NEWS ROUND-UP

New Director General for CSSA



Andrew Large was appointed Director General for the Cleaning and Support Services Association (CSSA) from 2nd May 2006. Andrew, 36, joined after four years with **É**ederation οf Master Builders

(FMB) during which he was Director of External Affairs.

Commenting on the appointment, CSSA chairman, Roger Goodman, said: "I am delighted to welcome Andrew to his new role. His experience at FMB in running the external relations of a large trade association, combined with his previous international roles, is extremely appropriate in this time of change and redevelopment for the CSSA."

Andrew Large added: "I look forward to working closely with the Board, and with all of the members to develop not just the association, but also the underlying industry that it serves."

Cleaning Machines Cut Down on Water Usage

BCC member ICMMA (Industrial Cleaning Machine Manufacturers' Association) has issued a statement regarding its members' development of scrubber/drier and steam cleaning machines to be more efficient in the use of water and detergent. This development is such that waste water discharge from this machinery is easier to recycle than in the past.

It is hoped that some of ICMMA's members will be able to add their machines soon on to the Water Technology listing endorsed by government. This means that any client purchasing such a machine will be able to claim Capital Relief Taxation on the purchase price. Further information can be obtained from Graham Jones on 0121 7030636 or by emailing: icmma@icmma.org.uk

Cigarette Related Litter Forum

Did you know that cigarette butts are the most common form of litter? Butts are present on 79% of England's streets. In response to this ENCAMS is looking at forming a Cigarette Litter Action Group in an effort to reduce dumped cigarette ends in Britain's streets. This action group will include environmental groups, government figures and trade associations to concentrate on the best way of eradicating this modern blight on our landscapes. Collaborative forums offer an effective means of reducing litter – such models have worked successfully in other countries such as Australia.



When smokers are forced outside in England in the Summer of 2007, butt litter is likely to increase.

For further information on this group please email: susan.vine@encams.org

Cleaning up Healthcare

The British Institute of Cleaning Science (BICSc) is launching a dedicated training course for those in the healthcare industry. Training will include cleaning of interiors and furniture within hospitals, health centres, care homes and surgeries. For more information on the course please call the BICSc office on 01604 678710, www.bics.org.uk

Cleaning Courses

The Institute of Inspection, Cleaning and Restoration Certification (IICRC) UK has announced its list of training courses for the Summer period. These range from Carpet Cleaning and Tile Cleaning to Upholstery & Fabric Cleaning. These are being rolled out at various locations in the South East of England. For further information please contact Claire Barton on tel. 01883 334484.

Next Issue: Will include a feature on a method of cleaning due to revolutionise the industry – Daytime Cleaning.

The BCC welcomes articles for the publication.
Please forward any suggestions to press@britishcleaningcouncil.org

Tel: 01942 612616



BCC Website: www.britishcleaningcouncil.org

Member websites:



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.ciwm.co.uk

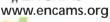


www.chsa.co.uk



www.cleaningindustry.org







www.icmma.org.uk



www.nawbw.co.uk



www.ncca.co.uk



www.nfmwgc.com



www.ukcpi.org



www.ukha.co.uk



www.environmentalcleaners.com



The Voice

A Newsletter from the British Cleaning Council (BCC) - The Voice of the Cleaning Industry Summer 2006 issue 19

How well will your Streets

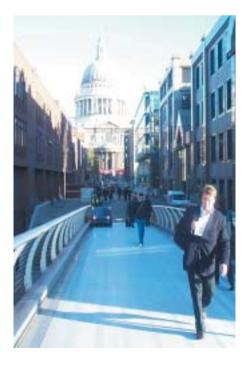
scrub up?







The BCC's Clean Britain Awards 2007 are well underway, meaning that UK cities, towns and districts can fight it out to be named the 'Cleanest Place in Britain'. Kärcher UK has come on board as the Awards Headline Sponsor. The competition, which has replaced 'Britain's Cleanest City,' now has three entry categories: city, town and district.



Judith West, Chairman, BCC said: "As the lead sponsor of the Clean Britain Awards, Kärcher is lending its name to one of the most important British clean environment awards. This is an excellent endorsement from a large manufacturer of cleaning equipment."

