



## The British Cleaning Council Launches 2010 Manifesto

### Manifesto 2010

The British Cleaning Council have launched their first ever manifesto at the Houses of Parliament. BCC Chairman, Steve Wright, was accompanied by Neil Turner MP, as they marked the occasion underneath the capitals landmarks of Westminster.

Neil Turner, Member of Parliament for Wigan, said: "I know that every MP gets bombarded by their constituents about the state of their environment with messages on how they think it needs to be improved. This manifesto will help raise awareness amongst politicians about the importance of this issue in the run-up to the election, and we hope that all MP's heed the public and give this area the attention it deserves."

The manifesto was the 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



Neil Turner MP with Steve Wright

the newly formed Government after this year's vote.

Steve Wright said: "We are delighted to be able to launch our manifesto alongside an MP with Neil's background. He has had a long and distinguished history of supporting public hygiene through Keep Britain Tidy and we believe he is the perfect candidate to help us garner support for our cause. It is also pleasing to finally be able to release our manifesto publicly; it is the end of a long process of consultation and collaboration between all our nineteen members. We hope that our manifesto will help us to continue to improve cleanliness, hygiene and health across Britain, and we look forward to hearing the audience response."

A downloadable version of the British Cleaning Councils manifesto is available from their website:

[www.britishcleaningcouncil.org/bcc\\_manifesto.pdf](http://www.britishcleaningcouncil.org/bcc_manifesto.pdf)

## Portillo leads Cleaning Conference line-up

The British Cleaning Council have released details of their Cleaning Conference, due to take place on 5 October at the CBI Centre in London's West end.

After searching across business, government and the media, the BCC has assembled a diverse line-up of industry leaders to offer attendees the very best and brightest speakers around, covering topics that will ensure they gain a broad, fresh and invaluable insight into the business-critical challenges that lay ahead. The core theme guiding the day will be 'profiting from the recovery' and attendees will be exposed to the most efficient and productive strategies to achieve success during the economic upturn.

Confirmed speakers include the Minister

for Business, Ian Lucas. Industry figures include Pedro Chidichimo of JohnsonDiversey, who will be speaking about sustainability in business, and Chris Cracknell of OCS Group who will convey his thoughts on the importance of training and development during a recession. There will also be a session hosted by journalist and former Cabinet Minister Michael Portillo, who will give his verdict on the political environment at that time.

Steve Wright, Chairman of the British Cleaning Council, said: "We are delighted to offer cleaning professionals the opportunity to attend our inaugural Cleaning Conference. The day will include sessions that will equip attendees with the vital business-intelligence needed to progress in our industry, in addition to

offering unrivalled access to content, speakers and networking opportunities."

Tickets for the cleaning conference are still available from the British Cleaning Council website, priced at £99, available from

[www.britishcleaningcouncil.org/cleaningconference.html](http://www.britishcleaningcouncil.org/cleaningconference.html)

Tenders from business for sponsorship packages for the day are also being invited; please contact: [press@britishcleaningcouncil.org](mailto:press@britishcleaningcouncil.org) for further details.



Michael Portillo

## Chairman's Column

Hello and welcome to the spring 2010 edition of the voice. Much has happened over the past three months amongst the British Cleaning Councils members, the only difficulty in the creation of this quarter's edition has been giving fair coverage to everyone. Since launching our manifesto at Westminster during March, as featured on the front page, we have received a lot of valuable feedback from many sections of our industry, all of which will help shape the ethos of the Council in the years to come. We also released details of our cleaning conference in October, which will feature speeches from the Secretary for Business, alongside former Cabinet Minister Michael Portillo. The insights and perspectives offered by Mr Portillo on the new government will be an invaluable resource to all those in attendance; combined with the stellar line-up already in place from the business world, it looks set to be a day which should not be missed.

We have also included several features on our member's efforts during the first quarter of this year. Carpex and Windex reported another strong year for their Coventry based event, with over 3,000 attendees visiting the FWA/NCCA showcase. We report on a fascinating survey commissioned by Asset Skills, which identified employers within facilities management as being among the



BCC Chairman Steve Wright

most committed to training across the industries. We also cover CHSA's efforts to help mitigate the effects of product mislabelling, and Ian Hughes, Chair of the UKHA, offers his thoughts on the state of the British hospitality industry.

