# **South Ayrshire Council**

# Report by Chief Internal Auditor to Audit and Governance Panel of 9 November 2022

# Subject: Internal Audit - Progress Report

- (i) Progress of Annual Internal Audit Plan 2022/23
- (ii) Implementation of Internal Audit Action Plans
- (iii) Quality Assurance and Improvement Programme Update

## 1. Purpose

1.1 The purpose of this report is to advise Members of internal audit's progress of the 2022/23 internal audit plan, directorate progress against implementation of internal audit action plans and the status of the current Quality Assurance and Improvement Programme.

#### 2. Recommendation

2.1 It is recommended that the Panel considers the content of this report.

#### 3. Background

- 3.1 Progress against the Internal Audit annual plan and implementation of actions is reported to the Audit and Governance Panel on a quarterly basis. The last quarterly progress report was reported to Panel on 9 September 2022 and included progress for the first quarter of 2022/23 to 30 June 2022.
- 3.2 This report provides an update on the progress of the 2022/23 Annual Internal Plan to 30 September 2022 and the progress of implementation of Internal Audit actions to 4 October 2022.
- 3.3 The Public Sector Internal Audit Standards (PSIAS) requires the Chief Internal Auditor to maintain a Quality Assurance and Improvement Programme (QAIP) that covers all aspects of the internal audit activity and report the results of this to the Panel. Progress against the 2022/23 QAIP is included at section 4.5 of this report.

#### 4. Proposals

#### 4.1 Progress of Internal Audit Plan 2022/23

4.1.1 A summary of the status all 2022/23 assignments can be found in <a href="Appendix 1">Appendix 1</a>. There have been no final reports issued between the last quarterly report and 30 September 2022.

#### 4.2 Performance Indicators 2022/23

- 4.2.1 Three performance indicators are included in the plan for 2022/23:
  - Productivity/utilisation (para 4.2.2);
  - Percentage of reviews completed in audit plan (para 4.2.4); and
  - Number of ad-hoc requests and investigations (para 4.2.5).
- 4.2.2 As at 30 September 2022, direct audit time for 2022/23 was as follows:

	Target %	2022/23	2021/22	2020/21	
Direct	82%	79.8%	80.0%	76.9%	
Indirect	12%	10.5%	13.5%	18.0%	
Management	6%	10.7%	6.5%	5.1%	
	100%	100%	100%	100%	

- 4.2.3 The proportion of time allocated to management during the period is high due to the time spent recruiting and supporting new members of staff and updating Internal Audit procedures.
- 4.2.4 The internal audit plan for 2022/23, approved by the Panel on 22 June 2022, includes 27 deliverable assignments for South Ayrshire Council. The full plan including the status of each assignment is at <a href="Appendix 1">Appendix 1</a>. A summary of the 2022/23 plan completion for SAC deliverable assignments as at 30 September 2022 is included in the table below:

Status	No. of Deliverables	Percentage
Complete	0	0%
Work in progress	10	37%
Not started	17	63%
Total	27	100%

- 4.2.5 Time allocations which fall within the 'Other' category are detailed in <a href="Appendix 1">Appendix 1</a> and include allocations for contingency, ad-hoc requests for advice and guidance and investigations.
  - Investigations there have been four complaints received in the six month period to 30 September. One investigation was concluded by Internal Audit and the complaint was not substantiated. Three investigations are being completed by the relevant service with input from Internal Audit where required. A controls report including recommended improvement actions is currently being drafted for one area.
  - Advice and guidance is provided throughout the year on an ad-hoc basis as required. Advice in relation to service users' cash and the Council's Travel Policy has been provided by Internal Audit during the six month period to 30 September 2022.

 Contingency – time has been allocated from contingency to review the arrangements for awarding grants through the Ayrshire Rural and Island Ambition Fund (ARIA). Additional time will be allocated to ARIA in March 2023 to sample check grants awarded through this fund. Time has also been allocated to review the proposed changes to the Council's Ambition Programme administered by Economic Development.

