

NEWS ROUND-UP



David Bellamy with the prize winners

Bellamy Award Goes North

A record number of entrants – 400 – took part in this year's David Bellamy Award for Environmental Cleanliness and the 2005 winner is Woodheys of Meadway School, Cheshire. The competition invites primary schools to make their school environments cleaner, greener and safer. The two runners-up were: St Mark's Elmtree Primary School, Stockton on Tees and Harburton Special School, Belfast.

The competition is run by BCC member, the British Institute of Cleaning Science (BICSc), which specialises in training for cleaning industry workers. The winner receives a cheque for £8,000 (and runners-up £1,000 each) to devote to environmental improvement.

Pat Wherton, Awards Organiser, BICSc said: "Over Christmas, we'll be alerting 9000 schools in the UK to the David Bellamy Award for 2006 and we feel confident that this prestigious award will continue to grow in popularity. It's a great way to engage young people in primary schools in recognising the importance of looking after the places we live and learn in. Remember, the Taj Mahal would be just another ruin if nobody had kept it clean and looked after it!"

David Bellamy and a representative from sponsor, Johnson Diversey, presented the cheque to Woodheys' Headteacher Helen Daniels and Deputy Frieda Eden. The competition for 2006 is now open for entries with a deadline of 28th April 2006. For further information contact BICSc on tel. 01604 678710 or email info@bicsc.org.uk



Robert Young presents a cheque to John Overton

BICSc gives boost to Charity

On the evening of 22nd September, following the British Cleaning Industry Conference (BCIC) at the Renaissance Hotel, Solihull, BICSc hosted their awards dinner and asked diners to donate to a charity close to Chairman Robert Young's heart – Acorn's Children's Hospice.

BICSc, whose headquarters are in Northampton, raised £1500 for the charity.

John Overton, Chief Executive of the Hospice accepted the cheque at an open evening at the Walsall based hospice. Robert was shown around the centre which caters for children not expected to live beyond their youth.

The charity theme is a new addition to the annual event. Robert Young said: "I am very pleased that we raised money for this special charity and it made me extremely proud to represent our cleaning industry."

UK Housekeepers Association Hits 20

The UKHA celebrated their 20th anniversary this year with a dinner dance for association members. Over 300 tickets for the event at London's Marriott Hotel were sold to housekeepers from all over the country. It played host to international guests who all celebrated 20 years of an industry which has gone from strength to strength.

Ian Hughes, National Chairman, UKHA, said: "A fantastic evening was enjoyed by all. It was a night to remember celebrating 20 years of a successful group of people who really do believe in housekeeping and the importance of a professional approach to such an important facet of hotels, lodges, hospitals, education and more."

CSSA AND ISSA Alliance

The Cleaning & Support Services Association (CSSA) and International Sanitary Supply Association (ISSA) are pleased to announce the formation of a strategic alliance. BCC member CSSA will now share membership details with ISSA and CSSA will automatically receive ISSA membership. ISSA will also be working in partnership with BCC member Asset Skills to provide training support programmes for CSSA membership.

Martyn Vesey, Director General of CSSA said: "CSSA is a leading force in the drive for professionalism and excellence in the UK. This new alliance is the perfect complement to our existing partnership with other leading organisations within the UK cleaning industry."

CSSA was originally established by leading companies in the UK to monitor standards and ensure proper representation for the contract cleaning industry. Its membership accounts for 70 per cent of total sales in the UK cleaning and support services market.

John Garfinkle, Executive Director, ISSA said: "The cleaning industry is best served when the leading organisations work together to create common understanding, standards of excellence and greater awareness."

Grand Designs



The Worshipful Company of Environmental Cleaners are in the midst of receiving entries to the prestigious, biennial 'Building Cleanability Awards'. The aim of the awards is to promote awareness of the cleaning needs and cleanability issues in all commercial and public buildings. The competition is open to any site in England, Ireland, Scotland and Wales.

Judges look to find out how much consideration has been given to cleaning from building design stage to operational management. The grand finale will take place, with an awards presentation luncheon, at The Brewery, London.

