



賽馬會齡活城市
Jockey Club Age-friendly City

Jockey Club Age-Friendly City Project

Baseline Assessment Report

SHAM SHUI PO



Shek Kip Mei Estate

策劃及捐助 Initiated and funded by:



香港賽馬會慈善信託基金
The Hong Kong Jockey Club Charities Trust
同心 同步 同進 RIDING HIGH TOGETHER

計劃夥伴 Project partner:

Institute of
Active Ageing
活齡學院



THE HONG KONG
POLYTECHNIC UNIVERSITY
香港理工大學

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JOCKEY CLUB AGE-FRIENDLY CITY PROJECT

BASELINE ASSESSMENT REPORT FOR SHAM SHUI PO DISTRICT



賽馬會齡活城市
Jockey Club Age-friendly City

February 2018

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**The Association of Evangelical Free Churches of Hong Kong - Evangelical Free Church of
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The Neighbourhood Advice-Action Council Shamshuipo District Elderly Community Centre

Pak Tin Baptist Church Neighborhood Centre

Pok Oi Hospital Mr Kwok Hing Kwan Neighbourhood Elderly Centre

The Salvation Army Nam Tai Centre for Senior Citizens

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Shamshuipo Kaifong Welfare Advancement Association Neighbourhood Elderly Centre

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Yan Chai Hospital Tang Bik Wan Memorial Neighbourhood Elderly Centre

Support for the Ambassador Scheme (Speaker)

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**The names of institutes and speakers were listed according to the alphabetical order.*

Executive Summary

Initiated and funded by The Hong Kong Jockey Club Charities Trust, the Jockey Club Age-friendly City Project (“JCAFC 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 Sham Shui Po District with reference to the eight domains within the Global Age-friendly Cities framework developed by the World Health Organisation (“WHO”). A total of 513 questionnaires were collected in the survey and 5 focus group interviews were conducted between 8th May 2017 and 12th August 2017 in Sham Shui Po District.

“Social participation” has the highest mean score among the eight domains. Affordable programme costs and the availability of sufficient channels which enabled older people to participate in different activities were the key elements appreciated by most focus group respondents. The mean score of “housing” was the lowest among the eight domains. One of the items, “sufficient and affordable housing”, was the second lowest rated among 53 items of age-friendliness. Poor living condition was remarked by focus group respondents living in tenement house/sub-divided flats, which covered inadequate living spaces and unaffordable rent in sub-divided flats and the lack of barrier-free access facilities in tenement houses. For residents living in private housing, home modification services were either limited or unaffordable.

The results of the baseline assessments shed light on future directions to make Sham Shui Po District a more age-friendly community. Recommendations to improve the age-friendliness include engaging older people to review and comment on the age-friendliness of existing community facilities, increasing channels to consult the views of older people about their needs of public transport services particularly older people who live in new and re-developed areas, initiating projects to provide repair and maintenance services to needy elderly households, increasing opportunities for older people (especially hidden elderly) to participate in social activities, creating a platform to facilitate older people to voice out and discuss their concerns about age-friendly issues with different community stakeholders, promoting the benefits of employing older people through public education, inviting younger people to teach older people to adapt to digital technology and foster intergenerational interaction, and increasing the provision of outreach services to hidden and singleton elderly to facilitate them to connect with the community.

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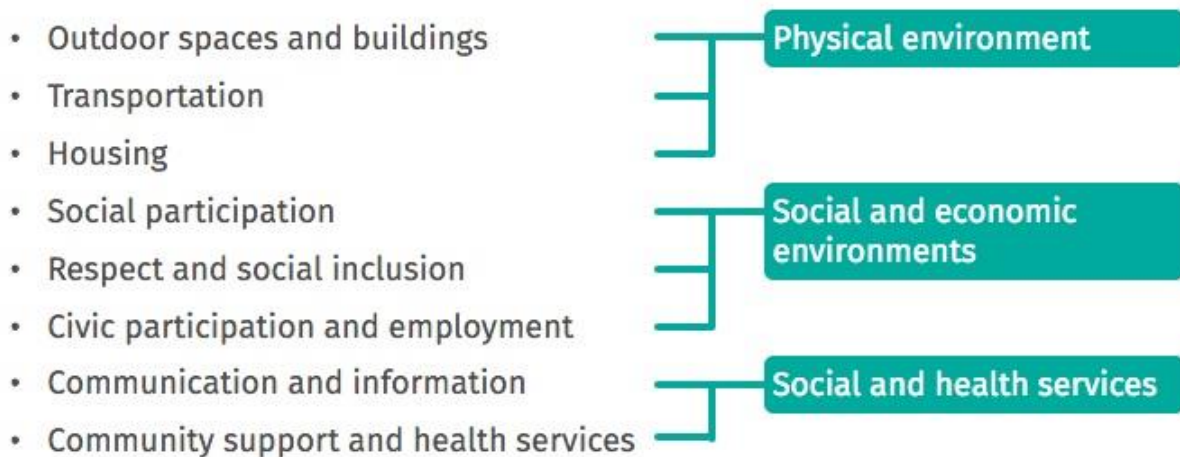
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1. Background

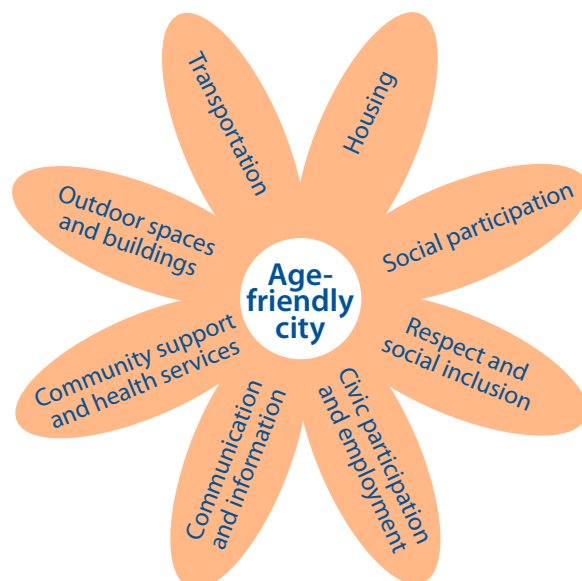
1.1 Framework and Objectives

The age-friendly city (“AFC”) concept is based on the framework for active ageing defined by WHO, rooted in the belief that a supportive and inclusive environment will enable residents to optimise 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.

Figure 1 and 2. Eight Domains of AFC (Jockey Club Age-friendly City Project, 2017)



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. (Jockey Club Age-friendly City Project, 2017)



The key objectives of the project are to: 1) build momentum in districts to develop an age-friendly community through an assessment of their respective age-friendliness; 2) recommend a framework for districts to undertake continual improvement for the well-being of our senior citizens; and 3) arouse public awareness and encourage community participation in building an age-friendly city.

1.2 Project Overview

The Hong Kong Jockey Club Charities Trust (“The Trust”) is implementing the JCAFC Project in partnership with Professional Support Teams (“PST”) formed by 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. (Jockey Club Age-friendly City Project, 2017)

A Comprehensive Support Scheme for Districts has been piloted since 2015 in eight districts, namely Sha Tin, Tai Po, Central and Western, Wan Chai, Islands, Tsuen Wan, Kowloon City, and Kwun Tong. The Project has been extended to all 18 districts of Hong Kong since 2017, covering the other 10 districts, namely Kwai Tsing, North, Sai Kung, Eastern, Southern, Wong Tai Sin, Tuen Mun, Yuen Long, Sham Shui Po and Yau Tsim Mong.

Figure 3. Comprehensive Support Scheme for Districts (Jockey Club Age-friendly City Project, 2017)



The Comprehensive Support Scheme for Districts consists of two stages – “Baseline Assessment and Training” and “Professional Support for District”. In the stage of “Baseline Assessment and Training”, local residents have been engaged and their views about age-friendliness have been explored through questionnaire survey and focus group. Older people living in Sham Shui Po District have been recruited as JCAFC ambassadors to facilitate the promotion of AFC concept using a bottom-up approach. In the stage of “Professional Support for District”, the PST of PolyU has collaborated closely with the district stakeholders to formulate strategies to improve the age-friendliness of the District, including discussing and developing a 3-year action plan with District Office (“DO”) and District Council (“DC”) on the basis of the needs identified in the results of the baseline assessment, providing professional support to NGOs implementing the district-based programmes, and facilitating the District in joining the WHO Global Network for Age-friendly Cities and Communities.

2. District Profile

2.1 Background of Sham Shui Po District

Sham Shui Po District (“the District”) is one of the earliest developed districts with approximately 1,047 hectares (Sham Shui Po District Council, 2017a). According to the Demographic Profiles of Population in Sham Shui Po District (Census and Statistics Department, 2017), it has a population of 405,869 in 2016, which has increased 11% in the last 10 years. The District ranks fourth among other districts in its population density (number of people per km²). Currently the District included six major areas, namely Shek Kip Mei, Shum Shui Po, Cheung Sha Wan, Lai Chi Kok, Mei Foo and Nam Cheong.

With a long history of industrial and social development, housing estates were built on the reclaimed land. For public housing estates, Lai Kok Estate¹ was built on reclaimed land of the west of Yen Chow Street² and Fu Cheong Estate³ was built on reclaimed land of the southwest of Sham Shui Po near Nam Cheong Station. Several private housing estates, namely Banyan Garden⁴, The Pacifica⁵, AquaMarine⁶ and Liberté⁷ (well known as “Four Little Dragons”) were built on reclaimed land of West Kowloon, creating a middle-class neighbourhood in Lai Chi Kok.

Followed by the development, urban decay is an inevitable result in the District. A wide range of redevelopment projects were undertaken by Urban Renewal Authority (“URA”), Hong Kong Housing Authority and property developers. Typically, URA has undergone five redevelopment projects in Cheung Sha Wan co-worked with the Hong Kong Housing Society between 2013

¹ 中文名稱：麗閣邨

² 中文名稱：欽州街

³ 中文名稱：富昌邨

⁴ 中文名稱：泓景臺

⁵ 中文名稱：宇晴軒

⁶ 中文名稱：碧海藍天

⁷ 中文名稱：昇悅居

and 2016, namely Heya Green⁸, Heya Delight⁹, Heya Crystal¹⁰, Heya Aqua¹¹ and Heya Star¹² (Hong Kong Housing Society, 2017). The redevelopment projects of public rental housing, including So Uk Estate¹³, Shek Kip Mei Estate¹⁴ and Pak Tin Estate¹⁵, are getting underway in a joint effort of Hong Kong Housing Authority and Housing Department. It would likely create a new district dynamic and increasing demand for community facilities to the local residents.

2.2 Characteristics of Sham Shui Po District

The following part will provide an overview of the District by eight domains of WHO Age-friendly City.

