

AGENDA ITEM NO: 3

Report To: Audit Committee Date: 26 August 2014

Report By: Acting Corporate Director Environment, Report No: AC/83/14/AP/APr

Regeneration and Resources

Contact Officer: Andi Priestman Contact No: 01475 712251

Subject: Internal Audit Progress Report - 31 March to 1 August 2014

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 31 March to 1 August 2014 is attached as an **Appendix 1** to this report since its content is essential to the understanding of the Council's control environment.

2.0 SUMMARY

- 2.1 Four internal audit report have been finalised since the last Audit Committee meeting:
 - Debt Recovery;
 - Property Maintenance;
 - Trading Standards; and
 - Provision of School Meals.
- 2.2 These report contain a total of 10 issues categorised as follows:

Red	Amber	Green		
0	0	18		

- 2.3 The fieldwork for the 2013/14 audit plan is complete and all reports now finalised.
- 2.4 The fieldwork for the 2014/15 audit plan is underway and the current status of the plan is as follows:-

Stage	Number of Reports
Final Report	0
Draft Report	3
Fieldwork Complete	0
Fieldwork in Progress	2
Planning	2
Not started/Deferred	10
Total	17

2.5 In relation to Internal Audit follow up, there were 3 items due for completion by 30 June 2014 and all items have been reported as completed by management. The current status report is attached at **Appendix 2**

3.0 RECOMMENDATIONS

3.1 It is recommended that Members agree to note the progress made by Internal Audit in the period from 31 March to 1 August 2014.

Alan Puckrin
Acting Corporate Director Environment, Regeneration and Resources

4.0 BACKGROUND

- 4.1 In April 2014, the Audit Committee approved the current Internal Audit Annual Plan which detailed a programme of activity to be undertaken during 2014-15.
- 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 the CMT and the Audit Committee.

5.0 CURRENT POSITION

- 5.1 Four internal audit reports have been finalised since the last Audit Committee meeting in February 2014.
- 5.2 The fieldwork for the 2013/14 plan is now complete and all reports are now finalised.
- 5.3 The fieldwork for the 2014/15 plan is underway and the current status of the plan is as follows:

Stage	Number of Reports
Final Report	0
Draft Report	3
Fieldwork Complete	0
Fieldwork in Progress	2
Planning	1
Not started/Deferred	11
Total	17

5.4 There are 19 current action points being progressed by officers. Three actions were due for completion by 30 June 2014 and all items have been reported as completed by management.

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
31 March to 1 August 2014

INVERCLYDE COUNCIL – REPORT ON INTERNAL AUDIT ACTIVITY FROM 31 MARCH TO 1 AUGUST 2014

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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:

	In our opinion the control environment is insufficient to address the risk and this could impact the Council as a whole.						
Red	Corrective action must be taken and should start immediately.						
	Overseen to completion by Corporate Management Team.						
	 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. 						
Amber	Corrective action must be taken (some exceptions may be agreed with IA) within reasonable timeframe.						
	Overseen to completion by Head of Service.						
	 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. 						
Green	 Process improvements/efficiencies may be actioned at management discretion in consultation with Internal Audit (IA). 						
	Managed by service owner.						

1.2 Four reports have been finalised since the April 2014 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 reviews.

	Grading			
Reports finalised since previous Audit Committee	Red	Amber	Green	Total Number of Issues
2013/2014 plan				
Debt Recovery	0	0	5	5
Property Maintenance	0	0	3	3
Trading Standards	0	0	4	4
Provision of School Meals	0	0	6	6
Total	0	0	18	18

Other activities

Risk Management

1.4 Risk Management is the subject of separate reporting to Audit Committee and a full report is submitted separately on a 6-monthly basis.

1.5 Internal Audit Action Plan Follow Up

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 reports issued after 28 March 2014.

