

第六章

Chapter 6

傳訊工作及機構形象

Communications

and corporate image

R 監察 INDEPENDENCE 獨立
MONITOR 監察 INDEF
IMPARTIALITY 公正 INTEGRITY 誠信 INI
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監警會自2009年6月1日隨《監警會條例》的生效，由一家在幕後默默耕耘，審核警察投訴個案的單位，蛻變為全方位監察警察投訴工作的獨立法定機構。除了就公眾關注的議題和警方及持份者加強聯繫外，亦加強對外傳訊工作，增進公眾對香港投訴警察制度的認識。

Since the IPCCO came into effect on 1 June 2009, the IPCC has matured from a “back-seat” review and monitoring unit to a multi-faceted, independent police complaints oversight body. Not only has it strengthened engagement with the Police and stakeholders on issues of public interest, the IPCC has also been continually expanding its external communications to promote public awareness and understanding of Hong Kong’s police complaints system.

傳訊工作 Communications

YouTube「監警會頻道」 The IPCC Channel on YouTube



在YouTube的「監警會頻道」為監警會的影片庫，保存及載列了監警會不同時期的影片，以供公眾觀賞。此頻道的設立標誌著會方逐步開拓社交媒體與公眾聯繫，以影片來介紹監警會的職能及角色，務求讓市民更容易了解監警會的工作。

目前該頻道載列了多條監警會的影片，包括與香港電台聯合製作的《監警有道》(2015)宣傳片和製作特輯、有關《監警有道》研討會的錄像、與now TV合作拍攝的互動電視節目《監警透視》、與香港電台聯合製作的迷你電視劇集《監警有道》(2012)、監警會主席及秘書長出席的傳媒訪問及公開活動的片段等。為了進一步加深對監警會的認識，尤其是會方成為獨立

The IPCC Channel on YouTube contains an archive of footage of the IPCC from different times, made available for public viewing. The establishment of this channel further demonstrates the Council’s efforts to utilise social media to connect with the public, and introduce the IPCC’s role and functions through videos to enable easier understanding.

The channel includes the *IPCC Files (2015)* trailer and “The Making of *IPCC Files (2015)*”; videos from the IPCC Symposium; *The IPCC Perspective*, an interactive TV programme made in collaboration with now TV; *IPCC Files (2012)*, a mini TV series produced in collaboration with RTHK; and footage of media interviews with the IPCC Chairmen and public activities attended by the Secretary-General. To enhance viewers’ understanding of the IPCC’s background, the channel also includes footage from before



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機構前的資料，頻道亦特意收錄了警監會時期的影片，如2008年製作的企業影片、2003年與香港電台電視部聯合製作的企業影片，以及2001至2002年香港電台電視部聯合製作的電視劇集《警監特輯》。

會方將適時更新頻道內容，增加會方透明度，加深公眾對投訴警察制度的認識。

the IPCC became an independent statutory body, including a corporate video made in 2008; a corporate video produced with RTHK in 2003 and *The IPCC TV series*, co-produced with RTHK from 2001 to 2002.

The Council will regularly update the channel to enhance its transparency and to strengthen the public's understanding on the police complaints system.

《監警會通訊》

IPCC Newsletter



《監警會通訊》是在2010年5月1日推出的半年刊。為了增加監警會的透明度和加強與持份者聯繫，會方在2011年11月開始將《監警會通訊》由半年刊轉為季刊，讓公眾人士更快收到會方的資訊。《監警會通訊》以電子刊物的形式報道監警會的最新動向、委員會近期工作，以及投訴警察的真實個案等。《監警會通訊》除了會以電郵形式發放，還上載至監警會網站 (<http://www.ipcc.gov.hk>)。

在報告期內，會方分別在2014年5月、9月、11月及2015年3月出版了四期《監警會通訊》，並以監警會委託香港大學民意研究計劃進行2014年公眾意見調查的結果、監警會觀察七一遊行、監警會觀察員的訪問，以及監警會與香港電台聯合製作的《監警有道》(2015)作為封面故事。

會方同時安排傳媒發佈會發表《監警會通訊》，由監警會代表向傳媒介紹通訊的內容，每次均獲傳媒廣泛報道。

A biannual *IPCC Newsletter* was launched on 1 May 2010. With the goals of enhancing the transparency of the IPCC and strengthening its connection with stakeholders, the newsletter became a quarterly publication in November 2011, and has since been providing the public with timely updates on the Council's work. The *IPCC Newsletter* is released in an electronic format and contains information on the IPCC's latest work, the Council's recent activities, examples of real complaint cases etc. The *IPCC Newsletter* is distributed by email and uploaded to the IPCC's website (<http://www.ipcc.gov.hk>).