#### 4.3 Mid-Year Review of Annual Internal Audit Plan

- 4.3.1 Management information is retained for all assignments which tracks progress of the assignment from the terms of reference at the outset through to the issue of the draft report, and ultimately to the issue of the final report. This management information is used to review progress of the assignment against the budgeted audit days in the plan, assign work within the team and track overall completion of the plan.
- 4.3.2 Although the number of audits completed as at 30 September 2022 is lower at this point of the year than in previous years, this is mainly due to maternity leave and a vacancy within the service during the first six months of the year. The service has been operating with a full complement of staff since 13 September 2022 and there are no concerns at this stage over the completion of the 2022/23 Internal Audit Plan.
- 4.3.3 In addition there have been no new areas of risk identified since approval of the plan and it is anticipated that, subject to no large scale fraud investigations being required, any unforeseen areas that require input from Internal Audit can be met from time already allocated within the annual plan. Therefore it has not been necessary to revise the Internal Audit Plan approved by Panel on 22 June 2022. Should this change approval will be sought from this Panel.

#### 4.4 Implementation of Internal Audit Action Plans

- 4.4.1 Nine follow up assignments are included in the 2022/23 internal audit plan. Draft reports have been issued for two follow up assignments. The remaining assignments will be programmed into the Internal Audit work plan in line with agreed action implementation dates.
- 4.4.2 The follow up of all other audit action points is undertaken through review of Pentana, where all recommendations are uploaded for management action. Quarterly alerts are issued from Pentana to action owners requesting action status to be updated.
- 4.4.3 There are currently no overdue actions and 23 actions due for completion in the next six months. Full details of these action points are included in <a href="https://example.com/appendix2">Appendix 2</a>.
- 4.4.4 Extensions to due dates have been requested for five actions. This is mainly because completion of the action is dependent on the implementation of Oracle Fusion which is estimated to be around March 2023.
- 4.4.5 At the AGP of 7 September 2022 Members requested that, where more than two extension to due dates have been requested, a representative

from the service should attend the AGP and provide an explanation for the request. There has been no such request since the September meeting.

# 4.5 Quality Assurance and Improvement Programme (Compliance with PSIAS)

- 4.5.1 A quality assurance and improvement programme (QAIP) designed to enable an evaluation of the internal audit activity's conformance with PSIAS is in place with Internal Audit. The QAIP also assesses the efficiency and effectiveness of the service and encourages and identifies opportunities for improvement.
- 4.5.2 The QAIP includes both internal and external assessments. External assessments must be conducted at least once every five years by a qualified, independent assessor or assessment team from outside the organisation. The previous external assessment was undertaken in 2017/18 by the Chief Internal Auditor of East Renfrewshire Council. The next external review is scheduled for this year and will be undertaken by the Chief Internal Auditor of Midlothian Council in November 2022.
- 4.5.3 While monitoring of the service is undertaken on an ongoing basis, in line with the performance indicators at 4.2 above and improvements made where required, a formal periodic self-assessment is also required. This is carried out annually by a member of the internal audit team and is currently ongoing. The results of both the internal and external assessments will be included within the quarterly update report to Panel once completed.

# 5. Legal and Procurement Implications

- 5.1 There are no legal implications arising from this report.
- 5.2 There are no procurement implications arising from this report.

#### 6. Financial Implications

6.1 Not applicable.

#### 7. Human Resources Implications

7.1 Not applicable.

#### 8. Risk

8.1 Audit reports include, in the action plans, a separate risk assessment detailing the risk of not implementing each of the Internal Audit recommendation. A recommendation to consider whether the Directorate risk register requires to be updated to reflect issues raised within the report is also included in the report. In addition, quarterly meetings have been set up between Risk and Safety and Internal Audit to ensure new emerging risks are included in Council Risk Registers and the Annual Internal Audit Plan where required.

#### 8.2 Risk Implications of Adopting the Recommendations

8.2.1 There are no risks associated with adopting the recommendations.

# 8.3 Risk Implications of Rejecting the Recommendations

8.3.1 Rejecting the recommendation could result in failure to perform a scrutiny role in relation to the application of the Public Sector Internal Audit Standards (PSIAS).

# 9. Equalities

9.1 The proposals in this report allow scrutiny of performance. The report does not involve proposals for policies, strategies, procedures, processes, financial decisions and activities (including service delivery), both new and at review, that affect the Council's communities and employees, therefore an equality impact assessment is not required.

### 10. Sustainable Development Implications

10.1 Considering Strategic Environmental Assessment (SEA) - This report does not propose or seek approval for a plan, policy, programme or strategy or document otherwise described which could be considered to constitute a plan, programme, policy or strategy.

