

# **General Meeting of the National Carpet Cleaners Association**

11<sup>th</sup> February 2017, Leicester Racecourse

## **In attendance:**

**Chair** – Nigel Lay (President)

**Board** - Glyn Charnock (Vice President/Company Secretary), Allan Simmons Jnr. (Vice President), Paul Pearce (Director), Martin Johns (Director), David Weaver (Co-Opted), Tim Colenutt (Co-Opted).

**Staff** – Dave Wheadon, Lewis Scroby, Lauren Willis.

**Members** – Ray Austin, Nick Boast, Russ Chadd, John Claydon, Michael Dilley, Maria Earley, Remus Falub, Jonathan Gibson, Dean Haywood, James Hoyles, Peter Jewell, James O’Meara, Ken Wainwright, Paul Watchorn, Pawlo Woloszyn, Agnes Zsednai.

**Meeting opened** - 1:30pm

**Apologies** - Gabriel Andrecu, Anthony Barry, Dominic Blades, Garry Braithwaite, Peter Callis, David Coker, Jason Courtney, Chris Elson, David Horsfield, Kevin Hunt, Adam Jankowski, Martina Latinska, Barbara Layton, David Levy, Shaun Luxton, Steven Matczak, James McArthur, Mike Munns, Kiril Natov, Jamie Noriega, Sean O'Regan, Jamie Pearson, Philip Pettican, Dimo Popov, Christopher Richmond, Arsen Sarkisyan, Colin Smillie, R J Smith, Richard Sudall, Chris Thomas, Paul Waite, Christopher Walker, Rob Whitbread, Keith Williams, Stephen Woodcock.

**Minutes of previous General Meeting** – The minutes of the General Meeting held November 15<sup>th</sup> 2015 were accepted as true record. Proposed – Dean Haywood, Seconded – Paul Pearce, all agreed.

**Matters Arising** – None.

## **Director Reports:**

**Note** - *Details of Director Reports are not minuted. Full reports are included with this document*

Nigel Lay presented President’s Report (1) and thanked members, directors and staff for their support during his term.

Paul Pearce elaborated on Nigel Lay’s comments regarding Dave Wheadon, emphasising that the Board believe they have made the right decision and are looking forward to the future. Paul Pearce thanked Nigel Lay for his service, acknowledged by the Floor.

Paul Pearce presented Financial Report (2).

Nigel Lay summarised the current Directors’ roles. Jonathan Gibson queried the term ‘Co-Opted’. Nigel Lay explained it was a term for Directors invited to join the Board but not yet voted in by the membership.

Nigel Lay presented Administration Report (3) and passed on his best wishes to staff member, Nicky Law, who is currently on long-term sick leave.

Martin Johns presented Membership Report (4).

Nigel Lay and Glyn Charnock elaborated on the TrustMark vetting system for Trading Standards Approval. Dean Haywood queried the costs of joining the schemes. Nigel Lay clarified these and discussed the benefits included, particularly the DBS check. Pawlo Woloszyn asked who was responsible for collecting fees and providing services. Nigel Lay clarified, but acknowledged more information is required from TrustMark in regard to costs and verification systems.

Glyn Charnock presented Training Report (5).

Glyn Charnock added that there are plans to seek new venues and locations for NCCA courses. David Weaver queried the criteria for suitable venues. Remus Falub asked about accepting training from particular course providers in the industry. Glyn Charnock clarified there are some issues, particularly with suppliers and manufacturers promoting their own specific methods and products. There is also a concern that some providers do not cover enough to ensure delegates can pass the NCCA examination. Paul Pearce clarified there would be more on this subject in his Technical Report.

Paul Pearce presented Technical Report (6).

Paul Pearce clarified that there is no discrimination and the Board should be doing what it can to assist training providers interested in joining NCCA schemes and working with them to ensure they can meet any necessary criteria.

Nigel Lay presented Standards & Fair Trading Report (7).

Nigel Lay clarified that Glyn Charnock was also involved in the successful prosecution of a company misleading its customers and misusing the NCCA logo. Ken Wainwright queried whether the NCCA would pursue cases Trading Standards will not. Nigel Lay stated his intention to involve the Association's solicitor to draft some letters we can utilise with problem cases. Dean Haywood asked if a social media campaign, distinguishing members from people just trained by the NCCA, would be prudent. Nigel Lay clarified he has plans for this. Allan Simmons Jnr. added that the preference is for people to join after training and more needs to be done to encourage this.

