The British Cleaning Council

The cleaning and support services industry research report 2017

Industry Trends Report

35 years

bcc

1982-2017

Contents

1 Executive Summary / key points

- The cleaning industry provides a vital service to economy, ensuring that our workplaces, hospitals, schools, transport and public spaces are clean and pleasant to use. It contributed nearly £24.4bn to the economy in 2015.

- With more firms outsourcing cleaning contracts, there has been a significant growth in the industry. In 2011 30,900 firms operated in the industry but this now stands at more than 40,300: an increase of 27%.

- 700,000 individuals work in the industry. The South East and London accounts for the greatest share of employment with 18% and 17% of the industry employed there respectively.

- There is a high proportion of positions in the industry classed as elementary (51%). This occupational profile reflects the fact that the skills requirements for many roles are not complex and barriers to entry into the industry can be low. Consequently workers in the industry hold significantly lower levels of qualifications than the UK average.

- Overall the gender of workers is evenly spilt, but there are noticeable differences within the sub-industries. For example, cleaning of buildings is dominated by female workers (73%), while landscape service activities comprises mostly of male workers (84%).

- Nearly a quarter (23%) of the workforce are foreign born. The part-time working opportunities the industry offers can be an advantage to many.

- The industry overall has experienced greater growth in wages than all sectors. Between April 2015 and 2016 wages in the industry grew 6.4% compared to 2.3%. The pay rates between key occupations vary according to seniority and position.

- Growth in the industry is expected to continue. It is expected that there will be employment growth across higher level occupations. The industry is expected to have 467,000 job openings between 2014 and 2024: 84,000 industry growth and 383,000 replacement demand.

- The industry will see a shift towards people holding higher qualifications.

- There are a range of opportunities and challenges in the sector. New sophisticated technology and equipment is changing the industry, but the sector also needs to consider the impact of BREXIT.

2 Introduction

2.1 British Cleaning Council

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

The British Cleaning Council 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 multi-million pound UK cleaning industry.

2.2 Cleaning Industry

The cleaning and support service industry covers a range of activities and support activities.

For example it can include the provision of a combination of support services within a client's facilities, the interior and exterior cleaning of buildings of all types, cleaning of industrial machinery, cleaning of trains, buses, planes, etc., cleaning of the inside of road and sea tankers, disinfecting and exterminating activities for buildings, ships, trains, etc., bottle cleaning, street sweeping, snow and ice removal, provision of landscape care and maintenance services and provision of these services along with the design of landscape plans and/or the construction (i.e. installation) of walkways, retaining walls, decks, fences, ponds, and similar structures.

The Standard Industrial Classification (SIC) code 81 - Services to Buildings and Landscape Activities can be used to define the industry for data collection purposes.

- Combined facilities support activities (81.1)
- Cleaning activities (81.2)
- Landscape service activities (81.3)

Further details of the above sub industries can be found in the Annex.

2.3 Purpose of the report

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

3 Economic landscape

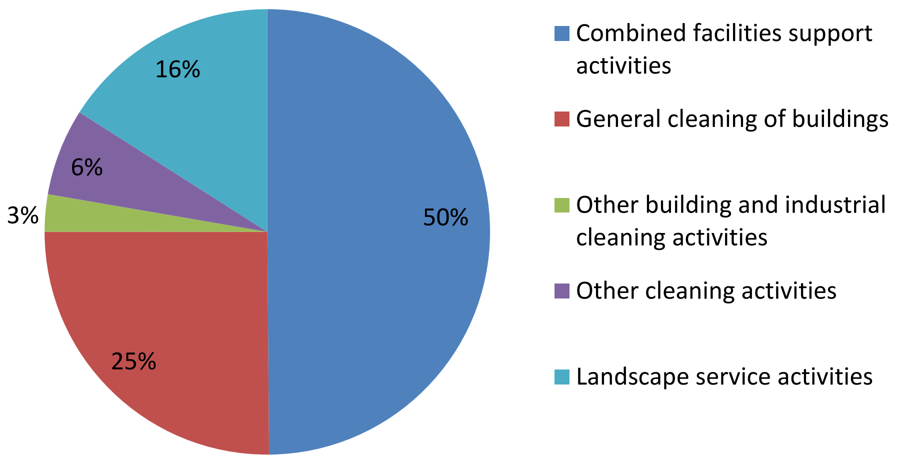
3.1 Sector GVA / Turnover

The industry contributed nearly £24.4bn to the economy in 2015. It provides a vital service to us all ensuring our workplaces, hospitals, schools, transport and public spaces are clean and pleasant to use.

Turnover has increased by 21% since 2010, greater than all economy growth in which turnover increase by 17%.

50% of the industry turnover was from combined facilities support services, while contracts for general cleaning of buildings contributed 25% (Figure 1).

Figure 1 Turnover by industry, 2015



Source: ONS Annual Business Survey - 2015 Provisional Results Release Date 10 November 2016

3.2 Businesses

3.2.1 Number & Size

Many firms now outsource cleaning and similar services, such as security or catering, to specialist firms as a way to reduce to costs. This has led to significant expansion in the industry. The industry has seen a year-year on increase since 2011 when 30,900 firms were in operation to today, where more than 40,300 businesses operate.

In terms of growth there have been some significant differences across the nations and regions. In England business numbers increased by 34%, 26% in Scotland, 11% in Wales, while in Northern Ireland the number decreased by 17%. London saw an increase of 67%, with numbers rising from 3,010 to 5,035 between 2011 and 2016 (see annex Table 8).

Nearly nine in ten (87%) are micro businesses, employing less than 10 individuals.

3.2.2 Start-ups and closures

The number of new business in the Cleaning Industry increased by 12% from 4,380 to 4,910 between 2014 and 2015. This was greater than all sectors in which the number of new businesses increased by 9%.

During the same period the number of businesses that ceased trading rose from 3,600 to 3,725 between 2014 and 2015: an increase of 3% but this was much lower than UK average of 9.4%.

Figure 2 Company start-ups and closures in the Industry, 2009-2015

Source: ONS Business Demography – 2015. Enterprise Births, Deaths and Survivals.

