

# 監警會 通訊

# IPCC NEWSLETTER



## 監警會積極跟進52項改善建議落實情況

## The IPCC's Follow-up on Implementation Progress of 52 Recommendations



獨立監察警方處理投訴委員會  
Independent Police Complaints Council

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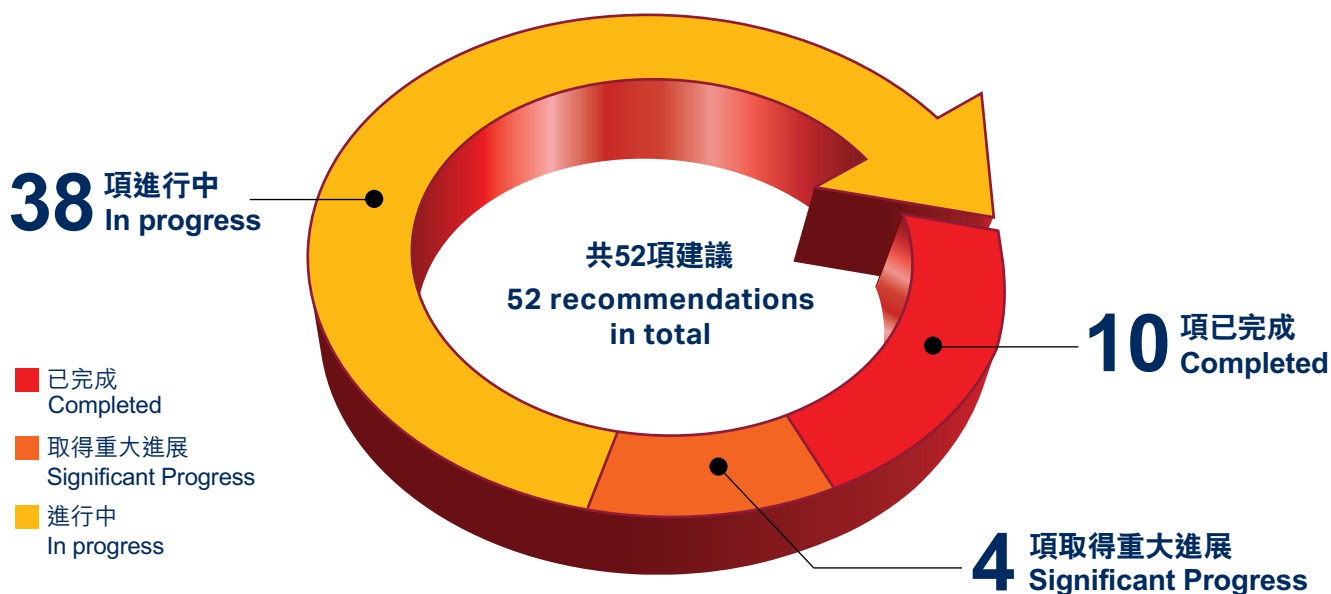
### 監警會積極跟進52項改善建議落實情況

### The IPCC's Follow-up on Implementation Progress of 52 Recommendations

#### 52項改善建議的落實進度

#### Implementation Progress of 52 Recommendations

(截至2020年12月)  
(As at December 2020)



獨立監察警方處理投訴委員會(監警會)除了秉持一貫以證據為依歸的原則,公平、公正地處理投訴,亦認為須從投訴中汲取經驗,從中學習及作出糾正,以避免類似投訴再次發生。這是提升公共服務質素的重要一環,亦是兩層架構投訴警察制度下,監警會、公眾和警方的共同目標。

The Independent Police Complaints Council (IPCC) always upholds its principles of handling all complaint cases fairly, impartially and based on evidence, and also considers it necessary to learn from experiences, draw lessons from complaint cases to prevent recurrence of similar complaint. This is an integral part of improving the quality of public service and a common goal shared by the IPCC, the public and the Police under the two-tier police complaints system.