The smoking embers of the financial crisis have caused much introspection from

economists on how best to rebalance the British economy and reduce our exposure to the volatilities of the markets. With this in mind, the news analysis section of the magazine turns its attention to government policy on British production, offering some ideas on how best to facilitate its expansion. The manufacturing sector is one of the key drivers for the cleaning industry; government policy will have a crucial role in dictating its progress and everyone involved in our industry will be following our leader's movements with interest as the post-recession environment takes shape.

I will end on a personal note, as this is my last column as Chairman of the British Cleaning Council with my three year tenure coming to its end. It's been a wonderful experience; I hope you will agree with me that both the industry and our council are in excellent shape for the challenges that lay ahead. I am sure you will all bestow my successor with the same support and enthusiasm that I have enjoyed during my time and I offer my sincere thanks to everyone who continues to contribute to our industries success.

Enjoy the read.

Steve Wright  
Chairman

## Qualifications reform to simplify system for cleaning employers



Asset Skills is supporting a new website that aims to raise awareness of a large scale overhaul of sector-based qualifications.

Many employers have already had substantial input to the development of these qualifications, and the new website is part of a joint project between Business Link and the Department for Business, Innovation and Skills, designed to ensure that businesses remain at the heart of the changes.

Chief Executive of Asset Skills, Richard Beamish, said: "As the Sector Skills Council for FM and cleaning, it is our job to ensure industry is fully aware of the changes currently underway in vocational qualifications. The overhaul

aims to make training easier for employers to understand and more user friendly to learners."

Vocational qualifications in facilities management and cleaning are undergoing change as part of a wider reform of qualifications across all sectors. The new streamlined structures will continue to reflect best practice across both industries, as well as capturing new skills training in areas such as infection control cleaning, energy management, carbon reduction and sustainability.

Skills & Further Education Minister, Kevin Brennan, said: "Employers are now looking to put themselves in the best position to take up the opportunities of growth – skills will be crucial to taking on that challenge. That is why we are simplifying and modernising the system of vocational qualifications and I believe

these changes will be invaluable to businesses and learners alike. For anyone who wants to get the skills they need into their business or take up training opportunities themselves, the new website gives them a great opportunity to find out more."

The new set of bite-size qualifications will be easier to understand and access and have simpler titles with clear indicators of size, level of difficulty and content. The Government believes that these new qualifications will help to build a better skilled workforce - leading to improved retention rates and increased profitability across all industries.

Employers who are interested should visit [www.businesslink.gov.uk/vocationalqualifications](http://www.businesslink.gov.uk/vocationalqualifications), while more information on Asset Skills' work is available via [www.assetskills.org](http://www.assetskills.org)

# News Analysis: Bringing the British manufacturing sector back to life

At the end of 2008, Lord Mandelson, the Secretary of State for Business, gave a monumental speech about Governments relationship with the British manufacturing industry, setting out plans for what he termed a new age of "industrial activism". In his wake, the Conservative party also committed themselves to placing manufacturing at the centre of their economic policy should they prove to be the victors in fast-approaching general election. George Osborne, the shadow chancellor, outlined his parties "new economic model" which he claimed would "get Britain making things again", while David Cameron, leader of the Conservative Party, offered his support for a new multimillion pound "prize for engineering", which aims to resuscitate Britain's role as a technological and manufacturing powerhouse.

Labour fired back that they have already set in motion the measures that will stimulate the countries manufacturing base. Last year they launched a series of policies, including the new innovation investment fund, which provides capital for SME's and larger businesses who can demonstrate their potential in the sector.

Beyond the usual knockabout of party politicking, those familiar with this section of the economy will likely be sceptical at both party's claims that they are the real champions of manufacturing. The sector has seen a devastating decline over the years, for which both parties should share blame. In 1978 there were 7.1 million employed in manufacturing; by 2009 that number had fallen to 3 million<sup>1</sup>. The impact of this has been reduced in some regions by an expanded public sector, but in the 'age of austerity' it is no longer possible to rely on government-led job creation to mask the decline in the production economy.

