



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

# Jockey Club Age-Friendly City Project

## Baseline Assessment Report

YAU TSIM MONG



Temple Street

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:



THE HONG KONG  
POLYTECHNIC UNIVERSITY  
香港理工大學

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Institute of  
Active Ageing  
活齡學院

# JOCKEY CLUB AGE-FRIENDLY CITY PROJECT



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

**Baseline Assessment Report For  
Yau Tsim Mong District**

# **ACKNOWLEDGEMENTS**

Initiated and funded by

**The Hong Kong Jockey Club Charities Trust**

## **Support for the Research Process**

**Asian Outreach Hong Kong Island Harbourview Elderly Club**

**Asia Women's League Limited Yau Ma Tei Neighbourhood Elderly Centre**

**Baptist Oi Kwan Social Service Chan Tak Sang Memorial Neighbourhood Elderly Centre**

**Baptist Oi Kwan Social Service Jordan Elderly Centre**

**International Women's League Neighbourhood Elderly Centre**

**Mongkok Kai-Fong Association Limited Chan Hing Social Service Centre (District Elderly  
Community Centre)**

**Mongkok Kai-Fong Association Limited Kowloon Chamber of Commerce Centre for the  
Elderly**

**Po Leung Kuk Lo Yau Yuk Sheung Neighbourhood Elderly Centre**

**Salvation Army Hoi Lam Centre for Senior Citizens**

**Salvation Army Yaumatei Integrated Service for Young People**

**Salvation Army Yau Ma Tei Multi-Service Centre for Senior Citizens**

**Sik Sik Yuen Ho Wong Neighbourhood Centre for Senior Citizens (Sponsored by Sik Sik Yuen)**

**Tsim Sha Tsui District Kai Fong Welfare Association Neighbourhood Elderly Activities Centre**

**Yau Tsim Mong Women Association**

**Yang Memorial Methodist Social Service Yau Tsim Neighbourhood Elderly Centre**

**Shamshuipo Kaifong Welfare Advancement Association Neighbourhood Elderly Centre**

## **Support for the Ambassador Scheme**

**Longevity Design House**

\*The names of institutes 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 Yau Tsim Mong District with reference to the eight domains within the Global Age-friendly Cities framework developed by World Health Organisation (“WHO”). A total of 520 questionnaires were collected and 5 focus group interviews were conducted between 8<sup>th</sup> May 2017 and 12<sup>th</sup> August 2017 in Yau Tsim Mong District.

“Social participation” has the highest mean score among the eight domains of age-friendly city. Affordable programme costs and the availability of sufficient channels which enabled active older people to participate in different activities were key elements appreciated by most focus group respondents. The mean score of “Housing” was the lowest among the eight domains. One of the sub-items, “Sufficient and Affordable Housing”, was the second lowest rated among 53 items of age-friendliness. The lack of barrier-free access facilities in tenement house also created barriers for older people to go out and get connected with the community. Expensive maintenance cost, the lack of sufficient information about home repair and maintenance services, the small living space and high rent of sub-divided units were other key concerns highlighted by some focus group respondents.

The results of the baseline assessment shed light on future directions to make Yau Tsim Mong District become a more age-friendly community. Recommendations to improve the age-friendliness include increasing the provision of age-friendly public facilities, initiating programmes (e.g. award scheme and public education) to promote road safety messages to older people and drivers, 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, initiating more intergenerational programmes to foster mutual understanding and appreciation between younger and older people, empowering older people to train other community members to promote age-friendly message in the community, 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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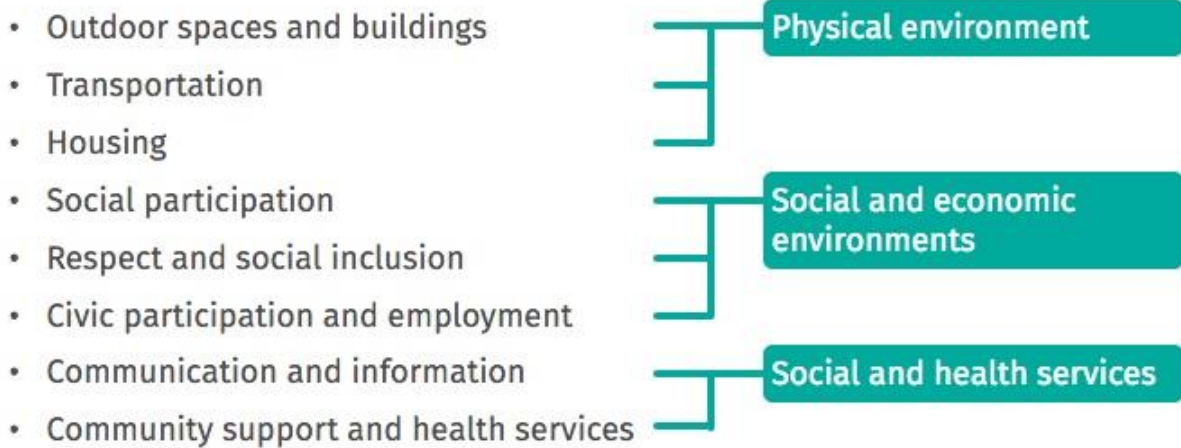
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# 1. Background

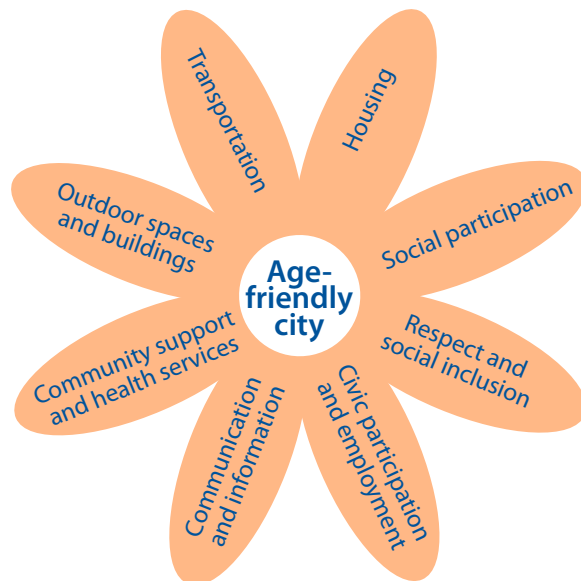
## 1.1 Framework and Objectives

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 four 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 (“Scheme”) 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 the questionnaire survey and focus group. Older people living in the Yau Tsim Mong District have been recruited as JCAFC ambassadors to facilitate the promotion of AFC concepts under a bottom-up approach. In the “Professional Support for district”, the PST of PolyU has collaborated closely with district stakeholders to formulate strategies to improve the age-friendliness of the district, including discussing and developing a three-year Action Plan with District Office (“DO”) and District Council (“DC”) on the basis of the needs identified in the results of baseline assessment, providing professional support to NGOs to implement 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 Yau Tsim Mong District**

Yau Tsim Mong District (“The District”) is located in the southern part of Kowloon and bounded by the Victoria Harbour with an area of approximately 7 square kilometres (Yau Tsim Mong District Council, 2015). The community (including housing, commercial building, roads and open space) was developed since late 19<sup>th</sup> century by urban development and land reclamation projects. The current district boundaries include the land reclamation along the West Kowloon and Tsim Sha Tsui (Civil Engineering and Development Department, 2015; Hong Kong Land Reclamation, 2014).

With support of DC, Yau Tsim Mong District has been developed as one of the ‘must-go’ tourism centres in Hong Kong which combines historical and local characteristics. The landscape and feature of the District have been reshaped under continuing urban development. For example, new areas such as West Kowloon and Olympian City are rapidly developed into different commercial buildings and housing projects with different community facilities. Meanwhile, older areas such as Mong Kok and Yau Ma Tei are currently undergoing urban redevelopment projects involving thematic streets and buildings. The redevelopment of Sneakers Street<sup>1</sup> is one of the typical examples which receives many opinions from residents.

According to the Census (2017c), 89.7% of housing in the District is private permanent housing. Many of those housings located in Mong Kok and Yau Ma Tei are dilapidated (e.g. tenement houses) which highlights the needs for undertaking redevelopment or rehabilitation projects. According to Urban Renewal Authority (URA), it is estimated that around 2,700 buildings are aged 30 years and above in Yau Ma Tei and Mong Kok which are entitled to the Mandatory Building Inspection Scheme (MBIS) (Urban Renewal Authority, 2016). However, the difficulty in identifying the ownership of the building hinders the redevelopment process.

