

Press release

Public confidence in the IPCC continues to grow

“Fairness and Impartiality” are regarded as the most important attributes

School Programme well received by Young Respondents

(HONG KONG – 27 July 2018) The Independent Police Complaints Council (IPCC) today released the latest results of its public opinion survey. A total of seven public opinion surveys have been conducted to assess the public awareness of the IPCC’s work and the related trend, since the IPCC became an independent statutory body.

Mr Richard Yu, Secretary-General of the IPCC, said, “The survey results help the IPCC assess and map out the direction for its communication efforts in order to effectively discharge its statutory function – “to promote public awareness of the role of the Council” – under section 8(1)(e) of the IPCCO. The IPCC is very grateful to Dr Robert Chung Ting-yiu, Director of the University of Hong Kong’s Public Opinion Programme (HKUPOP), his professional team as well as all participants of the survey for their assistance.”

This year’s survey was conducted through telephone interviews (landline and, for the first time, cellphone) on a random sampling basis in March 2018. A total of 1,002 local residents aged 18 or above were interviewed. The respondents’ net confidence in the IPCC (i.e. the percentage of positive minus that of negative) rose from 19 percentage points last year to 22 percentage points this year, marking increases for two consecutive years. The satisfaction rating scored 59.6, similar to that of the previous year, while half of the respondents felt positive about the IPCC’s image.

As in the previous years, the latest survey results revealed that younger and more educated respondents tended to have less positive perception of the IPCC compared with other age groups. With a view to examine the similarities and discrepancies between respondents of different age groups on their perception of the Council, the influencing factors, as well as exploring ways to enhance their understanding of the Council’s work, the IPCC has specially arranged through HKUPOP several focus group sessions for diverse age groups to gather their

opinions and suggestions. It was found that younger respondents hoped the Council could step up its publicity efforts at schools to raise youth's awareness of the IPCC's work. They also opined that education and publicity efforts should deeply penetrate into the community and hence would take time to come to fruition. Mr Richard Yu said, "Feedback from the respondents has affirmed our direction in promoting youth education through the School Programme launched in November 2016 and talks at the tertiary institutions. In the past year, the IPCC has visited Shaw College of The Chinese University of Hong Kong, Department of Journalism and Communication of Hong Kong Shue Yan University and Department of Journalism of Hong Kong Baptist University to deliver talks at their assemblies and in major course lecture. These three talks, attended by more than 1,100 students and teachers, have been well received. The functions and roles of the IPCC and some endorsed complaint cases were clearly explained at these talks. Since the introduction of the School Programme, the IPCC has conducted 40 visits, reaching out to over 4,600 teachers and students from 25 secondary and primary schools. The work of the Council was illustrated with the aids of interactive games, case studies and group discussions. The IPCC was pleased that our effort in this aspect has received positive feedback and recognition from the younger respondents. In the future, the IPCC will continue to engage with more schools, professional organisations and business associations, enabling a wider range of stakeholders to have a more direct and better understanding of the Council."

Among the four attributes of "reviewing or handling of police complaint cases", the respondents generally regarded the IPCC's "fairness and impartiality" as the most important attribute, closely followed by "independence", "transparency" and "efficiency". In response to this finding, Mr Richard Yu remarked, "The IPCC has always upheld its principle to be independent, impartial and evidence-based in meeting the expectation of the public. In order to maintain impartiality and to comply with the confidentiality obligation, IPCC is not in a position to disclose any details of or make any comments on a complaint case before the conclusion of the vetting process. This may in turn affects the public perception of the Council's transparency. Nevertheless, the IPCC has enhanced its efforts in releasing endorsed cases timely in a thematic basis through the *IPCC Newsletter* and its annual report, enabling the general public to gain a deeper insight of the Council's vetting process, classifications of investigation results and recommendations made to improve the service quality of the Police. By doing so, IPCC hopes the community would better understand our efforts in scrutinizing every single case based on its merits, evidence, as well as raising Queries and discussing case

details with the Complaints Against Police Office. The ultimate goal of our work is to attain an investigation result which is scrupulously fair to both the Complainants and the Complainees.”

In terms of efficiency, Mr Richard Yu explained, “Through the years, the IPCC has been improving its internal vetting procedures continuously by enhancing the application of information technology. Coupled with the additional resource provision, the average time required to review each complaint case has been reducing progressively year by year. In 2017/18, the time required was shortened by nearly 30% compared to that of the previous year. The Council will continue to evaluate various aspects of its work, especially on complaint prevention. IPCC will make recommendations to the Police timely whenever it identifies improvement during the vetting of complaint cases with a view to further enhance the service quality of the Police for Hong Kong people.”

The result of IPCC Public Opinion Survey 2018 is now available on the IPCC’s website at: <http://www.ipcc.gov.hk> or on the HKUPOP’s website at: <https://www.hkupop.hku.hk/english/report/ipcc2018/index.html>

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Notes to editor:

About the Independent Police Complaints Council

The Independent Police Complaints Council (IPCC) is an independent body established under the Independent Police Complaints Council Ordinance (IPCCO) (Cap. 604) to observe, monitor and review the handling and investigation of “Reportable Complaints” (RCs) against the Police by the Commissioner of Police (CP). The IPCC has become a statutory body since the commencement of IPCCO on 1 June 2009.