



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

# Jockey Club Age-Friendly City Project

## Baseline Assessment Report



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# EXECUTIVE SUMMARY

The Jockey Club Age-friendly City Project aims to build Hong Kong into an age-friendly city. The Institute of Active Ageing (IAA) of The Hong Kong Polytechnic University (PolyU) has conducted the baseline assessment to measure and identify the age-friendliness of Kowloon City District with reference to the eight domains within the World Health Organisation's Global Age-friendly Cities framework. A total of 567 successful samples of questionnaire survey and 5 focus group interviews were conducted between 16th October 2015 and 7th January 2016. Field observation was conducted between August 2015 and November 2015 to identify specific features of physical infrastructure, namely Outdoor Spaces and Buildings, Transportation and Housing in Kowloon City District.

Results of questionnaire survey revealed that Social Participation was the highest among 8 domains. Senior citizens appreciated the availability of different channels (i.e. elderly centres, community organisation, trade union, Leisure and Cultural Services Department) that offered different social activities at affordable prices.

Housing was the lowest among 8 domains. Poor living condition was remarked for focus group informants living in older private buildings (i.e. tenement houses and sub-divided flats), which included the lack of barrier-free access facilities and poor hygienic conditions in the building, the lack of maintenance and poor ventilation in the flat, small living spaces, security and safety concerns and high rent and utility costs.

Towards age-friendliness, other key concerns were occupation of public spaces by shops, pollution and environmental-hygiene problems, designs of certain bus and minibus routes did not take the needs of senior citizens into consideration, negative perception of societal image on senior citizens, lack of job opportunities in the labour market tailoring to the needs and expectations of senior citizens, challenges in adapting digital platforms to receive information, user-unfriendliness of Telephone Appointment Service (TAS) and difficulties of community support services in reaching out senior citizens most in need of support.

Key recommendations to improve the age-friendliness of the Kowloon City District included coordinating with District Council and relevant government departments to tackle the problem of road obstructions by shop owners, establishing channels to facilitate senior citizens to voice out their views about transport services, initiating projects to improve home interior living conditions of senior citizens living in tenement houses and sub-divided flats, allocating more resources to local organisations to encourage senior citizens to participate in different activities, providing opportunities to facilitate mutual understanding and appreciation across generations, coordinating with local stakeholders to provide one-stop employment support services to senior citizens, engaging the youth to organise/teach programmes (i.e. computer courses) about digital technology to senior citizens and coordinating with community organisations to enhance outreach services to senior citizens in need.

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# 1. BACKGROUND

## *1.1 Purpose*

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

The Hong Kong Jockey Club Charities Trust is implementing the Jockey Club Age-friendly City Project in partnership with 4 gerontology research institutes in Hong Kong, including Jockey Club Institute of Ageing of The Chinese University of Hong Kong, Sau Po Centre on Ageing of The University of Hong Kong, Asia-Pacific Institute of Ageing Studies of Lingnan University, and Institute of Active Ageing of The Hong Kong Polytechnic University. The Trust joins hands with various stakeholders to build Hong Kong into an age-friendly city which can cater for the needs of all ages.

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

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

## *1.2 Ambassador Scheme*

To encourage the general public to acquire knowledge on age-friendly city and share the concept of age-friendly city to the community, the Professional Support Team of PolyU provided a series of training to members of public living in Kowloon City District. A total of 51 participants attended the ambassador activities in regard to 1) briefing session of 'Age-friendly City' concept, 2) training workshop on Respect and Social Inclusion, and 3) training workshop on Elderly Employment from January to February 2016. The ambassadors would be involved in promoting the age-friendliness of Kowloon City District in the coming years.

## **2. METHODOLOGY**

Before the implementation of the baseline assessment, a community study was conducted (from August 2015 to November 2015) for portraying the district characteristics and adjusting the assessment strategy. To conduct the baseline assessment on the level of age-friendliness of Kowloon City District, both quantitative and qualitative approaches were employed, i.e. questionnaire surveys (from 14th October 2015 to 4th January 2015) and focus group interviews (from 16th November 2015 to 7th January 2016). The purposes were to gather comprehensive views about the age-friendliness of Kowloon City District and derived corresponding insights of our feasible 3-year action plan.

### ***2.1 Community Study***

Desktop research and field observation were used to delineate the district profile of Kowloon City District. Non-participant observation was selected as the field observation method as it could depict the district characteristic in an objective manner. It was conducted by the Professional Support Team of PolyU and undergraduate students from Bachelor of Science (Honours) in Applied Ageing Studies. The observation focused on the physical infrastructure of the district and included domains of 1) Outdoor Spaces and Buildings, 2) Transportation, and 3) Housing. Major field observation was mainly conducted in To Kwa Wan and Hung Hom.

### ***2.2 Questionnaire Survey***

#### ***2.2.1 Participants***

Adult residents (aged 18 or older) living in Kowloon City District were recruited. Inclusion criteria for participants included: Cantonese speakers, comprehensive understanding without wearing a hearing aid, and mentally sound.

#### ***2.2.2 Sampling Method***

The study targeted to collect at least 500 successful samples. The sources of recruiting participants included elderly centres, public housing estates, Institutes of Active Ageing (IAA) of The Hong Kong Polytechnic University (PolyU), churches as well as snowball referrals from participants and community members.

#### ***2.2.3 Measures***

A structured questionnaire survey was conducted mainly by face-to-face interview, with a small number of cases conducted by self-administration and phone interviews. The questionnaires included the following measurement parts:

### *a. Socio-demographic Characteristics*

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

### *b. Perceived Age-friendliness*

A total of 53 six-point Likert scale items were used which were based on a local adaptation of the World Health Organisation (WHO)'s Age-friendly Cities Framework and guidelines. Participants were asked to rate their perceived age-friendliness alongside eight domains, namely 1) Outdoor Spaces and Buildings, 2) Transportation, 3) Housing, 4) Social Participation, 5) Respect and Social Inclusion, 6) Civic Participation and Employment, 7) Communication and Information, and 8) Community Support and Health Services.

### *c. Sense of Community*

A total of 8 five-point Likert scale items concerning the level of community sense were also measured, including emotional connection, group membership, needs fulfilment and influence (The full questionnaire survey is given in Appendix 1).

## **2.3 Focus Group Interview**

A total of 5 focus groups were conducted following the procedure on the WHO Age-friendly Cities Project Methodology-Vancouver Protocol. Chinese version of the protocol devised by The Hong Kong Council of Social Service was adopted in this study. (The discussion guide of focus group is given in Appendix 2.) Each group consisted of 9 to 12 Kowloon City District residents and each session lasted for approximately two hours. A total of 2 focus group sessions were held in The Hong Kong Polytechnic University (PolyU); while another 3 sessions were held in community locations. All focus group discussions were audio-recorded and transcribed.

Sources of recruitment included elderly centres, Institutes of Active Ageing (IAA) of The Hong Kong Polytechnic University (PolyU) and referrals from participants.

Informants in different age ranges were recruited and had discussed the age-friendly issues in the district:

**Table 1**  
Compositions of focus group informants

	<b>Age</b>	<b>No. of Informants</b>
1 <sup>st</sup> group	18 to 49	9 (8 Female, 1 Male)
2 <sup>nd</sup> group	50 to 64	10 (7 Female, 3 Male)
3 <sup>rd</sup> group	65 to 79	10 (5 Female, 5 Male)
4 <sup>th</sup> group	80 or above	10 (4 Female, 6 Male)
5 <sup>th</sup> group	50 to 64	12 (5 Female, 7 Male)



# RESULT

## *3.1 Community study*

### *3.1.1 District Profile*

Kowloon City District is approximately 1,000 hectares land size (Kowloon City District Council, 2015). According to the Population and Household Statistics Analysed by District Council District (Census and Statistics Department, 2015), it has a population of 402,300 in 2014. The number of population aged 65 or above is 15.4%. The district ranks the top seventh among other districts in its percentage of ageing population. The demand for elderly services is therefore relatively high in comparison with other districts in Hong Kong.

66.1% of senior citizens are living in private permanent housing while 32.6% of the senior citizens are living in public rental housing. This reflects the contrasting living conditions of elder residents in Kowloon City District. Moreover, 55% of the senior citizens are living alone which highlights the challenges of senior citizens to live independently in the community.

Kowloon City District is a convenient location connected other districts in Hong Kong with the East Kowloon Corridor, Lion Rock Tunnel and Kai Tak Tunnel. The major public transports are Kowloon Motor Bus (KMB), red minibus and green minibus. There is a MTR station at Hung Hom. The Shatin-to-Central Link is currently under construction and will be in service in 2018 tentatively.

To cater for the high demand for elderly services, various non-governmental organisations (NGOs) establish their community care and support services. There are 3 District Elderly Community Centres (DECC) and 8 Neighbourhood Elderly Centres (NEC) in Kowloon City District. The elderly centres are divided into 3 clusters and each cluster consists of 1 DECC and a number of NECs serving similar service boundary. The 3 DECCs include Hong Kong Sheng Kung Hui Lok Man Alice Kwok Integrated Service Centre, Hong Kong Sheng Kung Hui Holy Carpenter Church District Elderly Community Centre and Tung Wah Group of Hospitals Wong Cho Tong District Elderly Community Centre. Elderly centres in each cluster hold regular meetings to discuss social service development issues in their own service area. (The details of Social Support Service is given in Appendix 3.)

For the general health services, public general out-patient clinics in Kowloon City, Hung Hom and To Kwa Wan are the main public service providers to residents as 2 public hospitals in the district only provide special medical treatment. There is 1 elderly health centre located in Kowloon City (Hau Wong Road). There is a variety of leisure and recreational facilities in Kowloon City District, such as swimming pools, parks, libraries, sport centres and sport grounds. However, parks and swimming pools are not available in Hung Hom. Hung Hom Residents have to go to other sub-districts, such as Whampoa or To Kwa Wan, to use these facilities. (The details of Health and Community Services are given in Appendix 4 and 5.)

### *3.1.2 Field Observation*

Kowloon City District includes some old sub-districts (i.e. Hung Hom, To Kwa Wan and Ma Tau Wai) and newer sub-districts (i.e. Whampoa). A community study in Kowloon City District was conducted by the Professional Support Team of PolyU and undergraduate students from Bachelor of Science (Honours) in Applied Ageing Studies between August and November 2015.

In Hung Hom, To Kwa Wan and Kowloon City, many residential dwellings are mid-rise flats built in the mid-20th century. Since the 1970s, public housing estates (i.e. Mau Tau Wai Estate, Oi Man Estate) were built to provide relief in those crowded areas of Kowloon City District. Many pavements in this district were narrow. During the field observation at To Kwa Wan, it was observed that shops owners displayed the goods on street spaces adjacent to their shops, thus obstructing the circulation on the pavements. Many pedestrians, especially the senior citizens, found it inconvenient and difficult to walk on the pavements.

To Kwa Wan and Ma Tau Wai have many older private buildings built in the mid-20th century which do not meet the age-friendly standards. Some deprived senior citizens live in tenement houses where the living condition is extremely poor and the rent is expensive. Furthermore, there are not many housing options available for the grassroots in the district. (The district map is given in Appendix 6.)

We observed that not many outdoor seats were available in the public spaces. The parks near the harbourfront were somehow far away from the residential areas close to the hill side. Senior citizens who walked slowly might find it difficult to walk from the hill side to the parks. Self-initiated entertainment took place every evening in the Hoi Sum Park where it attracted a large number of senior citizens.

In general, the district is well-connected with transportation network of bus and minibus. It is observed that seats were not provided at bus and minibus stops and many bus stops were not covered by shelters. The construction of the new MTR line, Shatin-to-Central Link, occupied large areas in Hung Hom and Ma Tau Wai Road. This has led to the cancellation and relocation of some bus stops and thus has caused a certain extent of inconveniences to many people.

## *3.2 Questionnaire Survey*

### *3.2.1 Sampling Grouping Method*

Kowloon City is an old district which has many older private buildings (i.e. tenement houses). The living conditions at these buildings were poor due to the lack of maintenance and barrier-free access facilities. The building collapse incident at Ma Tau Wai Road in 2010 raised the public concern about the safety of tenement houses. The physical environment of older private buildings were appeared to be different from public housing estates (i.e. To Kwa Wan, Hung Hom, Ho Man Tin and Kai Tak) and newer private estates (i.e. Whampoa Garden). To differentiate views of residents living in different housing types, 3 predominant housing types were categorized for further data analysis.

