

For Information

**Legislative Council Panel on Public Service
Follow-up to the Meetings in 2015-16**

This paper provides information in response to follow-up actions raised at various meetings of the Legislative Council Panel on Public Service in this legislative year.

Meeting on 16 November 2015

2. At this meeting, the Government was requested to provide the following information relating to the employment of non-civil service contract (NCSC) staff –

- (a) the services/initiatives which are under review or likely to be changed, or are affected by market fluctuation, that serves as the reasons for engaging among the 4 056 NCSC staff whose length of continuous service was five years or more as at 30 June 2015 and the bureaux/departments ("B/Ds") providing/implementing such services/initiatives;
- (b) the number of full-time and part-time NCSC staff in B/Ds as at 30 June 2015;
- (c) the number of civil service posts filled by NCSC staff during the period from January 2007 to August 2015 by B/Ds; and
- (d) information on part-time NCSC staff engaged by Leisure and Cultural Services Department (LCSD), such as nature of work, staff who worked more than 72 hours a month.

3. Regarding paragraph 2(a) above, among the 4 056 full-time NCSC staff whose length of continuous service was five years or more as at 30 June 2015, 1 311 were engaged to meet service needs which are under review or likely to be changed, involving mainly the following –

- (a) 328 NCSC staff employed by LCSD to provide frontline and support service in public libraries, stage support services for performance venues and the box office outlets, etc.. The department would, having regard to the review results, continue to replace more NCSC positions by civil service posts at a suitable pace as appropriate.
- (b) 295 NCSC staff employed by the Department of Health (DH) at immigration control points to provide health surveillance services. DH would, having regard to the turnover of concerned NCSC staff, continue to progressively effecting the provision of health surveillance services by other means of service delivery, through flexible deployment and restructuring manpower at immigration control points. The number of NCSC staff providing such services would thus be further reduced.
- (c) 147 NCSC staff employed by the Working Family and Student Financial Assistance Agency to implement various student financial assistance schemes. The work of the department would undergo fundamental process re-engineering and the manpower need for various work would be reviewed upon the implementation of a new integrated IT system, i.e. the Integrated Student Financial Assistance System (ISFAST). The first phase of ISFAST has been in operation since March 2016. Preparatory work for the second phase has started and the system development is expected to be completed by September 2018.
- (d) 126 NCSC staff employed by the Education Bureau (EDB)'s under the Funding Flexibility Scheme to provide clerical and janitor services, etc. to government schools. Under the Scheme, government schools are given the flexibility to hire the right mix of supporting staff to meet their operational needs. EDB would continue to review long-standing NCSC positions in government schools and replace those with established long-term operational and service needs by civil service posts.

4. Among the 4 056 NCSC staff whose length of continuous service was five years or more as at 30 June 2015, 1 262 were engaged to meet service needs that are subject to market fluctuation. These mainly included

589 NCSC staff providing services under the Electrical and Mechanical Services Trading Fund, i.e. various consultancy services, project management and maintenance services; as well as 571 NCSC staff employed by the Hongkong Post to provide enquiry and over-the-counter services, sorting and loading/unloading of mails, and coding of parcels services.

5. Regarding paragraph 2(b) and (c) above, the details are set out at **Annexes A and B** respectively.

6. As regards paragraph 2(d) above, there were 948 part-time NCSC staff in LCSD. About half of them were instructors for short-term sports or music programmes. The remaining staff were mainly programme organisers/ assistants for various leisure and cultural programmes/ activities, performance venue ushers and camp counselors. Their number of working hours in a month varies from time to time to suit the varying operational and service needs, but generally would not be more than 72 hours. However, to cater for the needs of seasonal operation or individual events, some part-time NCSC staff, under certain circumstances, may need to provide support for longer hours over a short period of time, such as camp counselors of holiday camps who are required to support camp operation and arrange activities for the participants at camps; or for large-scale events such as the Hong Kong Flower Show. Upon completion of the events, they are no longer required to be on duty.

Meeting on 15 February 2016

7. At this meeting, the Government was requested to provide the following information relating to the use of agency workers –

- (a) contract sum paid to employment agencies regarding the 979 agency workers (as at 30 September 2015); and
- (b) whether the procuring bureaux/departments (B/Ds) had imposed sanctions on the employment agencies for non-compliance with the wage requirement in the past three years and relevant information.

