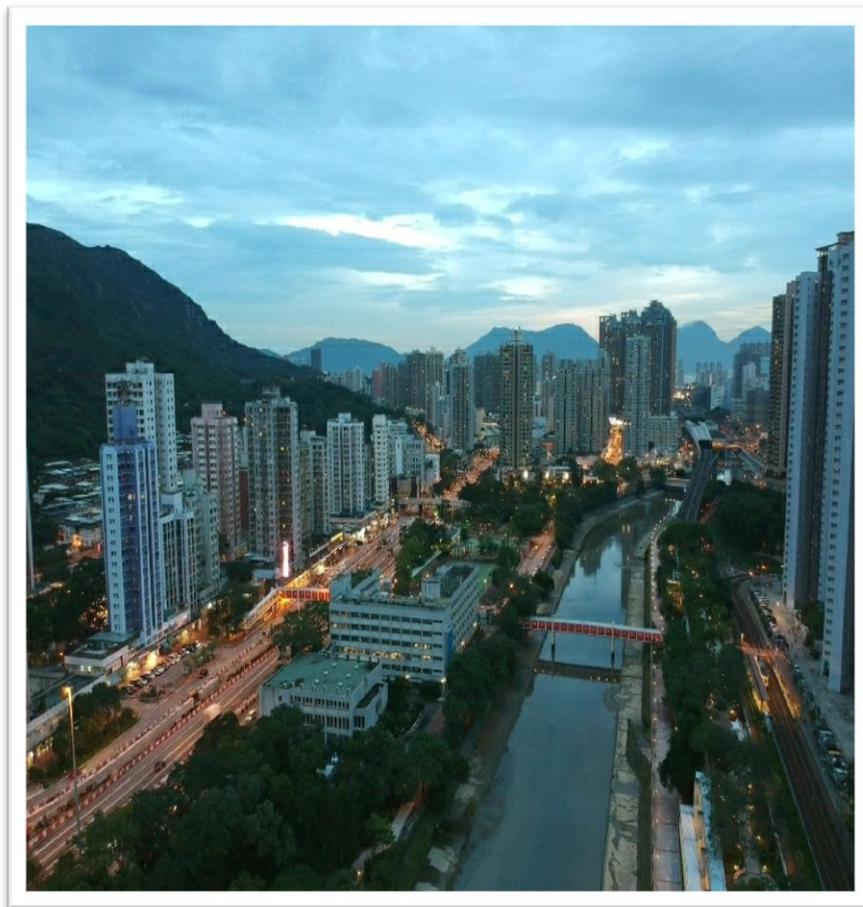




# Baseline Assessment Report of Tuen Mun District

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## Jockey Club Age-friendly City Project



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## Table of Contents

Executive Summary .....	3
List of Tables .....	5
List of Figures .....	6
1. Introduction.....	7
1.1 Introduction to Jockey Club Age-friendly City Project.....	7
1.2 Eight Domains of an Age-friendly City.....	8
2. Age-friendly City in Tuen Mun District .....	10
2.1 Background Information of Tuen Mun District.....	10
2.1.1 Development of Tuen Mun District.....	10
2.1.2 Demographic and Socio-economic Characteristics .....	11
2.2 Previous Age-friendly City Projects in Tuen Mun District .....	12
2.3 AFC Characteristics in Tuen Mun District .....	12
2.3.1 Outdoor Spaces and Buildings .....	12
2.3.2 Transportation.....	13
2.3.3 Housing.....	14
2.3.4 Social Participation.....	15
2.3.5 Respect and Social Inclusion.....	15
2.3.6 Civic participation and Employment .....	16
2.3.7 Communication and Information.....	16
2.3.8 Community Support and Health Services .....	16
3. Research Methods for Baseline Assessment.....	18
3.1 Questionnaire Survey .....	18
3.1.1 Participants and Recruitment Methods.....	18
3.1.2 Measurement Tool .....	18
3.1.3 Quantitative Data Analysis .....	19
3.2 Focus Group Interviews.....	20
3.2.1 Target Group.....	20
3.2.2 Participants and recruitment methods.....	21
3.2.3 Procedure and materials.....	21
3.3 Field Observation .....	21
4. Analysis and Findings of the Eight AFC Domains.....	23
4.1 Personal Profiles .....	23
4.2 Survey Findings.....	27
4.2.1 By Domain and Subdomain.....	27
4.2.2 By Age Group.....	31
4.2.3 By Participation in Elderly Centre.....	34
4.2.4 By Urban or Rural Area.....	34

4.3	Qualitative Findings .....	34
4.3.1	Socio-Demographic Characteristics of the Respondents.....	34
4.3.2	Findings from Focus Group Interviews.....	35
5.	Discussion.....	45
6.	The Way Forward.....	59
7.	Conclusion .....	63
	Appendices.....	64
	References.....	69

## **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 Tuen Mun 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 531 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 3.96 (SD=0.75), which suggested interviewees tend to 'agree' that Tuen Mun had been offering tangible and intangible age-friendliness items listed. The top rated domains were 'Transportation' and 'Social Participation' while the bottom rated domain was 'Community Support and Health Services'. Participants aged 65 or above had a better satisfaction of age-friendliness perception in the community than those aged 64 or below. The group aged 50 – 64 showed the least satisfaction towards age-friendliness perception.

### **Recommendations**

Based on the empirical evidences, a variety of recommendations are proposed to create a better livable and age-friendly community within the District. The recommendations include the installment of covers near the residential and commercial areas, the introduction of monthly pass for travelling across districts, increase of coupled-set light rail vehicles for popular stations, enhancement of services for the young-olds, and implementation of public

education on mutual respect.

### **Conclusion and the Way Forward**

Overall, Tuen Mun has a solid foundation 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, Tuen Mun 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 Tuen Mun District Council. The action plan will guide the collaboration of stakeholders, including the government departments, NGOs and the residents to build an Age-friendly Tuen Mun District in future.

## List of Tables

Table 4.2a	Perceived age-friendliness by eight AFC domains and sub-domains
Table 4.2b	Mean scores of eight AFC domains
Table 4.3a	Mean score among four age groups on eight AFC domains and nineteen sub-domains in Tuen Mun District
Table 4.3b	Age-group comparison using independent-samples t-test
Table 4.4	Details of focus group interviews of the baseline assessment
Table 6	A summary of suggestions for improving AFC domains
Appendix 1	Details of the four-session ambassador training workshop
Appendix 2	Mean score among the four age groups on the eight age-friendly city domains in Tuen Mun District

## List of Figures

Figure 4.1a	Personal Profiles of the Respondents – Age group
Figure 4.1b	Personal Profiles of the Respondents – Gender
Figure 4.1c	Personal Profiles of the Respondents – Martial Status
Figure 4.1d	Personal Profiles of the Respondents – Education Level
Figure 4.1e	Personal Profiles of the Respondents – Living Arrangement
Figure 4.1f	Personal Profiles of the Respondents – Type of Housing
Figure 4.1g	Personal Profiles of the Respondents – Economic Activity Status
Figure 4.1h	Personal Profiles of the Respondents – Daily Expenditure
Figure 4.1i	Personal Profiles of the Respondents – Monthly Income
Figure 4.1j	Personal Profiles of the Respondents – Index of Health
Figure 4.1k	Personal Profiles of the Respondents – Chronic Diseases
Figure 4.1l	Personal Profiles of the Respondents – Participation in Elderly Centre
Figure 4.1m	Personal Profiles of the Respondents – Experience of taking care of older people
Figure 4.2a	Mean scores of perceived age-friendliness on eight AFC domains
Figure 4.2b	Mean scores of perceived age-friendliness on 19 AFC subdomains
Figure 4.3a	Mean scores of the eight AFC domains by age group

## **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 City<sup>1</sup>**

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.

### ***Domain 7: Communication and Information***

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<sup>1</sup> This section was retrieved from Global Age-friendly Cities: A Guide (WHO 2007).

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 Tuen Mun District

### 2.1 Background Information of Tuen Mun District

#### 2.1.1 Development of Tuen Mun District

Tuen Mun District has close proximity to the Yuen Long District in the northeast and the Tsuen Wan District in the southeast and is situated in the west of the New Territories with a total area of 84.8 km<sup>2</sup> (Survey and Mapping Office/ Lands Department, 2017). This District can be divided into a new town and rural area, which covers Tuen Mun New Town (屯門新市鎮), Lam Tei (藍地), Yick Yuen (亦園), So Kwun Wat (掃管笏), Tai Lam Chung (大欖涌), Nim Wan (稔灣) and Lung Kwu Tan areas (龍鼓灘) (Tuen Mun and Yuen Long District Planning Office, Planning Department, 2002). In the District Council Election in 2015, Tuen Mun District was divided into 29 Constituency Areas.

In term of the initiation of New Town Development Programme in 1973, nine new towns were developed in the last half century. In the first phase of new town development in the 1970s, Tuen Mun was identified as one of Hong Kong's earliest new towns. The concepts of 'balanced development' and 'self-containment' were adopted in developing the new town of Tuen Mun. The areas between the ridge of Castle Peak and the foothills of Tai Lam were developed as the urban core of Tuen Mun, known as the 'corridor' (Tuen Mun and Yuen Long District Planning Office, 2002). The establishment of residential, commercial, industrial, and recreational areas with a series of associated facilities and services along the 'corridor' was clearly planned. To build a proper transition between urban and rural areas, the surrounding areas of urban core referring to Lam Tei and So Kwun Wat were developed as a low-density sub-urban area.

Tuen Mun Areas 40 and 46 were named potential areas for development in New Territories. Tuen Mun–Chek Lap Kok Link (屯門至赤鱗角連接路) will be built in Tuen Mun Areas 40 and 46, which can connect with the Hong Kong–Zhuhai–Macao Bridge Hong Kong Boundary Crossing Facilities as an essential path that links Hong Kong International Airport and North Lantau. Tuen Mun Areas 40 and 46 are vital paths for passing through when commuting to and from the proposed Tuen Mun Western Bypass (屯門西繞道).<sup>2</sup> Therefore, the government executed strategic development for the potential areas to optimize opportunities brought by constructing infrastructure. New infrastructure can stimulate economic activities and turn areas into a major economic activity area in Tuen Mun District.

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<sup>2</sup> Details could be found in Planning and Engineering Study for Tuen Mun Areas 40 and 46 and the Adjoining Areas' website (<http://www.tm4046.hk>).

## **2.1.2 Demographic and Socio-economic Characteristics**

Based on the Population and Household Statistics Analyzed by District Council in 2016, Tuen Mun District has a population of 481,200, which accounts for 6.6% of Hong Kong's total population (Census and Statistics Department, 2017, p. 26). The district population is estimated to rise from 494,800 in 2013 to 556,200 in 2023 (Planning Department, 2014, p. 44).

Regarding the proportion of older adults residing in Tuen Mun District in 2016, the population of the elderly aged 65 or above constituted 14.2% of the district's total population (Census and Statistics Department, 2017, p. 26). The proportion of elderly residents aged 65 in the district is slightly lower than the Hong Kong average of 15.2%, but the district had the third largest proportion of residents aged 55–64, which comprises 16.1% of the total district population (Census and Statistics Department, 2017, p. 26). According to the Projection of Population Distribution 2014–2023, the elderly population in the district aged 65 or above is projected to rank sixth among the 18 districts in 2023 (Planning Department, 2014, p. 83). This indicates that the elderly population in the District will gradually increase in the next ten years because those who are currently aged 55-64 will become elderly people in the coming years. This situation leads to a relatively strong demand for elderly services and facilities.

The total number of households in Tuen Mun District in 2016 is 172,300 (Census and Statistics Department, 2017, p. 22). According to the distribution of accommodation tenure, 53.3% and 43.2% of domestic households are owner-occupier households and sole tenant households, respectively (Census and Statistics Department, 2017, p. 24). The monthly median domestic household income of the district is HK\$22,500, whereas the median monthly income of economically active household for 2016 is HK\$28,000 (Census and Statistics Department, 2017, p. 25).

According to the Census and Statistics Department in 2016, about 10,800 elderly singleton households and 8,200 two older-person households are in Tuen Mun District; these figures respectively comprise 6.4% and 7.2% of the elderly singleton households and two older-person households' total population (Social Welfare Department, 2016a). About 10,858 cases are receiving Comprehensive Social Security Assistance Scheme (CSSA) due to old age, and a total number of 4,624 elderly singletons in the district are recipients of CSSA Scheme (Social Welfare Department, 2016a).

Persons with secondary education accounted for 78.4% of Tuen Mun District's total

population, and 35.6% of the elderly population of the district has secondary education (Census and Statistics Department, 2017, p. 7). The labour force participation rate of persons aged 55 or above in the district is 34.9% that of a similar age group's population (Census and Statistics Department, 2017, p. 40).

## **2.2 Previous Age-friendly City Projects in Tuen Mun District**

To raise public awareness on age-friendly city concepts within the community, governmental departments and agencies in Tuen Mun District contributed efforts to advocate these concepts and improve the district's age-friendliness.

To promote the district's barrier-free environment, the Working Group of Medical and Rehabilitation Services under Social Service Committee of Tuen Mun District Council and Rehabilitation Centre (NT) of the Hong Kong Society for the Blind (2011) cooperatively conducted 'The study of Barrier Free Community Facilities of Tuen Mun' from October 2010–February 2011. The report contained data in 80 locations with a summary of relevant results. This project not only successfully evaluated the district's barrier-free environment for public reference, but has also involved people from all life aspects, including physically disabled persons, visually impaired persons, hearing impaired persons, and public volunteers.

In 2016, Lutheran Senior Citizen Club conducted a survey to evaluate elderly perception (persons who aged above 55) of age-friendliness toward railway-associated facilities and fitness equipment by offering a variety of activities and services to the elderly residing in Siu Hong and surrounding areas. The survey provided suggestions from the elderly respondents.

The Funding Scheme for Age-friendly Community was launched by the Elderly Commission and Labour and Welfare Bureau in 2016 to 2017 to foster the progress of promotion works on building age-friendly environment at the district level. In Tuen Mun District, an age-friendly community project organized by Yan Oi Tong Ng Kam Yuk Memorial Neighborhood Elderly Centre was funded by this scheme to raise public awareness on the importance of building an age-friendly community. The scheme involves the elderly in a series of activities, such as training, workshops, and field observations in Tuen Mun District. The elderly who participated in the scheme became Age-friendly City Ambassadors in the community.

## **2.3 AFC Characteristics in Tuen Mun District**

### **2.3.1 Outdoor Spaces and Buildings**

Until 2012, Tuen Mun District had a total of 74 parks and gardens under the Leisure and Cultural Services Department's (LCSD) management, which covers a land area of 56 hectares (Audit Commission, 2013, p. 82). The Tuen Mun Park offers a wide range of facilities to residents and is the largest part in the district. In addition to the continual improvement of existing facilities and recreational environment, the revitalization of Tuen Mun River and surrounding areas, viewed as one of Tuen Mun District's Signature Project Scheme projects, will further facilitate the reconstruction of outdoor spaces (e.g. reconstructing a site near Choi Yee Bridge as a leisure area for the public) and improvements of facilities (e.g., pavement renovation works and replacement of facilities in the parks) along the Tuen Mun River shores and neighboring areas to improve the leisure environment for public enjoyment (Home Affairs Department, 2015). To satisfy the public aspirations for greening, planting around 1,700 trees and 1,150,000 shrubs in Tuen Mun and Yuen Long was conducted for increased greening coverage (Civil Engineering and Development Department, 2016).

To satisfy the increasing demand on barrier-free facilities, governmental departments appoint staff as access officers responsible for answering public enquiries regarding the accessibility of government premises, facilities, and services. To relieve the existing traffic pressure of Tuen Mun Road Town Centre Section, Tuen Mun Road Town Centre Section between Yan Oi Town Square (仁愛廣場) and Wong Chu Road (皇珠路) were expanded from a dual two-lane to dual three-lane carriageway (Highways Department, 2017a). This project improves the traffic capacity to cater traffic growth in the town centre.

### **2.3.2 Transportation**

Public transport in Tuen Mun District provides convenient interchange transfer within the district and connection to other districts throughout a wide range of public transport service. Regarding the well-developed public transportation system, the internal and external traffic of Tuen Mun District is mainly supported by rail network, buses, minibuses and taxis in order to access various locations within and outside the District.

To serve outward traffic to neighboring districts, the West Rail Line, which has been operating since 2003, has two main stations in the district, which include Siu Hong and Tuen Mun stations. Given the needs of feeder transportation services to access different locations in the district, feeder service supported by the light rail network and feeder bus were provided. Considering the increasing accessibility of railway service in New Territories, Tuen Mun South Extension extended the West Rail Line by establishing a new station at Tuen Mun South to optimize the coverage of the railway network (Transport and Housing Bureau, 2014,

p. 22).

