

## Competition Finalists Battle

The inaugural Clean Britain Awards (CBA 2007), in association with Kärcher UK, are underway with competition well and truly heating up. At the end of September the CBA judges convened to receive presentations from all 17 finalist cities, towns and districts.

The next stage of this exciting competition is the announced visits (to the press) of each finalist destination. Local press in each area will be informed of the week that judges are expected to visit so the councils and proud local residents can pull out all the stops to demonstrate that theirs is the cleanest place in Britain.

To keep it a level playing field, unannounced judging visits will then occur, so that the panel can get a clear view of every day cleansing operations.

The change to the BCC competition structure has been welcomed by many entering Local Authorities. Particularly those towns and districts that have been unable to enter the past. So there are now three category winners: Cleanest City, Cleanest Town and Cleanest District plus one overall winner, staking a claim on the Cleanest Place in Britain 2007.

Judith West, Madam Chairman of the BCC said: "Our finalists have achieved no mean feat in getting so far in these prestigious awards. Not only will they achieve recognition for winning a clean environment award but they are bound to attract many more visitors from the kudos of winning such a coveted award."

Here are a few words from each of our finalists on what they have to offer:

### Birmingham

Birmingham City Council has made its city centre a 'Visitor Priority Area (VPA)'. The area contains: key transport hubs; car parks; shopping; leisure; a university campus and business districts. This is where

## It Out



IN ASSOCIATION WITH



specialist public/private cleaning resources are deployed to ensure that Birmingham's 'shop window on the world' is always looking its best.

Key to the success of keeping the priority area clean is the role of the city centre wardens. They are the 'eyes and ears' of the city, not only providing public information on tourism, travel and visitor attractions, but also working closely with street cleansing and highways colleagues to identify and report immediately any graffiti, litter, paving defects or vandalism.

### Cardiff



Cardiff is a rapidly growing and developing capital city that is facing up to challenges of urban expansion with a dynamic, partnership oriented approach to waste management.

The Welsh capital is proud to be a finalist in the Clean Britain Awards 2007, sharing in the vision of a cleaner, more waste aware Britain and always striving to improve standards in this vital area.

The Keep Cardiff Tidy partnership comprises the following bodies: Cardiff Council; Keep Wales Tidy; the Chamber of Commerce; the South Wales Echo; City Centre Management; Cardiff University Students Union; South Wales Fire & Rescue Service (SWFRS); South Wales Police; National Landlord's Association and St David's Shopping Centre.

### Coventry

There is a collective responsibility in Coventry to keep the city clean - from residents, visitors, utility suppliers and the business community. However, the three key organisations who are backing the Local Environment Quality (LEQ) are the local authority, Coventry City Council; the company who are responsible for keeping the city centre clean and green, CVOne; and Whitefriars Housing Group, the largest registered social landlord, following the purchase of all council housing stock in 2000

Coventry City Council has made extra funds and resources available in the budget, which has proved to be a good investment, for the benefit of its residents as well as visitors to the city.

A programme of award-winning regeneration, currently standing at £4billion, is changing the face of the city. From the city centre to its neighbourhoods, and the educational establishments to its leisure facilities - making it a more attractive and vibrant place to live, work, study, invest and visit.



Judith West

## West's Word

Welcome back to the Autumn edition of the BCC's newsletter *The Voice*. In this issue you can read how the British Cleaning Industry Conference 2006 (BCIC) went at Alton Towers; catch up on the new method of working said to be transforming our industry – daytime cleaning; plus catch all the news hot off the press from our members.

And last but not least, we have all the very latest from the

Clean Britain Awards, 2007. We're very excited that the Awards are well underway and competition between each city, town and district is red hot.

Our judging panel received presentations from all the finalists at the end of September and in the months of October and November there are announced visits to each location from our judging panel. So stay tuned to your local press to see when the judges are going to be reaching the nearest finalist to where you live or work.

The BCIC was hosted at Alton Towers on 14th September. There was a list of high profile

speakers including Alan Woods, Chief Executive of ENCAMS and Neil Turner, MP for Wigan. Both of these speakers talked about new ideas and solutions to progress the cleaning industry. The afternoon session painted a vision of the industry's future through the eyes of the manufacturers and distributors, including the headline sponsor of the Clean Britain Awards, Kärcher UK.

I hope that you enjoy this issue and please do respond to our request regarding the content of *The Voice* (P.8).

