

General Meeting of the National Carpet Cleaners Association

21st April 2018, Crowne Plaza, Stratford upon Avon

In attendance:

Chair - Dave Wheadon (Chief Executive)

Board - Allan Simmons Jnr. (President), Tim Colenutt (Vice-President) Paul Pearce (Vice-President), Nigel Lay (Director), Martin Johns (Director), David Weaver (Director).

Staff - Lewis Scroby, Lauren Willis.

Members - Nick Boast, Russ Chadd, Michael Dilley, Jason Gibson, Jonathan Gibson, Kevin Goodwin, Dean & Marie Haywood, Phil Jones, Mark Jubb, John Kelly, Artur Kowalczyk, Peter Miller, Mike & Michelle Munns, Eamonn O'Connor, Richard Sudall, Ken Wainwright, Paul Watchorn, Simon Whitehead, Pawlo Woloszyn, Agnes Zsednai.

Meeting opened - 10:02am

Apologies – Mark Blazey, Glyn Charnock, Antonio Chorda, Peter Collins, Pierre DeWet, James Hoyles, John Mullane, Philip Pettican, Steve Prince, Tony Richards, Kerry Thomas, Craig Trigg.

Minutes of previous General Meeting – The minutes of the General Meeting held February 11th 2017 are accepted as true record. **Proposed – Dean Haywood, Seconded – Ken Wainwright, all agreed.**

Matters Arising – None.

Dave Wheadon, Allan Simmons and David Weaver welcomed the attendees and thanked them for joining the Association's 50th anniversary celebrations.

Director Reports:

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

Allan Simmons presented **President's Report (1)** and detailed changes within the Association thanks to Dave Wheadon. Allan emphasised the importance of promoting the NCCA and the two way street between the Association and members. Though there are some future plans with non-disclosure agreements, we want to make some announcements and will notify members as soon as we can. He is always available and happy to talk. Dave Wheadon added that we welcome feedback, good and bad, and encouraged members to ask about anything.

The NCCA Mission Statement was presented and discussion ensued. It was generally felt some minor changes were required. **A new Mission Statement was Proposed - Dave Wheadon, Seconded – Peter Miller, all agreed.**

“The establishment and maintenance of professional standards within the carpet, soft furnishings, leather and hard floor cleaning industry, with the dual aim of safeguarding the reputation of the industry and protecting its customers.”

Allan Simmons presented the NCCA President Board and elaborated on their efforts over 50 years. He also acknowledged Keith Robertson and Bill Lakin, who unfortunately both passed away in the last year.

Dave Wheadon spoke about his initial drivers on taking on the role of CEO and his achievements since the last General Meeting. These included increasing the membership, reducing resignations, running the Association more like a business, adding benefits, increasing consumer awareness, focusing on areas of low membership and adding new courses. He was pleased to report all goals had been achieved.

Peter Morris of Torr Waterfield presented **Financial Report (2)** by recorded video.

Nigel Lay presented **Standards & Fair Trading Report (3)** and elaborated on the role and his engagement with members and consumers. There had been some difficulties for our members and although most members deal with complaints very well, there is room for improvement. One membership was terminated due to a lack of professionalism following a complaint. Nigel continues to investigate logo misuse cases and has had a lot of success in getting illegal references taken down. He emphasised the support of members reporting these issues and thanked those that had. He went on to clarify his role in improving standards and working with TrustMark.

Jonathan Gibson and Artur Kowalczyk queried the term 'NCCA Trained'. Nigel Lay clarified it is not illegal if the statement is true, but any reference to membership or use of the logo infringed trademark and consumer protection laws and will be pursued. Nigel asked members to check their competitors advertising and report any potential breach. Allan Simmons added that Trusted Local Cleaners is an important tool for members and consumers checking credentials.

Ken Wainwright queried attendees of accepted external training and use of 'NCCA Trained'. Nigel Lay confirmed the Association doesn't authorise any use of the term but the legal position would need to be clarified.

Ken Wainwright queried communication with customers who report complaints/concerns and whether the NCCA follows up for outcomes. Nigel Lay and Allan Simmons confirmed the NCCA does.