Domain 1) Outdoor Spaces and Buildings

Sham Shui Po is an old district with unique local characteristics and diversity among its residents. Several historical buildings has been revitalised and turned to be valuable heritages. Mei Ho House¹⁶ from the former Block 41 of Shek Kip Mei Estate is now a museum with show rooms showcasing the development of public housing in Hong Kong. Savannah College of Arts and Design (“SCAD”)¹⁷ located in Shek Kip Mei provides public tours of visiting former and revitalised North Kowloon Magistracy Building¹⁸ by reservation (SCAD, 2017). Jockey Club Creative Arts Centre (“JCCAC”)¹⁹ from the former Shek Kip Mei Factory Estate is now positioned as a multi-disciplinary arts village and arts centre. Lei Cheng Uk Han Tomb

⁸ 中文名稱：喜雅

⁹ 中文名稱：喜盈

¹⁰ 中文名稱：喜薈

¹¹ 中文名稱：喜漾

¹² 中文名稱：喜韻

¹³ 中文名稱：蘇屋邨

¹⁴ 中文名稱：石硤尾邨

¹⁵ 中文名稱：白田邨

¹⁶ 中文名稱：美荷樓

¹⁷ 中文名稱：薩凡納藝術設計大學

¹⁸ 中文名稱：北九龍裁判法院

¹⁹ 中文名稱：賽馬會創意藝術中心

Museum²⁰ located in Cheung Sha Wan is opened to public to showcase the history in Eastern Han dynasty (Hong Kong Museum of History, 2017). There are more than ten temples in the District. For instance, the Sam Tai Tsz Temple²¹ built in 1898 is the only temple to worship the deity of Na Cha²² in Hong Kong (Chinese Templates Committee, 2014).

Apart from historical buildings and temples, the District has several thematic walking streets. For instance, Apliu Street²³ is well-known as an electronics flea market. Fuk Wing Street²⁴ is the “Toy Street” and Ki Lung Street²⁵ is the “Clothing Street”. For daily goods, the local residents could also go to the shopping centre in Sham Shui Po – Dragon Centre²⁶. There are three Municipal Services Buildings in Sham Shui Po with public facilities including Food and Environmental Hygiene Department (“FEHD”) public markets and cooked food markets, public libraries and sports centres located at Pei Ho Street²⁷, Po On Road²⁸ and Un Chau Street²⁹ respectively.

For the green space, there are three large parks managed by Leisure and Cultural Services Department (“LCSD”) in the District, namely Lai Chi Kok Park, Shek Kip Mei Park, and Nam Cheong Park (Leisure and Cultural Services Department, 2017a) with a variety of recreational facilities such as jogging tracks and fitness trails. There are also a total of three public swimming pools located in Lai Chi Kok Park, Lei Cheng Uk and Sham Shui Po Park (Leisure and Cultural Services Department, 2017b). Being approved and supported by the District Facilities Committee of Sham Shui Po DC in 2015, the community halls and community centres in the District have undergone the facilities improvement work (Sham Shui Po District Council, 2016).

²⁰ 中文名稱：李鄭屋漢墓博物館

²¹ 中文名稱：三太子宮

²² 中文參考：哪吒，又稱三太子

²³ 中文名稱：鴨寮街

²⁴ 中文名稱：福榮街

²⁵ 中文名稱：基隆街

²⁶ 中文名稱：西九龍中心

²⁷ 中文名稱：北河街

²⁸ 中文名稱：保安道

²⁹ 中文名稱：元州街

Domain 2) Transportation

Located in the north-western part of Kowloon, various transport modes and services are provided in Sham Shui Po District. There are four MTR stations in the Tsuen Wan line (i.e. Sham Shui Po, Cheung Sha Wan, Lai Chi Kok and Mei Foo) and two MTR stations in the West Rail Line (i.e. Nam Cheong and Mei Foo). Minibus and bus services are also available for inter-district and cross-district travelling. To improve the travel experience of passengers, Transport Department has subsidised the franchised bus companies to install real-time information display panels (“display panels”) and install seats at bus stops. By 2019, over 130 bus stops will be installed display panels and over 60 bus stops will be provided with seats in the District (Transport Department, 2017). The Bus Route Planning Programme³⁰ introduced by Transport Department creates an impact to public transport users living in Sham Shui Po. To optimise the public transport system and increase the efficiency of transport network, bus route rationalisation which includes frequency reduction and cancellation of bus routes with low utilisation has launched (Transport Department, 2017). Affected passengers might need to use alternative modes of public transport as a consequence.

The Transport Affairs Committee was set up in the Sham Shui Po DC to discuss transport issues in district-level, involving representatives from different government departments (e.g. Transport Department, Highway Department), transport operators (e.g. MTR, KMB, Citybus & NWFB) and district councillors.

Domain 3) Housing

At district level, tackling housing issue is one major and prioritised agenda. According to the 2016 Population By-census (Census and Statistics Department, 2017), there are a total of 148,304 domestic households residing in the District. The majority (59%) of residents are living in private permanent housing. 35% of residents are living in public rental housing. 5% of them are living in subsidised home ownership housing (Census and Statistics Department, 2017). There are sixteen public rental housing estates in the District, including older estates under redevelopment such as Shek Kip Mei Estate and new estates such as Hoi Lai Estate³¹ which was built in 2004 (Hong Kong Housing Authority, 2017). There are six subsidised home

³⁰ 中文名稱：巴士路線計劃

³¹ 中文名稱：海麗邨

ownership housing schemes mainly located in Cheung Sha Wan, e.g. Po Hei Court³² (Hong Kong Housing Authority, 2017). Apart from the urban rehabilitation and redevelopment projects, the prevalence of sub-divided units and homeless people are two typical housing problems in the District. According to Thematic Household Survey Report No. 60 - Housing conditions of sub-divided units in Hong Kong (Census and Statistics Department, 2017), it was estimated that there were 88,000 sub-divided units in Hong Kong and 58.4% of them were located in Kowloon. Regarding homeless people, it was estimated that 34.9% of them were living in Sham Shui Po District according to Homeless Outreach Population Estimation Hong Kong (City University of Hong Kong, 2016).

There are working groups in Sham Shui Po District Council to discuss and tackle the housing issues at district level. The Working Group on Public Housing would mainly discuss matters related to public rental housing, in particular the progress of redevelopment projects. The Working Group on Private Premises and Urban Revitalisation would discuss the URA's demand-led redevelopment projects and other maintenance schemes (Sham Shui Po District Council, 2017b).

Domain 4) Social Participation

A wide range of learning, leisure, cultural and sports activities are available in the District. Residents could participate in different types of sports activities such as tennis, climbing and squash within the District (Leisure and Cultural Services Department, 2016). Elderly centres also provide a variety of activities to older people. To promote social participation among older people in the community, funding is also available in DC for community organisations to organise programmes for older people.

Domain 5) Respect and Social Inclusion

Making reference from a small scale research conducted by the Hong Kong Young Women's Christian Association in 2015, offering seats is agreed to be an age-friendly action commonly shared by younger people and older people. To facilitate the interaction between younger people and older people, some elderly centres and community organisations have organised intergenerational programmes with the support of DC.

³² 中文名稱：寶熙苑

Domain 6) Civic Participation and Employment

The District provides a wide range of volunteering opportunities for older people. To enhance the residents' sense of belonging, different local guided tours led by volunteers are available in the District, for example Mei Ho House Museum. To promote district characteristics and foster neighbourhood relationship, different activities and programmes are launched by community organisations. With support of DC, a temporary bazaar was set up in Kiu Kiang Street³³ to promote the self-reliance of grassroots with stalls selling cooked food (news.gov.hk, 2016).

Domain 7) Communication and Information

Home Affairs Department (2017) has organised different events and talks in between 2016 and 2017 to enhance the sharing of information to general public. For instance, the Department invited the representative of the Building Department to share information about building management in the community hall. Several carnivals were organised to promote fire safety and civic education. Besides, Government Wi-Fi Programme (GovWiFi) is also provided at designated government premises to provide free internet access for residents (Government Wi-Fi Programme, 2017).

Domain 8) Community Support and Health Services

To cater for the high demand for elderly services, various non-governmental organisations established their community care and support services. There are three District Elderly Community Centres (“DECCs”) and twelve Neighbourhood Elderly Centres (“NECs”) in Sham Shui Po District (Social Welfare Department, 2017). The elderly centres are divided into three clusters and each cluster consists of one DECC and a number of NECs serving similar service boundary. The three DECCs are Caritas Cheng Shing Fung District Elderly Centre (Sham Shui Po)³⁴, Ho Kin District Community Centre for Senior Citizens³⁵ and Sham Shui Po District Elderly Community Centre³⁶. Regular cluster meetings are held to discuss the social welfare issues concerning the well-being of the older people. Promotion of elderly wellness is also high on the agenda in district level. The Working Group on Elderly and Rehabilitation

³³ 中文名稱：九江街

³⁴ 中文名稱：明愛鄭承峰長者社區中心（深水埗）

³⁵ 中文名稱：舊色園可健耆英地區中心

³⁶ 中文名稱：深水埗康齡社區服務中心

Services under DC is a platform for different stakeholders, including elderly centres, Social Welfare Department (“SWD”) and DC members, to discuss initiatives promoting the welfare of older people.

Public and private healthcare services are also provided in the District. Caritas Medical Centre and Precious Blood Hospital (Caritas) are the only public and private hospital in Sham Shui Po District respectively. Princess Margaret Hospital is classified as Kowloon West Cluster providing services for patients mainly from Lai Chi Kok (Hospital Authority, 2017a). However, the waiting time of specialist services was long. For example, the waiting time for a stable new case of Specialty of Medicine is 84 weeks (Hospital Authority, 2017b). There are five public general out-patient clinics (Hospital Authority) providing primary care services in the District, which are located in Nam Cheong, Shek Kip Mei and Cheung Sha Wan (Hospital Authority, 2017c). One Elderly Health Centre (Department of Health of HKSAR) is located in Nam Shan, Shek Kip Mei (Department of Health, 2017). From July 2017, more older people are entitled to Health Care Voucher (2017) as the government has lowered the eligibility age from 70 to 65.

2.3 Ambassador Scheme

To encourage the older people to acquire knowledge on age-friendly city and promote the AFC concept in the community, the PST of The Hong Kong Polytechnic University (“PolyU”) organised three workshops to older people living in Sham Shui Po District under the themes of age-friendly living environment and possibility of older people. 57 participants attended and completed three ambassador activities from late July to early September 2017.

Figure 4. Ambassador activities conducted by PolyU PST

Activities held	Date
<u>Activity 1</u> Introduction to Age-friendly Living Environment in Sham Shui Po 齡活在社區	21 st Jul 2017 (FRI), 27 th Jul 2017 (THU) & 1 st Aug 2017 (TUE)
<u>Activity 2</u> Site Visit: Age-friendly Living Environment in Sham Shui Po 社區考察：齡活在社區	2 nd Aug 2017 (WED), 11 th Aug 2017 (THU) & 4 th Aug 2017 (FRI)
<u>Activity 3</u> Silver Age: Possibilities and Ambitions 實現夢想，年齡不是限制	18 th Aug 2017 (FRI) & 2 nd Sep 2017 (SAT)

3. Methodology

Questionnaire surveys and focus group interviews were conducted between May and August 2017 to explore the views and comments of residents in Sham Shui Po District on the level of age-friendliness. Questionnaire surveys (from 8th May 2017 to 12th August 2017) and focus group interviews (from 26th May 2017 to 30th June 2017) were conducted.

3.1 Questionnaire Survey

3.1.1 Participants

Participants recruited for the questionnaire survey were Sham Shui Po residents aged 18 or above who lived in the District for at least half year. The exclusion criterion was excluding residents who were mentally incapable to participate in the study.

