



Manifesto 2010

The British Cleaning Council Manifesto due to be launched

Amidst the political fervour of the impending general election, January will see the British Cleaning Council launch their first ever manifesto. The document is a result of a 3 month consultation between members of the British Cleaning Council, where each organisation was asked to give examples of their contribution to the cleaning industry and state their expectations of the newly formed Government after this year's vote.

There are dual objectives of the manifesto. The first is the creation and record of the BCC's shared achievements, values and objectives, which both the cleaning industry and the public can use as a reference point for the councils position on all the key issues. The second is a demonstration to policymakers and

business figures of the value that the cleaning industry brings to Britain's economy and society as a whole.

The release of the manifesto has been timed to influence, as much as possible, the preparations of the political parties in the run up to the election (which current predictions suggest will take place in May 2010). The document will also provide a benchmark of progress for the British Cleaning Council in the future, as we are able to monitor the extent which our message has been heeded by future governments and whether further improvements are necessary.

Steve Wright, chairman of The British Cleaning Council, said: "Our manifesto is the result of months of collaboration

between members, it is a true reflection of the wide spectrum of interests and objectives the British Cleaning Council represents."

"But overall, the intention behind this document is that it will help us to continue to pursue our agenda of improving cleanliness, hygiene and health across Britain, by furthering the educational, training and promotional needs of our members. The manifesto will help us to convey and co-ordinate our message clearly and we look forward to hearing the audiences response."

Please check the British Cleaning Councils website for a downloadable version of their manifesto during January 2010.



'Hooray For Handwashing' campaign a huge success

The onset of the swine flu pandemic in 2009 has meant that keeping children clean and instilling good hygiene practices in schools has never been more important. As the Autumn 2009 term commenced, nursery and primary school teachers inundated the UK Cleaning Products Industry Association (UKCPI) with orders of copies of their free teaching pack *Hooray for Handwashing* with over 10,000 copies requested in a matter of weeks.

"We have been rushed off our feet with the demand," said the UKCPI's Louise Clarke, who manages the Association's offices. "The number of requests meant that we had to reprint several thousand copies. It was pleasing to see that many teachers chose to download the new mono versions of the booklet and poster for children to colour in, as they recognise that this pack is an excellent interactive way of raising children's awareness of the importance of good hygiene in school and at home. The lessons in this pack are an excellent way to encourage good habits."

The recently appointed Director General of UKCPI, Mr Philip Malpass added: "Handwashing is considered by many health experts to be the single most important way to reduce the spread of infectious diseases in childhood settings and so we were pleased to be able to provide this information to teachers and their young pupils."

The pack comprises a colourful illustrated 8-page booklet written in rhyme, with a poster and extra teaching notes. The Association plans to print a new and revised version of these notes in 2010.

The UKCPI also supported the objectives of Global Handwashing Day and provided a copy of *Hooray for Handwashing* for guests at a film award ceremony in London's Leicester Square in October.

Hooray for Handwashing's downloadable guide is available from www.ukcpi.org/educationandpublications.html

Chairman's Comment

First of all I would like to wish you all a happy new year from the cleaning industry. Many people will be looking to the new decade as a chance to start anew both personally and in their careers, and I believe that the cleaning industry has much to look forward to. The changes and upheaval of the past decade will continue to shape our everyday lives in ways which are difficult to predict, nevertheless here are my thoughts on what lies ahead for our industry.

Although the internet has revolutionised all our lives, we have yet to realise this relatively new technologies full potential. There is no reason why the cleaning industry shouldn't be at the forefront of this progression and evolution, as we work smarter, faster and forge better connections with the people we work with.

Midway through the last decade, London was honoured to be selected as host city of the Olympic Games and it's amazing to think that the torch will arrive in the capital in just under 30 months. This event gives us a huge opportunity to demonstrate the capabilities of British industry, as we develop a robust, sustainable infrastructure in the South-East while showcasing our work ethos to the whole world. The cleaning industry should endeavour to work as closely as possible with LOCOG and the relevant Local Authorities in the run-up to August 2012, making sure that our wealth of experience does not go underutilised and that we take full advantage of the near limitless potential that comes through hosting the games.