Judith West  
**Chairman**  
**British Cleaning Council**

## CLEAN BRITAIN AWARDS (cont'd)

### Edinburgh

The City of Edinburgh Council is dedicated to ensuring that the cleanliness of the streets of Edinburgh is top priority all year round. No mean feat for a City that doubles its population in the month of August, during the Edinburgh International Festival and hosts a hogmanay party for 100,000 guests.

"Keep Edinburgh Clean" is the Council's flagship, award winning programme which has been combating litter and other problems since 2000.

The programme ties together effective operations on the ground with partnership working, raising public awareness and effective enforcement by 32 environmental wardens. A comprehensive annual marketing plan outlines which campaigns will be rolled out over the financial year.

### Leeds



a step closer to achieving this goal.

Leeds City Council has set its sights high with ambitions to become the cleanest and greenest city in Europe by 2020. Reaching the finals of the 2007 Clean Britain Awards has taken Leeds

In a bid to achieve this the council set up a Cleanest City Task Group and Cleanest City Working Group, involving internal council departments, external stakeholders and partners, to coordinate the delivery of environmental improvements across the city. This approach is aided by motivated and well trained staff and partnership working on the front line.

Earlier this year, Leeds was involved in a high profile national pilot campaign aimed at reducing the number of cigarette butts littered. This has seen a 49% decrease in the amount of cigarette butts found in Leeds.

### City of London Corporation



City also contains or is responsible for a number of tourist attractions including: the Guildhall; Museum of London; Monument; Tower Bridge; Barbican Centre; and St Paul's Cathedral. Over 3 million tourists visit the City annually.

MRS Enterprise the street cleansing contractor provides a full range of services 24 hours a day, 364 days a year. Every street is manually swept up to six times in 24 hours, supported by mechanical sweeping, street washing, pavement flushing (and power washing) and also gully cleansing.

### Newcastle

Most people are aware that Newcastle is one of the most popular cities in the country to visit. Its nightlife is legendary, thanks in no small part to the 270 licensed premises found in just one square mile of the city centre.

What is perhaps less well known is that Newcastle can boast some 1,700 listed buildings, more than many cities in Britain.

This means the Council must deal with the waste produced by a busy city with an active night time economy while remaining sensitive to its heritage.

Having made the environment a key part of their manifesto in 2004, the city's new administration re-organised the delivery of services and increased investment to clean Newcastle's streets.

### Truro

Carrick District Council working in partnership with its contractors, businesses and residents are very excited to have once again kept the City of Truro up to the required standard to make the finalist stage in this very prestigious national award.

Since being one of the top ten finalist during 2005 and winning the Chairman's Award of "Continuing Good Performance" the District Council and its partners have been very busy in starting new campaigns and initiatives that all help keep the beautiful Cornish city on top of and exceeding residents' and visitors' expectations.

### Westminster

Westminster's population reaches over a million every day. Almost 50,000 businesses, 3,000 restaurants, pubs and clubs and 25 million tourists each year make this city the UK's shop window. Such density and intensity of activity also means Westminster has a unique street cleansing challenge. In Westminster clean streets are top priority. The results are: a cleansing operation with the highest levels of customer satisfaction of any council service; more enforcement activity against litter and dumping than any other council in the country; class-leading performance in the face of exceptional challenges.



## CLEAN BRITAIN AWARDS (cont'd)

### York



Over the past three years, the council has prioritised improvements regarding the cleanliness and condition of York's physical environment under the banner of "York Pride". A significant amount of work has been undertaken to improve the cleanliness, safety and image of the city centre and surrounding suburbs.

The Street Environment Service and StreetScene continue to work together to tackle issues such as fly-posting, fly-tipping and abandoned cars. They have also helped and encouraged residents to take a more active role in cleaning up and improving their local neighbourhoods through promoting community litter picks and other community events.

### Towns:

#### Ipswich

One of Ipswich Borough Council's top strategic goals is a Clean and Green Ipswich. In March 2004 a new "StreetCare" group of services was launched bringing together Cleansing, Highways, Grounds Maintenance and Parking Services to specifically contribute to this goal.

StreetCare vision: "We will make Ipswich a cleaner and more attractive place to live in, work in and visit"

In 2004 Ipswich were successful in their bid for the Government's Liveability Fund and received £440k revenue and £3.3 m capital over 2 years to implement their "Making a Difference" (MAD) Project.

