

CONTROLLING OFFICER'S REPLY**HAB312****(Question Serial No. 5665)**Head: (95) Leisure and Cultural Services DepartmentSubhead (No. & title): (-) Not SpecifiedProgramme: (-) Not SpecifiedControlling Officer: Director of Leisure and Cultural Services (Vincent LIU)Director of Bureau: Secretary for Home AffairsQuestion:

In the past 5 years, what are the numbers 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.: 918)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 |
|--------------------------------------|------------------|-----------------|----------------------------------|--------------|
| 2015 | | | | |
| 1. Deduction of monthly service fees | 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 |
| 5. Recorded demerit points | 0 | 0 | 0 | 0 |
| 2016 | | | | |
| 1. Deduction of monthly service fees | 1 163 | 905 | 11 | 2 079 |
| 2. Verbal warnings | 320 | 57 | 78 | 455 |

| | Cleansing | Security | Horticultural Maintenance | Total |
|--------------------------------------|------------------|-----------------|--------------------------------------|--------------|
| 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 fees | 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 fees | 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 |
| 2019 | | | | |
| 1. Deduction of monthly service fees | 2 249 | 2 999 | 87 | 5 335 |
| 2. Verbal warnings | 26 | 29 | 50 | 105 |
| 3. Written warnings | 514 | 975 | 213 | 1 702 |
| 4. Default notices | 19 | 97 | 14 | 130 |
| 5. Recorded demerit points | 0 | 2 | 0 | 2 |

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 LCSO only keeps record of the number of deduction of monthly service fee notices issued, information on the total amount deducted in each year is not available.