LIST OF BCC MEMBERS

ASSOCIATION OF BUILDING CLEANING DSPS
The Association of Building Cleaning DSPs is a non-political organisation established in 1989, which seeks to create an alliance of Building Cleaning DSPs who wish to exchange views, enhance their professionalism and ensure Best Practice for their customers.
www.abcdsp.org.uk

ASSOCIATION OF HEALTHCARE CLEANING PROFESSIONALS
The Association of Healthcare Cleaning Professionals (AHCP) is the principal organisation which defines the standards and represents the interests of the healthcare cleaning sector throughout the UK.
www.abcdsp.org.uk

BRITISH ASSOCIATION FOR CHEMICAL SPECIALITIES
The British Association for Chemical Specialities (BACS) is the UK trade association representing the interests of companies operating in the field of speciality and performance chemicals.
www.bacsnet.org

BRITISH ASSOCIATION FOR CLEANING IN HIGHER EDUCATION (BACHE)
BACHE exists to add value to its members as the Primary Association for Building Cleaning and Associated Services within the Higher Education Sector.
www.bache.org.uk

BRITISH INSTITUTE OF CLEANING SCIENCE
The British Institute of Cleaning Science, was founded in 1961, and its stated mission is to raise both professional status and standards within the industry, primarily through training and education.
www.bics.org.uk

BRITISH TOILET ASSOCIATION
The British Toilet Association is a campaigning body which represent the interests and aspirations of providers, suppliers and users of all types, of 'away from home' toilet provision and management.
www.britloos.co.uk

THE BUILDING FUTURES GROUP
The Building Futures Group is the BCC's newest member and is committed to helping individuals develop their skills and expertise. It is the only organisation collectively representing the housing, property, cleaning, parking and facilities management sectors in the UK.
www.thebuildingfuturesgroup.com

CHARTERED INSTITUTE OF ENVIRONMENTAL HEALTH
The CIEH is the professional body for environmental health, setting standards and accrediting courses and qualifications for the education of practitioners.
www.cieh.org

CHARTERED INSTITUTION OF WASTES MANAGEMENT
The Chartered Institution of Wastes Management (CIWM) is the leading professional body for the waste and resources management sector representing nearly 7000 individuals in the UK and overseas.
www.ciwm.co.uk

CLEANING & HYGIENE SUPPLIERS' ASSOCIATION
The Cleaning & Hygiene Suppliers' Association represents suppliers of cleaning and hygiene materials and equipment to the `away from home' market.
www.chsa.co.uk

FEDERATION OF WINDOW CLEANERS
The Federation of Window Cleaners (formerly the National Federation of Master Window & General Cleaners) was established in 1947 as an employers` trade association dedicated to the window and general cleaning industry.
www.f-w-c.co.uk

INDUSTRIAL CLEANING MACHINE MANUFACTURERS` ASSOCIATION
The Industrial Cleaning Machine Manufacturers` Association (ICMMA) is a trade association representing the principal UK manufacturers covering a spectrum of industrial cleaning technology.
www.icmma.org.uk

KEEP BRITAIN TIDY
Keep Britain Tidy works to improve local environments from streets to town centres, local parks, rural areas, beaches and rivers.
www.keepbritaintidy.org

KEEP WALES TIDY
Keep Wales Tidy (KWT) is an independent national voluntary organisation with charity status working for a clean, safe and tidy Wales.
www.keepwalestidy.org

NATIONAL CARPET CLEANERS ASSOCIATION
The National Carpet Cleaners Association was established in 1968 and is the only independent UK trade body dedicated to the craft of carpet, upholstery, curtain and other soft furnishing cleaning.
www.ncca.co.uk

THE NATIONAL ASSOCIATION OF WHEELED BIN WASHERS
The National Association of Wheeled Bin Washers aims to provide a forum to monitor and influence UK and EEC legislation with regard to the washing of wheelie bins whilst policing the industry on behalf of its members to try and improve standards.
www.nawbw.co.uk

THE UK CLEANING PRODUCTS INDUSTRY ASSOCIATION
UKCPI represents UK producers of cleaning, hygiene and surface care products. From soap to washing powders, from disinfectants to polishes, many of these products fundamentally support the everyday lives of millions of consumers.
www.ukcpi.org

UK HOUSEKEEPERS ASSOCIATION
The United Kingdom Housekeepers Association was formed in 1984, is self-funding and its main aims include: improving the professional standing of Housekeepers, promoting housekeeping as a career, providing a forum for the exchange of information and ideas, and re-introducing NVQ training programmes to colleges.
www.ukha.co.uk

