

**Meeting of the Independent Police Complaints Council (IPCC)  
with the Complaints & Internal Investigations Branch (C&IIB) (Open Part) held  
at the IPCC Secretariat Office at 1555 hours on Tuesday, 11<sup>th</sup> September 2018**

Present:

Mr Anthony Francis NEOH, QC, SC, JP	(Chairman)
Hon Chris CHEUNG Wah-fung, SBS, JP	(Vice-chairman)
Hon Tony TSE Wai-chuen, BBS	(Vice-chairman)
Miss Lisa LAU Man-man, BBS, MH, JP	
Mr Herman HUI Chung-shing, SBS, MH, JP	
Ir Edgar KWAN Chi-ping, BBS, JP	
Dr Eugene CHAN Kin-keung, BBS, JP	
Ir Prof Vincent HO	
Dr Eric CHENG Kam-chung, BBS, MH, OStJ, JP	
Mr Richard HO Kam-wing	
Mr Barry CHIN Chi-yung	
Mr José -Antonio MAURELLET, SC	
Mr Wilson KWONG Wing-tsuen	
Ms Ann AU Chor-kwan	
Mr Alex CHU Wing-yiu	
Miss Sylvia LEE Hiu-wah	
Dr David LEE Ka-yan, BBS, MH, JP	
Ms Shalini Shivan SUJANANI	
Prof Martin WONG Chi-sang	
Dr Anissa CHAN WONG Lai-kuen, BBS, MH, JP	
Mr Roland WONG Ka-yeung	
Mr Richard YU, CDSM, CMSM, SG	
Ms Rebecca LUK, DSG (MGT)	(Joint Secretary)
Ms Cherry CHAN, LA	
Mr Daniel MUI, DSG(OPS)	
Mr KWOK Yam-shu, DMS	
Mr CHUNG Sze-pong, ACP	
Ms MAK Wai-man Tammy, CSP C&IIB	
Mr WONG Kwok-yin, SSP CAPO	
Mr WONG Shun-shing, SP CAPO HQ	(Joint Secretary)

Absent with  
apologies: Hon CHAN Kin-por, GBS, JP (Vice-chairman)  
Mr Douglas LAM Tak-yip, SC  
Mr Arthur LUK Yee-shun, BBS, SC  
Ms SO Lai-chun, MH, JP  
Mr Clement CHAN Kam-wing  
Ms Melissa Kaye PANG, MH, JP  
Mr Johnny YU Wah-yung, JP

In Attendance : Mr LAW Shui-sum, SSP CAPO (Des)  
Ms YU Yuen-yan, SP CAPO HKI (Temp)  
Mr YIP Wing lam, SP CAPO K (Temp)  
Mr WONG Siu-keung, SP CAPO NT  
Ms CHOI Sau-kuen, CIP HQ (1) CAPO  
Ms LUI Wai-yee, CIP HQ (2) CAPO  
Mr LEE Chi-man, CIP K2 CAPO K  
Mr CHAN Hok-lun, SIP IPCC CAPO  
Mr WONG Yat-sang Danny, SIP SUP CAPO  
Ms LEUNG Yuen-lung, SIP NT4B CAPO NT  
Mr TSE Chun chung John, CSP PPRB  
Mr LEUNG Ngai, SP SMC PPRB

## **PART B OPEN MEETING**

### **Opening Address**

The Chairman welcomed all to the meeting.

#### **I. Confirmation of Minutes of the Meeting held on 19<sup>th</sup> June 2018 (Open Part)**

2. The minutes of the last meeting (Open Part) were confirmed without amendment.

## II. Presentation on Community Engagement

3. CSP C&IIB briefed the meeting that ‘Engaging the Community’ was one of the Strategic Directions of the Force. The Force, with a view to enhancing community's trust and support, had strived to promote community engagement. To enable IPCC Members to understand more about the Force’s strategies in ‘Engaging the Community’, CSP TSE Chun-chung John from Police Public Relations Branch (PPRB) was invited to deliver a presentation to the meeting.

4. CSP TSE highlighted the challenges faced by the Force in community engagement and the various Force’s initiatives including enhancing Media Relations, Use of Social Media and Youth Engagement.

5. CSP TSE stated that in order to strengthen the communication between Police and the Media during operational situations, the Force Media Liaison Cadre (FMLC) was established in 2015. The role of FMLC was to facilitate media reporting activities on the ground, to handle issues arising from press activities, and to relieve frontline officers from media liaison duties. The FMLC, comprising 189 members, provided media liaison support in major security operations, public order events as well as large-scale ad hoc incidents or accidents. PPRB also organized regular sharing sessions between frontline officers and frontline reporters.

6. CSP TSE briefed the meeting that the Force made use of the Social Media to ‘Reach the Unreached’, communicating with members of the public directly, understanding their sentiments and making timely responses when necessary. CSP TSE introduced the social media platforms currently adopted by the Force including Mobile App, YouTube, Facebook and Instagram.

