

**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 1530 hours on Tuesday, 17 September 2019**

Present:	Dr Anthony Francis NEOH, QC, SC, JP	(Chairman)
	Hon Chris CHEUNG Wah-fung, SBS, JP	(Vice-chairman)
	Hon Tony TSE Wai-chuen, BBS	(Vice-chairman)
	Hon Frankie YICK Chi-ming, SBS, JP	(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 Eric CHENG Kam-chung, BBS, MH, OStJ, JP	
	Mr Richard HO Kam-wing	
	Mr Barry CHIN Chi-yung	
	Mr José-Antonio MAURELLET, SC	
	Mr Clement CHAN Kam-wing, MH	
	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 Melissa Kaye PANG, MH, JP	
	Ms Shalini Shivan SUJANANI	
	Prof Martin WONG Chi-sang	
	Mr Roland WONG Ka-yeung	
	Mr LEE Man-bun, MH, JP	
	Mr Paul LAM Ting-kwok, SC	
	Mrs Helen YU LAI Ching-ping, SBS	
	Mr Richard YU, CDSM, CMSM, SG	
	Mr Daniel MUI, DSG (OPS)	
	Ms Rebecca LUK, DSG (MGT)	(Joint Secretary)
	Ms Cherry CHAN, LA	
	Ms LAU Chi-wai, DMS	
	Mr Andrew KAN Kai-yan, ACP SQ	
	Ms Tammy MAK Wai-man, CSP C&IIB	
	Mr LAW Shui-sum, SSP CAPO	
	Mr YIP Wing-lam, SP CAPO HQ	(Joint Secretary)

Absent with
apologies: Mr Douglas LAM Tak-yip, SC
Ms SO Lai-chun, MH, JP
Mr Johnny YU Wah-yung, JP
Dr Anissa CHAN WONG Lai-kuen, BBS, MH, JP
Ms Jane Curzon LO, JP

In Attendance : Ms TANG Wai-ying, SP CAPO HKI
Mr TSUE Chun-tung, SP CAPO K
Ms KWONG Yim-chun, SP CAPO NT
Mr WONG Yiu-sum, SP IIO
Ms KWONG Suk-ching, CIP SD 1 CAPO
Mr LEE Chi-man, CIP SD 2 CAPO
Ms CHOI Sau-kuen, CIP HQ (1) CAPO
Ms HUI Shui-lam, CIP HQ (2) CAPO
Mr YIP Chun-man, CIP HKI IIO
Mr CHAN Hok-lun, SIP IPCC CAPO
Ms MOK Lai-king, SIP K1a CAPO K
Ms KWOK Ka-wing, IP SUP CAPO
Ms Ingrid MAK Wing-fun SCLINPSY CPSS PSG
Mr Swalikh MOHAMMED, SP TCD CSTCB

PART B OPEN MEETING

Opening Address

The Chairman welcomed all to the meeting, especially the two new IPCC Members Mr Paul LAM, SC and Mrs Helen YU, as well as Mr Andrew KAN, who had recently taken up the post of Assistant Commissioner of Police, Service Quality Wing (ACP SQ).

I. Confirmation of Minutes of the Meeting held on 18 June 2019 (Open Part)

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

II. Presentation on (a) Psychological Services for Police Officers (b) Doxxing and Fake News

3. CSP C&IIB briefed the Meeting that whilst handling the major protests in the past three months, frontline police officers had worked prolonged hours and exhausted themselves to maintain and resume the law and order of the society. Not only did they face verbal abuse and violence, they also faced tremendous stress stemming from the doxxing of themselves and their family members. The Psychological Services Group (PSG) and the Cyber Security and Technology Crime Bureau (CSTCB) had therefore been following up on the emotional response of the force members and the doxxing cases respectively. To enable IPCC Members to understand the work of PSG and CSTCB, Ms Ingrid MAK, Senior Clinical Psychologist, SCLINPSY CPSS PSG, and Mr Swalikh MOHAMMED, Superintendent of Technology Crime Division (TCD) of CSTCB, were invited to deliver presentations to the Meeting.

