

第六章 Chapter 6

傳訊工作及 機構形象 Communications and Corporate Image

# 監察 MONITOR・獨立 INDEPENDENCE。 ILI. 監禁 WONITOR。海江 INDEPENDENCE。

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, 蜕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,增加公眾對投訴警察制度的信心。

Since the IPCCO went into effect on 1 June 2009, the IPCC has transformed from a "back-seat" review and monitoring body to a multifaceted independent police complaints oversight organisation. Not only has it strengthened its engagement with the Police and stakeholders on issues of public interest, the IPCC has also enhanced its external communications, in order to boost public confidence in the police complaints system.

# 傳訊工作

# Communications

互動電視節目《監警透視》 Interactive TV Programme – The IPCC Perspective





透過電視劇集介紹會方的角色及職能,不 但簡單易明,而且更能引起大眾的興趣, 故此監警會在報告期內與Now TV合作拍 攝《監警透視》電視節目。《監警透視》 乃一集30分鐘的互動電視節目,共分真 實投訴個案改編故事,以及解答公眾疑問 兩大部份節目,並加插監警會的歷史、角 色、職能、監察程序、服務承諾,以及介 紹香港投訴警察兩層架構等內容。

A TV series has been effective in introducing the role and functions of the IPCC in a way that is both easily understood and attracts public interest. The IPCC has collaborated with Now TV in producing "The IPCC Perspective" during the reporting period, a 30-minute interactive TV programme divided into two segments: complaint cases adapted from real life, and a question and answer segment. These were interspersed with information on the IPCC, including its history, role, functions, complaint procedures, performance pledges and Hong Kong's two-tier police complaints system.



# **Communications and Corporate Image**









《監警透視》這個互動電視節目特別之處,在於與大眾交流聯繫,四個以真實投訴個案改編的故事,剪輯成約30秒的濃縮版本,先於Now TV各頻道播出,30秒的濃縮版本設有觀眾提問環節,以收集市民大眾對故事內容的意見,及現實遇到類似情況的疑問等,在綜合市民的提問後,監警會代表會在節目中向觀眾作出解答。

而四個詳盡版本的真實投訴個案故事,連同解答環節,以及其他監警會相關的重要資訊,組合成為30分鐘的電視節目於2014年3月18日在Now TV頻道播出。

《監警透視》並上載至YouTube的「監警會頻道」(http://www.youtube.com/user/ipccchannel),方便觀眾重溫。

"The IPCC Perspective" is distinctive in its capacity to engage and interact with the public. Four stories adapted from real cases were edited into 30-second video clips and introduced on various channels of Now TV. Following the videos, viewers were invited to submit questions and opinions regarding the cases, or queries about similar situations. IPCC representatives then answered the consolidated questions in the programme.

Detailed versions of the four complaint cases with the question and answer segments, as well as related IPCC information, were broadcast as a 30-minute programme on 18 March 2014 on Now TV.

"The IPCC Perspective" has been uploaded to the IPCC Channel (http://www.youtube.com/user/ipccchannel) on YouTube for public review.

### 設立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2014年與Now TV合作拍攝的互動電視節目《監警透視》、2012年與香港電台聯合製作的迷你電視劇集《監警有道》、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年和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,加深公眾對監警會的認識。 The IPCC Channel on YouTube allows the public to view archived footage of the IPCC from different periods. It reflects the IPCC's endeavour to increasingly make use of social media to introduce its work and functions and to communicate with the public, especially through videos.

At present the channel's videos include "The IPCC Perspective", an interactive TV programme made in collaboration with Now TV in 2014; "The IPCC Files", a mini TV series produced in collaboration with RTHK in 2012; and footage of media interviews with the IPCC Chairman and public activities attended by the Secretary-General.

To enhance viewers' understanding of the IPCC, the channel also includes footage from before it became an independent statutory body, such as a 2008 corporate video; a 2003 corporate video produced with RTHK; and "The IPCC TV series" co-produced with RTHK from 2001 to 2002.

The Council will regularly update the channel to improve its transparency and keep the public informed of its activities.



