



賽馬會齡活城市
Jockey Club Age-friendly City

Jockey Club Age-Friendly City Project

Baseline Assessment Report

TAI PO



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Introduction

Jockey Club Age-friendly City Project

The Hong Kong Jockey Club Charities Trust (“The Trust”) has developed the Elderly Strategy in order to proactively tackle the challenges of an ageing population. The Trust believes that it is necessary to shift towards a more preventative approach by promoting active ageing, focusing on physical and mental wellness, employment and volunteering, as well as social relationships.

In 2015, the Trust officially launched the Jockey Club Age-friendly City Project (“JCAFC Project”) in partnership with Hong Kong’s four gerontology research institutes – CUHK Jockey Club Institute of Ageing, 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.

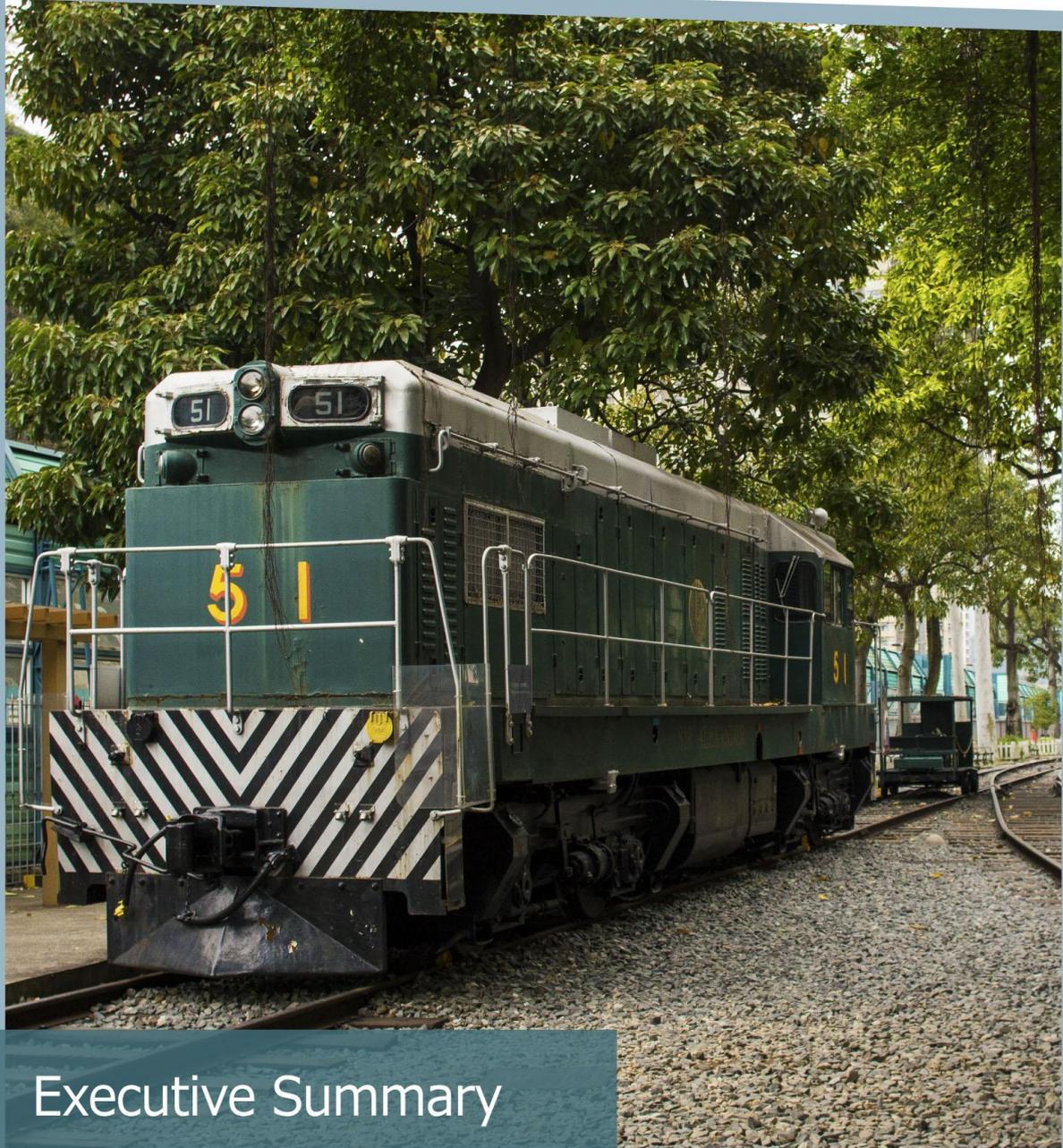
With the aim of building Hong Kong into an age-friendly city which can cater for the needs of all ages, the JCAFC Project adopts a bottom-up and district-based approach to addressing the issues of an ageing population. The three key components of the Project include 1) the AgeWatch Index for Hong Kong assessing the social and economic well-being of older people; 2) Comprehensive Support Scheme for Districts which covers baseline assessment on the eight domains of an age-friendly city identified by the World Health Organization, and district-based programmes backed up by professional teams formed by the four gerontology research institutes of local universities; and 3) Publicity and Public Education to raise public awareness on building an age-friendly city.

CUHK Jockey Club Institute of Ageing

The CUHK Jockey Club Institute of Ageing was established in 2014 with support from The Hong Kong Jockey Club Charities Trust to meet the challenges brought by Hong Kong’s ageing population. With the vision to make Hong Kong an age-friendly city in the world, the Institute will synergize the research personnel and efforts on ageing across disciplines to promote and implement holistic strategies for active ageing through research, policy advice, community outreach and knowledge transfer.

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Executive Summary

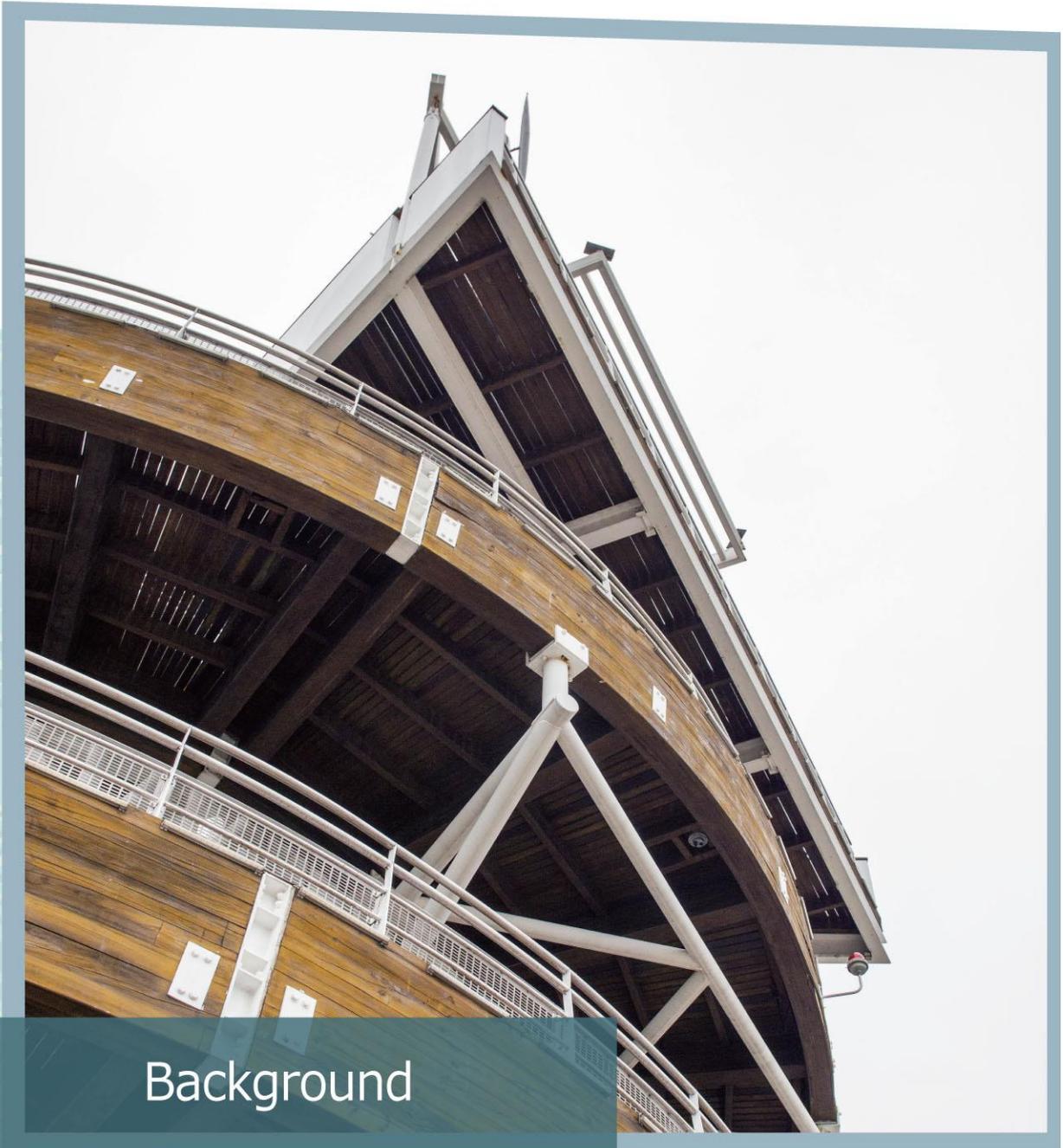
1. Executive summary

The CUHK Jockey Club Institute of Ageing has conducted a baseline assessment in the Tai Po District under the Jockey Club Age-friendly City Project led by the Hong Kong Jockey Club Charities Trust. The project aims to understand the age-friendliness of the district and to implement age-friendly related initiatives to make the community more age-friendly.

The assessment was conducted from July 2015 to January 2016 using the framework of eight domains (including outdoor spaces and buildings, transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, and community support and health services) of an age-friendly city set out by the World Health Organization. It comprised of both quantitative approach of survey questionnaire from 510 residents (from July to December 2015) and qualitative approach of five focus groups (October 2015 to January 2016). With the findings, the report write-up was prepared from January to early-March 2016.

Questionnaire surveys showed that residents in Tai Po were most satisfied with the domains of transportation as well as outdoor spaces and buildings in the district. At the same time, the results revealed that domains in the community support and health services as well as civic participation and employment had more room for further improvement. On the latter two domains, residents participating in focus groups raised more specific issues in these domains such as glass ceiling in employment, mismatch between age, skills and the nature of voluntary work, costly medical fees for older people aged 60 to 69y and limited community care services to older people.

Results of the baseline assessments shed light on future directions to make Tai Po district a more age-friendly community. Engaging older people from all walks of life in the district is of paramount importance to building up a network for older people and keeping them socially included. Contributions of older people should be valued and promoted to younger generations. Provision of flexible jobs together with inter-generational activities would create a favourable environment for older people to remain active in the community. Another area to enable older people to live well is through a preventive approach to make them stay healthy for as long as possible. Early detection of their health problems coupled with appropriate intervention programmes are key areas to ameliorate older people's health and prevent them from falling into frailty.



Background

2. Background

The fast demographic change began since the inception of new millennium and posed great challenges for the city. Population ageing is a critical issue for Hong Kong particularly given the high density urban living, environmental degradation, and limited provision of resources. Currently various initiatives have been launched to articulate “age-friendliness” as a future development pathway for Hong Kong. In the Policy Address 2016, the Hong Kong government is committed to tackling the ageing population in five years, with the aim of promoting active ageing and age-friendly communities at district level. Efforts will be concentrated on the ways of exploring and encouraging older people’s contributions to the community. Elderly will be provided with an easier access to pedestrians and public facilities. However, what are the opinions from older people towards these initiatives? How do they evaluate the age-friendliness for their own community? These important questions need to be answered before any initiative is proposed and implemented.

This report sheds light on key findings from our research in relation to the age-friendliness of selected new towns in Hong Kong. Both the questionnaire survey and interviews of focus groups have been conducted. The report consists of four parts. Initially the ageing population of Hong Kong will be briefly reviewed. This is followed by an introduction of the study area. Some major characteristics will be summarized. Methodology and key findings of questionnaire survey and focus group will be presented in Chapter Three and Chapter Four. Relevant recommendations will be made to inform the future community based projects.

2.1 Ageing population in Hong Kong

Population ageing is enduring in Hong Kong. The proportion of people aged 15y and below decreased from 17% in mid-2001 to 12% in mid-2014. In contrast, the proportion of people aged 65y and above increased from 12% to 15% over the same period (Legislative Council Secretariat, 2015). By 2041, one third of the overall population will be elders, which amount to 2.6 million (Figure 2.1). Accordingly, the old age dependency ratio¹ is projected to elevate from 177/1000 in 2011 to 647/1000 in 2041 (Financial Secretary’s Office, HKSAR Government, 2013). The proportion of the oldest-old, i.e., aged 80y and above, is likely to increase. About 4.5% of the current population, or 326,000 people, is aged 80y and above. The figure will double to 696,700 by 2035 and further rise to 11.3% by 2041, which is close to a million (Census and Statistics Department, HKSAR Government, 2015). While the elderly themselves are ageing, older people reveal some potential to be integrated with the community. The overall educational attainment of elderly in Hong Kong improves. The proportion of older people with no schooling or only pre-primary decreased from 42.1% in 2001 to 31.7% in 2011, whereas that with secondary and higher education elevated from 18.4% to 31% respectively (Census and Statistics Department, HKSAR Government, 2011a). It is suggested that the majority of elderly of the next and future generations are likely become better educated and better informed (The Chief Executive of HKSAR, 2016).

¹ Old age dependency ratio refers to the ratio of the non-working population who are 65y and above being supported by the working population aged 15 to 64y.

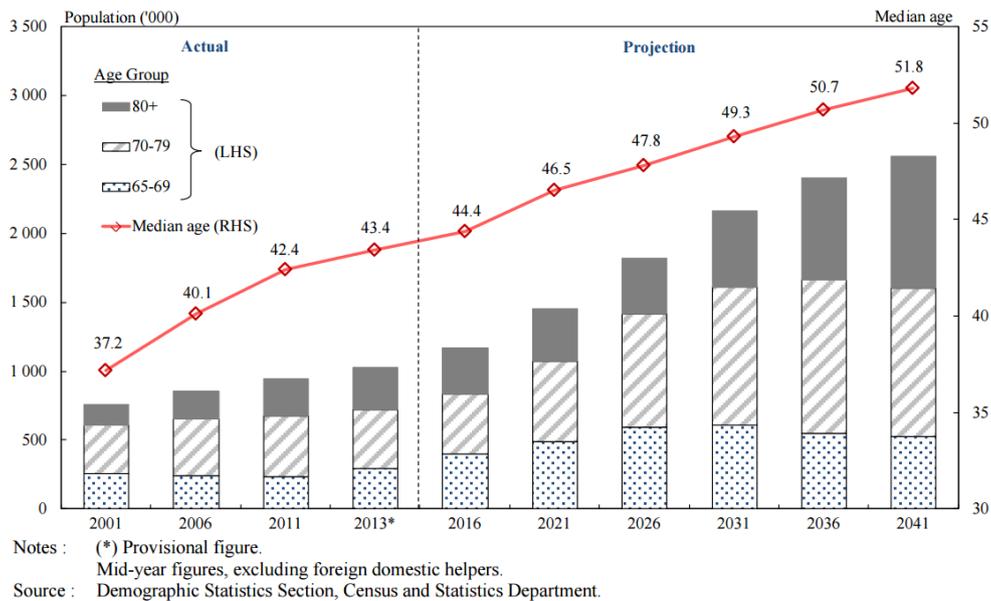


Figure 2.1 Population Ageing in Hong Kong

Source: Financial Secretary’s Office, HKSAR Government. (2013, Box 5.1)

Geographically, older population is not evenly distributed in Hong Kong. In 2011, 43.1% of older population resided in the New Territories, while 36.7% and 20.1% in Kowloon and on Hong Kong Island (Census and Statistics Department, HKSAR Government, 2011a). New towns have witnessed growing older persons in the past ten years. As to the proportion of the elderly by District Council district, Wong Tai Sin was the largest, followed by Sham Shui Po and Kwun Tong (Figure 2.2).

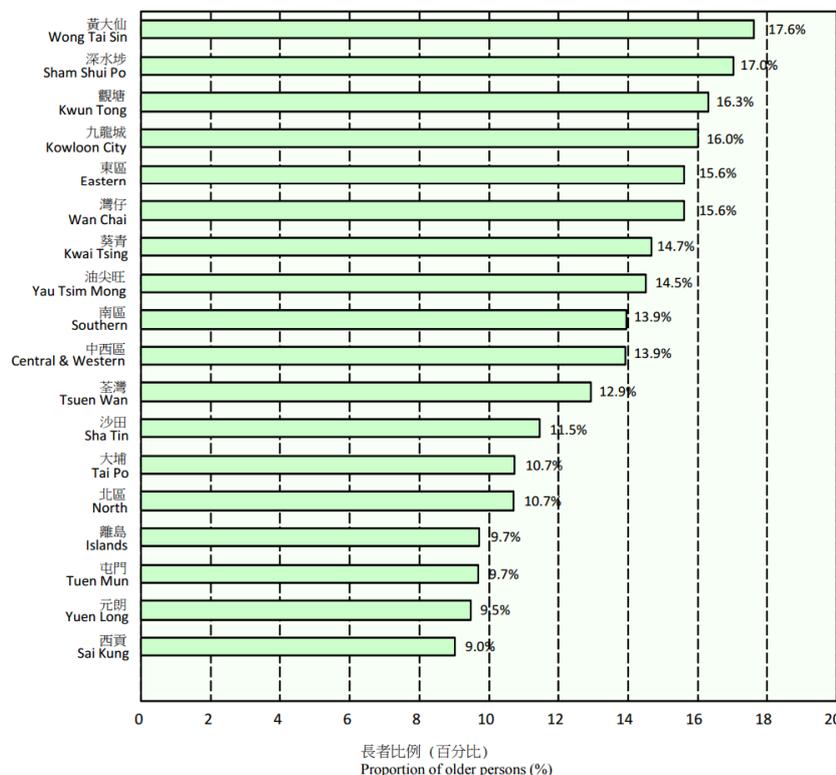


Figure 2.2 Proportion of Older People by District Council District, 2011

Source: Census and Statistics Department (2011c, p. 59)

Within our society, public perceptions on older people are not in favor of a supportive ambience. For instance, the expressed willingness of older people in social participation is prone to be dismissed, and this is evidenced by a previous study in Sha Tin and Tuen Mun (Wong, Chau, Cheung, Phillips, & Woo, 2015). The variation among older people as to their commitment to different roles of a society is overlooked, such that existing initiatives for the elderly are not matched with the real needs from the ground.