WAMITAB
WAMITAB was formed in 1989 and is an awarding organisation and charity that develops qualifications for those working in cleaning; street cleansing; facilities management; resource management and recycling and parking from operative through to management level.
www.wamitab.org.uk

WORSHIPFUL COMPANY OF ENVIRONMENTAL CLEANERS
A livery company within the City of London, the Worshipful Company of Environmental Cleaners has within its membership cleaning industry personnel who are active in the fields of contract cleaning, waste disposal, chemicals and machinery supply, and buildings services management.
www.environmental-cleaners.com

THE **VOICE**
British Cleaning Council
The Voice of the Cleaning Industry
A Newsletter from the British Cleaning Council (BCC)
Spring 2014

BCC CONFERENCE DATE SET FOR NOVEMBER

The British Cleaning Council has announced that its annual conference will take place on Thursday 6th November 2014.

80% of last year's delegates were 'delighted' with the event

The core theme guiding the day will be 'changing perceptions' and a distinguished and high profile speaker line up will bring their knowledge and insight to this, and many other topics, to enlighten and engage the delegates.

BCC Chairman Doug Cooke said "the BCC conference is now one of the key events on the industry calendar, and I'm particularly delighted that this year our charity is The London Centre for Children with Celebral Palsy."

A number of very high profile sponsors are lined up for the event and details of these, the venue and the key speakers, are expected to be confirmed in the next few weeks.

The London Centre for Children with Celebral Palsy – this year's charity

Like last year's successful conference at the CBI centre in London, this year's event will be delivered in partnership with Suzanne Howe Communications, and anyone wishing to take part should contact Suzanne as soon as possible at: info@suzannehowe.com

THE CLEANING SHOW 2015
10 -12 MARCH 2015 • EXCEL • LONDON

TRAINING SPONSORSHIP DEAL FOR THE CLEANING SHOW

The new training centre concept for The Cleaning Show - which makes its move to Excel, London next March - has been confirmed, following a sponsorship deal with Innovise Software.

Excitement about the event, which is organised by BCCE Ltd and Quartz Business Media, is building as the list of big sponsors is growing every day, with platinum sponsor Mitie leading the way.

Steve Diprose, VP of exhibitions at Quartz Business Media, said:
"I am delighted to welcome Innovise Software as a headline sponsor of our Training Centre. The addition of the Training Centre – where attendees will receive practical advice and live training consultations – further demonstrates that the Cleaning Show at London's ExCel will be the 'event' that this industry deserves - an exciting industry-focused networking event.

ALSO IN THIS ISSUE:

Focus on Delia Cannings
International News
Reading's Street Cleaners
Events
News in brief

IN **BRIEF**

Latest news and views

THE BCC WELCOMES NEW MEMBER

The Karcher Academy in the leafy Oxfordshire town of Banbury was the venue for the BCC's spring meeting on April 29th, and one of the most notable developments was the introduction of a new member.

The Building Futures Group – the company formed from the merger between Asset Skills, CSSA and FMA is now officially installed as the BCC's latest member, and Chief Executive Sarah Bentley, who gave a strong presentation to members, said she was delighted that the BFG is now part of the BCC.

The BFG is a leading voice for the housing, property, cleaning, parking and facilities management industries and the organisation's goal is to support member companies in their pursuit of ever increasing standards of service and value on behalf of their clients and to assist them in improving their trading positions through innovation and thought leadership.

The recent merger means that Asset Skills and CSSA are no longer members, and The Building Futures Group joining means the total number of BCC members now stands at 20.

NCCA AWARDED TRUSTMARK

After almost two years of behind the scenes negotiations the NCCA has been awarded TrustMark Scheme Operator status.

TrustMark is a not for profit organisation licensed by Government and supported by consumer protection groups' and is much sought after because accreditation can prove to potential customers that any maintenance and home improvement work will be carried out to the highest possible standards.

The NCCA met the standards required under the Carpet and Upholstery Cleaning Category and negotiated exclusive membership for the NCCA so only NCCA members can become TrustMark approved.