According to Population and Household Statistics Analysed by District Council District 2016 (Census and Statistics Department, 2017d), the median monthly household income of Yau Tsim Mong residents is \$25,800 in 2016. The population profile has also changed a lot in the light

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<sup>1</sup> 中文名稱：波鞋街

of the district development. According to the Demographic Profiles of Population in Yau Tsim Mong District (Census and Statistics Department, 2017a), the resident population is 342,970 in 2016, which had increased 22.3% in the last 10 years. It has the largest population growth in the last decade and the second highest population density among all districts. The number of population aged 65 or above had also increased for 38.1% in the last 10 years. Further, 86.5% of the elderly residents are living in private permanent housing (Census and Statistics Department, 2017b). In the face of ageing population and urban development process, facilitating older people to age in place presents a challenge for the district which requires concerted effort from different community stakeholders.

## **2.2 Characteristics of Yau Tsim Mong 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**

The District is diversified and provides a number of ways for residents to spend their daily life. Street markets are provided for local residents to buy daily goods at affordable price (e.g. Fa Yuen Street and Ladies' Market). A numbers of big shopping malls are conveniently located in the District, including Harbour City located in Tsim Sha Tsui and Langham Place located in Mong Kok. Different bank branches are also conveniently located in the District (e.g. along Nathan Road). For leisure and exercise, green space is provided for residents to rest and exercise. For example, Kowloon Park provides a full range of indoor (e.g. swimming pool and sports centre) and outdoor recreational facilities (e.g. fitness trail, playgrounds and gardens) to the public (Leisure and Cultural Services Department, 2017c). Moreover, some parks also feature different events and themes, such as Nursery Park<sup>2</sup> in West Kowloon Cultural District and Yuen Po Street Bird Garden.

District Facilities Management Committee of Yau Tsim Mong District Council is a platform to discuss projects regarding the enhancement of public facilities in the District, such as enhancement of elderly fitness equipment in some parks or footbridges across busy roads (Yau Tsim Mong District Council, 2017b).

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<sup>2</sup> 中文名稱：西九文化區苗圃公園

## **Domain 2) Transportation**

Located at a convenient geographical area, Yau Tsim Mong District is an important traffic hub which provides various modes of public transportation connected to different districts. There are 14 MTR stations in the District and over 100 bus routes and minibus routes which provide point-to-point services. (Details are given in Appendix 3). Various modes of public transportation are provided for residents to access to public services including public hospitals. Mobile applications developed by bus companies facilitate passengers to plan their journeys ahead by obtaining the estimated arrival time of bus routes. Ferry services operated by different companies are available to connect passengers to Hong Kong Island, Macau and Mainland. In terms of land transport, Hung Hom Cross Harbour Tunnel and West Harbour Crossing are the main connections between Kowloon and Hong Kong Island. It is foreseeable that the travelling time between Hong Kong and the Mainland would reduce since the Hong Kong Section of the Express Rail Link is estimated to be completed in the third quarter of 2018 (e.g. estimated travelling time from West Kowloon to Guangzhou South is 48 minutes) (Mass Transit Railway, 2017a).

The Traffic, Transport and Housing Committee of Yau Tsim Mong District Council serves as a platform for community stakeholders to discuss transport issues at the district level, including installation of bus information display panels, public transport services re-organisation plan and the provision of shelters and additional seats at bus stops.

## **Domain 3) Housing**

According to the Census (2017c), 89.7% of housing in the District is private permanent housing, which includes tenement houses (without lift) and mansions (with lift). There are only two Home Ownership Scheme estates, namely Hoi Fu Court<sup>3</sup> and Charming Garden<sup>4</sup>, in the District. It is highlighted that the District has many tenement houses which are partitioned into sub-divided units. According to 2016 Population By-census – Thematic Report: Persons Living in Subdivided Units (2018), it was estimated there were 92,700 sub-divided units in Hong Kong and 22.5 % of them (around 21,500 sub-divided units) were located in Yau Tsim Mong District.

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<sup>3</sup> 中文名稱：海富苑

<sup>4</sup> 中文名稱：富榮花園

To tackle the problem of urban decay in the District, URA has taken forward different urban redevelopment projects (e.g. Sai Yee Street Project<sup>5</sup> and Reclamation Street / Shantung Street Project<sup>6</sup> in progress) and rehabilitation projects (e.g. King Wong Building<sup>7</sup> and Mongkok City Building<sup>8</sup> completed in 2016). On the other hand, new private housing estates, namely The Arch<sup>9</sup>, The Harbourside<sup>10</sup>, Island Harbourview<sup>11</sup>, were built in early 2000s on the reclaimed land mainly located in West Kowloon and Olympian area.

Currently, the Traffic, Transport and Housing Committee of Yau Tsim Mong District Council serves as a platform for community stakeholders to discuss housing issues at the district level.

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

There are two District Elderly Community Centres (“DECC”), ten Neighbourhood Elderly Centres (“NEC”) and two Non-subsidised Service Centres for the Elderly in Yau Tsim Mong District which provide opportunities for older people to participate in various social and leisure activities (Social Welfare Department, 2017). Apart from elderly centres, there are different recreational facilities offered in six sports centres where older people could participate in different leisure activities including yoga courses, swimming courses and fitness training courses (Leisure and Cultural Services Department, 2017a). Major cultural facilities are located in the District, which include Hong Kong Museum of History, Hong Kong Space Museum and Hong Kong Science Museum, etc. (Leisure and Cultural Services Department, 2017b). To promote social participation of older people in the community, funding is also available in District Council for community organisations to organise programmes for older people (Yau Tsim Mong District Council, 2017d).

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<sup>5</sup> 中文名稱：旺角洗衣街發展項目 (K28)

Urban Renewal Authority (2017a). *Redevelopment*. Retrieved from <https://www.ura.org.hk/tc/project/redevelopment/sai-yee-street-project>

<sup>6</sup> 中文名稱：新填地街 / 山東街發展項目 (YTM-010)

Urban Renewal Authority (2017b). *Redevelopment*. Retrieved from <https://www.ura.org.hk/tc/project/redevelopment/reclamation-street-shantung-street-project>

<sup>7</sup> 中文名稱：環璜大廈

<sup>8</sup> 中文名稱：旺角城大廈

<sup>9</sup> 中文名稱：凱旋門

<sup>10</sup> 中文名稱：君臨天下

<sup>11</sup> 中文名稱：維港灣

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

To foster the intergenerational interaction between older people and younger people, some elderly centres collaborate with the schools and universities to organise intergenerational programmes. For instance, with the support of the District Council, Yau Tsim Integrated Service for Senior Citizens Yaumatei Multi-service Centre for Senior Citizens has collaborated with the Department of Civil and Environmental Engineering of The Hong Kong Polytechnic University to organise a series of activities under the theme of ‘Respect and Social Inclusion’ (Yau Tsim Mong District Council, 2016a).

To facilitate older people to voice out their concerns, an elderly alliance (油尖長者協會), which consists of elderly representatives from DECCs and NECs of Yau Tsim Mong District, was formed in 2004 (Legislative Council, 2007). It serves as a platform for elderly representatives to discuss age-friendly issues with members of the District Council under the Working Group on Care for the Community (Yau Tsim Mong District Council, 2016b).

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

To encourage older people to continue contributing to the society, various volunteer opportunities are offered by non-governmental organisations. Through the elderly centres (e.g. DECC and NEC), older people could participate in volunteer services such as home visits to singleton and frail elderly. To recognise and appreciate older peoples’ participation in the volunteer services, they are awarded with certificates at the end of the programmes (Yau Tsim Mong District Council, 2017a).

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

Various types of information is delivered to older people through different channels such as talks and the monthly meetings held by elderly centres. Adaptation to information and communication technology (ICT) is becoming more important to older people in the digital era. A number of classes about digital technology (e.g. use of smartphones and tablets) are provided by elderly centres and other community organisations (GovHK, 2016). Government Wi-Fi Programme (GovWiFi) is also provided at designated government premises to provide free internet access for residents (GovHK, 2017).

