



Health & Safety

Site Visit Report.



Report For:	Harborne Cottages
Conducted By:	Karen Sweeney GRAD IOSH
Date Conducted:	11/09/2024

Workplace Inspection

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Harborne Parish Lands Charity

Coopers Lane
Smethwick
B67 7DL
England

17/09/2024

Dear Carolyn,

Please find enclosed the health and safety inspection report that covers matters discussed with either yourself or nominated contacts at your premises on 11/09/2024. The report may identify site-specific hazards or shortcomings in your health and safety management system. If that is the case it will include specific recommendations that will assist in you completing these.

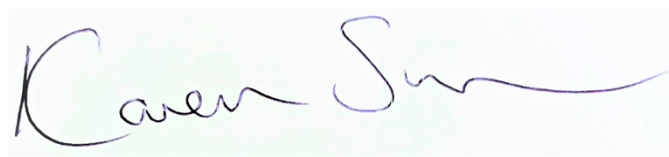
Delay in progressing these recommendations may leave the business open to further scrutiny or possible enforcement action by relevant enforcement authorities.

If there is any area in this report that is unclear or if there are any items you wish to discuss, please contact me via our head office or alternatively on my direct number 07743 975219

It is important to ensure that if you move, alter your business premises or any of your working practices, or you are visited/contacted by an Enforcement Officer, you should inform me or the Health and Safety helpline 03458 444 848 at the earliest possible time so that the appropriate advice can be given.

Finally may I take this opportunity to thank yourself and your staff for the help and co-operation extended to me during my visit.

Yours Sincerely,

A handwritten signature in blue ink, reading "Karen Sweeney". The signature is fluid and cursive, with the first name "Karen" and the last name "Sweeney" clearly distinguishable.

Karen Sweeney GRAD IOSH
Safety and Health Practitioner

Introduction

This report is designed to assist you in managing and prioritising the health and safety risks in your workplace.

At Citation, we appreciate that all businesses will have competing demands for their time and resources and that health and safety may not always appear to be the greatest priority. However, it is very important for you to consider the recommended actions contained within this report as they are based upon the observed/stated conditions and your working practices and reflect your legal obligations under health and safety law. The priority rating is provided to assist you in planning the required actions. Whilst you should review each recommended action on its own merits, it is important to remember that all items need to be addressed.

Even the smallest change in employers' or employees' actions or behaviour could reduce (if not eliminate) the potential for an accident occurring, thus avoiding the loss of working time/productivity, and reduce the potential for Enforcement Authority action (at worst leading to a criminal prosecution or intervention costs) or civil claim, that could have a damaging effect on your trading reputation.

This report refers to the condition of the premises at the time of inspection. However, there may be areas that were not inspected and there may have been situations that have arisen since the inspection. We therefore urge you to read the contents of this report in conjunction with the relevant guidance contained within your Health and Safety Policy documentation.

When carrying out inspection visits our consultants will use their experience, skills and expertise to identify matters in respect of which you may not be complying, either totally or in part, with relevant statutory health and safety provisions. However, especially given the finite amount of time that can be allocated to the visits, our consultants may not identify every example of non-compliance and Citation gives no warranty, expressed or implied, that they will do so. Unless you draw the consultant's attention to a specific matter and request his (or our) advice, we cannot be held responsible for any instance of non-compliance that the consultant may not identify.

If you make changes to your business premises/activities/personnel which may affect health and safety, or where there has been an accident, or an Enforcement Officer has contacted you for any reason, and for any other issues or concerns, please contact your consultant or the Citation Health and Safety helpline, 03458 444 848 to ensure that the correct advice can be provided.

You should also regularly monitor and make changes, where necessary, to your health and safety management system, including risk assessments and safe systems of working, training requirements, etc. in order to ensure continued legal compliance. Particular attention should be given following any business changes or workplace related accidents/incidents or near misses.

Citation cannot accept any responsibility for any failure by the company to comply with the recommendations contained within this report, or any changes that are subsequently made in relation to the company's premises, equipment or processes that were not disclosed during the visit.