8. Regarding paragraph 7(a) above, for the 979 agency workers used as at 30 September 2015, B/Ds paid about \$12.3 million to employment agencies for the service provided by them in that month.

9. As regards paragraph 7(b) above, according to information provided by the procuring B/Ds, no employment agency had contravened the wage requirement in the past three years.

Meeting on 21 March 2016

10. At this meeting, the Government was requested to provide the following information on civil service-related matters featured in the 2016-17 Budget –

- (a) the average time taken by B/Ds to complete recruitment exercises and any targets in this regard;
- (b) the reason(s) why civil servants previously employed by the Housing Department on contract terms and received housing allowance during such employment are not entitled to civil service housing benefits after joining the service; and
- (c) to follow up with the Hospital Authority (HA) on the number of additional staff to be recruited by HA in 2016-17.

11. Regarding paragraph 10(a) above, the Civil Service Bureau (CSB) has asked B/Ds to provide regularly statistics on the processing time of recruitment exercises for monitoring purposes. According to the information available to CSB, for the open recruitment exercises launched by B/Ds in 2014-15, the average time taken was about six months.

12. The time taken to complete a recruitment exercise depends on a host of factors including the number of vacancies to be filled, the number of applications received and the selection process involved, etc. As the actual circumstances vary from case to case, it is neither appropriate nor practicable to set a uniform target across the board for all civil service recruitment exercises.

13. CSB attaches importance to an efficient recruitment process with a view to filling vacancies in a timely manner. At the same time, the streamlining efforts must be balanced against system integrity, due process and resource input. To this end, CSB would continue to share with B/Ds the good practices for recruitment exercises with a shorter completion time. For those exercises with a longer completion time, CSB would assist the B/Ds concerned to work out suitable streamlining measures and improvement targets having regard to their specific circumstances. Also, B/Ds may deploy, where necessary, such human resource tools as the Post-retirement Service Contract Scheme to strengthen the manpower support for conducting recruitment exercises. In addition, CSB would continue to provide necessary training to the personnel staff responsible for recruitment as well as suitable platforms for them to share experience.

14. Regarding paragraph 10(b) above, the provision of civil service housing benefits is governed by the terms of appointment of individual officers and the terms and conditions of the respective housing benefits schemes, including the rules on prevention of double housing benefits set out in Civil Service Regulations. According to the relevant rules, if an officer has once received assistance for acquiring a property or renting accommodation, or a cash allowance which includes a housing element or which is paid in lieu of housing benefits in the employment with the Government or a publicly-funded organisation (PFO) prior to joining the civil service, his/her entitlement to civil service housing benefits may be reduced or otherwise limited. The relevant rules have long been in force in consideration of prudent use of public resources. To our understanding, the relevant housing subsidies or cash allowances provided by the Government or PFO would usually be shown on the salary statement issued to individual staff.

15. As regards paragraph 10(c) above, the HA projects that around 1 820 additional staff will be recruited in 2016-17 (including around 790 medical, nursing and allied health staff, and around 1 030 other staff).

**Number of full-time and part-time NCSC staff by Bureau/Department/Office
(as at 30 June 2015)**

Bureau/Department/Office	No. of full-time^{Note 1} NCSC staff	No. of part-time^{Note 2} NCSC staff
Agriculture, Fisheries and Conservation Department	269	113
Architectural Services Department	45	19
Buildings Department	236	0
Census and Statistics Department	306	0
Chief Executive's Office	6	0
Chief Secretary and Financial Secretary's Offices	38	1
Civil Aviation Department	18	64
Civil Engineering and Development Department	62	2
Civil Service Bureau	0	6
Commerce and Economic Development Bureau	32	7
Companies Registry	75	0
Constitutional and Mainland Affairs Bureau	6	1
Correctional Services Department	21	35
Customs and Excise Department	114	21
Department of Health	508	251
Department of Justice	69	4
Development Bureau	48	0
Drainage Services Department	87	0
Education Bureau	1 137	63
Efficiency Unit	431	92
Electrical and Mechanical Services Department	889	0
Environment Bureau	5	0
Environmental Protection Department	73	118
Financial Services and the Treasury Bureau	83	1
Fire Services Department	41	279
Food and Environmental Hygiene Department	229	0
Food and Health Bureau	14	0
Government Flying Service	8	4
Government Laboratory	22	1
Government Logistics Department	39	0
Government Property Agency	2	0
Highways Department	55	0
Home Affairs Bureau	50	1
Home Affairs Department	439	793
Hong Kong Observatory	17	0
Hong Kong Police Force	46	1
Hongkong Post	1 906	0
Immigration Department	52	0
Information Services Department	22	1
Inland Revenue Department	259	8
Innovation and Technology Commission	33	1