68

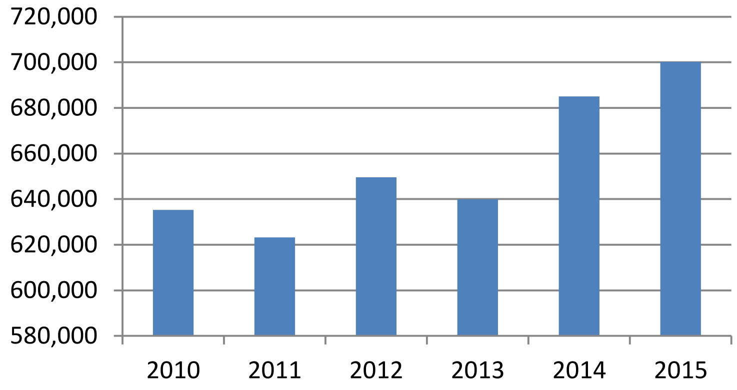
4 Workforce size and characteristics

4.1 Number employed

The industry employs 700,000 individuals across Great Britain.

Overall employment grew 10% between 2010 and 2015, greater than whole economy which recorded a 7% growth in employment.

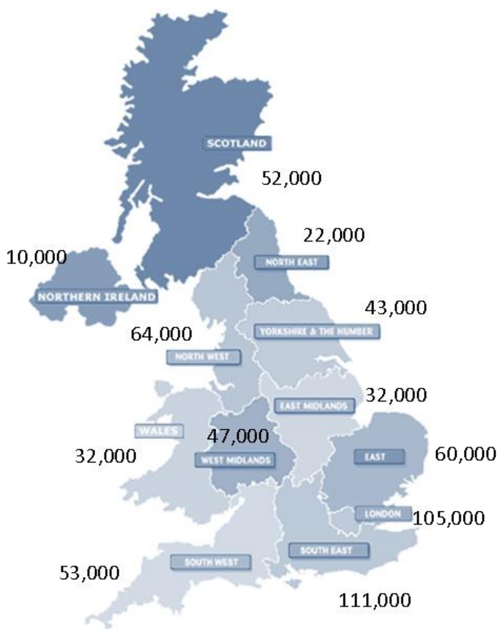
Figure 3 Change in employment numbers 2010-2015



Source: ONS Business Register and Employment Survey 2015

However the industry employment growth rate has varied across the regions (see annex Table 13). The North East experienced greatest growth at 35% but Scotland and West Midlands saw numbers employed in the industry decrease by 5% and 11% respectively.

4.2 Regional employment



The South East and London account for the greatest share of employment, with 18% and 17% respectively, of the industry employed there.

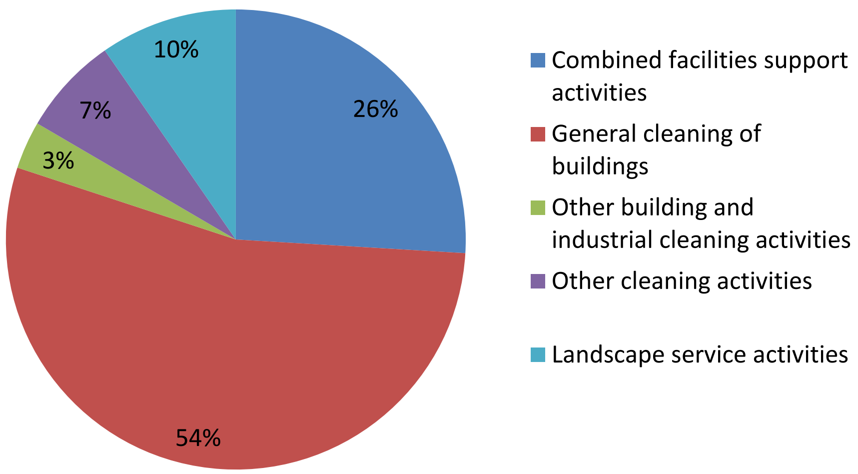
The North East and Norther Ireland have the lowest proportion of staff (2% and 4% respectively).

4.3 Employment by sub-industry

While combined facilities support activities accounts for 50% of the industry turnover, only 26% of the employment is within this sub-industry.

General cleaning of buildings sub-industry accounts for over half (54%) of all employment, with landscaping service activities accounting for a further 10%.

Figure 4 Employment by sub-industry



Source: ONS Business Register and Employment Survey 2015

4.4 Occupational breakdown

The majority (51%) of workers are employed in elementary roles. This is significantly higher than the proportion seen across all UK sectors. A further quarter (23%) are skilled traded personnel.

Table 1 Occupational profile of the cleaning industry and all UK sectors

	Cleaning Industry	**All sectors**
Managers and Senior Officials	6%	11%
Professional Occupations	2%	20%
Associate Professional and Technical Occupations	4%	14%
Administrative, Clerical and Secretarial Occupations	5%	13%
Skilled Trades Occupations	23%	11%
Personal Service Occupations	7%	9%
Sales and Customer Service Occupations	1%	8%
Transport and Machine Operatives	2%	6%
Elementary Occupations	51%	11%

Source: LFS April - June 2016

4.4.1 Key occupations

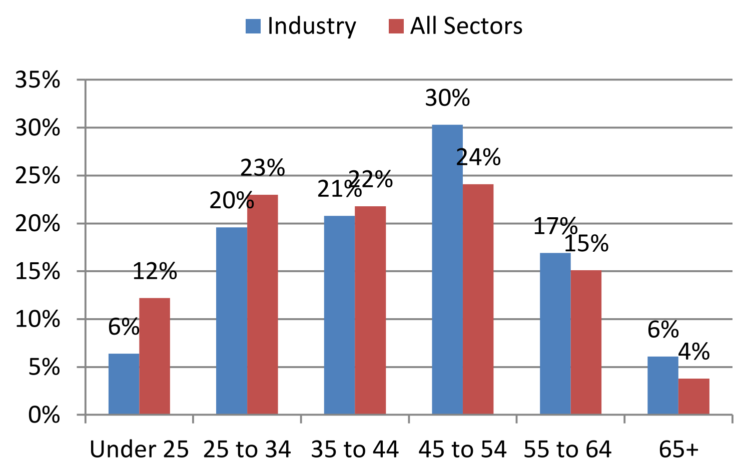
The table below highlights some of the key job roles in the main occupational groups.

