Cleaning Industry
Bucks the Trend!

Upbeat and positive were words used to describe the Cleaning Show, the largest UK exhibition for the cleaning industry which took place between 10-12 March at the NEC, Birmingham. While doom and gloom may have dominated the media of late, the cleaning industry was having none of it and decisively bucked the trend with an exhilarating show full of vibrancy, energy and positivity.

Commenting on the success of the event, Steve Wright, chairman of the British Cleaning Council said: "Cleaning Show 2009 has been one of the most successful in the show’s history. In the lead up to the event some were quite sceptical about attendance numbers and questioned how motivated exhibitors would really be. However, the atmosphere at the show was the best I’ve ever experienced. People were happy and it was fun. A number of exhibitors have taken lots of orders in addition to enquiries. Every comment I have heard has been extremely positive."

One measure of this success is the impressive figure of 8,000 visitors which graced the halls in spite of the current economic climate. Dan Skeates, Nilfisk Advance commented: "We have been inundated the entire show and haven’t stopped, the visitor numbers and quality have been top!"

Beryl Murray, general secretary of the Federation of Window Cleaners added: "It’s been non-stop from the doors opening."

The considerable amount of business being done on stand is of course another key metric. "We’ve sold 10-12 systems from the stand which is great. Our expectations for the show were high but these have been exceeded," said Mike Egerton of Host Von Schrader. The difficult economic climate appears to have brought a different breed of visitor to the halls this year. Focus, partnership and innovative thinking were all descriptions listed by exhibitors. Paul Pearce, technical director of the NCCA explained: "Over all I felt it was a good positive show with people attending with a real sense of purpose.”

Reuben Reynolds, managing director of Ionic Systems said: "We’ve seen different faces this year. It’s the forward thinking guys who are looking for innovation and ways to cut their costs.”

Finally Lynne Webster, national vice chair of BICSc concurred: "They’ve come to do business not just to chat. In the current climate if you have a day out of the office you know that you have to justify it and this was apparent.”

Several awards and competitions brought a further dynamic to the three days. North Norfolk District Council scooped the UK winner’s trophy at the Clean Britain Awards which recognise the efforts of authorities, organisations and voluntary bodies to maintain high standards of public space cleanliness throughout the UK. Over 230 guests attended the awards ceremony representing participants, sponsors, media and BCC representatives.

Meanwhile, the third BCCE Innovation Awards designed to honour the latest advances in the business took place on the afternoon of day one of the show. Over 60 entries were received across 5 award categories which ranged from Best Chemical Innovation to Hand Tools Award.

The 17th edition of the Fastest Window Cleaner competition took place on each day of the show. Steve Fox of Window Cleaning Warehouse took the winner’s prize with a top time of 15 seconds against a record number of 27 contestents.

Finally, a new competition, the ‘Ride on Charity Challenge’ brought heaps of fun and laughter to the show! Teams had to manoeuvre a ride-on scrubber drier through a prepared obstacle course – easier said than done! The heats were done against the clock with time added for hitting cones or taking the wrong course. Despite several professional cleaning teams taking part, amateur team “Judith’s Double D’s” took the title in a best time of 4 minutes 47 seconds with no faults! The competition earned £625 which will go to the winning team’s chosen charity Macmillan Nurses.

With another highly successful show under their belt the organisers are already looking to the next edition in 2011. Paul Michael, Managing Director of BCCE Limited & Quartz Publishing & Exhibitions said: “The Cleaning Show has exceeded even our high hopes. From the comments of exhibitors and visitors alike you would not think there is a recession. The Cleaning Show had a happy and industrious buzz about it and has set the scene for the industry going forward, so much so that we have already taken many bookings for the next show, which will be at the NEC from 1st – 3rd March 2011.”
Chairman’s Comment
Welcome to the spring issue of the BCC’s quarterly newsletter ‘The Voice’. It’s the time of year when nature injects new life and we start to feel re-energised by the sunshine breaking through. Akin to this, the cleaning industry has borne all sorts of new initiatives and we bring news of these in these pages. As usual we have news from all aspects of the cleaning industry including; the Cleaning Show 2009, the Clean Britain Award winners, environmental cleaning, sustainability, public loo training plus a BCC member news roundup.

