

CONTROLLING OFFICER'S REPLY

FHB(FE)234

(Question Serial No. 1513)

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 (Miss Vivian LAU)

Director of Bureau: Secretary for Food and Health

Question:

What are the measures taken by the Food and Environmental Hygiene Department to raise the cleanliness standards of cleansing workers in public toilets? Will the Department consider organising public toilet cleansing competition and the best toilet cleaner competition, etc. on a regular basis to enhance the working incentive of cleansing workers through awards?

Asked by: Hon YIU Si-wing (LegCo internal reference no.: 14)

Reply:

To enhance the services of public toilets, the Food and Environmental Hygiene Department (the Department) has stepped up monitoring of contractors' performances in cleansing those toilets with a high utilisation rate or located at tourist spots since September 2018. This has brought about improvement to the hygiene conditions of the toilets.

To improve the cleansing condition of public toilets and to relieve the workload of toilet attendants, the Department has allocated additional resources to procure the services of dedicated deep cleansing teams starting from March 2019 for toilets with a high utilisation rate or located at tourist spots. The Department plans to extend such services to all public toilets when respective street cleansing services contracts are renewed at an estimated expenditure of about \$60 million.

To continue to monitor contractors' performance, the Department will also conduct routine and surprise inspections to public toilets. If the Department finds a contractor in breach of contract provisions, it will take appropriate follow up actions including the issuance of verbal warnings, written warnings and default notices with deduction of monthly payment of service charge, and even termination of contracts.

In November 2018, the Department created dedicated posts to step up surprise inspections of cleansing and other public hygiene services provided by outsourced service contractors to better monitor the quality of services. The Department considers that the above

enhancement measures can effectively improve the supervision of toilet services and a review on how to further enhance cleanliness of public toilets can be carried out at a later stage. In parallel, the Department is stepping up public education on proper use of toilet facilities.

- End -