# 《監警會通訊》季刊 IPCC Quarterly 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、審核個案的統計數字、委員會近期工作,以及投訴警察的真實個案等。監警通訊除了會以電郵形式寄給持份者外,還上載至監警會網頁(www.ipcc.gov.hk)。

在報告期內,會方分別在2013年5月、 10月及2014年2月出版了三期《監警會通 訊》,並以監警會委託香港大學民意調查 計劃進行2013年公眾意見調查的結果、 首次以獨立觀察員身份列席七一遊行預備 會議,以及開拓社交媒體YouTube「監警 會頻道」作封面故事。

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. To enhance the transparency of the IPCC and strengthen its connection with stakeholders, the newsletter became a quarterly publication in November 2011. It now provides the public with a timely understanding of the Council's work. The "IPCC Newsletter", released in electronic form, aims at informing the public of the IPCC's latest work, providing statistics on cases reviewed and examples of real complaint cases. The newsletter is distributed by email and uploaded onto the IPCC's website (www.ipcc.gov.hk).

The cover stories for the three issues of the "IPCC Newsletter" released in May and October 2013 and February 2014 highlighted the results of a University of Hong Kong 2013 public opinion survey commissioned by the IPCC, the Council's attendance at preparatory meetings for the 1 July procession in an independent capacity for the first time, and the IPCC's efforts to enhance public awareness through the "IPCC Channel" on YouTube.

A media briefing was held with the release of each "IPCC Newsletter", at which Council representatives introduced the newsletter's contents.



#### 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,如2013年11月27 日早上監警會的工作報告在呈交予立法會 後,當天中午便即時向傳媒發佈。

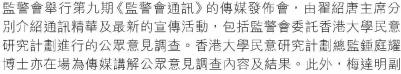
To improve its transparency, apart from the newsletter media briefings and joint meetings between the IPCC and CAPO, the IPCC organises press conferences when necessary. On 27 November 2013, the IPCC presented its annual report to the Legislative Council in the morning and held a press briefing in the afternoon.

#### 傳媒發佈會 **Media Briefings**











秘書長詳細講述一宗經監警會審核後重新分類的投訴個案,彰顯了監警會面對「揑造證據」 這等嚴重指控時,如何以證據為基礎仔細審視投訴個案。監警會委員張達明先生、葉成慶先 生、葉振都先生及鄭承隆先生亦有出席是次活動。

A media briefing was held to release the ninth issue of the "IPCC Newsletter". Mr Jat Sew-Tong (Chairman) presented the highlights of the IPCC's latest publicity initiatives, including the commissioning of the University of Hong Kong's Public Opinion Programme (HKU POP) to conduct a public survey. Director of HKU POP Dr Robert Chung Ting-viu also attended the briefing to present the findings of the survey. Moreover, Mr Daniel Mui (Deputy Secretary-General) detailed a complaint case in which the outcome was reclassified as a result of the IPCC's queries, illustrating the Council's meticulous evidence-based approach in examining a serious allegation of "Fabrication of Evidence". IPCC Members Mr Eric Cheung Tat-ming, Mr Simon lp Shing-hing, Mr Adrian Yip Chun-to and Mr Edwin Cheng Shing-lung also attended this briefing.



# 傳訊工作及機構形象 **Communications and Corporate Image**

2013 10月 OCT

監警會推出第十期《監警會通訊》,並舉行傳媒發佈會介紹通 訊內容。發佈會當日,翟紹唐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,包括監警會秘書處 職員首次以獨立觀察員身份列席七一遊行預備會議、委員七-現場觀察所得、委員會近期的活動,以及訪問加拿大監察警方 機構的經驗等。此外,梅達明副秘書長詳細講述一宗經監警會 質詢後指控獲重新分類的投訴個案,反映監警會和投訴警察課 以務實和積極的態度來處理雙方的意見分歧。

A media briefing was held to release the tenth issue of the "IPCC Newsletter". Mr Jat Sew-Tong (Chairman) and Mr Daniel Mui (Deputy Secretary-General) presented the highlights of the IPCC's latest publicity initiatives. These included the IPCC Secretariat staff's attendance at the 1 July procession preparatory meetings in an independent capacity for the first



time; observations by Council Members during the 1 July procession; recent activities of the Council; and insights gained after visiting Canadian police oversight bodies. Moreover, Mr Daniel Mui detailed a complaint case in which the alleged conduct was reclassified after being reviewed by the IPCC. The case showed the pragmatic and positive attitude adopted by both the IPCC and CAPO in resolving differences of view.