The recent industry highlight for me without doubt was the Cleaning Show. And what a show it was! Upbeat and positive it has set the scene for the industry going forwards. Read our review on the front cover. The Clean Britain Awards presented at the Cleaning Show were an unprecedented success with over 230 guests in attendance. The 2010/2011 edition of the awards was also launched at the show. Amongst other high profile topics in this issue are Keep Britain Tidy’s fast food litter campaign and the CSSA’s launch of a cross industry sustainability forum.

We also provide an update on initiatives to drive the availability of adequate public facilities. The BTA tells us about the government’s rejection of the public toilet committee’s recommendation and Keep Britain Tidy provides a best practice guide for public toilet provision.

News of standards and training is once again in abundance. While the NCCA officially launched its PAS 86 code of practice for carpet cleaners at the Cleaning Show, we learn about the CSSA’s Level’s of Excellence programme which promotes performance improvement within the cleaning industry. With respect to training and education, the Health & Safety Executive has launched a Slips and Trips e-learning package and the Federation of Window Cleaners, new window cleaning training materials. To top this off we have two industry conferences ahead of us courtesy of BCC members ABCD and CIWM.

Bringing coverage of such a varied and active industry I am sure you will find topics of interest within this newsletter. Do also remember to forward your industry news for future publication in these pages.

Until next issue! 
Steve Wright
Chairman

NCCA Official Launch of New Code of Practice

The National Carpet Cleaners Association officially launched the PAS 86 Code of Practice (Publicly Available Specification) at the Cleaning Show earlier this month. The new code of practice which has been developed by the NCCA and BSI British Standards, in association with a range of industry experts is set to become an industry standard publication for carpet cleaning technicians.

The PAS covers the professional inspection, maintenance, cleaning and restoration of textile floor coverings and is in fact the ONLY code of practice available for these trades.

The new code of practice will not only help raise standards within the trade but will also help those that follow the stated cleaning standards to win more business and stay one step ahead of the competition. Customers both residential and commercial will be able to confidently select a contractor working to the PAS 86 code of practice, safe in the knowledge that a quality service will be delivered.

Commenting on the PAS 86 June Frankum, NCCA president said: “This code of practice sets the standards for our cleaning businesses as well as being a prominent marketing tool in these recessionary times. The PAS will be reviewed at intervals not exceeding two years, and any amendments arising from the review will be published as an amended PAS.”

The NCCA intends to create mass awareness of the new code and has appointed a PR professional to undertake a planned PR campaign. As a result, in the near future, businesses and residential customers alike will only consider professionals who work to PAS 86.

The PAS 86 is already available for purchase direct from the NCCA. For further information visit www.ncca.co.uk

Cross Industry Sustainability Forum Launched

The Cleaning and Support Services Association (CSSA) has launched a cross cleaning industry sustainability forum. This forum, which brings together cleaning contractors, manufacturers, distributors and other sector stakeholders will both drive the CSSA’s policy positions on sustainability and also develop member services to assist the cleaning industry to become more sustainable.

Speaking following the launch, the CSSA Chief Executive Andrew Large said:

“As the global economy enters recession, businesses are looking for new strategies that will enable future growth and development. A sustainable development strategy that places equal weight on people, profit and planet will enable cleaning businesses to meet client needs and grow, both in the short and long terms.”

“The CSSA group will develop a strategic agenda for 2009 and beyond. We will focus on enabling the cleaning supply chain to supply sustainable cleaning services to its clients, and on campaigning to improve the receptiveness of the client base to sustainable services.”

Established in 1967, the Cleaning and Support Services Association is the UK trade association for private sector employers in the contract cleaning sector. CSSA members are among the leading providers of out-sourced cleaning services to both commercial and public sector clients. CSSA members employ in excess of 250,000 people.