#### Lewisham

Lewisham is one of London's largest boroughs, renowned for its rich diversity, not only in terms of its community and culture, but also because of its contrasting urban landscapes. These range from busy and vibrant urban hubs, like New Cross and Lewisham, to the open expansive green spaces of Beckenham and Blackheath.

The area's council has also become synonymous with the use of

revolutionary street cleansing systems and the forging of close working relationships with residents. Lewisham has brought pioneering techniques into the field and shown how enviable results can be delivered with impressive efficiencies.

### Districts:

#### Braintree

Braintree has a number of initiatives which have been successful in helping to maintain a clean, tidy and safe district, with an emphasis placed on partnership working with local communities.

At the forefront of these initiatives are the town and parish council partnerships, currently they have 52 of the 54 parish councils signed up to partnership agreements. The partnerships concentrate on empowering the towns and parishes to take responsibility for their own communities. The level of agreements vary depending on the size of the area the partners want to commit themselves to and the extent of the tasks they are able to carry out.

#### Chester



Chester City Council is delighted to have been shortlisted for finals of the district category of the Clean Britain Awards. Chester's association with the Clean Britain Awards has been a long and successful one having consistently been in the finals since the early years. In 1999 Chester won the Cleanest City title and in 2001 received a Special Chairman's Award for consistency, creativity and continuing effort. They are now looking forward to the 2007 event and their first entry as a District.

#### Durham



Over the last five years City of Durham has totally redesigned its provision of environmental services. Refuse and recycling collection, street cleansing and grounds maintenance have been totally integrated, and a single 'Streetscene' service is now delivered using the 'Neighbourhood' service delivery principle within six defined geographical areas.

A Technical Support Unit oversees performance management, environmental education and enforcement, research, and future development of services. A team of Neighbourhood Wardens operate within this section, also using the 'Neighbourhood Service Delivery' principle with a remit to promote environmental education and enforcement.

#### Mendip

Mendip District Council has worked hard over the last couple of years to establish good partnership links with other agencies and public bodies in an effort to improve the standard of street cleaning and enhance the general environment for residents and visitors across the district.

Key to these new and highly successful partnerships is the street cleansing contract with Connaught Environmental which commenced in July 2005. The contract includes many additional elements of street cleansing such as chewing gum and flyposting removal. It also requires the contractor to work with the Council in educating and informing the public on a number of issues relating to environmental crime and its impact. The relationship between the contractor and the Council is excellent and has certainly helped to forge better links with both local community groups and other public bodies.

#### Oadby & Wigston

Lacking the economies of scale they aim to work small but intensively in order to make greatest use of all resources available to them. Generating enthusiasm in the cleansing teams, partnership working with all council service providers and involving the community are key to keeping the borough clean.

They run a tight knit team of cleansing specialists, multi skilled in all aspects of public cleansing. Most of the team live in the Borough and take pride in their own "back yard".

The "Pride of the Borough" group was formed in 2003 to spearhead the Oadby and Wigston Borough entry into East Midlands in Bloom and, in 2006, Britain in Bloom. The group has seen that public cleaning and provision of good quality and useful street furniture plays a major part in any success in this competition. Consequently the Public Cleansing Service and the Pride of the Borough group have worked closely throughout each year. The synergy has produced improved results for the Borough each year of entry and incentives and motivation for the Public Cleansing Service.

The CBA finale is being held on Tuesday 13th March, 2007, at the Cleaning Show, NEC, Birmingham. For further information on the competition or to read up on what the finalists are doing email: [cleanbritain@britishcleaningcouncil.org](mailto:cleanbritain@britishcleaningcouncil.org) or call the BCC General Secretary on 01562 851129. Website: [www.britishcleaningcouncil.org](http://www.britishcleaningcouncil.org)

# Changing the Face of the Cleaning Industry



Alan Woods, Chief Executive ENCAMS

The British Cleaning Industry Conference (BCIC) - organised by the British Institute of Cleaning Science (BICSc) and promoted by BCC - concentrated on the theme of moving the industry forward and envisaging the future of cleaning. To begin with, Alan Woods, Chief Executive of ENCAMS, emphasised the need for branding and communications to be at the forefront of our industry. He also said that customer service is an important element of keeping the end-user (in many cases, the public) happy.