# 封面故事

## Cover story



監警會多次在聯席會議上向警方跟進52項改善建議的實施進度，並於會後舉行新聞發布會，回應傳媒提問。

**The IPCC followed up with the Police on the implementation progress of the 52 recommendations at various Joint Meetings, and held press conferences afterwards to address media enquiries.**

監警會於2020年5月發表有關2019年大型公眾活動的專題審視報告（報告），就警方五大範疇的工作，提出共52項改善建議，涵蓋：一）公眾訊息發放和與傳媒關係，二）武力使用指引，三）臨時羈留處的安排，四）警方行動部署和策略，以及五）警隊內部管理、協調和培訓，務求從各層面協助警方提升服務質素。會方樂見保安局局長迅速籌組專責小組，並親自督導，就相關建議進行檢討和跟進研究，並根據建議的複雜程度和迫切性，確定了工作的優先次序，而且分別於2020年8月及11月向行政長官提交了首兩份進度報告。

會方一直緊密關注專責小組的工作，並透過與警方在聯席會議的公開部分，讓公眾知悉改善建議的跟進工作及落實進度。截至2020年12月，警方已完成其中10項改善建議，並有4項建議取得重大進展。

The IPCC published its Thematic Study Report on the public order events in 2019 (the Report) in May 2020 and put forward a total of 52 recommendations for improvement regarding the Police's work in five areas, covering: (i) Public Information Dissemination and Media Relations; (ii) Use of Force; (iii) Arrangements for Temporary Holding Areas; (iv) Operation Planning and Strategy; and (v) Internal Management, Coordination and Training. These recommendations were intended to assist the Police in improving service quality from various aspects. The IPCC was pleased to see that the Secretary for Security swiftly formed and supervised a task force in person to study and follow up on these recommendations. The task force prioritised follow-up work based on the complexity and urgency of each recommendation, and submitted its first two progress reports to the Chief Executive in August and November 2020 respectively.

The IPCC has been paying close attention to the work of the task force. Through the open part of IPCC's Joint Meetings with the Police, the public were informed of the follow-up work and implementation progress of these recommendations. As of December 2020, the Police completed 10 recommendations, and made significant progress for four other recommendations.



於去年12月的聯席會議上，警方匯報已完成10項改善建議，並在另外4項工作中取得重大進展。

**At the Joint Meeting last December, the Police reported that 10 recommendations were completed with significant progress made for four other recommendations.**



### 改善措施的實施進度

在去年9月的聯席會議上，警方詳述已完成的3項改善建議，包括：一）善用水馬鞏固警方防線以減少衝突；二）檢討由警方牽頭與其他政府部門或機構召開新聞發布會的相關安排；以及三）檢視臨時羈留處的選址，並停止使用新屋嶺扣留中心。監警會因應公眾的關注，亦特別就警方與傳媒的合作作出跟進，期望警方與傳媒機構早日就工作守則達成共識，一方面保障公共安全及秩序，同時協助傳媒向公眾提供新聞報道。

於去年12月的聯席會議上，警方匯報已完成多7項改善建議，並在另外4項工作中取得重大進展。當中，警方共推出21項措施，涵蓋三大範疇：

#### 一、公眾訊息發放和與傳媒關係

警方增聘人手成立了新分課，負責在大型公眾活動中直播現場情況，以便作出適時的澄清和回應；增加使用更多不同的社交媒體及工具，以進一步加強警隊與公眾及傳媒的溝通，提升工作的透明度。

### Implementation progress of the improvement recommendations

At the Joint Meeting last September, the Police detailed the three recommendations that had already been completed, including: (i) better utilisation of water-filled barriers to reinforce police cordon lines and minimise clashes; (ii) review of the protocols for taking the lead to organise press conferences with other departments or institutions; and (iii) review of the sites for Temporary Holding Areas and cessation of the use of San Uk Ling Holding Centre. The IPCC also followed up on enhancement of coordination between the Police and the media in response to public concern. The IPCC hoped that the Police and media organisations could draw up a Code of Practice as soon as possible safeguarding public safety and order on the one hand, and in parallel facilitating the media in news reporting.

At the Joint Meeting last December, the Police reported that they had completed seven more recommendations, and made significant progress for four recommendations. Among the recommendations, the Police rolled out a total of 21 improvement measures, covering three major areas:

#### I. Public information dissemination and media relations

The Police has set up a new division with additional manpower for livestreaming large-scale public order events to enable timely clarification and response. The Police will also make use of a variety of social media platforms to strengthen communication with members of the public as well as the media to enhance transparency of their work.