For further information please contact Andrew Large on telephone 020 7920 9632 or email alarge@cleaningassoc.org.uk www.cleaninginindustry.org
North Norfolk Claims Clean Britain Crown

North Norfolk District Council has won the much coveted UK Winner’s Trophy in the 2009 Clean Britain Awards, presented on Tuesday 10th March at the Cleaning Show, NEC, near Birmingham.

A total of sixty three entries were received from Local Authorities all over the UK in three separate categories; Cities, Towns and Districts. All entries received an anonymous half day inspection visit during the second half of 2008 and were judged against a number of criteria which impact on visitor impressions.

Commenting on North Norfolk’s win, Nick Baker, strategic director for the environment at North Norfolk District Council said: “We are absolutely delighted to have won this award. The Council has invested heavily in cleansing, litter control and fly-tipping prevention and this is our reward for the efforts of all the staff and our contractors involved. We have combined a highly flexible approach and good planning with a tough stance on fly-tipping, to ensure we keep North Norfolk looking good and as litter-free as possible.”

Steve Wright, chairman of the British Cleaning council said: “All of us within the British Cleaning Council applaud the 63 participants in the 2009 Clean Britain Awards scheme, particularly our national winners. While we hope they will receive deserved praise, both locally and nationally, we hope all those who entered will continue to ‘Strive for Gold’ when it comes to maintaining standards of cleanliness.”

While North Norfolk District Council also scooped the District Gold award, Truro won the Cities category and Windsor and Eton the Towns category.

Runners-up were: Swansea (Silver) and Birmingham (Bronze) in the Cities category; Southend (Silver) and Church Stretton – Shropshire (Bronze) in the Towns category and Hinckley and Bosworth (Silver) and Alnwick – Northumberland (Bronze) in the Districts category. A total of twelve City entries and six Town entries were also awarded 5 Star Grades.

The British Cleaning Council run the biennial Clean Britain Awards, with additional sponsorship this year from Gum Busters (part of the Osprey Deep Clean Group) and Cleaning and Maintenance magazine, owned by Quartz Publishing and Exhibitions who also promote the NEC Cleaning Show.

Full results of the 2008/2009 Clean Britain Awards are available on the Awards website www.cleanbritainawards.co.uk

The Clean Britain Awards 2010/2011 were launched at the Cleaning Show and are now open to all Local Authorities and other guardians, of or organisations managing, public spaces.

Twenty Years and Counting

In these pressing economic times and with businesses struggling to survive, it is inspirational to know that a London contract cleaning company is celebrating a milestone of twenty years of trading this year.

North London based Principle Cleaning Services Ltd was established in 1989 by the current Managing Director, Douglas Cooke and provides a high quality, sustainable and professional cleaning service to both large and medium organisations throughout London and the Home Counties.

During the past twenty years, Principle Cleaning has grown from strength to strength and now employs 1700 staff, many of whom have been part of the team for many years and some of who started in the very early days of the company’s launch. The Principle Cleaning strap line, ‘Passionate, about its people, service and reputation really does encapsulate the whole essence of a company with a real family feel to it.

Having previously worked for major organisations, Douglas soon recognised a need in the market place for a high quality and operational focused cleaning company. A number of Principle Cleaning’s clients such as Banca Sabadelli, Travers Smith and Mansell Construction have been with them for almost twenty years and many others such as Christie’s and CIN La Salle for fifteen.

Douglas is greatly respected within the cleaning industry by his peers and colleagues and now has over 35 years’ cleaning experience. He also currently holds the position of Chairman of the CSSA (Cleaning and Support Services Association), also sits on the BICSc (British Institute of Cleaning Science) council and is a Board Member of the British Cleaning Council (BCC).
Asset Skills started life in March 2003 as a section of industry employers' management, recruited from a cross Research and Development. It is guaranteed and has a not for profit remit. As an SSC, Asset Skills is one of up to 25 ministers for Scotland, Wales with the lifelong learning Charles Clarke, in conjunction State for Education and Skills, granted by the Secretary of.

