

<b>Report To:</b>	<b>Audit Committee</b>	<b>Date:</b>	<b>9 January 2018</b>
<b>Report By:</b>	<b>Corporate Director Environment Regeneration &amp; Resources</b>	<b>Report No:</b>	<b>AC/14/17/SA/APr</b>
<b>Contact Officer:</b>	<b>Andi Priestman</b>	<b>Contact No:</b>	<b>01475 712251</b>
<b>Subject:</b>	<b>Internal Audit Progress Report – 25 September to 1 December 2017</b>		

## 1.0 PURPOSE

- 1.1 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.
- 1.2 The Monitoring Report from 25 September to 1 December 2017 is attached as **Appendix 1** to this report, since its content is essential to the understanding of the Council's control environment.

## 2.0 SUMMARY

- 2.1 There were two internal audit reports finalised since the last Audit Committee meeting in October 2017:-
- Grants to Voluntary Organisations; and
  - Corporate Fraud Review – Commercial Leases.
- 2.2 These reports contained 6 issues categorised as follows:

Red	Amber	Green
0	1	5

- 2.3 The fieldwork for the 2017/18 plan is now underway and the current status of the plan is as follows:-

Stage	Number of Reports
Final Report	4
Draft Report	3
Fieldwork Complete	0
Fieldwork in Progress	5
Planning	0
Not started	5
<b>Total</b>	<b>17</b>

- 2.4 In relation to Internal Audit follow up, there were no items due for completion by 30 November 2017. The current status report is attached at **Appendix 2**.
- 2.5 The CMT has reviewed and agreed the current status of actions.

### **3.0 RECOMMENDATIONS**

- 3.1 It is recommended that Members agree to note the progress made by Internal Audit in the period from 25 September to 1 December 2017.

**Scott Allan**

**Corporate Director Environment, Regeneration & Resources**

#### 4.0 BACKGROUND

- 4.1 In June 2017, the Audit Committee approved the current Internal Audit Annual Plan which detailed a programme of activity to be undertaken during 2017-18.
- 4.2 Internal Audit regularly reports findings and action plans to relevant Council Officers and the Audit Committee as part of the annual audit plan. A follow up 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.

#### 5.0 CURRENT POSITION

- 5.1 There have been two internal audit reports finalised since the last Audit Committee meeting in August 2017.
- 5.2 The fieldwork for the 2017/18 plan is underway and the current status of the plan is as follows:

Stage	Number of Reports
Final Report	4
Draft Report	3
Fieldwork Complete	0
Fieldwork in Progress	5
Planning	0
Not started	5
<b>Total</b>	<b>17</b>

- 5.3 There are 3 current action points being progressed by officers. There was one action due for completion by 30 November 2017 which has been reported as completed by management.
- 5.4 The CMT has reviewed and agreed the current status of actions.

#### 6.0 IMPLICATIONS

##### Finance

- 6.1 There are no direct financial implications arising from this report.

Financial Implications:

##### 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					

##### Legal

- 6.2 There are no direct legal implications arising from this report.

### **Human Resources**

6.3 There are no direct HR implications arising from this report.

### **Equalities**

6.4 There are no direct equalities implications arising from this report.

### **Repopulation**

6.5 There are no direct repopulation implications arising from this report.

## **7.0 CONSULTATIONS**

7.1 Relevant officers have been consulted in the preparation of this report.

## **8.0 LIST OF BACKGROUND PAPERS**

8.1 File of completed internal audit reports: Available from Andi Priestman, Chief Internal Auditor.



**Audit Committee Report  
Report on Internal Audit Activity from  
25 September to 1 December 2017**

<b>Section</b>	<b>Contents</b>	<b>Page</b>
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**1 Audit work undertaken in the period**

**Reports issued since last update**

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

<b>Red</b>	<ul style="list-style-type: none"> <li>In our opinion the control environment is insufficient to address the risk and this could impact the Council as a whole.</li> <li>Corrective action must be taken and should start immediately.</li> <li>Overseen to completion by Corporate Management Team.</li> </ul>
<b>Amber</b>	<ul style="list-style-type: none"> <li>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.</li> <li>Corrective action must be taken (some exceptions may be agreed with IA) within reasonable timeframe.</li> <li>Overseen to completion by Head of Service.</li> </ul>
<b>Green</b>	<ul style="list-style-type: none"> <li>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.</li> <li>Process improvements/efficiencies may be actioned at management discretion in consultation with Internal Audit (IA).</li> <li>Managed by service owner.</li> </ul>

1.2 There were two audit reports finalised since the October Audit Committee, which are identified below, together with a summary of the gradings of the issues identified. In Section 2 we have provided a summary of the main findings from the review

Reports finalised since previous Audit Committee	Grading			Total Number of Issues
	Red	Amber	Green	
Grants to Voluntary Organisations	0	0	2	<b>2</b>
Corporate Fraud Review – Commercial Leases	0	1	3	<b>4</b>
<b>Total</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>6</b>

**Other activities**

**Risk Management**

1.3 Risk Management is the subject of separate reporting to Audit Committee and a full report is submitted separately on an annual basis.