While we are still officially in recession, it has been documented recently that public optimism towards the economy and confidence in the Government's ability to steer



Steve Wright

us back into growth is increasing. Financial policy and public opinion seems to have decisively turned against the perceived source of the crash, the financial sector, and moved towards a renewed emphasis on the manufacturing, service and industrial sectors. Termed the 'reindustrialisation' of our economy by the Business Secretary Lord Mandelson, I believe we are now seeing a shift away from a form of capitalism which relies on speculation, consumption and debt towards one that favours innovation, manufacturing and export. The cleaning industry is presented with a huge opportunity to take advantage of these fresh conditions and renewed appreciation for the more traditional ways of economic development; I am sure we will take it.

I believe that we will see an intensification of the rush to adopt sustainable business practices in the coming years. Efforts along these lines occasionally meet resistance due to the misconception that they will result in increased costs for businesses; while this is sometimes true in the short-term, long-term efficiency savings lead to savings which are crucial for sound businesses. Meanwhile, the Copenhagen summit dominated much of the headlines towards the end of 2009. While the evidence which supports manmade global warming has taken a slight knock recently, it remains that an overwhelming majority of leading scientists support the key findings of climate orthodoxy. We will all have to make big changes to our behaviour in the coming years if we are to tackle the problem effectively.

The turn of a decade is an appropriate time to bring change to 'the voice' magazine and this month we have several new and exclusive features. There are interviews with the Chair of BACHE Catherine Anderson, as she outlines the challenges she faces in her new role as a manager at Liverpool University in implementing change on a large scale. Marius Coulon of NAWBW speaks about conditions in the wheeled bin washing sector and offers his ideas on how additional legislation and enforcement would benefit us all. A news analysis section has also been added, where we discuss the recent citation of HSE's work by David Cameron and whether this could put him on collision course with them should he be elected this year. There is also plenty of other news and features from all of our members but I won't spoil the surprise.

[Enjoy the read](#)

Steve Wright
Chairman

The British Toilet Association announce winners at annual awards

McDonald's won the much coveted UK Overall Winners Trophy at the Loo of the Year Awards held at the beginning of December in Birmingham. The Awards, now in their 22nd year, recognise and reward high standards in the provision of public amenities across the UK.

Mike Bone, the awards managing director, reflected on their victory: "The UK's restaurant and hospitality sectors are placing increasing importance on the provision of first class toilets that contain the facilities their customers need and expect when visiting their premises. McDonald's has continued to improve the quality of their customer toilets since winning National Awards in previous years.

Entries for the 2009 Loo of the Year Awards remained at a high level despite the economic climate, with over 1,500 entries received. Standards in Awards entrant's toilets are also improving: 58%

of the total entries achieved the top 5 Star grading (up from 42% in 2008).

Other major UK Trophy Winners included TC Contractors for individual category entries, Brighton and Hove City Council for public toilet entries, J D Wetherspoon for corporate provider entries, East Lothian Council for accessible facilities, South Lanarkshire Council for adult/child changing facilities, ASDA for babychange facilities and The Camping & Caravanning Club for family friendly facilities.

Trophy winners in the associated Attendant of the Year Awards (awarded to the cleaners who maintain the UK's toilets) were: Brighton & Hove City Council (individual attendant team), Butlins (in-house cleaning team) and Healthmatic (external contractor team).

The 2009 Awards were run in association with Headline Sponsor Airdri, the UK based manufacturer of warm air dryers. Additional sponsorship was provided by Remploy and The British Cleaning Council. The four national tourism bodies - Enjoy England, Visit Scotland, Visit Wales and The Northern Ireland Tourist Board also continued their support.

