BRITISH CLEANING COUNCIL

THE CLEANING, HYGIENE AND WASTE INDUSTRY

OUR INDUSTRY
WE CLEAN WE CARE
OUR VOICE

RESEARCH REPORT 2025

BRITISH CLEANING COUNCIL
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EXECUTIVE SUMMARY

Cleaning and hygiene - a top ten UK industry

Essential workforce

The cleaning industry provides a vital service to the economy, ensuring that our workplaces, hospitals, educational establishments, transport facilities and public spaces are safe, clean and pleasant to use. The sector's workforce plays an essential role in keeping key workers and the public healthy, safe and well.

As an industry, we pay tribute to our workforce, whose vital contribution to infection prevention and control became so much more visible during the Covid-19 pandemic. That contribution has helped to highlight the importance of the sector in the wider public consciousness. Once a service that was kept behind the scenes now continues to be a key factor in regaining consumer confidence.

With many in the current workforce, particularly those in the healthcare sector, still mentally and physically exhausted from the demands of cleaning during the pandemic, employee welfare has been catapulted to the top of the HR agenda for business leaders. Many organisations are offering more welfare support. Businesses have become more innovative with different ways to try and support their staff.

Size and turnover

The cleaning, hygiene and waste industry directly employs over 1,008,700 staff. This is a 0.44% increase from the previous year. If occupations involved in cleaning across other industries such as public services and hospitality are included, the total number of individuals working in the industry can be expressed as 1.49 million. This equates to approximately 5% of the UK workforce. The cleaning industry is a top ten employment industry in the UK.

In 2022, the industry contributed nearly £66.9 billion to the economy, up from £57.0bn in 2020 and £58.9bn in 2019. All subsectors, bar landscape service activities, saw a growth in turnover after a dip in 2020.

The sector continues to grow, with a reported 75,565 businesses operating in 2023, up from 73,655 businesses operating in 2022. The growth has been steady over the years and thanks to some opportunistic firms starting up during the pandemic offering cleaning services, the COVID period did not slow down the growth in the number of businesses in the marketplace. Many member organisations also reported a greater interest in firms joining.

The cleaning and hygiene industry is quite competitive with both small and medium companies. Nearly five out of six (83%) are micro businesses, employing less than 10 individuals and more than 99% of businesses are private firms.

Strengths

The launch of the UK Cleaning Career Development Zone on March 18 this year will bring together information about cleaning industry training and development courses into one place for the first time, where they can be easily accessed online.

This is relevant to cleaning industry staff seeking to advance their career and will also help to make the sector a more attractive destination for newcomers, who will be able to see how to advance their careers more easily.

You will be able to visit the UK Cleaning Career Development Zone at www.ukcleaning.org.uk

The launch of the Level 2 Cleaning Hygiene Operative Apprenticeship on 1 January 2024, enables many companies in the sector to invest in their frontline workforce by using their Apprenticeship Levy payments or gifted funds, providing employees with an opportunity to access a recognised work-related cleaning qualification. The initiative has made a good start with over 200 apprentices on the programme so far.

The new apprenticeship comprises core duties that are common to cleaning in any type of environment, plus two options:

- healthcare cleaning – apprentices working in healthcare facilities will also cover the National Standards of Healthcare Cleanliness in their learning.
- commercial cleaning - apprentices working elsewhere in the cleaning industry will also cover learning relevant to their work environments.

The new apprenticeship attracts levy funding of £5k per apprentice, a welcome increase compared to the original healthcare apprenticeship tariff.

This is a significant development for the sector which will bring major benefits. As well as unlocking millions of pounds a year for staff training, the new apprenticeship standard will help the sector and its staff achieve greater recognition for their vital and skilled work which contributes positively to the nation's economic and health outcomes.

The British Cleaning Council is leading a publicity drive about the new apprenticeship standard to ensure that take up by sector businesses is as widespread and rapid as possible.

During the Covid-19 pandemic, there was increased recognition of the important role of cleaning and hygiene staff in keeping people safe, healthy and well, with sector staff even being thanked in Parliament. There is also evidence that, in the wake of the pandemic, the public are reassured by seeing cleaning staff at work in public spaces. These developments provide a platform for the drive to ensure wider recognition.

The BCC's We Clean We Care campaign is now four years old. It aims to:

- highlight the pride and professionalism of the cleaning industry
- win recognition for its trained, skilled workforce
- win acknowledgement for their crucial, frontline role
- and show appreciation for the continuous efforts of cleaning staff which contribute to the health and wellbeing of our nation.

The campaign provides an opportunity to bring BCC members and the wider industry together to raise the profile of the sector and its staff.

Challenges

The variety of roles in the industry are endless and the ability to progress in the industry is immense. Yet the industry is struggling to recruit. Staff did not come back to the industry following furlough after the pandemic, and many EU staff left the UK and did not return following Brexit, while other workers upscaled to new roles, creating a perfect storm of severe staff shortages in the industry. There continues to be a high number of job vacancies across the UK in a wide variety of industries, adding to the recruitment challenge. Employers in the cleaning sector need to adapt to a rapidly changing workforce if they are to win the battle for workers.

The part-time working opportunities that the industry has to offer can be an advantage to many. However, only 9% of people working in the industry are aged under 25 and 27% are aged over 55 years. This suggests the sector is likely to face issues around an ageing workforce. While some membership organisations within the sector are proactively addressing this challenge, the industry as a whole needs to continue to do more to attract younger workers into the sector. Continuing to raise the profile of the industry is vital to attract workers.

With regards to training and development, the launch of the Level 2 Cleaning Hygiene Operative apprenticeship is a positive step forward. The approval of the new standard means that employers can now recruit apprentices and upskill existing frontline staff not only in healthcare, but in every type of facility.

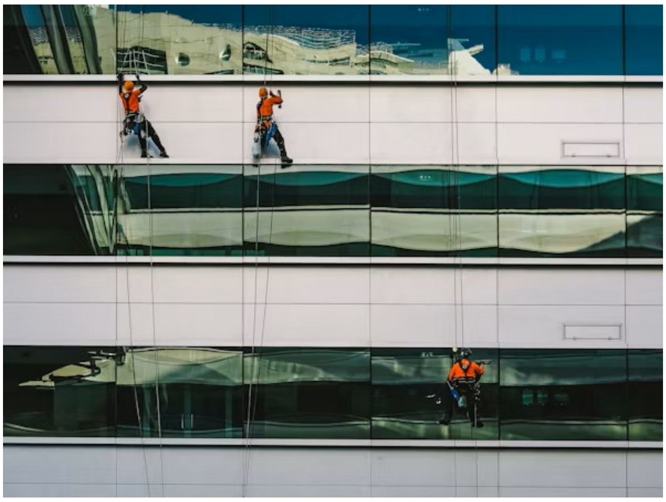
The current Government is reviewing how the Apprenticeship Levy can be spent by employers. The current policy requires that Apprenticeship Levy funds can only be spent on apprenticeships. However, many in the industry would like to see a change in policy which would allow levy funds to be used for a wider range of development opportunities, including more flexible training options.

The All-Party Parliamentary Group (APPG) for the Cleaning and Hygiene Industry was dissolved in 2024 ahead of the last General Election. The BCC is currently exploring different avenues for continuing to lobby Government.

Areas which the industry believes are a priority include:

- Protection and recognition of the role of cleaning and hygiene operatives as being part of an essential and key occupation.
- Recognition that cleaning and hygiene is both critical and essential in reassuring the public regarding health and safety in public spaces, therefore aiding the UK economy to recover.
- Being fully committed to the adoption and recognition of the Level 2 Cleaning Hygiene Operative Apprenticeship as a universal qualification in cleaning and hygiene across the UK.

Many cleaning sector businesses are concerned about the employers' national insurance contribution increases which are due to take effect from April this year, and which could combine with a weakening economy to put them under pressure.



Professional window cleaners

1 INTRODUCTION

1.1 British Cleaning Council

The British Cleaning Council (BCC) is the voice of the UK cleaning and hygiene industry. It was established in 1982 to coordinate the affairs of the industry and to be responsible at home on industry matters.

The BCC provides a forum for members to meet and work together to raise the profile of the industry and help it gain the credibility it deserves. It also promotes and encourages improvements in health, hygiene and general cleanliness standards.

The British Cleaning Council has 21 members, which cover every facet of the nearly £67 billion UK cleaning, hygiene and waste industry. From contract cleaning to waste management, pest control to housekeeping, training providers to machine manufacturers, chemical suppliers to wheelie-bin washers, the BCC coordinates, campaigns and supports the affairs of the whole of the UK's cleaning and hygiene industry.

1.2 Cleaning, Hygiene And Waste Industry

This report builds upon the 2024 research report.

The cleaning and hygiene industry has been defined using the set of Standard Industry Classification (SIC) Codes listed in the table below.

Cleaning activities are a sub-industry of the sector.

Table 1 Cleaning industry definition

SUB INDUSTRY	SIC	DEFINITION
CLEANING ACTIVITIES	81.21	General cleaning of buildings
	81.22	Other building and industrial cleaning activities
	81.29	Other cleaning activities
FACILITIES MANAGEMENT	68.32	Management of real estate on a fee or contract basis
	77.33	Renting and leasing of office machinery and equipment
	81.10	Combined facilities support activities
LANDSCAPE SERVICE ACTIVITIES	81.30	Landscape service activities
WASTE AND RESOURCE MANAGEMENT INDUSTRY	38.11	Collection of non-hazardous waste
	38.12	Collection of hazardous waste
	38.21	Treatment and disposal of non-hazardous waste
	38.22	Treatment and disposal of hazardous waste

Source Standard Industry Classification 2017 (ONS 2009)

1.3 Purpose Of The Report

This report seeks to provide insight into the current state of the cleaning and hygiene industry to help inform the decision making of those involved in the industry..

2 ECONOMIC LANDSCAPE

In 2023, there was a minor recession and coming into 2024, the OECD and IMF both expect mild growth of respectively 0.7% and 0.6%.

As a service industry, the cleaning, hygiene and waste industry is directly impacted by the operating of other sectors. It provides a vital service to us all ensuring our workplaces, hospitals, schools, transport and public spaces are clean, safe and pleasant to use. Latest data shows that service sector output is now 1.6% above pre-Coronavirus (COVID-19) levels (ONS 2022).

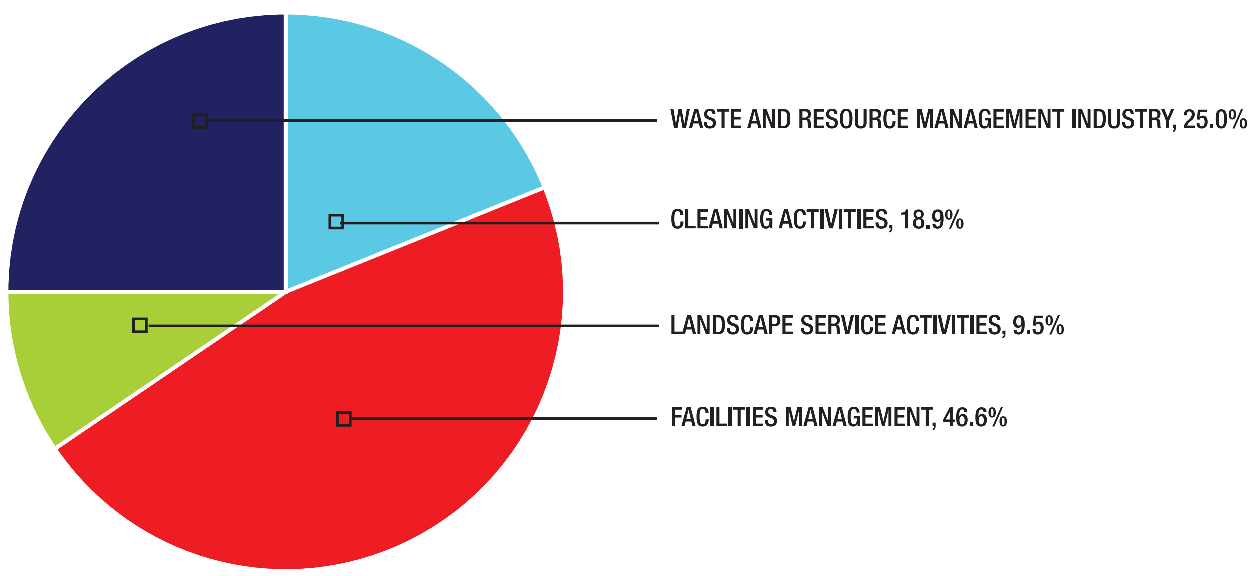
2.1 Sector Turnover

The industry contributed just over £66.8bn to the economy in 2022, which is quite a jump from the £59.8bn in 2021 and definitely compensates for the 2020 drop to £57bn.

Turnover has increased by 13.5% since 2019, similar to the all-economy growth in which turnover increased by 20.6%. (ONS 2023)

Close to 47% of the industry turnover was from facilities management, while waste and resource management contributed 25%, cleaning activities 19% and landscape services over 9% (Figure 1).

Figure 1 Turnover by subindustry



Source Annual Business Survey – 2022 Results (ONS 2024)

2.2 Businesses

2.2.1 Number And Size

The cleaning, hygiene and waste industry is competitive, with both small and medium companies competing for the same business as established businesses. This is partly because entry barriers to the sector have traditionally been quite low. Equipment requirement was seen as minimal in the past and employees entering the industry were given a non-standard and undefined level of training, dependent on their employer. Whilst this has significantly changed over the last decade and a new apprenticeship for the sector has been launched, the industry still does not receive enough recognition from the government, which is another element of change being pursued by the British Cleaning Council in its lobbying work.

Many companies now outsource cleaning and similar services, such as security or catering, to specialist companies, as a way to reduce costs. This has led to significant expansion in the industry.

The industry has seen a year-on-year increase since 2013 when 47,665 companies were in operation, to today, where more than 77,535 businesses operate. (ONS 2024)

In terms of growth there have been some differences across the nations and regions over the last couple of years. 2024 showed 3+% growth in London, Scotland, East Midlands and South West. And a 1.2% growth in the North East and in the West Midlands opposed to a UK growth of 2.6%.

Over a three-year period the UK shows an accumulated growth of 12.4% which gives Northern Ireland (6.0%) with some catching up to do (see annex Table 32).

Nearly nine in ten (89%) are micro businesses, employing less than 10 individuals. More than 99% of businesses are private companies (see annex Table 33 and Table 34).

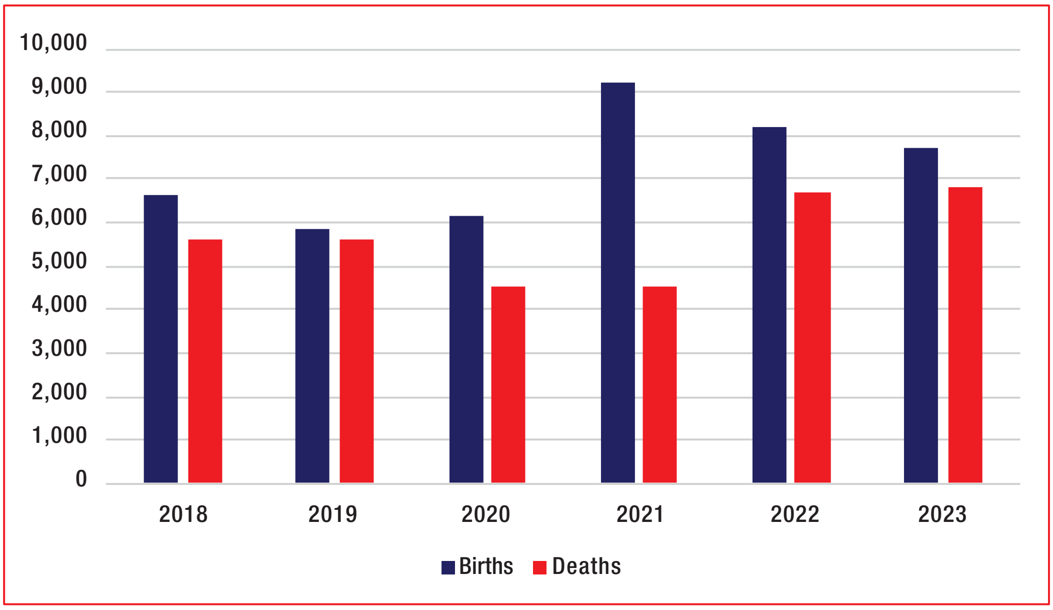
2.2.2 Start-Ups, Closures And Survival Rates

The number of new businesses in the cleaning and hygiene industry decreased by 16% from 8,295 to 6,990 between 2021 and 2023. This was similar to the all-sector data in which the number of new businesses over that two-year period decreased by more than 13% from 336,995 to 316,025(ONS 2024).

Stakeholder interviews reported seeing opportunistic firms starting up during the pandemic offering cleaning services. Many member organisations also reported a greater interest in firms joining.

During the same period the number of businesses that ceased trading increased from 3,925 to 6,145 between 2021 and 2023, an increase of 57%. The UK trend saw the number of closures decreased by 6% in the same period (ONS 2024). This service sector has definitely responded in a highly dynamic way to the pandemic challenge.

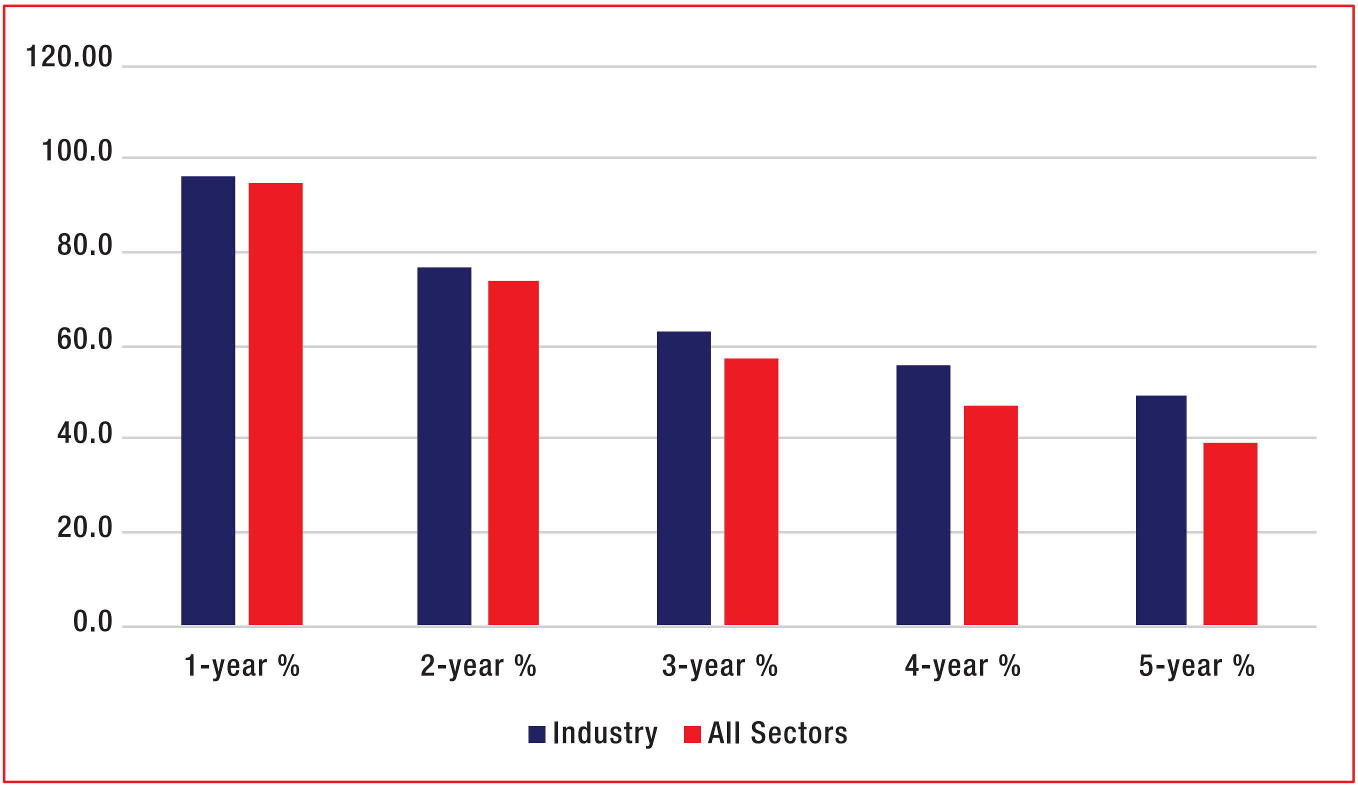
Figure 2a Company start-ups and closures in the industry, 2018 – 2023



Source Business Demography - 2023 Enterprise Births, Deaths and Survivals (ONS 2024).