3.1.2 Sampling Method

The study targets to collect at least 500 successful samples. The sources of recruiting participants included elderly centres, Institute of Active Ageing (“IAA”) of PolyU, open recruitment posted in the campus of PolyU, churches as well as snowball referrals from participants and community members.

3.1.3 Measures

A structured questionnaire survey was conducted mainly by face-to-face interview, with a small number of self-administer questionnaires filled in by participants. The questionnaires included the following measurement parts:

a. Socio-demographic Characteristics

Basic information including age, gender, marital status, education level, living arrangements, employment status, and income were collected. The experiences of caring elder adults and use of elderly centre services were also included.

b. Perceived Age-friendliness

A total of 53 six-point Likert scale items were employed based on a local adaptation of the World Health Organisation (WHO)’s Age-friendly Cities Framework and guidelines. The range started from 1 (strongly disagree) to 6 (strongly agree). Participants were asked to rate their

perceived age-friendliness alongside with the eight AFC domains as defined by WHO, 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).

3.2 Focus Group Interview

Five 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 7 to 10 residents in Sham Shui Po District and each session lasted for approximately two hours. All focus group discussions were audio-recorded and transcribed. Sources of recruitment included elderly centres and referrals from participants. Please see the age range and gender composition of the informants as follows:

Table 1. Compositions of focus group respondents

	Age	No. of Respondents
1 st group	18 to 49	9 (9 Female)
2 nd group	50 to 64	7 (7 Female)
3 rd group	65 to 79	10 (8 Female, 2 Male)
4 th group	80 or above	8 (3 Female, 5 Male)
5 th group	50 to 64	7 (5 Female, 2 Male)

4. Result

4.1 Questionnaire Survey

4.1.1 Demographic Characteristics of the Participants

A total of 513 questionnaires were collected in Sham Shui Po District. The demographic characteristics of the participants are presented in Table 2. Approximately half (48.7%) of the participants were aged from 65 to 79. The majority (76.6%) of the participants were female. Nearly half (45.8%) of the participants were married. In terms of education level, about half (50.1%) of the participants received primary education or below. Most (69.0%) of the participants were retired and majority (77.5%) of the participants indicated that they have sufficient income for expenditure. Only 11.1% of the participants rated their health status as poor. More than half (58.1%) of the participants lived in public estates and the mean residence time in Sham Shui Po District was 29.1 years.

4.1.2 Eight Domains of Perceived Age-friendliness

The eight domains of age-friendliness are shown in Figure 4. In general, the participants rated higher than 4 (Agree) in most of the domains. “Social Participation” was rated the highest ($M = 4.67$, $SD = .65$), followed by “Respect and Social Inclusion” ($M = 4.56$, $SD = .69$), “Transportation” ($M = 4.45$, $SD = .64$), “Communication and Information” ($M = 4.41$, $SD = .72$), “Civic Participation” ($M = 4.36$, $SD = .78$) and “Outdoor Spaces and Buildings” ($M = 4.10$, $SD = .71$). Only “Community Support and Health Services” ($M = 3.95$, $SD = .79$) and “Housing” ($M = 3.94$, $SD = .92$) scored lower than 4 (Agree).

4.1.3 Sub Domains and Items of Age-friendliness

The eight domains of age-friendliness were further elaborated into 19 sub domains (see Table 3). Among the sub domains, “6.1 Civic Participation” under Civic Participation and Employment domain scored the highest ($M = 4.71$, $SD = .85$) while “3.1 Affordability and Accessibility” under Housing domain ($M = 3.70$, $SD = 1.06$) and “8.3 Burial Service” ($M = 2.33$, $SD = 1.13$) under Community Support and Health Services scored lower than 4 (Agree).

At item level (see Table 4), most items (45, 84.91%) scored higher than 4 (Agree). Item “B11 Coverage of Public Transport Network” ($M = 4.87$, $SD = .87$) and “E34 Manner of Service Staff” ($M = 4.87$, $SD = .84$) scored the highest, while item “H53 Burial Sites” ($M = 2.32$, SD

= 1.12) was rated the lowest. All items in “Transportation”, “Social Participation” and “Respect and Social Inclusion” were scored higher than 4 (Agree). Analysed by rank of items, the top ten highest score items were distributed in four domains, which included “Social Participation” (4 items), “Transportation” (3 items), “Respect and Social Inclusion” (2 items) and “Civic Participation and Employment” (1 item). In “Social Participation”, four out of six items were rated as the top ten highest rated items. Besides, the ten lowest rated items were distributed in six domains. Three out of four items were in “Housing”. The remaining lowest rate items clustered in “Outdoor Spaces and Buildings” (3 items), “Transportation” (1 item), “Civic Participation and Employment” (1 item), “Communication and Information” (1 item) and “Community Support and Health Services” (1 item).

4.1.4 Age Comparison

The descriptive statistics of the eight domains of age-friendliness in each age group is shown in Table 5. The result of the Pearson correlation revealed that age was positively associated with eight domains of age-friendliness. Participants who aged 18 to 49 rated the lowest score in all domains while aged 80 or above were most satisfied in all domains except “Respect and Social Inclusion” (highest group: aged 65 to 79).

4.1.5 Marital status Comparison

Table 6 showed the descriptive statistics of the eight domains of age-friendliness in each marital status. The results of the one-way ANCOVAs with the control of age showed that participants who were widows rated the highest in all domains significantly while participants who were single rated the lowest score in all domains.

4.1.6 Education levels Comparison

The descriptive statistics of the eight domains of age-friendliness in each education level group is shown in Table 7. The results of the one-way ANCOVAs with the control of age revealed that all domains were rated significantly highest by participants with primary or lower education attainment.

4.1.7 Gender Comparison

Means and standard deviations of the eight domains of age-friendliness in gender are shown in Table 8. The results of the one-way ANCOVAs with the control of age revealed that only “Respect and Social Inclusion” and “Civic Participation and Employment” were rated higher significantly by female participants.

4.1.8 Sense of Community

In general, the participants agreed that they were part of the community ($M = 3.79$, $SD = 4.90$). Moreover, the result of the partial correlation with the adjustment of age showed that all eight domains of age-friendliness were positively associated with “Sense of Community” (see Table 9). The more the participants perceived the community to be age-friendly, the more they perceived that they belonged to the community.

Figure 4 The Mean Score of the Eight Domains of Age-friendliness

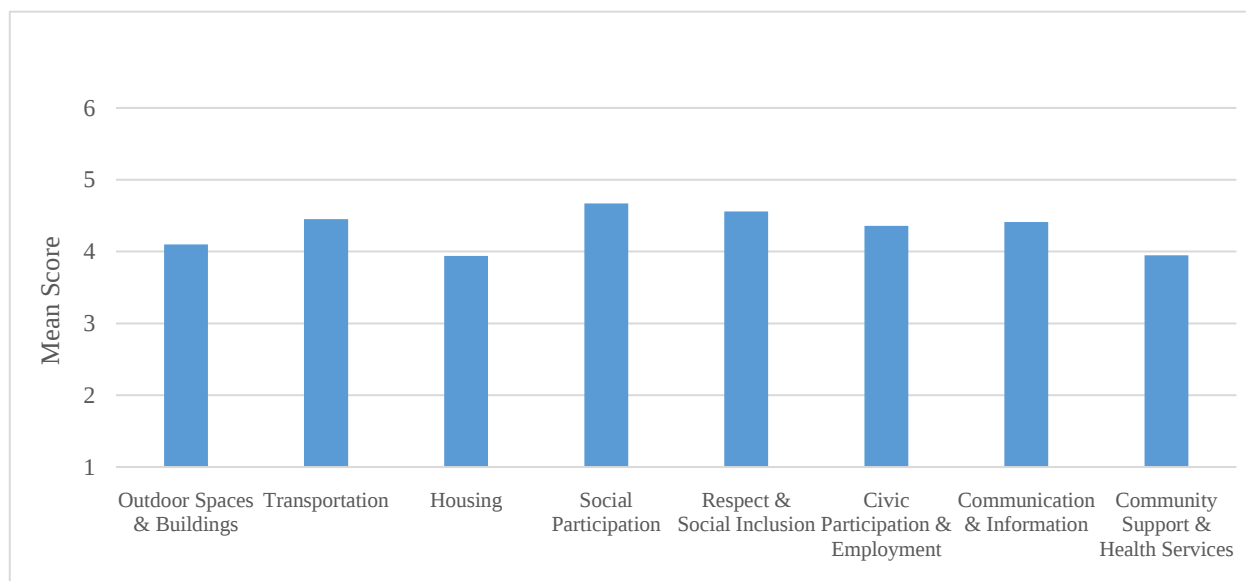


Table 2 Demographic Characteristics of the Participants

	Frequency (Percentage)
Age Group	
18-49	57 (11.1%)
50-64	127 (24.8%)
65-79	250 (48.7%)
80 or above	79 (15.4%)
Gender	
Male	120 (23.4%)
Female	393 (76.6%)
Marital Status	
Single	59 (11.5%)
Married	235 (45.8%)
Widow	172 (33.5%)
Divorce / Separated	47 (9.2%)
Education	
Primary or below	257 (50.1%)
Secondary	204 (39.8%)
Post-secondary	52 (10.1%)
Employment Status	
Unemployed	18 (3.5%)
Employed	50 (9.7%)
Retired	354 (69.0%)
Homemaker	91 (17.7%)
Finance	
Insufficient	116 (22.6%)
Sufficient	397 (77.5%)
Subjective Health	
Poor	57 (11.1%)
Fair	249 (48.5%)
Good	132 (25.7%)
Very Good	67 (13.1%)
Excellent	8 (1.6%)
Housing Type	
Public Estate	298 (58.1%)
Private Estate ³⁷	66 (12.9%)
Mansion	87(17.0%)
Tenement	41 (8.0%)
Others ³⁸	21 (4.1%)
Residence Time (years)	29.1 (18.22)

³⁷ Refers to the private owned estate and Home Ownership Scheme managed by the Hong Kong Housing Authority

³⁸ Comprises homeless, sub-divided unit and nursing home

Table 3 Descriptive Statistics of the Sub Domains of Age-friendliness

Domains	Sub Domains	Mean (Standard Deviation)
1.Outdoor spaces and buildings	1.1 Outdoor Spaces	4.07(.78)
	1.2 Buildings	4.14(.84)
2.Transportation	2.1 Road Safety & Maintenance	4.39(.88)
	2.2 Availability of Specialised Services	4.24(.84)
	2.3 Comfort to Use Public Transport	4.44(.74)
	2.4 Accessibility of Public transport	4.62(.75)
3.Housing	3.1 Affordability & Accessibility	3.70(1.06)
	3.2 Environment	4.18(1.03)
4.Social Participation	4.1 Facilities and Settings	4.68(.70)
	4.2 Availability and Accessibility of Social Activities	4.67(.70)
5.Respect and Social Inclusion	5.1 Attitude	4.61(.69)
	5.2 Opportunities for Social Inclusion	4.48(.87)
6.Civic Participation and Employment	6.1 Civic Participation	4.71(.85)
	6.2 Employment	4.24(.87)
7.Communication and Information	7.1 Information	4.54(.74)
	7.2 Use of communication and digital devices	4.16(.95)
8.Community Support and Health Services	8.1 Availability and Affordability of Medical / Social Services	4.29(.87)
	8.2 Emergency Support	4.23(1.11)
	8.3 Burial Service	2.33(1.13)