Health and Safety Inspection Report

Place of Inspection:	Harborne Cottages	Date of Inspection:	11/09/2024
Name of Consultant:	Karen Sweeney	For the Attention of:	Carolyn Arnold

Priority Definitions:

Immediate Priority Action must be taken NOW.	Immediate action is required to remove an observed or stated dangerous condition/practice that is likely to cause an imminent risk of a fatality, serious personal injury or ill health. This also applies to a situation that could lead to a Prohibition Notice being issued by an Enforcing Authority and /or which may lead to legal proceedings being instigated by an Enforcing Authority. An Immediate Action Form will have been provided at the time of the visit.
High Priority Act Now.	Contravention of statutory requirements that could lead to fatal or serious personal injury, ill health, issuing of an Improvement Notice and / or which may lead to legal proceedings being instigated by the Enforcing Authority. These matters require urgent action.
Medium Priority Plan Actions.	Contravention of statutory requirements which could lead to personal injury or an ill health effect, the receipt of an Enforcement letter and / or legal proceedings being instituted by the Enforcing Authority indicating an area of non-compliance. These matters require a planned programme of action to eliminate or control the risk identified.
Low Priority Consider Improvements.	Recommendations for ensuring compliance with best practice or stated policy and procedures. Enforcement action is less likely, although accident or property damage is possible. The recommendations made are desired improvements, precautions or techniques consistent with good health and safety control and practice.

Executive Summary

The Executive Summary and Observations Overview below, highlight matters identified during the visit. The Observations Overview provides a list of the observations only, in order of priority. Full details, including recommended actions can be found in the report below.

Consultant comments

I would like to thank Max for his time, cooperation and hospitality during the recent Citation Health & Safety visit.

The following report sets out the findings based on a single visit to site. The site comprises of individual self contained cottages and a small communal building which has a common room/ lounge, kitchen and toilet. As the self contained cottages are private residences they were not inspected.

The report shows the areas where improvement is recommended but also the high level of compliance.

The safety management folders, including maintenance records and fire safety records, were well maintained and up to date at the time of the visit.

A sample of further positive observations are detailed in the body of the report.

The following are examples of observations where action is recommended:

- The fire exit in the communal lounge/ common room was obstructed by a chair
- The fire extinguisher in the communal lounge/ common room was also obstructed by a chair
- It is recommended that records are maintained to show that the tumble dryer filters are regularly checked and cleaned of any lint. Checks are done but not documented
- Although your legionella risk assessment is reviewed internally, it is recommended that this is now reviewed by a competent person . It was carried out by a competent person in September 2020 and a review of September 2022 was suggested.

Further recommendations are detailed in the report.

Please be assured that the recommendations made in this report do not outweigh the many positive health and safety observations made at the time of my inspection. It was clear to see that management and staff are serious about compliance with Health and Safety legislation and standards and they should be praised for this.

If you require further assistance please do not hesitate to contact either myself or the Advice Line.

We can also provide face to face support through additional consultancy. This includes risk assessment support. If you're interested to find out more, please call **0345 241**

5250 or email additional services@citation.co.uk and one of our team will be more than happy to help.

Thank you again for assisting me during the visit.

Karen Sweeney

Non Compliance - Immediate	0.
Non Compliance - High	1.
Non Compliance - Medium	3.
Non Compliance - Low	0.
Compliance	122.

Progress since your last inspection

There were 3 observations raised in your previous visit dated 20/09/2023.

3 of these have been marked as completed. Any outstanding tasks are included as observations in this report.

Observations Overview

High

Fire - Extinguishers

A fire extinguisher was seen in the communal lounge that was obstructed by a chair (The chair was moved during the visit) .

Medium

Fire - Doors/Emergency Exits

A Fire exits was seen to be obstructed at the time of the inspection by a chair (moved during the visit)

Legionella

Although reviewed internally, the legionella risk assessment completed by a competent person was completed in September 2020 and had a suggested review date of September 2022

Workplace Health, Safety and Welfare

There was no record available to state when the filters have been cleaned on the dryer in the laundry room. They were seen to be clean at the time of the visit

Displayed Notices and Certificates

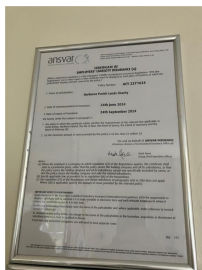
Positive observations

An up to date employers liability compulsory insurance certificate was seen on display. This is valid until 24/09/2024

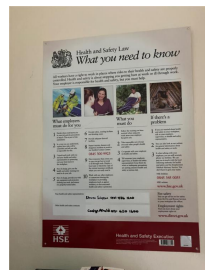
There is an up to date health and safety policy on display. This has been signed by the CEO

There is an up to date health and safety law poster

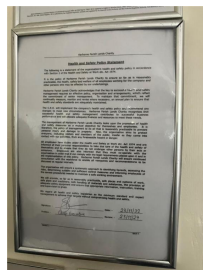
No smoking signs are displayed in prominent locations to indicate that the premises is classed as 'smoke-free' - This includes vaping.