### 公眾訊息發放和與傳媒關係

## Public Information Dissemination and Media Relations

(截至2020年12月)  
(As at December 2020)



# 封面故事

## Cover story

### 警方已完成 (共6項)

### Completed by the Police (6 in total)

- |   |  |
|---|--|
| 1. 檢討主動與其他部門或機構召開新聞發布會的制度。  | 1. Review the protocols for taking the lead to organise press conferences with other departments or institutions.  |
| 2. 就互聯網被廣泛利用散播警方行動不當行為的指控，藉以煽動仇恨激起更多示威活動，檢討警隊的公共和社區關係策略。  | 2. Review Force Public and Community Relations Strategy in the light of the widespread use of the internet to turn Police action into allegations of misconduct in order to stir up resentment to drive further protest.   |
| 3. 制定渠道加強與公眾溝通，通知市民警方將會使用武力及相關預防措施。   | 3. Devise means to enhance communications with the public on the intention to use force and related precautionary measures.  |
| 4. 制定方案，就警方經已採取或正在採取的執法行動加強與公眾的溝通，並提升警隊工作的透明度，以防範不必要的無根據或惡意的揣測和傳言。在這方面，應加強宣傳和公眾教育，讓公眾認識處理失蹤者及死者的程序。 | 4. Devise means to enhance communications with the public about enforcement action that the Police has taken or is taking to increase transparency of Police work and to prevent unnecessary, unfounded or malicious speculations and rumours. In this regard, there should be more publicity and public education on Police procedures and practices for dealing with missing persons and death in Hong Kong. |
| 5. 因應公眾使用社交媒體的情況日益普遍，應提升警方相關團隊監察社交媒體的能力，制定程序和制度以迅速及有效地處理公眾的關注和不實的惡意消息，並通過相同的媒體作出反駁。                 | 5. Given the increase in the use and popularity of social media, enhance the ability of the responsible teams in the Police to monitor the social media and devise procedures and protocols to deal with public concerns and untrue or malicious messages promptly and effectively by using the same media to propagate rebuttal.  |
| 6. 檢討警方向公眾發放資訊的機制，以提高透明度，例如警察公共關係科可適時向公眾交代和更新太子站事件的情況，以減輕公眾的憂慮和消除揣測或傳言。                             | 6. Review the mechanism for the Police to disseminate information to the public to enhance transparency, for instance, Police Public Relations Branch to make timely announcement and update to the public on the situation inside Prince Edward Station to ease public concern and quash speculations or rumours.   |

### 已取得重大進展 (共2項)

### With significant progress (2 in total)

- |   |  |
|---|--|
| 1. 檢討警隊的傳媒關係策略，以確保及時向新聞界提供事件的準確訊息，並為臨時簡報會上接受訪問的人員提供培訓，以樹立關心公共安全和秉公執法的形象，包括檢討及強化培訓高級警務人員在事發現場、臨時簡報會、新聞採訪和新聞發布會上與傳媒的應對。 | 1. Review Force Media Relations Strategy to ensure timely and accurate information for the press on incidents and staff taking stand-up interviews should be trained to project an image of care for public safety and impartiality in law enforcement, including reviewing and enhancing the training for senior officers in answering media questions at the scene, giving stand-up briefings, attending press interviews and press conferences. |
| 2. 檢討在大型行動中如何為記者提供協助，而不會對警方的執法行動造成阻礙。   | 2. Review how to facilitate the work of reporters in a major operation without causing undue hindrance to Police enforcement action.   |

