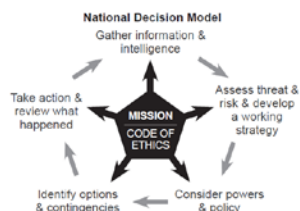




Health and Safety Report

Required for:	<i>Joint Audit Committee - Part One</i>
Security Classification:	Official
Handling information if required:	
Suitable for publication:	Yes
Title:	Health and Safety Update Report
Version:	1.0
Purpose:	To provide an update on the health and safety statistics for November 2018 to March 2019 and to share the results of a compliance review of asbestos and legionella management within Surrey Estates.
ACPO / Strategic Lead:	Adrian Rutherford
National Decision Model compliance:	Yes / No
Date created:	June 2019
Date to be reviewed:	

AUTHOR:	
Name:	Matthew Green
Job Title:	Head of Health and Safety Service Surrey and Sussex Police
Telephone number:	07557 817412
Email address:	matthew.green@sussex.pnn.police.uk



What are the Policing Principles?

Accountability	<input checked="" type="checkbox"/>	Fairness	<input checked="" type="checkbox"/>	Honesty	<input checked="" type="checkbox"/>
Integrity	<input checked="" type="checkbox"/>	Leadership	<input checked="" type="checkbox"/>	Objectivity	<input checked="" type="checkbox"/>
Openness	<input checked="" type="checkbox"/>	Respect	<input checked="" type="checkbox"/>	Selflessness	<input checked="" type="checkbox"/>

1. Summary

1.1. This report provides an update on:

- a. Appendix 1- Safety statistics for November 2018 to March 2019.
- b. Appendix 2 – The results of a safety compliance review of asbestos and legionella management within Surrey Estates.

2. Appendix 1. Safety Statistics for November 2018 to March 2019

2.1. Appendix 1 provides an update on safety statistical information captured within the Surrey 12/2 safety reporting system and the Sussex FIAMS reporting system from November 2018 to March 2019. This captures all reported accidents and near misses to officers, staff, detainees and members of the public across both Forces.

2.2. The report has been improved, including:

- a. A safety incident rate has now been included which is the number of safety incidents (defined as accidents and near misses) per 1000 employees. This rate will allow for more meaningful comparison as it allows for changes in headcount.
- b. An assault rate has now been included which is the number of assaults per 1000 arrests. This rate will allow for more meaningful comparison as it allows for variations in number of arrests.
- c. Health and Safety Service reactive demand is now reported. This is the number of safety incidents reported to the Health and Safety Service. Each report is reviewed for compliance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) and where necessary details are passed on to other stakeholders within the force to prevent a re-occurrence. The Health and Safety service processed 1835 safety incident reports across both Forces during 2018/19. A 5.4% increase on the previous reporting year.
- d. In terms of causation assaults remain by far the most significant cause of officer injury. The Health and Safety Service is in discussion with Officer Safety Training to begin sharing anonymised details of assault reports to see if training could be improved to prevent and reduce injuries.
- e. There is concern that since use of force recording move onto NICHE in Surrey this may have resulted in a drop off in assault reports using 12/2. The Health and Safety service continue to raise awareness to report using 12/2.

3. Appendix 2: The Results of a safety compliance review of asbestos and legionella management within Surrey Estates.

3.1. This review looked at asbestos and legionella compliance in Surrey Estates.

3.2. The report saw an improvement in asbestos management compliance from 61.1% in December 2018 to 66.7% in May 2019, an improvement of 5.6%. This is considered to pose a medium level of risk. Appendix 2 provides detailed information how this compliance score was achieved.

3.3. The Health and Safety Service continue to work with Surrey Estates to further monitor improvements through monthly compliance review meetings.

Review date	Compliance level	Change
December 2018	61.1%	
May 2019	66.7%	+5.6%

3.4. The review also looked as legionella management for the first time and found Surrey Estates to be 87.5% compliant. This is considered to pose a low level of risk. Appendix 2 provides detailed information how this compliance score was achieved.

Review date	Compliance level	Change
May 2019	87.5%	NA

3.5. The Health and Safety Service continue to work with Surrey Estates to further monitor improvements through monthly compliance review meetings and during 2019/20 themed compliance reviews will focus on fire safety and electrical safety. These will be shared with Audit Committee in due course.

4. Appendices

- a. Appendix 1- Safety statistics for November 2018 to March 2019.
- b. Appendix 2 – The Results of a safety compliance review of asbestos and legionella management within Surrey Estates.

5. Recommendations

5.1. Audit Committee note the updated information.

APPENDIX 1

Health and Safety Service

Surrey and Sussex Police

Safety Incident Statistics



To: Surrey Audit Committee

Date: Reporting Period 3.November 2018 to March 2019.