Following this Neil Turner, MP for Wigan, put himself forward as a mouthpiece for industry related questions in Parliament. For example, if a cleaning industry figure has a question on training funding or working conditions, Neil has offered to ask this question in Parliament. This is an opportunity not to be missed as we hope to gain support from Government on difficulties cleaning employees and companies face.

Bob Vincent, Managing Director of contract cleaners LCC, also highlighted the need for Customer Relationship Management (CRM) as he believes that any firm using contract cleaners "is only as good as the cleaners they employ". He gave a case study of TSB branches that are cleaned by his firm. Citing the benefits of daytime cleaning he explained that with cleaners on hand during the day it means that they can be called to clean anywhere in the

case of accidents or spillages. In emergencies a housekeeper is present meaning cleaning can be done ASAP. And most importantly the operatives develop meaningful relationships with other staff.

Neil Glover from MITIE Cleaning & Support Services said that the perception of cleaning still causes problems at recruitment stage. He believes that in current times, employees are looking for work/life balance and flexi-time for family commitments. He declared that staff should get: induction training; paid a 'living wage' as opposed to just the minimum wage; proper tools/uniform/equipment to work; get paid on time plus a good relationship with management.

Neil went on to talk about the need for over a third of British employers to give help to employees with basic English. He claims that companies should have training academies and conduct personal development plans for all staff. He explained that the new TUPE guidelines of April 2006 have been designed to protect the employee in circumstances such as protection against dismissal plus obligation to inform and consult.

The Age Discrimination Act has come in to place and will help to prevent direct/indirect discrimination,



Neil Turner MP for Wigan

harassment and victimisation. The age of retirement is also being increased. The age issue is of particular relevance to cleaners given

that a large majority of them in employment are aged 40 upwards.

Simon Keeping, Managing Director of Kärcher UK spoke about the need for them as global machine manufacturers to stay ahead of the game with new products while trying to remain environmentally friendly by using less water. Chris Walsh from EnerSys Motive Power claimed that the future for batteries lay with new innovative solutions. Peter Holt, Managing Director of Truvox



Bob Vincent Managing Director LCC

International Ltd, spoke about the future of vacuum cleaning being done with back packs, currently popular in countries such as Australia giving operatives increased mobility while cleaning.

Peter lamented the fact that there appears to be more talk than action with the buzz word daytime cleaning. Peter Woodhead from Selden Research gave an amusing picture of cleaning chemicals of the future alluding to the current use of vinegar and alcohol in current cleaning mixtures.

All in all, the BCIC was informative with a mixed bag of presentations for a varied audience of cleaners, Local Authorities, higher education establishments and cleaning publications, to name a few. The BCC hopes that the BCIC goes from strength to strength with a growing attendance figure and the ability to reach audiences beyond those already in our industry.



Martyn Vesey

# Day Time Cleaning *What Does it Mean?*

*Advocate of Daytime Cleaning (DTC), Martyn Vesey, formerly of the Cleaning & Support Services Association (CSSA) provides us with a supporting case of the hot topic de jour facing cleaning employers:*

Some 900,000 people are employed in the cleaning industry in the UK today. They work, on average, 12-15 hours each week. For some, this is by choice in that they desire a part-time job or that they wish to work only for a temporary period. At the same time the cleaning industry was founded by employers offering to deliver the clean at a time that suited the client.

## **The bad news:-**

Today's employment scene is very different. The reasons are as follows:

The industry is still a free market and benefits from slightly less regulation than experienced by our European neighbours. But -

- Clients concentrate solely on the price of cleaning – not the added value that it brings to their businesses
- The entry-level labour pool is attracted by jobs more socially acceptable than cleaning
- Labour is in short supply and living costs continue to rise
- 12-15 hours per week on the National Minimum Wage does not constitute a "living wage"
- There are plenty of employers willing to undercut each other to win business at dangerously low margins, hoping to make up some profit once the contract has started
- Employers struggle to deliver their promises to clients without motivated, reliable employees
- Many clients have lost faith with the industry as promise after promise is broken due to lack of available labour

## **The good news –**

Enlightened employers, looking for ways to harness the skills of their loyal employees, have returned to a way of cleaning that many of us experienced decades ago when cleaning took place as we attended our places of work.

Today, however, we call it Daytime Cleaning.