### 二、警方行動部署和策略

警方購置了新裝備及更新風險評估指引，以優化警方行動部署和策略。

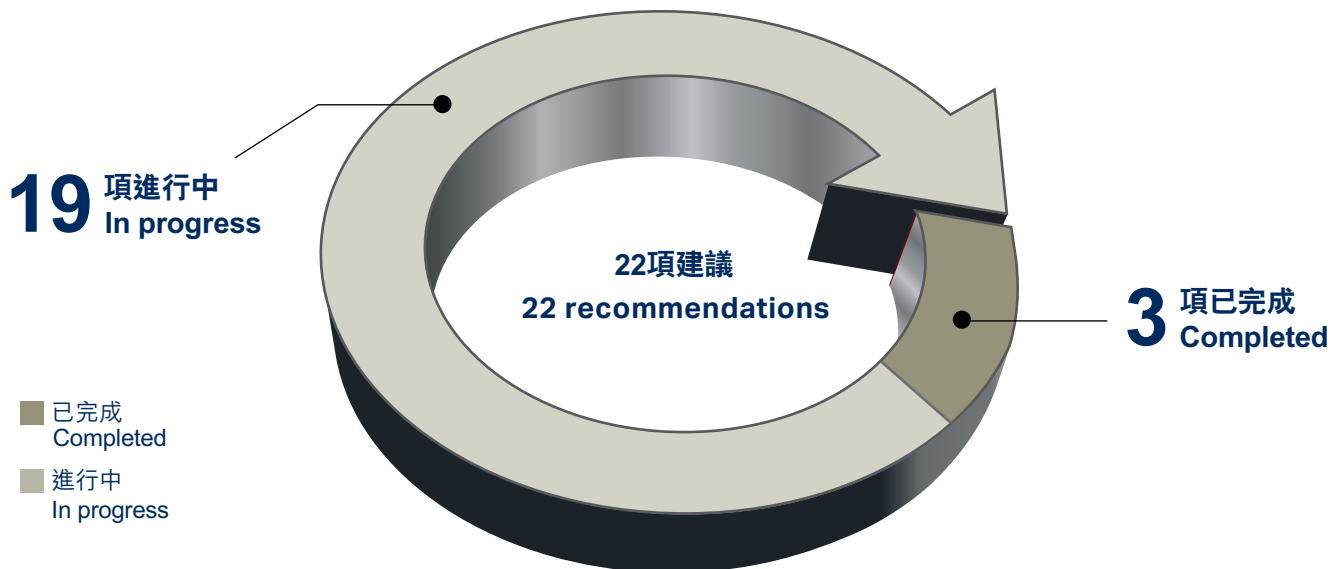
### II. Operation planning and strategy

The Police has procured new equipment and updated its risk assessment guidelines to optimise operation planning and strategies.

## 警方行動部署和策略

### Operation Planning and Strategy

(截至2020年12月)  
(As at December 2020)



#### 警方已完成 (共3項)

1. 更有效地運用水馬（約兩米高）。水馬較鐵馬更高、更堅固，可加強警方防線，減少前線警務人員與暴力示威者之間的衝突。
2. 對高風險目標加以保護，並檢討制定通用策略以減少衝突。
3. 檢視在應對破壞社會安寧、有示威者作出暴力行為的大型公眾活動時的相關行動計劃，尤其是警務人員平息動亂時所採取的策略、裝備及武器。

#### Completed by the Police (3 in total)

1. Better utilise water-filled barriers (about 2 metres high) which are higher and stronger than mills barriers to reinforce police cordon lines and minimise clashes between frontline Police officers and violent protesters.
2. Review the general tactics to lessen confrontation, where protection of targets at risk are concerned.
3. Review the operational plans for occasion of public order events involving breach of peace and violent acts of protesters, in particular the strategies, gear and weapons for officers to quell disorder.

### 三、臨時羈留處的安排

為了更好地保障羈留人士的權利和福利，警方在數個指定的臨時羈留處推行試點措施，增加羈留處的人手及設施以改善流程。

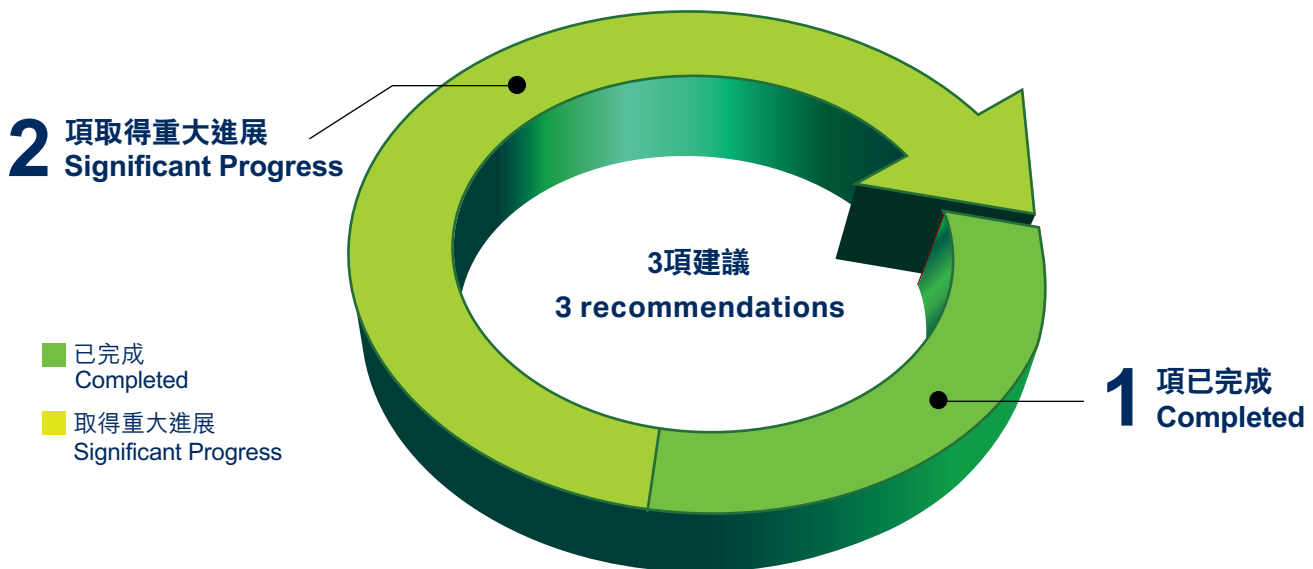
### III. Arrangements for Temporary Holding Areas

To better safeguard detainees' rights and welfare, the Police has put in place pilot initiatives at several designated Temporary Holding Areas, including enhancement to manpower and facilities to streamline workflow.