Allan Simmons Jnr. presented Corporate Report (8).

Remus Falub queried possible links with Which Trusted Trader scheme. Allan Simmons confirmed it is something the NCCA can look in to, but he believes the scheme to be more of a marketing tool and maybe not best for direct referrals. Glyn Charnock clarified concerns about Check-a-Trade and similar schemes, their procedures and criteria do not meet NCCA expectancies.

**Note** - Following the previous presentations by Allan Simmons Jnr., Mark Radford (third party) and Dave Wheadon it was acknowledged that Association Marketing (9) had been sufficiently covered.

David Weaver presented Events Report (10) with particular emphasis on the WPC Cleaning Show in Stoneleigh.

Dean Haywood queried the reasons for changing the venue and questioned how the Association would be utilising the size of the new venue. David Weaver, Dave Wheadon and Allan Simmons Jnr. explained the benefits of the NCCA joining an established event, cost saving implications, problems with the previous venue and how the Association can achieve a larger scope of event with minimal implications. Russ Chad queried accommodation options at the new venue. Allan Simmons Jnr. confirmed this is more than covered. Ray Austin queried the location and suitability for families attending. David Weaver acknowledged that the location does not provide as much for families. Allan Simmons Jnr. clarified that the Association is moving away from the family-friendly focus for this event and statistics have confirmed less families were present at recent Carpet Cleaners Carnival events. Ken Wainwright asked about power provision for exhibitors. Glyn Charnock confirmed ample power would be available but there were cost implications from the venue. Ken Wainwright asked if the NCCA and WPC would be arranging seminar programs. David Weaver confirmed the NCCA would have seminars and the WPC had not previously. Ken Wainwright asked about consideration for oven cleaners as this seemed to be a prominent field providing new aspirants to the carpet cleaning industry. David Weaver acknowledged he had not considered this, but could look in to it. Maria Earley queried whether the Carpet Cleaners Carnival format may be suitable for regional events. David Weaver clarified the Association seems to be in between arranging smaller and bigger events, but do have plans for the near future. The Association will also be present at the Cleaning Show in March.

David Weaver added that the NCCA would be celebrating its 50<sup>th</sup> anniversary in 2018 and is planning a black tie dinner. The Association are open to suggestions for the event format and venue and hope to find somewhere suitable and beneficial for members and their partners to attend. Dave Wheadon added the possibility of next years General Meeting being tied in to the event and it would be held in approximately 12 - 15 months time. Ken Wainwright advised avoiding 'Wedding Season'. Jonathan Gibson suggested joining together with any manufacturers that may also be celebrating milestones.

Paul Pearce presented IICRC Report (11).

Paul Pearce also clarified that the IICRC is a certification body and there is a difference between this and a trade association.

**Subscription Fees** - Dave Wheadon confirmed there will be no change in NCCA subscription fees for 2017/18.

**Board Resignations** - Keith Robertson had stepped down as a Director of the Association last year and was thanked for his invaluable contribution to the industry and the NCCA. Dave Wheadon also stepped down from the Board in order to take over as Chief Executive Officer.

#### **Elections:**

Position – President Nominated – Allan Simmons Jnr.	Floor Voting – Unanimous Electronic/Postal Voting – 18 For / 0 Against / 2 Abstain
Position – Director Nominated – David Weaver	Floor Voting – Unanimous Electronic/Postal Voting – 18 For / 1 Against / 2 Abstain
Position – Director Nominated – Tim Colenutt	Floor Voting – Unanimous Electronic/Postal Voting – 18 For / 0 Against / 3 Abstain

Position – Vice President Nominated – Paul Pearce	Floor Voting – Unanimous Electronic/Postal Voting – 20 For / 1 Against / 0 Abstain
Position – Vice President Nominated – Tim Colenutt	Floor Voting – Unanimous Electronic/Postal Voting – 17 For / 1 Against / 3 Abstain
Position – Company Secretary Nominated – Glyn Charnock	Floor Voting – Unanimous
Position – Accountant Nominated – Torr Waterfield	Floor Voting – Unanimous Electronic/Postal Voting – 16 For / 0 Against / 5 Abstain
Position – Solicitor Nominated – Isis Legal	Floor Voting – Unanimous Electronic/Postal Voting – 15 For / 0 Against / 6 Abstain
Director Re-Election by Rotation Nominated – Nigel Lay	Floor Voting – Unanimous Electronic/Postal Voting – 18 For / 0 Against / 3 Abstain
Director Re-Election by Rotation Nominated – Martin Johns	Floor Voting – Unanimous Electronic/Postal Voting – 18 For / 0 Against / 3 Abstain
Director Re-Election by Rotation Nominated – Glyn Charnock	Floor Voting – Unanimous Electronic/Postal Voting – 21 For / 0 Against / 1 Abstain

All elections approved and passed.