Simon Keeping, Managing Director, Kärcher said: "Kärcher is delighted to be sponsoring the Clean Britain Awards. Associating our name with this excellent event reinforces our commitment to the UK market, and assists all concerned in making their environment a better, more pleasant place."

For their support Kärcher and Corporate Sponsor Gumbusters will enjoy media exposure as well as public recognition as a promoter of a cleaner, greener Britain.

Thomas Stucken, Managing Director, Osprey Deepclean, the company behind Gumbusters said: "We are proud to be associated with the Clean Britain Awards. Gumbusters is the original gum removal technology proven worldwide.

This technology, causing disruption, no mess and no wastage of water resources, has caught the imagination of the media and public alike and has been widely publicised radio and national newspapers."

The competition will feature a new method of judging, combining the visitor eye view with recognised government standards. Over the coming months judges will review all applications, following this up with visits to finalists in each category. The grand finale will take place on Tuesday 13th March, 2007, at the Cleaning Show, Birmingham NEC.

This is the first time that all UK councils are able to participate in the BCC award scheme, spelling countrywide support of keeping Britain tidy. Britain's Cleanest City was a popular, well supported event and it is hoped that as it is now more inclusive of all authorities the Clean Britain Awards will be even more so.

For further information on the Clean Britain Awards please contact John Stinton on tel. 01562 851129, email:

cleanbritain@britishcleaningcouncil.org, website: www.britishcleaningcouncil.org

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West's Word

Welcome to another bumper issue of the BCC's newsletter The Voice. This issue coincides with the deadline for the Clean Britain Awards – our new, all singing, all dancing competition with prizes for the cleanest corners of Britain.

The competition already has the backing from our Headline Sponsor, Kärcher and Corporate Sponsor, Gumbusters. The Awards scheme is a natural progression from our Cleanest City competition which was supported by over half of the UK's cities.

All 468 Local Authorities have the opportunity to participate. All entries will be scrutinised by a judging panel of which I personally am a member. Myself, plus two of the other judges are being trained to the government standard BV199. We will also be using our background in tourist eye view judging criteria when we scan the streets.

So, best of luck to all those who have entered – this is the UK's chance to show the rest of the world what clean, tidy locations we have. What a winning combination to have a city, town or district council where dedication to cleanliness means residents are happy and visitors abound.

The Awards timetable is:

June/ July – entries received July/August – judges review

applications
September – first round
judging of

entry submissions October '06 – February '07 shortlisted finalist

judging visits

March '07 – presentation of awards at the Cleaning Show,

NFC

Judith West

Chairman

British Cleaning Council

Wheelie Bins and Waste

The BCC's membership has now expanded to 18 associations with the recent additions of the Chartered Institute of Wastes Management (CIWM) and the National Association of Wheeled Bin Washers.

Judith West, Chairman of BCC said: "We are encouraged by the growth of the Council. It is important that we continue to represent all aspects of the industry. CIWM and the National Association are both welcome new members – we are pleased to have them on board."

CIWM is the UK's leading professional body for

waste management and the National Association of Wheeled Bin Washers represent legitimate wheelie bin washer companies in the UK.

Steve Lee, Chief Executive of CIWM said: "Joining the BCC will mean that the Council is further represented in the waste industry. We have over 6,000 members so we in turn will be able to communicate the BCC's message to a wider audience."