Keep Britain Tidy has also launched a Dirty Pig campaign to target fast food litter in areas across the country. Academic research has been carried out by Dr Stuart Roper at Manchester Business School - The University of Manchester and Professor Cathy Parker at Manchester Metropolitan University. It reveals the damaging impact litter can have on a brand. Professor Parker said: “There is clear evidence that seeing litter with a company’s brand can have negatively affect the public’s perception of that brand. There is, therefore, a good commercial reason why fast food operators would take more of an interest in what happens to their packaging once it leaves their premises.”

The full report of the litter survey can be downloaded at www.encams.org. The university research paper can also be viewed at this website A Voluntary Code of Practice for the fast food industry was launched in 2004 by DEFRA. This can be found at http://www.defra.gov.uk/environment/locatenv/litter/pdf/fastfoodcode_of_pract.pdf

For further information contact Keep Britain - John Romans, telephone 01942 612 688 john.romans@encams.org or Dickie Felton, telephone 01942 612 617 dickie.felton@encams.org

Super-sized Shame for Big Brands

Nationwide McDonald’s makes up more than a quarter of all fast food litter (29%) according to a branded litter survey carried out by Keep Britain Tidy earlier this year. The survey which named and shamed some of the world’s most recognised companies provides a snapshot of fast food litter in ten city centres and suburbs/out-of-town locations across England.

While McDonald’s was found to be the most common brand seen as litter in the survey, it was closely followed in second place by the local chippie or kebab shop: Keep Britain Tidy found a huge amount of “unbranded” chip wrappings and packaging in all locations (21%). In third place, Greggs, was found to have a high gutter share. The company’s pasty and pie wrappers made up 18% of all fast food litter. There was a big drop to fourth place KFC (8%) and fifth place Subway (5%).

Keep Britain Tidy surveyors spent two days observing fast food litter in Newcastle, Liverpool, Manchester, Leeds, Sheffield, Leicester, Birmingham, Bristol, Southampton and London. The findings of the survey come at the same time as university research reveals the damaging impact litter can have on a brand. Academics claim that fast food businesses could be suffering financially due to their association with litter. Keep Britain Tidy has delivered its branded litter survey to the chief executives of the companies named. It is demanding that the fast food industry take more responsibility for what happens to fast food and packaging taken away from premises.

Phil Barton, Keep Britain Tidy chief executive, said: “This is the very first time we have looked at which brands make up littered England. Of the ten cities surveyed the same brands appeared again and again.”

“We condemn litterers for dropping this fast food litter in the first place but also believe the results have pertinent messages for the fast food industry. “McDonald’s, the local chip shop, Greggs, KFC and Subway need to do more to discourage littering by their customers. Fast food makes up a quarter of all litter found on our streets. We want fast food chains to play a more active role in delivering an anti-litter message at the point of sale.

“We know from working with McDonald’s in the past that the company takes a responsible attitude to its communities by running local anti-litter campaigns. McDonald’s has anti-litter logos on packaging, provides litter bins and runs ‘litter patrols’. However, McDonald’s litter remains all too prevalent on our streets and we’d like the company to do more to tackle the problem.

“Keep Britain Tidy has written to fast food companies urging them to:

• Reduce unnecessary packaging
• Make “eating-in” a more affordable option by reducing prices for customers who stay on the premises
• Encourage “eating-out” customers to use a bin once they’ve finished their meal
• Increase signage in restaurants with anti-litter messages
• Offer money-off vouchers or incentives to customers who return packaging
• Put more bins at strategic points - not just directly outside their premises
• Work with Keep Britain Tidy to tackle the problem

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For further information contact Keep Britain - John Romans, telephone 01942 612 688 john.romans@encams.org or Dickie Felton, telephone 01942 612 617 dickie.felton@encams.org

GOLDEN SERVICE AWARDS 2009

The Golden Service Awards 2009 are now officially open for entries. This year for the first time entries will take place exclusively online.