The above characteristics of population ageing reveal three issues to be addressed. First, population ageing needs an in-depth study in particular with reference to different locations. Understanding context specific characteristics affecting ageing well is essential for effective elderly policies. Second, neighborhood is the primary resource the elderly use to satisfy various needs. As such, the certain attributes of neighborhood, that is, the built environment, housing, transportation, etc., should be carefully studied and evaluated. Last but not the least, pertinent policies on community must focus on the quality of home and neighborhood environment, instead of hospital care, for elderly to improve their wellbeing. Older people play a crucial role in communities that can only be ensured if older people enjoy good health and if societies address their needs. These three propositions inform our study in Tai Po wherein various domains of neighborhood and elderly behaviors are benchmarked with the World Health Organization (WHO)'s Age-friendly Model through both quantitative and qualitative research methods.

2.2 Age-friendly City Project by the World Health Organization

Making cities and communities age-friendly is one of the most effective policy approaches for demographic ageing. A society with an increasing ageing population will generate additional demands different from those in general. In 2007, WHO published *Global Age-Friendly Cities: A Guide*. According to the definition, “an age-friendly environment fosters active ageing by optimizing opportunities for health, participation and security in order to enhance quality of life as people age” (WHO, 2007, p.1). Eight domains were highlighted based on opinions of the elderly and caregivers. The eight domains include the outdoor spaces and buildings, transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, and community support and health services (Table 2.1).

Community is one critical geographical component to promote Age-friendly City (AFC), upon which public awareness of older people and needs can be enhanced, the living condition improved, and social and cultural life revitalized. The *Guide* provides a useful reference to articulate age-friendliness under the urban context. Central to this idea is to provide an enabling environment through a checklist of action points integral to the creation of health, wisdom, justice, social networks and economic wellbeing of older people. In 2010, WHO launched the “Global Network of Age-friendly Cities and Communities” in an attempt of encouraging the implementation of policy recommendations. By December 2015, more than 280 participating cities and communities were listed covering some 30 countries worldwide. The points of action provide a useful reference for our study in designing questionnaire that encompasses the most relevant aspects.

Table 2.1 WHO's Age-friendly City domains and major areas of concern

AFC domains	Major areas of concern	
Outdoor spaces and buildings	<ul style="list-style-type: none"> - Environment - Green spaces and walkways - Outdoor seating - Pavements - Roads - Traffic 	<ul style="list-style-type: none"> - Cycle paths - Safety - Services - Buildings - Public toilets
Transportation	<ul style="list-style-type: none"> - Affordability - Reliability and frequency - Travel destinations - Age-friendly vehicles - Specialized services - Priority seating - Transport drivers - Safety and comfort 	<ul style="list-style-type: none"> - Transport stops and stations - Information - Community transport - Taxis - Roads - Driving competence - Parking
Housing	<ul style="list-style-type: none"> - Affordability - Essential services - Design - Modifications - Maintenance 	<ul style="list-style-type: none"> - Ageing in place - Community integration - Housing options - Living environment
Social participation	<ul style="list-style-type: none"> - Accessibility of events and activities - Affordability - Range of events and activities - Facilities and settings 	<ul style="list-style-type: none"> - Promotion and awareness of activities - Addressing isolation - Fostering community integration
Respect and social inclusion	<ul style="list-style-type: none"> - Respectful and inclusive services - Public images of ageing - Intergenerational and family interactions 	<ul style="list-style-type: none"> - Public education - Community inclusion - Economic inclusion
Civic participation and employment	<ul style="list-style-type: none"> - Volunteering options - Employment options - Training - Accessibility 	<ul style="list-style-type: none"> - Civic participation - Valued contributions - Entrepreneurship - Pay
Communication and information	<ul style="list-style-type: none"> - Information offer - Oral communication - Printed information 	<ul style="list-style-type: none"> - Plain language - Automated communication and equipment - Computers and the Internet
Community support and health services	<ul style="list-style-type: none"> - Service accessibility - Offer of services 	<ul style="list-style-type: none"> - Voluntary support - Emergency planning and care

- Source: WHO Global Age-friendly Cities: A Guide (2007b)

2.3 Jockey Club Age-friendly City Project

In tandem with the vision of the CUHK Jockey Club Institute of Ageing to make Hong Kong an age-friendly city, the Institute has commenced the “Jockey Club Age-friendly City Project” led by the Hong Kong Jockey Club Charities Trust together with Hong Kong’s four gerontology research institutes – The Chinese University of Hong Kong Jockey Club Institute of Ageing, The University of Hong Kong Sau Po Centre on Ageing, Lingnan University Asia-Pacific Institute of Ageing Studies, and The Hong Kong Polytechnic University Institute of Active Ageing (Figure 2.3). The key objectives of the project are:

- Build the momentum in districts to develop an age-friendly community through an assessment of their respective age-friendliness;
- Recommend a framework in order that districts can undertake continual improvement for the well-being of our senior citizens; and
- Arouse public awareness and encourage community participation in building an age-friendly city.

Our Institute has conducted baseline assessment in Sha Tin and Tai Po districts. Based on the framework of eight domains of age-friendly city set out by the WHO, the Institute aims to reach out and understand the views from citizens through questionnaires and focus groups in different age groups (including elders and their caregivers) which serve as a useful reference for future initiatives.

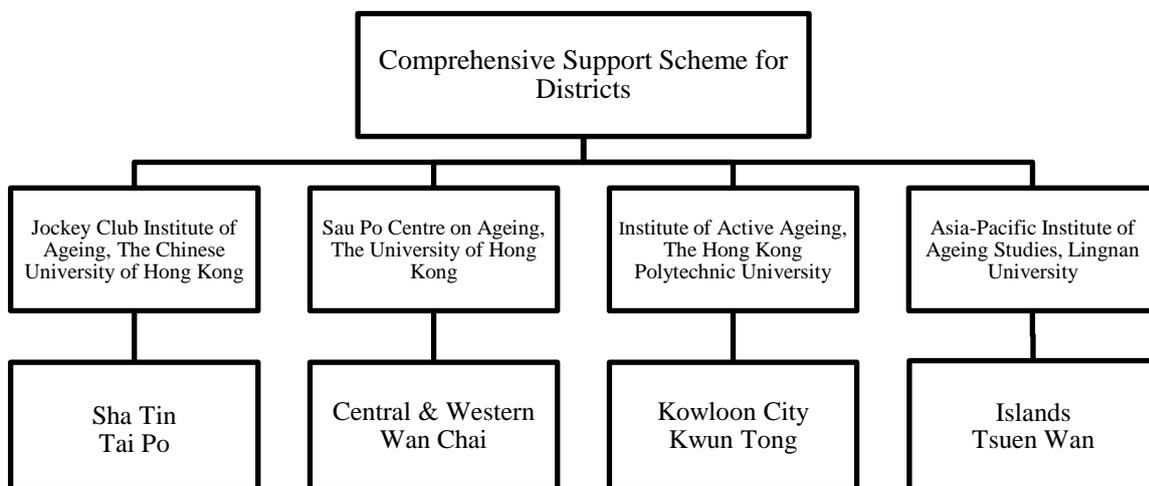


Figure 2.3 Jockey Club Age-friendly City Project

In addition, a scheme of Ambassadors for the Jockey Club Age-friendly City Project has been launched in Sha Tin and Tai Po districts, with the aim of encouraging the general public to acquire knowledge on age-friendly city and share the concept of age-friendly city to the community; and encouraging the general public to participate in and promote the Jockey Club Age-friendly City Project. Residents aged 18y and above have been recruited from Sha Tin and Tai Po districts as ambassadors.

For Tai Po district, ambassador training workshop on the AFC concept was conducted in December 2015. A total of 32 ambassadors completed the training.

From January to February 2016, a number of activities including community visit, poster making, sharing session, and exhibition were organized to deepen the understanding of ambassadors. The community visit was an outing activity where ambassadors attempted to explore and identify strengths and weaknesses of age-friendliness of the district. Ambassadors collectively designed and made posters in groups on the theme of age-friendly city by using the information and photos collected from the outing activity. They presented the message of the hand-made posters in sharing session. Exhibition was held to showcase the hand-made posters to promote the AFC message to the community.

2.4 District characteristics of Tai Po

Tai Po lies to the north-west of the Tolo Harbour, about 11 km north of Sha Tin and 8 km south of Fanling (Figure 2.4). The land area is about 14,740 hectares. Topographically, Tai Po is encircled on three sides by the mountain ranges of Pat Sin Range, Cloudy Hill, Tai Mo Shan and Grassy Hill.² The valley areas and basins become the major grounds for human settlements.



Figure 2.4 Locations of 18 Districts in Hong Kong

Tai Po has a total population of 302,300 according to the 2014 statistics. Ageing population (aged 65y and above) account for 11.7 percent. The potential support ratio (PSR)³, based on 2011 census data, was 7.4, meaning the burden for workable population is not as huge as that

² Topographic information and the development pathway were compiled from the contents provided by Planning Department of the Government of HKSAR.

³ PSR refers to the number of persons aged 15 to 64y per one older person aged 65y and above.

of average Hong Kong. Population aged 75y and above increased by 26.9% from 2006 to 2011, and they account for half of the total number of older people (16,052 out of 31,860).

Historically, Tai Po is a market town famous for trading of agricultural and fishing products. The old market was located at the coastal plains where Tai Po River and Lam Tsuen River cross. With the expansion of commercial activities, a new market was established at the north-eastern bank of Lam Tsuen River (Tai Wo). Since then, Tai Po became one of the famous market towns for retailing and wholesaling of market products in the northern New Territories. In particular when construction of Kowloon Canton Railway (KCR) was completed in 1910, Tai Po served as an important market center for the New Territories.

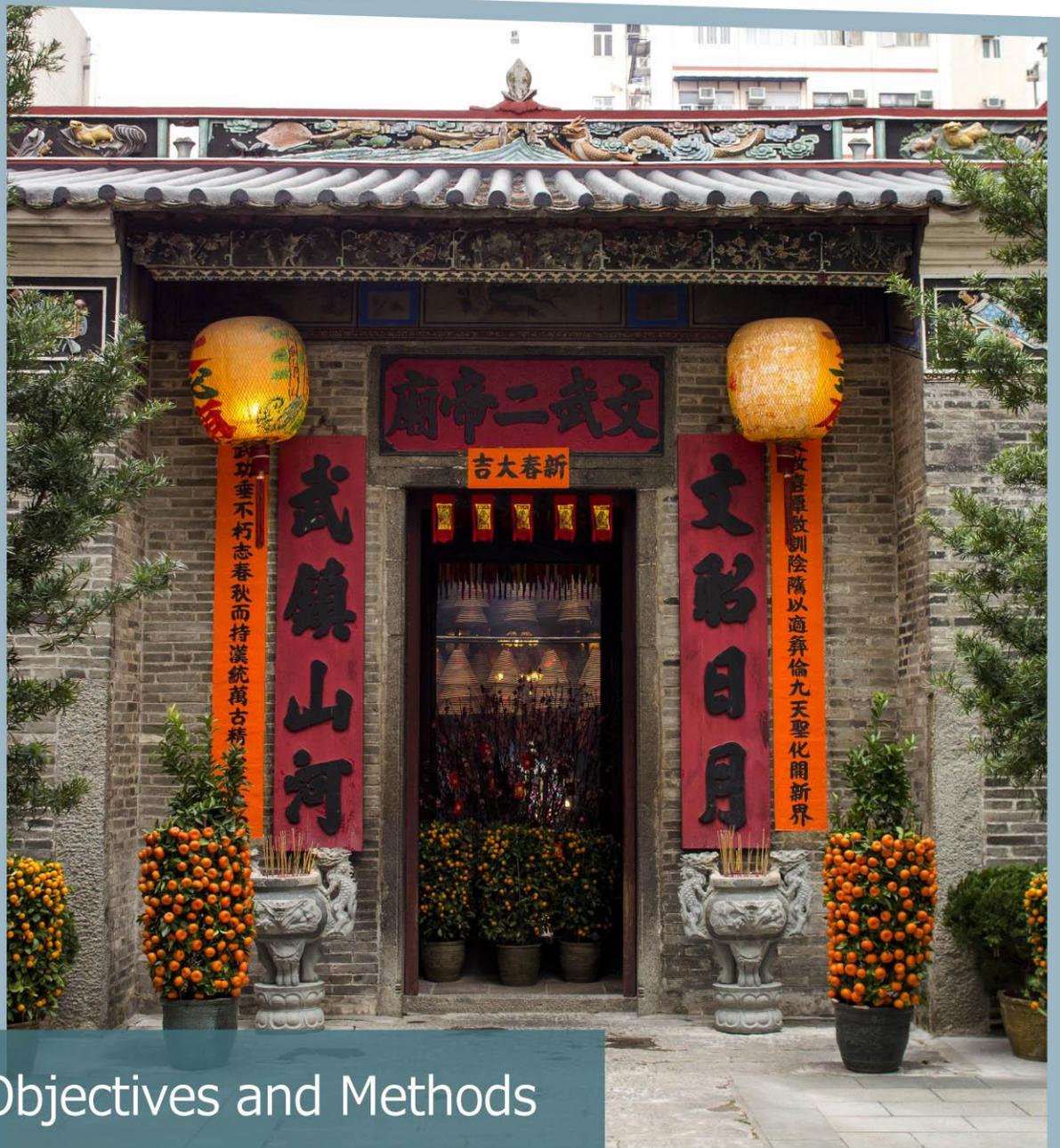
Tai Po is among the earliest place where Chinese migrants from Guangdong arrived. A noticeable population of Hakka people came to Tai Po before the 1970s, forming a specific community culture among the local Chinese.

In the early 1970s, limited development was envisaged for Tai Po. In 1974, a decision was taken that Tai Po should be the site of the first industrial estate in Hong Kong and the reclamation began in 1976. Simultaneously, the reclamation for the first public housing estate, Tai Yuen Estate, started. The subsequent plans for Tai Po increased the number of public housing, and Tai Po was a designated new town in 1979. Nowadays, there are 6 public housing estates, providing home to some 136,000 population. A wide variety of community facilities have been built, ranging from community center, healthcare facility, cultural complex, library, sports complex, to the center for elderly. Residential lands and village houses take the largest parts among all developed areas (amount to 400 hectares in total). Provision of services and amenities of the district is at [Annex 1](#).

Tai Po is famous for its ecologic diversity due to the large amount of natural landscapes. Pat Sin Leng (The ridge of Eight Immortals) is one of the many symbolic natural landmarks in Tai Po which has a great biodiversity.

In the past few years, ‘outdoor spaces and buildings’ was the main theme in launching various age-friendly programmes in the ‘Caregiver Network’, which was organized by six organizations including elderly centres and other district stakeholders since 2012. The target groups of the ‘Caregiver Network’ were the caregivers and the elders.

Age-friendly programmes such as community visits were conducted, at places frequently used by the caregivers. Areas like facilities of shopping centres, wheelchair ramps and stairs inside the buildings of public housing estates, were the main concern of caregivers. Regular trainings were also given to the caregivers and the elders of the ‘Caregiver Network’, to raise their sense of age-friendly awareness.



Objectives and Methods

3. Objectives and methods

3.1 Objectives

The Jockey Club Age-friendly City Project attempts to adopt a bottom-up and district-based approach to address population ageing in Hong Kong. Using both quantitative and qualitative approaches, the baseline assessment aims to measure the age-friendliness of districts and identify areas of improvement. It comprised of both quantitative approach of survey questionnaire from 510 residents (from July to December 2015) and qualitative approach of five focus groups (October 2015 to January 2016). With the findings, the report write-up was prepared from January to early-March 2016.

3.2 Quantitative approach of baseline assessment

3.2.1 Sampling methods

Data collection was conducted through a combination of stratified sampling and quota sampling. At least 500 questionnaire respondents were set to draw from the district. Considering the internal variations in respect of the spatial aggregate of socially vulnerable groups and socioeconomic characteristics of the district, we stratified the sample according to the Social Vulnerability Index (SVI) and the types of housing. This approach aimed to collect views and opinions from residents including the most vulnerable elders and residents with different socioeconomic profiles.

The SVI is an assessment tool specifically designed to evaluate the level of vulnerability among the older populations in Hong Kong, which has also identified the vulnerable groups across the district sub-areas (i.e., District Council Constituency Areas (DCCAs/CAs)) (Chau, Gusmano, Cheng, Cheung, & Woo, 2014). Using official statistics in 2006, composite scores of SVI, ranging from 0 to 10, were compiled for each of the CAs based on seven indicators, namely population size, institutionalization, poverty, living alone, disability, communication obstacles and access to primary care. The higher scores indicate greater vulnerability of an area. As of 2006, there were 400 CAs in Hong Kong, among which 19 were in Tai Po. Until 2015, the corresponding number has increased to 431 yet no change in the number of CA was observed in Tai Po. All CAs were considered in the selection.

Based on the SVI scores, all CAs were categorized into five SVI bands with equal interval values, i.e., Band I, SVI score <2 ; Band II, SVI score $2-<4$; Band III, SVI score $4-<6$; Band IV, SVI score $6-<8$; Band V, SVI score ≥ 8 . Accordingly, equal proportion of sample was set to draw from each SVI band.

To include views from different socioeconomic groups, we examined the predominant type of housing in all CAs, and stratified our sampling site by three major area types of housing, characterized by areas of public housing, subsidized home ownership housing and private housing. Currently, they accommodate almost 99% of the Hong Kong population (Census and Statistics Department, HKSAR Government, 2011b). Since the existing housing schemes,

including Home Ownership Scheme (HOS) / Private Sector Participation Scheme (PSPS) / Tenants Purchase Scheme (TPS), in Hong Kong enable public rental housing tenants to purchase subsidized sales flats, the subsequent analysis re-categorized all subsidized sales flats in public housing estates into subsidized home ownership housing, based on the classification of the Census and Statistics Department of Hong Kong. By and large, the sampling procedure first identified the area nature of CAs according to the predominant housing represented therein. Accordingly, equal proportion of sample was set to draw from each area type of housing.