Dave Wheadon presented **Membership Report (4)**. This included trends, stats, new joiners, resignation tracking, increased membership in specific areas and adapting to changes during the year.

Allan Simmons elaborated on the approx. 15 mile average distance for any consumer to a member in the UK. Mike Munns queried the term Regional Mentor in Dave Wheadon's presentation. Dave clarified that it was part of his plan to introduce established members as mentors for new starters around the UK and more information would be forthcoming soon.

Allan Simmons mentioned TrustMark and asked the floor for their thoughts on the scheme. Artur Kowalczyk felt it was not marketed well. Simon Whitehead queried involvement with the building industry. Nigel Lay and Allan Simmons explained the scheme's origins. Allan Simmons clarified that its biggest selling point is that it is Government endorsed. Dean Haywood added a concern about the extra cost and lack of communication. Nigel Lay explained that some of these issues had been acknowledged at a recent TrustMark meeting. Allan Simmons mentioned plans to talk to TrustMark about benefits and future plans. Nigel Lay added intention to push PAS86. Dean Haywood queried the possibility of a standard fee that included NCCA and TrustMark. Dave Wheadon agreed with this and had plans. Eamonn O'Connor queried the criteria for joining TrustMark. Nigel Lay clarified the details. It was generally felt the scheme need to improve promotion. Nigel Lay advised that the new TrustMark board

had some initiatives to implement by September and he will query future plans and funding. Ken Wainwright queried PAS86 and introducing this to TrustMark joining criteria. Nigel Lay clarified that TrustMark is limited to NCCA members only and this already includes PAS86. Allan Simmons added that TrustMark adds credibility as the carpet cleaning industry is not regulated. Peter Miller asked where he could find more information, Lauren Willis confirmed this is available on the NCCA website. Artur Kowalczyk queried whether the industry would become more regulated. Allan Simmons clarified this was unlikely at the present time.

Dave Wheadon presented stats on NCCA subscription fees in comparison to inflation and confirmed fees had been static since 2016. He would like to propose an increase within the next year. Michael Dilley queried if this could put off new members. Allan Simmons clarified that it shouldn't as there is a lot of value in membership. Allan Simmons informally queried a 15% increase which would reduce the gap to inflation. Ken Wainwright raised a concern that this would be too large a rise in one hit. Dave Wheadon and Allan Simmons proposed a £15.00 increase from July. Dean Haywood acknowledged the benefit of membership and felt the fee was still low in comparison. Allan Simmons elaborated on the benefits and current strong position of the Association. Ken Wainwright suggested a policy on increasing fees. Dean Haywood queried whether losing members would be a factor. Allan Simmons clarified reasons for not increasing fees in recent years as reviews had indicated it was not necessary. Agnes Zsednai disagreed as she felt inflation should dictate costs. Allan Simmons clarified that the Association is non-profit and the members should see the benefit. Eamonn O'Connor suggested reviewing at every meeting. Paul Pearce clarified a previous agreement to increase fees with inflation every year and the Board had decided against this until needed. Dave Wheadon elaborated on costs and financial statistics assisting decision making. Melanie Weaver added the decision would need to be made now ready to introduce new fees for next year. Ken Wainwright queried whether meeting in April and October would be prudent. Allan Simmons clarified that a new fee would be for new members from July but not affect existing members until next renewal. Simon Whitehead queried future plans and changes. Dave Wheadon and Allan Simmons clarified this will be reviewed as and when. Peter Miller added it is a privilege to be a member and the fee should not be a concern. **A £15.00 increase in subscription fees was Proposed – Allan Simmons, Seconded – Paul Watchorn, all agreed.**

Dave Wheadon presented information on Association marketing including two Radio Days and two other opportunities for NCCA Directors to speak on air. These along with some magazine entries and related social media had generating significant exposure. Lauren Willis added that soundbites and infographics were available on the NCCA website and elaborated on the sources of incoming queries generated by exposure.

Paul Pearce presented **Technical Report (5)**.