Title: Health and Safety - General Update and Statistics Report

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	Sussex / Surrey Police Assault Rate – per 1000 arrests	5

APPENDIX 1

Health and Safety Service

Surrey and Sussex Police

Safety Incident Statistics



1. Safety Incidents from November 2018 to March 2019

Nov-18 to Mar-19	SUSSEX					SURREY				
	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Nov-18	Dec 18	Jan 19	Feb 19	Mar 19
TOTAL Employees	4983	5022	5060	5071	5129	4357	4323	4347	4328	4336
No. Officers (incl. Specials)	2694	2722	2718	2705	2755	2301	2294	2300	2287	2269
No. Staff (incl. PCSO's)	2289	2300	2342	2366	2374	2056	2029	2047	2041	2067
TOTAL Arrests (Primary)	1695	1785	1781	1687	2039	994	996	985	958	999
TOTAL Injuries (Excluding assaults)	29	39	49	27	49	32	32	37	37	31
TOTAL Assaults (Surrey without injury)	46	44	45	37	51	22	19	12	12	5
Injury Rate (Injuries per 1000 employees)	5.8	7.7	9.7	5.3	9.6	7.3	7.4	8.5	8.5	7.1
Assault Rate (Assaults per 1000 arrests)	27.1	24.6	25.3	21.9	25.0	22.1	19.1	12.2	12.5	5
TOTAL Near Miss	7	1	9	6	6	13	4	5	6	4
TOTAL Custody Adverse Incident	36	39	65	46	55	57	48	54	59	56
TOTAL Safety Incidents (Excl Custody in Sussex)	82	84	94	70	106	124	103	108	114	96
Health and Safety Service – Number of Safety Incidents (Safety Service Reactive Demand)										
Financial Year	Sussex				Surrey			TOTAL		
2017/18	1067				668			1735		
2018/19	1087				748			1835		
2019/20 (till 1st May 2019)	97				97			194		
RIDDOR Analysis										
RIDDOR DATA	5	9	7	7	4	4	5	1	1	2
- Over 7 Days	2	6	2	5	1	1	2	0	0	1
- Specified Injury	3	2	1	2	3	2	3	1	1	1
- Dangerous Occurrence	0	1	0	0	0	1	0	0	0	0
- MOP Taken to Hospital	0	0	0	0	0	0	0	0	0	0
RIDDOR DATA (Custody)	2	2	4	0	0	1	2	0	2	1
- MOP Taken to Hospital										
Civil Claims										
Total Claims Received	2					2				
Claims Reserve Set (£)	£25,000					£2000				
Total Claims Closed	5					6				
Costs paid, including legal fees	£41,755					£62,000				

APPENDIX 1

Health and Safety Service

Surrey and Sussex Police

Safety Incident Statistics



2. Top Ten Safety Incident Types (November 2018 to March 2019)

	SUSSEX		SURREY	
1.	Assaulted	224	Assaulted	67
2.	Restraint	49	Near misses	39
3.	Slip, trip and fall	25	Restraint	33
4.	Awkward movement	25	Slip, trip and fall	18
5.	Near miss	24	Arrest	17
6.	RTC	14	Training	17
7.	Bodily fluid	13	Other	15
8.	Pursuit on foot	11	Handling, lifting, carrying	5
9.	Training	11	Hit by fixed, stationary object	4
10.	Handling, lifting, carrying	10	Animal	3

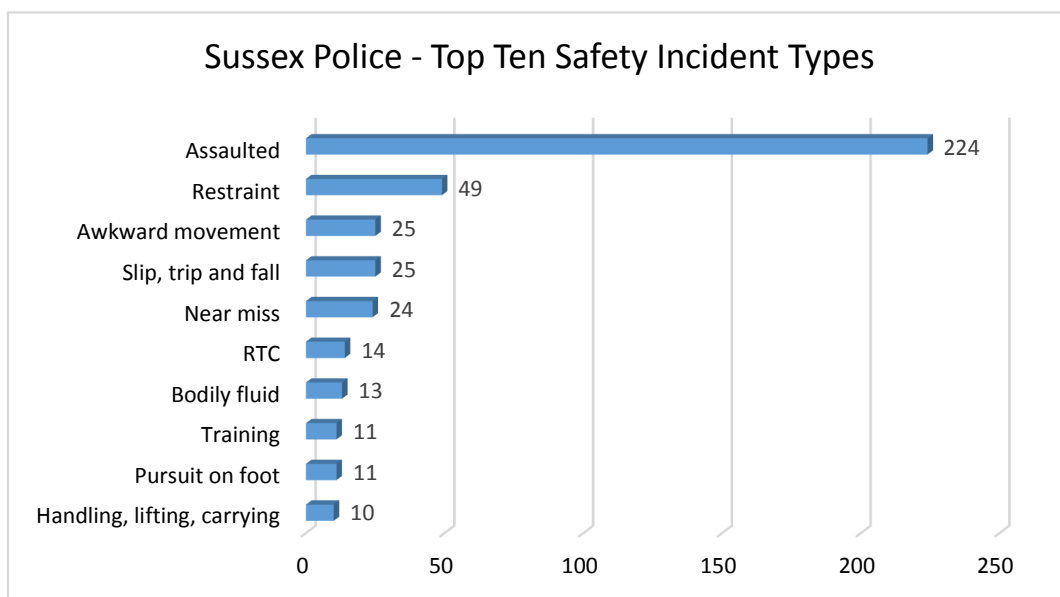
3. Civil Claims Closed Summary Information