Predominant housing types

- 1) Public housing estates
- 2) Older private buildings, and
- 3) Newer private estates.

The areas predominantly occupied by public housing estates mainly comprised respondents living in public housing estates, such as Ka Wai Estate and Hung Hom Estate. The areas predominantly occupied by older private buildings are housing estates mainly built from 1950s to 1960s (i.e. buildings along Kai Tak Road). These buildings are usually single block and not designed with barrier-free access facilities such as handrails and elevators. The areas predominantly occupied by newer private estates have been newly built in recent decades (Whampoa Garden and Grand Waterfront). These areas showed relatively spatial roads and public spaces in comparison with older private buildings.

(The detailed categorisation grouping for the sample living in areas predominantly occupied with different types of housing is given in Appendix 7.)

### 3.2.2 Findings

Table 2 shows the sample distribution in terms of age and gender. A total of 569 samples of questionnaire survey were collected. As 2 of them were unusual response, the following data analysis focused on the valid samples (N = 567). For all age groups, female participants (71.1%) counted as the majority.

**Table 2**

Descriptive statistics of Age and Gender among all questionnaire survey participants (N = 567)

Age	18-49	50-64	65-79	80 or above	Total
	Frequency (%)	Frequency (%)	Frequency (%)	Frequency (%)	Frequency (%)
<b>Gender</b>					
Male	15 (28.8%)	48 (28.1%)	77 (28.6%)	24 (32.0%)	164 (28.9%)
Female	37 (71.2%)	123 (71.9%)	192 (71.4%)	51 (68%)	403 (71.1%)
Total	52 (9.2%)	171 (30.2%)	269 (47.4%)	75 (13.2%)	567 (100.0%)

Table 3 and Table 4 report the descriptive statistics of demographic information among samples from predominant housing types (public housing estates, older private buildings and newer private estates). Near half of the participants (49.0%) were living in area predominantly occupied by public housing estates (n = 278). This group had the oldest average age (69.46) and the longest duration of living (323.23 months, i.e. 26.9 years). The majority of them (63.7%) had monthly income below HK\$6,000. For area predominantly occupied by newer private estates, nearly half (46.9%) of participants had monthly income more than \$10,000, which was more than other predominant housing types.

More than half of the participants (> 50%) had caregiving experiences. Most of the participants indicated their money was just enough for daily expenditure (Mean score was around 3 indicated to 'Just Enough').

**Table 3**

Descriptive statistics of the Age, Gender, Education level and Income among all questionnaire survey participants (N = 567)

Predominant housing type	Public Housing Estates (n = 278)	Older Private Buildings (n = 89)	Newer Private Estates (n = 188)
	M ± SD	M ± SD	M ± SD
Age	69.46 ± 11.44	61.00 ± 15.93	63.06 ± 13.97
	Frequency (%)	Frequency (%)	Frequency (%)
<b>Gender</b>			
Male	69 (24.8%)	23 (25.8%)	68 (36.2%)
Female	209 (75.2%)	66 (74.2%)	120 (63.8%)
<b>Education level</b>			
Never / pre-school	52 (18.7%)	8 (9.0%)	17 (9.1%)
Primary school	121 (43.5%)	24 (27%)	28 (15.1%)
Secondary 3	55 (19.8%)	24 (27%)	46 (24.7%)
Secondary 5	27 (9.7%)	14 (15.7%)	36 (19.4%)
Secondary 7 / DSE	5 (1.8%)	5 (5.6%)	11 (5.9%)
Diploma	8 (2.9%)	3 (3.4%)	10 (5.4%)
High Diploma	0	4 (4.5%)	4 (2.2%)
Degree or above	10 (3.6%)	7 (7.9%)	34 (18.3%)
<b>Income</b>			
< \$2,000	14 (5.5%)	7 (9.3%)	13 (8.8%)
\$2,000 - 3,999	91 (35.8%)	16 (21.3%)	25 (17%)
\$4,000 - 5,999	57 (22.4%)	6 (8.0%)	12 (8.2%)
\$6,000 - 7,999	26 (10.2%)	4 (5.3%)	12 (8.2%)
\$8,000 - 9,999	21 (8.3%)	8 (10.7%)	16 (10.9%)
\$10,000 - 14,999	31 (12.2%)	16 (21.3%)	14 (9.5%)
\$15,000 - 19,999	7 (2.8%)	8 (10.7%)	11 (7.5%)
\$20,000 - 24,999	4 (1.6%)	4 (5.3%)	13 (8.8%)
\$25,000 - 29,999	1 (0.4%)	1 (1.3%)	5 (3.4%)
\$30,000 - 39,999	0	5 (6.7%)	9 (6.1%)
\$40,000 - 59,999	1 (0.4%)	0	9 (6.1%)
\$60,000 - 79,999	0	0	1 (0.7%)
\$80,000 - 99,999	1 (0.4%)	0	1 (0.7%)
≥ \$100,000	0	0	6 (4.1%)

Note: M = Mean; SD = Standard deviation

**Table 4**

Descriptive statistics for the Occupation, Housing, Care-giving Experience and Duration of Living among all questionnaire survey participants (N = 567)

<b>Predominant housing type</b>	<b>Public Housing Estates</b> (n = 278)	<b>Older Private Buildings</b> (n = 89)	<b>Newer Private Estates</b> (n = 188)
	Frequency (%)	Frequency (%)	Frequency (%)
<b>Job</b>			
Full time	22 (7.1%)	20 (17.8%)	33 (14.6%)
Part time	9 (2.9%)	3 (2.7%)	4 (1.8%)
Jobless	235 (90%)	65 (79.5%)	145 (83.6%)
<b>Housing</b>			
Public housing	232 (83.5%)	3 (3.4%)	9 (4.9%)
Home ownership scheme	19 (6.8%)	0	5 (2.7%)
Private housing	24 (8.6%)	73 (83%)	170 (91.9%)
Others	3 (1.1%)	12 (13.6%)	1 (0.5%)
<b>Care-giving experiences</b>			
Yes	165 (59.6%)	45 (51.1%)	107 (56.9%)
None	112 (40.4%)	43 (48.9%)	81 (43.1%)
	M ± SD	M ± SD	M ± SD
<b>Duration of living (Months)</b>	323.23 ± 167.95	235.47 ± 190.80	257.07 ± 144.55
<b>Expenditure</b>	2.97 ± .71	3.02 ± .71	3.22 ± .83

*Note:* M = Mean; SD = Standard deviation; the question of Expenditure is “Do you have sufficient money for daily expend?” / “您有無足夠嘅金錢嚟應付日常開支?” while the responses are: 1 = very insufficient / 非常不足夠; 2 = insufficient / 不足夠; 3 = just enough / 剛足夠; 4 = enough / 足夠有餘; 5 = very enough / 非常充裕

Table 5 to 8 indicate the scores on the eight domains and the sense of community. The mean score on the domain of Housing (M = 3.70) was the lowest among the eight domains. By comparing the mean scores of different predominant housing types, it indicated that public housing estates had the highest mean scores in seven of the eight domains, except the Transportation domain (M = 4.29). For the areas predominant with older private buildings, the mean scores of Outdoor Spaces and Buildings (M = 3.86), Housing (M = 3.43), and Community Support and Health Services (M = 3.67) were the lowest compared with public housing estates and newer private estates respectively. For the areas predominant with newer private estates, the mean scores of Transportation (M = 4.09), Social Participation (M = 4.22), Respect and Social Inclusion (M = 3.95), Civic Participation and Employment (M = 3.73), and Communication and Information (M = 3.99) were the lowest when compared with areas predominant with public housing estates and older private buildings.

The highest and lowest score items in each domain are also shown in Table 5 to 8. The highest score items in three domains, Housing, Respect and Social Inclusion and Civic Participation and Employment, were the same among three predominant housing types, including public housing estates, older private buildings and newer private estates. They are (1) Housing domain: "Interior spaces and level surfaces allow freedom of movement in all rooms and passageways." (2) Respect and Social Inclusion domain: "Service staff are courteous and helpful." and (3) Civic Participation and Employment domain: "A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs". On the other hand, the lowest score items in four domains, Transportation, Housing, Respect and Social Inclusion and Community Support and Health Services, were the same among three housing types. They included (1) Transportation domain: "A voluntary transport service is available where public transportation is too limited." (2) Housing domain: "Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally" (3) Respect and Social Inclusion domain: "Older people are regularly consulted by public, voluntary and commercial services on how to serve them better." and (4) Community Support and Health Services domain: "There are sufficient and accessible burial sites."

The overall questionnaire survey results on Housing suggested satisfaction in items like "Interior spaces and level surfaces allow freedom of movement in all rooms and passageways". However, the findings of the focus group showed different viewpoints. Some informants commented that the design of barrier-free facilities and living environment in those tenement houses and sub-divided flats were not age-friendly.

**Table 5**

Descriptive statistics of Age-friendliness in eight domains and Sense of Community among all questionnaire survey participants (N = 567)

	M ± SD	Highest score item (M)	Lowest score item (M)
<b>A. Outdoor Spaces and Buildings</b>	4.01 ± .75	Services are situated together and are accessible. (4.55)	Cycle paths are separate from pavements and other pedestrian walkways. (3.40)
<b>B. Transportation</b>	4.24 ± .70	Public transportation costs are consistent, clearly displayed and affordable. (4.65)	A voluntary transport service is available where public transportation is too limited. (3.64)
<b>C. Housing</b>	3.70 ± 1.07	Interior spaces and level surfaces allow freedom of movement in all rooms and passageways. (4.10)	Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally. (3.28)
<b>D. Social Participation</b>	4.38 ± .85	Activities and events can be attended alone or with a companion. (4.60)	There is consistent outreach to include people at risk of social isolation. (4.16)
<b>E. Respect and Social Inclusion</b>	4.12 ± .84	Service staff are courteous and helpful. (4.57)	Older people are regularly consulted by public, voluntary and commercial services on how to serve them better. (3.61)
<b>F. Civic Participation and Employment</b>	3.93 ± 1.01	A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs. (4.46)	A range of flexible and appropriately paid opportunities for older people to work is promoted. (3.64)
<b>G. Communication and Information</b>	4.06 ± .82	A basic, effective communication system reaches community residents of all ages. (4.32)	Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time. (3.63)
<b>H. Community Support and Health Services</b>	3.79 ± .84	Economic barriers impeding access to health and community support services are minimized. (4.27)	There are sufficient and accessible burial sites. (2.31)
<b>I. Sense of Community</b>	3.73 ± .51		

Note: M = Mean; SD = Standard deviation; the responses are: 1 (very disagree), 2 (disagree), 3 (slightly disagree), 4 (slightly agree), 5 (agree), 6 (very agree)



**Table 6**

Descriptive statistics of Age-friendliness in eight domains and Sense of Community among participants living in area predominantly occupied by Public Housing Estates (n = 278)

	M ± SD	Highest score item (M)	Lowest score item (M)
<b>A. Outdoor Spaces and Buildings</b>	4.11 ± .73	Outdoor safety is promoted by good street lighting, police patrols and community education. (4.57)	Special customer service arrangements are provided, such as separate queues or service counters for older people. (3.35)
<b>B. Transportation</b>	4.29 ± .66	Public transportation costs are consistent, clearly displayed and affordable. (4.74)	A voluntary transport service is available where public transportation is too limited. (3.55)
<b>C. Housing</b>	3.94 ± .99	Interior spaces and level surfaces allow freedom of movement in all rooms and passageways. (4.31)	Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally. (3.49)
<b>D. Social Participation</b>	4.52 ± .77	Activities and attractions are affordable, with no hidden or additional participation costs. (4.68)	Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks. (4.26)
<b>E. Respect and Social Inclusion</b>	4.24 ± .79	Service staff are courteous and helpful. (4.69)	Older people are regularly consulted by public, voluntary and commercial services on how to serve them better. (3.67)
<b>F. Civic Participation and Employment</b>	4.13 ± .9	A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs. (4.73)	Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees. (3.78)
<b>G. Communication and Information</b>	4.12 ± .81	A basic, effective communication system reaches community residents of all ages. (4.51)	Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time. (3.45)
<b>H. Community Support and Health Services</b>	3.86 ± .82	Residential care facilities and designated older people's housing are located close to services and the rest of the community. (4.36)	There are sufficient and accessible burial sites. (2.16)
<b>I. Sense of Community</b>	3.80 ± .48		

