

AGENDA ITEM NO: 2

Report To:	Audit Committee	Date:	6 May 2025
Report By:	Chief Internal Auditor	Report No:	FIN/23/25/APr
Contact Officer:	Andi Priestman	Contact No:	01475 712251
Subject:	INTERNAL AUDIT PROGRESS REP 2025	Port – 1 Jan	UARY TO 31 MARCH

1.0 PURPOSE AND SUMMARY

- 1.2 The purpose of this report is to enable Members to monitor the performance of Internal Audit, to discharge their scrutiny and performance monitoring roles and gain an overview of the overall control environment throughout the Council.
- 1.3 The Monitoring Report from 1 January to 31 March 2025 is attached at Appendix 1 since its content is essential to the understanding of the Council's control environment.
- 1.4 Appendix 2 provides an update on current Red and Amber Internal Audit actions at 31 March 2025.

2.0 RECOMMENDATIONS

2.1 It is recommended that the Committee note the progress made by Internal Audit in the period from 1 January to 31 March 2025.

Andi Priestman Chief Internal Auditor

3.0 BACKGROUND AND CONTEXT

- 3.1 In June 2024, the Audit Committee approved the Internal Audit Annual Plan which detailed a programme of activity to be undertaken during 2024/25.
- 3.2 Internal Audit regularly reports findings and action plans to relevant Council Officers and the Audit Committee as part of the annual audit plan. A process is in place to allow follow up of current internal audit actions to be co-ordinated and updated by Internal Audit on a monthly basis with regular reporting to CMT and the Audit Committee.
- 3.3 There were no audit reports finalised since the last progress update to Audit Committee in March 2025.

Stage	Number of Reports
Final Report	3
Draft Report	2
Fieldwork Complete – report N/A	0
Fieldwork Complete	0
Fieldwork in Progress	4
Planning	0
Not Started	2
Deferred	2
Total	13

3.4 The current status of the 2024/25 audit plan is as follows:

- 3.5 In relation to the regularity audit of Catering Stock Checks, management have advised that an external review of catering has been carried out by APSE and therefore the Internal Audit will be deferred to a future audit plan. In addition, the supplier management guidance has been updated and a pilot exercise is underway and is due to be completed by June. The audit of supplier management will therefore be deferred to a future audit plan once the new guidance has been rolled out to services.
- 3.6 In relation to internal audit action plans there were 4 actions due for completion by 31 March 2025. Three actions have been reported as completed by management and an update for one action has still to be provided. The current status report is attached at Appendix 2.
- 3.7 The CMT has reviewed and agreed the current status of actions.
- 3.8 The 2024/25 National Fraud Initiative exercise is underway. A number of matches have now been received and investigations are being progressed by responsible services.

4.0 PROPOSALS

4.1 It is recommended that Committee agree to note the progress made by Internal Audit in the period from 1 January to 31 March 2025.

5.0 IMPLICATIONS

5.1 The table below shows whether risks and implications apply if the recommendation is agreed:

SUBJECT	YES	NO
Financial		Х
Legal/Risk	Х	
Human Resources		Х
Strategic (Partnership Plan/Council Plan)	Х	
Equalities, Fairer Scotland Duty & Children/Young People's Rights & Wellbeing		Х
Environmental & Sustainability		Х
Data Protection		Х

5.2 Financial Risk

There are no financial implications arising directly from this report.

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report	Virement From	Other Comments
N/A					

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact	Virement From (If Applicable)	Other Comments
N/A					

5.3 Legal/Risk

Where delays arise in delivering the Internal Audit Plan, there is a risk that this may result in an inability to provide a reasonable level of assurance over the Council's system of internal control to those charged with governance. The main basis for providing assurance is coverage of the planned risk-based audits. Every endeavour is therefore made to ensure that no material slippage occurs in risk-based audits by concentrating resources on these audits.

5.4 Human Resources Risk

There are no human resources implications arising directly from this report.

5.5 Strategic

This report helps ensure strong governance, and its findings will help support delivery of the Council Plan adopted by Inverclyde Council on 20 April 2023, and in particular outcome theme 3: Performance, with the Council seeking to provide high quality and innovative services that deliver value for money.

