

Press release

Increase in public confidence and satisfaction with the IPCC

Continue to strengthen communication with stakeholders

(HONG KONG – 31 July 2017) The Independent Police Complaints Council (IPCC) today released the latest results of its public opinion survey. Since the IPCC became an independent statutory body, the IPCC has conducted six public opinion surveys to understand the public awareness of and satisfaction with the IPCC, as well as the overall perception of the IPCC’s image.

Mr Richard Yu, Secretary-General of the IPCC, said, “The survey results help the IPCC to assess and map out the direction for its promotion and 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. I would like to thank Dr Robert Chung Ting-yiu, Director of the University of Hong Kong’s Public Opinion Programme (HKUPOP), and his professional team for their assistance.”

This year’s survey results show improvement in the areas of public confidence in, perception of and satisfaction with the IPCC. The survey was conducted through telephone interviews on a random sampling basis in early March 2017 and 1,010 adults were interviewed. 55% of the respondents felt positive about the IPCC’s image, an increase of 3 percentage points over that of previous year. The respondents' net confidence in the IPCC (i.e. the percentage of positive minus that of negative) rose significantly from 5 percentage points last year to 19 percentage points this year. The satisfaction rating increased from last year’s 56.1 to this year’s 60.5.

As for the indicators of the IPCC's work concerning “monitoring and reviewing complaint cases”, the respondents generally gave a higher rating on the IPCC's “independence” and “impartiality”, of which 50% and 45% believed that the IPCC was independent and impartial respectively. Both ratings increased by 5 percentage points from that of last year. With regard to “efficiency” and “transparency”, though views for these two indicators used to be more polarised, the divergence was significantly narrowed this year. The percentage of

respondents who opined the IPCC being not efficient or not transparent has dropped by 9 percentage points and 8 percentage points respectively.

Secretariat-General Richard Yu said, “In view of the survey results for the past few years, the IPCC has strived to enhance the vetting process. Earlier this year, several requests have been raised to CAPO in order to expedite the vetting procedures. First of all, the IPCC requested CAPO to complete investigation within four months after receiving the complaint; and submit investigation reports to the IPCC within six months. Secondly, CAPO should provide the IPCC with all relevant files and documents when submitting the investigation reports in order to minimize unnecessary delay. Thirdly, CAPO should endeavor to respond to Queries raised by the IPCC within four weeks. In addition, the frequency of working level meetings with CAPO has been increased from once every three months to once every two months to improve the efficiency for case handling. The Council will also strive to endorse every investigation report within six months after receiving it.”

With respect to transparency, Secretariat-General Richard Yu said. “The IPCC would not disclose any details or make any comments on a complaint before the vetting process is completed in order to maintain impartiality during case vetting and to comply with confidential obligation. This inevitably affects the public perception of the IPCC's transparency. In this regard, the IPCC has been stepping up efforts in sharing endorsed cases through the *IPCC Newsletter* and online channels to enable public understanding of actual work process, as well as the comprehensiveness and serious manner undertaken by the IPCC in case vetting.”

As in previous years, the latest survey results show that younger respondents tend to have more negative perception about the IPCC. Therefore, the IPCC has launched a school pilot programme last year reaching out to secondary and primary students to enable a proper understanding of the IPCC's roles and functions. The IPCC Members and Secretariat staff jointly visited the schools, and through case sharing, the principles for vetting cases, values of the IPCC and the rights and responsibilities of complainants were deliberated with students.

Secretariat-General Richard Yu further said, “The IPCC cherishes every opportunity to exchange views with the youth. The school pilot programme was well received by both students and teachers, and the IPCC will continue to expand its efforts in this year. At the same time, we will continue to widen the scope of stakeholder engagement, listen to opinions and strive to excel in all aspects of our work.”

The result of IPCC Public Opinion Survey 2017 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/ipcc2017/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.

監警會公眾意見調查結果(摘要)

Fact Sheet of the IPCC Public Opinion Survey Results (Extracted)

	2015	2016	2017
電話訪問進行日期 Fieldwork period	3月3日至13日 3 to 13 March	3月7日至17日 7 to 17 March	3月6日至17日 6 to 17 March
樣本數目 Total sample size	N=1,014	N=1,002	N=1,010

Q1: 在電話訪問前，你有否聽過「投訴警方獨立監察委員會」，或簡稱「監警會(IPCC)」這個機構?

Q1: Have you heard of the Independent Police Complaints Council, the IPCC in short?