If you wish to nominate a building for 2005/2006 Building Cleanability Award, please nominate online via the Awards website: www.cleanabilityawards.co.uk For further information email: information@cleanabilityawards.co.uk The closing date for entries is 31st December 2005.



BCC Website:
www.britishcleaningcouncil.org

Member websites:
asset+skills

www.assetskills.org



www.abcdsp.org



www.bache.org.uk



www.bacsnet.org



www.bttg.co.uk



www.bics.org.uk



www.britloos.co.uk



www.chsa.co.uk



www.cleaningindustry.org



www.encams.org



www.icmma.org.uk



www.ncca.co.uk



www.nfmwgc.com



www.ukcpi.org



www.ukha.co.uk



www.environmental-cleaners.com

The BCC welcomes any suggestions and articles for the publication. Please forward any suggestions to Eibhlin O'Somachain, on press@britishcleaningcouncil.org Tel: 01942 612616



The Voice

A Newsletter from the British Cleaning Council - The Voice of the Cleaning Industry

Winter 2005/06 issue 17

Cleaning Given the Brush Off



BCC News Release issued Tuesday 6th December

83% of the UK public would NEVER become a cleaner, according to a survey published today by industry voice, the British Cleaning Council (BCC).

Less than a fifth of people would take up cleaning as an occupation – with Londoners, middle class and men the most reluctant of all to join this vital profession.

Judith West, Chairman of the BCC said: "These are shocking findings considering cleaning is a profession that is getting a higher profile these days. People look down on cleaning, yet there are many people taking it up as a career and setting

up their own cleaning firms – providing them with future business opportunities.

"Cleaning is a skilled occupation with many companies now investing in NVQs or in-house and British Institute of Cleaning Science (BICSc) training for their staff. It is possible to get a degree in cleaning. With all this recent investment employers are getting more from their staff through training and employees are in the position of improving their skills."

Women, at least, seemed to be getting this message – with close-on 21% saying they would become a cleaner. Meanwhile under 14% of men said they would do the same.

The overall figure for those interested in

cleaning as an occupation rises to 40% for those who are currently unemployed – making it a more attractive prospect to those in need of work. And even though many are in debt, a paltry 6% of students were prepared to clean.

The occupation remains more highly regarded in working class sectors, with 39.4% of those falling in to this category considering cleaning work. It hit the highest number of yesses in the North West at nearly 29% and lowest in London at under 4%. The age most likely to say yes to cleaning is 55-64 year olds at 23% and least likely is 25-34 year olds at 13%.

Judith said: "We work hard these days to make cleaning an exciting proposition to employees, particularly young people. However, cleaning is the forgotten service that is vital to every industry. Our hospitals, restaurants, bars, shops, offices and many more would close down without adequate cleaning. Cleaning is the first thing people notice about anywhere they go and should be prioritised accordingly."

HSE

The Health & Safety Executive (HSE) has launched an information sheet (IS) under their well documented slips and trips campaign, entitled 'The Importance of Floor Cleaning'. This IS (Slips and Trips 2) is aimed at cleaning employers, contractors, facilities managers and those involved in workplace health and safety.

Slips and trips are the most common cause of major injuries at work – around 90% of these are broken bones. It is estimated to cost industry over £500 million per year, not forgetting the human cost of suffering of those injured. Floor cleaning, to both cleaning staff and others, is a significant cause of slip and trip accidents.

According to the HSE floor cleaning is vital in controlling accidents because:

- regular effective cleaning can help to reduce the chances of someone tripping or slipping on floor surface contamination (such as water, oil, dust)
- cleaning can introduce slip and trip hazards including to the cleaners themselves – for example a smooth floor left wet after mopping or equipment posing a trip hazard
- cleaning is high risk for slips and trips according to reported accident figures.

The Slips and Trips 2 IS advises on what can be done to prevent slips and trips, including improvements to management systems, contamination and control and obstacle removal. Further information on this IS can be found at www.hse.gov.uk/pubns/web/slips02.pdf

Fact File

People were asked "Would you choose cleaning as an occupation?"