Apart from the development of existing railway networks, different infrastructure projects have been launched to enhance the connectivity between Tuen Mun District and neighboring areas. Since 2013, bus–bus interchanges on Tuen Mun Road facilitated the connectivity between the Northwest New Territories and neighboring districts through a wider coverage of bus routes. Besides, Tuen Mun Road, being part of Route 9 and the first expressway in Hong Kong, serves as a Trunk Road connecting Tuen Mun and Tsuen Wan. In order to meet the current design standard of Trunk Road, reconstruction and modification of Tuen Mun Road was finished in 2014 (Highways Department, 2017b). To provide additional recreational activities for public enjoyment, the construction of the New Territories Cycle Track Network aims to renovate existing cycle tracks and construct new cycle tracks in new towns. This approach formed a cross-district cycle network linking up North West New Territories with North East New Territories. Being part of the cycle track network, the Cycle Track between Tsuen Wan and Tuen Mun is still under planning.

According to the Hong Kong-Zhuhai-Macao Bridge Related Hong Kong Projects, there are two projects in relation to the development of the strategic road network in the Northwest New Territories (see more details on <http://www.hzmb.hk/tchi/index.html>). The construction of Tuen Mun–Chek Lap Kok Link (TM-CLKL), which links the Northwest New Territories with the Hong Kong–Zhuhai–Macao Bridge Hong Kong Boundary Crossing Facilities and the Hong Kong International Airport and North Lantau, is expected to be finished by 2020. The Tuen Mun Western Bypass, which connects Tuen Mun–Chek Lap Kok Link and Kong Sham Western Highway, is still under planning and is expected to relieve the existing traffic burden in Tuen Mun.

### **2.3.3 Housing**

Tuen Mun District has a wide range of housing types, including public housing, home ownership scheme flats, private housing estates, single tenement buildings, and village houses. By contrast, Tuen Mun New Town has high-density estates that range from public to private housing. As recorded, approximately 13 public housing estates, 18 home ownership scheme flats, and over 50 private housing estates, along with many village houses in the low-density areas near the new town. According to the Hong Kong Annual Digest of Statistics in 2016, the number of authorized population residing in public rental housing is 141,156 along with a total of 55,622 public rental housing flats in the district (Census and Statistics Department, 2016, p. 217). Similarly, the authorized population residing in interim housing in 2015–2016 is 3,500 (Census and Statistics Department, 2016, p. 220). During

2013–2015, 997 newly completed private domestic units were built in the district (Census and Statistics Department, 2016, p. 224). Apart from Tuen Mun New Town, various village houses still exist in villages and rural areas, such as Lam Tei and So Kwun Wat, based on the sub-urban type of residential development.

Moreover, reconstructing and modifying age-friendly facilities enables the possibility of aging in place. According to the 2008–2009 budget, the Home Environment Improvement Scheme for the Elderly has been implemented for a five-year period to provide elderly persons with a well-designed home environment. Finally, 2,000 elderly households residing in Tuen Mun District benefited from this scheme (Social Welfare Department, 2014a).

### **2.3.4 Social Participation**

To fulfil residents' needs, community that facilitates events and activities, such as community halls, parks, public libraries, and sports centres, were established in Tuen Mun District. For example, Tuen Mun Recreation and Sports Centre, located at Lung Mun Road (龍門路), provides various recreation and sports facilities and programmes to residents. Among elderly services, ten government-funded elderly centres<sup>3</sup> and two non-subsidized social centres for the elderly are in the district providing a variety of recreational and social activities (Social Welfare Department, 2017a, 2017b, 2017c). To promote lifelong learning, 14 elderly academies in the district offer the elderly a wide range of activities and programmes that suit their interests (Elder Academy, 2012).

### **2.3.5 Respect and Social Inclusion**

A wide range of intergenerational activities promoted the young and old generations' bond in the community. The Social Welfare Department has implemented the 'Opportunities for the Elderly Project' (OEP) and the theme of OEP for 2016–2018 is 'Embrace the caring neighborhood Engage your Silver Age with vitality'. Among the OEPs for 2016–2018, 18 one-year projects (2017–2018) and four two-year projects (2016–2018) launched in the district (Social Welfare Department, n.d.-a, n.d.-b). Apart from applying for funding support from the OEP to organize activities promoting positive attitudes toward the elderly among the youth, certificates of appreciation were presented to education organizations implementing programmes that deliver a sense of the elderly worthiness to youth by employing the 'School Promotion Project–Encouraging a Sense of Worthiness among the elders'. In 2015–2016, four primary schools and three secondary schools in the district are awarded with certificates

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<sup>3</sup> Two of which are District Elderly Community Centres (DECC), and the rest are Neighborhood Elderly Centres.

(Social Welfare Department, 2016b, n.d.-c).

The 2015–2016 Community Participation Scheme was established by the Tuen Mun District Civic Education Committee and Tuen Mun District Social Services Committee and funded by the Committee on the Promotion of Civic Education. This scheme encourages district organizations to implement a variety of programmes through community services to develop the spirit of mutual support in the community. Among the service programmes followed up by the Church of United Brethren in Christ Tuen Mun Children and Youth Integrated Services Centre, 13 programmes benefited the elderly and fostered the integration of the elderly and the young (Tuen Mun District Council, 2016).

### **2.3.6 Civic participation and Employment**

Tuen Mun District Council (DC) organized the Meet-the-Public Scheme every Friday afternoon for 1.5 hours and two members of the District Council took turn to provide support, answer enquiries, and receive complaints from the public (Tuen Mun District Council, 2017). Additionally, the Tuen Mun Job Centre located in Victory Building (好勝大廈) provides free employment services to job seekers of all ages. Apart from being employed, the elderly can participate in volunteer programmes to continually contribute to society. For example, the New Territories West Elder Academies Cluster 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**

The Tuen Mun Home Affairs Enquiry Centre provides various types of information to residents on available government services. Likewise, government forms and pamphlets are distributed through the Centres for public access to a wide range of information. With the widely increasing access to technology, the government provides wider availability of Internet facilities and computers. Three public libraries and different social welfare service units in the district have desktop computers with free Internet access. Thirty-one government Wi-Fi hotspots provide free Internet access, which are mostly in public libraries, sports venues and cultural, and recreational venues (GovHK, 2017).

### **2.3.8 Community Support and Health Services**

Three public hospitals (Tuen Mun Hospital, Siu Lam Hospital, and Castle Peak Hospital) and three public general out-patient clinics (Tuen Mun Clinic, Tuen Mun Wu Hong Clinic, and

Yan Oi General Out-patient Clinic) are in Tuen Mun District. Tuen Mun Hospital provides 24-hour accident and emergency services and a variety of specialist out-patient services. Castle Peak Hospital mainly provides general psychiatric service.

Given the increasing demand on elderly service and facilities, about nine sub-vented, self-financing and contract residential care homes for the elderly provide a total of 934 subsidized care-and-attention places and 264 nursing home places in Tuen Mun District (Social Welfare Department, 2017d). Apart from the subsidized places for the elderly, 2,854 non-subsidized care-and-attention places offered by a total of 32 private elderly homes and five Residential Care Homes operated by non-governmental organizations are located in the district (Social Welfare Department, 2017e, 2017f). Likewise, nine private elderly homes joined the Enhanced Bought Place Scheme to enhance the quality of care-and-attention service and the quantity of subsidized care-and-attention places (Social Welfare Department, 2017g). For the requirement of emergency placement, six emergency places in residential care homes for the elderly offered by the POH Tuen Mun Nursing Home and the TWGHs Tai Tung Pui Care and Attention Home are provided in the district to meet the immediate needs of residential care service (Social Welfare Department, n.d.-d).

To maximize the possibility of aging, the community provides a variety of support and assistance to the elderly and their caregivers. Tuen Mun District has three Day Care Centres 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, 2014b, 2017h, 2017i, 2017j). Moreover, the Evangelical Lutheran Church Social Service–Hong Kong worked with Tuen Mun Hospital to establish Integrated Discharged Support Programme for Elderly Patients since 2009. This programme provides older persons who continue to reside at home with a series of transitional support and rehabilitation after being discharged from hospital.

### **3. Research Methods for Baseline Assessment**

The baseline assessment adopted a mixed-methods approach, which included a questionnaire survey, focus group interviews, and field observations for quantitative and qualitative data collection conducted between May and 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 resided in Tuen Mun District. Convenience sampling was adopted. Fourteen local agencies in Tuen Mun District, including elderly centres, elderly homes and community centres providing youth or family services, were invited to give referrals of potential interviewees. In addition to the referrals by the agencies, some interviewees were recruited from the community. Trained helpers provided face-to-face interviews to encourage responses from participants who were illiterate. Interviewees who were literate completed the questionnaire on their own, but with assistance from helpers and agency staff if needed.

##### **3.1.2 Measurement Tool**

The questionnaire consisted of three parts. In the first part, 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 eight-item Brief Sense of Community Scale. The third part was about socio-demographic information, including age, gender, education level, marital status, living arrangement, type of housing, length of residency in the community, economic activity status, income, use of services provided by elderly centres, self-rated health, and experience in 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 Tuen Mun District, we demarcated Tuen Mun District into 29 main areas based on the District Council Election Constituency Areas in 2015 : (1) Tuen Mun Town Centre (屯門市中心), (2) Siu Chi(兆置), (3) Siu Tsui (兆翠), (4) On Ting (安定), (5) Yau Oi South (友愛南), (6) Yau Oi North (友愛北), (7) Tsui Hing (翠興), (8) Shan King (山景), (9) King Hing (景興), (10) Hing Tsak (興澤), (11) San Hui (新墟), (12) Sam Shing (三聖), (13) Hanford (恆福), (14) Fu Sun (富新), (15) Yuet Wu (悅湖), (16) Siu Hei (兆禧), (17) Wu King (湖景), (18)

Butterfly (蝴蝶), (19) Lok Tsui (樂翠), (20) Lung Mun (龍門), (21) San King (山景), (22) Leung King (良景), (23) Tin King (田景), (24) Po Tin (寶田), (25) Kin Sang (建生), (26) Siu Hong (兆康), (27) Prime View (景峰), (28) Fu Tai (富泰), and (29) Tuen Mun Rural (屯門鄉郊).

In the past decade, the rapid urbanization of Tuen Mun District boosted the development of housing and buildings that lead to the co-existence of high-rise residential buildings and villages in the same constituency area. According to the village distribution in 2017 provided by the Tuen Mun District Council, villages can be found in the following constituency areas: San Hui, Sam Shing, Hanford, Lok Tsui, Lung Mun, San King, Po Tin, Fu Tai, and Tuen Mun Rural.

### **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) using independent samples t-test. Significant differences are shown in tables or text. All statistical analyses were conducted using SPSS 23.0.

## 3.2 Focus Group Interviews

To address the need for deeper understanding of perceived age-friendliness among Tuen Mun 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, members of the public aged from 18 to 59 were interviewed to offer an enhanced 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, older persons were further separated into two groups: young-old (aged 60 – 79) and old-old (aged 80 or above) (WHO, 2007a). 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***

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 June and August 2017. The interviews were tape-recorded and full transcripts were prepared for data analysis.

## **3.3 Field Observation**

Field trips were organized as an approach to collect data in baseline assessment. The empirical observation of material conditions in the field trip allowed for the collection of evidence and a comprehensive picture of what age-friendliness looks like in the district. The field trips were embedded as one element in a four-session training workshop<sup>4</sup> for each ambassador group. The first session of the training workshop was intended to help ambassadors become familiar with themselves with the major features of age-friendly city through on-site observation and training in Lingnan University. Members from the elderly service agencies in both Yuen Long and Tuen Mun Districts participated in the first session of the training workshop. For Tuen Mun District, a total of 108 participants consisting of 102

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<sup>4</sup> For the details of the four-session training workshop, see Appendix 1.

citizens recruited from nine agencies, the public, and six agency staff, took part in the workshop.

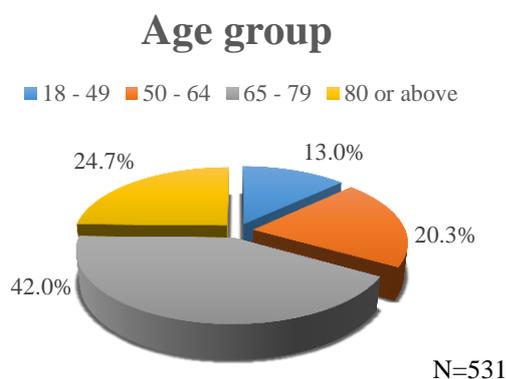
In the second session of training workshop, a one-time field observation was conducted to evaluate the community in term of its age-friendliness. This field observation was co-organized with agencies to facilitate smooth implementation. Depending on the size of participants of each agency and the location of agencies, each field observation was conducted by participants from one or more agencies. Specific route was designed for each agency with assistance from agency staff or proposed by elderly participants according to the everyday life of older persons in the community. A total of seven field observations were conducted. A total of 83 elderly participants from eight agencies and the public of Tuen Mun District took part in conducting field observations. After the field trips, data and comments were collected from participants as they discussed and suggested improvements that were needed in the community.

## 4. Analysis and Findings of the Eight AFC Domains

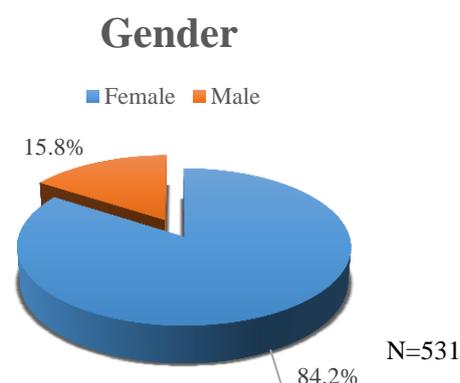
### 4.1 Personal Profiles

A total of 531 respondents were interviewed. The majority of respondents in Tuen Mun (42.0%) were aged 65 to 79 (Figure 4.1a); 84.2% were females (Figure 4.1b), over half (54.0%) were married (Figure 4.1c), and over half (56.3%) attended primary education or pre-primary/primary/no schooling (Figure 4.1d).<sup>5</sup>

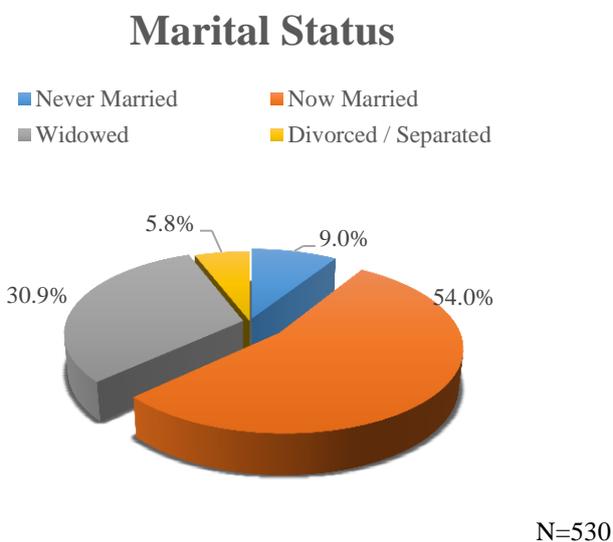
**Figure 4.1a**



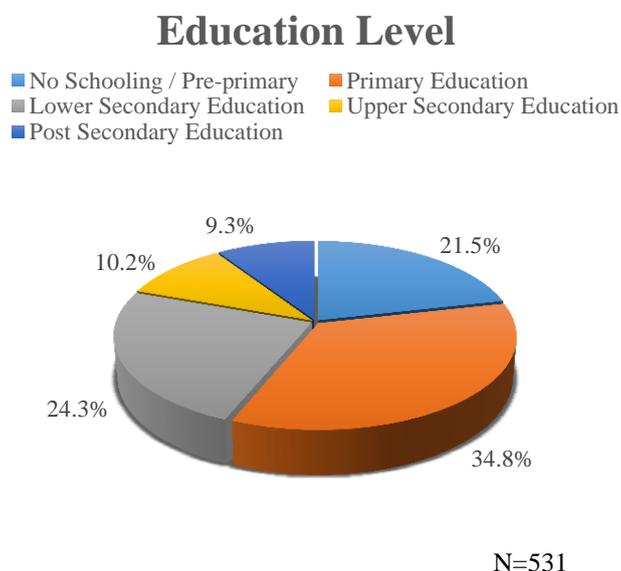
**Figure 4.1b**



**Figure 4.1c**



**Figure 4.1d**



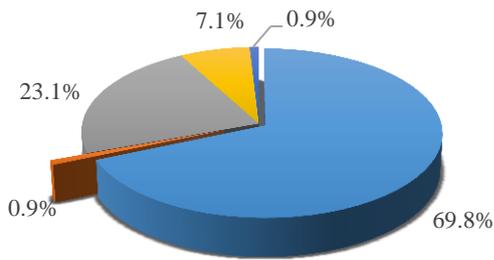
In term of living arrangement, the majority (70.2%) of the respondents live with family members and/or others and less than a quarter (22.6%) live alone (Figure 4.1e). Around two-thirds (66.1%) either live in public rental housing (41.1%) or subsidized home ownership housing (25.0%) (Figure 4.1f).

<sup>5</sup> Percentage may not add up to 100% due to rounding.

