

監管處 Management Services



不斷改善 致力提供優質服務 Committed to Service Quality and Continuous Improvement

警隊透過先進科技及最高水平的誠信管理，致力持續改善服務質素。

年內，資訊系統部繼續提供快捷有效的資訊及通訊科技服務，以支援警隊工作及未來發展。現行使用的90個資訊及通訊科技系統保養妥善，運作穩定可靠，全日支援各項警務工作。該部人員亦致力提高警隊人員在資訊保安方面的意識和知識，從而加強電腦操作環境的保安。

一套為推廣正直誠實的警隊價值觀而制定的行為指引，經宣傳推廣後，已廣為警隊人員接受。年內，投訴警察的個案減少21.6%。

The Force is committed to continuous improvement of the services provided to the community, supported by state-of-the-art technology and the highest standards of integrity.

During the year, Information Systems Wing continued to provide effective and efficient information and communications technology (ICT) services in support of the Force's operations and future development. The 90 ICT systems in production were maintained in a stable and reliable condition in order to underpin round-the-clock policing. Concerted efforts were also made to raise officers' awareness and knowledge of information security, thereby enhancing the security of the computing environment.

After a successful publicity campaign, a set of behavioural guidelines promoting the Force values of integrity and honesty gained Force-wide acceptance. Complaints against the Police decreased by 21.6 per cent in 2010.

資訊系統部

資訊系統部於二零一零年為兩項主要資訊科技計劃展開實施前的準備工作。「發展第二代通用資訊系統」讓警隊在處理報案事宜和案件時能應付不斷轉變的工作、法律及社會要求；及初步在西九龍總區實施的「採用虛擬工作站改善資訊科技基建設施」計劃，為警務人員提供更易取用、更具流動性和更佳數據保安的資訊科技支援，以應付工作所需。

警隊計劃擴大第三代指揮及控制通訊系統的室內無線電覆蓋範圍，透過採用公私營合作模式，鼓勵公共流動網絡服務供應商與警隊共用其公共天線系統。位於東九龍總區的德福廣場是一個試點，前線人員的反應極佳。警隊正把這項公私營合作模式擴展至另外58個策略地點。

Information Systems Wing

In 2010, Information Systems Wing began the pre-implementation work of two major information technology projects: the Development of the Second Generation of Communal Information System to meet the evolving operational, legal and social requirements of report handling and case processing by the Force; and the Enhancement of the Information Technology Infrastructure by Using Virtual Workstation, to be implemented initially in Kowloon West Police Region. This enhancement will improve the accessibility, mobility and data security of information technology support to better meet the operational needs of officers.

The Force plans to enhance indoor radio coverage of the Third Generation Command and Control Communications System by using a public-private partnership approach to enable public mobile network service providers to share their common antenna systems with the Force. Telford Plaza in Kowloon East Region was a pilot site for the implementation of this partnership project and the feedback from frontline officers was highly positive. Extension of the initiative to another 58 strategic locations is underway.

服務質素

服務質素監察部肩負推動警隊策略規劃的任務，協助警隊管理層制定二零一零至二零一二年策略行動計劃。策略行動計劃旨在進一步推廣警隊的四個既定策略方針，即推動社群參與、提高警隊人員的個人及專業質素、強化全警隊刑事情報收集和支援前線組別。

九月展開的第七輪實踐價值觀工作坊以「世界在變 專業顯現」為主題，預定於二零一二年首季完結。此外，由前線人員製作的第七輪實踐價值觀工作坊短片創作比賽冠軍短片，更榮獲國際性獎項2010年Questar Awards的企業內部溝通組別金獎。



實踐價值觀工作坊的教材套。
Training package for the Living-the-Values workshops.



助理處長（資訊系統）艾樂善代表警隊接受英國標準協會頒發ISO 27001證書，認可警隊的資訊保安架構。
Assistant Commissioner (Information Systems), Mr Peter Else, on behalf of the Force receives the ISO 27001 certificate from the British Standards Institution, which accredits the Force's information security framework.

Service Quality

The Service Quality Wing served as a facilitator for the Police Force's strategic planning and assisted the Force management in the formulation of the Strategic Action Plan 2010-2012. The Strategic Action Plan seeks to further promote the four established strategic directions: engaging the community, enhancing the personal and professional qualities of Force members, strengthening criminal intelligence gathering Force-wide, and supporting frontline units.

The Living-the-Values Wave VII Workshops, with the theme of 'Professionalism in the Changing World', commenced in September and are scheduled to complete in the first quarter of 2012. The Champion of Living-the-Values Wave VII video-clip competition produced by frontline officers won an international award, the Gold Award of the 2010 Questar Awards, in the category of Corporate Internal Communications.