For further information and a full list of winners please go to www.loo.co.uk/



BCC Chairman Steve Wright with Paul Daniels who provided the ceremonies entertainment

News Analysis

David Cameron, Leader of the Conservative Party, took on excessive health and safety law during a keynote speech at the start of December when he announced that a Conservative government, if elected, would launch a review of the "straitjacket" of health and safety rules that "stifle" people's judgment.



Drawing on a series of stories that have featured in the tabloid press, he cited the forcing of children to wear goggles when they play conkers, banning trainee hairdressers from using scissors and staff at a railway station who were unable to help a young mother carry her baby's buggy because

they were not insured. The media keenly reported the address, which was viewed by political commentators as an attempt to shore up his core support through a pledge to end Britain's "over-the-top health and safety culture".

But how accurate are these examples? And does portraying Health and Safety legislation a "straitjacket on personal initiative and responsibility" put the man who is potentially the next Prime Minister at odds with the Health and Safety Executive (HSE)?

As I attempted to answer these questions, I was surprised at how straightforward it was to challenge the claims Mr Cameron made. His examples had already been collected and neatly displayed on the front page of the HSE's website, probably to pre-empt the fact that at some point in the future these myths would be cited in the media or by a politician. Not only are they chronologically arranged and systematically debunked, the HSE even offers free downloadable posters (see image above for an example) to print off and post in the workplace to remind people that examples like these do not reflect the realities of health and safety law.

The problem the HSE faces is that excessive caution by a few people is sometimes reported as if it was law, and is then used by anyone who wants to score cheap points through attacking the work that the HSE does. There is also the more serious point that these assertions put Mr Cameron potentially at odds with the HSE. Early last year, Judith Hackitt Chairwoman of the HSE, was asked by the Times to comment on some of the outlandish claims made about the HSE: "Forget about conkers" she says, "and let's focus on the real problems. The fuss about health and safety, she says, makes it so much harder to promote Health and Safety".

As a rule, UK health and safety legislation is only aimed at protecting employees from workplace hazards, and for the cleaning industry a relevant example is their regulation of the use of ladders. To mitigate their risk, the HSE offers safe ladder training courses and opportunities to exchange old ladder equipment.

The reasoning behind the HSE's focus is sound; every year around 15 people die from falling off ladders while another 1,200 are seriously injured. Meanwhile, the HSE offers full guidance on how to reduce the risk of slips and trips in the workplace, with everything from good working practices to recommendations on suitable footwear. Again, this is in

ABCD ushers in new era for Facilities Management

The Association of Building Cleaning Service Providers hosted their Managers Day with FM Guru on 18th November at Manchester United Football Club in Old Trafford, Manchester. The fully attended event addressed issues currently impacting managers who work for or with Local Authorities included sections on stakeholder analysis, commercial focus, plenary awareness, communication and better implementation of change. The attendees were given several reading resources to follow up, while the various approaches to overcoming difficult challenges and upheaval were emphasised throughout the day.

One of the attendees, who approached Facilities Management with little knowledge of the sector, reflected on the course. 'This event really opened my eyes to the transition which is occurring in the Facilities Management sector. Professionals in this area are no longer expected to focus on one thing, cleaning or waste disposal for example. Instead they are expected to be able to ably turn their hand to the challenges being added to the workload of a modern manager. Today was a great opportunity for workers to broaden their skill set, and the event really demonstrated the array of opportunities available to workers to maximise their roles.

Specifically, I found the section on entrepreneurship and implementing change particularly effective. Facilities Managers are now expected to increase their budgets by adopting an entrepreneurial attitude to all the resources available to them. This can manifest itself in many ways; branching out to managing the post-room or readying their commercial space for use in other activities such as conferences or training days. Meanwhile, the reassessment of the modern managers role will necessitate the need for change at all levels, which will need to be implemented in a way which minimises unnecessary disruption and reduces worker resistance. The day offered plenty of practical solutions to all of these challenges; and the Manchester United stadium tour was such fun!

For further information on the day please see ABCD's [website](#)
For further information on the day's content please see FM Guru's [website](#)



response to a significant number of accidents; there were nearly 11,000 reported incidents of workplace falls in 2007, costing UK industry an estimated £800 million through absenteeism and compensation.