[Employers Liability insurance on display valid until 24-09-2024](#)



[HS Law poster](#)



[HS Policy statement on display](#)

Consultation

Positive observations

There are regular Building Managers Meetings

One to one meetings are held once every 2 weeks, where health and safety matters can be raised

Monitoring

Positive observations

It was good to see that the Building Manager carries out daily health and safety checks. These are documented

Access and Egress

Positive observations

Safe access and egress was seen to be maintained across the site

Contractors

Positive observations

It was verbally confirmed that contractors are managed centrally by Head office

Contractors insurance and competence is checked and where relevant Risk Assessments and Method Statements are requested

Driving

Positive observations

It was verbally confirmed that Head office do checks of driving licences, insurance, MOT and tax.

Drivers are required to hold business insurance when they drive their own vehicles for work purposes.

Electrical Safety

Positive observations

An up to date Electrical installation Condition Report was seen. The report is dated 28/09/2020

The Electrical Installation / fixed wiring was certified as satisfactory.

Portable electrical appliances have undergone electrical safety testing. This was last undertaken on 01/07/2024. Appliances are labelled.



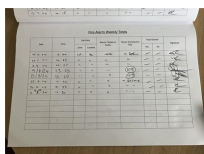
[Electrical
Safety test
01-07-2024](#)

Fire - Detection and Alarm

Positive observations

There is a smoke detector in the communal lounge and heat detector in the communal kitchen. These are secured to the ceiling and provide an audible warning if activated

Weekly checks of the heat and smoke detectors are undertaken and recorded in the fire log book. Last carried out 06/09/2024



[Smoke
detector and
heat detector
weekly tests
06-09-2024](#)

Fire - Documentation

Positive observations

A fire risk assessment has been carried out by a competent person and is reviewed annually in house

The building manager has received fire warden training. This is done on the Atlas platform

Observations and recommendations

Fire - Doors/Emergency Exits

Observation

A Fire exits was seen to be obstructed at the time of the inspection by a chair (moved during the visit)

Recommendation

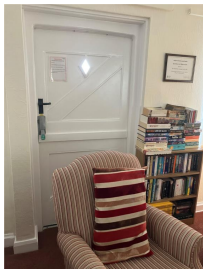
Fire exit routes must be kept clear of obstruction at all times to ensure a safe and timely exit from the building in an emergency situation.

As part of your weekly fire escape route checks please ensure that this fire exit is not obstructed.

Priority : Medium

Responsible Person : Carolyn Arnold

Recommended Deadline Date : 29/10/2024



[Fire Exit
obstructed](#)

Positive observations

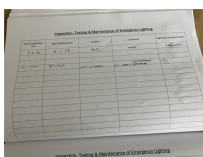
The push bar on the fire exit door was tested during the visit and was found to be fully operational

Fire - Emergency Lighting

Positive observations

Emergency lighting is installed. This is serviced by a competent person. Last service took place 18/01/2024

Monthly checks of the emergency lighting are carried out and recorded in the fire log book. Last undertaken 03/09/2024



[Emergency](#)

Fire - Extinguishers

Observation

A fire extinguisher was seen in the communal lounge that was obstructed by a chair (The chair was moved during the visit) .

Recommendation

Please ensure that the fire extinguishers remain free from obstructions for example they are not hidden behind furniture, coat hangers or other items, so that they may be spotted and accessed easily in the event of an emergency

Priority : High

Responsible Person : Carolyn Arnold

Recommended Deadline Date : 15/10/2024



[Fire](#)
[extinguisher](#)
[obstructed](#)

Positive observations

Fire extinguishers are available throughout the premises and on a service and maintenance contract.

The fire extinguishers are within their annual service date (in line with BS5306:Part 3). The last service was carried out 18/01/2024

Fire fighting equipment is subject to monthly inspections. Last undertaken 03/09/2024

Fire extinguishers were positioned in their allocated place and are hung on hooks. They are clearly identified with the correct fire safety signage displayed next to them so a user knows exactly what the extinguisher can be used for.

The fire extinguishers appeared in good working order. The security tags were seen to be intact.

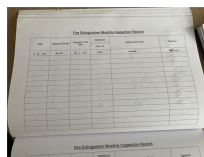
Fire extinguisher training is carried out on Atlas.



[Fire extinguisher on hook](#)



[Fire Extinguisher service 01-2024](#)



[Fire extinguisher monthly inspection 03-09-2024](#)

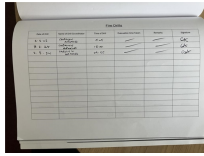
Fire - Monitoring

Positive observations

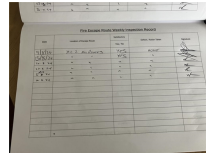
Fire evacuation drills are carried out on a regular basis at least once every 6 months and are recorded in the fire log book. The last drill was carried out on 02/08/2024

A fire log book is used to record fire safety checks. In addition to being used to record the fire evacuation drill, monthly checks to the fire extinguishers and emergency lighting, weekly fire alarm tests, fire door checks and checks of the fire escape routes are recorded.

