

Report For:	Audit Committee
Meeting Date:	Audit 30 May 2019
Part:	Part 1 - Open
If Part 2, reason:	Choose a reason



WYCOMBE
DISTRICT COUNCIL

SUMMARY

Title of Report:	Annual Health and Safety Report for 2018-19
Officer Contact: Direct Dial: Email:	Marcus Allen, Facilities Management Manager 01494 421171 Marcus.Allen@wycombe.gov.uk Chris Greenaway, Health and Safety/Building Support Services Manager 01494 421066 Chris.Greenaway@wycombe.gov.uk Pat Beveridge, Corporate Health and Safety Adviser 01494 421973 Pat.Beveridge@wycombe.gov.uk
Ward(s) affected:	All
Reason for the Decision:	The Council has a duty to comply with the general requirements of the Health and Safety at Work Act 1974, including to ensure, so far as is reasonably practicable, the health, safety and welfare of its employees at work and the health and safety of others affected by its undertakings; also the specific requirements of the Management of Health and Safety at Work Regulations 1999 and associated Regulations.

Proposed Decision/Recommendation:	That: (i) the Health and Safety Annual Report for 2018/19 be noted.
Sustainable Community Strategy/Council Priorities - Implications	<p>Risk: Potential fines, prosecutions and claims for compensation for non-compliance with statutory legislation.</p> <p>Equalities: Reasonable adjustments under the Equalities Act have been made for staff and visitors as required.</p> <p>Health & Safety: People – The Health and Safety at Work Act recommends that an effective management structure and arrangements are in place delivering the policy, ensuring that all staff are motivated and empowered to work safely and to protect their long term-term health including mental health. Stress remains one of the topmost reasons for staff absence</p>
Monitoring Officer/ S.151 Officer Comments	<p>Monitoring Officer: The relevant legal implications are set out within the report.</p> <p>S.151 Officer: No direct financial implications. Any activity is contained within approved Health & Safety Budget.</p>
Consultees:	N/A
Options:	N/A
Next Steps:	N/A
Background Papers:	None
Abbreviations:	
AVDC	Aylesbury Vale District Council
BCC	Buckinghamshire County Council

CCR	Cautionary Contact Register
CCTV	Close Circuit Television
DBK	Duncan Bailey Kennedy, Management Agents for Booker Depot
DSE	Display Screen Equipment
FM	Facilities Management
H&S	Health and Safety
HSE	Health and Safety Executive
HSWBEG	Health, Safety and Wellbeing Executive Group
HSWBOG	Health, Safety and Wellbeing Operation Group
IOSH	Institution of Occupational Safety and Health
MLG	Modernising Local Government
QVR	Queen Victoria Road site (Council Offices)
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
SECTU	South Eastern Counter-Terrorism Unit
SLA	Service Level Agreement
SSS	Shared Support Services
WDC	Wycombe District Council
WRZ	Wycombe Resource Zone

Appendices to this report are as follows:

Appendix 1: Corporate Health and Safety Work Programme for 2018-19 – with progress updated 31 March 2019

Appendix 2: Wycombe District Council – Health and Safety Management System

Appendix 3: Corporate Health and Safety Work Programme for 2019-20

ANNUAL HEALTH & SAFETY REPORT 2018/19

EXECUTIVE SUMMARY

1. Health & Safety Performance: Overall H&S performance for 2018/19 has followed previous years, with a low number of accidents and incidents. (**Refer to Table 2**)

Relevant issues:

- Audit check: Aylesbury Vale District Council (AVDC) undertook two external audits with positive results on our Estates/Facilities Management (FM) and Planning and Sustainability teams, as part of their Service Level Agreement (SLA) with WDC. Actions arising form part of the 2019/20 H&S action plans
 - It was agreed at the HSWBOG meeting in January 2019 that no further health and safety audits would be undertaken during 2019/20, due to the work required for MLG. Assurance monitoring will continue however.
 - The revised health and safety management assurance monitoring introduced in April 2018 have continued to work well. Monthly health and safety KPI statistics are reported to the Head of HR, ICT and FM. The frequency and type of accidents, near misses and any violent incidents are regularly collected and analysed.
2. Health & Safety Management Processes: Every financial year the Corporate Health and Safety team leads the development of an annual Health & Safety work & management programme, which sets out key priority activities to further improve the Council's safety and resilience. The activities are: -
 - Review of the previous year's Health & Safety (H&S) performance.
 - Identifying all risks in collaboration with WDC services to reflect their operational risks.
 - Preparation, approval & adoption of H&S work actions plans and management programme. (**See Appendix 1: 2018/19 Programme. Appendix 3: 2019/20 Programme**).
 - Quarterly monitoring of the action plans by the Council's Health, Safety and Wellbeing Operational Group (HSWBOG)
 - Audit or assurance inspections to confirm compliance