Hyperbole is used all too often in the modern media, but it is no exaggeration that the HSE's work is a matter of life and death. As Ms Hackitt explains, these attempts to gain political capital at their expense only make it harder for them to promote messages of health and safety and reduce workplace death and injury.

When looking for common ground between the two figures, it should be noted that there was a telling sentence at the end of David Cameron's speech: "There is no such thing as a risk-free environment and there will always be times when it will be necessary to protect people from risks to their safety." I am sure Ms Hackitt would concur with this sentiment entirely.

Question Time:

Catherine Anderson, Chair of BACHE



Catherine Anderson, Chair of the British Association of Cleaning in Higher Education, talks about reducing costs, the importance of mediation during times of change and how the industry can turn around negative publicity.

What were the main challenges you identified when you began your role as the Director of Residential & Leisure Services at the University of Liverpool?

'I realised early on that changes would have to be made. The University's halls of residence are all between 40 and 50 years old and many were in a poor state of repair. Renovations were needed urgently, but student rent levels are subject to market forces which made it unworkable to raise the money for repairs this way. We were forced to look at other ways of reducing money for investment'

What were the key changes you brought in at the University to reduce costs?

'Most universities removed room cleaning in their Halls of Residence over 10 years ago, but at Liverpool we were still cleaning rooms once per week. If we reduced this service it would provide an opportunity to save expenditure without adversely affecting the student experience. We undertook a detailed study of the space to be cleaned in the Halls, then applied industry cleaning standard times and specifications to those areas to build up the required total cleaning hours for the Residential Estate. This resulted in a 35% reduction in the hours employed, which reduced our wage bill substantially.

How were reductions to staff's hours received by your workers?

'The transition has been very smooth as the reduction in hours was achieved through a voluntary disengagement scheme, which almost matched the required reduction. Because of this, there was very little disturbance to the staff and most remained in their existing location, which helped the transition immensely and enabled most cleaning teams to remain stable'.

Were there any problems implementing this increased workload onto staff?

'There were no parts of the change that were greeted with great resistance. There have been some small teething problems with staff taking time to get used to their new work areas and the times allowed for certain activities. Staff concerns are dealt with by holding meetings once a fortnight. Formal minutes are taken of these meetings and actions are agreed these will be reviewed at a formal review meeting with the Trades Unions that's planned to take place three months after implementation. It has already been identified that there may be a need to increase the hours worked in one area, but that will probably be the most major outcome from the review. But these meetings help tailor our working practices so that these issues are addressed.'

How did you overcome any resistance from staff or the unions?

'There was a strong feeling amongst the staff that students would not be happy with a reduced service, and the reduced contact with the domestic staff which

would decrease the pastoral aspects of the role. However, as the changes were accompanied by a voluntary workforce reduction scheme these objections eventually subsided. The most important part of making the changes work successfully was by working closely with the Trades Unions so that there was constant dialogue between them and the staff. It was also important that the review process was put in place and a methodology for staff to convey their concerns so that they could be dealt with and not fester.

What you have done differently if you could return to the first day of your role?

'Nothing; I think it went well and the short timescale meant that everyone had to work speedily and decisions made quickly. Change that takes too long can be undermined'.

Finally, what single thing do you think would improve the status and prestige of the cleaning industry?

'The industry should do more to increase the support and backing when the importance of the industry comes to the fore. Recent publicity about unclean hospitals, hotel rooms and the control of Swine Flu has brought to the fore the importance of good cleaning. This needs to be built upon and cleaning marketed as a profession with professional standards. Cleaning is an invisible service, until things go wrong when it becomes very visible. These stories always tend to be turned into negative publicity, as good cleaning and infection control is taken for granted'.

Enhanced Capital Allowance for Water Saving Schemes Announced

The CSSA and ICMMA have announced that following a joint initiative, enhanced capital allowances are now available for a wider range of walk behind and ride on scrubber driers. The Enhanced Capital Allowance Scheme enables businesses to claim 100% first year capital allowances on investments in technologies and products that encourage sustainable water use. Businesses are now able to write off the whole cost of their investment against their taxable profits of the period during which they make the investment.