2013 11月 NOV

副主席陳健波議員代表監 警會向立法會提交《監警 會 2012/13 工作報告》,並 報告監警會在2012/13的工 作情況和統計數字。同日中 午,翟紹唐主席和朱敏健秘 書長主持《監警會2012/13工 作報告》傳媒發佈會,向傳媒 講解工作報告的內容。委員 張達明先生、馬恩國先生、 葉成慶先生、劉玉娟女士及 鄭承隆先生亦一同出席,與 傳媒代表交流。















# (事<sup>第六章Chapter 6</sup> 傳訊工作及機構形象 Communications and Corporate Image

2014 **20** 2月 FEB





監警會推出第十一期《監警會通訊》,由翟紹唐主席向傳媒講解監警會的最新活動及通訊精華,包括在YouTube設立「監警會頻道」及與Now TV聯合製作互動電視節目《監警透視》,開拓社交媒體以加強公眾認知度。此外,梅達明副秘書長詳細講述一宗市民在自動櫃員機拾獲現金,並帶往警署報告「拾獲財物」的案件,反映警方在處理同類案件的警務程序上可改善的空間,以及監警會建議改善警務程序的法定職能,以避免將來衍生相類的投訴。



A media briefing was held to release the eleventh issue of the "IPCC Newsletter". Mr Jat Sew-Tong (Chairman) and Mr Daniel Mui (Deputy Secretary-General) presented the highlights of the IPCC's latest publicity initiatives. These included the setting up of an IPCC Channel on YouTube and collaboration with Now TV to produce an interactive TV programme named The "IPCC Perspective". Both are efforts to develop the IPCC's social media presence to enhance public awareness. Moreover, Mr Daniel Mui detailed a complaint case in which a complainant had found cash at a bank's automated teller machine (ATM) and filed a "Found Property" report at a police station. This case identified room for improvement in police procedures when dealing with similar cases, and highlighted the IPCC's statutory function in advising on police procedures with a view to preventing the recurrence of similar complaints.



#### 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 會主席及秘書長便分別接受了多家電視 台、電台和報章的訪問。 Representatives of the IPCC were interviewed by the media on a number of occasions, allowing the public to better understand the work and functions of the Council. During the reporting period, the IPCC Chairman, and Secretary-General were interviewed by television, radio and newspaper.



原文刊於明報(A15)2013年4月30日 Published in Ming Pao on 30 April 2013 (A15) 監警研遊行衝突 翟紹唐籲警改僵化



原文刊於am730(A12)2013年4月30日 Published in am730 on 30 April 2013 (A12) 關注「佔中」武力清場 翟紹唐:警民缺互信



原文刊於星島日報(A08)2013年8月15日 Published in Sing Tao Daily on 15 August 2013 (A08) 翟紹唐:參考外國承傳經驗 監警五年鴻圖 研警民衝突



原文刊於信報財經新聞(A15) 2013年4月30日 Published in Hong Kong Economic Journal on 30 April 2013 (A15) 翟紹唐:警方示威者欠互信 監警會擔當橋樑 找出搞事分子 鳴謝信報財經新聞有限公司惠允轉載編號(2014AUG08002) Reprinted and distributed by permission of Hong Kong Economic Journal Company (2014AUG08002)



原文刊於頭條日報(P26) 2013年8月15日 Published in Headline Daily on 15 August 2013 (P26) 翟紹唐額勿將警察當出氣袋





主席 Mr Jat Sew-Tong (Chairman)















報告期內,翟紹唐主席分別接受了南華早報、明報、信報、星島日報、AM 730、亞洲周刊、鳳凰衛視節目《時事大破解》、無線電視節目《講清講楚》及香 港電台節目《千禧年代》的訪問,就投訴警察的相關議題發表意見。

During the reporting period, Mr Jat Sew-Tong (Chairman) was interviewed by South China Morning Post, Ming Pao, Hong Kong Economic Journal, Sing Tao Daily, AM730, Yazhou Zhoukan, Phoenix TV programme "News Decoder", TVB programme "On the Record" and RTHK radio programme "Millennium Era", on various issues related to police complaints.