Table 4 Descriptive Statistics of the 53 Items of Age-friendliness

Domains and Items	Mean (Standard Deviation)	Rank of item	
		Within domain	Across domain
Outdoor Spaces and Buildings			
A1 Cleanliness	4.14(1.22)	5	40*
A2 Adequacy, Maintenance and Safety	4.21(1.18)	4	39
A3 Drivers' Attitude at Pedestrian Crossings	4.08(1.13)	6	43
A4 Cycling Lanes	3.61(1.23)	9	51
A5 Outdoor Lighting and Safety	4.31(1.08)	2	35
A6 Accessibility of Commercial Services	4.47(1.09)	1	20*
A7 Arrangement of Special Customer Service to Persons in Needs	3.85(1.31)	8	50
A8 Building Facilities	4.25(1.13)	3	36
A9 Public Washrooms	3.98(1.22)	7	46
Transportation			
B10 Traffic Flow	4.33(1.05)	10	32*
B11 Coverage of Public Transport Network	4.87(.87)	1	1*
B12 Affordability of Public Transport	4.78(1.08)	2	3
B13 Reliability of Public Transport	4.39(1.05)	9	29
B14 Public Transport Information	4.41(1.05)	8	27
B15 Condition of Public Transport Vehicles	4.65(.93)	3	9
B16 Specialised Transportation for disabled people	4.47(1.03)	5*	20*
B17 Transport Stops and Stations	4.50(.94)	4	18*
B18 Behaviour of Public Transport Drivers	4.47(1.03)	5*	20*
B19 Alternative Transport in Less Accessible Areas	4.00(1.08)	12	44*
B20 Taxi	4.14(1.09)	11	40*
B21 Roads	4.43(1.03)	7	26
Housing			
C22 Sufficient and Affordable Housing	3.51(.140)	4	52
C23 Interior Spaces and Level Surfaces of Housing	4.36(1.19)	1	30*
C24 Home Modification Options and Supplies	4.00(1.22)	2	44*
C25 Housing for Frail and Disabled Elders	3.88(1.21)	3	48
Social Participation			
D26 Mode of Participation	4.77(.81)	1	4
D27 Participation Costs	4.73(.84)	3	6
D28 Information about Activities and Events	4.71(.85)	4	7*
D29 Variety of Activities	4.74(.84)	2	5
D30 Variety of Venues for Elders' Gatherings	4.53(.98)	6	16
D31 Outreach Services to People at Risk of Social Isolation	4.55(.95)	5	14
Respect and Social Inclusion			
E32 Consultation from Different Services	4.52(1.01)	3	17
E33 Variety of Services and Goods	4.50(.98)	4	18*
E34 Manner of Service Staff	4.87(.84)	1	1*
E35 School as Platform for Intergeneration Exchange	4.46(1.05)	5	23
E36 Social Recognition	4.64(.92)	2	10
E37 Visibility and Media Depiction	4.40(.94)	6	28
Civic Participation and Employment			
F38 Options for Older Volunteers	4.71(.85)	1	7*
F39 Promote Qualities of Older Employees	4.59(.90)	2	12
F40 Paid Work Opportunities for Older People	4.24(1.12)	3	37
F41 Age discrimination	3.89(1.26)	4	47
Communication and Information			
G42 Effective Communication System	4.54(.97)	3	15
G43 Information and Broadcasts of Interest to Elders	4.57(.95)	2	13
G44 Information to Isolated Individuals	4.44(.97)	4*	24*
G45 Electronic Devices and Equipment	4.44(.98)	4*	24*
G46 Automated Telephone Answering Services	3.87(1.29)	6	49
G47 Access to Computers and Internet	4.61(.91)	1	11
Community Support and Health Services			
H48 Adequacy of Health and Community Support Services	4.13(1.27)	5	42
H49 Home Care Services	4.32(1.06)	3	34
H50 Proximity between Old Age Homes and Services	4.36(1.04)	1	30*
H51 Economic barriers to Health and Community Support Services	4.33(1.08)	2	32*
H52 Community Emergency Planning	4.22(1.11)	4	38
H53 Burial Sites	2.32(1.12)	6	53

Note. **Bold**: Score higher than 4 (Agree). / *: Same score with other items (Within or across domain)

Table 5 Age Comparison of the Eight Domains of Age-friendliness

	18-49	50-64	65-79	80 or above	r
Outdoor Spaces and Buildings	3.75(.82)^	3.85(.76)	4.22(.61)	4.37(.62)#	.27**
Transportation	4.03(.80)^	4.18(.66)	4.61(.53)	4.72(.45)#	.34**
Housing	3.19(1.00)^	3.67(1.06)	4.13(.72)	4.30(.73)#	.36**
Social Participation	4.12(.88)^	4.49(.69)	4.84(.49)	4.85(.50)#	.36**
Respect and Social Inclusion	4.00(.86)^	4.35(.74)	4.76(.56)#	4.71(.49)	.34**
Civic Participation and Employment	4.07(.89)^	4.07(.95)	4.50(.67)	4.55(.50)#	.23**
Communication and Information	4.03(.95)^	4.19(.84)	4.55(.60)	4.59(.44)#	.28**
Community Support and Health Services	3.39(.85)^	3.65(.84)	4.14(.67)	4.22(.65)#	.34**

Notes. ^ Lowest score among age groups; #Highest score among age groups; ** p value < .01.

Table 6 Marital Status Comparison of the Eight Domains of Age-friendliness

	Single	Married	Widow	Divorced/Separate	<i>F</i>
Outdoor Spaces and Buildings	3.76(.75)^	4.03(.71)	4.34(.60)#	3.98(.80)	4.684**
Transportation	4.11(.74)^	4.44(.60)	4.65(.53)#	4.26(.79)	3.238*
Housing	3.47(.98)^	3.85(.90)	4.26(.75)#	3.73(1.11)	3.406*
Social Participation	4.31(.78)^	4.64(.66)	4.90(.45)#	4.47(.71)	4.231**
Respect and Social Inclusion	4.13(.81)^	4.53(.67)	4.80(.55)#	4.37(.70)	5.601**
Civic Participation and Employment	3.97(.95)^	4.35(.76)	4.55(.57)#	4.14(1.03)	4.112**
Communication and Information	4.01(.92)^	4.40(.73)	4.61(.53)#	4.21(.78)	3.989**
Community Support and Health Services	3.46(.76)^	3.95(.82)	4.17(.65)#	3.75(.84)	4.451*

Notes. ^ Lowest score among marital statuses; #Highest score among marital statuses; ** p value < .01, *p value < .05

Table 7 Education levels comparison of the Eight Domains of Age-friendliness

	Primary or below	Secondary	Post- secondary	<i>F</i>
Outdoor Spaces and Buildings	4.25(.65)#	3.96(.73)	3.87(.77)^	4.196*
Transportation	4.60(.56)#	4.31(.65)^	4.33(.78)	5.018**
Housing	4.17(.83)#	3.78(.90)	3.40(1.05)^	4.654*
Social Participation	4.84(.49)#	4.56(.71)	4.29(.84)^	4.955**
Respect and Social Inclusion	4.77(.55)#	4.45(.68)	4.00(.90)^	14.389**
Civic Participation and Employment	4.51(.67)#	4.29(.78)	3.84(1.00)^	8.354**
Communication and Information	4.54(.62)#	4.37(.71)	3.96(.99)^	4.339*
Community Support and Health Services	4.11(.62)#	3.88(.79)	3.40(.79)^	4.755**

Notes. ^ Lowest score among education levels; #Highest score among education levels; ** p value < .01, *p value < .05

Table 8 Gender Comparison of the Eight Domains of Age-friendliness

	Male	Female	<i>F</i>
Outdoor Spaces and Buildings	4.10(.62)	4.10(.74)	.000
Transportation	4.49(.64)	4.44(.64)	.351
Housing	3.88(.94)	3.95(.90)	.756
Social Participation	4.60(.69)	4.69(.64)	2.115
Respect and Social Inclusion	4.45(.68)	4.60(.69)	5.137*
Civic Participation and Employment	4.24(.81)	4.39(.77)	4.066*
Communication and Information	4.33(.74)	4.43(.72)	2.182
Community Support and Health Services	4.86(.83)	3.98(.77)	2.583

Notes. *p value < .05

Table 9 Association Between Sense of Community and the Eight Domains of Age-friendliness (Partial Correlation)

	Sense of Community
	<i>r</i>
Outdoor Spaces and Buildings	.40**
Transportation	.39**
Housing	.37**
Social Participation	.47**
Respect and Social Inclusion	.47**
Civic Participation and Employment	.31**
Communication and Information	.38**
Community Support and Health Services	.48**

Note. ** p value < .01

4.2 Focus Group Interview

A structured focus group interview was employed to gather Sham Shui Po residents' views about current age-friendly features and key areas for improvement with reference to the eight domains of the WHO's Global Age-friendly Cities framework.

4.2.1 Current Age-friendly Features and Key Areas for Improvement

Domain 1) Outdoor Spaces and Buildings

Utilization of the open space and elderly fitness facilities

Most respondents were active community members who usually go to the parks and public pleasure grounds for leisure and exercise. Except residents living in Pak Tin Estate, many respondents commented that many parks and public pleasure grounds were generally conveniently located, namely Lai Chi Kok Park, Sham Shui Po Park, Nam Cheong Park and Lei Cheng Uk Playground. However, elderly fitness facilities were insufficient, resulting in long waiting time. Those facilities were also not covered with shelters, thus old people had to be exposed to sunlight while exercising. Some respondents recommended that the provision of elderly fitness facilities should be increased in order to encourage older people to do exercises in a comfortable environment.

Seating spaces in shopping centres

The insufficiency of seating space in shopping centres was highlighted by many respondents. It included medium-scale shopping centres (e.g. Dragon Centre³⁹) catering shoppers from different districts and small-scale shopping centres (e.g. Fu Cheong Shopping Centre and Un Chau Shopping Centre managed by LINK) mainly catering shoppers from the neighbourhood. Some respondents recommended that the provision of seating spaces should be increased.

Provision of shelters

Shelters were generally insufficiently provided in the pedestrian walkway. As highlighted by some respondents, the pedestrian walkway connecting Lai Kok Estate and Cheung Sha Wan station (Exit A1) was the one of the few locations covered with shelters. The residents reported that they were over-exposed to the sunlight daily because of lack of provision of shelters.

³⁹ 中文名稱：西九龍中心

Concern over the environmental hygiene

Rodent problems (e.g. Shun Ning Road⁴⁰) were prevalent caused by littering and accumulation of refuse by vegetable stalls and restaurants. Mosquito breeding was found in the podium of public housing estates (e.g. Fu Cheong Estate). Spitting and cigarette butts were also found on the streets. Some respondents recommended the Food and Environmental Hygiene Department (“FEHD”) to step up its effort (e.g. anti-mosquito campaign, step up enforcement measure, increase the frequency of street sweeping and washing) to ensure the maintenance of a hygienic living environment.