- Review and amendment of policies and procedures, including the provision of additional training, as required.
 - Corporate governance: Health and Safety Statement and Policy was reviewed and signed by Karen Satterford in October 2018. (**Refer to Appendix 2: H&S Management structure**).
3. Health & Safety service delivery: The WDC H&S function is delivered by the H&S Team which now forms part of the recently re-structured Facilities Management Team (FM). Key issues: -
- The SLA with AVDC ends 31st May 2019. Requests to extend the service with AVDC or find alternative support from a local Health and Safety Consultancy company and Buckinghamshire County Council (BCC) were declined due to lack of capacity and changes at BCC.
 - Contingency provisions to deal with the potential resource issue are assistance from the WDC Environmental Health Team or buying in additional resource from our current part time H&S staff member.
 - To further improve the management of property related health and safety issues, the Health and Safety Team are undertaking Assurance Visits to all properties managed by Services during 2019/20. As part of the visit, all properties will be supplied with a FM Handbook specific to the property.
4. Health & Safety achievements during 2018/19: These were:
- Continual review and improvement to our H&S policies and the introduction of the new Council's Bomb Threat and Terrorist Incident policy, published June 2018.
 - Bullhorns and emergency bags have been distributed to relevant areas of the QVR buildings. The fire alarm has been amended to provide strobe lighting and an intermittent sound to indicate a security incident. Post Room staff have recently received training in managing suspicious packages from BCC's Resilience Team.
 - On-going training to all levels of staff, including Directors and Heads of Service, with particular emphasis on statutory compliance of property for Property Managers.
 - Progress on all Service Plans for 2018/19 was virtually complete, and the very few outstanding issues have been rolled over to be included in the new plans for 2019/20.

- Work to improve security on the QVR site has been implemented; Bollards and access controls upgraded with additional CCTV work planned for 2019/20.
- We have continued to undertake regular health and safety and document inspections on a range of key WDC premises. During 2018/19 inspections were undertaken on
 - Saunderton Lodge
 - Booker Depot
 - Wycombe Resource Zone
- Introduction by FM of Property Handbooks to give additional support and advice to Property Managers by clarifying roles and responsibilities to promote good practise and the standardisation of approach to H&S management.