6.0 CONSULTATION

6.1 Relevant officers have been consulted on the contents of this report.

7.0 BACKGROUND PAPERS

7.1 File of completed internal audit reports: Available from the Chief Internal Auditor.

APPENDIX 1



Audit Committee Report Report on Internal Audit Activity from 1 January to 31 March 2025

Section Contents

- 1 Audit work undertaken in the period
- 2 Audit Plan for 2024-2025 progress to 31 March 2025
- 3 Corporate Fraud Activity
- 4 Ad hoc activities undertaken since the previous Audit Committee
- 5 Special Investigations

1 Audit work undertaken in the period

Reports issued since last update

1.1 In each audit, one of 4 overall opinions is expressed:

Strong	In our opinion there is a <i>sound</i> system of internal controls designed to ensure that the organisation is able to achieve its objectives.
Satisfactory	In our opinion <i>isolated</i> areas of control weakness were identified which, whilst not systemic, put some organisation objectives at risk.
Requires improvement	In our opinion systemic and/or material control weaknesses were identified such that some organisation objectives are put at significant risk.
Unsatisfactory	In our opinion the control environment was considered <i>inadequate</i> to ensure that the organisation is able to achieve its objectives.

1.2 Detailed findings and recommendations reported to management are currently graded using the following criteria:

Red	 In our opinion the control environment is insufficient to address the risk and this could impact the Council as a whole. Corrective action must be taken and should start immediately. Overseen to completion by Corporate Management Team.
Amber	 In our opinion there are areas of control weakness which we consider to be individually significant but which are unlikely to affect the Council as a whole. Corrective action must be taken (some exceptions may be agreed with IA) within reasonable timeframe. Overseen to completion by Head of Service.
Green	 In our opinion the risk area is well controlled or our audit highlighted areas for minor control improvement and/or areas of minor control weakness. Process improvements/efficiencies may be actioned at management discretion in consultation with Internal Audit (IA). Managed by service owner.

- 1.3 There were no audit reviews finalised since the last progress update to Audit Committee.
- 1.4 There are 2 audits which have been deferred to a future audit plan as follows:
 - Supplier Management the supplier management guidance has been updated and there is a pilot exercise underway which is due to report to CMT in June 2025.
 - Catering Stock Checks there is an external review of catering by APSE currently underway.

Internal Audit Action Plan Follow Up

1.5 There were 4 actions due for completion by 31 March 2025, three of which have been reported as completed and for one action, the agreed action date has been missed and a revised date has been set. The current status of Internal Audit Action plans is set out at Appendix 2.

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2 Audit Plan for 2024/2025 – Progress to 31 March 2025

	started	0	Issued	Ē	Complete	Report	Finalised	Audit
Risk-Based Reviews				Progress				Committee
Supplier Management (b/f from 2023/24)	Deferred	due to ongoi	ing pilot ex	ercise which	due to ongoing pilot exercise which is due to be completed by June 2025	completed b	by June 2025.	
ASN Transport (b/f from 2023/24)		>	>	>	>	>		
Care and Support at Home – Delayed Discharge		>	>	>	>	>	>	March 2025
HSCP Strategic Commissioning		>	>	>	>	>		
Vehicle Maintenance		>	>	>				
Cyber Security		>	>	>				
Payroll – Chris21 System Upgrade	Audit sup issued.	port and adv	rice is bein	g provided to	the working g	group. Tern	port and advice is being provided to the working group. Terms of Reference has been	ce has been
Limited Scope Financial System Reviews								
Budgetary Control		>	>	>	>	>	>	March 2025
Compliance Reviews								
Records Management	>							
Governance of External Organisations		>	>	>				
Corporate Fraud Reviews								
Discretionary Payments	Not started.		e has beer	i focussed on	Resource has been focussed on progressing the NFI matches	the NFI ma	itches.	
Regularity Audits								
Education Control Self-Assessment		>	>	>	>	>	~	March 2025
Cost of Living Payments	>							
Catering Stock Control	Due to ex	tternal reviev	v of caterir	ig by APSE th	ternal review of catering by APSE this audit will be deferred to	e deferred	to a future audit plan	ıdit plan.
Corporate Purchase Cards – Quarterly Checks	Quarterly	checks are underway	underway.					
Corporate Governance								
Annual Governance Statement 2023/24								
Other Work								
National Fraud Initiative	24/25 Exe	24/25 Exercise is being progressed	ig progres:	Ι	see sections 4 of report for more information	ort for more	e information.	
Completion of 2023/24 Audit Plan	Reports fi	inalised: Suc	cession PI	anning; Build	ing Standard	s; UK Shar	Reports finalised: Succession Planning; Building Standards; UK Shared Prosperity Fund	Fund.
Invercivide LIR	20 dave	Incated to L	IB andit n	an Audit of F	20 days allocated to LIB andit plan Andit of Budgetary Control Arrangements is complete	ntrol Arrano	nements is cr	mnlete

