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## 傳訊工作及 機構形象

## Communications and Corporate Image

2019年是監警會成為獨立法定機構的第十個年頭，正是時候讓會方回顧過去，策劃未來。多年來，監警會除了繼續有效履行其法定監察職能，亦致力透過傳媒、機構刊物、監警會網頁、YouTube「監警會頻道」及各類宣傳單張，適時向公眾發放最新資訊，進一步提升機構的透明度，並提升公眾對會方工作和兩層架構投訴警察制度的認識。同時，監警會亦透過公眾意見調查，了解市民對會方的認知度和觀感。

The year 2019 marks the 10<sup>th</sup> anniversary of the IPCC as an independent statutory body. While this is a key milestone for IPCC, it is also an opportune time for the Council to reflect on the past and to plan for the future. Over the years, the IPCC has spared no effort in discharging its monitoring functions. To further enhance transparency and public understanding of the IPCC's work, as well as strengthen public knowledge of the two-tier police complaints system, the Council has committed to timely disseminate information to the public through media, corporate publication, IPCC website, official YouTube Channel and various kinds of promotional collateral. At the same time, public opinion surveys have been conducted to understand public awareness and perception of the Council.

## 傳訊工作 COMMUNICATIONS

### 刊物 Publications

監警會定期出版《監警會通訊》，報道委員會的近期工作和最新發展，並分享投訴警察的真實個案，讓公眾了解監警會的審核程序和原則。《監警會通訊》除了以郵寄、電郵形式發放給各界持份者外，亦上載至監警會網站（www.ipcc.gov.hk）供市民閱覽。報告期內，會方於2018年4月和9月出版了兩期《監警會通訊》，並分別以有關證物處理及調查刑事案件衍生的投訴個案作為封面故事。

*IPCC Newsletter* is released on a regular basis to update the public on the Council's latest work and development. Real complaint cases are also covered in the newsletters to illustrate the IPCC's vetting process and principles to the public. *IPCC Newsletter* is distributed to stakeholders by post or email and uploaded to the IPCC website (www.ipcc.gov.hk) for public access. During the reporting period, two issues of *IPCC Newsletter* were published in April and September 2018, with cover stories featuring complaint cases related to handling of exhibits and crime investigation in the respective issues.

根據《監警會條例》，監警會每年必須在其財政年度完結後六個月內向行政長官呈交監警會年報，報告其財政及整體工作狀況。《監警會2017/18工作報告》在2018年12月5日提交立法會省覽，並在同日對外公布。

As stipulated in the IPCCO, the IPCC must submit to the Chief Executive an annual report on the IPCC's financial standing and overall work status not later than six months after the financial year ends. IPCC Report 2017/18 was tabled in the Legislative Council and made public on 5 December 2018.



# 與傳媒聯繫

## MEDIA LIAISON

每次發表《監警會通訊》及年度工作報告，監警會均會舉行新聞發布會，向公眾交代工作情況，回應傳媒提問，以增加機構工作的透明度。

To enhance transparency, the IPCC holds press conferences for the release of each *IPCC Newsletter* and its annual report to explain to the public its work status and address media enquiries.

### 傳媒發布會

#### Media briefings

#### 2018.04.06

監警會推出第二十三期《監警會通訊》。時任主席郭琳廣先生在副秘書長（行動）梅達明先生陪同下，向傳媒闡述三宗有關證物處理衍生的投訴個案。另外，本期通訊的兩篇專題文章分別簡介了校園計劃，及秘書處代表團訪問澳洲的四個監察機構。

The 23<sup>rd</sup> issue of *IPCC Newsletter* was released. The then Chairman, Mr Larry Kwok Lam-kwong, accompanied by Mr Daniel Mui (Deputy Secretary-General, Operations), hosted a media briefing to present three complaint cases stemming from the handling of exhibits. In addition, the newsletter covered two feature articles on the School Programme and the Secretariat delegation's visit to four oversight bodies in Australia.

