

CONTROLLING OFFICER'S REPLY

FHB(FE)290

(Question Serial No. 3576)

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:

As mentioned in Matters Requiring Special Attention in 2020-21 under this Programme, the Department will “follow up proactively the recommendations in the Audit Report released in November 2019 and the Public Accounts Committee report concerned to further enhance the planning, provision and management of public toilets”. Please advise this Committee on:

- (a) the expenditure and manpower involved in implementing the recommendations in the reports; and
- (b) the specific plans or measures adopted by the Department in putting forward the recommendations in the reports, and the timetable for implementation.

Asked by: Hon HO Chun-yin, Steven (LegCo internal reference no.: 11)

Reply:

The Food and Environmental Hygiene Department is proactively following up the recommendations in the Audit Report released in November 2019 and the Public Accounts Committee report. With regard to the proposals of planning for public toilets, the Department will review its guidelines and criteria on construction and reprovisioning of public toilets. In reviewing the adequacy of public toilet facilities at tourist spots, the Department will continue to liaise with the Tourism Commission with a view to serving the needs of tourists. It will communicate with the Tourism Commission on a regular basis to listen to the views of the industry on the refurbishment or facelifting works of the public toilets at major tourist spots. In parallel, the procedures of public consultation will be rationalised to minimise delays of works. The revamped electronic Contract Management System has been fully implemented since November 2019 to better monitor the management outcome of public toilets. Since March 2020, the Department has applied the newly developed mobile application “minor works order record system” to make repair requests to the Architectural Services Department (ArchSD) and the Electrical and Mechanical Services Department, as well as to track the progress and enhance the efficiency of repair works. It is also proactively planning to conduct surveys to collect the views of

public toilet users and other stakeholders. The Department will continue to adopt new technology for headcount and review the utilisation rates of public toilets on a regular basis, so as to further enhance the planning, provision and management of public toilets. The expenditure for the review and planning of the above measures will be absorbed by existing resources, and therefore no additional recurrent expenditure will be incurred.

It was announced in the 2019-20 Budget that the Government would make an additional allocation of over \$600 million to implement the Enhanced Public Toilet Refurbishment Programme, under which the Department will roll out the refurbishment or facelifting works for about 240 public toilets under its management by phases in 5 years since 2019-20, so as to improve their facilities and hygiene level. The Department has been working closely with ArchSD to roll out the refurbishment or facelifting projects for 42 public toilets in the first year, with a project estimate of about \$151 million. The facelifting works for 7 public toilets have been completed and the remaining works are underway as planned. Refurbishment or facelifting projects for 49 public toilets are being planned in 2020-21.

The number of public toilets refurbished in the past 5 financial years is listed in the table below:

Year	Number of refurbished/facelifted public toilets
2015-16	19
2016-17	7
2017-18	9
2018-19	13
2019-20	41 [#]

As at 6 March 2020, including 7 facelifting projects

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