THE VOICE

British Cleaning Council
BCC
The Voice of the Cleaning Industry

A Newsletter from the British Cleaning Council (BCC)

Spring 2015

BCC AGREES TO JOIN EUROPEAN FEDERATION OF CLEANING INDUSTRIES

The British Cleaning Council, at its spring meeting in London, has agreed to join the European Federation of Cleaning Industries as the UK's representative for the cleaning industry.

Doug Cooke with Andreas Lill

The EFCI is an influential organisation within Europe and is recognised as a social partner by the European Commission, giving it a voice at the highest level of decision making in Europe.

Andreas Lill, Director General of EFCI, gave a presentation to the BCC board about the benefits of joining. He spoke about the new realities in the market such as globalisation, and the integration of services, and how the BCC could help to develop and influence policy in Europe if they were members.

After a lively debate the issue was put to a vote and BCC members decided unanimously, with a show of hands, to join the EFCI as the exclusive UK representative.

BCC Chairman Doug Cooke said this keeps the BCC right at the heart of policy and decision making in the EU and means we can be one step ahead of any regulations that might be coming our way.

CLEANING SHOW 2015 A HUGE SUCCESS

The Cleaning Show's move to London has been hailed a great success after a vibrant three day show at the Excel Arena in Docklands.

BCC Chairman, Doug Cooke, said the show had exceeded all expectations and confirmed that the 2017 Cleaning Show will also be held at the Excel.

The show's joint organisers Quartz said they are delighted with the feedback they've received from both visitors and exhibitors, and say they are particularly pleased that the show attracted visitors who had real purchasing power.

Full review on centre pages

Samantha with James White

BRITAIN'S 'CLEANER OF THE YEAR' PICKS UP AWARD AT ABCD CONFERENCE

School cleaner, Samantha Bucknall, picked up the Cleaner of the Year award at the ABCD's annual conference in Chester, and admitted she was 'gob smacked' to have won.

Samantha, from Lichfield in Staffs, was presented with an engraved glass trophy by Managing Director of Denis Rawlins Ltd, James White, who was part of the judging panel.

The awards scheme was created jointly by the Association of Building Cleaning Direct Service Providers (ABCD) and Denis Rawlins who provide sponsorship. The judges said they were astounded at the quality of the nominations they received, but said Samantha's story stood out.

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She was nominated by her area supervisor, who said that Samantha had not only stepped into the breach when the school supervisor left, she worked extra hours without being asked, organised temporary cleaning cover, and improved the quality of cleaning.

James White said: "It has been agonisingly hard to choose between the finalists, who were selected from the thousands of cleaning staff who look after our many public buildings day in, day out. Each of the short-listed candidates has shown great dedication to their work and a commitment to excellent customer service that is truly inspiring and humbling. They all deserve our respect and thanks, but Samantha is very definitely a worthy winner."

Samantha, who works at King Edward VI School in Lichfield, wins £250 of shopping vouchers and an engraved glass trophy. A second prize went to Collette Riley, who works for Nottinghamshire County Council, she collected a £125 voucher, and third prize went to Jayne Wodjak of Blackshaw Moor School - also in Staffordshire, she received a £75 voucher from James.

All three winners attended the ABCD conference and were given a huge round of applause by the delegates. James White confirmed that the competition will run again next year, and has asked local authorities to get in touch with nominations.

The ABCD Committee at the AGM in Chester

ABCD CONFERENCE

Meanwhile the rest of the ABCD conference in Chester went off without a hitch, with delegates from around the UK treated to an array of speakers.

After the AGM and announcement of the Cleaner of the Year winners, it was straight down to business with a talk by Pascoe Sawyers, whose book 'Your Life is Your Business' has been widely acclaimed. Pascoe works for the Local Government Association where he is responsible for overseeing design and delivery of a range of leadership development programmes for Councillors and Local Government Managers, and so his presentation was especially interesting for the assembled guests.