In the sampling exercise in Tai Po, the 19 CAs for selection were classified into four SVI bands (Band II to V) based on their own SVI scores. No area was labelled as band I according to the measurement. Figure 3.1 shows the distribution of SVI scores by CA in Tai Po. Within each SVI band, approximate to 25% of the sample were set to draw from each SVI band. However, we slightly reduced the proportion of sample from SVI band II due to the small population in this band. Instead of oversampling in a sparsely populated area, we expanded the proportions of sample in SVI band III and IV with reference to the population distribution.

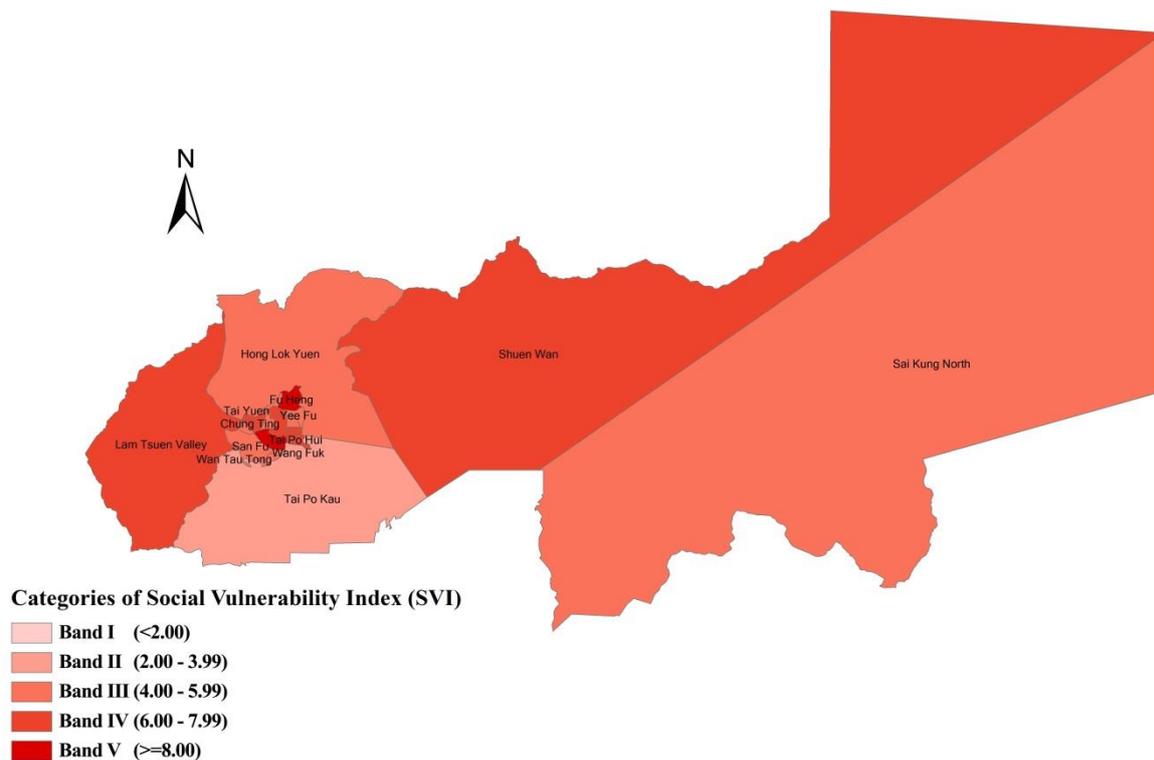


Figure 3.1 Distribution of Social Vulnerability Index in Tai Po, by CA

For each SVI band and under each type of housing, the CA with the largest number of dwellers was selected as sampling site. As such, three CAs were selected under one SVI band. Under each housing type, if the response rate from the selected CA was low, a new CA (under the same SVI band) with the second largest population was further selected. In the case where there were less than three CAs representing different housing types within a SVI band, we selected the CA with the largest population or the only CA remained in the band. Accordingly, proportion of sample was drawn with reference to the population distribution by

housing type in the selected CA. Overall, approximate to 33% of the sample were collected from each area type of housing. The selection criteria of data sampling is shown in Figure 3.2.

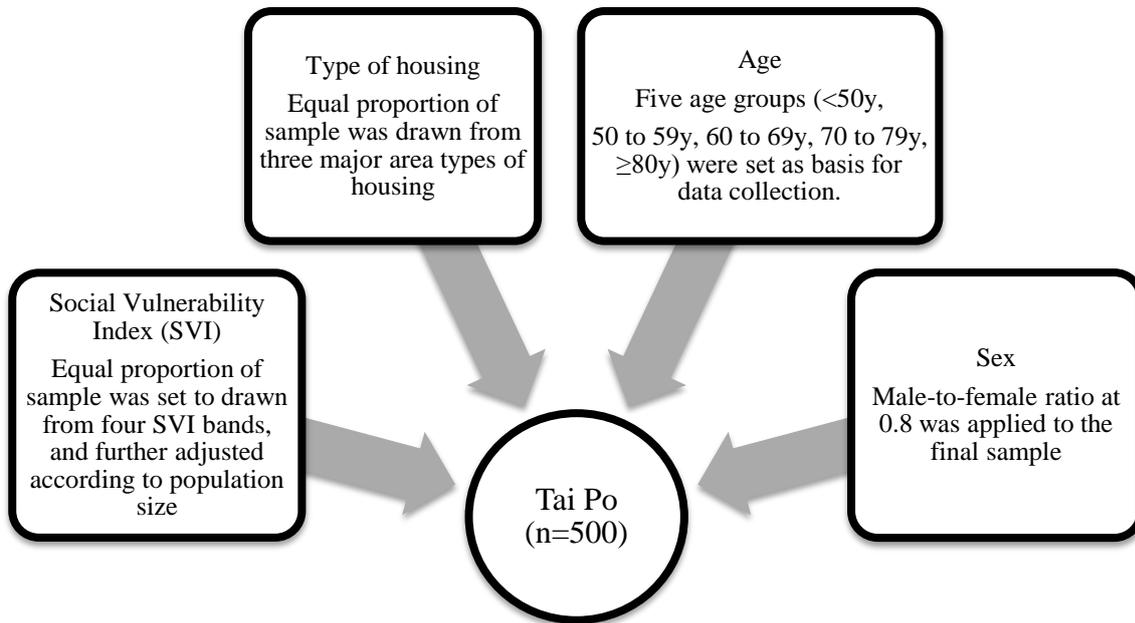


Figure 3.2 Selection criteria of data sampling in Tai Po

In Tai Po, we selected Tai Po Kau (Private) and Sai Kung North (Private) in SVI band II; Wan Tau Tong (Public and Subsidized), Yee Fu (Public and Subsidized) and Hong Lok Yuen (Private) in SVI band III; Tai Yuen (Public), Wan Fuk (Subsidized), Tai Po Central (Subsidized) and Lam Tsuen Valley (Private) in SVI band IV; Fu Heng (Public) and Tai Po Hui (Private) in SVI band V as sampling sites. In each selected CA, major estates and areas had been listed according to the Electoral Affairs Commission (Electoral Affairs Commission, HKSAR Government, 2015). With reference to this list, field surveys were organized accordingly to include as many listed areas as possible. The list also informs the areas for subject recruitment and field observations.

In addition to this stratified sampling method, quotas were set on age and sex. Accordingly, five age strata were set that included 50 samples from aged 49y and below, 100 from 50 to 59y, 150 from aged 60 to 69y, 150 from aged 70 to 79y, and 50 from aged 80y and above. The inclusion of the younger age groups allowed comparing the views of the “youths and middle-aged” and “soon-to-be old” with the conventional older age groups. A sex (male-to-female) ratio at 0.8 was applied to the sample to reflect the real situation in Tai Po.

3.2.2 Questionnaire respondents and recruitment strategies

All respondents were community dwellers of Chinese origin, aged 18y and above, normally residing in Hong Kong and able to speak and understand Cantonese at time of participation; foreign domestic helpers and individuals who were mentally incapable to communicate were excluded. To ensure reliable views and opinions, all respondents had lived in our selected sampling sites for not less than six consecutive months.

Respondents were mostly recruited directly from the community. We started by reviewing all existing research databases and identifying prospective respondents, whom were subsequently invited to participate in the baseline assessment following a standardized telephone script.

To reach to a wider public, invitation letters and posters were sent to various authorities including management offices of estates, owners' corporations, Rural Committees in Tai Po, village representatives, churches etc. to seek their permission for disseminating recruitment advertisements (e.g., bulletin/notice boards, inside of elevators in health clinics, private and public housing estates, villages, churches etc.) such that potential respondents can contact with the research team for queries and registration for participation, or the research team can recruit respondents directly in public setting, whichever possible.

Particularly, in order to incorporate the views from elders who regularly visit District Elderly Community Centres (DECCs) and Neighbourhood Elderly Centres (NECs), we recruited some 5% of the sample from two centres. Invitation letters were sent to these centres for recruitment of participants.

We also recruited students and staffs from the Chinese University of Hong Kong (CUHK) living in Tai Po. The recruitment was facilitated through CUHK mass mail system, announcement on the website of the Institute and campus-based recruitment booth.

Given the widespread use of social media nowadays in communication, announcements about the project were also made on social networks such as Facebook and Whatsapp. Information about survey schedules such as time and location were announced in advance on these platforms, so that local residents could be informed earlier about the details if they would be interested to come and participate.

3.2.3 Data and materials

The level of age-friendliness in respective domains was measured with reference to the WHO's checklist of the essential features of age-friendly cities. A tailor made version of structured questionnaire was developed for Hong Kong, such that the original checklist can be fit into the local features and context. The questionnaire used in the district survey consisted of 53 items (vs. original 85 items) covering the eight domains set out by the WHO (WHO, 2007b). The level of age-friendliness on each listed item was quantified on a 6-point Likert scale, ranging from 1 ('strongly disagree') to 6 ('strongly agree'), with higher scores indicating more age-friendly. Socio-demographic information, including age, sex, marital status, education level, type of housing, total length of time having lived in the neighbourhood, living arrangement, economic activity status, occupation, self-rated health, experience of looking after elderly aged 65y and above, use of elderly centre services, and income, was collected with the questionnaire.

3.2.4 Procedures

Data were mainly collected by face-to-face or telephone interviews. Helpers were trained to use standardized materials and approach to conduct face-to-face and telephone interviews; in

some circumstances, relatively literate respondents administered their own questionnaires with assistance from the trained helpers.

Considering geographical variations, participants from various local environments were approached. Interviews were conducted at community health clinics, regional hospitals, churches, community halls and shopping malls, parks and promenades, sports centres and elderly centres, transport hubs, housing estates and public areas in Tai Po. Figure 3.3 shows the locations major sites for conducting field surveys.

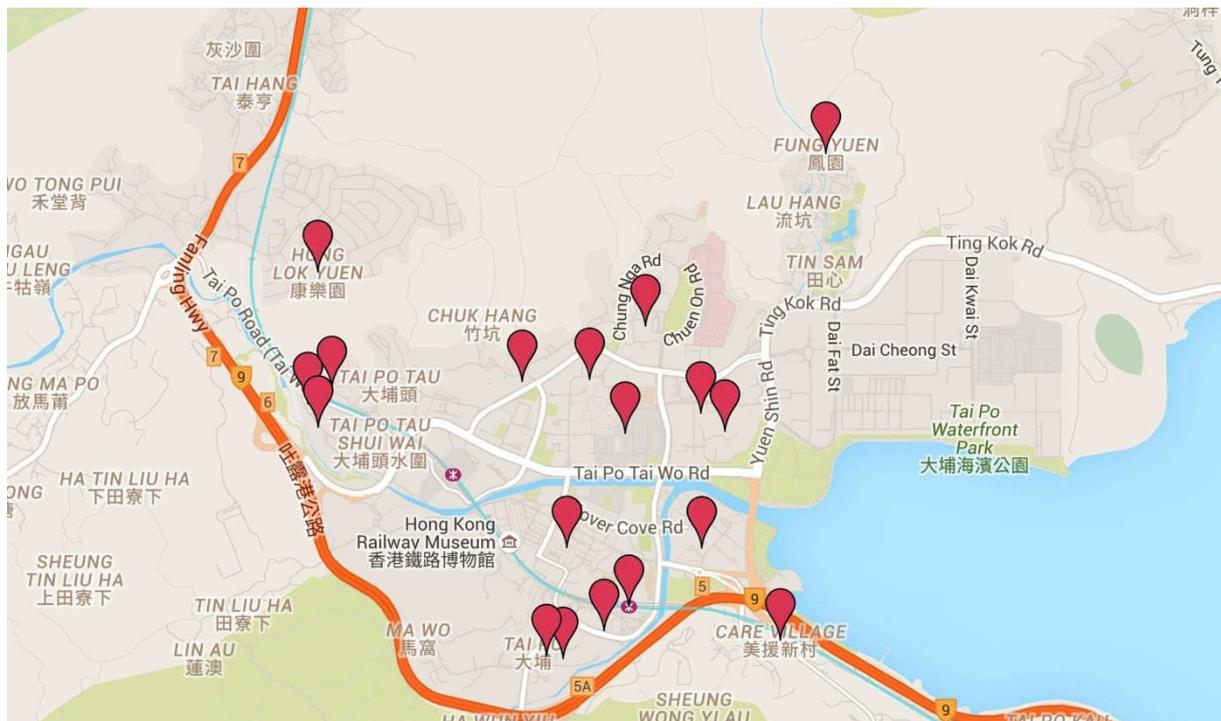


Figure 3.3 Locations of field surveys in Tai Po

Source: topographical information is derived from google map

The study protocol was approved by the Survey and Behavioral Research Ethics Committee (SBREC) of the Chinese University of Hong Kong on 22 July, 2015. All prospective subjects were fully informed about the procedures, in speech and in writing. Written informed consent was sought from respondent prior to the interview.

3.2.5 Quantitative data analysis

The district survey included 53 items from the eight AFC domains. The mean scores of individual AFC items were estimated from valid response; whereas the mean scores of the AFC domains were estimated by the average scores for all items for each domain. Mean domain scores were calculated only if over half of the items under the corresponding domain had valid responses. Standard deviations and confidence intervals were calculated for the mean scores of AFC domains. A simple ranking of mean scores of the individual items was performed to identify age-friendly aspects being outstanding and the least satisfactory in the community. Items with same score were given the same rank.

The sample was grouped into four age groups for analysis (<50y, aged 50 to 64y, aged 65 to 79y, and ≥80y). Differences in mean domain scores were analyzed by age group, sex and type of housing, using Analysis of Variance (ANOVA) and Analysis of Covariance (ANCOVA) adjusting for demographic and socioeconomic characteristics of the questionnaire respondents. These characteristics included age, sex, marital status (never married, currently married, widowed, separated/divorced), education level (primary and below, secondary, post-secondary), type of housing (public rental housing, subsidized home ownership housing, private permanent housing), total length of time having lived in the neighbourhood, living arrangement (living alone, living with parent(s) only, living with spouse, living with child(ren), living with spouse and child(ren), living with others), economic activity status (employed, retired, economically inactive), self-rated health (poor, fair, good, very good, excellent), whether or not having any experience of looking after elderly aged ≥65y and monthly personal income (<2,000, 2,000-<4,000, 4,000-<6,000, 6,000-<8,000, 8,000-<10,000, 10,000-<15,000, 15,000-<20,000, 20,000-<30,000, ≥30,000). All statistical procedures were carried out using the Window-based SPSS Statistical Package (version 21.0; SPSS, Chicago, IL, USA), where a significant level at 5% was adopted for all statistical tests.

3.3 Qualitative approach of baseline assessment

3.3.1 Sampling methods

The design of the focus group methodology is based on the Vancouver Protocol, which aims to “provide rich descriptions and accounts of the experiences of older people” and “bring together and compare the discussions of the nine areas (warm up question and eight topics) across the groups in order to bring to light aspects of the community that are age-friendly (advantages), barriers and problems that show how the community is not age-friendly (barriers), and suggestions to improve the problems or barriers identified” (WHO, 2007c).

Conditions upon which a person was considered eligible as a questionnaire respondent were also applied to focus group participants. Based on the Vancouver Protocol, five focus groups were formed and interviewed in Tai Po. Diverse demographic characteristics were built into the sampling of groups in order to collect opinions of four age groups and three housing types in areas with different SVI bands (Table 3.1). Effort was made to recruit eight to ten interviewees in each group, with similar numbers of male and female. Effort was also made to include participants with caregiving experience in each group. Multiple strategies were employed to maximize the number of people invited. People who previously indicated ‘Yes’ and ‘Not Sure’ to the questionnaire item ‘Would you be interested to participate in focus group interview?’ and who left their contact details were first invited. Referrals from these participants and other contacts that fitted the SVI, age and housing type criteria for the targeted group were also invited to join.

Table 3.1. Table summarizing the profiles of five focus groups in Tai Po

Group	Age (Years)	Housing Type	SVI Band
1	18 to 49	Private	1, 2
2	50 to 64	Subsidized	3
3	65 and above	Public, Subsidized	2
4	65 and above	Public	3
5	80 and above	Public, Subsidized	3

Effort was made to recruit participants from all SVI bands found in Tai Po CAs. However, two adjustments were made to the original five bands as operationalized in the survey part. This was because very few CAs belonged to SVI band I and band V, making it additionally difficult to recruit focus group participants from those CAs who also fulfilled the appropriate age and housing criteria. Therefore, SVI bands I and II (as operationalized in survey part) were merged into a new band 1 for the purpose of focus group, and likewise, band V was merged with band IV to form a new band 3. Subsequently, three new SVI bands were created, allowing for greater flexibility in focus group participant recruitment. In sum, participants were recruited from all three SVI bands, covering low/mild, middle and high/severe social vulnerability in their representation.

Effort was also made to recruit participants living in the same or adjacent housing estates. Otherwise, divergent views and experiences emerging from a group might simply be due to participants living in different neighbourhoods, evaluating different transport routes, or using different parks.

Similar to the Vancouver Protocol, we attempted to recruit focus group participants in different age groups. However, we are interested not only in comparing views of the old-old and young-old, but a wider range of age groups. Therefore, we recruited participants in the age groups of 18 to 49y⁴, 50 to 64y, 65y and above. In addition, we aimed to understand and represent the perspectives of the oldest population, hence one focus group was exclusively assigned to participants aged 80y and above. Four different age groups were interviewed.