The COVID influence is clearly visible, with 2020 as a turning point from a decrease in start-ups to a significant jump in 2021 still echoing in 2022.

Figure 2b Five-year survival rate for businesses born in 2018, industry and all sectors



Source Business Demography - 2023 Enterprise Births, Deaths and Survivals (ONS 2024).

The industry five-year survival rate for businesses born in 2018 and still active in 2023 was 49.2%. This is significantly higher than the UK whole economy rate of 39.4% (ONS 2024).

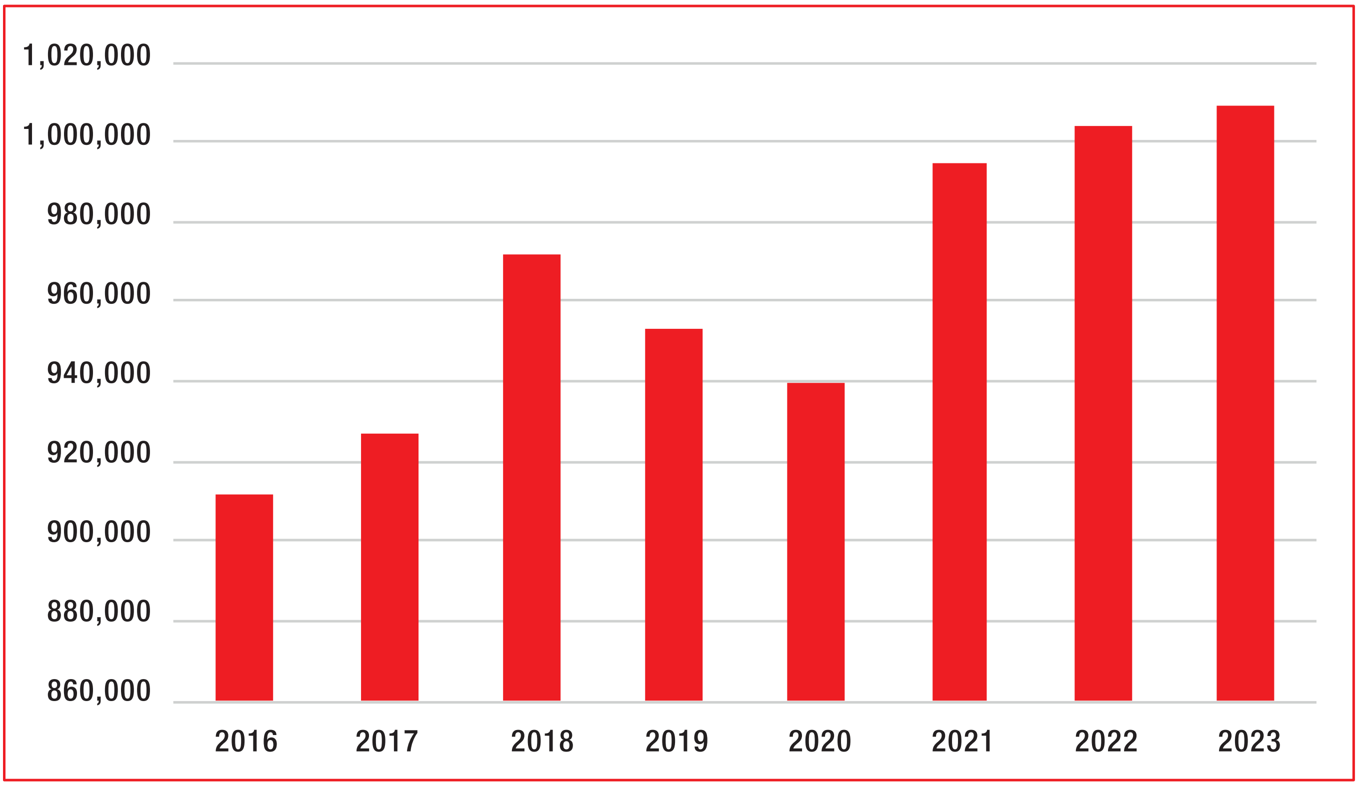
3 WORKFORCE SIZE AND CHARACTERISTICS

3.1 Number Employed

The industry directly employs over 1,008,700 individuals across Great Britain.

Direct employment has increased 6.6% between 2016 and 2018, dropped 3.3% from 2018 to 2020, and has picked up again from 2020 to 2022 with 6.85% (revised figure).

Figure 3 Change in employment numbers, GB 2016-2023



Source Business Register and Employment Survey (ONS 2024).

3.2 Wider Employment

Using just the SIC definition determined how many were employed directly in the industry. However, although a number of occupations are essentially considered cleaning industry roles, such as cleaning and housekeeping managers, domestic cleaning and hygiene operatives, these occupations are also evident across other industries, including public services and hospitality.

Taking a wider view, the number of individuals working in the industry can be expressed as around 1.49 million, which equates to approximately 5% of the UK workforce (Table 40). The cleaning and hygiene industry therefore can be considered a top 10 UK employment industry.

'Other Occupations' include roles such as Human Resources, Accountancy, Sales Accounts and Business Development Managers, Health and Safety Officers and Large Goods Vehicle drivers

Table 2 Broad definition of employment in cleaning and hygiene industry

<table>
<tr><th rowspan="2">INDUSTRY OCCUPATIONS</th><th colspan="2">EMPLOYMENT</th><th colspan="2">TOTAL</th></tr>
<tr><th>CLEANING INDUSTRY</th><th>ALL OTHER INDUSTRIES</th><th>NUMBER</th><th>%</th></tr>
<tr><td>PROPERTY, HOUSING AND ESTATE MANAGERS</td><td>20,800</td><td>97,200</td><td>118,000</td><td>8%</td></tr>
<tr><td>WASTE DISPOSAL AND ENVIRONMENTAL SERVICES MANAGERS</td><td>*</td><td>*</td><td>*</td><td></td></tr>
<tr><td>GARDENERS AND LANDSCAPE GARDENERS</td><td>24,000</td><td>10,000</td><td>34,000</td><td>3%</td></tr>
<tr><td>PEST CONTROL OFFICERS</td><td>*</td><td>*</td><td>*</td><td></td></tr>
<tr><td>HOUSEKEEPERS AND RELATED OCCUPATIONS</td><td>2,200</td><td>40,900</td><td>43,100</td><td>3%</td></tr>
<tr><td>CARETAKERS</td><td>5,600</td><td>62,400</td><td>68,000</td><td>5%</td></tr>
<tr><td>CLEANING AND HOUSEKEEPING MANAGERS AND SUPERVISORS</td><td>19,400</td><td>33,600</td><td>53,000</td><td>4%</td></tr>
<tr><td>INDUSTRIAL CLEANING PROCESS OCCUPATIONS</td><td>10,400</td><td>13,600</td><td>24,000</td><td>2%</td></tr>
<tr><td>WINDOW CLEANING AND HYGIENE OPERATIVES</td><td rowspan="6">223,3</td><td rowspan="6">274,7</td><td rowspan="6">498,0</td><td rowspan="6">37%</td></tr>
<tr><td>STREET CLEANERS AND HYGIENE OPERATIVES</td></tr>
<tr><td>CLEANING AND HYGIENE OPERATIVES AND DOMESTICS</td></tr>
<tr><td>REFUSE AND SALVAGE OCCUPATIONS</td></tr>
<tr><td>VEHICLE VALETERS AND CLEANING AND HYGIENE OPERATIVES</td></tr>
<tr><td>ELEMENTARY CLEANING OCCUPATIONS N.E.C.</td></tr>
<tr><td>OTHER OCCUPATIONS</td><td>509,200</td><td></td><td>509,200</td><td>38%</td></tr>
<tr><td>TOTAL</td><td>814,900</td><td>532,400</td><td>1,347,200</td><td></td></tr>
</table>

Source Labour Force Survey Apr – June 2024 (Northern Ireland Statistics and Research Agency, Central Survey Unit, Office for National Statistics, Social Survey Division 2024)
*Data rounded to nearest 100, N.E.C. Not elsewhere classified   * Data not available*

Table 3 below demonstrates changes in the broader employment numbers between 2022 and 2024.

Table 3 Broad definition of employment in the industry 2022-2024

INDUSTRY OCCUPATIONS	EMPLOYMENT			Difference 2022-2024
	2022	2023	2024	
PROPERTY, HOUSING AND ESTATE MANAGERS	106,000	113,000	118,000	12,000
WASTE DISPOSAL AND ENVIRONMENTAL SERVICES MANAGERS	8,000	9,000	10,000	2,000
GARDENERS AND LANDSCAPE GARDENERS	40,000	39,000	34,000	- 6,000
GROUNDSMEN AND GREENKEEPERS	37,000	35,000	*	n.a.
HOUSEKEEPERS AND RELATED OCCUPATIONS	49,000	39,000	43,000	- 6,000
CARETAKERS	79,000	68,000	68,000	- 11,000
CLEANING AND HOUSEKEEPING MANAGERS AND SUPERVISORS	52,000	59,000	53,000	1,000
INDUSTRIAL CLEANING PROCESS OCCUPATIONS	30,000	28,000	24,000	- 6,000
WINDOW CLEANING AND HYGIENE OPERATIVES	*	*	*	n.a.
STREET CLEANERS AND HYGIENE OPERATIVES	6,000	4,000	4,000	-2,000
CLEANING AND HYGIENE OPERATIVES AND DOMESTICS	543,000	518,000	498,000	- 84,000
REFUSE AND SALVAGE OCCUPATIONS	20,000	21,000	20,000	-
VEHICLE VALETERS AND CLEANING AND HYGIENE OPERATIVES	13,000	18,000	12,000	-1,000
ELEMENTARY CLEANING OCCUPATIONS N.E.C.				
OTHER OCCUPATIONS	560,200	545,900	509,200	- 51,000
TOTAL				- 196,000

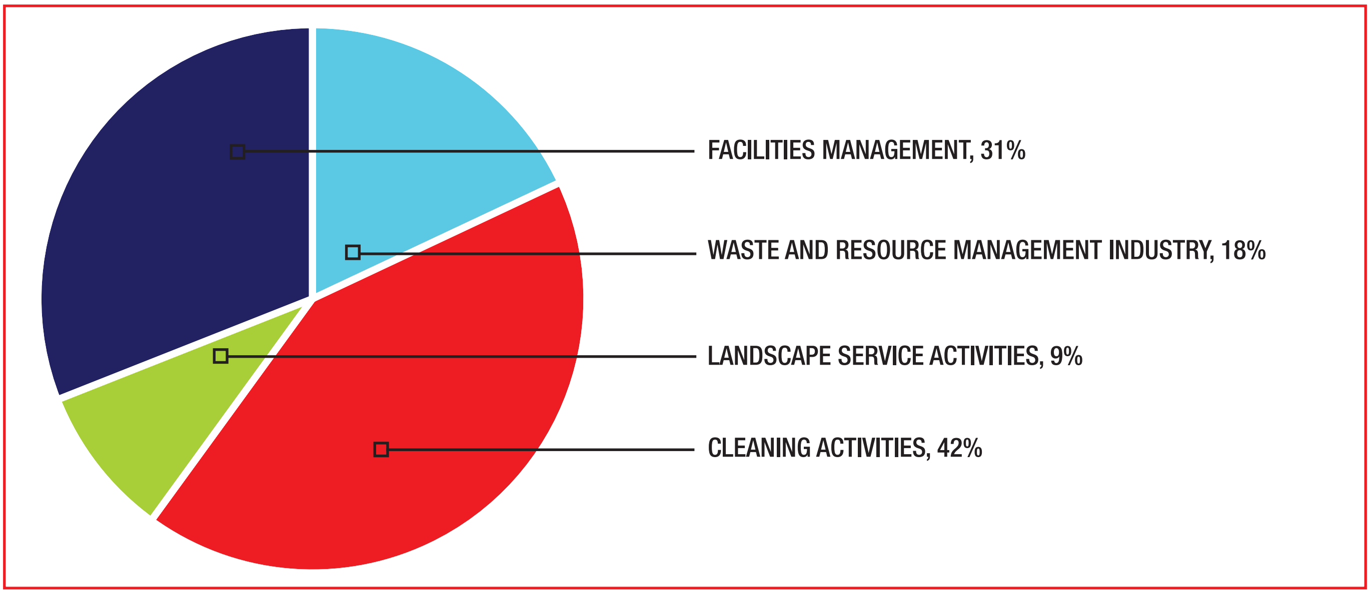
Source Labour Force Survey Apr – June 2022 & 2023 & 2024
*Data rounded to nearest 100, N.E.C. Not elsewhere classified. * Data not available, n.a. not available*

3.3 Employment By Sub-Industry

While facilities management accounts for almost half (47%) of the industry turnover, only 31% of the employment is within this sub-industry.

Cleaning and hygiene activities accounts for nearly half (42%) of all employment, with waste and resource management accounting for a further 18%.

Figure 4 Employment by subindustry, 2024



Source Annual Survey of Hours and Earnings 2024 Provisional (ONS 2024)

3.4 Workforce Characteristics

Here we examine the workforce in more detail, considering demographics such as age, gender and working status.

Occupational Breakdown

The majority (46%) of workers are employed in elementary roles. This is significantly higher than the proportion seen across all UK sectors (Table 4). A further fifth (17%) are skilled trades personnel. The industry employs a significantly lower proportion of professional occupations in comparison to all UK sectors.

Table 4 Occupational profile

	CLEANING INDUSTRY	ALL SECTORS
MANAGERS, DIRECTORS AND SENIOR OFFICIALS	10%	10%
PROFESSIONAL OCCUPATIONS	5%	27%
ASSOCIATE PROFESSIONAL AND TECHNICAL OCCUPATIONS	4%	15%
ADMINISTRATIVE AND SECRETARIAL OCCUPATIONS	6%	10%
SKILLED TRADES OCCUPATIONS	17%	9%
CARING, LEISURE AND OTHER SERVICE OCCUPATIONS	6%	8%
SALES AND CUSTOMER SERVICE OCCUPATIONS	1%	7%
PROCESS, PLANT AND MACHINE OPERATIVES	5%	6%
ELEMENTARY OCCUPATIONS	46%	8%

Source Labour Force Survey Apr – June 2024

3.4.1 Key Occupations

Given that 46% of the workforce falls within elementary occupations, it is of little surprise that cleaning and hygiene operatives and domestics, industrial cleaning occupations, window cleaning and hygiene operatives and refuse and salvage roles (all of which fall into the elementary occupations category) are all in the top five occupations. Gardeners and landscape gardeners (a skilled trade) account for a further 15% of the workforce.

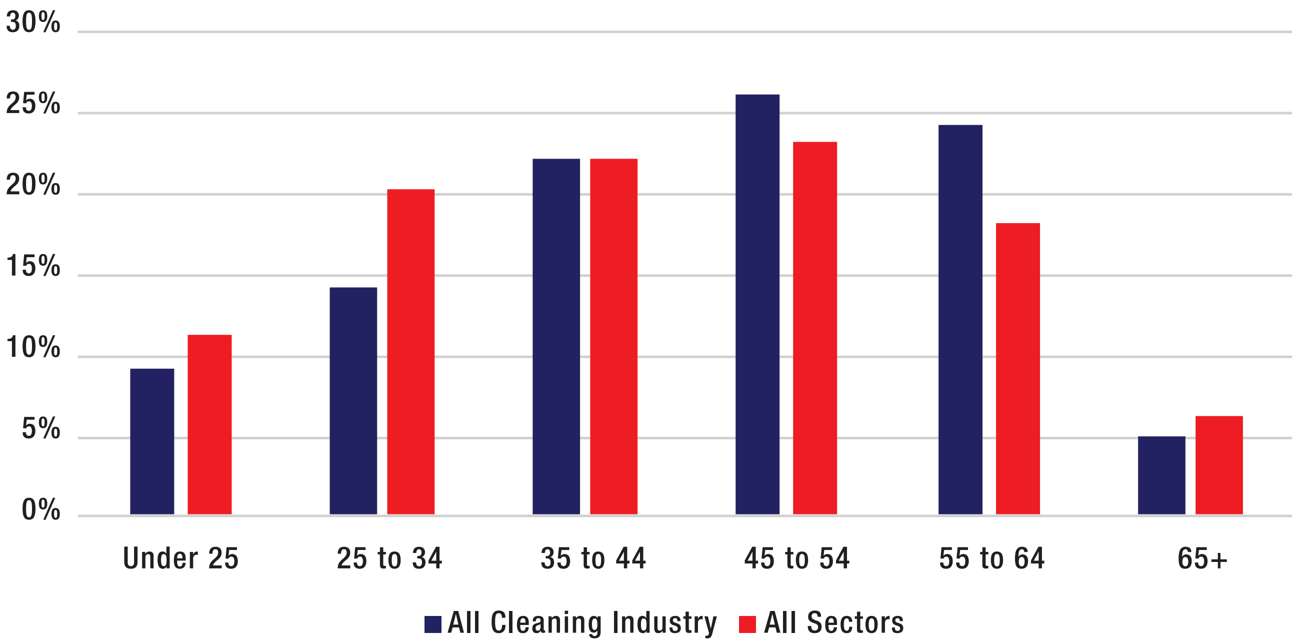
Table 5 Top ten occupational roles in the cleaning industry

RANK	OCCUPATION (SOC)	NUMBER	% WORKFORCE
1	CLEANERS AND DOMESTICS	498,000	36%
2	PROPERTY, HOUSING AND ESTATE MANAGERS	118,000	8%
3	CARETAKERS	68,000	5%
4	CLEANING AND HOUSEKEEPING MANAGERS AND SUPERVISORS	53,000	4%
5	HOUSEKEEPERS AND RELATED OCCUPATIONS	43,000	3%
6	GARDENERS AND LANDSCAPE GARDENERS	34,000	2%
7	INDUSTRIAL CLEANING PROCESS OCCUPATIONS	24,000	2%
8	LARGE GOODS VEHICLE DRIVERS	22,000	2%
9	BOOK-KEEPERS, PAYROLL MANAGERS AND WAGES CLERKS	11,800	1%
10	FINANCIAL MANAGERS AND DIRECTORS	11,200	1%
	OTHER OCCUPATIONS	509,200	37%
	TOTAL	1,392,200	

*Source Labour Force Survey Apr – June 2024 (*N.E.C. = Not elsewhere classified)*

3.4.2 Age

Figure 5 Age profile of the industry



The vast majority of the workforce is aged between 25 and 54 (62%).

The proportion of staff under 25 in the industry is lower than seen across all the economy (9% v 11%). In contrast, the proportion of staff aged over 55 is higher (29 v 24%) suggesting that that the sector may face issues around an ageing workforce.