# 第六章Chapter 6 傳訊工作及機構形象 **Communications and Corporate Image**

秘書長 Mr Ricky Chu (Secretary-General)

















朱敏健秘書長亦於報告期內接受鳳凰衛視節目《時事大破解》、有線電視節 目《周日不講理》、Now電視節目《時事全方位》、香港電台英文節目《The Pulse》、香港電台節目《千禧年代》及《自由風自由Phone》,以及商業電台節 目《左右大局》及《在晴朗的一天出發》的訪問,介紹監警會的職能及工作。

During the reporting period, Mr Ricky Chu (Secretary-General) was interviewed by Phoenix TV programme "News Decoder", Cable TV programme "Sunday Whiz", Now TV programme "News Magazine", RTHK English programme "The Pulse", RTHK radio programmes "Millennium Era" and "Open Line Open View", Commercial Radio programmes "The Tipping Point" and "On a Clear Day", on topics related to the IPCC and its work.

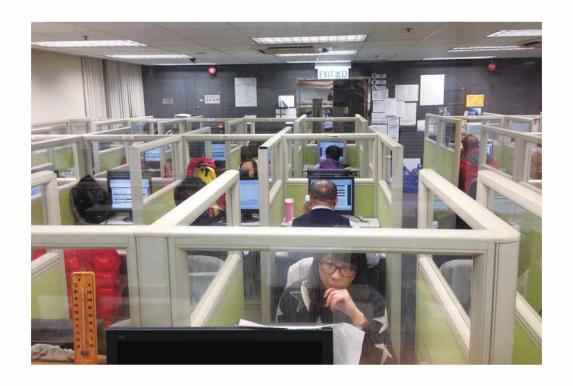




# 機構形象

# Corporate Image

港大公眾意見調查 Public Opinion Survey Conducted by University of Hong Kong



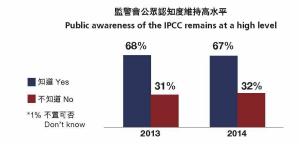
監警會繼去年後再次委任香港大學民意研 究計劃進行公眾意見調查,這次調查於 2014年3月3日至3月14日期間,以隨機 抽樣電話訪問的形式進行,並成功訪問了 1.039位18歲或以上的香港居民。

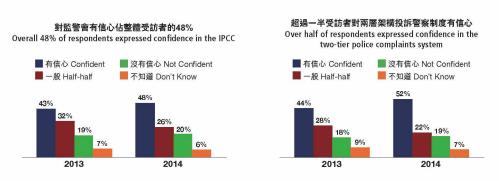
為了解市民對監警會及兩層架構投訴警察 制度信心,會方特意於去年進行的公眾調 查中,開始加入相關的問題,結果亦令人 欣慰。今年整體受訪者當中對監警會有信 心的佔48%,較去年的43%為高;另外有 接近52%的受訪者對現時投訴警察兩層架 構的制度有信心,較2013年的44%提升 近兩成。

Subsequent to the survey conducted last year, the IPCC again commissioned a public opinion survey by the University of Hong Kong Public Opinion Programme (HKU POP) in March 2014. The survey was conducted by telephone interview on a random sample between 3 March and 14 March 2014. There were 1,039 successful interviews of Hong Kong residents aged 18 or above.

In order to assess public confidence in the two-tier police complaints system, the IPCC conducted a survey on this topic last year. The results were reassuring, as 48% of respondents expressed confidence in the IPCC, an increase from 43% over 2013. At the same time, the results revealed that 52% of respondents had confidence in the two-tier police complaints system, an increase of 20% over the 44% in 2013.