Housing type is an important factor affecting resident perceptions of age-friendliness towards their community. Effort was made to form more groups of participants living in public and subsidized housing, corresponding to the Vancouver Protocol in recruiting participants from middle and low socioeconomic levels. In addition, one group of residents living in private housing estates was selected in Tai Po.

We aimed to include the views from participants unable to come to the focus group interview due to frail or disabled conditions. As such, caregivers were recruited with a view to offering more comprehensive views from the elderly. Different from the Vancouver Protocol, we did not form a separate group exclusively for caregivers of the disabled elderly. Instead, we incorporated caregivers into our existing focus groups. A survey question from the demographics section was used to identify these caregivers⁵ among questionnaire respondents.

3.3.2 Interview procedures and protocols

A venue accessible by participants was chosen for carrying out each focus group, e.g. community centre for residents living in public and subsidized housing estates, and private residential clubhouse for residents living in nearby private estates. A total of 1.5 to 2 hours were allocated for each group, with light refreshments offered to participants afterwards. Name tags with first name or surname only were provided to participants, interviewer, and assistants so that everybody was addressed by their names during the interview. Where

⁴ Attempt was made to recruit a similar number of participants above and below 35y in the 18 to 49y age group.

⁵ Question 10: Do you have experience taking care of elderly's aged 65y and above?

possible, PowerPoint presentations were used to introduce each interview topic with appropriate photos taken from the participants' living areas. The aim was to elicit their response to age-friendliness specific to their community.

Each group began with a brief introduction of the Jockey Club AFC project, the purpose of the focus group and how participants would contribute towards the project. The use of audio and video recorders and steps for ensuring confidentiality of participants were also explained. A consent form similar to the one used with the questionnaire interview was distributed to each participant for signature after explanation by interviewer.

The interview consisted of three parts, including warm-up, discussion of the eight topic areas based on the WHO age-friendly city domains, and wrap-up. In line with the Vancouver Protocol, open questions were asked so that participants were able to 'spontaneously raise the specific areas and concerns relevant to them' (Vancouver Protocol, p.10). More specific questions were used to prompt participants to explore additional issues once an issue has been sufficiently explored. Following the same principle adopted by the Vancouver Protocol (2007:6) when interviewing non-elderly participants (i.e. service providers and caregivers groups), the group aged 18 to 49y was asked to think of advantages and barriers as faced by the elderly in their community and suggestions in relation to the elderly. Interview sessions were audio-recorded using two recorders to be transcribed in full as soon as possible afterwards. Where possible, a video recorder was used with participants' consent to help identify speakers and pick up non-verbal communication for transcription purpose.

The running of focus group was carried out by a focus group leader – also the interviewer – and two to three assistants depending on group size. The focus group leader, with experience in conducting focus group interview and familiar with the AFC project, was responsible for various duties including welcoming participants, taking questions that participants had about the project, and supervising the signing of consent forms. Assistants, who had received briefing beforehand, were mainly responsible for setting up and using the recording equipment during the interview.

3.3.3 Qualitative data analysis

The analysis of focus group interviews followed the guidelines of the Vancouver Protocol and aimed to highlight under the eight domains those aspects of the community that are age-friendly (advantages), problems in the community that are not age-friendly (barriers), and suggestions to improve the barriers identified, all grounded in the local participants' response.

Since the common view, rather than individual view, was sought, advantages and barriers that elicited the greatest consensus were coded as key features. These were then compared across the five groups, leading to the identification of common advantages and barriers under the eight domains.

In addition, less commonly cited views were included if they addressed the following:

- (a) a unique scheme providing a useful reference/model for other districts
- (b) concerns over vulnerable groups, oldest-old (aged 80 and above), disadvantaged groups e.g. persons with disability, older people living alone, elderly marginalized for other reasons

(c) issue(s) that can be generalized and applied to other districts/regions despite few mentions e.g. perceived insufficiency of burial sites

Driven by the philosophy of the age-friendly city which emphasizes the initiation of change from community members themselves, participants' suggestions for improving their local community were seen as important. Therefore, effort was made to include in the findings suggestions that are relevant to the eight domains whether or not they were common across all groups.



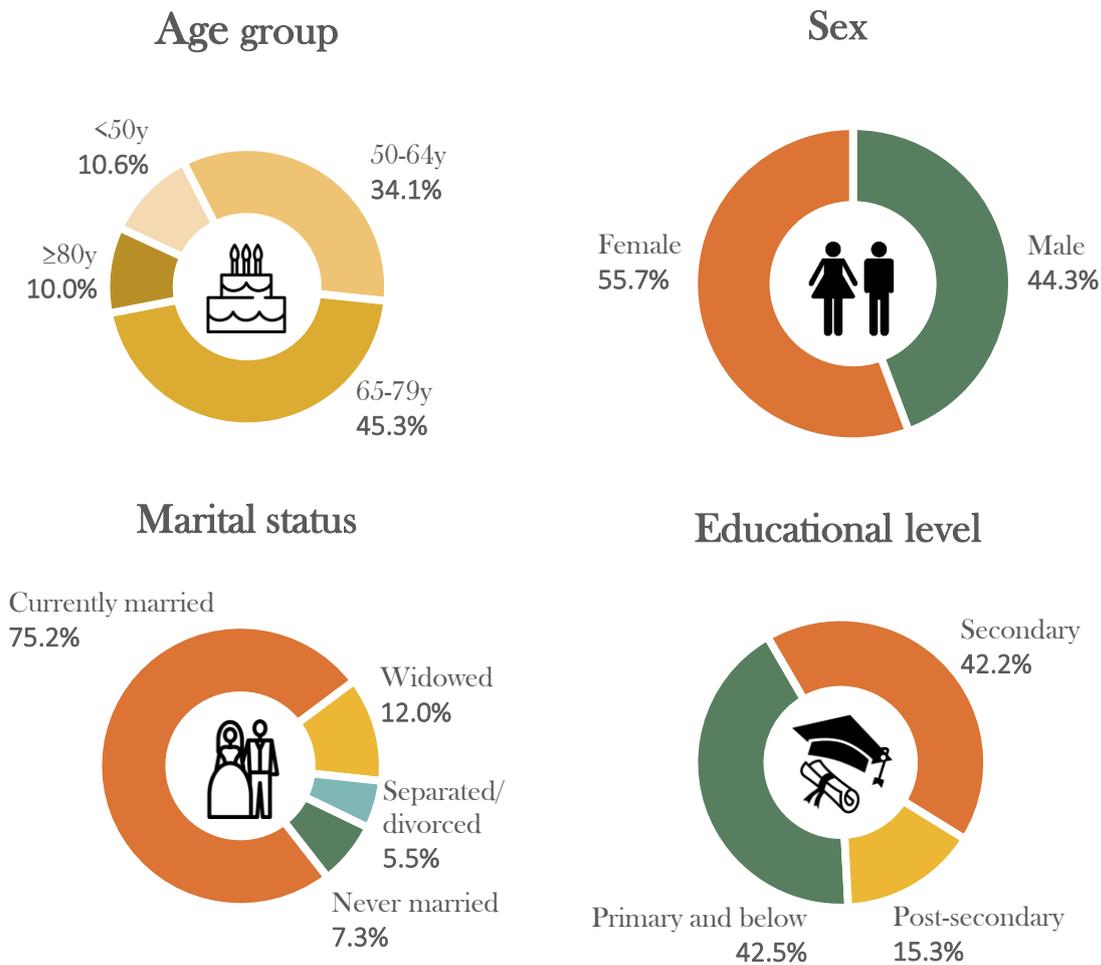
Key Findings

4. Key findings

4.1 Quantitative assessment

4.1.1 Socio-demographic characteristics of the questionnaire survey respondents

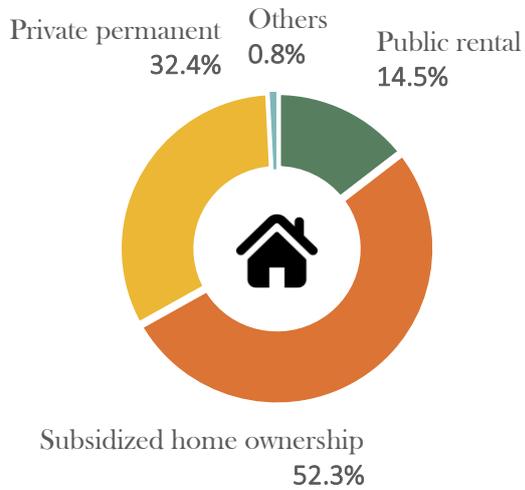
A total of 510 completed questionnaires were collected in Tai Po and included in the analysis. Of the respondents in Tai Po, 55.3% were aged 65y and above and 55.7% were female (Figure 4.1a and 4.1b). 75.2% were married, and 57.5% had secondary education and above (Figure 4.1c and 4.1d).



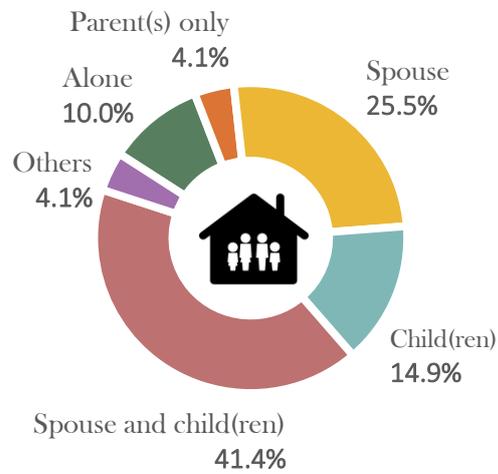
Distribution of questionnaire respondents by age groups (Figure 4.1a, Upper Left), by sex (Figure 4.1b, Upper Right), by marital status (Figure 4.1c, Lower Left), by educational level (4.1d Lower Right)

In Tai Po, reduced number of sample was collected from SVI band II (14.9%) due to small population. Approximately equal proportions of respondents came from SVI bands III and IV (Band III: 30.8 vs Band IV: 29.6), while 24.7% came from SVI band V. 66.8% of the respondents lived in public rental or subsidized home ownership housing (Figure 4.1e). Mean length of stay in the neighbourhood was 22.1 years (SD=12.5 years). 81.8% of the respondents lived with spouse and/or child(ren), while 10% were living alone (Figure 4.1f).

Type of housing



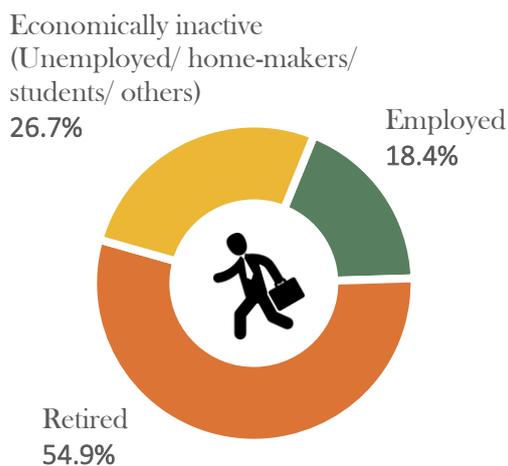
Living arrangement (living with)



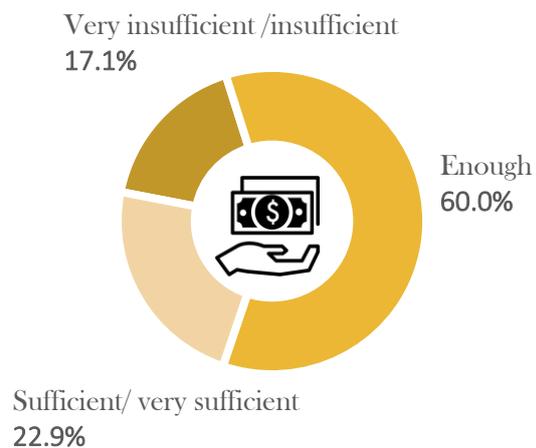
Distribution of questionnaire respondents by type of housing (Figure 4.1e, Left), by living arrangement (Figure 4.1f, Right)

In terms of economic activity status, 18.4% of the respondents were working full-time or part-time, while 54.9% had retired and 26.7% were economically inactive, such as unemployed persons, home-makers and students (Figure 4.1g). Of all respondents, 60% expressed that their money to use in everyday life was just enough (Figure 4.1h), and 84% had a personal monthly income \leq \$15,000 (Figure 4.1i), equivalent to the median personal income from main employment in Hong Kong at the 3rd quarter in 2015 (Census and Statistics Department, HKSAR Government, 2015).

Economic activity status



Disposable income



Distribution of questionnaire respondents by economic activity status (Figure 4.1g, Left), by disposable income (Figure 4.1h, Right)

Monthly personal income

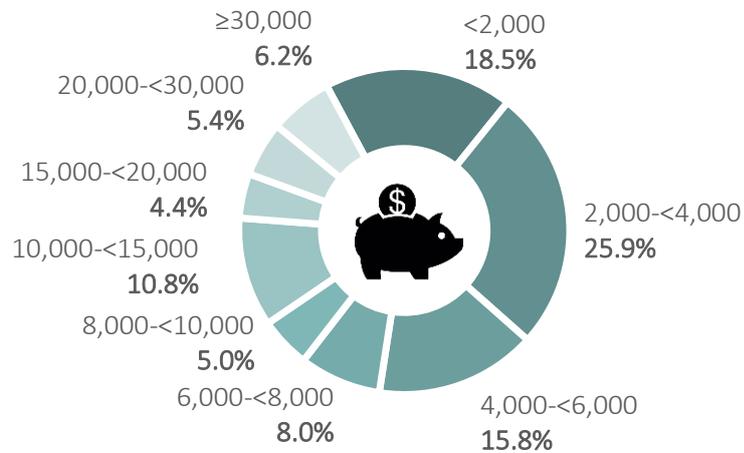
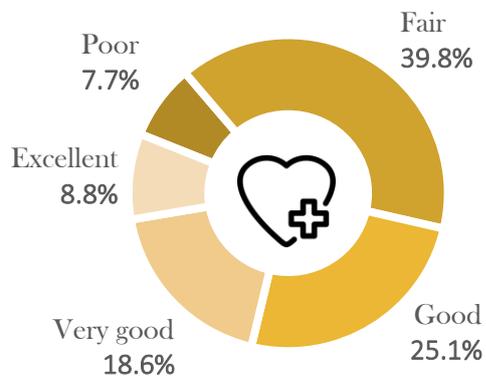


Figure 4.1i Distribution of questionnaire respondents by personal monthly income

In terms of their own health, 52.5% of the respondents rated their health condition as good, very good or excellent (Figure 4.1j). Of all respondents, 54.6% had experience of looking after elderly aged 65y and above (Figure 4.1k).

Self-rated health



Experience of looking after elderly aged ≥65y



Distribution of questionnaire respondents by self-rated health (Figure 4.1j, Left), by experience of looking after elderly aged ≥65y (Figure 4.1k, Right)

4.1.2 Mean scores of the AFC items and domains in Tai Po

Table 4.1 Mean scores of the AFC items and domains in Tai Po

AFC items and domains	Mean	SD	Rank of item	
			Within domain	Across domains
Item A1: Cleanliness	4.48	1.05	1	5
Item A2: Adequacy, Maintenance and Safety	4.45	1.11	2	8
Item A3: Drivers' Attitude at Pedestrian Crossings	4.25	1.13	4	16
Item A4: Cycling Lanes	4.23	1.39	5	17
Item A5: Outdoor Lighting and Safety	4.27	1.15	3	15
Item A6: Accessibility of Commercial Services	4.21	1.36	6	18
Item A7: Arrangement of Special Customer Service to Persons in Need	3.21	1.58	9	48
Item A8: Building Facilities	3.88	1.36	7	31
Item A9: Public Washrooms	3.76	1.37	8	35
Domain: Outdoor Spaces and Buildings	4.08	0.78
Item B10: Traffic Flow	4.55	0.94	2	2
Item B11: Public Transport Network	4.51	1.17	4	4
Item B12: Affordability of Public Transport	4.64	1.24	1	1
Item B13: Reliability of Public Transport	4.13	1.23	8	21
Item B14: Public Transport Information	3.82	1.41	9	32
Item B15: Condition of Public Transport Vehicles	4.47	1.09	6	7
Item B16: Specialized Transportation for Disabled People	3.63	1.54	11	39
Item B17: Transport Stops and Stations	4.37	1.14	7	11
Item B18: Behaviour of Public Transport Drivers	4.48	1.14	5	5
Item B19: Alternative Transport in Less Accessible Areas	3.58	1.49	12	42
Item B20: Taxi	3.78	1.39	10	33
Item B21: Roads	4.53	1.02	3	3
Domain: Transportation	4.21	0.77
Item C22: Sufficient and Affordable Housing	3.89	1.43	2	30
Item C23: Adequacy of Interior Spaces and Level Surfaces for Movement	4.45	1.16	1	8
Item C24: Home Modification Options and Supplies	3.19	1.53	3	51
Item C25: Housing for Frail and Disabled Elders	3.10	1.53	4	52
Domain: Housing	3.66	1.00
Item D26: Mode of Participation	4.33	1.22	2	13
Item D27: Participation Costs	4.36	1.32	1	12
Item D28: Information about Activities and Events	3.96	1.42	5	28
Item D29: Variety of Activities	3.99	1.36	4	27
Item D30: Variety of Venues for Elders' Gatherings	4.05	1.46	3	24
Item D31: Outreach Services to People at Risk of Socially Isolation	3.44	1.52	6	44
Domain: Social Participation	4.02	1.04
Item E32: Consultation from Different Services	3.43	1.49	5	45
Item E33: Variety of Services and Goods	3.58	1.33	4	42
Item E34: Manner of Service Staff	4.43	1.13	1	10
Item E35: School as Platform for Intergeneration Exchange	3.20	1.56	6	50
Item E36: Social Recognition	4.19	1.28	2	19
Item E37: Visibility and Media Depiction	4.08	1.23	3	23
Domain: Respect and Social Inclusion	3.82	0.94
Item F38: Options for Older Volunteers	3.70	1.49	2	38
Item F39: Promote Qualities of Older Employees	3.78	1.41	1	33
Item F40: Paid Opportunities for Older People	3.33	1.51	4	47
Item F41: Age discrimination	3.38	1.47	3	46
Domain: Civic Participation and Employment	3.55	1.13
Item G42: Effective Communication System	4.17	1.24	2	20
Item G43: Information and Broadcasts of Interest to Elders	3.76	1.36	4	35
Item G44: Information to Isolated Individuals	3.63	1.35	6	39
Item G45: Electronic Devices and Equipment	4.31	1.14	1	14
Item G46: Automated Telephone Answering Services	3.72	1.48	5	37
Item G47: Access to Computers and Internet	3.92	1.58	3	29
Domain: Communication and Information	3.92	0.92
Item H48: Adequacy of Health and Community Support Services	4.01	1.34	3	26
Item H49: Home Care Services	3.61	1.47	4	41
Item H50: Proximity between Old Age Homes and Services	4.04	1.29	2	25
Item H51: Economic barriers to Health and Community Support Services	4.09	1.32	1	22
Item H52: Community Emergency Planning	3.21	1.48	5	48
Item H53: Burial Sites	2.28	1.26	6	53
Domain: Community Support and Health Services	3.54	0.88

Remarks: ..Not applicable

Table 4.1 above shows the mean scores by age-friendly items and domains. The mean itemized scores varied from affordability of public transport (highest rated item: 4.64 ± 1.24) to burial sites (lowest rated item: 2.28 ± 1.26).