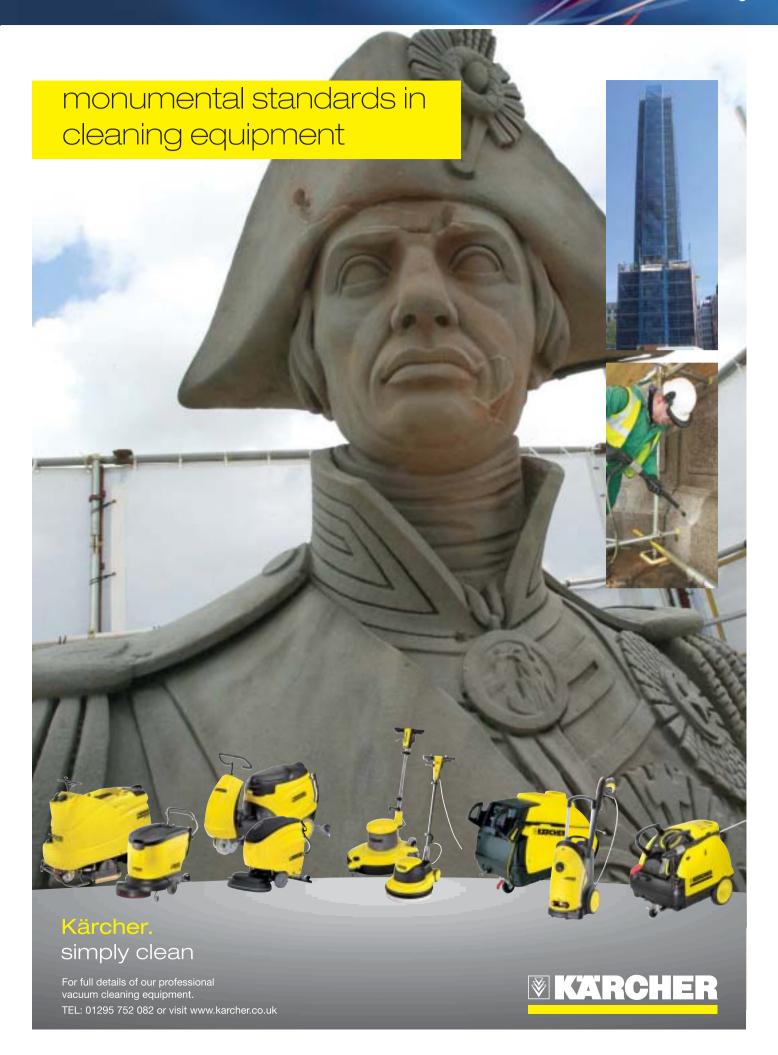
Marius Coulon, Secretary of the National Association of Wheeled Bin Washers said: "The

Council will provide us with an excellent forum to get our message across. We are pleased to be joining forces with other members of the industry."

BCC now boasts established links with the Health & Safety Executive (HSE), the Association of British Insurers (ABI) and trade unions including the Trades Union

Congress (TUC) and the Transport and General Workers Union (TGWU) to name a few.





Winners Clean Up



This year's BACHE Awards Dinner took place at the British Association of Cleaning in Higher Education (BACHE) Annual Conference on May 17th at Manchester Conference Centre. The dinner was attended by more than 130 managers from Higher Education Institutions in the UK and Ireland and conference sponsors.

A summery Pimms reception was followed by the Gala Dinner with accompanying jazz trio and the Awards presentation in the Weston Room at the Conference Centre. Awards were presented for Sustainability (sponsored by MITIE), Training (sponsored by BICSc) and IT innovation (sponsored by Expolink).

The quality of the entries was extremely high and competition was particularly fierce for the Training Award which attracted most entries. The winners (see below) received a trophy, champagne and an award certificate.

The winners were:

Training Award - University of Southampton

Recycling Award - University of Leeds

IT Award – Sheffield Hallam University
If you are interested in sponsoring next years
BACHE Awards or events please contact:
BACHE Administrator tel.01509 889256 or
email: admin@bache.org.uk

News from Asset Skills: Skills Needs Analysis

Asset Skills have published a Skills Needs Analysis (SNA) for the cleaning, property, housing and facilities management industries, which assesses employers' skills needs.

Some of the key findings within the report include:

- The Asset Skills footprint covers approximately 628,000 workers in the UK of which 56% are in property and housing industries, 38% in industrial cleaning and 7% in facilities management. The wider occupational footprint brings this figure to 1.4 million.
- Improvements in skills levels have direct links to improvements in productivity. Successful companies highlight a clear link between staff development and successful business performance.
- Approximately 20% of the workforce across the four sectors has no qualification, with almost a third achieving NVQ level 1 or 2.
- Within the Asset Skills sector in England 11% of employers report skills gaps, 6% in Scotland and 14% in Wales and Northern Ireland.
- Analysis from the 2005 National Employers Skills Survey indicate that about 17% of all establishments in the four sectors within England face vacancies, 16% in Scotland and

15% in Wales with Northern Ireland reporting less vacant positions.

