9,999     (11) 40,000 - 59,999  
 (6) 10,000 - 14,999     (12) ≥ 60,000

\* 您是否願意留下你的電話號碼以作將來聯絡之用？

\_\_\_\_\_ (先生/女士/小姐) 電話號碼： \_\_\_\_\_

\* 您是否有興趣參與聚焦小組作進一步意見分享？

(0) 否               (1) 是               (2) 未確定

\* MH: E / IE

\* LA: E / IE



## Jockey Club Age-friendly City Project



賽馬會齡活城市  
Jockey Club Age-friendly City

[www.jcafc.hk](http://www.jcafc.hk)

## CUHK Jockey Club Institute of Ageing



香港中文大學  
賽馬會老年學研究所  
CUHK Jockey Club Institute of Ageing

<http://www.ioa.cuhk.edu.hk/>