4. SCLINPSY CPSS PSG delivered her presentation by introducing the works of PSG in building the resilience of police officers. Between 2005 and 2008, a review was conducted with a view to enhancing the psychological competency training to the frontline

officers. To better prepare the officers for interacting with the public, managing oneself and supporting colleagues, the review included a number of essential human/psychological subjects such as conflict management, emotion regulation, victim psychology, stress management, psychological skills in suspect interviewing, healthy lifestyle, interpersonal communication skills and counselling skills as police supervisors/colleagues. Officers were highly satisfied with the training and requested for more emotional management.

5. In 2005, the ‘*Carelinks Cadre*’ was established, consisting 92 volunteering members from police constables to Chief Superintendents with a view to cultivating a caring culture in the Police Force, to promoting self-care and peer support among Force members, and to enhancing their psychological well-being.

6. In 2010, as a result of PSG’s research on positive psychology, a series of emotional fitness training was rolled out to help officers develop positive emotion and resilience. PSG’s collaborative research with the Hong Kong Police College’s Advisor showed encouraging findings on the training’s effectiveness.

7. In 2013, PSG introduced to the frontline officers the ‘*TAKE*’ model, as a psychological preparation for their public order event operations. The model emphasised on four aspects namely, treat your body, appreciate your role, know your people and endure hard feelings. The ‘*TAKE*’ model was incorporated into all PTU trainings to provide officers with an eight-hour training on understanding themselves, the public, the meaning of their duties and to build their psychological resilience. A CD-ROM on the subject was also derived and each Police Division was provided with a copy for internal training purposes.

8. SCLINPSY CPSS PSG continued to brief the Meeting about the stress that the frontline officers faced during the recent years in particular during the period of the Illegal Occupy Movement in 2014, the Mongkok Riot in 2016 and the anti-Extradition Bill Protests since 9 June 2019.

9. During the handling of the protests arisen from the amendment of the Extradition Bill, frontline officers had to face extreme stress stemming from long working hours, increased level of violence, negative media coverage/ fake news, social cleavage, cyber bullying /doxxing, safety of family members and bullying of their children. At the same time, hostility against police and the phenomenon of citizen acting as journalists during protests were bringing more challenges to the police including emotional politics, decrease in respect and trust from the public, and more importantly, difficulties in law enforcement.

10. PSG had been disseminating messages to provide psychological support to the frontline officers in order to help them understand their roles in handling protests and enhance their cohesion with their teammates. PSG had been visiting police married quarters, providing workshops for police spouses and children, and extending their counselling services to police family members with a view to helping them adjust to social unrest as a police family member.

11. SCLINPSY CPSS PSG concluded her presentation by providing statistics on the services provided by the PSG.

12. SP TCD CSTCB then presented videos and screenshots examples of the doxxing and cyberbullying, the escalating online radicalisation and the misinformation via social media. He reported that over 2,000 members of the Force were affected. Officers and their family members' personal data were obtained illegally and posted on social media. Apart from receiving nuisance calls, hatred and threatening messages, their personal information was also used for ordering pizza, applying visa card and loan ... etc.

13. Mr Alex CHU appreciated the works of PSG. He had concerns over the ratio between psychologists available to the officers and their family members in need of counselling service, and whether any police officer had been referred to psychiatric specialist for follow-up consultation and prescription of psychiatric medications. SCLINPSY CPSS PSG replied that their services had only just been extended to the family members of police and the requests for counselling service was increasing. PSG would closely monitor the situation and ensure adequate services were provided. She also stated

that since 1997, PSG had been authorised by Hospital Authority to directly refer any officers in need of psychiatric consultations. The Chairman asked whether there was any referral so far. SCLINPSY CPSS PSG revealed that the referral to psychiatric specialists took up approximately 10% of the cases handled by PSG and there was no prominent increase in the recent months despite the apparent stress encountered by the officers.

