

CONTROLLING OFFICER'S REPLY

EEB(F)068

(Question Serial No. 2235)

Head: (49) Food and Environmental Hygiene Department

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

Programme: (2) Environmental Hygiene and Related Services

Controlling Officer: Director of Food and Environmental Hygiene (Donald NG)

Director of Bureau: Secretary for Environment and Ecology

Question:

The work of the Food and Environmental Hygiene Department involves providing efficient and effective public cleansing services and street cleansing. In this connection, please advise this Committee of:

- (a) the staff establishments involved in public cleansing services in the past 5 years (please set out the number of permanent posts, the number of supernumerary posts and the number of cleansing contractors engaged, and analyse the trends in and reasons for their changes);
- (b) the number of street cleansing operations in each of the past 5 years (please provide a breakdown of the relevant data by the 18 districts);
- (c) the total number of hours for which street washing vehicles were deployed, the average area that could be cleaned per hour and the expenditures involved in the past 5 years; and
- (d) whether the Department has conducted any spot check on the cleansing contractors engaged and detected any cases of non-compliance with the work schedules prescribed by the Department. If yes, how many cases are there and what follow-up measures are taken by the Department?

Asked by: Hon CHAN Wing-yan, JoePHY (LegCo internal reference no.: 33)

Reply:

- (a) The number of staff of the Food and Environmental Hygiene Department involved in public cleansing services in the past 5 years is provided in **Annex**. The overall number of the staff concerned in the past 5 years was fairly stable.
- (b)&(c) All streets are manually swept at least once every day. In the main commercial and tourist areas, streets are swept an average of 4 times a day, and up to 8 times a day in the busiest pedestrian areas. Street washing is carried out with a frequency ranging from on a need basis to daily subject to the actual circumstances of the areas served. The Department does not maintain the information on the number of street cleansing operations, the total number of hours for which street washing vehicles

were deployed, the average area that could be cleaned per hour and the expenditures involved in the past 5 years.

- (d) Performance standards to be met by contractors and the minimum requirements for the manpower, work shift and frequency of service for each cleansing task based on operational needs are clearly stipulated in the Department's tender documents for outsourced services. The Department has an established mechanism for monitoring the service performance of outsourced contractors. Based on a risk management principle, spot checks, surprise inspections and examination of the contractors' job records are performed. In the event of any irregularities, defaults or non-compliance with contract provisions in the delivery of services, the Department will take follow-up actions, including the issue of verbal warnings, written warnings and default notices, coupled with the deduction of monthly payments. Such performance records will affect the eligibility and rating of contractors in their future bidding for the Department's outsourced service contracts.

In the past 3 years (i.e. 2022-2024), the Department issued about 60 written warnings and 510 default notices against breach of relevant contract provisions by street cleansing contractors.

**Number of staff involved in public cleansing services in the past 5 years
(as at 31 December of each year)**

| Year | Number of cleansing staff of the Department | Number of cleansing staff of contractors | Total number |
|-------------|--|---|---------------------|
| 2020 | 3 139 | 9 937 | 13 076 |
| 2021 | 3 080 | 10 467 | 13 547 |
| 2022 | 3 137 | 10 092 | 13 229 |
| 2023 | 2 965 | 10 290 | 13 255 |
| 2024 | 2 987 | 10 367 | 13 354 |

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