



賽馬會齡活城市
Jockey Club Age-friendly City

Jockey Club Age-Friendly City Project

Baseline Assessment Report



New and old carrier

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Executive Summary

Purpose

The aim of this baseline assessment was to evaluate the current state of age-friendliness and make a list of recommendations for the future development of Islands District (the District) through adopting a bottom up and district-based approach. The baseline assessment provided opportunities for the elderly to voice their opinions and served as an appropriate strategy to meet their needs. Additionally, stakeholders from diverse groups can work together to build and maintain an age-friendly community.

Method

This research used a mixed methods approach, combining quantitative and qualitative research methods. In the research, four target groups (including resident aged 60 or above, resident aged 16-59, carer and service provider) were defined. Interview questions were based on the eight age-friendly city domains, recommended by the World Health Organisation (WHO), and were utilised in both the questionnaire and focus group surveys. A total of 500 respondents were successfully interviewed in the questionnaire survey, which reviewed the views of the general public on the age-friendly condition in the district. After implementing the questionnaire survey, five focus group interviews were arranged to collect detailed information pertaining to the eight domains. Elderly residents were invited as “Age-friendly City Ambassadors” to conduct field observations in the District and investigate the community in terms of its age-friendliness.

Key findings

The mean of questionnaire survey in overall satisfaction for all eight Age-friendly City (AFC) domains in the District was 3.849 (± 0.7278), slightly below the “agree” reference of 4 on a Likert scale of 6. Among the eight AFC domains, the highest and lowest AFC domain were “Social Participation” (4.138 ± 0.8837) and “Housing”, respectively. In terms of Social Participation, the close neighbourhood/ clan relationship in the District is important to facilitate social participation among residents. Also, findings provided an understanding on why there was a high differentiation in ratings among different residential types, especially in the Housing domain. In addition, high standard deviations, generally more than 1 in each item, show the uniqueness among communities in the District. This means that attention needs to be placed on the actual circumstances of each location when considering the age-friendliness in the District.

Recommendations

After analysing the data gathered from the surveys, discussions were formed, based on interviewees and ambassadors' living experiences. Recommendations were also made for creating a better liveable and age-friendly community within the District, according to the eight AFC domains. These recommendations were used to draft a future action plan.

Conclusion

In response to an increasing ageing population and its future implications, all stakeholders in the community were recommended to work out a variety of strategies and policies targeted to address the needs of aged people and prepare for an age-friendly and healthy community.

1. Introduction

1.1 Overview and Trend of Hong Kong's Ageing Population

Hong Kong is no exception when it comes to an increasingly ageing population. As this global trend continues, Hong Kong must face the challenges that arise from an ageing population. Between 2004 and 2014, the proportion of persons aged 65 or above in Hong Kong steadily increased from 12.1% to 14.7% while persons under the aged of 15 decreased from 14.8% to 11.1% (Census and Statistics Department, 2015a: 4). Hong Kong has faced a rapid population ageing in recent years and in future, the ageing trend is expected to continue. As a result of the further decline in mortality rates and a rise in life expectancy, which also happens to coincide with a low birth rate, the proportion of people aged 65 or above is projected to double and comprise of 33% of the city's entire population in 2064 (Census and Statistics Department, 2015b: 6). At the same time, the proportion of employed workers in Hong Kong is expected to decrease. Hence, the elderly dependency ratio of Hong Kong, which is the population aged 65 or above per 1,000 persons aged between 15 and 64, is projected to rise from 198 in the mid-2014 to 567 in the mid-2064 (Census and Statistics Department, 2015b: 6). This indicates that the ageing population in Hong Kong will continue to grow and our society must be prepared to deal with this situation.

1.2 Hong Kong's Responses to Population Ageing

In response to an increasingly ageing population and its future implications, the Hong Kong Government prepared and implemented a variety of strategies and policies targeted to address elderly issues. Table 1.1 shows a brief summary of elderly policies and services implemented in Hong Kong between 1977-2015:

1977-1990	1991-2000	2001-2006	2007-2015
<ul style="list-style-type: none"> • Green Paper Elderly Services • 5-year Plan on Community Care 	<ul style="list-style-type: none"> • Appoint a working group to understand the needs of the elderly • Introduce a Senior Citizen Card Scheme • Establish an Elderly Commission • Introduce WHO Healthy Cities 	<ul style="list-style-type: none"> • Implement Standardised Care Need Assessment Mechanism for Elderly Services • Propose “quality of life” and long term care • Form Elder Academies to encourage life-long learning and active ageing • Continue to ensure that the “Opportunities for the Elderly Project” regularly fosters a sense of worthiness among the elderly continuously 	<ul style="list-style-type: none"> • Launch Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities • Offer Old Age Living Allowance • Initiate the Pilot Scheme on Community Care Service Voucher for the Elderly • Invite the Elderly Commission to develop an Elderly Service Programme Plan

Table 1.1 Summary of elderly policies and services in Hong Kong (Tsuen Wan District Council *et al.*, 2014; Social Welfare Department, 2015e)

1.3 History and Concepts of Active Ageing in Age-friendly City: Health, Participation and Security

Apart from Hong Kong, many countries are experiencing an ageing trend in their population. In order to address the challenges of global ageing, the World Health Organisation (WHO) launched “Global Age-friendly Cities: A Guide” (the Guide) in 2008 after the development of an active ageing framework. According to the “Active Ageing: A Policy Framework”, “Health”, “Participation” and “Security” are the basic backbones of a strategic planning for active ageing (World Health Organisation (WHO), 2002). Based on the paradigm of active ageing, age-friendly city has further promoted the concept of active ageing through the optimisation of opportunities for “Health”, “Participation” and “Security” in all aspects of life (WHO, 2007: 1). The relationship between active ageing and age-friendly city is emphasised. The establishment of age-friendly city is essential to foster active ageing, while the concept of active ageing is used to guide the development of an age-friendly city. Hence, citizens from all stages of life can enhance their quality of life by establishing an age-friendly city.

The United Nations proposes that older persons should be given opportunities for participation in the decision-making process; thus, the WHO conducted focus group research with older persons, caregivers and service providers from 33 cities (WHO, 2007: 7). Through this research, it is apparent that older persons are given the chance to directly express their opinions as well as their first-hand experience. They are also able to actively participate in the process of policy formulation. Through this bottom-up participatory approach, age-friendly features are identified and the Guide helps to ensure that city planning accommodates residents of all ages. Key indicators from the Guide provide local governments with a comprehensive and practical tool to review the age-friendly situation as well as facilitate a timely policy response through a bottom-up participatory approach.

Age-friendly city consists of eight entities that influence active ageing and deal with the city’s structure, environment, services, and policies (WHO, 2007: 5-6). These eight entities 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” (WHO, 2007). The Guide reveals that barrier-free environments can optimise mobility and foster independent living for people of all ages (WHO, 2007: 6). Therefore, it not only utilises the three backbones of the Active Ageing Policy Framework, but also emphasises the importance of a physical living environment.

1.4 Jockey Club Age-friendly City Project

The Hong Kong Jockey Club Charities Trust (“The Trust”) has taken a proactive role in tackling the challenges of ageing population, and stipulated building Hong Kong into an age-friendly city as one of the overarching strategic themes in the coming three to five years.

The Trust has developed an Elderly Strategy which aims to help elderly people extend their healthy and active years of life and enjoy more fulfilling lives.

There are four strategic priority areas under the strategy, including: (1) exercise, nutrition and preventative health; (2) employment and volunteering; (3) intergenerational harmony; and (4) mental wellness. Building Hong Kong into an age-friendly city spans across all strategic priority areas of the Trust’s Elderly Strategy and provides a foundation for actions.

In order to capture the current state of age-friendliness in Hong Kong, the Trust partnered with Hong Kong’s four gerontology research institutes – Jockey Club Institute of Ageing of The Chinese University of Hong Kong, Sau Po Centre on Ageing of The University of Hong Kong, Asia-Pacific Institute of Ageing Studies and Office of Service-Learning of Lingnan University, and Institute of Active Ageing of The Hong Kong Polytechnic University to implement the “Jockey Club Age-friendly City Project”. The first phase of baseline assessment was conducted from July 2015 to February 2016 in eight districts, including Central and Western, Islands, Kowloon City, Kwun Tong, Sha Tin, Tai Po, Tsuen Wan and Wan Chai.

The key objectives of the project are to:

- Build 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.

2 Age-friendly City in Islands District

2.1 Background and Characteristics of Islands District

2.1.1 History and Development

Islands District (the District) is located on the south-western coast of Hong Kong, covering 177.57 km² and constituting 16% of the city's total land area (Survey and Mapping Office / Lands Department, 2014). It is the largest district in Hong Kong among the 18 districts. Currently, the country parks in Lantau Island cover an area of 10,200 hectares, making up about 70% of the total area in Lantau Island (Agriculture, Fisheries and Conservation Department, 2015). The majority of residents in the District live in specific areas and outlying islands, such as Tung Chung New Town, Cheung Chau, Lamma Island, Mui Wo, Tai O and Discovery Bay.