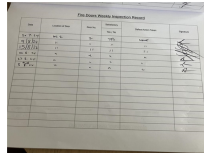
Monthly checks are also carried out of cottage doors.



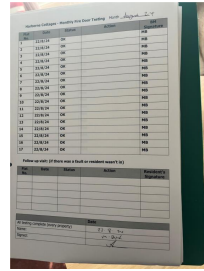
[Fire Evacuation Drill 02- 08- 2024](#)



[Fire escape route weekly inspection 10- 09-2024](#)



[Fire Door Weekly inspection 03- 09-2024](#)



[Fire Door checks - cottages 22- 08-2024](#)

Fire - Signage

Positive observations

The fire assembly point is clearly indicated on a fire action notice and on the documented fire procedures

The assembly point in the carpark was seen to be clearly signposted and was not obstructed



[Fire Assembly point](#)



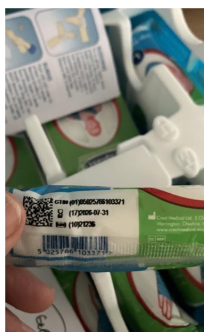
[Fire Action Notice - assembly point indicated](#)

First Aid

Positive observations

A well-stocked first aid kit is provided. It was contained in suitable containers which was free from damage, damp and dust. The first aid kit was free from medication at the time of inspection.

Items were seen to be in date. There is a note in the kit showing when items expire



[First Aid kit
well stocked-
items in date](#)

The Building Manager is a trained first aider with in date certification. This expires on 14/11/2024



[First Aid
certificate
valid until 14-
11-2024](#)

Gas / Oil / Solid Fuel Safety

Positive observations

Gas appliances are inspected annually by a registered Gas Safe engineer. Last undertaken 21/03/2024

Monthly checks of the CO detector are carried out.

Health Screening

Positive observations

Health screening questionnaires are completed

Legionella

Observation

Although reviewed internally, the legionella risk assessment completed by a competent person was completed in September 2020 and had a suggested review date of September 2022

Recommendation

It is important to ensure that the Legionella risk assessment is reviewed on a regular basis or if there is a reason to believe that the original assessment may no longer be valid.

It is recommended that a review is carried out by a competent person.

Priority : Medium

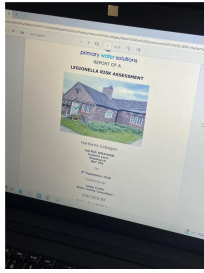
Responsible Person : Carolyn Arnold

Recommended Deadline Date : 29/10/2024

Positive observations

A legionella risk assessment has been undertaken by a competent person. This was last done 09/09/2020 and is reviewed annually internally. Monitoring is carried out, including flushing and is recorded in the log book.

Shower disinfection and cleaning is carried out by a competent person. Last done 07/09/2024



[Legionella Risk
Assessment
09-09-2020](#)

Risk Assessment: General, Young Person and Expectant Mothers

Positive observations

Individual risk assessments have been completed for each scheme. These are shared with employees via Atlas . The risk assessments cover:

- Adverse weather
- Animal bites / Animal scratches
- Back injury
- Bin store / Broken glass
- carpet cleaning machine
- Carrying cash
- Challenging behaviour / Violence at work
- Cleaning activity chemical use / Skin burns/ Skin irritants / Respiratory
- contractors working close by
- COVID-19
- Decorations
- Display screen equipment use / Work Equipment (office)
- Driving at work
- Dust
- Electricity
- Fire
- Gaining personal benefit by abusing residents
- Hand tools / Sharp cutting tools / Trapping Fingers / Work Equipment (Power tools) / Wood Working machinery.
- home visits
- hot liquids/ surfaces
- Legionella
- Lone working / Call out 24 hours
- Manual Handling / Manual Handling

Training

Positive observations

Health and Safety training is carried out on the Atlas platform. Training modules carried out include:

- Health and Safety Awareness
- COSHH Awareness
- Fire Safety awareness
- Fire Extinguisher Use
- Fire Marshal
- Manual Handling
- Ladders and Step ladders
- Legionella and Legionnaires Disease awareness
- PPE Use
- Asbestos awareness
- DSE Use
- Infection Control

Health and safety training is provided on induction. The induction process is documented and covers the fire and first aid procedures

Workplace Health, Safety and Welfare

Observation

There was no record available to state when the filters have been cleaned on the dryer in the laundry room. They were seen to be clean at the time of the visit

Recommendation

Compile a suitable record and note when the filters are cleaned and checked. Failure to ensure that the filters are cleaned may result in a build up of fluff, which can lead to a fire within the premises.