Analyzed by rank of items, the ten highest rated items clustered in transportation (6 items), and outdoor spaces and building (2 items). In transportation domain, half of the items were rated as the ten highest rated items, compared to less than one third of the items in outdoor spaces and buildings. Adequacy of interior spaces and level services for movement (housing domain) and manner of service staff (respect and social inclusion domain) were also highly rated.

On the other hand, the ten lowest rated items were distributed across six domains. Half of the items in housing domain (2 items) and civic participation and employment domain (2 items) were rated as the ten lowest rated items, compared to one third of the items in respect and social inclusion domain (2 items) and community support and health services domain (2 items). The items regarding the arrangement of special customer services to persons in need (outdoor spaces and buildings domain) and outreach services to people at risk of socially isolation (social participation domain) were also rated among the lowest.

4.1.3 Mean scores of the AFC domains in Tai Po

The mean domain scores varied across the eight domains, from (i) outdoor spaces and buildings (4.08 ± 0.78 , 95% CI: 4.01-4.15), (ii) transportation (4.21 ± 0.77 , 95% CI: 4.14-4.27), (iii) housing (3.66 ± 1.00 , 95% CI: 3.57-3.74), (iv) social participation (4.02 ± 1.04 , 95% CI: 3.93-4.11), (v) respect and social inclusion (3.82 ± 0.94 , 95% CI: 3.74-3.90), (vi) civic participation and employment (3.55 ± 1.13 , 95% CI: 3.45-3.65), (vii) communication and information (3.92 ± 0.92 , 95% CI: 3.84-4.00), to (viii) community and health services (3.54 ± 0.88 , 95% CI: 3.47-3.62). The mean scores of the two domains, namely **transportation**, and **outdoor spaces and buildings** ranked at the top; whilst the **civic participation and employment**, and **community support and health services** domains scored the lowest in Tai Po (Figure 4.2).

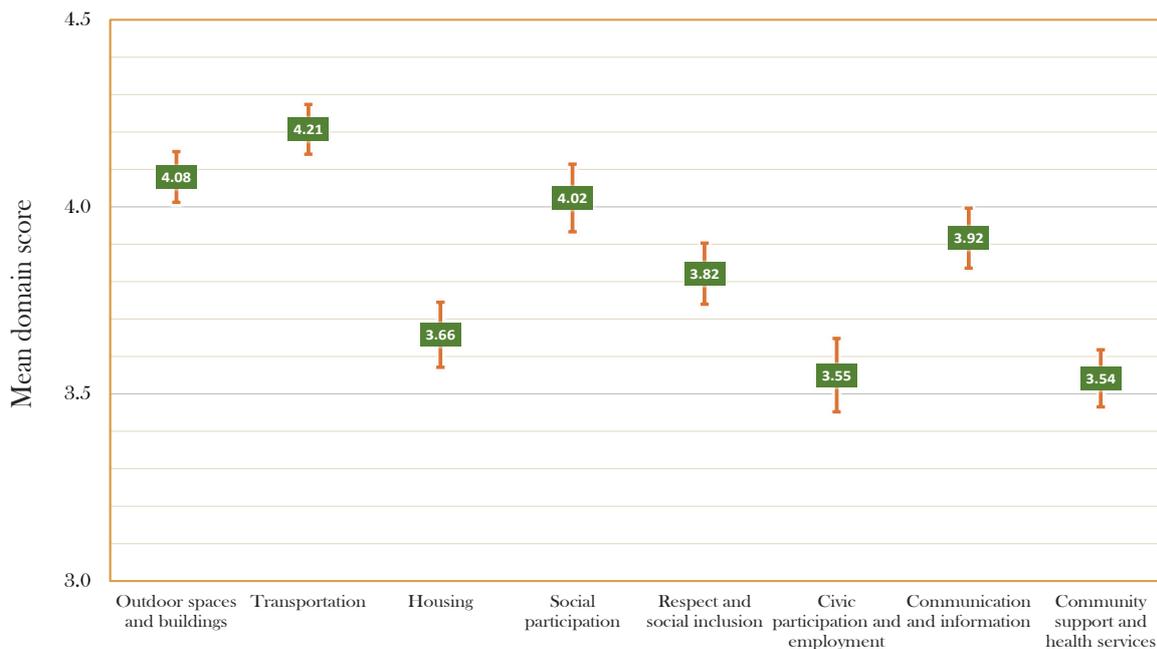
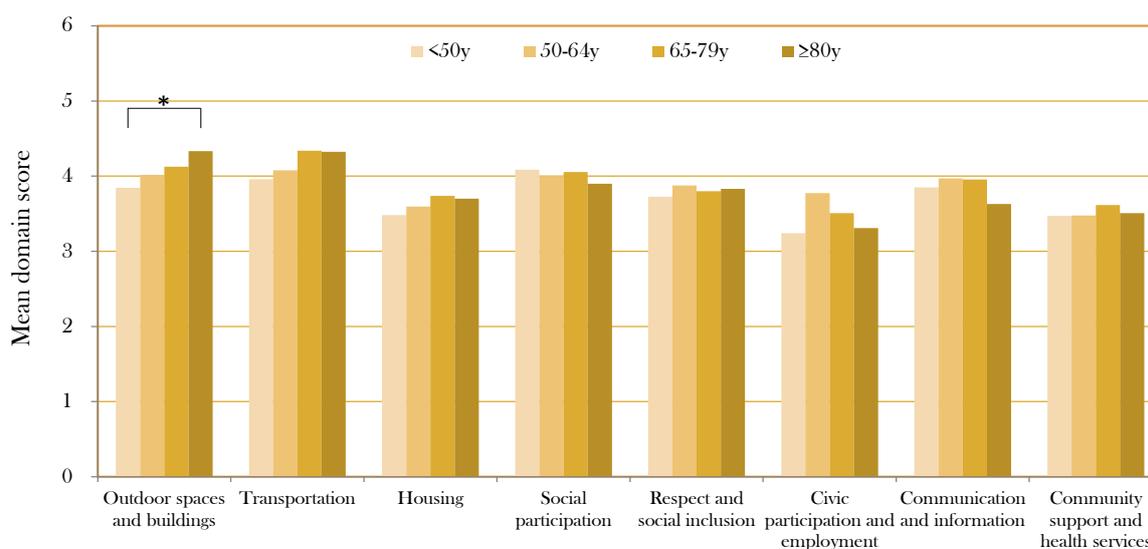


Figure 4.2 Mean scores and confidence intervals of the eight Age-friendly City domains

Analyzed by **age group**, transportation and outdoor spaces and buildings remained as the top-ranked domains among those aged 50y and above. Public perceptions on civic participation and employment in particular among those aged 50y and below and those aged 65y and above, were very negative, as reflected by the lowest domain score in these age groups. Overall evaluation on community support and health services among all age groups was far from satisfactory, being another low-rated domain across all ages. The older the respondents were, the higher the degree of appreciation on outdoor spaces and buildings. Analyzing the trend of scores by age group revealed significant trend difference in mean scores by age group on outdoor spaces and buildings ($p=0.002$), after adjusting for sample characteristics. Figure 4.3a shows the mean scores of AFC domains by age group.



*P-trend adjusted values <0.05 , adjusted for sex, marital status, education level, type of housing, length of stay in the neighbourhood, living arrangement, economic activity status, self-rated health, experience of looking after elderly aged $\geq 65y$ and monthly personal income.

Figure 4.3a Mean scores of the eight Age-friendly City domains, by age group

Analyzed by **gender**, no statistical significant difference was observed by gender across all AFC domains. Figure 4.3b shows the mean scores of AFC domains by gender.

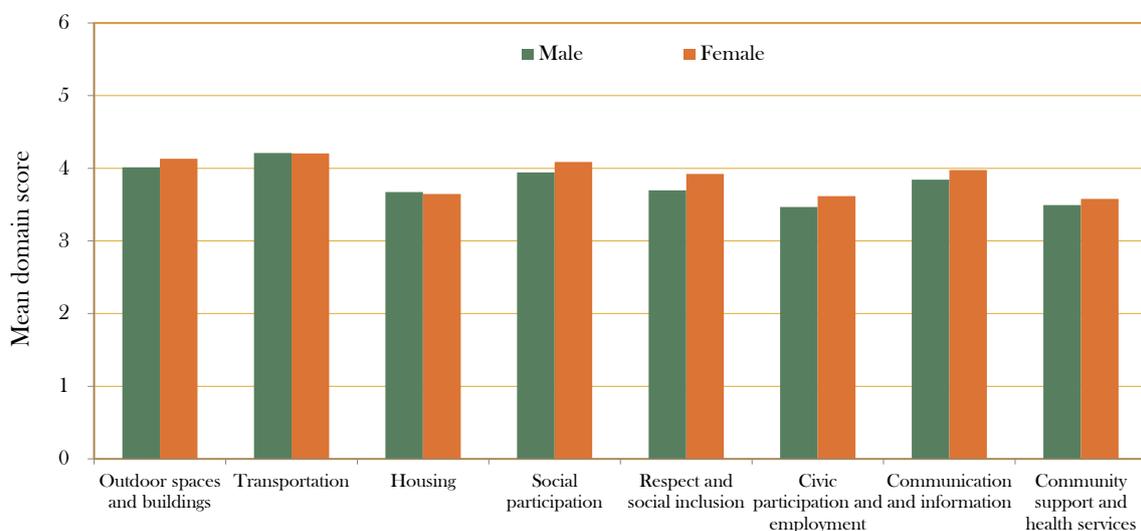
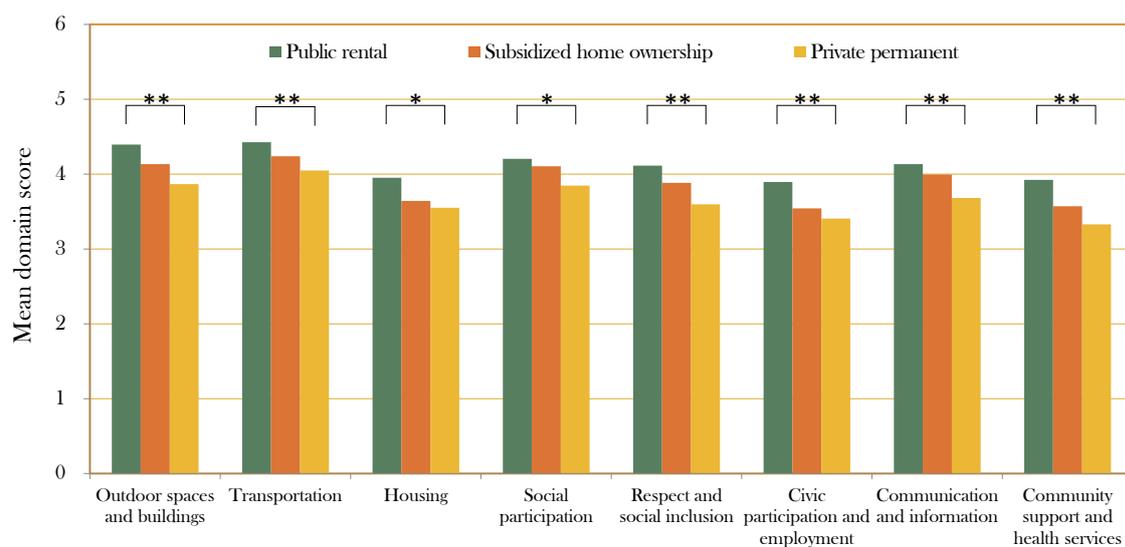


Figure 4.3b Mean scores of the eight Age-friendly City domains, by gender

Analyzed by **type of housing** where the respondents lived, significant differences in mean scores were observed in all eight AFC domains after adjusting for sample characteristics (data not shown, all $p < 0.05$). Significant linear trends in mean scores of all AFC domains appeared across public rental housing, subsidized home ownership housing, and private permanent housing (data not shown, all $p < 0.05$), after adjusting for sample characteristics. Figure 4.3c shows the mean scores of AFC domains by type of housing.



*P-trend adjusted values < 0.05 , **P-trend adjusted values < 0.01 , adjusted for age, sex, marital status, education level, length of stay in the neighbourhood, living arrangement, economic activity status, self-rated health, experience of looking after elderly aged $\geq 65y$ and monthly personal income.

Figure 4.3c Mean scores of the eight Age-friendly City domains, by type of housing

4.2 Qualitative assessment

4.2.1 Socio-demographic profiles of the focus groups in Tai Po

Table 4.1 Tai Po group profiles according to group size, age range, gender ratio, housing type, social vulnerability index

	Group 1	Group 2	Group 3	Group 4	Group 5
N	10	14	9	8	9
Age range (years)	18 to 49	50 to 64	65 and above	65 and above	80 and above
Gender Ratio (M:F)	5:5	6:8	5:4	5:3	3:6
Housing Type	Private	Subsidized	Public & Subsidized	Public	Public & Subsidized
Social Vulnerability Index	Mild/Average (SVI Band = 1, 2)	Severe (SVI Band = 3)	Average (SVI Band = 2)	Severe (SVI Band = 3)	Severe (SVI Band = 3)

4.2.2 Age-friendliness of Tai Po by domain

4.2.2.1 Outdoor spaces and buildings

“The pavements [in Waterfront Park] are very nicely maintained. Even more so these days. The flowers planted are very beautiful. The management has done a good job, maintaining the beautiful plants. The camellia garden is particularly impressive. Roses too, there is a lot of varieties, and all maintained so beautifully.”

- Group 3, aged 65y and above, public and subsidized housing.

Table 4.2a Advantages and barriers perceived by participants in outdoor spaces and buildings

Advantages	<ul style="list-style-type: none"> • Closeness to natural environment and parks • Waterfront Park • Safety
Barriers	<ul style="list-style-type: none"> • Lack of sheltered benches or outdoor areas • Poor maintenance of benches and street gutters • Uneven pavement causing injury • Numerous slopes, subways and footbridges without lifts • Accessible designs and facilities limited

In Tai Po, **closeness to the natural environment and parks** was perceived by participants across the groups as an age-friendly advantage. Overall, clean air, green hills and closeness to the harbor are aspects of the natural environment greatly appreciated by participants. The **Waterfront Park** was perceived to be a local attraction that participants were particularly

fond of because it allowed them to enjoy on the one hand, the green environment, harbor view, and well-maintained gardens and on the other hand, paths for joggers and cyclists and public space which functioned as an ideal venue for self-initiated activities ranging from jogging to playing music. Generally, participants perceived Tai Po to be a **safe** district to live in.

Lack of sheltered benches and outdoor areas was perceived as a barrier to age-friendliness in Tai Po because it prevented elderly people from having social gatherings in free, public space on sunny or rainy days. **Poor maintenance of benches and street gutters** were observed by participants from different groups, who raised hygiene concerns about the prevalence of dog and bird feces, fleas and mosquitos. **Uneven pavement causing injury** to the elderly was perceived as another common problem with Tai Po outdoor spaces, and some residents mentioned problems of inadequate and unclear signage. For those with reduced mobility, Tai Po presented further barriers in the form of **numerous slopes, subways and footbridges without lifts**, and participants perceived **accessible designs and facilities as limited**, especially in the remote areas located on hills, such as Tai Po Kau.

Table 4.2b Participants' suggestions in outdoor spaces and buildings

- Add shelter to existing outdoor seating areas
- Modify hexagon flower racks to provide more spaces and seating areas
- Regular cleaning of benches, gutter and outdoor areas
- Add accessible lifts to footbridges

Adding searing spaces and shelter to existing outdoor seating areas was suggested by participants. **Regular cleaning of benches, gutter and outdoor areas** was requested. **Adding accessible lifts to footbridges** was also suggested.

4.2.2.2 Transportation

“Pedestrians and vehicles are fighting for the use of road there [outside our residential area] because that road is very narrow, a real disadvantage to the pedestrians. Public transport is not ideal.

For the distance between the village and Tai Po town centre, we have to use the minibus. From my observation, about 20-30% of the residents are elderly who depend on the shuttle or minibus to get out. For these elderly people, climbing up and down the vehicle is not that easy. But if they did not go out to Tai Po town centre, there would be limited public space where they could hang out. And if they walk to the Tai Po Waterfront Park, it would take around twenty minutes, and even longer for those who have problems walking. So my guess is that the majority of the elderly people would not choose to walk over there.”

– Group 1, aged 18 to 49y, private housing

Table 4.3a Advantages and barriers perceived by participants in transportation

Advantages	<ul style="list-style-type: none"> • \$2 transport scheme for elderly aged 65y and above⁶ • Considerate manners towards elderly (providers and users)
Barriers	<ul style="list-style-type: none"> • Expensive fare for passengers aged 60 to 65y • Conditional offer of discounts on the bus • Lack of seats at bus stops • Limited bus and minibus services in remote areas

In Tai Po, the **\$2 transport scheme for elderly aged 65y and above** was greatly appreciated across the groups and hailed as ‘best benefit in HK’ by one group. Older participants **perceived vast improvement of transportation in the last 20 to 30 years**, describing difficult commutes in the old days without the highway and MTR. Across the groups, participants perceived **considerate manners towards the elderly** among drivers and passengers, e.g. people reportedly gave up seats or place in queue for the elderly.