## 11. Options Appraisal

11.1 An options appraisal has not been carried out in relation to the subject matter of this report.

#### 12. Link to Council Plan

12.1 The matters referred to in this report contribute to Commitment 1 of the Council Plan: Fair and Effective Leadership/ Leadership that promotes fairness.

#### 13. Results of Consultation

- 13.1 There has been no public consultation on the contents of this paper.
- 13.2 Consultation has taken place with Councillor Ian Davis, Portfolio Holder for Finance, Human Resources and ICT, and the contents of this report reflect any feedback provided

Background Papers Proposed Internal Audit Plan 2022-23

**Public Sector Internal Audit Standard** 

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Date: 27 October 2022

# Appendix 1

# PROGRESS AGAINST INTERNAL AUDIT PLAN 2022/23

No	Audit Area	Objectives	Link to Council Plan	Link To Risk Register	Estimated Days	Progress
Key Co	rporate Systems					
1	Main Accounting	Anti-Fraud Review - NDR Relief Review (Joint review between Internal Audit and Corporate Fraud)	4.4	4	15	Not started
2	HR and Payroll	Conflict of Interests - Review of arrangements in place to ensure conflict of interests are declared. (consider using NFI report for sample checking).	1.2	3/10	15	Work In Progress
Governa	ance/Best Value					
3	Following the Public Pound	Ayrshire Growth Deal Testing of internal governance arrangements	4.1	1	20	Not started
4	Contract Audit	Review of arrangements in place around the use of HubSW	5.2	9	20	Not started
5	Transformational Change	Follow up of the 2021/22 Change Management assignment - review of progress of the South Ayrshire Way Change Programme specifically in relation to transformational change projects and COVID recovery.	1/2.5/4.2	1	20	Not started
6	National Fraud Initiative	Commencement of 2022/23 Data Matching exercise	-	4	10	Work In Progress
ICT Aud	liting					
7	System Access Control	Review process and controls over granting and removing access to Council System and Data.	6.2	11	30	Work In Progress
Director	rates					
8	Place	Void Repairs - Procedural Review	1.3/5.2	12	25	Work in Progress
9	H&SCP	Fostering & Adoption Payments	3.2	5	15	Not started
10	People	Education Maintenance Allowance (Data Match)	2.3	5	5	Work in Progress

No	Audit Area	Objectives	Link to Council Plan	Link To Risk Register	Estimated Days	Progress			
11	H&SCP	Review of progress against implementation of Care Inspectorate/Scottish Government Improvement Plans	3	5	15	Not started			
12	Place	Review of Climate Change Public Sector Report (CCPSR) (Sample Check return to confirm supporting documentation available to support the contents)	6.1	1/3	20	Not started			
13	Finance, Economic Dev, Regulatory	Review of COVID-19 business grants	eview of COVID-19 business grants 4.4 4/9 10						
Regular	ity								
14	Schools	Internal Control Self-Assessment Toolkit - Initial Rollout and Management of the Annual Process	t of the Annual Process						
15	Social Work Locations	Internal Control Self-Assessment Toolkit - Management of the Annual Process	3	4	5	Not started			
16	Continuous auditing	Development of Continuous Auditing to other key risk areas including procurement and payroll							
Follow I	Jp Reviews								
17	Main accounting	Follow up of 2020/21 Findings	1	9	3	Not started			
18	Benefits	Benefits - Scottish Welfare Fund	1.4	9	2	Draft Report Issued			
19	Following the Public Pound	Ayrshire Growth Deal	4.1	9	4	Draft Report Issued			
20	ICT Auditing	PCI DSS	6.2	11	3	Not started			
21	Contract Audit	Capital contract	5.2	9	4	Not started			
22	Directorate and other Systems	Controls around Hall letting Procedure	2.4/6.2	4	2	Not started			
23	Directorate and other Systems	Controls around fuel systems	4	4	Not started				
24	Directorate and other Systems	Carefirst	3	4	2	Not started			
25	Regularity	Museums Stores	5.4	4	2	Not started			