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

Community care and support services are also available for older people to facilitate them to stay healthy and live independently in the community, such as Day Care Centre for the Elderly, Integrated Home Care Services and Support Team for the Elderly (Appendix 4).

Under the categorisation of Hospital Authority, there are 42 public hospitals in Hong Kong grouped into 7 hospital clusters based on location. After the cluster boundary re-delineation in September 2016, the District is currently under Kowloon Central cluster with catchment areas including Yau Tsim Mong, Kowloon City and Wong Tai Sin District (Yau Tsim Mong District Council, 2017c). Kwong Wah Hospital and Queen Elizabeth Hospital are the two major public hospitals in the District to provide 24-hour accident and emergency services, while three general out-patient clinics, namely Li Po Chun General Out-patient Clinic<sup>12</sup> and Yau Ma Tei Jockey Club General Out-patient Clinic<sup>13</sup>, provide community-based primary care services (Hospital Authority, 2017a). There are huge demands for public hospital services. In particular, the waiting time for specialist outpatient services and surgery is long. For instance, the waiting time for orthopaedics and traumatology (147 weeks; 2 years and 7 months) in Kowloon Central is the longest among all clusters while cataract surgery (108 weeks; 24 months) and eye (93 weeks; 1 year and 7 months) are second longest (Hospital Authority, 2017b, 2017c).

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<sup>12</sup> 中文名稱：李寶椿普通科門診診所

<sup>13</sup> 中文名稱：油麻地賽馬會分科診所

## 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 Professional Support Team (PST) of The Hong Kong Polytechnic University (PolyU) organised three activities to older people who live in Yau Tsim Mong District. A total of 45 participants attended 3 ambassador activities from late August to mid-September 2017. The following summarises the programme themes and dates:

**Figure 4. Ambassador activities conducted by PolyU PST**

Activities held	Date
<p><b><u>Activity 1</u></b>  <b>Home Arrangement and Decoration Contest - What is a Quality Home Environment? (Yau Tsim Mong)</b>            家居空間收納大賽 - 什麼是有質素的家居生活空間?            (油尖旺)</p>	<p>26 August 2017 (SAT)            &amp;            5 September 2017 (TUE)</p>
<p><b><u>Activity 2</u></b>  <b>Visit to Longevity Design House (Yau Tsim Mong)</b>            齡活安樂窩 (油尖旺)</p>	<p>9 September 2017 (SAT)</p>
<p><b><u>Activity 3</u></b>  <b>The Elderly Creative Workshop on Design of Quality Home Living Environment (Yau Tsim Mong)</b>            優質家居生活創作工作坊 (油尖旺)</p>	<p>16 September 2017 (SAT)            &amp;            22 September 2017 (FRI)</p>

### **3. Methodology**

Questionnaire surveys and focus group interviews were conducted between May and August 2017 to explore Yau Tsim Mong residents' views and comments on the level of age-friendliness. Questionnaire surveys (from 8<sup>th</sup> May 2017 to 16<sup>th</sup> August 2017) and focus group interviews (from 25<sup>th</sup> May 2017 to 8<sup>th</sup> August 2017) were conducted.

#### **3.1 Questionnaire Survey**

##### *3.1.1 Participants*

Participants recruited for the questionnaire survey were Yau Tsim Mong 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, Institutes of Active Ageing (IAA) of The Hong Kong Polytechnic University (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 arrangement/status, 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 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 9 Yau Tsim Mong District residents and each session lasted for approximately two hours. Four focus group sessions were held in PolyU; while one session was held in a community centre. All focus group discussions were audio-recorded and transcribed. Sources of recruitment included elderly centres, youth 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 Range	No. of Respondents (Gender)
1 <sup>st</sup> group	18 to 49	8 (8 Female)
2 <sup>nd</sup> group	50 to 64	7 (6 Female, 1 Male)
3 <sup>rd</sup> group	65 to 79	9 (7 Female, 2 Male)
4 <sup>th</sup> group	80 or above	7 (6 Female, 1 Male)
5 <sup>th</sup> group	65 to 79	7 (6 Female, 1 Male)

## **4. Result**

### **4.1 Questionnaire Survey**

#### *4.1.1 Demographic Characteristics of the Participants*

A total of 520 questionnaires were collected in Yau Tsim Mong District. The demographic characteristics of the participants are presented in Table 2. Nearly half (45%) of the participants were aged from 65 to 79. The majority (76.5%) of the participants were female. More than half (56.0%) of the participants were married. In terms of education level, 41.2 % of the participants received primary education or below, while 43.8% and 15.5% received secondary and post-secondary education respectively. More than half (61.7%) of the participants were retired and majority (77.3%) of the participants indicated that they have sufficient income for expenditure. Only 9.6% of the participants rated their health status as poor. More than half (56.2%) of the participants lived in mansions and the mean residence time in Yau Tsim Mong District was 30.9 years.

#### *4.1.2 Eight Domains of Perceived Age-friendliness*

The eight domains of age-friendliness are shown in Figure 4. In general, participants rated higher than 4 (Agree) in most of the domains. “Social Participation” was rated the highest ( $M = 4.66$ ,  $SD = .62$ ), followed by “Respect and Social Inclusion” ( $M = 4.50$ ,  $SD = .67$ ), “Transportation” ( $M = 4.44$ ,  $SD = .58$ ), “Communication and Information” ( $M = 4.39$ ,  $SD = .66$ ), “Civic Participation” ( $M = 4.33$ ,  $SD = .78$ ) and “Outdoor Spaces and Buildings” ( $M = 4.10$ ,  $SD = .69$ ). Only “Community Support and Health Services” ( $M = 3.89$ ,  $SD = .82$ ) and “Housing” ( $M = 3.66$ ,  $SD = .99$ ) scored lower than 4 (Agree).

#### *4.1.3 Sub Domains and Items of Age-friendliness*

The eight domains of age-friendliness were further divided into 19 sub domains (see Table 3). Among the sub domains, the highest score were “4.1 Facilities and Settings” ( $M = 4.66$ ,  $SD = .70$ ) and “4.2 Availability and Accessibility of Social Activities” ( $M = 4.66$ ,  $SD = .64$ ) scored the highest. Only “1.1 Outdoor Spaces” ( $M = 3.99$ ,  $SD = .79$ ), “3.1 Affordability and Accessibility” ( $M = 3.32$ ,  $SD = 1.13$ ) and “8.3 Burial Service” ( $M = 2.42$ ,  $SD = 1.19$ ) were rated lower than 4 (Agree).

In terms of 53 items (see Table 4), most items (40, 75.5 %) scored higher than 4 (Agree). The highest score was item “B11 Coverage of Public Transport Network” (M = 4.91, SD = .79) while the item was the lowest score was “H53 Burial Sites” (M = 2.41, SD = 1.19).

All items in “Social Participation” and “Respect and Social Inclusion” scored higher than 4 (Agree). Analysed by rank of items, the top ten highest scored items were clustered in five domains, which included “Social Participation” (4 items), “Transportation” (3 items), “Outdoor Spaces and Buildings” (1 item), “Respect and Social Inclusion” (1 item) and “Civic Participation and Employment” (1 item). Three out of four items in “Housing” were rated among the ten least age-friendly items in the District. Other items in the ten least age-friendly items were under “Outdoor Spaces and Buildings” (4 items), “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 aged 18 to 49 rated the lowest score in all domains while participants aged 80 or above were most satisfied in all domains except “Communication and Information” (highest group: aged 65 to 79).

#### *4.1.5 Marital statuses Comparison*

Table 6 showed the descriptive statistics of the eight domains of age-friendliness in each marital status. The result of the one-way ANCOVAs with the control of age showed that only “Civic Participation and Employment” and “Community Support and Health Services” were rated the highest significantly by participants who were widows.

#### *4.1.6 Educational levels Comparison*

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

#### *4.1.7 Sense of Community*

In general, the participants agreed that they were part of the community. 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.