The following are the responses to the question in percentages:

Sex:	Overall	Male	Female
YES	17.3%	13.7%	20.7%
NO	82.7%	86.3%	79.3%

Class:	Upper/middle	Lower middle	Skilled Working	Unskilled Working
YES	10.1%	9.2%	19.2%	39.4%
NO	89.9%	90.8%	80.8%	60.6%

Regions:	Yes	Age:	Yes
Scotland	19.4%	16-24	15%
North/Borders	14.1%	25-34	13.1%
North West	28.5%	35-44	17.2%
Yorkshire	17.2%	45-54	17.9%
Wales	12%	55-64	23.4%
South West	12%	65 +	19.3%
Midlands	24.2%		
East England	16.4%		
London	3.6%		
South East	28%		
Northern Ireland	16.2%		



Judith West

West's Word

Welcome readers to our latest edition of the Voice. This newsletter, produced by the British Cleaning Council (BCC) keeps our reader abreast of the latest developments affecting the industry.

We have a great mix of hot topics for you in this edition ranging from the cleaning industry's Pathway Card to our very own survey results from the UK public on cleaning as a career.

We are starting to get our message felt beyond the world of cleaning and I welcome all new readers who have registered their interest in our publication. We have plenty of news from our members, including a profile of four of the BCC's 16 associations. The industry has many major conferences and awards which raise the profile of our work behind the scenes – read on to find out how to enter 2005-06 Building Cleanability Awards.

In our next issue we will be able to unveil details of the all new Clean Britain Awards – replacing Britain's Cleanest City competition. Thanks to all our readers who gave us their ideas about how to improve the Awards.

Indeed, I am pleased to see our member British Toilet Association hitting the headlines for their Belfast Protocol which was launched at the World Toilet Summit in Belfast in September.

And last but not least, stay posted for the picture of myself and Deputy Chairman Steve Wright pictured at the Golden Service Awards in October with Esther Rantzen. Esther pulled off an entertaining performance with complete dedication to the efforts of our industry cleaners. These industry 'Oscars' had all the glitz and glamour of the Hollywood equivalent. It's delightful to see our industry go from strength to strength.

Judith West
Chairman
British Cleaning Council

A New Challenge for 2006

News from Bryan Dolby from the National Federation of Master Window & General Cleaners

The federation is ready to take on a new challenge for 2006 and it is my opinion that we should have a complete new name and logo change as this would have a dramatic effect on our stance in the industry. This was initially inspired by a survey sent out to our membership with regards to a proposed name change, subsequently followed by a meeting we had with key industry representatives whom we would like to thank wholeheartedly for their encouragement and continuous support.

My proposed new name is: "Federation of Window Cleaners" (FWC) and this was well received at an Executive management meeting in November 2005 and consequently voted as the new association's title. We sincerely hope our membership acknowledges how symbolic and effortless this new title is, together with a new Logo and corporate image being launched in 2006.

A marketing campaign in underway for 2006 to promote these changes in an endeavour to change the public's perception of "you are only a Window Cleaner." All federation members are very competent and professional in what they do.

In the light of all the recent ambiguity about the future use of portable ladders, a meeting was planned with the HSE and other industry representatives for the 6th December and it is hoped this will provide the final definition concerning the Working At Height Directive (WAHD) and the future use of portable ladders, and how this affect our industry. It is expected the HSE will launch a Press release and while we sympathise with the restrictions the WAH regulations may place on window cleaners we are powerless to prevent legislation governing the use of portable ladders.



