

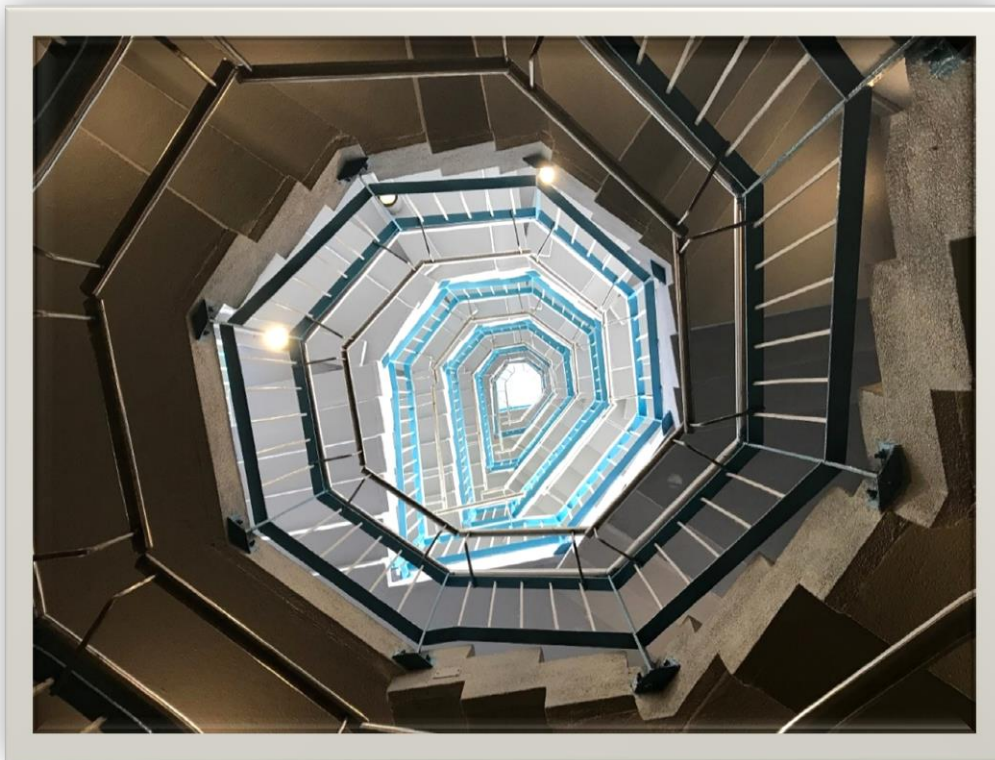


賽馬會齡活城市
Jockey Club Age-friendly City

Jockey Club Age-friendly City Project

Baseline Assessment Report of Yuen Long District

September 2017



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亞太老年學研究中心
Asia-Pacific Institute
of Ageing Studies



Lingnan 嶺南大學
University 香港 Hong Kong



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Executive Summary

Objectives

The objectives of this baseline assessment was to evaluate the current state of age-friendliness and make a list of recommendations for the future development of Yuen Long District (the District) through a bottom up and district-based study. 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.

Methods

The study adopted a mixed-methods design, combining quantitative and qualitative research methods. Five target groups (including residents aged 18-59, residents aged 60-79, residents aged 80 or above, caregivers and service providers from elderly services agencies) were defined in the study. Interview questions were based on the eight Age-friendly City (AFC) domains, recommended by the World Health Organization (WHO), and were utilised in both the questionnaire and focus groups. A total of 546 respondents were successfully interviewed in the questionnaire survey, which provided the views of the general public on the age-friendly condition in the District. Five focus group interviews were carried out to collect detailed information pertaining to the eight domains. Moreover, elderly residents were invited as 'Age-friendly City Ambassadors' to conduct field observations in the District and investigate the age-friendliness of community.

Key Findings

The mean score of overall satisfaction for all eight AFC domains in the District was 3.73 (SD=0.76), which suggested interviewees tend to 'agree' that Yuen Long had been offering tangible and intangible age-friendliness items listed. In addition, differences between rural and urban living environment and driving factors have been identified in focus group interviews.

Recommendations

Based on the empirical evidences, a variety of recommendations are proposed to create a better liveable and age-friendly community within the District. The recommendations include the enhancement of waste management in rural community, adjustment of the criteria of public transport fare concession, increase of activity venues for the elderly, responsiveness to the residents' opinions, flexibility of work arrangement, user-friendly communication system for elders and increase health services.

Conclusion and the Way Forward

Overall, Yuen Long has a solid community context for the development of age-friendly community. With the support of The Hong Kong Jockey Club Charities Trust, and the collaboration among agencies and district council, Yuen Long District is on the right track towards an Age-friendly Community. The recommendations will be taken into account in formulating the action plan in consultation with Yuen Long District Council. The action plan will guide the collaboration of stakeholders, including the government departments, NGOs and the residents to build an Age-friendly Yuen Long District in future.

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1. Introduction

1.1 Introduction to 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 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 project has been extended to all 18 districts since early 2017.

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.

1.2 Eight Domains of an Age-friendly City¹

In 2006, the WHO initiated a focus group research project and invited 33 cities in 22 countries worldwide to participate. The focus group sessions highlighted older people's concerns on age-friendly features. Eight domains summarising the factors and key elements of the urban environment that support active and healthy ageing were identified:

Domain 1: Outdoor Spaces and Buildings

A pleasant, clean and secure living environment with green spaces, rest areas as well as well-developed and safe pedestrian crossings and building infrastructure is favourable for seniors.

Domain 2: Transportation

Accessible, affordable and safe public transportation enables people to age actively, remain engaged with their community as well as gain access to health and social services.

Domain 3: Housing

Affordable, well-designed and safe housing options with good connectivity to social services and the community allow older residents to live comfortably and help cater to their diverse needs.

Domain 4: Social Participation

Various accessible and affordable social activities are available to cater to older people's diverse interests. Seniors' participation in leisure, social, cultural, educational and spiritual activities fosters their continued integration in society.

Domain 5: Respect and Social Inclusion

This domain refers to the attitudes, behaviours and messages of the community towards older people. An inclusive society appreciates and shows respect for the elderly and encourages them to participate further in their city's social, civic and economic activities.

Domain 6: Civic Participation and Employment

An age-friendly city and community provides ample opportunities of voluntary work and paid employment and encourages civic participation for older people so that they can continue to contribute to their communities after retirement.

¹ This section was extracted from Global Age-friendly Cities: A Guide (WHO 2007).

Domain 7: Communication and Information

Appropriate distribution of information to older people in a timely, accessible and affordable manner, through communication channels that seniors are familiar with, helps prevent social exclusion of elderly people.

Domain 8: Community Support and Health Services

A wide range of accessible and affordable health and support services are crucial to keep seniors healthy, independent and active.

2. Age-friendly City in Yuen Long District

2.1 Background Information of Yuen Long District

2.1.1 Development of Yuen Long District

Yuen Long District, located in the northwest of the New Territories with an area of 138.6 km², is the third largest among the 18 Districts in Hong Kong. It constitutes 12.5% of the total area in Hong Kong (Survey and Mapping Office, 2017). Yuen Long District is adjacent to the western part of the North District and Tai Po District as well as the northeastern part of the Tuen Mun District.

In the 18th century, Yuen Long Kau Hui, located at the northeast of the present Yuen Long Town, was the heart of Yuen Long's villages with a wide range of rural activities (Tuen Mun and Yuen Long District Planning Office, 2002). The initiation of new town development in 1973 aimed to develop a self-contained community with a series of community facilities and infrastructure for decentralising the crowded population from urban districts to other new development areas in Hong Kong. Yuen Long was designated as one of the new towns in the second phase of new town development in the late 1970s. With its total development area of 561 ha, the planned population of Yuen Long new town is 185,000. Nowadays, its population has reached approximately 168,000 (Civil Engineering and Development Department, 2017). In addition, Tin Shui Wai, formerly a part of the wetland in the Inner Deep Bay, was chosen to be a new town in the third phase of new town development to provide various housing types associated with community facilities and infrastructure. A total area of 406 ha has been developed and its current population is roughly 288,000 (Civil Engineering and Development Department, 2017).

Apart from the development of new towns over the past 40 years, the six rural areas (Heung) in Yuen Long District (元朗六鄉), namely, Ping Shan Heung (屏山鄉), Ha Tsuen Heung (廈村鄉), Shap Pat Heung (十八鄉), Pat Heung (八鄉), San Tin Heung (新田鄉) and Kam Tin Heung (錦田鄉), have partly developed into low density residential land use with appropriate infrastructure. At the same time, the characteristics of the rural villages have been proposed to preserve urban development through proper planning. Certain villages have a long history of development together with traditional culture, so historical buildings and sites with archaeological value are suggested to be preserved under the development of new towns. For example, the Ping Shan Heritage Trail, the first heritage trail in Hong Kong, retains local culture and buildings of historic value. In addition to local tradition and history, natural landscape can be found in Yuen Long District. On the one hand, the Inner Deep Bay, part of

the Mai Po Nature Reserve (米埔自然保護區), has been exempted from urban development, together with adjoining fish ponds, to preserve the ecological value of the natural area. On the other hand, certain rural areas in the district, such as Lau Fau Shan (流浮山), are under plans to be eco-tourist and recreational destinations for public enjoyment (Tuen Mun and Yuen Long District Planning Office, 2002).

The demand for land arising from rapid population growth is increasing. Therefore, the 2007–08 Policy Address announced that planning and engineering studies on new development areas (NDAs) must be conducted to prepare a development plan for the government to provide more planned land for future development. In Yuen Long District, the Hung Shui Kiu NDA (洪水橋新發展區), adjoining Tin Shui Wai, Tuen Mun and Yuen Long, is designated as part of NDAs in the New Territories. Hung Shui Kiu NDA will provide 60,000 units consisting of nearly 50% subsidised housing units, and the first batch of residents will move in in 2024 (Civic Engineering and Development Department and Planning Department, 2015).

2.1.2 Demographic and Socio-economic Characteristics

Among the 18 Districts in Hong Kong, Yuen Long District has the third largest population. Based on the Population and Household Statistics analysed by District Councils in 2016, Yuen Long District's population reached 610,900 which accounted for 8.4% of the total population in Hong Kong with a median age of 41 (Census and Statistics Department, 2017, p. 26). According to the projected population covering the period of 2014–2023, the district population is estimated to soar from 593,500 in 2013 to 701,600 in 2023, and the median age is expected to increase gradually (Planning Department, 2014, p. 45).

Regarding the proportion of older adults residing in Yuen Long District in 2016, the elderly population aged 65 or above comprised 14.8% of the total population in the district (Census and Statistics Department, 2017, p. 6). Correspondingly, the elderly population aged 65 or above is projected to rank fifth among the 18 Districts in 2023 (Planning Department, 2014, p. 83).

In 2016, the total number of households in Yuen Long District was 207,800 (Census and Statistics Department, 2017, p. 22). Regarding the distribution of tenure of accommodation, 51.2% and 45.4% of the total of domestic households in the district were owner–occupier and sole tenant households, respectively (Census and Statistics Department, 2017, p. 24). The median monthly household income of the district was HK\$22,800, whereas that of economically active households for 2016 was HK\$28,100 (Census and Statistics Department,

2017, p. 25).

The Social Indicators on District Welfare Needs reported in 2016 that Yuen Long District comprised 15,100 elderly singleton and 9,100 two older-person households, which consisted 8.9% and 8.0% of the total number of elderly singleton and two older-person households, respectively (Social Welfare Department, 2016a). Particularly, 12,035 cases were receiving Comprehensive Social Security Assistance (CSSA) Scheme due to old age, and 5,364 elderly singletons in the district were recipients of CSSA Scheme (Social Welfare Department, 2016a).

Persons with secondary education accounted for 79.1% of the total population of Yuen Long District, and 37.1% of the elderly population of the district had secondary education (Census and Statistics Department, 2017, p. 7). The rate of labour force participation of persons aged 55 or above in the district was 30.8% of the population of the same age group in the district which was relatively lower than that of other districts (Census and Statistics Department, 2017, p. 40).

2.2 Previous Age-friendly City Projects in Yuen Long District

Yuen Long District Council (DC) has been playing an active role in promoting the concept of an age-friendly city. In 2016, Yuen Long DC established the Working Group on Age-friendly Community in Yuen Long District to encourage and follow up the progress of enhancing the age-friendliness of the district. Its terms of reference include (1) to promote the work of building an ‘age-friendly community’ in the district through discussions with government departments and relevant stakeholders and conduct follow-up activities, (2) to provide government departments and relevant stakeholders with feedback to enhance public awareness of the concept of an age-friendly community, and (3) to provide advice for the Yuen Long District’s application for joining the WHO Global Network of Age-friendly Cities and Communities (Yuen Long DC, 2016). In 2016–2017, the Funding Scheme for Age-friendly Community was launched by the Elderly Commission and Labour and Welfare Bureau to foster the progress of promotion on building an age-friendly environment at the district level. In Yuen Long District, the ‘Age-friendly and You’ scheme proposed by Pok Oi Hospital’s Mrs. Wong Tung Yuen District Elderly Community Centre was approved by the Working Group. The objectives of the scheme not only promoted public understanding of an age-friendly community but also empowered the elderly by conducting field observation, planning and implementing an age-friendly community promotion day and providing views on the whole scheme.

2.3 AFC Characteristics in Yuen Long District

2.3.1 Outdoor Spaces and Buildings

Until 2012, Yuen Long District has a total of 101 parks and gardens under the LCSD management, which cover a land area of 53 ha (Audit Commission, 2013, p. 82). Particularly, Yuen Long Park and Tin Shui Wai Park are the two main parks in the district which offer a wide range of recreational facilities to the residents. To satisfy the public aspiration for greening, priority greening activities, such as planting around 1,700 trees and 1,150,000 shrubs in Tuen Mun and Yuen Long, are in progress to enhance the coverage of greening (Civil Engineering and Development Department, 2016a).

According to the 2008–09 Policy Address, the proposed pedestrian environment improvement scheme, which aimed at establishing a footbridge system in the Yuen Long Town Centre, can be implemented to relieve crowded footpaths and improve pedestrian safety in the central district of Yuen Long. Therefore, the ‘Elevated Pedestrian Corridor in Yuen Long Town connecting with Long Ping Station’ project is now under planning.²

To meet the increasing demand for barrier-free and government premises and facilities, such as the Yuen Long Theatre, incorporating barrier-free facilities meets the needs of the elderly and people with disabilities to provide a barrier-free environment in the community. Governmental departments also appoint their staff to become access officers or co-ordinators responsible for public enquiries and necessity in accordance with the accessibility of government premises, facilities and services.

2.3.2 Transportation

Public transportation in Yuen Long District provides convenient interchange transfer within the district and connection to external public transportation systems. Yuen Long District’s internal and external traffic is mainly supported by the rail network operated by MTR Corporation Ltd. buses, minibuses and taxis. This network provides access to various locations within and outside the district. For the railway networks in Yuen Long District, MTR stations at Kam Sheung Road (錦上路), Yuen Long, Long Ping and Tin Shui Wai are in operation to serve outward traffic to neighbouring districts. At the same time, four interchange stations are nearby the MTR stations in the northwest of the New Territories, two of which are Yuen Long and Tin Shui Wai. These stations serve the transport needs of

² Details can be found in the ‘Elevated Pedestrian Corridor in Yuen Long Town connecting with Long Ping Station’ project’s website (http://www.yltpc-hyd.hk/EN/Homepage_EN.htm)

interchange between the West Rail Line and Light Rail networks or feeder bus services which access different locations within the district. According to the Railway Development Strategy 2014, the Kam Sheung Road Station is under planning to become an interchange station of the Northern Link connecting with a new station at Kwu Tung (古洞) in the near future (Transport and Housing Bureau, 2014). A new station at Hung Shui Kiu (洪水橋) is also being planned for construction between the Tin Shui Wai Station and Siu Hong Station to support the related transport demand of the Hung Shui Kiu NDA (Transport and Housing Bureau, 2014).

Apart from railway networks connecting the areas within and outside Yuen Long District, Yuen Long Highway, which is part of Route 9, has served as an extension from Tuen Mun to Yuen Long since 1993. Yuen Long Highway remains the main road linking the district to other surrounding districts. In response to the increasing traffic in the New Territories and in preparation for the anticipated traffic growth very soon in the Northwest New Territories, Yuen Long Highway between Lam Tei (藍地) and Shap Pat Heung (十八鄉) Interchange was widened from a dual two-lane to dual three-lane carriageway to relieve the burden on cross-boundary traffic (Highways Department, 2017).

To provide the citizens with additional recreational facilities, the construction of the New Territories Cycle Track Network aims to renovate existing and construct new cycle tracks in new towns. The tracks form a cross-district cycle network linking up the Northwest with the Northeast New Territories. Thus, a new cycle track, and cycle subways and bridges will be constructed, and a wide range of facilities, such as resting stations and public toilet, will be established along with the cycle track (Civil Engineering and Development Department, 2016b).

2.3.3 Housing

A wide range of housing types, including public rental housing, home ownership scheme estates, private housing estates, single tenement buildings and village houses, are available in Yuen Long District. Approximately 18 public rental housing estates, 7 home ownership scheme flats and over 50 private housing estates, along with many village houses in the rural areas are recorded to exist. The Hong Kong Annual Digest of Statistics reported in 2016 that the number of authorized population residing in public rental housing was 200,049 along with 67,291 public rental housing flats in the district (Census and Statistics Department, 2016, p. 217). In the past three years (2014–2016), 5,343 newly completed public rental housing flats in the district had been built by the Housing Authority (Census and Statistics Department, 2016, p. 213). In addition, 7,047 private domestic units had been completed from 2013 to

2015 (Census and Statistics Department, 2016, p. 224). These numbers indicate that the provision of domestic units was constantly enhanced in the past few years. Apart from large housing estates, village houses remain in existence in rural areas, such as Shap Pat Heung (十八鄉), Ping Shan (屏山) and Kam Tin (錦田).