Debt Recovery

- 2.2 The effective management and collection of debt is an essential contributor to the Council's financial resource and maximises income available to provide services. To achieve this, the debt recovery team aims to collect debt promptly, effectively and efficiently while ensuring fair treatment to all debtors. The debt recovery team works in conjunction with the Council's Debt Recovery Partner, Alex M Adamson, who provides an effective service in the collection of Inverclyde Council's Council Tax and Non Domestic Rates.
- 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 over the key risks faced by Inverclyde Council in relation to Debt Recovery.
- 2.4 The overall control environment opinion for this audit was **Strong**. Areas of good practice were identified as follows:
 - The Debt Recovery Team is an established team where low staff turnover contributes to the high levels of knowledge and performance; and
 - The Debt Recovery Partner, Alex M Adamson, demonstrated a strong overall commitment to providing an effective debt recovery service to enable Inverclyde Council to achieve its main objectives.
- 2.5 The audit identified a total of 5 GREEN issues which, if implemented, will enhance the control environment and an action plan is in place to address all issues by 30 September 2014.

Property Maintenance

- 2.6 The Council owns a number of buildings which are integral to the delivery of local services. These buildings vary in condition, size and public usage. It is therefore important that the Property Maintenance Team and appropriate Service staff apply effective processes for managing repairs, especially those which are health and safety related. To this end the Property Maintenance Team deploys a £1.4m central repairs budget for organising approximately 4,000 repairs each year.
- 2.7 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 Invercive Council in relation to property maintenance.

- 2 Summary of main findings from reports issued since previous Audit Committee (Continued)
- 2.8 The overall control environment opinion for this audit was **Strong**. Areas of good practice were identified as follows:-
 - During the review officers emphasised the priority given to resolving health and safety related property repairs and the good working relationships they have with Property Maintenance Officers; and
 - The Property Maintenance Team demonstrated a strong overall commitment to effectively managing property repairs across the Council with cash-limited resources.
- 2.9 The audit identified a total of 3 GREEN issues which, if implemented, will enhance the control environment. An action plan is in place to address all issues by 30 September 2014.

Trading Standards

- 2.10 The primary objective of the Trading Standards Service is to ensure legislation is complied with. The Service aims to protect the citizens of Inverclyde and ensure as far as possible fair trading between businesses. A comprehensive range of trading standard services are provided which includes fair trading, door stop crime, age-restricted sales, counterfeit goods, business advice, weights and measures and animal health.
- 2.11 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 Invercive Council in relation to trading standards.
- 2.12 The overall control environment opinion for this audit was **Strong**. Areas of good practice were identified as follows:-
 - The Trading Standards Officers have substantial experience in their roles and a detailed knowledge of legislation governing the Service; and
 - We observed a strong customer focus and good working relationships with other Services and external agencies.
- 2.13 The review identified a total of 4 GREEN issues and an action plan is in place to address all issues by 31 May 2015.

Provision of School Meals

- 2.14 Inverciyde Council has a statutory responsibility to provide free school meals and Facilities Management aims to provide all school meals in a safe manner and in accordance with the relevant legislation. The Service also assists with the promotion of the school meals service, with a view to increasing uptake.
- 2.15 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 Invercive Council in relation to the provision of school meals.
- 2.16 The overall control environment opinion for this audit was **Strong**. Areas of good practice were identified as follows:-
 - We observed that the catering staff had a strong customer focus and good working relationships with other members of staff working at the schools; and
 - Methodical planning of work is undertaken by experienced staff to deliver a high quality service.

- 2 Summary of main findings from reports issued since previous Audit Committee (Continued)
- 2.17 The review identified a total of 6 GREEN issues and an action plan is in place to address all issues by 30 November 2014.

3. Audit Plan for 2013/14 – Progress to 1 August 2014

Planned Audit Cover	Planning	TOR Issued	Fieldwork in Progress	Fieldwork Complete	Draft Report	Report Finalised	Reported to Audit Committee
Risk-Based Reviews							
Property Asset Management		$\sqrt{}$	$\sqrt{}$				
Environmental Health	V	V	V	$\sqrt{}$			
Libraries and Museums	V	V					
Grounds Maintenance – Whinhill Golf Course	V						
Homecare – CM2000 System	V	V	V				
Complaints Handling - CHCP							
Quality Assurance - CHCP							
Business Support - CHCP							
Limited Scope Financial System Reviews	•						
Payroll and Expenses							
Treasury Management							
Follow Up Reviews							
Homelessness							
Regularity Audits							
CSA CHCP		V	V	$\sqrt{}$	$\sqrt{}$		
CSA Education							
Performance Reviews							
SOLACE Indicators	V	V	V	$\sqrt{}$			
Performance Management - ECS							
Technical Services							
Corporate Governance		-					
Annual Governance Statement 2013-2014	14 Input provided by CIA.						
Projects/Key Change Initiatives							
Information Governance and Management	Input provided by CIA via Information Governance Steering Group.						