During the reporting period, the IPCC released four issues of the *IPCC Newsletter* – in May, September and November 2014, and March 2015. The cover stories featured the results of the 2014 public opinion survey conducted by the HKUPOP and commissioned by the IPCC, the Council's on-site observation of the 1 July procession, an interview with IPCC Observers, and the new TV drama series produced in collaboration between the IPCC and RTHK, *IPCC Files* (2015).

Media briefings were held for the release of each issue of the *IPCC Newsletter*, during which IPCC's representatives introduced the key contents to the press. As a result, every newsletter release has been widely reported.



與傳媒聯繫

Media liaison

除了監警會和投訴警察課的聯席會議外，會方亦會舉行新聞發佈會，向公眾交代工作情況以增加透明度。

In terms of enhancing transparency, besides inviting the press to attend the open part of joint IPCC/CAPO meetings, the IPCC also holds regular press conferences to update the public on the Council's work.

傳媒發佈會

Media briefings



監警會推出第十二期《監警會通訊》，並舉行新聞發佈會介紹通訊內容。發佈會當日，宣傳及意見調查委員會主席鄭承隆先生向傳媒講解監警會的最新活動及預告《監警有道》研討會，通訊的內容包括監警會委託香港大學民意研究計劃進行的公眾意見調查，並由香港大學民意研究計劃總監鍾庭耀博士為傳媒講解公眾意見調查的內容及結果。此外，朱敏健秘書長詳細講述兩宗投訴個案，反映監警會以證據為基礎的審核方針，並顯示監警會衡量證人供詞的標準。委員張達明先生、劉玉娟女士及杜國銓先生亦有出席是次發佈會。

A media briefing was held to release the twelfth issue of the *IPCC Newsletter*. Mr Edwin Cheng Shing-lung (Chairman of the Publicity and Survey Committee) presented the highlights of the IPCC's latest publicity initiatives and introduced the upcoming IPCC Symposium. The newsletter included the results of the IPCC public opinion survey, which was commissioned by the IPCC and conducted by HKUPOP. Dr Robert Chung Ting-yiu, Director of HKUPOP, presented the findings of the survey. Mr Ricky Chu (Secretary-General) then shared two real complaint cases that illustrated the evidence-based approach adopted by the IPCC and the criteria it uses to evaluate witness statements. Members Mr Eric Cheung Tat-ming, Ms Noeline Lau Yuk-kuen and Mr Clement Tao Kwok-lau also attended this media briefing.



監警會推出第十三期《監警會通訊》，並舉行新聞發佈會介紹通訊內容。發佈會當日，郭琳廣主席在梅達明副秘書長陪同下，向傳媒講解監警會的最新活動及通訊精華。本期通訊概述監警會以多角度觀察七一遊行，並專題報道《監警有道》研討會。此外，郭琳廣主席為通訊撰寫文章，分享他對警民關係的看法。梅達明副秘書長亦詳細講述一宗顯示監警會審視警方處理舉報罪案的投訴個案。



A media briefing was held to release the thirteenth issue of the *IPCC Newsletter*. During the briefing, Mr Larry Kwok Lam-kwong (Chairman) and Mr Daniel Mui (Deputy Secretary-General) presented the highlights of the IPCC's recent activities and publicity initiatives. The newsletter recapped the IPCC's multi-faceted observation of the 1 July procession, while the IPCC Symposium was covered in the special feature. Mr Larry Kwok had written an article for the newsletter, sharing his views on the relationship between the Police and the public. Mr Daniel Mui then presented a real complaint case, on how the IPCC examined the police handling of a crime report.