**Table 2 Demographic Characteristics of the Participants**

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Age Group	
18-49	70 (13.5%)
50-64	119 (22.9%)
65-79	234 (45.0%)
80 or above	97 (18.7%)
Gender	
Male	122 (23.5%)
Female	398 (76.5%)
Marital Status	
Single	52 (10.0%)
Married	291 (56.0%)
Widow	147 (28.3%)
Divorce / Separated	30 (5.8%)
Education	
Primary or below	214 (41.2%)
Secondary	228 (43.8%)
Post-secondary	78 (15.0%)
Employment Status	
Unemployed	12 (2.3%)
Employed	91 (17.5%)
Retired	321 (61.7%)
Homemaker	96 (18.5%)
Finance	
Insufficient	118 (22.7%)
Sufficient	402 (77.3%)
Subjective Health	
Poor	50 (9.6%)
Fair	245 (47.1%)
Good	145 (27.9%)
Very Good	71 (13.7%)
Excellent	9 (1.7%)
Housing Type	
Public Estate	39 (7.5%)
Private Estate <sup>14</sup>	90 (17.3%)
Mansion	292 (56.2%)
Tenement	75 (14.4%)
Others <sup>15</sup>	24 (4.6%)
Residence Time (years)	30.9 (18.45)

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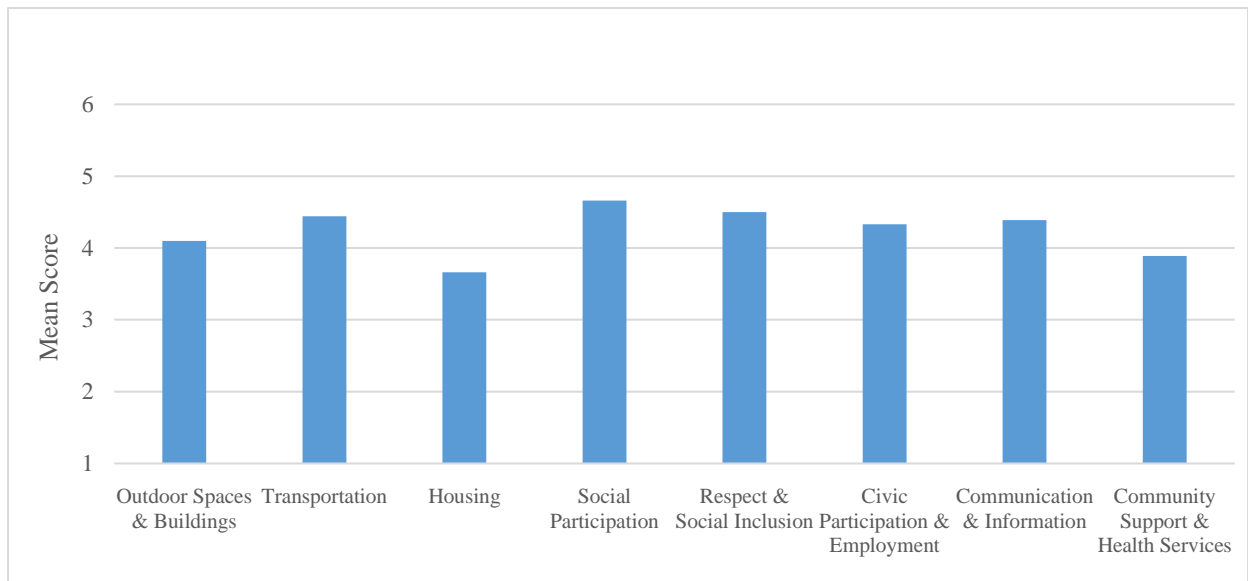
Frequency (Percentage) / Mean (Standard Deviation)

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<sup>14</sup> Refers to the private owned estate and includes Home Ownership Scheme

<sup>15</sup> Comprises Homeless, subdivided Unit and nursing home

**Figure 5 The Mean Score of the Eight Domains of Age-friendliness**



**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	3.99(.79)
	1.2 Buildings	4.24(.78)
2.Transportation	2.1 Road Safety & Maintenance	4.35(.87)
	2.2 Availability of Specialised Services	4.20(.88)
	2.3 Comfort to Use Public Transport	4.42(.73)
	2.4 Accessibility of Public Transport	4.64(.65)
3.Housing	3.1 Affordability & Accessibility	3.32(1.13)
	3.2 Environment	4.01(1.08)
4.Social Participation	4.1 Facilities and Settings	4.66(.70)
	4.2 Availability and Accessibility of Social Activities	4.66(.64)
5.Respect and Social Inclusion	5.1 Attitude	4.54(.68)
	5.2 Opportunities for Social Inclusion	4.43(.82)
6.Civic Participation and Employment	6.1 Civic Participation	4.62(.84)
	6.2 Employment	4.24(.88)
7.Communication and Information	7.1 Information	4.50(.70)
	7.2 Use of communication and digital devices	4.19(.89)
8.Community Support and Health Services	8.1 Availability and Affordability of Medical / Social Services	4.24(.90)
	8.2 Emergency Support	4.00(1.22)
	8.3 Burial Service	2.42(1.19)