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 input to the information governance working group.
 - Providing relevant input to inform the Council's approach to the Annual Governance Statement/Local Code of Governance.

INVERCLYDE COUNCIL INTERNAL AUDIT

REPORT TO AUDIT COMMITTEE ON STATUS OF INTERNAL AUDIT ACTION PLAN POINTS (RED AND AMBER ONLY) AT 30 JUNE 2014

Summary: Section 1 Summary of Management Actions due for completion by 30/06/14

There were 3 items due for completion by 30 June 2014, and all items have been reported as completed by management.

Section 2 Summary of Current Management Actions Plans at 30/06/14

At 30 June 2014 there were no audit reports delayed due to management not finalising the action plan within agreed timescales.

Section 3 Current Management Actions at 30/06/14

At 30 June 2014 there was a total of 19 current audit action points.

Section 4 Analysis of Missed Deadlines

At 30 June 2014 there was a total of 5 audit action points 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 30.06.14

SECTION 2

Directorate	No. of Actions Due	No. of Actions Completed	Deadline missed Revised date set*	Deadline missed Revised date to be set*
Environment, Regeneration & Resources	1	1		
Community Health & Care Partnership (CHCP)				
Education, Communities and Organisational Development	2	2		
Total	3	3		

^{*} These actions are included in the Analysis of Missed Deadlines - Section 4

SECTION 2

CURRENT ACTIONS BY DIRECTORATE

Environment, Regeneration and Resources					
Due for completion July 2014	1				
Total Actions	1				
Community Health and Care Partnership					
Due for completion August 2014	3				
Due for completion September 2014	2				
Due for completion October 2014	2				
Due for completion November 2014	7				
Due for completion February 2015	1				
Due for completion March 2015	1				
Total Actions	16				
Education, Communities and Organisational Development					
Due for completion September 2014	1				
Due for completion October 2014	1				
Total Actions	2				
Total current actions:	19				

SECTION 3

Environment, Regeneration and Resources

Action	Owner	Expected Date
Corporate Purchase Cards Follow Up Review (August 2013)		
 Appropriateness of Authorisation Limits (Amber) The Payments & Control Team will: maintain a list of corporate purchase card holders validate the list of corporate purchase cardholders annually by contacting relevant Service Managers; and for each cardholder confirm that their purchase card transaction limit does not exceed their FMS creditors' limit. Purchase card transaction limits which are found to exceed creditor limits will be aligned following discussions between all relevant officers, including Service Managers and Corporate Procurement staff when appropriate. 		31.07.14*

Community Health & Care Partnership

Action	Owner	Expected Date
Homelessness (January 2010)		
Writing-off irrecoverable rent arrears (Amber) Management will review current arrears position and consider write off.	Service Manager (Homelessness)	30.09.14*
Management will consider processes and procedures for monitoring bad debts and introduce a system for write offs which will include: (a) Submitting cases to Chief Financial Officer for write off approval in order to comply with Council Financial Regulations (b) Seeking advice from the Social Work Accountant on how to create ongoing bad debt provision to fund write offs (c) maintaining adequate records of all write off activity		

^{*} See Analysis of Missed Deadlines - Section 4

SECTION 3

Community Health & Care Partnership (Continued)