The Golden Service Awards recognise service excellence in the cleaning and support services industry. The awards are open to all segments of the industry and provide a benchmark for quality and a means of identifying organisations as leaders in the field. Entries are welcomed from contract cleaning companies and in-house cleaning teams of any size that are based in the United Kingdom and Ireland.

For further information contact Keep Britain - John Romans, telephone 01942 612 688 john.romans@encams.org or Dickie Felton, telephone 01942 612 617 dickie.felton@encams.org

Levels of Excellence Programme

A new programme designed to promote and deliver performance improvement within the cleaning industry has been introduced by The British Quality Foundation (BQF) in partnership with the Cleaning & Support Services Association (CSSA).

Known as the EFQM Levels of Excellence Programme, the initiative is aimed at organisations that want to receive a prestigious international recognition based on the most widely used management framework in Europe (EFQM Excellence Model) whilst demonstrating a commitment to Excellence and on-going organisational improvement.

To register interest please contact Mark Bell at the BQF on 020 7654 5009 or Andrew Large at the CSSA on 0207 920 9632.
Scotland Prepares for Team Clean Challenge

A prison strand has been added to the competition which will see jails from Scotland compete against each other to take top honours in cleaning excellence. It is hoped the roll out to prisons will help highlight the excellent training available to offenders while they serve their sentences.

The competition is an initiative from Asset Skills, the Sector Skills Council for the cleaning industry, and has gained support from the Scottish Prison Service, the Scottish Government and the British Institute of Cleaning Science (BICS). It is hoped it will show prisoners that cleaning can be a viable and worthwhile job to consider for the future, and flag to employers the quality training on offer within prisons for potential future workers.

It is one of many skills contests running across a range of industries, overseen nationally by UK Skills. Last year the British winners of the cleaning competition went on to scoop gold in the EuroSkills event in Rotterdam.

The Scottish Team Clean Challenge covers the following categories: best manager, best supervisor, best operative and best prison. The judges will also be looking for social skills, including teamwork and project management when deciding the winners.

The purpose of the challenge is to highlight the high standard of cleaning training delivered in prisons, provide an opportunity for participants to build confidence, demonstrate a range of skills to secure employment following release and to showcase these skills to potential employers.

Asset Skills is being backed by the Glasgow Employers’ Coalition in seeking support from employers who wish to engage ex-offenders at the end of their sentences in industrial cleaning roles.

Further information see www.assetskills.org

STEP - Slips and Trips e-learning Package

The Health & Safety Executive has developed an e-learning package which provides slips and trips guidance through interactive learning. The package known as STEP is an easy way to learn about slips and trips, how they are caused, why preventing them is important and how to tackle them. Completing this package will aid understanding of slips and trips, however to reduce injuries individuals will also have to take action in the workplace.

The course is suitable for many different industries and can be used by anyone from workers and supervisors to managers, health and safety trainers and small businesses. The course is suitable for everyone as it contains three levels of information; introductory, intermediate and advanced.

STEP is free to use online via the HSE website (www.hse.gov.uk/slips/step). It is available on DVD from HSE Books for a small charge of £5.00 plus VAT.

For more information about slips and trips go to www.hse.gov.uk/shatteredlives
OPENING DOORS FOR QUALIFIED CLEANERS

 Experienced cleaners are in demand, and could be boosting their income by working as NVQ Assessors on behalf of Further Education colleges across the country. With MRSA and other superbugs increasingly hitting headlines, the Government is encouraging anyone working in the cleaning industry to complete training up to NVQ Level 2. This means that Further Education colleges across the country are experiencing a huge demand for these courses.

As such, qualified cleaners currently working in the industry could be boosting their wage packets by passing on their skill and knowledge. Assessors provide support and guidance to candidates in their own workplace and sometimes at college, observing them as they work towards their NVQs. Their assessment, observations and evidence enables learners to gain their qualifications and pursue a career in the industry.

Protocol National has the UK's largest database of Assessors, and provides staff to more than 230 Further Education colleges across the country. Chief Executive, Phil Harrison, explained, “Assessors are vital to allow colleges to deliver the training programmes that the Government requires. The release of statistics on hospital cleanliness and reports into managing superbugs have put cleaning in the spotlight. “Therefore anyone with an existing assessing qualification - or who is willing to undertake one - is highly sought after and can be very well paid.”