Occupation of public space

The occupation of public spaces by shops was reported by some respondents. Business activities were observed to be expanded in the shop front (e.g. some vegetable stalls in the Un Chau Street⁴¹). It created problems on the road access and safety of pedestrians.

Domain 2) Transportation

Transport affordability

For respondents aged 65 or above who were eligible for the Government Public Transport Fare Concession Scheme (“the Scheme”), affordable transport cost (\$2 per trip) was an appreciated element that encouraged them to get involved in community activities held in different districts. High transport cost was a concern for respondents aged 64 or below because they were not eligible for the Scheme. To reduce the burden on passengers, some respondents suggested that sectional fare should be implemented to more bus routes.

Provision of age-friendly facilities

MTR was generally considered as a less preferable transport mode to older people. Because of the insufficient provision of age-friendly facilities (i.e. external lifts connecting commuters from street level to MTR station concourse), passengers had to go to the entrances of MTR by walking upstairs and downstairs. It caused much inconvenience to older people and the physically disabled as mentioned by a number of respondents. Bus services were comparably more age-friendly to most respondents. Provisions of the ramp and wheelchair space, which

⁴⁰ 中文名稱：順寧道

⁴¹ 中文名稱：元州街

enhanced the accessibility of older people using wheelchairs, were highlighted. However, the travelling experience of older people using bus as a major transport means has a room for improvement. They were forced to expose under the sunlight as many bus stops were not covered with shelters. Some respondents suggested that the provision of shelters and seating areas near bus stops should be increased.

Accessibility

Sham Shui Po District was generally commented as a convenient location with good transport network, especially to the respondents living near the main streets (i.e. Un Chau Estate, Shek Kip Mei Estate and Lai Kok Estate). However, respondents living in newly developed areas and by the mountains (i.e. Nam Cheong and Pak Tin Estate) felt there were less public transport options to access to other places, especially locations within the District. For instance, some respondents commented that Nam Cheong was a newly developed area with insufficient transport facilities. MTR was an unfriendly mode of transport for Nam Cheong residents going to the same district, as it was inconvenient and took extra time to transfer lines in Mei Foo station. In addition, route diversion (e.g. KMB route 40) and cancellation of minibuses and bus routes (e.g. minibus route 10M & KMB route 212) created troubles to residents travelling to other areas. Moreover, some respondents raised the concern about the insufficiency of transport facilities in redevelopment and new estates. It was forecasted that the demand for transport services would continually increase upon completion of the redevelopment projects of public housing estates (e.g. So Uk Estate).

Frequency

Some respondents mentioned that the schedule of some public transports including bus and minibus services was not frequent enough. Typical examples included New World First Bus route 702 and minibus route 44S. The launch of smartphone mobile application named APP 1933 - KMB · LWB could facilitate the residents to plan their journey by obtaining estimated bus arrival information. However, some older people encountered difficulties in utilizing this mobile technology.

Services of public transport drivers

As commented, the public transport drivers generally provided professional service but concern was expressed by some respondents about insensitivity of drivers towards the needs of older

people. Some drivers were not patient enough to wait for older people to get seated before starting off. Moreover, some minibus drivers did not obey the traffic rule and drove at a very high speed.

Domain 3) Housing

Living environment of respondent living in public rental housing

Generally speaking, respondents living in public rental housing estates were contented with the living condition. Since children were moving out of the parents' home, the living environment in particular the available space in households has largely improved. With the affordable rent, respondents appreciated the public rental housing much. It was safe and convenient as Property Services Agents ("PSAs") provided regulatory services to tenants which included security and minor maintenance and repair works. In spite of the above age-friendly features, the presence of environmental hygiene problems highlighted that the Marking Scheme for Tenancy Enforcement⁴² in Public Housing Estates ("the Marking Scheme") might not be stringently enforced to maintain a clean living environment. Also, wall effect created by the construction of new housing estates was concerned to have an impact on their living environment.

Provision of community facilities

Respondents living in developed areas most appreciated the diversity and affordable price of daily necessities provided in the public markets. In particular, daily necessities available in Po On Road Market and Pei Ho Street Market were priced reasonably to them. However, community facilities were insufficient for residents living in Pak Tin Estate and Nam Cheong. As commented by some older people living in Nam Cheong, there were insufficient restaurants and shops in Fu Cheong Shopping Centre.

Poor living condition of respondents living in tenement house/sub-divided flat

Compared to those living in public housing estates and private housing estates, the poor living condition of older people in tenement houses was highlighted. Apart from safety concern, the lack of barrier free access facilities also hindered older people's mobility. In tenement houses, many flats were partitioned into sub-divided flats with extremely small living spaces. Due to surging rent in the private property market, the rent of sub-divided flat was barely affordable

⁴² 中文名稱：屋邨管理扣分制

to some underprivileged elderly. One respondent shared his living area was under 40 square feet and some common facilities were shared among other tenants. To tackle this issue, some respondents recommended that the rent of sub-divided flat should be regulated.

Home maintenance issue

Respondents living in public rental housing could approach the property services agent to assist in maintenance and repair services. In addition, they could also make an application to install handrail through the agent. Respondents living in private housing estates encountered difficulties for maintenance services as there was no third party to follow up the repair and maintenance issues. The major difficulties included high maintenance cost and the lack of information to compare the price and quality of services provided by different service providers.

Domain 4) Social Participation

Availability of channels to participation in different activities

Many informants were active community members who participated in social activities regularly, including social dance, outing activity, sports activity, fitness and learning class, through different channels (e.g. elderly centres, Leisure and Cultural Services Department (“LCSD”) and Senior Police Call). Most respondents commented that they could socialise with their friends through participating in social activities.

Programme cost

Most informants remarked that the programmes organised by elderly centres and LCSD were offered at low prices.

Activities quota

As the enrolment fees of activities held by elderly centres and LCSD were affordable, many respondents experienced that those activities were in huge demand and they could get the chance to participate only by lucky draw. Since the booking priority was given to organisation users, some respondents also encountered difficulty of booking the venues of recreation and sports facilities in LCSD. Some respondents recommended to allocate more resources to ensure sufficient opportunities for older people to participate in social activities.

Domain 5) Respect and Social Inclusion

Respect to older people

Showing respect and courtesy to older people was generally experienced by some respondents. Although offering seats was not observed as usual practice, the introduction of priority seats in public transport was an age-friendly initiative appreciated by most respondents. Yet, the lack of recognition of elderly people's contribution by society was perceived by a few respondents because of the absence of comprehensive retirement protection.

The provision of age-friendly services in the community

Some respondents could identify the retailers (e.g. Wellcome and McDonald's) and restaurants in the District that offered discounts to older people who presented their senior citizen cards. Moreover, some small shops (e.g. Chinese barbecue and vegetarian restaurants⁴³) provided meal boxes to older people at discounted price or for free. Meanwhile, more promotion was recommended as some respondents were not even aware of the initiatives.

The closure of bank branches created inconvenience to the respondents as they preferred to deposit and withdraw money from the branch, in particular for those using banking services provided by Hang Seng Bank and HSBC. Though mobile branch (e.g. the one located in Wing Cheong Estate⁴⁴) provided cash deposit and withdrawal services, direct branch services were still preferred and needed. Among the banking service providers, only HSBC provided Simple Transaction Counter to cater for people in need including older people.

Accumulation of social capital in old district

Rich human touch and strong community network were identified in the District. Most respondents were living in the District for decades. Their witness to the history and the development of the District enabled them to get familiar with community resources. Affordable daily goods were available in the community, including goods and services available in the wet

⁴³ 中文參考：燒味和素食店

⁴⁴ 中文名稱：榮昌邨

markets (e.g. Pei Ho Street Market⁴⁵) and small shops (e.g. Fuk Wing Street⁴⁶ and Apliu Street⁴⁷), serving the needs of local residents in particular grassroots elderly.

Remarkably, the urban renewal process created a new dynamic to the District. As commented, human touch has been fading in the new public housing estates. More chain stores and shopping malls were opened to serve the middle class living in new private estates. In the context of these dynamics and contrast, the coexistence of local characteristic and diverse living pattern became important for older people to maintain a sense of belonging in the community.

Intergenerational opportunities

Intergenerational interaction was generally inadequate. As shared by some older people, elderly centres occasionally organised intergenerational activities which collaborated with schools to facilitate mutual understanding between older and younger people. Some respondents recommended that the opportunities for intergenerational interaction should be increased.

Channels to express opinion

With a hope to improve the physical and social environment, many respondents were eager to express their opinions through different channels, including District Councillors, mutual aid committees, Housing Authority and elderly centres. From their experience, despite the availability of channels, there was no platform for them to review the follow-up actions by relevant government bureaus or departments after their opinions were raised.

Domain 6) Civic Participation and Employment

Experience in volunteer services

Many older people participated in volunteer services. As commented by most respondents, a variety of options were available to fulfil their needs. For example, a number of them conducted home visits to singleton elderly and provided escort services. Overall speaking, participating in volunteer services was regarded as a rewarding experience which enabled older people to help people in need.

⁴⁵ 中文名稱：北河街街市

⁴⁶ 中文名稱：福榮街

⁴⁷ 中文名稱：鴨寮街

Employment opportunities

From respondents' perception, many older people were still very capable to work but barriers to re-enter or join the labour market were identified. Limited job choices and the introduction of Statutory Minimum Wage ("SMW") were major barriers highlighted.

However, the uniqueness of Sham Shui Po District provided alternative employment opportunities to residents especially the grassroots elderly. As observed by some respondents, there were several small shops (e.g. cha chaan teng⁴⁸ and electrical shops located at Fok Wing Street⁴⁹ and Apliu Street⁵⁰) and social enterprises (e.g. Gingko house⁵¹) which were willing to employ older people. Older people's capability and strengths such as loyalty and reliability were recognised. The launch of a temporary bazaar located in Kiu Kiang Street⁵² was appreciated by some respondents as a good initiative to provide an alternative employment opportunity and promote self-reliance of grassroots elderly. Choosing a more convenient venue, increasing the promotion of the bazaar and having proper management to ensure a hygienic environment were major recommendations by some respondents to ensure the effective operation of the bazaar. Some respondents also recommended the government to take more actions to promote elderly employment.

Domain 7) Communication and Information

Source of receiving information

As active members in the community, many respondents had sufficient channels to receive information. Person to person sharing, elderly centres, television and radio were usual channels to receive information. Elderly centre was in particular an important channel for older people to receive information related to community matters. Compared to old-old, young-old respondents aged 50-64 were more adapted to receive information using digital devices (e.g. smartphone and iPad). It was recognised that older people who were not active in the community (e.g. singleton and hidden elderly) had fewer channels to access information related to community matters.

⁴⁸ 中文參考：茶餐廳

⁴⁹ 中文名稱：福榮街

⁵⁰ 中文名稱：鴨寮街

⁵¹ 中文名稱：銀杏館

⁵² 中文名稱：九江街

Telephone appointment system

Respondents commented that the Telephone Appointment System of the Hospital Authority was not user-friendly. It was troublesome to make a new call for medical appointment in public general outpatient clinics if they pressed the wrong button in the booking process. Due to the inconvenience encountered, some of the elderly people would rather visit the private outpatient clinics as an alternative even if the cost was higher. Some respondents recommended to provide a direct service hotline in order to minimise the inconvenience.