Manufacturers should apply to Defra with evidence that their products meet these criteria in order to appear on the Water Technology List. Evidence to support claims will take the form of test results provided by the manufacturer or an independent testing organisation.

Andrew Large (Chief Executive of the CSSA and Secretary of ICMMA) commented on the announcement of the new criteria: "The water technology list is an excellent initiative that enables the purchasers of water efficient equipment to benefit from 100% capital allowances. I strongly encourage all cleaning organisations to consider the purchase of machines from the list and all manufacturers to apply with as many machines as they feel meet the criteria."

"The cleaning industry is committed to managing its environmental impacts in a sustainable way, and this initiative is a positive demonstration of that commitment."

More details on the scheme can be found from:

<http://www.eca-water.gov.uk>.

CIEH reports early success in their new cleaning in food premises qualification



CIEH reports early success in their new cleaning in food premises qualification

Earlier this year the Chartered Institute of Environmental Health launched their new Level 2 Award in Cleaning in Food Premises.

The qualification was launched after research found cleaners had an integral role in controlling the food safety hazards and risks associated with cross-contamination of food premises.

Cross-contamination is one of the most common risk factors reported in outbreaks of food poisoning in the kitchen and can be reduced through effective cleaning to help get rid of harmful bacteria and stop them spreading to food. The qualification introduces cleaners to the hazards associated with food and how to control the associated risks.

Its core topics covered over the one-day schedule include the need for proper preparation when commencing cleaning operations, the methods and materials used in cleaning and the importance of measuring the impact of the cleaning. The knowledge candidates accumulate over the course of the day is then tested in an exam.

Trainers of the programme have reported favourably on the new qualification. Joyce Milne, Curriculum Coordinator at the Hospitality department of Croydon College said: "I was impressed by the specification that the CIEH sent out. We already offer food safety qualifications with the CIEH and I've taken part in their Train the Trainer programmes, which are excellent, but we were interested in finding a course with more of an emphasis on cleaning and the benefits that cleaning can bring to businesses. There aren't many short courses on cleaning around so the CIEH course really stood out.

"We're hoping that the qualification really takes off. It is vital to make sure that your business is in line with hygiene laws and registering for a cleaning qualification shows that you are taking the law seriously."

Further information for those interested in delivering or studying the Level 2 Award in Cleaning in Food Premises is available on www.cieh.org/training

The voice will feature in-depth case studies and interviews of workers that have participated in the training in its spring edition.



Clean Britain Awards 2010/11 set to be launched

Harvey Sugden, CIWM's Business Development Manager

Building on the success and momentum of the 2008/09 Clean Britain Awards, the 2010/11 program is about to launch with an exciting announcement.

Although awards will be promoted once again by the British Cleaning Council, the Chartered Institution of Wastes Management will be taking over the overall management and running of the awards.

How does this effect the Awards? In terms of the ethos of the awards and what they represent, the mission statement remains the same; to help put the civic pride back into Britain. The Awards will encourage every town, city and district in the UK to get involved and in this celebration of environmental quality standards.

Cleanliness issues have a huge impact on peoples quality of public life and the focus of Clean Britain Awards is to strive to engage the whole community, as potential entrants to the scheme and as potential beneficiaries through the positive publicity generated for each successful Local Authority.

By promoting the awards through the CIWM and with the support and backing of Keep Britain Tidy, the key aim of the 2010/11 Awards are to raise their profile and to recognise and reward excellence and achievement in Local Authority Street Cleansing.

Applications are now being accepted via the website (www.cleanbritainawards.co.uk) where a

full list of entrance categories and criteria can be found. Each entry will receive a minimum half day visit from a Clean Britain Award judge, who will be looking at specific inspection criteria based on the standards of cleanliness where there is general public access. They will also receive a detailed summary report following the announcement of the winners.