#### 2018.07.27

俞官興秘書長與時任香港大學民意研究計劃總監鍾庭耀博士在傳媒發布會上公布最新的監警會公眾意見調查結果。調查於2018年3月成功訪問了1,002名18歲或以上的本港市民。結果顯示，受訪者對監警會的信心淨值連續第二年錄得升幅。

Mr Richard Yu (Secretary-General) and Dr Robert Chung (the then Director of the University of Hong Kong Public Opinion Programme) announced the latest results of the IPCC public opinion survey at a media briefing. The survey was conducted in March 2018. A total of 1,002 local residents aged 18 or above were interviewed. Results showed that the respondents' net confidence in the IPCC has gone up for two consecutive years.

#### 2018.09.07

監警會推出第二十四期《監警會通訊》。宣傳及意見調查委員會主席劉文文女士在副秘書長（行動）梅達明先生陪同下，向傳媒闡述四宗由調查刑事事件而衍生的投訴個案。

IPCC launched its 24<sup>th</sup> issue of *IPCC Newsletter*. Miss Lisa Lau Man-man (Chairman of Publicity and Survey Committee), accompanied by Mr Daniel Mui (Deputy Secretary-General, Operations), hosted a media briefing to present four complaint cases stemmed from crime investigation.

#### 2018.12.05

梁定邦主席在俞官興秘書長和梅達明副秘書長（行動）陪同下主持傳媒發布會，回顧報告期內會方的工作，並分享未來發展計劃。多名委員亦有出席活動，並藉此機會加強傳媒及公眾對監警會工作的認識。

Dr Anthony Francis Neoh (Chairman), accompanied by Mr Richard Yu (Secretary-General) and Mr Daniel Mui (Deputy Secretary-General, Operations), hosted a media briefing to present an overview of IPCC's work in the past reporting period and shared initiatives going forward. Several Members were present using the opportunity to enhance the media and public's understanding of IPCC's work.

#### 2019.03.20

監警會秘書處舉辦傳媒工作坊，協助前線記者更深入了解並掌握監警會的相關資訊，同時增進彼此聯繫和交流。

The IPCC Secretariat hosted a media workshop to facilitate frontline reporters' understanding of IPCC's work and enhance the Council's communication and engagement with the media.