ATM

Many respondents commented that it was inconvenient for older people to withdraw money from ATM as they usually forgot the password.

Adaptability to digital technology

Digital technology was regarded as an important channel to receive information in the digital era by many informants. It was convenient for some young-olds to access real time information using smartphones because they were capable of utilizing digital technology. Comparatively, old people encountered greater challenges in adapting to digital technology.

Identifying the reliability of the information source

Some respondents found it challenging to identify the reliability of information from the vast amount of information available on the internet. Moreover, frequent scam phone calls also caused nuisance to older people.

Domain 8) Community Support and Health Services

Provision of community support services

As commented by some respondents, ageing in place was a preferable option to older people which required sufficient support of community support services. Generally there were different community support services provided by the elderly centres (e.g. meal services, home help services, escort services). However, there was a concern about the service accessibility and utilization of older people who were less active in the community (e.g. hidden and singleton elderly). From their experience, it is suggested to launch more initiatives to facilitate needy elderly to get connected with the community.

Moreover, in urban renewal and redevelopment, there was a concern about the sufficiency of community facilities and support services in the District, especially for new and redeveloped public estates (e.g. So Uk Estate). In view of the demand, some respondents recommended to allocate more resources to increase community support services.

On the other hand, the situation of caregiving was a concern raised in the discussion. In the context of insufficient provision of day care centres, full time caregivers shouldered huge caregiving responsibilities, leaving no time for them to participate in leisure activities.

Accessibility to medical services

Public hospitals and general out-patient clinics were preferable to most respondents as medical expense was less expensive compared to the private hospitals and clinics. For public health services, older people mainly visited Caritas Hospital and Shek Kip Mei General Out-patient Clinic. Older people with mobility difficulties encountered challenges in accessing medical services as it was difficult to book a Rehabus. Only a few respondents were aware that Diamond Cab was another option of accessible transport. Accessibility to Shek Kip Mei General Out-patient Clinic was inconvenient as it was located at hilly landscape and no shelter was covered along the route.

Affordability to medical services

Generally public medical services were affordable. But some respondents were concerned that new charges of public hospital services would increase the burden of grassroots elderly. The Health Care Voucher (2017) was a good scheme to benefit the elderly in reducing their medical burden. Yet, the amount of the voucher was considered insufficient and was proposed to be reviewed.

High demand for public medical services

The demand for public medical services was very high due to affordable cost. As many respondents highlighted, it was difficult to book general outpatient clinic because of insufficient quotas. The long waiting time for specialist outpatient services and cataract surgery also hindered timely treatments among older people.

Insufficient support to promote healthy lifestyle in the community

To relieve the heavy burden in the public medical system, some respondents agreed that older people should shoulder the responsibility of taking care of their own health. To maintain a healthy life, more older people recognized the importance of doing more physical exercise. However, insufficient policy support was considered as the limitation. For instance, there were not sufficient quotas for the 'Sport For All Day' initiative.

5. Discussion

In the following section, discussion based on the findings of questionnaire and focus group is presented.

Domain 1) Outdoor Spaces and Buildings

The outdoor environment has a great impact on the mobility and quality of life of residents. It affects their ability to live independently in the community. Across all 53 items in the AFC questionnaire, three items of this domain were rated as the ten least age-friendly. Though the accessibility of parks and public leisure ground were appreciated, elderly fitness facilities and shelter areas were insufficient. To enhance their experience of walking in the community, the respondents from focus groups suggested the installation of more seats in the shopping centres for resting. Insufficient provision of shelters in pedestrian walkway, environmental hygiene problems (e.g. rodent problem, mosquito breeding, spitting in the street) and occupation of public spaces by some shops were other concerns of some focus group respondents.

Domain 2) Transportation

Having frequent and reliable public transport services were identified as an age-friendly feature. Sham Shui Po residents were relatively satisfied with this domain, given that the mean score of all items were rated above four. “Coverage of Public Transport Network” was rated the highest in all age-friendly items. The result of focus group further supported the survey findings. Except for those living in newly developed areas (e.g. Nam Cheong), the respondents appreciated different public transport modes provided in the District which enabled them to travel conveniently within the district. For respondents aged 65 and above, Government Public Transport Fare Concession Scheme was beneficial to them. However, it was another story to the younger respondents aged 64 or below as they were charged normal price. Although the provision of age-friendly facilities in public transport has increased in recent years (e.g. ramp and wheelchair space in bus), there was still room for improvement. Meanwhile, the attitude and behaviour of some public transport drivers had room for improvement too. Apart from infrequent schedule of some public transport services, the concern about the insufficiency of transport facilities in new and redeveloped areas was another key concern raised by some respondents.

Domain 3) Housing

Housing and support services are important to allow older people to age safely and independently in the community. “Housing” has the lowest mean score among the eight domains. Further, three out of four items in this domain were rated among the ten least age-friendly items in the District.

As revealed by the focus group respondents, those living in public rental housing were more satisfied with their living environment owing to the affordable rent and the accessibility of repair and maintenance services. However, those living in tenement houses and sub-divided flats were barely satisfied with their living environment. Without barrier-free access facilities, the mobility of the residents living in tenement houses remained low. The high rent of sub-divided flats was another concern. Moreover, to the residents living in private housing, home modification services were either limited or unaffordable.

Domain 4) Social Participation

Social participation and social support are important for older people to maintain good health and to live independently in the community. “Social Participation” has the highest mean score among the eight domains. Four out of six items in this domain were rated the top ten age-friendly items of the District. The item related to “the mode of programme participation” was rated highest in this domain. Supported by focus group findings, many respondents were active community members who usually participated in different kinds of programmes with friends. Affordable programme costs and the availability of channels enabled them to participate in different activities. However, their participation was determined by lucky draw because the activity quotas were insufficient.

Domain 5) Respect and Social Inclusion

“Respect and Social Inclusion” has the second highest mean score among the 8 domains, given the mean score of all items were rated above four. The item related to “manner of service staff” was rated highest in this domain. Supported by focus group findings, elder respondents felt respected by others while other generations were courteous to older people. Undergoing urban redevelopment, a hybrid and localised living style in the District has emerged. The variety of services and goods provided in the District were much recognised by the respondents. Daily goods available in small shops and wet markets of old areas were affordable by respondents.

Age-friendly services, such as priority seats in public transport and discounts provided by restaurants, were available but more promotion about the services was needed to enhance older peoples' awareness. Recognising the importance of intergenerational interaction, more opportunities should be provided in order to enhance the mutual understanding and appreciation between different generations. Despite the eagerness to express opinions, there was a lack of platform for the elderly to review the progress after their opinions were raised to relevant government bureaus and departments.

Domain 6) Employment and Civic Participation

Participants were satisfied with the volunteer opportunities provided in the District. "Option for older volunteers" was rated the top ten age-friendly items in the District. This was supported by focus group findings, where respondents revealed a variety of volunteer opportunities were provided by elderly centres which matched their expectations.

Employment opportunity for older people was less desirable. "Age discrimination" was the only item rated below four under this domain. Some respondents in focus group revealed that employers were less willing to employ older people after the introduction of Statutory Minimum Wage. It was highlighted that elderly employment should be explored according to the district characteristic and opportunity, for instance, some respondents recognised that the availability of small shops and the launch of bazaar were good initiatives to provide alternative employment opportunities to local residents, in particular grassroots elderly.

Domain 7) Communication and Information

Having timely and practical information was essential for older people to stay connected with the community. Supported by focus group findings, there were sufficient channels for active older people to receive information. Elderly centre was an important channel for older people to receive information related to community matters. "Automated telephone answering services" was the only item rated below four under this domain. Supported by focus group findings, respondents reflected that it was troublesome to make medical appointment in public general out-patient clinics through the system. The use of digital technology (e.g. internet, smartphones and tablets) has become more popular to receive information while old-old encountered difficulty in adaptation. The challenge of non-active members to access to information related to community matters was highlighted by some focus group respondents.

Domain 8) Community Support and Health Services

The availability of community support and health services is essential for older people to maintain good health living in the community. The mean score of “Community Support and Health Services” was the second lowest among eight domains, with “Sufficient and accessible burial sites” being the lowest rated age-friendly items in the District. Supported by the focus group results, affordable medical expense of public hospital services was appreciated but long waiting time for specialist services was a key barrier for older people to get timely treatment. Accessibility to health services was a concern to older people with lower mobility, as the provision of specialised transport (e.g. Rehabus) was inadequate. The launch of Health Care Voucher Scheme was appreciated, but some respondents suggested that the amount should be increased. In terms of community support, community support services in particular outreach services were suggested to increase so that older people in need could be supported. As Sham Shui Po was undergoing urban redevelopment, some focus group respondents were concerned about the lack of accessible community support services in redeveloped areas (e.g. So Uk Estate).

6. Recommendations

This section presents the recommendations in eight domains based on the findings of questionnaire and focus groups. The recommendations would be presented to District stakeholders, including representatives of District Office, District Council and elderly centres, to formulate a three-year action plan to make Sham Shui Po District a more age-friendly community.

Domain 1) Outdoor Spaces and Buildings

- Increase the provision of age-friendly facilities (e.g. seating spaces and handrails) in shopping centres
- Increase the provision of age-friendly facilities (e.g. seating areas with shelters and elderly fitness facilities) in parks and public pleasure grounds
- Launch initiatives to facilitate older people (e.g. JCAFC ambassadors) to review and comment on the age-friendliness of existing community facilities (e.g. public toilets, public leisure areas, shopping centres and wet markets) in the District
- Launch anti-mosquito and anti-rodent campaigns to prevent and control problems relating to mosquitoes and rodents
- Enhance environmental hygiene services to provide and maintain a hygienic living environment in the District
- Disseminate environmental hygiene messages to general public through more public education

Domain 2) Transportation

- Increase the provision of age-friendly facilities (e.g. bus: shelter areas, seating areas & real-time information display panels, MTR: external lifts connecting commuters from street level to MTR station concourse) in public transport services
- Increase consultation channels to collect the views of older people about public transport services, in particular older people who live in new and redeveloped areas

- Initiate programmes (e.g. award scheme and public education) to promote road safety message to older people and drivers

Domain 3) Housing

- Initiate programmes to enhance older people's awareness about the concept of age-friendly housing
- Initiate projects to provide repair and maintenance services to needy elderly households
- Build a caring community network by mobilising owners of repair and maintenance companies to provide service discounts to older people
- Provide information on the repair and maintenance services available in the District to older people
- Initiate projects to improve the interior design of old buildings for older people
- Explore alternatives on affordable housing for needy elderly, in particular tenants of tenement houses and subdivided flats

Domain 4) Social Participation

- Provide more opportunities (e.g. increase quotas and provide additional venues) for older people (especially hidden elderly) to participate in social activities

Domain 5) Respect and Social Inclusion

- Initiate more intergenerational programmes to foster mutual understanding and appreciation between younger and older people
- Provide more channels (e.g. produce information kit and organise carnival) to enhance older peoples' awareness about the age-friendly services available in the District
- Utilise the strengths of older people (e.g. JCAFC ambassadors) as docents to introduce the district characteristics (e.g. historical development and community resources) to new residents to foster social inclusion
- Create a platform to facilitate older people to voice out and discuss their concerns about age-friendly issues with different community stakeholders, including representatives of District Council, government bureaus and departments