Some full-time Assessors can earn up to £50,000, but there are a whole host of flexible, part-time opportunities on offer. By working in the day or during the evening, Assessing can fit around an existing job or home life to provide extra income when necessary.

Phil added, “As well as the satisfaction that comes from helping the next generation to progress, Assessing can also be an interesting next step for anyone looking to further their career.”

Assessors should have at least NVQ Level 2, recent industry experience, patience and good communication and motivation skills.

Those without Assessing qualifications can sometimes study towards an A1 or A2 Assessor award while they start earning. These can be completed at a local college in around three months. Students will receive coaching in planning and delivering training and workshops, observing, examining and questioning candidates, providing feedback and keeping the relevant records.

For further information regarding the opportunities to become Assessors, please call 0115 911 1166 or log onto www.protocol-national.co.uk.

Government Rejects Public Toilet Committee’s Recommendation

The Government’s response to the Communities and Local Government Committee Report on the Provision of Public Toilets published earlier this year was disappointing, to say the least. The Government accepted that ‘the report reinforces the importance of good quality public toilet provision for all members of society and recognises the work already undertaken by many local authorities to improve the situation in their areas.’ Regrettably however, the Government failed to accept the recommendation of the Committee.

Committee Chairman Dr Phyllis Starkey MP said: “It is extremely disappointing that the Government has rejected our major recommendation that local authorities develop a public toilet strategy for their area, in consultation with the local community, to ensure that more toilets are available to the public. The Committee will be considering the Government’s response in detail in due course and will decide what further action it wishes to take.”

This means that not only does it fall short of the BTA’s demands for the Government to place an obligation on Local Authorities to provide adequate public toilet facilities (the Public Health Act 1936 gives Local Authorities the power to provide public toilets, but imposes no duty to do so) but this report also fails to ensure that all who need to use public toilets in England - men and females, families with babies and young children and those with physical or mental disabilities that need accessible toilets, will be provided with the facilities that they require, and deserve.

Despite the fact that the overall number of public toilets has declined in recent years, and the lack of reliable data makes it impossible to track the decline, the Government has also failed to accept the Committee’s recommendation that “the Government seeks a means of collecting this data, either through requiring local authorities to provide figures from their own areas or by charging the Audit Commission with resuming its collection of accurate information on the provision of public toilets.”

The Government also failed to accept the Committee’s recommendation “that there should be standard public toilet signage across the country (possibly using symbols rather than text to allow for universal recognition, irrespective of language).”

The BTA urges all Local Authorities to produce a strategy on the provision of public toilets in their areas so that the British public, and the increasing numbers of visitors to this country, can enjoy the availability of public toilets when and where they are needed. BTA can provide assistance to those councils that may need it.

For further information contact Mike Bone, director British Toilet enquiries@britloos.co.uk Telephone 01403 258779 www.britloos.co.uk

Toilet Guide Provides Plenty to go on

A toilet guide has been published to stop the nation getting ‘caught short’ and the British Tidy is feeling flushed with success over its efforts to improve public lavatory facilities.

The guide, produced on behalf of Communities and Local Government, highlights best practice including Richmond Council’s Community Toilet Scheme.

Under the system businesses such as pubs, shops and cafes receive an annual fee in return for allowing free access to both customers and non-customers.

Problems such as rising maintenance costs have triggered a chain reaction of public toilet closures in recent years as councils around the country seek to tighten their belts.

While for some it is simply - if literally - an inconvenience, for others, such as the elderly and disabled, a lack of adequate facilities can be a real problem.

Keep Britain Tidy has worked with local and national government to promote innovative responses to the issue. In addition to the Richmond scheme, the guide focuses on Westminster City Council which has introduced a SaLaV system enabling people to obtain details of the nearest facilities via their mobile phones.