Description	Amount
	Including all legal fees
Surrey	
Employee tripped over bollard outside HQ reception	£23k
Employee participating in conflict training and slipped over.	£17k
Injury sustained during conflict training and slip, trip and fall incident.	£19K
Claim for negligence in providing safe piece of working equipment.	£3K
Sussex	
Injury whilst detaining an offender.	£25k
Injury from breaking a glass window.	£9k
Slipped down stairs.	£5k

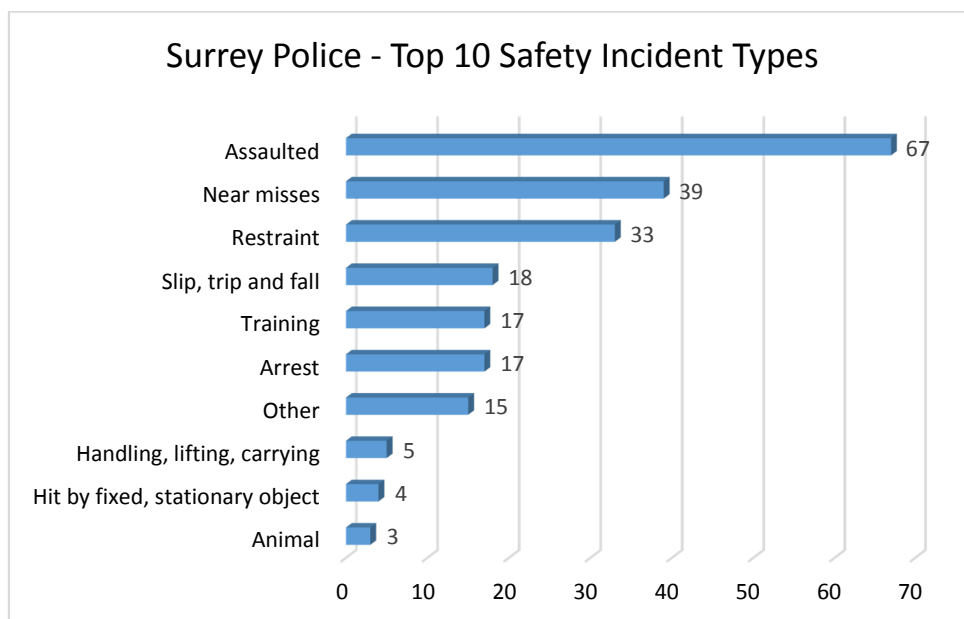


4. Graphical Summary

Sussex Police – Top 10 Type of Safety Incidents



Surrey Police – Top 10 Type of Safety Incidents



APPENDIX 1

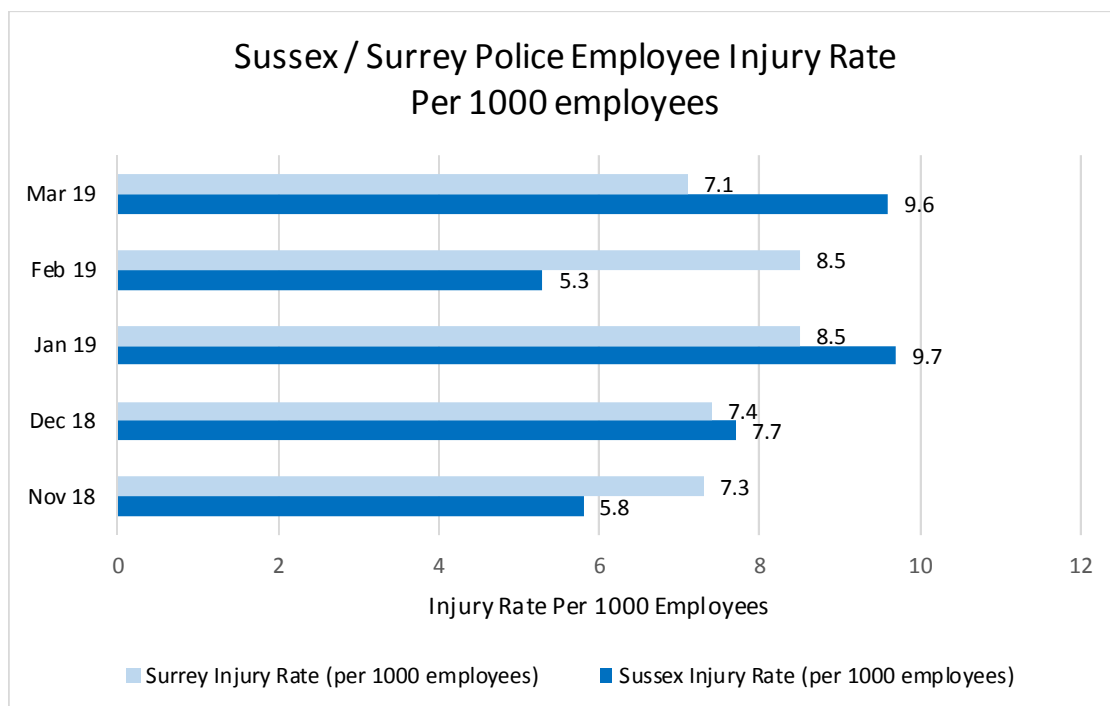
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Surrey and Sussex Police

