



Environmental hygiene services

Figure 1 – Outsourced waste collection and street cleansing services

	2014-2015	2017-2018	2020-2021 ⁽¹⁾
Waste collection			
- No. of outsourced service contracts	16	16	17
- No. of staff engaged by outsourced service providers	291	322	323
- Total amount paid to outsourced service providers (HK\$ million)	147	210	215
Street cleansing			
- No. of outsourced service contracts	25	33	38
- No. of staff engaged by outsourced service providers	7 197	7 715	9 439
- Total amount paid to outsourced service providers (HK\$ million)	878	1,093	2,284

Note: (1) Figures are as at 31 December 2020.

Figure 2 – Amount of refuse collected and number of domestic households, 2014-2020

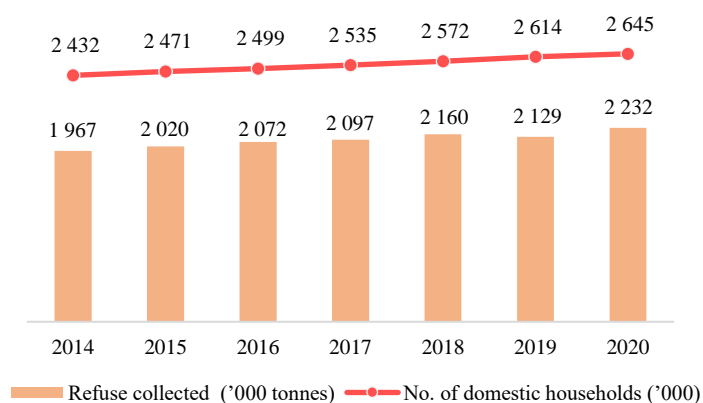


Figure 3 – Number of illegal deposit spots installed with IP cameras by districts⁽¹⁾

Districts	No.	Districts	No.
Eastern	15	Yuen Long	76
Southern	11	Tuen Mun	25
Central & Western	10	Sai Kung	19
Wan Chai	10	North	18
Yau Tsim Mong	18	Kwai Tsing	16
Kowloon City	17	Tsuen Wan	12
Sham Shui Po	15	Tai Po	11
Wong Tai Sin	8	Sha Tin	9
Kwun Tong	6	Islands	0

Note: (1) Totalling 296 as at 15 December 2021.

Highlights

- Maintaining a clean and hygienic living environment is one of the key responsibilities of the Food and Environmental Hygiene Department (“FEHD”). The range of services it provides in this respect include waste collection, street cleansing and management of street obstructions caused by shops.
- In recent years, FEHD has strengthened its manpower to meet the rising demand for hygiene services through engaging more outsourced service providers and workers. The number of outsourced staff deployed on collecting waste and the government expenditure so incurred increased by 11% and 46% respectively between 2014-2015 and 2020-2021 (Figure 1). This might reflect the greater amount of refuse collected by FEHD over the period, which increased at a faster pace (13.5%) than the number of domestic households (8.8%) (Figure 2).
- The manpower increase was more pronounced for the street cleansing services, with the number of outsourced workers engaged up by 31% between 2014-2015 and 2020-2021 (Figure 1). Coupled with improvement of their remuneration, total payments to outsourced street cleansing service providers more than doubled over the period. To monitor outsourced service providers’ performance, FEHD has conducted regular spot checks and surprise inspections.
- In addition, FEHD has implemented measures to tackle illegal refuse deposit blackspots. In mid-2017, it set up dedicated enforcement teams to step up inspection and anti-littering enforcement. It further launched a pilot scheme in June 2018 to combat illegal disposal of refuse at public places, through installing Internet Protocol (“IP”) cameras at selected blackspots to track illegal refuse dumping by analysing video footages captured and taking enforcement actions accordingly. FEHD extended the pilot scheme in 2019, covering more locations proposed by the District Councils and targeting 296 illegal refuse deposit blackspots across the territory at mid-December 2021 (Figure 3).