	2015*	2016*	2017*
有 Yes	85%	81%	79%
沒有 No	14%	18%	20%

* <1% - 1% 不知道 Don't Know

Q4: 據你的了解，監警會的主要工作是甚麼呢? 還有嗎? (只問回答有聽過監警會的受訪者)

Q4: From your understanding, what are the official duties of the IPCC? (Only ask those answered yes to Q.1 above)

	2015	2016	2017
能正確說出最少一項 監警會職責 At least one IPCC's official duty	49%	49%	45%

Q5: 有聽過監警會的受訪者認為監警會是:

Q5: The IPCC is (respondents aware of the Council):

	2015	2016	2017
完全獨立，不隸屬於警隊 Independent of the Police	67%	63%	67%
屬於警隊的一部份 Part of the Police	25%	29%	30%
不知道 Don't know	7%	8%	3%

Q6: 你認為市民投訴警察最有效的渠道是哪一種呢? (不讀答案，只選一項)

Q6: Which is the most effective channel to complain against the Police? (Do not read out options, only one answer is allowed)

	2015	2016	2017
監警會 IPCC	35%	30%	30%
投訴警察課 CAPO	20%	16%	20%
警方 (沒有註明部門) Police (not specified)	8%	7%	11%
其他 Others	18%	20%	16%
不知道 Don't know	19%	18%	17%

Q10: 你覺得監警會能否以一個獨立的身份，監察和覆檢市民投訴警察的個案? (讀出答案，只選一項)

Q10: Do you think the IPCC is independent in monitoring and reviewing police complaints? (Read out options, only one answer is allowed)

	2015	2016	2017
獨立 Independent	52%	45%	50%
不獨立 Not independent	22%	30%	22%

其餘回答為一般/不知道/沒意見 Other answers include half-half/ don't know/ hard to say

Q11: 你覺得監警會能否公平公正地監察和覆檢「投訴警察課」的調查工作? (讀出答案，只選一項)

Q11: Do you think the IPCC is impartial and objective in monitoring and reviewing police complaints? (Read out options, only one answer is allowed)

	2015	2016	2017
客觀及公平 Impartial and objective	44%	40%	45%
不客觀及不公平 Not impartial and objective	19%	26%	17%

其餘回答為一般/不知道/沒意見 Other answers include half-half/ don't know/ hard to say

Q12: 你覺得監警會監察和覆檢投訴個案的效率如何? (讀出答案，只選一項)

Q12: Do you think the IPCC is efficient in monitoring and reviewing police complaints? (Read out options, only one answer is allowed)

	2015	2016	2017
有效率 Efficient	27%	22%	25%
沒有效率 Not efficient	20%	29%	20%

其餘回答為一般/不知道/沒意見 Other answers include half-half/ don't know/ hard to say

Q13 你覺得監警會的監察和覆檢投訴個案的透明度如何? (讀出答案，只選一項)

Q13: Do you think the IPCC is transparent in monitoring and reviewing police complaints? (Read out options, only one answer is allowed)

	2015	2016	2017
具透明度 Transparent	23%	18%	22%
低透明度 Not transparent	28%	34%	26%

其餘回答為一般/不知道/沒意見 Other answers include half-half/ don't know/ hard to say

Q14: 你對監警會有沒有信心?

Q14: Are you confident in the IPCC?

	2015	2016	2017
有信心 Confident	44%	39%	45%
沒有信心 Not confident	24%	34%	26%
(信心淨值 Net confidence)	(20 個百分點/ percentage point)	(5 個百分點/ percentage point)	(19 個百分點/ percentage point)
一般 Half-half	27%	22%	24%
不知道 Don't know	5%	5%	5%

Q18: 整體上你覺得監警會的形象如何? (讀出答案，只選一項)

Q18: Generally speaking, how do you think the image of the IPCC? (Read out options, only one answer is allowed)

	2015	2016	2017
正面 Positive	56%	52%	55%
一般 Half-half	28%	28%	29%
負面 Negative	10%	13%	12%
不知道 Don't know	5%	7%	4%

Q20. 請用 0-100 分評價你對監警會表現的滿意程度，0 分代表非常不滿意，100 分代表非常滿意。

Q20. Please rate on a scale of 0-100 your satisfaction with IPCC's performance. 0 stands for very dissatisfied, 100 stands for very satisfied.

	2015	2016	2017
平均分 Mean score	60.3 (+/-1.4)	56.1 (+/-1.5)	60.5 (+/-1.3)