The presentation ceremony will take place at a Gala Luncheon on the opening day of the Cleaning Show, in March 2011 at the NEC, Birmingham.

For further details on this event please e-mail cleanbritain@ciwm.co.uk or contact Harvey Sugden on 01604 620426



Keep Britain Tidy by designing a bin bag

If you thought bin bags only came in classic black, then its time for a rethink. Spring 2010 will see volunteers for Keep Britain Tidy's 'Big Tidy Up' Campaign accessorised with an innovative binbag design as they collect litter in their local area.

Keep Britain Tidy have opened up a competition for bin bag designers that are creative, inspirational, funky and fresh. The winner will see their own bag design produced in its thousands through the Big Tidy Up's Kits, which will assist volunteers in cleaning up their local area.

asset  skills

Launch Public Service Skills Framework

Asset Skills, the Sector Skills Council for facilities management, housing, cleaning, parking and property, has launched a new Public Service Framework programme specifically for employees providing support services to the public sector.

The Framework is designed for both workers employed directly by the public sector as well as those in private sector sub-contract organisations, who will have some contact with customers and the public as part of their role. It is also available to facilities companies providing services to the public sector on an outsourcing basis. The (PSSF) is for workers such as cleaners, porters or caretakers who are in frequent contact with the public, yet receive no formal training in customer service because has hitherto not been considered part of their core job.

Asset Skills has worked with employers, trades unions, awarding bodies, learning providers and others to develop and pilot the Framework. Consultations have revealed extensive support for the initiative, to the extent that the scheme has been extended to a series of

Foundation Learning Tier qualifications called 'Get on at Work' (see below). These come with teaching and learning materials (developed by unionlearn, the TUC's learning and skills organisation) which will be available free of charge.

To launch the PSSF framework and GoAW to employers, trades unions, potential learners, skills advisers, funding bodies and other stakeholders, asset skills has set up a series of informal and participative seminars that will outline the initiative and provide a forum to share information for all parties in attendance. The dates of these events are:

28 January: Birmingham
03 February: Bristol
09 February: Southampton
23 February: Peterborough
09 March: Newcastle
16 March: Manchester
31 March: London

Further information on these events and on the PSSF Scheme can be found by emailing: pssf@assetskills.org or by calling the information hotline: 0845 678 2 888

Federation of Window Cleaners host Annual Trade Show



An estimated 300 people attended The Federation of Window Cleaners annual trade show at the De Vere Hotel in Blackpool on 9th of October. They managed to attract several new members to the Federation and sold numerous DVD's of their new window cleaning safety production throughout the course of the day.

The window cleaning competition, presented by speed cleaner Terry Turbo Burrows, was also a huge success. Terry also managed to beat his own world record as the worlds fastest window cleaner, shaving 0.1 seconds off his time of 9.24 seconds to clean three windows and rewrite the record books once again. The days activities also raised money for a number of charities, including water for Africa and Cerebral Palsy.

Please see <http://www.nfmwc.com/> for more information and photos of the day.

Tidy Wales Awards winners announced

Since their launch in 1990, the Tidy Wales Award ceremonies have recognised individuals, businesses, schools and voluntary organisations that have gone the extra mile to make real and lasting improvements to their local areas. The awards are administered by Keep Wales Tidy and sponsored by Environment Agency Wales. This year, over 100 deserving entries were received and the ten category winners were each awarded a cash prize of £250.

The overall winners were the Flintshire Neighbourhood Watch Association's Eco Watch Rangers who were presented with

the coveted Tidy Wales Award Trophy as well as an additional cheque for £500 by Lord Elis-Thomas, Presiding Officer for the National Assembly for Wales. Since they were formed last year the Flintshire Neighbourhood Watch Association has seen its number of volunteer rangers grow to over 300 young members and have removed 500 bags of rubbish and 150 bags of glass, cans and plastic from towns and villages across the county.