Reconstruction and modification of age-friendly facilities enable the possibility of ageing in place. According to the 2008–2009 Budget, the Home Environment Improvement Scheme for the Elderly was implemented for a subsequent five-year period to provide elderly persons with a well-designed home environment. Ultimately, 3,767 eligible applications were received in Yuen Long District (Labour and Welfare Bureau, 2013).

2.3.4 Social Participation

To fulfil the recreational needs of residents, community facilities for events and activities, such as community halls, parks, public libraries and sports centres, have been well established in Yuen Long District. The Yuen Long District Community Services Building, viewed as one of Yuen Long District's Signature Project Scheme, was built to meet the increasing demand for activity venues in accordance with the growing population in the district (Home Affairs Department, 2015). Among the elderly services, 10 government-funded elderly centres are in operation, two of which are of the District Elderly Community Centre (DECC) whilst the rest are of the Neighbourhood Elderly Centre (NEC) (Social Welfare Department, 2017a, 2017b). One non-subsidised social centre for the elderly is also located in the district to provide various recreational and social activities for the elderly (Social Welfare Department, 2017c). To promote lifelong learning, eight elderly academies in the district offer the elderly with a wide range of activities and programs suited to their interests (Elder Academy, 2012).

2.3.5 Respect and Social Inclusion

A wide range of intergenerational activities were held to promote the bond between the young and old generations in the community. Especially, the Social Welfare Department has implemented the 'Opportunities for the Elderly Project' (OEP). The theme of OEP for 2016–2018 is 'Embrace the caring neighbourhood Engage your Silver Age with vitality'. Among the OEPs for 2016–2018, 18 one-year (2017–2018) and 5 two-year (2016–2018) projects were launched in Yuen Long District (Social Welfare Department, n.d.-a, n.d.-b). Apart from applying for funding support from the OEP to organise activities among the youth that promote positive attitudes towards the elderly, Certificates of Appreciation were presented to the education organisations. These organisations implemented a programme which delivers a

sense of worthiness for the elderly by implementing the ‘School Promotion Project – Encouraging a Sense of Worthiness among the Elders’. In 2015–2016, one primary and three secondary schools in the district were awarded certificates (Social Welfare Department, 2016b, n.d.-c).

To foster a sense of mutual help among urban and rural residents and raise public awareness of the elderly living in rural areas, the Yuen Long District Co-ordinating Committee on Promotion of Volunteer Service has advocated a project called ‘「愛心滿鄉郊」計劃’ (translated as ‘Full of Love in Rural Areas’) to organise visits and provide various services to the elderly residing in rural areas in the past years. Each year, different parties, including social service institutions, secondary and primary schools and organisations, are invited to participate by implementing community service projects in rural areas.

2.3.6 Civic Participation and Employment

The Yuen Long DC has organised a Meet-the-Public Scheme which assigns two duty DC members to meet with the public and provide the residents a chance to communicate with the District Councillors (Yuen Long DC, 2017). Additionally, the elderly can participate in volunteer programmes to continue contributing to society. For example, the New Territories West Elder Academies Cluster has established a senior volunteer team to provide interested elderly with various trainings and service opportunities (NT West Elder Academies Cluster, 2016).

2.3.7 Communication and Information

Yuen Long Home Affairs Enquiry Centre provides residents with various types of information on available governmental services. The centre staff is expected to respond to residents’ questions. Government forms as well as pamphlets are also distributed through the centre so that the public can access a broad range of information. With the widely increasing access to internet facilities, the government provides increased availability of Internet facilities and computers. Three public libraries and different social welfare service units in the district offer several desktop computers with free internet access. A total of 31 GovWiFi hotspots provide free internet access, most of which can be found in public libraries and sports, cultural and recreational venues (GovHK, 2017).

2.3.8 Community Support and Health Services

To cater to the residents’ need for the health and medical services, two public hospitals and

five public general out-patient clinics are in place in Yuen Long District. On the one hand, Pok Oi Hospital, which provides 24-hour accident and emergency services, has served the community around 100 years. On the other hand, Tin Shui Wai Hospital, which has been in operation since early 2017 and planning to gradually provide additional services in the near future, will serve as the main health service organisation in Tin Shui Wai to reduce occurrences where residents travel across districts to obtain health and medical services.

Regarding the increasing demand on elderly services and facilities, nine subvented, self-financing and contract residential care homes for the elderly provide a total of 941 subsidised care-and-attention places and 66 nursing home places (Social Welfare Department, 2017d). Apart from the subsidised places for the elderly, 3,715 non-subsidised care-and-attention places are offered by 40 private homes, five residential care homes operated by non-governmental organisations and one contract home in the district (Social Welfare Department, 2017e and 2017f). In addition, 16 private homes for the elderly have joined the Enhanced Bought Place Scheme to enhance the quality of care-and-attention service and quantity of subsidised care-and-attention places in the district (Social Welfare Department, 2017g). Po Leung Kuk Tin Yan Home for the Elderly cum Green Joy Day Care Centre for the Elderly has been recognised as one of the eligible residential care homes for the elderly under the first phase of the Pilot Scheme on Residential Care Service Voucher for the Elderly (Social Welfare Department, 2017h). For emergency placement, six emergency places in residential care homes for the elderly offered by two care and attention homes are provided in the district to satisfy the immediate need for residential care service (Social Welfare Department, n.d.-d).

To maximise the possibility of ageing in place, the community provides a variety of support and assistance to the elderly and their caregivers. Yuen Long District has three day care centres/units for the elderly, two support teams for the elderly under the management of DECCs, three enhanced home and community care services teams and five integrated home care services teams (Social Welfare Department, 2014, 2017i, 2017j and 2017k).

3. Research Methods for Baseline Assessment

This baseline assessment adopted a mixed-methods approach, which included a questionnaire survey, focus group interviews and field observations, to collect quantitative and qualitative data. Data collection was conducted from May to August 2017.

3.1 Questionnaire Survey

3.1.1 Participants and Recruitment Methods

The questionnaire survey aimed to recruit 500 interviewees aged 18 or above and residing in Yuen Long District. Convenience sampling was adopted. 12 local agencies, including elderly centres and homes in Yuen Long District, were invited to provide referrals of eligible persons to be interviewed. In addition to the referrals given by the agencies, several interviewees were recruited from the community. Trained interviewers conducted face-to-face interviews to encourage responses from participants who were illiterate. Interviewees who were literate completed the questionnaire on their own but with help from interviewers and agency staff if needed.

3.1.2 Measurement Tool

The questionnaire consisted of three parts. In the first part, a total of 53 questions were designed in accordance with the framework of Age-friendly City (WHO, 2007). A 6-point Likert scale ranging from 1 = 'strongly disagree' to 6 = 'strongly agree' was utilised. In the second part, sense of community was measured by applying an 8-item Brief Sense of Community Scale. The third part focused on socio-demographic information, including age, gender, education level, marital status, living arrangement, type of housing, length of time having resided in the community, economic activity status, income, use of services provided by elderly centres, self-rated health, and experience of caring for the elderly. Each interview took approximately 20–40 minutes to complete.

To further identify the level of perceived age-friendliness in specific geographical areas of Yuen Long District, we utilised the District Council Election Constituency Boundaries in 2015 to demarcate Yuen Long District into 35 main areas by rural and urban areas (see Table 1.1).

Table 1.1 Distribution of urban and rural areas in Yuen Long District

Urban Areas	Rural Areas
(1) Fung Nin (豐年)	(1) Shap Pat Heung East (十八鄉東)
(2) Shui Pin (水邊)	(2) Shap Pat Heung Central (十八鄉中)
(3) Nam Ping (南屏)	(3) Shap Pat Heung West (十八鄉西)
(4) Pek Long (北朗)	(4) Ping Shan South (屏山南)
(5) Yuen Long Centre (元朗中心)	(5) Ping Shan Central (屏山中)
(6) Yuen Lung (元龍)	(6) Ping Shan North (屏山北)
(7) Fung Cheung (鳳翔)	(7) Ha Tsuen (廈村)
(8) Tin Shing (天盛)	(8) San Tin (新田)
(9) Shui Oi (瑞愛)	(9) Kam Tin (錦田)
(10) Shui Wah (瑞華)	(10) Pat Heung North (八鄉北)
(11) Chung Wah (頌華)	(11) Pat Heung South (八鄉南)
(12) Yuet Yan (悅恩)	
(13) Fu Yan (富恩)	
(14) Yat Chak (逸澤)	
(15) Tin Heng (天恆)	
(16) Wang Yat (宏逸)	
(17) Ching King (晴景)	
(18) Kingswood North (嘉湖北)	
(19) Tsz Yau (慈祐)	
(20) Yiu Yau (耀祐)	
(21) Tin Yiu (天耀)	
(22) Kingswood South (嘉湖南)	
(23) Chung Pak (頌栢)	
(24) Fairview Park (錦繡花園)	

3.1.3 Quantitative Data Analysis

Descriptive analysis by four age groups (aged 18–49, 50–64, 65–79 and 80 or above) were first performed to capture the overall perception of age-friendliness. Further analysis was conducted to explore the differences in mean scores (mainly including eight AFC domains, sub-domains and 53 items) by using independent-samples t-test. Significant differences which are valuable for presentation and exploration are shown in tables or text. All statistical analysis was conducted with SPSS 23.

3.2 Focus Group Interviews

To address the need for in-depth understanding of perceived age-friendliness among Yuen Long residents, detailed information was collected through focus group interviews after the implementation of the questionnaire survey.

3.2.1 Target Group

We developed the interview guidelines based on the Vancouver Protocol of the WHO Age-friendly Cities (WHO, 2007). We aimed to conduct a total of five focus groups, namely, residents aged 18–59, 60–79 and 80 or above, caregivers and service providers.

(i) *Residents aged 18–59 from the public*

An age-friendly community not only enables older persons to enhance their quality of life and encourages them to be active participants in the community but also creates a better environment for residents of all ages. Therefore, the public aged from 18 to 59 was interviewed to offer a comprehensive view of age-friendliness within the district.

(ii) *Residents aged 60–79 and those aged 80 or above*

Different ageing stages of life involve different challenges and needs. According to the Vancouver Protocol of older persons were further separated into two groups: young-old (aged 60–79) and old-old (aged 80 or above) (WHO, 2007). To evaluate the district in term of its age-friendliness, interviews with the young-old and old-old can provide a better understanding of perceived age-friendliness of the district towards older persons at different stages.

(iii) *Caregivers*

Caregivers who take care of their elder family members and understand their situation and needs were interviewed to provide information about their daily living experience in the district. Caregivers were able to express their opinions on elderly policies and caregiver support services and offer suggestions for future improvement.

(iv) *Service providers from elderly services agencies*

Agency staff from the District Elderly Community Centres (DECCs) and Neighbourhood Elderly Centres (NECs) provide a wide range of community services to the elderly in the district. These individuals were interviewed to better understand

their opinion on the service needs of the elderly. Moreover, service providers were able to comment on government policies and share their experiences whilst working with and providing services for the elderly.

3.2.2 Participants and Recruitment Methods

Convenience sampling was adopted to recruit participants. Each focus group comprised of five to nine participants. Groups of participants aged 60–79, residents aged 80 or above, caregivers and eligible persons, who had completed the questionnaire survey and were interested in participation in the focus group, were invited. In addition, the groups of residents aged 18–59 and service providers were recruited from the public and local agencies, respectively.

3.2.3 Procedure and Materials

At the beginning of the focus group, the moderator distributed the Jockey Club Age-friendly Cities Project leaflets to the interviewees with a brief introduction of the programme and the age-friendly city concept. During the interviews, the moderator invited the interviewees to share their experiences and feelings about living in their communities. Interview questions covered all eight domains of the framework of the WHO Age-friendly City.

Each focus group lasted for approximately 90–120 minutes. A 10–15 minutes break was given in the middle of the interview. All focus groups were conducted between May and August 2017. The interviews were tape-recorded and full transcripts were prepared for data analysis.

3.3 Field Observation

In the meantime, field trips were organised as a part of baseline assessment to collect residents' opinions on the age-friendliness of Yuen Long District. The empirical observation of material conditions in the field trip allowed for the collection of evidence and comprehensive picture of how age-friendliness looks like in the district. The field trips were embedded as one element in a four-session training workshop³ for each ambassador group. The first session of the ambassador training workshop was intended to help ambassadors be familiar with the major features of the age-friendly city through on-site observation and training at Lingnan University. Members from the elderly service agencies in Yuen Long and Tuen Mun Districts participated in the first training workshop. For Yuen Long District, 70 participants recruited from seven agencies and the public and six agency staff and caregivers, took part in the workshop (i.e. a total of 76 participants).

During the second session, a one-time field observation was conducted to evaluate their community in term of its age-friendliness. This field observation was co-organised with the agencies to facilitate the implementation in the community. Depending on the number of participants of each agency and location of the agencies, each field observation might be conducted by participants from one or more agencies. A specific route was designed for each agency with assistance from the agency staff, or proposed by elderly participants according to their daily life in the community. Finally, a total of seven field observations were conducted. A total of 61 elderly participants from seven agencies and the public in Yuen Long District took part in the field observations. After the field trips, data and comments were collected from participants as they discussed and suggested which improvements were needed.

The third session was voting activities which were designed to show the current state of age-friendliness in the community which refers to the results collected from field observations. The public was invited to rank which improvements were most needed.

The fourth session was an award ceremony to acknowledge and appreciate for AFC ambassadors and agencies at Lingnan University. A large majority of participants from the first session had attended the ceremony. For Yuen Long District, 63 participants who were recruited from eight agencies and the public, as well as 12 agency staff and caregivers, took part in the ceremony (i.e. a total of 75 participants).

³ For the details of the four-session training workshop, see Appendix 1.

4. Analysis and Findings of the Eight AFC Domains

4.1 Personal Profiles

A total of 546 respondents were successfully interviewed. Of the respondents in Yuen Long, nearly two-third (63.4%) of them were aged 65 or above (Figure 4.1a), 77.1% were female (Figure 4.1b), over half (54.2%) were married (Figure 4.1c) and half (50.6%) had attended primary education or below (Figure 4.1d).⁴

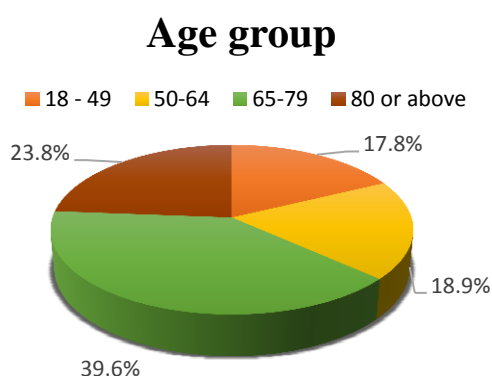


Figure 4.1a

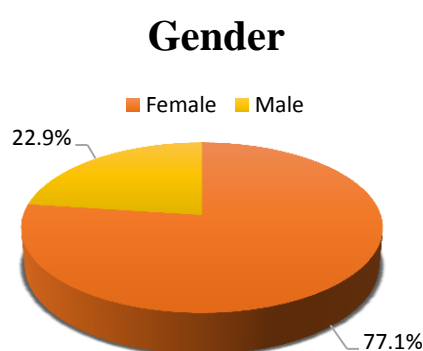


Figure 4.1b

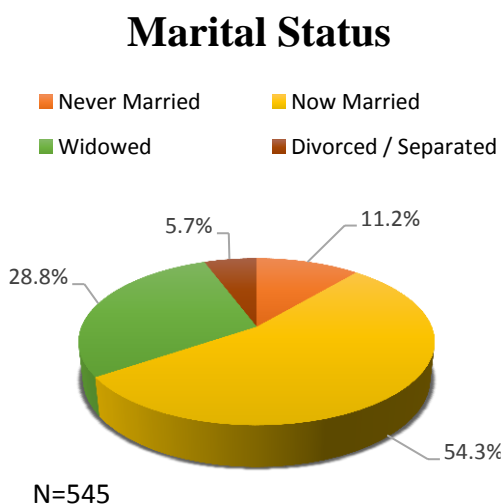


Figure 4.1c

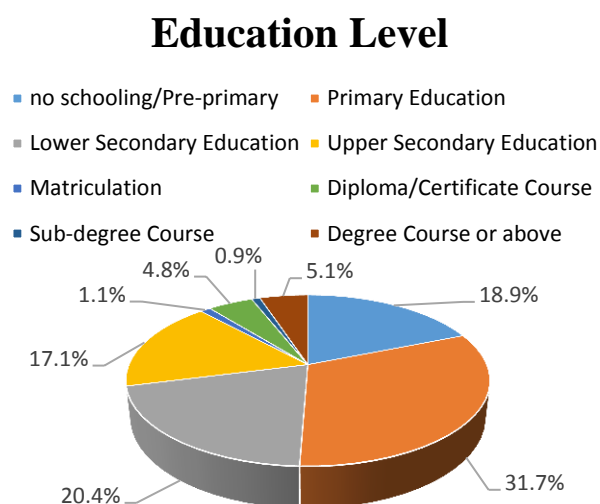
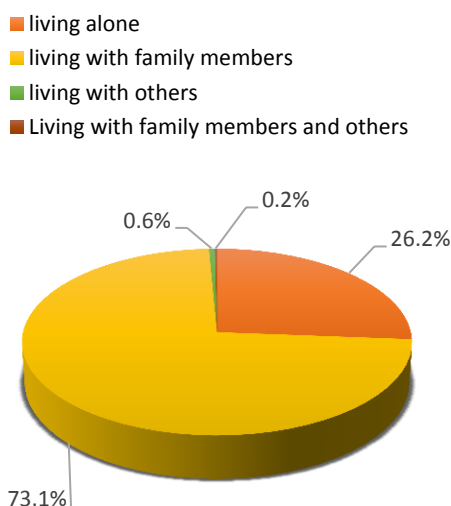


Figure 4.1d

⁴ Percentage may not add up to 100% due to rounding.