Councillor John Lamb, from Trafford Council, spoke to delegates about the recent General Election result, and engaged in a Q&A with audience members.

Steve Tarbox, from Dacorum Council, gave a very entertaining case study into how his team tackle Voids in properties, and the financial benefits of taking on such work. After lunch delegates took part in a series of workshops, before the day was rounded off with an interactive session from Pascoe, about the 'Change Challenge for Cleaners.'

THE BCC BECOMES ACCREDITED LIVING WAGE EMPLOYER

The British Cleaning Council has become accredited as a Living Wage employer, and hopes it will act as a spur for others in the cleaning industry.

BCC Chairman Doug Cooke said: "The BCC has been a staunch supporter of the Living Wage Foundation for a number of years and we wanted to show our support and commitment by signing up. There are a variety of robust, ethical and pragmatic reasons as to why this campaign is worth backing, and I hope that by getting accredited the BCC can inspire many other companies in the cleaning industry to follow suit."

Research by the BCC has found that paying the Living Wage can actually prove cost-effective in the cleaning industry by reducing staff 'churn' and absenteeism, and also by increasing staff morale, which in turn leads to improvements in productivity.

The BCC say that Living Wage must remain voluntary, but wherever companies can, they should pay it.

www.livingwage.org.uk

FOCUS ON: **THE DOMESTIC CLEANING ALLIANCE**

Stephen Munton talks to BCC Media Manager Lee Baker about building a new trade organisation for domestic cleaners

The domestic cleaning sector has experienced huge growth in recent years, as more busy families are turning to professional help to keep their homes clean.

A recent survey found that a million more people are employing a cleaner compared with a decade ago, when the last such survey took place, suggesting that people now see hiring domestic help as a necessity rather than a luxury.

It can be a very lucrative business, which for relatively low start-up costs can provide a good income for those willing to work hard, but, as Stephen Munton from the Domestic Cleaning Alliance testifies, it certainly isn't all plain sailing.

The Domestic Cleaning Alliance (DCA) was recently taken on-board by the BCC as an associate member, after Stephen Munton and his colleague Tracy May, gave a presentation at the Council's quarterly meeting in London.

The BCC board was impressed with the enthusiasm shown by Stephen, but felt his organisation wasn't quite ready for full membership, however, they did feel an associate 12 month membership might be just the thing the DCA needs to improve its stature.

Stephen says: "We're delighted to have been invited into the BCC fold as associate members. We wanted to join the BCC for many reasons, it's well known and well respected in the cleaning industry, and as the DCA needs to prove to its members that we are accountable to a higher authority, there is no better organisation to join."

Stephen at work

He says it's a good time to start a home cleaning business as there are many more people wanting the service than there are providers, but warns those thinking of taking the plunge that there's a lot more to it than mops and buckets.