**Figure 4.1e**

### Living Arrangement

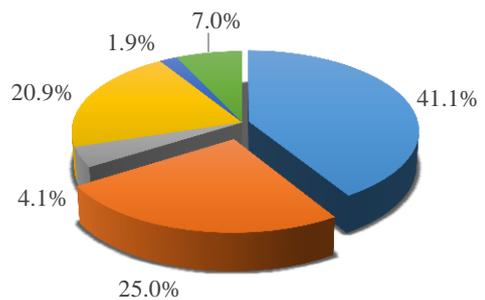
- Living with family members
- Living with family members and others
- Living alone
- Living in institution
- Living with others



**Figure 4.1f**

### Type of Housing

- Public Rental Housing
- Subsidised sale flats
- Rental private permanent housing
- Ownership of private permanent housing
- Temporary housing
- Institution

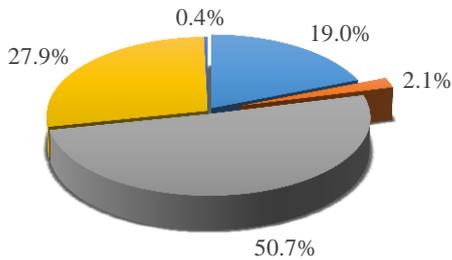


Half (50.7%) of the respondents are retired and over a quarter (27.9%) are homemakers (Figure 4.1g). Nearly two-thirds (62.0%) expressed that they have merely enough money to afford daily expenses (Figure 4.1h). Over half (53.3%) have a personal monthly income less than HKD\$4000 (Figure 4.1i).

**Figure 4.1g**

### Economic Activity Status

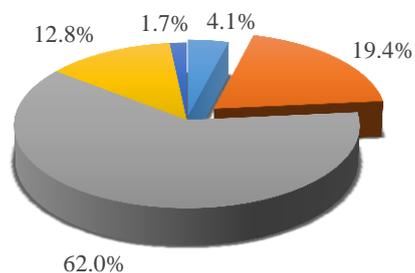
- Working
- Unemployed
- Retired
- Home-maker
- Student



**Figure 4.1h**

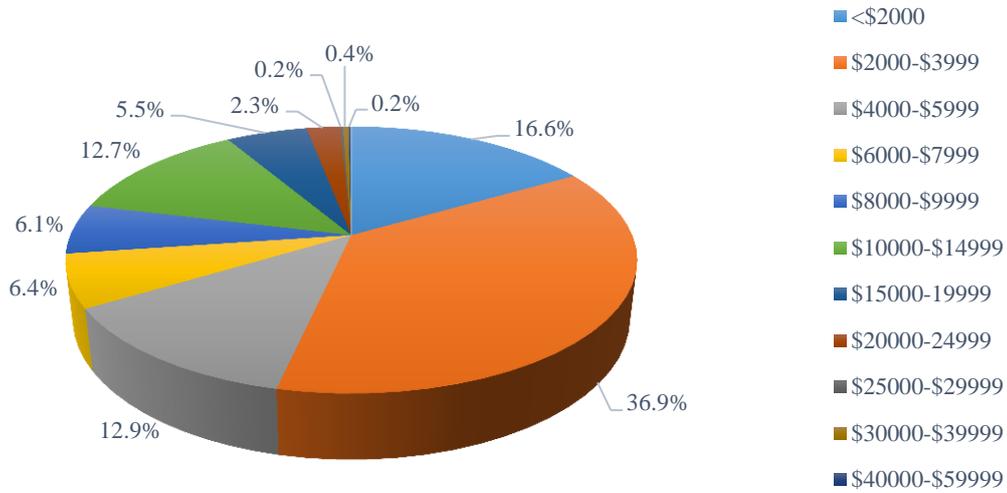
### Daily Expenditure

- Strongly not enough
- Not enough
- Merely enough
- Enough
- Very enough



**Figure 4.1i**

### Monthly Income



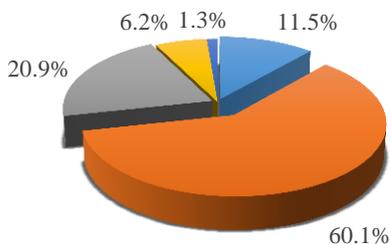
N=529

Over a quarter (28.4%) of the respondents rated their health condition as good (20.9%), very good (6.2%), or excellent (13%). By contrast, a majority of respondents (60.1%) rated their health condition as average (Figure 4.1j). The majority of the respondents (59.1%) reported that they had chronic disease (Figure 4.1k) and nearly two-thirds (65.5%) reported that they had participated in services or activities organized by elderly centres in the past three months (Figure 4.1l). Approximately half (46.7%) had experience in taking care of the elderly (Figure 4.1m).

**Figure 4.1j**

### Self-rated Health

■ Bad ■ Average ■ Good ■ Very Good ■ Excellent



**Figure 4.1k**

### Chronic Diseases

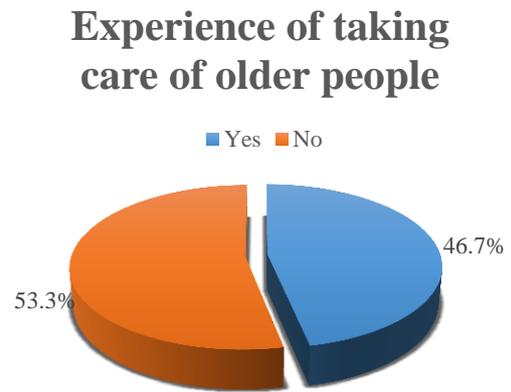
■ No ■ Yes



**Figure 4.11**



**Figure 4.1m**



## 4.2 Survey Findings

This section reports the level of age-friendliness by domain and subdomain, and the significant differences among age groups, rural-urban communities, types of housing and participation in elderly centre.

### 4.2.1 By Domain and Subdomain

Among the eight AFC domains, the highest mean score was observed in 'Transportation' (Mean=4.30, SD=0.78) and 'Social Participation' (Mean=4.30, SD=0.92), followed by 'Respect and Social Inclusion' (Mean=4.12, SD=0.93), 'Outdoor Spaces and Buildings' (Mean=4.03, SD=0.86), and 'Communication and Information' (Mean=4.02, SD=0.84). Their mean scores were above the overall mean (Mean=3.96, SD=0.75).

The AFC domain with the lowest score was observed in 'Community Support and Health Services' (Mean=3.50, SD=0.93), followed by 'Housing' (Mean=3.59, SD=0.93) and 'Civic Participation and Employment' (Mean=3.83, SD=0.93).

Table 4.2a and Figure 4.2b show the mean scores of 19 AFC subdomains. Among all subdomains, 'Accessibility of Public Transport' had the highest mean score (Mean=4.41, SD=0.92), followed by 'Road Safety and Maintenance' (Mean=4.37, SD=0.86) and 'Comfort to Use Public Transport' (Mean=4.34, SD=0.90). The lowest mean score was found in Burial Service (Mean=2.33, SD=1.30).

Among all subdomains in 'Transportation', 'Accessibility of Public Transport' (Subdomain 2.4) was rated the highest (Mean=4.41, SD=0.92), whereas 'Availability of Specialized Services (Transportation)' (Subdomain 2.2) was rated the lowest (Mean=3.94, SD=1.08).

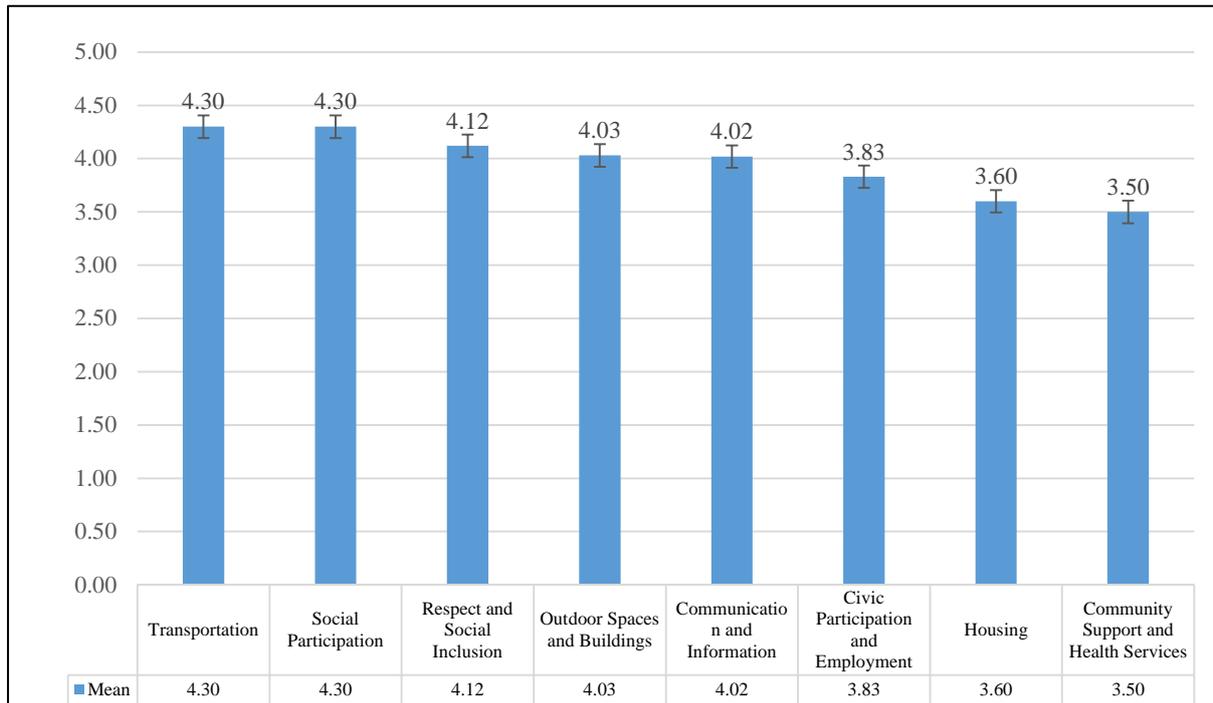
Both of the mean scores of the two subdomains in 'Social Participation' were rated above 4. The mean of 'Facilities and Settings (Social Participation)' (Subdomain 4.1) was slightly higher (Mean=4.32, SD=0.99) than that of Social Services (Mean=4.28, SD=0.97).

Among all subdomains in 'Community Support and Health Services', 'Availability and Affordability of Medical/Social Services' (Subdomain 8.1) was rated the highest (Mean=3.76, SD=1.01), whereas 'Burial Service' (Subdomain 8.2) was rated the lowest (Mean=2.33, SD=1.30).

**Table 4.2a - Perceived age-friendliness by eight AFC domains and sub-domains**

<b>AFC item and domain</b>	<b>Total (N=531)</b>
<b><u>Domain 1. Outdoor Spaces and Buildings</u></b>	<b><u>4.03 (0.86)</u></b>
Subdomain 1.1 Outdoor spaces	4.08 (0.94)
Subdomain 1.2 Buildings	3.95 (1.00)
<b><u>Domain 2. Transportation</u></b>	<b><u>4.30 (0.78)</u></b>
Subdomain 2.1 Road Safety and Maintenance	4.37 (0.86)
Subdomain 2.2 Availability of Specialized Services (Transport)	3.94 (1.08)
Subdomain 2.3 Comfort to Use Public Transport	4.34 (0.90)
Subdomain 2.4 Accessibility of Public Transport	4.41 (0.92)
<b><u>Domain 3. Housing</u></b>	<b><u>3.60 (1.10)</u></b>
Subdomain 3.1 Affordability and Accessibility of Housing	3.56 (1.14)
Subdomain 3.2 Environment of Housing	3.63 (1.22)
<b><u>Domain 4. Social Participation</u></b>	<b><u>4.30 (0.92)</u></b>
Subdomain 4.1 Facilities and Settings (Social participation)	4.32 (0.99)
Subdomain 4.2 Availability and Accessibility of Social Activities	4.28 (0.97)
<b><u>Domain 5. Respect and Social Inclusion</u></b>	<b><u>4.12 (0.93)</u></b>
Subdomain 5.1 Attitude	4.20 (0.90)
Subdomain 5.2 Opportunities for Social Inclusion	3.97 (1.16)
<b><u>Domain 6. Civic Participation and Employment</u></b>	<b><u>3.83 (0.93)</u></b>
Subdomain 6.1 Civic Participation	4.22 (1.17)
Subdomain 6.2 Employment	3.71 (0.97)
<b><u>Domain 7. Communication and Information</u></b>	<b><u>4.02 (0.84)</u></b>
Subdomain 7.1 Information	4.12 (0.88)
Subdomain 7.2 Use of Communication and Digital Devices	3.84 (1.03)
<b><u>Domain 8. Community Support and Health Services</u></b>	<b><u>3.50 (0.93)</u></b>
Subdomain 8.1 Availability and Affordability of Medical/Social Services	3.76 (1.01)
Subdomain 8.2 Emergency Support	3.63 (1.38)
Subdomain 8.3 Burial Service	2.33 (1.30)

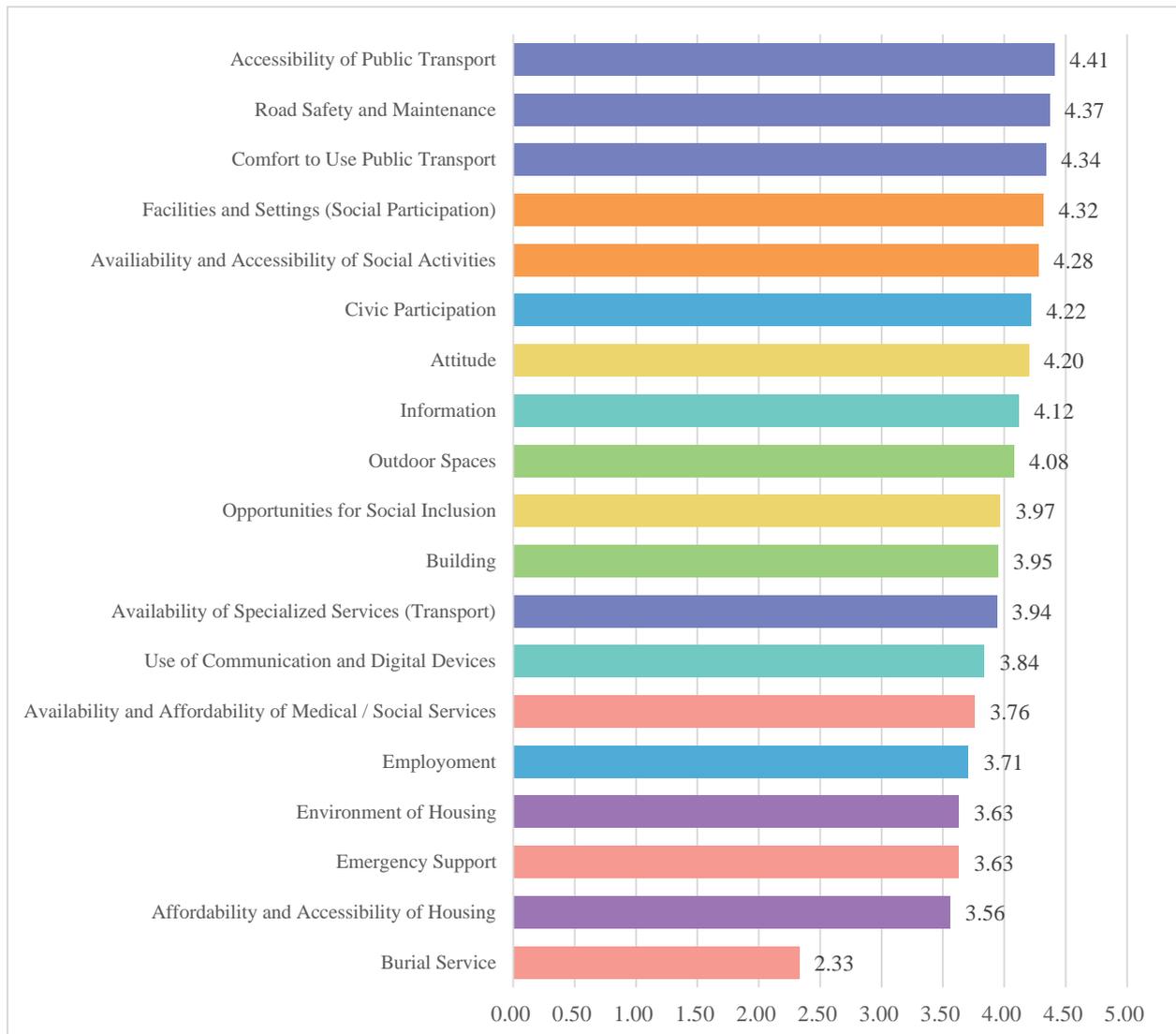
**Figure 4.2a Mean scores of perceived age-friendliness on eight AFC domains**



**Table 4.2b Mean scores of eight AFC domains**

Order	Domain	Mean (Standard Deviation)
1.	Transportation	4.30 (0.78)
2.	Social Participation	4.30 (0.92)
3.	Respect and Social Inclusion	4.12 (0.93)
4.	Outdoor Spaces and Buildings	4.03 (0.86)
5.	Communication and Information	4.02 (0.84)
6.	Civic Participation and Employment	3.83 (0.93)
7.	Housing	3.60 (1.10)
8.	Community Support and Health Services	3.50 (0.93)
<b>Overall Mean (Standard Deviation)</b>		<b>3.96 (0.75)</b>

**Figure 4.2b Mean scores of perceived age-friendliness on 19 AFC subdomains**



## 4.2.2 By Age Group

Table 4.3a and Figure 4.3a showed that the group aged 80 or above had the highest overall mean for all domains (Mean=4.15, SD=0.75) among the age groups. This finding reflected the highest perception in overall satisfaction for all eight domains, followed by the group aged 65–79 (Mean=4.03, SD=0.76), the group aged 18–49 (Mean=3.78, SD=0.56), and the group aged 50–64 (Mean=3.71, SD=0.73).