監警會推出第十四期《監警會通訊》，並舉行新聞發佈會介紹通訊內容。發佈會當日，郭琳廣主席在梅達明副秘書長及宣傳及意見調查委員會主席鄭承隆先生陪同下，向傳媒講解監警會的最新活動及通訊精華。本期通訊概述監警會觀察員如何確保投訴調查工作公正持平，並專題報道全新一輯電視劇集《監警有道》(2015)。此外，梅達明副秘書長亦詳細講述一宗顯示監警會審視警方處理舉報噪音的投訴個案。



A media briefing was held to release the fourteenth issue of the *IPCC Newsletter*. Mr Larry Kwok Lam-kwong (Chairman), Mr Edwin Cheng Shing-lung (Chairman of the Publicity and Survey Committee) and Mr Daniel Mui (Deputy Secretary-General) presented highlights of the IPCC's latest activities, and drew attention to the cover story on how IPCC Observers ensure impartiality in police complaints investigations and the special feature on the new TV drama series *IPCC Files (2015)*. Mr Daniel Mui then presented a real complaint case, in which the IPCC reviewed the police's handling of a noise complaint.





副主席林大輝議員代表監警會向立法會提交《監警會2013/14工作報告》。同日中午，郭琳廣主席和朱敏健秘書長主持《監警會2013/14工作報告》發佈會暨傳媒午餐會，向傳媒朋友講解工作報告的內容。張達明先生、方敏生女士、葉成慶先生、劉玉娟女士、梁繼昌議員、鄭承隆先生、何世傑博士及劉文文女士也一同出席午餐會，和傳媒代表一同午膳交流。

On behalf of the IPCC, Dr Hon Lam Tai-fai (Vice-Chairman) submitted the *IPCC Report 2013/14* to the Legislative Council and reported on the work and statistics of the IPCC during the year 2013/14. Mr Larry Kwok Lam-kwong (Chairman) and Mr Ricky Chu (Secretary-General) then hosted a media briefing and luncheon at noon, to launch the report to the press. Mr Eric Cheung Tat-ming, Ms Christine Fang Meng-sang, Mr Simon Ip Shing-hing, Ms Noeline Lau Yuk-kuen, Hon Kenneth Leung Kai-cheong, Mr Edwin Cheng Shing-lung, Ir Dr Vincent Simon Ho and Miss Lisa Lau Man-man were also present and had lunch with the press.



監警會推出第十五期《監警會通訊》，並舉行新聞發佈會介紹通訊內容。發佈會當日，郭琳廣主席和宣傳及意見調查委員會主席鄭承隆先生在梅達明副秘書長陪同下，向傳媒講解監警會的最新活動及通訊精華。本期通訊重點介紹監警會與香港電台聯合製作的全新一輯電視劇集《監警有道》(2015)，並包括了一篇由剛卸任的副主席石禮謙議員撰寫的文章及剛卸任的監警會副主席林大輝議員、委員張達明先生與方敏生女士的訪問。此外，梅達明副秘書長亦詳細講述一宗彰顯監警會在警務常規中找出不足之處的投訴個案。



A media briefing was held to release the fifteenth issue of the *IPCC Newsletter*. Mr Larry Kwok Lam-kwong (Chairman), Mr Edwin Cheng Shing-lung (Chairman of the Publicity and Survey Committee) and Mr Daniel Mui (Deputy Secretary-General) presented highlights of the IPCC's latest activities, and drew attention to the cover story on the new TV drama series *IPCC Files* (2015), jointly produced by the IPCC and RTHK. The newsletter also included an article by recently retired Vice-Chairman Hon Abraham Shek Lai-him and an interview with recently retired Vice-Chairman Dr Hon Lam Tai-fai, and Members Mr Eric Cheung Tat-ming and Ms Christine Fang Meng-sang. Mr Daniel Mui shared a real complaint case in which the IPCC identified a deficiency in a certain police practice.



傳訊工作及機構形象 Communications and corporate image

傳媒專訪

Media interviews

監警會代表亦多次接受傳媒訪問，向市民介紹監警會職能及工作。報告期內，監警會主席、榮休的副主席及委員、宣傳及意見調查委員會主席、觀察員及秘書長便分別接受了多家電視台、電台和報章的訪問。

IPCC representatives were interviewed by the media on a number of occasions, allowing the public to better understand the functions and work of the Council. During the reporting period, the IPCC Chairmen, retired Vice-Chairman and Members, Publicity and Survey Committee Chairman, Observers and Secretary-General were interviewed by various television and radio stations and newspapers.