Note: M = Mean; SD = Standard deviation; the responses are: 1 (very disagree), 2 (disagree), 3 (slightly disagree), 4 (slightly agree), 5 (agree), 6 (very agree)

**Table 7**

Descriptive statistics of Age-friendliness in eight domains and Sense of Community among participants living in area predominantly occupied by Older Private Buildings (n = 89)

	M ± SD	Highest score item (M)	Lowest score item (M)
<b>A. Outdoor Spaces and Buildings</b>	3.86 ± .74	Services are situated together and are accessible. (4.47)	Cycle paths are separate from pavements and other pedestrian walkways. (3.32)
<b>B. Transportation</b>	4.32 ± .63	Vehicles are clean, well-maintained, accessible, not overcrowded and have priority seating that is respected. (4.67)	A voluntary transport service is available where public transportation is too limited. (3.85)
<b>C. Housing</b>	3.43 ± 1.13	Interior spaces and level surfaces allow freedom of movement in all rooms and passageways. (3.82)	Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally. (2.97)
<b>D. Social Participation</b>	4.28 ± .83	Activities and events can be attended alone or with a companion. (4.61)	There is consistent outreach to include people at risk of social isolation. (3.86)
<b>E. Respect and Social Inclusion</b>	4.09 ± .86	Service staff are courteous and helpful. (4.49)	Older people are regularly consulted by public, voluntary and commercial services on how to serve them better. (3.78)
<b>F. Civic Participation and Employment</b>	3.75 ± 1.08	A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs. (4.15)	A range of flexible and appropriately paid opportunities for older people to work is promoted. (3.5)
<b>G. Communication and Information</b>	4.01 ± .95	Electronic equipment, such as mobile telephones, radios, televisions, and bank and ticket machines, has large buttons and big lettering. (4.36)	People at risk of social isolation get one-to-one information from trusted individuals. (3.64)
<b>H. Community Support and Health Services</b>	3.67 ± .81	Economic barriers impeding access to health and community support services are minimized. (4.23)	There are sufficient and accessible burial sites. (2.38)
<b>I. Sense of Community</b>	3.64 ± .53		

Note: M = Mean; SD = Standard deviation; the responses are: 1 (very disagree), 2 (disagree), 3 (slightly disagree), 4 (slightly agree), 5 (agree), 6 (very agree)

**Table 8**

Descriptive statistics of Age-friendliness in eight domains and Sense of Community among participants living in area predominantly occupied by Newer Private Estates (n = 190)

	M ± SD	Highest score item (M)	Lowest score item (M)
<b>A. Outdoor Spaces and Buildings</b>	3.91 ± .77	Services are situated together and are accessible. (4.69)	Cycle paths are separate from pavements and other pedestrian walkways. (3.05)
<b>B. Transportation</b>	4.09 ± .75	Public transportation costs are consistent, clearly displayed and affordable. (4.58)	A voluntary transport service is available where public transportation is too limited.(3.67)
<b>C. Housing</b>	3.47 ± 1.08	Interior spaces and level surfaces allow freedom of movement in all rooms and passageways. (3.94)	Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally. (3.07)
<b>D. Social Participation</b>	4.22 ± .93	Activities and events can be attended alone or with a companion. (4.56)	There is consistent outreach to include people at risk of social isolation. (3.86)
<b>E. Respect and Social Inclusion</b>	3.95 ± .85	Service staff are courteous and helpful. (4.42)	Older people are regularly consulted by public, voluntary and commercial services on how to serve them better. (3.43)
<b>F. Civic Participation and Employment</b>	3.73 ± 1.08	A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs. (4.20)	A range of flexible and appropriately paid opportunities for older people to work is promoted. (3.41)
<b>G. Communication and Information</b>	3.99 ± .77	A basic, effective communication system reaches community residents of all ages. (4.19)	Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time. (3.68)
<b>H. Community Support and Health Services</b>	3.71 ± .88	Economic barriers impeding access to health and community support services are minimized. (4.22)	There are sufficient and accessible burial sites. (2.42)
<b>I. Sense of Community</b>	3.67 ± .54		

Note: M = Mean; SD = Standard deviation; the responses are: 1 (very disagree), 2 (disagree), 3 (slightly disagree), 4 (slightly agree), 5 (agree), 6 (very agree)

Simple linear regression analysis (Table 9) is used to examine the relationship between age and the eight domains and sense of community. The result indicated that age positively associated with all domains of age-friendliness significantly. The older participants we got, they tended to score higher in all domains of age-friendliness.

**Table 9**

Simple linear regression analysis for age to predict age-friendly domains

	Age			
	<i>B</i>	<i>SE</i>	$\beta$	<i>R</i> <sup>2</sup>
<b>A. Outdoor Spaces and Buildings</b>	.01**	.00	.21	.04
<b>B. Transportation</b>	.02**	.00	.32	.10
<b>C. Housing</b>	.02**	.00	.30	.09
<b>D. Social Participation</b>	.02**	.00	.29	.08
<b>E. Respect and Social Inclusion</b>	.01**	.00	.21	.04
<b>F. Civic Participation and Employment</b>	.01**	.00	.11	.01
<b>G. Communication and Information</b>	.01**	.00	.13	.02
<b>H. Community Support and Health Services</b>	.02**	.00	.26	.07
<b>I. Sense of Community</b>	.01**	.00	.25	.06

*Note:* Significance levels at \* $p < .05$  and \*\* $p < .01$ ; *B* = Unstandardized coefficient; *SE* = Standard Error;  $\beta$  = Standardized coefficient;  $R^2$  = Coefficient of determination.

Table 10 shows the correlation between Sense of Community and the eight domains across different age groups and predominant housing types. Regarding the correlations between the sense of community and eight domains by age group, all groups showed significant correlations between sense of community and eight domains of age-friendliness ( $p < .01$ ), except the group aged 80 or above. For participants aged 80 or above, there were no significant ( $p > .05$ ) correlations between Sense of Community and six domains (i.e. Outdoor Spaces and Buildings, Transportation, Housing, Social Participation, Civic Participation and Employment, Communication and Information). The correlation was even weak between Sense of Community and Respect and Social Inclusion ( $r < .30$ ). However, a significant and moderate correlation was found between Sense of Community and Community Support and Health Services ( $r = .31$ ;  $p < .01$ ).

Regarding the correlation between the Sense of Community and eight domains by predominant housing type, there was all significant ( $p > .05$ ).

**Table 10**

Correlation among Sense of Community and age-friendly domains by age groups and predominant housing types

Domains		Age-friendliness							
		<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>E</i>	<i>F</i>	<i>G</i>	<i>H</i>
Groups									
<b>Age Group</b>									
1.	Age 18-49	.50**	.49**	.46**	.30*	.66**	.41**	.54**	.55**
2.	Age 50-64	.37**	.44**	.37**	.52**	.41**	.37**	.40**	.47**
3.	Age 65-79	.42**	.32**	.31**	.39**	.42**	.30**	.34**	.43**
4.	Age 80 or above	.21	.23	.21	.23	.28*	.18	.17	.31**
<b>Predominant Housing Type</b>									
<b>Sense of Community</b>	1. Public Housing Estates	.41**	.40**	.36**	.44**	.44**	.33**	.36**	.51**
	2. Older Private Buildings	.46**	.59**	.43**	.35**	.55**	.41**	.47**	.50**
	3. Newer Private Estates	.39**	.36**	.36**	.46**	.42**	.27**	.34**	.39**

*Note.* Significance levels at  $*p < .05$  and  $**p < .01$ ; Age-friendliness domains: *A* = Outdoor Spaces and Buildings; *B* = Transportation; *C* = Housing; *D* = Social Participation; *E* = Respect and Social Inclusion; *F* = Civic Participation and Employment; *G* = Communication and Information; *H* = Community Support and Health Services.

### **3.3 Focus Group Interview**

The purposes of focus group interview were to gather Kowloon City residents' views on the perception of ageing, what the district has been doing well and features that needed further improvement with reference to eight domains within the World Health Organisation's Global Age-friendly Cities framework.

#### **3.3.1 Perception of Ageing**

Each senior citizen had their unique definition about the meaning of 'ageing'. Many of them considered that physical deterioration was the signal of the 'ageing process'. Some informants thought that reaching the statutory retirement age and the entitlement of social welfare benefits (i.e. Old Age Allowance and Old Age Living Allowance and Government Public Transport Fare Concession Scheme) were considered as senior citizens. Meanwhile, some informants believed that 'ageing' should be defined by the mentality of the person. If a person hold positive mind-set to life, he/she should not be considered as senior citizen.

#### **3.3.2 Current Age-friendly Features and Key Areas for Improvement**

##### **Domain 1) Outdoor Spaces and Buildings**

###### Current Age-friendly Features

###### *i) Accessible park to senior citizens*

Informants living in To Kwa Wan remarked that Hoi Sham Park and Ko Shan Road Park were accessible to senior citizens. They appreciated the provisions of greenery spaces and elderly fitness facilities. In addition, the location of Ma Tau Wai Road Playground was also convenient to senior citizens living in Ma Tau Wai.

###### Key Areas for Improvement

###### *i) Occupation of public spaces by shops*

Many informants living in To Kwa Wan mentioned that public spaces were occupied by shops (i.e. along the Kwei Chow Street) which created inconvenience and safety concerns to pedestrians since they were forced to walk on the carriageway occasionally. They suggested that the Food and Environmental Hygiene Department should strengthen enforcement measures to reduce the problem of shopfront extensions.

###### *ii) Inconvenience caused by the tourism development*

Some informants reported that the tourism development in the district created inconvenience to local residents, especially for senior citizens. For instance, some informants observed that many tourists gathered at the Kwei Chow Street that affected residents to use the walkway. Road occupation by tourist coaches also created obstruction to driveway. Some informants recommended that city planning needed to review the tension between tourists and the needs of local residents.

*iii) Designs of certain parks and playgrounds did not take the needs of senior citizens into consideration*

Some informants thought that locations of some parks and playgrounds were not convenient to residents living along the Thirteen Street at Ma Tau Kok area. Some informants living in Ho Man Tin remarked that elderly-fitness facilities were insufficient at Perth Street Sports Ground. While some Whampoa residents highlighted that the Hutchison Park was conveniently located, the lack of maintenance of elderly-fitness facilities and smoking problems were observed.

*iv) Pollution and environmental-hygiene problems*

Air pollution was reported in Hung Hom, To Kwa Wan and Ma Tau Wai due to the construction of Shatin-to-Central Link. Noise pollution was reported near Ka Wai Chuen, Whampoa Gardens and Kai Ming Street when drivers sounded their horn during traffic congestion. Environmental hygiene concern was raised where that large amount of rubbish were dumped along the Lok Shan Road and Kai Ming Street.

## **Domain 2) Transportation**

### Current Age-friendly Features

*i) Entitlement of the Government Public Transport Fare Concession for senior citizens aged 65 or above*

Informants aged 65 or above were entitled to the Government Public Transport Fare Concession. The affordable transport cost encouraged them to get involved in activities held in different districts. It was remarked that more green minibus routes have been covered by the scheme although some informants highlighted the need to pay full fare for some green minibus routes (i.e. routes 2 and 2A) at the period of focus group interviews.

*ii) Good transportation network in Hung Hom and To Kwa Wan*

Informants living in Hung Hom and To Kwa Wan were satisfied with transportation networks, where they could access to most of the places by buses and minibus. They expected that their accessibility to different places would be further enhanced upon the completion of Shatin-to-Central Link.

*iii) Age-friendly designs of some bus terminus*

Some informants revealed that provisions of seating spaces and the Integrated Bus Service Information Display System at Whampoa bus terminus were the age-friendly designs to senior citizens. It enabled senior citizens to reach the bus stops on time and avoid the long waiting time at the bus stops.

### Key Areas for Improvement

*i) High transport cost for young-olds*

Informants aged 64 and under were not eligible for the Government Public Transport Fare Concession Scheme. High transport cost created barriers for them to find a job and participate in activities held in different districts. One participant remarked that high transport cost (\$40 for round trips) demotivated her to participate in volunteer work in Tuen Mun. Some informants suggested that bus operators should provide sectional fare to reduce the transport cost of passengers.