**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			
<b>A1 Cleanliness</b>	<b>4.00(1.19)</b>	<b>4</b>	<b>40</b>
A2 Adequacy, Maintenance and Safety	3.93(1.22)	7	46
A3 Drivers' Attitude at Pedestrian Crossings	3.91(1.21)	8	48
A4 Cycling Lanes	3.70(1.28)	9	50
<b>A5 Outdoor Lighting and Safety</b>	<b>4.40(1.02)</b>	<b>2</b>	<b>28*</b>
<b>A6 Accessibility of Commercial Services</b>	<b>4.78(.85)</b>	<b>1</b>	<b>4</b>
A7 Arrangement of Special Customer Service to Persons in Needs	3.96(1.26)	6	44
<b>A8 Building Facilities</b>	<b>4.20(1.14)</b>	<b>3</b>	<b>36</b>
A9 Public Washrooms	3.99(1.21)	5	41*
Transportation			
<b>B10 Traffic Flow</b>	<b>4.27(1.08)</b>	<b>10</b>	<b>31*</b>
<b>B11 Coverage of Public Transport Network</b>	<b>4.91(.79)</b>	<b>1</b>	<b>1</b>
<b>B12 Affordability of Public Transport</b>	<b>4.79(1.04)</b>	<b>2</b>	<b>2*</b>
<b>B13 Reliability of Public Transport</b>	<b>4.41(.96)</b>	<b>6*</b>	<b>23*</b>
<b>B14 Public Transport Information</b>	<b>4.42(.98)</b>	<b>5</b>	<b>22</b>
<b>B15 Condition of Public Transport Vehicles</b>	<b>4.63(.84)</b>	<b>3</b>	<b>9</b>
<b>B16 Specialised Transportation for disabled people</b>	<b>4.40(1.04)</b>	<b>9</b>	<b>28*</b>
<b>B17 Transport Stops and Stations</b>	<b>4.41(.94)</b>	<b>6*</b>	<b>23*</b>
<b>B18 Behaviour of Public Transport Drivers</b>	<b>4.44(.97)</b>	<b>4</b>	<b>18*</b>
B19 Alternative Transport in Less Accessible Areas	3.99(1.12)	12	41*
<b>B20 Taxi</b>	<b>4.16(1.05)</b>	<b>11</b>	<b>37*</b>
<b>B21 Roads</b>	<b>4.41(.97)</b>	<b>6*</b>	<b>23*</b>
Housing			
C22 Sufficient and Affordable Housing	3.08(1.39)	4	52
<b>C23 Interior Spaces and Level Surfaces of Housing</b>	<b>4.15(1.28)</b>	<b>1</b>	<b>39</b>
C24 Home Modification Options and Supplies	3.87(1.20)	2	49
C25 Housing for Frail and Disabled Elders	3.54(1.28)	3	51
Social Participation			
<b>D26 Mode of Participation</b>	<b>4.74(.77)</b>	<b>2</b>	<b>6</b>
<b>D27 Participation Costs</b>	<b>4.75(.74)</b>	<b>1</b>	<b>5</b>
<b>D28 Information about Activities and Events</b>	<b>4.69(.84)</b>	<b>4</b>	<b>8</b>
<b>D29 Variety of Activities</b>	<b>4.71(.88)</b>	<b>3</b>	<b>7</b>
<b>D30 Variety of Venues for Elders' Gatherings</b>	<b>4.51(.97)</b>	<b>6</b>	<b>15</b>
<b>D31 Outreach Services to People at Risk of Social Isolation</b>	<b>4.53(.88)</b>	<b>5</b>	<b>14</b>
Respect and Social Inclusion			
<b>E32 Consultation from Different Services</b>	<b>4.43(1.02)</b>	<b>4</b>	<b>21</b>
<b>E33 Variety of Services and Goods</b>	<b>4.44(.94)</b>	<b>3</b>	<b>18*</b>
<b>E34 Manner of Service Staff</b>	<b>4.79(.76)</b>	<b>1</b>	<b>2*</b>
<b>E35 School as Platform for Intergeneration Exchange</b>	<b>4.41(1.03)</b>	<b>5</b>	<b>23*</b>
<b>E36 Social Recognition</b>	<b>4.57(.89)</b>	<b>2</b>	<b>12*</b>
<b>E37 Visibility and Media Depiction</b>	<b>4.34(.91)</b>	<b>6</b>	<b>30</b>
Civic Participation and Employment			
<b>F38 Options for Older Volunteers</b>	<b>4.62(.84)</b>	<b>1</b>	<b>10</b>
<b>F39 Promote Qualities of Older Employees</b>	<b>4.48(.91)</b>	<b>2</b>	<b>16</b>
<b>F40 Paid Work Opportunities for Older People</b>	<b>4.26(1.07)</b>	<b>3</b>	<b>33*</b>
F41 Age discrimination	3.94(1.22)	4	45
Communication and Information			
<b>G42 Effective Communication System</b>	<b>4.57(.89)</b>	<b>2</b>	<b>12*</b>
<b>G43 Information and Broadcasts of Interest to Elders</b>	<b>4.44(.97)</b>	<b>4</b>	<b>18*</b>
<b>G44 Information to Isolated Individuals</b>	<b>4.41(.90)</b>	<b>5</b>	<b>23*</b>
<b>G45 Electronic Devices and Equipment</b>	<b>4.46(.94)</b>	<b>3</b>	<b>17</b>
G46 Automated Telephone Answering Services	3.92(1.23)	6	47
<b>G47 Access to Computers and Internet</b>	<b>4.58(.91)</b>	<b>1</b>	<b>11</b>
Community Support and Health Services			
<b>H48 Adequacy of Health and Community Support Services</b>	<b>4.16(1.25)</b>	<b>4</b>	<b>37*</b>
<b>H49 Home Care Services</b>	<b>4.27(1.05)</b>	<b>1</b>	<b>31*</b>
<b>H50 Proximity between Old Age Homes and Services</b>	<b>4.25(1.05)</b>	<b>3</b>	<b>35</b>
<b>H51 Economic barriers to Health and Community Support Services</b>	<b>4.26(1.10)</b>	<b>2</b>	<b>33*</b>
H52 Community Emergency Planning	3.99(1.21)	5	41*
H53 Burial Sites	2.41(1.19)	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	<i>r</i>
Outdoor Spaces and Buildings	3.70(.85)^	4.09(.63)	4.10(.64)	4.37(.61)#	.27**
Transportation	3.98(.72)^	4.30(.57)	4.54(.52)	4.70(.39)#	.39**
Housing	2.99(1.07)^	3.42(1.06)	3.77(.87)	4.17(.73)#	.36**
Social Participation	4.10(.82)^	4.59(.56)	4.79(.54)	4.82(.42)#	.37**
Respect and Social Inclusion	3.98(.86)^	4.41(.61)	4.60(.60)	4.72(.53)#	.36**
Civic Participation and Employment	3.83(.96)^	4.25(.77)	4.43(.71)	4.54(.64)#	.30**
Communication and Information	4.04(.84)^	4.31(.67)	4.50(.57)#	4.49(.61)	.26**
Community Support and Health Services	3.38(1.01)^	3.66(.88)	4.01(.68)	4.27(.62)#	.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	3.69(.82)	4.09(.66)	4.28(.65)	3.96(.65)	2.166
Transportation	4.14(.77)	4.38(.57)	4.65(.49)	4.47(.49)	1.386
Housing	3.43(1.17)	3.56(1.01)	3.97(.80)	3.60(.93)	2.120
Social Participation	4.30(.78)	4.63(.63)	4.82(.48)	4.74(.45)	.623
Respect and Social Inclusion	4.04(.80)	4.46(.68)	4.72(.51)	4.56(.52)	.092
Civic Participation and Employment	3.81(.92)^	4.33(.78)	4.57(.60)#	4.00(.76)	4.633**
Communication and Information	4.08(.82)	4.40(.66)	4.54(.55)	4.22(.55)	.149
Community Support and Health Services	3.55(.85)^	3.80(.86)	4.21(.60)#	3.70(.85)	2.672*

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	4.27(.60)#	4.02(.73)	3.86(.70)^	13.125**
Transportation	4.61(.47)#	4.37(.62)	4.17(.63)^	20.290**
Housing	3.99(.83)#	3.51(1.00)	3.21(1.04)^	24.934**
Social Participation	4.83(.42)#	4.62(.66)	4.28(.74)^	26.363**
Respect and Social Inclusion	4.72(.49)#	4.46(.67)	4.00(.81)^	38.624**
Civic Participation and Employment	4.53(.60)#	4.30(.79)	3.85(.94)^	23.729**
Communication and Information	4.49(.55)#	4.39(.69)	4.12(.76)^	9.373*
Community Support and Health Services	4.15(.63)#	3.79(.86)	3.47(.95)^	25.287**

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

**Table 8 Association Between Sense of Community and the Eight Domains of Age-friendliness (Partial Correlation)**

	Sense of Community
	<i>r</i>
Outdoor Spaces and Buildings	.39**
Transportation	.39**
Housing	.34**
Social Participation	.43**
Respect and Social Inclusion	.41**
Civic Participation and Employment	.30**
Communication and Information	.38**
Community Support and Health Services	.32**

Note. \*\* p value < .01

## 4.2 Focus Group Interview

Focus group interview was employed to gather Yau Tsim Mong District residents' views about current age-friendly features and key areas for improvement with reference to 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

##### Accessibility to open spaces

Respondents preferred accessible parks and public pleasure grounds for leisure and exercise. Kowloon Park<sup>16</sup>, Cherry Park<sup>17</sup>, King George V Memorial Park<sup>18</sup> and Tung On Street Rest Garden<sup>19</sup> were typical examples of accessible parks highlighted by respondents. With the convenient location and provision of various leisure facilities (e.g. swimming pool and sports centre), Kowloon Park was most appreciated by the respondents. However, age-friendly facilities such as drinking fountains and provision of shelters were considered inadequate in these areas.

Despite the availability of accessible parks and public pleasure grounds, some respondents thought that the open space in private housing was insufficient.

##### Walking experience

Respondents generally highlighted that there was room to enhance the walking experience of older people. As one of the 'must-go' places in Hong Kong, Yau Tsim Mong District was always crowded with visitors from day to night. Apart from crowds, walking under the exposure of sunlight was another unpleasant experience to them as many open spaces were not covered with shelters. Uneven walking pathways and the adequate barrier free access facilities at footbridges (e.g. the footbridge connected Argyle Street<sup>20</sup> and Tong Mi Road<sup>21</sup>) were other concerns which affected the walking experience of some respondents.

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<sup>16</sup> 中文名稱：九龍公園

<sup>17</sup> 中文名稱：櫻桃街公園

<sup>18</sup> 中文名稱：香港佐治五世紀念公園

<sup>19</sup> 中文名稱：東安街休憩花園

<sup>20</sup> 中文名稱：亞皆老街

<sup>21</sup> 中文名稱：塘尾道

### Seating spaces in shopping malls

Although there were many shopping malls in the District, seating spaces were considered inadequate by most respondents. Many respondents recommended that the provision of seating spaces in shopping malls should be increased.

### Concern over environmental hygiene and pollution

Various food premises were found in the District which offered different types of cuisines to the residents. In spite of such convenience, environmental hygiene concerns were raised as some respondents found that a large amount of food waste and solid waste were dumped on the streets (e.g. at Nanking Street<sup>22</sup> and Woosung Street<sup>23</sup>). The long working hours of some restaurants also caused nuisance to the residents, especially during midnight. Some respondents revealed that light pollution caused by the LED display signboards on external walls of buildings affected their sleeping quality.

### Occupation of public spaces

Some respondents revealed that some shops extended their business activities in public spaces (e.g. Yau Ma Tei Wholesale Fruit Market). They were concerned about their personal safety when they were forced to walk on roads with heavy traffic instead of the footpaths.