Source Labour Force Survey Apr – June 2024

3.4.3 Gender

Across the industry, there is a slightly greater proportion of female workers – 58% compared to 42% male. However, when looking closely at the sub-industries, there are noticeable differences (Table 6). For example, the waste and resource management sub-industry and landscape service activities are both dominated by male workers.

The data also reveals a shift in the proportion of male workers in cleaning activities. In 2021 44% of the workforce were male, but this has now slightly decreased to 42% in 2024.

Women make up 58% of the cleaning workforce

Table 6 Gender within the cleaning industry

	2021		2024	
	% MALE	% FEMALE	% MALE	% FEMALE
CLEANING ACTIVITIES	44%	56%	42%	58%
FACILITIES MANAGEMENT	52%	48%	53%	47%
LANDSCAPE SERVICE ACTIVITIES	79%	21%	80%	20%
WASTE AND RESOURCE MANAGEMENT INDUSTRY	88%	12%	87%	13%
CLEANING INDUSTRY	44%	56%	43%	57%
ALL SECTORS	52%	48%	49,3%	50,7%

Source Labour Force Survey Apr – June 2021 & 2024

There are also further differences in gender across occupational groups (Table 7).

The proportion of women working in professional occupations is considerably lower in the cleaning industry compared to the whole economy (32% compared to 49%).

Table 7 Occupational profile by gender

	CLEANING INDUSTRY		ALL SECTORS	
	% MALE	% FEMALE	% MALE	% FEMALE
MANAGERS AND SENIOR OFFICIALS	60%	40%	64%	36%
PROFESSIONAL OCCUPATIONS	68%	32%	51%	49%
ASSOCIATE PROFESSIONAL AND TECHNICAL OCCUPATIONS	51%	49%	49%	51%
ADMINISTRATIVE, CLERICAL AND SECRETARIAL OCCUPATIONS	21%	79%	27%	73%
SKILLED TRADES OCCUPATIONS	84%	16%	88%	12%
PERSONAL SERVICE OCCUPATIONS	56%	44%	19%	81%
SALES AND CUSTOMER SERVICE OCCUPATIONS	41%	59%	41%	59%
TRANSPORT AND MACHINE OPERATIVES	92%	8%	86%	14%
ELEMENTARY OCCUPATIONS	50%	50%	57%	43%

Source Labour Force Survey Apr – June 2024

Across the industry there are significant variations in the male/female split, in particular roles with a polarisation across certain roles. For example, 80% of cleaning and hygiene operatives and domestic workers are female, while less than 1% of street cleaners are female. Nearly all of those in refuse and salvage occupations are male and 82% of gardeners or landscape gardeners are also male (Northern Ireland Statistics and Research Agency, Central Survey Unit, Office for National Statistics, Social Survey Division. 2024).

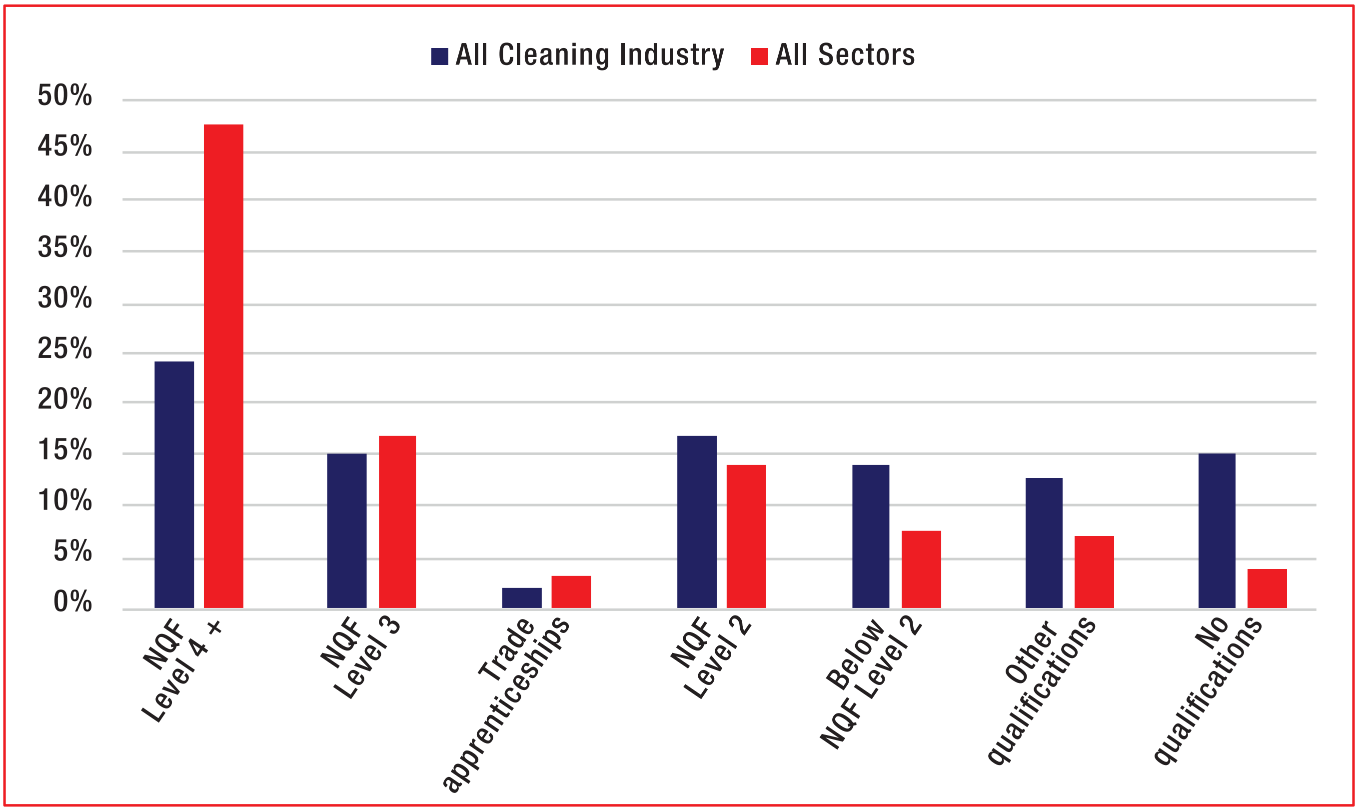
3.4.4 Qualification Levels

Workers in the industry hold significantly lower levels of qualifications.

42% of the workforce do not hold a Level 2 compared to just 19% across the economy. The industry also has significantly lower proportion holding Level 4 qualifications (24% v 47%).

This is reflective of the occupational profile, in which nearly half of the workforce is within elementary positions, where skills requirements have previously been regarded as not that complex. That view has hopefully now been eradicated given the work of cleaning and hygiene operatives throughout the pandemic.

Figure 6 Qualification levels



Source Labour Force Survey Apr – June 2024

3.4.5 Migrants

The number of foreign-born people working in the industry accounts for 24% of the workforce. This is greater than all sector figure where 19% of the workforce are foreign born.

There is variation across the nations/regions. For example, in London 62% of the industry workforce were born overseas while in the North East 4% of the workforce were (see Annex Table 44).

Migrant workers report taking jobs in the industry because entry requirements are low, and that their national qualifications are not always recognised in the UK (Equality and Human Rights Commission 2014). The British Cleaning Council expects that position to change in future due to the lobbying campaign which is supporting the introduction of a structured route to education and training, resulting in further recognised qualifications.

4 WORKING HOURS AND PAY IN THE INDUSTRY

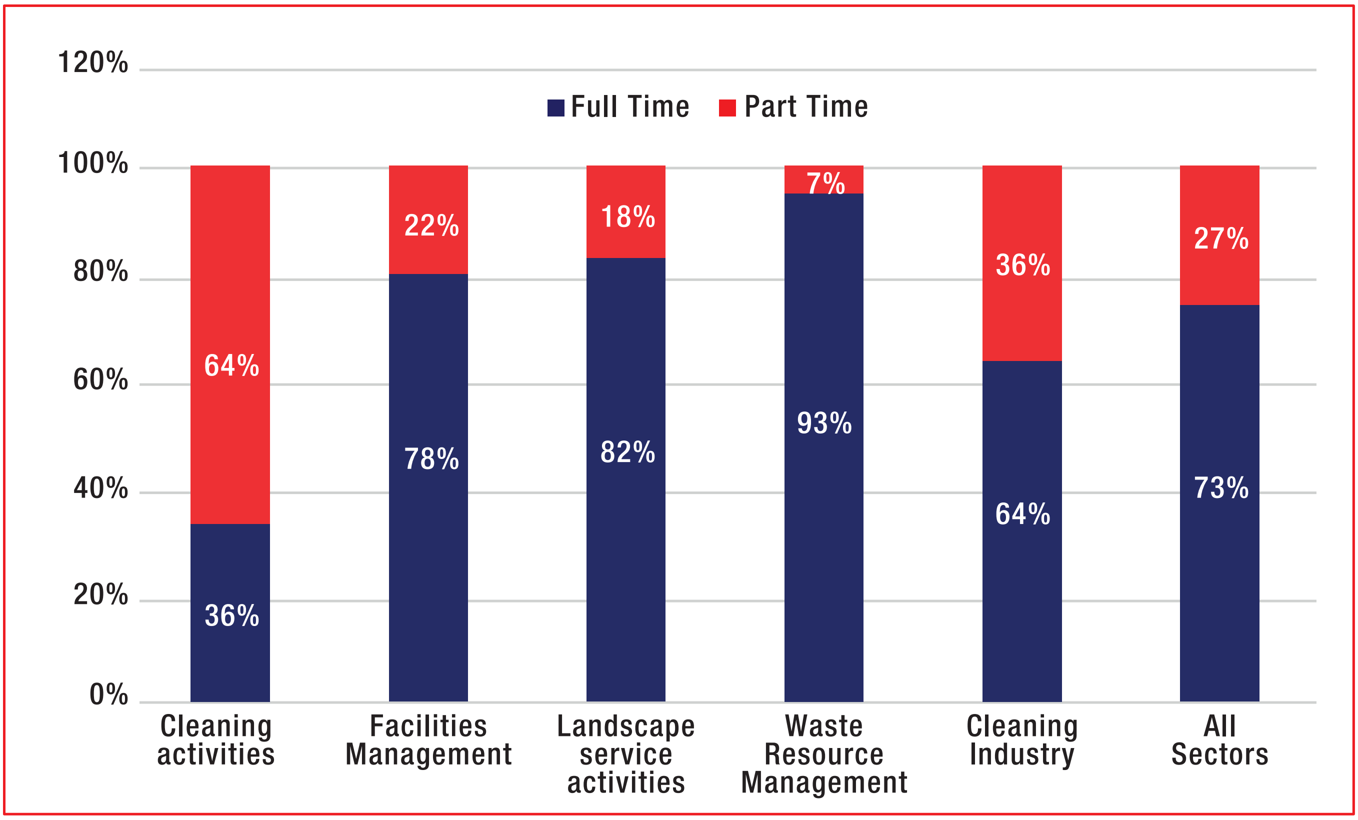
4.1 Flexible Working

Many people may view the industry, and cleaning and hygiene in particular, as a low status job of little value. However, without the industry, workplaces and services would be unpleasant for other employees and customers. The essential nature of the industry's work has never been appreciated more than during the pandemic.

Across the industry, full-time workers account for 64% of the workforce. However, there are notable differences across the sub-industries (Figure 7). Two out of three (64%) of workers in the cleaning activities industry work part-time. There is a definite increase in the last three years (from 57%). Where the other three sub-industries are dominated by full-time workers.

The part-time working that the industry offers can be an advantage to many. For example, the hours can enable individuals to balance a job with studying or with a family or with caring responsibilities.

Figure 7 Working patterns



Source Annual Survey of Hours and Earnings 2023 Provisional (ONS 2023)

4.2 Pay

The Government wants to move away from a low wage, high tax, high welfare society to a higher wage, lower tax, lower welfare society (DfBEIS 2016). The national minimum wage is one way in which it hopes to achieve this. It does, however, impact on companies in the industry in which staff costs accounts for a significant proportion of company resources.

The National Living Wage, which sets out what a worker should at least be receiving, depends on an individual's age or if they are an apprentice. The rates change every April and are statutory. From 1 April 2021 the National Living Wage applied to anyone aged 23 and over. The Living Wage is a voluntary rate, which is calculated according to the cost of living, based on a basket of household goods and services. The rates are shown in the table below.

Table 8 Wage rates

	NATIONAL LIVING WAGE					LONDON LIVING WAGE	UK LIVING WAGE
	23 AND OVER	21 TO 22	18 TO 20	UNDER 18	APPRENTICE		
APRIL 2022	£9.50	£9.18	£6.83	£4.81	£4.81	*	*
APRIL 2023	£10.42	£10.18	£7.49	£5.28	£5.28	£13.15	£12.00
	21 and over						
APRIL 2024	£11.44		£8.60	£6.40	£6.40	£13.85	£12.60
APRIL 2025	£12.21		£10.00	£7.55	£7.55	*	*

Source GOV.UK (2024) – livingwage.org.uk (2024) not available*

4.2.1 Pay By Sub-Industry

The latest Office for National Statistics data allows us to investigate average pay by industry.

The average hourly wage for a full-time worker across the sub-industries is shown below. All sub-industries saw an increase in average hourly wage between 2022 and 2023. Between 2023 and 2024 the combined facilities support dropped slightly.

Table 9 Average hourly paid for FT employees by industry

SIC	DEFINITION	2020	2021	2022	2023	2024	ANNUAL % CHANGE
81.2	Cleaning Activities	£10.50	£10.60	£11.12	£12.00	£12.13	1.1%
81.1	Combined facilities support activities	£13.82	£14.75	*£13.86	£15.47	£14.26	- 7.8%
81.3	Landscape Service Activities	£10.54	£11.25	£12.00	£12.93	£13.76	6.4%
38.0	Waste collection, treatment and disposal activities; materi-als recovery	£12.75	£13.03	£14.11	£15.11	£16.51	9.3%
	All employees	£15.14	£15.65	£16.40	£17.48	£17.09	- 2.2%

Source Annual Survey of Hours and Earnings 2024 Provisional (ONS 2024)

**) possible change in allocation of SIC. Increase of ft-jobs by factor 4*

5 SUB-INDUSTRIES

The following sections look in further detail at the four key sub-industries that make up the cleaning, hygiene and waste industry. These are:

- Cleaning and hygiene activities.
- Facilities management.
- Landscape service activities.
- Waste and resource management.

5.1 Cleaning And Hygiene Activities

Cleaning and hygiene activities include the general interior cleaning of all types of buildings, exterior cleaning of buildings, specialised cleaning activities for buildings or other specialised cleaning activities, cleaning of industrial machinery, cleaning of the inside of road and sea tankers, disinfecting and extermination activities for buildings and industrial machinery, bottle cleaning, street sweeping and snow and ice removal.

There are three key activities within this sub-industry:

- General cleaning of buildings (SIC 81.21).
- Other building and industrial cleaning activities, such as window cleaning, specialised cleaning services (i.e., for hospitals, computer rooms) and furnace and chimney cleaning services (SIC 81.22).
- Other cleaning activities, such as disinfecting and extermination services, swimming pool cleaning and cleaning of trains, buses, planes etc. (SIC 81.29).

5.1.1 Market Value

Cleaning and hygiene activities contributed over £12.6bn to the economy in 2022 exceeding the 2019 level by more than 29% (ONS 2024).

All three activities saw growth:

- General cleaning of buildings generated turnover of £8.6bn (74% of the total), which increased 38% since 2017.
- Other building and industrial cleaning activities saw the largest increase in turnover of 61% in the same time period and generated almost £1.5bn.
- Other cleaning activities saw the increase in turnover (36%) since 2017. It accounted for 16.7% of the sub-industry total at close to £2.6bn.

5.1.2 Businesses And The Workforce

There are 25,870 businesses in this sub-industry, which accounts for a third (33.4%) of all businesses in the cleaning, hygiene and waste industry. Almost 53% are involved in the general cleaning of buildings (see annex Table 31). Almost 83% of businesses are micro, employing less than 10 people.

In 2023, 3,910 new businesses started up in this sub-industry. This compares to the 4,135 and 4,120 openings in respectively 2021 and 2022, but is a definite increase from 2020 which saw 2,785 new openings. The sub-industry saw 3,500 businesses stop trading in 2023. Meaning that there was a net increase in businesses since 2019. The 5-year survival rate of companies in this sub-industry is 44.6%, which is more than all businesses (39.4%).

491,200 individuals work in the cleaning and hygiene activities sub-industry (ONS 2024). This is an increase of 6.2% over the last year. The majority (81%) of the workforce are employed within the activity of general cleaning of buildings.

The top four occupations are:

- Cleaning and hygiene operatives and domestic workers, accounting for 53% of the workforce.
- Window cleaning and hygiene operatives - 10% of the workforce
- Cleaning and housekeeping managers and supervisors – 6% of the workforce.
- Housekeepers and related occupations - 5% of the workforce.

Key workforce characteristics are shown in the tables below. However, main areas to highlight include:

- The dominance of female workers (58%) in the activities of general cleaning of buildings, while males are more likely to work in other building and industrial cleaning activities.
- The sub-industry has low levels of qualification across all three activities. This is reflective of the occupational profile in which 83% of this sub-industry workforce is within elementary positions, where the skills required have previously and pre-pandemic been seen as not that complex. Just 5% working in the sub-industry are managerial or senior officials.
- Migrant workers account for close to a third (31%) of workers in the general cleaning of buildings, compared to just 19% across entire UK workforce.

Table 10 Workforce characteristics in key groups of cleaning and hygiene activities

		GENERAL CLEANING OF BUILDINGS	OTHER BUILDING AND INDUSTRIAL CLEANING ACTIVITIES	OTHER CLEANING ACTIVITIES	TOTAL CLEANING ACTIVITIES
GENDER	Male	42%	84%	53%	43%
	Female	58%	16%	47%	57%
AGE	Under 25	9%	9%	9%	9%
	25 – 54 yrs.	63%	51%	64%	62%
	55 + yrs.	28%	40%	27%	29%
	Full-time	36%	54%	61%	64%
	Part-time	64%	46%	39%	36%
QUALIFICATIONS	Below L2	56%	57%	41%	42%
	Level 2 & 3	29%	34%	40%	32%
	Level 4+	16%	8%	19%	24%
MIGRANTS	UK Born	69%	87%	84%	78%
	Overseas	31%	13%	16%	22%

Source Labour Force Survey Apr-June 2024

Table 11 Occupational profile in cleaning activities

	GENERAL CLEANING OF BUILDINGS	OTHER BUILDING AND INDUSTRIAL CLEANING ACTIVITIES	OTHER CLEANING ACTIVITIES	TOTAL CLEANING ACTIVITIES	ALL SECTORS
MANAGERS, DIRECTORS AND SENIOR OFFICIALS	5%	6%	8%	5%	10%
PROFESSIONAL OCCUPATIONS	<1%	1%	2%	<1%	25%
ASSOCIATE PROFESSIONAL AND TECHNICAL OCCUPATIONS	<1%	3%	3%	1%	16%
ADMINISTRATIVE AND SECRETARIAL OCCUPATIONS	3%	5%	3%	3%	10%
SKILLED TRADES OCCUPATIONS	<1%	<1%	1%	<1%	9%
CARING, LEISURE AND OTHER SERVICE OCCUPATIONS	7%	6%	21%	9%	8%
SALES AND CUSTOMER SERVICE OCCUPATIONS	<1%	<1%	5%	1%	7%
PROCESS, PLANT AND MACHINE OPERATIVES	1%	<1%	5%	1%	6%
ELEMENTARY OCCUPATIONS	83%	80%	53%	80%	9%

Source Labour Force Survey Apr-June 2024

5.2 Facilities Management

Facilities management (FM) is the management of services that support the core business of commercial or institutional buildings. Good facilities management makes a huge difference to the efficiency and productivity of a company, its staff and even its clients. It is the discipline that ensures that all the different buildings and services of a company work as efficiently as possible. FM is often outsourced to an external company which is a facility expert. Disciplines and services that fall within FM include:

- Procurement and contract management.
- Building and grounds maintenance.
- Security.
- Cleaning and hygiene.
- Catering.
- Health and safety.

