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 1000 delegates and employees for the event at the Grosvenor House Hotel, London. The event provides networking opportunities for housekeepers from all over the country. It played host to international guests whose housekeeping organisations have celebrated 20 years of an industry which has gone from strength to strength.

Iain 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 ISSA will automatically receive CSSA membership. ISSA will also be working in partnership with BCC members to provide training support programmes for CSSA membership.

Martin 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 is in the midst of its prestigious biannual ‘Building Cleanability Awards’. The aim of the awards is to promote the awareness of the cleaning needs and cleanability issues in all commercial and public buildings. The competition is open to any site in the UK and Ireland.

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 the 2006 Building Cleanability Award, please nominate online via the Awards website: www.cleanabilityawards.com, or send an email to the Awards office at infoenvironmental@bttg.co.uk. The closing date for entries is 31st December 2005.
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 image 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 with 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 effort 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 FWC and other industry representatives for the 6th December and it is hoped this will provide a definitive conclusion concerning the Working at Height Directive (WHD) and the future use of portable ladders, and how this affects our industry. It is expected the FWC will launch a Press release and we will be supporting the WHS legislation and guidance of real help in controlling the slip and trip hazards facing the industry. Further information is available on the FWC's website: http://www.fwc.gov.uk/

Onwards 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 WPF. Our aim is to include a list 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, Warden, 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, who are not part of the Royal Army Medical Corps but we are anxious to maintain the traditions of the past. The ceremony this morning recognise 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 speech. Cadre members then had a guided tour of the Army Medical Services Museum.

At the Company’s Annual Ladies’ Banquet on Friday 25th November in Raindeer’s Hall, the Master presented a medal and purse to Major Ray Gregson of the Territorial RAMC, in recognition of excellent work in the field of Environmental Cadet 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

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 Sciences (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 skills 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.

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

Keith Aldis, Chief Executive, 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 employees. 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 Veale, 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 employers 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 Boasey, 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 competences.

More information on the Pathway Card can be found at www.pathwaycard.co.uk
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 to stand up and take applause from those present in the audience to stand

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

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

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, 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, some-thing 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 category award winners can be found at: www.goldenserviceawards.net/

ENCAMS TRAINING AT A GLANCE

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 serv-ice 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 audi-ence 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 authori-ties. 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. The course will explain what offences are subject to FPN and how it is 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 impact 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 members associations spanning all corners of the cleaning industry. Here is a little taste 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 specialists 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 also links with APE (Association for Public Service Excellence) and BICS (British Institute of Cleaning Services Public Services). As well as having representation on the British Cleaning Council, 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.abcd.org.uk or tel. 01604 654988.

BACS
The British Association for Chemical Specialities is a trade association for companies manufacturing in the industrial, institutional and consumer use including disinfectants, biocides and specialty surfactants.

BACS members range from manufacturers and marketers of biocides and specialty surfactants 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 give their own expert advice to the company meetings and share joint ideas on consumer issues such as transport, packaging and hazard classification.

As well as having a place on the BCC, BACS is represented in Europe by the British BACS. BACS is a member of the Association Internationale de la Savonnerie, de la Detergence et des Produits d’Entretien (AISE) and the Savonnerie, de la Detergence et des Produits d’Entretien (HEI) such as universities and colleges.

BACH works to professionalise cleaning 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. BACH also runs an award scheme for excellence with a focus on training, technology and environmental responsibility.

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

Further information on BACH can be found at www.bach.org.uk or tel. 01509 889256.

CHSA
The Cleaning & Hygiene Suppliers’ Association represents suppliers of cleaning chemicals, hygiene materials and equipment to the ‘away from home’ market.

Membership of the association covers a wide range of suppliers of chemicals and disposable paper products to machinery. The Association provides a unique relationship between manufacturers engaged in product development and distribution and distributors who supply the product.

CHSA operates a Code of Practice to which its members are committed, providing a level playing field for the company meetings and share joint ideas on consumer issues such as transport, packaging and hazard classification.

As well as having a place on the BCC, CHSA is represented in Europe by the British BACS. CHSA is a member of the Association Internationale de la Savonnerie, de la Detergence et des Produits d’Entretien (AISE) and the European Federation for Cosmetic Ingredients (BFCl).

Further information on CHSA can be found at www.chsa.co.uk or tel. 01628 476273.

A Word from CSSA

We spoke to Martyn Vesey (Director General, CSSA). We get the chance to network through the show’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 fraudulent 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, it would be introduced as a matter of urgency.

“Details of the best ways to check identity and employment status can be found on the Home Office’s website.

“CSSA recently gave evidence to the House of Lords on EC migration to the EU (report 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 the usual requirements in areas of the country where they are working.

“Also, the CSSA is working with the Facilities Managers Federation (FMF) to confer- ence 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 lead to employee regulations (TULE) there is more to come on this. The OGC, I impressed upon them that EProcurement was poor value for money and could lead to employee regulations (TULE) there is more to come on this.

“I met with the Minister for Northern Ireland to discuss the Belfast Protocol and the new Hospital Hygiene exhibition to encourage the training and development of staff in higher education institutions (HEI) such as universities and colleges.

The Belfast Protocol

On Thursday 10th November the Deputy Prime Minister was asked a question about the future of Britain’s toilet provision. John Whaley 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 2005. 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

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.

More information on this can be found at www.sna.assetskills.org.uk

NEWS ROUND-UP

Clean Britain Awards
Britain’s Cleanest City competition, run in association with the British Cleaning Council, has been renamed 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.

Cleaners get a welcome boost as Parliament have now offered a wage increase at £6 an hour, following strikes held earlier this year. They will also be given new changing and rest facilities. Talies is continuing between the contractors and the union.

The Belfast Protocol

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 legislation and through regular police 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 disabled, the handicapped and visually 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.

The Belfast Protocol

The Belfast Protocol exhibition, supported by the Irish National Carpet Cleaners Association and the National Federation of Master Window Cleaners & General Cleaners, was being launched again in 2006, following the success of the inaugural conference in 2005. It will take place on 16-17th March 2006 at Excel, London and will also feature the annual 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 NCNA for 21 years... and this is the best show I have ever seen.”

Andrew Lee, NMW&GC said: “The show is an excellent show and we have dovetailed well with the NCNA.”

Organisations interested in reserving stand space at the exhibition, should contact Martin Scott on 01395 454438 or e-mail martinscott@quartz.net.uk

Belfast Protocol

On Thursday 10th November the Deputy Prime Minister was asked a question about the future of Britain’s toilet provision. Joanne Whaley 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 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 the usual requirements in areas of the country where they are working.

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.

1. Attach a high political profile to the subject of satisfying toileting needs ‘away from home’ in any type of location.

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