*ii) Designs of certain bus and minibus routes did not take the needs of senior citizens into consideration*

Some informants commented that schedules of certain bus and minibus routes were not frequent, such as bus route 115, 41, 297 and minibus route 26. Some Ho Man Tin residents commented that there were not sufficient bus routes at the bus stop near Perth Street Sports Ground. In addition, bus route diversion and relocation of bus stops reduced the convenience of senior citizens reaching to destinations they wanted. For instance, there was no longer a direct bus route connecting To Kwa Wan to Tsuen Wan after the route diversion of 40 and senior citizen needed to travel by red minibus as an alternative. They recommended to resume the direct bus route from Kowloon City/To Kwa Wan to Tsuen Wan.

*iii) Traffic congestion*

Many informants considered Cross Harbour Tunnel and Lok Shan Road as major areas with traffic congestion problems. Some of them identified that the traffic volume of Lok Shan Road exceeded its capacity because of growing population.

*iv) Unfriendly travel experience*

Some informants revealed that some minibus drivers did not wait passengers to get seated before the ride. Some of them also highlighted that they were refused to get on the taxi because of using wheelchairs.

*v) Inconvenience location of MTR station*

During the focus group interviews, Shatin-to-Central Link was still under construction and major areas except Hung Hom were not connected by MTR. As a result, MTR was not a preferable transport option to most informants. Some informants suggested that the provision of MTR fare saver could encourage Hung Hom residents to travel by MTR.

### **Domain 3) Housing**

While age-friendly features were identified by informants living in different housing types (i.e. public housing estates, newer private estates and older private buildings), areas for improvement were mainly highlighted by informants living in older housing estates (i.e. tenement houses and sub-divided flats)

#### *Current Age-friendly Features*

##### ***Public Housing Estates and Newer Private Estates***

*i) Enhancement of barrier-free access facilities provision*

Informants remarked that various improvement works have implemented to enhance the provision of barrier-free access facilities in public housing estates, where residents living in Lok Man Sun Chuen highlighted that elevators stopping at every floor improved their accessibility and mobility. Some informants living in newer private estates also shared the good practices of barrier-free access facilities provision. For instance, one informant living in Grand Waterfront appreciated the ramp installation at entrance and lift lobby which enhanced the accessibility of wheelchair users.



*ii) Safe and secure housing to residents*

Informants generally felt satisfied to the safety and security living in public housing estates and newer private estates. A number of security guards were employed for regular patrol service.

***Older Private Buildings***

*i) Accessible services in the community*

Some informants remarked that older private buildings (i.e. tenement houses) were located at the old district which had good community resources. A cluster of small shops and restaurants offered a variety of food and daily goods at affordable prices. Health clinics were also sufficient.

*Key Areas for Improvement*

***Older Private Buildings***

*i) Insufficient provision of barrier free access facilities*

Informants remarked that the older private buildings (i.e. tenement houses or sub-divided flats along the Kai Ming Street and Thirteen Street in Ma Tau Kok area) had no lift facilities. It caused inconvenience to them as they had to walk up and down every time.

*ii) Poor living environment*

Poor living environment was the major concern raised by informants living in tenement houses and sub-divided flats. It included poor hygienic condition, lack of maintenance for the flat, poor ventilation due to the lack of cross ventilation windows, small living spaces. For instance, one informant living in a sub-divided flat with less than 50 square foot highlighted the difficulty of moving around and storage. They recommended that the government should have more supervision to the living condition of sub-divided flats.

*iii) Security and safety concern*

Residents' safety and security were the concern of informants living in older private buildings (i.e. tenement houses or sub-divided flats along the Thirteen Street at Ma Tau Kok area) because of the lack of security guard and patrol service.

*iv) High rent and utility costs*

Informants remarked that rent in tenement houses or sub-divided flats was very expensive. Apart from high rent, they had to bear high utility cost since the rate was decided by the landlord. Some informants living in sub-divided flats mentioned that they did not have other housing options due to high property prices in the district.

*v) Long waiting time for public housing estate application*

Informants living in older private buildings generally expressed their eagerness to move to public housing estates but they thought that the waiting time was very long. They suggested the Housing Authority should review the public rental housing policy and allocate more resources to build public housing estates.

## **Domain 4) Social Participation**

### Current Age-friendly Features

#### *i) A Variety of social activities satisfying different needs of senior citizens*

Many informants remarked that different types of social activities were provided in the community satisfying needs of senior citizens. They participated in sports and recreation, cultural, health, interest and leisure programmes organized by community organisations, elderly centres and Leisure and Cultural Services Department. In addition, some of them also go to Ko Shan Theatre to attend cultural activities. Informants generally thought that their health condition was improved and their social network was expanded through participating in social activities.

#### *ii) Social participation of senior citizens (aged 65 or above) encouraged by affordable transport cost*

The entitlement of Government Public Transport Fare Concession Scheme increased the mobility of senior citizens aged 65 or above and encouraged them to participate in activities held in different districts, such as Kowloon Park.

#### *iii) Affordable programme fee*

Many informants thought that programme fees organised by the non-governmental organisation (i.e. elderly centres and community centres) were affordable. Some informants highlighted that they would not be denied participating in activities because of the underprivileged background.

### Key Areas for Improvement

#### *i) Insufficient quotas to meet the huge demand for social activities*

Although it is perceived that a variety of affordable activities was available in the district, many informants highlighted that they could only get the slim chance to participate through lucky draw because of huge demand. The booking and allocation of recreation and sport facilities under the Leisure and Cultural Services Department were given higher priority to local organisation (i.e. NGOs, churches). Spaces of elderly centres also limited to install more elderly fitness facilities and organise activities.

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

### Current Age-friendly Features

#### *i) The culture of 'respecting senior citizen' further promoted by the provision of the priority seats*

Most senior citizens highlighted that the culture of 'respecting senior citizen' has been promoted in recent years. The introduction of Priority Seat Campaign by public transport modes further strengthened the culture.

#### *ii) Provision of customized services to senior citizens*

Some informants highlighted that some restaurants in Hung Hom provided discounts to senior citizens if they presented their senior citizen cards. Some of them thought that Simple Transaction Counter provided by HSBC was the age-friendly initiative but they suggested that the service should be offered by more banks.

*iii) Sense of social inclusion through participating in activities*

Participation of social activities was a good platform for senior citizens and residents in other age groups to get connected with the community. Some adult informants thought that participating in social activities organised by community organisation gave them the feeling of being part of community members because they would not be labelled coming from the underprivileged background.

*iv) Availability of channels for active senior citizens to express opinions*

Most members in elderly centres were able to express opinions about services through monthly meetings. Some active community members with higher education qualifications were also keen on expressing opinions related to livelihood issues through different channels (i.e. estate committee, minibus operators and government departments).

*Key Areas for Improvement*

*i) Culture of offering seats to senior citizens was not prevalent*

While the provision of priority seats in public transport systems was considered as a good age-friendly initiative, some senior citizens experienced that the culture of offering seats to senior citizens was not yet prevalent. They suggested that more civic education should be initiated to promote the culture of ‘respecting senior citizen’.

*ii) Negative perception of societal image on senior citizens*

Some informants thought that the society had negative image on senior citizens which undermined their chance of entering the labour market. Some of them highlighted that the lack of comprehensive retirement protection gave them the perception that senior citizens were considered as a burden in the society.

**Domain 6) Civic Participation and Employment**

*Current Age-friendly Features*

*i) Different types of volunteer opportunity*

Many informants thought that they were able to participate in various volunteer services. They could get involved in volunteer programmes which best matched their interests. Most of them were willing to take up volunteer services held in other districts if they considered there was a community need in that district.

*ii) Positive volunteering experience*

Volunteering was an empowerment experience to most informants. The process of helping people in need gave them a sense of achievement and reinforced their belief that they were still very capable.

*iii) Participation in voting*

Many informants participated in voting during the election as they regarded it as a civic responsibility.

### Key Areas for Improvement

#### *i) Lack of job opportunities in the labour market tailoring to the needs and expectations of senior citizens*

Most informants perceived that the labour market did not provide many opportunities to them. They noted that senior citizens who did not have high education qualifications could only find low-paid jobs (i.e. dishwashers and security guards) in the job market, but the nature of energy demanding and long working hours discouraged them from participating. Some informants agreed that social enterprises (i.e. Gingko House) provided a platform for senior citizens to utilize their strengths in the workplace, but it could only be the solution to elderly employment if more job opportunities were provided in social enterprises. In view of this, some informants recommended that government should take the initiative to open more job posts to senior citizens and more resources should be allocated to social enterprises.

## **Domain 7) Communication and Information**

### Current Age-friendly Features

#### *i) Active senior citizens had different channels to obtain information*

Most senior citizens received information from the mass media (television and radio), posted mail, notice board of District Council office, elderly centres and friends. They highlighted that the elderly centre was the reliable channel for them to access to information. Meanwhile, some young-old informants also received information from digital platforms, such as WhatsApp, Facebook, YouTube.

### Key Areas for Improvement

#### *i) Difficulty of less active senior citizens in accessing information*

Informants thought that senior citizens who were less active in the community would have difficulty accessing information they needed, since singleton elderly or hidden elderly might not be able to receive information delivered through community channels.

#### *ii) Digital platform as the less popular channel to obtain information by seniors*

Few senior citizens obtained information through digital platforms except the young-olds. Many informants agreed digital platforms provided vast amount of information but they either lacked the knowledge or motivation to adapt to the digital trend.

#### *iii) Inconvenience caused by Telephone Appointment Service (TAS)*

Some informants encountered difficulties in making a medical appointment through Telephone Appointment Service (TAS). For instance, some of them pointed out the difficulties in reaching to the staff of Shun Tak Fraternal association Leung Kau Kui Clinic through the system.

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

### Current Age-friendly Features

#### *i) Accessible community support and health services*

Some informants thought that various community support services, including home help services, meal services and free body check services, were provided in the elderly centres of district level. Regarding health services, informants generally thought that public hospitals (i.e. Queen Elizabeth Hospital and Kwong Wah Hospital) and private clinics were conveniently

located. The location of the public clinic (Shun Tak Fraternal association Leung Kau Kui Clinic) was also convenient to informants living in To Kwa Wan. However, few informants living along the Thirteen Street at Ma Tau Kok area reported that elderly centres were less accessible to them.

*ii) Affordable health services provided by the public sector*

Affordable medical service in public hospitals and clinics was a good age-friendly feature highlighted by many informants. They thought that no one would be denied accessing to medical treatment because of financial difficulties.

*Key Areas for Improvement*

*i) Difficulties of community support services in reaching out senior citizens most in need of support*

Some informants highlighted that existing community support services were accessible to senior citizens who were active members in the community. In comparison, senior citizens who were the most in need of services might not be reached out by social workers easily as they were isolated from the society.

*ii) Long waiting time for public hospital services*

Most informants commented that the waiting time for accident and emergency services and specialist services were very long. Some of them recommended that the capacity of specialist services should be increased so as to reduce the waiting time.

*iii) High consultation fees charged by private hospitals and outpatient clinics*

In view of the long waiting time for public hospital services, private hospital was not the alternative to most informants because of high consultation fees. Regarding private outpatient clinics, medical expenses would be a burden to senior citizens aged under 70 because they were not eligible for The Elderly Health Care Voucher Scheme. Some senior citizens thought that the annual amount of the voucher was not enough to cover the consultation fees for private outpatient clinics. They suggested that the voucher amount should be reviewed and adjusted.

*iv) Unsustainable public healthcare services for increasing ageing population*

Some informants remarked that increasing ageing population would pose burdens to the sustainability of the public healthcare system. They recommend that apart from deploying more resources to train more doctors, more active ageing initiatives should be promoted to strengthen the preventive care and maintain senior citizens in a good health.

*v) Perception about lack of comprehensive retirement protection*

Some senior citizens remarked that the retirement protection to senior citizens was not sufficient. It would create a challenge to society in the light of increasing ageing population.

## 4. DISCUSSION AND RECOMMENDATION

The results of the questionnaire survey and focus group interview gathered Kowloon City residents' opinions on what the district has been currently doing well in terms of age-friendliness, and feedback on key areas that needed further improvement with reference to the eight domains within the World Health Organisation's Global Age-friendly Cities framework. Recommendations in eight domains would be proposed to set out possible directions to improve the age-friendliness of Kowloon City District.

### **Domain 1) Outdoor Spaces and Buildings**

*Goal: Create a barrier-free outdoor space environment*

The outdoor space environment has a major impact on the independence, mobility and quality of life of senior citizens. Walking in the neighbourhood provides significant experience to senior citizens because they can exercise their body and meet friends along the route. From the field observation and finding of focus group interview, it is highlighted the problem of shopfront extensions affected senior citizens' walking experience. Safety concern was raised when they were forced to walk on the carriageway occasionally.