I would like to thank everybody that took part in our survey for the future use of ladders and the result of this survey is as follows:

Members who wish to continue using ladders -	326 (43%)
And continue using ladders up to second floor -	83 (11%)
Members who will consider using a water fed pole (WFP) -	87 (11%)
Members using WFP and ladders -	189 (25%)
And continue using ladders up to second floor -	48 (6%)
Members using water fed poles only =	28 (4%)

HSE and a wide range of key people from the cleaning industry recently agreed to work together in driving home to cleaning businesses the importance of following the new guidance 'Slips and Trips: the importance of cleaning' written by members of the HSE Cleaning Industry Liaison Forum. HSE and local authority staff, cleaning industry employers and unions worked together to generate practical guidance of real help in controlling the slip and trip risks facing the industry. Further information is available on the HSE's website <http://www.hse.gov.uk/>

Onward and upwards is our new-year resolution and the next initiative is to have procedures in place to deliver a waterfed pole course for the people who have not yet changed to WFP. Our aim is to include a lot of practical guidance and information on purchasing a first system.

Finally, I would like to take this opportunity to wish everybody a Merry Christmas and prosperous New Year.

Bryan Dolby
(FWC Chairman)

Livery Company Awards to the Military

News from the Worshipful Company of Environmental Cleaners

The Worshipful Company of Environmental Cleaners recently presented their annual awards to soldiers of the Environmental Health Cadre of the Royal Army Medical Corps (RAMC).

The Master, Mr Michael Poulter, the Deputy Master, Wardens, Court of Assistants and Liverymen, many with their partners, attended the Defence Medical Services Training Centre on Monday 19th September at Keogh Barracks, Ash Vale, Aldershot for the awards ceremony.

The Master presented medals and purses (cheques!) to Staff Sergeant Christopher Taylor and Corporal Susan Johnson in recognition of their meritorious service as Army Environmental Health Technicians, having been selected by the Director General Army Medical Services. In making the awards the Master said, "The Livery Companies stem from the ancient craft guilds in the City of London where they set high standards in craftsmanship

and recognised quality and excellence through apprenticeships. In medieval times they also had close links with the army and the navy and were often called upon by the King to provide skilled craftsmen to support military action.

"The Worshipful Company of Environmental Cleaners is a modern Company but we are anxious to maintain the traditions of the past. The ceremony this morning recognises a very high standard of skill in the award winners".

The members of the Company were shown examples of the many operational duties performed by the Cadre in the field. Lunch was taken in the Officers' Mess in the presence of the Commandant and Colonel Simon Miller, the Parkes Professor of Preventative Medicine and Head of the Army Environmental Health Career Employment Group, responded to the Master's toast to the Guests. Members then had a guided tour of the Army Medical Services Museum.

At the Company's Annual Ladies' Banquet on Friday 25th November in Plaisterers'

Hall, the Master presented a medal and purse to Major Ray Gregson of the Territorial RAMC, in recognition of his excellence in the field of Environmental Health. Major Gregson had recently returned from a tour of duty in Iraq. Also, it was announced that Captain Catriona Lane had won the award to Medical Officers having performed best in the general practice examination of the Post Graduate Medical Officers' Course for newly commissioned medical officers. Captain Lane is currently a medical officer with a military unit in Iraq.

The medals are in a presentation case and bear the Company's Coat of Arms on the front with the RAMC badge on the obverse. The medals were designed and made by Garrard's the Crown Jewellers. Over 200 members of the Company and their guests attended the Banquet.

For more information please contact: Michael Bizley, Clerk of the Company, Tel: 01359 242947, Email: michael.bizley@environmental-cleaners.com www.environmental-cleaners.com

Pathway to Success



Keith Aldis, Chief Executive, BICSc

Over 3,000 applications for the Pathway Card have been made since its launch at the British Cleaning Industry Conference (BCIC) on 22nd September.

Many leading UK employers have signed up to the online skills passport developed for the cleaning industry.

The Pathway Card is an electronic CV for cleaners and support staff in the cleaning industry and was launched by Asset Skills, British Institute of Cleaning Science (BICSc), Cleaning and Support Services Association (CSSA), supported by the British Cleaning Council (BCC) and powered by Purple Passport.