Domain 6) Civic Participation and Employment

- Promote the benefits of employing older people through more public education
- Provide vocational training to older people who have motivation to re-enter the job market
- Establish policy to promote the development of bazaar to boost local economy
- Explore alternative job opportunities (e.g. social enterprise) for older people

Domain 7) Communication and Information

- Study the feasibility of enhancing the features (e.g. provision of direct line) of telephone appointment system of the Hospital Authority
- Provide support (e.g. disseminate information kit, teach and demonstrate the use of smartphones) to elderly in need (e.g. singleton and hidden elderly) to increase their accessibility to information related to community matters
- Invite younger people to teach older people to adapt to digital technology and foster intergenerational relationship

Domain 8) Community Support and Health Services

- Increase the provision of outreach services to hidden and singleton elderly to facilitate them to connect with the community
- Increase the promotion and availability of specialised transport options (e.g. Rehabus and Diamond Cab) for elderly in needs
- Launch initiatives to promote healthy lifestyle among older people
- Increase the amount of Health Care Voucher

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賽馬會齡活城市
Jockey Club Age-friendly City

策劃及捐助:



香港賽馬會慈善信託基金
The Hong Kong Jockey Club Charities Trust
同心 同步 同進 RIDING HIGH TOGETHER

計劃夥伴:



THE HONG KONG
POLYTECHNIC UNIVERSITY
香港理工大學

Institute of
Active Ageing
活齡學院

Appendices

Appendix 1. Full Questionnaire Survey

我地係香港理工大學既員工 / 學生，而家推行緊一項「賽馬會齡活城市」計劃，呢個計劃由香港賽馬會主導，同香港四間大學以及政府部門等機構合作，正係開展緊研究工作，想透過問卷調查和聚焦小組訪問的形式接觸不同年齡層的市民，了解您地對「長者及年齡友善城市」既意見同關注。我地而家想邀請您回答一份有關長者及年齡友善城市的問卷。請問您有無興趣參加？

有關「賽馬會齡活城市」計劃

為應對人口老化帶來的挑戰，香港賽馬會慈善信託基金主導推行「賽馬會齡活城市計劃」，並聯同本地四間老年學研究單位：香港中文大學賽馬會老年學研究所、香港大學秀圃老年研究中心、嶺南大學亞太老年學研究中心，以及香港理工大學活齡學院，與社區不同持份者共建「齡活城市」，讓香港成為適合不同年齡人士生活的地方。

世界衛生組織（世衛）於 2005 年開展全球長者及年齡友善城市計劃。根據世衛的定義，長者及年齡友善城市致力推動積極樂頤年，讓長者可以保持健康、積極參與並得到保障，從而提升他們的生活質素。實際上，一個長者及年齡友善城市會因應長者不同的需要及能力，為他們提供包容、無障礙的環境和服務。長者及年齡友善城市並非只是便利長者，而是友待不同年齡的人士。

「賽馬會齡活城市計劃」建基於「長者及年齡友善城市」的概念。「齡活」包含靈活、積極的意思。馬會希望透過計劃，提倡年齡友善文化，鼓勵大眾關注不同年齡人士的需要，改寫對「年老」的固有觀念，並與社區不同持份者共建「齡活城市」，讓香港成為適合不同年齡人士生活的地方。

本計劃現正開展基線研究工作，希望接觸不同年齡層的市民（包括長者及其照顧者），透過問卷調查評估各區的長者及年齡友善程度，亦透過聚焦小組訪問的形式深入了解市民對其社區長者及年齡友善方面的看法，以及找出可改善的地方，為日後地區改善工作提供參考。



賽馬會齡活城市
Jockey Club Age-friendly City



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POLYTECHNIC UNIVERSITY
香港理工大學

Institute of
Active Ageing
活齡學院

「賽馬會齡活城市」問卷調查

問卷編號：	問卷完整性： ☐ 部分完成 ☐ 整份完成	
覆檢員：	數據輸入員(首輪)：	數據輸入員(次輪)：

訪問員姓名：_____

問卷地區：☐ (1) 深水埗 ☐ (2) 油尖旺

訪問日期：_____月_____日

訪問時間：_____時_____分 上午 / 下午

訪問地點：☐ (1) 機構 請列明機構名稱：_____

☐ (2) 街上訪問 請列明地點：_____

訪問方式：☐ (1) 面談 ☐ (2) 自行填寫

I. 受訪者資料

受訪者姓名：_____ 性別：男 / 女*

年齡：_____

在深水埗 / 油尖旺區*的居住年期：已居住_____年 / 月*

(*刪去不適用者)



您的活躍地區 (請選擇不多於 3 個)

- ☐ (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

1. **婚姻狀況**：(請在適當的方格填上 ✓ 號)

- ☐ (1) 從未結婚
- ☐ (2) 現在已婚
- ☐ (3) 喪偶
- ☐ (4) 離婚
- ☐ (5) 分居

2. **最高的教育程度**：(請在適當的方格填上 ✓ 號)

- ☐ (1) 未受教育 / 學前教育 (幼稚園)
- ☐ (2) 小學
- ☐ (3) 初中 (中一至中三)
- ☐ (4) 高中 (中學會考：中四至中五；文憑試：中四至中六)
- ☐ (5) 預科 (中六至中七)
- ☐ (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 (Degree)

3. 居所類型：(請在適當的方格填上 ✓ 號)

☐ 公營房屋

☐ 租住 (租住房屋者，請回答題 4)

☐ (1) 公屋

☐ (2) 長者住屋

☐ (3) 員工宿舍 / 政府宿舍

☐ 補助出售單位 (請跳至題 5)

☐ (4) 居屋

☐ (5) 私人購入的公屋單位 (已補地價購買)

☐ 私營房屋

☐ 租住 (租住房屋者，請回答題 4)

☐ (6) 屋苑

☐ (7) 洋樓

☐ (8) 唐樓

☐ (9) 劏房

☐ 自置 (包括有按揭) (請跳至題 5)

☐ (10) 屋苑

☐ (11) 洋樓

☐ (12) 唐樓

☐ (13) 劏房

☐ 臨時 (請跳至題 5)

☐ (14) 鐵皮屋

☐ 老人院 (請跳至題 5)

☐ (15) 公營

☐ (16) 私營

☐ (17) 無家者 (請跳至題 9)

☐ (18) 其他 (請註明): _____

4. 租金 (只適用於租住房屋者) : \$ _____ / 月

5. 居住地址 : _____ (層數及大廈)

_____ (屋苑)

_____ (街道)

必須填寫

請選擇適合的居住分區，並在方格內填上 ✓ 號。(如受訪者不確定答案，可選擇「不清楚 / 不知道」，但必須填寫居住地址作進一步跟進。

深水埗區

☐ (1) 深水埗

☐ (2) 石硤尾

☐ (3) 長沙灣

☐ (4) 荔枝角

☐ (5) 美孚

☐ (6) 大坑東及西

☐ (7) 蘇屋及李鄭屋

☐ (8) 又一村

油尖旺區

☐ (9) 尖沙咀

☐ (10) 佐敦

☐ (11) 油麻地

☐ (12) 旺角

☐ (13) 奧運

☐ (14) 大角咀

☐ (15) 尖東及京士柏

☐ (0) 不清楚 / 不知道

6. 居所面積 (以實用面積計算) : 約 _____ 平方呎

7. 居住狀況 : (請在適當的方格填上 ✓ 號)

☐ (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) 與親人 / 親戚同住

☐ (6) 其他 (請註明) : _____

8. 與您一同居住的人數 (不包括您在內) : _____ 人

9. 您而家有無返工? (請在適當的方格填上 ✓ 號)

☐ 無 ➔ 您係 :

☐ (1) 正在尋找工作 ☐ (2) 退休人士

☐ (3) 家庭主婦 ☐ (4) 學生

☐ (5) 其他 (請註明) : _____

如無, 請跳到題12

☐ 有 ➔ 您係 :

☐ (6) 僱員 ☐ (7) 僱主

☐ (8) 自僱人士 ☐ (9) 無酬家庭從業員 (家庭生意但無收取工作報酬的人)

10. 現時職位性質 : ☐ (1) 全職 ☐ (2) 半職 / 兼職

11. 您而家嘅職位 / 工作 (請註明) : _____

12. 過去三年內，您有否照顧六十五歲或以上長者的經驗？(請在適當的方格填上 ✓ 號)

☐ (0) 否 ☐ (1) 有

如有，您的照顧工作包括什麼呢？(可選多於一項)

☐ (a) 日常生活上的協助 (如餵食、洗澡、穿衣、大小便的處理)

☐ (b) 處理日常家務 (如洗衣、煮飯、打掃、購物等)

☐ (c) 資訊協助 (醫療服務資訊傳遞、交流及忠告等)

☐ (d) 社區方面 (協助就醫、安排社區活動及交通接送等)

☐ (e) 心理方面 (提供情緒支援)

☐ (f) 其他 (請註明)：_____

13. 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？

(請在適當的方格填上 ✓ 號)

☐ (0) 否 ☐ (1) 有

如有，您在過去三個月有多頻密使用／參加過長者中心或社區中心所提供的服務／活動？(請在適當的方格填上 ✓ 號)

☐ (1) 一個月少於一次

☐ (2) 一個月一次

☐ (3) 一星期一次

☐ (4) 一星期多於一次

☐ (5) 每天使用

14. 過去三個月內，您有沒有參與過義工服務？(請在適當的方格填上 ✓ 號)

☐ (0) 否 ☐ (1) 有

如有，您在過去三個月有多頻密參與過義工服務？(請在適當的方格填上 ✓ 號)

☐ (1) 一個月少於一次

☐ (2) 一個月一次

☐ (3) 一星期一次

☐ (4) 一星期多於一次

☐ (5) 每天使用

15. 收入來源：(可選多於一項)

- | | |
|--|--|
| ☐ (a) 高齡津貼 (生果金) | ☐ (b) 長者生活津貼 |
| ☐ (c) 普通傷殘津貼 | ☐ (d) 高額傷殘津貼 |
| ☐ (e) 綜合社會保障援助計劃 (綜援) | ☐ (f) 由子女提供的家用 |
| ☐ (g) 其他親屬提供的財政支援 | ☐ (h) 存款利息或股息 |
| ☐ (i) 長俸 (公積金) | ☐ (j) 租務收入 |
| ☐ (k) 工作收入 | ☐ (l) 其他(請註明)：_____ |

16. 您而家每個月收入係港幣幾多？(題15的總和)

- | | |
|---|---|
| ☐ (0) 不適用 | |
| ☐ (1) < 2,000 | ☐ (2) 2,000–3,999 |
| ☐ (3) 4,000–5,999 | ☐ (4) 6,000–7,999 |
| ☐ (5) 8,000–9,999 | ☐ (6) 10,000–14,999 |
| ☐ (7) 15,000–19,999 | ☐ (8) 20,000–24,999 |
| ☐ (9) 25,000–29,999 | ☐ (10) 30,000–39,999 |
| ☐ (11) 40,000–59,999 | ☐ (12) 60,000–79,999 |
| ☐ (13) 80,000–99,999 | ☐ (14) ≥100,000 |

17. 您有無足夠嘅金錢嚟應付日常開支？(請在適當的方格填上 ✓ 號)