Dave Wheadon took the opportunity to praise the Board and their efforts and raise concern about some of the criticism he has witnessed towards them. It should be acknowledged that the Directors are volunteers and give their time freely to support and run the Association on behalf of the members. Any member is welcome to apply for a Board position if they would like to help.

**Any Other Business** – Paul Pearce presented John Claydon with the Honorary Member plaque and thanked him for his commitment and support of the Association as both a member and director over his many years in the industry.

Pawlo Woloszyn queried NCCA attendance and apparent support of events run by other organisations. Glyn Charnock clarified that the Association does not necessarily support these organisations, but has to acknowledge large gatherings of industry representatives. The Board have discussed their position on this matter and are aware it can be a controversial subject, however the Association is focused on ensuring it benefits from these events and believes it is important we have a presence. Agnes Zsednai confirmed the WoolSafe Organisation had taken a similar stance. James O’Meara queried whether anyone had joined the NCCA due to attending the event/s. Dave Wheadon confirmed we had gained new members from the events, but the statistics need to be confirmed.

**Meeting closed** - 3:14pm.

## **1. President Report – Nigel Lay**

When I became President in November 2014 myself and the board of Directors and office staff conducted a “brainstorming” session to map out a plan for the future of the Association for the short, mid and long term. We were already committed to the Trusted Local Cleaners website which at the time was underway. Due to major unforeseen problems the TLC website had serious difficulties when we first launched the test site and is now having significant work done on it prior to a full launch, which should be later this year.

I have had tremendous support from the Board of Directors in our endeavours to modernise the way that we work, respond to members and to lay the foundations for an Association that we can all be proud to belong to, forward looking, proactive and serving the needs of our membership. We have had a fresh input of Directors who have been able to bring a new vision and enthusiasm to our efforts for which I would like to place on record that they have been an inspiration and I thank them for devoting their time and the support they have given to me. I would also wish to thank our long standing Directors that have now stood down for the many devoted hours that they have given for, you the members, over many years.

It was also a sad day when Katie Hill our Office Manageress of 13 years left us to pursue other interests and we wish her well for the future. However, the loss of Katie has allowed us to examine the needs of the NCCA and provide us with the opportunity to employ Lauren Willis who is multi talented in IT and social media skills, key areas that were missing from our office team. I am sure that all of you have seen an increased social media presence and a “buzz” that is now commonplace on a daily basis on the NCCA forum page.

Two other changes are the promotion of Lewis Scroby to Office Manager and the appointment of a full time CEO Dave Wheadon. Most of you will know Lewis from his many years of service at the NCCA. Dave Wheadon has served on the Board of Directors as a co-opted Director and we were delighted to secure his services as CEO on a full time arrangement. Dave has many diverse management skills and has worked in the carpet cleaning industry for both a National Franchised operation and a Corporate supplier, so knows the industry well and is excited at the prospect of spearheading the changes that the Board has outlined.

Nicky Hill is in our thoughts and continues to respond well to her cancer treatment and I am sure that you all, like me, wish her a speedy recovery back to full health.

Whilst my time as President has not seen any radical initiatives come to fruition, we have achieved ISO9001 and I believe that the foundations have been laid whereby the NCCA will grow over the next few years to become the “go to” authority and achieve the consumer visibility that we have all desired over many years. It has been an honour to represent you all and I know that the incoming President is ready to take up the baton and to achieve more for you all.

We are always looking for members who would like to contribute whether that be writing articles for Newslink or serving as a Director, please remember that it is YOUR Association and that we do need your participation to deliver the changes that you feel you want.

## **2. Financial Report – Peter Morris FCA, Torr Waterfield**

Here is a brief summary of the financial accounts for the year ended 31 March 2016.

There was only one change to the Board during the year, the appointment of David Wheadon on 14 November 2015. David has resigned since the year end to enable him to take up the position of Chief Executive. Nigel Lay remains President of the Association. As previously, the company is limited by guarantee i.e each directors' liability in the event of the company being wound up would be £2.

The accounts, which were approved by the Board in September, show a profit before tax of £24k, more than double that of the previous year (£10.5k).