So what should be done to further support the manufacturing sector? The answer lies in a mixture of fiscal policy and government regulation. Beginning with the financial, the high value of the pound between 1997 and 2007 made exports dearer, and industry struggled to compete with overseas markets as we witnessed a steady deterioration in the UK's trade balance. The logical assumption is that foreign imports will now be priced out of our domestic market by our falling pound, as British exports become more attractive to buyers from overseas. Low interest rates and a devalued sterling

will assist manufacturers in keeping new investment costs down and labour costs low.

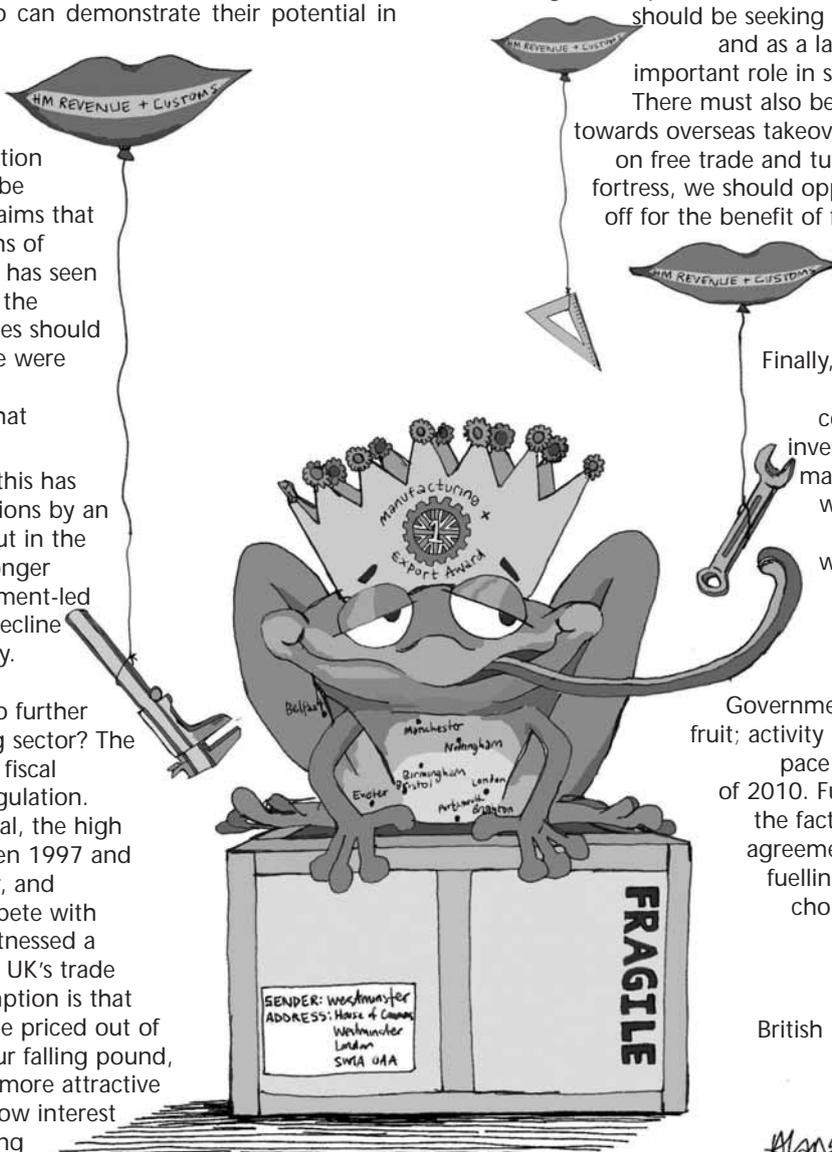
Meanwhile, raising taxes or cutting public spending squeezes consumer demand and government investment, leaving more room for a private-sector led recovery which is driven by manufacturing and exports. Changes can also be led through intervention in the market; the government can use its large-stakes in the banks to force additional investment in the domestic manufacturing sector. In these stringent times, how the Government chooses to invest its limited funds is also crucial, and the disparate strains within manufacturing will have to fight to present a convincing case to win government support. Irish style tax-breaks to attract new business developments and private investment would also be welcomed.