### Accessibility of public toilets

Accessibility of public toilets in the District was another concern raised by some respondents. Some respondents revealed that some female toilets (e.g. Battery Street Public Toilet<sup>24</sup> and Mong Kok Road Public Toilet<sup>25</sup>) were located on 2/F with staircase, which were not convenient to the older people with less physical mobility. Some respondents found that public toilets in Tsim Sha Tsui were insufficient. Public toilets for disabled persons were considered as inadequate by some respondents.

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<sup>22</sup> 中文名稱：南京街

<sup>23</sup> 中文名稱：吳松街

<sup>24</sup> 中文名稱：炮台街公廁

<sup>25</sup> 中文名稱：旺角道公廁

## **Domain 2) Transportation**

### Transport affordability

Respondents aged 65 or above who were eligible for the Government Public Transport Fare Concession Scheme appreciated the affordable transport cost (\$2 per trip) that encouraged them to get involved in community activities held in different districts. For respondents aged 64 or below who were not eligible for the Scheme, they were comparatively concerned about the high transport cost. MTR Fare Saver was one promotional measure to relieve the fare burden but the stations were generally inconveniently located. Without the introduction of sectional fare for bus services, respondents aged 64 or below had to bear fare burden if they travelled for a long distance.

### Accessibility

Yau Tsim Mong District was generally commented as a convenient location with good transport network. Various modes of transport services including MTR, bus and minibus were provided for older people to access to different districts. Meanwhile, some respondents who lived in Tai Kwok Tsui revealed that the transport network was less convenient.

### Frequency

As road traffic congestion was a common scene in Yau Tsim Mong District, it would be easier for the respondents to estimate the journey time of MTR compared to other transport options (e.g. bus and minibus). While sufficient bus routes and minibus routes were appreciated by many respondents, certain bus routes were not as frequent as expected. Typical examples included bus route 8 (Kowloon Station to Star Ferry), route 12 (Hoi Lai Estate to Tsim Sha Tsui East) and route 2E (Kowloon City Ferry to Pak Tin).

### Provision of age-friendly facilities

Regarding the provision of barrier-free access facilities, MTR was generally considered as a less preferable transport mode to older people. Since there was a lack of lifts connecting street level to the MTR station concourse, passengers had to use staircases. It caused much inconvenience to older people and persons with disabilities as mentioned by a number of respondents. Comparatively, older people could avoid walking too many stairs if they travelled by bus. It was recommended that the shelters and seating at bus stops should be increased so as to improve older people's overall travel experience. Many respondents agreed that the

launch of smartphone mobile application named APP 1933 - KMB · LWB could facilitate passengers to estimate the arrival time of buses. For older people who were not familiar with the mobile application, the provision of electronic display boards at certain bus stops enabled them to obtain the bus arrival information. However, some of them observed that the ‘real time’ information was sometimes inaccurate.

#### Attitude and behaviour of public transport drivers

As commented, the public transport drivers generally provided high standard of service. However, some respondents revealed that a few drivers were not sensitive to the needs of older people. Speeding and red-light jumping by minibus drivers were occasionally observed. Some drivers were also not patient enough to wait for older people to get seated before starting off.

#### Concerns about pedestrian safety and mobility

Some respondents revealed that illegal parking of vehicles and short duration of traffic light raised older people’s concern about pedestrian safety and mobility. Typical incidents of illegal parking included Yau Ma Tei Wholesale Fruit Market where food trucks unloaded the goods and Fuk Tsun Street<sup>26</sup> where visitors got off from the coach. Some respondents were concerned about their safety and mobility when they were forced to walk on roads with heavy traffic. On the other hand, because of the short duration of the steady green signal of pedestrian traffic lights (e.g. the junction of Jordan Road<sup>27</sup> and Shanghai Street<sup>28</sup>, and junction of Austin Road<sup>29</sup> and Pine Tree Hill Road<sup>30</sup>), some respondents could not cross the entire road and they felt unsafe when waiting at the safety islands in the middle of the road.

### **Domain 3) Housing**

#### Living environment of respondents living in mansions

Respondents who lived in mansions were generally quite satisfied with their living environment. Living space was sufficient and there were barrier-free access facilities (e.g. lifts) which facilitated older people to go out and get connected with the community.

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<sup>26</sup> 中文名稱：福全街

<sup>27</sup> 中文名稱：佐敦道

<sup>28</sup> 中文名稱：上海街

<sup>29</sup> 中文名稱：柯士甸道

<sup>30</sup> 中文名稱：松山道

### Living condition of respondents living in tenement houses and sub-divided units

Some respondents mentioned that older people who lived in tenement houses without lift would be less accessible to the community and social resources. Environmental hygiene and personal safety concern were raised when there was a lack of property management companies performing property management duties such as security and cleaning services. It was highlighted that the property market was overheated and older people who were worse-off could only afford to rent a sub-divided unit. Some respondents thought that urban renewal was necessary as it was too inconvenient for older people to live in the tenement houses. On the other hand, some respondents recommended that the rent of the sub-divided units should be regulated.

### Accessibility of public markets

Buying daily goods from the public markets was one of the essential daily routines to most respondents. Mong Kok Market<sup>31</sup>, Yau Ma Tei Market<sup>32</sup>, Tai Kok Tsui Market<sup>33</sup> and Reclamation Street Market<sup>34</sup> were the examples of public markets appreciated by respondents because of the convenient location and affordable price of daily goods. However, some residents living in Tsim Sha Tsui thought that the public markets were not conveniently located.

### The provision of repair and maintenance services

Many respondents who lived in the private housing found inconvenience when they were in need of home repair and home maintenance services. Many of them thought that the repair fees were very expensive. Without adequate channels, respondents did not know much about the service coverage, quality and quotations offered by different parties. Subsidy schemes (e.g. the Operation Building Bright Scheme) for repair work were available for residents who lived in old buildings, but respondents were either not aware of them or not familiar with the application procedures.

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<sup>31</sup> 中文名稱：花園街街市

<sup>32</sup> 中文名稱：油麻地街市

<sup>33</sup> 中文名稱：大角咀街市

<sup>34</sup> 中文名稱：新填地街熟食小販市場

## **Domain 4) Social Participation**

### *Availability of channels to participate in different activities*

Many respondents were active community members who participated in social activities through different channels. Apart from participating in leisure and learning activities in elderly centres, they also spent time on swimming, gymnastics and social dances in the venues managed by Leisure and Cultural Services Department (“LCSD”). It was agreed that sufficient channels were provided for active community members to participate in social activities which facilitated them to socialise with friends. For non-active members such as hidden elderly, it was suggested to put more efforts to engage them to participate in social activities as they were disconnected with the community.

### *Programme cost*

As remarked, the programmes organised by elderly centres and LCSD were affordable. It enabled the less well-off older people to participate in different programmes.

### *Activities quota*

The convenient locations of the activity venues and the affordable enrolment fees of activities held by elderly centres and LCSD did not only have great appeal to most respondents, but also residents who lived in other districts. As a result, the social activities were in huge demand and elderly people could only get the chance to participate by lucky draw.

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

### *Attitude toward older people*

Most respondents thought that older people were getting more respected by the society. However, some respondents thought that the lack of proactive attitude to offer seats to older people revealed that older people’s needs (e.g. physical deterioration) might not be well understood by the general public.

### *The provision of age-friendly services in the community*

Age-friendly services were observed by a number of respondents. The provision of ‘priority seats’ was appreciated by most respondents. Some retailers (e.g. Wellcome and McDonald’s) and restaurants offered discounts to older people who presented their senior citizen cards. Some

small shops (e.g. Chinese barbecue and vegetarian restaurants) also provided meal boxes to older people at discounted price or for free.

#### Intergenerational opportunities

The opportunity for intergenerational interaction was generally insufficient. Different generations, in particular young and old, carried different values and perspectives and the lack of communication created the barrier for mutual understanding. To bridge the communication gap and facilitate mutual appreciation, some elderly centres organised intergenerational programmes (e.g. students visited the elderly centre). Some respondents who joined the programmes gave positive feedback and suggested that more opportunities for intergenerational interaction was essential to foster mutual understanding.

#### Channels to express opinions

As active community members, many respondents were keen to express opinions through different channels. They would voice out their concern about physical and social environment to elderly centres and District Councillors. Being representatives of the elderly alliance formed by elderly centres, a few respondents would discuss age-friendly issues with the Working Group on Care for the Community under Yau Tsim Mong DC. From their experience, there were several channels for them to express opinions but there was a lack of mechanism to review if the voice of older people could create an impact on the designs of physical and social environment.