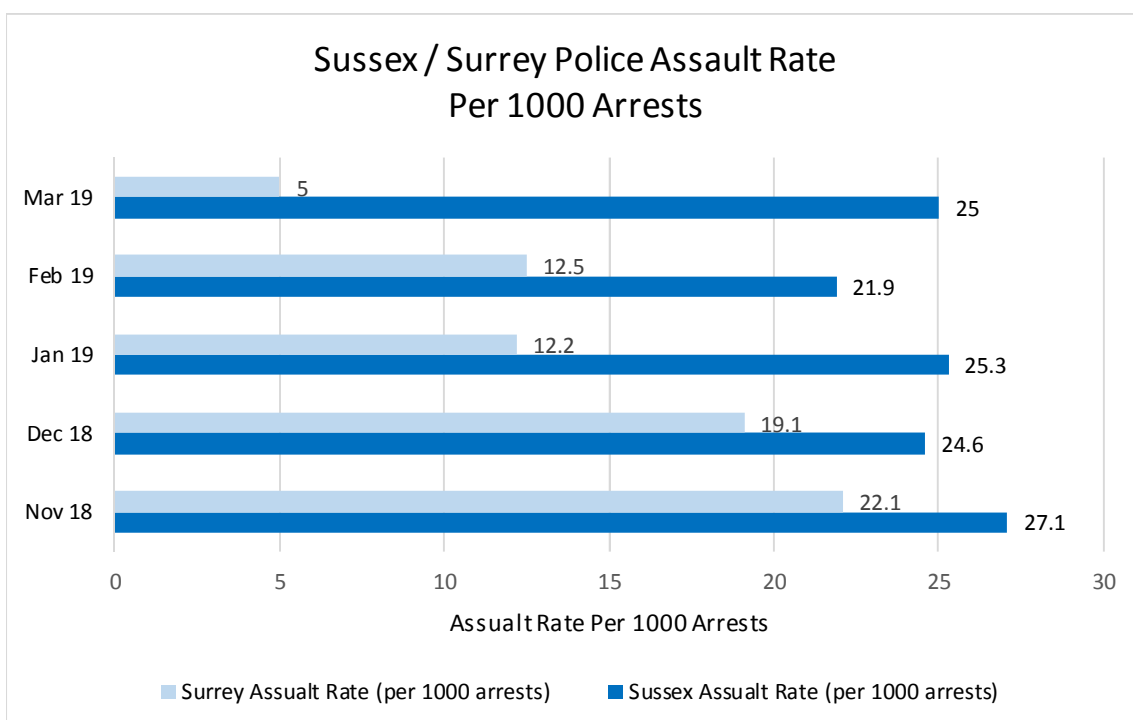
Safety Incident Statistics



Sussex / Surrey Police Employee Injury Rate – Per 1000 employees



Sussex / Surrey Police Assault Rate – per 1000 arrests



Appendix 2

Health and Safety Service

Surrey and Sussex Police

Health and Safety Report



Security Classification: OFFICIAL

Meeting name: Surrey Audit Committee.

Report by: Matthew Green. Head of Health and Safety Service.

Date: July 2019 (originally prepared in May 2019 for the Strategic Health and Safety Board).

Subject: Review of Asbestos and Water Hygiene Compliance in Surrey Estates

Security status: Official

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1. Purpose of this report

- 1.1. At the Strategic Health and Safety Board (The Board) of 11th April 2018 it was agreed that the results of safety reviews would be shared with The Board in future. The purpose of this change is to improve transparency, ensure there is accountability and to give the Deputy Chief Constables oversight of how well safety risk is being managed.

2. Summary

- 2.1. This is a strategic level review of asbestos and water hygiene compliance in Surrey Estates in relation to the Police Estate.