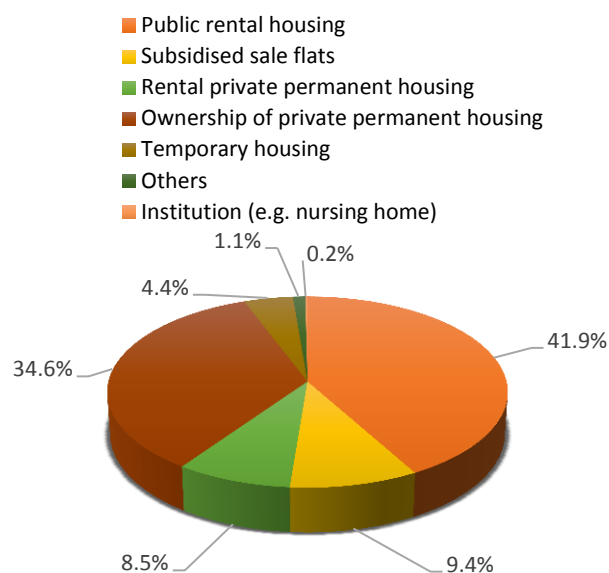
Regarding the living arrangement, a majority (73.1%) of the respondents were living with family members, whereas around a quarter of them were living alone (26.2%) (Figure 4.1e). Over three-quarters (76.2%) of the respondents either lived in public rental housing (41.9%) or owned private permanent housing (34.6%) (Figure 4.1f).

Living Arrangement



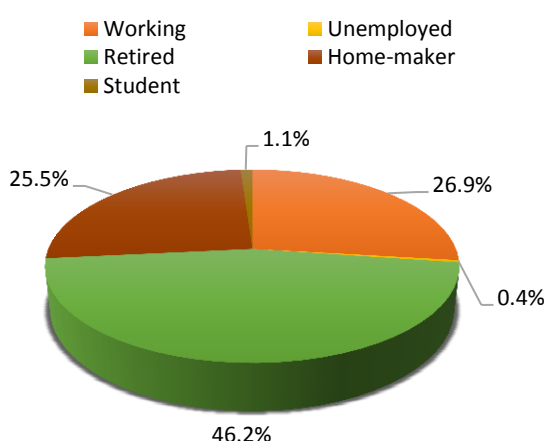
N=542 Figure 4.1e

Type of Housing

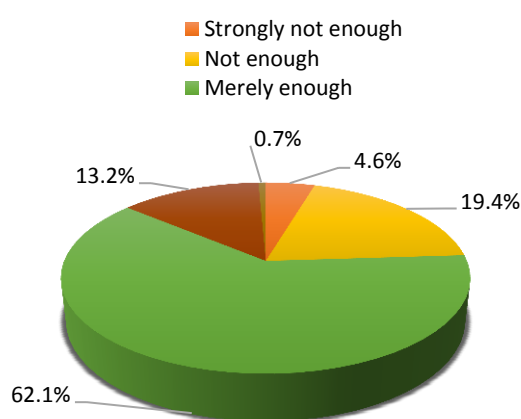


N=544 Figure 4.1f

Economic Activity Status



Daily Expenditure



In term of economic activity status, approximately half (46.2%) of the respondents were retired and a quarter (25.5%) of them were homemaker (Figure 4.1g). Nearly two-third

(62.1%) of the respondents expressed that they had merely enough money to afford daily expenses (Figure 4.1h). Half of the respondents (51.1%) had a personal monthly income less than HK\$4000 (Figure 4.1i).

Monthly Income

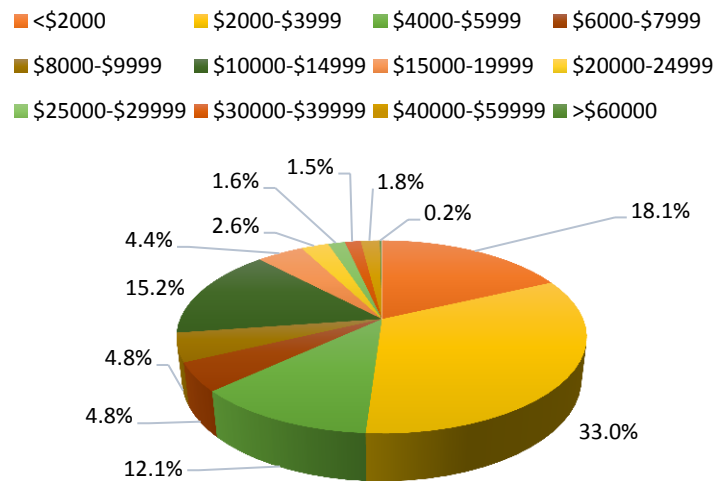


Figure 4.1i

In term of health condition, over a quarter (35.2%) of the respondents rated their health condition as ‘good’ (24.2%), ‘very good’ (8.4%) or ‘excellent’ (2.6%), whereas the majority (55.5%) rated their health condition as ‘average’ (Figure 4.1j). Among all respondents, 52.8% reported that they had a chronic disease (Figure 4.1k). A majority (63.7%) reported that they had participated in services or activities organized by elderly centres in the past 3 months (Figure 4.1l), and less than half (44.0%) had experience in taking care of another elderly person (Figure 4.1m).

Index of Health

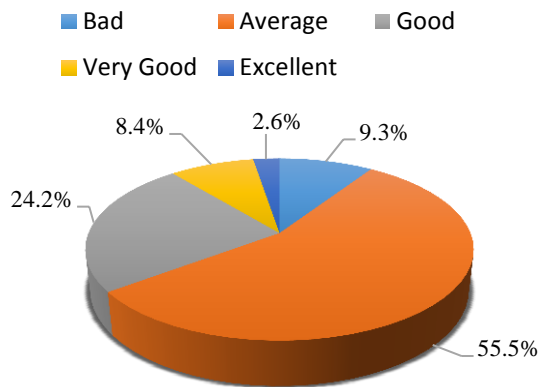
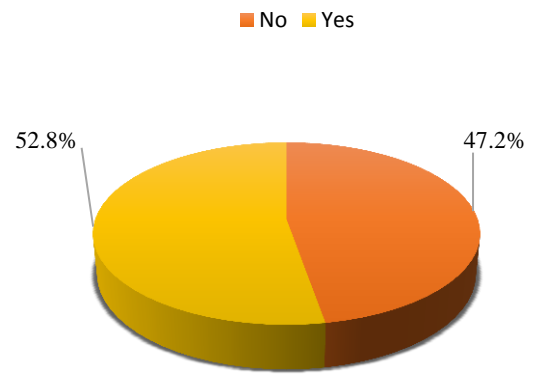


Figure 4.1j

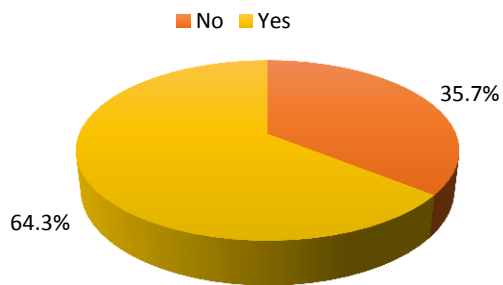
Chronic Diseases



N=544

Figure 4.1k

Participation in Elderly Centre



N=541

Figure 4.1l

Experience of taking care of older people

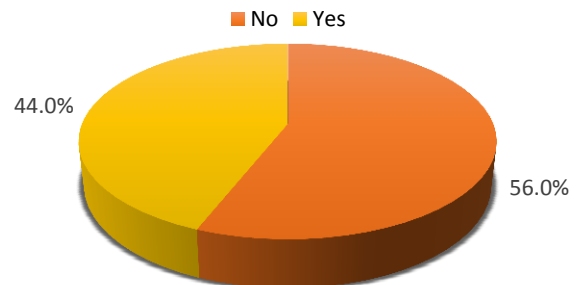


Figure 4.1m

4.2 Survey Findings

This section reports the level of age-friendliness by domain and subdomain, and a variety of significant differences among age groups, rural-urban communities, types of housing and participation in elderly centre. There was no significant difference between genders and between caring statuses.

4.2.1 By Domain and Subdomain

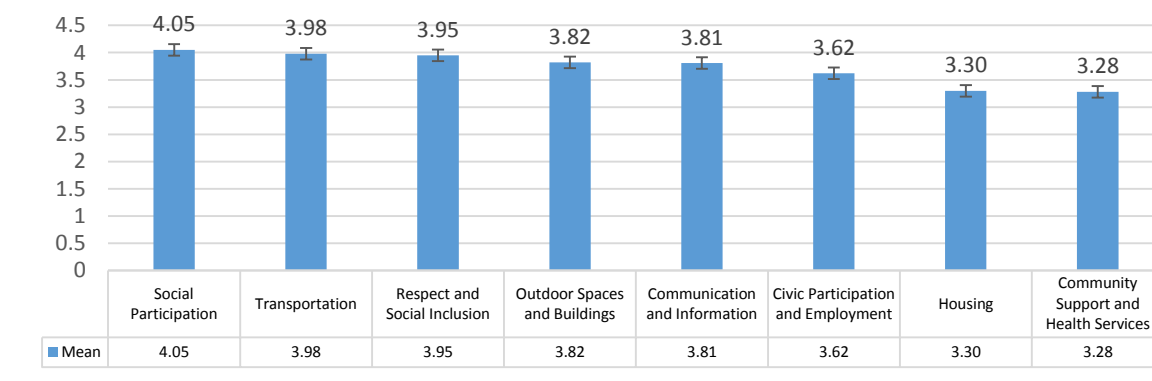
Table 4.2 and Figure 4.2 show the mean scores of perceived age-friendliness in Yuen Long. Among the eight domains, the highest mean scores were observed in Social Participation (Mean = 4.05, SD = 0.93), followed by Transportation (Mean = 3.98, SD = 0.84), Respect and Social Inclusion (Mean = 3.95, SD = 0.92), Outdoor Spaces and Buildings (Mean = 3.82, SD = 0.92) and Communication and Information (Mean = 3.81, SD = 0.93). Their mean scores were above the overall mean (3.73).

Three domains were rated below the overall mean and counted from the bottom, namely, Community Support and Health Services (Mean = 3.28, SD = 0.94), Housing (Mean = 3.30, SD = 1.09) and Civic Participation and Employment (Mean = 3.62, SD = 1.03).

Table 4.2 Mean scores of perceived age-friendliness on eight AFC domains

Order	Domain	Mean (Standard Deviation)
1.	Social Participation	4.05 (0.93)
2.	Transportation	3.98 (0.84)
3.	Respect and Social Inclusion	3.95 (0.92)
4.	Outdoor Spaces and Buildings	3.82 (0.92)
5.	Communication and Information	3.81 (0.93)
6.	Civic Participation and Employment	3.62 (1.03)
7.	Housing	3.30 (1.09)
8.	Community Support and Health Services	3.28 (0.94)
	Overall Mean (Standard Deviation)	3.73 (0.76)

Figure 4. 2 Mean scores of perceived age-friendliness on eight AFC domains



From Table 4.3 and Figure 4.3, among all subdomains, ‘Road Safety and Maintenance’ (subdomain 2.1) (Mean = 4.08, SD = 1.03) and ‘Facilities and Settings’ (subdomain 4.1) (Mean = 4.08, SD = 1.01) had the highest mean scores followed by ‘Accessibility of Public Transport’ (subdomain 4.1) (Mean = 4.07, SD = 0.99). The lowest mean score was that of ‘Burial Service’ (subdomain 8.3) (Mean = 2.28, SD = 1.39) of the ‘Community Support and Health Services’ domain.

‘Road Safety and Maintenance’ (subdomain 2.1) (Mean = 4.08, SD = 1.03) was rated the highest among all subdomains in Transportation, whereas ‘Availability of Specialized Services’ (subdomain 2.1) (Mean = 3.66, SD = 1.12) was rated the lowest.

Within the domain ‘Social Participation’, the mean scores of all subdomains were rated above 4. The mean of ‘Facilities and Settings’ (subdomain 4.1) (Mean = 4.08, SD = 1.01) was slightly higher than that of ‘Availability and Accessibility of Social Services’ (subdomain 4.2) (Mean = 4.01, SD = 0.99).

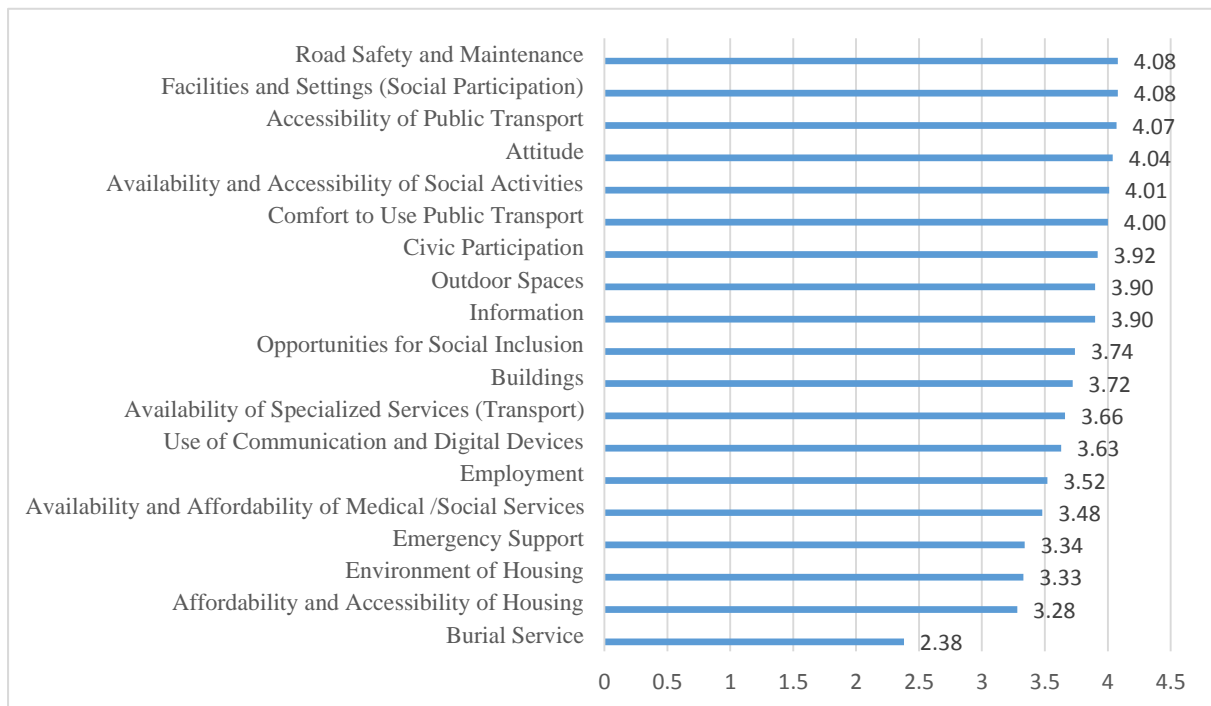
‘Attitude’ (subdomain 5.1) (Mean=4.04, SD=0.92) was relatively higher than other subdomain within the domain ‘Respect and Social Inclusion’.

‘Burial Service’ (subdomain 8.3) (Mean=2.38, SD=1.39) was rated the lowest among all domains and subdomains. It apparently lowered the satisfaction of the domain ‘Community Support and Health Services’.

Table 4.3 Perceived age-friendliness by eight AFC domains and subdomains

AFC item and domain	Total (N = 546)
<u>Domain 1. Outdoor Spaces and Buildings</u>	<u>3.82 (0.92)</u>
Subdomain 1.1 Outdoor spaces	3.90 (1.00)
Subdomain 1.2 Buildings	3.72 (1.03)
<u>Domain 2. Transportation</u>	<u>3.98 (0.84)</u>
Subdomain 2.1 Road Safety and Maintenance	4.08 (1.03)
Subdomain 2.2 Availability of Specialized Services (Transport)	3.66 (1.12)
Subdomain 2.3 Comfort to Use Public Transport	4.00 (0.92)
Subdomain 2.4 Accessibility of Public Transport	4.07 (0.99)
<u>Domain 3. Housing</u>	<u>3.30 (1.09)</u>
Subdomain 3.1 Affordability and Accessibility of Housing	3.28 (1.18)
Subdomain 3.2 Environment of Housing	3.33 (1.21)
<u>Domain 4. Social Participation</u>	<u>4.05 (0.93)</u>
Subdomain 4.1 Facilities and Settings (Social participation)	4.08 (1.01)
Subdomain 4.2 Availability and Accessibility of Social Activities	4.01 (0.99)
<u>Domain 5. Respect and Social Inclusion</u>	<u>3.95 (0.92)</u>
Subdomain 5.1 Attitude	4.04 (0.92)
Subdomain 5.2 Opportunities for Social Inclusion	3.74 (1.17)
<u>Domain 6. Civic Participation and Employment</u>	<u>3.62 (1.03)</u>
Subdomain 6.1 Civic Participation	3.92 (1.30)
Subdomain 6.2 Employment	3.52 (1.06)
<u>Domain 7. Communication and Information</u>	<u>3.81 (0.93)</u>
Subdomain 7.1 Information	3.90 (0.96)
Subdomain 7.2 Use of Communication and Digital Devices	3.63 (1.15)
<u>Domain 8. Community Support and Health Services</u>	<u>3.28 (0.94)</u>
Subdomain 8.1 Availability and Affordability of Medical/Social Services	3.48 (0.99)
Subdomain 8.2 Emergency Support	3.34 (1.37)
Subdomain 8.3 Burial Service	2.38 (1.39)
<u>Overall Mean (Standard Deviation)</u>	<u>3.73 (0.76)</u>

Figure 4.3 Mean scores of perceived age-friendliness on 19 AFC subdomains



4.2.2 By Age Group

Table 4.4 and Figure 4.4 show the mean scores of the eight AFC domains by age group in Yuen Long District. The details of mean score among four aged groups among all subdomains can be referred to **Appendix 2**. The overall mean for all domains for persons aged ≥ 80 (Mean = 3.86, SD = 0.70) reflected the highest perception in overall satisfaction for all eight domains, followed by the groups aged 65–79 (Mean = 3.85, SD = 0.73), 18–49 (Mean = 3.54, SD = 0.76), and 50–64 (Mean = 3.46, SD = 0.78).