Members who gain TrustMark status can use the logo on all advertising and promotional material, website and stationary, and the mark of recognition is a way of gaining advantage in a very competitive local market

Do you have any news or events you would like to share? The we would love to hear from you. To submit your article or details of your event contact the The Voice at: press@britishcleaningcouncil.org

BCC MEMBER EVENT LIST

The UK Housekeepers Association
Meeting
28th May 2014, Leeds
Kerry.Adams@hilton.com, Kerry Adams

British Association for Chemical Specialities
Meeting: Looking Good! – Colour and Care in Make-up and Hair
12th June 2014, Huddersfield
enquiries@bacsnet.org

The British Association of Cleaning in Higher Education
BACHE Annual Conference & Exhibition 2014
16th-17th June 2014, Glasgow Caledonian University admin@bache.org.uk

The British Association of Cleaning in Higher Education
Facilities & Estates Management Show
17th-18th June 2014, Excel, London
www.facilitiesshow.com

The UK Housekeepers Association
Annual Summer Ball
21st June 2014, near Edinburgh
www.ukha.co.uk/events/

Association of Healthcare Cleaning Professionals
ACHP Midland Branch Meeting and Conference Catch up
10th July 2014, Location TBC
caroline.fennessy@interserve.com, Caroline Fennessy

The UK Housekeepers Association
Summer BBQ
30th July 2014, North Yorkshire
Kerry.Adams@hilton.com, Kerry Adams

British Association for Chemical Specialities
Open Meeting: Personal Care Group
11th September 2014, Lymm
enquiries@bacsnet.org

The UK Housekeepers Association
Meeting
24th September 2014, Leeds
Kerry.Adams@hilton.com, Kerry Adams

British Association for Chemical Specialities
Meeting: Surfactants Formulation Group
27th November 2014, Lymm
enquiries@bacsnet.org

INTERNATIONAL **NEWS**

WORLD FED NEW YORK CONFERENCE HAILED 'BEST EVER'

In Frank Sinatra's words 'if you can make it there, you'll make it anywhere' and that's certainly the opinion of delegates who attended the 20th Congress of the World Federation of Building Service Contractors (WFBSC) in the Big Apple.

The conference and New York, it seems, where made for each other and the overwhelming view is that this year's event, hosted by president of Harvard Maintenance and WFBSC board director, Stan Doobin and his wife and CEO of Harvard Services Group, Nathalie, hit all the right notes.

Held April 6 to 9, 2014 at the Marriott Marquis in New York the conference heard from a truly world class line up of keynote speakers who captivated the delegates.

Stan Doobin said; "Three years ago when I offered to host this event I did it for one primary reason – to give back to an industry that has given so much to me, to my family, and to our employees," said Doobin in his opening reception. "I wanted to say thank you by hosting a memorable event. An event that would boost the industry – one that mixed the sights, sounds and excitement of New York City, with world recognised business leaders, and energising networking. My hope is that this program delivers all three."

ISSA/INTERCLEAN IN AMSTERDAM SEES RISE IN VISITOR NUMBERS

The world's largest international trade show for the cleaning industry took place in the Netherlands in the first week of May, and figures just released show a 5% rise in people attending.

This year's visitor number was 29,325, compared to 28,001 in 2012. And there were 696 exhibitors this time, compared to 669 two years ago

This year ISSA/INTERCLEAN Amsterdam marked its 25th anniversary and through the years the show has earned international recognition, becoming the launch pad for product innovations worldwide and has gained a high level of loyalty from global visitors and exhibitors.

Organised by Amsterdam RAI in cooperation with ISSA the event provides a complete industry overview and excellent insight into global developments. Visitors are top level representatives from all major international cleaning manufacturers, distributors and cleaning contractors and decision makers from the largest industrial, commercial, medical, institutional, hospitality and foodservice facilities.

A DAY IN THE LIFE OF READING COUNCIL'S STREET CLEANING TEAM

THE BCC'S MEDIA GURU LEE BAKER VISITS THE FRONT LINE

Armed with brooms, brushes, steam cleaners, hedge cutters, dustcarts and more, they are the anonymous heroes of the local community, working all hours, in all weathers to keep our neighbourhood in tip top condition.

Street cleaning may not be the most glamorous job in the world, but without their efforts our towns and cities would quickly drown under a sea of unsightly and unhealthy litter and waste.

I wanted to see for myself the challenges faced by our street cleaning services, so I asked deputy BCC Chairman and Building Cleaning Services manager at Reading Council Simon Hollingbery if I could join the team for a shift on the front line.

Funding Getting Squeezed

Reading is one of the few councils in the south-east that hasn't outsourced its cleaning department, something Simon is proud of, although he says it's getting tougher to deliver the first class services that local people demand.