3. Findings

3.1. Asbestos compliance

Review date	Compliance level	Change
December 2018	61.1%	
May 2019	66.7%	+5.6%

3.2. Water hygiene compliance

Review date	Compliance level	Change
May 2019	87.5%	NA

Appendix 2

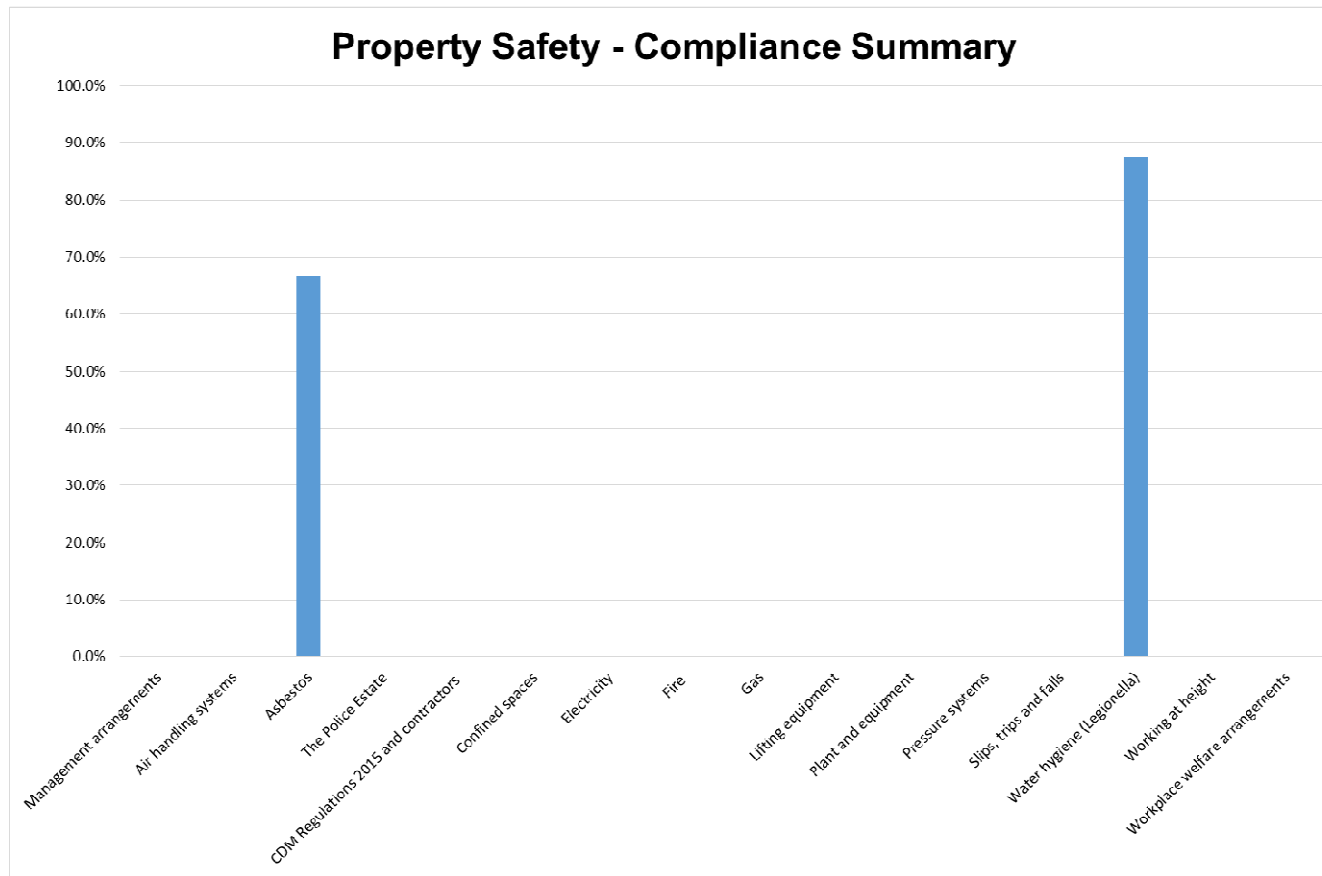
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4. Asbestos - Detailed Compliance Findings