Action	Owner	Expected Date
Information Governance and Management (May 2009)		
People (Amber)		
Security awareness will be promoted using awareness	Corporate	31.10.14*
materials such as brochures, posters or web based documents	Director CHCP	
and through structured education/training programmes or		
computer based training. Training will be made compulsory for		
all staff to create security positive behaviour.		
Process (Amber)		
Processes will be developed and implemented to strengthen	Corporate	31.10.14*
the system of internal control over information governance and	Director CHCP	
management. This will include:		
Identifying owners for critical information and systems		
 Investing in secure archiving facilities for appropriate hard 		
copy records that must be retained in accordance with		
relevant legislation.		
Client Accounts – CHCP (March 2014)	T	I
Managing client and trust accounts across CHCP teams		
(Amber)		
CHCP Management will;	0	00.44.44
develop and apply a single assessment mechanism for	Service	30.11.14
creating new clients and trust accounts. The assessment		
process will be informed by the experience of other	(Mental Health and Wellbeing)	
Scottish local authorities whilst complying with relevant	and wellbeing)	
legislation.		
obtain legal advice regarding the validity of the Community	Team Lead	30.11.14
Care client account policy and, if appropriate, the drafting		
of mandates whereby clients consent to support with		
managing their personal finances. If appropriate, all	•	
existing clients will be requested to sign these mandates.		
Salaming offering this periodical to digit those mandates.		
• introduce the Access to Funds scheme for new and		30.11.14
existing clients along with determining the roles of all	Manager	
relevant staff. Initially, a suitable existing case will be used	(Mental Health	
to pilot the move to in-house administration.	and Wellbeing)	
 review and update the policy for trust accounts to allow for 	Service	30.11.14
 review and update the policy for trust accounts to allow for current processes and the ATF scheme. The review will 		
draw on the findings of this audit and best practice obtained	/84 4 1 1 1 141	
from other Scottish local authorities.	and Wellbeing)	
nom other coother room authornes.	3,	

^{*} See Analysis of Missed Deadlines - Section 4

SECTION 3

Community Health & Care Partnership (Continued)

Action	Owner	Expected Date
introduce a specific mechanism for regularly reviewing, recording and reporting to the DWP changes in client circumstances when corporate appointee-ships apply. This mechanism will ensure that the Council fully meets its legal obligations to the DWP in respect of those clients.	Team Lead – CMH/Team Lead CC	31.08.14
 Management will ensure clients and trust accounts where next of kin; are available and co-operate are closed by administrative and frontline staff working together and so continue existing practices; are available but do not co-operate will be closed using a newly developed procedure which allows for the Council's legal obligations and staff roles; and cannot be traced accounts will be closed in line with legal guidance on remitting unclaimed estates to the relevant government department. The working group will seek legal advice on this subject and Finance will close individual trust accounts when required. 	Service Manager (Mental Health and Wellbeing)	30.11.14
CHCP management will; • ensure that implementation of policy for clients and trust accounts is fully co-ordinated across relevant CHCP teams. This will include fully specifying and agreeing staff roles across and within teams;	Service Manager (Mental Health and Wellbeing)	30.11.14
ensure that all relevant officers are fully trained in the revised processes for managing clients and trust accounts.	Service Manager (Mental Health and Wellbeing)	28.02.15
Following implementation of the recommendations arising from this review the Working Group will agree a timetable for examining the costs and benefits of using electronic client account management services.	Manager	31.03.15
Where appropriate the above recommendations will be implemented following consultation with Finance staff and Legal & Democratic Services.		

^{*} See Analysis of Missed Deadlines - Section 4

SECTION 3

Community Health & Care Partnership (Continued)

Action	Owner	Expected Date
Reconciling Community Care client accounts (Amber) Community Care administration staff will ensure that daily input into the clients account spreadsheet is checked by a separate officer in order to promptly identify and correct any input errors. This will include a sign-off as "prepared by" and "checked by".	Business Support Co- Ordinator	31.08.14
Reconciling trust bank accounts (Amber) As a one-off exercise Finance staff will work with relevant administration staff and Business Support Co-ordinators to ensure that all trust bank accounts are regularly reconciled against newly created cashbook records.	Finance Supervisor	30.09.14
Security arrangements over clients cash held by Community Mental Health (Amber) Management will review the security arrangements over clients' cash held by Community Mental Health (CMH) administration staff within Crown House and comply with the Audit Guidance Circular on the security of keys.	Business Support Co- Ordinator	31.08.14
Clarification will be obtained from the Council's Insurance Officer that insurance cover applies to clients trust account cash balances held within Crown House. If necessary, arrangements will be made to supply the Council's insurer with technical details of the safe used to hold clients monies. In addition, this subject will be examined to ensure that all safes operated in similar circumstances across the CHCP are covered by insurance.	Head of Administration	30.11.14