3 Corporate Fraud Activity

3.1 The undernoted table sets out progress to date on corporate fraud activity in the period 1 November to 31 March 2025:

In relation to the 2024/2025 Exercise, a number of matches have now been received and investigations are underway as follows:

Matches received	Number investigated	No issues	Fraud	Error	Value of Fraud/Error
1714	289	282	2	5	£4710.59

Fraud:

- 2 cases relate to CTR cases where income had not been declared. CTR has been cancelled in both cases and action to recover the overpayment is underway.

Error:

- 3 cases refer to CTR cases where income had not been declared. CTR has been cancelled in all cases and action to recover the overpayment is underway.

- 2 SPD cases where HB claim was processed identifying a second adult in the household. SPD cancelled and action to recover the overpayment is underway.

The Council Tax Single Person Discount recheck exercise was refreshed in December 2024 and the results to date are as follows:

Matches received	Number investigated	No issues	Fraud	Error	Value of Fraud/Error
6231	215	0	0	0	0

These matches relate to addresses where the householder is claiming a council tax single person discount on the basis that they live alone yet other data suggests that there is more than one person in the household aged 18 or over.

Discretionary Payments

Not yet started. Resources have been focussed on NFI investigations.

3.2 The team continues to investigate whistleblowing and other enquiries in relation to DWP benefit, blue badge, and Council Tax discounts and exemptions. For the current financial year to date, these enquiries have resulted in the identification of overpayments of council tax discounts and exemptions totalling £136,588.

INVERCLYDE COUNCIL – REPORT ON INTERNAL AUDIT ACTIVITY FROM 1 JANUARY TO 31 MARCH 2025

3 Corporate Fraud Activity (Continued)

3.3 The team also progressed Whistleblowing and Corporate Fraud Referrals as follows:

File Ref	Description	Status
Whistleblowi	ng Enquiries	
There were no	whistleblowing enquiries in the peri	iod.
Corporate Fra	aud Referrals	
24/154	Allegation of benefit fraud.	Closed – fraud established. Recovery underway.
24/158	NFI Payroll > Payroll	Investigation concluded – report presented to management for action. See Section 6.
24/164	NFI Payroll to Payroll	Investigation concluded – report presented to management for action. See Section 6.
24/180	Allegation of benefit fraud.	Referred to DWP.

- 3.4 Between 1 April 2024 and 31 March 2025, there were 3 whistleblowing enquiries investigated by the team. These are included within the relevant progress reports and a summary will be included in the Internal Audit Annual Report and Assurance Statement for 2024-25.
 - 4 Ad hoc activities undertaken since the previous Audit Committee
- 4.1 From time to time, management will request the assistance of Internal Audit in certain activities that are in addition to the annual Operational Plan. Examples of such activities include investigations of alleged irregularities, review of changes in system procedures etc.
- 4.2 Contingency has been made available in the Operational Plan for such ad hoc activities. Since the previous Audit Committee, ad hoc activity undertaken in the period is as follows:
 - Providing relevant information in relation to FOI requests.
 - Investigations and other work as set out at sections 4.2 and 4.3 of Appendix 1.
 - Provision of ongoing advice and support to services.