<p>All buildings have an asbestos Management Survey (old Type 2), unless there is conclusive documented evidence that the building is asbestos free.</p>	<p>You must identify the location and risk posed by all reasonably accessible asbestos within a building, unless there is strong evidence to prove a building is asbestos free.</p> <p>Management Surveys (which are the type generally held for buildings) will not identify hidden asbestos. For example asbestos hidden behind walls or at height.</p> <p>If a building is asbestos free, evidence must be readily available to demonstrate and justify this.</p>	<p>MG 11/09/18: It was reported that all management surveys are carried out by WYG and re-inspections are carried out annually.</p> <p>Estates aren't completely confident that all asbestos surveys have been completed. Issue raised about properties where the Police occupy as a tenant, there could be responsibilities for asbestos. There isn't confidence that all police houses have an asbestos management survey.</p> <p>ACTION (COMPLETE) MG 19/11/18: Carry out a review of asbestos records against property list to ensure that all properties on the police estate have an asbestos survey where needed.</p> <p>ACTION MG 19/11/18: Assurances given that this is complete.</p> <p>ACTION MG 11/09/18: A review of leases needs to be undertaken to identify asbestos related responsibilities for buildings that Surrey Police occupy.</p> <p>UPDATE MG 19/11/18: Leases conditions are being clarified. (Co-located sites)</p> <p>ACTION MG 11/09/18: Surrey Police houses need to be checked to see if they have an asbestos survey.</p> <p>UPDATE MG 19/11/18: Main area of concerns appears to be Police houses. Crown Simmons properties are complete. Remaining properties still under Surrey Police control remain to be done. This will be picked up as part of the reinspection programme.</p> <p>UPDATE MG 18/03/19: Police house occupiers have been contacted although the work has yet to be completed.</p> <p>UPDATE MG 18/03/19: Waiting for information from Tony Gardner on responsibilities for asbestos in leases.</p>
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<p>Prior to intrusive building works, a Refurbishment and Demolition Survey is carried out (old Type 3), unless there is conclusive documented evidence that asbestos isn't present.</p> <p>This information is passed to the persons carrying out the works, well in advance of works starting so that suitable precautions can be taken.</p>		<p>MG 11/09/18: It was reported that Caretakers may not be fully aware of what materials they can and can't drill into.</p> <p>For larger CDM projects, the contractor arranges for demolition and refurbishment surveys.</p> <p>ACTION (COMPLETE) MG 11/09/18: Caretakers need to be made aware of which materials they can and can't drill into and when they should arrange for a more in depth survey. This needs to be achieved by them attending face to face asbestos awareness training.</p> <p>UPDATE MG 19/11/18: Face to face asbestos awareness training needs to be arranged.</p> <p>Partially UPDATE MG 18/03/19: Police house occupiers have been contacted although the work has yet to be completed.</p> <p>UPDATE MG 18/03/19: Discussion at the meeting to discuss degree of confidence that caretaking staff access asbestos records and the limitations of different types of survey. There isn't complete confidence that caretaking staff are accessing asbestos information prior to intrusive works.</p> <p>UPDATE MG 18/03/19: All care taking staff have completed the training and this is being put on the training matrix. ff understand the different types of surveys, their limit</p> <p>ACTION MG 18/03/19: Further work is needed to improve confidence that caretaking staff are accessing the asbestos records, are clear about their limitations and the materials which can and can not be worked on. It has been</p>
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<p>Actions outlined within asbestos surveys are carried out within the recommended time frame.</p>		Partially	<p>MG 11/09/18: There isn't adequate assurance that all asbestos related actions have been completed within the recommended time scale.</p> <p>When works are completed surveys aren't always updated.</p> <p>ACTION MG 11/09/18: A review needs to take place of asbestos related actions</p> <p>UPDATE MG 19/11/18: Following resinepctions actions are reviewed.</p> <p>ACTION MG 11/09/18: WYG records need to be updated following works.</p> <p>ACTION MG 19/11/18: A system for project managing asbestos related actions from surveys needs to be implemented.</p> <p>UPDATE MG 18/03/19: The review has yet to be completed.</p>
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<p>Information contained within asbestos surveys is passed onto those who need to have access to it, for example contractors carrying out work in the area concerned.</p>		<p>Partially</p>	<p>MG 11/09/18: Estates provided assurances that all asbestos information is passed to Kier as the Principal contractor.</p> <p>It was reported that Caretaking staff aren't always clear about the different types of asbestos survey and their limitations.</p> <p>For smaller works there was less confidence that contractors are always accessing asbestos records prior to work taking place.</p> <p>ACTION MG 11/09/18: Face to face asbestos awareness training is required for staff to make an informed decision on whether to stop work and arrange a more intrusive survey.</p> <p>ACTION (COMPLETE) MG 11/09/18: Smaller contractors need to be reminded to check asbestos surveys and understand limitations of those records.</p> <p>UPDATE MG 18/03/19: Discussion at the meeting to discuss degree of confidence that caretaking staff access asbestos records and the limitations of different types of survey. There isn't complete confidence that caretaking staff are accessing asbestos information prior to intrusive works.</p> <p>UPDATE MG 18/03/19: All care taking staff have completed the training and this is being put on the training matrix.</p> <p>ACTION (COMPLETE) 18/03/19: Further work is required to ensure caretakers do not carry out any intrusive works without checking the asbestos records and understanding the limitations of the survey. This should be checked periodically to ensure they are following the correct process.</p>
<p>Asbestos containing materials are periodically re-inspected to check they haven't deteriorated, at a time interval proportional with the risk they pose.</p>	<p>Annually or less for higher risk items.</p>	<p>Fully</p>	<p>MG 11/09/18 Assurances were given that this is carried out by WYG and occurs annually.</p>