^{*} See Analysis of Missed Deadlines - Section 4

SECTION 3

Education, Communities and Organisational Development

Action	Owner	Expected Date
Travel and Subsistence (June 2010)		
The anomaly in the mileage rates where teachers are paid a	HR Manager	31.10.14*
higher rate will be further investigated and a common approach	(Organisational Development)	
adopted which uses the Inland Revenue rate of 45p per mile to	Development)	
ensure that all employees are treated fairly and equitably.		
Control Self-Assessment – Education (April 2013)		I
Managing Pupil Transport (Amber)		
Education management will convene a short life working group	Policy &	30.09.14
to fully identify and actively manage the issues involving	Commissioning	
contract buses. The working group will:	Team Leader	
 examine greater use of Strathclyde Passenger Transport's complaints procedure; clarify the role of Schools Support Managers and Headquarters staff in managing pupil transport, including the production of appropriate action plans; and 		
ask Head Teachers to advise the working group of any other unresolved issues associated with contract buses.		

^{*} 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

		Original	Revised	
Report	Action	Date	Date	Management Comments
Homelessness (January 2010)	Writing-off irrecoverable rent arrears (Amber) Management will review current arrears position and consider write off. Management will consider processes and procedures for monitoring bad debts and introduce a system for write offs.	30.09.10 31.12.10 31.05.11 30.09.11 31.01.12 30.06.12 31.01.13 31.10.13 01.04.14	30.09.14	The new rent accounting system will allow for the management of rent arrears and write-offs.
Information Governance and Management (May 2009)	People (Amber) Security awareness will be promoted using materials such as brochures, posters or web based documents and through structured education/training programmes and computer based training. Training will be compulsory for all staff to create security positive behaviour.	31.03.11 31.12.12 01.04.14	31.10.14	A number of Data Protection workshops have been facilitated by Legal Services which have been attended by a number of Services across the Council. Further workshops have been organised for the remainder of 2014. A communication briefing was issued in March and April 2014 to sign-post staff to relevant e-learning modules on Brightwave. New start induction checklist is being reviewed and updated to ensure that new employees do not get access to corporate information systems until they have completed the e-learning training.

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

		Original	Revised	
Report	Action	Date	Date	Management Comments
•				•
Information	Process (Amber)	31.03.11	31.10.14	The information classification system was
Governance and	Processes will be developed and implemented	31.12.12		approved at P&R Committee on 13 August
Management (May	to strengthen the system of internal control over			2013.
2009)	information governance and management. This			
	will include:			A records management sub-group has
	Identifying owners for critical information and			been formed and will take the remaining
	systems			actions forward. A progress report was
	Developing an options appraisal in relation to			presented to the February P&R Committee
	secure archiving facilities for appropriate hard			and the February Audit Committee.
	copy records that must be retained in			
	accordance with relevant legislation.	04.40.40	04.40.44	
Travel and	Value for Money – Mileage Claims (Amber)	31.12.10	31.10.14	A local agreement will be presented to the
Subsistence (June	The anomaly in the mileage rates where	31.03.11		LNCT in September and to P&R thereafter.
2010)	teachers are paid a higher rate will be further	30.04.11		
	investigated and a common approach adopted	30.09.11		
	which uses the Inland Revenue rate of 45p per	31.03.12		
	mile to ensure that all employees are treated	31.03.14		
0 1 -	fairly and equitably.	04.04.44	04.07.44	Mark to the second of the second to the second of
Corporate	Appropriateness of Authorisation Limits	31.01.14	31.07.14	Work is underway to address this issue but
Purchase Cards –	(Amber)	31.03.14		has been delayed due to requests for
F/Up Review	The Payments & Control Team will:			cardholder transaction limits from the back
(August 2013)	maintain a list of CPC holders			and year end deadlines.
	validate the list of corporate purchase			
	cardholders annually by contacting relevant			
	Service Managers; and			
	for each cardholder confirm that their			
	purchase card transaction limit does not			
	exceed their FMS creditors' limit.			

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 June 2014.

	Total	Total	Total Current Actions		
Audit Year	Agreed Actions	Actions Completed	Red	Amber	Green
2006/2007	26	26	0	0	0
2007/2008	174	174	0	0	0
2008/2009	214	212	0	2	0
2009/2010	194	191	0	2	1
2010/2011	118	118	0	0	0
2011/2012	62	62	0	0	0
2012/2013	76	74	0	1	1
2013/2014	116	63	0	14	39
Total	980	920	0	19	41