The card contains information on an individual's skills, qualifications and experience within the cleaning industry, building upon the basic induction training that all Pathway Card holders will have undergone. As people progress through the cleaning industry, holders (and their employers) can progressively add details to their own Pathway Card as relevant information comes to hand. Only with the holder's permission can employers access the details held on their Pathway Card.

A key element of the Pathway Card is that all the details held in the Pathway Card data bank require independent verification. These verification procedures are now in place and a nationwide bank of verifiers is now established.

Keith Aldis, Chief Executive of BICSc said: "We are very pleased with the uptake at this early

stage, particularly with the large number of employers willing to make an investment in their staff."

The companies behind the scheme form the Pathway Consortium, chaired by Graham Jones. Graham said: "The Pathway Card is a significant step forward for the cleaning industry benefiting both employer and employee. It has the potential of improving the status of the cleaner within society, given that it has the support of all of the constituent bodies of BCC."

Martyn Vesey, Director General of CSSA said: "Similar passport schemes exist in other industry sectors such as construction where it has proved invaluable. It is a completely new way forward for employees who have not been able to present their best side before in the employment arena. It will also give staff the opportunity for their companies to invest in them."

The Pathway Card costs as little as £6 a year, which enables up to ten skills to be added.

Richard Beamish, Chief Executive of Asset Skills said: "Employers in the Cleaning industry are already seeing the benefit of the Pathway Card in recognising their own commitment to skills standards, and of their employees own competencies."

More information on the Pathway Card can be found at: www.pathwaycard.co.uk



Judith West, Chairman and Steve Wright, Deputy Chairman of BCC with Esther Rantzen

Esther adds a Touch of Sparkle to Awards

TV Star Esther Rantzen dazzled at the Golden Service Awards on Friday 21st October 2005 at the Royal Lancaster Hotel, London. She brought her personal touch to the glittering event, dubbed the 'Oscars' of the cleaning industry.

Proving an enthusiastic host at the awards, following on from the previous host – Savoy Hotel, London, Esther added her own twist on how the awards should be run by inviting all the cleaners present in the audience to stand up and take applause from those seated. She entertained the audience with her props including a feather duster and a brush.

Overall winner was:

ISS Mediclean for the Royal Brompton Hospital, London
The Kimberley-Clark Professional Cleaner of the Year went to Carmela Jordan, Bedford Hospital
BCC Site Supervisor of the Year went to David Crouch, Initial Retail Cleaning at Debenhams, Milton Keynes

Esther invited Carmela Jordan and

a representative from Bedford Hospital to say a few words on stage about their wins.

Steve Wright, Deputy Chairman of the BCC said: "We're delighted to see these awards go from strength to strength. This year they have moved to a larger venue to facilitate an extra 100 guests. Entrants from previous years have gone on to win individual category awards proving that the competition helps businesses improve their cleaning and facilities services"

The awards are grabbing the attention of the monarchy and the government. Cleaner of the Year 2004, Alan Tate (Collingwood School, Morpeth, Northumberland) was invited to a Royal Garden Party at Buckingham Palace. Plus Lord Warner, Health Minister at the time, visited the winner of Cleaner of the Year 2003 - Giovanna Miglioranza also from Bedford Hospital NHS Trust.

Further information on category award winners can be found at: www.goldenserviceawards.net/uk/

LOOKING AT LITTER LOUTS



Keep Britain Tidy (KBT) has just published (Wednesday 30th November) the results of their fourth Local Environmental Survey of England (LEQSE) which gives a damning indictment on the attitude of louts causing litter increases - providing tougher challenges to street cleaners and refuse collectors cleaning up.

From the results we find that over three-quarters of sites surveyed (12,000 altogether) were found with heavy cigarette butt litter. This is a frightening prospect for when the ban on smoking in public spaces is introduced – with a predicted rise in cigarette litter outside pubs and clubs.

Unfortunately, drinks and fast food litter are continuing to cause a huge headache for Local Authority street cleaners as they are on the rise. Areas continuing to see problems are shopping precincts and bus stations, popular hang-outs for litterers, particularly in the teenage bracket.