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<p>Where work is undertaken on asbestos containing materials, those doing the work must have the necessary knowledge, experience, skills and ability to carry out the task safely, as well as the necessary equipment. This applies to licensed and non licensed tasks.</p>		<p>Partially</p>	<p>MG 11/09/18: Only WYG are used for asbestos related works. Ideally the Health and Safety Service would like Estates to appoint assurances companies directly.</p> <p>ACTION MG 11/09/18: Estates must seek assurances from WYG about the assurance process they use for contractors working on asbestos and whether unlicensed contractors are ever used for unlicensed work.</p>
<p>Where work is undertaken on asbestos containing materials and assurance work is required (for example air testing / clearance), the company carrying out the assurance work must be appointed directly by the client.</p>	<p>This is to avoid a potential conflict of interest and to ensure independence of the testing organisation.</p>	<p>Partially</p>	<p>MG 11/09/18: WYG manage asbestos removal works.</p> <p>ACTION MG 11/09/18: Estates must seek assurances from WYG about the assurance process they use for contractors working on asbestos and whether unlicensed contractors are ever used for unlicensed work and if so, they meet the same standards of licensed contractors.</p>
<p>Any member of staff who could come into contact with and disturb asbestos as part of their work or who manages / influences projects where asbestos could be disturbed undertakes asbestos awareness training.</p>		<p>Fully</p>	<p>MG 11/09/18: There has been a bespoke asbestos training delivered. There are some gaps with new staff.</p> <p>ACTION MG 11/09/18: There needs to be a session to pick up new staff and consideration given to refresher training for existing staff (face to face asbestos awareness training).</p> <p>UPDATE MG 18/03/19: All care taking staff have completed the training and this is being put on the training matrix. Marked as compliant. Regular refresher training will be booked in.</p>

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<p>All asbestos records are kept for at least 40 years.</p>	<p>Example include asbestos surveys, removal documentation, risk assessments and assurance documents.</p>	<p>Fully</p>	<p>MG 11/09/18: Additional work is required to ensure that all records are kept for at least 40 years, including all records from external contractors.</p> <p>ACTION (COMPLETE) MG 11/09/18: Carry out a review of how all asbestos related records can be kept for at least 40 years.</p> <p>UPDATE 19/11/18: Estates confident that this is taking place. Marked compliant.</p> <p>UPDATE 18/03/19: There is a folder structure in place where asbestos surveys and associated records.</p>
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6. Water Hygiene – Detailed Compliance Findings

N. Water hygiene (Legionella)			
<p>All domestic hot and cold water systems have an up to date water hygiene risk assessment which includes a schematic of the system.</p> <p>Identified actions in the risk assessment have been followed up and implemented.</p>		<p>Partially</p>	<p>MG 18/03/19: Estates are very confident that domestic hot and cold water systems have an up to date risk assessment with a schematic. In terms of actions there is an action log which identifies actions and the status of those actions. This is done monthly.</p> <p>This does not extend to police houses.</p> <p>MG (ACTION) 18/03/19: Estates to check lease documentation and responsibilities for police houses.</p>
<p>All domestic hot and cold water systems are maintained in a safe condition and are operating correctly.</p>		<p>Partially</p>	<p>MG 18/03/19: 3C carry out regulation inspection and maintenance. This does not extend to Police Houses.</p> <p>MG (ACTION) 18/03/19: Estates to check lease documentation and responsibilities for police houses.</p>

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All sites have a water hygiene log book where checks and monitoring are recorded.		Fully	MG 18/03/19: 3C carry out checks and its recorded on their website.
Little used outlets are flushed.	Weekly or as recommended by a competent person.	Fully	MG 18/03/19: This is on the weekly schedule of caretaker checks based on the 3C risk assessments. 3C are providing a spreadsheet of little used outlets.
Water temperatures at <u>cold</u> water taps are taken and after running the tap for up to 2 minutes, are below 20 °C.	Monthly or as recommended by a competent person.	Fully	MG 18/03/19: 3C carry out these checks monthly.
Water temperature checks at <u>hot</u> water taps are taken and reach a minimum of 50 °C.	Monthly or as recommended by a competent person.	Fully	MG 18/03/19: 3C carry out these checks monthly.
Flow and return temperatures at the calorifiers are checked.	Monthly or as recommended by a competent person.	Fully	MG 24/04/19 Estates provided assurances that this is taking place. MG (COMPELTED) 18/03/19: Estates to check 3C are completing this.
Shower heads and pipe work are descaled and cleaned.	3 months or as recommended by a competent person.	Fully	MG 18/03/19: 3C are completing this.
Tank temperatures are checked (away from ball valve).	Annually or as recommended by a competent person.	Fully	MG 24/04/19 Estates provided assurances that this is taking place. MG (COMPELTED) 18/03/19: Estates to check 3C are completing this.
Cold water tanks and the inside of calorifiers are checked and when necessary cleaned, descaled and disinfected.	Annually or as recommended by a competent person.	Partially	MG 18/03/19: When they can gain access. MG (ACTION) 18/03/19: Estates to check whther this is taking place and consider replacing calorifiers when they can't be easily accessed.
Thermostatic mixer valves are checked and maintained to ensure they are operating correctly.	Annually or as recommended by a competent person.	Fully	MG 24/04/19 Estates provided assurances that this is taking place. MG (COMPELTED) 18/03/19: Estates to check 3C are completing this.
Any Legionella positive samples of 100 CFU / L or greater are reported to the Health and Safety Service, outlining an action plan to ensure the system is brought back under control.		Fully	MG 18/03/19: This is happening.

