

Press Release

IPCC's follow-up with the Police on recommendations in its Thematic Study Report

- Examination of enhancements to the 999 Console

(HONG KONG – 18 June 2021) The Independent Police Complaints Council (IPCC) put forward a series of recommendations in relation to the enhancement of 999 Console in coping with extreme stress to the Police in its Thematic Study Report on the large-scale public order events in 2019 (the Report), and has been closely following up on the implementation progress of these recommendations. Yesterday, Council Chairman Ms Priscilla WONG Pui-sze led a delegation comprising 14 Council Members, including Vice-Chairmen Hon Frankie YICK Chi-ming, Hon Ronick CHAN Chun-ying and Hon Jimmy NG Wing-ka, Members Mr Barry CHIN Chi-yung, Mr Clement CHAN Kam-wing, Ms Ann AU Chor-kwan, Mr Alex CHU Wing-yiu, Miss Sylvia LEE Hiu-wah, Mr Roland WONG Ka-yeung, Ms Jane Curzon LO, Mr Paul LAM Ting-kwok, SC, Mrs Helen YU LAI Ching-ping, Miss Mabel CHAN Mei-bo, Mr Randy YU Hon-kwan, Acting Secretary-General Mr Daniel MUI and Secretariat representatives to visit the Regional Command and Control Centre (Hong Kong Island Regional Headquarters). Accompanied by Ms Rebecca LAM Hiu-tong, Director of Management Services of Hong Kong Police Force, Ms Anna TSANG Yim-sheung, Assistant Commissioner of Police (Service Quality) and representatives of the Complaints Against Police Office (CAPO), the IPCC delegation examined various enhancements made to the 999 Console as well as manpower deployment and studied how such improvements can fully prepare the Force to handle emergency situations. CAPO also invited representatives of the Security Bureau to review the implementation of improvement measures.

In the course of examining the complaint cases in connection with the Yuen Long incident occurred on 21 July 2019, the IPCC observed that 75% of the allegations were related to the Police's handling of 999 emergency calls or calls to Report Rooms at various police stations, such as failure to answer calls in time during

system overflow. Therefore, the Report put forward recommendations to address deficiencies in coping with extreme stress. The visit allowed the Council to understand the enhancements made, which included (1) installation of new pre-recorded telephone messages to apprise callers in the waiting queue of instant information, (2) implementation of an Overflow Mechanism which allows the overflow calls to be taken by other Districts or Regions, (3) installation of additional 999 receiving stations at Divisional Consoles, and (4) formulation of a Regional Command and Control Centre Cadre comprising divisional officers who have Console duty experience to provide support when necessary.

IPCC Chairman Ms Priscilla WONG said after the visit, “During this visit, the Police explained in detail a series of enhanced measures and the current operation of 999 Console. It is believed that these systemic enhancements will effectively facilitate the Police in meeting challenges arising from their work and preventing recurrence of similar complaints. The IPCC attaches great importance to the examination of complaint cases and the study of complaint trends with a view to offering improvement recommendations to the Police in a timely manner. In the long run, these recommendations will be conducive to enhancing Police service quality, which will in turn further strengthen trust between the Force and the general public.”

With Photo:





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