Bureau/Department/Office	No. of full-time^{Note 1} NCSC staff	No. of part-time^{Note 2} NCSC staff
Intellectual Property Department	13	7
Invest Hong Kong	57	0
Judiciary	86	6
Labour and Welfare Bureau	24	1
Labour Department	170	2
Land Registry	111	0
Lands Department	188	0
Legal Aid Department	7	0
Leisure and Cultural Services Department	1 688	5 703
Marine Department	23	15
Office of the Communications Authority	131	0
Office of the Government Chief Information Officer	19	0
Official Receiver's Office	34	0
Planning Department	36	1
Radio Television Hong Kong	250	466
Rating and Valuation Department	52	0
Registration and Electoral Office	536	0
Security Bureau	18	0
Social Welfare Department	137	155
Trade and Industry Department	69	2
Transport and Housing Bureau	8	1
Transport Department	64	24
Treasury	15	0
University Grants Committee Secretariat	23	0
Water Supplies Department	96	0
Working Family and Student Financial Assistance Agency	389	2
Total	12 036	8 272

Note 1 : “Full-time” means the employment is on a “continuous contract” as defined by the Employment Ordinance (EO), namely an employee who works continuously for the same employer for four weeks or more, with at least 18 hours in each week.

Note 2 : “Part-time ” NCSC staff refers to those NCSC staff whose number of working hours is less than the “continuous contract ” as defined by the EO. The number of part-time NCSC staff refers to those with employment contractual relations with the user bureaux/departments/offices as at 30 June 2015 and only some of them were called upon to perform duty on that date.

Number of serving NCSC staff appointed as civil servants ^{Note 1}
(January 2007 to August 2015)

Bureau/Department/Office	Number of serving NCSC staff appointed
Agriculture, Fisheries and Conservation Department	215
Architectural Services Department	98
Buildings Department	407
Census and Statistics Department	164
Chief Executive's Office	2
Chief Secretary and Financial Secretary's Offices	10
Civil Aviation Department	3
Civil Engineering and Development Department	73
Civil Engineering and Development Department / Water Supplies Department ^{Note 2}	143
Civil Service Bureau	1 978
Companies Registry	11
Correctional Services Department	16
Department of Health	426
Department of Justice	41
Development Bureau	10
Drainage Services Department	3
Education Bureau	80
Electrical and Mechanical Services Department	677
Environmental Protection Department	66
Fire Services Department	2
Fire Services Department / Highways Department / Land Registry / Trade and Industry Department ^{Note 3}	8
Food and Environmental Hygiene Department	220
Government Laboratory	10
Government Logistics Department	322
Highways Department	81
Home Affairs Department	23
Hong Kong Police Force	6
Hongkong Post	308
Housing Department	65
Immigration Department	1
Information Services Department	8
Inland Revenue Department	21
Innovation and Technology Commission	15
Intellectual Property Department	7
Judiciary	47
Labour Department	1
Land Registry	15
Lands Department	141
Legal Aid Department	12
Leisure and Cultural Services Department	529
Marine Department	20
Office of the Communications Authority	37
Office of the Government Chief Information Officer	27

Bureau/Department/Office	Number of serving NCSC staff appointed
Official Receiver's Office	15
Planning Department	18
Radio Television Hong Kong	118
Rating and Valuation Department	74
Social Welfare Department	122
Transport Department	19
Treasury	2
Water Supplies Department	282
Total	6 999

Note 1 : During the period from January 2007 to August 2015, 1 096 civil service open recruitment exercises involving qualified applications from serving NCSC staff performing comparable duties to the rank under recruitment have been launched and completed. This table contains the number of serving NCSC staff appointed as civil servants in these 1096 recruitment exercises.

Note 2 : The figure concerns five recruitment exercises of Engineer jointly conducted by Civil Engineering and Development Department and Water Supplies Department.

Note 3 : The figure concerns one recruitment exercise of Workman II jointly conducted by Fire Services Department, Highways Department, Land Registry and Trade and Industry Department.