**Internal Audit Action Plan Follow Up**

1.4 The current status of Internal Audit Action plans is set out as an attachment at Appendix 2 to this report.

## **2 Summary of main findings from reports issued since previous Audit Committee**

- 2.1 We have provided below a summary of the key findings from the final report issued after 22 September 2017.

### **Grants to Voluntary Organisations**

- 2.2 The Grants to Voluntary Organisations Fund is aimed at helping local voluntary organisations who contribute to the quality of life of the people in Inverclyde with a variety of expenses including running costs, developing or starting up a new project or buying equipment. Applications to the fund are invited and considered on an annual basis and depending upon the number and amount of available funding, a second round of funding may be awarded. The total available Grants to Voluntary Organisations budget for 17/18 is £293k.
- 2.3 The objective of this audit was to provide management and the Audit Committee with an assessment of the adequacy and effectiveness of the governance, risk management and controls surrounding the key risks faced by Inverclyde Council in relation to the Grants to Voluntary Organisations Fund.
- 2.4 The overall control environment opinion for this audit was **Strong**. In terms of good practice, we found that good levels of planning of work was undertaken to ensure the timeous distribution of grant payments and monitoring of activities and services provided by the grant awards.
- 2.5 The review identified 2 GREEN issues and an action plan is in place to address all issues by 31 January 2018.

### **Corporate Fraud Review – Commercial Leases**

- 2.6 The Council has a portfolio of 132 commercial premises for let. Currently the occupancy rate is 78.5%. Vacant properties are marketed through CoStar, and the aim is to maximise the Council's assets and portfolio and connect with local agents and tenants. Additionally, referrals from prospective tenants are made through the Council's Business Development Team.
- 2.7 The objective of this fraud risk review was to provide management and the Audit Committee with an assessment of the adequacy and effectiveness of the governance, risk management and controls surrounding the key fraud risks faced by Inverclyde Council in relation to the administration of the Council's commercial leases.
- 2.8 The overall control environment opinion for this audit was **Satisfactory**. One AMBER issue was identified as follows:

#### **Adequacy of Due Diligence Checks**

Due Diligence checks are carried out on prospective tenants to establish identity, confirmation of address and creditworthiness. However discussions with staff during walkthroughs identified that a checklist not used to evidence that due diligence checks have been carried out.

In addition, due diligence checks normally consider a review of criminal history however, currently this is not Council Policy.

Where checks are not documented, management cannot be confident that adequate due diligence checks have been carried out and there is therefore the risk that the Council leases a commercial property to a non-legitimate business/trader.



**2 Summary of main findings from reports issued since previous Audit Committee**

- 2.9 The review identified 4 issues, one of which we consider to be individually significant and an action plan is in place to address all issues by 31 January 2018.

**3. Audit Plan for 2017/18 – Progress to 1 December 2017**

<b>Planned Audit Cover</b>	<b>Planning</b>	<b>TOR Issued</b>	<b>Fieldwork in Progress</b>	<b>Fieldwork Complete</b>	<b>Draft Report</b>	<b>Report Finalised</b>	<b>Reported to Audit Committee</b>
<b>Risk-Based Reviews</b>							
Grants to Voluntary Organisations	✓	✓	✓	✓	✓	✓	January 2018
Older Peoples Services – Billing and Collection	✓	✓	✓				
<b>Limited Scope Finance Reviews</b>							
Revenues - Council Tax Billing	✓	✓	✓				
<b>Project Assurance Reviews</b>							
SWIFT Financials – Phase 1	✓	✓	✓	✓	✓	✓	October 2017
<b>Corporate Fraud Reviews</b>							
Procurement – Quick Quotes	✓	✓	✓	✓	✓		
Flexi Time	✓	✓	✓	✓	✓		
Commercial Leases	✓	✓	✓	✓	✓	✓	January 2018
Employee Expenses and Overtime Claims	✓	✓	✓				
Code of Conduct – Other Remunerative Employment/Conflicts of Interest	Review complete – see section 4 for detailed activity						
Council Tax Reduction Scheme	Fieldwork underway – see section 4 for detailed activity						
Creditors – Duplicate Payments	Fieldwork is complete – see section 4 for detailed activity						
<b>Corporate Governance</b>							
Annual Governance Statement 2016-2017	Input provided by CIA.						
<b>Other Work</b>							
National Fraud Initiative	Investigations ongoing - See section 4 for detailed activity						
SPOC Liaison with DWP	Ongoing – see section 4 for detailed activity						
Inverclyde IJB	2017-2018 Audit Plan is in progress – one audit is currently at draft report stage						