The 2014 mid-year population in the District was 147,400 and those aged 65 or above accounted for 10.2% of the total population (Census and Statistics Department, 2015a: 19, 44). In 2014, the median age of the population in the District was 39: a relatively low median age compared to other districts located in Hong Kong (Census and Statistics Department, 2015a: 6). It is estimated that by 2023, 15.9% of the residents in the District will be aged 65 or over (Planning Department, 2014: 78). Among the elder population residing in the District, 37.5% of them were living alone or living with one older person (Social Welfare Department, 2015f).

Tung Chung New Town

Tung Chung New Town, known as North Lantau New Town, is the third generation of the New Town Development Programme. Established in the 1990s, the programme was founded with a mission to develop communities as supporting units for the Hong Kong International Airport. The development project in Tung Chung was implemented in phases. Phase 1, 2 and 3A were completed by 2014 (Civil Engineering and Development Department, 2014). As a result of the residential and commercial development in Tung Chung New Town, a wide range of community and infrastructure facilities have been put in place to strengthen the potential of the new town being self-contained. Presently, there are approximately 80,000 persons residing in Tung Chung New Town (Information Services Department, 2015). Further development strategies for Tung Chung New Town are required with reference to the valuable opportunities raised by the infrastructure projects nearby, such as Hong Kong-Zhuhai-Macao Bridge Related Hong Kong Projects (Information Services Department, 2015). Tung Chung New Town Extension Study has been implemented by the Planning Department and the Civil Engineering and Development Department since 2012. As the population is expected to continue to rise in the future, areas within Tung Chung East and Tung Chung West will be further developed and undergo a number of infrastructural changes in the upcoming years.

Rural area in Lantau and outlying islands

Apart from the new town in the District, residents, born and raised in the rural areas of Lantau and outlying islands, have built a strong neighbourhood bond and the sense of belonging in the community. As its location is far away from urban locations, these areas have become self-contained communities and developed basic community facilities to support residents' daily living experiences. Strong local neighbourhood networks allow residents to enrich their social participation and quality of life. The proportion of elderly population is relatively high in these areas, as young people generally reside in urban areas. Instead of traditional fishing villages, some rural areas in the District are popular tourist destinations, such as Tai O (Figure 2.1). In effect, these areas have become a hub of economic development as well.



Figure 2.1 Tourist spot – Tai O

2.1.2 Characteristics of Islands District

Outdoor Spaces and Buildings

Recreation grounds, such as parks, gardens, waterfront promenades and outdoor seating areas, can be found in the District, predominantly close to residential areas, such as Tai O (Figure 2.2). The Transport and Housing Bureau also plans to create barrier-free access facilities in one central location within the District (Highways Department, 2015). Also, sixty-three public toilets have been implemented in the District for public use, most of which are located in the villages and in close proximity to tourist destinations (Food and Environmental Hygiene Department, 2014).



Figure 2.2 Outdoor spaces in Tai O

Transportation

Public transport in Tung Chung provides a wide range of services, including MTR, bus and taxi, in order to access locations within Lantau and neighbouring districts. Bus is the common form of public transport linking Tung Chung to the sub-community areas in Lantau (Figure 2.3). Also, Ngong Ping Cable Car, which has been in operation since 2006, links Tung Chung and Ngong Ping. The terminal in Tung Chung is also nearby to the Tung Chung MTR station. According to the “Railway Development Strategy 2014”, Tung Chung West MTR terminus station was expected to be further developed in order to respond to the increased transportation demands that have resulted from the extension of Tung Chung New Town (Transport and Housing Bureau, 2014). Apart from public transport, Tung Chung Cycling track was built along Tung Chung Road, Tung Chung Waterfront Road and Yu Tung Road and approximately 1,700 bicycle parking spaces were installed for public use (Transport Department, 2015).



Figure 2.3 The most common public transport in Tung According to the “Railway Development Strategy 2014”, Tung Chung West MTR terminus station was expected to be further developed in order to respond to the increased transportation demands that have resulted from the extension of Tung Chung New Town (Transport and Housing Bureau, 2014). Apart from public transport, Tung Chung Cycling track was built along Tung Chung Road, Tung Chung Waterfront Road and Yu Tung Road and approximately 1,700 bicycle parking spaces were installed for public use (Transport Department, 2015).

Among the outlying islands, ferry is the only means of transport to travel between islands (such as Cheung Chau, Lamma Islands and Peng Chau) and locations in other districts within Hong Kong. As a result of the road design and landscapes within specific islands, bicycle is commonly used in areas such as Lamma Islands, Cheung Chau, Mui Wo, Tai O (Figure 2.4) and Peng Chau. In these areas, bicycle parking spaces are also provided to the public.



Figure 2.4 Bicycle parking spaces in Tai O

Housing

In 2014, 50,300 domestic households were in the District, which comprised of 2.1% of the total domestic households in Hong Kong (Census and Statistics Department, 2015a: 22). Eight

public rental housing estates exist in the District, three of which are located on Tung Chung (Figure 2.5), while the rest are situated in Mui Wo, Tai O, Cheung Chau and Peng Chau. The number of domestic households residing in public rental housing is 15,683 and the relative authorized population is 52,671 (Census and Statistics Department, 2015b: 217). In order to provide residents with quality housing, public estates in the District have received the certification of ISO14001: an environmental management system to enhance the quality of management and create a healthy and comfortable living environment for residents (Hong Kong Housing Authority, 2015). In addition to public rental housing, other types of housing in the District include private housing, village houses and pang uk (棚屋). Furthermore, the Social Welfare Department has appointed the NAAC Tung Chung Integrated Services Centre to follow up the application of the Home Environment Improvement Scheme for the Elderly (Social Welfare Department, 2008).



Figure 2.5 Residential buildings in Tung Chung

Social Participation

In order to fulfil the needs of residents, community facilities for events and activities are well-established in the District, such as community halls, parks, libraries (Figure 2.6) and sports centres. Among elderly services, five government-funded elderly centres - two of which can be found in Tung Chung and the rest are located on Cheung Chau, Peng Chau and Mui Wo,



Figure 2.6 Tung Chung public library

respectively (Social Welfare Department, 2015d). Although there is no elderly centre in Lamma Island, Lamma Island (South) Rural Committee and Lamma Island (North) Rural Committee regularly organise social and recreational activities for the elderly. Also, there are four elder academies in the District (Elder Academy, 2012).

Respect and Social Inclusion

Governmental departments and social centres for the elderly generally collaborate to hold intergenerational activities that promote the bond between the young and old generations in the community. For example, from 2013-2014, the Leisure and Cultural Services Department cooperated with Chung Ying Theatre Company, the Neighbourhood Advice-Action Council and the Hong Kong Heritage Conservation Foundation Limited to organize the “Community Oral History Theatre Project – Islands District (Tai O)” in Tai O (Audience Building Office – Leisure and Cultural Services Department, 2015). Among the “Opportunities for the Elderly Project” (OEP), there are five 1-year projects (2014-2015) and two 2-year projects (2014-2016) launched in the District (Social Welfare Department, 2016a, 2016b). In order to promote a sense of the elderly worthless to youth, the Social Welfare Department further implemented a “School Promotion Project – Encouraging a Sense of Worthiness among the elders” without applying for funding support from the OEP. In 2014-2015, one primary school, two secondary schools, and one private secondary and primary school in the District participated in the project (Social Welfare Department, 2016c).

Civic Participation and Employment

Islands District Council (DC) has organised a “Meet-the-Public Scheme” and assigned a duty District Council Member, with the assistance of an executive officer from the District Council Secretariat, to provide support, answer enquiries and complaints from the public. Additionally, Tung Chung Job Centre, located in Yat Tung Shopping Centre, provides a wide range of free employment services to job seekers of all ages.

Communication and Information

There are three Home Affairs Department Public Enquiry Service Centres in Islands District (Figure 2.7), which are located in Cheung Chau, Mui Wo and Tung Chung. These Centres provide various types of information for residents about available governmental services. Staff of the Centres are expected to respond to residents' questions. Also, government forms as well as pamphlets are distributed through the Centres so that

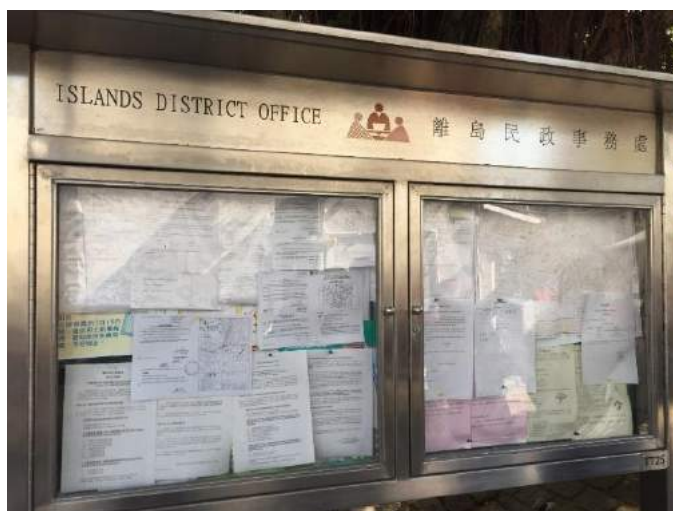


Figure 2.7 Notice board of Islands District Office

the public can access to a wide range of information. Five public libraries and various social welfare service units in the District provide a number of desktop computers with free internet access. 18 GovWiFi hotspots provide free internet access, most of which can be found in public libraries, sports centres and community halls (GovHK, 2015).