Paul Pearce presented **Training Report (6)** on behalf of Glyn Charnock. Jonathan Gibson queried number of course attendees in comparison to new members. Dave Wheadon clarified that some attendees are employees of current members. Jonathan Gibson queried attendees that may complete the course but find it's not for them. Paul Pearce clarified he has found this on occasion but it is not too common. He would need to look at stats. Dean Haywood mentioned a discussion at a recent regional meeting. Dave Wheadon added he is working on bitesize training options. Simon Whitehead queried if one-day refresher training was an option. Paul Pearce agreed and confirmed this was being considered. Allan Simmons added information on a new marketing course available to members. Dave Wheadon mentioned the NCCA receives a lot of interest in training but needs commitment. Some courses are arranged based on member demand but we need the numbers to make them work. The recent Blood Trauma course was an example, a great day's training which should be compulsory. Many members

went away with a renewed attitude towards the risks involved in cleaning. Ken Wainwright queried the Commercial cleaning course and if this was the IICRC school. Paul Pearce confirmed it is a new NCCA course. Mike Munns queried if any hard floor courses were planned. Paul Pearce confirmed this is being considered and needs to be introduced. Allan Simmons added Keith Robertson was our hard floor expert and has proved difficult to replace. Dean Haywood queried the cost of NCCA training compared to other providers. Dave Wheadon clarified that many providers have their own venue, whereas the NCCA needs to cover hire costs. Also many providers are also suppliers who can offset course fees against other purchases and benefits in having attendees on site. Marie Haywood queried whether payment of course fees can be made by instalments. Dave Wheadon confirmed this is possible. Michelle Munns queried discounts for re-attending a course. Dave Wheadon thought this was a great idea and would look in to it. Pawlo Woloszyn mentioned some recent involvement with grants from various organisations and felt the NCCA could benefit from looking in to this.

Dave Wheadon elaborated on recent **Regional Meetings (7)** hosted by the NCCA and how beneficial it had been to have an informal discussion with local members. One area mentioned a lot is a buddy system for new starters. Ken Wainwright added this had been successful for him over many years. Jonathan Gibson raised a concern about the response to beginners on Facebook. Dean Haywood suggested adding a separate Facebook page for new member queries. Discussion ensued. Jonathan Gibson queried ongoing training and membership level. It was clarified that the NCCA recommends continuing education and there is no additional charge for Advanced Membership once the criteria is met.

Lauren Willis presented **Website Report (8)**.

Dave Wheadon elaborated on Qdos business support. Allan Simmons and Lauren Willis clarified recent information about GDPR and free documents/advice available to members.

Dave Wheadon presented **Future Plans (9)** and elaborated on income/illness protection, professional indemnity insurance, bitesize training and regional events.

Dave Wheadon presented **Corporate Report (10)**. Allan Simmons and Lauren Willis elaborated on Corporate Facebook page, promotions and offers. Dean Haywood queried supplier offers exclusive to TACCA members. Allan Simmons accepted that as fair criticism and agreed the NCCA needs to do more in this area.

David Weaver presented **Events Report (11)** and elaborated on the WCP Cleaning Show in September. Allan Simmons expanded on the recent Manchester Cleaning show, but acknowledged there was limited benefit for the NCCA.

Dave Wheadon presented **IICRC/BCC Report (12)**.

Elections:

Position – President
Nominated – Allan Simmons Jnr.

Floor Voting – Unanimous
Electronic/Postal Voting – 2 For / 0 Against

Position – Vice President
Nominated – Paul Pearce

Floor Voting – Unanimous
Electronic/Postal Voting – 2 For / 0 Against

Position – Vice President
Nominated – Tim Colenutt

Floor Voting – Unanimous
Electronic/Postal Voting – 2 For / 0 Against

Director Re-Election by Rotation
Nominated – David Weaver

Floor Voting – Unanimous
Electronic/Postal Voting – 2 For / 0 Against

Position – Accountant
Nominated – Torr Waterfield

Floor Voting – Unanimous
Electronic/Postal Voting – 2 For / 0 Against

Position – Solicitor
Nominated – Bray & Bray

Floor Voting – Unanimous
Electronic/Postal Voting – 2 For / 0 Against

Board Resignations - Glyn Charnock (Director, Company Secretary)

“It is with great sadness that I have taken the decision to step down from the NCCA board. The pace of change in the NCCA since Dave Wheadon took on the task of CEO for us has been quite remarkable, and I back his vision for the Association, 100%. Unfortunately I can no longer commit the time, energy and enthusiasm required to perform the role of a Director effectively, so have tendered my resignation from the Board. This is not a decision I have taken lightly, and I am sorry to be leaving at a time when so much is happening, at such a pace.”