Phil Barton, Keep Britain Tidy chief executive, said: “Public toilets matter to everybody. Because local authorities have a ‘power’ to provide public toilets not a ‘duty’, we’ve seen a steady decline in provision.

“One of the worst consequences of this can be messy, unhygienic streets. It’s essential that this is reversed and we are delighted to help promote the enterprise and efforts of local authorities to address the problem.

“We would urge other councils to read the guide which provides advice on setting up similar schemes.

“Thanks to the efforts of both the public and private sectors, we can already face 2009 with added confidence - particularly when walking around Richmond and Westminster.”

To read the guidance on improving public toilet facilities go to: http://www.communities.gov.uk/publications/localgovernment/guidancetoiletschemes
NEWS ROUND-UP

CHSA Schemes

Police Industry Standards

January saw the launch of the ‘Spot the Difference’ campaign from the Cleaning & Hygiene Suppliers’ Association (CHSA). Part of the CHSA’s accreditation schemes aimed at raising industry standards, the new campaign will invite distributors and end users to have their products checked by the scheme inspector for compliance to manufacturing standards higher than those recognised as the industry norm. The schemes currently operate across three product groups, namely; plastic refuse sacks, soft tissue products and cotton mops. An independent inspector regularly audits the compliance of scheme members while also monitoring the products of manufacturers who are not members of the Scheme. When customers see the accreditation scheme logo on a product they know that they can buy in confidence. In other words they can be rest assured that they are getting, in full measure, that for which they have paid.

To illustrate the gulf that can exist between the products of members and non-members, the CHSA’s independent inspector recently found a 1 pence centre feed roll manufactured by a non-member to be 42.1% shorter than the stated length. In such cases the inspector works with local Trading Standards departments to seek prosecution of offending suppliers.

The ‘Spot the Difference’ campaign has been advertised in the cleaning and hygiene and facilities management trade press and was a feature of the CHSA stand at the Cleaning Show.

For further information about the schemes please contact Graham Fletcher at secretary@chsa.co.uk or visit www.chsa.co.uk

Credit Crunch Kit from CHSA

The CHSA has launched a ‘Credit Crunch Kit’ which will deliver additional benefits for its members.

Commenting on the new benefits, Graham Fletcher, general secretary of CHSA said: “It is during the tough times that membership of association’s such as CHSA really pays dividends. The vast majority of our members will more than recoup their membership subscription on these additional benefits alone.”

The new package will consist of the following benefits:

Membership of LogBuy which will give members access to discounts on a wide range of personal and business-related products and services for both themselves and company colleagues.

A Consumer Expectation Survey Report providing invaluable information on what member customers and potential customers are looking for from a supplier. The survey which underpins this report was sponsored by BCC and presents the latest information available. It will allow members to benchmark their own performance and highlight new potential markets for their products and services.

A Copy of Profit Upgrade the latest book by best-selling business author Richard Parkes Cordock. The title gives insight into how members can significantly increase their productivity by empowering their people.

CHSA also plans to hold a programme of business seminars during the year to address key issues fundamental to member businesses.

For more information email Graham Fletcher secretary@chsa.co.uk

CIWM Training Course Programme

The CIWM runs a comprehensive range of courses to help companies and individuals understand and comply with current waste legislation including Duty of Care, Hazardous Waste and Packaging Regulations. All courses can be delivered in house and tailored to customers specific needs. For further information or to request a training brochure please e-mail training@ciwm.co.uk

For forthcoming courses include:

Practical Waste Management: 31st March to 2nd April
Hazardous Waste Classification & Coding: 1st April & 8th May
Hazardous Waste Regulations: 12th May
Environmental Permit Operators Certificate (EPOC): 2nd to 3rd April & 20th to 21st April
Environmental Permitting and Exemptions: 13th May
Duty of Care: 14th May

BICSc Strengthens its Team

In order to strengthen the support offered to its membership and training centres, BICSc is pleased to announce the recruitment of two further staff members.