原文刊於成報 (A03) 2014年5月30日
Published in Sing Pao on 30 May 2014 (A03)
翟紹唐臨別贈言 期望監警會 再增公信力



Police will play it by the book, says watchdog

Samuel Chan
samuel.chan@scmp.com

The chief of the police watchdog says he believes officers will follow procedures in handling the complaints system organ... He also confirmed he will continue to serve other public offices he hold government is expected... He will continue to serve other public offices he hold government is expected... He will continue to serve other public offices he hold government is expected...

原文刊於南華早報 (CITY 4) 2014年5月28日
Published in the South China Morning Post on 28 May 2014 (CITY4)
Police will play it by the book, says watchdog



原文刊於蘋果日報 (A04) 2014年5月30日
Published in Apple Daily on 30 May 2014 (A04)
翟紹唐：警民關係隨時破裂
願警隊管理層執法不應有政治目的



原文刊於星島日報 (A22) 2014年5月30日
Published in Sing Tao Daily on 30 May 2014 (A22)
翟紹唐：警民關係五年最差
臨別贈言：毋把怨氣向警員發洩

16 壹報 www.hkex.com 網眼香江 2014年5月30日 星期五



警方與市民關係隨時破裂，願警隊管理層執法不應有政治目的... 警方與市民關係隨時破裂，願警隊管理層執法不應有政治目的... 警方與市民關係隨時破裂，願警隊管理層執法不應有政治目的...

原文刊於信報財經新聞 (A16) 2014年5月30日
Published in Hong Kong Economic Journal on 30 May 2014 (A16)
佔中迫近 翟紹唐籲冤有頭債有主
鳴謝信報財經新聞有限公司惠允轉載編號 (2015AUG08002)
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報告期內，翟紹唐主席接受了經濟日報、明報、信報、星島日報、東方日報、am730、都市日報、蘋果日報、彭博商業周刊(中文版)、亞洲電視及香港電台《星期六問責》的訪問，講解監警會的角色、使命和將來。

During the reporting period, Mr Jat Sew-Tong (Chairman) was interviewed by Hong Kong Economic Times, Ming Pao Daily News, Hong Kong Economic Journal, Sing Tao Daily, Oriental Daily, am730, Metro Daily, Apple Daily, Bloomberg Business Week (Chinese Edition), ATV and RTHK programme "Accountability", on the role, mission and future of the IPCC.



郭琳廣 主席 Mr Larry Kwok Lam-kwong (Chairman)



原文刊於星島日報 (A10) 2014年6月24日 Published in Sing Tao Daily on 24 June 2014 (A10) 半年來警民關係較以往緊張 監警會主席籲警方克制



原文刊於信報財經新聞 (A13) 2015年2月9日 Published in Hong Kong Economic Journal on 9 Feb 2015 (A13) 郭琳廣：監警會職能非避免警民衝突 鳴謝信報財經新聞有限公司惠允轉載編號 (2015JUL07003) Reprinted and distributed by permission of Hong Kong Economic Journal Company (2015JUL07003)



原文刊於經濟日報 (A34) 2014年6月24日 Published in Hong Kong Economic Times on 24 June 2014 (A34) 監警會新主席 七一視察遊行 促警方克制 示威者勿濫用言論自由



原文刊於南華早報 (CITY4) 2014年6月24日 Published in the South China Morning Post on 24 June 2014 (CITY4) Police watchdog's bite is big enough: chief

原文刊於英文虎報 (P08) 2014年6月25日 Published in The Standard on 25 June 2014 (P08) New man urges police and public to rebuild trust



原文刊於星島日報 (A10) 2014年12月25日 Published in Sing Tao Daily on 25 Dec 2014 (A10) 監警會主席：整體表現專業克制 處理佔中須檢討 警隊要聽民意

郭琳廣主席於報告期內接受南華早報、經濟日報、明報、信報、星島日報、東方日報、蘋果日報、人民日報、財新雜誌、新華社、香港電台節目《香港家書》和《視點31》、商業電台、有線電視、無線電視、now TV、亞洲電視、鳳凰衛視《時事大破解》和DBC的訪問，概述監警會的歷史、職能及未來的發展，並討論監警會如何就公眾關注的議題和警方及持份者加強聯繫。

During the reporting period, Mr Larry Kwok Lam-kwong (Chairman) was interviewed by the South China Morning Post, Hong Kong Economic Times, Ming Pao Daily News, Hong Kong Economic Journal, Sing Tao Daily, Oriental Daily, Apple Daily, People's Daily, Caixin Magazine, Xinhua News, RTHK programmes "Letter to Hong Kong" and "This Week 31", Commercial Radio, Cable TV, TVB, now TV, ATV, Phoenix TV programme "News Decoder" and DBC on the IPCC's history, functions, future direction and how the IPCC strengthens engagement with the Police and stakeholders on matters of public concern.