It is important to ensure all fluff that is discharged from the dryers is suitably contained within the appropriate filters and not just discharged to the open air.

Priority : Medium

Responsible Person : Carolyn Arnold

Recommended Deadline Date : 29/10/2024



[Tumble drier
filters are
clear and clear
of lint- please
document
when checks
and cleaning
takes place](#)

Positive observations

The rest area was suitable for employees to eat and drink. Facilities are provided to prepare hot drinks and food.

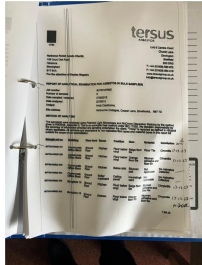
Toilet facilities are sufficient for the premises and have hot and cold running water, soap and means to dry hands. The facilities are well ventilated and well lit

Housekeeping is maintained to a high standard

Asbestos

Positive observations

There is an asbestos survey in place dated 27/06/2013. Asbestos has been detected. Annual monitoring of the asbestos is carried out. Last undertaken 17/12/2023



[Asbestos register and condition review 17-12-2024](#)

Display Screen Equipment

Positive observations

DSE training is undertaken on Atlas

Employees complete DSE assessments

Hazardous Substances/COSHH

Positive observations

COSHH assessments have been carried out for cleaning products used. These are reviewed annually. Last review 23/05/2024

COSHH assessments are carried out at Head office and are shared with Buildings Managers.

COSHH awareness training is carried out on Atlas

Working at Height

Positive observations

A ladder register and inspection regime is in place

Workplace Inspection Media

Fire - Doors/Emergency Exits



[Fire Exit obstructed](#)

Fire - Extinguishers



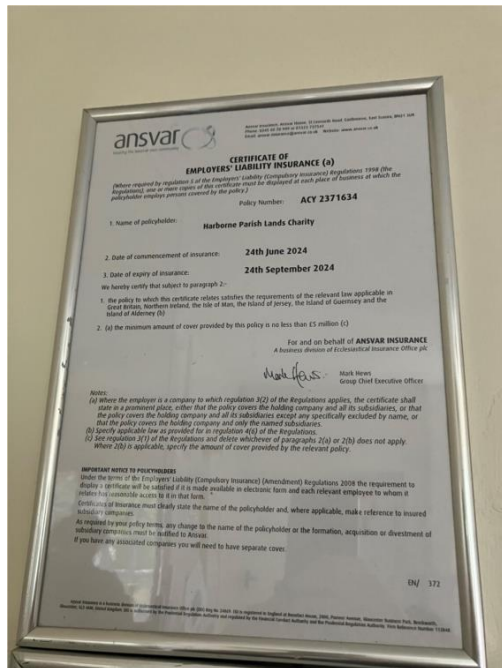
[Fire extinguisher obstructed](#)



[Tumble drier filters are clear and clear of lint- please document when checks and cleaning takes place](#)

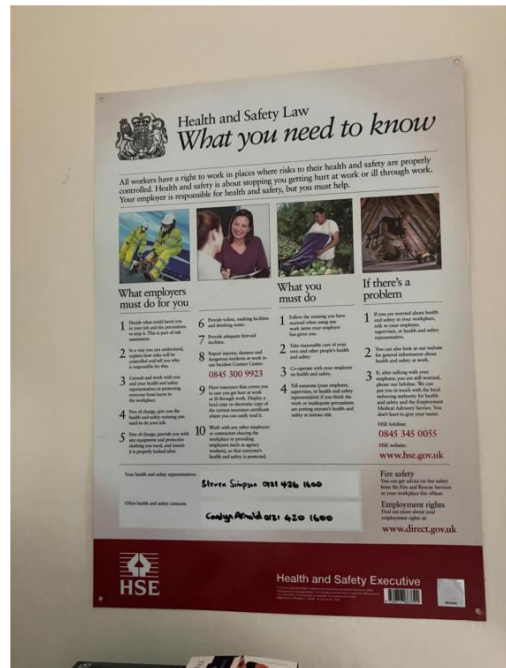
Positive Observations Media

Displayed Notices and Certificates



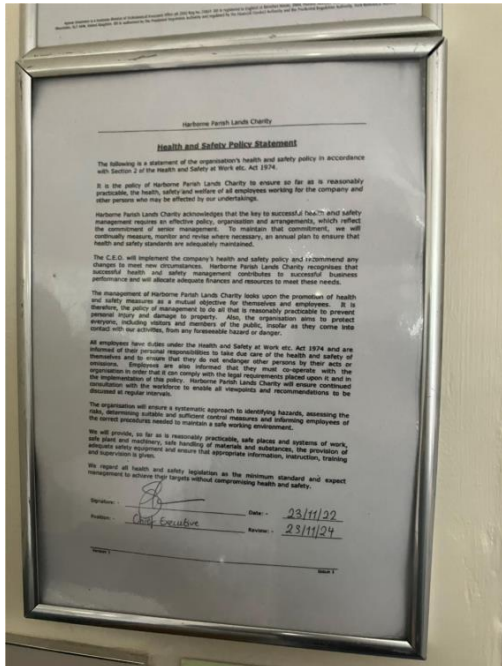
Employers Liability insurance on display
valid until 24-09-2024