Some of the key skill priorities coming out of the report are:

- 1 Customer service training for the sector as a whole
- 2 Delivering functional ICT (Information & Communication Technology) skills to the sector as a whole
- 3 The delivery of management upskilling throughout the sector
- 4 Delivering Adult Literacy, Language and Numeracy in the workplace
- 5 Delivering pathways to learning for those most disadvantaged in the workforce
- 6 Raising the profile of the sector
- 7 Addressing workforce retention issues
- 8 Increasing understanding of the sector

For further information on the SNA please contact Asset Skills, Head of Research, Sally Walters, on 01604 233336 or via e-mail swalters@assetskills.org

CSSA Report on Improving Cleaning Industry Standards

News Release from CSSA

A report commissioned by the Cleaning & Support Services Association (CSSA) reveals changes for the cleaning industry, while offering a blueprint for improving standards and best practices in the future.

Recent findings have already highlighted the extent of transition currently occurring within the cleaning industry. Current demands include the growing number of clients employing cleaning and related support services, who are crying out for higher cleaning standards in a market where cleaning contractors are suffering from low profit margins.

The main findings of the research to date have highlighted that:

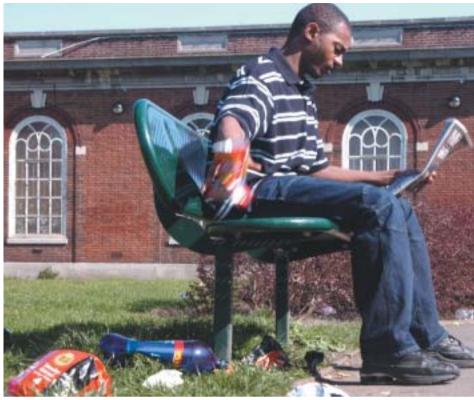
- Average wage rates for cleaners range from £5.24 per hour in the provinces to £5.52 in inner London
- Other sectors, including security and retail, provided similar benefits to their employees as found in the cleaning industry, but also paid up to 25% more than the cleaning sector
- Primary workforce increases over the next
 10 years in the UK will be among working women and older workers, but the ability to recruit them will be dependent on the attractiveness of the sector
- Average annual staff turnover in the field was over 35%, with some of the largest rates experienced by some of the highest wage earners
- Annual recruitment costs are typically less than 0.5% as a percentage of payroll
- 60% of cleaning professionals are women, and approximately half are over 40 years old

Further independent research carried out by the CSSA into the UK's cleaning and support services industry found:

- High competition in the sector and a client emphasis on price has resulted in pay and benefits levels behind other industry sectors, even though 90% of employers in the CSSA pay above the National Minimum Wage
- Labour is in short supply even for higher pay contracts. Migrant workers have helped to fill some vacancies but there was little evidence to support the view that this will continue as rates of immigration, especially from Eastern Europe, begin to decline
- Clients who have chosen to transfer to daytime cleaning have witnessed improvements in productivity and standards. This operating method provides more opportunities to pay living wages to cleaners

In addition the CSSA has engaged the Open University Business School to carry out research into the dynamics of the industry, identifying the key business drivers, the challenges to employers and the expectations of clients.

For more information contact the CSSA on 0207 920 9632



Labelling litterers

The Keep Britain Tidy campaign (run by BCC member ENCAMS) prides itself on its targeted marketing drives. Before any new campaign ideas start flowing as to how to crack the litter problem, the organisation's Market Research team strive to find out what makes dirty droppers tick.

It's important to know why people litter before starting on the road to change their behaviour. In 2001, Keep Britain Tidy released its first research results which categorised people's attitudes to rubbish and littering. And it's on these groupings (and further detailed studies) that the anti-litter charity base the route of its campaigns.

