

RESTRICTED

**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 1620 hours on Thursday, 29 May 2014**

Present :

Mr JAT Sew-Tong, SC, JP	(Chairman)
Dr Hon LAM Tai-fai, SBS, JP	(Vice-chairman)
Hon CHAN Kin-por, BBS, JP	(Vice-chairman)
Mr Eric CHEUNG Tat-ming	
Ms Christine FANG Meng-sang, BBS, JP	
Mr Lawrence MA Yan-kwok	
Mr Simon IP Shing-hing, JP	
Ms Noeline LAU Yuk-kuen	
Hon Kenneth LEUNG Kai-cheong	
Dr Carol MA Hok-ka	
Miss Sandy WONG Hang-yee	
Dr Hon Helena WONG Pik-wan	
Miss Mary WONG Tak-lan	
Mr Edwin CHENG Shing-lung, MH	
Mr Clement TAO Kwok-lau, BBS, JP	
Dr Eugene CHAN Kin-keung, JP	
Ir Dr Vincent Simon HO	
Miss Lisa LAU Man-man, BBS, MH, JP	
Ms SO Lai-chun, MH	
Mr Henry SO, ASG IPCC	(Joint Secretary)
Mr LAU Yip-shing, DMS	
Mr P. R. MORGAN, ACP SQ	
Ms LAM Man-sai, CSP C&IIB	
Mr HO Ying-foo, SSP CAPO	
Ms LAI Pik-ngor, SP CAPO HQ	(Joint Secretary)
Mr HO Yun-sing, DVC KWCDIV	

In Attendance : Mr Ricky CHU, SG
Ms Cherry CHAN, LA
Ms CHENG Lai-ki, SP CAPO NT
Ms FONG Melinda M.Y., CIP CAPO HQ (1)
Mr WONG Ho-hon, CIP CAPO HQ (2)
Miss HO Tsz-in, CIP Team 3 CAPO K (Temp)
Mr CHEUNG Ka-po, SIP IPCC C&IIB
Mr CHEUNG Lap-tak, SIP Team 3A CAPO K

Absent with Hon Abraham SHEK Lai-him, GBS, JP (Vice-chairman)
Apologies: Dr CHAN Pui-kwong
Mr Adrian YIP Chun-to, SBS, MH, JP
Mr John YAN Mang-yee, SC
Mr Arthur LUK Yee-shun, BBS, SC

PART A OPEN MEETING

Opening Address

The Chairman welcomed all to the meeting.

I Confirmation of Minutes of the Meeting held on 20 February 2014 (Open Part)

2. The minutes of the last meeting (Open Part) were confirmed without amendment.

II Presentation on the “Project New Dawn”

3. The Chairman invited Police representatives to give a presentation on “Project New Dawn”.

4. CSP C&IIB stated that police officers had to handle a variety of unforeseen incidents on a daily basis to ensure the safety and stability of the society. It was not uncommon that they would often come across incidents involving mentally disordered persons. In order to enhance service delivery to the public and attempt to prevent tragedies from

happening, Police had adopted a multi-agency approach to provide support to mentally disordered persons. The Project was an initiative spearheaded by Police Kwai Tsing District commencing in September 2010 in support of the Force's approach to provide quality service to the public. It aimed to refine the relevant internal procedures, establish and enable cross-departmental communication and cooperation with a view to offering assistance to mentally disordered persons thereby minimizing risks of unfortunate events. The Project had been awarded with a few local and international prizes. CSP C&IIB then introduced Superintendent Ricky HO, Divisional Commander of Kwai Chung Division to give a presentation on the Project.

5. SP Ricky HO introduced Project New Dawn as an initiative to provide quality support and service to mentally disordered persons. He outlined the background of the Project and the objectives which encompass assisting the mentally disordered persons, ensuring the safety and stability of the society and projecting the positive image of the Force. The focuses of the Project include the early identification of mentally disordered persons, enhancing training of frontline officers in handling mentally disordered persons, establishing and enabling cross-departmental communication and cooperation; and ensuring a sustainable follow-up plan. During the presentation, a few successful cases were highlighted to illustrate the effectiveness of the Project. SP HO also informed the meeting that the Project had been awarded the Gold Prize of the Specialised Service Award of the Civil Service Outstanding Service Award Scheme 2013, and the 1st runner-up prize in the over 250,000 population category among the worldwide competitions for the Annual Community Policing Competition and Conference organized by the International Association of Chiefs of Police in the United States of America in 2013.

6. Hon CHAN Kin-por complimented the Project as a good initiative to foster better communication with members of the public and to reduce complaints against police. He questioned whether such a good initiative would be extended to other Police Districts.

7. DMS responded that it had always been the Force's endeavour to enhance the quality of service to the community. The "Value-Driven" and "Service-Oriented" principles had been embedded in all the initiatives implemented by different Police Districts, having taken into consideration

the characteristics of the respective Districts. As such, there were various different projects initiated to target different sectors of the community. For example, several Police Districts had implemented projects targeting the elderly and the youth. Indeed, there were over 100 community-based projects implemented at different Police Districts at present. He further elaborated that Kwai Tsing District had chosen to engage the mentally disordered group due to its 14 community centres intended for the mentally disordered group located within the District and it would be appropriate to enhance the service provided by Police in this regard.

