

這些措施包括：

- 加強透過《監警會通訊》分享已通過的投訴個案；
- 於監警會網頁增設《主席專欄》；及
- 自去年起推行校園推廣試驗計劃，到訪中、小學向學生講解監警會的工作，透過個案分享及遊戲讓學生了解審核個案的程序、監警會的價值觀，及投訴的權利和責任等。

俞官與秘書長表示：「監警會十分重視與年輕人交流意見的機會。試驗計劃初步獲得師生的正面回應，會方將繼續推展相關的工作。與此同時，我們會一如既往積極擴闊和各界人士的聯繫，聆聽意見，務求在各方面的工作精益求精。」

監警會2017年度公眾意見調查結果已上載至監警會網頁：<http://www.ipcc.gov.hk>

These initiatives include:

- more endorsed cases will be shared through the *IPCC Newsletter*;
- a new Chairman's column was added to the IPCC website; and
- a school pilot programme was rolled out last year, reaching out to secondary and primary students to introduce the IPCC's work. Through case sharing, the vetting procedures, values of the IPCC and the rights and responsibilities of making complaints were discussed with students.

Mr Richard Yu, Secretariat-General, added, "The IPCC cherishes every opportunity to exchange views with young people. The school pilot programme was well received by both students and teachers, and the IPCC will continue to expand its efforts on this. At the same time, we will continue to widen the scope of stakeholder engagement, listen to opinions and strive to excel in all aspects of our work."

The results of IPCC Public Opinion Survey 2017 are available on the IPCC's website at: <http://www.ipcc.gov.hk>.

監警觀點

Viewpoint from IPCC

監警會觀察員工作坊

Workshop for IPCC Observers

為了確保投訴警察課的投訴調查過程公平、恰當，監警會觀察員可以出席及觀察他們進行的會面和證據收集工作，如觀察員發現當中有任何不當之處，會向監警會報告，監警會便會和投訴警察課跟進。

為了讓觀察員有更多機會交流經驗及向監警會委員和投訴警察課反映意見，監警會於年內舉行各形式的工作坊。在今年4月中舉辦的工作坊暨午餐會上，謝偉詮副主席和俞官與秘書長分別致歡迎辭，感謝觀察員踴躍出席觀察，協助委員會加強監察警方處理投訴的工作。

觀察員譚兆炳先生、顧明仁博士、謝焯全博士、廖錦興先生及麥樂嫦女士，各自分享他們

To ensure that CAPO investigates complaints in a fair and proper manner, the IPCC Observers may attend and observe the interviews as well as collection of evidence conducted by CAPO. In case of any irregularities found in the process, Observers will report to the IPCC for its further action with CAPO.

During the year, workshops were organized for Observers to share their experiences and give feedback to Council Members and CAPO. In the workshop cum luncheon which took place in mid-April, Mr Tony Tse Wai-chuen (Vice-Chairman) and Mr Richard Yu (Secretary-General) gave their welcome speeches to extend their gratitude to Observers for actively participating and facilitating the Council's monitoring of complaints handled by the Police.

Observers Mr George Tam Siu-ping, Dr Charles Koo Ming-yan, Dr Patrick Tse Kwing-chuen, Mr Liu Kam-hing and Ms Mabel Mak Lok-sheung shared their observation experiences, including how to respond to an emotional interviewee or an interviewee who, due to



進行觀察的經驗，例如若遇到有會面人士情緒不穩，或投訴人因不了解觀察員的角色而拒絕他們出席會面時，觀察員應該如何處理。此外，觀察員表示部分經驗較淺的警員，有需要改善其會面的發問技巧，建議投訴警察課為新入職的警員提供這方面的培訓。

除了工作坊，為了便利觀察員出席觀察，監警會近年亦積極加強對觀察員的支援，包括提升觀察員計劃的網上系統，方便觀察員隨時預約，及與警方及其他部門協調，在一些拘留設施撥出特定時段供投訴會面之用，縮短觀察員在現場等候的時間。這些改善措施也得到觀察員的認同，認為有助提升觀察率。

目前監警會共有110名觀察員。今年上半年(1月至6月)，觀察員共進行了891次觀察，較去年同期上升了18.8%，而觀察員的出席率則維持逾九成的高水平，與去年同期相約。詳細數據見下圖：

lack of knowledge about the role of Observers, objects to their presence. In addition, Observers were of a view that some less experienced police officers should improve their interviewing skills and suggested that CAPO provide relevant training to its new staff.

To facilitate the work of Observers, the IPCC has stepped up its support in recent years, for example, by upgrading the online system for the Observers Scheme to enable appointment booking by Observers at any time. Furthermore, the Council also coordinated with the Police and other departments to assign time slots at certain detention facilities for complaint-related interviews, thus reducing the on-site waiting time of Observers. These improvement measures are well received by Observers, who believe the observation rate will be enhanced as a result.

There are currently 110 IPCC Observers. In the first half of this year (from January to June), a total of 891 observations were conducted by Observers, an 18.8% increase compared with the same period last year, Observers' attendance rate stood at over 90%, levelling off the previous year. Figures are shown in the chart below:



觀察員出席率及觀察總數

Observers attendance rate and number of observations conducted