Occupational Group	**Example Job roles**
Managers and Senior Officials	Property, housing and estate managers Waste disposal and environmental services managers
Administrative, Clerical and Secretarial Occupations	*Administrative roles* *Office manager*
Skilled Trades Occupations	Gardeners and landscape gardeners Groundsmen and greenkeepers
Personal Service Occupations	Cleaning and housekeeping managers and supervisors Caretakers Pest control officers
Elementary Occupations	Cleaners and domestics Window cleaners Industrial cleaning process occupations Street cleaners

4.5 Workforce Characteristics

The Industry is made up of a wide range of individuals. Here we examine the workforce in more detail considering demographics such as age, gender and working status.

4.5.1 Age



The vast majority of the workforce are aged between 25 and 54 (71%).

The proportion of staff under 25 in the Industry is much lower than seen across the economy (6% v 12%). In contrast the proportion of staff aged over 55 (23%) is higher (19%) suggesting that that the sector may face issues around an ageing workforce.

Source: LFS April - June 2016

4.5.2 Gender

Across the industry the gender of workers is evenly split – 51% are male and 49% female. However, when looking closely at the sub-industries there are noticeable differences.

Table 2 Gender of the Cleaning Industry workforce

SIC Code	Description	% Female	% Male
81.1	Combined facilities support activities	36%	64%
81.2	Cleaning Activities	66%	33%
81.21	*General cleaning of buildings*	73%	27%
81.22	*Other building and industrial cleaning activities*	20%	80%
81.29	*Other cleaning activities*	63%	37%
81.3	Landscape service activities	16%	84%

Source: LFS April - June 2016

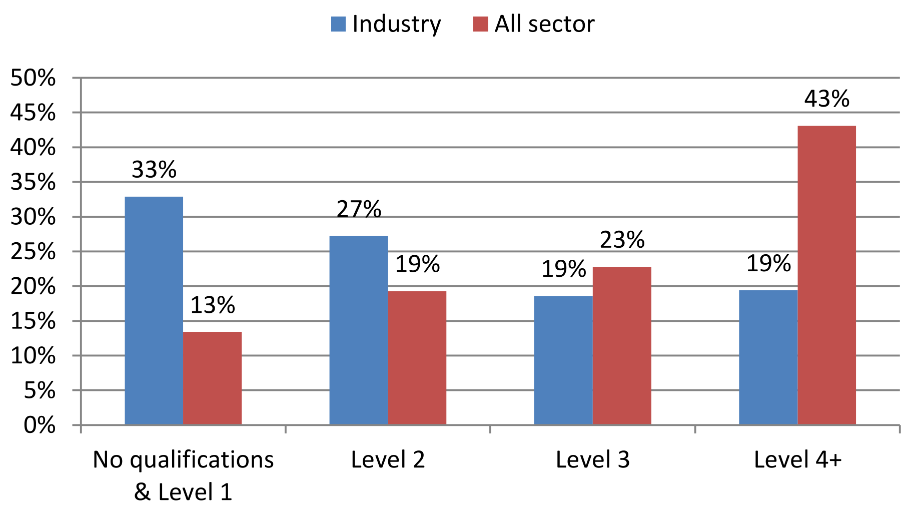
4.5.3 Qualification levels

Workers in the industry hold significantly lower levels of qualifications.

A third of the workforce do not hold a level 2 compared to just 13% across the economy. The industry also has significantly lower proportion holding level 4 qualifications (19% v 43%).

This reflective of the occupational profile, in which half of the workforce is within elementary positions, where skills requirements are not that complex.

Figure 5 Qualification levels



Source: LFS April - June 2016

4.5.4 Migrants

The number of foreign born people working in the Industry accounts for 23% of the workforce. This is greater than all sector figure where 17% of the workforce are foreign born.

There is variation across the nations/regions. For example in London 68% of the cleaning staff were born overseas while in Wales 9% of the workforce are (see Annex Table 14).

Migrant workers report taking jobs in the industry because entry requirements are low and that their home qualifications are not always recognised in the UK (Equaility and Human Rights Commission, 2014).

5 Working hours and pay in the Industry

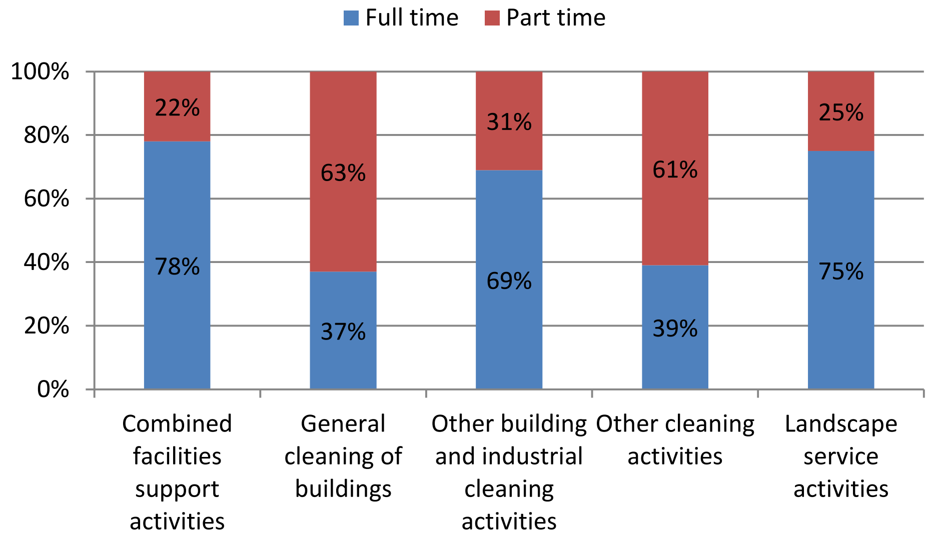
5.1 Flexible working

Many people may view the industry and cleaning 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.

Across the Industry full-time workers account for 55% of the workforce. However there are notable differences across the sub-industries (Figure 7). General cleaning and other cleaning activities are dominated by part-time workers with two thirds reporting to work part-time.

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 a family or caring responsibilities.

Figure 6 Working patterns in the Industry



Source: LFS April - June 2016

5.2 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 they hope to achieve this by. It does however, impact on firms in the sector in which staff costs accounts for a significant proportion of company resources.

The minimum wage a worker should at least be receiving depends on an individual's age or if they are apprentice. The rates change every April and are currently set at:

	25 and over	21 to 24	18 to 20	Under 18	Apprentice
2016 rate	£7.20	£6.95	£5.55	£4.00	£3.40
April 2017	£7.50	£7.05	£5.60	£4.05	£3.50

The latest ONS data allows us to investigate the average pay and working hours by industry and occupation.