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

#### Experience in volunteer services

Many older people participated in volunteer services. From their experience, a variety of choices were available which matched their expectation. For example, a number of older people regularly visited the singleton elderly or taught leisure classes in the elderly centres. Participating in volunteer services was a rewarding experience to most respondents because they could help people in need.

#### Employment opportunities

Most respondents revealed that older people faced challenges to re-enter or join the labour market. There was a general perception that employers were not willing to employ older people.

Due to declining physical capacity, older people preferred to work in less physical demanding working environment with flexible hours. However, there were insufficient job vacancies matching their expectation. Also, the implementation of statutory minimum wage and the concern about the insurance coverage in the District were other barriers for elderly employment identified by the respondents.

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

### Source of receiving information

As active community members, many respondents had sufficient channels to receive information. Elderly centres, person to person sharing, 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. Digital platforms (e.g. smartphone and iPad) were preferable to some younger respondents aged 50-64 as it was convenient for them to receive up-to-date information.

### Telephone appointment system

To book medical appointment in public general outpatient clinics, most respondents encountered the inconvenience of using the telephone appointment system of the Hospital Authority. 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. As an alternative, some of the elderly people visited private outpatient clinics even if the cost was higher. They recommended that walk-in appointment or direct service hotline should be provided.

### 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

Many respondents regarded the digital platform as an important channel to receive information. Compared to the young-old, old-old faced more obstacles to adapt to digital technology.

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

### *Provision of community support services*

Many respondents appreciated the wide range of services and support provided by the elderly centres, in particular the meal services provided to the needy elderly. However, some respondents highlighted that a lot of hidden and singleton elderly were still socially isolated due to limited outreach services provided in the community.

Some respondents revealed that some frail elderly might not be fit to live in the community but the number of Home for the Aged was inadequate. Older people in need of this service had to wait for a very long time.

### *Affordability of healthcare services*

New charges of public hospital services were regarded as a source of burden for the grassroots elderly, but public hospital services were still affordable compared to private hospital services. Most respondents appreciated the introduction of health care voucher but suggested that the annual voucher amount should be increased and unspent vouchers should be able to be carried forward for a longer period.

### *High demand for public medical services*

As commented, the waiting time for specialist services and cataract surgery in public hospitals was very long. Moreover, the quotas for general out-patient clinic were insufficient and some older people had to visit private out-patient clinics as an alternative.

### *Accessibility to medical care*

Many older people visited Kwong Wah Hospital and Queen Elizabeth Hospital when the needs for public hospital services arise. Elderly Health Clinic was available in the District to provide health services to older people. Some respondents thought that the location of Queen Elizabeth Hospital was not convenient as they needed to cross a number of traffic lights if they did not travel by minibus. Some respondents raised the concern about older people's accessibility to health services as there were many tenement houses in the District. Rehabus was a good initiative but it was difficult to book and only few respondents were aware that Diamond Cab was another option for accessible transport.

*Insufficient support to promote health lifestyle in the community*

Some respondents thought that maintaining a healthy lifestyle was important in view of the heavy burden in the public healthcare system. Some respondents thought that the general public did not have high awareness on health (e.g. awareness of the need to do more physical exercise) and suggested that the government should step up more effort to promote this culture.

## **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 great impact on mobility and quality of life of people and affects their ability to live independently in the community. In this domain, only item “A6 Accessibility of Commercial Services” was rated as one of the top five age-friendly items in the survey. Across all 53 items in the AFC questionnaire, four items of this domain were rated as the ten least age-friendly items. Despite the availability of parks and public pleasure grounds in the community, age-friendly facilities were considered inadequate. Occupation of public spaces by shop owners and insufficient provision of shelters in open spaces affected the walking experience of older people. Environmental hygiene problems, insufficient seating spaces in shopping malls and inconvenient location of some public toilets were other key concerns raised by the focus group respondents.

### **Domain 2) Transportation**

Having frequent and reliable public transport services are identified as an age-friendly feature to older people. Older people were most satisfied with the good transport network available in the District, given that item “B11 Coverage of Public Transport Network” was rated the highest in all age-friendly items. Entitlement for Government Public Transport Fare Concession Scheme was a major age-friendly element appreciated by the older people aged 65 or above while high transport fee was a concern to the residents aged 64 or below. Illegal parking of vehicles and short duration of traffic light were some of the concerns raised by older people about pedestrian safety and mobility. Infrequent schedule of some bus routes and insensitive attitude of some public transport drivers towards the needs of older people were other key concerns raised by some respondents. It was highlighted that the age-friendly facilities in public transport should be increased to enhance the traveling experience of older people.

### **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.

Three out of four items in the domain were rated among the least five age-friendly items in the District. Elaborated by some focus group respondents, it was concerned that the lack of barrier-free access facilities in tenement houses would create barriers for older people to go out and get connected with the community. Expensive cost, lack of sufficient information about home repair and maintenance services, small living space and high rent in sub-divided units were other key concerns highlighted by some focus group respondents.

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

Participation in leisure, social, cultural and learning activities in the community enabled older people to maintain good health and establish supportive social relationship. Social participation was the highest mean score among the eight domains. Four out of six items in the domain were rated at the top ten age-friendly items of the District. Item “D27 Participation Costs” was rated the highest in this domain. Sufficient channels for active community members to participate in different social activities and affordable programme fees were much appreciated by the focus group respondents. Providing more activity quotas and facilitating hidden and singleton elderly to participate in social activities were considered as areas that required further improvement.

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

Respect and Social Inclusion has the second highest mean score among the eight domains. Item “E34 Manner of Service Staff” was rated the highest in this domain. Elaborated by the focus group respondents, age-friendly services, such as priority seats in public transport and discounts provided by restaurants, were appreciated by respondents while the lack of proactive attitude to offer seats to older people was observed. A number of older people were concerned about the community development and willing to express opinions, but it was quite difficult for them to assess whether their opinions would make a real impact on the community. More opportunities for intergenerational interaction were recommended to facilitate mutual understanding among different generations.

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

To promote active ageing, it is vital to provide opportunities for older people to continuously contribute to the society through volunteer work or paid employment after retirement. Participants were most satisfied with volunteer opportunities provided in the District. Item “F38 Option for Older Volunteers” was rated among the top ten age-friendly items in the District and most focus group respondents also appreciated the options of volunteer services provided to older people.

Older people encountered a number of challenges to enter the labour market. Item “F41 Age Discrimination” was the only item rated below 4 (Agree) under this domain. The introduction of Statutory Minimum Wage and the lack of job opportunities matching the expectation of older people were major barriers for older people to enter the labour market.

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

Accessing timely and useful information is important for older people to age actively in the community. The availability of different channels for active older people to receive information was an element appreciated by focus group respondents. Older people relied on elderly centres to receive information related to community matters. Item “G46 Automated Telephone Answering Services” was a concern to the older people as it was the only item rated below 4 (Agree) under this domain. The focus group respondents also felt inconvenient to make a medical appointment in public general out-patient clinics. The challenge for old-old to adapt to digital platforms to receive information was another challenge highlighted by the 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 and healthy living in the community. Community Support and Health Services has the second lowest mean score among the eight domains. Many focus group respondents thought that the long waiting time for out-patient specialist services in public hospitals affected older people to receive timely treatment. In view of the huge demand for public health services, maintaining a healthy lifestyle become essential but there was insufficient support to promote this culture. Accessibility to health services was a concern to older people with lower mobility as there were many tenement houses in the District.

Community support services were available in the District while some focus group respondents thought that the support to hidden and singleton elderly was insufficient and more efforts should be made to enhance their awareness about community support services available in the community.