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



II. 長者及年齡友善程度

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。請就您居住的地區／您的經驗評分，有 * 號題目，請就全港情況評分。有些題目中會列出一些長者及年齡友善社區的條件，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……

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：US - 不清楚有沒有；NA - 不適用

A	室外空間和建築	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行先。	1	2	3	4	5	6	
4.	單車徑同行人路分開。	1	2	3	4	5	6	
5.	街道有充足嘅照明， 而且有警察巡邏，令戶外地方安全。	1	2	3	4	5	6	
6.	商業服務 (好似購物中心、超市、銀行) 嘅地點集中同方便使用。	1	2	3	4	5	6	
7.	有安排特別客戶服務俾有需要人士，例如長者專用櫃枱。	1	2	3	4	5	6	
8.	建築物內外都有清晰嘅指示， 足夠嘅座位、 無障礙升降機、斜路、扶手同樓梯、 同埋防滑地板。	1	2	3	4	5	6	
9.	室外和室內地方嘅公共洗手間數量充足， 乾淨同埋保養得妥善，俾唔同行動能力嘅人士使用。	1	2	3	4	5	6	



B	交通	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。無論喺惡劣天氣、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	房屋	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
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	
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	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
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	尊重和社會包容	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
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	
F	公民參與和就業	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
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	



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G	信息交流	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
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喺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	



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H	社區與健康服務	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
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的居所都鄰近其他社區服務同地方。	1	2	3	4	5	6	
51.	市民因為經濟增長，而得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

其他：US - 不清楚有沒有；NA - 不適用

請就您居住的地區評分，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	



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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，您有幾滿意自己既生活？	1	2	3	4			
	以下問題請根據您 <u>過往一個月</u> 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

Diener, E.D., Emmons, R.A., Larsen, R. J., & Griffin, S. (1985). The satisfaction with life scale. Journal of personality assessment, 49(1), 71-75.



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III. 邀請參與聚焦小組訪問

1. 您是否有興趣參與聚焦小組訪問作進一步意見分享？(請在適當的方格填上 ✓ 號)

☐ (1) 是

☐ (2) 未確定

☐ (0) 否 (請跳過題 2)

2. 請於日程表內選出您可以出席聚焦小組訪問的時段：(可選多於一項，請填上 ✓ 號)

	上午 	下午 	晚上 	哪一個地方較方便您 參與聚焦小組？
星期一				☐ (1) 理工大學
星期二				
星期三				
星期四				☐ (2) 區內的長者中心
星期五				
星期六				

3. 您是否有興趣參加本計劃的活動？

☐ (1) 有興趣

☐ (2) 未確定

☐ (0) 沒有興趣

4. 請您留下電話以方便進一步的聯絡及跟進。電話號碼： _____

全問卷完! 謝謝!

請訪問員完成問卷的檢查及跟進工作，

並於確保完成後簽名作實。謝謝!

Appendix 2. Discussion Guide of Focus Group

策劃及捐助:

計劃夥伴:



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「賽馬會齡活城市」計劃

聚焦小組訪問 問題綱領

目的: 探討參加者對區內「長者及年齡友善城市」八大範疇的深入看法，題目的方向和重心會根據地區的獨特情況而作出相應調整。

題目及問題
熱身問題 你對長者的印象是怎樣的？ 或你覺得理想中的社區是怎樣的？
題目 1 - 室外空間和建築 - 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。 - 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？ - 當你進入建築物內購物或辦事，你看見的情景是怎樣？
題目 2 - 交通 - 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。 - 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。 - 你希望區內運輸設備是怎樣呢？
題目 3 - 房屋 - 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驗。同時希望你提供改善意見。 - 請講出你居住地區？ - 如果你需要搬家，你會選擇那些地區？

題目 4 - 社會參與

- 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。
- 你在區內參與活動、交際應酬有多容易？
- 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？

題目 5 - 尊重和社會包容

- 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。
- 那些方面你覺得你在社區內是受尊重及不受尊重？
- 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？

題目 6 - 信息交流

- 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。
- 你是怎樣收取區內資訊？例如，服務及活動方面。從電話，收音機，電視，單張，有關人士...

題目 7 - 公民參與和就業

- 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。
- 請分享義務工作的情況？
- 就業方面？你正在就業還是尋找工作？

題目 8 - 社區與健康服務

- 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。
- 你對你所居住社區所提供的長者服務有什麼經驗？

結尾問題

- 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？

Appendix 3. List of Social Support Services in Sham Shui Po District

Social Support Services¹:

Care & Attention Homes for the Elderly	1. SA Nam Ming Haven for Women
Care and Attention Homes Providing Continuum of Care	1. Caritas Lai Kok Home 2. HKYWCA Wan Wah Care and Attention Home for the Elderly 3. Hong Kong Sheng Kung Hui Li Ka Shing Care and Attention Home for the Elderly 4. SA Nam Shan Residence for Senior Citizens 5. TWGHs Ma Cheng Shuk Ying Home for the Elderly
Contract Home	1. PLK ECO-Home for the Senior cum Sunny Green Day Care Centre for the Senior 2. TWGHs Pearl Lodge 3. Yan Chai Hospital Lee Wai Siu Kee Elderly Home
Day Care Centre / Unit for the Elderly	1. Caritas Day Care Centre for the Elderly - West Kowloon 2. HKCS Shamshuipo Day Care Centre for the Elderly 3. HKYWCA Lam Woo Memorial Day Care Centre for the Elderly 4. Hong Kong Sheng Kung Hui Li Ka Shing Day Care Centre for the Elderly 5. PLK ECO-Home for the Senior cum Sunny Green Day Care Centre for the Senior 6. PLK Sham Shui Po Day Care Centre for the Elderly 7. TWGHs Chan Feng Men Ling Day Care Centre for the Elderly
District Elderly Community Centre	1. Caritas Cheng Shing Fung District Elderly Centre (Sham Shui Po) 2. NAAC Shamshuipo District Elderly Community Centre 3. SSY Ho Kin District Community Centre for Senior Citizens (Sponsored by Sik Sik Yuen)
Emergency Placement	1. HKYWCA Wan Wah Care and Attention Home for the Elderly
Enhanced Home and Community Care Services for the Elders	1. Caritas Enhanced Home and Community Care Services – Shamshuipo 2. TWGHs Enhanced Home and Community Care Services (Kowloon City/Yau Tsim Mong/Sham Shui Po District)[EH&CCS (KC/YTM/SSP)]
Homes cum Care & Attention Units	1. YMMSS Sham Shui Po Nursing Home cum Day Care Service

Integrated Home Care Services (Agency and District-based)	1. Caritas Integrated Home Care Services – Shamshuipo 2. HKCS Sham Shui Po Integrated Home Care Service Team (Pak Tin Office) 3. HKCS Sham Shui Po Integrated Home Care Service Team (Shek Kip Mei Office) 4. HKFWS West Kowloon (Lai Kok) Centre 5. HKYWCA Sham Shui Po Integrated Home Care Services Team 6. Hong Kong Sheng Kung Hui Shamshuipo Integrated Home Care Services Team 7. NAAC Shamshuipo District Elderly Community Centre Integrated Home Care Services 8. SSY Ho Kin District Community Centre for Senior Citizens (Sponsored by Sik Sik Yuen)
Neighbourhood Elderly Centre	1. AEFCHK-EFCC-Mei Foo Elderly Centre 2. Caritas Elderly Centre - Lai Kok 3. CPMS Neighbourhood Elderly Centre of Grace 4. HKCS Fortune Neighbourhood Elderly Centre 5. HKCS Un Chau Neighbourhood Elderly Centre 6. HKYWCA Chi Po Neighbourhood Elderly Centre 7. Hong Kong Sheng Kung Hui Kei Oi Neighbourhood Elderly Centre 8. POH Mr Kwok Hing Kwan Neighbourhood Elderly Centre 9. SA Nam Tai Centre for Senior Citizens 10. Shamshuipo Kaifong Welfare Advancement Association Neighbourhood Elderly Centre 11. SSY Ho Chak Neighbourhood Centre for Senior Citizens (Sponsored by Sik Sik Yuen) 12. Yan Chai Hospital Tang Bik Wan Memorial Neighbourhood Elderly Centre
Pilot Scheme on Community Care Service Voucher for the Elderly	1. NAAC Shamshuipo District Community Care Service Centre for the Elderly
Respite Service	1. Caritas Lai Kok Home
Support Team for the Elderly Based at District Elderly Community Centres	1. Caritas Cheng Shing Fung District Elderly Centre (Sham Shui Po) 2. NAAC Shamshuipo District Elderly Community Centre Community Care Team 3. SSY Ho Kin District Community Centre for Senior Citizens (Sponsored by Sik Sik Yuen)

*The names of institutes were listed according to the alphabetical order.

¹Source: Leisure and Cultural Services Department

http://www.swd.gov.hk/en/index/site_district/page_ssp/sub_infobook/id_527/dir_3/#3STE

Appendix 4. List of Health Services in Sham Shui Po District

Health Services²:

Public Hospital (Specialists)	General Out-patient Clinics
1. Caritas Medical Centre	1. Caritas Medical Centre Family Medicine Clinic (Caritas Medical Centre) 2. Cheung Sha Wan Jockey Club General Out-patient Clinic 3. Nam Shan General Out-patient Clinic 4. Shek Kip Mei General Out-patient Clinic 5. West Kowloon General Out-patient Clinic
Elderly Health Centre	
Nam Shan Elderly Health Centre	

²Source: General Out-patient Clinics:

http://www.ha.org.hk/visitor/ha_visitor_index.asp?Content_ID=200250&Lang=ENG&Dimension=100&Parent_ID=10052

Public Hospital (Specialists)

http://www.ha.org.hk/visitor/ha_visitor_index.asp?Parent_ID=10084&Content_ID=100163&Lang=CHIB5&Ver=HTML

Elderly Health Centre

http://www.dh.gov.hk/english/tele/tele_chc/tele_chc_ehc.html

Appendix 5. List of Community Services in Sham Shui Po District

Community Services³:

Gardens, Recreation Grounds and Parks	Libraries
1. Lai Chi Kok Park 2. Nam Cheong Park 3. Sham Shui Po Park 4. Shek Kip Mei Park 5. Tung Chau Street Park etc.	1. Lai Chi Kok Public Library 2. Po On Road Public Library 3. Shek Kip Mei Public Library 4. Un Chau Street Public Library
Museums and Visual Arts Centres	Sport Centres and Indoor Sports Facilities
1. Lei Cheng Uk Han Tomb Museum	1. Cheung Sha Wan Sports Centre 2. Cornwall Street Squash and Table Tennis Centre 3. Lai Chi Kok Park Sports Centre 4. Pei Ho Street Sports Centre 5. Po On Road Sports Centre 6. Shek Kip Mei Park Sports Centre
Swimming Pools	
1. Lai Chi Kok Park Swimming Pool 2. Lei Cheng Uk Swimming Pool 3. Sham Shui Po Park Swimming Pool	

³Source: Leisure and Cultural Services Department

<http://www.lcsd.gov.hk/en/facilities/facilitiessearch/phoneaddress.php?cat=all&dist=YTM>

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



<http://iaa.fhss.polyu.edu.hk/>