14. Miss Sylvia LEE enquired whether there was any mechanism to evaluate the officers' psychological status on a daily basis given the stress that they encountered in carrying out their duties during the current period. SCLINPSY CPSS PSG replied that psychological services were provided on a voluntary basis. PSG promoted peer support amongst officers, advising officers to observe whether any of their teammates appeared in need of counselling and if so, encouraged them to approach PSG for assistance.

15. Ms Ann AU had concerns over the psychological impact on the officers who were affected by doxxing and whether there was sufficient support given to these affected officers. SCLINPSY CPSS PSG replied that although there were approximately 2,200 doxxing cases affecting police officers, there were only around 400 cases referred to PSG who had been actively following up on these cases. After approaching the affected officers, PSG would evaluate and decide whether they needed counselling services, should the officers be willing to receive any.

16. The Chairman understood that the frontline officers were facing increasing psychological stress as the level of violence of recent protests escalated. He enquired whether PSG would advise the concerned commanding officers to approach PSG for providing counselling services for their frontline officers who were on duty at recent protests. SCLINPSY CPSS PSG replied that PSG was monitoring the protests on a daily basis and should they see any major incidents which they thought would cast severe psychological impact on the officers, they would approach respective commanders for arranging counselling services to the concerned officers.

17. Hon Tony TSE expressed his concerns over the manpower of PSG and enquired whether only ten psychologists from PSG would be sufficient to handle and manage all the services that PSG was currently providing. He also enquired whether PSG would approach the officers that appeared in need of counselling services given the prominent stress that they were facing. SCLINPSY CPSS PSG replied that PSG would continue to approach officers, should they find any incidents that they thought would cast major impacts on the officers. For example, they had contacted Railway District (RAILDIST) after the fake news of ‘*Death in Prince Edward MTR*’ on 31 August 2019.

18. The Chairman invited DMS to elaborate the identification of police officers who did not have their warrant cards or insignia displayed. DMS explained that the uniforms of the Special Tactical Contingent were specially designed for tactical purposes and thus the uniforms did not support the display of insignia. However, the Force understood the public’s concern over the identification of officers handling the protests and had put in place an identification system. The officers currently wore helmets with a combination printed on them, and that combinations were unique and identifiable. This identification system had just been put in place and would be reviewed in due course. The Chairman supplemented that the IPCC was conducting a research on the identification system of police officers across the world and would let the Force know the situation.

19. The Chairman invited DMS to explain the rationale of the recent distribution of batons to off-duty officers. DMS explained that due to operational need arising from the ‘*TideRider*’ operation, from 10 September 2019 onwards, officers who voluntarily wished to carry a baton whilst off-duty would be provided with one. The officers, who wished to be issued with a baton are required to be qualified for using it, and to strictly comply with the principles governing the ‘*Use of Force*’, i.e. only the minimum force necessary to achieve the purpose may be used and once that purpose has been achieved, the use of such force should be ceased. Should they have used their batons whilst off-duty, they were required to declare and report to their supervisor as soon as practicable.

20. DMS revealed that she understood the public's concerns that as a result of the distribution of batons to off-duty officers, there might be a rise in incidents in which people impersonated police officers. On this regard, DMS assured the Meeting that as at 16 September 2019, there was no increase in cases of impersonating police officers and that there were only two cases reported in 2019, which was not much different from the figures of 2018. DMS also noted that there were news reports that two plainclothes off-duty officers had used their batons at Amoy Garden recently and she clarified that those officers were at the material time on duty at the concerned location. There was no report of any off-duty use of batons. The Chairman further enquired whether the off-duty officers needed to display their warrant cards when they decided to use batons. DMS replied that officers in plainclothes were required to display their warrant cards during execution of duties, except in situations where they were not able to display them.

21. Hon Chris CHEUNG further questioned whether the combinations displayed on the helmets of the officers would cause them to be victims of doxxing. The Chairman asked whether there was a confidential identification list kept by the Force in that regard, and DMS replied positively as the current identification system would strike a balance between protecting the officers' privacy and the public's need of identification.