No	Audit Area	Objectives	Link to Council Plan	Link To Risk Register	Estimated Days	Progress					
Other Entities											
26	AVJB	AVJB - Core System Review (Migration of CT Data) (Estimated days includes Internal Audit support to the AVJB)	-	-	25	Not started					
27	IJB	Performance Monitoring Arrangements Follow Up of Risk Management Arrangements (Estimated days includes Internal Audit support to the IJB)	-	-	25	Not started					
Other											
28	Investigations	Allowance for investigations of irregularities.	-	4	20	Ongoing					
29	Advice and Guidance	Client requests, advice and consultancy - including participation on working groups	-	-	15	Ongoing					
30	Contingency	Contingency budget for unplanned commitments arising during the year	-	-	30	Ongoing					
31	Closure of prior year assignments	Allowance of time for the closure of prior year audit work into 2021/22	-	-	50	Testing Completed					
32	Management and Audit development	Internal Audit planning, annual reporting, and quarterly reporting	-	-	35	Ongoing					
33	EQA2	South Ayrshire Council independent review of Renfrewshire Council's compliance with PSIAS	-	-	10	Not started					
34	QAIP	Annual self-assessment of compliance with PSIAS	-	-	10	WIP					
TOTAL					497						

# **Overdue Actions**

No overdue actions as at 4 October 2022

# Actions Due within Six Months of Progress Report (31 March 2023)

IA2019/27 Property Leases										
Action	Due Date	Managed By	Assigned To	Latest Note	Status	Progress	Agreed Revisions			
IA2019/27/01 Review of leased property portfolio to ensure that agreements and supporting documents are available.	31-Mar-2023	Louise Reid	Tom Burns	27-Sep-2022 Extension to 31/3/23 granted to allow lease information to be gathered - exercise delayed due to staff being unable to access offices during Covid working restrictions		75%	1st extension granted- 31/3/2021 2nd extension granted- 31/3/2022 3rd extension granted - 31/3/2023			

IA2020/45 Payroll Starters & Leavers										
Action	Due Date	Managed By	Assigned To	Latest Note	Status	Progress	Agreed Revisions			
IA2020/45/01 Procedures for transfers	31-Mar-2023	Eileen Howat	Wendy Wesson	27-Sep-2022 1st Extension granted - 30/6/22 2nd extension granted to Oracle Fusion Go live date expected to be 31/03/2023		90%	1st extension granted 30/06/2022 2nd extension granted to end of oracle fusion project - 31/03/2023			
IA2020/45/03 Recovery of assets	31-Mar-2023	Eileen Howat	Wendy Wesson	27-Sep-2022 1st Extension granted - 30/6/22 2nd extension granted to Oracle Fusion Go live date expected to be 31/03/2023		90%	1st Extension granted - 30/6/22 2nd extension granted to Oracle Fusion Go live date expected to be 31/03/2023			

IA2021/36 Cyber Security										
Action	Due Date	Managed By	Assigned To	Latest Note	Status	Progress	Agreed Revisions			
IA2021/36/04 Exercise in a Box	31-Mar-2023	Stewart McCall	Anne Yeo	30-Sep-2022 Quorum Cyber will work with ICT Security to test the Ransomware playbook before 31 March 2023. If possible, arrangements will be made with the Scottish Business Resilience Centre to attend an Exercise in a Box session with a view to establishing facilitators within South Ayrshire who will be able to perform the testing activities using the tool.		75%	1st Extension Granted - 31/3/2023			

IA2021/40 Main Accounting System Review										
Action	Due Date	Managed By	Assigned To	Latest Note	Status	Progress	Agreed Revisions			
IA2021/40.02 Review to be conducted of old, unused account codes and cost centres surplus to requirements to streamline budget monitoring.	31-Dec-2022	Tim Baulk	Tom Simpson	05-Oct-2022 Review complete and several hundred codes identified for removal. This exercise will take place alongside the timeframe for Oracle Fusion Go-Live.		95%	1st extension granted to 31/12/2022 2nd extension requested to Oracle Fusion Go live date expected to be 31/03/2023			
IA2021/40.06 Format of service level budget monitoring reports for all SAC services to be reviewed to include commitments and obligations to present complete spend against budget.	31-Dec-2022	Tim Baulk	Tom Simpson	05-Oct-2022 New reports have been developed in Oracle Fusion to provide a comprehensive range of information to budget holders. These reports are currently being tested and will be signed off and introduced in line with Go-Live timescales.		85%	1st extension requested to Oracle Fusion Go live date expected to be 31/03/2023			
IA2021/40.10 Internal training to be made available to those with budget monitoring responsibilities to enhance their knowledge and skills to effectively manage their budget.	31-Dec-2022	Tim Baulk	Tom Simpson	05-Oct-2022 Although reasonable progress has already been made across the organisation, the requirement for officer training on budget monitoring should be realigned with the training programme for Oracle Fusion. The provision of new reports and additional, improved information will require Corporate Accounting to train budget holders accordingly in order that they understand the information provided and what it means for budgetary control. This action will likely require an extension in line with Oracle Fusion Go-Live.		50%	1st extension requested to Oracle Fusion Go live date expected to be 31/03/2023			