5.2.1 Pay by sub-industry

In April 2016 the average hourly wage for a full time worker in the industry was £10.60, up 6.4% from £9.96 in 2015. The industry experienced greater growth in wages than all sectors which only saw wages increase by 2.3% in the same period.

Table 3 Average hourly pay and pay range in the Industry, Full time workers (2016)

Industry	Average Pay	Annual % change	Pay Range
Combined facilities support activities	£13.19	7.3%	£7.89 – £18.89
Cleaning Activities	£8.69	3.1%	£7.20 – £12.31
General cleaning of buildings	£8.30	2.6%	£7.20 – £11.52
Other building and industrial cleaning activities	£9.98	6.6%	£7.67 - £10.40
Other cleaning activities	£9.73	-1.4%	£7.20 - £13.55
Landscape service activities	£9.48	7.0%	£7.25 - £12.46
Industry (81)	£10.60	6.4%	£7.23 - £20.48

Source: Annual Survey of Hours and Earnings 2016

5.2.2 Pay by occupation

The rates of pay between key occupations vary, as you would expect, according to seniority/position. For example, on average, full-time positions such as:

- Domestic Cleaners are paid £7.80 per hour, working on average 37.5hrs. But salaries may range between £7.20 to £10.48.
- Street Cleaners are paid £9.03 per hour for a 37hr week. Range can be £8.29 to £10.21.
- Window Cleaners average is £8.00 per hour, working on average 40hrs.
- Industrial cleaning process occupations are paid on average £8.48 (range £7.20 to £9.64).
- Pest Control officers are paid on average £9.63 per hour
- Cleaning supervisors average £8.83, but could range from £7.45 to £11.26 per hour.
- Waste disposal and environmental service managers received on average £18.11 per hour.

The Equaility and Human Rights Commission report (2014) found that cleaning firms do not believe that the lower rates of pay is likely to change much as the contract value determines their pay rates and they are constrained by what the client will pay. Furthermore competition at the bidding stage of procurment and renewal points means that profit margins on contracts are now narrow so there is limited flexibility.

6 Recruitment & Retention

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

Smaller firms 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.

By advertising the role widely employers can select staff from a wider and more diverse pool of people.

6.1 Vacancies and impact

At a macro level, recruitment is an indicator of the health of the labour market and the economy in general. Vacancies can be a positive indicator of growth or present challenges if they signify a loss of key personnel or high levels of staff turnover.

When employers have vacancies, the labour market is either able to meet employer requirements (the most common scenario) or it is not. Where employers struggle to fill their vacancies, this may be due to a lack of skills, qualifications or experience amongst applicants. Collectively these are known as 'skill-shortage vacancies'. Vacancies can also prove 'hard-to-fill' for other, non-skills-related reasons. Such reasons principally include a lack of applicants for the role, issues with applicants' attitude, personality or motivation, or specific issues related to the job role (e.g. poor terms and conditions or unsociable hours) or the recruiting organisation (e.g. remote location or poor transport links).

The UKCES Employer Skills Survey provides insight into vacancies and skills shortages.

However please note that analysis presented here and in section 7 relates to the sector category 'Business Services'[1]. Key headline reveals:

- Business Service sector had 197,500 vacancies, with 19% of firms reporting at least one vacancy; in line with UK findings.
- Vacancies as a % of employment (density) was 4.1% (greater than UK findings of 3.3%)
- A third (33%) of vacancies considered to be hard-to-fill
- 50,600 (26%) of vacancies considered to be skill-shortage vacancies (SSV) (slightly greater than UK finding of 23%). The proportion vacancies classified as SSVs has increased in recent years – in 2011 it stood at 17%
- 7% of firms in the sector report retention issues (UK findings was 8%)

[1] SIC codes 68 to 82 – includes Real Estate activities (68), Professional, scientific and technical activities (69-75), Administrative and support service activities (77-82)

The key technical or practical skills lacking among applicants in the sector included:

- Specialist skills or knowledge
- Solving complex problems
- Knowledge of products and services
- More complex numerical or statistical skills

The key people and personal skills lacking among applicants in the sector included:

- Ability to manage own time and prioritise own tasks
- Customer handling skills
- Team working
- Persuading or influencing others

Most common impacts of skill-shortage vacancies were:

- Increase workload for other staff
- Have difficulties meeting customer service objectives
- Lose business or orders to competitors

7 Internal Skills Challenge

7.1 Skill gaps, reason and impact

- 12% of all firms in the sector report having skills gaps, with 5.2% of all workers not considered fully proficient in their role. (UK finding 14% of firms and 5% of employees).

The main causes of skills gaps in the sector:

- Individual is new to the role
- Their training is currently only partially completed
- Staff lack motivation

The skills lacking in the workforce mirror those that are found to be lacking in applicants (section 6.1).

19% of firms report that skills gaps have a major impact on their business, 49% a minor impact and 33% no impact. Some of the implications of skills gaps include:

- Increased workload for other staff
- Having higher operating costs
- Having difficulties meeting quality standards

To overcome skills gaps employers in the sector undertook the following actions:

- Increase training activity
- More supervision
- Mentoring
- More appraisals

7.2 Investment in training

- 68% of firms in the sector provided some form of training in 2015 up from 67% in 2011
- 51% provided any-off-the job training and 53% on-the-job training
- Overall 60% of staff in the sector received training. This has increased since 2011 when only 52% received training
- In total the sector delivered 18.2m training days in 2015. That's the equivalent of 6.3 days per person trained or 3.8 days per employee. This is slightly below all sector where days per person trained was 6.8 and days per employee 4.2.
- £9.8bn was spent on training by the sector in 2015. That equates to £3,420 per trainee or £2,060 per employee. This is greater than all sector where spend per trainee was £2,610 and per employee £1,640

Types of training provided included:

- Job specific
- Health & Safety
- Basic Induction
- New technology

43% of firms would have liked to have provided more training but were unable to do so mainly as they lacked the funds or couldn't spare time for employees to be training.

7.3 Apprenticeships in sector

The government has made a clear commitment to delivering employer-led apprenticeship. Apprenticeships are full-time paid jobs which incorporate on and off the job training.

There are two different types of apprenticeship schemes, frameworks and standards. Apprenticeship frameworks are being progressively phased out and replaced by the newer apprenticeship standards. Both operate under different models of government funding.

Apprenticeship standards show what an apprentice will be doing and the skills required of them by job role. Standards are developed by employer groups known as 'trailblazers'.