Displayed Notices and Certificates



HS Law poster

Displayed Notices and Certificates



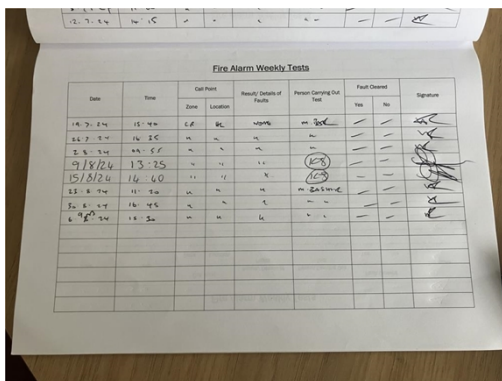
[HS Policy statement on display](#)

Electrical Safety



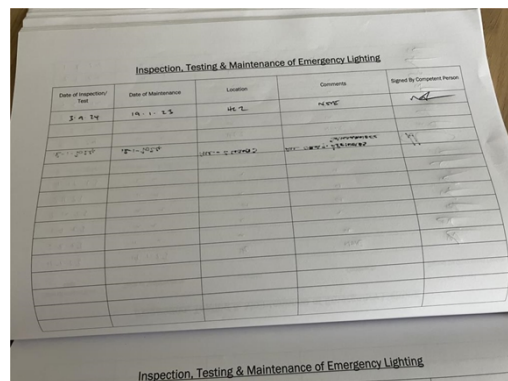
[Electrical Safety test 01-07-2024](#)

Fire - Detection and Alarm



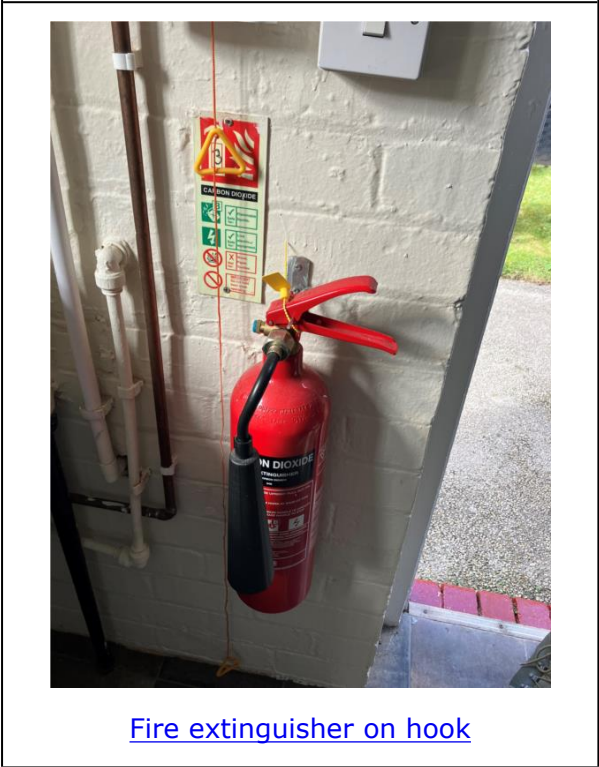
[Smoke detector and heat detector weekly tests 06-09-2024](#)

Fire - Emergency Lighting



[Emergency Lighting Monthly inspection 03-09-2024](#)

Fire - Extinguishers



Fire - Extinguishers



Fire - Extinguishers

The image displays two overlapping forms titled "Fire Extinguisher Monthly Inspection Record".

Top Form Details:

- Title:** Fire Extinguisher Monthly Inspection Record
- Date:** 03-09-2024
- Apparatus Number:** 08676
- Inspection / Test Date:** 03-09-2024
- Satisfactory:** Yes / No (Yes is checked)
- Defects/Action Taken:** none
- Signature:** [Handwritten signature]

Bottom Form Details (partially visible):

- Title:** Fire Extinguisher Monthly Inspection Record
- Satisfactory:** [Blank]
- Defects/Action Taken:** [Blank]
- Signature:** [Blank]

Fire - Monitoring

[illegible]