Table 4.4 Mean score among four age groups on eight AFC domains in Yuen Long District

AFC item and domain	Total (N = 546)	Aged 18–49 (N = 97)	Aged 50–64 (N = 103)	Aged 65–79 (N = 216)	Aged ≥ 80 (N = 130)
<u>Domain 1. Outdoor Spaces and Buildings</u>	<u>3.82 (0.92)</u>	<u>3.57 (0.91)</u>	<u>3.54 (0.84)</u>	<u>3.92 (0.94)</u>	<u>4.08 (0.85)</u>
Subdomain 1.1 Outdoor spaces	3.90 (1.00)	3.56 (0.93)	3.54 (0.88)	3.99 (1.01)	4.29 (0.96)
Subdomain 1.2 Buildings	3.72 (1.03)	3.58 (1.02)	3.54 (1.04)	3.83 (1.06)	3.81 (0.95)
<u>Domain 2. Transportation</u>	<u>3.98 (0.84)</u>	<u>3.71 (0.76)</u>	<u>3.57 (0.86)</u>	<u>4.15 (0.83)</u>	<u>4.23 (0.70)</u>
Subdomain 2.1 Road Safety and Maintenance	4.08 (1.03)	3.80 (1.00)	3.65 (1.02)	4.19 (1.04)	4.47 (0.89)
Subdomain 2.2 Availability of Specialized Services (Transport)	3.66 (1.12)	3.56 (0.98)	3.65 (1.12)	3.78 (1.18)	3.57 (1.12)
Subdomain 2.3 Comfort to Use Public Transport	4.00 (0.92)	3.76 (0.87)	3.52 (0.95)	4.16 (0.91)	4.29 (0.78)
Subdomain 2.4 Accessibility of Public Transport	4.07 (0.99)	3.70 (0.83)	3.53 (0.98)	4.30 (0.98)	4.38 (0.88)
<u>Domain 3. Housing</u>	<u>3.30 (1.09)</u>	<u>3.26 (0.88)</u>	<u>3.04 (1.02)</u>	<u>3.38 (1.18)</u>	<u>3.42 (1.08)</u>
Subdomain 3.1 Affordability and Accessibility of Housing	3.28 (1.18)	3.23 (0.98)	2.95 (1.05)	3.38 (1.27)	3.41 (1.21)
Subdomain 3.2 Environment of Housing	3.33 (1.21)	3.29 (0.94)	3.14 (1.13)	3.38 (1.32)	3.42 (1.27)
<u>Domain 4. Social Participation</u>	<u>4.05 (0.93)</u>	<u>3.78 (0.91)</u>	<u>3.77 (0.88)</u>	<u>4.25 (0.90)</u>	<u>4.13 (0.93)</u>
Subdomain 4.1 Facilities and Settings (Social participation)	4.08 (1.01)	3.80 (1.00)	3.81 (0.95)	4.31 (0.98)	4.11 (1.01)
Subdomain 4.2 Availability and Accessibility of Social Activities	4.01 (0.99)	3.76 (0.89)	3.73 (0.93)	4.18 (1.01)	4.14 (1.00)
<u>Domain 5. Respect and Social Inclusion</u>	<u>3.95 (0.92)</u>	<u>3.68 (0.90)</u>	<u>3.67 (0.83)</u>	<u>4.09 (0.92)</u>	<u>4.12 (0.93)</u>
Subdomain 5.1 Attitude	4.04 (0.92)	3.72 (0.90)	3.75 (0.82)	4.18 (0.88)	4.30 (0.94)
Subdomain 5.2 Opportunities for Social Inclusion	3.74 (1.17)	3.58 (1.04)	3.50 (1.06)	3.91 (1.22)	3.75 (1.22)
<u>Domain 6. Civic Participation and Employment</u>	<u>3.62 (1.03)</u>	<u>3.40 (1.12)</u>	<u>3.39 (0.95)</u>	<u>3.74 (1.00)</u>	<u>3.77 (1.00)</u>
Subdomain 6.1 Civic Participation	3.92 (1.30)	3.70 (1.28)	3.59 (1.25)	4.11 (1.30)	4.02 (1.31)
Subdomain 6.2 Employment	3.52 (1.06)	3.30 (1.14)	3.32 (0.96)	3.62 (1.06)	3.68 (1.02)
<u>Domain 7. Communication and Information</u>	<u>3.81 (0.93)</u>	<u>3.76 (0.84)</u>	<u>3.63 (0.97)</u>	<u>3.92 (0.92)</u>	<u>3.82 (0.98)</u>
Subdomain 7.1 Information	3.90 (0.96)	3.79 (0.86)	3.67 (1.03)	4.05 (0.93)	3.92 (1.01)
Subdomain 7.2 Use of Communication and Digital Devices	3.63 (1.15)	3.68 (1.00)	3.56 (1.08)	3.65 (1.20)	3.63 (1.25)
<u>Domain 8. Community Support and Health Services</u>	<u>3.28 (0.94)</u>	<u>3.14 (0.96)</u>	<u>3.11 (0.90)</u>	<u>3.38 (0.94)</u>	<u>3.36 (0.94)</u>
Subdomain 8.1 Availability and Affordability of Medical/Social Services	3.48 (0.99)	3.28 (0.97)	3.26 (0.92)	3.61 (1.00)	3.61 (1.00)
Subdomain 8.2 Emergency Support	3.34 (1.37)	3.20 (1.18)	3.06 (1.24)	3.55 (1.37)	3.35 (1.55)
Subdomain 8.3 Burial Service	2.38 (1.39)	2.53 (1.32)	2.51 (1.39)	2.27 (1.35)	2.34 (1.51)
<u>Overall Mean (Standard Deviation)</u>	<u>3.73 (0.76)</u>	<u>3.54 (0.76)</u>	<u>3.46 (0.78)</u>	<u>3.85 (0.73)</u>	<u>3.86 (0.70)</u>

Figure 4.4 Mean scores of the eight AFC domains by age group

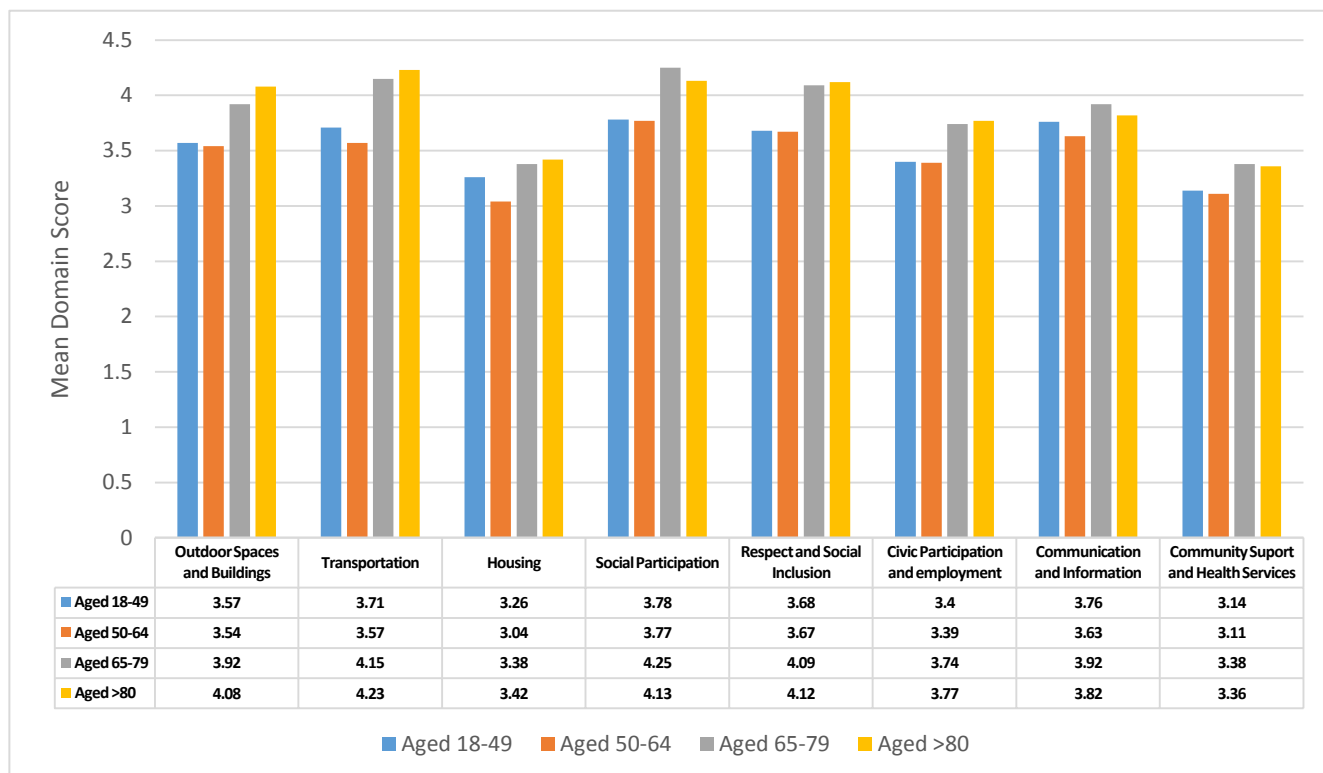


Table 4.5 below shows an age–group comparison using independent–samples t–test. It was conducted to elucidate how age friendliness differed based on age group. The group aged 65–79 was set as reference.

No significant difference found between the groups aged 80 or above and 65–79 on the eight domains. Significant was only found on two subdomains: ‘Outdoor Spaces’ (subdomain 1.1) ($p < 0.01$) and ‘Road Safety and Maintenance’ (subdomain 2.1) ($p < 0.05$) within two domains ‘Outdoor Spaces and Building’ and ‘Transportations’ respectively.

A significant difference between the groups aged 50–64 and 65–79 can be observed on all domains. Followed by the comparison between groups aged 18–49 and 65–79, the significant difference exists only on six domains, namely, ‘Outdoor Spaces and Buildings’ ($p < 0.01$), ‘Transportation’ ($p < 0.001$), ‘Social Participation’ ($p < 0.001$), ‘Respect and Social Inclusion’ ($p < 0.001$), ‘Civic Participation and Employment’ ($p < 0.01$) and ‘Community Support and Health Services’ ($p < 0.005$).

No significant difference found for ‘Availability of Specialized Services’, ‘Use of Communication and Digital Devices’ and ‘Burial Service’ among all age groups.

‘Accessibility of Public Transport’ (subdomain 2.4) had the highest mean difference among all subdomains. The mean score of those aged 50-64 (Mean=3.53, SD=0.98) was significant lower than those who aged 65-79(Mean=4.30, SD=0.98).

Table 4.5 Age-group comparison

AFC item and domain	Aged 18–49		Aged 50–64		Aged ≥ 80	
	t		t		t	
<u>Domain 1. Outdoor Spaces and Buildings</u>	-3.01	**	-3.47	***	-1.60	
Subdomain 1.1 Outdoor spaces	-3.50	***	-3.82	***	-2.23	**
Subdomain 1.2 Building	-1.92		-2.32	*	0.13	
<u>Domain 2. Transportation</u>	-4.42	***	-5.78	***	-0.95	*
Subdomain 2.1 Road Safety and Maintenance	-3.04	**	-4.34	***	-2.57	
Subdomain 2.2 Availability of Specialized Services	-1.71		-0.90		1.61	
Subdomain 2.3 Comfort to Use Public Transport	-3.68	***	-5.82	***	-1.42	
Subdomain 2.4 Accessibility of Public Transport	-5.32	***	-6.61	***	-0.78	
<u>Domain 3. Housing</u>	-1.00		-2.47	**	-0.29	
Subdomain 3.1 Affordability and Accessibility	-1.18		-3.22	***	-0.19	
Subdomain 3.2 Environment	-0.66		-1.64		-0.33	
<u>Domain 4. Social Participation</u>	-4.26	***	-4.46	***	-1.17	
Subdomain 4.1 Facilities and Settings	-4.26	***	-4.30	***	1.80	
Subdomain 4.2 Social Services	-3.59	***	-3.88	***	0.36	
<u>Domain 5. Respect and Social Inclusion</u>	-3.69	***	-3.95	***	-0.28	
Subdomain 5.1 Attitude	-4.19	***	-4.16	***	-1.19	
Subdomain 5.2 Opportunities for Social Inclusion	-2.29	*	-3.04	**	1.15	
<u>Domain 6. Civic Participation and Employment</u>	-2.65	**	-2.97	**	-0.28	
Subdomain 6.1 Civic Participation	-2.56	*	-3.34	***	0.58	
Subdomain 6.2 Employment	-2.36	*	-2.39	*	-0.59	
<u>Domain 7. Communication and Information</u>	-1.48		-2.54	*	-0.93	
Subdomain 7.1 Information	-2.31	*	-3.20	**	1.24	
Subdomain 7.2 Use of Communication and Digital Device	0.21		-0.68		0.19	
<u>Domain 8. Community Support and Health Services</u>	-2.03	*	-2.41	*	-0.18	
Subdomain 8.1 Availability and Affordability of Medical/Social Services	-2.70	**	-2.92	**	-0.06	
Subdomain 8.2 Emergency Support	-2.31	*	-3.07	**	1.21	
Subdomain 8.3 Burial Service	1.54		1.45		-0.42	

Age group 65–79 as the reference group
Significance levels at * p < 0.05, ** p < 0.01 and *** p < 0.001.

4.2.3 By Rural–urban Community

Table 4.6 shows the comparison between rural and urban communities in Yuen Long on the

eight AFC domains using independent-samples t-test.

A significant difference found between rural and urban communities on all domains. The urban scored significantly higher than the rural community on all domains and subdomains.

‘Outdoor Spaces and Building’ has the highest mean difference score between urban and rural communities among the eight AFC domains, whilst ‘Community Support and Health Services’ shows the lowest mean difference between the two communities.

Building had the highest mean difference among all subdomains. Those who lived in the urban community (mean=3.96, SD=0.92) was ranked higher than those who lived in the rural community (Mean = 3.29, SD = 1.07) ($t = -7.25$, $df = 331.70$, $p < 0.001$). In contrast, Road Safety and Maintenance was significantly low among all subdomains ($t = -3.30$, $df = 334.17$, $p < 0.001$). Mean scores of those who lived in urban areas (Mean = 4.19, SD = 0.97) were slightly higher than those who lived in rural areas (Mean = 3.87, SD = 1.12).

Rural (Mean = 2.32, SD = 1.41) and urban (Mean = 2.41, SD = 1.38) communities show the lowest mean score in Burial Service under the ‘Community Support and Health Services domain’. However, no significant difference exists on this subdomain.

Table 4.6 Comparison between rural and urban areas

AFC item and domain	Rural (N = 187)	Urban (N = 359)	t	
	Mean (SD)	Mean (SD)		
<u>Domain 1. Outdoor Spaces and Buildings</u>	<u>3.42 (0.92)</u>	<u>4.03 (0.84)</u>	-7.83	***
Subdomain 1.1 Outdoor spaces	3.52 (1.04)	4.09 (0.92)	-6.31	***
Subdomain 1.2 Building	3.29 (1.07)	3.96 (0.92)	-7.25	***
<u>Domain 2. Transportation</u>	<u>3.73 (0.87)</u>	<u>4.11 (0.79)</u>	-5.11	***
Subdomain 2.1 Road Safety and Maintenance	3.87 (1.12)	4.19 (0.97)	-3.30	***
Subdomain 2.2 Availability of Specialized Services	3.39 (1.16)	3.81 (1.07)	-4.14	***
Subdomain 2.3 Comfort to Use Public Transport	3.76 (0.98)	4.13 (0.87)	-4.49	***
Subdomain 2.4 Accessibility of Public Transport	3.81 (1.03)	4.20 (0.95)	-4.53	***
<u>Domain 3. Housing</u>	<u>2.97 (1.03)</u>	<u>3.48 (1.07)</u>	-5.37	***
Subdomain 3.1 Affordability and Accessibility	2.95 (1.11)	3.45 (1.18)	-4.72	***
Subdomain 3.2 Environment	2.98 (1.16)	3.51 (1.20)	-4.98	***
<u>Domain 4. Social Participation</u>	<u>3.70 (0.94)</u>	<u>4.22 (0.87)</u>	-6.54	***
Subdomain 4.1 Facilities and Settings	3.70 (1.05)	4.27 (0.93)	-6.53	***
Subdomain 4.2 Social Services	3.70 (1.02)	4.18 (0.94)	-5.50	***
<u>Domain 5. Respect and Social Inclusion</u>	<u>3.67 (0.97)</u>	<u>4.08 (0.86)</u>	-4.94	***
Subdomain 5.1 Attitude	3.78 (0.99)	4.18 (0.85)	-4.65	***
Subdomain 5.2 Opportunities for Social Inclusion	3.43 (1.19)	3.90 (1.13)	-4.47	***
<u>Domain 6. Civic Participation and Employment</u>	<u>3.38 (1.08)</u>	<u>3.75 (0.97)</u>	-4.14	***
Subdomain 6.1 Civic Participation	3.61 (1.45)	4.08 (1.19)	-3.80	***
Subdomain 6.2 Employment	3.29 (1.09)	3.64 (1.02)	-3.68	***
<u>Domain 7. Communication and Information</u>	<u>3.50 (0.91)</u>	<u>3.97 (0.90)</u>	-5.72	***
Subdomain 7.1 Information	3.59 (0.96)	4.06 (0.93)	-5.54	***
Subdomain 7.2 Use of Communication and Digital Device	3.33 (1.16)	3.79 (1.12)	-4.54	***
<u>Domain 8. Community Support and Health Services</u>	<u>3.07 (0.89)</u>	<u>3.38 (0.95)</u>	-3.71	***
Subdomain 8.1 Availability and Affordability of Medical/Social Services	3.27 (0.98)	3.60 (0.98)	-3.66	***
Subdomain 8.2 Emergency Support	3.04 (1.31)	3.50 (1.38)	-3.82	***
Subdomain 8.3 Burial Service	2.32 (1.41)	2.41 (1.38)	-0.76	

Significance levels at * p<0.05, ** p<0.01 and *** p<0.001

4.2.4 By Type of Housing

In general, there was a significant difference between Public Rental Housing and Subsidized Home Ownership Housing/Private Permanent Housing on all domains except Civic Participation and Employment (t = 1.60, df = 511, p > 0.05). Those who lived Public Rental Housing scored higher than those who lived in Subsidized Home Ownership Housing/Private Permanent Housing on all domains and subdomains.