Apprenticeship Frameworks

Currently available frameworks for the industry are:

Framework Title	Level
Higher Apprenticeship in Facilities Management level 4 and 5 (England)	4 and 5
Facilities Management (Wales)	2,3,4 and 5
Facilities Management (England)	2,3
Cleaning and Environmental Support Services (Wales)	2,3
Cleaning and Environmental Support Services (England)	2,3

Source http://www.afo.sscalliance.org/frameworks-library/index.cfm

Apprenticeship Standards

To date the industry has one apprenticeship standard published and approved for delivery[2] - Facilities Management Supervisor. Further standards are in development.

Framework Title	**Level**	**Status**
Facilities Management Supervisor	3	Standard Published
Facilities Manager		Standard in development
Senior / head of facilities management		Standard in development
Cleaning and support service operatives		Standard in development

[2] https://www.gov.uk/government/publications/apprenticeship-standard-facilities-management-supervisor

8 Opportunities and Challenges in the sector

8.1 Regulation

A range of regulation at both national and international level have had an impact on the industry. Rises in the National Minimum Wage level for example will have impacted on employers - particularly as staff costs account for a significant proportion of company's overall costs.

The industry now needs to consider the effects of BREXIT. We have seen above that 23% of the workforce was born overseas. Companies relying on immigrant workers may experience difficulties in finding new staff if restrictions to migrant workers entering the UK are imposed. This could result in a smaller available workforce, meaning more competition for workers which in turn can see wages increases, creating further for companies.

However if the government decides that the UK should still participate in EU free movement as part of a new trade deal, this will most likely not impact EU migration and we should see limited change in availability of workers.

8.2 Technology

With ever increasing competition and pressure on margins, firms continue to look to technological advancements to seek time and cost efficiencies. The Cleaning Industry is no exception.

New, sophisticated technology and equipment is changing the industry. The technology landscape almost seems to change with each passing day, and it's impossible to guess the technologies that will be driving the cleaning sector ten or twenty years down the line, but below highlights some of the advances.

Maximising security

Security and safety of individuals in many buildings, such as commercial properties, schools or hospitals is of paramount importance. When hiring contract cleaners, it is essential that all staff have undergone a stringent vetting process to ensure that they not only have a legal right to work in the UK, but are also safe to work with children and vulnerable people where necessary.

Security identity technologies can help to combat illegal working and safeguard the security of clients, their buildings and intellectual properties. Checks can be done with the Children's Barred List Check and DBS (Disclosure and Barring Service), but also the use of Machine Readable Zone (MRZ) passport readers can authenticate IDs.

Biometric Time & Attendance

On-site biometric time and attendance monitoring technologies can further ensure security. Biometric technology recognises physical characteristics of a person, such as facial measurements or a fingerprint pattern (which are entirely unique for every person), to identify individuals securely. Thereby at arrival on a biometrically monitored establishment, the staff member will scan a fingerprint for example. This ensures that only those authorised to deliver our services are able to do so. As well as being an identification tool, it can also monitor attendance.

Remote Monitoring of equipment

Equipment maintenance is a further area in which technology can have a positive influence on service cost and efficiency. For example scrubber dryers can easily be remotely monitored, via Wi-Fi, to assess their maintenance needs – or to spread usage between multiple pieces of equipment. This removes one of the most inconvenient elements of maintenance – the cost of downtime when a machine is out of use.

Furthermore such technology could indirectly improve staff satisfaction and staff retention. Giving people access to leading edge technology, similar to better working conditions, can make them feel better about their job, and in turn increases the likelihood that they'll go the extra mile for their clients.

Smart Cleaning machines

In large warehouse complexes, smart cleaning machines can be programmed and mapped onto sites, making their way around the buildings and cleaning as they go. Obviously such machines are not suitable for population-dense sites like shopping centres, but in environments where there are possible it can free up a large amount of staff time.

Another example of technology advancement is window-cleaning drones that are being developed. This could transform this time-consuming and onerous task. Like the driverless car, the technology still has a way to go, but it's inevitable that a fully-operational model will be with us sooner rather than later. And in this case, the benefits go way beyond freeing up people – there's also the added safety benefit when working at height.

Green / Environmental methods

With environmental and health concerns for workers, firms are looking at ways to be greener - i.e. cleaning without chemicals, for example microfiber cloths and mops, which require only water to remove germs, grime and bacteria or using steam vapour systems, or spray and vac systems using pressurised water to clean products and/or conveyor belts[3].

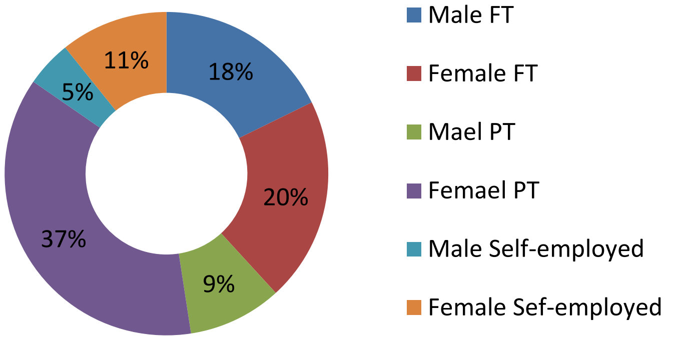
[3] https://www.iwc-international.com/

9 Future workforce projection

9.1 Industry Growth

Employment in the industry is expected to grow 9.5% between 2014 and 2024 – or by 84,000. This is greater than whole economy where growth of 5.5% is anticipated (UKCES, 2016).

Figure 7 Employment by gender and status, 2024



With an anticipated workforce of 968,000 in 2024, nearly half (46%) of the workers will be part-time.

38% will be full-time and 15% self-employed (Figure 7).

This is very similar to proportions seen in 2014.