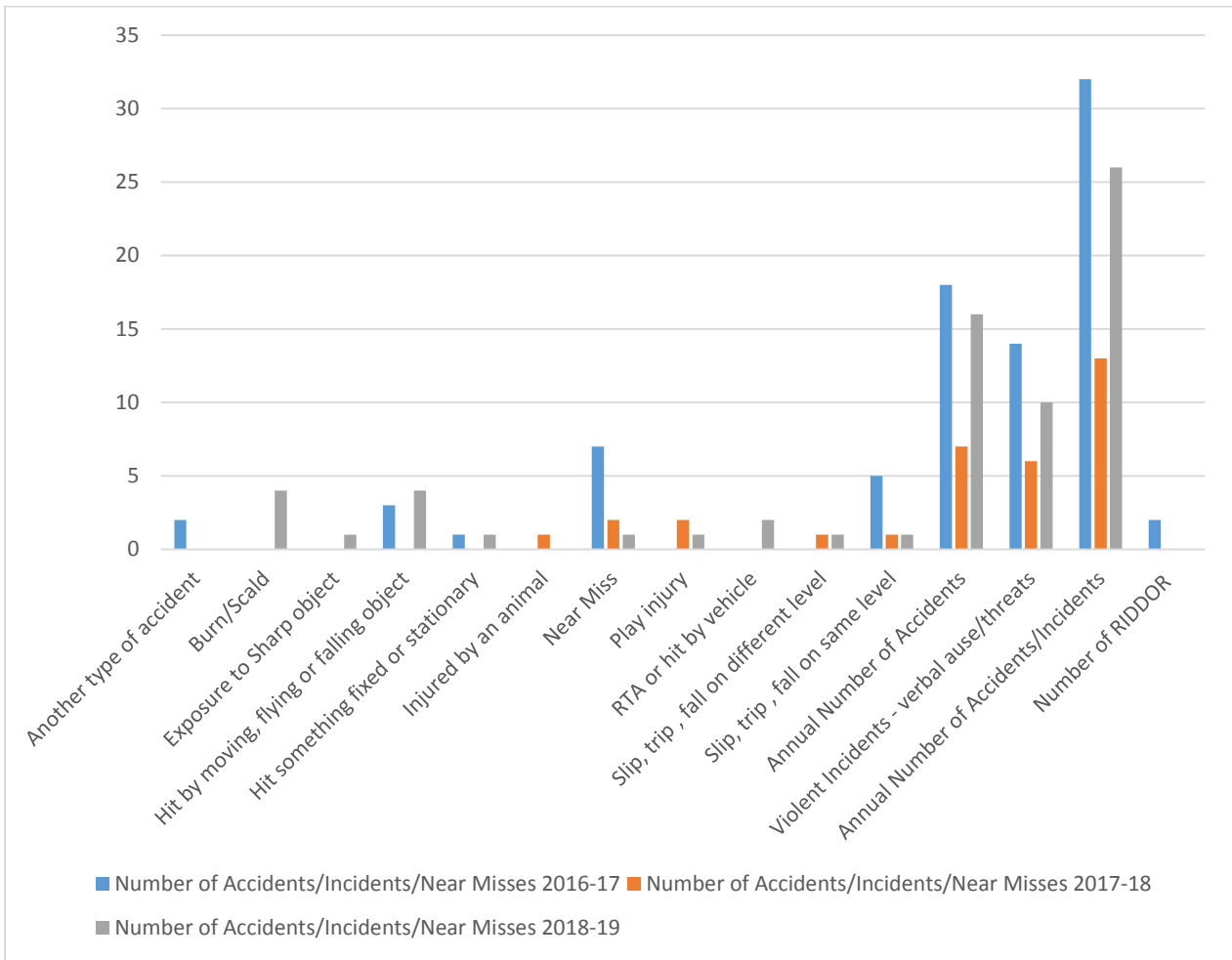
Note: Detailed progress against the 2018/19 corporate work programme is summarised at **Appendix 1**

5. Table 1: Health and Safety Performance; 1ST April 2018 – 31 March 2019

	2016/17		2017/18		2018/19	
	Number Reported	RIDDOR Reportable	Number Reported	RIDDOR Reportable	Number Reported	RIDDOR Reportable
Accidents – Employees	8	2	5	0	10	0
Accidents – Non-employees	2	0	0	0	2	0
Near Misses	6	N/A	2	N/A	1	N/A
Accidents – Employed by someone else					3	0
Total Number of Accidents and Near Misses	16	2	7	0	16	0

	2016/17		2017/18		2018/19	
	Number Reported	RIDDOR Reportable	Number Reported	RIDDOR Reportable	Number Reported	RIDDOR Reportable
Violence at Work Incidents (resulting in additions to Cautionary Contacts Register)	14	N/A	6	N/A	9	N/A

Table 2: Comparison of Annual Accidents/Incidents and Near Misses for last three years



- Following last year’s low numbers of accidents, incidents and near miss reports, Health and Safety added an article to Talking Point to remind staff to report all accidents and significant near misses (where there could have been a potential for harm or property damage) and incidents of verbal abuse threats or physical assault. This appears to have had some effect as

the number of accidents and incidents has risen again to the (low) level of previous years – see graph above that compares data from the last three years. Last year’s very low level appears to be an anomaly.