Outdoor Spaces and Buildings had the highest mean difference among all domains (t = 5.07, df = 511, p < 0.001). Outdoor spaces of this domain has the highest mean difference (t = 5.09, df = 511, p < 0.001) within the domain and among all subdomains.

Community Support and Health Services had the lowest mean difference among all domains (t = 2.31, df = 511, p < 0.05). Only Emergency Support (t = 3.39, df = 511, p < 0.01) was

significant within this domain. Those who lived in Public Rental Housing (Mean = 3.58, SD = 1.43) was more satisfied when compared with those who lived in Subsidized Home Ownership Housing/Private Permanent Housing (Mean = 3.17, SD = 1.31).

Table 4.7 Comparison between Public Rental Housing (PRH) and Subsidized Home Ownership Housing/Private Permanent Housing (SHOH/PriPH)

AFC item and domain	PRH (N = 228)	SHOH/PriPH (N = 285)	t
	Mean (SD)	Mean (SD)	
<u>Domain 1. Outdoor Spaces and Buildings</u>	<u>4.08 (0.88)</u>	<u>3.68 (0.88)</u>	<u>5.07</u> ---
Subdomain 1.1 Outdoor spaces	4.21 (0.92)	3.71 (0.99)	5.90 ***
Subdomain 1.2 Building	3.91 (1.02)	3.64 (0.98)	3.01 **
<u>Domain 2. Transportation</u>	<u>4.17 (0.81)</u>	<u>3.86 (0.81)</u>	<u>4.28</u> ---
Subdomain 2.1 Road Safety and Maintenance	4.29 (1.02)	3.95 (1.00)	3.70 ***
Subdomain 2.2 Availability of Specialized Services	3.77 (1.10)	3.62 (1.10)	1.53
Subdomain 2.3 Comfort to Use Public Transport	4.21 (0.88)	3.86 (0.92)	4.30 ***
Subdomain 2.4 Accessibility of Public Transport	4.28 (0.98)	3.94 (0.95)	4.00 ***
<u>Domain 3. Housing</u>	<u>3.54 (1.12)</u>	<u>3.15 (1.01)</u>	<u>4.09</u> ---
Subdomain 3.1 Affordability and Accessibility	3.53 (1.19)	3.12 (1.12)	4.05 ***
Subdomain 3.2 Environment	3.55 (1.31)	3.19 (1.09)	3.37 **
<u>Domain 4. Social Participation</u>	<u>4.21 (0.89)</u>	<u>3.96 (0.94)</u>	<u>3.12</u> ---
Subdomain 4.1 Facilities and Settings	4.26 (0.94)	3.98 (1.02)	3.18 **
Subdomain 4.2 Social Services	4.16 (0.98)	3.93 (0.99)	2.61 **
<u>Domain 5. Respect and Social Inclusion</u>	<u>4.06 (0.94)</u>	<u>3.88 (0.89)</u>	<u>2.25</u> -
Subdomain 5.1 Attitude	4.17 (0.94)	3.97 (0.87)	2.48 ***
Subdomain 5.2 Opportunities for Social Inclusion	3.84 (1.19)	3.68 (1.16)	1.46
<u>Domain 6. Civic Participation and Employment</u>	<u>3.70 (1.04)</u>	<u>3.56 (1.01)</u>	<u>1.60</u> ---
Subdomain 6.1 Civic Participation	3.93 (1.34)	3.93 (1.28)	0.03
Subdomain 6.2 Employment	3.63 (1.07)	3.43 (1.04)	2.07 *
<u>Domain 7. Communication and Information</u>	<u>3.92 (0.94)</u>	<u>3.72 (0.91)</u>	<u>2.43</u> -
Subdomain 7.1 Information	4.00 (0.96)	3.82 (0.95)	2.18 *
Subdomain 7.2 Use of Communication and Digital Device	3.75 (1.15)	3.52 (1.16)	2.22 *
<u>Domain 8. Community Support and Health Services</u>	<u>3.39 (0.96)</u>	<u>3.20 (0.92)</u>	<u>2.31</u> -
Subdomain 8.1 Availability and Affordability of Medical/Social Services	3.60 (1.01)	3.43 (0.96)	1.93
Subdomain 8.2 Emergency Support	3.58 (1.43)	3.17 (1.31)	3.39 **
Subdomain 8.3 Burial Service	2.40 (1.44)	2.34 (1.34)	0.46

Significance levels at * p < 0.05, ** p < 0.01 and *** p < 0.001.

4.2.5 By Participation in Elderly Centres

A significant difference found between those who did and did not participate in elderly centres among the seven domains. ‘Social Participation’ had the highest significant difference between those who did and did not participate in elderly centres. ‘Civic Participation and Employment’ had no significance between the two groups.

4.3 Qualitative Findings

The qualitative assessment included focus group interviews and ambassador trainings which aims to collect observation and comments from the residents and service providers in Yuen Long. Questions were asked based on the eight domains of the Global Age-friendly Cities framework suggested by the WHO.

4.3.1 Socio-demographic Characteristics of the Respondents

A total of 38 focus group participants were recruited. Table 4.8 shows the details of the focus group interviews for baseline assessment.

Table 4.8 Details of focus group interviews for baseline assessment

Group	Nature	No. of participants	Gender	
			Male	Female
1	Residents aged 18–59	5	2	3
2	Residents aged 60–79	9	4	5
3	Residents aged 80 or above	9	2	7
4	Caregiver	9	5	4
5	Service provider	6	2	4
	Total:	38	15	23

4.3.2 Findings from Focus Group Interviews

Domain 1: Outdoor spaces and buildings

Existing age-friendly characteristics

i) Spacious outdoor spaces with sufficient recreation facilities in urban areas

Participants showed positive comments on the spacious, greening and comfortable living areas in Yuen Long District. Participants were pleased with the recreation provided by the large-scale parks in the District (i.e. Tin Shui Wai Park 天水圍公園 and Tin Yip Road Park 天業路公園) and the new leisure and cultural buildings (i.e. Yuen Long Leisure and Cultural Building and Ping Shan Tin Shui Wai Leisure and Cultural Building). Some participants noted that open spaces and gardens were located all around the District and provided areas sufficient for residents to take a rest. Participants said that the area was convenient for those who lived near the town centre supported with a sufficient difference between urban and rural

areas.

Room for improvement

i) Incomprehensive pedestrian facilities

Participants commented that the pedestrian facilities are ‘not user-friendly’ (e.g. a number of traffic lights take over several minutes to render the green signals which are allotted too short a time for pedestrians to cross the road). They noted that existing facilities discouraged pedestrians to use them which would affect road safety. A few mentioned that the pedestrian roads (i.e. along the Castle Peak Road Yuen Long) are narrow and crowded which makes stepping out into society unfavourable for the elderly. Besides, certain footbridges in the District have yet to be installed (e.g. footbridge from Yuen Long station to Castle Peak Road) or installed with insufficient lifts (e.g. footbridge from Tin Yiu Estate to Tin Shing Estate) and ramps are too lengthy for elderly to use. Others mentioned that a number of essential facilities are concentrated near the residential areas, hence underestimating others’ needs. For Long Ping station, in particular, the lifts and escalators are mainly located on the side near the Long Ping Estates. In contrast, only stairs and one escalator are available on the other side of the station.

ii) Unfavourable hygienic condition of the environment and facilities

Participants noted that public toilets are insufficient (e.g. near The Hong Kong Jockey Club Off-course Betting Branches - Hung Shui Kiu). Hence, certain urination issues are prevalent nearby. Besides, the hygienic conditions and facilities of existing public toilets are unsatisfactory. Participants complained about the hygienic condition in several areas as well, for example, the area outside the Tin Shui (Allmart) Chinese Market and nearby food street. They also raised that nature (e.g. kapok blossoms) also caused a few hygiene nuisances. However, they emphasized that they do not want to improve the condition by damaging the beauty of nature.

iii) Inconvenience caused by tourism development

The participants mentioned that the retail industry in the District has developed rapidly due to its geographic location and transportation. Smuggling activities by parallel traders has, therefore, been escalated. These activities create extra burden to the existing overloaded pedestrian roads (e.g. Castle Peak Road — Yuen Long).

iv) Illegal nuisance

Participants urged for improvement in a number of refuse collection points (e.g. Tung Tai Street Refuse Collection Point 東堤街垃圾收集站) and rural areas (Ping Shan 屏山 and Yau Tam Mei 攸潭尾), especially in illegal land filling and fly-tripping activities. Many

participants complained that the water dripping issue in the District found at the downtown area and along the Castle Peak Road — Yuen Long is serious. These instances create an unfavourable environment that inhibits residents from stepping out into society.

Domain 2: Transportation

Existing age-friendly characteristics –

i) Affordable public transportation costs for those aged 65 or above

Participants appreciated the Government Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities, especially those aged 65 or above. With the all-rounded transportation network systems among the urban areas in the District, beneficiaries are encouraged to participate more in community activities with reasonable cost under the scheme.

ii) Improvement of transportation service

Participants observed that the services and facilities provided by certain bus companies (e.g. The Kowloon Motor Bus Co.) have improved in the past few years. Several focus groups pointed out the display panel installation at bus stations and friendly and helpful attitude of the bus drivers. Most participants appreciated the development of the ‘Estimated Time of Arrival’ which have shortened their waiting times for buses.

iii) Comprehensive transportation in the urban district

Participants noted the wide-range of transportation in the urban areas and within the District. Most of them commented that transportation in the District is convenient. However, it is limited to urban areas. Several private housing estates provide shuttle bus services for their residents to bridge the gap between the estates and main transportation network.

Room for improvement –

i) Insufficient transportation in rural areas

Participants pointed out that transportation in the rural areas (e.g. Tan Kwai Tsuen) are limited and inconvenient as evidenced by the score given to rural areas (3.73) which is sufficiently lower than that in urban areas (4.11). Participants experienced cases where the frequency of certain routes reaches half an hour between buses (e.g. Bus 76K) while others are too crowded to get on (e.g. Minibus 32).

ii) Unsatisfactory service between the District and border

Participants who travel between Yuen Long and the border area pointed out the risky driving attitude of the private transport drivers and expensive fare of the transportation services in

these routes (e.g. B1 bus and MTR).

iii) Issues about Light Rail service

Participants in different focus groups mentioned that they wait around 10 minutes for the Light Rail services (i.e. 761P) and could not get on it as a one-car Light Rail is very crowded. Others also mentioned that the transits (Yuen Long to Tuen Mun) for the Light Rails are too complicated for the elderly, even for those from other districts. A few complained that the Octopus Machine display for the fare payment is dim and the screen is unreadable. Moreover, passengers find that the air-conditioning in the Light Rail compartments is too intense.

iv) Unready transportation in new towns

The participants stated that with the newly-established housing estates (e.g. Hung Fuk), several transportation services (e.g. Bus A37) cannot cover the new estates. This scenario, therefore, creates an inconvenience for the residents. Road signs are also unclear for drivers in new towns (e.g. Tin Shui Wai) and rural areas.

v) Unaffordable fares for the majority

Several focus groups mentioned that the adult fares for most of the transportations are expensive. A number of participants aged between 60 and 65 emphasized that the fares are a heavy burden as a few of them have been retired.

Domain 3: Housing

Existing age-friendly characteristics –

i) Elderly-friendly housing policy

All focus groups agreed that living in public rental housing can lessen ones' financial burden to a great extent in term of rent and maintenance cost. Therefore, one's quality of life is improved. Many participants pointed out that the elderly can apply for maintenance subsidies for their financial needs. Participants also noted that the housing policies (e.g. Families with Elderly Persons Priority Scheme) and public rental housing designs (e.g. Tin Yuet Estate 天悅邨 with elderly housing) have put senior's needs first.

ii) Spacious housing

Participants commented that living in the rural areas (e.g. Fairview Park 錦繡花園 and Tan Kwai Tsuen 丹桂村) is spacious and comfortable. They also agreed that some new towns (e.g. Tin Shui Wai South) are well-designed with sufficient space and facilities.

Room for improvement –

i) Unaffordable private housing

All focus groups have complained that the private sector housing is too expensive for the majority. At the same time, a few noted that the eligibility criteria for applying for public housing are unreasonable and young people find themselves in desperate straits. Certain participants observed that those who cannot afford private housing or apply for public rental housing would need to live in dilapidated tenement buildings and rooftop structures or caged homes.

ii) Poor living environment which affects quality of life

Dilapidated tenement buildings are without lifts which affected the daily living of older residents and discouraged them from participating in society. Other participants shared that elderly who lived in housing without lifts are unable to buy their daily necessities and, therefore, need to seek private residential care services.

iii) Failings on public rental housing management

Although many participants appreciated the design of public elderly housing, others complained that public rental housing management have failings which cause insecure living conditions (e.g. same door locks for different flats and conflicts between residents in a shared apartment).

iv) Unaffordable and complicated home maintenance

A few commented that the maintenance of the private housing for the elderly is ‘a bottomless pit’, which causes financial burden, as well as mental stress to the owners.

Domain 4: Social participation

Existing age-friendly characteristics –

i) Wide variety of activities in urban areas

All focus groups agreed that different kinds of activities are organized for all-ages in urban areas within the District and supported with the highest mean score (4.05). Participants agreed that the facilities and venues for leisure and cultural activities are sufficient.

ii) Affordable activities

Participants generated positive feedback on the annual membership fee of the District Elderly Community Centres and Neighbourhood Elderly Centres. These fees are affordable and provide various low-cost activities (e.g. card games and talks) for the members. Certain participants noted the continuous improvement of the elderly centres with suggestions of additional members to be accepted. Participants also observed that the outing activities

organized by the District Council members were well-subsidized and provided quality activities for the elderly to enjoy.

iii) Spiritual satisfaction for participants

Participants, service providers and the elderly shared their experience of organizing activities for other members and feeling spiritually satisfied. They particularly pointed out their enjoyment with carrying out the activities with the youth and expected to organized more activities in the future.

Room for improvement –

i) Unaffordable outing activities

Participants noted that the fees of outing activities organized by the elderly centres are normally more exorbitant compared to in-centre activities, such as coach bus services. Meals which are costly are normally included in the outing activities. Participants understood that the costly charge for the outdoor activities is due to the limited budget. However, the expenses keep a number of underprivileged elderly from participating and drive them to be ‘hidden elders’.

ii) Unsuitable activities for young-olds with the existing amenities of elderly centres

Participants, namely, service providers and young-olds, shared that the existing amenities of elderly centres can no longer satisfy the needs of well-educated young-old members. The young-olds would prefer activities which involve higher-education learning or enable them to practice their profession to serve others.

iii) Insufficient activities for rural areas

Participants also pointed out that the elderly’s social participation in rural areas is insufficient due to the limited out-reach of the elderly centres and declining mobility of the elders. These elderly mainly receive basic and practical services (e.g. meal delivery and forums on health issues) but do not participate in other activities. Participants further observed that these elderly would gather at parks near their homes as a form of entertainment.

iv) Unfavourable policies and venues

Participants complained about the inconsiderate policies (e.g. tag system) and unfavourable venues (e.g. air-conditioning in the Tin Fai Road Community Hall is too strong) which discouraged them from participating.

Domain 5: Respect and Social Inclusion

Existing age-friendly characteristics –

i) Consultation from service providers

Participants, especially those from the elderly groups, commended the attitude of the service providers (e.g. bus drivers, staff in elderly centres) for their care and patience. They noted that the service providers (e.g. operators from elderly centres) have consulted users on their opinions and adopted their suggestion if possible.

ii) Improved attitude from the public

A few also observed that the public's attitude towards the elderly and needy (e.g. pregnant women) has generally improved. They shared a few of their friendly interactions with their neighbours and commented that they are living in harmony.

iii) Gains respect from intergenerational programmes and contribution

Participants agreed that organizing intergenerational programmes for the youth lets them understand the difficulties of the elderly (e.g. dementia talks). Certain young-olds reflected on the importance of being a role model as an elderly. They believed that they should gain respect by being contributive and not simply because they are old.

Room for improvement –

i) Limited respect within a quick-tempo environment

A number of participants experienced rudeness (e.g. refusal to give up one's seat for the needy). Some reflected that the quick-tempo environment has worn down the patience of the public towards the needy. The situation is more serious in densely populated areas in the District (e.g. wet markets).

ii) Insufficient family support

Many singleton elderly participants shared that they seldom heard from their children and family members.