To create a barrier-free outdoor space environment, it is recommended to:

- 1) Coordinate with District Council and relevant government departments to tackle the problem of road obstructions by shop owners
- 2) Establish channels (i.e. participatory workshops) for senior citizens to express their concerns and suggestions regarding the outdoor space environment

### **Domain 2) Transportation**

*Goal: Facilitate affordable transport modes for young-olds*

Accessible and affordable transportation services enhance the mobility of senior citizens to different districts which are essential for them to stay active in the community and access to community and health services. While most focus group informants aged 65 or above revealed that the eligibility of Government Public Transport Fare Concession Scheme enabled them to engage in community activities in different districts, transport cost became the concern for young-olds (aged 50 – 64) who were not eligible for the scheme.

To facilitate affordable transport modes for young-olds, it is recommended to:

- 1) Explore the feasibility of promoting the interchange discount scheme and installing MTR Fare Savers

*Goal: Facilitate 'age-friendly' designs of transport modes*

Some focus group informants living in Hung Hom and To Kwa Wan were satisfied with transport networks. It is expected that their accessibility would further increase after the completion of Shatin-to-Central Link. However, several concerns about age-friendliness in transportation were highlighted. It included the traffic congestion problem aggravated by vehicles obstructing roads, coverage and frequency of some bus and minibus bus routes did not take the needs of senior citizens into consideration and unfriendly travelling experience.

Buses and green minibuses are preferable public transport options to senior citizens as they perceived that there was a higher chance to get a seat. During the field observation, seating areas and shelters provided at bus and minibus stops were observed insufficient which were unfavourable to senior citizens with physical need. Some focus groups informants remarked that the provision of Integrated Bus Service Information Display System at Whampoa bus terminal was an age-friendly initiative to help senior citizens to manage their time to bus stops and avoid a long waiting time at bus stops. Increasing the provision of this service was expected by senior citizens.

To facilitate ‘age-friendly’ designs of transport modes, it is recommended to:

- 1) Establish channels to facilitate senior citizens to voice out their views about transport services, such as concerns about traffic congestion problems and bus route diversions, to stakeholders (i.e. Transport Department, Transport operators and District Council)
- 2) Enhance community education to promote good driving practices and attitude and raise awareness of the dangers and impact of road occupation exposed to citizens
- 3) Increase the provision of shelters, resting areas and Integrated Bus Services Information Display System at bus stops and bus terminus

### **Domain 3) Housing**

*Goal: Improve the living environment of elder residents living in older private buildings*

Affordable, safe and secure housing is essential to facilitate senior citizens to live independently in the community and maintain their quality of life. Kowloon City has been undergoing the urban renewal process and the district comprised different housing types, including public housing estates, newer private estates and older private buildings.

Our study reviewed that the condition of senior citizens living in older private buildings needed more attention. In the questionnaire survey, the mean score on Housing domain in older private buildings ( $M = 3.43$ ) was the lowest when compared with newer private estates ( $M = 3.47$ ) and public housing estates ( $M = 3.94$ ). The lack of barrier-free access facilities and poor hygienic conditions of the building, the lack of maintenance and poor ventilation of the flat, small living spaces, security and safety concerns and high rent and utility costs were major concerns raised by focus group informants living in tenement houses and sub-divided flats. Public housing estates could not be the short term solution because of the long waiting time.

To improve the living environment of elder residents living in older private buildings, it is recommended to:

- 1) Initiate projects (i.e. invite design professionals to design a better living space in sub-divided flats) to improve the home interior living conditions of senior citizens living in tenement houses and sub-divided flats
- 2) Communicate with Hong Kong Police Force about residents’ safety and security concern in older private buildings (i.e. along the Thirteen Street at Ma Tau Kok area)

#### **Domain 4) Social Participation**

Goal: Ensure senior citizens being able to fully participate in social activity and community life

As Hong Kong is entering into an ageing city, social participation, in the forms of recreation and sport, leisure, cultural and learning activities, is important to facilitate senior citizens to stay connected with the community and enhance their quality of life throughout the life span. The focus group informants appreciated the availability of channels (i.e. elderly centres, community organisation, trade union, Leisure and Cultural Services Department) that offered different social activities at affordable prices. However, due to limited quotas, they could only get a chance of participation through lucky draws. Limited spaces of elderly centres and higher priority of venue allocation for local organisations restricts senior citizens' opportunities of social participation.

To ensure senior citizens being able to fully participate in social activity and community life, it is recommended to:

- 1) Allocate more resources to the local organisations to encourage the senior citizens to participate in different activities in the district, including recreation and sport, leisure, learning and development courses and volunteer services

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

Goal: Build up a respectful community for senior citizens

Senior citizens generally thought that the society should step up more measures to promote the 'culture of respecting senior citizen'. Although many focus group informants reflected that they appreciated the Priority Seat Campaign, occasionally they were not offered a seat. A negative perception of societal image also undermined senior citizens' chance of entering the labour market.

To build up a respectful community for senior citizens, it is recommended to:

- 1) Organise territory-wide and district-based programmes (i.e. organise poster and advertising competition) to promote a positive image of ageing experience to the general public
- 2) Provide opportunities (i.e. mutual interest groups and mentorship programmes) to facilitate mutual understanding and appreciation across generations

Goal: Provide more channels for senior citizens to voice out their concerns about the age-friendly issues in the community

In the questionnaire survey, "Older people are regularly consulted by public, voluntary and commercial services on how to serve them better" was the lowest score item (M = 3.61) in the Respect and Social Inclusion. The finding of focus group highlighted that while active senior citizens would proactively approach service providers to voice out their opinions, senior citizens who were not active in the community were perceived to have insufficient channels to be consulted about age-friendly issues in the community.



To provide more channels for senior citizens to voice out their concerns about the age-friendly issues in the community, it is recommended to:

- 1) Establish a community working group consisting of representatives from government departments, the District Council, senior citizens and elderly centres to discuss age-friendly issues in the Kowloon City District

## **Domain 6) Civic Participation and Employment**

### *Goal: Utilize strengths of senior citizens in volunteering*

Providing options for senior citizens to continue contributing to the society after retirement, through volunteer work or paid employment, are vital elements for senior citizens during their active ageing process. Our study revealed that most senior citizens were satisfied with options of volunteer services available in the community that matched their needs and interests. They have a sense of achievement and belief in their capability from the process of helping people in needs. In the questionnaire survey, “A range of flexible options for elder volunteers is available, with training, recognition, guidance and compensation for personal costs” was the highest score item (M = 4.46) in Civic Participation and Employment.

To further utilize strengths of senior citizens in volunteering, it is recommended to:

- 1) Collaborate with district stakeholders (i.e. schools, Elderly Centres, Youth Centres and Family Service Centres) to expand the variety and availability of volunteer services matching the needs of senior citizens

### *Goal: Provide opportunities for senior citizens to utilize their strengths in the job market*

Our study showed that job opportunities to senior citizens were considered insufficient. In the questionnaire survey, “A range of flexible and appropriately paid opportunities for older people to work is promoted” was the lowest score item (M = 3.64) in Civic Participation and Employment. Informants in focus group highlighted mainly low-paid jobs with long working hour were available to senior citizens. Although the job nature in social enterprises tailors to the needs of senior citizens (i.e. flexible working hours), the job opportunities were still insufficient. Society’s negative perception on elder job seekers also created the barrier for them to re-enter the job market.

To provide opportunities for senior citizens to utilize their strengths in the job market, it is recommended to:

- 1) Coordinate with local stakeholders (i.e. vocational training centres and elderly centres) to provide one-stop employment support services to senior citizens (i.e. career planning, pre-employment counselling and preparation)
- 2) Organise more publicity campaigns (i.e. workshops and programmes) for employers to facilitate them to understand the needs and strengths of senior citizens
- 3) Explore the potential of the community economy (i.e. social enterprise, bazaar) to provide more job opportunities matching the strengths of senior citizens

## **Domain 7) Communication and Information**

### Goal: Facilitate senior citizens to adapt to various communication and information channels

Effective communication and information delivery channels are essential to active ageing and reduce the chance of social isolation. Many senior citizens regarded friends, mass media and elderly centres as reliable ways to receive relevant information they needed. The challenges of adapting to current communication and information platforms created barriers for them to stay connected with the community. User-friendliness of Telephone Appointment Service (TAS) was both highlighted from participants of questionnaire survey and focus group. In the questionnaire survey, “Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time” was the lowest score item (M =3.63) in the Communication and Information. As senior citizens relied on mass media and community channels to obtain information, challenges remained for them to adapt to the digital world.

To facilitate senior citizens to adapt to various communication and information channels, it is recommended to:

- 1) Strengthen the promotion of territory-wide and district-based ‘age-friendly’ information through the mass media and local organisations
- 2) Engage the youth to organise / teach programmes (i.e. taught computer courses) about digital technology to help senior citizens integrate in the digital world and enhance cross-generation cohesion
- 3) Explore the feasibility of offering an option of answering calls by a real person (i.e. Telephone Appointment Service (TAS)) for senior citizens
- 4) Organise publicity campaigns to enhance senior citizens’ understanding of the operation of automated telephone enquiry services (i.e. Telephone Appointment Service (TAS))

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

### Goal: Enhance community outreach services to senior citizens in need

The provision of community support and health services are important for senior citizens to stay healthy and live independently in the community. Although senior citizens in this study were accessible to different community support services (home help service, meal service), it is highlighted that senior citizens who were the most in need of services might not be reached out by social workers easily as they are isolated from the society.

To enhance community outreach services to senior citizens in need, it is recommended to:

- 1) Coordinate with community organisations to enhance outreach services to senior citizens in need. (i.e. volunteer networks to provide sustainable outreach services)

### Goal: Facilitate senior citizens to access to affordable health services

Affordable health services are essential to facilitate senior citizens to live independently in the community. While medical services in public hospitals and clinics were affordable, the consultation fee in private outpatient clinics was comparably high, particularly for those aged under 70 who were not eligible for The Elderly Health Care Voucher Scheme. They had great burden of the healthcare expenses and considered the annual amount of voucher was not enough to cover the consultation fees for private outpatient clinics.

To facilitate senior citizens to access to affordable health services, it is recommended to:

- 1) Explore the possibility of increasing the annual voucher amount and reducing the age threshold for The Elderly Health Care Voucher Scheme

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# Appendices

## Appendix 1. Full Questionnaire Survey

### 「賽馬會齡活城市計劃」問卷調查

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

問卷地區： 觀塘  九龍城  
 訪問地點：\_\_\_\_\_   
 訪問日期：\_\_\_\_\_月\_\_\_\_\_日  
 訪問時間：\_\_\_\_\_時\_\_\_\_\_分 上午 / 下午  
 訪問員姓名：\_\_\_\_\_   
 訪問方式： 面談  自行填寫  街上訪問

篩選問題：

1. 年齡：\_\_\_\_\_ ( 0-4 /  5-9)

2. 住宅地區 (可多於一個選擇)

- (1) 油尖旺  (2) 九龍城  (3) 黃大仙  (4) 深水埗  (5) 觀塘  
 (6) 西貢  (7) 荃灣  (8) 葵青  (9) 沙田  (10) 大埔  
 (11) 元朗  (12) 屯門  (13) 北區  (14) 中西區  (15) 灣仔  
 (16) 南區  (17) 東區  (18) 離島

3. 你活躍的地區 (可多於一個選擇)

- (1) 油尖旺  (2) 九龍城  (3) 黃大仙  (4) 深水埗  (5) 觀塘  
 (6) 西貢  (7) 荃灣  (8) 葵青  (9) 沙田  (10) 大埔  
 (11) 元朗  (12) 屯門  (13) 北區  (14) 中西區  (15) 灣仔  
 (16) 南區  (17) 東區  (18) 離島



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

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

DU - 不明白; R - 拒絕作答; US - 不清楚有沒有; NA - 不適用

請就你居住的地區 / 你的經驗評分，有 \* 號題目，可就全港情況評分。有些題目中會列出一些長者友善社區的條件。如各項條件並不一致，請以使用該設施/環境的整體情況評分。 您有幾同意而家……