INVERCLYDE COUNCIL INTERNAL AUDIT

REPORT TO AUDIT COMMITTEE ON STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (RED AND AMBER ONLY) AT 31 MARCH 2025

Summary: Section 1 Summary of Management Actions due for completion by 31/3/2025

There were 4 actions due for completion by 31 March 2025. Three actions have been reported as completed by management and for one action, the agreed deadline has been missed and a revised completion date has been set.

Section 2 Summary of Current Management Actions Plans at 31/3/2025

At 31 March 2025 there were no audit reports delayed due to management not finalising the action plan within agreed timescales.

Section 3 Current Management Actions at 31/3/2025

At 31 March 2025 there were 5 current audit action points.

Section 4 Analysis of Missed Deadlines

At 31 March 2025 there were 2 audit action point where the original due date had been missed.

Section 5 Summary of Action Plan Points by Audit Year

INVERCLYDE COUNCIL INTERNAL AUDIT REPORT TO AUDIT COMMITTEE ON STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (RED AND AMBER ONLY) SUMMARY OF MANAGEMENT ACTION PLANS DUE FOR COMPLETION BY 31.3.2025

SECTION 1

Directorate	No. of Actions Due	No. of Actions Completed	Deadline missed Revised date set*	No update received*
HSCP	1		1	
Environment and Regeneration	1	1		
Education, Communities and Organisational Development	1	1		
All Directorates	1	1		
Total	4	3	1	

* These actions are included in the Analysis of Missed Deadlines – Section 4

INVERCLYDE COUNCIL INTERNAL AUDIT REPORT TO AUDIT COMMITTEE ON STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (RED AND AMBER ONLY) SUMMARY OF CURRENT MANAGEMENT ACTION PLANS AS AT 31.3.2025

SECTION 2

CURRENT ACTIONS BY DIRECTORATE

HSCP	
Due for completion May 2025	1
Due for completion July 2025	1
Due for completion August 2025	1
Total Actions	3
Education Communities and Organisational Development	
Due for completion September 2025	2
Total Actions	2
Total current actions:	5

INVERCLYDE COUNCIL INTERNAL AUDIT REPORT TO AUDIT COMMITTEE ON STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (RED AND AMBER ONLY) CURRENT MANAGEMENT ACTIONS AS AT 31.3.2025

٩	Client Accounts – Quarterly Checks 2022/23 (Report Issued September 2023)	led Septeml	oer 2023)		
Desci	Description	Status	Original Due Date	Due Date	Assigned To
Inacc Mana overal to stre	Inaccurate Transaction Records (Amber) Management have agreed that a review will be undertaken of the overall management of the corporate appointee process with a view to streamlining and modernising the functions.	-	30-Apr- 2024	31-Jul- 2025*	Head of Finance, Planning and Resources, HSCP

٩	Attendance Management (Report Issued December 2023)				
Desc	Description	Status	Original Due Date	Due Date	Assigned To
Secu files (Security, retention and disposal of attendance management files (Amber)		30-Sep- 2025	30-Sep- 2025	ECMT
All se reviev with t l (electi	All service-based electronic attendance management files will be reviewed and retained for one year and destroyed in accordance with the Council's retention and disposal of Documents and Records (electronic/paper) policy.				
Any mana	Any existing duplicate paper files in relation to attendance management are destroyed.		30-Sep- 2025	30-Sep- 2025	ECMT



INVERCLYDE COUNCIL INTERNAL AUDIT REPORT TO AUDIT COMMITTEE ON STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (RED AND AMBER ONLY) CURRENT MANAGEMENT ACTIONS AS AT 31.3.2025

٩	Procurement Manual Compliance – Regulated Procurement (Report Issued - March 2024)	nent (Report	Issued - Marc	ch 2024)	
Description	iption	Status	Original Due Date	Due Date	Assigned To
Manaç Manaç Procur Procur input fr Manaç on reg	Managing regulated procurement exercises (Amber) Management will review the procurement manual to more fully reflect the actual allocation of procurement tasks undertaken by Procurement staff and relevant Service officers including appropriate input from the Designated Procurement Officer (DPO) group. Management will introduce a formal programme of sample checks on regulated contracts following the issue of award letters.	•	30-Nov- 2024	31-Mar- 2025*	Corporate Procurement Manager
		-			