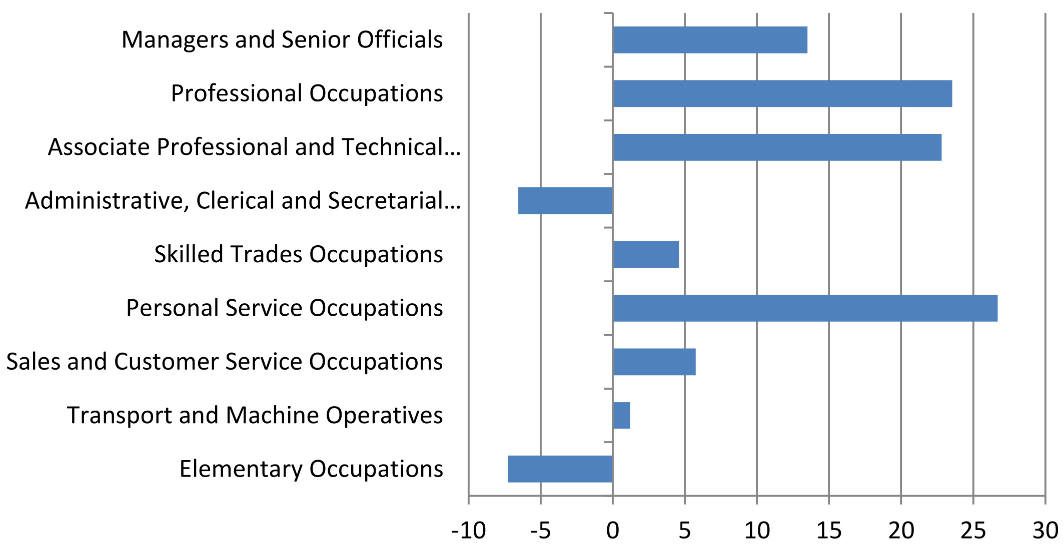
Source: UKCES Working Futures VI

Employment projections by occupation for the industry are shown below. This is clearly useful for people making careers decisions.

We expect to see large employment growth for higher level occupations, including managers, professional occupations and associate professionals and technical roles. Personal service occupations are projected to see the greatest growth (Figure 8).

But net job losses are projected for administrative and secretarial roles and elementary roles.

Figure 8 Occupation change, 2014 -2024 (000s)



Source: UKCES Working Futures VI

9.2 Replacement need and total demand

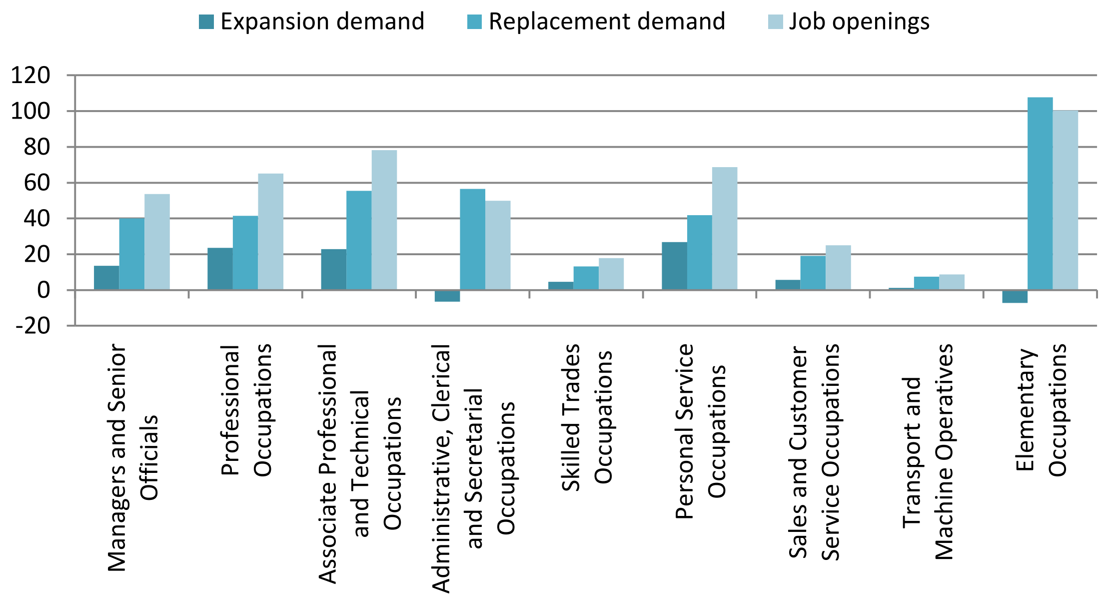
The above occupational change data is useful indicator of changing patterns of demand for skills. However, it also important to consider the replacement demands – the job openings created by the outflow of workers from the labour market.

Workers leave the labour market for a variety of permanent and temporary reasons, including retirement, family reasons (i.e. maternity/paternity leave) and mortality. These outflows have a significant influence on job opportunities across the labour market. Over the next decade, replacement demands are expected to generate nearly five times as many job openings in the cleaning industry compared to net job growth.

Occupations where employment is growing will need additional workers on top of those being replaced. While occupational groups forecast to see a net decline will still have job openings that need to be filled due to the replacement demand. Individuals need to consider this when making career choices but also employers need to be conscious of the need to replace key workers.

Overall the industry is expected to have 467,000 job openings between 2014 and 2024: 84,000 industry growth and 383,000 replacement demand. A fifth of all job openings will be within elementary occupations (Figure 9).

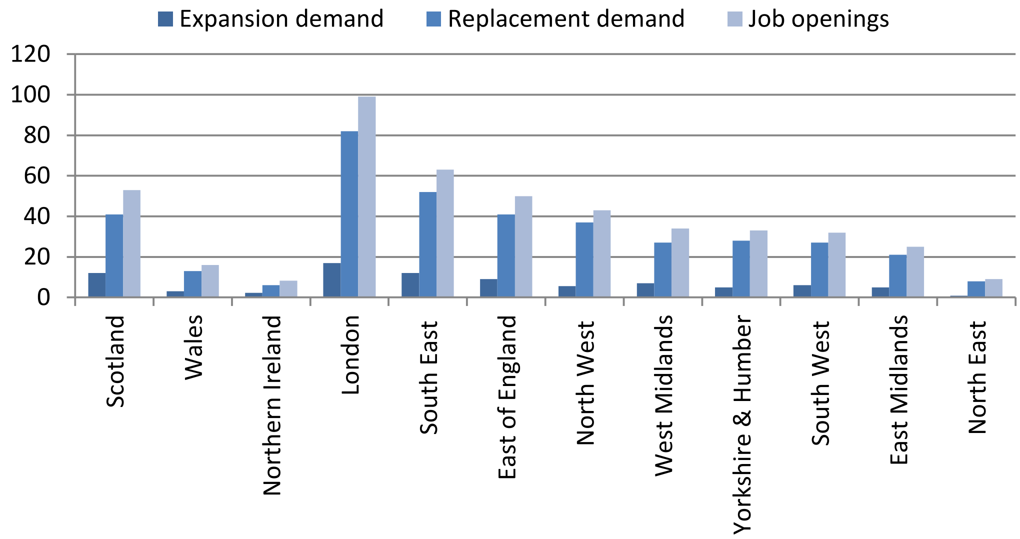
Figure 9 Job openings in the industry by occupation 2014 - 2024 (000s)



Source: UKCES Working Futures VI

Nearly 100,000 of the anticipated job openings will be across London and a further 63,000 in the South East (Figure 10). These are the two regions with the highest proportion of individuals in the sector.