第七輪實踐價值觀工作坊短片創作比賽冠軍短片《父親的日記》，贏得2010年Questar Awards的企業內部溝通組別金獎。

The Champion of Living-the-Values Wave VII video-clip competition, 'Father's Diary', wins a Gold Award at the 2010 Questar Awards, in the category of Corporate Internal Communications.





優質服務獎勵計劃參賽隊伍向評判講解計劃內容。

A participating team in the Service Quality Award presents its project to the adjudicators.

警隊舉辦二零一零年優質服務獎勵計劃，推廣以民為本的服務文化及追求優質服務的精神。17支參賽隊伍水準甚高，充分表現警隊「服務為本、精益求精」的精神。油尖區憑「尼泊爾特遣隊」勇奪冠軍。

投訴及內部調查

投訴及內部調查科由投訴警察課及內部調查課組成。

投訴警察課處理市民對警隊成員提出的投訴。《獨立監察警方處理投訴委員會條例》自二零零九年六月實施以來，現行的兩層處理投訴警察機制運作有效順暢。投訴警察課繼續全力配合獨立監察警方處理投訴委員會（監警會）履行有關條例訂明的各項職能。

年內，投訴警察課接獲3 320宗須匯報投訴，較二零零九年減少21.6%。同期，獲監警會通過調查結果的個案有4 368宗，當中237宗證明屬實，當局已向所涉及人員採取紀律處分；而證明為「虛假不確」的有105宗，證明為「並無過錯」則有175宗。為進一步推行警隊預防投訴警察策略，警隊預防投訴警察委員會於四月成立，取代舊有的研究預防投訴警察委員會。警隊預防投訴警察委員會由助理處長（服務質素）擔任主席，成員包括各總區預防投訴警察委員會主席。



油尖區參賽隊伍憑「尼泊爾特遣隊」勇奪優質服務獎勵計劃冠軍獎項。

Yau Tsim District wins the Service Quality Award with its project 'Nepalese Task Force'.

The Service Quality Award 2010 was held to promote the Force's citizen-centric service culture and the pursuit of service excellence. All 17 entries were of a very high standard and fully demonstrated Force members' commitment to service quality and continuous improvement. Yau Tsim District won the competition with its project 'Nepalese Task Force'.

Complaints and Internal Investigations

The Complaints and Internal Investigations Branch comprises the Complaints Against Police Office (CAPO) and the Internal Investigations Office.

Complaints lodged by the public against members of the Police Force are handled by CAPO. Since the Independent Police Complaints Council (IPCC) Ordinance came into operation in June 2009, the two-tier complaints handling system has been operating effectively and smoothly. CAPO continues to render full support to the IPCC in its performance of the functions as stipulated under the Ordinance.

In 2010, CAPO received 3 320 reportable complaints, representing a decrease of 21.6 per cent compared to 2009. In the same period, the IPCC endorsed the investigation results of 4 368 cases. Of these, 237 were found substantiated and disciplinary actions were taken against the officers involved, whereas 105 cases were classified as 'False' and 175 cases as 'No Fault'. In order to strengthen the Force's complaints prevention strategy, the Force Committee on Complaints Prevention (FCCP) was set up in April to replace the Complaints Prevention Committee. The FCCP is chaired by Assistant Commissioner of Police (Service Quality) and is composed of Chairmen of Regional Complaints Prevention Committees.

內部調查課推廣去年制定的警隊誠信管理策略，並繼續加強警隊誠信管理綜合綱領的工作。八個警隊誠信管理策略基本項目於年內定立，其中一項特別計劃是為激勵人員而設計及推行的個人再融入計劃。內部調查課亦繼續透過警隊刊物《警聲》及內聯網的誠信管理專欄，分享誠信管理的良好做法。

Working on the Force Strategy for Integrity Management (FSIM) established last year, Internal Investigations Office continued to enhance the Force's Integrated Integrity Management Framework. Eight FSIM baseline activities were identified in 2010. Of special interest was the design and implementation of the Individual Reintegration Plan to re-motivate officers. The Office also promoted the sharing of good integrity management practices through Offbeat – the Force's newsletter – and the Ethics Corner on the Police Intranet.

監管處處長鄧厚江在「誠信管理」訓練工作坊上與警隊人員分享經驗和心得。
Director of Management Services, Mr Tang How-kong, shares with Force members his experience at a training workshop on Integrity Management.



警隊人員陪同監警會會員參觀九龍城裁判法院。
IPCC members, accompanied by the Force, visit Kowloon City Magistrate's Courts.



助理處長（服務質素）黃福全（中）頒發行為指引海報設計獎項予優勝者。
Assistant Commissioner (Service Quality), Mr Wong Fook-chuen (centre), presents the awards to winners of the Behavioural Guidelines Poster Design Competition.