Table 4.3b shows the age-group comparison by using independent-samples t-test, which was conducted to understand the age-friendliness difference based on the age group. Age group 65–79 was set as the reference group.

There was no significant difference between the group aged 80 or above and aged 65–79 on eight domains, except ‘Housing’ ( $p<0.05$ ). Significant differences could be observed in subdomains of ‘Comfort to Use Public Transport’ ( $p<0.05$ ), which is under Domain ‘Transportation’ and ‘Emergency Support’ ( $p<0.05$ ), which is under ‘Community Support and Health Services’.

A significant difference between the group aged 50–64 and aged 65–79 could be observed in six AFC domains, which include ‘Outdoor Spaces and Buildings’ ( $p<0.001$ ), ‘Transportation’ ( $p<0.001$ ), ‘Social Participation’ ( $p<0.001$ ), ‘Civic Participation and Employment’ ( $p<0.001$ ), ‘Respect and Social Inclusion’ ( $p<0.01$ ) and ‘Community Support and Health Services’ ( $p<0.01$ ).

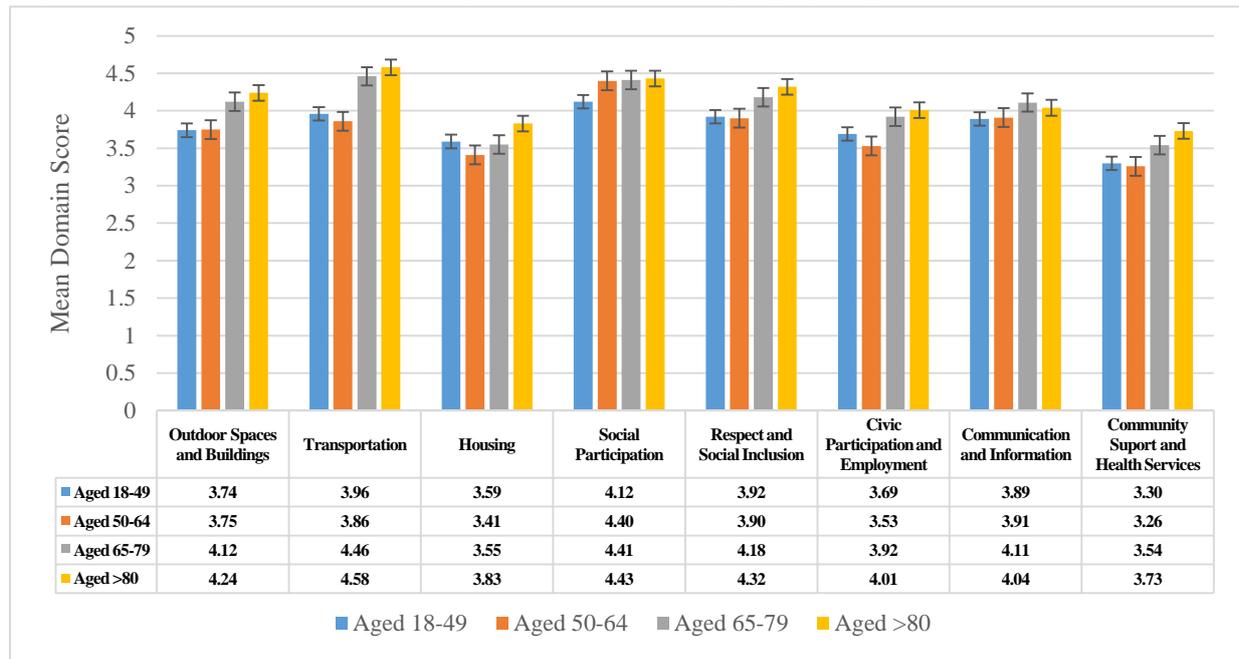
Followed by the comparison between the group aged 18–49 and aged 65–79, a significant difference could be observed in six domains, which include ‘Outdoor Spaces and Buildings’ ( $p<0.001$ ), ‘Transportation’ ( $p<0.001$ ), ‘Social Participation’ ( $p<0.01$ ), ‘Respect and Social Inclusion’ ( $p<0.05$ ), ‘Communication and Information’ ( $p<0.05$ ) and ‘Community Support and Health Services’ ( $p<0.05$ ).

Significant difference in domain ‘Civic Participation and Employment’ could only be found in the group aged 50–64 ( $p<0.001$ ).

**Table 4.3a - Mean score among four age groups on eight AFC domains and nineteen sub-domains in Tuen Mun District**

AFC item and domain	Total (N=531)	Aged 18 – 49 (N=69)	Aged 50 – 64 (N=108)	Aged 65 – 79 (N=223)	Aged ≥ 80 (N=131)
<b><u>Domain 1. Outdoor Spaces and Buildings</u></b>	<b><u>4.03 (0.86)</u></b>	<b><u>3.74 (0.68)</u></b>	<b><u>3.75 (0.78)</u></b>	<b><u>4.12 (0.91)</u></b>	<b><u>4.24 (0.83)</u></b>
Subdomain 1.1 Outdoor spaces	4.08 (0.94)	3.66 (0.84)	3.66 (0.87)	4.24 (0.94)	4.38 (0.85)
Subdomain 1.2 Buildings	3.95 (1.00)	3.85 (0.62)	3.87(0.84)	3.96 (1.12)	4.07 (1.05)
<b><u>Domain 2. Transportation</u></b>	<b><u>4.30 (0.78)</u></b>	<b><u>3.96 (0.65)</u></b>	<b><u>3.86 (0.77)</u></b>	<b><u>4.46 (0.76)</u></b>	<b><u>4.58 (0.69)</u></b>
Subdomain 2.1 Road Safety and Maintenance	4.37 (0.86)	4.15 (0.74)	3.94 (0.88)	4.51 (0.85)	4.62 (0.78)
Subdomain 2.2 Availability of Specialized Services (Transport)	3.94 (1.08)	3.96 (0.83)	3.86 (0.99)	3.92 (1.16)	4.02 (1.11)
Subdomain 2.3 Comfort to Use Public Transport	4.34 (0.90)	3.83 (0.81)	3.84 (0.87)	4.51 (0.84)	4.73 (0.77)
Subdomain 2.4 Accessibility of Public Transport	4.41 (0.92)	3.99 (0.80)	3.85 (0.88)	4.65 (0.87)	4.68 (0.83)
<b><u>Domain 3. Housing</u></b>	<b><u>3.60 (1.10)</u></b>	<b><u>3.59 (0.87)</u></b>	<b><u>3.41 (0.98)</u></b>	<b><u>3.55 (1.17)</u></b>	<b><u>3.83 (1.14)</u></b>
Subdomain 3.1 Affordability and Accessibility of Housing	3.56 (1.14)	3.46 (0.96)	3.38 (1.05)	3.53 (0.20)	3.79 (1.16)
Subdomain 3.2 Environment of Housing	3.63 (1.22)	3.72 (0.93)	3.44 (1.05)	3.56 (1.28)	3.87 (1.34)
<b><u>Domain 4. Social Participation</u></b>	<b><u>4.30 (0.92)</u></b>	<b><u>4.12 (0.61)</u></b>	<b><u>4.04 (0.83)</u></b>	<b><u>4.41 (0.91)</u></b>	<b><u>4.43 (1.08)</u></b>
Subdomain 4.1 Facilities and Settings (Social participation)	4.32 (0.99)	4.15 (0.70)	4.09 (0.91)	4.42 (0.98)	4.44 (1.14)
Subdomain 4.2 Availability and Accessibility of Social Activities	4.28 (0.97)	4.09 (0.61)	3.99 (0.88)	4.40 (0.96)	4.42 (1.13)
<b><u>Domain 5. Respect and Social Inclusion</u></b>	<b><u>4.12 (0.93)</u></b>	<b><u>3.92 (0.73)</u></b>	<b><u>3.90 (0.85)</u></b>	<b><u>4.18 (0.94)</u></b>	<b><u>4.32 (1.02)</u></b>
Subdomain 5.1 Attitude	4.20 (0.90)	4.00 (0.68)	3.94 (0.84)	4.26 (0.91)	4.41 (0.95)
Subdomain 5.2 Opportunities for Social Inclusion	3.97 (1.16)	3.75 (0.93)	3.83 (0.99)	4.00 (1.17)	4.14 (1.34)
<b><u>Domain 6. Civic Participation and Employment</u></b>	<b><u>3.83 (0.93)</u></b>	<b><u>3.69 (0.74)</u></b>	<b><u>3.53 (0.98)</u></b>	<b><u>3.92 (0.92)</u></b>	<b><u>4.01 (0.91)</u></b>
Subdomain 6.1 Civic Participation	4.22 (1.17)	4.07 (0.81)	3.91 (1.06)	4.35 (1.21)	4.34 (1.30)
Subdomain 6.2 Employment	3.71 (0.97)	3.56 (0.81)	3.40 (1.03)	3.78 (0.96)	3.90 (0.97)
<b><u>Domain 7. Communication and Information</u></b>	<b><u>4.02 (0.84)</u></b>	<b><u>3.89 (0.63)</u></b>	<b><u>3.91 (0.84)</u></b>	<b><u>4.11 (0.87)</u></b>	<b><u>4.04 (0.89)</u></b>
Subdomain 7.1 Information	4.12 (0.88)	4.05 (0.64)	3.97 (0.86)	4.18 (0.91)	4.16 (0.96)
Subdomain 7.2 Use of Communication and Digital Devices	3.84 (1.03)	3.57 (0.82)	3.81 (0.96)	3.96 (1.08)	3.79 (1.06)
<b><u>Domain 8. Community Support and Health Services</u></b>	<b><u>3.50 (0.93)</u></b>	<b><u>3.30 (0.75)</u></b>	<b><u>3.26 (0.89)</u></b>	<b><u>3.54 (0.93)</u></b>	<b><u>3.73 (0.99)</u></b>
Subdomain 8.1 Availability and Affordability of Medical/Social Services	3.76 (1.01)	3.48 (0.82)	3.46 (0.94)	3.85 (1.04)	3.99 (1.02)
Subdomain 8.2 Emergency Support	3.63 (1.38)	3.48 (0.96)	3.35 (1.15)	3.61 (1.45)	3.98 (1.56)
Subdomain 8.3 Burial Service	2.33 (1.30)	2.39 (1.14)	2.37 (1.22)	2.22 (1.29)	2.46 (1.44)
<b>Overall Mean (Standard Deviation)</b>	<b>3.96 (0.75)</b>	<b>3.78 (0.56)</b>	<b>3.71 (0.73)</b>	<b>4.03 (0.76)</b>	<b>4.15 (0.75)</b>

**Figure 4.3a Mean scores of the eight AFC domains by age group**



**Table 4.3b Age-group comparison using independent-samples t-test**

AFC item and domain	Aged 18 - 49	Aged 50 - 64	Aged ≥ 80 (N=131)
	t	t	t
<b><u>Domain 1. Outdoor Spaces and Buildings</u></b>	-3.65 ***	-3.54 ***	-1.30
Subdomain 1.1 Outdoor spaces	-4.61 ***	-5.41 ***	-1.39
Subdomain 1.2 Building	-1.03	-0.78	-0.94
<b><u>Domain 2. Transportation</u></b>	-5.38 ***	-6.62 ***	-1.50
Subdomain 2.1 Road Safety and Maintenance	-3.13 **	-5.59 ***	-1.23
Subdomain 2.2 Availability of Specialized Services	0.258	-0.52	-0.73
Subdomain 2.3 Comfort to Use Public Transport	-5.91 ***	-6.68 ***	-2.49 *
Subdomain 2.4 Accessibility of Public Transport	-5.64 ***	-7.83 ***	-0.34
<b><u>Domain 3. Housing</u></b>	0.32	-1.17	-2.21 *
Subdomain 3.1 Affordability and Accessibility	-0.55	-1.18	-2.00 *
Subdomain 3.2 Environment	1.15	-0.96	-2.12 *
<b><u>Domain 4. Social Participation</u></b>	-2.96 **	-3.55 ***	-0.24
Subdomain 4.1 Facilities and Settings	-2.44 *	-2.91 **	-0.22
Subdomain 4.2 Social Services	-3.15 **	-3.76 ***	-0.22
<b><u>Domain 5. Respect and Social Inclusion</u></b>	-2.10 *	-2.59 **	-1.36
Subdomain 5.1 Attitude	-2.53 *	-3.12 **	-1.49
Subdomain 5.2 Opportunities for Social Inclusion	-1.67	-1.34	-0.97
<b><u>Domain 6. Civic Participation and Employment</u></b>	-1.91	-3.57 ***	-0.89
Subdomain 6.1 Civic Participation	-2.20 *	-3.25 ***	0.11
Subdomain 6.2 Employment	-1.72	-3.29 ***	-1.16
<b><u>Domain 7. Communication and Information</u></b>	-2.23 *	-1.85	0.73
Subdomain 7.1 Information	-1.27	-1.97	0.17
Subdomain 7.2 Use of Communication and Digital Device	-3.20 **	-1.22	1.51
<b><u>Domain 8. Community Support and Health Services</u></b>	-2.19 *	-2.60 **	-1.82
Subdomain 8.1 Availability and Affordability of Medical/Social Services	-3.07 **	-3.31 ***	-1.18
Subdomain 8.2 Emergency Support	-0.73	-1.78	-2.26 *
Sub-domain 8.3 Burial Service	1.02	1.04	-1.64

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 Participation in Elderly Centre

A significant difference was observed between those who participated in the elderly centre and those who were not included in all domains. ‘Social participation’ had the highest significant difference between those who participated in the elderly centre and those who did not, whereas ‘Community Support and Health Services’ was the lowest.

### 4.2.4 By Urban or Rural Area

Forty-six respondents reside in the rural areas of Tuen Mun, whereas 471 respondents reside in urban areas. Despite this huge difference, the independent-sample t-test conducted to compare the difference between all the respondents could only act as a reference.

The group residing in urban areas had the highest overall mean for all domains and only ‘Transportation’ had a p-value greater than 0.05.

## 4.3 Qualitative Findings

The qualitative assessment included focus group interviews and ambassador trainings, which aimed to gather observations and comments from the residents and service providers in Tuen Mun. Questions were asked based on the eight domains of Global Age-friendly Cities framework suggested by the WHO.

### 4.3.1 Socio-Demographic Characteristics of the Respondents

A total of 35 focus group participants were recruited. Table 4.4 shows details of the focus group interviews of the baseline assessment.

**Table 4.4 Details of focus group interviews of the baseline assessment**

Group	Nature (Code)	No. of participants	Gender	
			Male	Female
1	Resident aged 18–59	6	0	6
2	Resident aged 60 or above	9	2	6
3	Resident aged 80 or above	6	1	5
4	Caregiver	9	1	8
5	Service provider	5	2	3
	Total	35	6	28

### 4.3.2 Findings from Focus Group Interviews

#### Domain 1: Outdoor spaces and buildings

##### *Existing age-friendly characteristics*

##### i) Spacious outdoor rural spaces

Participants who live in the rural areas of Tuen Mun District shared positive comments on the spacious and comfortable living environment.

##### ii) Sufficient recreational facilities in the urban area

Participants were pleased with the public recreational facilities in the district (e.g., beaches, hiking and jogging trails and Tuen Mun Park) and estate facilities. Some also patronized places (e.g., Tuen Mun Town Hall) that provide activities in the evening after office hours at elderly centres. Those living in the urban areas stated its convenience and accessibility of various goods and services.

##### *Room for improvement*

##### i) Unpleasant environment with pollution and pest issues

Participants who have been living in the district for more than 20 years observed that pollution (e.g., noise and air pollution) increased. Some noted that the pollution is due to the developments (e.g., constructions and traffic near the pier, smog from Mainland China) in the recent years and the increasing population in the district gathering in venues (e.g., noise created by the dance gatherings in Tuen Mun Park, late night gatherings at the beaches). Pest issues (e.g., mosquitoes, rats) were also observed, especially in the rural areas (e.g., Tai Lam). Some shared that recycling even causes hygiene issues because people use recycling bins improperly.