Community Support and Health Services

Community-based primary care services are provided, such as public hospital services, general out-patient services, family health services, dental services and elderly health services. The majority of clinics and health centres are located in Tung Chung and the rest are situated in Cheung Chau, Tai O, Mui Wo and Peng Chau. North Lantau Hospital, which is a public hospital in Tung Chung, has been in operation since 2013 and will offer more services in the near future. For emergency incidents, a 24-hour air ambulance is provided by the Government Flying Service. Its service team is expected to arrive at locations in Island Zone within 20 minutes (Government Flying Service, 2015).

Apart from healthcare services, various rehabilitation and long-term care services for elderly are available in the District. Five elderly homes offer subsidized living spaces for older persons (Social Welfare Department, 2015a). One residential care home and six private homes offer non-subsidised places for the elderly. Currently, no private homes for the elderly have joined “Enhanced Bought Place Scheme” (Social Welfare Department, 2015a). A majority of the residential care services for the elderly are located in Tung Chung, Cheung Chau, Tai O and Mui Wo (Social Welfare Department, 2015b, 2015c).

2.2 Research Methods for Baseline Assessment

This research adopted a mixed methods approach, which included a questionnaire survey, focus group interviews and field trips, to collect both quantitative and qualitative data.

2.2.1 Questionnaire Survey

In order to capture the age-friendliness of each district, a questionnaire survey was conducted to review the general public views of the community in terms of its age-friendly condition and perception of the age-friendliness in the District.

The questionnaire consisted of 3 parts. In the first part, fifty-three questions were designed, based on the framework of Age-friendly City (WHO, 2007). The six-point scale scores used are as follows: “strongly disagree” (1), “disagree” (2), “slightly disagree” (3), “slightly agree” (4), “agree” (5) and “strongly agree” (6). The second part consisted of a brief Sense of Community Scale. The third part included information about interviewees’ socio-demographics, self-rated health, experience of caring the elderly, and frequency of using services provided by elderly centres. Each questionnaire interview took approximately 20-40 minutes to complete.

To find matching interviewees, covering a general and comprehensible geographical area, we demarcated the District into 8 main areas: Lantau, Yat Tung Estate, Tung Chung, Discovery Bay, Peng Chau and Hei Ling Chau, Lamma and Po Toi, Cheung Chau and Tai O.

2.2.1.1 Target Population

500 interviewees from four target groups in the District were aimed to recruit in the questionnaire survey.

i. 350 residents aged 60 or above

According to the WHO active ageing framework, the wellbeing and worthiness of older persons should be emphasised in an age-friendly city (WHO, 2007: 4). To evaluate the District in terms of its age-friendliness, 350 older residents were interviewed to gain an understanding of their opinions on the age-friendly situation within their community.

ii. 50 residents aged 16-59 from general public

An age-friendly society not only enables the elderly to enhance their quality of life and encourages them to be active participants in the community, but it also creates a better environment for residents of all ages. Therefore, the general public aged 59 or below was also interviewed to provide a more comprehensive view of the age-friendliness within the District.

iii. 50 elderly carers

Carers, who take care of the elderly and understand elderly's situation and needs, were interviewed to provide more information about elderly's daily experience living in the District. Also, they were able to express opinions on elderly policies and carer support services and offer suggestions for future improvement.

iv. 50 service providers from elderly services

Service providers from the public, voluntary and commercial sectors provide a wide range of community services to the elderly in the District. As a result, these individuals were interviewed to better understand their opinions on the service needs of the elderly. Even more, service providers were able to comment on government policies and share their experiences while working with and providing services for the elderly.

2.2.1.2 Sampling and sample size

Convenience sampling methods were used. Nine local agencies¹, including social service units, churches and local companies in the District, were invited to give referrals of eligible persons to be interviewees. Personal interviews and self-administered methods were adopted in the data collection. Trained helpers and centre staff provided face to face interviews to encourage the responses of participants who were illiterate. Interviewees who were literate finished the questionnaire on their own, but with assistance from helpers and agency staff if needed.

¹ Including Cheung Chau Chaozhou Association (長洲潮州會館), Everlasting Light Mission (基督教永光會堂), Hai Kee Stone Fty (奚記石廠), Hong Kong Sheng Kung Hui Tung Chung Integrated Services, NAAC Tung Chung Integrated Service, OIWA (Lamma Island), POH Chan Shi Sau Memorial Social Service Centre, Tung Chung Safe and Healthy City Community Library Resource Centre and YWCA Tai O Community Work Office



Figure 2.8 Brief introduction of age-friendly city to the interviewees before interviews/ doing the questionnaires

A total of 501 questionnaires were collected of which 500 were successful, representing a response rate of 99.8% (Table 2.1).

Target Groups	No. of participants	
	Successful	Unsuccessful
Resident aged 60 or above	350	1
Resident aged 16-59	50	0
Carer	50	0
Service provider	50	0
Total	500	1

Table 2.1 Distribution of participants²

² Some participants can be classified into 2 or 3 target groups.

2.2.2 Focus Group Study

Detailed information was collected through focus group studies after the implementation of the questionnaire survey. In addition to a set of open-ended questions, interview questions covered the eight domains from the framework of the WHO Age-friendly City. The moderator first introduced the concept of age-friendly city to provide a basic understanding to interviewees and stimulate responses from participants. Then, participants were asked to share their experiences and feelings of living in their communities.

Convenience sampling methods were adopted. Eligible persons who had completed the questionnaire survey before were invited to the focus groups, as they were already familiar with the age-friendly city concept. A brief introduction to the study and the age-friendly city concept was delivered to these groups before discussion began.

A total of five focus groups were performed, consisting of two groups of Resident aged 60 or above, one group of Resident aged 16-59, one group of Carer and one group of Service provider (Table 2.2). Each focus group comprised of six to eleven participants. 90-120 minutes was given for each focus group to respond to interview questions and a 10-15 minute break was given during that time. Studies were conducted between October and December 2015. The entirety of the focus group interviews was tape-recorded and a transcribed transcript was created in order to report the age-friendliness of the district.

Group	Date	Nature (Code)	No. of participants
1	2015/10/30	Resident aged 60 or above (60+ Tung Chung)	8
2	2015/11/17	Carer (Carer)	8
3	2015/11/24	Service provider (Service Provider)	7
4	2015/11/27	Resident aged 16-59 (16-59 Resident)	6
5	2015/12/11	Resident aged 60 or above (60+ Islands)	11

Table 2.2 Number of participants and nature of each focus group

2.2.3 Field Observation

In the meantime, field trips were organised as a form of baseline assessment to collect data. The empirical observation of material conditions in the field trip allowed for the collection of evidence and a more comprehensive picture of what age-friendliness looks like in the District (Figure 2.9). The field trips were embedded as one element in a two-day training workshop for two ambassador groups (Figure 2.10). The first day of the training workshop was intended to help ambassadors familiarise themselves with the major features of age-friendly city through on-site observation and training. In day two, field observations were conducted to evaluate their community in terms of its age-friendliness. Table 2.3 and Table 2.4 show the details of the two-day training workshop: for Tai O and Tung Chung ambassadors, respectively. After the field trips, data and comments were collected from participants, as they discussed and determined which improvements were needed.