調查結果亦反映公眾認識監警會及其獨立 性質的比率持續上升。2013年的調查顯 示監警會的公眾認知度高達68%,今年亦 維持於67%的高水平,較2010年會方成 為獨立機構初期的33%,大幅提升逾倍。 與此同時,調查顯示有63%有聽過監警會 的受訪者知道監警會為獨立於警察部門的 機構,較去年的60%,同樣錄得增幅,證 明有更多市民了解監警會的獨立性質。

然而,對監警會職能認識方面,雖然有 23%受訪者知道監警會主要工作為「監察 投訴警察課處理個案的程序」,所有受 者當中更有近4成了解監警會的職能可見 數字仍較去年的49%略遜。由此可見然 可見 公眾對監警會職能有所誤解的問題仍然的 是次調查讓會方更了解而是次調查讓會方更了解 是次調查讓會方更了解 是次調查 議,並且繼續 對監警 會角色的認識,進一步加強監警的兩層架構 的信心。

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香港大學民意網站(http://hkupop.hku.hk/chinese/report/ipcc2014/index.html)。

The survey showed that public awareness of the IPCC as well as its independent nature continued to rise. In 2013 public awareness of the IPCC surged to 68%, and it remained at a similar level this year, at 67%. The figure has doubled compared with 33% in 2010 when the IPCC becoming a statutory body. At the same time, 63% of respondents who had heard of the IPCC were aware that the Council is independent of the Police, an increase from 60% over 2013. This shows that public awareness of the IPCC's independence has risen.

However, on questions concerning the IPCC's work, although 23% of respondents recognised that the main duty of the IPCC is to "monitor CAPO's case-handling process", and that around 40% of respondents understood the work of the IPCC; the finding was lower than the 49% in 2013. Thus concerns remain regarding public misunderstanding of the IPCC's function. The HKU POP survey allows the IPCC to better understand the views of the public and to solicit their suggestions. It also helps to identify different channels through which public understanding of the IPCC can be enhanced, to improve the IPCC's transparency, and to strengthen public confidence in the two-tier police complaints system.

Results of the survey conducted by HKU POP are available at the HKU POP website: http://hkupop.hku.hk/english/report/ipcc2014/index.html.





# 「獨立」「監察」機構形象 Promoting Awareness of the IPCC's Independence and Monitoring Function







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年及 2012/13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, starting from the 2010/11 reporting period, the IPCC Report began using "independent" and "monitoring" as its theme. The 2011/12 and 2012/13 reports continued to highlight this theme in order to strengthen the IPCC's image. To improve the readability of the annual reports, diagrams and graphics were used where appropriate to illustrate how the IPCC reviews complaint cases.

# 其他傳訊途徑 Other Publicity Initiatives

#### 網頁

#### Website

監警會網頁 (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、公開會議的議程及會議記錄均上載到網頁供市民查閱。

The IPCC website (www.ipcc.gov.hk) serves as an archive of news and important information concerning the Council. Annual reports, publications and press releases, as well as the agendas and minutes of open meetings, are available online for public access.



# 傳訊工作及機構形象

# **Communications and Corporate Image**





#### 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。

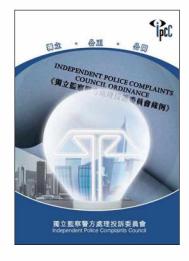
各區警署的報案室均備有監警會小冊子和觀察員計 劃單張,供市民取閱。市民亦可到監警會位於灣仔 的辦事處索取有關刊物。此外,監警會每年均會發 表工作報告,概述監警會在該年度的工作詳情。

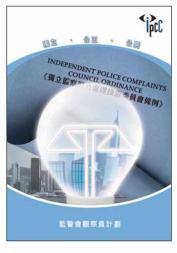
A booklet, "10 Qs on the IPCC", aims to enhance public understanding on the IPCC. The booklet includes a brief outline on the origin of the IPCC, the importance of its statutory status and independence, the membership of the Council, its functions, its role in the two-tier police complaints system and how the IPCC monitoring procedures work.

