

CONTROLLING OFFICER'S REPLY

HAB191

(Question Serial No. 0048)

Head: (95) Leisure and Cultural Services Department

Subhead (No. & title): (-) Not Specified

Programme: (1) Recreation and Sports

Controlling Officer: Director of Leisure and Cultural Services (Ms Michelle LI)

Director of Bureau: Secretary for Home Affairs

Question:

Regarding the outsourcing of the management of parks, does the Leisure and Cultural Services Department provide any training for the venue staff of the outsourced service providers to avoid confrontation with members of the public when managing the parks? If so, what is the expenditure involved? What is the manpower involved?

Asked by: Dr Hon LAU Wong-fat (Member Question No. 2112)

Reply:

In managing the parks under its purview, the Leisure and Cultural Services Department (LCSD) has outsourced the security and cleansing services to service providers. Service providers are required to provide qualified and competent staff to deliver the required services at parks to meet the service standards and requirements as stipulated in relevant service contracts. To this end, service providers are also responsible for arranging training for their staff on matters such as crowd control, customer services, handling of emergencies at their own cost. No expenditure or manpower is thus incurred by the LCSD for providing such training. Nonetheless, venue staff of the LCSD will conduct routine and surprise inspections to monitor the performance and service quality of service providers' staff at parks throughout the contract periods. The LCSD has established effective communication with service providers to ensure their staff to provide quality services at all times.

- End -