- A quarter of all accidents this year have resulted in burns and scalds (4); three involving the Zip (hot water) taps in the breakout areas; one caused by a fault in the tap. This doesn’t appear to be a trend but will be reviewed again if there are further incidents.
- A further quarter of accidents (4) involve the injured person being struck by a moving or fixed object; in one case a child on a small cycle ran into a tenant in the corridor, at Saunderton Lodge. No trends could be identified.
- There was no lost time this year due to accidents or incidents and no accidents required reporting to the HSE under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).
- The number of verbal abuse and threatening behaviour incidents that have been reported this year has increased again to be consistent with previous years after the low number reported last year. Where requested by the Manager, the assailant’s name is added to the Cautionary Contact Register (CCR) and a letter sent to the assailant, where possible, informing them that they have been added to the Register. After any addition to the Register, an e-mail is sent to Managers advising them of the addition.

6. Fatality at Wycombe Leisure Centre - December 2018

There is no further information available, at this time, on the accident at Wycombe Leisure Centre, which resulted in a fatality. Environmental Health has investigated the accident; the inquest is due to be held in June 2019.

7. Anxiety and Depression Statistics

First analysis of the sickness absence data due to anxiety and depression has indicated that it has reduced from 36% to 25% during 2018/19.

Table 3: Health and Safety Training 1 April 2018 – 31 March 2019

Course Name	No of Courses	Total No of Participants
Asbestos Awareness	1	1

Course Name	No of Courses	Total No of Participants
Automatic Electronic Defibrillator Training	1	7
Evac Chair training	2	16
Fire Warden Training	6	10
Health and Safety Induction	4	34
Health and Safety Refresher training for managers	1	35
IOSH Managing Safely (4 day course)	1	2
IOSH Hot Topic Fire Safety	1	1
Manual Handling	1	1
Personal Safety Awareness	2	4
Pin Point Training for Interview Rooms	4	6
QVR Site Security - Bomb Threats and Terrorists Incidents	2	36
Total Number of Attendees	26	153

PROPOSED HEALTH AND SAFETY WORK PROGRAMME 2019/2020

8. Every year we develop a corporate health and safety work programme for the year – the plan for 2019/20 is attached as **Appendix 3**.
9. As noted above, there will be no independent audits undertaken this year due to MLG process. Health and Safety have been supporting Services with preparing their Health and Safety Action Plans for 2019/20, which are due to be completed by the end of May 2019. These plans will be more comprehensive than in previous years to ensure they cover all statutory requirements. Key Corporate issues to be addressed by Services this year, in addition to the Service specifics, include
 - ensuring staff attend relevant health and safety training and refresher training, as required for their job roles;

- undertaking risk assessments to include job based risk assessments and where necessary a risk assessment for new and expectant mothers and/or young people;
- undertaking stress risk assessments and where necessary return to work risk assessments to reduce the likelihood of further lost time.
Anxiety/stress is a major cause for workplace absence within the Council.
- ensuring all staff have completed a workstation assessment (DSE);
- encouraging staff to report accidents, incidents and near misses. Incidents to be included on the Cautionary Contact Register where appropriate;
- undertaking rigorous contract monitoring of third-party providers providing services on behalf of the Council are undertaken.

CONCLUSION

10. 2018/19 has again been a relatively quiet year in terms of accidents and incidents; there have been no lost time accidents or accidents required to be reported to the HSE. WDC has effective health and safety management processes in place with constant monitoring & review. The two independent health and safety audits carried out by AVDC this last year both produced positive results.
11. Although the Council's risk profile remains low, work continues to improve the basic framework for managing health and safety to ensure compliance with health and safety legislation and good practice.
12. However, as identified last year there continues to be some ongoing property related risks that need to be managed. These will continue to be monitored;
 - a. as part of the 2019/20 work programme;
 - b. by the relevant Service Health and Safety Action Plans; and
 - c. by the introduction of Assurance Visits by the Health and Safety Team to all properties managed by Services.
13. The partnership with AVDC will end at the end of May 2019. However, given that the AVDC emergency helpline has not been used this year, the historical low accident/incident rate and the move to Unitary Council it has been decided not to proceed with trying to source a partnership.
14. We have an extensive set of health and safety policies and procedures that continue to be updated, a robust commitment to training and good progress has been made to deliver the 2018/19 work programmes. This means that we have a strong and resilient base in place, and are well placed to deliver the work programme for 2019/20.