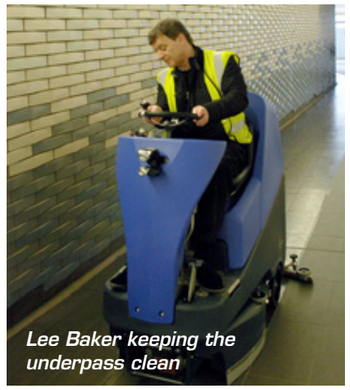
The recession of 2008 and 2009 and the austerity that followed has put a tremendous strain on council departments throughout the country, and with budgets set to be squeezed further, the going in the next few years is set to get a lot tougher.

But despite the cuts the team at Reading go about their duties with professionalism and great pride. I joined up with them early one morning; donned a high visibility jacket and was soon whisked away in one of their familiar white vans to the first job of the day; the pedestrian tunnel walk way at Reading train station

Scrubbing and Drying at Reading Station

As we arrive bulldozers are busily tearing down a parade of shops opposite the walkway creating a cloud of dust that inevitably finds its way into the tunnel.

My escort for the day is deputy cleaning manager Mick Church,



Lee Baker keeping the underpass clean

who's now in his 20th year of service for the council, he says the building work has presented an extra challenge, as the tunnel constantly fills with dust particles from the building site. But he has a secret weapon, it's a Numatic TR0650, a driver operated scrubber drier that's so impressive I want to jump on board immediately. Mick shows me the ropes, and then hands me the keys and I'm off, up and down the tunnel at 7.5kph with just a cursory glance from the early morning commuters.

Mobile Street Cleaning Teams

After a whistle stop tour of Reading, past Kate Winslet's birth place and the fabulous Madejski stadium we hook up with one of the several mobile teams that travel around the town cleaning common areas, stairwells, toilets, dealing with fly-tipping and much more. Today the guys are tooled up with back-packs connected to leave blowers, and are blasting leaves and other debris out of a residents car park, much to amusement of watching school kids!

Mick says these teams are highly mobile, which means they can get around the town cleaning council common areas as they are today, but they can also react quickly if a member of the public reports fly-tipping, or if unsightly graffiti suddenly appears in an important public area.

Next we meet up with the people who are at the real coal face, the guys who sweep the streets. The street sweepers seem jovial, and tell me when the sun is shining it's the best job in the world, but as we've just come through the wettest winter on record, they let it be known to Mick that they'd appreciate some better waterproofs for next winter.

My time with the team was short and I realise I've only witnessed a tiny fraction of what they do, but it's fascinating seeing first-hand the dedication and local knowledge an in-house team can bring to a service like this.

Public sector professionals have the dedication, skills and local knowledge to deliver the services that local people demand, but the financial squeeze means that this professionalism could be lost. But for now at least, the people of Reading should be proud of the team that keeps their town clean, tidy and healthy.

Mick Church & Simon Hollingbery

WAMITAB LAUNCHES 'VALIDATE'

Validate is a brand new service from WAMITAB, specifically designed to assess employees who have developed sufficient knowledge and skills to perform their job to the correct standard. Launched at the start of May, Validate is a modular programme that assesses the competence of operatives in the workplace.

With a strong focus on health and safety compliance, this on-the-job assessment complements and supports in-house training and relevant work experience. It can be delivered by WAMITAB-approved centres, or employers themselves.

ABCD CONFERENCE AND AGM 2014

ABCD members are having their annual conference and AGM at the Queen's Hotel in Chester on May 15th and delegates can look forward to a lively debate from key industry leaders.

In a packed schedule there's presentations on; 'The Changing Face of Councils', 'What is Change Management, and 'Changing Our Profession'. The focus is very much on the change that's taking place in the sector at the moment.

The meeting will close with a panel discussion involving key figures in the industry; Doug Cooke Chairman of the British Cleaning Council. Simon Hollingbery ABCD Chairman, James White Managing Director of Denis Rawlins, and Stan Atkins Chief Executive BICSc.

CLEANING SCHOLARSHIPS OFFERED

Education and training are the cornerstones of the BCC ethos, and the University of Northampton is offering scholarships that are educating the next generation of cleaning professionals.

The John Butler WCEC Endowed Scholarship aims to encourage excellence in cleaning and infection control, and is open to students who are beginning their studies at the University of Northampton within the School of Science and Technology.

Students can study for a Certificate in Infection Control or Certificate in Cleaning Management.

TOP COMEDIAN BOOKED FOR CHSA SUMMER BALL

The CHSA is holding its 6th Annual Charity Ball on 23 May at the Copthorne Tara Hotel in Kensington and funny man Brendan Healy will be on hand to provide the fun.

The charity event is expected to be well attended, and on the bill with Healy is funky covers band Fully Funktional, as it's the start of the Whitsun weekend it's hoped guests will literally dance their way into the summer!

