

**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 Tuesday, 17 September 2024**

Present:

IPCC

Ms Priscilla WONG Pui-sze, SBS, JP (Chairman)
Hon Frankie YICK Chi-ming, GBS, JP (Vice-chairman)
Hon Ronick CHAN Chun-ying, BBS, JP (Vice-chairman)
Hon Jimmy NG Wing-ka, BBS, JP (Vice-chairman)
Ms Jane Curzon LO, BBS, JP
Dr Daniel CHAN Ching-yan, BBS, MH
Miss Mabel CHAN Mei-bo, JP
Mr Randy YU Hon-kwan, MH, JP
Mr CHAN Chak-ming
Ms Cindi HUI Ming-ming
Prof LIN Feng
Dr Desmond NGUYEN Gia-hung
Mr Ivan SZE Wing-hang, BBS, JP
Mr Kevin CHAN Wing-tak
Mr Matthew LAM Kin-hong, BBS, MH, JP
Dr Jimmy WONG Chi-ho, SBS, BBS, JP
Dr Stanley YIM Yuk-lun, SBS, BBS, JP

Police

Mr Derek LUI Kam-ho, DMS
Ms Sally TSUI Sheung-ye, ACP SQ
Ms Karen TSANG Shuk-yin, CSP C&IIB
Mr Stephen YU Wai-kit, SSP CAPO
Mr Henry LEUNG Pak-ho, SP FLD SUPPORT
Mr Rick CHAN Wai-kei, SP HQ CAPO (Joint Secretary)
Mr Lawrence CHAN Yin-mat, SP CAPO HKI
Mr Christie LAM Yiu, SP CAPO NT
Ms Charlie SIN Cheuk-yin, CIP K4 CAPO K
Ms Cherry LAI Hin-lok, SIP FLD (1) SUPPORT

Secretariat

Mr Daniel MUI Tat-ming, SG
Ms Regina LAU Ngai-kit, DSG (OPS) (Joint Secretary)
Ms Patricia WOO Wan-shan, DSG (MGT)
Ms Vivian HO Wei-wun, LA

Absent with apologies:

IPCC

Mr LEE Man-bun, MH, JP

Opening Address

The Chairman welcomed all to the meeting.

I. Confirmation of Minutes of the Meeting held on 18 June 2024 (Open Part)

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

II. Presentation on ‘Project ComeHome’

3. SP FLD SUPPORT introduced the background of ‘Project ComeHome’ and gave a presentation on how it works. Between 2020 and 2022, the Police had received around 600 cases per annum about Missing Person (MP) who were elderly of age 65 or above and/or suffering from dementia. In June 2023, the Police implemented ‘Project ComeHome’ so as to locate these vulnerable MPs who had used their indexed Octopus Cards to pay for transportation services. Simply put, so long as the card number of an Octopus Card is indexed by the Police and the designated local transport corporations, it would alert the designated local transport corporations and the Police whenever an MP taps the Octopus Card to make payment for transportation services. Staff members of the designated local transport corporations and police officers would then be deployed to locate and assist the MP. The project comprises three major elements, namely:

- (i) *‘Policing with the Community’* to collaborate with local transport corporations (currently including the Kowloon Motor Bus Co. (1933) Ltd. and Mass Transit Railway Corporation Ltd.) to devise operation protocols for indexing, identifying and locating elderly, dementia and / or vulnerable MPs through their use of Octopus Card system upon taking the above public transportation;
- (ii) *‘Education’* to encourage the caretakers to record the Octopus Card numbers of those under their care and make use of tracking devices to monitor the MPs’ whereabouts; and
- (iii) *‘Leveraging Technology’* would equip those needing tracking devices using GPS / Bluetooth technology.

4. SP FLD SUPPORT concluded his presentation by sharing a number of successful cases where the MPs were swiftly located with the implementation of the above initiatives, and highlighting that the Police would continue to

explore the expansion of collaboration with more transport corporations and stakeholders.

5. The Chairman thanked SP FLD SUPPORT for his informative presentation and invited questions from Members.

6. With a view to expediting the expansion of the coverage of the project, Hon Frankie YICK, Chairman of the Serious Complaints Committee, enquired whether it would be feasible to directly liaise with Octopus Cards Limited as the overall service provider of the Octopus Cards service, instead of approaching individual transport corporations or companies. The Chairman and Hon Jimmy NG shared the same view.