Today FM functions are no longer performed and managed in silos; there is a more integrated approached with all functions being considered holistically (Hodge, Poglitsch and Ankerstjerne 2014).

There are three key activities in FM:

- Management of real estate on a fee or contract basis (SIC 68.32).
- Renting and leasing of office machinery and equipment (including computers) (SIC 77.33).
- Combined facilities support activities (SIC 81.10).

Specialised cleaning operations.

5.2.1 Market Value

In 2019, the UK FM industry had a turnover of just over £31bn, which is an increase of a bit more than £1bn above the 2019 level. 2022 has made up for the decrease in 2019 to 2021 with a 4% increase towards the 2019 figure. That falls way behind the overall economic growth in which turnover increased by 13.5% in the same period (ONS 2024).

Two out of three activities saw growth:

- Management of real estate on a fee or contract basis generated turnover of nearly £13.6bn (44% of the sub-industry the total) in 2022.
- Renting and leasing of office machinery and equipment saw no significant change in turnover compared to 2019.
- Combined facilities support activities saw a small decrease in turnover of 1.8% compared to 2019. It accounted for 53% of the sub-industry total at £16.6bn.

5.2.2 Businesses And The Workforce

There are 24,190 businesses in this sub-industry, which accounts for close to a third (31%) of all businesses in the cleaning industry. Just over 81% are involved in the management of real estate on a fee or contract basis (see annex Table 31). Over 91% of businesses are micro, employing less than 10 people.

309,000 individuals work in the FM sub-industry. This is a decrease of 3,500 staff which equals - 1.1%. The majority (59%) of the workforce are employed within combined facilities support activities, with more than a third (39.6%) working within the management of real estate.

The top four occupations in the sub-industry are:

- Property, housing and estate managers, accounting for almost 13% of the workforce.
- Bookkeepers, payroll managers and wages clerks – 5% of the workforce.
- Business and financial project management professionals - 4% of the workforce.
- Chartered surveyors – 3% of the workforce.

Key workforce characteristics are shown in the tables below. However, main areas to highlight include:

- The low proportion of young workers: just 8% are under the age of 25, but conversely moving from a quarter to a third (29%) are over the age of 55.
- The sub-industry is highly qualified with 50% holding a Level 4 or above. This is greater than the cleaning industry average where just 24% hold a Level 4 or above qualification. This reflects the occupational profile of the FM workforce, in which 29% are in managerial or senior positions and 19% in professional occupations, where the skills requirements are more complex.

Table 12 Workforce characteristics across the activities in facilities management

	%	MANAGEMENT OF REAL ESTATE ON A FEE OR CONTRACT BASIS	COMBINED FACILITIES SUPPORT ACTIVITIES	TOTAL FACILITIES MANAGEMENT
GENDER	Male	47%	56%	53%
	Female	55%	44%	47%
AGE	Under 25	6%	8%	8%
	25 – 54 yrs.	71%	66%	63%
	55 + yrs.	23%	26%	29%
	Full-time	74%	79%	78%
	Part-time	26%	21%	22%
QUALIFICATIONS	Below L2	13%	14%	14%
	Level 2 & 3	37%	36%	36%
	Level 4+	50%	50%	50%
MIGRANTS	UK Born	91%	73%	79%
	Overseas	9%	27%	21%

*Source Labour Force Survey Apr-June 2024 * data not available for renting and leasing of equipment SIC 77.33.*

Table 13 Occupation profile in facilities management activities

	MANAGEMENT OF REAL ESTATE ON A FEE OR CONTRACT BASIS	COMBINED FACILITIES SUPPORT ACTIVITIES	TOTAL FACILITIES MANAGEMENT	ALL SECTORS
MANAGERS, DIRECTORS AND SENIOR OFFICIALS	38%	24%	29%	10%
PROFESSIONAL OCCUPATIONS	25%	15%	19%	25%
ASSOCIATE PROFESSIONAL AND TECHNICAL OCCUPATIONS	7%	13%	11%	16%
ADMINISTRATIVE AND SECRETARIAL OCCUPATIONS	23%	16%	18%	10%
SKILLED TRADES OCCUPATIONS	2%	9%	6%	9%
CARING, LEISURE AND OTHER SERVICE OCCUPATIONS	0%	9%	6%	8%
SALES AND CUSTOMER SERVICE OCCUPATIONS	1%	3%	2%	7%
PROCESS, PLANT AND MACHINE OPERATIVES	4%	1%	2%	6%
ELEMENTARY OCCUPATIONS	<1%	9%	6%	9%

*Source Labour Force Survey Apr-June 2024 * data not available for renting and leasing of equipment SIC 77.33.*

5.3 Landscape Activities

Businesses in this sub-industry provide a range of services. They may plant, care for and maintain the gardens and green spaces of residential properties, public and semi-public buildings, municipal grounds, sports grounds, industrial and commercial buildings and roads.

5.3.1 Market Value

In 2022, the UK landscape activities had a turnover of £6.4bn, which means the sub-industry keeps up its sizeable growth since 2019.

5.3.2 Businesses And The Workforce

There are 22,880 businesses in this sub-industry, which accounts for almost 30% of all businesses in the cleaning and hygiene industry. Since 2013, the number of businesses operating has increased from 15,810. 95% of businesses are micro – employing less than 10 people, and not more than 0.39% employ more than 50+ individuals.

In 2023, 2,040 new businesses started up in this sub-industry. After the record of 2021 with 2,910, this is still a higher level than pre-2020. The sub-industry saw 1,780 businesses stop trading in 2023. Until 2022, when 1,805 businesses stopped, normal figures are 1,115 to 1,440 businesses stopping trading.

Industry growth has been supported by public sector entities outsourcing landscaping services, but also the barriers to entry are low. There are few regulations and skill requirements for new companies and industry participants.

84,800 individuals work in the landscape activities sub-industry. This sub-industry has seen employment levels decrease 10% between 2019 and 2020 and increase 25% between 2020 and 2022 now followed by a decrease of 15% in 2023. Gardeners and landscape gardeners account for 80% of the workforce.

Key workforce characteristics of the sub-industry are shown in the tables below. However, main areas to highlight include:

- The dominance of male workers. 80% of the workforce are male compared to an UK all sector figure of 49%.
- Over a third (36%) do not hold a level 2 qualification.
- Four in five (80%) work in roles classified as skilled trade occupations.

Table 14 Workforce characteristics across the landscape activities

	%	LANDSCAPE ACTIVITIES	ALL SECTORS
GENDER	Male	80%	49%
	Female	20%	51%
AGE	Under 25	8%	11%
	25 – 54 yrs.	60%	65%
	55 + yrs.	32%	24%
	Full-time	82%	73%
	Part-time	12%	27%
QUALIFICATIONS	Below L2	36%	19%
	Level 2 & 3	38%	34%
	Level 4+	26%	47%
MIGRANTS	UK Born	92%	81%
	Overseas	8%	19%

Source Labour Force Survey Apr-June 2024

Table 15 Occupation profile in landscape activities

	LANDSCAPE ACTIVITIES	ALL SECTORS
MANAGERS, DIRECTORS AND SENIOR OFFICIALS	4%	10%
PROFESSIONAL OCCUPATIONS	4%	25%
ASSOCIATE PROFESSIONAL AND TECHNICAL OCCUPATIONS	2%	16%
ADMINISTRATIVE AND SECRETARIAL OCCUPATIONS	4%	10%
SKILLED TRADES OCCUPATIONS	80%	9%
CARING, LEISURE AND OTHER SERVICE OCCUPATIONS	1%	8%
SALES AND CUSTOMER SERVICE OCCUPATIONS	5%	7%
PROCESS, PLANT AND MACHINE OPERATIVES	4%	6%
ELEMENTARY OCCUPATIONS	4%	9%

Source Labour Force Survey Apr-June 2024

5.4 Waste And Resource Management

Waste and resource management activities are becoming recognised as a priority for today's society with an increasing focus on the 3Rs - Reduce, Reuse, Recycle. The economic value of diverting waste away from landfill has been recognised by the government as an important approach for improving environmental and economic outcomes (Defra 2018).

There are two key activities in this sub-industry:

- Waste collection (SIC 38.11 & 38.12).
- Waste treatment and disposal (SIC 38.21 & 38.22).

5.4.1 Market Value

The waste and resource management sub-industry generated a turnover of £16.3bn in 2022. This was an increase of 14% since 2019, which brings it back in line with all economy growth at 13.5%.

There was growth across both activities:

- Waste collection contributed 64% of the sub-industry turnover at nearly £10.5bn.
- Waste treatment and disposal accounted for over a third (34%) of the sub-industry total turnover, with turnover increasing to £5.5bn predominantly due to the treatment and disposal of non-hazardous waste.

5.4.2 Businesses And The Workforce

There are 4,390 businesses in this sub-industry, which accounts for 6% of all businesses in the cleaning industry. In this sub-industry, 74% are involved in the collection of waste and 23% in waste treatment and disposal (see annex Table 31).

78% of businesses are micro, employing less than 10 people, and just 1% employ more than 100+ individuals.

In 2023, 495 new businesses started up in this sub-industry. With the exception of 2020 being good for 675 start-ups, this has been a normal year. The sub-industry saw 505 businesses stop trading in 2023, thus levelling the 2021 spike in start-ups. The five-year survival rate of companies in waste collection is 51.7% and 45.8% for waste treatment and disposal, which is significantly better than the all- businesses rate of 39.4%.

123,700 individuals work in the waste and resource sub-industry. Employment numbers have dropped, increased and decreased again slightly to show a minus 0.4% five-year growth figure. Nearly two thirds (62%) of the workforce are employed within the collection of waste.

Treatment and disposal of waste accounts for 38% of the workforce.

The top four occupations in the sub-industry are:

- Refuse and salvage occupations accounting for 33% of the workforce.
- Large goods vehicle drivers - 21% of the workforce.
- Street Cleaners – 5%
- Public services associate professionals – 3% of the workforce.

Key workforce characteristics are shown in the tables below. However, main areas to highlight include:

- The dominance of male workers in each activity.
- The sub-industry has low levels of qualifications, particularly in waste collection. This is reflective of the occupational profile in which 64% of this sub-industry workforce is within elementary positions and process, plant and machine operatives, where skills required are generally thought to be less complex.

Table 16 Workforce characteristics in key groups of waste and resource management

	%	WASTE COLLECTION	WASTE TREATMENT AND DISPOSAL	TOTAL WASTE AND RESOURCE MANAGEMENT
GENDER	Male	94%	79%	87%
	Female	6%	21%	13%
AGE	Under 25	13%	10%	11%
	25 – 54 yrs.	69%	72%	70%
	55 + yrs.	18%	18%	19%
	Full-time	97%	89%	93%
	Part-time	3%	11%	7%
QUALIFICATIONS	Below L2	57%	26%	44%
	Level 2 & 3	29%	53%	38%
	Level 4+	14%	21%	18%
MIGRANTS	UK Born	98%	71%	87%
	Overseas	2%	29%	13%

Source Labour Force Survey Apr-June 2024

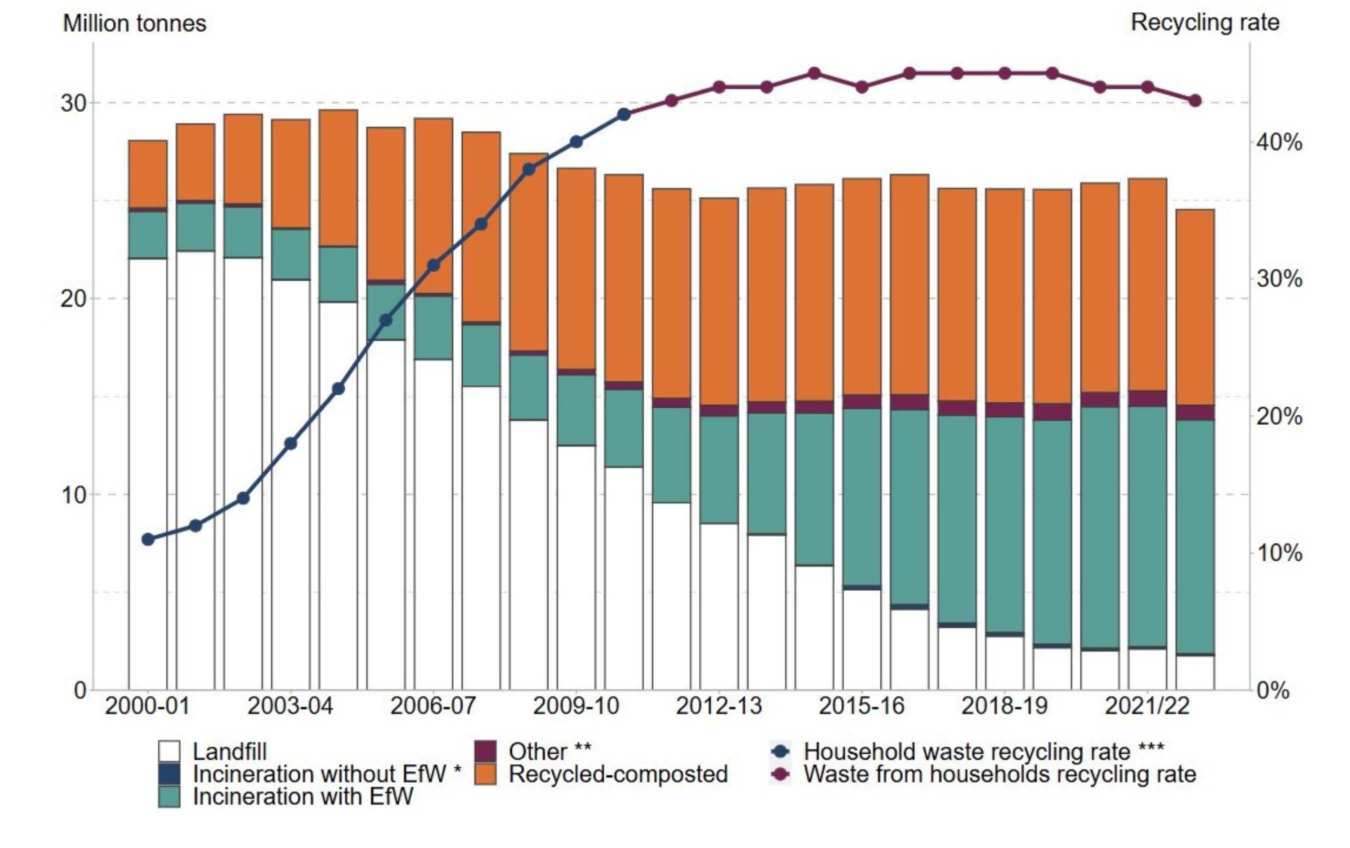
Table 17 Occupational profile within waste and resource management activities

	WASTE COLLECTION	WASTE TREATMENT AND DISPOSAL	TOTAL WASTE AND RESOURCE MANAGEMENT	ALL SECTORS
MANAGERS, DIRECTORS AND SENIOR OFFICIALS	6%	5%	6%	10%
PROFESSIONAL OCCUPATIONS	3%	9%	6%	25%
ASSOCIATE PROFESSIONAL AND TECHNICAL OCCUPATIONS	3%	11%	7%	16%
ADMINISTRATIVE AND SECRETARIAL OCCUPATIONS	8%	10%	9%	10%
SKILLED TRADES OCCUPATIONS	6%	2%	4%	9%
CARING, LEISURE AND OTHER SERVICE OCCUPATIONS	2%	0%	1%	8%
SALES AND CUSTOMER SERVICE OCCUPATIONS	1%	0%	1%	7%
PROCESS, PLANT AND MACHINE OPERATIVES	34%	22%	28%	6%
ELEMENTARY OCCUPATIONS	38%	42%	40%	9%

Source Labour Force Survey Apr-June 2021

5.4.3 Waste Handled

Figure 8 Management of all local authority collected waste and recycling rates, England. 2000/01-2022/23



Source Statistics on waste managed by local authorities in England (WasteDataflow, Defra 2024)

* Incineration with energy recover/without energy recovery includes incinerator bottom ash (IBA) and metals from IBA. This is consistent with the existing definition for household waste recycling so is not impacted by the change in 'waste from households' recycling definition.

** Other includes waste treated/disposed of through other unspecified methods as well as process and moisture loss.

*** The Household waste recycling rate is based on a broader measure of waste and is not directly comparable to the 'waste from households' recycling rate. For further information on definitions, refer to the glossary.

5.5 Manufacturers And The Supply Chain

Underpinning the above industries are the manufacturers and distributors supplying cleaning and hygiene products. This market includes areas such as:

- Cleaning products - i.e. soaps and detergents.
- Cleaning machinery - i.e. pressure washers, scrubber driers, floor cleaning equipment, vacuum cleaners, steam cleaners.

Building service contractors and in-house cleaning and hygiene managers need to procure products, tools and equipment, sometimes from a number of suppliers.

There is a growing trend in the cleaning industry among organisations to focus on better management of their supply chains.

It is important for organisations to review supply chain processes such as supplier lists, purchasing, and inventory management to find opportunities to increase operational efficiencies, reduce costs and environmental impact and drive consistency.

In the last two years good progress was made within the supply chain and in improvement of the interfaces to the chain.

6 OCCUPATIONS

As indicated in section 4.3 – wider employment, there are a number of occupations that cut across a number of industries but could essentially be considered to be part of the cleaning and hygiene industry.

This section looks at these in some more detail.

6.1 Property, Housing And Estate Managers

118,000 individuals are employed within this highly skilled occupation. Key demographics are shown in the table below.

Job holders within this group manage shopping centres, residential areas and private estates, and arrange for the sale, purchase, rental and leasing of property on behalf of clients and employers.

Common tasks in this job:

- determines staffing, financial, material and other short- and long-term requirements.
- manages general upkeep, maintenance and security of the estate's amenities.
- ensures that the amenities meet health and safety standards and legal requirements.
- advises on energy efficiency.

This job role can be found in the following sectors: Real Estate, Services to Buildings, Education and Accommodation. Employment appears to be steady, with 51% reporting to have worked with the same employer for 10 or more years and 34% between 2 and 5 years.

19% of workers report receiving job-related training or education in the last three months, which is slightly less than for all occupations where 24% received training.

Looking forward, the workforce is projected to grow by 4.7% over the period 2017 to 2027, creating 9,100 jobs. In the same period, 70% of the workforce is projected to retire, creating 135,500 job openings (LMI for All 2020).

Table 18 Property, housing and estate managers demographics

	%	PROPERTY, HOUSING AND ESTATE MANAGERSS	ALL SECTORS
GENDER	Male	63%	49%
	Female	37%	51%
AGE	Under 25	1%	11%
	25 – 54 yrs.	63%	65%
	55 + yrs.	36%	24%
STATUS	Employee	66%	85%
	Self-employed	34%	15%
	Full-time	77%	73%
	Part-time	23%	27%
QUALIFICATIONS	Below L2	10%	19%
	Level 2 & 3	39%	34%
	Level 4+	51%	47%
MIGRANTS	UK Born	87%	81%
	Overseas	13%	19%

Source Labour Force Survey Apr-June 2024

6.2 Waste Disposal And Environmental Services Managers

Just 10,000 individuals are employed within this skilled occupation, a decreasing number since 2020. On average a worker receives £21.68 per hour (ONS 2024). Key demographics are shown in the table below.