Domain 6: Civil Participation and Employment

Existing age-friendly characteristics –

i) Increasing work opportunities for older people

All participants agreed that the strongest motivation for the elderly for civic participation and employment is the monetary return. A number of skilled participants were invited to continue their work after their retirement (e.g. garment industry). Some noted that setting up elderly-social enterprises and raising the importance of companies' corporate social responsibility encouraged the elderly to engage in civic participation and employment.

ii) Range of volunteers for elderly

Participants pointed out the next motivation as spiritual satisfaction and friendship. Participants from different focus groups noted that various voluntary works are available in society for the elderly with different abilities (e.g. elderly centres and DC office). Others appreciated that organizations are willing to make exceptions (e.g. allowed them to bring their grandchildren along) and provide a suitable environment for the elderly to facilitate their participation in voluntary work.

iii) Opportunities for the elderly to take part in decision-making

Participants shared their experience on taking part in official working groups to make good use of their experience in tackling existing social issues (e.g. evaluating the quality of private-cooperative elderly homes).

Room for improvement –

i) Discrimination from employers

Most of the participants complained that employers display an implicated age discrimination. Some employers have biased impression on people with chronic diseases and may have hesitation to offer employment opportunities. Most agreed that the elderly could mainly be employed in jobs requiring physical labour (e.g. cleaning ladies, waiters). Participants also complained about the improper arrangement made by employers (e.g. force the employees to resign by assigning unreasonable tasks).

ii) Unfavourable working environment

Several participants shared the unreasonable working environment (e.g. long period of standing) and inflexible working period they have been through and pointed out that these instances would discourage the potential labour force from returning to the labour market.

iii) Limitations for the elderly to carry out civic participation and employment

Participants shared the personal reasons that keep them from civic participation and employment. Many expressed that they would like to return to the labour market but doing so would affect their social security. Participants also experienced difficulties in balancing employment and family attention (e.g. need to take care of grandchildren).

iv) Insufficient support and labour protection

Many participants commented that they are phased out. Others expressed that improper and insufficient training can discourage the public (e.g. mental preparation) from engaging in voluntary work and civic participation. Meanwhile, others were not clearly notified of

potential risks (e.g. insurance issues) before taking part in civic participation.

Domain 7: Communication and Information

Existing age-friendly characteristics –

i) Effective communication for young-olds

Participants noted that the utilization rate of instant communication and the Internet have increased especially among the young-olds. They agreed that the Internet has created a faster and convenient means of communication for the elderly with the use of smartphones. Participants appreciated that certain organizations (e.g. ERB Centre and smartphone retail shops) provide relevant mobile phone courses which allow the elderly to take part in.

ii) Various means of communication for the public

The elderly participants expressed that television broadcast and face-to-face communication with those they trusted (e.g. family members and service providers of elderly centres) are the most common means they use to gather necessary information. Some who have high levels of literacy and physical condition (e.g. eye-sight) included newspaper and posters as their channels for receiving information. Some appreciated that the companies' promotions are clear on televisions and can be easily received.

Room for improvement –

i) Inaccurate information on the new means of communication

A number of participants pointed out the drawbacks of using smartphones as a means of communication for the elderly. They noted that wrong information can be easily spread to the elderly, such as materialistic benefits (e.g. the HKSAR 20th anniversary gift pack message), hence creating chaos. Participants also complained that cold calls and fake messages have kept them from using smartphones. They agreed that the elderly need to be provided with training so that they can distinguish the credibility of the messages. Besides, the old-olds commented that they find it hard to reach the relevant facilities (e.g. computers) nor use them to browse information. Therefore, they would stick with traditional means of communication, especially through elderly centres.

ii) Importance of elderly centres as a means of communication

Participants shared that the elderly, especially the old-olds, would gather and confirm information from the elderly centres. However, with the daily operation and constraints, acting as a means of communication has become an extra workload for the staff. Playing this role is also difficult for the centres in rural areas.

iii) Insufficient basic and effective communication system from the government

Participants also noted the means of communication used by the government were insufficient and limited to the traditional methods (e.g. posters and letters). Others expressed that access to government information was hard for the elderly (e.g. procedures needed to reach social security support). Some reflected that the Yuen Long District Office holds insufficient information centres for residents living away from the Yuen Long town centre. They noticed that those who live in the rural areas receive limited messages and mainly from the village office.

iv) Physical constraints in receiving information

Participants pointed out that the existing means of communication have certain limitations due to the diminishing physical abilities of the elderly. The older participants commented that the timing of the message delivered is important as they have dysfunctional memories and would easily forget. Many participants with poor memories experienced difficulties in solving issues on the use of smartphones or computers which would bother service providers and family members. Others also complained that words on posters need to be clear and in large scale.

Domain 8: Community Support and Health Services

Existing age-friendly characteristics –

i) Sufficient policies based on the needs of the elderly

Most participants agreed that the existing community support and health services have sufficient policies that benefit the elderly. Policies and services such as the Elderly Dental Assistance Programme, Call and Care Services and Elderly Health Care Vouchers are well-appreciated by the participants. One shared her experience of using the service from a social enterprise to look for a suitable elder home for her family member and appreciated the quality service. They also commented that the charge for these public clinical services are acceptable.

ii) Improvement on the services and programmes

Service users noted the shortened waiting time of certain out-patient services due to the use of e-logistics and the Telephone Appointment System. Prevention programmes related to health are helpful for the users. They suggested carrying out additional programmes.

iii) Increased family support for the elderly

A number of service providers noticed that families from rural areas would take care of their older family members if possible instead of sending them to elderly homes due to their tight

bond.

Room for improvement –

i) Insufficient late-night health services

Participants complained that only emergency services are provided late at night with insufficient health services available during that time period.

ii) Long waiting time for public hospital services

Participants reflected that the waiting times for hospitals are too lengthy. At least several hours are needed per visit. The General Out-patient Clinic Telephone Appointment System is not user-friendly and they experienced difficulties in rescheduling their appointments due to the unsuccessful connection with the system.

iii) High consultation fees with insufficient transparency

Participants pointed out that they would be charged further whilst using the Elderly Health Care Vouchers and hoped that the amount for the Elderly Health Care Vouchers can be increased further. On the one hand, they were disappointed that some clinics do not accept the use of Elderly Health Care Voucher. On the other hand, those who paid the full price of these clinics commented that the charges were too expensive. Others expressed that the increased charges for public in-patient services may cause financial burdens.

iv) Unsatisfactory private elderly home services

The majority of the participants are disappointed with the elderly home services provided by the District. They shared their experience of visiting other private elderly homes and complained about the quality of service and environment provided. Others also pointed out that the charges of these private elderly homes are too much, without disclosing the unreasonably high and unclear sub-charges.

v) Insufficient public elderly homes

Participants complained that the long waiting time for subsidised long term care services , which creates mental stress for the elderly. They also mentioned that elderly homes are insufficient in Tin Shui Wai given the high population density in the District.

vi) Insufficient support for carers

Carers pointed out that the temporary accommodation is insufficient and relieving their stress is difficult. They also complained that support is lacking for carers in term of their mental needs. Others noted that the working environment and condition in Hong Kong are not friendly or supportive for carers.

vii) Health and social services are not conveniently located or easily accessed

Participants commented that the location of the community support and health services is inconvenient (e.g. Tin Shui Wai Hospital) because of insufficient transportation.

viii) Limited community support and health services

Participants noted that the services provided by the Tin Shui Wai Hospital are limited which cause inconvenience to the patients (e.g. transferring between hospitals). They also expected to receive support for dental health and end of life services.

5. Discussion

The baseline assessment investigates the age-friendliness of Yuen Long district. Based on the findings of the quantitative (questionnaire survey) and qualitative (focus group and field observation as well as voting activity), the report identifies the areas for improvement of each domain and provides suggestions accordingly.

Domain 1: Outdoor Spaces and Buildings

Rural-urban difference in perception of environmental hygiene

Based on the survey, the mean scores of urban areas were significant higher than of rural areas among all eight domains and 19 subdomains. The focus group interviews were consistent with the survey findings about the differences in the living conditions. For instance, interviewees agreed that the hygiene situation in urban area is better than that of rural area.

One of the interviewees from the urban area said that:

‘...I was so lucky to be here (Hung Fuk Estate)...I’ve been here to take a look...The estate was much cleaner and newer...’ (Interviewee 6, Over 80, urban area)

‘...就好彩申請咗呢度(洪福邨)，呢度我睇過呢，咁呢度地方就乾淨好多，啲地方都新淨好多...’

However, some interviewees from the rural area said that:

‘...I was living in rural area...I have two points of view regarding the environment hygiene...I don’t have any problem as I am living in private housing. But the nearby environment was in terrible condition, such as the public refuse collection points was full of trash, drains and thick growth of grass

had caused mosquito...’ (Interviewee 2, Over 60, rural area)

‘...我就住鄉郊嘅...咁我有兩個睇法...都係環境衛生果方面，住我就住私人物業，我就冇問題嘅，但係附近個環境衛生係極之差嘅，例如喺個公共垃圾站，唔係垃圾站啊，直情係垃圾墟喇，附近嘅去水啊...草啊...所有嘅蚊蟲啊都極之係好差嘅...’

‘I am living near rural area. There is a public refuse collection points which is not accessible and thus many construction waste can be seen everywhere.’

(Interviewee 9, Aged 87)

‘我果到呢就係半鄉郊嘅，鄉郊就係屋企附近有個垃圾站，因為佢較偏僻嘅緣故，咁所以好多時候有啲建築廢料啊！...’

Thus, the suggestions are as follows:

- To review the frequency of trash collection in very busy locations or blackspots.
- To strengthen patrol or law enforcement to minimize waste and to prevent the illegal disposal of waste.
- To enhance pest control and to weed out grass regularly.

Domain 2: Transportation

Age Difference in satisfaction of transportation fare

Based on the survey, the mean score of transportation is the second highest among the eight domains. The mean score of subdomain 2.4, focusing on the transportation fares, and the satisfaction of who aged below 65 is significantly lower than those aged 65 or above. For instance, the satisfaction of those who are benefiting from the Government Public Transport Fare Concession Scheme (the Scheme) for the elderly and eligible persons with disabilities are significantly higher than the others. In the focus group interview, interviewees highlighted the importance of the Scheme.

One of them shared:

‘Most elderly would be confined at home... but now with the Government Public Transport Fare Concession Scheme, elderly and ex-mentally ill persons can be beneficial to the scheme...they enjoyed the delights of going out...I hope this scheme can be continuous...’ (Interviewee 6, Carer)

‘咁有兩蚊長者津貼之前嘅長者出去好冇局限...但有咗呢個折頭之後，我接觸到嘅長者都好受惠，比如我接觸到一個精神病康復者...佢有一朝話比的

聽話琴日同朋友坐咗車去西貢飲完茶返黎，好開心...所以呢個一定要堅持類似嘅應該要繼續行...’

A beneficiary of the scheme said,

‘I can go to find my son by west rail transport at a concessionary fare of \$2 per trip even he is living in Ma On Shan. It is very convenient. (Interviewee 7, aged 77)

‘...去到搭呢個西鐵啊，即係我兩蚊雞一路去到我個仔嗰到...馬鞍山都係兩蚊雞，我覺得係幾方便...’

The satisfactory of those aged from 50 to 64, who were retired, are the lowest. Some of them said that:

‘I was between 60 and 65...I am not eligible for the Government Public Transport Fare Concession Scheme and have to pay full fare which is very expensive. Besides, I am not in employment (don't have any income)...I hope passengers aged 60-64 can continue to enjoy a half fare discount on any bus service...’ (Interviewee 8, aged 60-65)

‘...我又唔到六十五但我又過咗六十...我哋又攞唔到兩蚊，要比全費，真係好貴，我又無野做呀吓... 那唔好要求兩蚊，六十歲，我只係希望要求半價...即係為我哋六十至六十四歲零十一個月二十九日果啲講呀吓... 因為以前六十歲都係半價啦嘛，做乜野會無咗囉...即係你唔可能唔理呢班人啫，你呢班人都係退休人士嚟架啦嘛...’

‘... Passengers aged 60 can enjoy a half fare discount on Citybus while Kowloon motor bus provides no discount. In fact, the Kowloon Motor Bus Company Limited operates many bus routes and can carry out the same transportation benefit with reference to the practices of other bus company ...’ (Interviewee 6, aged 56)

‘... 城巴六十歲係有優惠架，但九巴係無架，但係以路線嗰個分佈呢，九巴其實真係闊好多架嘛，佢應該係解釋佢點解做唔到...’

Thus, the suggestions are as follows:

- To consider the adjustment of the age of older people eligible for the Government Public Transport Fare Concession Scheme (i.e. lower the age limit from 65 to 60).
- Young-old who needed to take care elderly may receive special transport allowance when escort the elderly.

- To negotiate with bus company to provide more benefits (e.g. monthly pass for traveling across district can be introduced).

Domain 3: Housing

Unaffordable private housing and maintenance

Based on the survey, Housing was rated the second lowest among all domain. The mean scores of this domain and subdomain were significant lower of those living in subsidized home ownership housing / private permanent housing when compare to those living in public rental housing. Respondents had positive comment to public housing estate in term of the rental and maintenance, Harmonious Families Priority Scheme and the design of housing for senior citizens.

An interviewee said that,

‘The supply of public rental housing for senior citizens like Tin Yan Estate was sufficient. Elderly was satisfied with the relatively short waiting time of (i.e. 1-2 years) and the living in public’ housing.’ (Interviewee 3, public housing, 24)
‘...咁呀，老人屋都多㗎，例如天恩邨...如果你話老人家想攞公屋其實難度唔大，咁講緊年幾兩年其實已經上到樓啊仲住得好開心...’

However, some of the interviewees in particular aged 64 or below were dissatisfied with the domain, for instance, the unaffordability of housing and the maintenance.

‘... I am around 20, I won’t be granted a public rental housing until 50...also the income cannot exceed \$11000, it seems to be impossible...so I can only choose subdivided units which the rent is around \$4000...what a pity!’ (Interviewee 2, Aged 24)
‘...咁我哋依啲二十歲頭嘅，如果要攞公屋呢係要排到五十歲，而我哋到時嘅入息係單人嘅話...就唔可以多過一萬一千幾，咁其實係無可能嘅事嚟嘅。所以變咗我哋都係要出去捱你哋啲劏房啊，嗰啲四千幾蚊嗰啲呢，好慘啊真係！’

‘...Sometimes heard from the elderly who don’t have enough saving for maintenance. They may seek for enquiry about the subsidy for private housing. Maintenance burden to the older people. They were under great pressure when coping with the management committee of an owners’ corporation as well as the issue of maintenance which was a bottomless figure to them.

‘...間唔中都會聽到有啲老友記回來問嘅。佢哋大廈做維修，佢哋積蓄可能唔係好夠。跟著就都聽過...就咩長者自住物業咩資助計劃，都會搵我哋。所以可能感覺上對佢哋黎講姐係啲舊樓維修對於佢哋黎講都係一個負擔。 ...係成個過程入面令我最深刻印象就係好大壓力囉，唔知點應付業主立案法團呀或者維修上嘅項目囉...維修好似係一個無底深潭咁樣...’ (Interviewee 4, agency staff)

Thus, the suggestions are as follows:

- To review the application criteria of public rental housing.
- To review the housing policy of Hong Kong (e.g. to introduce specified scheme for the youngsters).
- To implement some policies of stabilizing property market if necessary.
- To promote some subsidy for elderly to maintain their property or private house.
- To provide information or consultancy service for elderly in relation to maintenance

Domain 4: Social Participation

Insufficient venue for activities and outreach services for elderly in rural area

Social Participation received the highest score in the survey. However, based on the survey, both rating of ‘Availability of Outreach Services’ and ‘Venues for activities’ were significantly lower in rural area when compared with urban. From the focus group interview and field observation, for instance, the venues for NGOs to organize activities are extremely limited. Village Office (村公所) would be most-likely the venue for gathering. As a result, less suitable space may hinder older people from social participation. Also, due to physical limitation and geographically isolated, some residents in rural area found that it was hard to obtain necessary services.

One of the agency staff said,

‘those who were physically disable... need to make a call to our centre in urban area...then our colleague conduct home visit for need assessment... the service is not accessible and available for rural elderly’ (Interviewee 4, Agency Staff)

‘... 佢哋行動唔方便喇 ...要打電話...嚟到我哋市區嘅中心，然後同事先落去同佢再做番個家訪，咁先可以做到其他服務...相對地鄉郊就要咁樣囉，市區可能就落樓下就擺到...’

An interviewee from carer group believed that,

‘Singleton elderly or hidden elderly who have financial difficulty will confine themselves at home...’ (Interviewee 6, Carer)

‘...一啲獨居而隱閉嘅長者...本身都經濟有困難啦，所以就乾脆封閉自己...’

Another interviewee who is a service recipient expressed,

‘In fact, the subsidy for activities or courses was insufficient... the venue was limited... there was imbalance of demand and supply for social activity.’ (Interviewer 2, Aged 64)

‘...其實舉辦呢啲課程啊，活動啊...嗰個經費啊，同埋社會福利署俾嘅錢係唔夠，同埋地方唔夠，硬件唔夠，所以出現有啲情況就你供求唔平衡得到囉...’

Thus, the suggestions are as follows:

- To enhance existing outreach or home-based service in rural areas in order to meet the need of rural elderly.
- To provide additional resources or subsidies so as to enhance the services for identifying and supporting the ‘hidden elderly’ in rural area.
- To shorten the intake procedure for the elderly in the rural area.
- To develop more project (e.g. rural community development projects) with providing additional resources for in response to the specific needs.
- To explore more spacious and safe venues for booking by NGO (e.g. abandoned school)
- To explore more open space provided with covering for conducting activities in rural area.

Domain 5: Respect and Social Inclusion

Voice of residents heard but stagnant improvement on their opinions

In term of Respect and Social Inclusion, it was the third highest rating among all domains. However, the item of ‘Consulting Elders’ rated significantly lower among all age groups in term of the subdomain attitude. From focus group interview and field observation, the interviewees or participants expressed that there were many ways for them to express opinion. Only they thought that the follow-up action was not taken or no progress was made.