Please check the KWT website for further information on all the participants: www.keepwalestidy.org

Call for enforced regulations by the NAWBW

Marius Coulon, General Secretary of the National Association of Wheeled Bin Washers (NAWBW), has been involved with wheeled bin cleaning for 13 years and is succinct when I ask him about the most pressing issues currently affecting his sector.

"At the moment the sector is largely unregulated so we have no idea how many businesses are employing bad practices as they operate under the radar. This can have some terribly destructive consequences for the environment and public health. To give you a worst case scenario, a wheeled bin washer could use toxic chemicals to clean his clients bin then pour them directly into public sewers when he is finished. Meanwhile, profligacy with water supplies exacerbates any shortages and puts a strain on the public's resources. And these guys leave a terrible mess in the streets, to which responsibility falls on the council or local authority to sort out, when their attentions would surely be better deployed elsewhere."

What do you think would be the best way to help the industry? 'I think that if there were a greater number of enforcers from the Environmental Agency available to stamp out bad practice, we would see a serious improvement across the sector. Unfortunately, I am not sure the Environmental Agency currently has the resources to do this effectively. They tend to focus more on large-scale, high profile incidents of pollution, such as factories contaminating rivers or lakes. We feel this policy is amiss, bad practice in our industry has an accumulative effect on the environment which is just as dangerous.

Marius also sees Local Authorities as having a role to play: 'Councils now fine people for failing to heed the rules regarding their wheelie bins, why not have the civil enforcement officers take action against the cleaners too?'

I asked Marius about the advantages of joining the NAWBW. 'Our main goal is legitimacy for all operators, so they take a



Marius Coulon General Secretary of NAWBW

sustainable approach to the way they work. There are three ways that we make sure all prospective members are right for us. First of all we ask that they register with their local council, so that they are licensed to carry out their work. Secondly, we ask that they disclose themselves to their local water supplier who will ensure that a chemical analysis sheet has been supplied, that they are using the right equipment and depositing the waste liquid in an authorised drain. Thirdly, we make sure that they are registered with the environmental agency and have a Waste Carriers Licence to make sure all of their guidelines on wheeled bin cleaning are followed. These rules were a big step for our industry in helping to prevent pollution, and we worked closely with them when they were recently updated. But I think the next logical stage is that they should become a law that is enforced by their officers. This is crucial if our sector is to continue to move forward.

As always, the people who are doing things properly are put at a competitive disadvantage if the sector is not policed. Members of the NAWBW should be rewarded for the way we do things and not overtaken by unscrupulous operators, which is what we are seeing at the moment'.

Marius Coulon was in conversation with Peter Carrol, press officer at the British Cleaning Council.



NCCA Announce Training Schedule for 2010

The National Carpet Cleaners Association are holding training courses throughout 2010. The two-day events are aimed at both newcomers to the business as well as more experienced professionals, who may wish to extend, or update, their technical skills and knowledge.

The impartial training gives experience on the full spectrum of carpet and soft furnishing cleaning techniques, equipment currently available within the industry and has an added bonus of NCCA membership at the end of the course.

The course will be led by Paul Pearce and Pawlo Woloszyn (Directors of the NCCA) who are practicing carpet cleaners in regular contact with customers and their problems. As a result, participants are able to reap the benefit of their combined experience and thus avoid the pitfalls which await the unprepared.

NCCA Training Courses Dates during 2010 are as follows:

Carpet and Upholstery Cleaning Courses

January 22nd & 23rd
April 9th & 10th
June 25th & 26th
August 20th & 21st
October 29th & 30th

(Courses held at NSPCC Training Centre, Leicester)

Spot & Stain Course (venue to be confirmed)

February 26th
October 22nd

Please see the NCCA website for further details.

NEWS ROUND-UP

The UK Housekeepers Association (UKHA)

25th Anniversary Summer Ball takes place on Saturday, 3rd July 2010 at The Landmark Hotel, London

The UKHA are celebrating their 25th Anniversary at the Landmark Hotel in Marylebone, London. Please contact Lynn.Yambao@ukha.co.uk if you would like to attend, while sponsorship opportunities can still be discussed with the National Chair: lan.Hughes@ukha.co.uk

Worshipful Company of Environmental Cleaners (WCEC)

The Worshipful Company of Environmental Cleaners application to achieve Royal Charter status has now been endorsed by members of the British Cleaning Council and is ongoing.