8. Ms SO Lai-chun complimented on the success of the Project but made a remark that it was not an easy task to handle mentally disordered persons. The officers handling such cases would undoubtedly face a lot of challenges and tremendous pressure. She suggested that the Force Management should put in place some measures to address the potential problems faced by the concerned officers accordingly.

9. DMS thanked Ms SO and reiterated that the focus of the Project was not only to assist the mentally disordered persons but also their families so as to alleviate their burden, and to gauge the support from other departments to provide better services to them. He further stated that the Force Management was well aware that frontline officers were facing different challenges and pressure in their day-to-day duties. Hence, the Force Management had encouraged officers to adopt a healthy lifestyle through an 'Integrated Approach to Physical Fitness and Health Management (PHM)' to maintain physical, financial and psychological well-being.

10. Mr Eric CHEUNG questioned whether such a good initiative could be extended to assist those special complainants who might be subjected to mental disorder problem and were found to have abused the complaints system.

11. CSP C&IIB thanked Mr CHEUNG for his suggestion and stated that CAPO had maintained regular contact with those complainants being classified as 'Special Complainants'. If there were any indication that they were subjected to mental disorder problem, a proper referral procedure would be initiated.

III. CAPO's Monthly Statistics

12. CSP C&IIB tabled the complaint statistics and trend. She reported that there were averages of 206 complaint cases received in the first quarter of year 2014 representing a drop of 9.9% when comparing with the figures of the fourth quarter of year 2013. 82% of the complaints concerned in minor allegations and there was a drop of 16.4% in 'Neglect of Duty' and a slight increase of 1.3% in 'Misconduct' and 'Impoliteness'.

13. CSP C&IIB further reported that CAPO had been taking more proactive actions in the past year to manage public expectation. Public education was one of the main objectives. Hence, in collaboration with the City University's Professional Communication Project Programme, four videos with the themes of 'Handling Dispute', 'Handling Noise Complaints', 'Making a Crime Report' and 'Traffic Accident Investigation' were produced for public consumption. The aim was to enhance public understanding on the difficulties and limitation of police works. These videos had been on display in Police report rooms, Police YouTube Channel and also on the Police Public Page. CAPO would endeavour to utilize existing channels as well as explore new avenues for service improvement and complaints prevention.

14. Dr Hon LAM Tai-fai questioned whether there was a specific reason for an upsurge of complaints in the months of August and September in the preceding three years.

15. CSP C&IIB responded that there were usually more anti-crime operations conducted during summer holiday and prior to the commencement of new school term in September. The increase in the number of contacts with members of the public through anti-crime operations could be a reason leading to the increase of complaints. Nevertheless, it was the obligation and duty of Police to maintain law and order and preventive measures in the form of anti-crime operations would continue irrespective of whether there was a higher chance of yielding more complaints.

IV. CAPO's Criminal and Disciplinary Checklist

16. The Chairman invited CAPO to brief the meeting in respect of the Criminal and Disciplinary Checklist.

17. CSP C&IIB replied that there was nothing particular to highlight.

V. Any Other Business

(a) Comment on US-China Economic and Security Review Commission (USCC) 2013 Report

18. CSP C&IIB reported to the meeting that the US China Security and Economic Commission (USCC) report was released in November 2013. It was alleged that from mid-2010 to mid-2011, complaints to IPCC had surged by more than 50% from the previous year. It further suggested that some of these incidents involved Hong Kong authorities apprehending and handing over Chinese political dissidents to Beijing without due process, notwithstanding that there being no rendition treaty between Hong Kong and the Mainland. CAPO could not agree with the quoted false information and clarified that between 2009 and 2012, the complaint figures had recorded a decreasing trend with an accumulated drop by 52%. It was also evident that over 80% of the total complaints were minor in nature but not as erroneously quoted in the report that majority of them were serious complaints. In addition, CAPO had not received any complaints concerning the apprehension or handing over of political dissidents to the Mainland authorities. CAPO was disappointed with the inaccurate contents of that report and asserted that it would continue to perform its function in a fair and impartial manner, and in accordance with the IPCCO.

(b) Co-operation between IPCC/CAPO

19. DMS on behalf of the Force took the opportunity to praise IPCC for maintaining a close working relationship with CAPO, especially the Chairman for his dedication to improving the service quality of the Force and maintaining integrity of the existing two-tier complaints system during

his six-year tenure in IPCC. Furthermore, it was an important initiative of IPCC, again under the leadership of the Chairman, to enhance mutual communication between IPCC Members and frontline officers through visits to different police units. With better understanding of police duties and difficulties entailed, the effectiveness of the two-tier complaints system had been enhanced. He thanked the Chairman for his outstanding contributions and wished him a successful career and all the best in his future endeavours.

20. Dr Hon LAM Tai-fai on behalf of IPCC took the opportunity to bid farewell to the Chairman in his last Joint Meeting. He praised the Chairman for his leadership and relentlessness in making IPCC a statutory independent oversight body, and ensuring an impartial, effective and transparent two-tier complaints system.

21. There being no other business, the meeting concluded at 1715 hours. The date of next meeting was scheduled for 2014-09-18.

(LAI Pik-ngor)
Joint Secretary
Complaints and Internal
Investigations Branch

(Henry SO)
Joint Secretary
Independent Police
Complaints Council