## 臨時羈留處的安排

### Arrangements for Temporary Holding Area

(截至2020年12月)  
(As at December 2020)



#### 警方已完成 (共1項)

1. 若果將來有需要使用臨時羈留處，應考慮選擇不太偏僻的地點，挑選位置時亦應考慮合理距離之內是否有醫院及救護站。

#### Completed by the Police (1 in total)

1. Consider identifying less remote sites as Temporary Holding Areas in case such need arises in future. The location should also take into account the availability of hospitals and ambulance depots within reasonable distance.

#### 已取得重大進展 (共2項)

1. 在臨時羈留處的警力編配方面，安排更多人手資源、完善設備，以確保警方能夠有效率地在同一時間內處理大量被捕人士涉及的行政工作。
2. 盡快在所有警署實施改善措施，例如足夠空間及設備，配置有審核追蹤功能的中央電腦系統。若果將來需在警署以外的地方設置臨時羈留處，有關臨時羈留處亦應設有與警署同等的設施。

#### With significant progress (2 in total)

1. As to manning a Temporary Holding Area, allocate more manpower resources to ensure the effective and efficient discharge of the Police administrative work in handling a large number of arrested persons at the same time.
2. Implement enhancements such as sufficient space and facilities with computerised audit trail functions soonest possible in all police stations. If a place outside a police station is used as a Temporary Holding Area in future, then such Temporary Holding Area should have equivalent facilities as those in police stations.



# 封面故事

## Cover story



監警會代表在警方陪同下參觀優化後的紅磡警署臨時羈留設施，了解經改善後的人手和系統編配。

*The IPCC delegation, accompanied by the Police visited the enhanced Temporary Holding Area at the Hung Hom Police Station to study the enhancement measures made to resource deployment and various systems.*

### 視察紅磡警署臨時羈留處優化工作

除了在聯席會議上作出跟進，會方亦會親身觀察優化的設施，加深理解前線人員在落實措施時的考慮及挑戰。主席梁定邦博士與一眾委員於2月初在警務處監管處處長林曉彤女士、助理處長（服務質素）曾艷霜女士，以及投訴警察課代表的陪同下，親赴紅磡警署視察臨時羈留處的優化工作成果。警方向監警會展示了一系列優化工作以保障羈留人士的權利和福利及提升整體工作流程的效率，包括：1) 增加值日官的人數；2) 為要求接受治療的羈留人士成立護送隊；3) 調配額外人手理順探訪羈留人士的安排流程；4) 提供標準及容易辨識的背心及手帶予羈留人士；5) 配置閉路電視攝錄機，及6) 設置具審核追蹤功能的中央電腦系統，適時及準確記錄被羈留人士的活動及去向。會方期望警方繼續加強對羈留人士權利的保障，提升相關行政工作的效率。

### Examination of the enhanced Temporary Holding Area at Hung Hom Police Station

In addition to follow-ups at Joint Meetings, the IPCC also conducted on-site visit to the enhanced facilities so as to gain a more thorough understanding of the concerns and challenges faced by frontline officers while implementing the improvement measures. In early February, the Council Chairman Dr Anthony Francis NEOH and Members visited Hung Hom Police Station to examine the enhanced Temporary Holding Area in the company of Ms Rebecca LAM Hiu-tong, Director of Management Services of Hong Kong Police Force, Ms Anna TSANG Yim-sheung, Assistant Commissioner of Police (Service Quality) and Complaints Against Police Office (CAPO) representatives. The Police presented improvement measures undertaken to better safeguard detainees' rights and welfare and enhance the overall efficiency of the workflow, including: (i) allocation of additional Duty Officers; (ii) formation of escort team for detainees seeking medical treatment; (iii) deployment of additional manpower to facilitate the arrangement of visits for detainees; (iv) provision of standard and easily identifiable vests and wristbands for detainees; (v) installation of CCTV cameras, and (vi) enhancement of computer system with audit trail functions to enable timely and accurate record of information about detainees. The IPCC hoped that the Police would continue to safeguard detainees' rights and enhance efficiency and effectiveness of relevant administrative work.