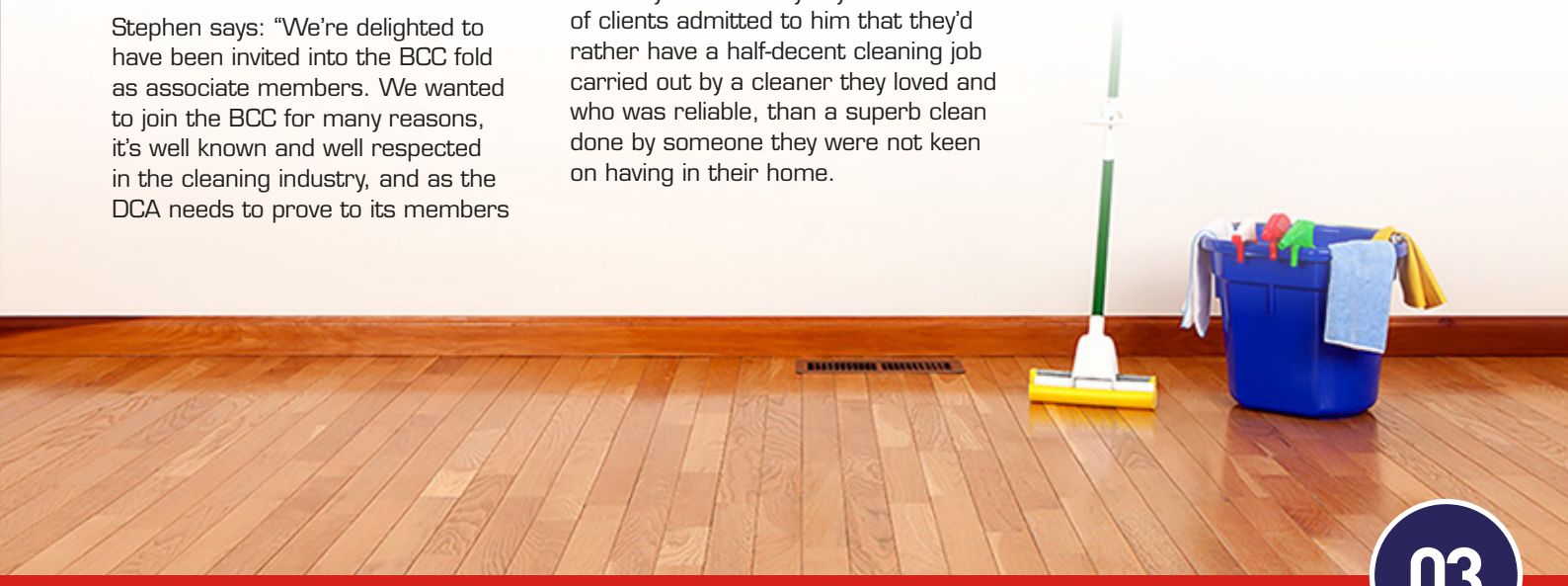
He says customer service and reliability is absolutely key. A number of clients admitted to him that they'd rather have a half-decent cleaning job carried out by a cleaner they loved and who was reliable, than a superb clean done by someone they were not keen on having in their home.

He's found many start-ups do not have a lot of business experience when they set out, and often struggle when it comes to balancing the books or hiring staff. He says since starting the DCA the members' forum has been invaluable for answering questions and queries about the day to day running of the business; things like hiring staff, paying wages, dealing with demanding clients etc.

Stephen wants to change the negative perception people have about domestic cleaning, by helping new businesses improve their service delivery and by helping new start-ups build their businesses in the right way.

There are several key things that the Domestic Cleaning Alliance is trying to achieve that chime with the BCC's own aims. Issues like training, health and safety, fair pay and delivering higher standards, are all core principles that the Council wants to see across the industry.

The DCA now has a perfect opportunity over the next 12 months to get help and advice from the Council, and grow as a valuable resource for the domestic cleaning sector.



CLEANING SHOW 2015 A BIG HIT IN THE CAPITAL

VISITORS AND DELEGATES DELIGHTED WITH THE SHOW'S MOVE TO LONDON

For organisers Quartz and the BCC, moving the Cleaning Show to London was essential, but there were still many in the industry who were questioning the move right up to the 11th hour.

But as soon as the doors opened on that Tuesday morning in March, all doubts were cast aside, as it became abundantly clear that the event was now in the premier league.

People commented straight away that they felt the layout of exhibitor stands was better, and the lighting in the hall, much brighter and warmer than the previous show.

BCC Chairman, Doug Cooke, said he was impressed by the sheer ingenuity and creativity of the exhibitors' stands, and felt there was a real buzz inside the hall that lasted throughout the three days.

That view was backed up by BICSc CEO Stan Atkins, who said the show was more vibrant than the previous one in Birmingham, and there were far more visitors from Europe this time.