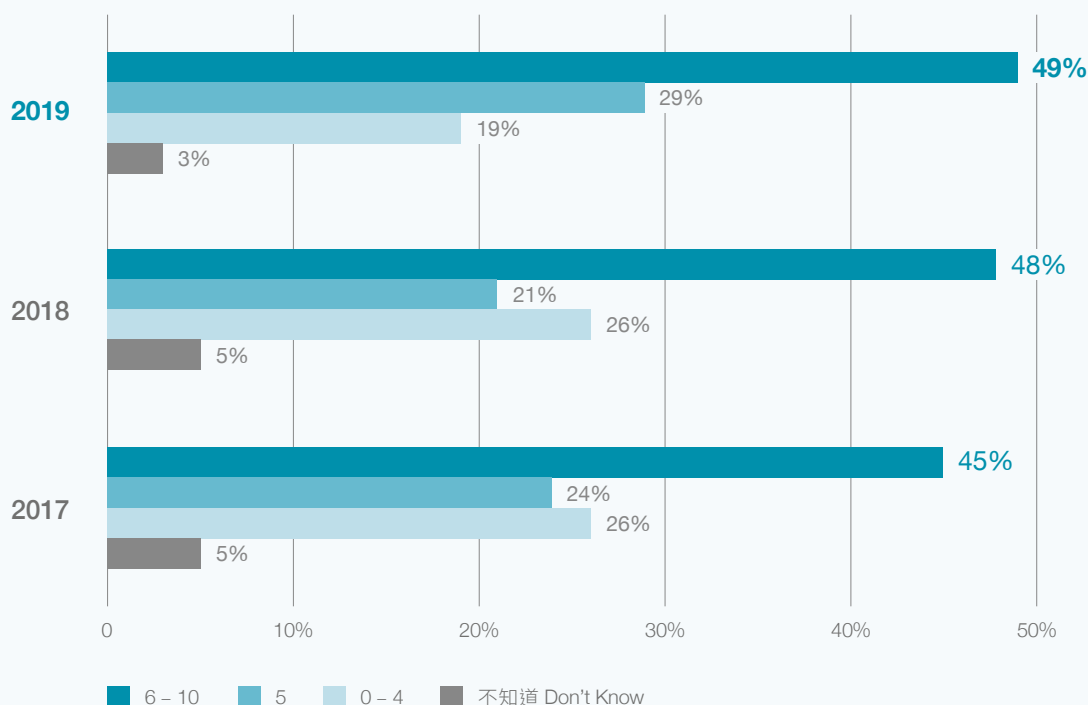
## 機構形象 CORPORATE IMAGE

### 2019年香港大學民意研究計劃公眾意見調查 Public opinion survey 2019 conducted by HKUPOP

#### 受訪者對監警會的信心 Respondents' confidence in the IPCC

問：你對監警會有無信心？(0至10分評價)

Q: Are you confident in IPCC? (On a rating scale of 0 to 10)



今次是監警會自成為獨立法定機構後進行的第八次公眾意見調查。調查結果有助會方評估並擬定傳訊方向，藉以更有效地履行《監警會條例》第8條(1)(e) 賦予會方的法定職能——「加強公眾對監警會的角色認識」。

2019年公眾意見調查透過固網和手提電話以隨機抽樣形式進行，成功訪問了1,035名18歲或以上的本港市民。受訪者對監警會的信心評分增至49個百分點，連續第三年錄得升幅（請看上表）。

A total of eight public opinion surveys have been conducted since the IPCC became an independent statutory body. The survey results facilitate the Council in evaluating and mapping out the direction for its communication efforts with an aim to effectively discharging its statutory function – “to promote public awareness of the role of the Council” – under section 8(1)(e) of the IPCCO.

The 2019 survey was conducted through telephone interviews (both landline and cellphone) on a random sampling basis. A total of 1,035 local residents aged 18 or above were interviewed. The respondents' confidence in the IPCC rose to 49 percentage points, marking increases for three consecutive years (please refer to the above chart).

在「審閱或處理警察投訴個案」的四個指標中（見下圖），受訪者對監警會的正面評價均較去年有所上升，而受訪者普遍認為「公平性」最為重要，然後依次為「獨立性」、「透明度」和「效率」，結果與去年一致。

Among the four attributes of “reviewing or handling of police complaint cases”, the respondents generally regarded “fairness” as the most important attribute, followed by “independence”, “transparency” and “efficiency” (please refer to the table below). The sequence is in line with that of the previous year. The respondents’ ratings on all four attributes have also increased compared to last year.

### 「審閱或處理警察投訴個案」的四個指標

#### Four attributes of “reviewing or handling of police complaint cases”

##### 公平性 Fairness

分數 Score	2019	2018	2017
6 – 10	<b>49%</b>	41%	45%
0 – 4	<b>12%</b>	11%	17%

##### 獨立性 Independence

分數 Score	2019	2018	2017
6 – 10	<b>52%</b>	46%	48%
0 – 4	<b>13%</b>	14%	23%

##### 透明度 Transparency

分數 Score	2019	2018	2017
6 – 10	<b>35%</b>	21%	23%
0 – 4	<b>25%</b>	30%	26%

##### 效率 Efficiency

分數 Score	2019	2018	2017
6 – 10	<b>30%</b>	18%	25%
0 – 4	<b>19%</b>	22%	21%

其餘回答為一半半(5分)/不知道/沒意見

Other answers include half-half (5)/ don't know/ hard to say

除電話訪問外，會方亦安排了數場焦點小組討論，仔細聆聽不同組別的意見和建議。不少參加者表示希望透過電視節目和網站，深入了解監警會審核投訴個案的程序、結果和原因。

Several focus group sessions were also arranged in addition to the telephone survey in order to gather more in-depth views and suggestions from diverse groups. Many participants expressed that they would like to learn more about the procedures, results and reasons of outcomes of the complaints vetted by the IPCC, preferably through television programmes and website.