Fire - Monitoring

Fire Escape Route Weekly Inspection Record

Date	Location of Escape Route	Satisfactory Yes / No	Defect / Action Taken	Signature
09/08/24	Me 2, Mr. Rovers	YES	None	[Signature]
15/08/24	"	YES	"	[Signature]
22/08/24	"	YES	"	[Signature]
29/08/24	"	YES	"	[Signature]
05/09/24	"	YES	"	[Signature]
12/09/24	"	YES	"	[Signature]

[Fire escape route weekly inspection 10-09-2024](#)

Fire - Monitoring

Fire Doors Weekly Inspection Record

Date	Location of Door	Door No.	Satisfactory Yes / No	Defect / Action Taken	Signature
03/09/24	Me 2	2	YES	None	[Signature]
04/09/24	"	"	YES	"	[Signature]
05/09/24	"	"	YES	"	[Signature]
06/09/24	"	"	YES	"	[Signature]
07/09/24	"	"	YES	"	[Signature]
08/09/24	"	"	YES	"	[Signature]

[Fire Door Weekly inspection 03-09-2024](#)

Fire - Monitoring

Harborne Cottages - Monthly Fire Door Testing Month: August 2024

Flat No.	Date	Status	Action	BM Signature
1	22/8/24	OK		MB
2	22/8/24	OK		MB
3	22/8/24	OK		MB
4	22/8/24	OK		MB
5	22/8/24	OK		MB
6	22/8/24	OK		MB
7	22/8/24	OK		MB
8	22/8/24	OK		MB
9	22/8/24	OK		MB
10	22/8/24	OK		MB
11	22/8/24	OK		MB
12	22/8/24	OK		MB
13	22/8/24	OK		MB
14	22/8/24	OK		MB
15	22/8/24	OK		MB
16	22/8/24	OK		MB
17	22/8/24	OK		MB

Follow up visit: (if there was a fault or resident wasn't in)

Flat No.	Date	Status	Action	Resident's Signature

All testing complete (every property)

Name: [Signature] Date: 22/8/24

Signed: [Signature]

[Fire Door checks - cottages 22-08-2024](#)

Fire - Signage



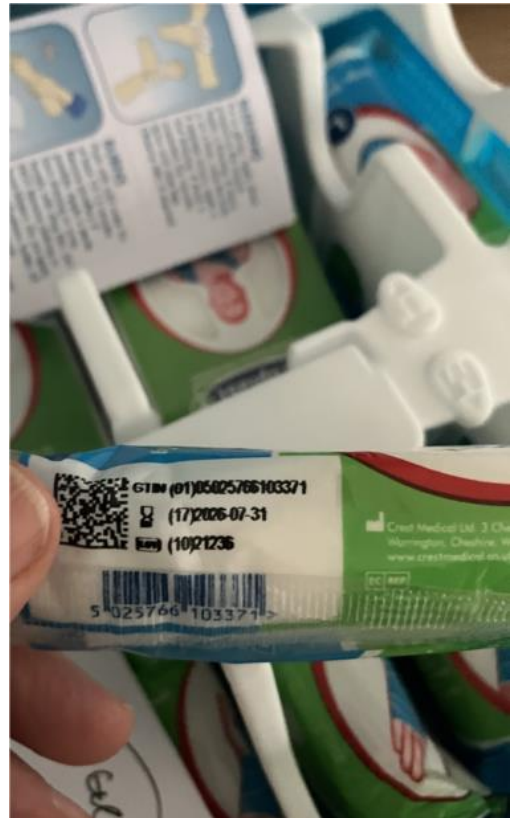
[Fire Assembly point](#)

Fire - Signage



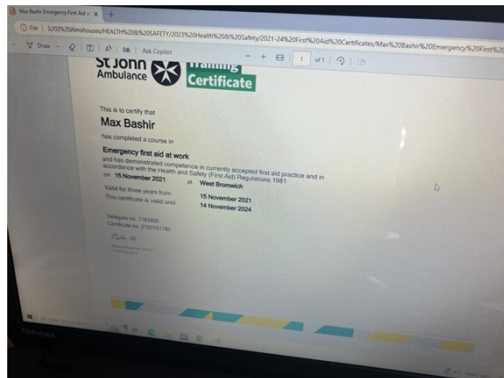
[Fire Action Notice - assembly point indicated](#)