*Clients are used to the following pattern of delivery in the UK cleaning market: -*

- Early morning – 27%
- Evening – 37%
- Night time – 12%
- Daytime – 24%

This reinforces their desire to have cleaning "out of sight and out of mind". However it can survive only on this army of part time labour that is in such short supply. By switching to DTC employers are able to employ cleaners for longer shifts, often full time, deliver more and better training to their employees, and improve productivity by eliminating the start up and close down time for every employee on each shift.

## **What it does NOT mean –**

Clients are initially suspicious of DTC as they believe that cleaning during office hours will disrupt their core business and be unpopular with the building users. However this is not how DTC works. The employer will work with the client to establish which activities must continue to be performed "out of hours", which duties can be switched to the most productive times for both client and contractor and which duties can be carried out during the client's working time.

The results have been excellent for clients, employees and employers, or as one employer put it, a win-win-win situation.

## **For the client**

The client benefits from higher productivity, a better trained, motivated and presented cleaning team and a more satisfied group of building users. The users meet their cleaner for the first time and strike up a meaningful working relationship. They are able to assist the cleaner to concentrate on priorities that actually take the client's business forward rather than sticking to a historical spec that was used to start the contract. The cleaner will learn to adjust the daily

clean to accommodate users who are on holiday or absent, thus concentrating on important house-keeping issues.

## **For the cleaner**

At last the cleaner can earn a living wage and therefore hold down one meaningful job (not two or three). This means that he/she pays to travel to work just once a day like most of the working population (not two or three bus or train journeys each way). The cleaner works alongside the users and is able to interact with people for the first time, and feel part of the team. The cleaner receives better training, becomes more proficient, and is motivated by improved confidence and recognition. They are able to think constructively for the first time but, more importantly, is under less personal stress than before as there are colleagues to work alongside and support when queries arise. From a personal safety angle, the cleaner is more likely to be travelling to and from work at less hazardous hours of the day.

## **And for the employer**

At last the employer can deliver his/her promises to the client through a reliable and better trained workforce. Recruitment ceases to be the primary task of first line management who can concentrate on quality and service. The employer can explore new opportunities with the client now that a workforce of reliable and motivated employees is on hand to carry out any number of extra tasks for the client, thus demonstrating professionalism and initiative.

## **Why didn't we think of it before?**

Well, we are behind the hunt. Sweden currently receives 78% of its commercial cleaning during the day. Major clients in Sweden have told me that they cannot understand why we continue to do it differently. Let us suspend all judgement and historical practices and grasp the one workable solution to our current woes.

**Martyn Vesey**  
Director General of the CSSA,  
2002-2006

## £80 fine this Christmas Time

From Keep Britain Tidy



The Keep Britain Tidy campaign will be sending out the message to festive revellers in England that if they chuck their chips on the floor they could face an £80 fine for littering.

The latest anti-litter drive is aimed at beer guzzling, fast food munching 18-24 year olds who have admitted that they feel no shame about dumping their half-eaten burger or left over kebab on the floor after a night out at the pub.

Fast food rubbish is found on 25% of streets, sending the litter clean-up bill in England soaring to £500M every year.

The Keep Britain Tidy campaign is run by BCC member ENCAMS. Amy Morgan from ENCAMS said "Young people are really hard to target with any advertising campaign, especially one that's asking them to change their habits and start using a bin. That's why

we plan to have a bit of fun with this campaign."

The December-long initiative will see anti-litter messages in unusual places, as well as the more traditional posters on our streets.

It's not just drunken revellers that are being targeted. Fast food outlets, burger vans and sandwich shops are being asked to sign up to a voluntary scheme known as 'Food on the Go'. This asks businesses to reduce packaging, clean the area around their premises, provide bins and pick up litter that their customers have dropped.

"Creating a clean town centre is not just the job of the council" continued Amy. "The public and businesses have a role too and this campaign aims to get everyone working together, especially as traditionally it's the season of giving."

Twelve councils have agreed to take part in the campaign by displaying posters and issuing fines to people that they see dropping litter.

The councils are:

Colchester, Luton, Preston, Blackburn, Nottingham, Wolverhampton, Enfield, Bristol, Richmond, Southwark, Tonbridge & Malling and Southampton.

# SATRA's Unique Training Facility

## News from BICSc member SATRA

SATRA Cleaning Technology Centre in Kettering, Northamptonshire, has installed a fully-fitted area in order to provide accredited training for the BICSc Cleaning Operators Proficiency Certificate (COPC). The scheme provides valuable training for all cleaning operators.