7. SP FLD SUPPORT explained that, due to technological limitations, indexing MPs' Octopus Cards and the alerts given when the MPs were located would still rely on the computer systems used by individual corporations. He reassured Members that the Police would endeavor to secure the support from other stakeholders.

8. In response to Hon Jimmy NG's concern about the tracking ability of the Bluetooth devices if the MPs' mobile phones were not within an appropriate range of reception, SP FLD SUPPORT clarified that the precision of tracking would enhance as the number of Bluetooth-enabled devices in the vicinity of the MPs' devices increased. The devices in the vicinity could facilitate the caretakers' use of their mobile phones to accurately track the MPs' locations in real time.

9. Mr Kevin CHAN suggested improving the indexing system by indexing the personal particulars of the owner of a personalised Octopus Card, instead of the card number, considering that the former could be retrieved more easily by the MP's family members, relatives and friends.

10. Dr Daniel CHAN, Chairman of the Publicity and Community Relations Committee, appreciated the Police's efforts in bringing about continuous improvement and expressed that he was impressed by the Police's innovative initiatives presented at the Service Quality Award Presentation Ceremony held on 11 September 2024. He suggested the Police promote the public's understanding of these initiatives, which would in return magnify the Police's overall operational effectiveness while implementing these initiatives. Citing 'Project ComeHome' as an example, educating the public about the importance of recording the Octopus Card numbers of the elderly / dementia patients of whom they were taking care would certainly increase the prospect of

swiftly locating them if they had gone missing. The Chairman agreed with this observation.

11. DMS reiterated that ‘Project ComeHome’ was a Force-level initiative to converge and optimise the Police’s multi-latitude efforts in enhancing the capability of locating MPs. It also showcased the Police’s ongoing commitment and readiness to embrace the use of technology for policing.

12. Mr Matthew LAM appreciated that the Police had a strong ‘Senior Police Call’ network and suggested utilising this platform to further promote ‘Project ComeHome’ to the target groups.

13. Miss Mabel CHAN then raised a question about the limitations of Bluetooth / GPS technology, particularly in locating MPs in remote areas or outside Hong Kong.

14. SP FLD SUPPORT acknowledged that the location service might be less accurate in remote areas due to the lack of Bluetooth-enabled devices in the vicinity. DMS supplemented that the smart search and rescue app - ‘HKSOS’ launched in January 2024 could effectively detect a distressed individual’s location even without mobile signal coverage. For MP incidents occurring near the border, the Police would carry out search and rescue operations in conjunction with the relevant departments / authorities where necessary. DMS also stressed that the Police would continue exploring new technologies for operational capability enhancement.

15. The Chairman expressed her appreciation for the benefits of ‘Project ComeHome’, including promoting a caring culture in society.

III. Matters for Information

(a) CAPO’s Monthly Statistics

16. SSP CAPO reported that 1,156 Reportable Complaints (RCs) were received in the first eight months of 2024, representing an increase of 57 complaints (+5%) when compared with 1,099 complaints in the same period of 2023. In terms of allegations, those of minor nature (e.g. Neglect of Duty, Misconduct / Improper Manner) consistently accounted for nearly 95% out of all allegations over the past three years. Breakdown of the allegations was detailed in Annex–Table 1. SSP CAPO further reported that no serious

allegation was classified as ‘Substantiated / Not Fully Substantiated’ between January 2024 and August 2024.

17. No question was raised by Members.

(b) CAPO’s Criminal and Disciplinary Checklist

18. SSP CAPO reported that relevant information was provided to meeting members for their reference prior to the meeting. No question was raised under this item.

IV. Any Other Business

19. There being no other business, the meeting concluded at 1605 hours.

(Rick CHAN)
Joint Secretary
Complaints and Internal
Investigations Branch

(Regina LAU)
Joint Secretary
Independent Police
Complaints Council

Table 1 - Detailed Breakdown of Allegations in Reportable Complaints

Year (January-August)		2024 (2024 vs 2023)	2023	2022
Minor	Neglect of Duty	784 (+6%)	741	546
	Misconduct/Impoliteness	603 (-15%)	706	502
	Offensive Language	26 (-28%)	36	35
Sub-total		1,413 (-5%)	1,483	1,083
Serious	Assault	63 (+15%)	55	45
	Threat	3 (-73%)	11	2
	Unnecessary Use of Authority	18 (-25%)	24	13
	Fabrication of Evidence	2 (+100%)	1	2
Sub-total		86 (-5.5%)	91	62
Total (All Allegations)		1,499 (-5%)	1,574	1,145