HEALTH & SAFETY

APPENDIX 1

CORPORATE WORK PROGRAMME 2018-19 – PROGRESS UPDATE (YEAR END MARCH 2019)

Costs – there are no additional costs attached to actions other than staff costs unless stated - funding will be from existing budgets.

Activity area	Improvement action	Progress	Timescale	Owner	Current RAG Status	Priority
A - Training Programme	A1 - Develop 2018 corporate training programme	BCC courses advertised on Talking Point and at all HSWBOG meetings. New training programme for 2019 has been published and available on Empower	By end Dec 2018	Corporate H&S team	Completed	HIGH
	A2 - Induction training (as required)	Courses are arranged by HR, as required for new starters. Three induction courses have been provided during 2018-19 with one 1:1 bespoke course	As required	Corporate H&S team	Completed	MEDIUM
B - WDC Health and Safety Policies and Procedures	B1 – Ongoing review and updating of WDC H&S policies	Ongoing review programme continues with updates available in the Health and Safety Policies and Procedures section on Wycopedia <ul style="list-style-type: none"> Health and Safety Checklist for Property Managers, section 2.6b issued in April 	Ongoing	Corporate H&S team	Completed	MEDIUM

Activity area	Improvement action	Progress	Timescale	Owner	Current RAG Status	Priority
		<p>2018</p> <ul style="list-style-type: none"> • 2.6c Aide Memoir sent to all Senior Managers following refresher health and safety training for managers, November 2018. • The Driving for Work policy, section 9.12. was formally agreed by HSWBOG, July 2018 • Health and Safety Policy was reviewed and signed by the Chief Executive, October 2018 • Section 9.4a Contract Monitoring Checklist reviewed December 2018 • Health and Safety Management Responsibilities, section 1.5 has been reviewed and agreed March 2019. The Chief Executive, Senior Managers and Service Health and Safety Leads have signed the document to 				



Activity area	Improvement action	Progress	Timescale	Owner	Current RAG Status	Priority
		<p>acknowledge their responsibilities for managing health and safety within their Service.</p> <ul style="list-style-type: none"> • New and Expectant Mothers, section 2.2 reviewed March 2019 • Stress Management Policy section 8.4 (HR Policy) reviewed March 2019 				
	<p>B2 – Complete new policy for bomb threats and terrorist incidents, and ensure full training and testing</p>	<ul style="list-style-type: none"> • Policy published in June 2018 • Bullhorns and emergency bags distributed to relevant areas of buildings • Relevant people trained in bomb and other emergencies • Fire alarm amended to provide strobe lighting and intermittent sound to indicate a security incident. • The Fire and security alarms are now both tested at 9.00 am every Monday morning or Tuesday after a Bank 	<p>By end October 2018</p>	<p>Corporate H&S team</p>	<p>Completed</p>	<p>HIGH</p>

Activity area	Improvement action	Progress	Timescale	Owner	Current RAG Status	Priority
		Holiday <ul style="list-style-type: none"> Planning for major lockdown exercise is being considered 				
	B3 – Ensure stress risk assessments are being carried out by all WDC service areas	Checked status of stress risk assessments at HSWBOG 17/07/18 and 17/10/18. Next check on progress will be at HSWBOG 29/01/19 HSWBOG update 29/01/19. Most Services have a stress risk assessment or have started to gather the data from the stress questionnaire. This issue has been added again to the Health and Safety Action Plan for 2019/20 given the additional stressors for staff with MLG. Mental Health allies trained	By end of March 2019	Corporate H&S team & HR team	Completed	HIGH
C - Auditing, monitoring and inspection of services	C1 – Complete 2 service audits	AVDC carried out two health and safety audits and provided reports for <ul style="list-style-type: none"> Estates that also included some aspects of Facilities 	By end March 2019	AVDC/ Corporate H&S team	Completed	HIGH