A	室外空間及建築	非常不同意	不同意	有點不同意	有點同意	同意	非常同意	其他
1.	公共地方乾淨同舒適。	1	2	3	4	5	6	
2.	戶外座位同綠化空間充足，而且保養得妥善同安全。	1	2	3	4	5	6	
3.	司機喺路口同行人過路處俾行人先。	1	2	3	4	5	6	
4.	單車徑同行人路分開。	1	2	3	4	5	6	
5.	街道有充足嘅照明，而且有警察巡邏，令戶外地方安全。	1	2	3	4	5	6	
6.	商業服務 (好似購物中心、超市、銀行) 嘅地點集中同方便使用。	1	2	3	4	5	6	
7.	有安排特別客戶服務俾有需要人士，例如長者專用櫃枱。	1	2	3	4	5	6	
8.	建築物內外都有清晰嘅指示、足夠嘅座位、無障礙升降機、斜路、扶手同樓梯、同埋防滑地板。	1	2	3	4	5	6	
9.	室外和室內地方嘅公共洗手間數量充足、乾淨同埋保養得妥善，俾唔同行動能力嘅人士使用。	1	2	3	4	5	6	



B	交通	非常不同意	不同意	有點不同意	有點同意	同意	非常同意	其他
10.	路面交通有秩序。	1	2	3	4	5	6	
11.	交通網絡良好，透過公共交通可以去到市內所有地區同埋服務地點。	1	2	3	4	5	6	
12.	公共交通嘅費用係可以負擔嘅，而且價錢清晰。無論係惡劣天氣、繁忙時間或假日，收費都係一致嘅。	1	2	3	4	5	6	
13.	喺所有時間，包括喺夜晚、週末和假日，公共交通服務都係可靠同埋班次頻密。	1	2	3	4	5	6	
14.	公共交通服務嘅路線同班次資料完整，又列出可以俾傷殘人士使用嘅班次。	1	2	3	4	5	6	
15.	公共交通工具嘅車廂乾淨、保養良好、容易上落、唔迫、又有優先使用座位。而乘客亦會讓呢啲位俾有需要人士。	1	2	3	4	5	6	
16.	有專為殘疾人士而設嘅交通服務。	1	2	3	4	5	6	
17.	車站嘅位置方便、容易到達、安全、乾淨、光線充足、有清晰嘅標誌，仲有蓋，同埋有充足嘅座位。	1	2	3	4	5	6	
18.	司機會喺指定嘅車站同緊貼住行人路停車，方便乘客上落，又會等埋乘客坐低先開車。	1	2	3	4	5	6	
19.	喺公共交通唔夠嘅地方有其他接載服務。	1	2	3	4	5	6	
20.	的士可以擺放輪椅同助行器，費用負擔得起。司機有禮貌，並且樂於助人。	1	2	3	4	5	6	
21.	馬路保養妥善，照明充足。	1	2	3	4	5	6	



C	住所							
22.	房屋嘅數量足夠、價錢可負擔，而且地點安全，又近其他社區服務同地方。	1	2	3	4	5	6	
23.	住所嘅所有房間同通道都有足夠嘅室內空間同平地可以自由活動。	1	2	3	4	5	6	
		非常不同意	不同意	有點不同意	有點同意	同意	非常同意	其他
24.	有可負擔嘅家居改裝選擇同物料供應，而且供應商了解長者嘅需要。	1	2	3	4	5	6	
25.	區內有充足同可負擔嘅房屋提供俾體弱同殘疾嘅長者，亦有適合佢地嘅服務。	1	2	3	4	5	6	
D	社會參與							
26.	活動可以俾一個人或者同朋友一齊參加。	1	2	3	4	5	6	
27.	活動同參觀景點嘅費用都可以負擔，亦都有隱藏或附加嘅收費。	1	2	3	4	5	6	
28.	有完善咁提供有關活動嘅資料，包括無障礙設施同埋交通選擇。	1	2	3	4	5	6	
29.	提供多元化嘅活動去吸引唔同喜好嘅長者參與。	1	2	3	4	5	6	
30.	喺區內唔同場地 (好似文娛中心、學校、圖書館、社區中心同公園)內，舉行可以俾長者參與嘅聚會。	1	2	3	4	5	6	
31.	對少接觸外界嘅人士提供可靠嘅外展支援服務。	1	2	3	4	5	6	
E	尊重及社會包融							





32.	各種服務會定期諮詢長者，為求服務得佢地更好。	1	2	3	4	5	6	
33	提供唔同服務同產品，去滿足唔同人士嘅需求同喜好。	1	2	3	4	5	6	
34.	服務人員有禮貌，樂於助人。	1	2	3	4	5	6	
35.	學校提供機會去學習有關長者同埋年老嘅知識，並有機會俾長者參與學校活動。	1	2	3	4	5	6	
36.*	社會認同長者嘅過去同埋目前所作出嘅貢獻。	1	2	3	4	5	6	
37.*	傳媒對長者嘅描述正面同埋冇成見。	1	2	3	4	5	6	
<b>F</b>	<b>社區參與及就業</b>	<b>非常不同意</b>	<b>不同意</b>	<b>有點不同意</b>	<b>有點同意</b>	<b>同意</b>	<b>非常同意</b>	<b>其他</b>
38.	長者有彈性嘅義務工作選擇，而且得到訓練、表揚、指導同埋補償開支。	1	2	3	4	5	6	
39.*	長者員工嘅特質得到廣泛推崇。	1	2	3	4	5	6	
40.*	提倡各種具彈性並有合理報酬嘅工作機會俾長者。	1	2	3	4	5	6	
41.*	禁止嘅僱用、留用、晉升同培訓僱員呢幾方面年齡歧視。	1	2	3	4	5	6	
<b>G</b>	<b>訊息交流</b>							
42.	資訊發佈嘅方式簡單有效，唔同年齡嘅人士都接收到。	1	2	3	4	5	6	
43.	定期提供長者有興趣嘅訊息同廣播。	1	2	3	4	5	6	
44.	少接觸外界嘅人士可以嘅佢地信任嘅人士身上，得到同佢本人有關嘅資訊。	1	2	3	4	5	6	
45.*	電子設備，好似手提電話、收音機、電視機、銀行自動櫃員機同自動售票機嘅掣夠大，同埋上面嘅字體都夠大。	1	2	3	4	5	6	



46.*	電話應答系統嘅指示緩慢同清楚，又會話俾打去嘅人聽點樣可以隨時重複內容。	1	2	3	4	5	6	
47.	係公眾場所，好似政府辦事處、社區中心同圖書館，已廣泛設有平嘅或者係免費嘅電腦同上網服務俾人使用。	1	2	3	4	5	6	
<b>H</b>	<b>社區支持與健康服務</b>							
48.	醫療同社區支援服務足夠。	1	2	3	4	5	6	
49.	有提供家居護理服務，包括健康、個人照顧同家務。	1	2	3	4	5	6	
50.	院舍服務設施同長者嘅居所都鄰近其他社區服務同地方。	1	2	3	4	5	6	
		非常不同意	不同意	有點不同意	有點同意	同意	非常同意	其他
51.	市民唔會因為經濟困難，而得唔到醫療同社區嘅支援服務。	1	2	3	4	5	6	
52.	社區應變計劃(好似走火警)有考慮到長者嘅能力同限制。	1	2	3	4	5	6	
53.*	墓地(包括土葬同骨灰龕)嘅數量足夠同埋容易獲得。	1	2	3	4	5	6	

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

1	2	3	4	5
非常不同意	不同意	普通	同意	非常同意

DU - 不明白; R - 拒絕作答; US - 不清楚有沒有; NA - 不適用

請就你居住的地區評分，您有幾同意而家……

I	社群意識指數	非常不同意	不同意	普通	同意	非常同意	其他
1.	喺呢個社區我可以得到我需要嘅東西。	1	2	3	4	5	
2.	這個社區幫助我滿足我嘅需求。	1	2	3	4	5	
3.	我覺得自己係這個社區嘅一份子。	1	2	3	4	5	
4.	我屬於這呢個社區。	1	2	3	4	5	
5.	我可以參與討論喺呢社區發生嘅事情。	1	2	3	4	5	
6.	這個社區嘅人們善於互相影響。	1	2	3	4	5	
7.	我覺得同呢個社區息息相關。	1	2	3	4	5	
8.	我同呢個社區嘅其他人有良好嘅關係。	1	2	3	4	5	
9.	我喜歡與不同年齡組別之人士接觸。	1	2	3	4	5	
10.	<p>在過去的一個月裡，你曾經與不同年齡組別之人士有多接觸？</p> <p><input type="checkbox"/> _____ 次    <input type="checkbox"/> (0) 從沒有</p>						



J	生活滿意度指數	非常不滿意	不滿意	滿意	非常滿意			
1.	一般而言，你有幾滿意自己既生活？	1	2	3	4			
	以下問題請根據你過往一個月的情況作答：	十分不同意	很不同意	不同意	中立	同意	很同意	十分同意
2.	我的生命在很多方面都接近自己理想中的狀態。	1	2	3	4	5	6	7
3.	我的生活狀況是極好的。	1	2	3	4	5	6	7
4.	我對自己的生命感到滿意。	1	2	3	4	5	6	7
5.	到目前為止，我已經取得生命中我想得到的重要東西。	1	2	3	4	5	6	7
6.	如果我能夠再活一次，幾乎沒有什麼東西是我想改變的。	1	2	3	4	5	6	7

你認為你的社區可以如何改善？

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你曾積極參與的社區活動：（可選多過一項）

- (1) 社區團體  
 (2) 課程／工作坊  
 (3) 就業服務  
 (4) 義務工作  
 (5) 其他，例如：\_\_\_\_\_

你想如何參與社會？

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## 受訪者資料

1. 您嘅性別係：(1)  男 (2)  女

2. 您嘅婚姻狀況係 (一定要讀出所有選擇):

- (1) 從未結婚
- (2) 現在已婚
- (3) 喪偶
- (4) 離婚
- (5) 分居
- (6) 其他 (請註明)：\_\_\_\_\_

3. 您嘅教育程度係：

- (1) 未受教育/學前教育 (幼稚園)
- (2) 小學
- (3) 初中 (中三)
- (4) 高中 (中五)
- (5) 預科 (中七 / DSE 中六)
- (6) 專上教育：文憑/證書課程 (Diploma / Pre-associate)
- (7) 專上教育：高級文憑副學位課程 (High Diploma / Associate degree)
- (8) 專上教育：學位課程或以上



4. 居所類型：

- 公營房屋
  - (1) 租住 (如公屋、長者屋)
  - (2) 補助出售單位 (如居屋、私人購入的公屋單位)
- 私人永久性房屋
  - (3) 租住 (包括免租如員工宿舍)
  - (4) 自置 (包括有按揭)
- (5) 私人臨時房屋 (如鐵皮屋)
- (6) 劏房 / 工廈
- (7) 床位
- 老人院
  - (8) 公營
  - (9) 私營
- (10) 其他 (請註明): \_\_\_\_\_

5. 通訊地址：\_\_\_\_\_

6. 您喺以上住址/所屬社區住左幾耐： \_\_\_\_\_年\_\_\_\_\_月

7. 您的居住狀況？

- (1) 與伴侶同住
- (2) 與子女同住
- (3) 與伴侶及子女同住
- (4) 獨居
- (5) 其他 (請註明): \_\_\_\_\_



8. 您而家有無返工？

無 → 您係：(讀出所有選擇)

(1) 失業人士

(2) 退休人士

(3) 料理家務者

(4) 學生

(5) 其他 (請註明)：\_\_\_\_\_

如無, 請跳到 13

有 → 您係：

(6) 僱員

(7) 僱主

(8) 自僱人士

(9) 無酬家庭從業員

9. 現時職位性質： (1)全職  (2)半職

10. 您而家嘅職位/工作：\_\_\_\_\_ (請註明)