The BCC stand was situated right in the centre of the hall, and members who shared the stand this year: BICSc & BBS, BTA, ABCD, The Building Futures Group and CSSA, were kept busy with visitors keen to hear more about their services. At the recent BCC meeting, members expressed thanks to the BCC for sharing the stand, and said there had been significant savings made with this arrangement.

Doug Cooke said there was more business done on the stands and more quality leads gained than at the previous show 2013, and this proves that the show is now a real industry event, rather than a day out of the office, which the Birmingham show was starting to become.

Another fascinating thing was that visitor numbers remained high throughout the whole of the three days, with people still milling around late in the afternoon on the final day.

The product demonstrations on the stands, and the presentations, in the purpose built lecture theatre, meant that visitors were never stuck for

something to do, and with the Excel being one of Europe's top conference venues, people didn't go hungry; with food outlets catering for every taste imaginable.

The BCC is delighted that feedback from both visitors and exhibitors has been positive, and many exhibitors have already booked stand space for the show in two years' time (2017) which will also be held at London's Excel.

The Council is now in a position to offer grant funding for new projects, as a result of having such a successful show.

> "…this proves that the show is now a real industry event, rather than a day out of the office, which the Birmingham show was starting to become."

FIRST CLEANING CONTRACTOR IN EUROPE TO ACHIEVE CIMS ACCREDITATION

Principle Cleaning has gained a CIMS accreditation, becoming the first cleaning contractor in Europe to achieve the coveted standard.

Launched by global association ISSA, the Cleaning Industry Management Standard (CIMS) is the first consensus-based management standard that outlines the primary characteristics of a successful, quality cleaning organisation.

To achieve certification, London-based, Principle Cleaning underwent a comprehensive assessment and satisfactorily demonstrated compliance with the required percentage of CIMS elements to become certified. All CIMS on-site assessments were performed by an ISSA-accredited third party assessor and audits took place over three days – one day at head office and two at various sites.

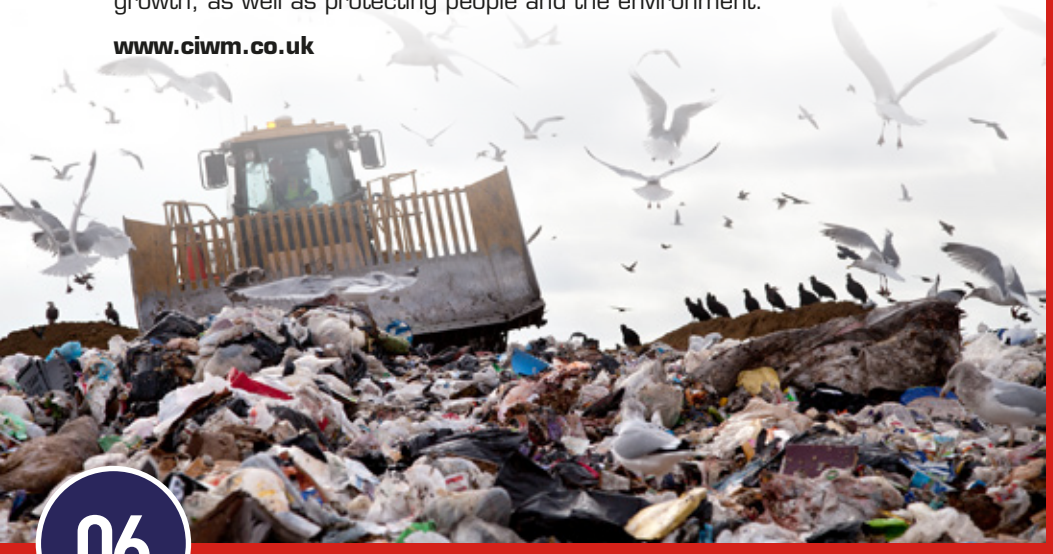
Peter Smith, Managing Director of Principle Cleaning, said: "I am delighted that Principle Cleaning is once again leading the way in the UK and Europe. We believe in innovation and this proves our commitment to that, but a lot of credit goes to our fantastic staff who made it possible."