Figure 2.9 Field observation in Tai O



Figure 2.10 Ambassador training in Tung Chung

Tai O Ambassador Group		
Details	<i>Day One</i>	<i>Day Two</i>
Date	16 th December 2015	19 th December 2015
Venue	Lingnan University	Tai O
Objectives	<ol style="list-style-type: none"> 1. To collect the field observation data by using a bottom up approach 2. To empower the elderly and further participation in the community 3. To engage in public education 4. To enhance intergenerational harmony 	
Number of participants	12 Islands older residents	9 Islands older residents
Targets	<ol style="list-style-type: none"> 1. Participants can learn the concept of Age-friendly city through: <ul style="list-style-type: none"> - Lectures and discussion about Age-friendly City - Practical walk in Lingnan University with the guidance of trained helpers to observe the age-friendliness facilities in the campus. - Art work design – What my ideal Age-friendly Tai O is? 2. Participants can become the ambassadors after joining the workshop. 	<ol style="list-style-type: none"> 1. Participants and helpers carry out field observation in routes which included: <ul style="list-style-type: none"> - Places that are commonly visited by Tai O elderly.
Route		<ol style="list-style-type: none"> 1. Nam Chung, Tai O Promenade, Bus terminus (<i>Transportation, Outdoor Spaces and Buildings, Respect and Social Inclusion</i>) 2. Shek Tsai Po Street, Tai O Jockey Club General Out-patient Clinic, Tai O Rural Committee (<i>Community Support and Health Services, Social Participation, Communication and Information</i>) 3. Lung Tin Estate, Tai O Wing On Street (<i>Housing, Civic Participation</i>) 4. Kat Hing Street and Kat Hing Back Street (<i>Outdoor Spaces and Buildings, Communication and Information, Social Participation</i>)

Table 2.3 Details of 2-day training workshop for Tai O ambassadors

Tung Chung Ambassador Group		
Details	<i>Day One</i>	<i>Day Two</i>
Date	7 th January 2016	14 th January 2016
Venue	Lingnan University	Tung Chung
Objectives	1. To collect field observation data by using a bottom up approach 2. To empower the elderly and further participation in the community 3. To engage in public education 4. To enhance intergenerational harmony	
Number of participants	41 Islands older residents	33 Islands older residents
Targets	1. Participants can learn the concept of Age-friendly city through: <ul style="list-style-type: none"> - Lectures and discussion about Age-friendly City - Practical walk in Lingnan University with the guidance of trained helpers to observe the age-friendliness facilities in the campus. - Art work design – What my ideal Age-friendly Tung Chung is? 2. Participants can become the ambassadors after joining the workshop.	1. Participants and helpers carry out field observation in routes which included: <ul style="list-style-type: none"> - Places that are commonly visited by Tung Chung elderly.
Route		1. Tung Chung Crescent and Fu Tung Village (<i>Housing, Outdoor Spaces and Buildings, Civil Participation</i>) 2. Yut Tung Village and Ma Wan Chung Village and Tung Chung Catholic School (<i>Housing, Outdoor Spaces and Buildings, Respect and Social Inclusion</i>) 3. Tung Chung Maternal & Child Health Centre, Fu Tung Shopping Centre and wet market (<i>Community Support and Health Services, Social Participation</i>) 4. Man Tung Road Park, Tung Chung Municipal Service Building, Tung Chung Public Library, Tung Chung Man Tung Road Sports Centre (<i>Social Participation, Outdoor Spaces and Buildings, Communication and Information</i>) 5. Tung Chung MTR station, Tung Chung Bus terminus, Tung Chung Temporary Bus Terminus, Tung Chung Development ferry pier (<i>Transportation, Communication and Information, Respect and Social Inclusion</i>)

Table 2.4 Details of 2-day training workshop for Tung Chung ambassadors

After the observations, data was consolidated and participants discussed the findings. Participants were asked to determine specific improvements, and rank which improvements were most needed. Public education sessions were also designed to show the current state of age-friendliness in the community. Public education sessions in Tai O were held on 27 and 30 January 2016 (Figure 2.11), while a session in Tung Chung was organised on 16 February 2016.



Figure 2.11 Public education session in Tai O

2.3 Time Frame

Research was conducted from September 2015 to February 2016, including the questionnaire survey interview, focus groups interviews and field observation.

2.4 Analysis and Findings of the 8 AFC Domains

2.4.1 Personal Profiles of the Respondents

A total of 500 respondents were interviewed. 75.8% of them were female and 24.2% were male. The mean age was 66.4 with a standard deviation of ± 16.7 and 63.2% of them were 65 years old or above. 57.6% of them had either no formal schooling or attended only primary education. A majority of respondents resided in Yat Tung (26.4%) and Cheung Chau (24.4%).

61.8% of the respondents were married. A large number of them were not living alone, constituting 80.0% of the respondents. Half of the respondents were living in public housing, including public rental housing (37.8%) and subsidized sale flats (12.2%). Additionally, 40.0% of them were residing in their own private permanent housing.

80.6% of the respondents were unemployment. 69.4% of them had a monthly income of less than HKD 5,999. More than half also believed that they had merely enough money to afford the costs of living (59.8%).

About half of the respondents had chronic diseases (50.2%). 50.6% of them regarded their health status as average (50.6%). Moreover, 56.0% of them claimed they had no experiences taking care of the elderly and 46.4% of them had used the services provided by elderly centres over the last three months.

2.4.2 Demographic Differences

2.4.2.1 Four Age Groups

As people at different ages have specific experiences, needs and conditions, four age groups were divided according to their common status. Table 2.5 shows the details of definition towards four age groups. As a result of our purposive sampling, participants were recruited at elderly centres. All recruited participants were free from bed-rest and considered quite active in terms of their social participation.

Age	Status
16-49	working or in school
50-64	either way up and down the retirement norm
65-79	young-olds, generally active and can make social participation freely
80+	old-olds

Table 2.5 Definition of four age groups

Age Group		Outdoor Spaces and Buildings	Transportation	Housing	Social Participation	Respect and Social Inclusion	Civic Participation and Employment	Communication and Information	Community Support and Health Services	Mean score of 8 domains
16-49	Mean	3.6313	3.4020	3.1081	4.0428	4.0000	3.4561	3.7658	3.4144	3.6026
	N	74	74	74	74	74	74	74	74	74
	SD	.77847	.80338	1.00944	.94646	.85653	.96546	.69894	.83641	.67899
50-64	Mean	3.5992	3.5641	3.2165	4.0240	3.9643	3.6705	3.7743	3.5247	3.6672
	N	110	110	110	110	110	110	110	110	110
	SD	.98500	.93693	1.09267	.92100	.85474	1.05139	.87275	.99172	.81681
65-79	Mean	3.9200	4.0973	3.6678	4.3022	4.1617	3.9728	4.1828	3.8575	4.0203
	N	195	195	195	195	195	195	195	195	195
	SD	.85870	.82959	1.14971	.83697	.89103	.95111	.81094	.92150	.71313
80 or above	Mean	3.8895	4.1311	3.5770	4.0352	3.9775	3.7376	4.0065	3.7570	3.8889
	N	121	121	121	121	121	121	121	121	121
	SD	.80997	.60125	1.05416	.85284	.80101	.92919	.83905	.86450	.61379
Total	Mean	3.7993	3.8853	3.4637	4.1380	4.0498	3.7729	3.9886	3.6944	3.8490
	N	500	500	500	500	500	500	500	500	500
	SD	.87504	.85455	1.11472	.88368	.85907	.98502	.83374	.92539	.72776

Table 2.6 Mean score among four age groups on eight Age-friendly City domains

Among the age groups, residents aged 65-79 rated the highest overall mean which shows they were most likely to be satisfied with their community based on eight Age-friendly City (AFC) domains. Other age groups, including 16-49, 50-64 and 65-79, rated “Social Participation” as the highest mean score among eight domains while residents aged 80 or above were most satisfied with the “Transportation” domain. Besides, “Housing” domain had the lowest mean score among eight domains. Table 2.6 shows the detail of comparison among different age groups on eight Age-friendly City domains by mean score.

2.4.2.2 Gender

There was no significant difference with Gender in respondents' perceived satisfaction of the 8 AFC domains for the District.

2.4.3 The 8 AFC Domains: Descriptive Analysis

The Overall Mean Score among AFC Domains

Table 2.7 and Figure 2.12 show that the overall mean of perceived age-friendliness on eight domains was 3.849 with a standard deviation of ± 0.7278 , which corresponds to the questionnaire items evaluating the readiness of a community to be regarded as "Age-friendly" in terms of the eight AFC domains in the six-point scale score. The average mean of each domain was slightly higher or lower than the overall means except for the "Housing" domain (3.464 ± 1.1147). The highest and lowest AFC domain among the eight were "Social Participation" (4.138 ± 0.8837) and "Housing", respectively.