11. 填寫人行業

(1) 農業及漁業 / 採礦及採石業

(2) 製造業

(3) 電力及燃氣供應 / 自來水集取、處理及供應

(4) 建造業

(5) 進出口、批發及零售業

(6) 運輸、倉庫、郵政及速遞服務業

(7) 住宿及膳食服務業

(8) 資訊及通訊業

(9) 金融及保險業

(10) 地產業

(11) 專業、科學及技術服務業

(12) 行政及支援服務業

(13) 公共行政

(14) 教育

(15) 人類醫療保健及社工活動

(16) 藝術、娛樂及休閒服務業

(17) 其他服務業

(18) 家庭住戶內部工作活動 / 享有治外法權的組織及團體



## 12. 填寫人職位

- (1) 行政總裁、高級官員、議員及外國使節
- (2) 行政及商務經理
- (3) 生產部經理及專職服務經理
- (4) 款待服務業、零售業及其他服務業的經理
- (5) 自然科學及工程專業人員
- (6) 保健專業人員
- (7) 教學專業人員
- (8) 商業、行政及有關專業人員
- (9) 資訊及通訊科技專業人員
- (10) 法律、社會科學及文化專業人員
- (11) 自然科學、數學及工程輔助專業人員
- (12) 保健輔助專業人員
- (13) 商業、行政及有關輔助專業人員
- (14) 法律、社會科學、文化及有關輔助專業人員
- (15) 資訊及通訊科技輔助專業人員
- (16) 教學輔助專業人員
- (17) 一般文員及打字員
- (18) 客戶服務文員
- (19) 數據及物料記錄文員
- (20) 資訊及通訊科技助理員
- (21) 其他文書支援人員
- (22) 個人服務人員
- (23) 銷售人員及模特兒
- (24) 個人護理工作人員
- (25) 紀律性及保護服務人員
- (26) 運輸及其他服務工作人員
- (27) 市場導向農業及漁業熟練工人
- (28) 建築及有關行業工人（非電工）
- (29) 金屬、機械及有關行業工人
- (30) 手工藝及印刷業工人
- (31) 電器及電子業工人
- (32) 食物處理、木工、成衣及其他工藝、以及有關行業工人
- (33) 固定式機台及機器操作員
- (34) 裝配員
- (35) 司機及流動式機器操作員
- (36) 清潔工、雜務工及有關工人
- (37) 採礦業、建造業、製造業、運輸業、倉務業及漁農業雜工
- (38) 食材準備助理
- (39) 街頭及有關售賣及服務的工人
- (40) 廢物處理工人及其他非技術工人





13. 一般來說，您說您的健康係非常好、很好、好、一般或差？

- (1) 差  (2) 一般  (3) 好  (4) 很好  (5) 非常好

14. 您有否照顧六十五歲或以上長者的經驗？

- (0) 否  (1) 有

15. 過去三個月內，您有否使用／參加過長者中心或社區中心所提供的服務／活動？

- (0) 否  (1) 有

16. 您有無足夠嘅金錢嚟應付日常開支？

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

17. 您而家每個月收入係港幣幾多？

- |  |   |
|--|---|
| <input type="checkbox"/> (0) 不適用 N/A         |   |
| <input type="checkbox"/> (1) < 2,000         | <input type="checkbox"/> (8) 20,000 - 24,999  |
| <input type="checkbox"/> (2) 2,000 - 3,999   | <input type="checkbox"/> (9) 25,000 - 29,999  |
| <input type="checkbox"/> (3) 4,000 - 5,999   | <input type="checkbox"/> (10) 30,000 - 39,999 |
| <input type="checkbox"/> (4) 6,000 - 7,999   | <input type="checkbox"/> (11) 40,000 - 59,999 |
| <input type="checkbox"/> (5) 8,000 - 9,999   | <input type="checkbox"/> (12) 60,000 - 79,999 |
| <input type="checkbox"/> (6) 10,000 - 14,999 | <input type="checkbox"/> (13) 80,000 - 99,999 |
| <input type="checkbox"/> (7) 15,000 - 19,999 | <input type="checkbox"/> (14) ≥100,000        |

收入來源：(選填以幫助題 17.)

- |                                      |   |  |
|--------------------------------------|---|--|
| <input type="checkbox"/> (1) 存款利息或股息 | <input type="checkbox"/> (5) 由子女提供的財政支援 | <input type="checkbox"/> (8) 其他親屬提供的財政支援 |
| <input type="checkbox"/> (2) 普通傷殘津貼  | <input type="checkbox"/> (6) 高額傷殘津貼     | <input type="checkbox"/> (9) 高齡津貼「生果金」   |
| <input type="checkbox"/> (3) 長者生活津貼  | <input type="checkbox"/> (7) 工作收入       | <input type="checkbox"/> (10) 長俸         |
| <input type="checkbox"/> (4) 租務收入    |   |  |



您是否有興趣參與小組座談會作進一步意見分享？

(0) 否       (1) 是       (2) 未確定

您是否願意留下你的電話號碼以作將來聯絡之用？

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

**全問卷完! 謝謝!**

請訪問員檢查是否完成整份問卷, 並簽署: \_\_\_\_\_

## Appendix 2. Discussion Guide of Focus Group Interviews

### 「共建長者友善城市」計劃小組座談會問題綱領

時間	題目及問題	提示
5-10 分鐘	熱身問題  你對長者的印象? (你覺得幾多歲先至叫做長者/為什麼)	
10 分鐘	<p>題目 1</p> <p>戶外空間及建築</p> <p>現在討論一下戶外空間及建築，我希望你分享一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>當你走出家門去悠閒散步、辦事或訪友，那兒是一個怎樣的環境？</p> <p>當你進入建築物內購物或辦事，你看見的情景是怎樣？</p>	<p>詢問</p> <ul style="list-style-type: none"> <li>- 小徑，路面設計，保養？</li> <li>- 過路及交界？</li> <li>- 交通流量，音量？</li> <li>- 特定日期，時間，例如晚上？</li> <li>- 天氣情況？</li> <li>- 綠化空間，步行區？</li> <li>- 街燈？</li> <li>- 對陽光，風雨的保護？</li> <li>- 休憩區，長櫈？</li> <li>- 人身安全？</li> <li>- 對治安感覺？</li> <li>- 走廊，室內，梯級，門，電梯，地台，照明，路標，洗手間，休憩區？</li> </ul>
10 分鐘	<p>題目 2</p> <p>運輸系統</p>	<p>詢問</p> <p>巴士，電車，鐵路……是否</p>

時間	題目及問題	提示
	<p>以下部份關於社區內的運輸系統，我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>請形容一下你在區內使用公共運輸工具的經驗，例如電車、鐵路、輕鐵、火車、巴士、小巴。</p> <p>你希望區內運輸設備是怎樣呢？</p>	<ul style="list-style-type: none"> <li>- 收費可負擔？</li> <li>- 容易到達目的地？</li> <li>- 容易乘搭？</li> <li>- 班次足夠？</li> <li>- 準時？</li> <li>- 覆蓋範圍充分？</li> <li>- 候車處：照明，座位，保護？</li> <li>- 治安保障？</li> <li>- 對殘疾人士設計？</li> </ul> <p>假如你是駕車人士，你認為以下的運輸配套如何？</p> <ul style="list-style-type: none"> <li>- 路牌指示</li> <li>- 街名標示</li> <li>- 交接處的照明</li> <li>- 交通指示容易明白</li> <li>- 足夠及接近的停泊</li> <li>- 殘疾車位</li> <li>- 上/落客區</li> <li>- 司機休息處</li> </ul>
10 分鐘	<p style="text-align: center;"><b>題目 3</b></p> <p style="text-align: center;"><b>住屋</b></p> <p>以下是關於住屋的部份，我希望你分享以下一些你的正面經驗及負面經</p>	<p>詢問</p> <p>你對現時居住地區在接受程度如何？</p> <ul style="list-style-type: none"> <li>- 成本？</li> </ul>

時間	題目及問題	提示
	<p>驗。同時希望你提供改善意見。</p> <p>請講出你居住地區？</p> <p>如果你需要搬家，你會選擇那些地區？</p>	<ul style="list-style-type: none"> <li>- 舒適度？</li> <li>- 人身安全？</li> <li>- 治安？</li> <li>- 對公共服務接近程度？</li> </ul> <p>你在屋內的移動性及獨立性如何？</p> <ul style="list-style-type: none"> <li>- 容易走動？</li> <li>- 物件容易接近及儲藏？</li> <li>- 處理家務方便與否？</li> </ul>
15 分鐘	<p style="text-align: center;"><b>題目 4</b></p> <p style="text-align: center;"><b>尊重及社區認同</b></p> <p>以下部分關於社區如何尊重及接受長者，我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>那些方面你覺得你在社區內是受尊重及不受尊重？</p> <p>在區內的活動中，那些方面你覺得你在社區內是得到認受及不受認受？</p>	<p>詢問</p> <ul style="list-style-type: none"> <li>- 社區人士對長者在禮貌方面的情況如何？</li> <li>- 聆聽？</li> <li>- 社區人士對長者提出幫助的情況如何？</li> <li>- 長者在使用服務及參與活動時提出的需要時， 社會人士所作出適當反應如何？</li> <li>- 長者被諮詢？</li> <li>- 社會提供了多項選擇給長者嗎？</li> <li>- 社會認同長者的貢獻嗎？</li> <li>- 長者在同齡人士之間的活動情況如何？</li> </ul>
5-10 分鐘	休息時間	
15 分鐘	題目 5	詢問

時間	題目及問題	提示
	<p style="text-align: center;"><b>參與社區</b></p> <p>我們討論一下社交及休閒活動，我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>你在區內參與活動、交際應酬有多容易？</p> <p>你可否分享一下你在以下活動的參與情況如教育，文化，康樂的靈活性嗎？</p>	<p>社交及休閒活動是否…</p> <ul style="list-style-type: none"> <li>- 收費可負擔？</li> <li>- 容易接近？</li> <li>- 次數充足？</li> <li>- 位置方便？</li> <li>- 時間方便？</li> <li>- 提供多項選擇？</li> <li>- 有趣</li> </ul>
10 分鐘	<p style="text-align: center;"><b>題目 6</b></p> <p style="text-align: center;"><b>溝通及資訊</b></p> <p>以下部份是關於處理資訊方面，我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>你是怎樣收取區內資訊？例如，服務及活動方面。</p> <p>從電話，收音機，電視，單張，有關人士…</p>	<p>詢問</p> <p>資訊是否…</p> <ul style="list-style-type: none"> <li>- 容易接近？</li> <li>- 有用？</li> <li>- 適時？</li> <li>- 容易明白？</li> <li>- 設備難於操作，如電腦、資訊媒介…</li> </ul>
15 分鐘	<p style="text-align: center;"><b>題目 7</b></p> <p style="text-align: center;"><b>參與公共事務及就業</b></p> <p>我想知道你參加義務工作，公共事務及就業方面的情況，我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p>	<p>詢問</p> <ul style="list-style-type: none"> <li>- 關於義務服務的資訊是否足夠？</li> <li>- 義務服務種類多性？</li> <li>- 義務服務的吸引力？</li> <li>- 關於就業空缺的資訊是否足夠？</li> <li>- 可接觸到這些空缺？</li> </ul>

時間	題目及問題	提示
	<p>請分享義務工作的情況？</p> <p>就業方面？你正在就業還是尋找工作？</p>	<ul style="list-style-type: none"> <li>- 空缺品種多樣性？</li> <li>- 吸引力？</li> <li>- 經驗受認同？</li> <li>- 報酬？</li> <li>- 可調較至適合長者能力？</li> <li>- 可調較至適合長者喜好？</li> <li>- 鼓勵長者參與的方法？</li> <li>- 請分享一下參加社區事務的情況？ 例如社區組織，議會方面。</li> </ul>
10 分鐘	<p style="text-align: center;">題目 8</p> <p style="text-align: center;"><b>社區支援及醫療服務</b></p> <p>我想知道你居住的社區內的社會服務及醫療服務的情況。我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>你對你所居住社區所提供的長者服務有什麼經驗？</p>	<p>詢問</p> <ul style="list-style-type: none"> <li>- 有那些服務提供？</li> <li>- 容易得到服務嗎？</li> <li>- 使用的情況如何？</li> <li>- 費用可負擔？</li> <li>- 對有需要人士提出服務需要的反應速度？</li> </ul>
5 分鐘	<p>結尾問題</p> <p>在訪問完成前，請問還有沒有一些之前沒有提出的討論而閣下希望現在提出呢？</p>	無須提示