Allan Simmons and Dave Wheadon thanked Glyn for his service and all his hard work over the years, acknowledged by the floor.

Any Other Business – It has been identified that the NCCA Articles of Association need to be updated, particularly to cater for the position of CEO. Dave Wheadon suggested the possibility of combining the CEO and Presidents roles for stability in the future. Eamonn O’Connor queried the timescale for implementing changes and if we need to vote now. Allan Simmons clarified intentions and an EGM will be called if required. **Agreement to update Articles of Association Proposed – Paul Pearce, Seconded – Ken Wainwright, all agreed.**

Allan Simmons asked the floor if they would be interested in attending a gala event every year. Eamonn O’Connor suggested a two day event including exhibition. Jonathan Gibson asked if this could be in different areas. Allan Simmons agreed.

Michelle Munns asked if there were plans to update the NCCA promotional video. Lauren Willis confirmed this was due soon.

Dave Wheadon thanked all attendees and clarified plans for the evening event.

Meeting closed - 12:32pm.

1. President Report – Allan Simmons

My First Year of Presidency has seen a number of changes some people commented “I must be mad!”, then further being warned that the role of President would be very busy, I have to say “I’m loving it!” what most of you did not know was the positive impact I knew Dave would have on both the NCCA and my role.

The NCCA is ever changing and will keep adapting , I encourage you to spread the word about the changes that are happening in the NCCA, share them with other people in particular those who are not members. Let’s grow our organisation this will benefit everyone, but most of all, start actively promoting your membership to the consumer.

It’s a two way street, it needs us as an organisation and you as a member to work together. You have seen in the presentation that we are actively trying to increase consumer awareness our recent radio day gave us exposure to millions of people, and those members who picked up on this and promoted it locally have also reaped the benefit. We’re looking to do more of this type of marketing/PR that we can all tap into.

There’s lot more happening that we can’t discuss publicly yet. What I can tell you is that during the renewal period we traditionally lose a significant number of members for various reasons. This year, not only have we massively reduced that number, we are seeing more applications have added significantly more new members resulting in a net GAIN at a time when we usually see the biggest dip in membership numbers.

This is, apparently, unprecedented and shows that we are getting the word out there about the benefits and value of membership. To those who have recommended the NCCA to others, I thank you personally. I know what promoting the NCCA has done for my business.

2. Financial Report – Peter Morris FCA, Torr Waterfield

I have been asked to present a brief summary of the financial accounts for the year ended 31 March 2017, together with some overall comments on the results, which are now over a year old, and strategies that have been introduced over the last 18 months or so, and are now producing long term benefits for the Association.

During the year, Dave Wheadon resigned as a Director to enable him to take up the position of Chief Executive. Keith Robertson also resigned as Director, and, of course, sadly passed away last year; Tim Colenutt and David Weaver were appointed Directors in the year and Allan Simmons became the 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 October, show a loss before tax of £24k, compared to a profit of £24k in the previous year. This loss was expected and budgeted for, following the decision taken during the year to appoint a Chief Executive with responsibility for the day to day running of the company and for reviewing and updating its methods and strategies. It is anticipated that initial losses will be reversed by sustainable future profits from increased membership, a more commercial approach to courses and a streamlining of practices and overheads.

Turnover fell by £14k, a reflection at the time of falling membership, since rectified, reduced attendances at courses and inefficiencies in the running of the Association newsletter (also since addressed).

Overheads increased from £126k to £159k, mainly due to Chief Executive costs of £23k, recruitment costs of £4k and an increase in Advertising and Marketing (£6.5k) and Exhibition costs (£3k). Part of the increased profile of the company has involved new advertising and marketing initiatives, such as radio advertising.