AFC Domain	Mean	Standard Deviation
Outdoor Spaces and Buildings	3.799	0.8750
Transportation	3.885	0.8546
Housing	3.464	1.1147
Social Participation	4.138	0.8837
Respect and Social Inclusion	4.050	0.8591
Civic Participation	3.773	0.9850
Communication and Information	3.989	0.8337
Community Support and Health Services	3.694	0.9254
Overall Mean	3.849	0.7278

Table 2.7 Mean score of perceived age-friendliness on eight domains

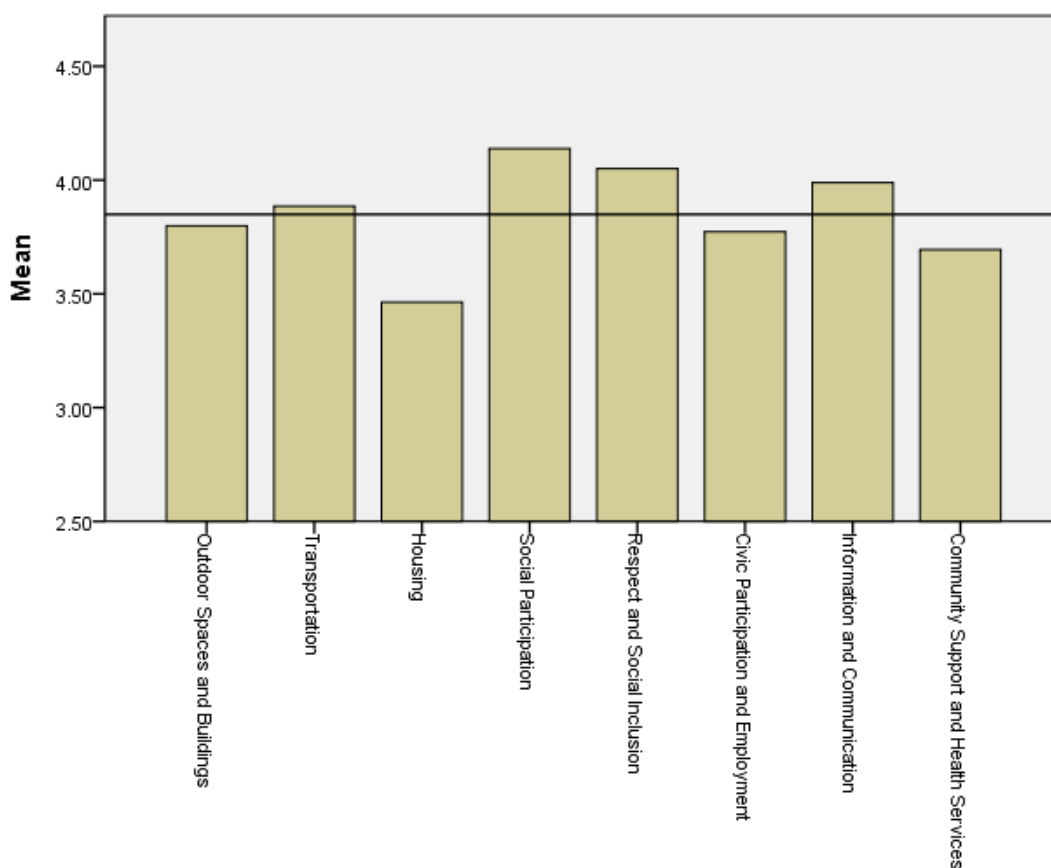


Figure 2.12 Comparison of perceived age-friendliness on each of the eight domains and the overall mean (overall satisfaction)

Social Participation as the Highest Mean Score among 8 AFC Domains

Most respondents indicated a rating of 4 or higher for the domain of “Respect and Social Inclusion” and “Social Participation”, with the latter having the highest rating. In details, high rating of Item 26, “**social activities are open for individual or group participants**” (4.51±1.1018) and Item 27, “**affordable and clear activity fees**” (4.28±1.066), combined with the comments from focus groups (16-59 Resident, 323, 325; Service Provider, 9; 60+ Tung Chung, 747), clearly showed that the needs of the elderly in the community were met.

In terms of “Social participation”, **the close neighbourhood/ clan relationship** in the District is a key point. Like the comment of Carer A:

“...無人去好似我地咁退休人士出嚟有地方俾你玩，個啲人呢，個啲群體精神同埋無我地東涌咁好，我地好...呢到啲人好好...大家齊心合力為咗一件事，可以...一齊做一樣野嘅。” (*There is no place like here (Tung Chung) where retired people will come out to play. We have a good unity spirit that is stronger than most other places. We are good, the people here are good, and we can do things hand in hand.*) (127);

“...鄰舍關係呢，我覺得我哋呢度呢，得好好，真係好好架” (*The neighbourhood relationship, here, is good, really good.*) (128)

In the rural area, a close relationship among community members was formed, in some parts, because of relatives living near one another in the community or individuals occupying the same living area in which they were born (Service Provider, 7, 14, 26, 38). During the field observation, residents were seen greeting each other and discussing community news while walking on the street. The close neighbourhood relationship links residents together in both formal and informal ways, and enables them to work together to create a communications network, which helps elderly feel secure and inclusive in the community.

In order to build up this communications network, residents requested platforms and venues for formal or informal gatherings in the community. Data gathered in the questionnaire (Item 30, 3.97 ± 1.397) showed a low rating and the comments in the focus groups (60+ Tung Chung, 231; 60+ Islands, 403, 423, 500-507) revealed there was a huge demand for venues.

Last but not least, it is determined that it is **hard to reach the male elders and elderly who live in remote area** and, therefore, decreases the likelihood that they would join activities. Data supporting this claim was revealed in the low rating of item 31 (3.84 ± 1.392), which concerns the out-reaching service for isolated group, and focus group (Service Provider, 23, 38, 62).

Housing Domain as the Lowest Mean Score among 8 AFC Domains

The “Housing” domain was not the only domain with a low mean rating. However, it had the lowest mean score among all the domains because it included two of the five lowest rated items in the 53 item questionnaire. As a result, the overall mean of “Housing” domain significantly dropped. Item 24 and Item 25 which concern **interior modifications** (3.36 ± 1.426) and **transfer upon frail** (3.28 ± 1.395) respectively, and the comments in the focus groups (60+ Islands, 290-294; Carer, 620) also revealed the needs of the respondents.

Also, the questionnaire could not indicate the rating of needs on **co-residence with the children for separate housing in the same district** but focus group data revealed different and various views on this item. On one hand, there was an average mean with high standard deviation (3.59 ± 1.469) on Item 52, which concerns rental and safe living. On the other hand, respondents in the focus groups reflected that high rental prices and a lack of choice in the private market prohibited the opportunity of co-residence with children for separate housing in the same district, as children would be unable to contribute money or support (Service Provider, 251-259, 262; 16-59 Resident, 417-418). In details, respondents of private housing owners and Public Housing Unit (PHU) tenants agreed on this item, but there is a difference on the desire level to meet those expectations.

The statistical data and comments in the focus groups provided an understanding on how the **residential types effected the ratings with high differentiation**, especially in the “Housing” domain. There was a significant difference between residential types as determined by the ANOVA ($F(4) = 5.963$, $p < 0.001$). A Scheffe post-hoc test indicated that the overall mean among the “ownership of private permanent housing” group (3.6979 ± 0.6848) was significantly lower than the “public rental housing” group (3.9925 ± 0.7465 , $p = 0.002$). And the factors which created the great variation can be found in the following comments from the focus groups:

i) The great difference in rent

Interviewee E : (私樓)管理費都貴過你(公屋)租啊!(*The management fees (of private housing) is more expensive than the rent of public housing.*)

Interviewee H: 哇!你個啲管理費,住呢到公屋都夠啦!(*Wah! The management fees of your flat (private housing) are high enough to rent a public housing here (Tung Chung).*)
(Carer, 525, 527)

ii) The barrier-free facilities were well-prepared in public housing estate but insufficient in private housing, especially in the village houses.

Interviewee C : 係呀,無輦㗎。(Yes, there is no lift here.)

Interviewee G : 屋邨咪有囉!(*The lift has been installed in public estates.*)
(60+ Islands, 283-284)

iii) The maintenance liability falls on the shoulders of owners, which leads to feeling unsafe and worried, but is free for elderly tenants who live in public housing units (PHU).

Interviewee J : ...咁呢我裝修咗間屋。度門就換咗,就係有啲啲防火嘅。但係呢政府呢又話唔合格,咁你叫我幾十歲邊度搵錢整,係咪呀?咁宜家就咩囉,睇下佢點先囉。無辦法㗎。(I renovated my house. The door was changed to a fire protection design, but the government did not pass it. I am very old. How could I have so much money to amend it again? Just wait and see, I can do nothing about it.)

Interviewee J : 係呀係呀,呀婆邊有錢得㗎。咁就整咗度門又話唔合格,又話唔岩規矩又要整過咁。(Yes, yes. I am just an old lady and don't have so much money. I renovated the door, but you (the government) don't pass it (the fire safety) and said the door is not fit for the rules that need to be revised again.)
(60+ Islands, 299, 304)

Based on living location and residents, inhabitants have different safety concerns, financial burdens, living quality, living environments, and levels of overall satisfaction towards their living community. In effect, there should be different future plans for different areas in the

District. Additionally, there should be further discussion on how to improve living situations and create an age-friendly environment in each of these areas, based on the characteristics of the different communities.

High Standard Deviation Shows the Uniqueness among Communities in Islands District

It is important to pay attention to the standard deviation of all 53 questionnaire items. All standard deviations were over 1 (Appendix 1), which was relatively high. It is apparent that there are significant gaps when comparing the rural area of Tai O on Lantau Island, the traffic free hilly islands of Cheung Chau and Lamma Island, and the modern, more progressive areas of Tung Chung, regarded as a highway connected town located near the international airport.