The transportation costs incurred from longer travelling distances to and from Kowloon and Hong Kong Island were perceived to be **expensive for elders aged 60 to 65y** without the \$2 transport scheme. A sense of unfairness was expressed by three groups regarding the **conditional offer of discounts on the bus**. Firstly, a sense of unfairness was felt by affected participants (and those who knew about it) as the MTR feeder bus discount did not extend to their estate. Secondly, participants from one group were unhappy about the arrangement of the bus services such that no \$2 discount was offered on weekends and public holidays when they most likely travelled beyond Tai Po. **Lack of seats at bus stops** was also perceived as an age-friendly barrier in transportation. **Limited bus and minibus services in remote areas** was reported as very unfriendly to all, e.g. infrequent services resulting in long waiting time, and difficulty accessing the stops, which affected the elderly and those with reduced mobility most badly.

Table 4.3b Participants’ suggestions in transportation

<ul style="list-style-type: none"> • Provide free shuttle bus service taking elderly to and from Waterfront Park

A **free shuttle bus service** taking elderly to and from Waterfront Park was suggested for those living more far away

⁶ Official name: “Government Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities”

4.2.2.3 Housing

“We have lived here for a while, so when we go out we know everybody. When we see each other day and night, we say where we’re going or ‘good morning!’ We know everybody down there almost. Living here is quite good. We are content.

We are quite satisfied with housing because there is good air ventilation in our block. There is also convenient access to the wet market and bus stop. We really consider this to be ideal. Only, our flat faces the west and the sun is quite strong, but it is always one thing or another. You can’t have everything.”

– Group 5, aged 80y and above, public housing

Table 4.4a Advantages and barriers perceived by participants in housing

Advantages	<ul style="list-style-type: none"> • Acceptable housing conditions (public and subsidized housing) • Safety living in close-knitted community
Barriers	<ul style="list-style-type: none"> • Slow maintenance services (public housing) • Residents lacking self-discipline in public conduct (public housing) • Owner’s Corporation seen as taking advantage of residents (subsidized housing) • Accessibility design limited (private village housing)

In Tai Po, **acceptable housing conditions** were perceived by residents of public and subsidized housing. The oldest group was particularly content with size of their flats, and easy access to bus stops and the wet market. Across all groups, participants perceived **a sense of safety attributed to living in a close-knitted community** whether in public, subsidized or private village housing.

Findings also revealed that different barriers were associated with different types of housing in Tai Po. **Slow maintenance services** e.g. water seepage at the ceiling due to leakage of drainage pipes and change of iron gate were found to be a barrier to age-friendliness in public housing. Residents attributed them to bureaucracy and administration yet perceived themselves as powerless to make changes since the maintenance came free with the rental scheme. They also found that many **residents lacked self-discipline in public conduct**, e.g. not picking up dog litter and feeding the birds, making the area unclean and unhygienic for all. In the group represented by subsidized housing residents, participants expressed great concern over the ways in which the **housing management group was perceived as taking advantage of the residents** such as a lack of transparency in the expenditure of residents’ money paid towards the management and maintenance of the housing estate, with no assurance that money was spent honestly for such a purpose, leading to delay in maintenance. In private village housing, participants found that **accessibility design was limited**. Multi-storey houses with steps and no lift made them unfriendly to elderly with decreasing mobility.

Table 4.4b Participants’ suggestions in housing

<ul style="list-style-type: none"> • Raise awareness and self-discipline through printed material (short-term) and education (long-term) • Government should take responsibility for improving the housing management system
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Two suggestions were made respectively by residents of public and subsidized housing estates. The former wanted to **raise the community’s awareness and self-discipline through printed material in the short-term and education in the long-term**. The latter proposed that the **government should take responsibility for improving the housing management system, such as accelerate the maintenance procedure**. They perceived themselves as not having the ability to make changes based on failed attempts in the past.

4.2.2.4 Social participation

“Actually, we have venue, like the open air plaza at the Waterfront Park, lots of seats accommodating lots of performances. But there is nobody to organize activities. In Fu Shin Estate too, the open air plaza is large and can accommodate a few thousands. But nobody is organizing. It’s difficult to find such a person.

4 to 5 years ago at the Waterfront Park where the boat is, there are ten to twenty people every Sunday playing the er-hu (Chinese: 二胡), singing Cantonese opera. Lots of things going on there, especially on Sundays. Nowadays, only a few people get together. It was so much better in the old days, a whole group of people, men and women, all gather there. Things like singing and dancing, even an average person can join in. For the elderly like us who cannot dance, we can still go there and listen to other people sing and watch them dance, which makes us feel happy. It is a good way to spend time. But there is nobody to organize these things, and so nobody goes there.”

– Group 2, aged 50 to 64y, public and subsidized housing

Table 4.5a Advantages and barriers perceived by participants in social participation

Advantages	<ul style="list-style-type: none"> • Public and outdoor space availability • Informal group activities • Elderly centre as shelter and activity site • Local attractions and parks significant to community • Village traditions social and intergenerational
Barriers	<ul style="list-style-type: none"> • Lack of organised activities on larger scale • Limitations of elderly centres • ‘Clubhouse’ social activities limited (private housing) • Difficulties for low mobility elders participate social activities

Participants living in more centralized parts of Tai Po (groups 2 to 5) perceived plenty of **public and outdoor space available** for elderly engaging in outdoor activities. In particular, participants reported **informal group activities** such as runners’ groups at the Waterfront

Park keeping up their daily routine for more than twenty years. Other informal group activities were also available in parks such as open-air music and dance. Indoor activities were available through the **elderly centres** which acted as a **shelter and activity site** for the elderly. Further, participants revealed that **local attractions and parks were significant to community members**. Citing Fung Yuen Butterfly Reserve as an example, these local attractions drew community members together to engage as organizers, volunteers, and hosts to events for visitors. Finally, participants' description of **village traditions were social and intergenerational** in nature, with elderly who sat at the top of the family and village hierarchy conserving and passing on traditions to younger generations. The prevalence of social interaction and gatherings among villagers was perceived as an advantage.

Despite the numerous informal group activities taking place in Tai Po, one group perceived a **lack of organized activities on a larger scale**, which they recalled taking place in the Waterfront Park in the old days. Another barrier perceived was the **limitations of elderly centres**: their physical space, services and classes are at capacity causing many members great difficulty in booking a place, and the centres do not reach the more remote areas of Tai Po. Participants living in private housing perceived their clubhouse or service centre as offering **limited social activities** that served as a formality without truly increasing social participation of residents within the housing estate. In addition, some elders reflected that their participation in district social activities were greatly affected by their mobility level.

Table 4.5b Participants' suggestions in social participation

<ul style="list-style-type: none"> • Seek organizers to build on existing social participation initiatives • Increase flexibility of community hall/room booking
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One group made the suggestion of seeking organizers who could build on existing social participation initiatives and draw more people together to engage in large-scale social activities. Another group suggested increasing the flexibility of community hall/room booking for groups smaller than 16 persons to facilitate smaller-group activities⁷.

4.2.2.5 Respect and social inclusion

Table 4.6a Advantages and barriers perceived by participants in respect and social inclusion

Advantages	<ul style="list-style-type: none"> • Sense of community (public housing) • Sense of extended family in village • Strong sense of elderly's presence
Barriers	<ul style="list-style-type: none"> • New neighbours not compiling norms of respect and friendliness • Younger generation perceived as making less effort • Exclusion experienced by non-members of centres

⁷ At the moment, a smaller room in community halls/centres can only be booked for a minimum of 16 people. If fewer than 16 turn up, they could be penalized.

“After the residents of the nearby private flats moved in, we have experienced the difference between city and village people in that city people do not queue. In our concept, queueing has always been important. Firstly, queueing is queueing, one place for each person. Then, we also give up our place for the elderly. Half an hour [waiting time] is no joke. Walking to the next stop would take at least twenty minutes. The new residents who moved into the area, they would disregard the elderly or the fact that twenty or so others are queueing behind them. One of them would stand in the queue and allow their family members and maid to cut in. This has caused some arguments. Before, the half hour was very valuable to us, so everybody was well-disciplined about queueing. But now it’s all changed. Some elderly would complain, why are the city people, the young people, disrespectful towards the elderly and ignorant of how to queue.

In the village, we have families of a few generations together, and everybody knows to respect the elderly. Additionally, when the village and lineage traditions are associated with ancestors, and so you can see that everybody cares about their elderly even more. This is a good thing, I feel.”

– Group 1, aged 18 to 49y, private housing

In Tai Po, **sense of community** was perceived as strong in public housing estates and the elderly valued seeing familiar faces when they were out and about, and neighbourly practices such as leaving their front doors open and greeting one another in the corridor. In villages, the sense of community was described to be similar to **a sense of extended family** building on the strong bond between indigenous inhabitants. Even newcomers moving into the village soon caught onto the cultural practice of respecting the elderly. In general the elderly found that Tai Po residents are friendly towards the elderly. This point was echoed by the youngest group aged 18 to 49y who revealed that they had a **strong sense of elderly’s presence** in Tai Po, citing examples of purchasing vegetables and other goods from elderly vendors on the street in support of them.

However, across all groups, **new neighbours** were perceived by older residents as not compiling **their norms of respect and friendliness**. In public and subsidized housing, this referred to new neighbours keeping their doors shut and not greeting one another, making the elderly residents feel they no longer knew all their neighbours. For villagers, this referred to residents in neighbouring housing estates that shared the same geographical area and public transport. They found those new neighbours no longer giving way to elderly in the same way as younger members of the same village. In general, the **younger generation was perceived as making less effort** in bridging the intergenerational gap, with older groups citing examples of failed attempts at making that first step. Finally, some participants reported feeling **excluded as non-members** of centres by having less or no access to certain opportunities or activities in the community.

Table 4.6b Participants’ suggestions in respect and social inclusion

- Organize intergenerational programmes to enhance mutual understanding among the older and younger generations

The elderly believed that little can be done immediately to improve respect and social inclusion for them. Instead, they believed that respect and inclusion came from years of

knowing one another (including neighbours' children) rather than simply 'being old'. Except for participants living in villages, the groups revealed that there were few opportunities for interaction between older and younger members of the community. One group suggested that organizing intergenerational programmes to enhance mutual understanding among the older and younger generations.

4.2.2.6 Civic participation and employment

"As one of those senior volunteer workers, I often give home visits to other elderly in need. The elderly people are encouraged to tell us their personal needs and what we can help with, e.g. winter clothings, wheelchairs, etc. We will then relay the messages to the elderly centres and we will try to help as much as we can. Elderly people are welcome to seek help from the elderly centres at Fu Shin and Fu Heng Estates. I joined the membership when I was 60 and was instantly recruited by elderly centre as a volunteer worker. There are "hidden" elderly people who lead solitary lives in the region. This group of elderly needs particular attention and we will try to visit them as much as we can. Somehow, we would need as many as 100 volunteer workers to reach those hidden elderly people."

- Group 4, aged 65y and above, public housing

Table 4.7a Advantages and barriers perceived by participants in civic participation and employment

Advantages	<ul style="list-style-type: none"> • Plenty voluntary work available through elderly centres • Professionals and business people staying in employment
Barriers	<ul style="list-style-type: none"> • Voluntary work uninteresting or not age-appropriate • Voluntary work inaccessible in more remote areas • Glass ceiling for job seekers aged 60y and above • Personal limitations • Civic participation limited

In Tai Po, residents generally described **plenty of voluntary work available through elderly centres**. These were perceived as many and varied, including fire safety ambassador, serving the neglected elderly and disabled in the community, and looking after children for parents in full-time work. Some volunteers described a sense of empowerment through home visits which increased their knowledge about real needs of the elderly in the area and put them in the position to advise on getting help. Others viewed voluntary work as a way to spend time in the company of others. In terms of paid work, participants in the young, private housing group reported knowing neighbours who were **professionals and business people staying in employment** into retirement age on their terms, working as much or as little as the wished.

Some retired and elderly participants also found **voluntary work to be uninteresting or not age-appropriate**, such as measuring blood pressure on the roadside, participating in lion dance. Some perceived these opportunities as **inaccessible in more remote areas** due to less convenient transportation to and from central Tai Po. Other groups perceived a **glass ceiling**

for job seekers aged 60y and above, making it difficult to be employed due to age rather than ability. Some felt that they were unable to do any work due to **personal limitations**, such as not being able to carry out physically demanding jobs that did not require high level of education. This group of participants expressed the financial burden of having no job and no benefit between the age of 60 to 64y. Finally, participants felt that their **civic participation** was limited due to having little faith in the local politicians.

Table 4.7b Participants’ suggestions in civic participation and employment

<ul style="list-style-type: none"> • Facilitate the retired to become consultants and trainers • Create agencies to help access voluntary and part-time work
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The 50 to 64 age group was closest to retirement age and suggested the **facilitation of the retired to become consultants and trainers**, giving the hypothetical example of turning a certified caregivers for new mothers (Chinese: 陪月) into a trainer of domestic maids when work became physically too demanding for her. Participants living in more remote areas of Tai Po **suggested creating agencies to help them access voluntary and part-time work**.

4.2.2.7 Communication and information

“Smart phones and tablets have become popular among the elder generation because such devices are really easy to use and helpful. The elderly are excited about the calling function of Whatsapp because it allows them to call their children overseas for free. However, the network coverage, speed and cost remain a problem in villages or remote areas. Poor or lack of network coverage could sometimes mean a life-or-death situation to us at times of emergency! I am not sure if it is a lack of budget from the government or telecom companies do not find it profitable and thus they do not bother to improve the networks in those areas.”

- Group 1, aged 18 to 49y, private housing

Table 4.8a Advantages and barriers perceived by participants in communication and information

Advantages	<ul style="list-style-type: none"> • Person-to-person communication • Good distribution of information about leisure activities (public housing) • Eagerness to master modern communication devices (private housing)
Barriers	<ul style="list-style-type: none"> • Advertisement and announcement limited accessibility • Villages and remote areas isolated from central Tai Po

The method of **person-to-person communication** was perceived by Tai Po groups aged 65y and above to be the most effective and easiest for disseminating important community information in public, subsidized housing estates and villages, especially among illiterate elders. **Distribution of important information about leisure activities** was perceived by those living in public housing estates to be easily accessible on the internet and/or in the community and sport halls. The younger age group living in villages also observed an

eagerness to master modern communication devices among elderly neighbours who were motivated to get connected to their children and grandchildren overseas.

However, some participants perceived **advertisement and announcement to be limited in terms of accessibility** for the elderly. Examples included: notices not posted in convenient spots due to housing committee regulations, radio broadcasts spoken too fast for residents to catch the important information, local district authorities not doing enough to promote and advertise events and activities, and non-members of certain committees and centres not getting relevant information at all. Residents of **villages and remote parts of Tai Po** also **expressed feeling isolated** from central Tai Po due to limited accessibility of information beyond their area.

Table 4.8b Participants' suggestions in communication and information

- | |
|---|
| <ul style="list-style-type: none">• Clear, updated, accessible advertisement of local events• Improve on promotion and advertisement of events for all• Support elderly to learn to use computers and smart devices• Better broadband coverage and price plan in remote villages |
|---|

Participants in public and subsidized housing estates suggested that **advertisement of local events be clear and updated monthly**, and posted in the lobby area of each individual building. They wanted to see the local district council improve on promoting and advertising events for all, to counter the exclusiveness of certain committees and centres. Elderly participants also welcomed the idea of learning to use computers and smart devices in classes designed for them. Participants living in villages wanted to have a **better broadband coverage and price plan**.

4.2.2.8 Community support and health services

"There are no support services here. Why would there be such services? We have to pay for everything because we are not part of a community or elderly centre. We are simply a residential estate and there are no services. Perhaps some benefit families or low income families they can apply to certain departments for these things. But if you are a regular family, you are not eligible to apply for these services. Therefore, part of the [age-friendly] package, in other words what really helps elderly people is something for all, whether you can afford these support services or not."

"Nowadays, take care not to die. If you die, we're talking about thirty-something thousand dollars an urn [cremation urn]. The government says wait three to five years and we would be able to get a [burial] place. Three to five years? They can come and collect my ashes. They would not help you even after waiting for five years. Even losing your life wouldn't help the matter."

- Group 2, aged 50 to 64y, subsidized and public housing

Table 4.9a Advantages and barriers perceived by participants in community support and health services

Advantages	<ul style="list-style-type: none"> • Elderly health care vouchers and services appreciated by the aged 70 and above • Basic care and referral services for hard-to-reach elderly • More advanced care and support available at a cost
Barriers	<ul style="list-style-type: none"> • Medical care limited for the aged 60 to 69y • Limited services and support in the community

In Tai Po, **elderly health care vouchers and services were appreciated by the aged 70 and above. Basic care and referral services were available** such as home visits and delivery of meal boxes, reaching even the marginalized elderly. **More advanced care and support services were available** through Nethersole and CADENZA Hub to those who could afford them.

In contrast, retired and elderly participants found **medical care to be limited for the aged 60 to 69y** in terms of costs and resources. Across the groups, **limited services and support in the community** were reported and attributed to various reasons, from perceived difficulty for NGOs to secure rental contracts and local district council not doing enough for the community, need to visit various hospitals for different medical follow up, to lower expectations attached to quality of free or subsidized services offered to the elderly. Those living in remote parts of Tai Po perceived next to no community support services accessible to them. Finally, burial was expressed by one group as a financial burden.

Table 4.9b Participants' suggestions in community support and health services

<ul style="list-style-type: none"> • Expand affordable non-public medical care services • Increase availability of practical care and assistance services • Increase gym equipment designed for elderly use indoor and outdoor

Across the groups, participants wanted to see more choices in the community support and health services domain. **Expansion of affordable non-public medical care services** was suggested by participants to address the gap between unaffordable private medical services and limited, inflexible public health services. They also **suggested increasing the availability of practical care and assistance services** in the community to address elderly's needs, e.g. assistance with elderly attending medical appointments (Chinese: 陪診). The elderly participants also suggested **increasing gym equipment designed for elderly use indoor and outdoor** so they could keep themselves fit and healthy.



Discussion

5. Discussion

In the following section, discussion regarding eight domains is presented based on the observations from both questionnaire surveys and focus groups, followed by the role of socio-economic factors in explaining differences in levels of age-friendliness.