NEW CONSERVATIVE GOVERNMENT MUST RE-ENGAGE WITH THE ENVIRONMENT SAYS CIWM CHIEF

After the shock General Election result Steve Lee, Chief Executive of the Chartered Institution of Wastes Management (CIWM) said the new administration must get sustainability and green issues back on the agenda.

Steve Lee said: "The in-coming Conservative Government will have many priorities, but for CIWM and its members we need them to get the environment in general - and resources and wastes management in particular - back on the priority list for action. Neither have featured in the party's election campaign despite their clear importance in delivering jobs and sustainable economic growth, as well as protecting people and the environment."

www.ciwm.co.uk



CIEH CHIEF EXECUTIVE GRAHAM JUKES OBE ANNOUNCES HE IS TO STEP DOWN

Graham Jukes OBE CFCIEH, Chief Executive of the Chartered Institute of Environmental Health (CIEH), has announced that he will step down from his post at the end of 2015 after 15 years of leading the organisation.

Mr Jukes will take up a new role as Vice President of the CIEH at the beginning of 2016 and in the following months he will concentrate on maintaining the momentum of the Chartered Institute while the process of recruiting a successor takes place.

President of the CIEH, Tim Everett, said: "Over his 44 years in environmental health roles, his 28 year career with the CIEH and since 2000, as our Chief Executive, Graham has made a substantial contribution to the organisation, to the profession, and to the wider public health arena.

"We will be working to make sure an equally high quality successor can take over the leadership of the CIEH from 2016 and beyond and we will be celebrating Graham's many achievements later in the year."

www.cieh.org

BICSc ANNUAL AWARDS DINNER

The BICSc annual awards dinner is being held at the Forest Of Arden Hotel and Country Club, in Birmingham, on 17th September 2015 and hundreds of cleaning and FM professionals are expected to attend.

The annual awards were established to recognise outstanding excellence in accredited training and assessment, and this year's event promises to be the biggest and best yet.

Last year's awards saw Marilyn Monroe handing out refreshments to guests, as organisers went for a Hollywood themed show with authentic walk-around characters. This year another similar twist to entertain and delight guests is planned.

Applications for awards are now open, and the institute would like to hear from companies and individuals who have made a definitive contribution to both the institute and the industry.

Organisers say last year's event was a sell out so please do book your tickets early. All information can be found on the special awards website:

www.awards.bics.org.uk

NEW CHAIRMAN FOR THE BCC

After three years in the post, Doug Cooke, is stepping down as Chairman of the BCC in July, with Deputy Chairman, Simon Hollingbery, taking up the reins.

New BCC Chairman Simon Hollingbery

Doug Cooke said: "I've had three very enjoyable years as Council Chairman, and it was a great privilege to be asked to help steer the Cleaning Show from its former home in Birmingham to London's Excel, and witness such a fantastic show. It's now time for me to step down as Chairman, and I'm delighted that someone from the public sector is becoming BCC Chairman, and I know Simon will do a terrific job"

The change will be formally rubber stamped at the BCC's AGM in July.

Do you have any news or events you would like to share? Then we would love to hear from you.

To submit your article or details of your event email The Voice at: press@britishcleaningcouncil.org