Source: 香港社會服務聯會-回應《香港高齡化行動方案》之「長者友善社區」拓展計劃附件五



### Appendix 3. List of Social Support Services in Kowloon City District

#### Social Support Services<sup>1</sup>:

Care & Attention Homes for the Elderly	<ol style="list-style-type: none"> <li>1. AWL Chan Kwun Tung Care and Attention Home for the Elderly</li> <li>2. AWL Ho Leung Kit Ting Care &amp; Attention Home for the Elderly</li> <li>3. NAAC Shanghai Fraternity Association Care and Attention Home For the Elderly</li> <li>4. TWGHs Wong Cho Tong Care and Attention Home</li> </ol>
Contract Home	<ol style="list-style-type: none"> <li>1. PLK Merry Court for the Senior</li> </ol>
Day Care Centre / Unit for the Elderly	<ol style="list-style-type: none"> <li>1. AWL Chan Kwun Tung Care and Attention Home for the Elderly</li> <li>2. HKLSS Martha Boss Lutheran Day Care Centre for the Elderly</li> <li>3. TWGHs Wong Cho Tong Day Care Centre for the Elderly</li> </ol>
District Elderly Community Centre	<ol style="list-style-type: none"> <li>1. Hong Kong Sheng Kung Hui Lok Man Alice Kwok Integrated Service Centre</li> <li>2. Sheng Kung Hui Holy Carpenter Church District Elderly Community Centre</li> <li>3. TWGHs Wong Cho Tong District Elderly Community Centre</li> </ol>
Enhanced Home and Community Care Services for the Elders	<ol style="list-style-type: none"> <li>1. TWGHs Enhanced Home and Community Care Service (Kowloon City District)</li> <li>2. TWGHs Home Care Services for Frail Elders (Kowloon City, Yau Tsim Mong, Sham Shui Po)</li> </ol>
Emergency Placement	<ol style="list-style-type: none"> <li>1. AWL Chan Kwun Tung Care and Attention Home for the Elderly</li> </ol>
Homes for the Aged	<ol style="list-style-type: none"> <li>1. AWL Chan Kwun Tung Care and Attention Home for the Elderly</li> </ol>
Integrated Home Care Services (Agency and District-based)	<ol style="list-style-type: none"> <li>1. Hong Kong Sheng Kung Hui Hok Yuen Integrated Home Care Services Team</li> <li>2. Hong Kong Sheng Kung Hui Lok Man Alice Kwok Integrated Service Centre - Integrated Home Care Services Team</li> </ol>

<sup>1</sup> Source: Social Welfare Department  
[http://www.swd.gov.hk/en/index/site\\_district/page\\_kcytm/sub\\_1414/id\\_527/dir\\_3/](http://www.swd.gov.hk/en/index/site_district/page_kcytm/sub_1414/id_527/dir_3/)





	<ol style="list-style-type: none"> <li>3. Hong Kong Sheng Kung Hui Lok Man Integrated Home Care Services Team</li> <li>4. Sheng Kung Hui Holy Carpenter Church District Elderly Community Centre</li> <li>5. Sheng Kung Hui Holy Carpenter Church Kowloon City Integrated Home Care Services Team</li> <li>6. HKYWCA Kowloon City Integrated Home Care Services Team</li> <li>7. TWGHs Wong Cho Tong Integrated Home Care Services</li> </ol>
Infirmity Units	<ol style="list-style-type: none"> <li>1. AWL Chan Kwun Tung Care and Attention Home for the Elderly</li> </ol>
Neighbourhood Elderly Centre	<ol style="list-style-type: none"> <li>1. CSBS Tan Siu Lin Neighbourhood Elderly Centre</li> <li>2. HHCKLA Buddhist Ho Wong Cheong Po Neighbourhood Elderly Centre</li> <li>3. HKFWS Senior Citizen Centre(Kowloon City)</li> <li>4. HKMEA Cheng Yu Tung Neighbourhood Elderly Centre</li> <li>5. IBPS Law Chan Chor Sze Neighbourhood Elderly Centre</li> <li>6. PLK Wan Lam May Yin Shirley Neighbourhood Elderly Centre</li> <li>7. Yan Chai Hospital Ng Wong Yee Man Neighbourhood Elderly Centre</li> <li>8. YMMSS Oi Man Neighbourhood Elderly Centre</li> </ol>
Respite Service	<ol style="list-style-type: none"> <li>1. AWL Chan Kwun Tung Care and Attention Home for the Elderly</li> </ol>
Social Centre for the Elderly	<ol style="list-style-type: none"> <li>1. NLCC Ho Man Tin Social Centre for the Elderly</li> <li>2. Yan Tin Baptist Church Social Centre for the Elderly</li> </ol>
Support Team for the Elderly Based at District Elderly Community Centres	<ol style="list-style-type: none"> <li>1. Hong Kong Sheng Kung Hui Lok Man Alice Kwok Integrated Service Centre</li> <li>2. Sheng Kung Hui Holy Carpenter Church District Elderly Community Centre</li> <li>3. TWGHs Wong Cho Tong District Elderly Community Centre</li> </ol>

<sup>1</sup> Source: Social Welfare Department  
[http://www.swd.gov.hk/en/index/site\\_district/page\\_kcytm/sub\\_1414/id\\_527/dir\\_3/](http://www.swd.gov.hk/en/index/site_district/page_kcytm/sub_1414/id_527/dir_3/)

Appendix 4. List of Health Services in Kowloon City District

**Health Services<sup>2</sup>:**

<b>Public Hospitals (Specialists)</b>	<b>Public General Out-patient Clinics</b>
1. Kowloon Hospital 2. Hong Kong Eye Hospital	1. Central Kowloon Health Centre 2. Hung Hom Clinic 3. Lee Kee Memorial Dispensary 4. Shun Tak Fraternal Association Leung Kau Kui Clinic
<b>Private Hospitals</b>	<b>Private Clinics</b>
1. Hong Kong Baptist Hospital 2. St. Teresa's Hospital 3. Evangel Hospital	289
<b>Elderly Health Centre</b>	
1. Kowloon City Elderly Health Centre	

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<sup>2</sup> Source: 醫德網 <http://www.edr.hk/doctor/kowloon-city>

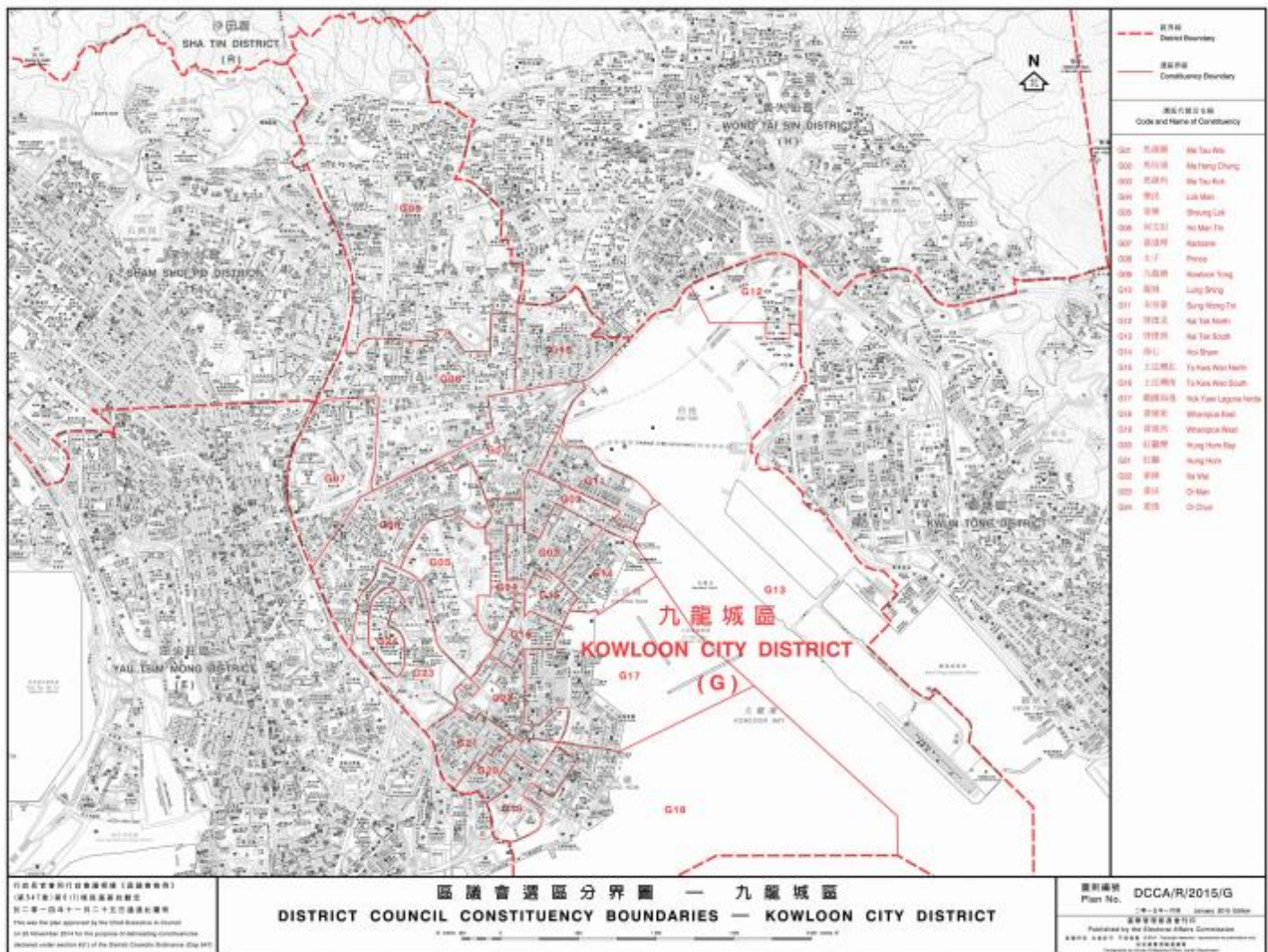
## Appendix 5. List of Community Services in Kowloon City District

### Community Services:<sup>3</sup>

<b>3 Source: Swimming Pools</b>	<b>Sport Centres</b>
1. Ho Man Tin Swimming Pool 2. Kowloon Tsai Swimming Pool 3. Tai Wan Shan Swimming Pool	1. Fat Kwong Street Sports Centre 2. Ho Man Tin Sports Centre 3. Hung Hom Municipal Services Building Sports Centre 4. Kowloon City Sports Centre 5. To Kwa Wan Sports Centre
<b>Parks</b>	<b>Sport Grounds</b>
1. Hoi Sham Park 2. Homantin East Service Reservoir Playground 3. Hutchsion Park 4. Junction Road Park 5. Kai Tak Cruise Terminal Park 6. Ko Shan Road Park 7. Kowloon Tsai Park 8. Kowloon Walled City Park 9. Tin Kwong Road Tennis Court	1. Kowloon Tsai Sports Ground 2. Perth Street Sports Ground
<b>Libraries</b>	
1. Hung Hom Public Library 2. Kowloon City Public Library 3. Kowloon Public Library 4. To Kwa Wan Public Library	

<sup>3</sup> Source: Leisure and Cultural Services Department  
<http://www.lcsd.gov.hk/en/facilities/facilitiessearch/phoneaddress.php?cat=all&dist=KC>

## Appendix 6. District Map of Kowloon City



**Appendix 7. Housing Type and Categorisation of Sample (Kowloon City District)**

<b>Private Housing</b>		<b>Public Housing</b>
<b>Older Private Buildings</b>	<b>Newer Private Estates</b>	<b>Public Housing Estates</b>
G03 (馬頭角 Ma Tau Kok)	G02 (馬坑涌 Ma Hang Chung)	G01 (馬頭圍 Ma Tau Wai)
G10 (龍城 Lung Shing)	G06 (何文田 Ho Man Tin)	G04 (樂民 Lok Man)
G11 (宋皇臺 Sung Wong Toi)	G07 (嘉道理 Kadoorie)	G05 (常樂 Sheung Lok)
G15 (土瓜灣北 To Kwa Wan North)	G08 (太子 Prince)	G12 (啟德北 Kai Tak North)
G16 (土瓜灣南 To Kwa Wan South)	G09 (九龍塘 Kowloon Tong)	G13 (啟德南 Kai Tak South)
G21 (紅磡 Hung Hom)	G14 (海心 Hoi Sham)	G22 (家維 Kai Wai),
	G17 (鶴園海逸 Hok Yuen Laguna Verde)	G23 (愛民 Oi Man)
	G18 (黃埔東 Whampoa East)	G24 (愛俊 Oi Chun)
	G19 (黃埔西 Whampoa West)	
	G20 (紅磡灣 Hung Hom Bay)	

## Jockey Club Age-friendly City Project



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

<http://www.jcafc.hk/>

## Institute of Active Ageing, The Hong Kong Polytechnic University



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