5.1 Eight Age-friendly City domains

5.1.1 Outdoor spaces and buildings

Outdoor spaces and buildings was the second highest ranked domain in Tai Po, and two items in this domain were rated as the top ten age-friendly items of the district. Tai Po residents were generally satisfied with the cleanliness of public area and sufficiency of green spaces and outdoor seating, except that some older respondents expressed that public hygiene could be improved on streets and in public toilets and shelter could be added to outdoor seats to make them usable on even sunny and rainy days. The Waterfront Park was a local feature valued by locals for both its beautiful environment and its provision of activity facilities such as jogging and cycling paths, and open air plaza for performances. Residents also agreed that outdoor environment was generally safe with good street lighting, yet more police patrols could be an area to strengthen on. Some residents raised concern over uneven pavements which posed as a hazard to elderly walking in central Tai Po. Moreover, most commercial services were located around Tai Po Hui, while bank service points were inadequate around some neighbourhoods, as suggested by the older people. Interestingly, a particularly low score was found on special customer service in this domain, indicating that inadequate special customer service arrangements have been provided, such as separate queues or service counters for older people, available only in some banks and post offices.

5.1.2 Transportation

Transportation was the highest ranked AFC domain in Tai Po. The main reason of the high overall score could be that six items, out of 12 in this domain, were rated as the top ten age-friendly items across all 53 items on the questionnaire. In particular, respondents were satisfied with the affordability of public transport. Indeed, the public transport fare concession scheme for the elderly was very appreciated by the respondents aged 65y and above. In contrast, respondents younger than 65y of age who were more likely to commute farther to Kowloon and Hong Kong Island expressed the transport fare is expensive, and those aged 50 to 64y rated this items the lowest across all age groups. As revealed in focus group interviews, elders aged 60 to 64y age band has been described as ‘awkward’. This is because the residents in this age bracket are mostly retired with a limited source of income, but are not yet entitled to public transport fare concession scheme among other elderly benefits. Although respondents were generally satisfied with the extensive public transport network connecting Tai Po with other areas, they also agreed that transport network could be strengthened in terms of better coverage and volume of service, particularly in more remote parts of Tai Po such as Tai Po Kau. Moreover, although older respondents were aware of the

availability of alternative or specialized transport designed for disabled people, these services were limited to them in terms of affordability and adequacy.

5.1.3 Housing

In terms of age-friendliness of housing, a relatively lower score was given to this domain, given three out of the four items under this domain were rated below four. Compared to younger Tai Po residents, older people rated higher score on items related to adequacy and affordable housing, and adequacy of interior spaces and level surfaces of housing, but not on items related to provision of home modification options and supplies, or special housing provided for frail and disabled elders. Compared to residents living in private housing, residents from public rental housing rated higher scores on most items, except for the adequacy of interior spaces and level surfaces of housing, on which the score (4.50) was slightly lower than that of the residents from private housing (4.52). In focus group interviews, public housing residents attributed slow maintenance to bureaucracy and associated this limitation with free, public services offered to them. Subsidized housing residents attributed barriers they experienced in housing to the Owners' Corporation. Another issue was that housing options and related services designated to frail and disabled older people were either limited or unaffordable.

5.1.4 Social participation

In terms of age-friendliness of social participation, Tai Po residents were relatively satisfied with this domain, given half of the domain items were rated above four. The availability of public and outdoor space, the presence of informal group activities, and the practice of village traditions were found to be advantages that enhanced the social participation of Tai Po residents. Respondents aged 80y and above particularly appreciated that the activities could be attended with friends at a concessionary rate, although they rated lower score on the variety of activities and locations for the gatherings of older people. This latter point was echoed by focus group participants who found the regulation for room-booking in community centre/hall too inflexible and limiting. Over these items, residents in private housing rated lower scores than those from public or subsidized housing. The reason could be that majority of the social activities are organized by DECCs and NECs located mostly in public estates where proportion of members from private housing is relatively smaller (25.5% vs 41.1% among those living in public rental housing in Tai Po sample), so that they are less likely to rate higher scores on social activity related items due to lack of experience. At the same time, some focus group participants also described their experiences of village traditions as enhancing social participation inside the village, although they were mostly isolated from social activities taking place in central Tai Po due to their remote locations.

5.1.5 Respect and social inclusion

In terms of age-friendliness of respect and social inclusion, Tai Po residents, especially older people and those from public rental housing, gave higher score on the manner of service staff being courteous and helpful. They also felt that their contributions were recognized by their communities. However, two items in this domain were rated among the ten least age-friendly items in Tai Po. Firstly, respondents generally perceived that older people were not regularly

consulted by public, voluntary and commercial services in the community, particularly among those aged 65 to 79y. It has been revealed that the society is less likely to attend to the wants and needs of older people. Lacking a common platform to channel the voices of older people, the elderly would choose to express their opinions to the staff at elderly centres or local district councilors as a last resort, their response to problems raised by older people was often mediocre. Secondly, from the perspective of older people, schools were less regarded as a place to learn about ageing and older people and they were less likely to be involved in school activities. Although some localized initiatives may be present in Tai Po to promote contact and understanding across generations, the opportunities for older people to interact with younger generations are mostly elderly centre-based and far from satisfactory. The inadequacy in this area indicates the needs for including older people more in intergenerational community activities. The indigenous inhabitants' traditions were described by focus group participants as an inspiration model that greatly emphasizes and teaches respect and social inclusion towards the elderly.

5.1.6 Civic participation and employment

Echoing views of focus group participants, civic participation and employment domain was the second least age-friendly domains in Tai Po. It was also the only domain where the mean scores of all items were rated below four. The item related to flexible and paid working opportunities for older people was rated among the ten least age-friendly items. Variation and availability of job offered to older people are limited to some trades such as cleaners or security guards even if there are. Some respondents revealed that employers tended to avoid employing older people when taking liability and insurance into account. This tendency was also reflected by a low score on the item on age discrimination at work opportunities. Older people are less competitive than younger generations in the employers' perspective, in the hiring, retention, promotion and training opportunities. Residents expressed a wish for increasing opportunities to become trainers in their profession, and to have better access via agencies to voluntary and part-time work, in order continue working albeit in a different capacity.

5.1.7 Communication and information

In terms of communication and information, Tai Po residents generally perceived the communication system to be effective in reaching community residents at all ages. However, information related to community matters is often disseminated via printed materials such as posters and leaflets, the effectiveness of which is highly dependent on age, level of literacy, and membership of elderly centres of NGOs. There is also room for improvement by increasing the broadcasts of interest to elders in the community, since information relevant to them comes mostly from elderly centres and social networks which are less likely to be the sources for isolated and home-bound older people as well as those living in more remote areas of Tai Po. The overuse of automated telephone answering system in banking service and public healthcare appointment should also be re-examined, given the exceptional low score on this item among the old-old and difficulties that they may have frequently encountered with the fast and unclear instructions. However, focus group findings revealed that some elderly were motivated to master modern technology for two reasons: to receive up to date information and to communicate with children and grandchildren living overseas.

5.1.8 Community support and health services

Community support and health services were the lowest ranked AFC domain in Tai Po. Two items, namely community emergency planning taking into account the vulnerabilities and capacities of older people, and sufficient and accessible burial sites, were rated among the ten lowest AFC items in Tai Po. Lacking of informed procedures about contingency measures, older people may not know how to respond when emergency occurs, especially among those living alone and with reduced level of audiovisual capacity and mobility. Respondents also found burial sites insufficient and inaccessible locally and more generally in Hong Kong, who may need to look for other burial locations or alternatives. Affordability was raised as another barrier in terms of burial. Respondents also revealed that home care services such as health and personal care and housekeeping were not readily available in the community. The majority of service providers were mainly from NGOs and the waiting time could be long. On the positive side, respondents generally agreed that community support and health services were sufficient in their community. A small number of services such as home visits and meal delivery were ongoing to reach the vulnerable group of isolated elderly. However, residents expressed wanting a wider spectrum of health care services so that individuals might pay for more advanced or faster services as would be necessary and affordable for each person.

5.2 Socio-demographic factors

Several factors determine the viewpoints on AFC according to our questionnaire surveys and focus groups.

- a) Senior citizens are more tolerant to the built environment, yet soon-to-be old people are critical about current performance particularly in on outdoor spaces and buildings.

Findings from survey indicated age group affects the scores on selected domains significantly. For example, senior respondents are prone to being satisfied with the status quo on outdoor spaces and buildings. The low satisfactions from the group of soon-to-be old people suggest that the demands from this group are prone to being dismissed.

- b) Growing awareness of AFC is revealed among the youngest, some showing knowledge of the very difficulties experienced in older people's lives.

The youngest group showed awareness of age-friendly barriers, such as difficulties being out and about, or accessing social, community, and healthcare services, in rural and hilly parts of Tai Po. They also noticed an increased need to provide for the elderly with support for using computers and smart devices.

However, the age group 18 to 49y did not mention or discuss certain issues in depth, such as burial and the absence of income and benefits for many aged 60 to 64y.

- c) Definition on ageing population varies between aged 18 to 49y and aged 50y and above.

The youngest age group gave responses that are related to the outward appearances and physical conditions of an elderly, using descriptors such as ‘grey hair’ and ‘uses a walking stick’. By contrast, these descriptors were not used by older age groups. Participants aged 65y and above tended to give the age of 65y as a definition, the reason being that 65y is the age when they became eligible for elderly benefits in a variety of services, including the public transport fare concession scheme.

d) No alleged “contrasting opinions” exist between male and female respondents.

Based on the survey findings, although female respondents tended to give higher scores on respect and social inclusion, these observed differences were statistically insignificant after taking the respondents’ characteristics into consideration. Across focus groups, male and female participants also did not differ significantly in their perceptions of age-friendliness of Tai Po. Findings of the assessment exercise in Tai Po were different from the significant results from other local study (Wong et al., 2015), in which female was found to rate higher score than men on this domain. The reason could be that the survey respondents and focus group participants were designed to more closely follow the distribution of men and women in Tai Po and the average of Hong Kong, without oversampling female. The predominance of female in elderly centres and more generally in Hong Kong would result in more activities organized of interest to women while fewer events addressing the needs of men (Asia-Pacific Institute of Ageing Studies, Lingnan University, 2006). Given men are less likely to attend these centres where most of the social activities in the community are provided, they are less likely to be consulted by service providers and socially included.

e) Living in public rental housing leads to an appreciation of AFC?

Results from survey showed that people living in public rental housing appeared to be more satisfied with all AFC domains in Tai Po, which are consistent with the findings from previous studies carried out in Sha Tin and Tuen Mun in 2011 and 2012 respectively (Wong et al., 2015; Yau, 2013). This could be attributed to the differences of expectations among different socioeconomic groups, which have been evidenced in the theory of hierarchy of needs by Maslow (1943)⁸.

Focus group findings suggested that different types of housing sometimes led to differences in experiences and perceptions of age-friendliness in their specific community (e.g. maintenance services were different in public, subsidized and private housing; the elderly centre was easily accessible by residents of public and subsidized housing but not of private housing; the sense of community was stronger in public housing estates and even stronger among close-knitted communities of indigenous inhabitants in villages). Two key themes that emerged from the findings were related to residents of private villages consisting mainly of indigenous inhabitants. Firstly, they reported problems with accessibility for those with reduced mobility, which were made worse by the design and remoteness of village houses. Secondly, the traditions passed down by indigenous inhabitants meant that villagers were very conscious of the concept of respecting the elderly. They also enjoyed a range of social and intergenerational activities rich in cultural traditions. Findings suggested that type of

⁸ The lower social group tends to fulfill physiological and safety needs at the first place, while higher social group seeks self-actualization and self-fulfillment. In our survey, the lower and higher social groups, characterized by type of housing, interpreted AFC characteristics differently based on their prioritization and expectations, which implies the importance of evaluating different sets of AFC criteria of different social groups.

housing also reflected a difference between the financially better off and the less well off, and consequently the type of services they were able to access, indirectly influencing perceived age-friendliness in their communities.



Recommendations

6. Recommendations

The recommendations are grouped into three themes, namely 1) valuing older people's contributions, 2) enabling older people to live well, and 3) engaging older people in community activities. A summary of recommendations by Age-friendly City domains is at [Annex 2](#).

6.1 Valuing older people's contributions

Current society's views of older people remain entrenched in the perception of older people being a vulnerable population to be assisted, or a 'burden' placed on families and communities. However, the vast majority of older people are reasonably healthy and active, contributing to their families (e.g., grandparents looking after grandchildren) or even leading their communities (e.g., highly educated older people engaged in social and community affairs). The misperceptions should be removed to ensure the value and dignity of older people because negative perception of elderly influences not only public opinions but also allocation of resources by policymakers.

To ensure older people to feel as a valued part of a community, social programmes that promote respect towards and social inclusion of older people in the community are necessary. Most respondents agreed that the manners of service staff are courteous and helpful. However, some older respondents considered themselves rarely included in school programmes and activities. It is therefore recommended that older people's contributions to the community should be recognized and publicized through public education as well as joint school-based intergenerational programmes. Not only does an intergenerational programme bridge the generational gap with meaningful interactions, it also teaches younger generations positive aspects of being old. Some respondents also shared their views on the indigenous inhabitant's traditions. This traditional basis for elder respect are the teachings of filial piety (Chinese: 孝) where respect to parents and elders is fundamental, and could be considered as a model to promote respect and social inclusion towards older people to a wider community.

Employment opportunities that offer flexibility and support to accommodate diverse older people's needs will help them to contribute and to feel valued in the community. Findings of the domain of civic participation and employment were fair. When respondents rated the availability of flexible and paid working opportunities for older people, scores were much lower. Indeed, many people can continue to participate in the workforce in later life. To facilitate employment opportunities for older people, customized employment opportunities (e.g., more flexible retirement policies, flexible working hours, job sharing) to meet the needs of older workers should be explored and expanded. Barriers that restrict or hinder companies to employ older people should be removed. It is also recommended to promote post-retirement employment by encouraging more employers to hire retirees and recognizing the older people's valuable working experience and practice wisdom.

Volunteering opportunities also help older people to contribute and to feel valued. Epidemiological studies have also suggested that volunteering has a role in maintaining well-being in later life, possibly through increased levels of self-esteem and social connectedness, as well as other psychological pathways (Anderson et al., 2014). Although the majority of the respondents agreed that voluntary work opportunity are available at elderly centres, some

expressed that the tasks are unchallenging and uninteresting, and not age-appropriate. To increase volunteering opportunities for older people, social programmes that maximize the engagement of older people in volunteer roles should be developed. In particular, volunteer roles should be shaped on the basis of knowledge as well as ability. It is also recommended to provide education and training opportunities that link to the type of voluntary activity being carried out to enable volunteers to learn new skills as well as practice competences.

6.2 Enabling older people to live well

To enable older people to live well in the community, an age-friendly housing is necessary. For the domain of housing, results were overall fair. When respondents rated the availability of home modification options and supplies, scores were much lower. To enable older people to enjoy a higher level of independence in their own homes, we suggest further examination of areas and types of support on home modification (e.g., provision of affordable modifications and a list of services providers) in the district. Our findings also found that the scores of housing for frail and disabled elders were low. In view of this, community support of special facilities and care services (e.g. assisted living homes and nursing homes) should be provided.

Community support and health services are also essential to enable older people to live well in the community. The majority of the respondents expressed their concerns over the overstretched resources and limited community support available. They also shared their concerns on the lengthy waiting time for health services. In view of the increasing healthcare needs and to provide better care for the older population, more emphasis on community-based programmes that focus more on improving health by modifying individual lifestyles and behaviors (e.g., nutrition education) as well as preventing the onset or progression of diseases and disabilities (e.g., screening and interventions for frailty) instead of curing illnesses is required. Epidemiological studies have suggested that older people who practice health behaviors and take advantage of preventive services and evidence-based interventions are more likely to remain healthy, live independently, and incur fewer health and social related cost (Fairhall et al., 2015; Hamaker et al., 2012; Kojima, 2016; Yamada, Arai, Sonoda, & Aoyama, 2012). Furthermore, to improve access to health care, e-health services (e.g., tele-consultation and diagnosis as well as monitoring of health outcomes) should be considered (Bujnowska-Fedak & Pirogowicz, 2014; Gellis et al., 2012).

6.3 Engaging older people in community activities

Increasing evidence demonstrates that engagement in social activities will help people to feel valued, be socially connected, and is important in maintaining and enhancing health and well-being of older people. Although the domain of social participation was rated mediocre, some respondents shared their views on the social activities being heavily center-based. Older people, particularly those living in remote villages, were also in lack of sources to other activity options and venues. This is evidenced by the low score on broadcast and information of interest to older people in the survey. Results for the domain of communication and information indicate there is a need for improving communication and information exchange in the district.

Access to clear and understandable information ensures older people to keep informed and facilitates older people to obtain the services and benefits they need, thus keeping them connected to social, cultural, leisure, volunteering, civic activities and employment opportunities, hence socially included. It also enables older people to respond properly and instantly when emergency occurs, especially among those living alone and with reduced level of audiovisual capacity and mobility, as reflected lacking in community by older respondents of questionnaire. Our findings suggested that older people who live in remote communities in the district are more likely to report limited access to social resources. There was also a widespread criticism on automated telephone medical appointment system. To enhance the age-friendliness regarding the domain of communication and information, we suggest promoting socialization in the neighborhood (e.g., expanding social networks, implementing age-friendly neighborhood initiatives) and optimizing the existing channels of information exchange. For examples, space of public library can be considered to provide a comfortable and designated space for older people to gather and receive information about social and learning activities. In public housing estates, more efficient use of notice boards should be considered. Information hubs for the older people can also be set up for them to obtain first-hand and centralized information relevant to their living. A neighborhood directory which includes age-friendly resources (e.g., medical facilities, public toilets) and service of companies in the neighborhood as well as job opportunities for older people can be developed. Alternative formats of medical appointment system should also be explored.

In a wider context, older people are encouraged to actively engage in designing services in the community. The Age-friendly City project explicitly adopts a locally-driven and bottom-up approach that starts with the live experience of older people regarding what is, and what is not, age-friendly, and what could be done to improve their community's age friendliness. However, our findings revealed that respondents were less likely to be consulted by public, voluntary and commercial services in the community, reflecting a lack of consideration given to older people. To include and ensure older people are involved in various consultations and practice, it is necessary to engage older people from different classes and all walks of life to form a self-sustaining association similar to the older people's associations (OPAs) in other countries. OPAs are community-based organizations that are led or managed by older people; mobilize older people to improve their own lives and to contribute to the development of their communities. Building on the community's existing resources and utilizing the skills and experiences of older people, OPAs provide effective social support, facilitate activities and deliver services for its members and community through various activities.