Governments can also make a huge difference in their capacity as regulators, purchasers and suppliers. Our next government should be seeking to actively support innovation, and as a large customer they can play an important role in supporting early stage markets. There must also be a re-evaluation of our policies towards overseas takeovers. Without turning our backs on free trade and turning Britain into an economic fortress, we should oppose UK companies being sold off for the benefit of foreign investors, who will ride roughshod over the rights of employees and our industrial infrastructure.

Finally, the language of our leaders is crucial; positive rhetoric instils confidence in those considering investing in the UK. Manufacturers making investment commitments will be doing so on a long-term basis, and will be more willing when they are comfortable that those in power are planning to offer them lasting support.

However, it appears as though Government policies are already bearing fruit; activity in the sector grew at its fastest pace for 15 years in the first month of 2010. Further reassurance comes from the fact that, at last, we seem to have agreement from across the party lines, fuelling optimism that with the right choices, British manufacturing can rise once again.

<sup>1</sup> Source: The First Post: British Manufacturing, a success story



AlanAE.

# Asset Skills Support New Scheme for Young Cleaners

Cleaning and facilities management employers have been encouraged to take part in a new scheme which offers cleaning apprenticeships for young people. The programme is being run by the training arm of FM and support services company Jarvis, which has funding for 50 apprentices aged 16 to 18 years on the Cleaning and Support Services Apprenticeship.

Asset Skills is calling on employers to participate to ensure the success of the first phase, which starts in April. "This is

really good news for young people, especially at a time of high unemployment," said Karen Waterlow, Facilities Management and Cleaning Specialist at Asset Skills.

"The new Cleaning and Support Services Apprenticeship is an excellent first step in to a range of rewarding careers in the cleaning and FM industries. It is encouraging to see employers collaborating on skills and we would urge others who can offer an apprentice the chance of good quality work experience

and a job at the end of it to get involved."

Employers are being sought all over England but particularly in the following cities - Sunderland, Liverpool, Sheffield, Oldham, Birmingham and London, where pilots are already planned. There is flexibility on alternative locations and Asset Skills would like to hear from potential partners, particularly if an

employer can offer a number of places.

Employers may be involved in the recruitment of the apprentices if they wish, and, providing they are deemed suitable, will be asked to provide a commitment to continue the young person's employment after the 22 week period has been completed. This will be a rolling programme with the first pilot starting in April. Employers can also indicate interest for future phases should they wish.

For more information contact Karen Waterlow by emailing [kwaterlow@assetskills.org](mailto:kwaterlow@assetskills.org) or call 01392 423 399

## CHSA's Mission to Beat the Cheats

Core to the Cleaning and Hygiene Suppliers Association's mandate is their desire to raise industry standards across the sector, providing customers with value for money solutions to their cleaning and hygiene needs.

Current consumer legislation in the form of the Trade Descriptions Act and the Weights and Measures Act are intended to protect the buyer against short measurements or misrepresentation. This, however, is not always the case; an example comes from the fact that there is no mandatory requirement to label soft tissue products in the away from home market, meaning that a product label can

be passed off as being of any length or sheet count.

In order to overcome this challenge and give both CHSA members and their customers an informed choice when buying such products the Association has launched a number of Manufacturing Standard Accreditation Schemes.

Members of these Schemes commit to fully and accurately labelling their products, with agreed measures in place so that customers can buy with confidence. The Schemes are policed by independent inspectors, who have disciplinary powers to address any non-compliance.

When the scheme for plastic refuse sacks was launched, members took the radical step to move away from gauge as a measure of strength. Today's technology allows durability to be built into products regardless of their gauge. Gauge is therefore no longer the key measure of strength that it used to be and association members have devised a 'Fit for Purpose' scale which features on Scheme members labels, also underpinned by a British Standard method of measurement.



Although several manufacturers who are not members of the scheme have copied the scale idea and are passing their products off as meeting its standards, consumers can protect themselves. The guarantee that the product is accurately labelled comes through checking for the scheme logo, pictured above.