IA2021/40.11 Format of budget monitoring reports to be reviewed to enable budget holders to drill down on the information presented.  Consideration should be given to providing budget holders with real time budget and expenditure information.	31-Dec-2022	Tim Baulk	05-Oct-2022 Similar to action ref IA2021/40./06. Although it was initially considered that budget holders may have access to the live system, prohibitive licensing costs rendered that unaffordable. However, 'dashboard' and 'infolet' style information have been developed that will enhance the provision of information that can be rolled out to "non-professional" (non-Finance) users. Capability to drill-down through budget monitoring reports has also been developed, which we expect to be able to share with budget holders in some form. These reports are about to enter the testing stage.	80%	1st extension requested to Oracle Fusion Go live date expected to be 31/03/2023
IA2021/40.15 Basis of internal recharges to be reviewed where based on historic pre-approved rates	31-Dec-2022	Tim Baulk	05-Oct-2022 Progress in this area has been hampered by both vacancies and competing priorities across the service, including Annual Accounts, budget development and Oracle Fusion. Some progress has been made and work will continue towards the development of the 2023/24 budget but this work will require to continue into the following financial year before it can be concluded. An extension will be required.	25%	1st extension granted to 31/12/2022 2nd extension requested to 30 June 2023

IA2021/47 ICT Application Controls - Cash Receipting System										
Action	Due Date	Managed By	Assigned To	Latest Note	Status	Progress	Agreed Revisions			
IA2021/47.08 Application Access control standard to be created and communicated to all SAC application administrators	31-Dec-2022	Stewart McCall	Anne Yeo	21-Oct-20022 The passphrase standard and the ICT security policy references password security for applications. A change of direction has been introduced which will improve the effectiveness of access control rules. Single sign on is being considered for the Oracle Fusion product as part of the project currently underway. The success of the Oracle Project will make it possible for us to automate rules for other applications and reinforce what is included in the policy. If automation proves possible across the estate this item will be resolved. An extension until April 2023 may be required to fully implement single sign on and confirm it can resolve the access control issues for applications across the corporate estate.		70%	1st extension requested to 30/04/2023			

IA2021/47.12 Suppliers of ICT related goods to be required to demonstrate information security posture. Contract award letters to confirm expectations re SAC's requirements and policies for remote access as appropriate.	I-Mar-2023	Stewart McCall	David Alexander; Anne Yeo	27-Sep-2022 ICT have been working with procurement, and continue to do so, looking at security issues related to the supply chain. The Scottish Government tool for allowing 3rd parties to demonstrate security has been tested and we are now looking for an alternative as it proved to be cumbersome and challenging to use. We may have to design something for ourselves that takes the best from all the examples we have found. New procedures and documentation should be in place by 31 March 2023.		60%	1st extension granted to 31/03/2023
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IA2022/08 Payment Card Industry Data Security Standard Compliance Management									
Action	Due Date	Managed By	Assigned To	Latest Note	Status	Progress	Agreed Revisions		
IA2022/08.02 Corporate Guide and Local Procedures Review and Update	31-Dec-2022	Stewart McCall	Anne Yeo	30-Sep-2022 Corporate guidelines have been agreed by the PCI DSS Champions Network. Local procedures are being gathered and will be compiled into a single Service Guidance document (if possible) closely linked to the Corporate Guidelines.		60%			
IA2022/08.05 Review Arrangements and Compliance of Third Parties	31-Dec-2022	Tim Baulk	Stewart McCall	05-Oct-2022 These arrangements are being dealt with in a series of meetings between now and end of December as part of the engagement with the PCI-DSS Champions Network and Procurement		30%			
IA2022/08.06 Review Procedures and Compliance with Training	31-Oct-2022	Stewart McCall	Deborah McVey; Anne Yeo	30-Sep-2022 ICT Security has located a training module that will be uploaded and tested by the PCI DSS Champions Network. If it is found to be appropriated it will be made available through COAST to all individuals who require such training.		60%			