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Provision of services and amenities of the district

Population (as of 2015)	307,100
Population aged 65y and above	36,700
Percentage of elderly aged 65y and above in district	11.95%
<i>Outdoor spaces and buildings</i>	
Open space (area in hectare)	65.77
Green Belt (area in hectare)	1,264.83
Conservation area (area in hectare)	75.49
Site of scientific interest (area in hectare)	43.50
Country park (area in hectare)	5.73
Number of major shopping malls	3
<i>Transportation</i>	
Major road (area in hectare)	145.03
Number of major trunk routes and traffic arteries	9
Number of stations of rail service	2
Number of bus routes	45
Number of minibus routes	21
<i>Housing</i>	
Number of public estates (including Tenant Purchase Scheme)	6
Number of public rental units (including Tenant Purchase Scheme)	17,500
Number of residents in public housing (including Tenant Purchase Scheme)	48,100
Number of Home Ownership courts	12
Number of Home Ownership units	16,965
Number of private estates	30
<i>Social participation</i>	
Number of parks	4
Number of recreational grounds	16
Number of sports complex	5
Number of swimming pools	1
Number of libraries	1
Number of community halls and centres	7
Number of museums	1
Number of welfare service units managed or funded by Social Welfare Department (SWD)	35
<i>Respect and social inclusion</i>	
Number of elderly abuse cases	30
<i>Civic participation and employment</i>	
Percentage of eligible older voters who voted in 2015 District Council elections	45.30%
Labour force participation rate for those aged 55y and above	35.90%
<i>Communication and information</i>	
Number of WiFi hotspots	101
Number of Gov WiFi locators and premises	23
Average monthly Gov WiFi user count	24,439
<i>Community support and health services</i>	
Number of general out-patient clinics	2
Number of hospitals and institutions run by Hospital Authority (HA)	2
Number of HA hospital beds	1,528
Number of police stations	1
Number of fire stations & ambulance depots	3
Number of post offices	3

Sources: Various government departments, hospital authorities and transportation operators.

Summary of Recommendations by Age-friendly City Domains in Tai Po district

<p>1. Outdoor spaces and buildings</p> <ul style="list-style-type: none"> • Elderly would like more sheltered seats or outdoor areas so they could have a gathering spot even on sunny or rainy days.
<p>2. Transportation</p> <ul style="list-style-type: none"> • Limited service of alternative transport or specialized transport for disabled people in terms of accessibility and adequacy.
<p>3. Housing</p> <ul style="list-style-type: none"> • Suggest further examination of areas and types of support on home modification (e.g., provision of affordable modifications and a list of services providers) in the district.
<p>4. Social Participation</p> <ul style="list-style-type: none"> • Engage older people from different classes and all walks of life to form a self-sustaining association similar to the older people’s associations in other countries.
<p>5. Respect and Social Inclusion</p> <ul style="list-style-type: none"> • Social programmes to promote respect towards and social inclusion of older people in the community. • Older people’s contributions to the community should be recognized and publicized through public education as well as joint school-based intergenerational programmes.
<p>6. Civic participation and employment</p> <ul style="list-style-type: none"> • Explore and expand customized employment opportunities (e.g., more flexible retirement policies, flexible working hours, job sharing) to meet the needs of older workers. • Promote post-retirement employment by encouraging more employers to hire retirees and recognizing the older people’s valuable working experience and practice wisdom. • Increase volunteering opportunities for older people, social programmes that maximize the engagement of older people in volunteer roles.
<p>7. Communication and information</p> <ul style="list-style-type: none"> • Develop a neighborhood directory which includes age-friendly resources (e.g., medical facilities, public restrooms) and service of companies in the neighborhood as well as job opportunities for older people. • Promoting socialization in the neighborhood (e.g., expanding social networks, implementing age-friendly neighborhood initiatives) and optimizing the existing channels of information exchange.
<p>8. Community support and health services</p> <ul style="list-style-type: none"> • More emphasis on community-based programmes that focus more on improving health by modifying individual lifestyles and behaviors (e.g., nutrition education) as well as preventing the onset or progression of diseases and disabilities (e.g., screening and interventions for frailty) instead of curing illnesses. • Improve access to health care, e-health services (e.g., tele-consultation and diagnosis as well as monitoring of health outcomes).

* Recommendations on the two domains of outdoor spaces and buildings and transportation were from focus group participants. In addition, some recommendations may be relevant to more than one AFC domain.



問卷編號： _____

問卷完整性： 部分完成 整份完成

調查方式： 面談 電話訪問 自行填寫

調查日期：	調查地點：	問卷員編號：
覆檢員編號：	數據輸入員編號(首輪)：	數據輸入員編號(次輪)：

「共建長者友善社區計劃」問卷調查

篩選問題：

1. 年齡： _____

2. 性別：男 / 女

3. 住宅地區

- (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

拒絕人次 []	重覆接觸人次 []	非合適受訪者 []						
		年齡						
		地區						

主要屋苑包括:

大埔 - 大埔滘

<input type="checkbox"/> (1) 美援新村	<input type="checkbox"/> (2) 雍怡雅苑	<input type="checkbox"/> (3) 滌濤山	<input type="checkbox"/> (4) 鹿茵山莊
<input type="checkbox"/> (5) 大埔寶馬山	<input type="checkbox"/> (6) 天賦海灣	<input type="checkbox"/> (7) 溢玥.天賦海灣	<input type="checkbox"/> (8) 翡翠花園
<input type="checkbox"/> (9) 海景山莊	<input type="checkbox"/> (10) 上碗窩	<input type="checkbox"/> (11) 承峰	<input type="checkbox"/> (12) 海鑽.天賦海灣
<input type="checkbox"/> (13) 皇御山	<input type="checkbox"/> (14) 悠然山莊	<input type="checkbox"/> (15) 盈峰翠邸	<input type="checkbox"/> (16) 桃源洞
<input type="checkbox"/> (17) 新翠山莊	<input type="checkbox"/> (88) 康城花園	<input type="checkbox"/> (89) 庭峰居	<input type="checkbox"/> (90) 龍城堡
<input type="checkbox"/> (91) 雍怡小築	<input type="checkbox"/> (92) 疊翠豪庭	<input type="checkbox"/> (93) 逸龍灣	<input type="checkbox"/> (94) 怡翠山莊
<input type="checkbox"/> (95) 皇悅居	<input type="checkbox"/> (96) 豪成半山花園	<input type="checkbox"/> (97) 新麗花園	<input type="checkbox"/> (98) 山頂花園
<input type="checkbox"/> (99) 偉景臺	<input type="checkbox"/> (100) 興康臺	<input type="checkbox"/> (101) 蔚海山莊	<input type="checkbox"/> (102) 逍遙雋岸
<input type="checkbox"/> (103) 南苑	<input type="checkbox"/> (104) 松苑	<input type="checkbox"/> (105) 黃宜坳	

大埔 - 西貢北

<input type="checkbox"/> (106) 海下	<input type="checkbox"/> (107) 高流灣	<input type="checkbox"/> (108) 白沙澳	<input type="checkbox"/> (109) 十四鄉
<input type="checkbox"/> (110) 帝琴灣	<input type="checkbox"/> (111) 塔門		

大埔 - 蓮頭塘

<input type="checkbox"/> (18) 景雅苑	<input type="checkbox"/> (19) 德雅苑	<input type="checkbox"/> (20) 蓮頭塘邨	<input type="checkbox"/> (21) 逸雅苑
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大埔 - 林村谷

<input type="checkbox"/> (22) 林村谷	<input type="checkbox"/> (23) 梅樹坑	<input type="checkbox"/> (24) 帝欣苑	<input type="checkbox"/> (25) 泰亨
<input type="checkbox"/> (26) 泰亨豪園	<input type="checkbox"/> (27) 大埔花園		

大埔 - 富亨

<input type="checkbox"/> (28) 富亨邨

大埔 - 怡富

<input type="checkbox"/> (29) 怡雅苑	<input type="checkbox"/> (30) 富善·
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大埔 - 康樂園

<input type="checkbox"/> (31) 鳳園	<input type="checkbox"/> (32) 下坑	<input type="checkbox"/> (33) 康樂園	<input type="checkbox"/> (34) 九龍坑
<input type="checkbox"/> (35) 樂賢居	<input type="checkbox"/> (36) 新圍仔	<input type="checkbox"/> (37) 大埔頭水圍	<input type="checkbox"/> (38) 大窩
<input type="checkbox"/> (39) 華樂豪庭	<input type="checkbox"/> (40) 元嶺		

大埔 - 大元

<input type="checkbox"/> (41) 大元邨

大埔 - 宏福

<input type="checkbox"/> (42) 宏福苑

大埔 - 大埔中

<input type="checkbox"/> (112) 大埔廣場

大埔 - 大埔墟

<input type="checkbox"/> (43) 翠河花園	<input type="checkbox"/> (44) 山景閣
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主要屋苑包括:

沙田 - 馬鞍山市中心

<input type="checkbox"/> (45) 海柏花園	<input type="checkbox"/> (46) 福安花園	<input type="checkbox"/> (47) 富輝花園	<input type="checkbox"/> (48) 馬鞍山中心
<input type="checkbox"/> (49) 新港城	<input type="checkbox"/> (50) 海濤居	<input type="checkbox"/> (51) 海典居	

沙田 - 頌安

<input type="checkbox"/> (52) 頌安邨

沙田 - 錦濤

<input type="checkbox"/> (53) 錦豐苑

沙田 - 錦英

<input type="checkbox"/> (113) 錦英苑

沙田 - 恆安

<input type="checkbox"/> (54) 恆安邨	<input type="checkbox"/> (55) 錦鞍苑
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沙田 - 沙田市中心

<input type="checkbox"/> (56) 希爾頓中心	<input type="checkbox"/> (57) 好運中心	<input type="checkbox"/> (58) 文禮閣	<input type="checkbox"/> (59) 新城市廣場
<input type="checkbox"/> (60) 曉翠山莊	<input type="checkbox"/> (61) 蔚景園	<input type="checkbox"/> (62) 沙田中心	<input type="checkbox"/> (63) 沙田廣場
<input type="checkbox"/> (64) 偉華中心	<input type="checkbox"/> (65) 嘉御山		

沙田 - 富龍

<input type="checkbox"/> (66) 富寶花園	<input type="checkbox"/> (67) 錦龍苑
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沙田 - 王屋

<input type="checkbox"/> (68) 富豪花園	<input type="checkbox"/> (69) 全輝中心	<input type="checkbox"/> (70) 河畔花園	<input type="checkbox"/> (71) 翠麗花園
<input type="checkbox"/> (72) 田園閣	<input type="checkbox"/> (73) 翠華花園	<input type="checkbox"/> (74) 花園城	<input type="checkbox"/> (75) 王屋村
<input type="checkbox"/> (76) 圓洲角	<input type="checkbox"/> (114) 皇御居		

沙田 - 秦豐

<input type="checkbox"/> (77) 豐盛苑

沙田 - 利安

<input type="checkbox"/> (78) 利安邨	<input type="checkbox"/> (79) 翠擁華庭
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沙田 - 瀝源

<input type="checkbox"/> (80) 下禾輦	<input type="checkbox"/> (81) 瀝源邨	<input type="checkbox"/> (82) 排頭	<input type="checkbox"/> (83) 上禾輦
<input type="checkbox"/> (84) 禾輦邨	<input type="checkbox"/> (85) 沙田友愛村	<input type="checkbox"/> (86) 豐和邨	

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

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

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

您有幾同意而家……

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

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

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

E	尊重及社會包融						
32.	各種服務會定期諮詢長者，為求服務得佢地更好。	1	2	3	4	5	6
33.	提供唔同服務同產品，去滿足唔同人士嘅需求同喜好。	1	2	3	4	5	6
34.	服務人員有禮貌，樂於助人。	1	2	3	4	5	6
35.	學校提供機會去學習有關長者同埋年老嘅知識，並有機會俾長者參與學校活動。	1	2	3	4	5	6
36. *	社會認同長者嘅過去同埋目前所作出嘅貢獻。	1	2	3	4	5	6
37. *	傳媒對長者嘅描述正面同埋冇成見。	1	2	3	4	5	6
F	社區參與及就業						
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	訊息交流						
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	社區支持與健康服務						
48.	醫療同社區支援服務足夠。	1	2	3	4	5	6
49.	有提供家居護理服務，包括健康、個人照顧同家務。	1	2	3	4	5	6
50.	院舍服務設施同長者嘅居所都鄰近其他社區服務同地方。	1	2	3	4	5	6
51.	市民唔會因為經濟困難，而得唔到醫療同社區嘅支援服務。	1	2	3	4	5	6
52.	社區應變計劃(好似走火警)有考慮到長者嘅能力同限制。	1	2	3	4	5	6
53. *	墓地(包括土葬同骨灰龕) 嘅數量足夠同埋容易獲得。	1	2	3	4	5	6

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

1	2	3	4	5
非常不同意	不同意	普通	同意	非常同意

請就你居住的地區評分，您有幾同意而家……

I	社群意識指數	非常不同意	不同意	普通	同意	非常同意
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.	呢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

受訪者資料

1. 您嘅性別係：(1) 男 (2) 女

2. 您嘅婚姻狀況係(一定要讀出所有選擇)：
 (1) 從未結婚
 (2) 現在已婚
 (3) 喪偶
 (4) 離婚 / 分居
 (5) 其他(請註明)： _____

3. 您嘅教育程度係：
 (1) 未受教育/學前教育(幼稚園) (2) 小學
 (3) 初中 (4) 高中
 (5) 預科 (6) 專上教育：文憑/證書課程
 (7) 專上教育：副學位課程 (8) 專上教育：學位課程或以上

4. 居所類型：
 (1) 公營房屋
 (11) 租住(如公屋、長者屋)
 (12) 補助出售單位(如經「租者置其屋計劃」購入的公屋單位)
 (2) 補助出售居屋單位
 (21) 第二市場(未補地價)
 (22) 自由市場(已補地價)
 (3) 私人永久性房屋
 (31) 租住(包括免租如員工宿舍)
 (32) 自置(包括有按揭)
 (4) 私人臨時房屋(如鐵皮屋)
 (5) 其他(請註明)： _____ (如老人院)

5. 通訊地址： _____

6. 您喺以上住址/所屬社區住左幾耐： _____

7. 您的居住狀況？
 (1) 與伴侶同住 (2) 與子女同住
 (3) 與伴侶及子女同住 (4) 獨居
 (5) 其他(請註明)： _____

8. 您而家有無返工？
 (1)有 → 您而家嘅職位/工作：_____ (請註明)

(0)無 → 您係：(讀出所有選擇)
 (1) 失業人士 (2) 退休人士
 (3) 料理家務者 (4) 學生
 (5) 其他(請註明)：_____

9. 一般來說，您說您的健康係非常好、很好、好、一般或差？
 (1)差 (2) 一般 (3) 好 (4) 很好 (5) 非常好

10. 您有否照顧六十五歲或以上長者的經驗？
 (0)否 (1)有

11. 過去三個月內，您有否使用／參加過長者中心所提供的服務/活動？
 (0)否 (1)有

12. 您有無足夠嘅金錢嚟應付日常開支？
 (1)非常不足夠 (2)不足夠 (3)剛足夠 (4)足夠有餘
 (5)非常充裕

13. 您而家每個月收入係港幣幾多？

<input type="checkbox"/> (1) < 2,000	<input type="checkbox"/> (7) 15,000 - 19,999
<input type="checkbox"/> (2) 2,000 - 3,999	<input type="checkbox"/> (8) 20,000 - 24,999
<input type="checkbox"/> (3) 4,000 - 5,999	<input type="checkbox"/> (9) 25,000 - 29,999
<input type="checkbox"/> (4) 6,000 - 7,999	<input type="checkbox"/> (10) 30,000 - 39,999
<input type="checkbox"/> (5) 8,000 - 9,999	<input type="checkbox"/> (11) 40,000 - 59,999
<input type="checkbox"/> (6) 10,000 - 14,999	<input type="checkbox"/> (12) ≥ 60,000

* 您是否願意留下你的電話號碼以作將來聯絡之用？
_____ (先生/女士/小姐) 電話號碼：_____

* 您是否有興趣參與聚焦小組作進一步意見分享？
 (0) 否 (1) 是 (2) 未確定

* MH: E / IE

* LA: E / IE



同意書

「共建長者友善城市」計劃

現誠邀閣下參與香港中文大學賽馬會老年學研究所的「共建長者友善城市」計劃，該計劃由香港賽馬會主導，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、香港理工大學活齡學院、嶺南大學亞太老年學研究中心以及政府部門等機構合作，分階段在全港各區推行。

研究目的

根據世界衛生組織的「老年友好城市建設指南」檢視香港各區對長者生活的方便及友善程度。

程序

您現只需完成一份有關長者友善社區的問卷（需時約半小時至一小時），另外，我們稍後會以聚焦小組的形式邀請閣下接受訪問（需時約一個半小時至兩小時），而對話內容會被錄音以作研究記錄用途，但卻不會作公開播放。

風險

是次研究並不存有已知的風險。

利益

當完成長者友善社區問卷後，您將獲得港幣伍拾圓正現金禮券。另外，當完成以聚焦小組形式訪問後，您亦會獲得港幣伍拾圓正現金禮券（即合共港幣壹佰元正）。您於問卷及訪問中所提供的寶貴資料，將有助改善日後長者在香港各區的生活。

私隱

是次研究所收集的資料只供日後有關「長者友善城市項目」的計劃之用，個人資料將絕對保密，除獲本研究授權的人員外，將不會提供予其他人士。

參與及退出

參與純屬自願性質，您可隨時退出而不會對您造成負面影響。

如您對是項研究有任何查詢，請與苗小姐聯絡（電話：3943 9294；地址：香港沙田中文大學康本國際學術園 9 樓 908 室；電郵：ioa@cuhk.edu.hk）或與汪競先生或余浩欣博士聯絡（電話：2632 2190；地址：香港中文大學醫學院內科與藥物治療學系呂志和臨床醫學大樓 10 樓 124021 室）。如您想知道更多有關研究參與者的權益，請聯絡香港中文大學調查及行為研究操守委員會（電話：3943 6777）。

如您明白以上內容，並願意參與是項研究，請簽署以下之同意書。

姓名：_____

簽署：_____

日期：_____

批准研究到期日：_____ 2018 年 12 月份

Jockey Club Age-friendly City Project



賽馬會齡活城市
Jockey Club Age-friendly City

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

CUHK Jockey Club Institute of Ageing



香港中文大學
賽馬會老年學研究所
CUHK Jockey Club Institute of Ageing

<http://www.ioa.cuhk.edu.hk/>