Activity area	Improvement action	Progress	Timescale	Owner	Current RAG Status	Priority
		<p>Management and</p> <ul style="list-style-type: none"> • Planning and Sustainability <p>Both reports have been amended, for accuracy. The audit action points will be included in the Service's Health and Safety Action Plan for 2019/20</p>				
	C2 – Refresh 7 service action plans, and ensure they are being delivered	7 Service Action Plans were in place by end June 2018. Progress has been monitored at all HSWBOG meetings.	By end May 2018 (plus quarterly monitoring)	H&S Service Leads & team	Completed	HIGH
D – Communications and reporting activity	D1 – Monthly H&S communication	<p>Articles on the following have been published in Talking Point</p> <ul style="list-style-type: none"> • reminders to staff to carry out an assessment of their workstation • office safety and safe storage following an accident where an employee was hit by items falling from the top of the tambour units 	Ongoing	Corporate H&S team	Completed	MEDIUM

Activity area	Improvement action	Progress	Timescale	Owner	Current RAG Status	Priority
		<ul style="list-style-type: none"> • new security procedures for Bomb Threats and Terrorist Incidents • introduction and testing of security alarms • temporary evacuation arrangements during repairs to water supply near to Assembly Point • lone working and advice on personal safety • consultation re smoking on site and introduction of the new policy • reminders re reporting accidents incidents and near misses 				
	D2 – Review and improve health and safety presence on new Council Intranet (Wycopedia)	<ul style="list-style-type: none"> • New pages on office safety now live. • Comms Team to be contacted to ask if link to H&S can be on the Wycopedia Welcome page • Considering short summary of policies and shortened 	By end December 2018	Corporate H&S team Comms team	Completed	HIGH

Activity area	Improvement action	Progress	Timescale	Owner	Current RAG Status	Priority
		version of 2.6 for managers of very low risk teams <ul style="list-style-type: none"> • Laminated copy of aide memoir (shortened version of 2.6) provided for managers November 2018. Aide memoir identifies tasks that should be completed daily, weekly etc. 				
	D3 – Develop eforms for various H&S processes (e.g. accidents/DSE/violent incidents)	No longer being pursued - AVDC new HR system is no longer being implemented due to Unitary process. WDC will continue to use paper forms for recording accidents, violent incidents and workstation assessments.	By end March 2019	Corporate H&S team Comms team	Completed	HIGH

Activity area	Improvement action	Progress	Timescale	Owner	Current RAG Status	Priority
E – H&S governance	E1 – Ensure arrangements in place to replace Bucks/WDC SLA	<p>SLA with AVDC is in place. AVDC are providing a telephone and e-mail helpline service should Health and Safety Team be unavailable for urgent issues.</p> <p>The next action will be explore with AVDC the potential to extend our SLA beyond 31 March 2019. AVDC have informed Council that they are unable to provide support after May 2019, when Health and Safety Manager leaves. A local Health and Safety Consultant and the Health and Safety Team at BCC have been contacted to ask for support, after May 2019. Neither has the capacity. In the event of a major incident, e.g. HSE Intervention then the Corporate Health and Safety Adviser will work additional days. Environmental Health may also be able to provide some support with advice in an emergency where there is no</p>	<p>By end April 2018</p> <p>By end of December 2018</p>	<p>AVDC/PS/ PB</p> <p>AVDC/PS/ CG/PB</p>	Completed	HIGH