The results provided an interesting read. Laziness was an overriding factor. For some, that extra stretch to reach a litter bin was one step too far - hence they preferred to ditch their rubbish where they were. Bothered about their boroughs? No. Many people litter because they don't care about their surroundings or how clean it is. The research report grouped these people into those who believe 'Life's too short.'

Typically they were often younger, hard working individuals who shed their rubbish on our streets because there were far too many other important things to worry about. And, quite frankly, they felt that more concern should be given to worse incidents of crime than trivial acts of littering. They drop litter carelessly without thinking about the consequences.

Others believed they were doing a duty – keeping street cleaners in a job. Those who spent time in busy town and city centres knew that the streets would be attended to regularly, with street sweepers out over night cleaning up after litter louts (they've obviously not been up at the crack of dawn dealing with chucked pizzas, vomit and urine).

Attitudes to litter altered across the board. Some, known as the 'Justifier' group had an answer for everything: they littered because,

well, others did too. Mainly dog walkers and irresponsible smokers, they excused their dirty habits. As far as they were concerned, there was no other way round it - if there wasn't a bin nearby, then rubbish just had to go on the floor.

People's littering habits change depending on where they are, who they are with – and what state they are in. A lot admitted to a change in behaviour after a few drinks, forgetting their pristine principles. At large outdoor events, driving or walking home from school were also prime grime times.

Along the way Keep Britain Tidy also met some irate litter-haters. Some nicknamed 'The Blamer' – readily available to point the finger at the culprits. Fault fell to councils for not doing enough – there needs to be more bins and they should be emptied more often. Others, namely the 'Beautifully Behaved' put our dirt ridden streets down to poor parenting - with kids copying the actions of their peers. The 'Captain Cross' group were quick to accuse 'the youth of today' and championed the need for enforcement. Bizarrely both of these groups admitted to dropping litter – mainly when others weren't watching.

Acknowledging that times change, the research is being revisited and updated to ensure that the campaign is currently-clued up. In the past survey, the public was asked about its feelings on enforcement.

With the Clean Neighbourhoods and Environment Act bringing more power to councils and making it easier to issue fines, the position of enforcement has changed. And it's likely public opinion has too. Especially with high profile cases of people being fined for dropping a Wotsit or putting their bin out on the wrong day.

The results of this second study will be available towards the end of this year and the Voice will carry an article giving the low-down on the latest littering behaviour. To view the full report, please visit the publications section on ENCAMS website (www.encams.org).

British Cleaning Industry Conference 2006 'Changing the Face of the Cleaning Industry' 14th September 2006, Alton Towers Hotel, Staffordshire

Registration

9.00 - 10.00

9.00 - 10.00	Registration
10.00 – 10.15	Introduction
10.15 – 11.00	Keynote Speakers – 'Changing the Face of the Cleaning Industry', Alan Woods, Chief Executive, ENCAMS Neil Turner, MP for Wigan and Chair of the All Party Parliamentary Group on the Environment
11.00 – 11.10	Platinum Sponsor Speaker
11.10 – 11.30	Coffee Break
11.30 – 12.00	Speaker – 'Client & Contractor presenting a new face to the public', Bob Vincent, Managing Director of LCC with staff and clients. Q&A
12.00 – 12.30	Speaker – 'The Impact of People in the Cleaning Industry' Patrick Stirland, Managing Director, MITIE Cleaning & Support Services. Q&A
12.30 – 13.25	Lunch
13.25 – 13.30	Welcome Back Judith West, Madam Chairman, British Cleaning Council
13.30 - 14.00	Speaker – 'Best Practice in Handling of Wastes' Terry March, Chartered Institution of Wastes Management.
14.00 – 14.45	Speaker – 'Future Technology Trends' Equipment, Simon Keeping, Managing Director, Kärcher UK, Robert Burtinshaw, Managing Director, FCM Chemicals, Peter Woodhead, Chief Chemist, Selden. Q&A
14.45 – 15.00	Tea Break
15.00 – 15.30	Speaker – 'An End-user's Perspective' Gemma Balewski, Facilities Manager, Alton Towers, Q&A
15.30 – 17.00	Where Now and Action? Plenary Session with panel of speakers
17.00	Close

Further information on BCIC can be found at www.britcleanconf.co.uk or tel. 0870 8505436.