7. CSP TSE further briefed the meeting that the Force was currently adopting a three-fold approach on ‘Youth Engagement’, namely ‘Innovative Platforms’, ‘Co-production’ and ‘Co-creation’. ‘The Junior Police Call Permanent Activity Centre and Integrated

Youth Training Camp’, set up in 2017 at Pat Heung, was to make use of a wide range of facilities to train the youth to good discipline, physical fitness and leadership as well as to raise their awareness of integrity, crime prevention and social responsibility. CSP TSE added that PPRB had partnered with the local universities to devise crime prevention initiatives.

8. CSP TSE rounded up the presentation by highlighting the Force’s commitment in engaging the community and the Force’s Overall Performance rating at 73% in the Public Opinion Survey 2018, recording a remarkable increase when compared with the past few years.

9. Mr Alex CHU enquired about the criteria the Force had adopted to choose the social media platforms, and the target groups of those ‘Unreached’. CSP TSE replied that the criteria for selection of social media platforms were based on the social sentiments or needs, and that the “Unreached” target groups were mostly youths, but also included other groups which the traditional communication channels could not reach them. The Chairman asked whether there was a specific group of officers to look after the Force’s social media. CSP TSE replied in affirmative that it was handled by the Social Media and Communication Section of PPRB.

10. Miss Lisa LAU enquired about the feedback and follow-up actions, if any, of the Force’s posts in the social media. CSP TSE replied that PPRB would conduct analysis on the comments made by the netizens with a view to finding out their concerns towards the Force.

11. Hon Chris CHEUNG and Dr David LEE appreciated the use of social media by the Force, which enhanced the communication between the Police and members of the public. The Chairman also expressed his appreciation to CSP TSE for his comprehensive presentation.

### **III. Matters of Information**

#### **(a) CAPO's Monthly Statistics**

12. Relevant figures had been provided to IPCC Members for their reference prior to the meeting. CSP C&IIB highlighted that the complaint trend remained steady in the first eight months of 2018 with 971 Reportable Complaints (RCs) registered, representing a decrease of 3 cases (-0.3%) when compared with the same period of 2017. There were 511 cases resolved by EDM, representing a decrease of 151 cases (-22.8%) when compared with the same period of 2017.

13. The projected RC figure for 2018 was estimated to be 1,457, representing a projected decrease of 51 cases (-3.4%) when compared with the figure in 2017 (1,508 cases). 826 cases of minor complaints constituted the majority of the complaints (85.1%) while 145 cases of serious complaints constituted the rest (14.9%) of the complaints.

14. For minor complaints, 569 cases of 'Neglect of Duty' (58.6%), 107 cases of 'Misconduct' (11%), 134 cases of 'Impoliteness' (14.8%) and 16 cases of 'Offensive Language' (1.6%) were registered. For serious complaints, 102 cases of 'Assault' (10.5%), 12 cases of 'Threat' (1.2%), 15 cases of 'Fabrication of Evidence' (1.5%), 14 cases of 'Unnecessary Use of Authority' (1.4%), 1 case of 'Police Procedures' (0.1%) and 1 case of 'Other Crime' (0.1%) were registered.

15. Comparing the minor complaint figures with the same period in 2017, 'Neglect of Duty' increased by 13 cases from 556 to 569 cases (+2.3%) with majority (44.3%) involving the improper investigation of traffic or crime cases. Majority of the complainants were dissatisfied with the progress and result of investigations. With a view to avoiding recurrence, CAPO would strengthen the outreaching programme to the frontline units, and would also continue to disseminate complaint prevention messages via the quarterly electronic complaints prevention 'e-Newsletter'. Other minor complaints included 'Misconduct' which decreased by

21 cases from 128 to 107 cases (-16.4%); ‘Impoliteness’ which increased by 23 cases from 111 to 134 cases (20.7%); and ‘Offensive Language’ which increased by 7 cases from 9 to 16 cases (77.8%).

16. Comparing the serious complaint figures with the same period in 2017, most of them recorded a decrease. ‘Assault’ increased by 1 cases from 101 to 102 cases (1%), ‘Threat’ decreased by 20 cases from 32 to 12 cases (-62.5%), ‘Unnecessary Use of Authority’ decreased by 4 cases from 18 to 14 cases (-22.2%), ‘Fabrication of Evidence’ decreased by 4 cases from 19 to 15 cases (-21.1%) and ‘Police Procedures’ slightly increased by 1 case from none.

17. In sum, the complaint trend was steady and the number of serious allegations was on the decrease.

18. Hon Tony TSE appreciated CAPO’s outreaching programme and e-Newsletter, which could enhance the awareness of frontline officers for complaint prevention. He added that it was also important for members of the public to understand Police’s work and opined that both IPCC and CAPO should share the same goal to improve the relationship between the Police and the public.

#### **(b) CAPO’s Criminal and Disciplinary Checklist**

19. CSP C&IIB briefed the meeting that relevant table had been provided to IPCC Members for their reference prior to the meeting. Nothing was raised in this part.

#### **IV. Any Other Business**

20. There being no other business, the meeting concluded at 1647 hours.

( WONG Shun-shing )  
Joint Secretary  
Complaints and Internal  
Investigations Branch

( Rebecca LUK )  
Joint Secretary  
Independent Police  
Complaints Council