Encouragingly, Alan Woods, Chief Executive of Keep Britain Tidy believes that some of their campaigns are reaching people and helping to make small improvements in the local environment. The Clean Neighbourhoods and Environment Act introduced earlier this year has given Local Authorities more powers to tackle environmental crime – fines of at least £50 will go to those flouting the law on gum, butts etc.

It is a little known fact that money made by councils from fining goes into employing street wardens, something that has changed since 2002, when it used to go to the Treasury. The British Cleaning Council (BCC) fully supports the survey as it helps KBT and the Department for Environment, Food and Rural Affairs (Defra) look at littering behaviour and tailor education and awareness campaigns to make people change their filthy habits.

Further information on this survey can be found at www.encams.org

ENCAMS TRAINING AT A GLANCE

The following is a taster of the training courses on offer from our member ENCAMS.

How To Grade For BV 199

Provides a detailed understanding of the key aspects of 'transect' grading for litter, detritus, flyposting & graffiti. Explains the difference between the Code of Practice on Litter & Refuse and BV 199. At the end of the day you will have completed a practical survey using cleanliness grades using BV 199 methodology.

BV 199 – Understanding Structure, Content & Government Requirements

This course provides a detailed understanding of the structure and content of BV 199 that represents a new more managerial approach to public service monitoring and performance improvement. This in-depth training day will provide guidance on planning a survey using Indices of Multiple Deprivation to ensure accurate results, and a true representation of your area

How to use Marketing & PR Effectively

This course is aimed at those officers responsible for running campaigns to change public behaviour. You will learn about identifying your target audience through market research – and will understand the step by step process to get your message across and measuring success! The course will also examine the power of the press and how to put together a good press release.

Tackling Food on the Go related Litter

As one of the biggest forms of litter on the ground – Food on the Go litter is a huge problem. This full day training will provide practical exercises, which can be carried out in your own authorities. It will equip delegates with practical advice to reduce the problems associated with food and drinks related litter with little or no budget. Relevant legislation and enforcement powers will also be explained.

Dealing with Abandoned & Nuisance Vehicles – Initial Course (Part 1)

Tackling Nuisance Vehicles – Intermediate Course (Part 2) Issuing Fixed Penalty Notices

Subject to high demand ENCAMS is now offering training on Issuing Fixed Penalty Notices! This course will explain what they are and how if used in the correct way – can be used as part of an enforcement strategy. The day will explain the relevant legislation, the correct procedure and discuss any possible problems which can arise.

Developing Anti Graffiti Measures & Strategies

The course investigates the impact that flyposting & graffiti has on local environmental quality – and how effective management of problems can minimise the impacts of this highly visible form of anti-social behaviour. A practical demonstration will also be provided on how to remove small instances of graffiti.

For further course titles and dates please visit

www.encams/training or email training@encams.org

If you would like to discuss your training requirements, why not contact ENCAMS Training Department on **01942 612621.**

MEMBERS

BCC has 16 member associations spanning all corners of the cleaning industry. Here is a little taster of what four of these members specialise in.

ABCD

This is the Association of Building Cleaning Direct Service Providers (ABCD) which was established in 1989 to provide a forum for Local Authorities specialising in building cleaning. As a non-political organisation, ABCD exists to add value to its members by becoming the primary association for building cleaning within the public sector.

The members are primarily employed within the public sector in Local Authorities. Originally set up as a networking facility, its aims include knowledge sharing between its members in light of "best practice". ABCD has an influence on public sector cleaning at both central and local government level.

The Association has close links with APSE (Association for Public Service Excellence) and BICSc (British Institute of Cleaning Science) Public Service Networking Club. As well as having representation on the British Cleaning Council (BCC), they are represented as the public sector body in the property, housing, cleaning and the Facility Management Skills Council. ABCD welcomes new members.

Further information on ABCD can be found at www.abcdsp.org.uk or tel. 01604 645988.

BACS

The British Association for Chemical Specialities is a trade association for companies operating in the field of speciality and performance chemicals. The market for chemicals covers industrial, institutional and consumer use including disinfectants, biocides and speciality surfactants.