**4 Corporate Fraud Activity**

The undernoted table sets out progress to date on corporate fraud activity in the period 25 September to 1 December 2017:

<b>Council Tax Reduction Scheme 25/9/17 – 1/12/17</b>		
<b>Number of Home Visits</b>	<b>Number of Errors Identified and Corrected</b>	<b>Total Overpayment/Future Savings</b>
65	8	£14,461.55/£2533.32
<b>Council Tax Reduction Scheme 1/4/17 to date</b>		
<b>Number of Home Visits</b>	<b>Number of Errors Identified and Corrected</b>	<b>Total Overpayment/Future Savings</b>
163	21	£36,920.90/£8561.32
<b>Non Domestic Rates</b>		
<b>Number of Visits</b>	<b>Number of Errors Identified and Corrected</b>	<b>Total Overpayment/Future Savings</b>
5	1	N/A
<b>Commercial Properties</b>		
<b>Number of Visits</b>	<b>Number of Errors Identified and Corrected</b>	<b>Total Overpayment/Future Savings</b>
4	0	N/A
<b>Flexi Time</b>		
Fieldwork is complete and report is being drafted for management comment.		
<b>Commercial Leases</b>		
Final report has been produced. Summary of report findings has been included at Section 2.		
<b>Quick Quotes</b>		
Fieldwork is complete and report is being drafted for management comment.		
<b>Code of Conduct – Other Remunerative Employment/Conflicts of Interest</b>		
Relevant cases from the 2016/2017 NFI exercise have now been investigated. Findings have been reported to Corporate Directors and recommendations have been agreed. A summary of the findings has been included at Section 6 of this report.		
<b>National Fraud Initiative 2016-2017</b>		
Services are continuing to review identified matches and investigation where appropriate. Corporate Fraud team continue to provide oversight and support to Services. The current status of matches are as follows:-		
Total processed to date – 2203		
In progress – 44		
Fraud – 2		
Error – 59		
Recovering – 14		

**4 Corporate Fraud Activity (Continued)**

Specific NFI cases being reviewed by Corporate Fraud since the last Audit Committee are set out below:

File Ref	Description	Status
17/18 17-27	NFI – CTR > Payroll	Referred to DWP
17/18 17-28	NFI – CTR > Payroll > Companies House > Creditors	Reported through Corporate Fraud Review
17/18 17-29	NFI – CTR > Payroll > Companies House > Creditors	Closed – no fraud detected.
17/18 17-35	NFI – CTR > Payroll	Referred to DWP
17/18 17-41	NFI – CTR > Payroll > Companies House > Creditors	Closed – no fraud detected.
17/18 17-42	NFI – CTR > Payroll > Companies House > Creditors	Closed – no fraud detected.
17/18 17-43	NFI – CTR > Payroll > Companies House > Creditors	Reported through Corporate Fraud Review.
17/18 17-44	NFI – CTR > Payroll > Companies House > Creditors	Closed – no fraud detected.
17/18 17-45	NFI – CTR > Payroll > Companies House > Creditors	Closed – no fraud detected.
17/18 17-46	NFI – CTR > Payroll > Companies House > Creditors	Closed – no fraud detected.
17/18 17-47	NFI – CTR > Payroll > Companies House > Creditors	Closed – no fraud detected.
17/18 17/48	NFI – CTR > Payroll > Companies House > Creditors	Closed – no fraud detected.
17/18 17/79	NFI – CTR>Pensions	Admin error – amendment processed.