Window Cleaning to be Wiped Out?

British Cleaning Council Release, Monday 24th April 2006

UK Window cleaners are facing unemployment if proposed water bans are to go ahead.

Mid Kent and Southern Water boards are some of the authorities applying for a drought order to be put in place, meaning that window cleaners will be banned from using water-fed poles.

Bryan Dolby, Chairman of the Federation of Window Cleaners (FWC) said: "Frankly we are very concerned. If there is a ban our window cleaners will be forced to put their safety at risk by using ladders at great heights. While environmental concerns are of importance, these drought orders could drive many in the trade out of business."

Window cleaners' futures have been under question recently with the Health & Safety Executive (HSE)'s introduction of the Work at Height Regulations April 2005 making it more difficult to use ladders.

The Federation of Window Cleaners recommends the use of water-fed poles on windows above ground floor level and the use of portable ladders on ground floor and some first floor levels.

This decision, however, is being carefully considered by the HSE as restriction of ladders and then water-fed pole equipment by some authorities – with drought order applications - would mean that many industry workers would lack the adequate equipment to carry on in their profession.

Judith West, Chairman of industry voice, the British Cleaning Council (BCC) said: "The British Cleaning Council fully supports the drive by the Federation to protect their industry. The future of window cleaners is up in the air and if the ban were to come into play, their livelihood is threatened. Those carrying on in the trade will lack the means to work safely and effectively."

A public hearing took place on 10th,



11th April in Maidstone, Kent and Worthing, West Sussex, to listen to objections put forward to the proposed ban.

Federation Successfully Lobbies Drought Orders



News Release from the Federation of Window Cleaners, 2nd June 2006

The Federation of Window Cleaners (FWC), the UK's official trade body for the window cleaning industry, has successfully lobbied the Department for Environment, Food and Rural Affairs (Defra) with regard to the use of waterfed pole systems in window cleaning.

With the granting of drought orders to several water companies in South East

England, the FWC was concerned that window cleaners would be forced to choose to either violate the drought orders and continue to use their water-fed pole systems or to violate the new Work at Height Restrictions (WAHR) implemented by the Health and Safety Executive (HSE) last year by using ladders instead of the pole systems.

As soon as the orders were called, the FWC logged its objections directly to Defra, enabling the federation to represent its members at the public hearings. Without this pressure on Defra by the FWC, in addition to that from the HSE, the British Window Cleaning Academy, Omnipole and local newspapers, the secretary of state would not have had sufficient information to decide that window cleaners should be permitted to continue to use their water-fed pole systems in Sutton and East Surrey. The decision does restrict use of poles that are connected to water mains, but not those that feed out of portable tanks.

"The last couple of months have been the most challenging yet, but we are pleased that our efforts to inform Defra about how

these drought orders affect the window cleaning industry have paid off," said Steve Lowe of the FWC Executive Council. "We hope to get similar concessions from other water companies as more drought orders are announced. And as always, we will be there every step of the way, regardless of the outcome of our efforts, to ensure our members are represented and informed at all times."

According to the HSE, in 2004-5 there were 53 deaths and 3800 major injuries from workplace falls from heights in the UK, which is why the WAHR were implemented. If window cleaners have to return to traditional cleaning methods with ladders, they will be once again risking their lives, despite the existence of technology such as water-fed poles designed to eliminate this danger. The FWC has asked its members to use traditional cleaning methods on ground floor windows if they can be safely cleaned in order to save as much water as possible until the drought abates and recommends that businesses do all they can to help out in these difficult times to conserve water whenever possible.

As further drought orders are granted, the FWC will continue to push for similar rulings in these areas in order to ensure the safety and livelihoods of window cleaners.

So far Sutton and East Surrey Water has received permission from the Department for the Environment, Food and Rural Affairs (DEFRA) to impose a drought order. However, both Southern Water and Mid Kent Water have also applied for orders.