The training centre includes a small classroom for teaching on subjects such as health and safety, chemical competency and Control of Substances Hazardous to Health (COSHH) regulations. To help train the more hands-on skills there is a large dedicated area that includes a variety of flooring surfaces, toilets, bidets, showers, sinks and baths, which allow training to take place uninterrupted.

An operator with a COPC can show that he or she is skilled in a wide range of cleaning tasks. Cleaning expensive flooring, carpets and upholstery brings with it a high level of responsibility and employers appreciate a reliable benchmark of competence amongst their workforce.

As well as providing a consistent performance, the BICSc training can minimise the risk of accidents from mishandling machinery and chemicals. Companies with trained and qualified staff may therefore have better



Students getting practical in SATRA's training

opportunities to win contracts than those without.

SATRA's Training Development Officer Peter Beer is qualified by BICSc to train and assess in a variety of subjects and has recently completed the training and qualifying of SATRA's own caretaking team.

Peter Beer says: "We often underestimate the value that staff put on training and qualifications and this course certainly boosted the morale of our caretaking staff. Showing employees that you are prepared to invest in formal training and qualifications improves their perception of the job and also ensures uniformity of cleaning throughout the business."

The courses held at SATRA cover 19 of the tasks most commonly carried out:

- Chemical competence
- Safe use and care of machines
- Storage of equipment
- Mop sweeping
- Single solution mopping
- Buffing
- Spray cleaning
- Machine scrubbing and drying
- Stripping, drying and reapplying emulsion polish
- Suction cleaning
- Stain removal
- Hot water extraction
- Dusting, damp wiping and polishing
- Upholstery shampooing
- Cleaning toilets and urinals
- Wall washing
- Window cleaning
- Cleaning personal computers
- Cleaning telephones

For further information regarding training please contact Peter Beer or Christine Richardson on 01536 410000 or email [christine@satra.co.uk](mailto:christine@satra.co.uk)

# NEWS ROUND-UP

## BACHE changes

After three years at the helm, Mark Swales, Assistant Director of Facilities at Sheffield Hallam University, is stepping down as Chair of BACHE (the British Association of Cleaning in Higher Education). The founding members of BACHE have served the maximum term allowable in the constitution for Board Members. New Board members are from Newcastle, Robert Gordon Birmingham, Wolverhampton, Southampton and Leicester Universities.



Catherine Anderson

The new Chair of BACHE is Catherine Anderson, Head of Customer Services at Manchester Metropolitan University. For further information see: [www.bache.org.uk](http://www.bache.org.uk), e: [admin@bache.org.uk](mailto:admin@bache.org.uk) t: +44(0)1509 889256

## David Bellamy Prize Goes to Scottish School

Mill O' Forest School in Kincardenshire has won the 2006 David Bellamy Award for Environmental Cleanliness - winning the school £8,000 prize money to be dedicated to environmental improvements.

The annual award, organised by the British Institute of Cleaning Science (BICSc), encourages children to give special attention to keeping theirs a clean and green environment.

As a competition requirement Mill O' Forest compiled a 20 point charter of activities which grabbed the attention of the judges. One proposal was for pupils to give a hand to cleaning staff.

Entry packs for the 2007 award will be available from BICSc in December, tel: 01604 678 710, e-mail: [info@bics.org.uk](mailto:info@bics.org.uk)

## News from ICMMA: New Website Launched

With the continual influx of new operators into the cleaning industry there is sometimes a lack of awareness, even amongst established cleaning contractors, of the wide range of cleaning machines now available to service the needs of daytime cleaning.

ICMMA, the Industrial Cleaning Machine Manufacturers Association, has launched a new, and completely revised website.

Reference to this site will identify a wide range of manufacturers of cleaning machines, all of whom have signed up to a Charter of Excellence in product design, product supply, after-sales service and a long term continuity of spare parts supply.

The website provides links to all ICMMA members' own sites where detailed descriptions of each manufacturers machines can be viewed.

Additionally, it incorporates pages covering new product launches, industry news, but in particular assists anyone wishing to know where to source a cleaning machine matched exactly to their cleaning requirements.

This website should prove invaluable to contractors and clients alike and will meet a long standing need. Website: [www.icmma.org.uk](http://www.icmma.org.uk)

## CSSA National Cleaning Awards

The CSSA (Cleaning & Support Services Association) has announced the launch of the UK's National Cleaning Awards. Celebrating improvements in the professionalism of cleaners and contractors in the 40 years since the CSSA was founded; the awards will take place at a luncheon ceremony at the Savoy Hotel, London on 14<sup>th</sup> June 2007.