**SPOC Liaison**

DWP Referrals	20 this period	34 to date
LAIEF requests actioned	17 this period	80 to date

**Whistleblowing/Referrals**

Whistleblowing and referral cases closed/being investigated since the last Audit Committee are as follows:

File Ref	Description	Status
17/18 17-24	Discrepancy with Corporate Appointee Account	Closed – no fraud detected but control improvements identified and recommendations agreed.
17/18 17-52	Council Tax Discount	Ongoing Investigation
17/18 17-55	Council Tax Discount/Housing Benefit	Ongoing investigation – referral made to DWP
17/18 17-56	Council Tax Discount/Housing Benefit	Ongoing investigation – referral made to DWP
17/18 17-57	Commercial Property – Occupancy	Closed – no fraud detected
17/18 17-58	Misuse of Expired Blue Badge	Fraud established – reported through BBIS system.
17/18 17-65	Council Tax Discount	Ongoing investigation – referral made to DWP
17/18 17-66	Council Tax Discount	Closed – no fraud detected.

**4 Corporate Fraud Activity (Continued)**

<b>File Ref</b>	<b>Description</b>	<b>Status</b>
17/18 17-68	Council Tax Exemption	Closed – no fraud detected.
17/18 17-71	Council Tax Exemption	Closed – no fraud detected.
17/18 17-72	Misuse of Corporate Purchase Card	Closed – no fraud detected but control improvements identified and recommendations agreed.
17/18 17/73	Council Tax Discount	Closed – no fraud detected.
17/18 17/75	Misuse of Flexi Scheme	Referred to Service.
17/18 17/76	Council Tax Exemption	Ongoing investigation.
17/18 17/77	Misappropriation of School Funds	Referred to Service.
17/18 17/78	Council Tax Exemption	Closed – no fraud detected.
17/18 17/80	Council Tax Discount	Closed – no fraud detected.
17/18 17/81	Council Tax Liability	Closed – no fraud detected.
17/18 17/82	Misuse of Blue Badge	Closed – misuse established and badge seized. Referred to Renfrewshire Council.
17/18 17/83	NDR Relief	Closed – no fraud detected.
17/18 17/84	Council Tax Reduction	Closed – no fraud detected.
17/18 17/85	Expired Blue Badge	Closed - Misuse established. Referred to Clackmannanshire Council.
17/18 17/86	Council Tax Reduction	Closed – no fraud detected
17/18 17/87	Expired Blue Badge	Closed – misuse established and badge seized.
17/18 17/89	Misuse of Blue Badge	Closed – misuse established and letter issued to badge holder.
17/18 17/90	Council Tax Discount	Ongoing investigation.

**5 Ad hoc activities undertaken since the previous Audit Committee**

- 5.1 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.
- 5.2 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.
  - Review of SPT Grant Claims.

**INVERCLYDE COUNCIL INTERNAL AUDIT**  
**REPORT TO AUDIT COMMITTEE ON**  
**STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (RED AND AMBER ONLY)**  
**AT 30 NOVEMBER 2017**

**Summary: Section 1 Summary of Management Actions due for completion by 30/11/17**

There was one action due for completion by 30 November 2017 which has been reported as complete by management.

**Section 2 Summary of Current Management Actions Plans at 30/11/17**

At 30 November 2017 there were no audit reports delayed due to management not finalising the action plan within agreed timescales.

**Section 3 Current Management Actions at 30/11/17**

At 30 November 2017 there was a total of 3 current audit action points.

**Section 4 Analysis of Missed Deadlines**

At 30 November 2017 there was one audit action point where the agreed deadline 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 30.11.17**

**SECTION 2**

<b>Directorate</b>	<b>No. of Actions Due</b>	<b>No. of Actions Completed</b>	<b>Deadline missed Revised date set*</b>	<b>Deadline missed Revised date to be set*</b>
Environment, Regeneration & Resources	1	1		
Health and Social Care Partnership (HSCP)				
Education, Communities and Organisational Development				
<b>Total</b>	<b>1</b>	<b>1</b>		

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

In addition, there were 6 actions due for completion by 31 December 2017 which have been reported as completed by management:-

<b>Action</b>	<b>Owner</b>	<b>Expected Date</b>
<b>Corporate Health and Safety (September 2016)</b>		
<b>Approving priorities for the Corporate Health &amp; Safety Team (Amber)</b>		
Once agreed the Health & Safety Plan priorities will be placed on “Inverclyde Performs” with set dates for review and reporting.	<b>Health and Safety Team Leader</b>	<b>31.12.17</b>
Services will be involved in providing quarterly updates to the Corporate Health & Safety Committee.	<b>Health and Safety Team Leader</b>	<b>31.12.17</b>
The use of “Inverclyde Performs” will be investigated as a means for monitoring individual key actions relating to health and safety audit and inspection reports.	<b>Health and Safety Team Leader</b>	<b>31.12.17</b>
<b>Planning and managing health and safety audits and inspections (Amber)</b>		
Work with Internal Audit to establish if a rolling programme for the Health & Safety portion of the Control Self-Assessment audits could be put into place.	<b>Health and Safety Team Leader</b>	<b>31.12.17</b>
<b>Applying data retention policy to health and safety information (Amber)</b>		
The retention and disposal policy will be checked for compliance and the Information Governance Officer will be advised of any changes which may be required.	<b>Health and Safety Team Leader</b>	<b>31.12.17</b>
The feasibility of using the Figtree system for managing health and safety information is currently being explored.	<b>Health and Safety Team Leader</b>	<b>31.12.17</b>