To consider the age-friendliness in the District, it is quite **different from community to the community**, such as Item 19, which concerns the preferred means of alternative transportation (3.03 ± 1.494). Islanders preferred a small bus for local transportation (60+ Islands, 104), but residents in Tung Chung new town preferred mass transportation systems, such as the MTR, to reach Yat Tung (16-59 Resident, 127). Item 12, which concerns the affordable and identical price of transportation, recorded the highest standard deviation among all questionnaire items. It is obvious that the ferry fare is much more expensive than the MTR or bus, especially if the elderly are not aged 65 or over and, therefore, are not eligible for the senior fare discount (60+ Islands, 200-203). In addition to the domain of "Transportation", the domain of "Community Support and Health Services" also recorded scattered ratings (3.13 ± 1.514) on item 53, which concerns the provision of cemetery. After conducting a paired-sample t-test, there was a significant difference between the mean recorded for indigenous inhabitants (Lantau and Outlying Islands, N=292) and new town residents (Tung Chung, Yat Tung and Discovery Bay, N=208). Referring to Table 2.8, the mean score among residents in new town (2.50 ± 1.236) was significantly lower than that for inhabitants' in areas such as Lantau and outlying Islands (3.58 ± 1.535 , $p < 0.001$). Since the natives from the District are able to enjoy burial rights in the "Permitted Burial Grounds", they do not need to worry about finding a grave. However, for those who live in the new town, they need to compete for their graves among the limited number of available graves and cremation column space in the District. These differences must be taken into account when planning for the future of age-friendly communities.

Item 53	N	Mean	SD	P value (ANOVA)
Type of Residents				
Indigenous inhabitants Area (Lantau and Outlying Islands)	292	3.58	1.535	p < 0.001
Residents in New town (Tung Chung, Yat Tung and Discovery Bay)	208	2.50	1.236	

Table 2.8 Comparison among new town residents and indigenous inhabitants on item 53 by One-Way ANOVA statistical test

Other Highlights

For example, Item 7, special counter services in shops, in the domain of “Outdoor Spaces and Buildings”, was particularly low in rating (2.96 ± 1.349). The irony is that some retail business transaction points, such as banking services, are not fully established in the District and, therefore, need further improvement.

2.4.4 Appreciation from Islands Residents

Interviewed elderly from the District were satisfied with the spacious outdoor spaces in both Tung Chung new town and rural areas. Clean air was appreciated by the residents in rural areas (60+ Tung Chung, 606; 60+ Islands, 108, 110).

Many respondents in the focus groups favoured the Government Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities for the elderly over 65. It allows the elderly to buy grocery items and fresh food from wet market in other districts in an affordable way (Carer, 182; 60+ Tung Chung, 548).

Housing in Tung Chung new town was believed to be accessible to services in Islands and different parts of Hong Kong. At the same time, housing in rural areas were considered spacious and provided a comfortable living environment for residents (60+ Tung Chung, 614).

The opening of North Lantau Hospital was highly appreciated by residents. The waiting time for receiving health support services was greatly reduced. The elderly priority policy for the out-patient service in North Lantau Hospital was appreciated by the elderly in Tung Chung (60+ Tung Chung, 696).

Islands District has a comprehensive neighbourhood bond, especially in rural areas, and has a great sense of respect and social inclusion among community members. In addition, a close neighbourhood network allows for face-to-face communication. Therefore, elderly can be notified about relevant community messages even if they cannot read. As a result of the trust within the community, the elderly are also able to engage in social participation by voicing their opinions. Elderly centres and community service providers in Tung Chung new town have effectively serviced as created a platform for facilitating communication and social participation (60+ Tung Chung, 843, 856-859; Service Provider, 714; Carer, 128, 154).

Residents in Tung Chung were provided plenty of job opportunities at the airport when the economic activities in rural areas were targeted at tourist development. Since the offices of district council members of the District are located near the residential area in Tung Chung, it is easy to gather feedback and opinions from residents (Carer, 104-105, 109; Carer, 242, 245, 247, 249, 251, 253; 60+ Tung Chung, 306, 281, 283).

2.4.5 Discussions and Suggestions

Table 2.9 to Table 2.16 show the suggestions that were proposed once combining the results of the quantitative and qualitative findings with the field observations by ambassadors and professional support teams. The priority of each suggestion is based on the opinion of respondents and the actuality that the suggestion could be presently implemented.

1. Outdoor Spaces and Buildings		
Discussions	Suggestions	Priority
Inadequate lighting in some rural areas	➤ Install more street lights (e.g. in Cheung Chau Sai Tai, Mui Wo, Ma Wan Chung Village)	✓✓✓
Inadequate signs for directions in the parks and on the streets	➤ Install direction signs accordingly (e.g. Tat Tung Road Park and Streets in Tai O)	✓✓✓
Footpaths are narrowed as they are illegally blocked by shops and restaurants with their properties.	➤ Strengthen law enforcement (e.g. Cheung Chau, Yat Tung Market)	✓✓✓
Unpleasant environment → Too many mosquitos (Yat Tung) → Dog excreta on the street (Yat Tung)	➤ Enhance public education on being a responsible pet owner.	✓✓✓
	➤ Set up dog excreta collection bins or dog latrines ➤ Strengthen pest control against mosquitos	
Inadequate/ inaccessible elderly fitness stations (Tai O, Tung Chung)	➤ Develop Pets Park in Yat Tung Estate	✓
	➤ Install elderly fitness stations in the existing sheltered buffer zones ➤ Install shelters for the existing elderly fitness stations	✓
	➤ Redesign bus routes and set up bus stops or footbridges to connect Yat Tung Estate and Man Tung Road Park	✓
Road maintenance	➤ Widen footpaths for handling the flows on holidays (e.g. Lamma Island)	✓
	➤ Renovate the damaged roads (e.g. Tai O)	
Inadequate barrier-free facilities	➤ Construct a footbridge to link Sun Ki Street and Po Chu Tam in Tai O ➤ Audit the stairs' conditions in rural areas, especially in Luk Wu and Keung Shan, and install suitable slopes for wheelchair users	✓

Goods and services are expensive with limited choices (Tung Chung)	➤ Establish new Municipal Service Building and wet markets	✓
Inadequate banking services (Whole Islands District)	<ul style="list-style-type: none"> ➤ Install Mobile Banking Vehicles or automated teller machines ➤ Launch special counters for elderly in public services, especially in popular tourist business areas 	✓

Table 2.9 Discussions and suggestions on “Outdoor Spaces and Buildings”

2. Transportation		
Discussions	Suggestions	Priority
Both drivers and passengers do not care much about elderly safety	<ul style="list-style-type: none"> ➤ Enhance public education on transportation in elderly safety (Tung Chung) 	✓✓✓
Inadequate age-friendly transportation within sub-communities	<ul style="list-style-type: none"> ➤ Provide bus services for the elderly within sub-community (e.g. Cheung Chau) ➤ Provide services for people in need, such as people with walking disability and their carers, to borrow wheelchairs temporarily ➤ Allow tricycle with passenger seat for travelling within sub-community 	✓✓
Over-crowded buses or some models of buses do not facilitate wheelchair users to get on the bus. (e.g. Route 11 bus between Tung Chung and Tai O)	<ul style="list-style-type: none"> ➤ Extend the existing MTR Tung Chung Line to Yat Tung Estate ➤ Include new model of single-decker bus which can accommodate wheelchair users ➤ Evaluate the existing Yat Tung bus terminal and Citygate bus terminal to ensure the safety of pedestrians and passengers 	✓
Inadequate scheduled bus services create long queues. (No. 38 bus between Tung Chung and Yat Tung, No. 11 in Holiday)		
Incomplete transportation network in the District → Service providers cannot access to some rural areas → Residents cannot get social and community support due to the limited transportation services	<ul style="list-style-type: none"> ➤ Provide transportation services to the social service providers, especially to travel in the restricted traffic zones (e.g. Sha Lo Wan and Pak Mong) 	✓
	<ul style="list-style-type: none"> ➤ Evaluate the transportation system on Lantau Island ➤ Improve rural bus services and provide relevant information to the public 	✓

Table 2.10 Discussions and suggestions on “Transportation”

3. Housing		
Discussions	Suggestions	Priority
Elderly worry about the maintenance of their housing	➤ Make good use of existing maintenance services for the elderly and have more promotions among the elderly	✓✓✓
Unpleasant environment in public housing estates	➤ Strengthen law enforcement (e.g. spitting, illegal Mah Jong business, smoking, unloading trashes at illegal spots) (Yat Tung) ➤ Enhance public education	✓✓✓
Youth gather at night (Yat Tung) and make noise	➤ Suggest providing more places for teenagers to have entertainment in the District (especially for mid-night gatherings)	✓✓
Inadequate elderly housing policy (including moving to suitable housing upon frail and living with children for separate housing in the same district to receive family support)	➤ Suggest imposing policy for the elderly to move to more convenient accommodation among public housing estates ➤ Establish Elderly Persons' Flats	✓
Elderly and their children cannot afford the rental of private housing	➤ Increase the supply of public housing	✓

Table 2.11 Discussions and suggestions on “Housing”