## **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 3-year action plan to make Yau Tsim Mong 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 malls
- Increase the provision of age-friendly public facilities (e.g. seating areas with shelters in parks and public pleasure grounds, lifts connecting footbridges)
- Enhance environmental hygiene services to provide and maintain a hygienic living environment in the District
- Disseminate environmental hygiene messages to the general public through public education campaigns
- Step up the enforcement action against shopfront extension

### **Domain 2) Transportation**

- Initiate programmes (e.g. award scheme and public education) to promote road safety messages to older people and drivers
- Increase the provision of age-friendly facilities (e.g. bus: shelter areas, seating areas and real-time information display panels, MTR: external lifts connecting commuters from street level to MTR station concourse) in public transport services
- Step up the enforcement action against illegal parking
- Study the possibility of providing fare discounts to relieve fare burden of young-old
- Study the possibility of extending the time of the green signal of traffic light

### **Domain 3) Housing**

- Initiate projects 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
- Provide information kits that list out the repair and maintenance services available in the District for older people
- Initiate projects to improve the interior space of older people living in old buildings
- Explore alternative options to provide affordable housing for needy elderly, in particular tenants of tenement houses and sub-divided units

### **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 young and older people
- Empower older people (e.g. JCAFC ambassadors) to launch public education campaigns to enhance the awareness of general public about the needs of older people
- 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**

- Empower older people to train other community members to promote the age-friendly messages in the community
- Promote the benefits of employing older people through public education campaigns

- Provide job matching and employment support (e.g. vocational training, case management) to older people who have motivation to enter the labour market
- Initiate projects to explore employment opportunities for older people

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

- Invite younger people to teach older people to adapt to digital technology and foster intergenerational interaction
- Provide support (e.g. disseminate information kits, 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
- Study the feasibility of enhancing features (e.g. provide direct hotline for older people) of telephone appointment system of the Hospital Authority

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

- Increase the provision of community support services (e.g. outreach services to hidden and singleton elderly, support services to carers)
- Organise more community programmes to promote healthy lifestyle among older people
- Increase the provision and promotion of specialised transport services (e.g. Rehabus and Diamond Cab) to elderly in needs
- Increase the amount of Health Care Voucher
- Increase the quotas of public hospital services and general outpatient services

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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」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)：

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)



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



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香港理工大學

Institute of  
Active Ageing  
活齡學院

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)

必須填寫

\_\_\_\_\_ (街道)

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



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



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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

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



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活齡學院

15. 收入來源：(可選多於一項)

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

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



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	

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	



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.

### 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				<input type="checkbox"/> (1) 理工大學
星期二				
星期三				
星期四				<input type="checkbox"/> (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



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



THE HONG KONG  
POLYTECHNIC UNIVERSITY  
香港理工大學

Institute of  
Active Ageing  
活齡學院

### 「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
<p style="text-align: center;"><b>熱身問題</b></p> <p>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?</p>
<p style="text-align: center;"><b>題目 1 - 室外空間和建築</b></p> <ul style="list-style-type: none"><li>• 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。</li><li>• 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?</li><li>• 當你進入建築物內購物或辦事，你看見的情景是怎樣?</li></ul>
<p style="text-align: center;"><b>題目 2 - 交通</b></p> <ul style="list-style-type: none"><li>• 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。</li><li>• 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。</li><li>• 你希望區內運輸設備是怎樣呢?</li></ul>
<p style="text-align: center;"><b>題目 3 - 房屋</b></p> <ul style="list-style-type: none"><li>• 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。</li><li>• 請講出你居住地區?</li><li>• 如果你需要搬家，你會選擇那些地區?</li></ul>

#### 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 Transportation in Yau Tsim Mong District**

**Mass Transit Railway (MTR) <sup>1</sup>:**

East Rail Line	Kwun Tong Line
1. Hung Hom 2. Mong Kok East	1. Mong Kok 2. Prince Edward 3. Yau Ma Tei
Tsuen Wan Line	Tung Chung Line
1. Jordan 2. Mong Kok 3. Prince Edward 4. Tsim Sha Tsui 5. Yau Ma Tei	1. Kowloon 2. Olympic
West Rail Line	
1. Austin 2. East Tsim Sha Tsui	

<sup>1</sup>Source: MTR System Map (2017b)

**Appendix 4. List of Social Support Services in Yau Tsim Mong District**

**Social Support Services<sup>2</sup>:**

Care & Attention Homes for the Elderly	1. SA Hoi Tai Residence for Senior Citizens
Contract Home	1. LST Hoi Wang Road Nursing Home 2. PLK Tai Kok Tsui Home for the Elderly cum Cherish Day Care Centre for the Elderly 3. TWGHs Ho Yik Ching Willow Lodge
Day Care Centre / Unit for the Elderly	1. CSBS Tin Ka Ping Day Care Centre for the Elderly 2. PLK Chow Hung Piu Day Care Centre for the Elderly 3. PLK Tai Kok Tsui Home for the Elderly cum Cherish Day Care Centre for the Elderly 4. SA Hoi Yu Day Care Centre for Senior Citizens
District Elderly Community Centre	1. MKKFA Chan Hing Social Service Centre (District Elderly Community Centre) 2. SA Yau Ma Tei Multi-Service Centre for Senior Citizens
Enhanced Home and Community Care Services for the Elders	1. PLK Enhanced Home and Community Care Services (Yau Tsim Mong District)
Integrated Home Care Services (Agency and District-based)	1. SA Yau Tsim Integrated Home Care Services Team (Kowloon Central Office) 2. SA Yau Tsim Integrated Home Care Services Team (Yaumatei Office) 3. MKKFA Chan Hing Social Service Centre (Integrated Home Care Services Team) 4. YMMSS Yau Mong Integrated Home Care Service
Neighbourhood Elderly Centre	1. AOHK Island Harbourview Elderly Club 2. AWL Yau Ma Tei Neighbourhood Elderly Centre 3. BOKSS Chan Tak Sang Memorial Neighbourhood Elderly Centre 4. International Women's League Neighbourhood Elderly Centre 5. MKKFA Kowloon Chamber of Commerce Centre for the Elderly 6. PLK Lo Yau Yuk Sheung Neighbourhood Elderly Centre 7. SA Hoi Lam Centre for Senior Citizens 8. SSY Ho Wong Neighbourhood Centre for Senior Citizens (Sponsored by Sik Sik Yuen) 9. TSTDKFWA Neighbourhood Elderly Activities Centre 10. YMMSS Yau Tsim Neighbourhood Elderly Centre

Support Team for the Elderly Based at District Elderly Community Centres	<ol style="list-style-type: none"><li>1. MKKFA Chan Hing Social Service Centre (Support Team for the Elderly)</li><li>2. SA Yau Ma Tei Multi-Service Centre for Senior Citizens</li></ol>
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\*The names of institutes were listed according to the alphabetical order.

<sup>2</sup>Source: Social Welfare Department (2017)

**Appendix 5. List of Health Services in Yau Tsim Mong District**

**Health Services<sup>3</sup>:**

<b>Public Hospital (Specialists)</b>	<b>General Out-patient Clinics</b>
1. Kwong Wah Hospital 2. Queen Elizabeth Hospital	1. Kwong Wah Hospital GOPD ( Kwong Wah Hospital ) 2. Li Po Chun General Out-patient Clinic 3. Yau Ma Tei Jockey Club General Out-patient Clinic
<b>Elderly Health Centre</b>	
1. Yau Ma Tei Elderly Health Centre	

<sup>3</sup>Source: Housing Authority (2017)

**Appendix 6. List of Community Services in Yau Tsim Mong District**

**Community Services<sup>4</sup>:**

<b>Gardens, Recreation Grounds and Parks</b>	<b>Libraries</b>
1. Cherry Street Park 2. Ferry Street Playground 3. King's Park Recreation Ground 4. Kowloon Park 5. Signal Hill Garden etc. (Total 48)	1. Fa Yuen Street Public Library 2. Tai Kok Tsui Public Library 3. Tsim Sha Tsui Public Library 4. Yau Ma Tei Public Library
<b>Museums and Visual Arts Centres</b>	<b>Sport Centres and Indoor Sports Facilities</b>
1. Hong Kong Heritage Discovery Centre (Antiquities and Monuments Office) 2. Hong Kong Museum of Art 3. Hong Kong Museum of History 4. Hong Kong Science Museum 5. Hong Kong Space Museum	1. Boundary Street Sports Centre 2. Fa Yuen Street Sports Centre 3. Kowloon Park Sports Centre 4. Kwun Chung Sports Centre 5. Tai Kok Tsui Sports Centre
<b>Swimming Pools</b>	
1. Kowloon Park Swimming Pool 2. Tai Kok Tsui Swimming Pool	

<sup>4</sup>Source: Leisure and Cultural Services Department (2017b)

## Jockey Club Age-friendly City Project



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

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