##### ii) Potential outdoor dangers

Participants are worried about the safety in the district with the Methadone clinics and recent safety incidents (e.g., sex crimes) late at night (e.g., Po Tin Estate, Chi Lok area). Some also shared that the lighting in some rural areas and near some estates (e.g., Glorious Garden and the pier) are insufficient, and that the cycle tracks in the district are not well-designed (e.g., too narrow, not well-connected), causing safety issues to both cyclers and pedestrians.

iii) Insufficient pedestrian facilities

Participants spotted defective footpaths in the districts (e.g., uneven surfaces, dislocated paving slabs), which could cause danger to pedestrians, especially to the elderly. Some shared their experience of using the bridge linking On Ting Estate and Chi Lok District in which the original slope was replaced by two lifts. Long queues can always be found waiting for lifts. Participants also experienced difficulties in reaching their destination without lifts (e.g., Tuen Mun Town Centre Bus Terminal to the podium of the Tuen Mun Town Plaza with parallel traders, Tuen Mun Town Centre light rail station to the bridge).

iv) Confusing signs

A few participants noted that signs and directions are not clearly labeled and are insufficient within the district. Participants also complained about the design of the new shopping centres (e.g., H.A.N.D.S). This confusing design causes the elderly to easily get lost. Some experienced confusion due to unclear signs (e.g. unclear washroom signs for male and female in V City). Some suffered from road closure due to insufficient instructions and signs.

v) Insufficient and inaccessible facilities

Public facilities (e.g., benches, public toilets) were lacking. Residents suggested covers for bridging different facilities (e.g., Siu Hong Station linked to Siu Hong Car Park, Tuen Mun Hospital to Kin Sang Estate). Majority agreed that there are insufficient bank branches in the district and existing branches are concentrated in one to two areas. Those living in the rural areas (e.g., near the Cafeteria New Beach) found it difficult to buy daily necessities and are disappointed with the insufficient facilities and places for the elderly.

## **Domain 2: Transportation**

### *Existing age-friendly characteristics*

i) Affordable public transportation for those aged 65 or above

Government Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities received positive feedback from all the participants, especially those who are aged 65 or above. Some pointed out that the elderly, who benefit from the scheme, can get suitable goods and services from other districts.

ii) Good connections of urban areas with the service of Light Rail

Participants agreed that transportation network systems among the urban areas in the Tuen Mun are sufficient. Most participants emphasized the importance of Light Rail in the district, given that Light Rail has linked the residential area with the commercial area (e.g., Tuen Mun Town Plaza) and public service area (e.g., Tuen Mun Hospital). The facility is also wheelchair-user friendly.

*Room for improvement*

i) Unaffordable fares for the majority

Several focus groups mentioned that the adult fares for most of the transportations are expensive. Participants aged 60–65 emphasized that it is a heavy burden for them as some of them are retired. They preferred the half-fare concession provided by Citybus and New World First Bus for those aged 60–64. Most of the participants pointed out that the fares are acceptable within the district but not for those heading to other districts.

ii) Issues about Light Rail service

Participants commented that the maps and directions of Light Rail are difficult for passengers to understand, especially for those who are not living in Tuen Mun. They also shared that it can get over-crowded during peak hours because of its insufficient frequency and single-carriage trains.

iii) Frequent traffic congestion along the Tuen Mun Road with the existing design

Participants emphasized the importance of Tuen Mun Road Interchange and Tuen Mun Road. However, participants urge the review of the existing design of Tuen Mun Road and connection with other transportation networks due to frequent traffic congestion along Tuen Mun Road.

iv) Mismatch with the existing transportation network

Participants question the existing transportation network designs, given that several interchanges are needed for going areas nearby without direct transportation. Some roads in the rural areas (e.g., Castle Peak Road near the Gold Coast) are narrow and congested due to the newly established facilities (e.g., international school). They also shared that the interchanges are inconvenient (e.g., to Yuen Long) when going to popular border areas (e.g., Lok Ma Chau).

v) Insufficient and unreliable transportation in rural areas

Some residents complained that transportation choices in rural areas are insufficient.

Furthermore, the bus or minibus would often miss trips, which causes inconvenience to commuters.

vi) Incomprehensive transportation service

Participants asked for more accessible bus service (e.g., digital display screens at bus stops, comprehensive bus stop announcement system, seats and wider covers at bus stops). Some experienced transportation (e.g., K51, 506) lost trips and pointed out the insufficiency of Rehabus services.

vii) Lack of sympathy from drivers and passengers

The attitude of the drivers requires improvement. Some participants also mentioned that the majority of the public, especially the youth, are unwilling to offer their seats to those who need them more. There have been issues regarding the use of the priority seats.

### **Domain 3: Housing**

#### *Existing age-friendly characteristics*

i) Considering housing policy for the targeted groups

Participants observed that indigenous inhabitants in the district have better living conditions than others. Participants also shared that subsidies should be given to the elderly for small-scale home modification (e.g., install handrails).

#### *Room for improvement*

i) Aging district and outdated housing designs

As Tuen Mun is one of the first generation new towns, some estates (e.g., Tai Hing Estate) were built nearly 40 years ago. Participants complained about the design and environment of those estates and asked for modifications or reconstructions. They expressed that the design of the old housing estates did not consider the needs of a household (e.g., drying clothes) or wheelchair users (e.g., width of doors, size of washrooms, kerbs). Some also shared the difficulties to carry out home maintenance with the design of the buildings (e.g., location of water pipes in Siu Hong Court).

ii) Unaffordable private housing

All focus groups have complained that the private sector housing are too expensive for the majority. At the same time, some noted that the eligibility criteria for applying the public housing is unreasonable and younger people find themselves in desperate straits. Some participants experienced over ten years of waiting under the Home Ownership Scheme. Some observed that the elderly moved to sub-divided units to give up their public housing for the

next generation in their families.

iii) Poor living environment affecting quality of life

Some participants experienced poor living conditions (e.g., pest issues) in Tuen Mun due to the unfavorable outdoor environment and the ‘terrible’ sub-divided units.

iv) Unaffordable and complicated home maintenance

Participants shared a particular case regarding existing policies that cannot help the elderly in dealing with housing maintenance because of several constraints (e.g., cooperation between government parties and maintenance) in applying for subsidies. The case has taken more than three years to deal with and the elderly involved caused serious mental stress due to the long procedure.

#### **Domain 4: Social participation**

##### *Existing age-friendly characteristics*

i) Various activities in urban areas

All focus groups agreed that there are different kinds of activities organized for all ages in the urban areas within Tuen Mun. Participants listed and agreed that there are sufficient facilities and venues for leisure and cultural and some noted that carers are welcome to join most of the activities of the elderly.

ii) Affordable activities

Participants stated that charges for the activities are clear and without additional or hidden charges.

iii) Positive changes on the suitability of activities

Participants shared that activities in recent years have been adjusted for the elderly and some could plan their own activities as well. Tailor-made activities not only enhanced elderly participation, but also give the elderly more ‘spiritual support’.

##### *Room for improvement*

i) Limitations to provide sufficient activities

Participants noted that the demand for joining popular activities (e.g., dancing, outing activities) increased along with the increasing older population in Tuen Mun. A female participant shared her experience of waiting for over two years for an activity in the elderly centre under the system of drawing lots and tag systems. Some service providers explained that the existing centres are too small to organize suitable or sufficient activities for their

members to join. Some pointed out the difficulties of reserving the assembly halls with the escalated establishment of organizations.

ii) Unclear price difference for the activities

Participants noted that some activities similar to one another are charged differently, which caused confusion to service users. Some mentioned the unfairness caused by the different policies between elderly centres.

iii) Constraints for applying for activity subsidies

Service providers explained that activities can be provided at a lower charge when sufficient funding or subsidies are provided (e.g., from District Council). However, the use of these subsidies is subjected to plenty of limitations. They also shared how tedious and difficult it can be to apply for funding, which cause extra workload and stress to them.

iv) Unattractive environment for male members

Participants noted that male members are less interested in participating in elderly centres. Some of them explained that there are too many females in the centres, which drive them away. Some also commented that the activities are mostly designed for female members and that male members are mostly traditional and shy and unwilling to join the centres. They observed that some activities exclude some members (e.g., wheelchair users, old-olds).

## **Domain 5: Respect and Social Inclusion**

### *Existing age-friendly characteristics*

Participants commented that the public respects the elderly, especially those living in rural areas with a traditional mindset. Some observed that people are willing to show their care to the needy.

### *Room for improvement*

i) Disrespectful environment

Some elderly participants experienced inconsiderate behaviors from the youth and other elderly. They compared the situation in Hong Kong to Mainland China, in which the youth from Mainland China are more willing to offer help to the needy. They also observed that the mid-aged group is more willing to offer their seats than the youth in Hong Kong. This behavior may be caused by the diminishing family size in Hong Kong. Some also shared impolite actions among the elderly within the elderly centre and emphasized the importance of being respectful to others despite their ages. It is easy for people to have pecuniary conflicts.

## **Domain 6: Civil Participation and Employment**

### *Existing age-friendly characteristics*

#### i) Sufficient choices of jobs

Participants shared that some jobs in the district offered by private sectors (e.g. Hang Seng Bank Limited) welcome the elderly to join under the concern of corporate social responsibility. Some are working as a professional (e.g., Chinese medicine practitioners) without specific retirement age and others are able to get new jobs as cleaning workers and drivers. Being a security guard is common for those who wish to continue their work above 60 years old as retirement for security guards has been adjusted.

#### ii) Sufficient choices for voluntary work

Participants commented that the choices for voluntary work are sufficient in the district. They noted the great spiritual satisfaction for those who participate in voluntary work. The elderly can build up a sense of belonging, especially with the uniformed groups (e.g. Senior Police Call). Some shared the experience of participating in the working groups and sharing ideas with regular reports.

### *Room for improvement*

#### i) Age-discrimination

Most elderly participants noted that age-discrimination still exists in society. A female participant experienced forced retirement due to her age and high salary. This would affect the transfer of experience from the seniors to the younger generations, especially for skilled workers.

#### ii) Insufficient consultation

Participants commented on the insufficiency of channels in the district for them to voice out their opinions. Some also stated that they have no idea where to find such platforms.

## **Domain 7: Communication and Information**

### *Existing age-friendly characteristics*

#### i) Facilitation of smartphones for communication

Participants stated that with the help of smartphones, they are able to reach updated information. Instant communication means (e.g., WhatsApp) are well-accepted by the young-olds, given the function that they can adjust the font size and input text easily compared with the use of computers. They can also reach out to society using social media (e.g., Facebook).

## ii) Sufficient support for communication

Participants who are not familiar with smartphones or the Internet stated that they can get information from people they trust (e.g., family, neighbors). Elderly people who are literate would read newspapers or posters, whereas those who are not would listen to television and radio to get information. They commented that service providers from elderly centres and District Council members are the main sources for government information. They also noted that talks (e.g., health issues) in centres played an important role for spreading information.

### *Room for improvement*

#### i) Difficulties in confirming the credibility of information

There are reasons that put off the public from using the Internet or smartphones. Participants shared the difficulties of distinguishing credibility of the online information and issues raised (e.g. a wide distribution of false message that HKSAR 20<sup>th</sup> anniversary gift pack would be delivered to the elderly who were registered in elderly centres for receiving the gift pack). Some suggested that the government should make good use of television broadcasting to spread information to the elderly.

#### ii) Limitation of agency policies

Agency staff members shared the limitation of organizations (e.g. cannot have an official WhatsApp for communication). They cannot maximize technology for effective communication with the service users.

#### iii) Complicated communication facilities

Participants observed the inconsiderate facilities offered by companies (e.g. Light Rail, banks). Some shared the difficulties of using the automated teller machine with the complicated procedures and small font size and providing insufficient information and guideline support. Some also complained the difficulty of using government websites to obtain information, given that the layout is not age-friendly. They preferred a simplified version.

## **Domain 8: Community Support and Health Services**

### *Existing age-friendly characteristics*

#### i) Well-organized precaution programmes

Participants showed positive comments on the quality of talks (e.g., Dementia) organized as ‘detailed’ and ‘professional’. They also observed the importance of Patient Empowerment

Programme and participants can benefit from it as well.

ii) Various services provided in Tuen Mun Hospital

They also noted that the Tuen Mun Hospital have most of the specialist services (e.g., Orthopaedic). They also noted the increasing information given by centres and the government about end of life service with improved acceptance from the public.

*Room for improvement*

i) Long waiting time for public hospital services

Participants complained about the waiting time in Tuen Mun Hospital for both clinic services (e.g., waited over eight hours) and specialist services (e.g., waited for over three years for cataract treatment). They shared the consequences of long waiting time for treatment, which affect the daily life of the patient (e.g., cataract issues).

ii) Unsatisfied quality of health service

They observed that the quality of health service (e.g., consultation duration) is affected by manpower shortage. Therefore, participants agreed to increase the charge for accident and emergency to stop people from abusing resources. They complained on the lack of emergency support for stroke in Tuen Mun Hospital compared with other hospitals.

iii) Insufficient health services in rural

Participants shared the difficulties of using the phone-booking system for reserving clinic services. Those living in rural areas (e.g., Gold Coast, Tai Lam Chung) seek community support and health services (e.g., elderly centre, clinics). Some noted that outreach services (e.g., regular checking by nurse or doctors) in rural areas are insufficient.

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

Participants pointed out that the transportation for reaching to the community support and health services (e.g., Tuen Mun Hospital) are not supported (e.g., no bus reaching to Tuen Mun Hospital). The locations of the day care centres are isolated, which discouraged people from going.

v) Insufficient day care centre

Most focus groups pointed out that the service of day care centre are insufficient given the strict criteria to apply. Some stated that they have difficulties in gathering information to apply for the service. Some shared their experience of no emergency service support after returning from the hospital that made them feel helpless about the situation.

Participants experienced inconsistent charges for health service.

vi) Poor quality of private elderly homes and Insufficient public elderly homes

Participants commented that the quality of private elderly homes is terrible. Some shared the unreasonable financial burden they faced with the charge of private elderly homes with all the additional charges (e.g., diapers). This situation leads them to wait for the public elderly home service, which can take years to get.

vii) High consultation fees without transparency

Service would be charged higher when using the Elderly Health Care Voucher or insurance. Some shared their experience of being made to carry out unnecessary treatments by the private hospital with the insurance coverage. Some have been charged higher without benefiting from the qualified discounts, which were not stated. Participants noted that elderly with chronic disease prefer to go to public hospitals as both the medicine and consultation fees are lower than the private health service.

vii) Inconsiderate policies

Participants complained that some services and policies like temporary needs after leaving the hospital are not flexible nor humane, and do not provide adequate service or help for those in need.

## 5. Discussion

The baseline assessment investigates the age-friendliness of Tuen Mun 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

#### *Unfavorable conditions of outdoor spaces*

Participants with a higher education level showed a better understanding and awareness about the Age-friendly Community concept. The qualitative findings revealed the group aged 64 or below had rated the subdomain ‘Outdoor Spaces’ significantly lower than that of the group aged 65 or above. In focus groups and field trips, participants with a higher education level reported various concerns related to subdomain ‘Outdoor Spaces’ which echoes with the quantitative findings. The higher the education level, the better understanding and awareness about the Age-friendly Community concept, leading to the capability to identify concerns regarding the age-friendliness of outdoor spaces in their community more sensibly.

There are escalated pollution due to recent developments and increasing population. Besides, there are pest issues in rural and hygiene issues due to improper recycling.

‘The environment is just so-so as there is a landfill nearby, the problem of odours caused by the existing landfill, and pests.....’ (Interviewee 5, Diploma/Certificate, Aged 80)

‘呢到環境就麻麻地喇，因為近堆田區，有一陣呢空間就有啲堆田區吹黎嘅風向呢，就有陣味呀，而且有啲烏蠅呀、蚊呀...’

‘...Just mentioned barrier-free facilities, indeed in the recent decade...more lifts are installed to replace ramps..... However, no ramp is available and the elderly have to walk upstairs when the lifts are under maintenance.....’ (Interviewee 2, Agency Staff, Upper Secondary Education, Aged 46)

‘...咁諗頭先都講咗啲無障礙設施啦，咁其實近哩十年...天橋啊好多都起咗啲嘞啲啲啊...但有時都會啲嘞都要維修啊咁...而家反而呢就無咗斜路，多咗啲嘞。咁其實無斜路嘅話...其實佢哋（長者）都要行樓梯，其實都好辛苦嘅...’

‘...There are three-coloured waste separation bins.....wastes are mixed without proper categorized.....Recycling cannot be achieved and unhygienic issues have been resulted.’ (Interviewee 4, Agency Staff, Diploma/Certificate, Aged 34)  
‘佢有啲三色箱分類啦...你無去處理嘅話，好多時就有垃圾混埋一齊嘅話呢...其實做唔到之餘其實亦都會引致到嗰個衛生（問題）。’

Moreover, some facilities are mentioned as insufficient to satisfy the needs of residents.

‘.....I reckon it would be better to install lifts to connect the footbridges to the Tuen Mun Town Centre Light Rail Stop, It can be pretty exhausted and inconvenient to walk upstairs and downstairs.....I reckon it is necessary for improvement.....’ (Interviewee 6, Upper Secondary Education, Aged 54)  
‘.....我覺得呢.....嗰個市中心呢，咪輕鐵站即係去屯門，如果安排到有電梯呢，會好啲。我成日覺得行嗰條樓梯上上落落呢，都辛苦嘅.....我覺得嗰度真係要改善.....’