٩	Succession Planning (Report Issued – July 2024)				
Descr	Description	Status	Status Original Due Date Due Date	Due Date	Assigned To
Staff i Organ succe: introdu	Staff training in relation to succession planning (Amber) Organisational Development Team will develop training on succession planning which will be completed by all relevant staff and ntroduced as part of the induction course for new managers.	•	31-Mar- 2025	31-Mar- 2025	Head of OD, Policy and Communications



INVERCLYDE COUNCIL INTERNAL AUDIT REPORT TO AUDIT COMMITTEE ON STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (RED AND AMBER ONLY) CURRENT MANAGEMENT ACTIONS AS AT 31.3.2025	
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Description	Status	Original Due Date	Due Date	Assigned To
Monitoring and reviewing of the effectiveness of succession planning (Amber)	0	31-Mar- 2025	31-Mar- 2025	Chief Executive, Corporate Director (Education,
Senior management should ensure that all services review and update their succession plan for effectiveness on a regular basis.				Communities and Organisational Development), Chief Officer HSCP, Director (Environment and
Updates on the Council's approach to succession planning will be included in relevant OD&HR update reports to committee on a regular basis.				Regeneration), Head of OD Policy and Communications
)				

	HSCP Care & Support At Home - Delayed Discharge (Report Issued – December 2024)	port Issued	- December 2	024)	
Desc	Description	Status	Original Due Date	Due Date	Assigned To
Managin prospect Managen HSCP ar HSCP ar taken to: reduce th a referral align for for discha ensure th promptly	Managing Planned Date of Discharge from hospital for prospective HSCP Service Users (Amber) Management will use existing joint working arrangements involving HSCP and NHS Acute staff to identify the action which could be taken to: reduce the time lag between a patient being admitted to hospital and a referral being made to the HSCP; align for each inpatient their planned date of discharge with their fit for discharge date, whenever possible; and ensure that changes to planned dates of discharge are always promptly communicated to nominated HSCP officers.		31-Aug- 2025	31-Aug- 2025	Service Manager (CIL, Winter Planning & Discharge)



STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (RED AND AMBER ONLY) CURRENT MANAGEMENT ACTIONS AS AT 31.3.2025 INVERCLYDE COUNCIL INTERNAL AUDIT **REPORT TO AUDIT COMMITTEE ON**

SECTION 3

	HSCP Care & Support At Home - Delayed Discharge (Report Issued – December 2024)	port Issued	- December 2	024)	
Desc	Description	Status	Original Due Date	Due Date	Assigned To
HSCP HSCP Manag HSCP HSCP guí guí tea tea tea tea tea tea the the the the the the the the the tea the tea tea tea tea tea tea tea tea tea te	 Managing cases of inpatients who lack capacity and require HSCP services to leave hospital (Amber) Management will use existing joint working arrangements involving HSCP and NHS Acute staff to examine the extent to which: Indicative timescales could be set for those parts of the guardianship process which officers can broadly control. In particular, the production and distribution of summary and full reports for case conferences and providing the multi-disciplinary team with regular updates on progress; cases can be formally tracked to promptly identify delays, recurring issues and required follow-up action by specific NHS Acute and HSCP officers; and they can prepare and agree local operational procedures to manage all aspects of guardianship cases involving hospital inpatients. 		31-Mar- 2025	To be advised*	Service Manager (CIL, Winter Planning & Discharge)
٩	Education CSA (Report Issued – January 2025)				





SECTION 4

INVERCLYDE COUNCIL INTERNAL AUDIT REPORT TO AUDIT COMMITTEE ON STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (RED AND AMBER ONLY) ANALYSIS OF MISSED DEADLINES