Their petition is an attempt to gain recognition for the pre-eminence, stability and permanence of the WCEC, virtues to which the company has been able to lay claim to for a number of years. The outcome of this application is expected soon their will be an update in the next edition of the voice.

Golden Service Awardswinners revealed

The winners of the BCC sponsored 2009 Golden Service Awards were announced at the Lancaster London hotel during a glittering ceremony on Friday 30th October 2009.

More than 500 professionals from the cleaning industry attended the event, which consisted of a lunch followed by a performance by comedian Jason Manford and the announcement of the 16 winners who delivered excellence within the cleaning sector in 2009.

A full list of Awardees and a photographic gallery can be found at www.goldenserviceawards.co.uk

Tendering procedure for the 2012 Olympics launched

The tendering process for cleaning and waste management contracts for the 2012 games has recently been opened to the public through LOCOGS new site competefor.com. This is a free service that enables businesses to tender for contract opportunities linked to the London 2012 Games.

The new website also offers focused business support, through the national Business Link network, helping to boost the long-term competitiveness businesses.

Any business can register on CompeteFor: it's free of charge and allows access thousands of contract cleaning and facilities management opportunities. www.competefor.com/business

British institute of Cleaning Science

BICSc held their Annual Awards Dinner on the 24th September. After an afternoon workshop session on practical business solutions, the evening's entertainment commenced with a champagne reception followed by the Awards. Former boxer John Conteh compered the proceedings as guests raised £1,150 for Starlight Childrens Foundation.

Afterwards, Lynn Webster gave her first speech as BICSc newly elected Chair.

A full set of pictures from the evening are available at: www.bics.org.uk

CIWM Awards winners announced

The annual CIWM Awards for Environmental Excellence took place on Wednesday 11th November at the Dorchester Hotel, Park Lane London. This year the event was hosted by entrepreneur and TV's Dragons' Den investor Deborah Meaden, as the high achievers across the sector were recognised for the quality of their work. Further information and photographs on this event can be found on the Awards

www.ciwm.co.uk/pm/818

BACS Training Day

BACS hosted another course in its series of surfactants training courses, which are designed for non-chemists or chemists with a limited knowledge of surfactants, with the new course aimed to provide a basic understanding of their functions and applications.

The first presentation of this course took place on Wednesday 25 November at the Manchester Conference Centre, while further sessions are planned throughout 2010. A more advanced course, 'Surfactants and their applications' and 'Formulation and surfactants' is in preparation; details on both of these events will be released in early 2010.

For further information please contact the BACS office at enquiries@bacsnet.org

Cleaning & Hygiene Suppliers' Association

The CHSA held another business seminar in November, addressing the issue of sustainability in the cleaning industry.

Hosted in partnership with JohnsonDiversey UK Ltd in Northampton, the event saw several high profile speakers outline how sustainable thinking can be applied to all phases of the product life-cycle, from product design to manufacture, usage and disposal. They demonstrated how their approaches not only reduce the impact businesses have on the environment but can guard the health and well-being of customers and consumers.

Please see CHSA's website for further information: www.chsa.co.uk

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



BCC Website:

www.britishcleaningcouncil.org

Member websites:

asset skills

www.assetskills.org



www.abcdsp.org



www.bache.org.uk



www.bacsnet.org



www.bics.org.uk



www.britloos.co.uk



www.cieh.org



www.ciwm.co.uk



www.chsa.co.uk



www.cleaningindustry.org



www.KeepBritaintidy.org



www.icmma.org.uk



www.KeepWalestidy.org



www.nawbw.co.uk



www.ncca.co.uk



www.f-w-c.co.uk



www.ukcpi.org



www.ukha.co.uk



www.environmental-cleaners.com