榮休的副主席及委員 Retired Vice-Chairman and Members

「後佔領」警民關係轉差 前監督委員促堅守中立

佔領行動後，投訴警察個案突破二千宗，近半指控警方濫用職權，警民關係大跌，連監督委員會亦被捲入爭議之中。三名剛卸任的監督委員會委員林大輝、張達明及方敏生慨嘆，近年社會變得政治化，才高日見尖酸，警察執勤時遇到挑戰更大，認為警隊要堅守政治中立、提高對公眾的透明度，才能贏得市民信任。



原刊於頭條日報 (P36) 2015年1月26日 Published in Headline Daily on 26 January 2015 (P36) 「後佔領」警民關係轉差 前監督委員促堅守中立



原刊於am730 (A18) 2015年1月26日 Published in am730 on 26 January 2015 (A18) 冀續爭警信任 前委員嘆警民關係嚴峻

監督前委員：警隊不能「盲撐」 外界「一竹篙打一船人」不公平

【本報專訊】但佔領行動後五成或六成「亂港」的投訴，但佔領行動後五成或六成「亂港」的投訴，但佔領行動後五成或六成「亂港」的投訴... (Text continues with details of the interview and public opinion)

原刊於明報 (A11) 2015年1月26日 Published in Ming Pao Daily News on 26 January 2015 (A11) 監督前委員：警隊不能「盲撐」 外界「一竹篙打一船人」不公平

退任委員冀監督會「獨立」 秉客觀持平 加強透明度

佔領行動引發警民關係矛盾升溫，被捲入政治漩渦的監督委員會 (IPCC)，破天荒地收到逾三千宗針對主席郭錦鴻及委員的投訴。在新一屆委員上場後，亦有聲望質疑監督會「獨立」，今年剛卸任的監督委員會主席林大輝、委員張達明及方敏生，接受訪問時認同政治化後，市民更望上升，林大輝更話主席「獨立」地位一定要做好。...

原刊於信報財經新聞 (A13) 2015年1月26日 Published in Hong Kong Economic Journal on 26 January 2015 (A13) 退任委員冀監督會「獨立」 秉客觀持平 加強透明度

佔領期間投訴大增 卸任監督委員贈言 政治中立須堅守

【本報專訊】佔領行動期間，投訴警察個案突破二千宗，近半指控警方濫用職權，警民關係大跌，連監督委員會亦被捲入爭議之中。三名剛卸任的監督委員會委員方敏生、林大輝及張達明受訪時慨嘆，近年社會變得政治化，才高日見尖酸，警察執勤時遇到挑戰更大，他們認為警隊要堅守政治中立、提高對公眾的透明度，才能贏得市民信任。

張達明則謂有警員在執勤或休班時，佩帶或穿著帶有政治色彩的飾物，及公開參與政治集會及聯署活動，「當然這上所有員有權做的自由，而且也不一定影響到他們的政治中立，但這樣可能會影響市民對他們的看法。」他亦希望警隊能更透明，能更公平地處理投訴，不要「一竹篙打一船人」。但亦從警隊對公眾作透明交代。...

原刊於星島日報 (A10) 2015年1月26日 Published in Sing Tao Daily on 26 January 2015 (A10) 佔領期間投訴大增 卸任監督委員贈言 政治中立須堅守