LIST OF BCC MEMBERS

ASSOCIATION OF BUILDING CLEANING DSPS
www.abcdsp.org.uk

ASSOCIATION OF HEALTHCARE CLEANING PROFESSIONALS
www.abcdsp.org.uk

BRITISH ASSOCIATION FOR CHEMICAL SPECIALITIES
www.bacsnet.org

BRITISH ASSOCIATION FOR CLEANING IN HIGHER EDUCATION (BACHE)
www.bache.org.uk

BRITISH INSTITUTE OF CLEANING SCIENCE
www.bics.org.uk

BRITISH TOILET ASSOCIATION
www.britloos.co.uk

THE BUILDING FUTURES GROUP
www.thebuildingfuturesgroup.com

CHARTERED INSTITUTE OF ENVIRONMENTAL HEALTH
www.cieh.org

CHARTERED INSTITUTION OF WASTES MANAGEMENT
www.ciwm.co.uk

CLEANING & HYGIENE SUPPLIERS' ASSOCIATION
www.chsa.co.uk

FEDERATION OF WINDOW CLEANERS
www.f-w-c.co.uk

INDUSTRIAL CLEANING MACHINE MANUFACTURERS' ASSOCIATION
www.icmma.org.uk

KEEP BRITAIN TIDY
www.keepbritaintidy.org

KEEP WALES TIDY
www.keepwalestidy.org

NATIONAL CARPET CLEANERS ASSOCIATION
www.ncca.co.uk

THE NATIONAL ASSOCIATION OF WHEELED BIN WASHERS
www.nawbw.co.uk

THE UK CLEANING PRODUCTS INDUSTRY ASSOCIATION
www.ukcpi.org

UK HOUSEKEEPERS ASSOCIATION
www.ukha.co.uk

WAMITAB
www.wamitab.org.uk

WORSHIPFUL COMPANY OF ENVIRONMENTAL CLEANERS
www.wc-ec.com

ARE YOU UP TO DATE WITH COSHH & REACH ?

New regulations regarding COSHH come into force this June and non-compliance could lead to high fines. Another change from the EU – REACH – is also set to have a big impact.

It all started with the United Nations who wanted to harmonise hazard warning symbols across the world. They came up with the 'Globally Harmonized System' (GHS) and the EU used it as a blueprint for their own legislation in 2009 called, Classification, Labelling and Packaging Regulation (CLP).

CLP, which has been rolling out in stages over the last few years, has introduced a whole range of changes in the handling and production of chemicals, which will have a huge impact across the whole of the cleaning and FM sectors.

This final stage comes into force in June and relates specifically to the Control of Substances Hazardous to Health or COSHH.

One of the most noticeable changes will be the loss of the familiar hazard symbols, which are being replaced with nine hazard pictograms that are black symbols on a white background with red-rimmed rhombuses.

The other part of CLP concerns the production and use of chemicals and is called REACH (Registration, Evaluation and Authorisation of Chemicals). This came into force in 2007, and will be implemented in stages until completion in 2018.

The aim of REACH is to make the industry safer around the manufacture and use of chemicals, by ensuring information on the properties of chemicals is transmitted down the supply chain.

Mark Woodhead

The changes are giving some in the cleaning and FM world a real headache, but former BCC Chairman, Mark Woodhead who's Sales Director at Selden Research, says it's far more simple if you can visualise both REACH and COSHH as being 'joined at the hip'.

He says both REACH and COSHH sit side by side because they both require risk assessment. Under REACH it is the supplier of the product who must assess risk, with COSHH it is the responsibility of the employer of the person using the product to assess risk.

It could all seem daunting for FM procurement managers, or small businesses who have little time to get into the fine detail. But Mark says there's plenty of help out there if people are struggling. Selden themselves have a management system called, Clean FM to guide their customers through the safety data sheets. But there are also a lot of courses that can help small firms to get grips with the changes to COSHH.

No one really likes too much change, especially when it has been imposed from above with little warning. But it's worth remembering the importance of risk assessment, particularly involving hazardous chemicals. The new SDS will be more detailed and will mean ultimately that cleaning operatives will be better protected. There is also a lot more emphasis on chemical manufacturers to produce greener, more sustainable products, which is another move in the right direction for the industry.

FIND YOUR VOICE

The Voice is the newsletter of The British Cleaning Council and contains exclusive news, interviews and information that is not published anywhere else. It's distributed with Cleaning and Maintenance magazine, but if you've missed an issue you can read or download it here: **www.britishcleaningcouncil.org/our-newsletter**

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