With this in mind, 2010 will see members of the CHSA plastic refuse sack scheme embark upon an extensive marketing campaign to help beat the cheats. For more information on the scheme contact Graham Fletcher at CHSA on 10628 478273 or email [secretary@chsa.co.uk](mailto:secretary@chsa.co.uk)



# Interview: Ian Hughes of the UKHA



Alongside credit card providers and discount retailers, the recession has proved to be something of a boon to Britain's hospitality sector, as the vogue for staycations saw many opting for local holidays instead of sunnier climes.

Thanks to the devalued sterling and a surge in the cost of air-travel, many hotels remain full as international travel

remains firmly out of favour. Whether or not the trend endures, Ian Hughes, National Chairman of the United Kingdom Housekeepers Association, feels that the British hotel industry has seized its opportunity, and he expects the sector to thrive for a while longer.

I meet with him in the restaurant of the Devonshire Arms, the hotel he helps manage in the Yorkshire Dales countryside. "We have certainly seen an increase in bookings since the start of the recession," he says, presenting some compelling figures which demonstrate the lack of vacancies at his hotel over the past year. "I think that is down to both how holiday fashions have changed, and the way that hotels were able to prove themselves to a new customer base made up of people who might normally go abroad."

The UKHA was founded in May 1984 by a small, determined group of professional housekeepers. Channelling their enthusiasm with the support of *Caterer and Hotelkeeper Magazine*, the association is now recognised as the most influential voice within housekeeping and accommodation management. After a difficult year for the Association, where London's regional Chair Cliona McNally passed away after a short illness, the association is looking optimistically towards the future, with its 25<sup>th</sup> Anniversary a celebratory ball at the Landmark hotel in Marylebone in July. "The really satisfying aspect of reaching this milestone is the fact that in each of our 25 years we have grown, though increased membership and greater influence. The ball will be a fitting celebration to all we have achieved as we look forward to the next 25 years".

## Training

In addition to his roles in the Devonshire Arms and Chair of the UKHA, Ian also teaches hospitality courses in Huddersfield University and Leeds Metropolitan for two days a week. He believes this enables him to offer a better understanding of what the workforce in the hospitality sector is missing at each level.

Ian highlights the lack of qualified, experienced housekeepers as the biggest challenge facing the hospitality management sector today. Although this has been issue for the past 15 years, he thinks the problem has been exacerbated in the past decade due to insufficient understanding from those controlling vocational qualifications. "The decline began in the early nineties recession. Compared to the current situation, that downturn was much more severe in terms of unemployment and the number of business liquidations. This meant that applicable, relevant and thorough training fell down the list of priorities for many businesses taking on new staff, who were focused on survival. But even when the upturn arrived, many firms did not use their extra resources to invest in the staff, and the decline has actually accelerated in recent years".

Ian highlights the fact that there is now no government funded national diploma for trainee housekeepers, which puts many young people off a career in the sector. He also criticises the content of hospitality management qualification courses for their failure to reflect business needs in the sector, leaving students ill-equipped for the realities of their future career. "At Huddersfield University they do not spend a minute of their 20 hour week learning practical housekeeping skills. This is despite, from my experience, the fact that cleaning will be one of the most important, time-consuming components of their future career. The UKHA would be willing to work with the authorities to help make qualifications more useful to businesses." Ian also believes that the current governments preference for degrees over vocational training qualifications has also damaged the sector; "In my opinion, you don't need a degree to clean".

Ian also feels that many managers working within hospitality do not take housekeeping seriously enough: "I think cleanliness is one of the most important features in the hotel business, not many people will return to a dirty hotel. I don't think this is being fully appreciated by some managers within our sector". This could be rectified by instilling a level of respect in the first stages of people's careers in the sector; again, by offering practical cleaning training as a key part of any preparation for a career in hospitality.

## Ready for the Games?

Aside from their midsummer ball, the UKHA is also looking forward to taking its place on the cleaning advisory board for the London Olympics in 2012. "Alongside many of the other members of the BCC, we met with LOCOG in January. We are a little concerned that there may be inadequate staff numbers during the Games. Our recommendation is at least 3,000 workers operating in Olympic village at the height of the competition. This exceeds LOCOG's indication, but we will take this up with them at the next meeting over the summer".