Contact details for the Federation of Window Cleaners (FWC) are: tel: 0161 432 8754, e-mail: info@f-w-c.co.uk,

website: www.f-w-c.co.uk

NEWS ROUND-UP

Loos Flushed with Success

Nominations and entries are still being received for the 2006 Loo of the Year Awards. It is the 20th year of the British Toilet Association's competition to reward the best 'away from home' toilet facilities.



Running alongside the Loo of the Year Awards are the Attendant Awards for the staff overseeing smooth running, cleaning and maintenance of loos. The closing date for entries is 31st July 2006 with an Award ceremony taking place in November.

Anyone can nominate 'away from home' loos via the Awards hotline tel. 01962 850277, by email: nominations@loo.co.uk, or at the website: www.loo.co.uk

The British Toilet Association reports it is pleased to see that many governments around the world have public toilet provision high on their agenda. Beijing is spending £25 million plus, installing 3,500 five star tourism toilets before the 2008 Olympics. This is something we hope is noted by the 2012 London Olympic Committee.

How Cleanable is Your Building?

The Building Cleanability Awards 2006 are taking place on Monday 10th July at the Brewery, London. Nearly one hundred buildings from all over the UK have been entered in to one of the twelve entrant categories including public, commercial and education.



These awards were introduced to promote awareness of the cleaning needs of a building prior to design and construction. They are promoted by the Worshipful Company of Environmental Cleaners, sponsored by the British Cleaning Council among others and endorsed by organisations including the Royal Institution of Chartered Surveyors.

Further information can be found at www.cleanabilityawards.co.uk or by emailing information@cleanabilityawards.co.uk

Shame on you Mr Winner

The Voice was appalled to hear of film director Michael Winner's comments about cleaners recently when he turned down an OBE in the Queen's 80th birthday honours list.

He told the Sunday Times newspaper: "An OBE is what you get if you clean the toilets well at King's Cross station."

Clearly, toilet cleaners deserve this medal for every hour they work, cleaning up our mess. Perhaps Mr Winner could swap his privileged life for a day in the life of a cleaner, then he'd understand who really deserves to be a recipient of such an honour.

T&G Fights Low Pay for Cleaners

On Wednesday 7th June around 150 cleaners took the fight against poverty pay to Japanese company Nomura at its City of London headquarters. The demonstration was organised by the Transport & General Workers Union (T&G) in a campaign to achieve a living wage for cleaners. ISS is the cleaning services contractor being used by the firm.

The BCC supports the T&G in their drive to boost the living and working conditions for cleaning staff. We hope that a positive outcome is achieved from the campaigning.

Worshipful Walk for Charity

Steve Wright, Master of the Worshipful Company of Environmental Cleaners, with nine other livery company members completed a sponsored walk for charity on 1st June. Dressed in full ceremonial robes, they visited all 40 livery company halls in the 'City' of London, to raise money for the company's Benevolent and Charity fund.

Well done to Steve and his team who set off from Armourers Hall at 9am, stopping off for refreshments with the Lord Mayor of London at Mansion House along the way, finishing at 6pm



The Worshipful Company is offering one lucky person the chance of winning six bottles of champagne if they correctly guess the distance the group walked that day. For more information, please contact Michael Bizley on 01359 242947,

www.environmental-cleaners.com

Task Force for Cleaning Product Safety

BCC members BACS and UKCPI (see back page for full co. name) set up a task force in 2005 to develop draft Guidance for Responsible Public Procurement of Cleaning Products, covering ingredients of cleaning products purchased by Local Authorities. The purpose of the guidance is to help Local Authorities purchase cleaning products which are safe for human health and the environment and to pave the way for tackling the wider range of environmental impacts which govern the overall sustainability of cleaning.

To date, contact has been made with the Local Government Association and the guidance has been presented to the Chemicals Stakeholder Forum and to its advisory body, the Advisory Committee on Hazardous Substances (ACHS), for peer review and follow-up comments. Further information on the group's progress can be found at:

www.bacsnet.org