A service user of elderly centre gave positive feedback on consulting elderly,

‘...I have many opportunities to participate in elderly centre, for example, there was monthly meeting for evaluation of activity or courses outcome for

improvement... Actually, I think the activities can meet the needs of different people.’ (Interviewer 2, Aged 64)

‘... 其實中心有好多事情我都有份去參與嘅... 咁其實中心每個月都開會，每個月都想去改善... 其實舉辦呢啲課程啊，活動啊，我都覺得佢不斷配合所需求嘅人士架喇...’

Agency staff reflected,

‘It was good to express their needs through user involvement. However, sometimes their expectation is too high so that some improvement cannot be handled properly with limited resources...so it is better to work in coordination and communication in order to have better or win-win accomplishment’ (Interviewer 4, Agency Staff)

‘服務使用者參與...好嘅係真係反映到佢哋嘅需要；唔好嘅...會有個好高嘅期望，但係機構未必真係做得到，或者資源上面未必可以做得到...大家嗰個角色係要好配合，好通透先至可以好好運作...’

Thus, the suggestions are as follows:

- To react residents’ needs in a timely manner with clear explanation about the limitation of improvement.
- To release the implementation plan regularly.
- To invite the service users to form a working group to discuss recommendation of their opinions.

Domain 6: Civic Participation and Employment

Insufficient Flexibility and Unfair Pay to Elderly Workers

Re-entry into the work force allow elderly to appreciate the value of their existence, and to regain self-confidence and dignity and be financially independent. However, based on the survey, the item ‘Flexibility and Fair Pay to Elderly Workers’ was rated relatively low among all age groups within this domain. Focus group interview was consistent with the survey findings that the job availability for elder persons are limited in the labour market. Besides, many policies and workplace practices create barriers to older workers staying in work or provide strong incentives of early retirement.

Interviewee expressed,

‘...more aged people are working as sales, however, based on their physical

ability... they may not be able to stand for eight or nine hours... and they are not allowed to take a seat... I stood for nine hours once. I need to get assist from the wall in order to walk after getting home from work... why not allow them to take a seat when there are no customer... or allowing them to have a ten-minute break for every two hours... you need to be hurry even you are going to the washroom. "Don't take it too long, are you loafing on the job?" How do we feel about that?' (Interviewer 1, Aged 48)

‘...多咗好多年紀大嘅人出嚟做 sales (售貨員)，但係佢哋嘅體力未.....未必可以企到八個鐘、九個鐘...唔會俾你坐㗎...我試過企九個鐘，返到屋企呢係要扶住個牆去行路...如果無人買嘢嘅時候係咪要畀張凳人哋坐下先啦，或者畀十分鐘人哋，兩個鐘都休息下啊！去廁所都要快啲啊！“唔好去咁耐啊，去偷懶啊啱啱？” 咁你話我哋嘅感受係點呢？’

Another interviewee reflected,

‘... maybe some people with chronic disease need to take regular follow-up treatment... they may need to take one or two day-leave. I am not sure whether it is the reason that employers don't hire them. So they do not have the chance to get the job. Some need to take leaves to bring their family members to have follow-up treatments or receive regular home visit for measuring the blood sugar level. I am not sure if these are the reasons the employers rejected to employ them.’ (Interviewer 3, Agency Staff)

‘...可能有啲長期嘅病呢可能定期覆診嘅...可能佢每個月都有一兩日係請假嘅，咁我唔知個僱主係咪因為咁樣情況，而唔請佢就有呢個機會咁做。覆診或者定期要上佢屋幫佢屋企人量血糖，咁都要請假嘅，咁就唔知僱主係咪呢個原因唔請。’

‘Actually, not only aged 70, but also aged 60, is impossible to be considered for employment. Aged 50 may have better chance...’

‘基本上就係有可能，你個年紀係有可能，70 幾歲你去應徵，一聽到你果個年紀就已經灑手擰頭啦。超過六字頭冇人認....你話五十呢咁都 OK(可以)...’ (Interviewer 3, Aged 68)

Thus, the suggestions are as follows:

- To strengthen cross-sector partnership to promote employment for elderly.
- To review the retirement age in the current labour market and the possibility to introduce flexible retirement.
- To enhance employment or career support service for elderly.

- To promote employer best practices award scheme or campaign to encourage corporate social responsibility or to provide financial incentives to employers to keep older-aged employees in employment and to assist the re-entry of elder persons into the labour market.
- To enhance the public education in promoting the positive image as well as their abilities, experiences and skills.
- To increase the opportunities for elderly who were longing for learning new technology or skill to integrate into the labour force.
- To create an age-friendly working environment to meet elderly people's needs and in which they were able to achieve their potential, e.g. flexibility work schedule.
- To explore more nature of jobs which were suitable for elder workers.

Domain 7: Communication and Information

Complicated telephone appointment service

The item 'Communication device' was rated the lowest in particular aged 65 or above within this domain. For instance, most focus group interviewees expressed that always need to use telephone appointment service which is the only mean of booking general out-patient clinic services. Although this service can reduce clinic congestion problem, many of them expressed that the phone appointment service was not user friendly due to failure to press the buttons as instructed within the short time limit. It affect the daily living very much.

Interviewees from elderly group expressed that,

'... An elderly said "I called to reserve the time slot. They asked me to press one or two, for Cantonese" ... The elderly cannot even do this step... It would be fine if they are able to hear, but some of them are not able to do so...'
(Interviewee 4, Aged 68)

'... 啲長者話: 我打電話去book(預約)時間,你叫我轉嚟轉去禁乜一號二號,廣東話...已經攞到佢呢一步都做唔到啦...聽到都還好呀,有啲聽唔到架...'

'The design of the system do not considered the need of elderly or singleton who don't have any assistant if they can't do it...'
(Interview 2, aged 64)

'受訪者二 (B) : 不過系統設計出嚟係冇考慮到長者、獨居人士,冇其他人幫佢係做唔到囉...'

Thus, the suggestions are as follows:

- ❑ To extend the response time to allow sufficient time for elders to input data for the telephone booking service.
- ❑ To simplify data entry procedures to make the system more user-friendly for elders.
- ❑ To introduce other booking system to meet the needs of those with hearing impairment.
- ❑ To re-evaluate the possibility of increasing manual counter services or hotline services to assist individuals who encounter difficulties in using the telephone appointment service as appropriate.

Domain 8: Community Support and Health Services

Long waiting time of social and medical services

Community support and health services was the lowest domain in Yuen Long due to the lowest rating on burial service. However, there was no specific comment on focus group.

On the other hand, the adequacy of medical / social services was also rated lower within the subdomain ‘Availability and affordability of medical / social services’. For example, from the focus group interview, majority of interviewees shared their experience on long waiting time for public hospital services (i.e. A & E service and Specialist Out-patient Clinics) and subvented social services (i.e. residential home for elderly and day care centre). Besides, people were not willing to choose private home due to the concern of the quality and the high service charge.

Interviewee shared,

‘... It is faster to get a place at private elderly homes. If you wait for the government subsidized elderly homes, you can’t get one even after you pass away. My husband waited for several years and no reply. After some time he died, someone called and asked if he wanted to move into the elderly homes. I told her that my husband had passed away and see if I can take his place to move into the elderly homes. She rejected...My husband had submitted application to private elderly home, the cheaper one i.e. \$5000. The responsible person of private home did not allow us to buy diaper by ourselves and we should pay \$900 involuntarily, so I went to apply for subvented home. However, they couldn’t receive the service until he died...’ (Interviewer 4, Over 80)

‘... 啫係個啲如果入老人院入私家嘅就快囉，如果話排政府個啲呢，排到死都無呀，我老公排咗幾年都排唔到。即使排到死咗一排，佢之後打電話嚟，

問話入唔入院，我話佢唔係度啦，話俾我入得唔得，佢話唔得...咁我哋有去私家老人院嘅，就因為佢頂唔順呀嘛...咁就揀咗最平咁啱呢就五千蚊，加九百蚊買尿片。尿片我自己買佢唔得，限話要比九百蚊。咁咪去福利署去申請個啲政府嗰啲嘅，排左幾年到佢就上咗天堂...’

Another interviewee said,

‘... It is hard to find a doctor, especially in the late night... I have tried to search for doctors in the late night. I cannot get one in Tin Shui Wai and therefore I need to take a taxi to Yuen Long for the branch. It was torturing. Elderly visiting the doctors... need to wait for a long period of time... for the emergency service, you need to wait from around 5 a.m. till 8 or 9 a.m. simply for short consultation ...’ (Interviewer 3, aged 24)

‘...睇醫生就好辛苦嘅，咁啊因為啫係例如由其時夜晚啦...咁我自己試過夜晚出去睇醫生呢，天水圍去唔到，跟住我要搭的士入元朗嘅分店去睇醫生，好辛苦。老人家去睇醫生...都係排隊排好耐㗎嘞...急症室嗰啲呢，都係你五點幾凌晨...等到八九點先至可能有得見一見咁樣...’

Thus, the suggestions are as follows:

- To review the waiting time for different government service (i.e. day care services, residential service and public hospital service).
- To improve the shortage of nursing manpower issues in order to improve the quality of service.

For social service:

- To increase the number of places on community care services and strengthen home based care services in order to assist elderly people to remain living in the community.
- To increase the number of placement of sub-vented home by increasing the number of purchased places from private homes for the elderly under the Enhanced Bought Place Scheme (EBPS).
- To assure the quality of private home so as to increase the confidence of choosing private home for the elderly and to shorten the queue of people waiting the sub-vented home.
- To speed up the implementation and review the outcome of pilot scheme of Voucher Scheme on Residential Care Services for the Elderly.
- To co-operate with Housing Department by providing suitable environment and facilities for elderly to achieve ageing in place.

For medical services

- To extend the facilities and service of new public hospital (i.e. Tin Shui Wai hospital) as well as the service time of A & E Department as soon as possible in order to meet the need of the residents in the district.
- To continue the Elderly Health Care Voucher Scheme by providing financial incentive for elders to choose private healthcare services.
- To consider the availability of public-private partnership scheme which can encourage people to choose private clinic service if not in urgent need.

6. Way Forward

Table 6.1 shows the areas for improvement and suggestions of each domain. The priority of each suggestion is based on the opinion of respondents and the actuality that the suggestion could be presently implemented.

Table 6.1 Summary of suggestions for improving AFC domains

Area	Suggestions	Priority
Domain 1: Outdoor Spaces and Buildings		
Rural-urban difference in perception of environmental hygiene	➤ To review the frequency of trash collection in busy locations or blackspots.	**
	➤ To strength patrol and law enforcement to prevent the illegal disposal of waste.	***
	➤ To enhance pest control and to weed out grass regularly.	***
Domain 2: Transportation		
Age Difference in satisfaction of transportation fare	➤ To consider the adjustment of the age of older people eligible for the Government Public Transport Fare Concession Scheme. (i.e. Lower the age of eligibility from 65 to 60)	***
	➤ Young-old caregivers may be granted transport allowance when escort the elderly.	**
	➤ To encourage bus companies to provide more benefits as a presence of corporate social responsibility (e.g. monthly pass for traveling across districts).	**
Domain 3: Housing		
Unaffordable private housing and maintenance	➤ To review the application criteria of public rental housing.	***
	➤ To review the housing policy of Hong Kong (e.g. to introduce specified scheme for the youngsters).	*
	➤ To implement some policies of stabilizing property market if necessary.	*
	➤ To promote some subsidy for elderly to maintain their property or private house.	**
	➤ To provide information or consultancy service for elderly in relation to maintenance	***

Area	Suggestions	Priority
Domain 4: Social Participation		
Insufficient venue for activities and outreach services for elderly in rural area	➤ To enhance outreach or home-based service in rural areas in order to meet the need of rural elderly.	**
	➤ To enhance effort to identify and support the 'hidden elderly' in rural area.	**
	➤ NGOs could review the intake procedure for the convenience of the elderly.	**
	➤ To develop more projects (e.g. rural community development projects) in response to the specific needs.	***
	➤ To explore more spacious and safe venues for NGOs (e.g. abandoned school) to conduct activities in rural area.	***
Domain 5: Respect and Social Inclusion		
Voice of residents heard but stagnant improvement on their opinions	➤ To carry our continuous improvement on the quality of services.	***
	➤ To respond residents' needs in a timely manner with clear explanation about the limitation of improvement.	**
	➤ To regularly release the progress and action plan for time-consuming issues.	*
	➤ To invite the service users to form a working group to discuss their opinions.	***
Domain 6: Respect and Social Inclusion		
Insufficient Flexibility and Unfair Pay to Elderly Workers	➤ To mobilize the government, business sectors and sub-vented agencies to promote elderly employment.	***
	➤ To encourage flexible retirement arrangement	*
	➤ To enhance employment or career support service for elderly.	**

Area	Suggestions	Priority
	➤ To promote employer best practices award scheme or campaign to encourage corporate social responsibility or to provide financial incentives to employers to keep older-aged employees in employment and to assist the re-entry of elder persons into the labour market.	**
	➤ To enhance the public education in promoting the positive image as well as elderly people's abilities, experiences and skills.	***
	➤ To increase the opportunities for elderly who were longing for learning new technology or skill to reenter into the labour force.	***
	➤ To create an age-friendly working environment to meet elderly's needs, e.g. flexible work schedule.	**
	➤ To explore more potential jobs which were suitable for elder workers.	**
Domain 7: Communication and Information		
Complicated telephone appointment service	➤ To give sufficient response time for elders to input data for the telephone booking service.	***
	➤ To simplify data entry procedures to make the system more user-friendly for elders.	**
	➤ To introduce other booking system to meet the needs of those with hearing impairment.	**
	➤ To re-evaluate the possibility of increasing counter services or hotline services to assist individuals who encounter difficulties in using the telephone appointment service.	**
Domain 8: Community Support and Health Services		
Long waiting time of social and medical services	➤ To review the waiting time of different government services (i.e. day care services, residential service and public hospital service).	*
	➤ To improve the shortage of nursing manpower issues in order to improve the quality of service.	*

Area	Suggestions	Priority
	➤ To increase the number of places on community care services and strengthen home based care services in order to assist elderly people to remain living in the community.	*
	➤ To increase the number of placement of sub-vented home by increasing the number of purchased places from private homes for the elderly under the Enhanced Bought Place Scheme (EBPS).	*
	➤ NGOs show concern for the need of carer by providing more carer support service.	**
	➤ To assure the quality of private home so as to increase the confidence of choosing private home for the elderly and to shorten the queue of people waiting the sub-vented home.	**
	➤ To speed up the implementation and review the outcome of pilot scheme of Voucher Scheme on Residential Care Services for the Elderly.	**
	➤ To co-operate with Housing Department by providing suitable environment and facilities for elderly to achieve ageing in place.	*
	➤ To extend the facilities and service of new public hospital (i.e. Tin Shui Wai Hospital) as well as the service time of A & E Department as soon as possible in order to meet the need of the residents in the district.	**
	➤ To continue the Elderly Health Care Voucher Scheme by providing financial incentive for elders to choose private healthcare services.	**
	➤ To consider the availability of public-private partnership scheme which can encourage people to choose private clinic service if not in urgent need.	*

7. 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 Yuen Long District was sketched. Areas for improvements were proposed by using a bottom-up approach. It is encouraging to see Yuen Long is on the right track towards an age-friendly community. Also, it is important to make note of the highest ratings on the domain 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.