And with that, he leaves to start another shift, which begins, as always, by making sure the hotel is ready for another busy weekend.



*Bournemouth, one of the cities to benefit from the boom in the British hospitality sector.*

# Case Study: CIEH qualification impresses new trainers

Pui Keung Tsui, an independent health and safety training manager, has seen immediate results since he started offering the new CIEH Level 2 Cleaning Qualification as part of his curriculum to businesses.

After searching around for the ideal cleaning course, he was particularly impressed by the practicality of the qualification the CIEH were offering.

"I had previously offered cleaning courses with other organisations but the courses are often spread over several days, a factor that deters a lot of potential clients. The CIEH Level 2 Qualification is ideal as it lasts one day, which is far more convenient for students. Six students have signed up to the course so far."

Pui Keung Tsui has worked as a part time training manager for six years, but he has worked in the catering industry for even longer, as a waiter and, currently, as a restaurant audit officer.

Commenting on what motivated him to

set up his own training business, Tsui said: "During my time in the catering business I came to realise that there was not enough health and safety training available for employees. I was excited by the prospect of taking my career in a new direction and by the idea of using my own personal experiences and knowledge from the catering industry to drive my career forward. This initial course gave me a fantastic grounding in the skills I would need to run my business. I now advertise my training courses through the CIEH website and most of my business comes through that channel."

As a result of his positive experiences, Tsui is now aiming to study for the CIEH Level 2 Award in Environmental Principles and Best Practice. "The environmental training offered by the CIEH is fantastic. It looks at the environmental side of catering, such as recycling, which is such a topical area. A lot of local councils and businesses need their employees to be trained in the environmental side of catering, so it could be great for my business as well as interesting from a personal perspective."



Commenting on his future plans, Tsui is now looking forward to expanding his business and enjoying all of the opportunities that the future holds: "I really enjoy what I do. I love the flexibility that working as a training manager allows, and am excited by the prospect of travelling a bit more around the country as my business expands."

# Survey shows FM employers are among the most committed to training their staff

New research commissioned by Asset Skills shows facilities management employers are among the most committed to staff training, with more than a third increasing the time devoted to skills development during the recession. The Asset Skills Barometer Project is an ongoing six monthly survey of employers. It asked 43 FM companies about current and emerging challenges with 34% of those questioned spent more time on training compared with 12 months ago, while 11% are spending more money. A significant proportion of businesses (43%) said the level of financial investment remained the same.

"These findings are hugely encouraging and show employers in facilities management are still placing high priority on training despite the tough climate they have been operating in," said Richard Beamish, Chief Executive of Asset Skills, the Sector Skills Council for facilities management. "The industry has just gone through the worst recession for 60 years and yet more than a third of those who

took part in our Barometer Survey recognise how essential staff training and development is to the recovery process.

Nearly half the respondents cited issues such as the low carbon agenda as creating new demands and a need for skills that their existing workforce did not have. In particular, there was a shortage of higher level mechanical and technical skills.

Other notable findings showed 35% of companies are planning to expand into

new areas of activity, though 18% say their staff are not equipped with the right skills and knowledge to undertake this. Elsewhere, the Barometer Survey of 77 cleaning employers showed the time spent on staff training during the downturn rose by a quarter. Although 26% of the companies questioned spent more time on workforce development compared with 12 months ago, 10% spent more money. More than half (56%) said the level of financial investment had remained the same.



# Interview: Harvey Sugden of the Clean Britain Awards

The Clean Britain Awards, now run by CIWM, have opened the field for applications. The competition is as simple as ever: if you think your town, city or district has what it takes to be crowned one of Britain's cleanest, just enter the competition. The judges will then do their assessments while competitors wait to find out if they have achieved the gold, silver or bronze standard.