Turnover increased by £4k, about 2%, mainly as a result of an increase in subscriptions from members and income from Training Courses. Newslink sales fell significantly by 42% as a couple of larger contributors took the decision to stop advertising in the magazine.

Costs of sales are consistent with the previous 3 years at about £40k and margins are consistent at 79%. Gross profit has increased by £2k to £154k.

Despite the increase in cash balances held, from £199k to £214k in the year, interest received continues to fall as deposit rates generally remain very low. Interest received, being an investment return, is subject to 20% tax. Other profits do not attract tax.

Total overheads have fallen significantly from £141k to £130k, and there have been some notable reductions in costs; in particular, Newsletter costs have reduced by £1.5k, following a change of printer, as have related Post & Stationery Costs. Meeting expenses have fallen by a third due to Keith Robertson's reduced attendance from Scotland. Professional fees increased in 2015 due to ISO 9001 certification and pension advice to set up the Company's scheme; these costs have reduced by two thirds to less than £1.5k in 2016.

Overall, the Board can be pleased to report a profit of £24k, a very good return for the year.

The Balance Sheet also reflects a healthy and improved position at 31 March 2016, with net assets of £215k. The most significant item on the Balance Sheet is the cash and bank balance, also of £215k, an increase of £16k, an indication once again of efficient cashflow management. There is very little change in the profile of the balance sheet and the Association remains cash rich. The only other movement on the balance sheet is a reduction in Trade Creditors; in 2015, the Association had a new boiler installed just before the year end, and this was reflected in the balances owed to suppliers.

Once again Katie Hill, who has since moved on to pastures new, and the other two Head Office staff members have been helpful and efficient in maintaining the accounting records, and in ensuring the smooth running of the audit.

### **3. Administration Report – Nigel Lay**

The last year has been a challenging one for the Association and its' staff members.

We continue to achieve the ISO 9001 standard and I would like to thank the office staff for their work in firstly achieving this and maintaining the standard. Our annual inspection was passed again in December 2016.

You will all be aware that there has been a major restructuring in 2016, due to the initial departure of Katie Hill and also the challenges to be overcome with Nicky Law receiving long term treatment for her cancer. Nicky is responding well to treatment and I am sure that you all wish her well for a speedy recovery.

Lewis Scroby was appointed as the Office Manager following Katie's departure and we were extremely fortunate to be able to acquire the services of a very talented young lady Lauren Willis. Lauren has a 1st class honours degree in IT & Business studies and was given a baptism of fire when she joined us in the week up to the CCC, at the point that Katie was conducting the handover to Lewis and a week later when the news of Nicky's medical condition ruled her unfit for work. Lauren just took all this in her stride and is an integral part of the team. You will have noticed the increased visibility of social media created by Lauren and the unseen work to date on the TLC website.

The Board of Directors have been searching for a CEO to drive our many plans so that they may come to fruition, and we are very pleased that Dave Wheadon accepted our offer to become our new inaugural Chief Executive. Dave has a varied business background in a wide range of roles, but is better known to us over the past few years in the carpet cleaning industry. His wealth of knowledge and contacts within our industry will be very beneficial in devising the strategies to help accomplish the goals that the board have identified. Dave is always open to speaking with any members to solicit feedback positive as well as negative so that we can address any concerns or opportunities identified by you the members.

The role of Administration Director will pass to Dave Wheadon who is office based and is therefore logistically better placed to set and review the KPI's that will be set following the extensive personnel changes.

#### **4. Membership Report – Martin Johns**

We currently have 559 Members including 37 Corporates.

Since December 1<sup>st</sup> 2015, 70 new members have joined the Association. 76 members have left in the same time frame, but two of these did rejoin.

We have had good people joining from the armed forces and they have been particularly focused on making this industry work for them. At the same time, many experienced carpet cleaners have come on board and are realising the importance to their business being part of a recognised association.

Most applicants are new into our industry and value the wealth of knowledge and support we continue to provide to those who require technical advice and assistance.

Those of you involved with Trustmark may be interested in knowing that you can now join the National Trading Standards Scheme which was launched recently. This scheme is open to Trustmark members of all trades. The benefits are to assure the consumers that your work is of a high standard and you have been vetted. Something consumers have been asking for.

May I remind those of you who are not currently registered with Trustmark, that only members of the NCCA are eligible to be part of the scheme and it is something worthwhile considering to be one step ahead of the competition.

I am looking forward in working with Dave Whealdon and I know he is passionate in looking after our members and the interests of the NCCA.