Appendices

Appendix 1: Details of the four-session Ambassador training workshop

Objectives of the Ambassador Training		
1. To collect field observation data 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		
Ambassador Training Workshop (Session One)		
<i>Date</i>	5 July 2017	
<i>Venue</i>	Lingnan University	
<i>Number of participants</i>	Tuen Mun District: 106 participants (100 participants recruited from nine agencies and the public and six agency staff)	
	Yuen Long District: 76 participants (70 participants recruited from seven agencies and the public and six agency staff and carers)	
<i>Targets</i>	1. Participants can learn the concept of an age-friendly city through: <ol style="list-style-type: none"> i) Lectures and discussion about age-friendly cities; ii) Practical tour around Lingnan University with the guidance of trained helpers to observe age-friendly facilities in the campus; and iii) Discussion about the age-friendliness of Lingnan University. 2. Participants can become ambassadors after joining the workshop.	
Ambassador Training Workshop (Session Two)		
Participants carried out field observations in routes which included places that are commonly visited by the elderly residing in the community.		
Observation 1	<i>Date</i>	12 July 2017
	<i>Agency</i>	1. Caritas — Hong Kong Tin Yuet Elderly Centre 2. Caritas District Elderly Centre — Yuen Long (Tin Chak Centre)
	<i>No. of Participants</i>	Five older persons and one agency staff
	<i>Area</i>	Tin Yuet Estate
	<i>Route</i>	Tin Yuet Estate Tin Yuet Elderly Centre → T Town → Tin Wah Estate → Tin Shui Wai Hospital → T Town → Tin Yuet Estate Tin Yuet Elderly Centre
Observation 2	<i>Date</i>	13 July 2017
	<i>Agency</i>	Neighbourhood Advice-Action Council Tin Shui Neighbourhood Elderly Centre
	<i>No. of Participants</i>	Nine older persons and one agency staff
	<i>Area</i>	Tin Shui Estate

	<i>Route</i>	NAAC Tin Shui Neighbourhood Elderly Centre → Tin Shui wet market → Tin Shui Road Park → Tin Oi Court → Tin Shui Sport Centre → NAAC Tin Shui Neighbourhood Elderly Centre
Observation 3	<i>Date</i>	22 July 2017
	<i>Agency</i>	N/A
	<i>No. of Participants</i>	Seven older persons
	<i>Area</i>	Hung Shui Kiu
	<i>Route</i>	Hung Shui Kiu light railway stop → Hung Shui Kiu Main Street → Hung Shui Kiu Tin Sum Road → Hung Shui Kiu Temporary market
Observation 4	<i>Date</i>	24 July 2017
	<i>Agency</i>	N/A
	<i>No. of Participants</i>	Five older persons
	<i>Area</i>	Yuen Long Town
	<i>Route</i>	Pok Oi Hospital Mrs. Wong Tung Yuen District Elderly Community Centre Integrated Home Care Services Team → Fung Cheung Road Minibus Terminus → Tung Yick Market → Hop Yick Plaza → Yuen Long Citistore → Pok Oi Hospital Mrs. Wong Tung Yuen District Elderly Community Centre Integrated Home Care Services Team
Observation 5	<i>Date</i>	25 July 2017
	<i>Agency</i>	1. Yan Oi Tong Tin Ka Ping Neighbourhood Elderly Centre 2. Caritas District Elderly Centre - Yuen Long 3. A number of participants were recruited from the public
	<i>No. of Participants</i>	Six older persons
	<i>Area</i>	Long Ping Estate
	<i>Route</i>	Yan Oi Tong Tin Ka Ping Neighbourhood Elderly Centre → Long Ping Station → Long Ping Community Hall → Long Ping Shopping Mall → Long Ping Estate Bus Terminus → Long Ping Estate → Yan Oi Tong Tin Ka Ping Neighbourhood Elderly Centre
Observation 6	<i>Date</i>	26 July 2017
	<i>Agency</i>	Salvation Army Ngau Tam Mei Community Development Project
	<i>No. of Participants</i>	Ten older persons and Two agency staff
	<i>Area</i>	Ngau Tam Mei
	<i>Route</i>	1. Fuk Hing Lei San Wai Youth Centre → San Wai Fuk Hing Lane Public Toilet → San Wai Tsuen bus stop → Ha San Wai Tsuen → Fuk Hing Lei San Wai Youth Centre

		2. Chuk Yuen → Ma Kung Pavilion → Chuk Yau Road → 公益士多 → Sheung Chuk Yuen Chuen
Observation 7	<i>Date</i>	27 July 2017
	<i>Agency</i>	Yuen Long Town Hall Management Committee Ltd Yuen Long Town Hall Mrs Leung Hok Chiu Neighbourhood Elderly Centre
	<i>No. of Participants</i>	19 older persons and one agency staff
	<i>Area</i>	Tin Yiu Estate and Tin Shing Court
	<i>Route</i>	1. Mrs. Leung Hok Chiu Neighbourhood Elderly Centre → Tin Shing Shopping centre and wet market → Tin Yiu Bus Terminus → Tin Yiu Plaza → Mrs Leung Hok Chiu Neighbourhood Elderly Centre 2. Mrs. Leung Hok Chiu Neighbourhood Elderly Centre → Tin Yiu Estate → Tin Yiu Plaza → Mrs. Leung Hok Chiu Neighbourhood Elderly Centre
Ambassador Training Workshop (Session Three)		
After-field observation and voting activities were also designed to show the current state of age-friendliness in the community which refers to the results collected from field observations. The public was invited to rank which improvements were most needed.		
Ambassador training certificate presentation ceremony (Session Four)		
<i>Date</i>	16 Aug 2017	
<i>Venue</i>	Lingnan University	
<i>Number of participants</i>	Tuen Mun District: 109 participants (95 participants recruited from nine agencies and the public and 14 agency staff)	
	Yuen Long District: 75 participants (63 participants recruited from eight agencies and the public and 12 agency staff and carers)	
<i>Targets</i>	<ol style="list-style-type: none"> 1. An award ceremony was held to acknowledge and appreciate for age-friendly city ambassadors and agencies' participation and support 2. Care about the development of the community in an age-friendly manner, belief that continuous participation is key to improvement to become an age-friendly community and willingness to speak out one's point of view (Empowerment). The session also included the ambassador shared experience of Age-friendly city and a learning activity – Life circle. 	

Appendix 2: Mean score among the four age groups on the eight age-friendly city domains in Yuen Long District

AFC item and domain	Total (N = 546)	Aged 18–49 (N = 97)	Aged 50–64 (N = 103)	Aged 65–79 (N = 216)	Aged ≥ 80 (N = 130)
Domain 1. Outdoor Spaces and Buildings	3.82 (0.92)	3.57 (0.91)	3.54 (0.84)	3.92 (0.94)	4.08 (0.85)
<i>Sub-domain 1.1 Outdoor spaces</i>	3.90 (1.00)	3.56 (0.93)	3.54 (0.88)	3.99 (1.01)	4.29 (0.96)
■ A1: Cleanliness	3.91 (1.39)	3.48 (1.19)	3.44 (1.20)	4.00 (1.37)	4.45 (1.47)
■ A2: Maintenance and Safety	3.96 (1.29)	3.71 (1.10)	3.62 (1.21)	4.02 (1.34)	4.33 (1.30)
■ A3: Driver Manner	3.85 (1.22)	3.61 (1.08)	3.41 (1.12)	3.93 (1.22)	4.26 (1.25)
■ A4: Cycling Lanes	3.79 (1.47)	3.56 (1.29)	3.50 (1.51)	3.91 (1.48)	3.99 (1.52)
■ A5: Outdoor Lighting and Safety	3.98 (1.27)	3.47 (1.24)	3.74 (1.17)	4.07 (1.34)	4.41 (1.08)
<i>Sub-domain 1.2 Buildings</i>	3.72 (1.03)	3.58 (1.02)	3.54 (1.04)	3.83 (1.06)	3.81 (0.95)
■ A6: Accessibility of Commercial Services	4.00 (1.45)	3.75 (1.36)	3.83 (1.38)	4.17 (1.44)	4.03 (1.55)
■ A7: Specialized Services	3.54 (1.39)	3.52 (1.27)	3.43 (1.38)	3.58 (1.43)	3.58 (1.45)
■ A8: Barrier Free Facilities	3.76 (1.33)	3.69 (1.15)	3.54 (1.25)	3.82 (1.41)	3.88 (1.38)
■ A9: Public Washrooms	3.60 (1.35)	3.37 (1.28)	3.34 (1.19)	3.74 (1.38)	3.75 (1.42)
Domain 2. Transportation	3.98 (0.84)	3.71 (0.76)	3.57 (0.86)	4.15 (0.83)	4.23 (0.70)
<i>Sub-domain 2.1 Road Safety and Maintenance</i>	4.08 (1.03)	3.80 (1.00)	3.65 (1.02)	4.19 (1.04)	4.47 (0.89)
■ B1: Traffic Order	4.02 (1.20)	3.67 (1.21)	3.47 (1.17)	4.14 (1.14)	4.52 (1.05)
■ B12: Road Condition	4.14 (1.18)	3.94 (1.05)	3.82 (1.20)	4.23 (1.24)	4.41 (1.08)
<i>Sub-domain 2.2 Availability of Specialized Services (Transport)</i>	3.66 (1.12)	3.56 (0.98)	3.65 (1.12)	3.78 (1.18)	3.57 (1.12)
■ B7: Transport for the Disabled	3.55 (1.38)	3.40 (1.26)	3.38 (1.36)	3.70 (1.43)	3.57 (1.39)
■ B10: Alternative Transportation	3.77 (1.34)	3.71 (1.12)	3.92 (1.27)	3.85 (1.43)	3.57 (1.38)
<i>Sub-domain 2.3 Comfort to Use Public Transport</i>	4.00 (0.92)	3.76 (0.87)	3.52 (0.95)	4.16 (0.91)	4.29 (0.78)
■ B6: Comfort of Public Transport	4.24 (1.15)	3.87 (1.05)	3.72 (1.20)	4.41 (1.13)	4.64 (1.004)
■ B8: Comfort of Stops	4.05 (1.26)	3.85 (1.09)	3.37 (1.29)	4.25 (1.22)	4.44 (1.18)
■ B9: Considerate Driver	4.22 (1.17)	3.95 (1.01)	3.69 (1.23)	4.40 (1.15)	4.53 (1.11)
■ B11: Barrier-free Transport and Quality of Driver	3.49 (1.20)	3.37 (1.05)	3.30 (1.07)	3.58 (1.30)	3.56 (1.20)
<i>Sub-domain 2.4 Accessibility of Public Transport</i>	4.07 (0.99)	3.70 (0.83)	3.53 (0.98)	4.30 (0.98)	4.38 (0.88)
■ B2: Travel Destination	4.37 (1.16)	4.10 (0.95)	3.94 (1.26)	4.56 (1.09)	4.58 (1.20)
■ B3: Affordability	4.38 (1.35)	3.76 (1.20)	3.44 (1.30)	4.73 (1.24)	4.99 (1.06)
■ B4: Frequency	3.90 (1.27)	3.51 (1.17)	3.26 (1.29)	4.18 (1.20)	4.24 (1.19)
■ B5: Service Information	3.62 (1.33)	3.41 (1.06)	3.48 (1.35)	3.73 (1.38)	3.72 (1.39)
Domain 3. Housing	3.30 (1.09)	3.26 (0.88)	3.04 (1.02)	3.38 (1.18)	3.42 (1.08)
<i>Sub-domain 3.1 Affordability and Accessibility of Housing</i>	3.28 (1.18)	3.23 (0.98)	2.95 (1.05)	3.38 (1.27)	3.41 (1.21)
■ C1: Housing Quantity, Affordability, Safety, Services	3.58 (1.46)	3.26 (1.15)	3.03 (1.28)	3.74 (1.50)	3.98 (1.57)
■ C4: Housing for Frail and Disabled Elders	2.98 (1.36)	3.20 (1.16)	2.86 (1.21)	3.03 (1.47)	2.84 (1.40)
<i>Sub-domain 3.2 Environment of Housing</i>	3.33 (1.21)	3.29 (0.94)	3.14 (1.13)	3.38 (1.32)	3.42 (1.27)
■ C2: Interior Spaces and Level Surfaces of Housing	3.44 (1.38)	3.25 (0.99)	3.14 (1.23)	3.55 (1.49)	3.65 (1.49)
■ C3: Home Modification Options and Supplies	3.21 (1.33)	3.33 (1.07)	3.15 (1.26)	3.20 (1.44)	3.19 (1.36)
Domain 4. Social Participation	4.05 (0.93)	3.78 (0.91)	3.77 (0.88)	4.25 (0.90)	4.13 (0.93)
<i>Sub-domain 4.1 Facilities and Settings (Social participation)</i>	4.08 (1.01)	3.80 (1.00)	3.81 (0.95)	4.31 (0.98)	4.11 (1.01)
■ D1: Activities Welcome Individuals or Groups	4.29 (1.14)	3.95 (1.09)	4.07 (1.05)	4.48 (1.16)	4.39 (1.15)
■ D4: Activity Choices	4.05 (1.28)	3.76 (1.14)	3.83 (1.26)	4.28 (1.27)	4.05 (1.36)
■ D5: Venues for Activities	3.91 (1.31)	3.69 (1.15)	3.55 (1.26)	4.18 (1.25)	3.90 (1.45)
<i>Sub-domain 4.2 Availability and Accessibility of Social Activities</i>	4.01 (0.99)	3.76 (0.89)	3.73 (0.93)	4.18 (1.01)	4.14 (1.00)
■ D2: Affordability of activities	4.28 (1.17)	4.12 (0.97)	3.99 (1.15)	4.42 (1.14)	4.37 (1.32)
■ D3: Information About Activities	3.99 (1.26)	3.61 (1.11)	3.78 (1.19)	4.20 (1.26)	4.09 (1.36)
■ D6: Availability of Outreach Services	3.77 (1.31)	3.54 (1.20)	3.41 (1.21)	3.93 (1.30)	3.97 (1.39)
Domain 5. Respect and Social Inclusion	3.95 (0.92)	3.68 (0.90)	3.67 (0.83)	4.09 (0.92)	4.12 (0.93)
<i>Sub-domain 5.1 Attitude</i>	4.04 (0.92)	3.72 (0.90)	3.75 (0.82)	4.18 (0.88)	4.30 (0.94)
■ E1: Consulting Elders	3.51 (1.34)	3.40 (1.15)	3.23 (1.18)	3.61 (1.39)	3.65 (1.46)
■ E3: Attitude of Customer Workers	4.35 (1.20)	3.98 (1.05)	3.98 (1.14)	4.49 (1.19)	4.71 (1.21)
■ E5: Recognizing Contribution of Elders	4.23 (1.21)	3.79 (1.21)	3.87 (1.17)	4.42 (1.15)	4.53 (1.20)
■ E6: Positive Description of Elders	4.08 (1.12)	3.71 (1.14)	3.90 (1.12)	4.19 (1.09)	4.30 (1.10)
<i>Sub-domain 5.2 Opportunities for Social Inclusion</i>	3.74 (1.17)	3.58 (1.04)	3.50 (1.06)	3.91 (1.22)	3.75 (1.22)
■ E2: Fulfilling Needs of Different People	3.60 (1.30)	3.53 (1.12)	3.42 (1.18)	3.75 (1.33)	3.56 (1.41)
■ E4: Opportunity for Elderly Knowledge	3.87 (1.43)	3.64 (1.17)	3.59 (1.26)	4.07 (1.52)	3.95 (1.52)
Domain 6. Civic Participation and Employment	3.62 (1.03)	3.40 (1.12)	3.39 (0.95)	3.74 (1.00)	3.77 (1.00)
<i>Sub-domain 6.1 Civic Participation</i>	3.92 (1.30)	3.70 (1.28)	3.59 (1.25)	4.11 (1.30)	4.02 (1.31)
■ F1: Volunteering	3.92 (1.30)	3.70 (1.28)	3.59 (1.25)	4.11 (1.30)	4.02 (1.32)
<i>Sub-domain 6.2 Employment</i>	3.52 (1.06)	3.30 (1.14)	3.32 (0.96)	3.62 (1.06)	3.68 (1.02)
■ F2: Elderly Workers Qualities	3.85 (1.23)	3.51 (1.23)	3.64 (1.13)	4.01 (1.20)	4.02 (1.28)
■ F3: Flexibility and Fair Pay to Elderly Workers	3.11 (1.29)	3.25 (1.19)	3.06 (1.18)	3.10 (1.33)	3.05 (1.36)
■ F4: Forbidden of Age Discrimination at Work	3.60 (1.38)	3.15 (1.26)	3.26 (1.28)	3.74 (1.44)	3.98 (1.29)
Domain 7. Communication and Information	3.81 (0.93)	3.76 (0.84)	3.63 (0.97)	3.92 (0.92)	3.82 (0.98)
<i>Sub-domain 7.1 Information</i>	3.90 (0.96)	3.79 (0.86)	3.67 (1.03)	4.05 (0.93)	3.92 (1.01)
■ G1: Effective Means of Information Dissemination	4.29 (1.14)	3.96 (1.03)	3.94 (1.17)	4.52 (1.10)	4.43 (1.16)
■ G2: Regular Dissemination of Information for Elders	3.88 (1.22)	3.65 (0.89)	3.57 (1.29)	4.02 (1.22)	4.07 (1.29)
■ G3: Accessibility of Information from Trusted persons	3.62 (1.22)	3.53 (1.03)	3.45 (1.26)	3.68 (1.25)	3.75 (1.28)
■ G6: Accessibility of Information in Public Facilities	3.81 (1.41)	4.04 (1.18)	3.72 (1.32)	3.98 (1.44)	3.44 (1.52)
<i>Sub-domain 7.2 Use of Communication and Digital Devices</i>	3.63 (1.15)	3.68 (1.00)	3.56 (1.08)	3.65 (1.20)	3.63 (1.25)
■ G4: Use of Digital Device	3.80 (1.25)	3.67 (1.08)	3.66 (1.19)	3.89 (1.29)	3.85 (1.36)
■ G5: Use of Communication Device	3.47 (1.41)	3.69 (1.09)	3.46 (1.25)	3.41 (1.51)	3.40 (1.57)

<i>Domain 8. Community Support and Health Services</i>	<u>3.28 (0.94)</u>	<u>3.14 (0.96)</u>	<u>3.11 (0.90)</u>	<u>3.38 (0.94)</u>	<u>3.36 (0.94)</u>
<i>Sub-domain 8.1 Availability and Affordability of Medical/Social Services</i>	<u>3.48 (0.99)</u>	<u>3.28 (0.97)</u>	<u>3.26 (0.92)</u>	<u>3.61 (1.00)</u>	<u>3.61 (1.00)</u>
■ H1: Adequacy of Medical / Social Services	3.11 (1.40)	2.99 (1.20)	2.76 (1.20)	3.27 (1.49)	3.19 (1.49)
■ H2: Home Care Services	3.25 (1.39)	3.19 (1.24)	2.98 (1.29)	3.35 (1.43)	3.36 (1.49)
■ H3: RCHE Services	3.57 (1.32)	3.34 (1.13)	3.37 (1.24)	3.70 (1.35)	3.68 (1.43)
■ H4: Affordability of Medical / Social Services	4.02 (1.25)	3.63 (1.13)	3.95 (1.22)	4.11 (1.26)	4.22 (1.28)
<i>Sub-domain 8.2 Emergency Support</i>	<u>3.34 (1.37)</u>	<u>3.20 (1.18)</u>	<u>3.06 (1.24)</u>	<u>3.55 (1.37)</u>	<u>3.35 (1.55)</u>
■ H5: Emergency Support	3.34 (1.37)	3.20 (1.18)	3.06 (1.24)	3.55 (1.37)	3.35 (1.55)
<i>Sub-domain 8.3 Burial Service</i>	<u>2.38 (1.39)</u>	<u>2.53 (1.32)</u>	<u>2.51 (1.39)</u>	<u>2.27 (1.35)</u>	<u>2.34 (1.51)</u>
■ H6: Burial Service	2.38 (1.39)	2.53 (1.32)	2.51 (1.39)	2.27 (1.35)	2.34 1.51

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