IA2022/12 Strategic Recover	y from Cov	id 19					
Action	Due Date	Managed By	Assigned To	Latest Note	Status	Progress	Agreed Revisions
IA2022/12.03 Reporting Recovery from Covid 19	31-Dec-2022	Jane Bradley	Jane Bradley	29-Sept-2022 A paper went to Cabinet on 27 September entitled Future Operating Model. The paper provided an update on Services working styles for their workforce post-Covid and confirmed implementation was well under way. This closed off the recovery work in relation		80%	

to the workforce and service delivery with the exception of 2 areas – 1. Office Estate – that's down to the number of buildings we need to use in future and where due to the different workstyles and 2. Customer Services. A further report will be taken to Cabinet once two concurrent Service reviews which are being undertaken in another area are completed as they impact on Customer Services.		
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IA2022/16 Hall Letting - Procedures									
Action	Due Date	Managed By	Assigned To	Latest Note	Status	Progress	Agreed Revisions		
IA2022/16/05 Training records	30-Oct-2022	Laura Kerr		04-Oct-2022 on target for completion by end Oct 2022. Utilisation of COAST and Teams will be key here.		60%			

IA2022/18 Fuel Management							
Action	Due Date	Managed By	Assigned To	Latest Note	Status	Progress	Agreed Revisions
IA2022/18.02 Review of allocation of fuel keys and cards	27-Nov-2022	Mike Newall	Kenny Dalrymple	04-Oct-2022 Initial investigation has uncovered that a significant cleansing exercise is required to complete this task in relation to the fuel fobs. Whilst we are working to the due date there is a slight concern that this will slip into December for completion.		20%	
IA2022/18.03 recording and security of vehicle keys, fuel keys and cards	27-Nov-2022	Mike Newall	Kenny Dalrymple	04-Oct-2022 There are currently issues with the contract for the vehicle tracking system that will potentially hinder the completion by the current due date.		25%	
IA2022/18.04 Training for electric and hybrid vehicles	27-Nov-2022	Mike Newall	Kenny Dalrymple	04-Oct-2022 A coast module is currently being prepared as part of the training.		20%	
IA2022/18.05 Recording daily inspections, fuel spillage and receipt of fuel deliveries and	27-Nov-2022	Mike Newall	Kenny Dalrymple	04-Oct-2022 Work has commenced on a process to close out this action.		30%	
IA2022/18.07 Review of Procedures	27-Nov-2022	Mike Newall	Kenny Dalrymple	04-Oct-2022 Initial investigation has uncovered that a significant cleansing exercise is required		20%	

					to complete this task in relation to the fuel fobs. Whilst we are working to the due date there is a slight concern that this will slip into December for completion.			
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IA2022/22 Follow Up: Kinship Care Payments										
Action	Due Date	Managed By	Assigned To	Latest Note	Status	Progress	Agreed Revisions			
IA2022/22.07 Timeous completion of annual review meeting reminder	31-Dec-2022	Mark Inglis; Martin McAdam	Martin McAdam; Elaine Mullen	30-Jun-2022 Drop down boxes have been created on Carefirst within the activities screen to schedule and capture required statutory checks and meetings respectively. 91% of contacts and award letters have been sent out. First tranche of 6 weekly Kinship Tracker meetings have taken place and future meetings scheduled. New templates are in use		80%				

IA2022/27 Social Care Internal Control Self Assessment Toolkit									
Action	Due Date	Managed By	Assigned To	Latest Note	Status	Progress	Agreed Revisions		
IA2022/27.01 Participation in Self Assessment Exercise	31-Dec-2022	Tim Eltringham	Lisa Duncan	07-Sep-2022 Meeting arranged in October with Internal Auditor to review the current self assessment checklist and revise to be more relevant to current ways of working for 22/23 annual self assessment exercise		40%			