This year is going to be exciting for us all and a new chapter for us as members of the NCCA.

## 5. Training Report – Glyn Charnock

We have finally managed to reach a compromise with external trainers over the requirements for the NCCA exam to be available for candidates attending two day carpet and upholstery courses other than the NCCA course at Leicester.

The original idea was to ensure that trainers were meeting the training standards we set through monitoring their training via detailed session plans, exam results from their students, insisting on up to date adult training education and potentially monitoring training courses. This would have allowed trainers to market their courses as “NCCA Approved”. However this was not deemed practical by the trainers so we have reduced the criteria to a level which is acceptable, to broaden the number of cleaners eligible for NCCA membership. These courses can be promoted as NCCA Accepted rather than Approved or Accredited – a subtle but important difference.

Although we are potentially “watering down” the control we have over training standards, we now have an exam marking and analysis process in place where we can possibly identify shortcomings in training and feed this information back to trainers to enable them to adjust their training courses to meet the required standards.

We have currently accepted Adam Jankowski’s Prochem course and Paul Pearce’s Alltec course. Ken Wainright’s course at Solution is accepted from his next course and Derek Bolton (CleanSmart) and Jamie Pearson (Cleaning Systems UK) have been provided with the paperwork to get their courses accepted. I am also in discussions with Julie Roberts (Modular Training Solutions).

Current numbers of course attendees taking the exam are low but we anticipate this rising quickly in the forthcoming year, vastly widening the number of carpet cleaners eligible for NCCA membership. One of the major stumbling blocks to membership has been the requirement for attendance on the NCCA course at Leicester when potential members have already undertaken training with other providers. We are also back dating eligibility to sit the NCCA exam so that anyone having sat an NCCA accepted course in the last 6 months can return to their or another trainer to sit the exam.

I had hoped to roll out the approval of training courses in other subjects to set industry standards for training across the whole range of subjects we as an Association cover, enabling the NCCA to truly become the standards setting organisation for our industry. Given the reduced requirements for training acceptance I feel this is no longer appropriate so will not be pursuing this further.

We have introduced a number of new NCCA courses including an introduction to insurance work, a rug course and the reintroduction of the leather cleaning and identification course. We are also in discussions with a trainer to replace Keith Robertson’s hard floor training course which has not been run for a number of years.

It has been suggested that we should produce short video tutorials on things like specific spot and stain removal processes to be made available to members in the members area on the NCCA website and we will be exploring this further in the forthcoming year.

There are a whole range of training options available using new technology and social media platforms which we need to investigate to provide members with more cost effective and time efficient solutions to meet their training needs. We as a board would appreciate input from members on what type of training they would like us to provide and how they would like it to be delivered.

## **6. Technical Report – Paul Pearce**

As Technical Director I have continued to take calls, emails even FaceTime calls in order to help members, consumers and in some cases from non-member carpet cleaners. My goal is to help all we can. It can be frustrating for all these folk when they are confronted with a cleaning issue. Calls are as varied as you can believe and one would hope that all are satisfied with their answers, as rarely do we get the feedback that all is OK. Very often a carpet cleaner will call when on a job and ask how to tackle it, this can be challenging although technology like FaceTime certainly helps.

Over the years I think I have tackled most situations, if not personally certainly by the calls of help and advice my position brings.

I have added some new schools this year such as a 2 day rug school & an Insurance specific 1 day program. There are others planned including some more advanced programs

Today there are a lot more instructors teaching the art of carpet & upholstery and at long last the NCCA are capturing these people and allowing them to administer our exam as an entry into the association. This is something that has been needed for some time. My thoughts on this is that the association delivers good generic training whereas the industry is pretty diverse with the different systems, chemicals & techniques in the market place and therefore the operatives/technicians/business owners need a choice but also require membership of the NCCA. So we are on the right track.

The addition of Dave Wheadon as our CEO is another great achievement and I'm more than pleased to have played a part in securing his services. I have been championing this position for sometime. We knew we needed a full time person to take on the role, finding someone was a different matter. Dave brings with him a wealth of business acumen from his background of previous achievements. Already the board have seen a change in activity of the organisation with a lot more to come. This is an exciting time for the NCCA and with new ideas, new programs, new members we are heading very much in the right direction.

## **7. Standards & Fair Trading Report – Lauren Willis**

The Association continues to work on preventing unauthorised companies and individuals making use of the NCCA name and logo.