First Aid



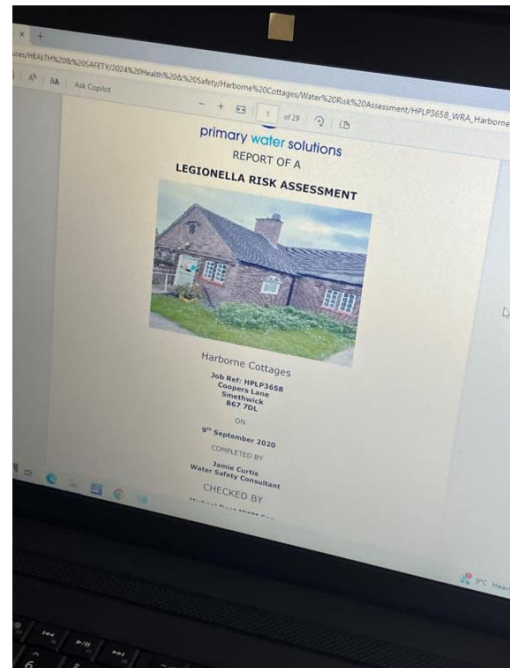
[First Aid kit well stocked- items in date](#)

First Aid



[First Aid certificate valid until 14-11-2024](#)

Legionella



[Legionella Risk Assessment 09-09-2020](#)

Asbestos

tersus
ASBESTOS

Unit 5 Carrow Court
Church Lane
Dorchester
Dorset
DT1 1JG
T: +44 (0)1305 560 475
P: +44 (0)1305 560 418
www.termsgroup.co.uk
info@termsgroup.co.uk

Herbena Parish Lands Charity
128 Court Oak Road
Herbena
Birmingham
B17 5AA
For the attention of Debbie Maguire

REPORT OF ANALYTICAL EXAMINATION FOR ASBESTOS IN BULK SAMPLES

Job number: 807544/MS2
Number of samples: 5
Date sampled / received: 27/02/13
Date analysed: 27/02/13
Analyst: Andy Cawthorne
Site address: Herbena Cottages, Copier Lane, Smallwood, B97 7D

METHOD OF ANALYSIS

The samples were analysed using Polarised Light Microscopy and McCrone Chlorophane Staining by the method given in BS5591, Appendix C. This is an analytical test method under BS5591:1992. We disclaim responsibility for the accuracy of information provided and sampling undertaken on the date. "Trace" is reported as defined in BS5591 where applicable. All asbestos and asbestiforms in non asbestos fibre types and material types in this report fall outside the scope of our accreditation.

Sample Ref No.	Building	Floor level	Room	Position	Item	Material	Comments
807544/MS2 001	Herbena Cottages	Ground Floor	Kitchen	Floor below step	Balustrade floor tile	Chrysotile	17-12-13
807544/MS2 002	Herbena Cottages	Ground Floor	Kitchen	Floor below step	Chrysotile floor tile	Chrysotile	17-12-13
807544/MS2 003	Herbena Cottages	Ground Floor	Kitchen	Below sink	Stainless steel	No Asbestos Detected	
807544/MS2 004	Herbena Cottages	Ground Floor	Butler cupboard	Ceiling panel	Insulation and plaster	No Asbestos Detected	
807544/MS2 005	Herbena Cottages	Ground Floor	Kitchen	Floor below step	Balustrade floor tile	Chrysotile	17-12-13
807544/MS2 006	Herbena Cottages	Ground Floor	Kitchen	Floor below step	Chrysotile floor tile	Chrysotile	17-12-13

T.B.M.

[Asbestos register and condition review](#)
[17-12-2024](#)

Conclusion

The assessor believes that the information contained within this inspection report to be correct at the time of printing. The report is based on matters that were observed or came to the attention of the assessor at the time of the visit and should not be relied on as an exhaustive record of all possible risks or hazards that may exist. Hazards associated with the organisation's business should be addressed during the risk assessment process.

During the course of the inspection, not all areas within the premises or equipment may have been inspected, however, any issues that were apparent and visible at the time were either verbally commented upon or included in this report.

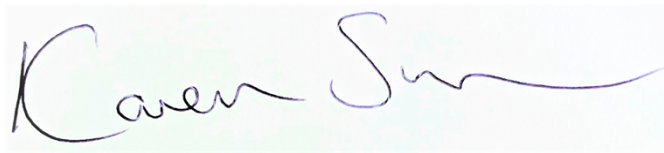
It will be important to ensure that if any new equipment is introduced into the organisation or any new work activities commence, appropriate risk assessments are compiled to comply with the Provision and Use of Work Equipment Regulations and any training that is required is completed by relevant members of staff.

In order to maintain the integrity of the inspection process and to protect all parties, the assessors will not divulge the contents of the inspection report to any unauthorised person without prior agreement or if legally obligated to do so.

Sign Off:

Client Representative: Carolyn Arnold

Consultant:

A handwritten signature in blue ink, appearing to read 'Karen Sumner', is written over a light blue rectangular background.

Kings Court, Water Lane, Wilmslow, Cheshire, SK9 5AR

www.citation.co.uk



How Citation can help

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touch with us on **0345 844 1111**