Report	Action	Original Date	Revised Date	Management Comments
Client Accounts – Quarterly Checks 2022/23 (September 2023)	Inaccurate Transaction Records – (Amber) Management have agreed that a review will be undertaken of the overall management of the corporate appointee process with a view to streamlining and modernising the functions.	30.04.24 31.12.24	31.07.25	We are currently reviewing all our cash handling as part of the business support review. We have already introduced online payments/voucher payments to reduce the requirement to hold cash. We are also currently in the process of reviewing and updating all our cash handling processes. This will be followed up with training for all relevant staff. We will have completed this by summer 2025.
HSCP Care & Support at Home (December 2024) 2024)	 Managing cases of inpatients who lack capacity and require HSCP services to leave hospital (Amber) Management will use existing joint working arrangements involving HSCP and NHS Acute staff to examine the extent to which: indicative timescales could be set for those parts of the guardianship process which officers can broadly control. In particular, the production and distribution of summary and full reports for case conferences and providing the multidisciplinary team with regular updates on progress; exest can be formally tracked to promptly identify delays, recurring issues and required follow-up action by specific NHS Acute and HSCP officers; and 	31.03.25	31.05.25	 Following a successful pilot in Edinburgh of the Scottish Government's Health and Social Care Integration Division's Delayed Discharge practitioners involved in discharge planning from hospital it has been agreed to implement this process at Inverclyde with agreed timeframes by 26 May 2025. Formal tracking of cases by a designated HSCP officer has proved successful over the past year. There is robust monitoring of cases on a daily basis with weekly meetings with Acute staff to provide updates on discharge plans for delayed individuals. In addition, weekly locality meetings identify high risk cases within the community who require to be prioritised ahead of hospital discharges and this meeting updates the delayed discharge strategic meeting which reviews community pressures and community cases which require prioritisation and actions to maintain hospital flow

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INVERCLYDE COUNCIL INTERNAL AUDIT REPORT TO AUDIT COMMITTEE ON STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (RED AND AMBER ONLY) ANALYSIS OF MISSED DEADLINES

There is a weekly HSCP multi-disciplinary	all individuals in hospital	who have any involvement with HSCP to	ted approach to discharge	planning in addition to Acute actions. This	high level of scrutiny has led to improved	terms of individuals		becoming delayed in hospital and bed days	in hospital and bed days f the agreed action plan is	becoming delayed in hospital and bed days lost. This aspect of the agreed action plan is now complete.	in hospital and bed days f the agreed action plan is to prepare and agree local	becoming delayed in hospital and bed days lost. This aspect of the agreed action plan is now complete. Work is underway to prepare and agree local operational procedures but is incomplete at	becoming delayed in hospital and bed days lost. This aspect of the agreed action plan is now complete. Work is underway to prepare and agree local operational procedures but is incomplete at this time. A revised completion date of 26
There is a weekly HSCF	meeting reviewing all individuals in hospital	who have any involveme	ensure a co-ordinated approach to discharge	planning in addition to Ac	high level of scrutiny hat	performance in terms of	• • •	becoming delayed in hosp	oecoming delayed in hosp lost. This aspect of the ag	becoming delayed in hosp lost. This aspect of the ag now complete.	becoming delayed in hospital and bed days lost. This aspect of the agreed action plan is now complete. Work is underway to prepare and agree local	<pre>>ecoming delayed in hosp lost. This aspect of the ag now complete. Work is underway to preps operational procedures bu</pre>	becoming delayed in hosp lost. This aspect of the ag now complete. Work is underway to preps operational procedures bu this time. A revised com
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INVERCLYDE COUNCIL INTERNAL AUDIT REPORT TO AUDIT COMMITTEE ON STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (GREEN ONLY) SUMMARY OF ACTION PLAN POINTS BY AUDIT YEAR

SECTION 5

The following table sets out the total number of agreed actions raised by audit year together with their completion status at 31 March 2025.

	Total	Total	Total Current Actions Not Yet Due*					
Audit Year	Agreed Actions	Actions Completed	Red	Amber	Green			
2017/2018	53	50	0	0	3			
2018/2019	45	45	0	0	0			
2019/2020	43	43	0	0	0			
2020/2021	37	35	0	0	2			
2021/2022	23	22	0	0	1			
2022/2023	49	46	0	0	3			
2023/2024	35	24	0	3	8			
2024/2025	6	3	0	2	1			
Total	291	268	0	5	18			

*This part of the table sets out the total number of current actions not yet due at the date of the follow up report. The RED and AMBER actions are included in Section 3 of the follow up report.

An update on the progress of GREEN actions was last provided to Audit Committee in October 2024.