In the last 6 months, since the appointment of my employment, I have investigated 27 individual cases of logo misuse or false claims of membership by ex-members and non-members. Unfortunately, the amount of cases has increased since the last general meeting, however I have resolved a higher percentage of the total cases (11 of 27) investigated within a shorter time period, with an additional 3 cases resulting in applications to join/re-join. I am awaiting responses from 7 cases, and will continue to make contact with 6 cases that have yet to respond.

Using social media as a communication platform has become increasingly useful to reach those who do not have an email address listed on their website/marketing materials. Furthermore, this has exposed more logo misuse by the same individuals being investigated.

Another common problem is companies and technicians publishing the fact they have training or a certificate from the Association. Whilst we do have our own guidelines in place and actively try to discourage this, we unfortunately have no authoritative backing to prevent companies advertising the fact they have training (if they indeed have completed the course). We agree that it could be confusing and potentially misleading to customers that see the NCCA mentioned in advertising and on websites, but Trading Standards and legal bodies will not provide any support for us to pursue this. Providing they are true, we unfortunately cannot prevent statements like “NCCA Trained” (using the logo is still a breach however, so any mention of training by non-members that is accompanied by the logo would require our investigation). Our advice to members is to distinguish the fact they are registered members, which entails much more than just training.

We are limited in our capacity for finding these breaches and do rely on many of them being reported to us by members and other parties. We are very appreciative of the members that took the time to inform us when they come across questionable companies or advertising. Some cases have been difficult to resolve, but we do all we can to ensure that these infringements are addressed and any companies or individuals involved are well aware they are in breach of various laws and regulations.

Stats:

31 cases

18 resolved

4 applications awaiting (join/re-join/exam paper)

5 awaiting response

4 no response – further action required

## **8. Corporate Report – Allan Simmons Jnr.**

An interesting year of change.

37 Corporate member in total (2 new), plus 2 pending applications  
7 Corporates have left, mostly due to mergers or change of business focus.  
Overall stable, but plans to push this year with the CEO in place.

2016 Wicksteed Carpet Cleaners Carnival had more exhibitors than previous year and very positive feedback, many saying they will exhibit next year. There were unfortunately lots of issues with the venue including a leaking ceiling, no PA system, training areas not set-up, electrical supply issues, broken toilets and food quality and speed of delivery (bearing in mind we had already advised numbers). This has led to us cancelling the provisional booking for 2017 and changing the scope of the annual event. More from David Weaver later.

## 9. Marketing

Mark Radford provided a presentation on Trusted Local Cleaners, a new consumer website featuring detailed listings and benefits for members. Expected launch is May 2017, further information will be published soon.

Bullet points from Dave Wheadon's presentation on marketing:

- Understand the Membership statistics Year on Year
- Operate the Association more as a business.
- Ensure that we deliver quantifiable Member benefits
- Commitment to increase consumer awareness is an absolute priority this will drive commercial behaviour.
- Closer links to other relevant Trade Associations linking to increase reciprocal trading
- Launch of Trusted Local Cleaners will deliver additional consumer awareness and revenue for Members
- Priority to increase membership in low Membership regions
- The increase in training will benefit members, particularly our session on Insurance
- NCCA Name & Logo – Let's Talk About it?, discussed the name of our association and the relevance of what our Members actually do.
- "The Ultimate Spring Clean 2017" – Radio Day this is part of our campaign to create market awareness of the consumer
- Membership Advertising – in low membership areas
- Media interaction to be improved to ensure the consumer is aware of the NCCA
- Increase in training courses, offering them in different locations
- Commercial roadshows in different regions.

## **10. Events Report – David Weaver**

WPC Cleaning Show 2017

As a result of member feedback:

Saturday 9<sup>th</sup> September at NAEC Stoneleigh

Window & Carpet Cleaning Event  
2016 event: approx.1700 footfall

Seminars  
Demonstrations  
Giveaways

Early bird: FREE, General tickets: £5.00

<http://www.wpcleaningshow.co.uk/>

Much more info to come.

## **11. Institute of Inspection, Cleaning & Restoration Certification Report – Paul Pearce**

The organisation has seen a change this year from using an association management company to having their own employees under President Richard Greene who was employed in January 2016.

Richard Greene is a Certified Association Executive joined IICRC and in a short time has made a big difference.

Alltec have taken on the administration of the UK, which is a new venture for them, however they are handling it well.

Technicians and Certified Firms have not grown in recent years which is being looked at to see how it can improve.

There are potentially 5 new Instructors applying to teach for the IICRC over the next year.