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5. Improvement Action Plan

Actions have been prioritised on the basis of potential to cause harm. All are potential legal compliance issues. If the department consider it reasonable and practicable to complete actions quicker than recommended, they should do so.

As a Very High risk department Estates is able to access additional support from the Health and Safety Service to complete these actions. The dedicated safety advisor for Surrey Estates is Matthew Green.

Asbestos Action Plan

High priority actions

We recommend that these are completed as soon as possible.

Action	Department response
A review of leases needs to be undertaken to identify asbestos related responsibilities for buildings that Surrey Police occupy.	This review is being undertaken currently.
Surrey Police houses need to be checked to see if they have an asbestos survey.	These surveys have been completed and the reports are anticipated shortly.
Further work is needed to improve confidence that caretaking staff are accessing the asbestos records, are clear about their limitations and the materials which can and cannot be worked on. It has been agreed additional tool box talks will be carried out by Artur.	Toolbox talks have been completed to improve care taking staff awareness and they have been given access to the online asbestos portal.
A review needs to take place of asbestos related actions	An employee from WYG has been employed to lead on this.
WYG records need to be updated following works.	An employee from WYG has been employed to lead on this.
A system for project managing asbestos related actions from surveys needs to be implemented.	An employee from WYG has been employed to lead on this.

Medium priority actions

We recommend that these are completed within 1 to 2 months

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Action	Department response
Estates must seek assurances from WYG about the assurance process they use for contractors working on asbestos and whether unlicensed contractors are ever used for unlicensed work.	This is outstanding and assurances are being sought from WYG.

Lower priority actions

We recommend that these are completed within 2 - 3 months.

Action	Department response
None	

Water Hygiene Action Plan

High priority actions

We recommend that these are completed as soon as possible.

Action	Department response
Estates to check whether calorifiers are being inspected and where necessary de-scaled, cleaned and disinfected annually	<p>Cold water storage tanks are internally inspected and if inspection shows it to be necessary we recommend cleaning, orders are then provided to do so – see attached CWST Survey and subsequent Disinfection Certificate for 106 Dunsfold – V31 & C03.</p> <p>Hot water cylinders are annually externally inspected and flushed via drain valves. We have in the past undertaken Legionella sampling from the base of cylinders and nearest and further outlets to the cylinders as an additional measure and this is being discussed at the moment. Internal inspection and cleaning of some cylinders was undertaken in 2017/18 however it was not possible to access some as isolation valves were non operational. This will be considered in</p>

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	the Legionella Risk Assessments which are due to be carried out soon.
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Medium priority actions

We recommend that these are completed within 1 to 2 months

Action	Department response
Estates to check lease documentation and responsibilities for police houses.	
Estates to check 3C are checking tank temperatures (away from the ball valve) annually.	Yes – See portal for greater evidence and attached taken from portal – V31 for Unit 106.
Estates to check that 3C are taking calorifier flow and return temperature checks monthly.	Yes – See portal for greater evidence and attached taken from portal (V42SUR02_35_StainesPoliceStation).
Estates to clarify responsibilities for water hygiene in police houses and where responsible all police houses must have a water hygiene survey and risk assessment.	
Estates to check that thermostatic mixer valves (TMVs) are being checked and maintained.	TMV servicing is scheduled annually and to take place in June 2019.

Lower priority actions

We recommend that these are completed within 2 - 3 months.

Action	Department response
None	

6. Discussion – Points of significant note

- 6.1. Progress in discharging actions has been slow on asbestos. Changes have been agreed with the Estates Health and Safety advisor to introduce tighter actions monitoring.

7. Recommendations

- 7.1. Surrey Estates develop a safety improvement action plan to address the above points which is presented back to the Strategic Health and Safety Board.

Appendix 2

Health and Safety Service

Surrey and Sussex Police

Health and Safety Report



Security Classification: OFFICIAL

8. Departmental feedback

- 8.1. This report was sent to Chris Jackson (Estates Manager) and Artur Kurczak (Estates Health and Safety Advisor) and Julie Harris (Estates Manager) on the 16th April 2019 with 1 week for comment.
- 8.2. Departmental feedback was provided by Surrey Estates and some compliance scores have been increased as a result.

REPORT END