The Balance Sheet remains in a healthy position at 31 March 2017, although the loss has caused net assets to fall by £24k to £190k overall. The main asset remains cash in the bank, balances held totalling £202k, compared to £215k in 2016.

The profile of the balance sheet is otherwise similar to last year, although there is an increase in amounts owed to suppliers following the radio advertising campaign just before year end.

I have advised in the past that the Association is a not for profit organisation and that it was important from a tax perspective that the Association invested some of its accumulated reserves in the future of the company and its members. The recent investment of funds in the future growth in membership and strategies will, in my opinion, be of immense future benefit to the Association from both a membership and profile perspective. It is important that the Association utilises its assets for the benefit of its members, and the recent investment in resources and knowhow emphasises that the Association is prepared to do this.

3. Standards & Fair Trading Report – Nigel Lay

Having taken on the role of S&FT following last years GM, I have been an intermediary for member / consumer disputes, agreeing appropriate course of actions for moving forward.

In one instance that only came to my attention in October 2017, a member company had cleaned a Sisal carpet in June 2017 using hot water extraction and thereby ruining the carpet.

They had involved their insurers who had paid compensation to the client, less the £500 excess (which should have been covered by the member company). When I got involved the company concerned quoted their Terms & Conditions which stated that amongst other irregularities that the consumer was liable to pay their excess in the event of damage.

My initial duty was to the consumer and a £500 payment was made by the member company within days of my involvement. However we could not arrange for the company to change their T&C's which blatantly discriminated against the consumer to conform with the legal obligations laid out in the Consumer Act - membership terminated.

As an Association we are only as good as our weakest link and all members have agreed to be bound by the Code of Ethics, which means by joining the Association you have agreed to operate within the NCCA terms and conditions.

The biggest challenge is the illegal use of the NCCA Intellectual Property Rights and the illegal act of "passing off". This is where we need your assistance in checking out your local competitors, I think that most of us know who our local fellow members are, so if you have a few spare minutes one day please look online and Google local cleaning companies, have a quick look over the website and report any infringements back into the office.

These will then be logged and then passed over for investigation. Now that the NCCA is gaining more visibility in the public domain then more people are attracted to use our IP rights even if they are not members.

4. Membership Report – Dave Wheadon

Corporate Member = 39

Associate Member = 98

Member = 430

Advanced Member = 43

Senior Member = 30

Membership Trends

- April is statistically the highest month of resignation
- We proactively ask all resigning Members “why are you leaving” to try and establish if we need to change and more importantly learn why.
- Lapsed was the main reason for resignation in 2016-2017, Retirement is the main reason for 2017-18
- Resignations at renewals dropped to 17 in 2017-18
- We had 107 joining members in 2017-18
- 99 New Members with 8 re-joins
- 30 Associate Members moved to Member level, 10 members To Advanced Member and 4 Members to Senior Member Level.
- Targeted low populated postcode areas: B – Birmingham (+4), CA – Carlisle (+2) FY– Blackpool (+2), WA – Warrington (+3)
- 640 members, which includes 39 Corporate Members
- A new initiative/strategy was commissioned and at the times did not appear successful however the areas targeted delivered the changes you see above.. We currently have 559 Members including 37 Corporates.

Highest Member Population 2017 - 2018:

Gloucester - 15, Leicester - 14, Portsmouth - 14, Oxford - 13, Bristol - 12, Chelmsford - 12, Norwich - 11

Subscription Fees

As you will have seen our Membership rates have not been increased since 2016. We have plotted the actual membership rates against the membership rate if it had risen in line with inflation.

The Graph demonstrates had the current fee kept up with the rate of inflation the membership would be £48.33 higher (i.e. £ 263.33 + vat = £316.00 = 22.47 %).

How do you feel about just a 15% increase? That's £32.25 + VAT = £296.70 (Still less than inflation)

I managed to persuade Dave to only propose an increase of just £15.00 + VAT = £18.00 = 6.6%

Just 34.6 PENCE per week! Therefore, if agreed, the new rate will be £240 + vat = £288.00

It is proposed that the rates are increased for new Members Joining from July 2018

It is also proposed that for existing Members the rate does not increase until April 2019

A 6.6% increase will also be implemented with our Corporate Members, if Members approve.