BACS members range from manufacturers and marketers of speciality chemicals to professional consultants and supermarket chains with their own branded products.

BACS is influential in helping form quality standards for chemicals on a national and European level. It lobbies on legislative and regulatory issues at both national and international levels and offers technical advice to association members. Members also get the chance to network through the company meetings and share joint ideas on concerns such as transport, packaging and hazard classification.

As well as having a place on the BCC, BACS is represented in Europe by the British Business Bureau (BBB), The Association Internationale de la Savonnerie, de la Detergence et des Produits d'Entretien (AISE) and the European Federation for Cosmetic Ingredients (EFFCI).

Further information on BACS can be found at www.bacsnet.org or tel. 01423 700249.

BACHE

The British Association for Cleaning in Higher Education is the primary association for building cleaning within the higher education sector. One of its key aims is to encourage the training and development of staff in higher education institutions (HEI) such as universities and colleges.

BACHE works to professionalise cleaning in their sector and to influence funding councils and universities. It also provides networking opportunities to its members and a point of advice for them when needed.

The Association runs an annual conference specifically aimed at professionals within the higher education cleaning market. BACHE also runs an award scheme for excellence with a focus on training, technology and environmental sustainability.

From its headquarters at Sheffield Hallam University it helps to guide HEIs in the UK and Ireland to achieve the aim of improving cleaning and giving campus environs an overall boost.

Further information on BACHE can be found at www.bache.org.uk or tel. 01509 889256.

CHSA

The Cleaning & Hygiene Suppliers' Association represents suppliers of cleaning and hygiene materials and equipment to the 'away from home' market. Membership of the association covers both the manufacturers and distributors of supplies from chemicals and disposable paper products to machinery. The Association provides a unique relationship between manufacturers engaged in product development and production and distributors who supply the product.

CHSA operate a Code of Practice to which its members are committed, promising an excellence of service to its customers, ensuring that they operate in a professional, ethical and quality manner. Through their alliance with the International Sanitary Supply Association (ISSA), an American-based industry association, CHSA manufacturer members have access to distributors and agents for their products throughout the world.

The Association operates manufacturing standard accreditation schemes for manufacturers of: soft tissue products, cotton mops and plastic refuse sacks.

Further information on CHSA can be found at www.chsa.co.uk or tel. 01628 478273.

A Word from CSSA



Martyn Vesey, Director General, CSSA

We spoke to Martyn Vesey (Director General, Cleaning & Support Services Association) about the Association's work recently. He told us: "The CSSA is advising the Immigration and Nationality Directorate (at the Home Office) about best practice of prevention of illegal working.

"We are working with the Government and the Home Office to advise on issues affecting the marketplace. The Immigration and Nationality Directorate advised CSSA that employers are unlikely to be able to detect forged documents, passports etc. Employers can only continue with stringent checks on whether individuals are who they say they are.

"Employers must note that two checks must take place. First, an applicant is who they say they are (proof of ID) and separately, that person has the right to work in the UK.

"Employers may wish to check where they'll find guidance from the Home Office and checking the identity of right to work in UK. At a recent meeting with representatives of the Home Office I stressed the administrative burden of employers in having to ensure the bonafides of applicants at the point of employment. If any ID card is to be introduced to the UK it would have to be fraud-proof in order to relieve employers of having to decide who can and cannot work. Details of the best ways to check identity and right to work in the UK can be found at www.ind.homeoffice.gov.uk in the employers section

"CSSA recently gave evidence to the House of Lords on EC migration to the EU (report of which was published on 16th November 2005), in which the association highlighted the serious consequences of the EU adopting EC proposals to allow individuals to work in EU member states without following employer regulations of the country where they are working.

"Also, the CSSA is working with the Facilities Management Association (FMA) to convince the Office of Government Commerce (OGC) that electronic auctions do not deliver best value. At the OGC office, I impressed upon them that Eprocurement was poor value for money and could be contrary to employee regulations (TUPE) There is more to come on this."