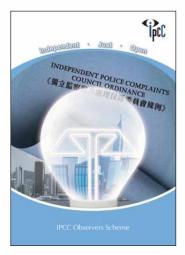
IPCC booklets and leaflets on the Observers Scheme are available at Police Report Rooms in all districts. The publications can also be obtained at the IPCC Office in Wan Chai. Moreover, the IPCC releases its annual report each year with updated information on its work.















# 「監警會五周年」研討會 IPCC 5th Anniversary Symposium









隨著《監警會條例》生效,監警會於2009 年6月1日正式成為法定機構,並被賦予 觀察、監察和覆檢警務處處長處理和調查 須匯報投訴的職能。

經過五年的運作,監警會由一家在幕後默 默耕耘的審查監管單位,蜕變為工作多樣 化的獨立警察投訴監察機構,舉辦《監警 有道》研討會,可讓會方擬定未來的發展 方向。

因此監警會與香港大學比較法與公法研究 中心及犯罪學中心治安與警政研究論壇合 辦《監警有道》研討會,以擬定香港投訴 警察制度的未來發展方向。 The IPCC was incorporated as a statutory body on 1 June 2009 when the IPCCO came into effect. The role and functions of the IPCC are to observe, monitor and review complaint handling process and investigations conducted by Commissioner of Police.

Five years have passed since the enactment of IPCCO, the IPCC has transformed from a "back-seat" review and monitoring body to a multi-faceted independent police complaints oversight organisation. 2014 is an appropriate time for taking stock of what the IPCC has achieved and reflect on its way forward.

The IPCC organised a symposium "The Police Complaints System in Hong Kong: Where are we heading?" in collaboration with the Centre for Comparative and Public Law and Policing Studies Forum at the Centre for Criminology from the University of Hong Kong, with a view to mapping



# **Communications and Corporate Image**



out the future development of the police complaints system in Hong Kong.

The symposium, held on 27 May 2014 at the Large Moot Court of the University of Hong Kong, aimed to strengthen understanding of the IPCC as a monitor of police complaints and to promote the two-tier police complaints system, and also to gather views from the public and stakeholders regarding the two-tier police complaints system and the future direction of the IPCC.

研討會於2014年5月27日假香港大學模擬法庭舉行,旨在加深公眾對監警會作為監察處理警察投訴及推廣投訴警察制度的兩層架構,同時亦可了解公眾和持份者對兩層架構投訴警察制度的意見,以便制定監警會的未來發展路向。

會方邀請到前主席兼終審法院常任法官鄧 植法官擔任主禮嘉賓之外,亦分別邀請本 港司法機關及海外監察機構的代表出席, 在分三個環節進行討論:第一個環節是行討論:第一個環節是先 由海外的講者概述世界各地的投訴警察 度及相關經驗,從宏觀的角度作出分 第二個環節是結合世界各地的有關經驗 第二個環節是結合世界各地的有關經驗 以剖析香港投訴警察制度之挑戰及機遇; 最後一個討論環節探討如何平衡警權和 權,加入持份者及關注團體的意見,務 集思廣益,以擬定香港投訴警察制度的未 來發展方向。

Apart from inviting the Honourable Mr Justice Robert Tang Ching Permanent Judge of the Hong Kong Court of Final Appeal and a former Chairman of the IPCC as guest of honour, the IPCC also invited representatives of the local judiciary, and representatives from overseas oversight bodies to attend the symposium. There were three main plenary sessions. In the first session, overseas speakers provided an overview of police complaints systems around the world, shared their international experience, and reviewed the systems from a macro perspective. In light of this experience, the second plenary session featured an analysis of the challenges and opportunities facing Hong Kong's police complaints system. In the third plenary session, stakeholders and concerned groups offered views and shared strategies on how to achieve a balance between police powers and civil rights. By bringing different perspectives together, the IPCC aimed to map out the future development of the police complaints system in Hong Kong.



為慶祝監警會成立五周年,會方特 別設計了一個標誌用於文具及信紙。

A special logo commemorating the 5th anniversary of the IPCC was created for use on stationery and letterhead.