Waste disposal and environmental services managers plan, organise, direct and coordinate the operations and development of waste disposal and related environmental services facilities within private companies or public authorities

Common tasks in this job:

- determines staffing, financial, material and other short- and long-term requirements.
- manages and delegates tasks to staff and coordinates the maintenance and optimum utilisation of waste disposal and related equipment to provide an efficient service.
- monitors levels of waste disposal, recycling and related environmental services, compiles statistics and produces reports.
- liaises with members of the local community to educate and promote the concept of recycling and appropriate waste management.

Employment appears to be steady, with 60% reporting to have worked with the same employer for 10 or more years and 24% between 2 and 10 years.

Just 13% of workers report receiving job-related training or education in the last 3 months, which is less than all occupations where 24% received training.

Table 19 Waste disposal and environmental service managers demographics

	%	WASTE DISPOSAL AND ENVIRONMENTAL SERVICE MANAGERS	ALL SECTORS
GENDER	Male	78%	49%
	Female	22%	51%
AGE	Under 25	5%	11%
	25 – 54 yrs.	62%	65%
	55 + yrs.	33%	24%
STATUS	Employee	69%	85%
	Self-employed	31%	15%
	Full-time	82%	73%
	Part-time	18%	27%
QUALIFICATIONS	Below L2	34%	19%
	Level 2 & 3	20%	34%
	Level 4+	46%	47%
MIGRANTS	UK Born	100%	81%
	Overseas	<1%	19%

Source Labour Force Survey Apr-June 2024

Looking forward, the workforce is projected to grow by 4.7% over the period to 2027, creating 800 jobs. In the same period, 70% of the workforce is projected to retire, creating 11,500 job openings (LMI for All 2020).

6.3 Gardeners And Landscape Gardeners

About 34,000 individuals work within this occupation.

Gardeners and landscape gardeners cultivate flowers, trees, shrubs and other plants in public and private gardens, construct features to improve the appearance of existing terrain, and cut and lay turf.

Common tasks in this job:

- levels ground and installs drainage system as required.
- prepares soil and plants and transplants, prunes, weeds and otherwise tends plant life.
- protects plants from pests and diseases.
- cuts and lays turf using hand and machine tools and repairs damaged turf.

Just 6% of workers reported receiving job-related training or education in the last 3 months, which is much less than all occupations where 24% reported that they had received training. This could be a reflection of the fact that two thirds are self-employed and may find it harder to take time off for training.

Table 20 Gardeners and landscape gardeners demographics

	%	GARDENERS AND LANDSCAPE GARDENERS	ALL SECTORS
GENDER	Male	82%	49%
	Female	18%	51%
AGE	Under 25	8%	11%
	25 – 54 yrs.	58%	65%
	55 + yrs.	34%	24%
STATUS	Employee	34%	85%
	Self-employed	66%	15%
	Full-time	70%	73%
	Part-time	30%	27%
QUALIFICATIONS	Below L2	35%	19%
	Level 2 & 3	38%	34%
	Level 4+	27%	47%
MIGRANTS	UK Born	94%	81%
	Overseas	6%	19%

Source Labour Force Survey Apr-June 2024

The workforce is projected to grow by 3.1% over the period to 2027, creating 4,500 jobs. In the same period, 98% of the workforce is projected to retire, creating 143,000 job openings (LMI for All 2020).

6.4 Pest Control Officers

The Labour Force Survey reports that there are nearly 11,800 pest control officers in the UK, working in commercial and domestic companies. The number working in pest control is likely to be much greater depending on how individuals report their role. For example, if an individual was the owner of a sole enterprise, they may classify themselves as a manager/director of a pest control company, not an officer, however the LFS does not have a specific occupation code for this level.

Pest control officers investigate the presence of pests that are hazardous to public health or cause nuisance, lay traps to capture pests and treat areas of infestation.

Common tasks in this job:

- receives reports from public, property owners and authorities regarding the presence of pests and infestations.
- visits sites to investigate the presence of rodents, infestations and other pests that may be hazardous to public health.
- lays traps to capture pests and fumigates and disinfects areas to remove infestations.
- advises property owners on courses of action to prevent the return of pests.

The occupation is dominated by male workers (79%). It also employs a greater proportion of under 25's compared to all sectors. Three in ten (28%) do not hold a Level 2 qualification (Table 21).

The British Pest Control Association (BCPA), which has 700+ members, reported that they introduced a national standard for mandatory training 10+ years ago and all their members have Level 2 or equivalent qualifications, with a commitment to undertake 20 hours of training each year.

Table 21 Pest control officers demographics

	%	PEST CONTROL OFFICERS	ALL SECTORS
GENDER	Male	79%	49%
	Female	21%	51%
AGE	Under 25	22%	11%
	25 – 54 yrs.	42%	65%
	55 + yrs.	36%	24%
STATUS	Employee	68%	85%
	Self-employed	32%	15%
	Full-time	85%	73%
	Part-time	15%	27%
QUALIFICATIONS	Below L2	28%	19%
	Level 2 & 3	49%	34%
	Level 4+	23%	47%
MIGRANTS	UK Born	89%	81%
	Overseas	11%	19%

Source Labour Force Survey Apr-June 2024

Pest management is said to be the second oldest profession. We have always had pests, which survive by living around humans and can bring a risk to public health that can be huge.

The (BPCA) reports that recruitment of pest control workers continues to be an issue. It is a problem as the profession is not on most people's radar. People tend to end up working in the sector by chance. They also suffer from churn of people. Individuals may not necessarily be leaving the sector rather moving around within.

With the workforce projected to grow by 11.6% over the period to 2027, creating 1,200 jobs with 57% of the workforce projected to retire, creating a further 5,800 job openings in the same period, this area of the industry needs to consider future workers. Current employees should be encouraged to progress, while companies should also plan to attract new entrants. The BPCA Training Pathway is designed to suit all learning styles and enables professionals to grow and develop throughout their career. The range of interactive and accessible programmes throughout the pathway provides the knowledge and skills needed to progress your career in the pest management industry.

6.5 Housekeepers, Cleaning And Housekeeping Managers And Supervisors And Related Occupations

There are 15,000 individuals employed as a housekeeper across the UK and a further 30,000 working as a cleaning or housekeeping manager or supervisor role. Numbers in both occupations have halved in the last five years.

Housekeepers and related workers perform domestic cleaning and other housekeeping tasks within private households, hotels, schools, hostels and other non-private households, while cleaning and housekeeping managers or supervisors manage and supervise cleaning and other housekeeping tasks.

These roles can be found across a number of sectors including Food & Beverage services, Health, Social work, Services to Buildings, Accommodation and Education.

Both occupations are dominated by female workers (Table 22). However, the UK Housekeepers Association (UKHA) reports that this is changing, with more men working in these roles.

Migrant workers also account for a greater than average proportion. Two in five (41%) of managers or supervisors are migrants. This is significantly greater than across all occupations where just 19% are migrant workers.

Part-time working is also common in these roles, but in most instances, this is a 'desired contract'. For example, of the housekeepers who work part-time, 76% cited that they do not want a full-time position. While for managers and supervisors, 70% of those working part-time cited that they do not want a full-time position. However, 13% would have preferred a full-time position if they were able to find one.

Data reveals from the Labour Force Survey indicates more training is occurring. In 2021, 26% of housekeepers reported receiving training in the last 3 months compared to 11% in 2020, while 26% of managers and supervisors had training compared 16% in 2020.

Table 22 Housekeeper and related occupations demographics

	%	HOUSEKEEPERS	PEST CONTROL OFFICERS	ALL SECTORS
GENDER	Male	16%	32%	49%
	Female	84%	68%	51%
AGE	Under 25	12%	3%	11%
	25 – 54 yrs.	46%	72%	65%
	55 + yrs.	42%	25%	24%
STATUS	Employee	95%	97%	85%
	Self-employed	5%	3%	15%
	Full-time	45%	75%	73%
	Part-time	55%	25%	27%
QUALIFICATIONS	Below L2	47%	45%	19%
	Level 2 & 3	31%	39%	34%
	Level 4+	22%	16%	47%
MIGRANTS	UK Born	80%	59%	81%
	Overseas	20%	41%	19%

Source Labour Force Survey Apr-June 2024

Both occupations are projected to contract by 1.3% over the period to 2027. In the case of housekeepers, 600 jobs will be lost but in the same period, 68.7% of the workforce is projected to retire, creating 32,000 job openings, highlighting the fact that the workforce has many older workers: 47% are over 55 years of age. Manager and supervisor positions will lose 1,000 jobs, but with 68.7% of the workforce projected to retire, there will be a further 51,400 job openings (LMI for All 2020). Individuals working in this area do have opportunities to progress through the ranks from junior positions up to manager.

However, recruitment and turnover are large challenges in this area of the industry. The UKHA reports that it is hard to get individuals to enter such roles. In addition, the pressure in such roles can be high, particularly in areas of room cleaning where some staff are given just 15 minutes to clean a room.

6.6 Caretakers

Caretakers supervise and undertake the care and maintenance of church, school, office and other buildings, and their facilities, fixtures and contents. Across the UK, there are nearly 45,000 people working as caretakers. The role is predominately undertaken by males and has an ageing workforce with 49% over the age of 55 (Table 23).

Table 23 Caretakers demographics

	%	CARETAKERS	ALL SECTORS
GENDER	Male	78%	49%
	Female	22%	51%
AGE	Under 25	2%	11%
	25 – 54 yrs.	49%	65%
	55 + yrs.	49%	24%
STATUS	Employee	97%	85%
	Self-employed	3%	15%
	Full-time	58%	73%
	Part-time	42%	27%
QUALIFICATIONS	Below L2	53%	19%
	Level 2 & 3	34%	34%
	Level 4+	13%	47%
MIGRANTS	UK Born	75%	81%
	Overseas	25%	19%

Source Labour Force Survey Apr-June 2024

Common tasks in this job:

- locks and unlocks doors and entrances at appropriate times.
- supervises and/or undertakes the cleaning and maintenance of premises.
- controls heating, lighting and security systems.
- undertakes minor repairs and notifies owner of need for major repairs.

Caretaker positions can be found in a variety of sectors, including Education, Membership Organisations, Food & Beverage Services, Real Estate and Social Work.

Part-time working is also common in this role – with 42% in a part-time position, but in most instances, this is a ‘desired contract’. For example, 60% cited that they do not want a full-time position. However, 30% would have preferred a full-time position if they were able to find one.

Just 14% of workers reported receiving job-related training or education in the last 3 months, which is slightly lower than all occupational average where 24% received training.

Looking forward, the workforce is projected to contract by -1.3% over the period to 2027, losing 1,200 jobs. In the same period, 68.7% of the workforce is projected to retire, creating 63,800 job openings (LMI for All 2020).

6.7 Window Cleaning And Hygiene Operatives

According to the Labour Force Survey (LFS) there are 38,200 window cleaning and hygiene operatives across the UK. However, the Federation of Window Cleaners (FWC) estimates that the numbers are much greater. The discrepancy could be due to how people consider their roles - for example if the individual was the owner of a sole enterprise, they may classify themselves as a manager/director, which would not be captured in the LFS as a window cleaning profession.

Depending on the size of the company, positions in this field can include window cleaning operatives and window cleaning supervisors. Then it goes up to window cleaning managers and foreman and directors and business owners. Therefore, there is the opportunity to progress in this industry.

Common tasks in this job:

- secures ladders and other equipment to gain safe access to glass.
- selects appropriate cleaning or polishing equipment.
- washes and polishes glass with brushes, cloths, sponges, water and solvents.

Research by Opinium found that one in four households hire window cleaning and hygiene operatives (Crouch 2016). With window cleaning and hygiene operatives having access to people's properties more than any other trade, the FWC strongly encourages the public to use a bona-fide window cleaner, therefore improving safety, efficiency and status of the cleaner.

The majority (74%) of the workforce are self-employed and over half (62%) do not hold a Level 2 qualification (Table 24). The job is not considered to be an easy one and having the right attitude to work is essential. Many new recruits give up quickly as they don't think it is for them. This therefore impacts on recruitment costs.

Some aspects of work and organisation had to change during the pandemic. And quite a few are now here to stay, for example, work practices became 'paperless' – sign off from jobs included taking pictures and sending to clients rather than previously signed tickets. On the domestic side, businesses have expanded from pure window cleaning to fascia and soffit cleaning – there is greater fabric maintenance.

Table 24 Window cleaning and hygiene operatives demographics

	%	WINDOW CLEANERS	ALL SECTORS
GENDER	Male	90%	49%
	Female	10%	51%
AGE	Under 25	6%	11%
	25 – 54 yrs.	60%	65%
	55 + yrs.	34%	24%
STATUS	Employee	26%	85%
	Self-employed	74%	15%
	Full-time	60%	73%
	Part-time	40%	27%
QUALIFICATIONS	Below L2	62%	19%
	Level 2 & 3	34%	34%
	Level 4+	4%	47%
MIGRANTS	UK Born	96%	81%
	Overseas	4%	19%

Source Labour Force Survey Apr-June 2024

The workforce is projected to grow by 0.2% over the period to 2027, creating 100 jobs. In the same period, 63.6% of the workforce is projected to retire, creating 28,100 job openings (LMI for All 2020).

Data from the Labour Force Survey reveals that no worker reported receiving job-related training or education in the last 3 months, compared to the occupational average where 24% received training. This could be linked to the high proportion of self-employment, working long hours (on average 40hrs a week) making it difficult for them to afford the money or time to invest in skill development.

The FWC confirmed that training has been a problem for this area. There are limited specific training courses available for window cleaning. Therefore, much training is done 'on-the-job'. Health and safety is a key area; i.e. rope access window cleaning and cradle system cleaning requires specific training to be able to operate. While with water-fed poles, individuals need to consider and plan the safe height clearance of equipment.

Training of new recruits can take 8 to 10 weeks and depending on the environment could be a year before they are left fully unsupervised to work.

6.8 Cleaning Operatives

Cleaning operatives can be classified across three key roles:

- Cleaning and hygiene operatives and domestics.
- Industrial cleaning process occupations.
- Elementary cleaning occupations.

Together there are over 575,700 employed in these occupations – a 5% increase from 2020.

There appears to be a shift in the classification of occupations, with a greater number reportedly working in industrial cleaning process occupations and far fewer in cleaning and hygiene operatives and domestics over the last year. This shift could be a reflection of the increased use of industrial equipment to clean premises, rather than traditional 'hands on' cleaning.

Table 25 Cleaning operatives, 2022 - 2024

	EMPLOYMENT			DIFFERENCE 2022-2024
INDUSTRY OCCUPATIONS	2022	2023	2024	
INDUSTRIAL CLEANING PROCESS OCCUPATIONS	30,000	28,000	24,000	-6,000
CLEANING AND HYGIENE OPERATIVES AND DOMESTICS	543,000	518,000	498,000	-45,000
ELEMENTARY CLEANING OCCUPATIONS N.E.C.	*	*	*	*
TOTAL	573,000	546,000	522,000	-51,000

*Source Labour Force Survey Apr – June 2022 & 2023 & 2024 * data unavailable*

Data rounded to nearest 100, N.E.C. Not elsewhere classified

6.8.1 Cleaning And Hygiene Operatives And Domestics

498,000 individuals (53%) work as cleaning and hygiene operatives and domestics. They clean interiors of private houses, shops, hotels, schools, offices and other buildings. Common tasks in this job:

- scrubs, washes, sweeps and polishes floors, corridors and stairs.
- dusts and polishes furniture and fittings.
- cleans toilets and bathrooms.
- washes down walls and ceilings.

Cleaning and hygiene operatives can be found in a variety of sectors including Services to Buildings, Accommodation, Employment activities, Food & Beverage Services, Health and Education.

The workforce is dominated by women (80%). Three quarters (70%) of the workforce work part-time (Table 26). Of these working part-time 64% report they work part-time due to not wanting a full-time position, 8% report to being ill or disabled and 8% are students. The remaining 20% would like a full-time position but have been unable to find one.

The rates of pay between key occupations vary, as you would expect, according to seniority of position. For example, on average, full-time positions for cleaning and hygiene operatives are paid £12.12 per hour, working on average 37.4hrs. But wages may range between £11.44 and £14.89 (ONS 2024).

Just 10% of workers reported receiving job-related training or education in the last 3 months, which is much lower than the all-occupational average, where 24% received training.

The workforce is projected to grow by 0.2% over the period to 2027, creating 1,400 jobs. In the same period, 63.6% of the workforce is projected to retire, creating 455,200 job openings (LMI for All 2020).

6.8.2 Industrial Cleaning Process Occupations

13,000 individuals work in industrial cleaning process occupations. Job holders in this group clean manufactured goods, plant and machinery, and industrial, commercial, and other premises. It has previously been considered a low skilled occupation, and this is reflected in the fact that 56% of workers are not qualified to Level 2. However, there are opportunities for young people with 11% of the workforce under 25 (Table 26).

Common tasks in this job:

- uses industrial vacuuming, polishing, pressure washing, steam cleaning and sandblasting equipment to clean commercial and industrial premises, public buildings and building exteriors.
- dismantles engines, boilers, furnaces and other industrial plant and machinery, cleans components and reassembles equipment.
- washes, rinses, dries and cleans manufactured goods, and stacks cleaned articles ready for removal.

This role can be found across the following sectors: Food products, Services to Buildings, Wholesale Trade, Retail Trade and Land Transport.

Part-time working is also common in this role – with 65% in a part-time position, but in most instances, this is a 'desired contract' For example, 65% cited that they do not want a full-time position. However, 19% would have preferred a full-time position if they were able to find one.

One in ten (10%) of workers reported receiving job-related training or education in the last 3 months, which is lower than all occupational average where 24% received training.

The workforce is projected to contract by -2.1% over the period to 2027, losing 600 jobs.

In the same period, 53.7% of the workforce is projected to retire, creating 16,300 job openings (LMI for All 2020).

Preparation for cleaning

Table 26 Cleaning operatives demographics

	%	CLEANING OPERATIVES AND DOMESTICS	INDUSTRIAL CLEANING PROCESS OCCUPATIONS	ELEMENTARY CLEANING OCCUPATIONS NEC	ALL SECTORS
GENDER	Male	20%	40%	54%	49%
	Female	80%	60%	46%	51%
AGE	Under 25	10%	11%	26%	11%
	25 – 54 yrs.	55%	59%	38%	65%
	55 + yrs.	35%	30%	36%	24%
STATUS	Employee	81%	87%	69%	85%
	Self-employed	19%	13%	31%	15%
	Full-time	30%	34%	59%	73%
	Part-time	70%	66%	41%	27%
QUALIFICATIONS	Below L2	56%	58%	58%	19%
	Level 2 & 3	33%	31%	7%	34%
	Level 4+	11%	11%	35%	47%
MIGRANTS	UK Born	69%	67%	81%	81%
	Overseas	31%	33%	19%	19%

Source Labour Force Survey Apr-June 2024

Domestic Cleaning And Hygiene Operatives

Domestic cleaning and hygiene operatives are a key part of the cleaning industry. One in ten (9%) of households pay cleaning and hygiene operatives to come into their homes (Crouch 2016). In the UK, £26 billion was spent in 2016 on paying people to carry out domestic chores in their homes. However, despite the rising use of domestic cleaning and hygiene operatives very little is known about the true size, and the characteristics, of the people who make up this workforce.

Part of the reason for this is in private households, cleaning and hygiene operatives are generally self-employed and often this activity is "undeclared", meaning that they are not known to the authorities. Payment can often be cash in hand. We know anecdotally that the workforce is predominantly female, and most of the workers are working part-time. One element of domestic work is that it can switch from being a job to 'non'-work in a moment, since domestic workers can be hired or fired on a whim (Singha 2019). However, more research is required to have a greater understanding of this rapidly expanding sector.