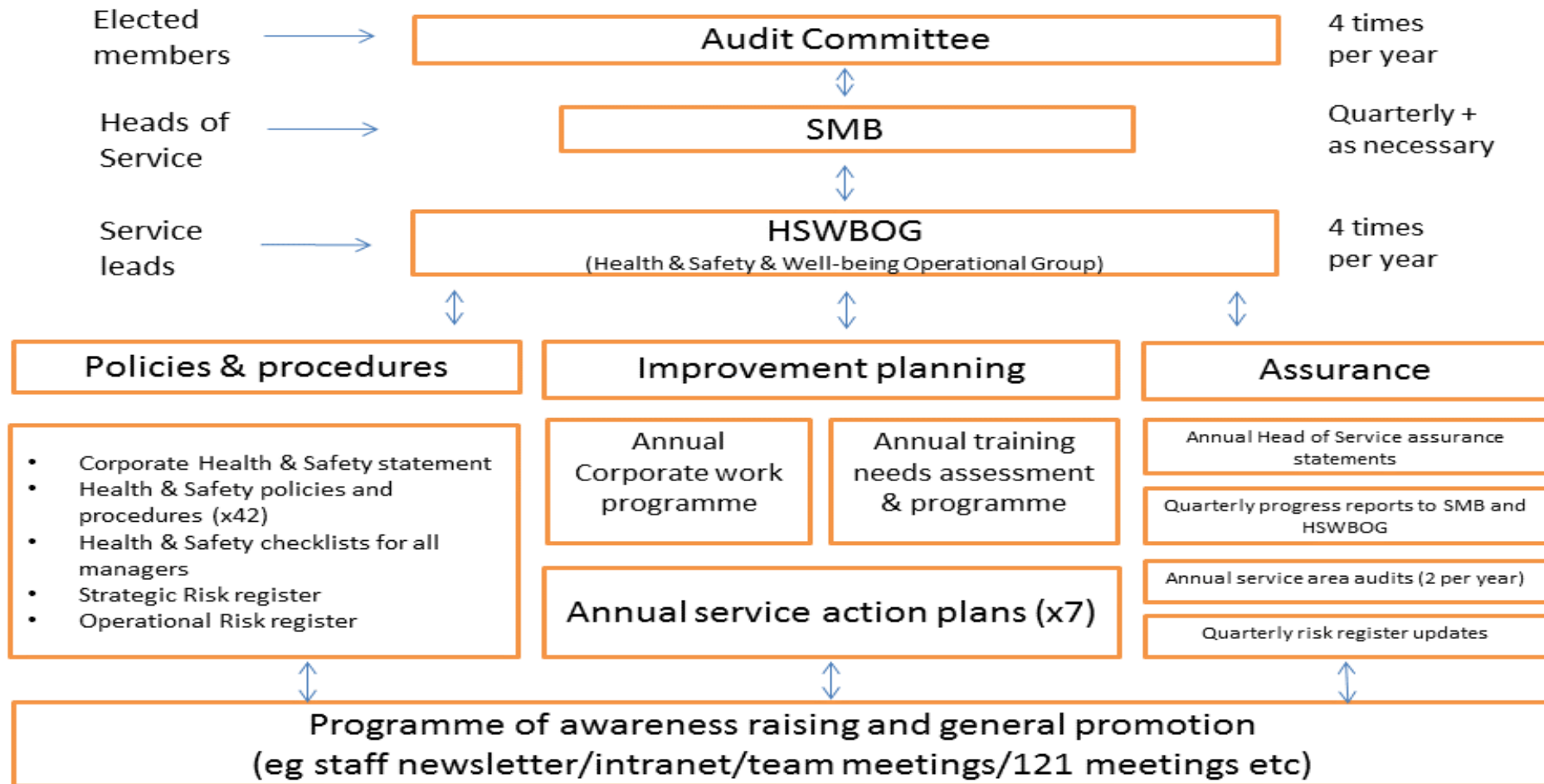
Activity area	Improvement action	Progress	Timescale	Owner	Current RAG Status	Priority
		conflict of interest.				
	E2 – Review internal H&S arrangements	Completed – the new internal arrangements for health and	By October 2018	PS/PB	Completed	HIGH



Activity area	Improvement action	Progress	Timescale	Owner	Current RAG Status	Priority
	at WDC	safety have been implemented. The Health and Safety Team have transferred to Facilities Management. Chris Greenaway has been appointed as Health and Safety Manager Pat Beveridge's fixed term contract as Corporate Health and Safety Adviser has been extended to March 2020.				



Wycombe District Council – Health & Safety Management System



HEALTH & SAFETY CORPORATE WORK PROGRAMME for 2019-20

APPENDIX 3

Costs – there are no additional costs attached to actions other than staff costs unless stated - funding will be from existing budgets.