Environmental hygiene services (cont'd)

Figure 4 – Number of FPNs issued and complaints about street cleansing, 2014-2020

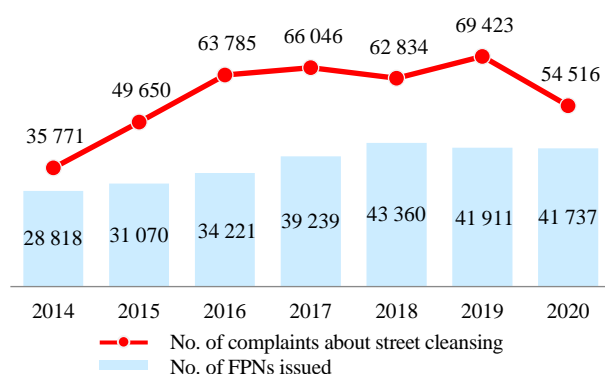


Figure 5 – Number of complaints against SFEs by districts

Districts	2018	2019	2020	
			No. of complaints	vs 2018
Yuen Long	856	1 597	2 772	+224%
Yau Tsim Mong	1 506	2 567	2 723	+81%
Sham Shui Po	2 034	1 750	2 519	+24%
Eastern	1 103	1 248	1 674	+52%
Wong Tai Sin	708	810	1 246	+76%
Kwun Tong	1 267	1 286	1 183	-7%
Tai Po	707	941	1 033	+46%
Other districts ⁽¹⁾	4 277	4 823	5 754	+35%
Total	12 458	15 022	18 904	+52%

Note: (1) The “other districts” category covers districts with less than 1 000 complaints recorded annually in all the specified years.

Figure 6 – Inter-departmental joint operations and enforcement actions against SFEs

Number	2018	2019	2020	
			No. of actions	vs 2018
Inter-departmental joint operations ⁽¹⁾	3 590	2 689	3 076	-14%
Prosecutions instituted by summons and arrest action	3 577	2 998	3 354	-6%
FPNs issued	7 586	7 626	10 734	+41%

Note: (1) SFE is a street management problem that falls within the purview of a number of government departments such as FEHD, the Police, the Lands Department and the Buildings Department which may take enforcement actions against specific situations of street obstruction according to their respective powers and responsibilities. The responsible departments will take inter-departmental joint operations where necessary for more complicated cases.

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Highlights

- Since the implementation of the pilot scheme in 2018, more than 4 000 prosecutions have been instituted against suspected persons and vehicle owners of illegal dumping on the basis of the footages captured by the IP cameras. During the same period, FEHD issued more than 40 000 fixed penalty notices (“FPNs”) annually to littering offenders (Figure 4). Yet, the number of complaints against street cleanliness has yet to display a discernable declining trend amid FEHD’s enhanced enforcement actions. According to a report released by the Office of The Ombudsman in October 2020, FEHD’s performance monitoring mechanism for outsourced service providers is inadequate in deterring poor performance and driving service improvement. In response, FEHD has recently sought to enhance its complaint management information system and analyse the data together with that from the contract management system for monitoring and improving outsourced service providers’ performance.
- In addition to street cleanliness, shop front extensions (“SFEs”) is another concern for FEHD, which works with other departments responsible for handling street management issues. SFEs refers to the illegal extension of business of shops to carriageways and other public places, which are very often at the expense of road access and environmental hygiene. The number of complaints lodged against SFEs increased markedly by 52% between 2018 and 2020, and the increase was much more visible in Yuen Long, Yau Tsim Mong and Wong Tai Sin (Figure 5). This has aroused concerns over the intensity of the enforcement actions and the deterrent effect of FPNs (Figure 6). The number of FPNs issued to offenders causing obstruction as a result of SFEs, which involved a fine of HK\$1,500, increased by 41% between 2018 and 2020. The maximum fine meted out by the court for offences concerning obstruction of public places related to SFEs was a mere HK\$5,000 in 2020.
- Some shop operators have reportedly regarded the fine imposed as part of their operating costs and repeatedly placed goods outside their shops even after being fined. In light of the worsening SFE issue, FEHD and the Police have launched a trial collaboration scheme in late 2021 in selected districts to enhance effectiveness of the enforcement actions. Under the trial scheme, the Police exercises its statutory powers in removing obstructions while FEHD arranges the removal and seizure of obstructions, including goods, placed on carriageways or in public places to disincentivize such activities. FEHD and the Police will consider whether to extend the scheme to other districts upon evaluation of the outcome so far.

Data sources: Latest figures from Food and Environmental Hygiene Department and Food and Health Bureau.