Non-Domestic, Commercial Cleaning

In addition to domestic cleaning, there is also commercial cleaning. Cleaning companies will formally organise workers on the site of a third party (the client).

Companies may coordinate and manage work across numerous sites and across all hours of the day.

Commercial cleaning requires training in safe use of chemicals and handling of heavy equipment, teamwork and efficient use of time. However, due to the previously held assumption that cleaning was unskilled manual work, which has been shown throughout the pandemic to be incorrect, training could be hastily delivered (Singha 2019). However Smith (2009, as referred to in Singha 2019) noted that agency cleaning and hygiene operatives are knowledgeable about a range of cleaning-related information, such as health and safety issues related to cleaning materials and handling industrial vacuum cleaners.

Path Towards Automation

Large-scale, industrial cleaning relies less on manpower and more on technology and machinery.

As autonomous cleaning equipment become more sophisticated and prevalent in the cleaning industry, workers are expected to fill higher-value work from hands-on cleaning activities to equipment fleet management or maintenance, or customer service.

6.9 Refuse And Salvage Occupations

12,000 individuals work in a refuse and salvage occupation. Nearly all workers are male, working full time (Table 27).

Refuse and salvage collectors supervise and undertake the collection and processing of refuse from household, commercial and industrial premises. The role is considered to be unskilled, with many in the workforce not having a level 2 qualification. Common tasks in this job:

- rides in or on refuse vehicle and alights to pick up domestic refuse.
- carries waste material in dustbins or other containers from premises to refuse vehicle.
- empties refuse into vehicle manually or using an electronic tipping device.
- returns dustbins or other containers to premises.

Refuse and salvage occupations are paid on average £13.21 per hour, with hourly rates ranging from £11.72 to £14.55.

Table 27 Refuse and salvage occupations demographics

	%	REFUSE AND SALVAGE OCCUPATIONS	ALL SECTORS
GENDER	Male	95%	49%
	Female	5%	51%
AGE	Under 25	15%	11%
	25 – 54 yrs.	64%	65%
	55 + yrs.	21%	24%
STATUS	Employee	95%	85%
	Self-employed	5%	15%
	Full-time	95%	73%
	Part-time	5%	27%
QUALIFICATIONS	Below L2	47%	19%
	Level 2 & 3	42%	34%
	Level 4+	11%	47%
MIGRANTS	UK Born	88%	81%
	Overseas	12%	19%

Source Labour Force Survey Apr-June 2024

14% of workers reported receiving job-related training or education in the last 3 months, which is lower than the all-occupational average where 24% received training. However, this is greater than previous year where just 7% received training.

The workforce is projected to grow by 0.2% over the period to 2027, creating 100 jobs. In the same period, 63.6% of the workforce is projected to retire, creating 27,500 job openings (LMI for All 2020).

6.10 Vehicle Valeters And Cleaning And Hygiene Operatives

There are 12,000 car cleaning and hygiene operatives across the UK. It is highly likely that the number could be considerably higher due to unregulated hand car washes which have appeared across the UK in recent years. Hand car washers are now regularly seen at supermarkets and road-side petrol stations that have closed down.

Vehicle valeters and cleaning and hygiene operatives clean, wash and polish the interiors and exteriors of ships, aircraft, trains and road vehicles. Common tasks in this job:

- vacuums, brushes and washes vehicle upholstery and interior surfaces.
- empties waste bins and removes rubbish.
- reports any damage or vandalism to the fabric of the vehicle interior.
- washes, cleans and polishes as appropriate the exterior surfaces of vehicles.

Migrant labour is high is this occupation, accounting for 50% of the workforce. They are often labelled by employers as ‘good workers’ who are ‘better motivated’ and more likely than indigenous labour to accept poor pay and precarious working conditions (Clark and Colling 2019). However, the Car Wash Advisory Service reports that there are significant issues with modern slavery, environmental damage, health and safety and tax evasion in some businesses. (CWAS 2019).

Table 28 Vehicle valeters and cleaning and hygiene operatives’ demographics

	%	VEHICLE VALETERS AND CLEANING AND HYGIENE OPERATIVES	ALL SECTORS
GENDER	Male	85%	49%
	Female	15%	51%
AGE	Under 25	35%	11%
	25 – 54 yrs.	55%	65%
	55 + yrs.	10%	24%
STATUS	Employee	65%	85%
	Self-employed	35%	15%
	Full-time	75%	73%
	Part-time	25%	27%
QUALIFICATIONS	Below L2	67%	19%
	Level 2 & 3	22%	34%
	Level 4+	11%	47%
MIGRANTS	UK Born	50%	81%
	Overseas	50%	19%

Source Labour Force Survey Apr-June 2024

Key skills for working as car washers includes the ability of team members to multi-task and work quickly. The workforce is projected to grow by 0.2% over the period to 2027, creating 100 jobs. In the same period, 63.6% of the workforce is projected to retire, creating 22,300 job openings (LMI for All 2020).

7 RECRUITMENT AND SKILLS

7.1 Vacancies And Recruitment

After a record breaking high of 1,247,000 at the end of 2021 the estimated number of vacancies in the UK has come down to 812,000 in the last quarter of 2024 (ONS 202). It is noticeable that the fall has slowed in that latest period.

Figure 9: The estimated number of vacancies decreased on the quarter, for the 30th consecutive period, to 812,000

Source: Vacancy survey from the Office for National Statistics

Staff shortages are not just a UK problem, typically every First World country is faced with this problem at present.

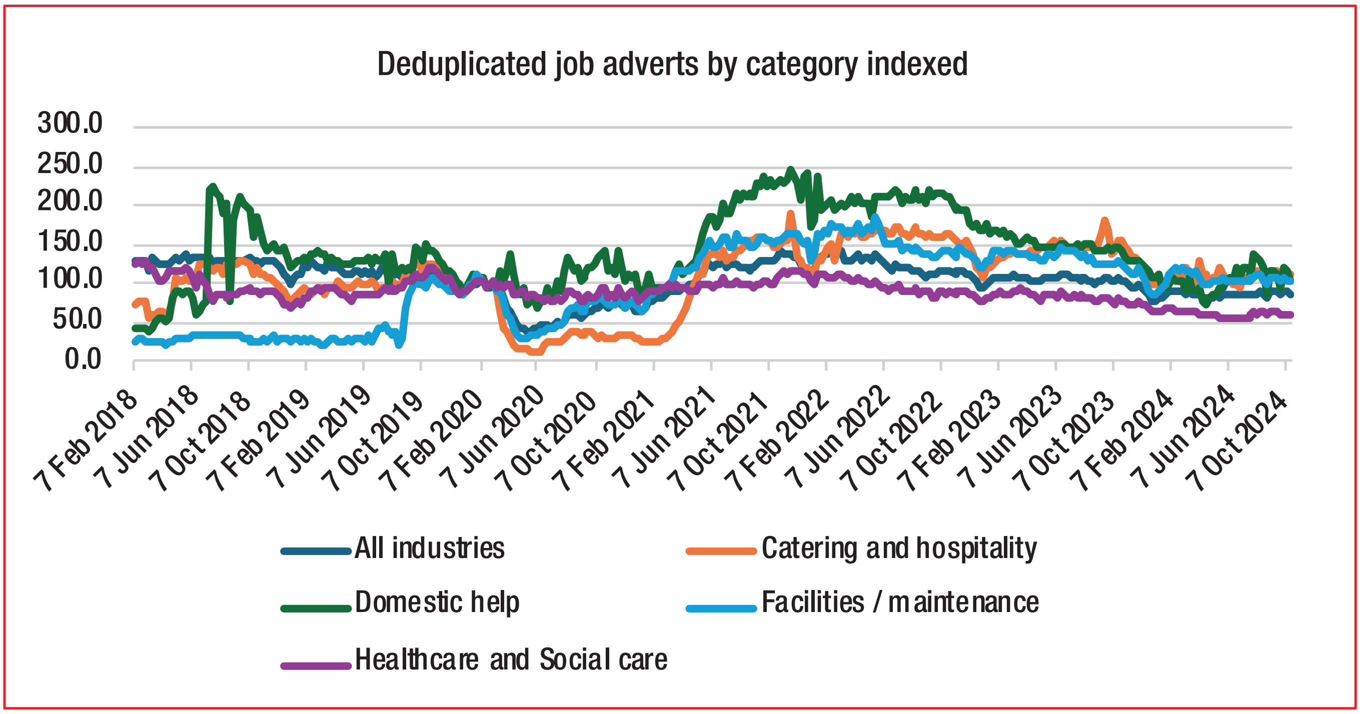
The surplus of vacancies that followed the pandemic is stable at levels that resemble pre-covid statistics. October to December 2024 aligns with the second half of 2019.

Businesses, particularly those with 10 or more employees, are reporting difficulties filling vacancies and a shortage of workers.

Looking at online job adverts, Adzuna has produced data which considers various areas amongst which is 'Domestic Help' (Figure 10). In the period March 2021 to January 2024 adverts were up by 50 to 100% on the index (100.0), with peaks in December 2021 (238.1) and August 2022 (220.4). The Domestic Cleaning Alliance reports that recruitment is a large challenge. Business is available, but staffing is an issue. Many business owners are currently having to undertake hands on cleaning duties in addition to running the business.

[2] *The Adzuna categories used do not correspond to Standard Industrial Classification (SIC) categories, so are not comparable with the Office for National Statistics' (ONS) Vacancy Survey.*

Figure 10 Adverts by category indexed with February 2020 for deduplicated job adverts



Index 100: average February 2020

Experimental job advert indices covering the UK job market for February 2018 – October 2024 produced by Adzuna (ONS 2024)

Similar trends are seen across Catering and Hospitality, Wholesale and Retail and Construction. Employers in the cleaning sector need to adapt to a rapidly changing workforce if they are to win the 'frantic' battle for workers.

Companies are having to rethink their own culture, policies and expectations, while workers are reconsidering their workload and are seeking a happy medium that builds a work-life balance they never had before.

Recruitment in the industry occurs through a mix of formal and informal methods. Large companies use formal routes such as the Jobcentre and adverts online and in local shops (Equality and Human Rights Commission, 2014). Others will take speculative job applications/CVs and contact applicants when vacancies arise.

Smaller companies tend to use informal recruitment methods such as word-of-mouth. However, the practice of recruitment based on word-of-mouth and recommendations made by existing staff could lead to discrimination. For example, if a workforce is drawn largely from one ethnic group, this practice could lead to continued exclusion of other ethnicities.

The immigration system introduced in the wake of Brexit classified cleaning and hygiene operatives as low-skilled, making it much more difficult for overseas staff to find work in the sector. The cleaning and hygiene industry has always depended on employees of all nationalities, but UK nationals have been traditionally hard to attract to the industry.

However, the opportunities for progression for people are huge. Individuals can progress very quickly from the first rung into supervisory/managerial roles. The career pathways in the sector can help to attract individuals and this opportunity needs to be clearly demonstrated to potential entrants. Currently, people tend to see cleaning as a short-term fix not a long-term career, but with the work of the industry in training, the launches of the Level 2 Cleaning Hygiene Operative Apprenticeship, the new UK Cleaning Career Development website and the Chartered Practitioners Register, this will undoubtedly change, as surely as the labour market will also change.

7.2 Staff Absence

Industry leaders have warned that cleaning staff in healthcare, hospitality and other parts of the sector are facing burnout because of increased workloads mainly due to severe staff shortages.

Current staff shortages in the sector, compounded by staff absences due to winter illnesses and increasing numbers of personnel leaving the industry, have created a dangerous cocktail which has raised concerns for the health of staff.

In the healthcare sector, workers are struggling to keep up with the pace. The health and wellbeing of the workforce is at stake.

Staff are taking on extra duties and managers are rolling up their sleeves to help with the practical cleaning aspects yet are still unable to fill the gaps as well as manage and audit the cleaning service effectively. Many long-standing cleaning operatives with years of experience are choosing to leave the profession citing their roles as undervalued and the risk factors as too high.

Longer shifts and overtime have become commonplace in an effort to support colleagues in healthcare, but this is not sustainable and will impact on people's physical and mental health. Anxiety and depression are a concern.

The healthcare sector is increasingly working with agencies to meet the demands of healthcare cleaning operatives. However, workforce shortages have consequently seen agency fees for workers increase substantially over the last year, but few staff being supplied are not trained.

7.3 Internal Skills Challenge, Training And Future Skills

The internal challenge arises when employees lack proficiency to fulfil their role. Such skills gaps can hinder an establishment's ability to function efficiently, thereby harming its productivity and profitability.

Training staff in the workplace is widely recognised as a key means to improving skills and productivity, thereby maintaining and improving competition and stimulating economic growth. Staff feel more respected if they are trained and cared for.

Digital transformation has been accelerated across the sector, particularly for training and assessment and working patterns.

The industry made a swift switch to digital content – webinars, meetings, training and assessments - and it is not considered likely this will change much moving forwards. Working digitally has been successful. People are now comfortable with Zoom/ Teams. The future will see a more hybrid content. With the sector adapting to online training, there are opportunities to expand training delivery. Apps can be developed and made available on phones to give people some basic training. Every morning people in the sector could take part in a little simple training.

The BPCA reported that as an organisation they always ran half day conferences, face to face events that were attended by 50/100 people. However, a recent digital conference saw attendances of 200/300. They had a better penetration of their market, with people also joining from the international market.

From interviews undertaken, there remains a common theme for the need of standardisation and consistency, perhaps even regulation.

Delivering a high-quality healthcare cleaning service is complex, demanding and not to be underestimated. The National Standards of Healthcare Cleanliness 2021 apply to all healthcare environments and replaces the 2007 guidance (NHS 2021). The 2021 standards reflect modern methods of cleaning, infection prevention and control (IPC) and other changes and important considerations for cleaning services during a pandemic; and emphasises transparency to assure patients, the public and staff that safe standards of cleanliness have been met.

However, a repeated request across all areas of the industry was the need for basic, entry level qualification(s). It was highlighted that in other countries, including in Scandinavia, individuals have to have a basic and uniform level of training or to have attended certificated courses before they can work in the industry. The training accreditation is also transferrable if operatives change employers.

Teamworking skills are also key in industry. There is a shift to team cleaning rather than lone cleaning. In some instances, working as a team can be more efficient than lone cleaning but people need the skills to work in a team, including good communication skills.

A further consideration for the industry is succession planning. The industry is an ageing workforce and many will be retiring in the coming 10 to 15 years, taking their valuable skills with them. The industry needs to consider a work plan to take the workforce forward. This is an industry where you can develop your own managers, but you need to be able to attract entrants, particularly younger people. However, whilst the industry is not on many people's radar there is a great deal of work being undertaken to change the perception or view of the industry as a career choice.

The launch of the new UK Cleaning Career Development website will be crucial in helping industry staff advance their careers and in attracting new joiners to the sector.

7.4 Apprenticeships In The Industry

(NB: Within the UK, skills and development are devolved policy areas.)

The government remains committed to delivering employer-led, or trailblazer, apprenticeships in England. Apprenticeships are full-time paid jobs which incorporate on and off the job training.

Healthcare cleaning professional

7.4.1 Healthcare Cleaning Operative Apprenticeship

In February 2020, the approval of the Level 2 Healthcare Cleaning Operative apprenticeship partially alleviated industry concerns at the time that there had been no apprenticeship available for cleaning and hygiene operatives. However, the specific focus on cleaning in healthcare-related environments meant that there was still no Level 2 apprenticeship available to meet the needs of the wider industry.

7.4.2 Cleaning Hygiene Operative

To address this challenge a trailblazer group of industry employers and sector experts, sponsored by the British Cleaning Council (BCC), was formed.With broad support from employers across the industry, the development of a broader Level 2 apprenticeship for cleaning and hygiene was approved by the Institute for Apprenticeships and Technical Education (IfATE). The new Level 2 Cleaning Hygiene Operative apprenticeship was launched in January 2024.The new apprenticeship comprises core duties that are common to cleaning in any type of environment, plus two options:

- healthcare cleaning – apprentices working in healthcare facilities will also cover the National Standards of Healthcare Cleanliness in their learning.
- commercial cleaning - apprentices working elsewhere in the cleaning industry will also cover learning relevant to their work environments.

The new apprenticeship attracts levy funding of £5k per apprentice, a welcome increase compared to the original healthcare apprenticeship tariff.

So far, over 200 apprentices have joined the programme.

General changes

Since 2022, the Government has announced changes to apprenticeships, which have been welcomed by employers and training providers alike. These include:

- a reduction in the minimum level of required off-the-job training for apprentices who work more than 30 hours a week to 6 hours rather than 20% of their working hours.
- the removal of the requirement for apprentices to attempt Level 2 assessments in English and maths if they did not hold these qualifications before starting an apprenticeship.
- Businesses are now able to decide whether apprentices over the age of 19 need to complete a level 2 English and maths qualification.
- From August 2025 (subject to the legislative timetable), the minimum duration of an apprenticeship will be reduced to 8 months, down from the current minimum of 12 months.

Training providers

At the time of writing this report, a growing number of employers are in discussions with approved apprenticeship training providers to agree training programs and enrol learners onto the new apprenticeship.

The expansion of the standard to cover all cleaning environments offers development opportunities to a much wider pool of employees and potential employees than the previous standard.

Other apprenticeships

Although the new Level 2 apprenticeship is currently the only cleaning and hygiene specific standard, some employers within the industry are also realising the opportunity to offer apprenticeships in other disciplines, such as finance and marketing, to develop the wider cleaning industry workforce.

7.5 Associations And Professional Bodies

There are a number of associations and professional bodies that are working to improve the standards and qualifications in the industry. Many of these offer training and qualifications. Some of these are highlighted in the table below:

Table 29 Associations and professional bodies in the industry

ORGANISATION	WEBSITE
THE ASSOCIATION OF BUILDING CLEANING SERVICE PROVIDERS (ABCD)	www.abcdsp.org.uk
ASSOCIATION OF HEALTHCARE CLEANING PROFESSIONALS (AHCP)	www.ahcp.co.uk
THE ASSOCIATION FOR PUBLIC SERVICE EXCELLENCE (APSE)	www.apse.org.uk
BRITISH CHEMICALS ASSOCIATION (BCA)	www.bcaorg.com
BRITISH ASSOCIATION FOR CLEANING IN HIGHER EDUCATION (BACHE-FM)	www.bache.org.uk
BRITISH INSTITUTE OF CLEANING SCIENCE (BICSC)	www.bics.org.uk
BRITISH TOILET ASSOCIATION (BTA)	www.britloos.co.uk
BRITISH PEST CONTROL ASSOCIATION (BPCA)	www.bpca.org.uk
CHARTERED INSTITUTE OF ENVIRONMENTAL HEALTH (CIEH)	www.cieh.org
CHARTERED INSTITUTION OF WASTES MANAGEMENT (CIWM)	www.ciwm.co.uk
CLEANING & HYGIENE SUPPLIERS' ASSOCIATION (CHSA)	www.chsa.co.uk
CLEANING AND SUPPORT SERVICES ASSOCIATION (CSSA)	www.cssa-uk.co.uk
DOMESTIC CLEANING ALLIANCE (DCA)	www.domesticcleaningalliance.co.uk
FEDERATION OF WINDOW CLEANERS (FWC)	www.f-w-c.co.uk
INDUSTRIAL CLEANING MACHINE MANUFACTURERS` ASSOCIATION (ICMMA)	www.cleaningmachines.org
KEEP BRITAIN TIDY	www.keepbritaintidy.org
NATIONAL CARPET CLEANERS ASSOCIATION (NCCA)	www.ncca.co.uk
THE NATIONAL ASSOCIATION OF WHEELED BIN WASHERS (NAWBW)	www.nawbw.co.uk
TEXTILE SERVICES ASSOCIATION (TSA)	www.tsa-uk.org
UK HOUSEKEEPERS ASSOCIATION (UKHA)	www.ukha.co.uk
WORSHIPFUL COMPANY OF ENVIRONMENTAL CLEANERS (WCEC)	www.wc-ec.com

8 HEALTH & SAFETY

The cleaning, hygiene and waste industry operates in a variety of environments, such as homes, offices, industries, schools, shops, offices, aircraft and hospitals. The risks that the workforce is exposed to, therefore, depend not only on the tasks they perform, but also on the premises they work in. The main hazards can be chemical, biological and/or physical.