Figure 10 Job openings in the industry by nation and region, 2014 - 2024 (000s)



Source: UKCES Working Futures VI

9.3 Qualifications

The latest Working Future projections also considers the qualification levels of the workforce. It shows that there will be a shift towards more people holding higher qualifications.

By 2024, 50% of people employed in the industry are expected to be qualified at level 4 and above, whilst the proportion of people with no formal qualifications is expected to fall to 4%.

Table 4 Change in qualification profile

	No qualifications and level 1	Level 2	Level 3	Level 4 – 6	Level 7 – 8
Qualification example	GSCE (grades D – G) BTEC level 1	GCSE (grades A* - C) NVQ Level 2	AS & A level BTEC National	Certificate of higher education (L4) Foundation degree (L5) Bachelor's degree (L6)	Master's degree (L7) Doctorate (L8)
2014 level **2024 level**	257,300 160,500	172,100 177,500	143,000 143,900	251,900 396,300	59,900 90,200
2014 – 2024 % change	-38%	3%	1%	57%	51%
2014 % share	29%	19%	16%	28%	7%
2024 % share	17%	18%	15%	41%	9%

Source: UKCES Working Futures VI

10 Annex: Data tables

10.1 Industry classification

Table 5 Standard Industrial Classification for Services to Buildings and Landscape Activities

SIC Code	Description
81.1	**Combined facilities support activities**
81.2	**Cleaning Activities**
81.21	General cleaning of buildings
81.22	Other building and industrial cleaning activities
81.22/1	Window cleaning services
81.22/2	Specialised cleaning services
81.22/3	Furnace and chimney cleaning services
81.22/9	Building and industrial cleaning activities (other than window cleaning, specialised cleaning and furnace and chimney cleaning services) n.e.c.
81.29	Other cleaning activities
81.29/1	Disinfecting and extermination services
81.29/9	Cleaning services (other than disinfecting and extermination services) n.e.c.
81.3	**Landscape service activities**

Source: UK SIC Main Volume[4]

10.2 Turnover

Table 6 Turnover (£ million)

SIC Code	Description	2010	2011	2012	2013	2014	2015	%
81.1	Combined facilities support activities	9,853	9,272	10,285	11,034	11,199	12,160	50%
81.2	Cleaning Activities	7,312	7,860	7,697	7,528	8,276	8,325	34%
81.21	*General cleaning of buildings*	*5,000*	*5,614*	*5,603*	*5,526*	*5,972*	*6,127*	*25%*
81.22	*Other building and industrial cleaning activities*	*766*	*744*	*745*	*745*	*869*	*659*	*3%*
81.29	*Other cleaning activities*	*1,545*	*1,502*	*1,350*	*1,257*	*1,435*	*1,539*	*6%*
81.3	Landscape service activities	3,015	3,403	3,461	3,593	3,540	3,895	16%
Total		**20,180**	**20,535**	**21,444**	**22,155**	**23,016**	**24,379**	**100%**

[4] http://webarchive.nationalarchives.gov.uk/20160105160709/http://www.ons.gov.uk/ons/guide-method/classifications/current-standard-classifications/standard-industrial-classification/sic2007---explanatory-notes.pdf

Source: ONS Annual Business Survey - 2015 Provisional Results Release Date 10 November 2016

10.3 Business

Table 7 Businesses in Cleaning Industry, 2010-2016

SIC Code	Description	2010	2011	2012	2013	2014	2015	2016	%
81.1	Combined facilities support activities	1,350	1,675	2,050	2,210	2,375	2,630	2,890	7%
81.2	Cleaning Activities	14,075	13,400	14,275	14,330	15,240	18,775	19,460	48%
81.21	*General cleaning of buildings*	*9,020*	*8,305*	*8,480*	*8,165*	*8,780*	*11,095*	*11,390*	*28%*
81.22	*Other building and industrial cleaning activities*	*2,175*	*2,265*	*2,480*	*2,630*	*2,650*	*3,120*	*3,170*	*8%*
81.29	*Other cleaning activities*	*2,875*	*2,830*	*3,315*	*3,535*	*3,805*	*4,565*	*4,900*	*12%*
81.3	Landscape service activities	16,335	15,815	16,005	15,810	15,820	17,700	18,000	45%
Total		31,760	30,895	32,330	32,350	33,435	39,105	40,345	100%

Source: NOMIS: ONS UK Business Count – Enterprise

Table 8 Businesses in Cleaning Industry by nation and region, 2010-2016

Area	2010	2011	2012	2013	2014	2015	2016	% 2011 to 2016
UK	31,760	30,895	32,330	32,350	33,435	39,105	40,345	31%
England	26,265	25,530	26,860	26,985	28,115	33,040	34,300	34%
Scotland	2,475	2,445	2,525	2,510	2,550	3,040	3,090	26%
Wales	1,970	1,910	1,940	1,900	1,880	2,135	2,120	11%
Northern Ireland	1,050	1,005	1,005	955	890	885	835	-17%
East of England	3,660	3,555	3,685	3,655	3,725	4,330	4,450	25%
East Midlands	2,255	2,160	2,220	2,195	2,245	2,620	2,750	27%
London	3,075	3,010	3,460	3,695	4,110	4,740	5,035	67%
North East	780	785	815	810	860	1,080	1,100	40%
North West	2,925	2,835	2,980	2,965	3,100	3,710	3,810	34%
South East	5,280	5,160	5,495	5,495	5,695	6,795	7,120	38%
South West	3,545	3,425	3,455	3,430	3,500	4,150	4,235	24%
West Midlands	2,670	2,555	2,630	2,595	2,680	3,055	3,125	22%

Yorkshire & Humber	2,075	2,050	2,120	2,150	2,195	2,565	2,670	30%

Source: NOMIS: ONS UK Business Count – Enterprise

Table 9 Businesses by size (2016)