5. Technical Report – Paul Pearce

The last year has seen a change in technical help, which has mainly been due to the more active use of the Facebook pages. Whilst we still have consumer requests for help the members are making use of the online presence. This allows for debate amongst experienced members as well as those new to the industry. Also, the replies are there for all to see which can assist everyone. Telephone requests as well as private messages are still utilised and respected as some members prefer this process.

E-mails on technical subjects are referred via the office and through the website very often from members of the public. Many of these take more time to research or compile the information necessary to answer questions accurately.

I continuously monitor the Facebook forums and respond with input of assistance. Although in some circles offering advice to so called newbies is frowned upon as it is believed that they should not be helped as many have not had formal training. In many ways, this is assumed and there is little evidence to say otherwise. However, I believe many should be helped as it's the consumer that will suffer in the long run. Obviously, it would be ideal to get these people properly trained, so encouragement should be given wherever possible.

We should create a database of the frequently asked questions which can be utilised by the office or perhaps placed on the website?

As Technical Director I am always looking for new ideas, fabrics, equipment, and information to share with the members especially in training courses, training they would like us to provide and how they would like it to be delivered.

6. Training Report – Glyn Charnock

Introduction to Professional Carpet & Upholstery Cleaning course - New hands-on day compulsory for beginners. Feedback from previous attendees. Exam results now at 85% delegate pass rate. Over 53% of delegates have now joined/have an application pending.

- 168 people have attended our courses
- Regarding our own training, we have been listening to members and have been running courses in different parts of the country whenever possible. Courses have been hosted in Gloucester, Cumbria, Bristol, Cornwall and Leicester.
- This represents a rapid expansion of the training we provide, all to cater for member requests and suggestions.
- Revenue from training courses for last year was almost £42k with a profit for the association of £4k. Training is an income stream, with the profit being invested in to providing more courses for members.
- Part of our plan is to consolidate our training offering so that we design and own the courses, with a syllabus, example session plans and resources such as presentations, manuals and equipment for every course we offer, this will ensure our training is consistent and sustainable for the future.
- This will require some budgeted investment in producing course manuals, and gathering resources, making the NCCA the “go to” provider for training in our Industry.
- As a longer term goal, your Association will be aiming to gain NVQ accreditation for the training it provides, eventually leading to apprenticeship schemes.

7. Regional Meetings – Dave Wheadon

October: Reading ✓

November: Norfolk ✓

December: Gloucester ✓

January: Winsford ✓

January: Cornwall ✓

February: Northamptonshire ✓

March: Cumbria ✓

April: Crawley ✓

21st May: Cramlington

More to be arranged: Doncaster/Sheffield, Swansea, Cambridge, Scotland & Ireland. Thank you to our Corporate Members: Solution Cornwall, Cleanspec Cumbria & Restormate for hosting.

- Whilst individual attendance might appear low as a whole number over 110 Members were met as a percentage = circa 20%
- It is important that we now start the return visits and now start to offer bite size 1 hour training sessions to assist our membership
- Social Media, business management, basic maintenance, new products.
- Subjects covered Buddy system to assist new carpet cleaner (out of intended business location)
- Discussed at the regional statistics reference prices, enquiries, and volume to create both a regional and national database.
- Discussed introducing a unlimited yearly pass to training with one fee.
- The NCCA offer a budget plan payment for courses to assist with cash flow
- General concern that a number of members are using various social media sites to gain knowledge rather than committing to training courses
- After a discussion on a social media site Members where of the opinion that cheaper cleaners have always been in our sector, and just decided to market themselves in different areas.

8. Website Report – Lauren Willis

Old website too confusing for the consumer. Managed out of office - associated costs for changes. PHP website – wasn't mobile friendly & limited functionality.

Now: Modern design, with clear, easy to use features. Managed in-house – information updated on a daily basis. Content management system – mobile friendly and varied functionality. You may think that the website has changed a lot, but only visually – it still contains over half of the same features of the old one.