8.1 Cleaning Industry Liaison Forum

The Health and Safety Executive (HSE) in partnership with members of the Cleaning Industry Liaison Forum, continue to promote good practice throughout the industry. The forum comprises representatives from industry trade associations, trade unions and other industry stakeholders.

Its aim is to 'Improve health and safety in the cleaning industry'. A number of BCC members are part of this forum, with campaigns and case studies available on its website (HSE 2023).

One such campaign, run by the Equality and Human Rights Commission, is 'Cleaners' Rights'. Launched in 2015 the campaign seeks to improve working conditions in the commercial cleaning sector and to improve understanding of workplace rights by cleaning operatives and their managers. Guidance and resources are available to download.

8.2 Industrial Accidents And Work-Related Illness

Data published by the HSE for 2023/2024 (provisional reveals:

There were 138 fatal injuries in GB (HSE 2024). Of these:

- 4 fatal injuries were within Waste collection, treatment and disposal activities, materials recovery (SIC 38).
- 4 were within Services to buildings and landscape activities (SIC 81).

61,663 non-fatal injuries to workers were reported via RIDDOR across all industries. Of these:

- 1,492 were reported within Waste collection, treatment and disposal activities, materials recovery.
- 944 non-fatal injuries were reported by employers in Services to buildings and landscape activities (SIC 81).

9 DRIVERS OF CHANGE IN THE INDUSTRY

A range of political, economic and social drivers at both national and international level have and will, continue to have an impact on the industry.

9.1 Political

All-Party Parliamentary Group for the Cleaning and Hygiene Industry

In February 2021 an All-Party Parliamentary Group (APPG) for the Cleaning and Hygiene sector was established. 53 MPs and three members of the House of Lords joined the group.

The APPG represented the interests of the cleaning and hygiene sector in Parliament and influenced MPs, ministers and government.

However, there was little movement on the part of the government in relation to the main areas of industry strategy and hygienic requirement. This included:

- Protection and recognition of the role of cleaning and hygiene operatives as being part of an essential and key occupation.
- Recognition that cleaning and hygiene is both critical and essential in reassuring the public regarding health and safety in public spaces, therefore aiding the UK economy to recover.
- Being fully committed to the adoption and recognition of the Level 2 Cleaning Hygiene Operative Apprenticeship as a universal qualification in cleaning and hygiene across the UK.

In addition, the BCC was also advised the government would not give any leeway in relation to the Immigration Act (Gov.UK 2020) or in temporary visas, despite adaptations being made for HGV Drivers, fruit pickers and poultry workers.

The APPG was dissolved in 2024 ahead of the General Election, as were all the UK's APPGs.

9.2 Social

Invisible To Visible Sector

Covid-19 represents a turning point for the industry where, in the past, it often went unnoticed. It now has national awareness and represents a gateway for the UK to reopen and stay that way.

Once a service that was kept behind the scenes, cleaning in public spaces is now proving to be the key factor in regaining consumer confidence. Independent research commissioned by ABM UK has explored the perception of built environments with regards to the visibility of cleaning and hygiene operatives now, compared to life pre-Covid-19. It shows that the mere sight of cleaning happening in public spaces can go a long way to creating the confidence people need to feel safe (C&M 2020).

Visibility of the cleaning staff has always contributed to end users recognizing and connecting to the cleaning operative.

Wellbeing

Many people are mentally and physically exhausted from the demands of responding to the pandemic – particularly those in the healthcare environment.

Enabling individuals to work and ensuring their safety has been fundamental over the last three years. However, people have also been affected in a number of ways in terms of fear, wellbeing, mental health and health in general.

Employee welfare has been catapulted to the top of the HR agenda for business leaders, with organisations offering more welfare support. Businesses have become more innovative with different ways to try and support their staff. For example, holding social activities of a virtual nature including daily coffee mornings, wine tasting in the evenings, quizzes, photography contests, and a buddy approach.

Communication is also fundamental, with companies providing regular updates on the approach and changes to staff.

Public Facilities

The British Toilet Association (BTA) reports that public toilets are in "crisis" and rapidly vanishing, with many of those that remain displaying totally unacceptable levels of cleanliness and hygiene. The COVID-19 pandemic has only made the situation worse.

The BTA has estimated that 40% of public toilets have disappeared in the past decade. Since 2010, more than 600 public toilets across the UK are no longer being maintained by councils and in 37 areas major councils no longer run any (BBC News 2018). Local authorities are not legally required to provide toilets, so they are often closed as councils look to cut costs.

However, this is a narrow view as toilets are needed. Tourists need them as people are now travelling more and need to access toilets. Public toilets are also part of public health and public decency, given that not using the toilet when needed can lead to health problems.

Anyone suffering with an accessibility issue or those caring for someone who has limited mobility or a medical condition are socially excluded and potentially deemed prisoners in their own homes.

With no legal requirement in place to force local authorities to provide or run public toilets, the BTA believes the majority of councils across the UK do not allocate sufficient resources or funds to the provision of public toilets.

It is calling for the government to make sanitation and hygiene a major priority and support local authorities to stop the closures, open new facilities and establish a new set of standards of hygiene and cleanliness.

Government needs to recognise the wider value of public facilities. The government funds Keep Britain Tidy, which organises talks in schools, litter picks, campaigns etc, but there is no voice for public facilities at government level.

There are now opportunities to make profit out of public toilets. Some public toilets are being designed attached to flower shops or coffee shops. This has double benefits for councils as it means they can actually turn a profit from the spaces by renting out shop areas. It also makes antisocial behaviour in and around the toilets less likely.

Wider Benefits

Cleaning as an industry has potentially an even greater role to help improve people's health and wellbeing. If we could clean in the right way and promote the importance of cleaning, we can help to reduce pressure on the NHS. It will also increase the confidence within the working population in returning to work post the Covid-19 pandemic and both the government and general public simply have to take it seriously.

Cleaning Working Patterns

Representatives in the industry do believe that Covid-19 has initiated changes in the way the industry operates.

Companies are learning a lot more about infection control. Cleaning and hygiene operatives, who used to just clean, are now learning the importance of sanitising every surface. The focus has shifted, and infection control is becoming common knowledge throughout the industry.

Office cleaning is likely to change. There is now an increased appetite for daytime cleaning. People feel safer seeing cleaning being carried out. Consequently, night- time cleaning may decrease, which could be a benefit for workers who find a night shift demoralizing as well as being beneficial from a health and safety perspective.

There will be more of a focus on deep cleans and touch point cleaning, which will require more targeted resourcing.

However, any changes will be led by the customer. There is a big difference between the science and what the customer requires. Science shows the importance of the atmosphere in spreading viruses – coughing/ shouting increases the risk that you will catch it. Touch points are secondary vectors of transmission. People are not informed enough about the consequences of their actions.

9.3 Economic

Contracting

With many client organisations in both public and private sectors seeking to reduce spend, while the cost of labour and materials to deliver services grows, the challenge is on for cleaning and FM providers to find innovative ways to 'do more with less'.

Outsourcing to contractors remains popular in many sectors, where clients recognise that using providers with the appropriate knowledge, experience and management expertise to deliver services allows them to focus on the delivery of their own core activities.

Many contractors within the cleaning and FM industry are investing in development in the following key areas:

- Data and digital technologies.
- Employee engagement.
- Sustainability.

Data and digital technologies

With flexible working patterns now commonplace for clients in certain sectors, the use of smart technology to measure footfall and drive a demand-led approach to cleaning has continued to grow.

Robots (or cobots) are increasingly used in a range of environments to support cleaning teams.

Employee engagement

Procurement processes, especially within the public sector, increasingly require evidence of how organisations look after the wellbeing and ongoing development of their employees.

Many service providers are building on existing good practice in this space.

Sustainability

With the UK Government's strategy to meet the target of net zero across the economy by 2050, contractors are increasingly responding to the need to demonstrate tangible sustainability credentials to clients.

Despite the ongoing pressure of effective cost management in contracts, forward-looking providers across the industry are demonstrating their ability to rise to the challenge, working collaboratively with clients to find solutions.

Healthcare

For those contractors engaging with the NHS, there has been a huge undertaking to invest in mechanisms to support the National Standards of Healthcare Cleanliness 2021 (NSoHC21).

9.4 Technological

With ever increasing competition and pressure on margins, companies continue to look to technological advancements to seek time and cost efficiencies. The cleaning and hygiene industry is no exception.

New, sophisticated technology and equipment continues to change the industry. The technology landscape almost seems to change with each passing day, and it is impossible to imagine the technologies that will be driving the cleaning sector ten or twenty years down the line. Robots, automation, and smart applications will continue to revolutionise the cleaning industry. The industry needs to be ready to embrace these technologies, ensuring staff are fully trained.

An autonomous cleaning machine.

Robotics

Robots are now available to perform a number of cleaning functions, presenting a promising alternative to costly human labour for anything from floor cleaning to window cleaning.

Used as a supplement to human employees, cleaning robots eliminate the need for workers to perform many simple and repetitive tasks and allow them to focus more on complex, thought intensive tasks that robots cannot perform (at least, not yet). Robots introduce a new level of efficiency that human cleaners are simply incapable of attaining due to inherent limits of human productivity; a person can only mop so many square feet per hour. Robots may indeed be the future of cleaning, eliminating the need for a window washer to put himself in the precarious position of dangling high above street level, the need for service sheets on the inside of restroom doors, and the need for human cleaning staff to perform time-consuming tasks day after day.

Battery Technology

Battery technology is essential to reducing our reliance on fossil fuels. With the increase in robotics, handheld vacuum cleaners etc. are set to be more important in the sector. However they must be more sustainable and easily disposable.

Not managed correctly, the development of batteries could bring a huge amount of waste materials, pollution from toxic waste, and shortage of raw materials. This must be a consideration for the sector.

9.5 Environmental

Sustainable packaging

Businesses or organisations which produce or use packaging, or sell packaged goods, may be classed as an obligated packaging producer (Gov.UK 2020). Obligated packaging producers must follow rules which help to:

- Reduce the amount of packaging produced in the first place.
- Reduce how much packaging waste goes to landfill.
- Increase the amount of packaging waste that is recycled and recovered.

Many products used across the sector come in plastic and this needs to be recyclable. The recyclable logo is an internationally recognised symbol used to designate recyclable materials, making it easily recognisable to end users/cleaning and hygiene operatives.

The Cleaning & Hygiene Suppliers' Association (CHSA) provides accreditation schemes for distributors, and manufacturers of cleaning chemicals, soft tissue products, plastic refuse sacks and industrial cotton mops, guaranteeing that 'what's on the box is what's in the box' (CHSA 2021).

- Buying from an accredited member of the CHSA's Chemical Manufacturers Accreditation Scheme will make certain that the supplier is ethical and committed to maintaining the highest standards.
- Buying from an accredited member of the Soft Tissue Scheme is the only way to be certain the dimensions and count of every product within the scheme are as indicated on the label.
- The Accreditation Scheme for Plastic Refuse Sacks defined commonly used terms, which means buyers can be certain that plastic sacks stamped with the Accreditation Scheme mark are fit for purpose, and the dimensions and count are as indicated on the label.
- Members of the Accreditation Scheme for Cotton Mops guarantee the weight, absorbency and cotton content of their cotton mops.

Green / Environmental Methods

In recent times, more people have grown conscious of the need to conserve the environment by using less harsh cleaning agents and solutions. This has created a new market for industry "green" products which are deemed environmentally friendly. These products are basically non-toxic and use nature-provided ingredients that promote sustainability. The green movement can be used to rebrand and attract new market segments that are clearly drawn towards these environmentally safe products and services. However, if a product is more expensive than a less sustainable one, many clients will not be prepared to pay. In certain areas the industry continues to make great strides – like recycling. In other areas however the costs are more prohibitive.

Electric Vehicles

In June 2019, the UK became the first major economy to pass a net zero law to end its contribution to climate change by 2050. Net zero will require all sectors of the UK economy to deliver substantial further emissions reduction.

There is an increasing range of facilities management and waste management electric vehicles available that help the sector to reduce emissions. This includes electric refuse collection vehicles, electric bin tugs, road legal waste tippers or electric pedestrian trucks with mesh cages for bags of rubbish.

However, moving to electric vehicles by 2050 will be a challenge for the sector.

9.6 Legislation Plastic Packaging Tax

The Plastic Packaging Tax was introduced on 1st April 2022. The tax is designed to encourage the use of more recycled plastic and applies to plastic packaging produced in, or imported into, the UK that does not contain at least 30% recycled plastic.

The Plastic Packaging Tax applies to businesses that manufacture or import plastic packaging components or import packaged goods into the UK. The UK government has estimated that it will affect around 20,000 packaging producers and importers.

UK Reach

The Registration, Evaluation, Authorisation and Restriction of Chemicals (UK REACH) requires registrations for substances on the market in Great Britain previously submitted under EU REACH prior to Brexit to be submitted again (HSE 2022).

As of 1st January 2021, the UK REACH and the EU REACH regulations operate independently from each other. Companies that supply and purchase substances, mixtures or articles to and from the EU/EEA/Northern Ireland and Great Britain (England, Scotland and Wales) will need to ensure that the relevant duties are met under both pieces of legislation.

In December 2021, Defra committed to exploring alternative arrangements for UK REACH transitional registrations in order to support chemical businesses whilst upholding the highest standards to safeguard public health and the environment (Defra, HSE 2021).

The government has started consultation on extending the deadlines for providing the full registration data. Alongside this, the government will engage with industry and other stakeholders to explore whether there are opportunities to reduce the need for industry to replicate existing EU REACH data, by placing a greater emphasis on understanding how chemicals are used in GB.

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11 ANNEX: DATA TABLES

11.1 Turnover

Table 30 Turnover (£ million)

SUB-INDUSTRY	SIC	DEFINITION	2013	2014	2015	2016	2017	2018	2019 (R)	2020	2021 R	2022	5-YEAR GROWTH
CLEANING ACTIVITIES	81.21	General cleaning of buildings	5,526	5,989	5,279	5,552	6,249	6,320	6,554	6,100	6,300	8,605	31%
	81.22	Other building and industrial cleaning activities	745	870	683	796	912	872	1,056	1,078	1,094	1,466	39%
	81.29	Other cleaning activities	1,257	1,437	1,532	1,724	1,888	2,009	2,160	1,726	2,120	2,561	19%
FACILITIES MANAGEMENT	68.32	Management of real estate on a fee or contract basis	9,215	10,316	11,355	10,653	11,679	13,303	12,400	11,824	11,985	13,581	10%
	77.33	Renting and leasing of office machinery and equipment	578	602	564	758	727	597	654	653	730	992	52%
	81.10	Combined facilities support activities	11,034	11,280	12,812	14,572	15,593	15,151	16,896	16,445	17,012	16,593	-2%
LANDSCAPE SERVICE ACTIVITIES	81.30	Landscape service activities	3,593	3,538	3,936	4,546	4,449	5,047	4,903	5,266	5,656	6,366	30%
WASTE AND RESOURCE MANAGEMENT INDUSTRY	38.11	Collection of non-hazardous waste	6,367	7,870	8,203	7,464	8,391	9,015	9,445	9,046	9,450	10,482	11%
	38.12	Collection of hazardous waste	289	170	149	182	244	300	231	222	259	289	25%
	38.21	Treatment and disposal of non-hazardous waste	3,368	2,736	3,065	3,155	3,657	3,715	3,650	3,824	4,261	4,516	24%
	38.22	Treatment and disposal of hazardous waste	612	597	792	1,132	1,072	991	947	831	1,039	1,039	10%
			42,584	45,405	48,370	50,534	54,861	57,320	58,896	57,015	59,797	66,850	14%

Source Annual Business Survey (ONS 2024), R- Revised data since 2022 report

11.2 Businesses

Table 31 UK Business Count - enterprises, 2013 - 2024

SUB-INDUSTRY	SIC	DEFINITION	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
CLEANING ACTIVITIES	81.21	General cleaning of buildings	8,165	8,780	11,095	11,390	12,055	12,055	12,055	12,295	12,540	13,360	13,155	13.610
	81.22	Other building and industrial cleaning activities	2,625	2,650	3,125	3,170	3,380	3,380	3,380	3,540	3,845	4,285	4,750	5,005
	81.29	Other cleaning activities	3,540	3,810	4,565	4,900	5,595	5,595	5,595	5,790	6,185	6,740	7,230	7.255
FACILITIES MANAGEMENT	68.32	Management of real estate on a fee or contract basis	11,620	12,560	13,950	14,920	16,915	16,915	16,915	17,230	17,795	18,565	18,855	19,550
	77.33	Renting and leasing of office machinery and equipment	355	420	445	455	440	440	440	450	455	455	440	430
	81.10	Combined facilities support activities	2,210	2,375	2,630	2,890	3,305	3,305	3,305	3,440	3,660	3,830	3,890	4.210
LANDSCAPE SERVICE ACTIVITIES	81.30	Landscape service activities	15,810	15,820	17,700	18,000	19,075	19,075	19,075	19,560	20,300	21,930	22,670	22.880
WASTE AND RESOURCE MANAGEMENT INDUSTRY	38.11	Collection of non-hazardous waste	2,245	2,265	2,305	2,355	2,685	2,685	2,685	2,770	2,890	3,115	3,185	3.230
	38.12	Collection of hazardous waste	105	115	120	115	125	125	125	135	130	145	140	145
	38.21	Treatment and disposal of non-hazard-ous waste	905	925	935	960	1,075	1,075	1,075	1,080	1,080	1,125	1,140	1,115
	38.22	Treatment and disposal of hazardous waste	85	90	105	110	115	115	115	125	120	105	110	110
			47,665	49,810	56,975	59,265	60,870	63,490	64,765	66,420	69,005	73,655	75,565	77,535

Source NOMIS UK Business Count – enterprises by industry and employment size band (ONS 2024)

Table 32 Businesses in the Industry by nation and region, 2013 - 2024

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
UK	47.665	49,810	56,975	59,265	60,870	63,500	64,765	66,420	69,005	73,655	75,555	77.540
ENGLAND	40,655	42,785	49,090	51,320	52,945	55,400	56,490	58,030	60,420	64,960	66,350	68.075
SCOTLAND	3,410	3,480	4,020	4,130	4,100	4,175	4,280	4,350	4,460	4,645	4,775	4.930
WALES	2,365	2,365	2,670	2,660	2,625	2,655	2,720	2,760	2,795	2,965	3,055	3.120
NORTHERN IRELAND	1,245	1,180	1,180	1,150	1,195	1,270	1,275	1,275	1,330	1,355	1,370	1.410
EAST OF ENGLAND	5,065	5,185	5,955	6,145	6,400	6,575	6,900	7,055	7,410	8,015	8,245	8.445
EAST MIDLANDS	3,100	3,220	3,620	3,800	3,845	3,960	4,030	4,140	4,235	4,475	4,645	4.795
LONDON	7,520	8,405	9,560	10,200	10,725	11,135	11,490	11,850	12,430	13,455	13,655	14.125
NORTH EAST	1,195	1,300	1,510	1,565	1,565	1,615	1,645	1,760	1,790	1,925	2,055	2.080
NORTH WEST	4,525	4,745	5,520	5,725	5,880	6,060	6,260	6,425	6,740	7,125	7,375	7.550
SOUTH EAST	7,750	8,065	9,305	9,845	10,245	10,580	11,065	11,365	11,790	12,540	12,755	13.015
SOUTH WEST	4,600	4,725	5,520	5,680	5,785	5,925	6,110	6,215	6,395	6,810	7,005	7.235
WEST MIDLANDS	3,660	3,785	4,270	4,425	4,515	5,495	4,800	4,915	5,140	5,520	5,680	5.750
YORKSHIRE AND HUMBER	3,235	3,350	3,805	3,945	3,965	4,055	4,190	4310	4,485	4,825	4,950	5.090