**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 30.11.17**

**SECTION 2**

**CURRENT ACTIONS BY DIRECTORATE**

<b>Education, Communities and Organisational Development</b>	
Due for completion March 2018	2
Due for completion April 2018	1
<b>Total Actions</b>	<b>3</b>
<b>Total current actions:</b>	<b>3</b>



**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 30.11.17**

**SECTION 3**

**Education, Communities and Organisational Development**

Action	Owner	Expected Date
<b>CSA – Education (March 2016)</b>		
<p><b>Financial Training for Senior Management (Amber)</b> School Support Managers will, in consultation with relevant Education Headquarters and Finance officers;</p> <ul style="list-style-type: none"> <li>• assess the financial training needs of Heads/Depute Heads of Establishment and Principal Teachers and maintain adequate records of those training needs;</li> <li>• ensure that training in financial matters is delivered uniformly across all establishments and strike an appropriate balance between formal and informal training;</li> <li>• organise refresher training in financial matters for Heads/Depute Heads of Establishment and Principal Teachers;</li> <li>• organise the consistent logging of training in financial matters; and</li> <li>• ensure that financial best practice is formally and routinely shared across all establishments.</li> </ul>	<b>School Support Managers</b>	<b>31.03.18*</b>
<b>Corporate Health and Safety (September 2016)</b>		
<p><b>Planning and managing health and safety audits and inspections (Amber)</b> Relevant action will then be taken if Figtree can be used to track audits.</p>	<b>Health and Safety Team Leader</b>	<b>30.04.18</b>
<p><b>Applying data retention policy to health and safety information (Amber)</b> Feasibility of using Figtree for Health and Safety information is now complete and functionality is now being tested with a view to populating the system by the end of the financial year 2017/2018. (New Action)</p>	<b>Health and Safety Team Leader</b>	<b>31.03.18</b>

\* See 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)  
ANALYSIS OF MISSED DEADLINES**

**SECTION 4**

Report	Action	Original Date	Revised Date	Management Comments
<b>CSA Education (March 2016)</b>	<p><b>Financial Training for Senior Management (Amber)</b> School Support Managers will, in consultation with relevant Education Headquarters and Finance officers;</p> <ul style="list-style-type: none"> <li>• assess the financial training needs of Heads/Depute Heads of Establishment and Principal Teachers and maintain adequate records of those training needs;</li> <li>• ensure that training in financial matters is delivered uniformly across all establishments and strike an appropriate balance between formal and informal training;</li> <li>• organise refresher training in financial matters for Heads/Depute Heads of Establishment and Principal Teachers;</li> <li>• organise the consistent logging of training in financial matters; and</li> <li>• ensure that financial best practice is formally and routinely shared across all establishments.</li> </ul>	<b>31.01.17</b>	<b>31.03.18</b>	There have been a lot of changes at Head of Establishment level. A programme of training for all Heads of Establishment will be implemented during 2017/2018 financial year.

**INVERCLYDE COUNCIL INTERNAL AUDIT  
REPORT TO AUDIT COMMITTEE ON  
STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (RED AND AMBER 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 as at 30 November 2017.

<b>Audit Year</b>	<b>Total Agreed Actions</b>	<b>Total Actions Completed</b>	<b>Total Current Actions Not Yet Due*</b>		
			<b>Red</b>	<b>Amber</b>	<b>Green</b>
2008/2009	214	214	0	0	0
2009/2010	194	194	0	0	0
2010/2011	118	118	0	0	0
2011/2012	62	62	0	0	0
2012/2013	76	76	0	0	0
2013/2014	116	115	0	0	1
2014/2015	77	74	0	0	3
2015/2016	52	50	0	1	1
2016/2017	66	55	0	2	9
2017/2018	18	3	0	0	15
<b>Total</b>	<b>993</b>	<b>960</b>	<b>0</b>	<b>3</b>	<b>29</b>

\*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 AMBER actions are included in Section 3 of the follow up report.