

**CONTROLLING OFFICER'S REPLY****HAB382****(Question Serial No. 4476)**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:

For the years from 2017 to 2019, 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 deductions involved; and (iii) demerit points issued by the Leisure and Cultural Services Department to its non-skilled service contractors providing a) cleansing and supporting services, b) security guard services, and c) horticultural maintenance services?

Asked by: Hon WAN Siu-kin, Andrew (LegCo internal reference no.: 68)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 from 2017 to 2019 are set out below:

	<b>Cleansing</b>	<b>Security</b>	<b>Horticultural Maintenance</b>	<b>Total</b>
<b>2017</b>				
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

	<b>Cleansing</b>	<b>Security</b>	<b>Horticultural Maintenance</b>	<b>Total</b>
<b>2018</b>				
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
<b>2019</b>				
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 LCSD only keeps record of the number of deduction of monthly service fee notices issued but not the amount of monthly service fees deducted; information on the total amount of deductions involved is not available.

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