4. Community Support and Health Services		
Discussions	Suggestions	Priority
Insufficient supports for carers	<ul style="list-style-type: none"> ➤ Increase mental and technical supports for carers ➤ Adjust the opening hour of elderly centres <ul style="list-style-type: none"> ➔ More services for supporting carers ➤ Carry out more promotion to carers. 	✓✓
Inadequate graves and cremation column spaces	<ul style="list-style-type: none"> ➤ Increase the supply of graves and cremation column spaces 	✓
Insufficient residential care services for the elderly	<ul style="list-style-type: none"> ➤ Increase the supply of residential care services ➤ Turn Yat Tung Estate Car Park into activity centres for the elderly and young people, and provide residential care services 	✓
Inadequate and inaccessible supports for ageing in place	<ul style="list-style-type: none"> ➤ Increase the quota of day-care services and establish more day care centres ➤ Improve the transportation coverage on Lantau Island for service providers to provide services in remote areas 	✓
Incomprehensive service in North Lantau Hospital → The existing services cannot meet the growing demand from Tung Chung new town.	<ul style="list-style-type: none"> ➤ Evaluate the existing services of North Lantau Hospital 	✓
Insufficient supports on transportation for reaching medical services	<ul style="list-style-type: none"> ➤ Advocate the concept of “medical and social integration” to provide health care services in the community ➤ Improve the transportation service between Tung Chung and Princess Margaret Hospital 	✓
Telephone appointment service is too complicated and not user-friendly	<ul style="list-style-type: none"> ➤ Improve the service made based on the best interest of patients ➤ Give notification at the beginning once the quota is full and allow clients to provide information for staff to take follow-up actions ➤ Strengthen the neighbourhood mutual help network to provide safety and emergency care to the elderly 	✓

Table 2.12 Discussions and suggestions on “Community Support and Health Services”

5. Communication and Information		
Discussions	Suggestions	Priority
Incomplete mobile network coverage → Influence the accessibility of social services for the elderly	➤ Evaluate the existing mobile network coverage on Lantau Island and follow up with suitable improvements (e.g. Pak Mong)	✓✓✓
Low literacy rate in rural area → Difficult for the elderly to receive messages through written forms	➤ Make good use of face-to-face communication	✓✓✓
	➤ Teach the elderly to use instant messaging tools like WhatsApp recording	
	➤ Set up clansmen groups for effective communication	
	➤ Set up weekly gathering with news reading or other activities for effective message spreading	
	➤ Set up audible devices in government buildings for the elderly to receive information about the society	✓✓

Table 2.13 Discussions and suggestions on “Communication and Information”

6. Social Participation		
Discussions	Suggestions	Priority
Women are more active in social participation than men.	➤ Arrange more activities for men, like leisure activities and open-ended discussion	✓✓✓
Strong neighbourhood network	<ul style="list-style-type: none"> ➤ Keep the good practice ➤ Suggest service providers to have further promotion or activities to strengthen neighbourhood support network 	✓✓✓
Inadequate barrier-free facilities in activity venues	➤ Improve the barrier-free facilities in washrooms and activity rooms in elderly centres	✓✓✓
Residents from different backgrounds (e.g. smokers, natives, new arrivals, people from ethnic minorities and tourists) cannot share the limited space in respectful ways.	➤ Enhance public education	✓✓✓
Insufficient space and quotas for the elderly activities	<ul style="list-style-type: none"> ➤ Set up elderly centres and elderly gathering spots on outlying islands (e.g. Lamma Island) ➤ Turn Yat Tung Estate Car Park into social centres for elderly and teenagers 	✓

Table 2.14 Discussions and suggestions on “Social Participation”

7. Respect and Social Inclusion		
Discussions	Suggestions	Priority
Elderly from the focus groups mentioned that new arrivals and teenagers do not respect the elderly.	<ul style="list-style-type: none"> ➤ Enhance intergenerational activities, especially in civic education, communication and maintaining pleasant environment in the society, which allow people of different ages to understand one another ➤ Eliminate discrimination through strengthening neighbourhood network and mutual understanding ➤ Carry out more age-friendly city ambassador trainings for promoting respect and social inclusion 	✓✓✓
Land use conflicts between residents and tourists	<ul style="list-style-type: none"> ➤ Collect residents' views while designing the land use 	✓✓
Elderly from the focus groups mentioned that elderly's images are negatively shown on public media	<ul style="list-style-type: none"> ➤ Evaluate the current image of the elderly in various promotional products ➤ Carry out more public education about the positive image of the elderly 	✓

Table 2.15 Discussions and suggestions on “Respect and Social Inclusion”

8. Civic Participation and Employment		
Discussions	Suggestions	Priority
<p>Women have more comments than men generally. However, as the representatives in rural areas are men, women are less likely to voice out their opinions.</p> <p>Men in new town do not like to express their opinions in formal channels, but prefer to discuss or express their opinions to the trusted one</p>	<ul style="list-style-type: none"> ➤ Gather elderly's comments through various means and voice out their comments ➤ Set livelihood issue as the first priority when collecting opinions ➤ Have public education on civic participation and the importance of elderly's contribution to the society ➤ Build up trust with the residents before inviting them to express their opinions in formal means 	✓✓✓
<p>Insufficient appropriate job opportunities for the elderly</p>	<ul style="list-style-type: none"> ➤ Create more part time job opportunities (e.g. being an art tutor) or set up policy to encourage employers to hire the elderly ➤ Suggest providing short-term regular activities and hiring the elderly as instructor 	✓✓
<p>Social atmosphere, government policy and employment service are unfavourable for elderly employment.</p>	<ul style="list-style-type: none"> ➤ Evaluate/ Review the existing laws to protect elderly employment ➤ Improve the existing consultation service on employment 	✓

Table 2.16 Discussions and suggestions on “Civic Participation and Employment”

2.5 Limitations

It is not easy to adapt a global guide to make a questionnaire for local survey. Some of the concepts are not applicable because of differences in local context. The 53 items questionnaire used in this research was prepared based on the WHO document *Checklist of Essential Features of Age-friendly Cities*³, which is a guide intended for 33 cities in 22 countries. One of the questions asked if “Drivers stop at designated stops beside the curb to facilitate boarding and wait for passengers to be seated before driving off.” (Q18 in our questionnaire used in Hong Kong). This question might be appropriate in urban area, but it is difficult for residents in outlying islands in Hong Kong, like Cheung Chau and Lamma Island, to comprehend as there is no public regular motor transport existing there. Trained interviewers from our research team tried their best to explain this item and describe the importance of road safety for pedestrians in order to decrease misunderstanding. Meanwhile, it is likely that the elderly from these islands could have different references from those living in the modern town of Tung Chung on Lantau Island.

Furthermore, quite a number of questionnaire items include more than one key point, e.g. “Outdoor safety is promoted by good street lighting, police patrols and community education” (Q5 in our questionnaire). In this question, three key concepts were asked in one item and one choice from the Likert scale of 6 points was expected. Single concept items are, therefore, preferred for easier responses and more specific research data.

Methodologically, our research team employed a convenience sampling strategy and communicated with our partner agents (welfare service providers, elderly centres etc.) to reach target subjects, which may have created bias in the data. Samples, therefore, may be skewed and perhaps only elderly who are more active, having higher level of social participation, and felt the social network of the community age-friendly were included in the study; they may be more knowledgeable about the operation of the community at work. It is, thus, likely that our samples have an underrepresentation of the elderly who behaved more often as isolated singletons. Further studies through outreach social workers are needed to identify the needs and expectations of less active and more isolated elderly.

Despite the intensive analysis, we discovered that the need for financial security was not included in the questionnaire. We addressed some of the worries on repairing an old private premise that elderly singleton expressed under the domain of Housing, but perhaps the problem is bigger than that and is, thus, worth investigating further in future.

³ www.who.int/ageing/publications/Age_friendly_cities_checklist.pdf, WHO, 2013.

3. Conclusion

With the joint effort of the research team on the literature review, questionnaire collections, focus group interviews, along with the field observations by trained ambassadors, a comprehensive picture of the prospect of building an age-friendly city in Islands District was sketched. Areas for improvements were proposed by using a bottom-up approach. It is encouraging to see that the District is on the right track towards an age-friendly community. Also, it is important to make note of the high ratings on the domains of Social Participation.

We are grateful to all participants, especially the elderly, with their great contribution and reflections, and useful data in regards to the current status of age-friendliness in the District. Moreover, their recommendations can serve as reference for how to plan for the future and create an age-friendly environment. With the support of the elderly, who are highly valuable resources, we are able to spread the idea and development of an age-friendly city in the District.