The awards highlight how well the industry has tackled some of the rising issues facing the UK cleaning industry today from "Best Practice in the Integration of Migrant Workers" to "Best Sustainability Initiative" and "Best Cleaned Healthcare Location".

For further information on award entry, sponsorship or to book a table at the awards luncheon please contact: Andrew Large, Director General, CSSA, Tel: 020 7920 9632 E-mail: [alarge@cleaningassoc.org](mailto:alarge@cleaningassoc.org) Web: [www.cleaningindustry.org](http://www.cleaningindustry.org)

## The original chewing gum and fly poster removal system

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## NEWS ROUND-UP

### Career Pathway

One year on from its launch Pathway Card, the skills passport for the cleaning industry, is being enhanced to better accommodate the needs of cleaning contractors, and maximise the benefits to specifiers of cleaning services.

The Pathway Card is an online CV for cleaning staff and a management tool for maintaining and recording staff development.

The scheme relies on a network of third party verifiers who are generally either employers or training providers. Any company can now apply to become a verifier simply by demonstrating their commitment to training.

The Pathway Card was originally launched with up to 10 skills updates possible for each individual. From September 2006, the basic Pathway Card comes with unlimited skills updates. In the first year since launch, the cost of Pathway Card has been subsidised by Asset Skills, BICSc and CSSA to keep the price down to £6 per card. Moving forward, this cost will rise to £10 per card from 1 January 2007. For further information, call Pathway Card on 01277 824616, [www.pathwaycard.co.uk](http://www.pathwaycard.co.uk)

### Progress made on removable chewing gum



Revolmer Ltd in Bristol, a polymer technology company, announced that it's reaching a

key milestone to develop chewing gum which can be removed easily from the streets if dropped irresponsibly.

In laboratory research at The University of Bristol, the company has invented new gum base formulations which can be removed easily by spraying with a low pressure of water or with soap and water. The company has found a way to measure the adhesion and has now several formulations where it can develop the required stickiness which forms part of the next phase of product development. The final step is to make the finished product and begin environmental evaluation and registration of the new removable chewing gum to commercialise the product.

Great news for the UK councils that try their spend thousands of pounds every year to shift the tacky mess from the ground.

### Cleanability Award Goes to McLaren



The Brewery in London played host to the Building Cleanability Awards 2006 (BCA), one of the industry's fastest growing award schemes, on 10th July, with the Overall Gold Award going to the McLaren Technology Centre, Woking. Silver went to the Trafford Centre, Manchester and Matthew Boulton College, Birmingham won Bronze.

The BCA recognises buildings where cleaning facilities plus ease of cleaning have been considered as a priority in modern buildings. The Awards are promoted by the Worshipful Company of Environmental Cleaners and have the backing of institutes including the Royal Institution of Chartered Surveyors.

#### National category winners were:

TRANSPORT – International Airport, Bristol  
 RETAIL – Debenhams, Milton Keynes  
 MUNICIPAL/PUBLIC – The British Library, London  
 LEISURE – Mecca Bingo, Fountain Park, Edinburgh  
 HOSPITALITY – International Conference Centre, Edinburgh  
 HERITAGE – National Trust, Swindon  
 HEALTH – Liverpool Women's Hospital  
 EDUCATION – Kingfisher Building, Enfield College, London  
 COMMERCIAL – Vodafone, Balliol House, Adderley  
 NEW BUILD PROJECT WINNER – Ropewalk Shopping Centre, Nuneaton  
 REFURBISHMENT PROJECT WINNER – Community Health Centre, Leicester  
 BRIAN COLE ENVIRONMENTAL AWARD – Wishaw General Hospital, Scotland

Further information can be found at: [www.cleanabilityawards.co.uk](http://www.cleanabilityawards.co.uk)

### Right to Reply

What do you think of the Voice? Are there any articles that are of particular interest to you? Is there anything else you would like to see in the newsletter? Please send your replies to our Media Co-ordinator, email: [press@britishcleaningcouncil.org](mailto:press@britishcleaningcouncil.org)

The BCC welcomes articles for the publication. Please forward any suggestions to [press@britishcleaningcouncil.org](mailto:press@britishcleaningcouncil.org)  
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