秘書處在報告期內，亦為榮休的副主席林大輝議員、以及張達明委員和方敏生委員，安排了明報、信報、星島日報、頭條日報及am730專訪，暢談在監督會六年的工作感受。

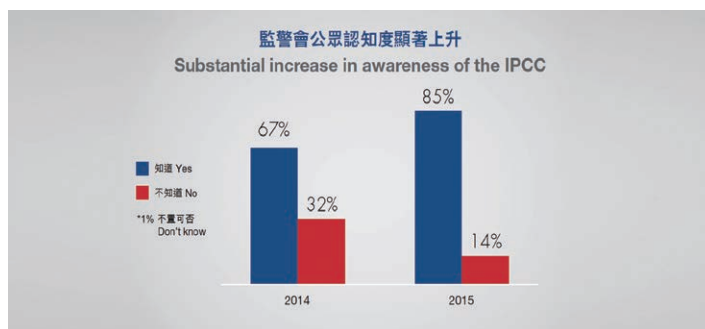
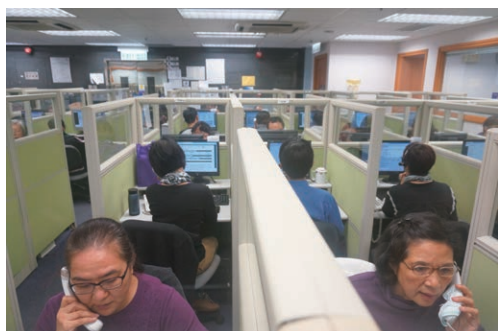
The Secretariat also arranged interviews for the retired Vice-Chairman Dr Hon Lam Tai-fai, Members Mr Eric Chung Tat-ming and Ms Christine Fang Meng-sang with Ming Pao Daily News, Hong Kong Economic Journal, Sing Tao Daily, Headline Daily and am730 to share their work experiences in the past six years of serving the IPCC.



機構形象 Corporate image

香港大學民意研究計劃公眾意見調查

Public opinion survey conducted by HKUPOP



監警會在2013及2014年委託了香港大學民意研究計劃進行公眾意見調查，藉此評估對外傳訊工作的成效，以及大眾對監警會及其職能的認知度。調查結果有助會方識別各種有效令公眾加強認識監警會的途徑。公眾意見調查在2015年繼續進行，部分問題因應去年的佔領事件作出了調整以衡量事件對投訴警方的影響。這次調查於2015年3月3日至3月13日期間，以隨機抽樣電話訪問的形式進行，並成功訪問了1,014位18歲或以上的香港居民。

為了可以更有效地追蹤過往數年公眾對監警會的觀感，意見調查中的部分問題沿用2009年及2010年間卷內的問題。此外，亦有些問題會因應該年度的重大事件作出調整，以便量度這些事件對會方的影響。

本年度的公眾意見調查發現，公眾對監警會的認知度有顯著上升，今年整體受訪者中，曾聽過監警會的佔85%，較去年的67%，錄得18個百分比的增幅。表示聽過監警會的受訪者當中，近一半人能夠正確地指出監警會至少一項職能，相較去年上升了9個百分比。

調查結果亦反映公眾對警察投訴的認知顯著上升，91%受訪者表示於去年曾聽聞有關投訴警務人員的新聞，較去年的77%為多。超過一半受訪者表示他們聽聞有關投訴警務人員的新聞是和佔領事件有關。

In 2013 and 2014, the IPCC commissioned HKUPOP to conduct public opinion surveys to assess the effectiveness of its publicity initiatives and to track public awareness of the IPCC and its duties. The results helped the IPCC identify different channels to enhance public understanding of the Council. This survey continued in 2015, and in view of the Occupy Movement, some questions were modified to measure its impact on complaints against the Police. The survey was conducted by telephone interviews on a random sampling basis, from 3 March to 13 March 2015. There were 1,014 successful interviews with Hong Kong residents aged 18 or above.

To better track changes in public perception of the IPCC over the years, some survey questions were derived from the questionnaires used in 2009 and 2010. Moreover, some questions are modified each year to measure the impact of significant events that occurred in the past year.

The highlight of this year's public opinion survey results was the significant increase in public awareness of the IPCC, with 85% of respondents indicating that they had heard of the IPCC. This is a substantial increase of 18 percentage points, compared with the previous year's 67%. Among those who had heard of the IPCC, almost half could correctly identify at least one of the IPCC's duties, representing an increase of 9 percentage points over the previous year.

This year's survey also revealed a substantial increase in public awareness of police complaints, with 91% of respondents stating that they had heard news of complaints lodged against the Police in the past year, compared with 77% in the previous year. Over half of the respondents indicated that the news they heard about police complaints was related to the Occupy Movement.