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6. Appendices

Appendix 1: Questionnaire Results from Islands District

Domain	Mean	Standard Deviation
Outdoor Spaces and Buildings	3.799	0.8750
Transportation	3.885	0.8546
Housing	3.464	1.1147
Social Participation	4.138	0.8837
Respect and Social Inclusion	4.050	0.8591
Civic Participation and Employment	3.773	0.9850
Communication and Information	3.989	0.8337
Community Support and Health Services	3.694	0.9254
Overall mean score of 8 domains	3.849	0.7278

Table 6.1 Mean score of perceived age-friendliness on eight domains

Question	Mean	Std. Deviation
Q1 公共地方乾淨同舒適。	4.06	1.228
Q2 戶外座位同綠化空間充足，而且保養得妥善同安全。	4.17	1.249
Q3 司機喺路口同行人過路處俾行人先。	3.75	1.354
Q4 單車徑同行人路分開。	3.44	1.570
Q5 街道有充足嘅照明，而且有警察巡邏，令戶外地方安全。	4.04	1.287
Q6 商業服務（好似購物中心、超市、銀行）嘅地點集中同方便使用。	4.29	1.259
Q7 有安排特別客戶服務俾有需要人士，例如長者專用櫃枱。	2.96	1.349
Q8 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。	3.74	1.474
Q9 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。	3.76	1.336

Table 6.2 Item mean score of perceived age-friendliness on “Outdoor Spaces and Buildings”

Question	Mean	Std. Deviation
Q10 路面交通有秩序。	3.89	1.299
Q11 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。	4.19	1.214
Q12 公共交通嘅費用係可以負擔嘅，而且價錢清晰。無論喺惡劣天氣、繁忙時間或假日，收費都係一致嘅。	3.99	1.591
Q13 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。	4.18	1.293
Q14 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。	3.55	1.489
Q15 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。	4.23	1.236
Q16 有專為殘疾人士而設嘅交通服務。	3.40	1.463
Q17 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。	4.14	1.335
Q18 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。	4.18	1.268
Q19 喺公共交通唔夠嘅地方有其他接載服務。	3.03	1.494
Q20 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。	3.67	1.299
Q21 馬路保養妥善，照明充足。	4.17	1.176

Table 6.3 Item mean score of perceived age-friendliness on “Transportation”

Question	Mean	Std. Deviation
Q22 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。	3.59	1.469
Q23 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。	3.63	1.368
Q24 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。	3.36	1.426
Q25 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。	3.28	1.395

Table 6.4 Item mean score of perceived age-friendliness on “Housing”

Question	Mean	Std. Deviation
Q26 活動可以俾一個人或者同朋友一齊參加。	4.51	1.018
Q27 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。	4.35	1.042
Q28 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。	4.02	1.193
Q29 提供多元化嘅活動去吸引唔同喜好嘅長者參與。	4.13	1.237
Q30 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。	3.97	1.387
Q31 對少接觸外界嘅人士提供可靠嘅外展支援服務。	3.84	1.392

Table 6.5 Item mean score of perceived age-friendliness on “Social Participation”

Question	Mean	Std. Deviation
Q32 各種服務會定期諮詢長者，為求服務得佢地更好。	3.73	1.330
Q33 提供唔同服務同產品，去滿足唔同人士嘅需求同喜好。	3.65	1.312
Q34 服務人員有禮貌，樂於助人。	4.44	1.027
Q35 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。	3.70	1.351
Q36 社會認同長者喺過去同埋目前所作出嘅貢獻。	4.53	1.088
Q37 傳媒對長者嘅描述正面同埋冇成見。	4.25	1.011

Table 6.6 Item mean score of perceived age-friendliness on “Respect and Social Inclusion”

Question	Mean	Std. Deviation
Q38 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。	3.85	1.319
Q39 長者員工嘅特質得到廣泛推崇。	3.83	1.207
Q40 提倡各種具彈性並有合理報酬嘅工作機會俾長者。	3.36	1.354
Q41 禁止喺僱用、留用、晉升同培訓僱員呢幾方面年齡歧視。	4.05	1.295

Table 6.7 Item mean score of perceived age-friendliness on “Civic Participation and Employment”

Question	Mean	Std. Deviation
Q42 資訊發佈嘅方式簡單有效，唔同年齡嘅人士都接收到。	4.28	1.066
Q43 定期提供長者有興趣嘅訊息同廣播。	3.93	1.229
Q44 少接觸外界嘅人士可以喺佢地信任嘅人士身上，得到同佢本人有關嘅資訊。	3.97	1.148
Q45 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。	4.04	1.188
Q46 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。	3.67	1.268
Q47 係公眾場所，好似政府辦事處、社區中心同圖書館，已廣泛設有平嘅或者係免費嘅電腦同上網服務俾人使用。	4.04	1.286

Table 6.8 Item mean score of perceived age-friendliness on “Communication and Information”

Question	Mean	Std. Deviation
Q48 醫療同社區支援服務足夠。	3.86	1.332
Q49 有提供家居護理服務，包括健康、個人照顧同家務。	3.76	1.344
Q50 院舍服務設施同長者嘅居所都鄰近其他社區服務同地方。	3.80	1.275
Q51 市民唔會因為經濟困難，而得唔到醫療同社區嘅支援服務。	4.16	1.156
Q52 社區應變計劃（好似走火警）有考慮到長者嘅能力同限制。	3.46	1.400
Q53 墓地（包括土葬同骨灰龕）嘅數量足夠同埋容易獲得。	3.13	1.514

Table 6.9 Item mean score of perceived age-friendliness on “Community Support and Health Services”

Appendix 2: Sample Profile for Islands District: Data Tables

Gender	Frequency	Percent (%)
Male	121	24.2
Female	379	75.8
Total	500	100.0

Table 6.10 Distribution of participants by gender

Age groups	Frequency	Percent (%)
16-49	74	14.8
50-64	110	22.0
65-79	195	39.0
80 or above	121	24.2
Total	500	100.0

Table 6.11 Distribution of participants by age group

Residing area	Frequency	Percent (%)
Lantau	50	10.0
Yat Tung	132	26.4
Tung Chung	72	14.4
Discovery Bay	4	0.8
Peng Chau & Hei Ling Chau	12	2.4
Lamma and Po Toi	60	12.0
Cheung Chau	122	24.4
Tai O	48	9.6
Total	500	100.0

Table 6.12 Distribution of participants by residential area

Education level	Frequency	Percent (%)
Primary or below	288	57.6
Secondary Education	151	30.2
Post-secondary Education	60	12.0
Total	499	99.8
Missing	1	0.2

Table 6.13 Distribution of participants by education level

Marital status	Frequency	Percent (%)
Never married	58	11.6
Now married	309	61.8
Widowed	110	22.0
Divorced/Separated	22	4.4
Total	499	99.8
Missing	1	0.2

Table 6.14 Distribution of participants by marital status

Living arrangement	Frequency	Percent (%)
Living with spouse	152	30.4
Living with children	93	18.6
Living with spouse and children	104	20.8
Living alone	98	19.6
Other	51	10.2
Total	498	99.6
Missing	2	0.4

Table 6.15 Distribution of participants by living arrangement

Type of Housing	Frequency	Percent (%)
Public Rental Housing	189	37.8
Subsidised sale flats	61	12.2
Rental private permanent housing	23	4.6
Ownership of private permanent housing	200	40.0
Temporary housing	21	4.2
Total	494	98.8
Missing	6	1.2

Table 6.16 Distribution of participants by housing

Monthly income	Frequency	Percent (%)
less than \$2,000	91	18.2
\$2,000 - \$3,999	165	33.0
\$4,000 - \$5,999	91	18.2
\$6,000 - \$ 7,999	41	8.2
\$8,000 - \$9,999	23	4.6
\$10,000 - \$14,999	36	7.2
\$15,000 - \$19,999	25	5.0
\$20,000 - \$ 24,999	6	1.2
\$25,000 - \$29,999	6	1.2
\$30,000 - \$39,999	7	1.4
\$40,000 - \$ 59,999	5	1.0
more than \$60,000	1	.2
Total	497	99.4
Missing	3	.6

Table 6.17 Distribution of participants by monthly income

Fulfilment of daily expenditure	Frequency	Percent (%)
Strongly not enough	16	3.2
Not enough	91	18.2
Merely enough	299	59.8
Enough	87	17.4
Very enough	6	1.2
Total	499	99.8
Missing	1	0.2

Table 6.18 Distribution of participants by fulfilment of daily expenditure

Self-ranked health status	Frequency	Percent (%)
Bad	29	5.8
Average	253	50.6
Good	135	27.0
Very Good	62	12.4
Excellent	21	4.2
Total	500	100.0

Table 6.19 Distribution of participants by self-ranked health status

Participation in Elderly Centres	Frequency	Percent (%)
No	259	51.8
Yes	232	46.4
Total	491	98.2
Missing	9	1.8

Table 6.20 Distribution of participants by participation in elderly centres

Experience of taking care of older people	Frequency	Percent (%)
No	280	56.0
Yes	209	41.8
Total	489	97.8
Missing	11	2.2

Table 6.21 Distribution of participants by experience of taking care of older people

Employment status	Frequency	Percent (%)
Employed	90	18.0
Retired	280	56.0
Unemployed/home-makers/students/others	123	24.6
Total	493	98.6
Missing	7	1.4

Table 6.22 Distribution of participants by employment status

Chronic diseases	Frequency	Percent (%)
No	243	48.6
Yes	251	50.2
Total	494	98.8
Missing	6	1.2

Table 6.23 Distribution of participants by chronic diseases

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