

APPENDIX 4

Open actions (past due, high/medium and priority 1/2):

No.	Audit Year	Audit Name	Service Area	Rec ID	Management Action	Rating / Priority	Original Due Date	Expected Completion Date	Action Owner Comments
1	2018/2019	Risk Management	Finance	978	Incorporate mandatory risk management training into the updated corporate induction to ensure that new starters are aware of their responsibilities.	Medium	31-Dec-19 / 30-Jun-20	TBD	Internal audit of risk management is in progress, await outcome of the review.
2				981	Develop a risk management training plan/ schedule to be delivered to new and existing officers, service managers and senior management (i.e. identifying risks within their area, undertaking risk assessments and establishing controls making the risks manageable).	Medium	31-Oct-20	TBD	
3	2019/2020	Moorings	DCL	1076	Review the moorings policy and establish a procedure to ensure the policy is regularly reviewed on an ongoing basis.	Medium	31/Oct-20 / 01-Jun-21	01-Apr-24	The Technical Projects team became responsible for these actions when they took over the mooring service in November 2022. The team has now completed a review of the mooring operations and is preparing a comprehensive report to be submitted to SMT on the current position, this will identify the issues realised in the audit report and the options to resolve them. Discussions have been held with HofS on the best way to approach the report and the report to SMT should be submitted in November. Once SMT has provided its guidance the team will action its recommendations. SMT report was delayed and is now being circulated ready to submit to SMT by 31 January 2024.
4				1077	Develop procedure notes detailing the tasks which must be completed in relation to moorings and establish a procedure to regularly review and update the notes.	Medium	31/Oct-20 / 09-Apr-21	01-Apr-24	
5				1078	Review payment methods for the moorings service and consider other possible methods, such as BACS.	Medium	31/Oct-20 / 31-May-21	01-Apr-24	
6				1082	Undertake a health and safety risk assessment.	Medium	31-Aug-20 / 09-Apr-21	01-Apr-24	
7				1085	Ensure the moorings officer attends health and safety and lone working training.	Medium	30-Sep-20 / 30-Sep-21	01-Apr-24	
8				1086	Set up the moorings officer on the LoneAlert system and establish a process to ensure that it is used during patrols.	Medium	30-Sep-20 / 01-May-21	01-Apr-24	
9	2019/2020	Data Protection / GDPR	Legal & Democratic	1106	Review and update the data retention and disposal policy and associated record management guidance documents, as listed on Jarvis.	Medium	30-Nov-20 / 30-Sep-21	31-Mar-24	In the Info Gov & DPO Officer's action plan as a priority. This specific guidance is not yet updated. Advice is in draft and aiming for completion by 31/3/2024
10				1107	Communicate and publish the updated guidance for officers in relation to data retention and disposal.	Medium	30-Nov-20 / 30-Sep-21	31-Mar-24	In the Info Gov & DPO Officer's action plan as a priority. This is almost the same as RecID 1106, when updated they will be published on Jarvis, which will be promoted through Info Governance Champions. Advice is in draft and aiming for completion by 31/3/2024
11	2021/2022	Land Charges	Legal & Democratic	1292	The area of the website showing the incorrect charges is corrected and in future appropriate checks are made to ensure that both areas are correct.	Medium	30-Nov-21	TBD	The fees published by finance June 2023 differ slightly to those agreed and omit an admin fee that accounts for the difference with published land charges fees. This has been passed to Finance (13/9/23), awaiting their corrective action. The same format spreadsheet is now used by both finance and the service teams for fees and charges currently being set for 2023/2024. Therefore the differences should not be present for the 2023/24 charges currently being finalised.