傳訊工作及機構形象 Communications and corporate image

調查結果亦反映公眾了解監警會獨立性質的比率持續上升，2015年的調查中，67%受訪者能夠正確地指出「監警會是獨立於警察部門的機構」，較2014年的63%，同樣錄得增幅。

然而，市民對監警會的信心、監警會給市民的形象、市民認為監警會能否客觀及公平覆核投訴個案的比率，均稍微回落到2013年的水平。不過，今年的調查結果亦顯示有三成半的受訪市民認為監警會是投訴警察最有效的渠道，比起去年的24%多了11個百分比，同時是所有渠道之中（包括正確渠道投訴警察課）最高。所以調查結果仍顯示市民對監警會是有一定的信心。

最後，對監警會的期望方面，多於三份一的受訪者希望會方以公平、公正、具高透明度的方式處理投訴個案。正如港大民研總監鍾庭耀博士所分析，過去一年佔領事件影響深遠，香港警隊面對新的困難的同時，監警會將來都會面對一些很新的挑戰。故此，監警會向公眾保證會方將積極履行其法定職能，維持獨立、公正及誠信的核心價值觀，繼續為香港社會作出貢獻。

監警會委託香港大學民意研究計劃進行公眾意見調查的結果已上載至港大民研網站 (<http://hkupop.hku.hk/chinese/report/ipcc2015/index.html>)。

The survey results also showed that more people are aware of the IPCC's independent status, with 67% of respondents correctly answering that "the IPCC is a totally independent organisation, not under the Police", an increase from 63% in 2014.

Nevertheless, the public's confidence in the IPCC, the overall image of the IPCC and the public's perception on whether or not the IPCC is impartial and objective in the monitoring and reviewing of police complaints all slipped back slightly, to 2013 levels. However, this year's survey results also showed that 35% of respondents said they considered the IPCC the most effective channel for lodging a complaint against the Police, a surge of 11 percentage points from last year's 24%. Out of all the channels mentioned (including the correct one, CAPO), the IPCC was ranked the highest in terms of effectiveness. This indicates that the public does have confidence in the IPCC.

Lastly, in terms of public expectations of the IPCC, over one-third of respondents said they hoped the IPCC would handle cases in a fair, impartial and transparent manner. As Dr Robert Chung Ting-yiu, Director of HKUPOP, concluded, last year's Occupy Movement had a profound and long lasting effect, which will not only bring new difficulties to the Police, but also new challenges to the IPCC. Given this, the IPCC will endeavour to assure the public that the Council will continue to diligently discharge its statutory duties and uphold its core values of independence, impartiality and integrity; and continue to contribute to Hong Kong society.

Results of the survey conducted by HKUPOP are available on their website (<http://hkupop.hku.hk/english/report/ipcc2015/index.html>).

「獨立」「監察」機構形象

Corporate image of "independent" and "monitor"

為了突顯監警會的獨立性質和監察職能，監警會於2010/11年的工作報告開始以「獨立」和「監察」為主題，2011/12年、2012/13年及2013/14年的工作報告亦繼續沿用此為主題，貫徹及強化機構形象。工作報告亦多用圖表來描述及解釋監警會的審核個案工作，增加工作報告的可讀性。

To highlight the independence and the monitoring function of the IPCC, during the 2010/11 reporting period the IPCC Report began using "independent" and "monitor" as its main themes. The 2011/12, 2012/13 and 2013/14 reports continued to highlight these points, in order to strengthen the IPCC's image. To improve the readability of the annual reports, diagrams and graphics are used where appropriate, illustrating how the IPCC reviews complaint cases.





其他傳訊途徑

Other communication channels

網站

Website

監警會網站(<http://www.ipcc.gov.hk>)是提供監警會最新消息和重要資訊的資料庫。監警會的年報、刊物、新聞稿、與各類持份者聯繫和傳媒活動的相片及簡介、公開會議的議程及會議紀錄均上載到網站供市民查閱。

The IPCC website (<http://www.ipcc.gov.hk>) serves as an archive of news and important information concerning the Council. Publications and press releases, photos and descriptions of the IPCC's engagement with various stakeholders, press events, as well as the agendas and minutes of open meetings, are available online for public access.



刊物

Publications

監警會編製的《關於監警會的10個為什麼》小冊子，簡介監警會的由來、需要一個獨立法定地位的原因、委員會的組成、其職能、於香港投訴警察制度兩層架構中的角色、監察程序的運作等資訊，增加公眾對監警會的了解。市民可於指定的公共圖書館、公共屋邨和郵政局免費索取此小冊子。

監警會位於灣仔的辦事處及各區警署的報案室亦備有監警會小冊子和觀察員計劃單張，供市民取閱。此外，監警會每年均會發表工作報告，概述監警會在該年度的工作詳情。



The IPCC has published a booklet, *10 Qs on the IPCC*, to enhance the public's understanding of the IPCC. The booklet includes a brief outline on the origin of the IPCC, the reason for its statutory status and independence, the membership of the Council, its functions, its role in the two-tier police complaints system and how the IPCC monitoring procedures work. The booklet is distributed free of charge at public libraries, public housing estates and designated post offices.