"The key to the Clean Britain Awards is that it is not trying to replace NI195 [the UK's cleanliness indicator] and it's not an awarding body or a regulator", said Harvey Sugden, the sales and development manager at IWM Business Services tasked with running this year's Awards. "It's not driven by central Government or targets – it is independent, with qualified, experienced judges giving their thoughts on cleanliness. Many local authorities have found that the feedback received from entering the Awards gives them a marker on their achievements and have found that the judges' comments have proven to be an accurate reflection of those of their residents, allowing them to act and address the most pressing issues." The Awards are open for applications until the end of August, and the entry forms are online and require some basic information on processes and practices, any promotional campaigns run, workshops,

plans for the future and any relevant testimonials.

"You just submit your entry and await the judges! And there's no need to prepare for a visit, because not only will you not know it's happening, you won't even know it's happened. The judges will look for litter, graffiti, dog fouling, fly-tipping and fly-posting, highways infrastructure, litter bin management and street furniture; even road markings, signage and leaf fall," Harvey added.



An authority is ultimately rewarded with a star rating and then, after all locations have been judged, the judges will pick the best of the best and award gold, silver and bronze in each of the three categories. One of the three gold award winners will be selected to win the overall prize.

"It is appealing to local authorities, not

only because of the independent feedback they receive but also because of the potential good PR and the fact that it ties back in with their engagement with local residents. It sends out a message that says 'we care as much as you do' and we're doing something about it". Harvey said "In terms of winning this award, it really doesn't matter how you achieve street cleanliness, just that you do".

With involvement from Keep Britain Tidy and the British Cleaning Council, Harvey explained the motivation behind CIWM's involvement. "We acknowledge that there is a large number of our members and customers that come under the 'street scene' banner. But getting involved in such an important area was too good an opportunity to pass up. There are a lot of street cleansing officers and street furniture companies, for example, already involved with CIWM – you need only look at Futuresource to see that – and it was felt that this was an important sector that deserves recognition."

The process culminates in a gala lunch at the Cleaning Show in March next year. Until then, the judging will take place, as the Clean Britain Awards 2010/11 expects to have their most successful campaign to date.

[www.cleanbritainawards.co.uk](http://www.cleanbritainawards.co.uk)

## Keep Britain Tidy Launch Manifesto

Keep Britain Tidy have launched their manifesto, which calls for a countrywide rethink on how we tackle dirty streets.

The *This is our Home* document, which includes radical plans to tackle the problem of litter, was unveiled in early March in London by Phil Barton, Keep Britain Tidy chief executive and Dr Kevin Golding-Williams, the report's author.

Mr Barton said: "We challenge everyone who shares our vision to work with us to help make England the cleaner greener country we know it can be. Keep Britain Tidy cannot do it alone. Only with national leadership and by supporting and facilitating local action through our citizens, businesses and public bodies can we meet the challenges. Keep Britain Tidy believes that over the last 20 years there has been vast progress in the way local places are managed. Yet far too many



streets, towns and rural areas continue to be blighted by litter, graffiti, fly-tipping and anti-social behaviour. This can lead to a lower quality of life for residents and hinders economic performance."

Keep Britain Tidy has consulted many of those with a part to play in achieving

cleaner, greener and more attractive places including industry bodies, national organisations such as CPRE and BTCV and local and national government – all of whom, along with residents, schools and businesses must get involved if the campaign is to succeed.

Mr Barton added: "We believe it is only by working together that we can win the battle to create high-quality, well-managed neighbourhoods that are respected and enjoyed by all. By creating and sustaining surroundings which local people are proud of, they will have the chance to thrive and our children will be better placed to grow up healthy, engaged members of society."

The manifesto is available in downloadable form via [www.keepbritaintidy.org/AboutUs/ourhome.aspx](http://www.keepbritaintidy.org/AboutUs/ourhome.aspx)

## NEWS ROUND-UP

### Carpex/Windex 2010

The Carpex/Windex 2010 exhibition took place in late March at the Ricoh Arena in Coventry. Organised by the NCCA and the FWC, this year's show saw an unprecedented 70 exhibitors showcase to the 3,000 visitors over the two day event.

Paul Pearce, NCCA President, said "This year, Windex and Carpex presented comprehensive showcase of all the latest product innovations. We were particularly pleased with the seminar programme; feedback on the well-attended sessions was extremely positive, as industry professionals were informed about the key issues, a valuable part of keeping abreast of current industry thought and legislation."