Source NOMIS UK Business Count – enterprises by industry and employment size band (ONS 2024)

Table 33 UK Business by size, 2024

			MICRO		SMALL	MEDIUM		LARGE	
SUB-INDUSTRY	SIC	DEFINITION	0 TO 4	5 TO 9	10 TO 49	50 TO 99	100 TO 249	250+	
CLEANING ACTIVITIES	81.21	General cleaning of buildings	7.960	2.490	2.420	350	205	190	13.610
	81.22	Other building and industrial cleaning activities	4.030	545	345	45	25	15	5.005
	81.29	Other cleaning activities	5.200	1.180	745	75	30	20	7.255
FACILITIES MANAGEMENT	68.32	Management of real estate on a fee or contract basis	15.830	2.275	1.270	95	50	35	19.550
	77.33	Renting and leasing of office machinery and equipment	310	55	50	5	5	0	430
	81.10	Combined facilities support activities	3.220	415	370	65	55	85	4.210
LANDSCAPE SERVICE ACTIVITIES	81.30	Landscape service activities	19.680	2.050	1.065	65	15	10	22.880
WASTE AND RESOURCE MANAGEMENT INDUSTRY	38.11	Collection of non-hazardous waste	2.190	420	490	60	40	30	3.230
	38.12	Collection of hazardous waste	90	25	25	0	0	0	145
	38.21	Treatment and disposal of non-hazardous waste	650	145	225	50	25	15	1.115
	38.22	Treatment and disposal of hazardous waste	65	10	20	0	5	5	110
		Total	59.225	9.620	7.020	810	455	405	77.535
		%	76%	12%	9,1%	1,0%	0,6%	0,5%	100%

Source NOMIS UK Business Count – enterprises by industry and employment size band (ONS 2024)

Table 34 Business public or private, 2024

			PRIVATE				
SUB-INDUSTRY	SIC	DEFINITION	COMPANY (INCL. BUILDING SOCIETY)	SOLE PROPRIETOR	PARTNERSHIP	NON-PROFIT BODY OR MUTUAL ASSOCIATION	PUBLIC COMPANY
CLEANING ACTIVITIES	81.21	General cleaning of buildings	9.910	3.040	595	65	0
	81.22	Other building and industrial cleaning activities	3.765	1.070	165	5	0
	81.29	Other cleaning activities	6.065	975	190	25	0
FACILITIES MANAGEMENT	68.32	Management of real estate on a fee or contract basis	17.635	845	555	495	20
	77.33	Renting and leasing of office machinery and equipment	395	20	10	5	0
	81.10	Combined facilities support activities	3.860	165	45	130	10
LANDSCAPE SERVICE ACTIVITIES	81.30	Landscape service activities	13.575	7.730	1.500	70	5
WASTE AND RESOURCE MANAGEMENT INDUSTRY	38.11	Collection of non-hazardous waste	2.795	335	70	30	5
	38.12	Collection of hazardous waste	135	10	0	0	0
	38.21	Treatment and disposal of non-hazardous waste	990	70	35	15	5
	38.22	Treatment and disposal of hazardous waste	100	0	0	5	5
		Total	59.220	14.260	3.165	840	45
		%	76%	18%	4,1%	1,1%	0,06%

Source NOMIS UK Business Count – enterprises by industry and employment size band (ONS 2024)

Table 35 Count of births of new enterprises for 2013 to 2023

SUB-INDUSTRY	SIC	DEFINITION	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022 R	2023
CLEANING ACTIVITIES	81.2	General cleaning of buildings Other building and industrial cleaning activities Other cleaning activities	2,620	2,685	2,845	2,770	3,720	3,045	2,560	2,830	4,135	4,120	3,910
FACILITY MANAGEMENT	81.1	Combined facilities support activities	590	525	630	705	750	560	545	530	575	450	545
LANDSCAPE SERVICE ACTIVITIES	81.3	Landscape service activities	1,280	1,170	1,435	1,755	1,925	1,775	1,560	1,500	2,910	2,215	2,040
WASTE AND RESOURCE MANAGEMENT INDUSTRY	38.1	Collection of non-hazardous waste Collection of hazardous waste	350	340	350	340	365	385	390	430	535	485	405
	38.2	Treatment and disposal of non- hazardous waste Treatment and disposal of hazardous waste	165	130	140	175	170	175	130	125	140	110	90
TOTAL			5,005	4,850	5,400	5,745	6,930	5,940	5,185	5,415	8,295	7,380	6,990

Source Business Demography – 2023 Enterprise Births, Deaths and Survivals Table 1.2 (ONS 2024), R - Revised data since 2023

Table 36 Count of deaths of new enterprises for 2013 to 2023

SUB-INDUSTRY	SIC	DEFINITION	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022 R	2023
CLEANING ACTIVITIES	81.2	General cleaning of buildings Other building and industrial cleaning activities Other cleaning activities	2,010	2,025	2,520	2,500	2,425	2,920	2,630	2,160	2,140	3,265	3,500
FACILITY MANAGEMENT	81.1	Combined facilities support activities	310	300	360	515	540	395	385	335	340	420	360
LANDSCAPE SERVICE ACTIVITIES	81.3	Landscape service activities	1,275	1,265	1,315	1,335	1,365	1,295	1,440	1,115	1,085	1,805	1,780
WASTE AND RESOURCE MANAGEMENT INDUSTRY	38.1	Collection of non-hazardous waste Collection of hazardous waste	325	330	310	275	265	255	290	260	260	385	395
	38.2	Treatment and disposal of non- hazardous waste Treatment and disposal of hazardous waste	130	155	135	140	115	105	115	105	100	115	110
TOTAL			4,050	4,075	4,640	4,765	4,050	4,970	4,860	3,975	3,925	5,990	6,145

Source Business Demography – 2023 Enterprise Births, Deaths and Survivals Table 2.2 (ONS 2024), R - Revised data since 2023

Table 37 Survival of newly born enterprises by births of units in 2018 (%)

SUB-INDUSTRY	SIC	DEFINITION	NO OF BIRTHS (2018)	1-YEAR SURVIVAL (%)	2-YEAR SURVIVAL (%)	3-YEAR SURVIVAL (%)	4-YEAR SURVIVAL (%)	5-YEAR SURVIVAL (%)
CLEANING ACTIVITIES	81.2	General cleaning of buildings Other building and industrial cleaning activities Other cleaning activities	3,015	96.4	74.1	59.7	52.1	44.6
FACILITY MANAGEMENT	81.1	Combined facilities support activities	535	94.4	72.9	58.9	51.4	43.9
LANDSCAPE SERVICE ACTIVITIES	81.3	Landscape service activities	1,765	96.3	81.6	70.5	64.3	59.2
WASTE AND RESOURCE MANAGEMENT INDUSTRY	38.1	Collection of non-hazardous waste Collection of hazardous waste	360	95.8	73.6	61.1	51.4	45.8
	38.2	Treatment and disposal of non-hazardous waste Treatment and disposal of hazardous waste	145	96.6	79.3	65.5	62.1	51.7
CLEANING INDUSTRY TOTAL			5,820	96.1	76.4	63.1	55.9	49.2
ALL BUSINESSES			348,630	94.8	74.1	57.6	47.3	39.4

Source Business Demography – 2023 Enterprise Births, Deaths and Survivals Table 5.2a (ONS 2024)

11.3 Employment

Table 38 Employment (GB)

SUB-INDUSTRY	SIC	DEFINITION	2018	2019	2020	2021	2022 R	2023	5-YEAR GROWTH
CLEANING ACTIVITIES	81.21	General cleaning of buildings	386,000	369,000	369,400	374,400	375,000	397,000	3%
	81.22	Other building and industrial cleaning activities	28,000	26,000	26,900	32,000	32,400	34,600	24%
	81.29	Other cleaning activities	58,000	52,000	52,700	59,300	55,100	59,600	3%
FACILITIES MANAGEMENT	68.32	Management of real estate on a fee or contract basis	112,000	113,000	105,200	113,700	116,700	122,300	9%
	77.33	Renting and leasing of office machinery and equipment	3,500	4,000	3,600	3,100	4,200	3,900	11%
	81.10	Combined facilities support activities	199,000	189,000	200,100	197,500	191,600	182,800	-8%
LANDSCAPE SERVICE ACTIVITIES	81.30	Landscape service activities	62,000	90,000	81,000	100,900	99,800	84,800	37%
WASTE AND RESOURCE MANAGEMENT INDUSTRY	38.11	Collection of non-hazardous waste	77,000	72,000	63,600	66,800	79,300	76,800	0%
	38.12	Collection of hazardous waste	2,250	1,500	1,000	1,000	1,600	1,800	-20%
	38.21	Treatment and disposal of non-hazardous waste	37,000	29,000	29,400	37,800	39,800	36,000	-3%
	38.22	Treatment and disposal of hazardous waste	8,000	7,000	7,000	7,900	8,800	9,100	14%
		Total	972,000	953,000	939,900	994,400	1,004,300	1,008,700	4%

Source NOMIS Business Register and Employment Survey (ONS 2024), R - Revised data since 2022 Report

Table 39 Employment by nation and region

	2018	2019	2020	2021	2022	2023	GROWTH 2018-2023
EAST OF ENGLAND	115,000	109,000	118,000	132,785	111,610	119,845	4%
EAST MIDLANDS	46,000	48,000	43,000	50,880	50,510	47,015	2%
LONDON	196,000	187,000	178,000	181,425	179,800	188,575	- 4%
NORTH EAST	35,000	28,000	29,000	24,670	28,690	33,695	- 4%
NORTH WEST	95,000	89,000	82,000	89,550	91,200	102,900	8%
SCOTLAND	78,000	87,000	91,000	101,800	91,825	83,775	7%
SOUTH EAST	139,000	143,000	125,000	155,150	174,150	146,875	6%
SOUTH WEST	76,000	68,000	72,000	60,125	71,550	74,550	- 2%
WALES	33,000	33,000	30,000	29,830	32,670	31,015	- 6%
WEST MIDLANDS	91,000	90,000	103,000	92,350	91,000	97,525	7%
YORKSHIRE AND HUMBER	66,000	70,000	69,000	75,235	77,400	82,775	25%

Source NOMIS Business Register and Employment Survey (ONS 2024)

Table 40 Employment by UK sectors - top 10 indicating where cleaning industry fits

SECTOR	NUMBER EMPLOYED	% UK EMPLOYMENT
Health (Q)	4.387.000	16%
Retail (Part G)	2.665.000	10%
Professional, scientific & technical (M)	2.993.000	11%
Education (P)	2.687.000	10%
Business administration & support services (N)	2.756.000	10%
Manufacturing (C)	2.374.000	9%
Accommodation & food services (I)	2.551.000	9%
Transport & storage (inc postal) (H)	1.595.000	6%
Construction (F)	1.573.000	6%
Cleaning Industry	1.490.000	5%
Total UK employment	27,882,000	

Source NOMIS Business Register and Employment Survey 2023 (ONS 2024) & Labour Force Survey Apr-June 2023 (Northern Ireland Statistics and Research Agency, Central Survey Unit, Office for National Statistics, Social Survey Division. 2024)

11.4 Workforce Characteristics

Table 41 Key job roles in the main occupational groups

OCCUPATIONAL GROUP	EXAMPLE JOB ROLES
MANAGERS AND SENIOR OFFICIALS	Property, housing and estate managers Waste disposal and environmental services managers Financial managers and directors
PROFESSIONAL OCCUPATIONS	Environmental professionals
ADMINISTRATIVE, CLERICAL AND SECRETARIAL OCCUPATIONS	Administrative roles Office manager
SKILLED TRADES OCCUPATIONS	Gardeners and landscape gardeners Groundsmen and greenkeepers
CARING, LEISURE AND OTHER SERVICE OCCUPATIONS	Cleaning and housekeeping managers and supervisors Caretakers Housekeepers and related occupations Pest control officers
PROCESS, PLANT AND MACHINE OPERATIVES	Large goods vehicle drivers
ELEMENTARY OCCUPATIONS	Cleaning and hygiene operatives and domestics Window cleaning and hygiene operatives Industrial cleaning process occupations Street cleaning and hygiene operatives Refuse and salvage occupations Vehicle and Valeters

Table 42 Age of workforce (%)

SUB-INDUSTRY	UNDER 25	25 TO 34	35 TO 44	45 TO 54	55 TO64	65+
CLEANING ACTIVITIES	9%	14%	22%	26%	24%	5%
FACILITIES MANAGEMENT	8%	22%	20%	24%	21%	5%
LANDSCAPE SERVICE ACTIVITIES	8%	14%	19%	27%	24%	8%
WASTE AND RESOURCE MANAGEMENT INDUSTRY	11%	23%	24%	23%	17%	2%
ALL CLEANING INDUSTRY	9%	14%	22%	26%	24%	5%
ALL SECTORS	11%	20%	22%	23%	18%	6%

Source Labour Force Survey Apr-June 2021 (Northern Ireland Statistics and Research Agency, Central Survey Unit, Office for National Statistics, Social Survey Division. 2024)

Table 43 Country of birth (%)

SUB-INDUSTRY	UK	EUROPE	OTHER
CLEANING ACTIVITIES	69%	17%	14%
FACILITIES MANAGEMENT	79%	7%	14%
LANDSCAPE SERVICE ACTIVITIES	92%	5%	3%
WASTE AND RESOURCE MANAGEMENT INDUSTRY	87%	9%	4%
ALL CLEANING INDUSTRY	78%	11%	11%
ALL SECTORS	81%	8%	11%

Source Labour Force Survey Apr-June 2021 (Northern Ireland Statistics and Research Agency, Central Survey Unit, Office for National Statistics, Social Survey Division. 2024)

Table 44 Proportion of workforce who are born outside of the UK by region

NATION / REGION	CLEANING INDUSTRY	ALL SECTOR
SCOTLAND	23%	12%
WALES	4%	8%
NORTHERN IRELAND	16%	9%
EAST OF ENGLAND	19%	17%
EAST MIDLANDS	14%	18%
LONDON	60%	40%
NORTH EAST	4%	8%
NORTH WEST	13%	14%
SOUTH EAST	23%	19%
SOUTH WEST	12%	11%
WEST MIDLANDS	10%	17%
YORKSHIRE AND THE HUMBER	10%	12%

Source Labour Force Survey Apr-June 2021 (Northern Ireland Statistics and Research Agency, Central Survey Unit, Office for National Statistics, Social Survey Division. 2024)

11.5 Pay

Table 45 Hourly paid gross for all employees by industry, 2024

SUB-INDUSTRY	SIC	DEFINITION	NUMBER OF JOBS	AVERAGE PAY (MEDIAN)	PAY RANGE
CLEANING ACTIVITIES	81.21	General cleaning of buildings	165,000	£12.00	£11.44 - £15.61
	81.22	Other building and industrial cleaning activities	14,000	£12.00	£11.44 - £14.37
	81.29	Other cleaning activities	33,000	£12.8341	£11.44 - £17.01
FACILITIES MANAGEMENT	68.32	Management of real estate on a fee or contract basis	80,000	£16.82	£11.97 - £25.47
	77.33	Renting and leasing of office machinery and equipment	*	*	*
	81.10	Combined facilities support activities	80,000	£14.26	£11.44 - £21.15
LANDSCAPE SERVICE ACTIVITIES	81.30	Landscape service activities	44,000	£13.76	£11.50 - £17.93
WASTE AND RESOURCE MANAGEMENT INDUSTRY	38.11	Collection of non-hazardous waste	69,000	£15.57	£11.95 - £20.50
	38.12	Collection of hazardous waste	*	*	*
	38.21	Treatment and disposal of non-hazardous waste	14,000	£15.14	£11.46 - £17.73
	38.22	Treatment and disposal of hazardous waste	10,000	£24.89	£20.52 - £33.58
ALL INDUSTRIES			27,882,000	£17.09	£11.64 – £34.75

*Source Annual Survey of Hours and Earnings 2024 Provisional (ONS 2024) Table 16.5a * data unavailable*

Table 46 Hourly pay and paid hours worked averages for key occupations, 2024

	FULL TIME EMPLOYEE JOBS				PART-TIME EMPLOYEE JOBS			
	NUMBER OF JOBS	AVERAGE PAY	ANNUAL % CHANGE (PAY)	AVERAGE HRS WORKED	NUMBER OF JOBS	AVERAGE PAY	ANNUAL % CHANGE (PAY)	AVERAGE HRS WORKED
1251 PROPERTY, HOUSING AND ESTATE MANAGERS	102,000	£21.68	11.9%	37.4	16,000	£17.31	1.6%	20.6
1254 WASTE DISPOSAL AND ENVIRONMENTAL SERVICES MANAGERS	10,000	£24.60	9.8%	37.5	*	*	*	*
5113 GARDENERS AND LANDSCAPE GARDENERS	28,000	£13.69	5.9%	38.4	6,000	£12.94	9.0%	18.5
5114 GROUNDSMEN AND GREENKEEPERS	32,000	£12.92	9.3%	39.9	*	£12.68	5.6%	20.0
6121 PEST CONTROL OFFICERS	*	£14.18	7.5%	37.3	*	£15.25	11.8%	19.8
6231 HOUSEKEEPERS AND RELATED OCCUPATIONS	15,000	£12.33	6.8%	37.5	28,000	£11.96	9.7%	19.9
6232 CARETAKERS	45,000	£13.71	9.6%	37.0	23,000	£12.58	10.3%	16.1
6240 CLEANING AND HOUSEKEEPING MANAGERS AND SUPERVISORS	30,000	£13.44	5.1%	39.9	23,000	£12.51	9.8%	19.3
8211 LARGE GOODS VEHICLE DRIVERS	215,000	£15.78	5.3%	44.9	17,000	£15.11	8.0%	22.0
9131 INDUSTRIAL CLEANING PROCESS OCCUPATIONS	13,000	£12.56	5.2%	39.3	11,000	£11.46	9.1%	15.0
9221 WINDOW CLEANING	*	£12.10	0.2%	36.0	*	£13.39	28.3%	21.3
9222 STREET CLEANERS	4,000	£13.02	2.7%	36.9	*	£11.88	*	*
9223 CLEANING AND DOMESTICS	105,000	£12.12	8.3%	37.4	393,000	£11.92	9.4%	14.8
9225 REFUSE AND SALVAGE OCCUPATIONS	20,000	£13.21	10.9%	37.0	*	£12.81	*	17.2
9226 VEHICLE VALETERS AND CLEANERS	12,000	£12.00	10.0%	40.0	*	£11.44	9.8%	18.5
9229 ELEMENTARY CLEANING OCCUPATIONS N.E.C.	*	£13.36	5.8%	37.0	*	*	*	*
ALL OCCUPATIONS	20,298,000	£18.72	6.3%	37.5	7,584,000	£13.23	8.6%	18.5

*Source Annual Survey of Hours and Earnings 2024 Provisional (ONS 2024) Table 14.5a and Table 14.10a * data unavailable*

All data shown in tables and charts are the result of modelling by VSR (The Association for Cleaning Research) based on Standard Industry Classification (SIC) Codes on behalf of the British Cleaning Council. All modelling and calculation results presented here are based on national statistics. Any subsequent revision or updates of such national data will affect the assessments and projections shown.

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