

**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 1515 hours on Thursday, 29 December 2022**

Present:

IPCC

Ms Priscilla WONG Pui-sze, SBS, JP (Chairman)
Hon Ronick CHAN Chun-ying, JP (Vice-chairman)
Hon Jimmy NG Wing-ka, BBS, JP (Vice-chairman)
Mr Clement CHAN Kam-wing, MH, JP
Mr Wilson KWONG Wing-tsun
Mr Alex CHU Wing-yiu
Ms Ann AU Chor-kwan, JP
Miss Sylvia LEE Hiu-wah
Dr David LEE Ka-yan, BBS, MH, JP
Mr Johnny YU Wah-yung, JP
Dr Anissa CHAN WONG Lai-kuen, SBS, MH, JP
Mr Roland WONG Ka-yeung
Mr LEE Man-bun, MH, JP
Mrs Helen YU LAI Ching-ping, SBS
Dr Daniel CHAN Ching-yan, MH
Miss Mabel CHAN Mei-bo

Police

Ms Anna TSANG Yim-sheung, ACP SQ
Ms Monica AU YEUNG Mun-ye, CSP C&IIB
Mr Joe CHAN Hin-kwan, SSP CAPO
Mr Simon CHAN Wai-ming, SSP SD CAPO
Ms Vicky CHAN Sze-ting, SP HQ CAPO

Secretariat

Mr Daniel MUI Tat-ming, SG
Ms Regina LAU Ngai-kit, DSG (OPS)
Ms Patricia WOO Wan-shan, DSG (MGT)
Ms Cherry CHAN Man-yi, LA

**Absent with
apologies**

Hon Frankie YICK Chi-ming, SBS, JP (Vice-chairman)
Ms Melissa Kaye PANG, BBS, MH, JP
Prof Martin WONG Chi-sang
Ms Jane Curzon LO, BBS, JP
Mr Randy YU Hon-kwan, MH, JP
Ms Rebecca LAM Hiu-tong, DMS

Opening Address

The Chairman welcomed all to the meeting. She also took the opportunity to express her appreciation to seven outgoing IPCC Members, Mr Alex CHU, Ms Melissa PANG, Ms Ann AU, Miss Sylvia LEE, Dr David LEE, Prof Martin WONG and Mr Johnny YU for their contribution during their tenure.

I. Confirmation of Minutes of the Meeting held on 20 September 2022 (Open Part)

2. The minutes of the last meeting were confirmed without amendment.

II. Presentation on ‘Force Complaints Prevention Strategies’

3. SP HQ CAPO gave a presentation on the Police’s strategy on complaints prevention.

4. She introduced the two-tier steering structure on complaints prevention of the Police and elaborated on the five-pronged strategy: (i) internal publication and promotional initiatives to enhance officers’ professionalism; (ii) diversified training aided by interactive facilities; (iii) police procedures and policies enhancement; (iv) e-platforms as repository of complaints prevention materials and trend analysis; and (v) external publicity to enhance transparency of police work in the community. She reiterated that the Police would continue to work in collaboration with IPCC to enhance the quality of policing services.

5. Dr David LEE expressed his interest in the complaints prevention quiz for frontline officers and asked if there were ways to motivate their participation in the promotional activities. Besides, he enquired whether the e-platform of complaints prevention materials were open to the public and the browsing rate of the e-platform. SP HQ CAPO responded that quiz winners would be given souvenirs printed with complaints prevention messages. As for the e-platform, it was only available on the Police’s intranet and the browsing statistics would be provided in due course.

[Post-meeting note: Relevant figures on the Police internal publicity campaign and activities were provided to IPCC on 2023-01-06]

6. Mrs Helen YU commented that the internal promotional initiatives were diversified and appealing; and asked how its effectiveness could be measured. SP HQ CAPO explained that their effectiveness would be assessed through both qualitative and quantitative indicators, including the views and comments on video clips, response rates of the quizzes, and feedback of frontline formation/officers collected from CAPO outreach programmes, etc.

7. Ms Ann AU encouraged the Police to take more proactive measures in internal training and to ensure the widest circulation of the promotional materials to both disciplined officers and civilian staff.

8. Miss Sylvia LEE appreciated that the Police produced the promotional videos with a down-to-earth style which had made the content more interesting and easy to remember. She also opined that the video clips for the community, with an optimal duration, could successfully reach their intended audience and greatly enhance the public's understanding of police work.

9. SG appreciated the Police's efforts in complaints prevention and service quality improvement. He opined that most of the complaints arising from daily policing involved frontline uniform branch, e.g. stop-and-search and the handling of confrontational situations, along with traffic and crime duties. It would be beneficial to identify specific areas for continuous improvement and reduce misunderstanding between the Police and the public through focused publicity efforts.