‘.....there is neither cycle way nor cycle lane and thus cyclists would ride on the footpath.....the footpath for pedestrians near Hong Kong Golden Coast is so narrow that pedestrians may step on the road.’ (Interviewee 5, Upper Secondary Education, Aged 57)  
‘.....嗰個單車呀.....啲人行上去嗰個行人路呢，其實都好多呀，因為主要呢.....冇單車徑呀.....咁你行人路又窄啦啲.....諗.....黃金海岸邊，好窄架嘛.....其實都好難行’

The suggestions are as follows:

- To call for actions to minimize the pollution caused by landfills and strengthen the pest control.
- To carry out public education on proper recycling.
- To install elderly facilities at rural areas and install covers near the residential as well as commercial areas.
- To encourage banks to provide mobile branches at remote areas or aged estates.

## Domain 2: Transportation

### *Expensive fare of public transportation*

Tuen Mun residents were generally satisfied with the transportation in the District, given the connection by Light Rail. In particular those aged 65 or above who benefited from the Government Public Transport Fare Concession Scheme rated this domain significantly higher than those aged 64 or below, especially in item 12 (B3) 'Affordability'. However, the fares are unaffordable for the majority, especially fares of crossing district.

'...CityBus has half fair concession for people aged 60 to 64...'

(Interviewee 5, Aged 63)

'...就係知道人哋城巴都可以即係.....過海啦，比如過咗六十歲呢，咁佢就有半價...'

'.....the transportation fare is very expensive for Tuen Mun to Kowloon areas, no matter West Railway or buses.' (Interviewee 6, Aged 54)

'.....不過一出九龍呀果啲，就貴啦，西鐵呀，巴士呀，都好貴啦咁就.....'

'.....The transportation fare costs too much for travelling from Tuen Mun to Kowloon or Hong Kong Island..... transportation fare for care givers (aged 64 or below) who have to escort elderly often is very high.....I would suggest if certain transportation fair concession can be provided to care givers.....'

(Interviewee 1, Aged 57)

'.....一出九龍呀，過海呀，咁就真係好貴囉.....護老者呀，咁你要陪佢去睇醫生呀，陪佢去呢到呀，陪佢去呢到呀，咁嗰個全費呀嘛.....建議者係可唔可以對一啲護老者呢有啲優惠囉'

Meanwhile, several interviewees raised the issues of incomprehensive transportation service, and mismatch with the existing transportation network. Subdomain 'Availability of Specialized Services' was rated the lowest within this domain across different age groups. The transportation services (e.g. bus and Rehabus) and related facilities (e.g. digital display screens at bus stops) are insufficient for the residents.

'It would be great if there are seats at bus stops, passengers can only stand in line and elderly would definitely feel exhausted especially the waiting time can last pretty long.' (Interviewee 1, Aged 88)

'巴士站最好就有位俾人坐下喇，等半個鐘頭一班車呀，你企響到企到腳軟

呀啲老人家，想坐一坐都無得坐架個位置’

‘.....The service of Rehabus is insufficient in the entire territory, Rehabus would be the best option for people with physical disability...’ (Interviewee 3, Agency Staff, Aged 34)

‘全港九都係講緊一樣嘢，就係復康巴士根本上就係唔足夠啊嘛，而唔係單單係一個屯門區嚟講。對於一啲行動不便嚟講，其實諗有復康巴當然係...係最好嘅...’

Moreover, the existing transportation network cannot provide proper connection with neighbour districts within Tuen Mun. There are insufficient Light Rail services in Tuen Mun, as well as inadequate supports at the stations. Some flows are underestimated or cannot be handled in time with the new established facilities.

‘For the elderly have moved to reside in Tuen Mun from other districts who are not familiar to the LRT network, the Light Rail Route Map can be quite confusing...’ (Interviewee 1, Agency Staff, Aged 58)

‘輕鐵嚟講呢...喺市區搬入嚟啲長者呢，未必識睇個幅圖啲啲...啲路線啊點樣㗎。’

‘...For Light Rail, the waiting time is nine to ten minutes, the train frequency is low during summer vacation. During school days, the train frequency will be improved, yet the train compartments are crowded, Coupled-set Light Rail Vehicles are insufficient.....’ (Interviewee 6, Aged 54)

‘...輕鐵呀，九分鐘十分鐘點等呢你話，一到放暑假就好疏好疏㗎喇，放完暑假呢就好啲，但係啲車又迫，就佢又唔整多啲拖卡啦。’

Thus, the suggestions are as follows:

- To introduce monthly pass for travelling across Districts.
- To provide transportation subsidies to those aged between 60 and 64.
- To increase the service of Rehabus.
- To improve the barrier-free facilities of public transportation.
- To review the feasibility of coupled-set light rail vehicles for along popular stations (e.g. Tuen Mun Hospital) and increase the frequency of service during peak hours.
- To adjust the maps of Light Rail service for easier understanding and employ staff to provide information service at the stations.
- To review the existing transportation network design and negotiate with bus and mini-bus companies to improve the service.

### **Domain 3: Housing**

#### *(1) Unaffordable private housing*

Housing was rated the second lowest among all domains. People living in public rental housing had rated significantly higher than those living in other types of housing. The private housing in Hong Kong is generally unaffordable for the majority, with the demand of housing is heavily out-weighted the supply.

‘...a tiny space costs millions dollars.....I had learnt that some employees are street sleepers! They have nowhere to lodge, even the rent of a sub-divided flat is incredibly high.’ (Interviewee 6, Aged 62)

‘個丁丁咁多多一個人住嘅地方要千幾萬...我聽過有啲在職人士真係訓街㗎！佢無地方住，你連劏房都咁貴！’

‘My daughter has submitted the White Form for applying singleton Home Ownership Scheme flat since ten years ago and is still waiting.’ (Interviewee 7, Aged 66)

‘講番我個女呢，由佢出身呢就已經抽依個白表嘅單人居屋，抽咗足足成十年喇，到今時今日都抽唔到嘅。’

#### *(2) Unaffordable and complicated procedures for home maintenance*

Unlike public housing estates, the home maintenance and modification for private housing are self-financed. It is not easy for the residents, especially the elderly, to pay for the home modification with limited savings.

‘.....as the building she (the elderly) lived has to be carried out large-scale maintenance and all residents had to chip in. However, no consensus had been achieved and the maintenance cannot be carried out till this moment.’ (Interviewee 1, Agency Staff, Aged 58)

‘.....咁因為佢（長者）個棟 building 呢，個大維修因為.....真係大維修要夾錢，又傾唔成，到依家都未維修。’

One Interviewee reported that the limitation of home modification:

‘They should have a better interior design.....For instance, Po Tin Estate, the

home modification is being carried out. However, how to modify the interior design? It can hardly be modified, the toilet area is not spacious enough to place an infant bathtub and extra spaces cannot be simply created by home modification.....' (Interviewee 4, Aged 57)

‘唔該你設計好啲啦.....呢個改裝，寶田邨，都係改緊。點會改？無得改，學人話齋，你都放唔到個 BB 盤架.....’

One agency staff also mentioned the complicated procedure for home maintenance:

‘...A resident received a legal letter to sue him for the sake of unauthorized construction as a metal rack installed outside the window....the contractor refused to receive the job due to the risk of being sued.’ (Interviewee 1, Agency Staff Aged 58)

‘...佢就係早輪收到啲律師信，就係告佢個窗外面多咗一條鐵枝...咁佢就話『我幫你做哩個好易，但係我幫你寫封信就好煩』...嗰個承辦商就寧願唔做。’

Thus, the suggestions are as follows:

- To increase the supply of housing and review the criteria of public housing application
- To review the existing criteria for apply home maintenance subsidies and to provide low-interest loans for home maintenance
- To provide platforms (e.g. carry out forums and consultations) to understand the residents' ideas and needs regarding renovation and home maintenance/modification

#### **Domain 4: Social participation**

##### *Mismatch existing resources with the service needs of young-olds*

Tuen Mun has various activities in the urban areas with affordable fees. There are also adjustments and new platforms for the young-olds to join and organize their preferred activities. However, the group aged 50 to 64 rated significantly lower in every subdomain within this domain than other age groups. Due to the increasing ageing population, the demand for elderly activities have been increasing. However, elderly centres are the core service providers to provide activities particularly for the elderly, and agencies can only provide activities with limited quota given that resources are limited.

One of the participants expressed the reason that young-olds may resist to join activities

organized by elderly centres:

‘...I have friends who are less motivated to join activities, due to reluctance to participate activities organized by elderly centres for the sake of refusing to be related to ageing.’ (Interviewee 6, Aged 62)

‘有啊。我嗰個隔離嗰個啊。咁我依家『蚊』佢出黎。咁佢呢就好抗拒長者中心，因為唔認老呀嘛！’

Another participant reported the issue of limited quota of activities organized by elderly centres:

‘.....unless you go to the elderly centre every day, otherwise, it is hardly for you to successfully join the activities owing to limited quota.’ (Interviewee 7, Aged 66)

‘.....咁呢同埋呢好多時呢，除非你日日番去嗰間中心啦。如果唔係好多時你都係報唔到名，因為個名額太少喇。’

Thus, the suggestions are as follows:

- To review the current resources allocation regarding services for young-olds
- To review the tag systems and draw lots for joining activities in elderly centre

## (2) *Funding sources for NGOs to organize activities*

Charges of activities organized by NGOs are subject to the funding sources. Funded activities can charge at a lower price. However, funded activities have to fulfil the funding application criteria which may likely affect the activity planning and design. Besides, it may cause confusion to the members about the activity charges that why some similar activities cost differently.

‘.....It depends the nature of the funding as well as its application criteria, we can only plan the activities according to the characteristics of the funding so as to fulfil its requirement.’ (Interviewee 3, Agency staff, Aged 34)

‘.....即係睇下嗰個 funding 個性質係啲乜嘢啦.....同埋啲 funding 呢都好有佢嘅本身嘅限制。所以就真係限米煮限飯嚟啫我哋只能夠做到。’

‘...I have no ideas why some NGOs can organize subsidized activities while some cannot..’ (Interviewee 8, Aged 68)

‘.....因為呢點解有啲比如好似你哋嶺南啊或者其他機構搞嘅活動類似嗰啲

活動呢，點解有啲中心同佢合作，中心要收錢呢，我唔明喎！係你哋唔洗錢即係搞個個唔駛錢定係.....唔明！’

Thus, the suggestions are as follows:

- To review the distribution of funding for organizing activities
- To provide a clearer notice on the funding source for members

## **Domain 5: Respect and Social Inclusion**

### *Disrespectful environment*

In general, residents in Tuen Mun respect the elderly in line with the traditional Chinese culture, especially in rural areas. However, the group aged 50 to 64 rated the subdomain Attitude significantly lower than other age groups. The overall quick-tempo environment may induce a lack of patience and respectfulness in general public. Public education has merely focused on more about respecting elderly but not about respecting each other and therefore created some bias.

‘Respect should not be merely for the elderly.....all members are elderly in our centre, we have to respect each other and be reasonable....Once a senior used his walking stick to sweep another elderly for the sake of avoiding being bumped by any clumsy people.’ (Interviewee 1, Agency staff, Aged 58)

‘... 尊重唔係長者嘅專利...其實我哋中心個個都係長者，個個都要互相包容、體諒，同埋係要合理...曾經係有一個長者要揸拐杖，另外一個長者行過，佢就用嗰支拐杖掃另外一個長者行過，就驚人哋踩到佢。’

‘Once when I was on the way to West Rail station, there were a mother and a child. The child was running behind me and knocked me down. I said, “Today is unlucky!” His mother accused me for blaming her son.’ (Interviewee 1, Aged 88)

‘我有一次呢就行緊去想話搭西鐵，咁個兩仔嚟呢就搭輕鐵，咁個個細路哥呢就擒擒青咁走出嚟，咁佢響後面就撞跌咗我，撞跌咗我呢咁我話：『今日當衰啦！』佢個個做阿媽嘅就走呢，『你做咩鬧我個仔呀、你做咩鬧我個仔呀、你做咩鬧我個仔呀』。’

Thus, the suggestions are as follows:

- To enhance the general public education
- To review the existing promotions and emphasize the importance of mutual respect
- To organize more inter-generational programmes as well as parenting education

## Domain 6: Civil Participation and Employment

### (1) *Insufficient Flexibility and Age Discrimination*

Item 40 (F3) ‘Flexibility and Fair Pay to Elderly Workers’ which belongs to the subdomain Employment was the only item that showed no significant difference by age group. Participants in focus groups reported that age discrimination still prevails in the workforce. Forced early retirement or partial retirement still exists in the society so that employees have to leave the positions involuntarily when they reach the age for retirement.

‘...you may have already retired before 60 .....you may want to re-enter the labour market after retirement, however, it is rather difficult as job are limited.’  
(Interviewee 5, Aged 59)

‘.....即係你未到六十歲，可能你已經提早退休㗎啦.....即係你可能你退休，你想返返出去做嘢，其實係難嘅，噃，咁工種係好少嘅。’

‘...I was forced to retire earlier due to my high salary, by the time I had my surgery done, a fresh graduate had replaced me.’ (Interviewee 6, Aged 62)

‘.....我係被迫退休嘅，因為我嘅人工高.....個嘍妹讀完書出嚟呢，咁咪迫我，岩岩（我）又做完手術之後呢，咁就要我走。’

The suggestions are as follows:

- To develop anti-age-discrimination policy to enforce that age cannot be regarded as a factor in human resources management decisions, such as recruitment, redundancies, managing salaries, providing benefits and evaluating performance.
- To provide financial incentives to employers to keep older-aged employees in employment
- To provide financial incentives to employers to assist the re-entry of elder persons into the labour market.
- To review the retirement age in the current labour market and the possibility to introduce flexible retirement.

### (2) *Anxiety among Group aged 50 – 64 under the Retirement Transition*

Significant difference in this domain was found in the group aged 50 – 64. The rating could be observed to be lower in group aged 50 – 64 than other age groups. For participants aged 50 – 64, they are going through the retirement transition, either preparing for retirement or just retired. Transition to retirement is associated with increased symptoms of depression

relative to full time work (Kail & Carr, 2016). They may face more uncertainties in term of changing their roles and responsibilities in their work and family, as well as changing of personal physical health and appearance.

‘...I was worried after retirement, I started feeling unwell often, and overly concerned about money as every activity consume your savings, there are many possibilities can be happened during the retirement transition...I used to participate a lot of volunteer activities before retirement, continue to do volunteer services help me to adapt the transition, makes me feel better and more fulfilling.’ (Interviewee 6, Aged 62)

‘.....但係我覺得我退休之後個情緒好擔心，一退休就死喇，成日病呀，咁我又成日諗住錢呀嘛，玩開架嘛，無錢，咁呢就...呢樣野退休個到其實個心路歷程係無人去理嘅其實係好多問題會發生㗎.....因為我以前未退休之前都係做義工嘅，走返出去搵義工做，咁一路一路適應呢就會好開心喇，就真係比我學到好多野，但係有機會用返。’

‘...when you at about 60, you may be required to retire. You won’t have any income which will cause financial difficulty, for example, you may need pay expensive transportation fare... I think it is miserable for this age group.’ (Interviewee 5, Aged 59)

‘...啫係嗰 60 歲，可能就要你退休，你冇嘢做㗎啦。咁你，又要付...即係貴嘅車，又者係退休冇嘢，又有冇收入，咁其實係.....諗.....困難嘅，對呢一個年齡層嘅人。’

The suggestions are as follows:

- To provide retirement preparation workshop and psychological support services.
- To conduct mutual help groups for young-olds.
- To review the existing programmes for retirement preparation.

## **Domain 7: Communication and Information**

### *(1) NGOs’ policies limitation*

Although young-olds could connect the society and friends through social media and instant communication means, agencies’ staff shared the difficulty that their agencies didn’t allow them to utilize the technology for effective communication with the service users (e.g. an official WhatsApp for communication with service users).

‘...Many elderly asked why we don’t use WhatsApp instead of the traditional method (by telephone) to deliver messages as instant messaging is convenient and popular for them... Although technology is commonly used for communication nowadays and our elderly members are capable in using these technology, we are unable to fully utilize the benefit of technology due to some considerations, such as privacy or intrinsic practice.’ (Interviewee 5, Agency Staff, Aged 30)

‘...而家係好多長者會問我哋，點解我哋仲咁傳統去打電話做聯絡呢，而唔係用 WhatsApp。係啊，一個嘅訊息就可以傳遞開去呢...的確而家係科技越嚟越發達啦，咁而我哋真係越嚟越多長者可以掌握到，但係我諗亦都會係基於我哋一啲嘅考慮，即係好似我哋可能一啲係私隱上面嘅限制，或者我哋從傳統裡面我哋做事嘅方式呢。’

Thus, the suggestion is as follows:

- To re-evaluate NGOs’ policies for the sake of keeping abreast of the latest service needs.

## (2) *Unfriendly communication facilities*

Automated top-up machines with complicated procedures and small font size shown, age-unfriendly layout of government websites, intricate process of telephone booking systems were reported in focus groups.

‘.....I would top up my octopus card in convenient store... I cannot comprehend how to use the new top-up machines at light rail stops...there is a lack of caring for the elderly, I am not confident enough and afraid of my card will be invalid due to any error during the process. There was no counter service for enquiry or assistance.’ (Interviewee 6, Aged 62)

‘.....去便利店增值...如果你叫我去依家嗰部新出嘅機呢，我完全係睇唔明點做嘅...佢要關顧我哋啲長者呢，係...呢樣野係欠缺，即係點樣去做，同埋係無信心，食咗（錢）我點算呀，我去邊到求救，因為旁邊又無人呀，即係會有呢啲...即係要關顧呢樣多啲囉。’

Thus, the suggestions are as follows:

- To re-evaluate the possibility of increasing manual counter services or hotline services.
- To re-evaluate the existing telephone hotline systems and simplify the procedures.