### NCCA Launch New Website

The National Carpet Cleaners Association have relaunched their website. The new layout has achieved improved design, more content and better functionality than ever before. The site also has increased content for consumer, as well as full content on the NCCA's activity and details on how you can become a member.

Please go to [www.ncca.co.uk/index.php](http://www.ncca.co.uk/index.php) to experience the new site.

### ABCD Conference 2010

Details for the ABCD Conference 2010 have been announced. The 'What are the neighbours up to?' themed event will cover the key developments within the cleaning and facilities management sector over the past year, taking place on May 13<sup>th</sup> to 14<sup>th</sup> at the Crowne Plaza Hotel in Nottingham.

### BACS Announces Surfactants Training Courses throughout 2010

BACS has released details on a series of dates and venues for its Surfactants Training Courses during 2010. The two courses are "A Basic Introduction to Surfactants", which is designed for non-chemists or chemists with little knowledge of surfactant technology, and "Surfactants and Their Applications - A Brief Refresher for the Practising Formulator".

12 May - Surfactants and Their Applications: A Brief Refresher for the Practising Formulator, **Newton Aycliffe**

16 June - A Basic Introduction to Surfactants, **Manchester**

29 September - A Basic Introduction to Surfactants, **Huddersfield**

19 October - Formulating with Surfactants: A Practical Guide to Surfactant Formulations, **Stockport**

26 October - Surfactants and Their Applications: A Brief Refresher for the Practising Formulator, **Stockport**

25 November - A Basic Introduction to Surfactants, **Watford**

For further information on all courses, please contact Jackie Hall at the BACS office at [enquiries@bacsnet.org](mailto:enquiries@bacsnet.org)

### BACHE 2010 Conference

The British Association of Cleaning in Higher Education has announced that this year's Annual Conference will be held at Keele University on 15th-17th June 2010. The 3 day event will feature exhibitions, workshops and an Awards Ceremony for excellence within higher education. Exhibition enquiries and ticket requests can be reached through their website: [www.bache.org.uk](http://www.bache.org.uk)

### BICSc Annual Awards Dinner 2010

The British Institute of Cleaning Science have announced their Annual Awards Dinner will be held at the Marriott Forest of Arden Hotel & Country Club on the 23rd September. Tickets can be booked via their website or e-mail: [info@bics.org.uk](mailto:info@bics.org.uk) for further information on the day.

### CSSA Annual Lunch

The CSSA Annual Lunch will take place on 17<sup>th</sup> June 2010 at the Park Lane Hotel. Please contact [lcasey@cleaningasoc.org](mailto:lcasey@cleaningasoc.org) to book tickets.

### ICMMA undertake Code of Practice Review

The ICMMA Technical Committee has embarked on a much needed revision to the overarching code of practice for the safe use of cleaning machines. The revised code should be available in late spring.

The technical committee has also begun a re-write of the technical documents also found on the ICMMA website and these will be updated over the course of the year.

### Building Cleanability Awards

#### Ceremony: 12<sup>th</sup> July 2010

The Building Cleanability Awards will take place on Monday 12th July 2010 at Guildhall in the City of London. The event includes a lunch, stand-up from comedian Barry Cryer followed by the Awards themselves. Limited tickets are still available, please contact [information@cleanabilityawards.co.uk](mailto:information@cleanabilityawards.co.uk)

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



**BCC Website:**

[www.britishcleaningcouncil.org](http://www.britishcleaningcouncil.org)

**Member websites:**

**asset skills**

[www.assetskills.org](http://www.assetskills.org)



[www.abcdsp.org](http://www.abcdsp.org)



[www.bache.org.uk](http://www.bache.org.uk)



[www.bacsnet.org](http://www.bacsnet.org)



[www.bics.org.uk](http://www.bics.org.uk)



[www.britloos.co.uk](http://www.britloos.co.uk)



[www.cieh.org](http://www.cieh.org)



[www.ciwm.co.uk](http://www.ciwm.co.uk)



[www.chsa.co.uk](http://www.chsa.co.uk)



[www.cleaningindustry.org](http://www.cleaningindustry.org)



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