		Micro		Small	Medium		Large	
SIC Code	**Description**	**0 to 4**	**5 to 9**	**10 to 49**	**50 to 99**	**100 to 249**	**250+**	**Total**
81.1	Combined facilities support activities	2,260	255	240	35	40	60	2,890
		78%	9%	8%	1%	1%	2%	
81.2	Cleaning Activities	12,125	3,405	3,005	430	285	215	19,465
		62%	17%	15%	2%	1%	1%	
81.3	Landscape service activities	15,440	1,665	820	50	15	10	18,000
		86%	9%	5%	*	*	*	
Total		**29,825**	**5,325**	**4,065**	**510**	**335**	**285**	**40,345**
		74%	**13%**	**10%**	**1%**	**1%**	**1%**	

Source: NOMIS: ONS UK Business Count – Enterprise

Table 10 Count of births of new enterprises for 2009 to 2015

SIC Code	Description	2010	2011	2012	2013	2014	2015
81.1	Combined facilities support activities	490	525	650	565	590	525
81.2	Cleaning Activities	1,965	1,480	1,795	1,885	2,620	2,685
81.3	Landscape service activities	1,055	985	870	980	1,280	1,170
Total		3,510	2,990	3,315	3,430	4,490	4,380

Source: ONS Business Demography – 2015. Enterprise Births, Deaths and Survivals. Table 1.2

Table 11 Count of deaths of enterprises for 2009 to 2015

SIC Code	Description	2010	2011	2012	2013	2014	2015
81.1	Combined facilities support activities	240	205	290	330	310	305
81.2	Cleaning Activities	2,265	2,270	1,965	2,105	2,010	2,025
81.3	Landscape service activities	1,390	1,390	1,250	1,340	1,275	1,270
Total		3,895	3,865	3,505	3,775	3,595	3,600

Source: ONS Business Demography – 2015. Enterprise Births, Deaths and Survivals. Table 2.2

10.4 Employment

Table 12 Employment (GB)

SIC Code	Description	2010	2011	2012	2013	2014	2015	%
81.1	Combined facilities support activities	118,500	122,500	142,000	153,000	164,000	181,500	26%
81.2	Cleaning Activities	450,500	436,000	456,500	424,500	461,000	450,500	64%
81.21	*General cleaning of buildings*	401,000	383,000	393,500	361,500	388,500	378,500	54%
81.22	*Other building and industrial cleaning activities*	15,500	17,500	21,500	22,500	25,000	23,500	3%
81.29	*Other cleaning activities*	34,000	35,500	41,500	40,500	47,500	48,500	7%
81.3	Landscape service activities	66,500	65,000	51,500	62,500	60,500	67,500	10%
Total		635,500	623,000	649,500	640,000	685,000	700,000	100%

Source: ONS Business Register and Employment Survey 2015

Table 13 Employment by nation / region (GB)

Nation / Region	2010	2015	Growth
Scotland	72,000	68,000	-5%
Wales	20,500	22,500	8%
East	69,000	84,000	21%
East Midlands	26,500	34,500	30%
London	128,000	148,000	16%
North East	16,500	22,000	35%
North West	70,500	72,500	3%
South East	95,500	100,500	5%
South West	40,500	45,500	13%
West Midlands	57,000	51,000	-11%
Yorkshire and The Humber	39,000	51,000	31%
Great Britain Total	635,500	700,000	10%

Source: ONS Business Register and Employment Survey 2015

10.5 Workforce characteristics

Table 14 Proportion of workforce who are foreign born

Nation / Region	Industry	All sector
Scotland	10%	10%
Wales	9%	7%
Norther Ireland	16%	11%
East	12%	15%
East Midlands	12%	14%
London	68%	41%
North East	13%	7%
North West	18%	11%
South East	17%	16%
South West	19%	11%
West Midlands	12%	14%
Yorkshire and The Humber	12%	11%

Source: LFS April - June 2016

10.6 Pay

Table 15 Pay and working averages of key occupations

Occupation	Part time workers			Full time workers		
	Average Pay	Annual % Change (pay)	Average hrs worked	Average Pay	Annual % Change (pay)	Average hrs worked
1251 'Property, housing and estate mngrs'	£14.04	6.6%	20.0	£16.86	0.4%	37.4
1255 'Waste disposal and environmental services mngrs'	*	*	*	£18.11	7.2%	37.4
5113 'Gardeners and landscape gardeners'	£8.58	6.3%	18.6	£9.65	2.3%	37.8
5114 'Groundsmen and greenkeepers'	£7.83	3.9%	17.1	£9.19	2.1%	39.0
6132 'Pest control officers'	*	*	*	£9.63	-4.5%	38.0
6240 'Cleaning and housekeeping mngrs and supervisors'	£8.12	6.4%	20.0	£8.83	0.0%	38.0
9132 'Industrial cleaning process occupations'	£7.21	2.6%	*	£8.48	6.1%	39.0
9231 'Window cleaners'	£7.35	2.2%	22.5	£8.00	-5.6%	40.0

9232 'Street cleaners'	£7.53	13.1%	13.3	£9.03	1.2%	37.0
9233 'Cleaners and domestics'	£7.47	6.6%	14.5	£7.80	4.7%	37.5
9235 'Refuse and salvage occupations'	£8.15	18.0%	18.4	£9.50	3.4%	37.0

* No data available Source: Annual Survey of Hours and Earnings 2016

10.7 Future requirement

Table 16 Employment projections and replacement demand for Cleaning Industry, 2014 -2024 (000s)

	2014 employment	2024 employment	Employment Change	Employment Change (%)	Replacement demand	Total requirement
UK	884	968	84	9.5	383	467
GB	870	952	82	9.4	377	459
England	747	814	67	9.0	323	390
Northern Ireland	14	16	2	15.9	6	8
Scotland	93	105	12	13.4	41	53
Wales	31	34	3	8.5	13	16
East of England	94	103	9	9.8	41	50
East Midlands	47	51	5	10.2	21	25
London	192	209	17	8.8	82	99
North East	19	19	1	4.6	8	9
North West	89	94	6	6.2	37	43
South East	119	131	12	9.8	52	63
South West	62	67	6	8.9	27	32
West Midlands	62	69	7	11.8	27	34
Yorkshire & Humber	64	69	5	8.2	28	33

Source: UKCES Working Futures VI