

CONTROLLING OFFICER'S REPLY**HAB356****(Question Serial No. 6830)**Head: (95) Leisure and Cultural Services DepartmentSubhead (No. & title): (-) Not SpecifiedProgramme: Not SpecifiedControlling Officer: Director of Leisure and Cultural Services (Ms Michelle LI)Director of Bureau: Secretary for Home AffairsQuestion:

In the past 5 years, what are the number of (i) verbal warnings, written warnings and default notices issued, (ii) deduction of monthly service fee notices issued and the total amount of deduction involved, (iii) demerit points issued by the Leisure and Cultural Services Department (LCSD) to its non-skilled service contractors providing a) cleansing and supporting services, b) security guard services, and c) horticultural maintenance services.

Asked by: Hon CHEUNG Chiu-hung, Fernando (LegCo internal reference no.: 7121)Reply:

The numbers of non-compliance notices issued by the Leisure and Cultural Services Department (LCSD) to outsourced service contractors providing cleansing, security and horticultural maintenance services in the past 5 years are set out below:

	Cleansing	Security	Horticultural Maintenance	Total
2014				
1. Deduction of monthly service fee	528	675	60	1 263
2. Verbal warnings	271	116	165	552
3. Written warnings	240	225	111	576
4. Default notices	5	17	6	28
5. Recorded demerit points	0	0	0	0
2015				
1. Deduction of monthly service fee	665	639	17	1 321
2. Verbal warnings	289	87	183	559
3. Written warnings	366	212	96	674
4. Default notices	11	14	7	32

	Cleansing	Security	Horticultural Maintenance	Total
5. Recorded demerit points	0	0	0	0
2016				
1. Deduction of monthly service fee	1 163	905	11	2 079
2. Verbal warnings	320	57	78	455
3. Written warnings	584	335	195	1 114
4. Default notices	15	33	51	99
5. Recorded demerit points	0	0	0	0
2017				
1. Deduction of monthly service fee	1 634	1 191	20	2 845
2. Verbal warnings	78	41	120	239
3. Written warnings	537	409	327	1 273
4. Default notices	15	25	5	45
5. Recorded demerit points	0	0	0	0
2018*				
1. Deduction of monthly service fee	2 051	2 330	61	4 442
2. Verbal warnings	102	47	126	275
3. Written warnings	615	860	813	2 288
4. Default notices	27	92	24	143
5. Recorded demerit points	0	0	0	0

* In 2018, the number of various types of non-compliance notices issued increased, mainly due to the fact that there were more incidents of contractors' failure to provide sufficient manpower as stipulated in the contract. The LCSD issued non-compliance notices, namely deduction of monthly service fees, verbal warnings, written warnings and default notices under the contract terms and conditions to remind the contractors to improve and provide sufficient manpower.

The main reasons for issuing the aforementioned types of non-compliance notices include contractors' failure to provide sufficient manpower or meet the required service standards as stipulated in the contract and outsourced workers' unsatisfactory attitudes or performance. As indicated in the above table, the LCSD only keeps record of the number of deduction of monthly service fee notices issued, the information on the total amount deducted in each year is not available.

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