BICSc GET NEW CLOUD SOFTWARE

BICSc have introduced a new CRM system that will enable them to offer a quicker and more organised access to individual members and a greater ability to support their customers needs.

CRM is a cloud based business software solution that focuses on building, strengthening and maintaining relationships with members, training centres and candidates. The software will enable BICSc to track and record all interactions and provide improved communication to better serve their customers needs.

BICSc ANNUAL AWARDS

18th september 2014,
The Forest of Arden Country Club, Brmingham
www.awards.bics.org.uk

Email: awards@bics.org.uk

TRAINING THE NEXT GENERATION
FOCUS ON: DELIA CANNINGS

Sitting on the western edge of Birmingham, just a few hundred yards from junction 2 of the M5 sits one of the cleaning industry's most innovative and unique training centres. Founder, owner and Chief Executive, Delia Cannings refers to the centre as the 'embodiment of her life's work' and her enthusiasm and passion can be found in every corner of the purpose built facility.

She says; "We have to make the wider public aware that cleaning isn't just about 'bins and bogs' cleaning is much more than that, it is a profession, it's the application of scientific knowledge, it contributes to the health and wealth of the nation."

Porcelain Consultant

Delia became a cleaner more or less through necessity when she needed to earn extra income to help support her young family. Her mother had also been a cleaner, or as she euphemistically used to phrase it a 'porcelain consultant' and so it seemed natural for a young Delia to pursue that path.

She began working in hotels and hospitals, and was struck by just how anonymous the cleaning teams are in these environments. It was this feeling that inspired her to go to college and study the industry to try and gain a better perspective on the role.

"I embarked on a 2 year cleaning course at a local college, and absolutely loved it, but I realised my cleaning methods where not what they should have been, and I found out quite quickly that cleaning was actually a science"

Using the knowledge she picked up on the course, Delia was able to go back to the wards and instruct her colleagues on better ways to operate. She got enormous satisfaction from teaching and once back at the hospital she rose quickly through the ranks from supervisor, to cleaning manager, and eventually full circle to being a lecturer at the college that had originally taught her.

She says that cleaning operatives are often blissfully unaware of the skill base they are using on a daily basis; mathematics, economics, chemistry, microbiology "they are problem solving and communicating, and are using a huge amount of skills that they are not being recognised for."

The Centre - A Solution For Industry

These key industry skills picked up from many years of training and working are now being passed on to the many students who come to Junction 2. The training centre is the embodiment of everything she's learned over the years, and was designed as a solution for industry. Students of all skill levels get to experience the kind of environment they're likely to face once on the job.

> "We have to make the wider public aware that cleaning isn't just about about 'bins and bogs': cleaning is much more than that, it is a profession, it's the application of scientific knowledge, it contributes to health and wealth of the nation."

For instance, in one corner there's a mock-up of a hotel bedroom, there's a toilet facility, a shower unit, a kitchen, and even a boardroom. The sluice area has been designed with safety and hygiene in mind, and students can learn first-hand how to store and label cleaning products.

Delia believes that many younger people could be persuaded to come into the industry if they were made aware of the opportunities that lay within. Cleaning is a multi-million pound industry where people can go from operator to MD in a very short period of time, if the will and aptitude is there.

THE FOUR T'S

Tools, Techniques, Time and Training

She can sum up her philosophy, to show cleaners, safer, cleaner and better ways of working, with a phrase she calls the four T's... the Tools, the Techniques, the Time and the Training. She says if you take one of the T's away you won't get the job done in the way it should be done.

National Minimum Standard

She wants a national minimum standard of training for cleaners that is compulsory, and which is supported by government. Consistency across the sector, she says, could help in areas like hospitals where there is always the threat of infectious bacteria spreading if the correct procedures aren't adhered to. National standards could go some way to alleviating this kind of problem, reducing the risk, and giving some consistency to the profession.

In recent years the government has made extra funding available for school levers, but there hasn't been the same focus on those already in the industry. One way to expand the skills base and make sure those skills get passed down to the next generation is to make sure cleaning operatives at all levels receive training throughout their careers.

Delia's aims chime with the BCC's philosophy that pledges to promote cleaning as a viable, well-regarded career, with clear progression and excellent prospects. The theme of this year's conference in November is 'changing perceptions' away from the idea that cleaning is a low-skilled, underpaid occupation.

But to change perceptions the industry needs people with passion and vision. Delia Cannings has both of those in abundance. She is certainly making her mark in this part of the West Midlands with her purpose built training centre, and her philosophy and commitment to standards can only help in the drive to change perceptions about our industry.