For further information contact Martyn Vesey, CSSA on 0207 9209632.

NEWS ROUND-UP

Carpex/Windex

The Carpex/Windex exhibition, supported by BCC members National Carpet Cleaners Association and the National Federation of Master Window & General Cleaners is being launched again in 2006, following the success of the inaugural conference in 2004. The exhibition will take place on 16-17th March 2006 at Excel, London and will also feature the new Hospital Hygiene exhibition for healthcare professionals.

The show is the only UK exhibition for carpet and upholstery cleaners and window cleaners. It is free for all trade professionals to attend and is a good networking opportunity. Paul Pearce, Past Chairman of BCC said: "I have been in the NCCA for 21 years ... and this is the best show I have ever seen."

Andrew Lee, NFMW&GC said: "The show has gone brilliantly and we have dovetailed well with the NCCA."

Organisations interested in reserving stand space at the exhibition, should contact Martin Scott on 01895 454438 or e-mail martinscott@quartz.uk.net



Paul Pearce, NCCA

Clean Britain Awards

Britain's Cleanest City competition, run by BCC, is changing name to the Clean Britain Awards. The Awards are still under development so stay posted to the launch of our new competition format, being announced at ENCAMS' Cleaner Safer Greener conference on 27th February 2006 at the City Hall, Sheffield.

Thank you very much to all those who participated in the feedback session. We plan on adapting some elements of the Awards to the suggestions we received.

Asset Skills

Asset Skills is developing detailed documentation entitled 'Skills Needs Assessment' (SNA) from which they are inviting industry feedback. The SNA is in draft form and has a section for each sector covering: cleaning, property, facilities management and housing. The information has a breakdown of sector information including looking at the UK workforce profile. More information on this can be found at: www.sna.assetsskills.org.uk

Cleaners get a rise

We are delighted to hear that contract cleaners in Parliament have now been offered a wage increase at £6 an hour, following strikes held earlier this year. They will also be given new changing and rest facilities. Talks are continuing between the contractors and the union.

Belfast Protocol



On Thursday 10th November the Deputy Prime Minister was asked a question about the future of Britain's toilet provision. Joan Whalley asked John Prescott what action he was going to take from the Belfast Protocol issued by the British Toilet Association (BTA) following the World Toilet summit in Belfast.

The Office of the Deputy Prime Minister promised to work with BTA to produce further guidance as part of the "How To Deliver Cleaner, Safer, Greener Communities" good practice programme.

The Belfast Protocol

National Governments around the world must be encouraged to:

1. Attach a high political profile to the subject of satisfying toileting needs 'away from home' in any type of location.
2. Support global initiatives to satisfy the toileting needs of the 2.6 billion people currently without access to proper sanitation.

3. Introduce a legal framework for toilet provision by all local / regional municipal authorities, transport operators, health, education and hospitality establishments, based on geographical coverage and / or numbers of anticipated users.

4. Support the introduction of minimum standards of specification and cleanliness in all 'away from home' toilets.

5. Ensure that all management, supervisory and operating staff, involved in toilet provision and cleaning or maintenance, are adequately trained, to achieve and maintain proper standards.

6. Ensure that any criminal activity and / or anti-social behaviour in or around public toilets is minimised through relevant legal and / or regulatory controls, as well as educational and information initiatives directed towards toilet users.

7. Promote inclusivity with regard to 'away from home' toilet provision, to ensure that all users with special needs - the young, family groups, the elderly or infirm and mentally or physically impaired persons are properly catered for.

8. Introduce an annual audit of all 'away from home' toilets, to monitor and control the maintenance of adequate standards of cleanliness and hygiene.

9. Promote the introduction of relevant medical research to ensure that hygiene and health issues, relevant to 'away from home' toilets, are properly addressed in their respective countries.

10. Support the establishment of a National Toilet Organisation within their country, to assist the implementation of all the above and to provide information and statistics relevant to 'away from home' toilet provision to appropriate Government authorities.