IPCC booklets and leaflets on the Observers Scheme are available at the IPCC office in Wan Chai and at police report rooms in every district. The IPCC also releases its annual report each year, with updated information on its work.





報告期後的傳訊工作

Communications work after the reporting period

監警會在報告期後仍繼續加強傳訊工作，包括製作全新的電視劇《監警有道》(2015)及推出新網站。

The IPCC continued its communications efforts beyond the reporting period, such as the production of the new TV drama series *IPCC Files* (2015) and the revamping of the IPCC website.

香港電台電視劇集—《監警有道》(2015) RTHK TV series – *IPCC Files* (2015)



監警會繼2012年後再度與香港電台合作，聯合製作每集30分鐘的電視劇集《監警有道》(2015)，故事內容由真實投訴個案改編，目的旨在增加公眾對監警會和投訴警察制度的認識。經過長達一年的籌備及拍攝，一連八集的《監警有道》(2015)於2015年5月開始在港台電視31及無線電視翡翠台正式播映。

香港電台網站 (<http://rthk.hk>)、香港電台YouTube頻道 (<https://www.youtube.com/user/RTHK>)、香港電台手機應用程式「RTHK Screen」(http://rthk.hk/tools/appstore/screen/c_about.htm)均提供節目重溫。觀眾亦可透過YouTube監警會頻道觀看相關影片 (<https://www.youtube.com/user/ipccchannel>)。

Following the joint production in 2012, the IPCC once again collaborated with RTHK to produce a new TV series, *IPCC Files* (2015), with 30-minute episodes adapted from actual complaint cases, to promote public awareness of the Council and understanding of the police complaints system. After a year of preparation and filming, the eight-episode series was aired in May 2015, on RTHK TV 31 and TVB Jade.

RTHK also provides online archives on the RTHK website (<http://rthk.hk>), RTHK YouTube channel (<https://www.youtube.com/user/RTHK>) and RTHK mobile app “RTHK Screen” (<http://rthk.hk/tools/appstore/screen/about.htm>). Viewers can also view related videos on the IPCC YouTube channel (<https://www.youtube.com/user/ipccchannel>).

《監警有道》(2015)各集主題

- 第一集 爭奪
- 第二集 誰辨忠奸
- 第三集 現場爆發
- 第四集 禁區
- 第五集 路不拾遺
- 第六集 失竊案中案
- 第七集 以暴逆道
- 第八集 小風波

IPCC Files (2015) episode themes

- Episode 1 Rivalry
- Episode 2 Who's to judge?
- Episode 3 Live at the scene
- Episode 4 Prohibited zone
- Episode 5 Lost property
- Episode 6 Stealing from a thief
- Episode 7 Unjust violence
- Episode 8 A minor disturbance



新網站

New website



監警會於2015年4月推出了新網站(<http://www.ipcc.gov.hk>)，新網站的版面設計旨在吸引及方便公眾瀏覽網站內不同內容。簡潔的資訊分類令網站容易瀏覽，加上清晰的網站結構便利公眾尋找所需資料，並透過嵌入式YouTube播放器短片，展示監警會的社交媒體工作。此外，為確保其網站可以方便所有人使用，包括殘疾或有特殊需要者，新網站符合萬維網聯盟(W3C)的《無障礙網頁內容指引》(WCAG) 2.0 AA級要求，採用無障礙設計。網站並設有流動版本，讓公眾可以用智能手機及其他流動裝置瀏覽監警會網站。

The IPCC launched its new website (<http://www.ipcc.gov.hk>) in April 2015. The website is designed to attract visitors to browse its different sections, with easier navigation through better categorisation of materials, and to showcase the IPCC's social media capacity through the embedded YouTube player. The new website is designed to be accessible to all members of the public, including those with disabilities and special needs. The IPCC is committed to ensuring that it complies with the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 Level AA requirements. A mobile version has also been developed, to enable the public to access information about the IPCC on smartphones and other mobile devices.