10. The Chairman reiterated the importance of complaints prevention and recognised the Police's endeavours in strengthening the capability of officers in policing duties and increasing the transparency of police work.

11. ACP SQ expressed appreciation to IPCC for their policy and procedural recommendations arising from Service Quality Improvement Initiatives (SQIIs). The observations made by IPCC had assisted the Police to appraise the policing landscape from the public's perspective.

12. Mr Alex CHU enquired whether the Police had conducted analysis of complaints trend and could share observations with IPCC. ACP SQ responded that complaints trend was monitored by the Force Committee on Complaints Prevention on a regular basis. Whilst SQIIs usually focused on specific aspects of the police policies or procedures, complaints prevention initiatives were devised according to the complaints trend. Useful observation on the complaints trend, when identified, would be shared with the IPCC.

13. Mrs Helen YU suggested the Police adopting neighbourhood policing to build a positive relationship with the public. In response, SP HQ CAPO stated that the Police had all along adopted a comprehensive strategy of community engagement and a systematic approach to maintain cohesive partnerships with community stakeholders through local policing.

III. Matters for Information

(a) CAPO's Monthly Statistics

14. SSP CAPO reported that in the first eleven months of 2022, 1,136 RCs were registered, representing a decrease of 172 cases (-13%) when compared with

1,308 cases in the same period of 2021 and an increase of 88 cases (+8%) when compared with 1,048 cases in the same period of 2020. There were 1,048 cases (92%) of minor nature, representing that the majority of RCs were minor complaints. Breakdown of RC figures was detailed at Annex-Table 1.

(b) Statistics – Complaints Arising from FOO-related POEs

15. SSP SD CAPO updated the meeting on the figures of FOO-related complaints. As at 30 November 2022, there were a total of 618 RCs, including 589 complaints (95%) which had been submitted to IPCC and 29 complaints (5%) which are under investigation or sub-judice procedures. Whilst the majority of FOO-related complaints had been endorsed by IPCC, relevant statistics would continue to be closely monitored by Police and IPCC, and would be further reported at upcoming meetings on need basis. Breakdown of the FOO-related RCs was detailed at Annex – Table 2.

(c) CAPO’s Criminal and Disciplinary Checklist

16. SSP CAPO reported that relevant information had been provided to IPCC Members for their reference prior to the meeting. No question was raised under this item.

IV. Any Other Business

17. SSP CAPO took the opportunity to introduce CAPO’s trial to enhance the handling of minor complaints, which had been implemented since May 2022. He highlighted that the enhanced and streamlined procedures had enabled CAPO to timely address complainants’ grievances; rectify deficiency for improvement of service quality; and focus resources to handle serious complaints. The trial had been running smoothly so far. CAPO would continue to monitor its progress and suitably update IPCC.

18. There being no other business, the meeting concluded at 1600 hours.

(Vicky CHAN)
Joint Secretary
Complaints and Internal
Investigations Branch

(Patricia WOO)
Joint Secretary
Independent Police
Complaints Council

Table 1 - Detailed Breakdown and Comparison of RC figures

Year (Jan – Nov)		2022	2022vs2021	2022vs2020
RC (Total)		1136	-13%	+8%
Minor	Neglect of Duty	627 (55%)	-9%	+28%
	Misconduct/Impoliteness	400 (35%)	-19%	+13%
	Offensive Language	21 (2%)	-30%	+17%
Sub-total		1048 (92%)	-14%	+22%
Serious	Assault	68 (6%)	+8%	-46%
	Threat	2 (0.2%)	-75%	-83%
	Unnecessary Use of Authority	15 (1.3%)	-25%	-63%
	Fabrication of Evidence	3 (0.3%)	+50%	-57%
Sub-total		88 (8%)	-5%	-53%

Table 2 - Detailed Breakdown and Progress of FOO-related RCs

Minor	Neglect of Duty	105 (17%)
	Misconduct	184 (29%)
	Impoliteness	42 (7%)
	Rudeness	11 (2%)
	Offensive Language	11 (2%)
	Police Procedures	2 (0.3%)
Sub-total		355 (57%)
Serious	Assault	113 (18%)
	Threat	11 (2%)
	Unnecessary Use of Authority	137 (22%)
	Fabrication of Evidence	2 (0.3%)
Sub-total		263 (43%)
Total		618
Submitted to IPCC	Sub-total	589 (95%)
Yet to be submitted to IPCC	Suspended under 'Sub-Judice'	26 (4%)
	Investigation Ongoing	3 (1%)
	Report being Compiled	0 (0%)
	Sub-total	29 (5%)