Activity area	Improvement action	Progress	Timescale	Owner	Current RAG Status	Priority
A - Training Programme	A1 - Develop 2020 corporate training programme	BCC courses for 2019 advertised on Talking Point and at all HSWBOG meetings. Courses for 2020 to be made available to Services	By end Dec 2019	Corporate H&S team	G	HIGH
	A2 – Ensure all new starters attend Induction training	Courses are arranged as required. Courses arranged for 18/06/19 and 09/07/19	As required	Corporate H&S team	G	MEDIUM
	A3 – Refresher Health and Safety Training for Managers	Contact AVDC re providing a second refresher course for managers. It was decided at HSWBOG meeting 30 April 2019 that this course would be postponed to avoid impinging on workload for staff actively involved in the Unitary process. Team Leaders to include health and safety on team	July 2019	Corporate H&S Team	G	MEDIUM

Activity area	Improvement action	Progress	Timescale	Owner	Current RAG Status	Priority
		meeting agenda.				
B - WDC Health and Safety Policies and Procedures	B1 – Full policy update of WDC H&S policies including	Ongoing review programme continues to March 2020	March 2020	Corporate H&S team	G	MEDIUM
	B2 - Review of Bomb Threats and Terrorist Incidents following advice from BCC's Resilience Team for dealing with suspicious packages	Contacted Resilience Team to request copy of BCC policy. Advised that BCC Policy is older than WDC's policy so will add relevant advice on dealing with suspicious packages	May 2019	Corporate H&S team	G	HIGH
C – Wellbeing and looking after yourself	C1- Ensure stress questionnaires have been used within teams to identify stressors	Check progress at HSWBOG	By end of July 2019	Corporate H&S team, HR team and H&S Service Leads	G	HIGH
	C2 - Ensure stress risk assessments (based on results of questionnaires) are carried out by all WDC service areas	Check progress at HSWBOG	By end of July 2019			

Activity area	Improvement action	Progress	Timescale	Owner	Current RAG Status	Priority
	C3 – Identify support for teams as MLG progresses	Check progress at HSWBOG Managers have attended Managing Mental Health courses	Ongoing	Health and Wellbeing Group/ PAM OH		
D - Auditing, monitoring and inspection of services	D1 – Corporate H&S to assist Service H&S Leads with action plans for 2019/20 to include <ul style="list-style-type: none"> health and safety actions from audits nominated Duty Holders and arrangements for managing health and safety issues for Service managed properties 	Service H&S Action Plans in progress with <ul style="list-style-type: none"> Community Finance and Commercial HR, ICT and Facilities Management Planning and Sustainability DLP Regeneration and Investment – Parking and Estates Arrangements to be made with Major Projects 	By end of May 2019	Corporate H&S team and H&S Service Leads	G	HIGH
	Draft plans to be ready by HSWBOG 30 April 2019	Parking and Planning and Sustainability Action Plans completed by 30/04/19 Reminder to be sent to all other Services to return their		H&S Service Leads		

Activity area	Improvement action	Progress	Timescale	Owner	Current RAG Status	Priority
		action plans to Health and Safety Team by mid-day 17 May 2018	17/04/19	CG		
	Agreement with Service's DMT by end of May 2019. Final version forward to SMB		By end of May 2019	H&S Service Leads		
	D2 – Progress of H&S Action Plans monitored at HSWBOG meetings July, August and January	.	By end May 2019 (plus quarterly monitoring)	H&S service leads & team	G	HIGH
	D3 – Assurance visits of properties managed by Services	Visit to WRZ arranged for 14 May 2019	March 2020	Corporate H&S	G	HIGH
E – Key H&S Processes	E1 – Ensure employees are aware of procedures for <ul style="list-style-type: none"> • Accident reporting • Violent incident reporting • Checking CCR for potential aggressive 	.	Ongoing	Corporate H&S team/H&S Service Leads	G	HIGH

Activity area	Improvement action	Progress	Timescale	Owner	Current RAG Status	Priority
	members of the public <ul style="list-style-type: none"> • Carrying out assessments of workstations and procedure for support from Corporate Health and Safety • Driving for work • Use of mobile phones when driving for work 					
F - H&S Information, Management and Support	F1 -Encourage Services to contact FM for <ul style="list-style-type: none"> • health and safety advice • property information • procurement guidance • support with contract writing • procedures for vetting contractors 		March 2020	Corporate H&S team/FM team	G	HIGH

Activity area	Improvement action	Progress	Timescale	Owner	Current RAG Status	Priority
	F2 - FM to provide Property Handbook for each property	Property Handbooks completed for <ul style="list-style-type: none"> • Saunderton Lodge • Guildhall • Rayners Lane • Booker Depot • QVR • WRZ 	July 2019	FM team	G	HIGH