## Domain 8: Community Support and Health Services

### *(1) No standardized medical charges for private medical institutes / practitioners*

Community Support and Health Services was rated as the lowest domain in Tuen Mun. The group aged 65 or above rated significantly higher in subdomain Availability and Affordability of Medical / Social Services than group aged 64 or below while the group aged 80 or above rated relatively lower in subdomain Emergency Support. There are several conditions may help explaining these results.

The Department of Health had lowered the eligibility age for Elderly Health Care Voucher Scheme to 65 with effect from 1<sup>st</sup> July 2017. Community Care Service Voucher for the Elderly and Residential Care Service Voucher for the Elder had been launched as Pilot Schemes since September 2013 and March 2017 respectively. All these facts could give insights into the higher rating in subdomain ‘Availability and Affordability of Medical / Social Services’ in the group aged 65 or above.

However, some participants in the focus group reported that they found loopholes in the Elderly Health Care Voucher Scheme.

‘...the medical fee would be comparatively higher if the private medical institute / practitioner found that I could settle the bill with the Voucher or insurance...It would be unfair and unreasonable.’ (Interviewee 6, Aged 62)

‘...同埋佢係有啲醫生呢，就...你有醫療券，就搵你症，即係依家啲人係咁講，咁我覺得係好唔公平囉。你已經政府有筆比你架嘛，你有乜理由咁樣收法，同埋如果你買保險呢，佢又係收貴你囉，咁呢啲係咩道理呢？’

‘I have seen this family doctor for a long time.... Recently, I’ve found that there was a displaying promotion regarding medical benefit for aged 65 or above. I asked the nurse if I could enjoyed the medical benefit and I wondered why neither the doctor nor the nurse offer me the benefit proactively..... as I was 68, I felt emotionally ripped off for three years.’ (Interviewee 8, aged 73)

‘我睇開一個家庭醫生呢，我住咁耐，睇咁耐...有一日我無意中等擺藥，周圍望，望到掛出嚟啲牌呢，原來六十五歲有優惠架啲...姑娘呀，我係咪有優惠呀？點解次次我好似無嘅？我睇咗咁多年咁呀.....但係我已經六十八喇啲，即係你哋咗我三年啲。’

Thus, the suggestions are as follows:

- To consider the feasibility to develop a guideline regarding the charges of various medical procedures, and encourage private medical institutes / practitioners to follow
- To suggest private clinics display eye-catching and clear fee list of medication and treatment.

(2) *Unevenly distributed and limited services in the district*

There are only three general out-patient clinics in Tuen Mun. For day care services, there are total three subsidized day care centres in the district which provide only 110 quota for Tuen Mun elder persons (Social Welfare Department, 2017). For subvented residential care homes, there are total eight homes in the district. The locations of these services are not evenly distributed in the district.

‘I have visited elderly homes, some location of them were not accessible while some are easily accessed (i.e. located at upstairs of Macdonald in Butterfly Estate). Although they are sub-vented home for the elderly, most people are not prefer to choose the elderly home in remote location.’ (Interviewee 8, Aged 60 - 79)

‘...我就參觀過啲啲護老...啲啲中心嘅，日夜啲啲呢，如果你啲啲好焱焱呢...啲啲好快入到嘅，如果你去啲啲譬如蝴蝶邨啊、啲個麥當奴樓上啲啲呢好方便嘅，但佢係都係政府資助嘅，好難入嚟啲啲，啲啲無咩...好焱焱啲啲好快畀你入架，但係好多人都唔想入嚟啲啲。’

‘Actually, there were insufficient service provided by day care centre due to shortage of manpower...many organization wanted to promote the service quality but there was limitation of manpower and resources...in Tuen Mun, there were private homes for the elderly but the charge was high... Many people, in general, will choose to admit to elderly home due to the deterioration of self-care condition...Sometimes, some older people with better physical condition would also want to apply but they can’t meet the requirement of application.’ (Interviewee 5, Agency staff, Aged 30)

‘.....日間護理中心方面呢，啲啲服務都.....其實都唔係好足夠嘅.....係有嘅，不過係.....都係人手不足啦。.....機構啊佢哋.....或者仁愛堂各間機構其實都想做多啲嘅，但係奈何人手問題、資源上嘅不足，咁令到服務嘅質素係不斷.....做唔到提升啊。係啊，咁啱私營院舍啲啲都.....屯門都有嘅，咁但係個費用比較昂貴啦。.....啲啲長者通常依家.....如果真係去.....有需要嘅，通常都係.....即係自己自我照顧能力比較低啲啲啲啲，先申請

到啦。咁大多數.....但係而家聽到嗰啲呢都係諗.....一般自我能力都想諗.....ok 嘅.....都想申請安老院嘅，但係嗰啲就奈何而家.....做啲評估啊.....係未合乎資格。’

Thus, the suggestions are as follows:

- To increase point to point transportation between general out-patient clinics and residential areas and mobile clinic services.
- To increase day care services for the elderly in the district and review the waiting time for day care services.
- To provide outreach supporting services for the community.

## 6. The Way Forward

Table 6 shows the areas for improvement of each domain and provides suggestions. The priority of each suggestion is based on the opinion of respondents and the actuality that the suggestion could be presently implemented.

**Table 6 A Summary of suggestions for improving AFC domains**

Area	Suggestions	Priority
<b>Domain 1: Outdoor Spaces and Buildings</b>		
Unfavorable conditions of outdoor spaces	➤ To carry out actions to minimize the pollution caused by landfills and strengthen the pest control.	**
	➤ To carry out public education on proper recycling.	**
	➤ To install elderly facilities at rural and install covers near the residential as well as commercial areas.	***
	➤ To provide mobile branches at remote areas or aged estates.	***
<b>Domain 2: Transportation</b>		
Expensive fare and mixed feeling towards connection but expensive fares	➤ To introduce monthly pass for travelling across Districts.	*
	➤ To provide transportation subsidies to those aged between 60 and 64.	**
	➤ To increase the service of Rehabus.	***
	➤ To improve the barrier-free facilities of public transportation.	***
	➤ To review the feasibility of coupled-set light rail vehicles for along popular stations (e.g. Tuen Mun Hospital) and increase the frequency of service during peak hours.	**
	➤ To adjust the maps of Light Rail service for easier understanding and employ staff to provide information service at the stations.	***
	➤ To review the existing transportation network design and negotiate with bus and mini-bus companies to improve the service.	***

Area	Suggestions	Priority
<b>Domain 3: Housing</b>		
Unaffordable private housing as well as unaffordable and complicated procedures for home maintenance	➤ To increase the supply of housing and review the criteria of public housing application.	***
	➤ To review the existing criteria for apply home maintenance subsidies and to provide low-interest loans for home maintenance.	*
	➤ To provide platforms (e.g. carry out forums and consultations) to understand the residents' ideas and needs regarding renovation and home maintenance/modification.	***
<b>Domain 4: Social Participation</b>		
Mismatch existing resources with the service needs of young-olds	➤ To review the current resources allocation regarding services for young-olds.	**
	➤ To review the tag systems and draw lots for apply activities in elderly centre.	**
Funding sources for NGOs to organize activities	➤ To review the distribution of funding for organizing activities.	***
	➤ To provide a clearer notice on the funding source for members.	***
<b>Domain 5: Respect and Social Inclusion</b>		
Disrespectful environment	➤ To enhance the general public education.	***
	➤ To review the existing promotions and emphasise the importance of mutual respect.	***
	➤ To organize more inter-generational programme as well as parenting education.	***
<b>Domain 6: Civic Participation and Employment</b>		
Insufficient Flexibility and Age Discrimination	➤ To develop anti-age-discrimination policy to enforce that age cannot be regarded as a factor in human resources management decisions, such as recruitment, redundancies, managing salaries, providing benefits and evaluating performance.	***

Area	Suggestions	Priority
<b>Domain 6: Civic Participation and Employment (Cont'd)</b>		
Insufficient Flexibility and Age Discrimination (Cont'd)	➤ To provide financial incentives to employers to keep older-aged employees in employment.	***
	➤ To provide financial incentives to employers to assist the re-entry of elder persons into the labour market.	***
	➤ To review the retirement age in the current labour market and the possibility to introduce flexible retirement.	***
Anxiety among Group aged 50 – 64 under the Retirement Transition	➤ To provide retirement preparation workshop and psychological support services.	**
	➤ To conduct mutual help groups for young-olds.	**
	➤ To review the existing programmes for retirement preparation.	***
<b>Domain 7: Communication and Information</b>		
NGOs' policies limitation	➤ To re-evaluate their policies for the sake of keeping abreast of the latest service needs.	***
Unfriendly communication facilities	➤ To re-evaluate the possibility of increasing manual counter services or hotline services.	***
	➤ To re-evaluate the existing telephone hotline systems and simplify the procedures.	***
<b>Domain 8: Community Support and Health Services</b>		
No standardized medical charges for private medical institutes / practitioners	➤ To consider the feasibility to develop a guideline regarding the charges of various medical procedures, and encourage private medical institutes / practitioners to follow.	*
	➤ To suggest private clinics display eye-catching and clear fee list of medication and treatment.	***
Unevenly distributed and limited services in the district	➤ To increase point to point transportation between general out-patient clinics and residential areas and mobile clinic services.	***

Area	Suggestions	Priority
<b>Domain 8: Community Support and Health Services (Cont'd)</b>		
Unevenly distributed and limited services in the district (Cont'd)	➤ To increase day care services for the elderly in the district and review the waiting time for day care services.	***
	➤ To provide outreach supporting services for the community.	***

## 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 Tuen Mun District was sketched. Areas for improvements were proposed by using a bottom-up approach. It is encouraging to see Tuen Mun is on the right track towards an age-friendly community. Also, it is important to make note of the highest ratings in the domain of 'Transportation' (Mean=4.3, SD=0.78), 'Social Participation' (Mean=4.3, SD=0.92) and 'Respect and Social Inclusion' (Mean=4.12, SD=0.93), but lower in 'Community Support and Health Services' (Mean=3.50, SD=0.93) and 'Housing' (Mean=3.60, SD=1.10).

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

<b>Objectives of the Ambassador Training</b>		
1. To collect field observation data by using a bottom-up approach 2. To empower the elderly and further participation in the community 3. To engage in public education 4. To enhance intergenerational harmony		
<b>Ambassador Training Workshop (Session One)</b>		
<i>Date</i>	5 <sup>th</sup> July 2017	
<i>Venue</i>	Lingnan University	
<i>Number of participants</i>	Tuen Mun District: 106 participants (100 citizens recruited from 9 agencies and public, and 6 agency staff)	
	Yuen Long District: 76 participants (70 citizens recruited from 7 agencies and public, and 6 agency staff)	
<i>Targets</i>	1. Participants can learn the concept of Age-friendly City through: <ol style="list-style-type: none"> <li>i) Lectures and discussion about Age-friendly City;</li> <li>ii) Practical walk in Lingnan University with the guidance of trained helpers to observe the age-friendliness facilities in the campus; and</li> <li>iii) Discussion about the age-friendliness of Lingnan University.</li> </ol> 2. Participants can become the ambassadors after joining the workshop.	
<b>Ambassador Training Workshop (Session Two)</b>		
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>	7 <sup>th</sup> July 2017
	<i>Agency</i>	Yan Oi Tong Tuen San Tsing Rural Community Service Centre
	<i>No. of Participants</i>	nine older persons and one agency staff
	<i>Area</i>	Tuen Tsz Wai
	<i>Route</i>	Yan Oi Tong Tuen San Tsing Rural Community Service Centre → Ng Lau Road → Lam Tei Light Rail Stop → San Hing Tsuen → Yan Oi Tong Tuen San Tsing Rural Community Service Centre
Observation 2	<i>Date</i>	11 <sup>th</sup> July 2017
	<i>Agency</i>	Pok Oi Hospital Wong Muk Fung Memorial Elderly Health Support and Learning Centre
	<i>No. of Participants</i>	16 older persons and three agency staff
	<i>Area</i>	Leung King Estate
	<i>Route</i>	1. Wong Muk Fung Memorial Elderly Health Support and Learning Centre → Leung Yin House → Leung Wah House → Leung Shui House → Leung Ying House → Wong Muk Fung Memorial Elderly Health Support and

		<p>Learning Centre</p> <p>2. Wong Muk Fung Memorial Elderly Health Support and Learning Centre → Leung Kit House → Leung Chun House → Leung Wai House → Leung Chi House → Leung King Plaza → Leung King Light Rail Stop → Wong Muk Fung Memorial Elderly Health Support and Learning Centre</p>
Observation 3	<i>Date</i>	12 <sup>th</sup> July 2017
	<i>Agency</i>	Evangelical Lutheran Church Social Service – Hong Kong Lutheran Senior Citizen Club
	<i>No. of Participants</i>	14 older persons and one agency staff
	<i>Area</i>	Siu Hong Court
	<i>Route</i>	<p>1. Lutheran Senior Citizen Club → Siu Hong Court Phase 1 &amp; 2 → Tuen Mun Hospital → Lutheran Senior Citizen Club</p> <p>2. Lutheran Senior Citizen Club → Siu Hong Court Phase 3 &amp; 4 → Lutheran Senior Citizen Club</p>
Observation 4	<i>Date</i>	18 <sup>th</sup> July 2017
	<i>Agency</i>	Association of Baptist for World Evangelism (Hong Kong) Ltd. Tin Yue Baptist Church Elderly Centre
	<i>No. of Participants</i>	13 older persons and two agency staff
	<i>Area</i>	Leung King Estate
	<i>Route</i>	<p>1. Tin Yue Baptist Church Elderly Centre → Leung King Plaza → Leung King Market → Tin Yue Baptist Church Elderly Centre</p> <p>2. Tin Yue Baptist Church Elderly Centre → Leung King Plaza → Leung King Estate → Tin Yue Baptist Church Elderly Centre</p>
Observation 5	<i>Date</i>	20 <sup>th</sup> July 2017
	<i>Agency</i>	<p>1. Yan Oi Tong Rainbow Community Integrated Development Centre</p> <p>2. Yau On Lutheran Centre for the Elderly</p>
	<i>No. of Participants</i>	12 older persons and two agency staff
	<i>Area</i>	Yau Oi Estate and On Ting Este
	<i>Route</i>	<p>1. Yan Oi Tong Rainbow Community Integrated Development Centre → H.A.N.D.S → On Ting Estate all blocks → H.A.N.D.S → Yan Oi Tong Rainbow Community Integrated Development Centre</p> <p>2. Yan Oi Tong Rainbow Community Integrated Development Centre → Yau Oi Estate all Blocks (including Yau Oi light rail stop → H.A.N.D.S market → Yau oi square) → Yan Oi Tong Rainbow Community Integrated Development Centre</p>
Observation 6	<i>Date</i>	27 <sup>th</sup> July 2017

	<i>Agency</i>	1. HKECSS Tai Hing Elderly Neighbourhood centre 2. Yan Oi Tong Ng Kam Yuk Memorial Neighbourhood Elderly Centre
	<i>No. of Participants</i>	eight older person
	<i>Area</i>	Tai Hing Estate
	<i>Route</i>	Tai Hing Elderly Neighbourhood centre → Tai Hing commercial complex → Tsing Tin Garden → Tai Hing Elderly Neighbourhood centre
Observation 7	<i>Date</i>	29 <sup>th</sup> July 2017
	<i>Agency</i>	N/A
	<i>No. of participants</i>	11
	<i>Area</i>	Shan King Estate
	<i>Route</i>	Neighbourhood Advice-action Council (Shan King) CNS Shan King North Light Rail Stop=> Shan King commercial centre=> Neighbourhood Advice-action Council (Shan King) CNS Centre

#### **Ambassador Training Workshop (Session Three)**

After field observation, public education sessions were also designed to show the current state of age-friendliness in the community referring to the results collected from the field observations, and the public were invited to rank which improvements were most needed.