The Trusted Local Cleaners directory (<https://trustedlocalcleaners.ncca.co.uk>) has now been integrated back into the NCCA website to benefit from the NCCA's existing web presence. A customer will be able to access the directory from one click on the homepage.

The secure members area no longer has one general username and password. Each member has unique login credentials. Once in the members area you will have access to:

- My Account: From your account dashboard you can view your recent orders, manage your shipping and billing addresses and edit your password and account details.
- TLC Profile: You are now able to edit your directory listing (same as before) but via the NCCA website.
- Member Documents: Library of documents for members (see next slide)
- Member News: Member specific news & information updated by the office
- Technical Enquiries: Contact form for technical advice
- Training Courses: Shortcut to training courses
- Images & infographics
- Audio recordings of various radio interviews
- Videos
- Members are free to use these files on their social media pages & website. Please quote/link the NCCA where appropriate.
- Click to download image/audio/video file.
- Online Shop: Where to buy NCCA branded merchandise and other items
- Useful Information: Key contact information for various schemes & benefits for members
- Magazine Archive: Access to The Clean Sheet and former Newslink magazines
- Frequently Asked Questions: Membership-related FAQs
- Report Logo Misuse: Contact form to report misuse of NCCA name/logo
- Corporate Members: Shortcut to Corporate Members directory

If you're using any NCCA-related information, be sure to tag us on

- Facebook (@NationalCarpetCleanersAssociation)
- Twitter (@NCCA__)
- Instagram (@ncca_nationalcarpetcleaners)
- or link our website (www.ncca.co.uk)

Stats

573 Member listings

988 Member reviews

698 Enquiries for Members

9. Future Plans – Dave Wheadon

- Increase consumer awareness
- Increase Member benefits packages
- Increase Membership
- Introduce a yearly training pass(fixed amount to attend as many training sessions)
- Introduce a professional phones answering service to cover holidays and Avoiding missing a call while busy
- Continually appraisal of the courses on offer
- Increase number of regional meetings- develop into pop up training
- Small bite size learning modules
- Be the leading provider of training in our industry
- To develop our own training Academy.
- To Develop a income protection illness in service to protect members business and families
- Work with the BCC to create a modern day apprenticeship

10. Corporate Report – Dave Wheadon

Total Number of Corporate Members is 39 which is an increase of 6:-

- CVM Group – Vehicle & Finance Solutions
- BeSure Broking Services- Insurance
- Cleanspec Cumbria Ltd-Supplier
- Solutions Cornwall Ltd- Manufacturer & Supplier
- AutoCleanse UK
- Revolution Cleaning Systems

Started the corporate Facebook which enables product placement once a week and also direct product queries from members. The ability to send trial product to new starters on the Carpet and Upholstery course

11. Events Report – David Weaver

The Cleaning Show Excel London 14-16th March 2017

Shared a stand with the British Cleaning Council

Traditionally low numbers from our industry, due to poor engagement from the organisers

Discussion taking place with event organisers reference a more inclusive attitude towards our industry

Stoneleigh Park – Warwickshire - Exhibition

8th September Corporates and Members – Curry Get Together

9th September Exhibition

Great exhibition – space vans indoors and truck mounts alongside the show area

Improved delegate numbers improved footfall for corporate members

Shared exhibition with the window cleaning page WCP

The Cleaning Show – Manchester- Event City 11th -12th April 2018

Space allocated on Prochem stand – many thanks.

A lot of effective networking- the audience more relevant than the show in Excel

The NCCA 50th Anniversary Gala Celebration

Crowne Plaza Stratford Upon Avon

Combining a General Meeting with the 50th celebration dinner

Awards & Presentations

The NCCA Exhibition in September 7th and 8th September 2018

Indian Curry night

Exhibition & Seminars

12. IICRC/BCC Report – Dave Wheadon

- British Cleaning Council meetings attended – have voiced my concerns that the NCCA seem to be the forgotten industry
- Have been promised a pivotal role for the NCCA
- Number of projects that the NCCA will be involved in the Future
- We are Shareholders of IICRC
- We are improving our understanding of the IICRC by working closer with them
- We must work together to support the goals of education in the Industry
- IICRC function is to write Standards & Certification