Mark Mahoney

Mark Mahoney joins the Institute as Verification and Support Manager. Reporting in to Colin Hanks, the Training and Education Manager, this new field-based role will focus on ensuring that the assessments offered by the approved training centres continue to meet the standards expected through regular verification and auditing. The role is also to offer support to those existing centres and set up new centres.

Suzanne Moen

Suzanne Moen has been recruited as a Technical and Research Coordinator working within the Qualifications and Standards Department. Her role will be as a technical writer and researcher, concentrating on updating existing documents and producing new ones whilst looking at any innovations within the industry for which information and documents may be of benefit to Members. The Institute will be setting up a dedicated Members Helpdesk offering advice and support which Suzanne will coordinate.
NEWS ROUND-UP

ABCD 20th Anniversary Conference 2009

Imperial Hotel, Torquay
May 7th-8th 2009

THEME – ‘Twenty Years and Still Inspiring’

The conference will be officially opened on this special anniversary by the chairman of Torbay Council, Councillor Michael Hytche.

Presentations: May 7th morning

The ABCD 20 years of development and on to the future. A view from the founding members.

Mike Fletcher – Head of Cleaning, Central Operations
Building efficiency, Johnson Controls

David Froggett – Wakefield Council and Ken Baxter, Wigan Council
Local authority cleaning managers

Martin Pickard, Expanding FM Horizons
A specially invited inspirational speaker

Stan Atkins, Executive Director BICSc
What exactly does ‘Sustainability’ mean and how can we achieve this objective?

Afternoon – Workshops led by:

Karen Waterlow, (Asset Skills) and Stan Atkins, (BICSc) – Developing staff and services

Martin Pickard – Customer Service and Innovation

Plenary session with speakers and questions and answers chaired by John Stinton, Secretary of the British Cleaning Council

Evening Gala Dinner with guest speaker

May 8th morning – ABCD AGM and depart

Please note that as a thank you for 20 years of support to the association, ABCD member delegates can benefit from a 50% discount for the first 75 bookings confirmed.

For more information or to register for the conference please contact ABCD direct on telephone: 01382 834111.

CILF – Health & Safety Awareness Day

The Cleaning Industry Liaison Forum in partnership with Tayside Contracts is running a free Safety and Health Awareness Day in Scotland. The event will be held on Wednesday 15th April in Perth and is aimed at cleaners in charge and/or cleaning supervisors who work within the industrial and contract cleaning industry, who are required to make day to day frontline decisions.

The event will provide practical information on the following topics:

- Risk assessment
- Slips and trips
- Musculoskeletal injuries
- Machinery safety
- Training and competence

For more information and to secure your place please email melanie.brown@tayside-contracts.co.uk or telephone 01382 834111.

Housekeeper of the Year Award

The UKHA is pleased to announce that Jean Roberts, Regional Chair of the North of England, UKHA, has won the coveted Catey Award of Housekeeper of the Year. The award was presented at a presentation dinner at the Imperial Hotel, Torquay on May 8th evening.

The winners from past to the present are:

England, UKHA, has won the coveted Catey Roberts, Regional Chair of the North of Britain, UKHA, has won the coveted Catey Roberts, Regional Chair of the North of Wales, UKHA, has won the coveted Catey Roberts, Regional Chair of the North of Scotland, UKHA, has won the coveted Catey Roberts, Regional Chair of the North of

New Safety Training DVD for Window Cleaners

The Federation of Window Cleaners has launched a new safety training DVD for window cleaners. Even if you use the latest cleaning technology assessing danger and avoiding potentially lethal accidents must still be key considerations.

The new video which was funded by a grant from the BCC is entitled “Safe Use of Portable Ladders and Waterfed Pole Systems”. The video illustrates how to get the most out of waterfed pole systems and how to ensure safety for the operative and those nearby. The importance of thorough site and equipment inspection, securing the ladder, correct ladder use and the potential consequences of getting it wrong are all covered.

Copies of the DVD are available from the FWC at £15.00 plus vat for members and £35.00 plus vat for non-members. For more information contact the FWC on telephone 0161 432 8734 or email info@f-w-c.co.uk www.f-w-c.co.uk

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