#### **Ambassador training certificate presentation ceremony (Session Four)**

<i>Date</i>	16 <sup>th</sup> Aug 2017
<i>Venue</i>	Lingnan University
<i>Number of participants</i>	Tuen Mun District: 109 participants (95 citizens recruited from 9 agencies and public and 14 agency staff) Yuen Long District: 75 participants (63 citizens recruited from 8 agencies and public and 12 agency staff and carer)
<i>Targets</i>	1. Acknowledgement of and appreciation for Age-friendly city ambassadors and agencies' participation and support 1.1 Award Ceremony  2. Care about the development of the community in the way of age-friendliness and believed that continuous participation is the power of improvement to become an age-friendly community and willing to speak out his/ her own point of view (Empowerment) 2.1 Ambassador shared experience of Age-friendly city 2.2 Learning Activity – Life circle

## Appendix 2 Mean score among the four age groups on the eight age-friendly city domains in Tuen Mun District

AFC item and domain	Total (N=531)	Aged 18 – 49 (N=69)	Aged 50 – 64 (N=108)	Aged 65 – 79 (N=223)	Aged ≥ 80 (N=131)
<b><u>Domain 1. Outdoor Spaces and Buildings</u></b>	<b><u>4.03 (0.86)</u></b>	<b><u>3.74 (0.68)</u></b>	<b><u>3.75 (0.78)</u></b>	<b><u>4.12 (0.91)</u></b>	<b><u>4.24 (0.83)</u></b>
<b><i>Subdomain 1.1 Outdoor spaces</i></b>	<b><i>4.08 (0.94)</i></b>	<b><i>3.66 (0.84)</i></b>	<b><i>3.66 (0.87)</i></b>	<b><i>4.24 (0.94)</i></b>	<b><i>4.38 (0.85)</i></b>
■ A1: Cleanliness	4.00 (1.32)	3.39 (1.27)	3.47 (1.20)	4.10 (1.30)	4.58 (1.21)
■ A2: Maintenance and Safety	4.19 (1.17)	3.75 (1.09)	3.68 (1.05)	4.39 (1.18)	4.53 (1.09)
■ A3: Driver Manner	4.00 (1.28)	3.54 (1.16)	3.47 (1.16)	4.21 (1.22)	4.33 (1.32)
■ A4: Cycling Lanes	4.16 (1.27)	3.84 (1.22)	4.07 (1.09)	4.32 (1.23)	4.15 (1.35)
■ A5: Outdoor Lighting and Safety	4.05 (1.23)	3.77 (1.03)	3.64 (1.15)	4.19 (1.25)	4.31 (1.25)
<b><i>Subdomain 1.2 Building</i></b>	<b><i>3.95 (1.00)</i></b>	<b><i>3.85 (0.62)</i></b>	<b><i>3.87(0.84)</i></b>	<b><i>3.96 (1.12)</i></b>	<b><i>4.07 (1.05)</i></b>
■ A6: Accessibility of Commercial Services	4.20 (1.33)	4.23 (0.89)	4.13 (1.10)	4.25 (1.43)	4.15 (1.49)
■ A7: Specialized Services	3.67 (1.37)	3.39 (1.11)	3.73 (1.21)	3.64 (1.46)	3.82 (1.44)
■ A8: Barrier Free Facilities	4.08 (1.24)	4.13 (0.80)	3.96 (1.02)	3.96 (1.35)	4.34 (1.36)
■ A9: Public Washrooms	3.87 (1.31)	3.64 (1.08)	3.66 (1.11)	3.99 (1.42)	3.98 (1.36)
<b><u>Domain 2. Transportation</u></b>	<b><u>4.30 (0.78)</u></b>	<b><u>3.96 (0.65)</u></b>	<b><u>3.86 (0.77)</u></b>	<b><u>4.46 (0.76)</u></b>	<b><u>4.58 (0.69)</u></b>
<b><i>Subdomain 2.1 Road Safety and Maintenance</i></b>	<b><i>4.37 (0.86)</i></b>	<b><i>4.15 (0.74)</i></b>	<b><i>3.94 (0.88)</i></b>	<b><i>4.51 (0.85)</i></b>	<b><i>4.62 (0.78)</i></b>
■ B1: Traffic Order	4.33 (1.07)	4.03 (0.91)	3.80 (1.14)	4.52 (1.07)	4.58 (0.91)
■ B12: Road Condition	4.42 (0.99)	4.26 (0.87)	4.09 (0.92)	4.49 (0.99)	4.65 (1.03)
<b><i>Subdomain 2.2 Availability of Specialized Services</i></b>	<b><i>3.94 (1.08)</i></b>	<b><i>3.96 (0.83)</i></b>	<b><i>3.86 (0.99)</i></b>	<b><i>3.92 (1.16)</i></b>	<b><i>4.02 (1.11)</i></b>
■ B7: Transport for the Disabled	3.94 (1.30)	3.87 (0.98)	3.84 (1.24)	3.89 (1.41)	4.12 (1.30)
■ B10: Alternative Transportation	3.94 (1.24)	4.04 (1.01)	3.87 (1.06)	3.96 (1.30)	3.91 (1.37)
<b><i>Subdomain 2.3 Comfort to Use Public Transport</i></b>	<b><i>4.34 (0.90)</i></b>	<b><i>3.83 (0.81)</i></b>	<b><i>3.84 (0.87)</i></b>	<b><i>4.51 (0.84)</i></b>	<b><i>4.73 (0.77)</i></b>
■ B6: Comfort of Public Transport	4.59 (1.10)	3.96 (0.99)	3.97 (1.05)	4.82 (1.02)	5.03 (0.98)
■ B8: Comfort of Stops	4.43 (1.08)	3.88 (0.96)	3.88 (1.06)	4.60 (1.08)	4.89 (0.81)
■ B9: Considerate Driver	4.49 (1.07)	3.90 (0.93)	3.86 (1.03)	4.71 (1.01)	4.94 (0.90)
■ B11: Barrier-free Transport and Quality of Driver	3.85 (1.16)	3.58 (1.13)	3.66 (1.05)	3.90 (1.14)	4.06 (1.28)
<b><i>Subdomain 2.4 Accessibility of Public Transport</i></b>	<b><i>4.41 (0.92)</i></b>	<b><i>3.99 (0.80)</i></b>	<b><i>3.85 (0.88)</i></b>	<b><i>4.65 (0.87)</i></b>	<b><i>4.68 (0.83)</i></b>
■ B2: Travel Destination	4.71 (1.01)	4.52 (0.83)	4.30 (1.00)	4.89 (0.96)	4.82 (1.08)
■ B3: Affordability	4.71 (1.20)	4.25 (1.13)	3.90 (1.30)	5.01 (1.05)	5.12 (0.96)
■ B4: Frequency	4.19 (1.19)	3.65 (1.07)	3.70 (1.11)	4.48 (1.15)	4.40 (1.18)
■ B5: Service Information	4.02 (1.24)	3.53 (1.01)	3.50 (1.10)	4.22 (1.27)	4.38 (1.21)
<b><u>Domain 3. Housing</u></b>	<b><u>3.60 (1.10)</u></b>	<b><u>3.59 (0.87)</u></b>	<b><u>3.41 (0.98)</u></b>	<b><u>3.55 (1.17)</u></b>	<b><u>3.83 (1.14)</u></b>
<b><i>Subdomain 3.1 Affordability and Accessibility</i></b>	<b><i>3.56 (1.14)</i></b>	<b><i>3.46 (0.96)</i></b>	<b><i>3.38 (1.05)</i></b>	<b><i>3.53 (0.20)</i></b>	<b><i>3.79 (1.16)</i></b>
■ C1: Housing Quantity, Affordability, Safety, Services	3.80 (1.39)	3.30 (1.29)	3.46 (1.23)	3.90 (1.40)	4.16 (1.42)
■ C4: Housing for Frail and Disabled Elders	3.31 (1.31)	3.61 (0.94)	3.29 (1.21)	3.17 (1.39)	3.17 (1.39)
<b><i>Sub-domain 3.2 Environment</i></b>	<b><i>3.63 (1.22)</i></b>	<b><i>3.72 (0.93)</i></b>	<b><i>3.44 (1.05)</i></b>	<b><i>3.56 (1.28)</i></b>	<b><i>3.87 (1.34)</i></b>
■ C2: Interior Spaces and Level Surfaces of Housing	3.71 (1.33)	3.86 (1.05)	3.36 (1.12)	3.67 (1.43)	3.98 (1.38)
■ C3: Home Modification Options and Supplies	3.56 (1.32)	3.59 (1.05)	3.51 (1.15)	3.46 (1.36)	3.76 (1.51)
<b><u>Domain 4. Social Participation</u></b>	<b><u>4.30 (0.92)</u></b>	<b><u>4.12 (0.61)</u></b>	<b><u>4.04 (0.83)</u></b>	<b><u>4.41 (0.91)</u></b>	<b><u>4.43 (1.08)</u></b>
<b><i>Subdomain 4.1 Facilities and Settings</i></b>	<b><i>4.32 (0.99)</i></b>	<b><i>4.15 (0.70)</i></b>	<b><i>4.09 (0.91)</i></b>	<b><i>4.42 (0.98)</i></b>	<b><i>4.44 (1.14)</i></b>
■ D1: Activities Welcome Individuals or Groups	4.56 (1.16)	4.32 (0.78)	4.34 (0.98)	4.63 (1.20)	4.75 (1.32)
■ D4: Activity Choices	4.31 (1.20)	4.04 (0.90)	3.94 (1.01)	4.45 (1.24)	4.51 (1.32)
■ D5: Venues for Activities	4.10 (1.24)	4.10 (0.88)	3.99 (1.12)	4.17 (1.27)	4.07 (1.43)
<b><i>Subdomain 4.2 Social Services</i></b>	<b><i>4.28 (0.97)</i></b>	<b><i>4.09 (0.61)</i></b>	<b><i>3.99 (0.88)</i></b>	<b><i>4.40 (0.96)</i></b>	<b><i>4.42 (1.13)</i></b>
■ D2: Affordability of activities	4.55 (1.10)	4.33 (0.70)	4.30 (0.97)	4.67 (1.12)	4.66 (1.26)
■ D3: Information About Activities	4.29 (1.24)	3.99 (0.74)	3.92 (1.11)	4.48 (1.30)	4.45 (1.37)
■ D6: Availability of Outreach Services	4.01 (1.24)	3.97 (0.84)	3.76 (1.19)	4.05 (1.24)	4.17 (1.42)
<b><u>Domain 5. Respect and Social Inclusion</u></b>	<b><u>4.12 (0.93)</u></b>	<b><u>3.92 (0.73)</u></b>	<b><u>3.90 (0.85)</u></b>	<b><u>4.18 (0.94)</u></b>	<b><u>4.32 (1.02)</u></b>
<b><i>Subdomain 5.1 Attitude</i></b>	<b><i>4.20 (0.90)</i></b>	<b><i>4.00 (0.68)</i></b>	<b><i>3.94 (0.84)</i></b>	<b><i>4.26 (0.91)</i></b>	<b><i>4.41 (0.95)</i></b>
■ E1: Consulting Elders	3.64 (1.40)	3.68 (0.95)	3.56 (1.24)	3.58 (1.46)	3.77 (1.60)
■ E3: Attitude of Customer Workers	4.54 (1.10)	3.97 (1.01)	4.15 (1.03)	4.71 (1.07)	4.87 (1.07)
■ E5: Recognizing Contribution of Elders	4.37 (1.10)	4.33 (0.87)	4.07 (1.00)	4.40 (1.17)	4.57 (1.10)
■ E6: Positive Description of Elders	4.25 (1.04)	4.03 (0.89)	3.95 (0.94)	4.36 (1.06)	4.44 (1.10)
<b><i>Subdomain 5.2 Opportunities for Social Inclusion</i></b>	<b><i>3.97 (1.16)</i></b>	<b><i>3.75 (0.93)</i></b>	<b><i>3.83 (0.99)</i></b>	<b><i>4.00 (1.17)</i></b>	<b><i>4.14 (1.34)</i></b>
■ E2: Fulfilling Needs of Different People	3.82 (1.33)	3.62 (1.00)	3.66 (1.16)	3.83 (1.35)	4.05 (1.54)
■ E4: Opportunity for Elderly Knowledge	4.12 (1.32)	3.87 (1.01)	4.00 (1.13)	4.18 (1.39)	4.24 (1.48)
<b><u>Domain 6. Civic Participation and Employment</u></b>	<b><u>3.83 (0.93)</u></b>	<b><u>3.69 (0.74)</u></b>	<b><u>3.53 (0.98)</u></b>	<b><u>3.92 (0.92)</u></b>	<b><u>4.01 (0.91)</u></b>
<b><i>Subdomain 6.1 Civic Participation</i></b>	<b><i>4.22 (1.17)</i></b>	<b><i>4.07 (0.81)</i></b>	<b><i>3.91 (1.06)</i></b>	<b><i>4.35 (1.21)</i></b>	<b><i>4.34 (1.30)</i></b>
■ F1: Volunteering	4.22 (1.17)	4.07 (0.81)	3.91 (1.06)	4.35 (1.21)	4.34 (1.30)
<b><i>Subdomain 6.2 Employment</i></b>	<b><i>3.71 (0.97)</i></b>	<b><i>3.56 (0.81)</i></b>	<b><i>3.40 (1.03)</i></b>	<b><i>3.78 (0.96)</i></b>	<b><i>3.90 (0.97)</i></b>
■ F2: Elderly Workers Qualities	4.08 (1.17)	3.86 (1.00)	3.69 (1.15)	4.18 (1.13)	4.34 (1.23)
■ F3: Flexibility and Fair Pay to Elderly Workers	3.31 (1.19)	3.32 (0.93)	3.26 (1.12)	3.26 (1.27)	3.43 (1.23)
■ F4: Forbidden of Age Discrimination at Work	3.73 (1.34)	3.51 (1.24)	3.26 (1.29)	3.90 (1.34)	3.95 (1.35)
<b><u>Domain 7. Communication and Information</u></b>	<b><u>4.02 (0.84)</u></b>	<b><u>3.89 (0.63)</u></b>	<b><u>3.91 (0.84)</u></b>	<b><u>4.11 (0.87)</u></b>	<b><u>4.04 (0.89)</u></b>
<b><i>Subdomain 7.1 Information</i></b>	<b><i>4.12 (0.88)</i></b>	<b><i>4.05 (0.64)</i></b>	<b><i>3.97 (0.86)</i></b>	<b><i>4.18 (0.91)</i></b>	<b><i>4.16 (0.96)</i></b>
■ G1: Effective Means of Information Dissemination	4.42 (1.00)	4.20 (0.80)	4.20 (0.95)	4.55 (0.93)	4.50 (1.18)
■ G2: Regular Dissemination of Information for Elders	4.13 (1.16)	3.91 (0.85)	3.81 (1.13)	4.23 (1.16)	4.34 (1.26)
■ G3: Accessibility of Information from Trusted persons	4.01 (1.16)	3.99 (0.83)	3.81 (0.96)	3.98 (1.24)	4.24 (1.29)
■ G6: Accessibility of Information in Public Facilities	3.90 (1.33)	4.12 (1.04)	4.07 (1.24)	3.95 (1.36)	3.57 (1.41)
<b><i>Sub-domain 7.2 Use of Communication and Digital Device</i></b>	<b><i>3.84 (1.03)</i></b>	<b><i>3.57 (0.82)</i></b>	<b><i>3.81 (0.96)</i></b>	<b><i>3.96 (1.08)</i></b>	<b><i>3.79 (1.06)</i></b>
■ G4: Use of Digital Device	4.01 (1.19)	3.67 (0.87)	3.90 (1.06)	4.16 (1.24)	4.02 (1.31)
■ G5: Use of Communication Device	3.67 (1.26)	3.48 (1.01)	3.73 (1.09)	3.77 (1.32)	3.56 (1.38)

<b>AFC item and domain</b>	<b>Total</b> (N=531)	<b>Aged</b> <b>18 – 49</b> (N=69)	<b>Aged</b> <b>50 – 64</b> (N=108)	<b>Aged</b> <b>65 – 79</b> (N=223)	<b>Aged</b> <b>≥ 80</b> (N=131)
<b><i>Domain 8. Community Support and Health Services</i></b>	<b>3.50 (0.93)</b>	<b>3.30 (0.75)</b>	<b>3.26 (0.89)</b>	<b>3.54 (0.93)</b>	<b>3.73 (0.99)</b>
<b><i>Subdomain 8.1 Availability and Affordability of Medical/Social Services</i></b>	<b>3.76 (1.01)</b>	<b>3.48 (0.82)</b>	<b>3.46 (0.94)</b>	<b>3.85 (1.04)</b>	<b>3.99 (1.02)</b>
■ H1: Adequacy of Medical / Social Services	3.33 (1.40)	3.07 (1.17)	2.93 (1.21)	3.40 (1.45)	3.67 (1.47)
■ H2: Home Care Services	3.61 (1.31)	3.51 (1.07)	3.46 (1.21)	3.65 (1.35)	3.71 (1.41)
■ H3: RCHE Services	3.93 (1.22)	3.65 (0.94)	3.60 (1.11)	4.06 (1.26)	4.14 (1.29)
■ H4: Affordability of Medical / Social Services	4.17 (1.21)	3.70 (1.17)	3.87 (1.14)	4.31 (1.15)	4.43 (1.29)
<b><i>Su-domain 8.2 Emergency Support</i></b>	<b>3.63 (1.38)</b>	<b>3.48 (0.96)</b>	<b>3.35 (1.15)</b>	<b>3.61 (1.45)</b>	<b>3.98 (1.56)</b>
■ H5: Emergency Support	3.63 (1.38)	3.48 (0.96)	3.35 (1.15)	3.61 (1.45)	3.98 (1.56)
<b><i>Subdomain 8.3 Burial Service</i></b>	<b>2.33 (1.30)</b>	<b>2.39 (1.14)</b>	<b>2.37 (1.22)</b>	<b>2.22 (1.29)</b>	<b>2.46 (1.44)</b>
■ H6: Burial Service	2.33 (1.30)	2.39 (1.14)	2.37 (1.22)	2.22 (1.29)	2.46 (1.44)

All reported numbers are mean (SD).

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