III. Matters of Information

(a) CAPO's Monthly Statistics

22. CSP C&IIB reported that in the first eight months of 2019, 1,034 Reportable Complaints (RCs) were registered, representing an increase of 67 cases (+6.9%) when compared with 967 RCs in the same period of 2018. There were 444 cases resolved by EDM, representing a decrease of 74 cases (-14.3%) when compared with 518 cases the same period of 2018.

23. Of the 1,034 RCs, 881 cases (85.2%) were minor complaints while 153 cases (14.8%) were serious complaints. Minor complaints comprised 525 cases of '*Neglect of Duty*' (50.8%), 337 cases of '*Misconduct/Impoliteness*' (32.6%), and 19 cases of '*Offensive Language*' (1.8%). When compared with the same period of 2018, overall minor complaints increased by 56 cases (+6.8%). Serious complaints comprised 104 cases of '*Assault*' (10%), 10 cases of '*Threat*' (1%), 29 cases of '*Unnecessary Use of Authority*' (2.8%) and 10 cases of '*Fabrication of Evidence*' (1%). The number of overall serious complaints in the first eight months in 2019 showed an increase of 12 cases (+8.5%) when compared with the same period of 2018.

24. Comparing the minor complaint figures with the same period of 2018, '*Neglect of Duty*' decreased by 30 cases from 555 to 525 cases (-5.4%). '*Misconduct/Impoliteness*' increased by 81 cases from 256 to 337 cases (+31.6%) and '*Offensive Language*' increased by 5 case from 14 to 19 cases (+35.7%).

25. Comparing the serious complaint figures with the same period of 2018, '*Assault*' increased by 4 cases from 100 to 104 cases (+4%). '*Threat*' decreased by 2 cases from 12 to 10 cases (-16.7%). '*Unnecessary Use of Authority*' increased by 17 cases, from 12 to 29 cases (+141.7%). '*Fabrication of Evidence*' decreased by 7 cases, from 17 to 10 cases (-41.2%).

26. It is anticipated that the overall figures of 2019 would show a slight increase when compared with 2018.

(b) Statistics – Complaints Arising from Fugitive Offenders Ordinance related Public Order Events

27. CSP C&IIB reported that as at 31 August 2019, a total of 498 complaints from 2,491 complainants were received, including 196 RCs (39.4%) from 206 complainants and 302 Notifiable Complaints (NCs) (60.6%) from 2,285 complainants.

28. Of the 196 RCs, there were 58 cases (29.6%) of '*Neglect of Duty*', 55 cases (28.1%) of '*Misconduct*', 25 cases (12.8%) of '*Impoliteness*', 5 cases (2.6%) of '*Rudeness*', 3 cases (1.5%) of '*Offensive Language*', 24 cases (12.2%) of '*Assault*', 2 cases (1%) of '*Threat*' and 24 cases (12.2%) of '*Unnecessary Use of Authority*'. CAPO had met with IPCC to discuss the investigation of the RCs and had submitted relevant investigation reports on a bi-weekly basis. The fifth progress report would be submitted on 18 September 2019.

29. CAPO had been actively approaching the complainants of all complaints. As at 31 August 2019, CAPO had successfully contacted 192 (93.2%) complainants of RCs and 1,433(62.7%) complainants of NCs, whilst 118 (57.3%) and 357(15.6%) of them respectively had verified their complaint details for investigation and follow-up actions. CAPO would continue to contact the remaining complainants.

30. Miss Sylvia LEE noticed from the investigation reports that many of the complainees were unidentified. She enquired how CAPO would identify those officers and deal with the complaints if the complainees remained unidentified. CSP C&IIB explained that amongst the complainants that CAPO had initially approached, many could provide neither any identification of the complainees nor details of the incidents concerned. The identification of these officers would rely on the complainants' statements and CAPO's subsequent investigation into the incidents and officers involved, including examination of relevant duty lists and recordings.

CAPO's Criminal and Disciplinary Checklist

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

IV. Any Other Business

32. There being no other business, the meeting concluded at 1630 hours.

(YIP Wing-lam)
Joint Secretary
Complaints and Internal
Investigations Branch

(Rebecca LUK)
Joint Secretary
Independent Police
Complaints Council