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12	2021/2022	Property Compliance Management Review	DCL	1309	Information pages, guidance documents and associated polices published on Jarvis to be reviewed in coordination with corporate health & safety, and updated to ensure relevance to operational practices and accuracy in current procedures.	Medium	30-Apr-22 / 31-Mar-23	31-Dec-24	H&S has moved to DCL Service area - an audit of all H&S policies due for renewal has been undertaken and a proposed timescale/programme of work. The permanent roles have been vacant from April 2023 and the new staff started in post 11 Dec 2023.	
13				1310	Policies and guidance documents to be version controlled and reviewed at regular intervals to operational practices and accuracy in current procedures	Medium	30-Jun-22 / 31-Mar-23	31-Dec-24		
14				1311	In coordination with HR, review that adequate training is available and provided to individuals to conduct operational duties safely in respect of property management compliance.	Medium	30-Jun-22 / 31-Dec-22	31-Dec-24		Corporate Landlord not yet implemented. Training matrix in progress and not yet supplied to HR to review and implement. The Interim H&S advisor will be retained to implement audit actions from GM audit by 31/03/2024.
15				1316	A review of assets to be conducted and where there may be contention of associated responsibilities, appropriate controls to be implemented to ensure there is clear ownership and acknowledgment of compliance management across services.	Medium	30-Apr-22 / 30-Sep-22	TBD		Linked to Rec ID 1313. In terms of roles and responsibilities going forward this is linked to the of Corporate Landlord Model project. Expected implementation date to be confirmed on Corporate Landlord Model projects approval for the transformation and implementation phase. Most areas we have agreement for but not yet approved - Arts centres, Community centres, Toilets. The outstanding area is HOUSING. Discussions on going pending Corporate Landlord direction. UPDATE This is still dependent upon the Corporate landlord introduction - no firm date known but progressing.
16				1320	The property inspection schedule to be reviewed to ensure there is adequate resource to conduct property asset inspections in a reasonable timeframe.	Medium	14-Feb-22 / 31-Jul-23	31-May-24		The Concerto changes have split the original assets from sites into blocks - this then requires multiple inspections to be loaded against some sites - one reinspection date is available. This is a complication that may have to be resolved outside of the system. A meeting with the compliance officer and service manager is to be held on 19.06.2023 to discuss the handover of ongoing open space inspections to other teams as a single officer cannot maintain regular inspections. South initial inspections have been completed. Vale inspections will be completed by end of 2023. Then the resource required to meet the inspection schedule will be known. UPDATE Jan 2023 Vale inspections are being targeted for March April 2024 completion, the inspections are not being picked up by other teams at present in this formal report, these will be implemented when Corporate landlord is in place. May 2024 should see the division of sites for regular inspection.
17				1321	Where the responsibility of property inspections fall to service teams, this should be clearly communicated with the relevant team with an appropriate timing schedule.	Medium	30-Apr-22 / 31-Jul-23	30-Jun-24		Service levels agreements reviewed November 2022. Not all SLA's signed off due to gaps in training and resource. Training to completed by first quarter of next Financial year (2023-24) Links to 1320 - the meeting for arranging hand over to other teams is scheduled for 19.06.2023 - to identify all South sites that can be handed on after initial inspection, following that handover Vale sites will follow. Training for H&S inspections needs to be in place as does other training identified as preventing building management being undertaken by service teams - annual fire safety review, annual asbestos inspections etc. Initial discussion held with HOS DC&L based on output from South inspections. Decision to be made on completion of Vale inspections. Confirmation of what has and has not been inspected to date and who is determined as responsible for undertaking reports should be identified in February so that tarining can be addressed alongside H&S.
18				2021/2022	Contract Management	Finance	1376	Remind officers of the requirement to ensure that the details held in the contract register reconcile to the contract agreement.		Medium
19	1377	Establish a regular process whereby officers are required to review and update information in the contact register.	Medium				31-Mar-22 / 31-Jan-23	31-Mar-24	An analysis of the Contracts Register against Unit4 records has been undertaken and the results passed to Internal Audit so findings can be reviewed as part of forthcoming Procurement Audit.	
20	1379	Deliver mandatory corporate contract management training to officers, which includes setting key performance indicators.	Medium				31-Dec-22 / 30-Jun-23	30-Jun-24	It has not been possible to progress this due to other work commitments	

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21	2021/2022	Learning & Development	DCL	1413	Continue to develop the training matrix identifying the health and safety training required for each role within the council.	Medium	31-Dec-22	31-Dec-24	Permanent posts only filled as of 11th Dec 2023. HR will work with H&S team to understand H&S training required and ensure service inductions include relevant H&S training. Matrix of training for non-employed staff has been created and shared with HOS/SM
22	2021/2022	Learning & Development	Corporate Services	1417	Develop a process to monitor progress of the Lets Talk process by service teams.	Medium	31-Dec-22	30-Jun-25	There is an action related to this in the approved workforce strategy. Implementation is dependent on functionality of new HRIS system which will be procured in 2024 and implemented by June 2025. The aim is to have a monitoring system via manager dashboards
23	2022/2023	Payroll	Corporate Services	1461	Senior managers remind officers that they must submit adequate fuel receipts to support their mileage claim and that if they are not submitted then their mileage will not be authorised.	Medium	31-Dec-22	31-Mar-24	Mileage claims are submitted via MyView and require adequate receipts. Monthly metrics produced on staff mileage and reviewed by HOS. Quarterly metrics sent to SMT. Recent payroll audit will outline progress against this action and further update in Q4.
24				1462	Consider introducing a standardised business mileage log that details full journey details, (including start and end locations), vehicle details (make model/engine size) and a claimant declaration that can be reconciled to route planners as part of a management review.	Medium	31-Dec-22	31-Mar-24	Mileage claims are submitted via MyView and require adequate receipts. Monthly metrics produced on staff mileage and reviewed by HOS. Quarterly metrics sent to SMT. Recent payroll audit will outline progress against this action and further update in Q4.
25				1463	Consider requiring a copy of the authorised log to be attached to the claim submission within the MyView system, ensuring claim documentation is supported, easily accessible and provides a suitable audit trail within the system.	Medium	31-Dec-22	31-Mar-24	Mileage claims are submitted via MyView and require adequate receipts. Monthly metrics produced on staff mileage and reviewed by HOS. Quarterly metrics sent to SMT. Recent payroll audit will outline progress against this action and further update in Q4.
26	2022/2023	Information (Inc. Cyber) Security	Policy & Programmes	1473	Communicate the cyber security response strategy with council officers, members, and Capita IT.	Medium	31-Mar-23	TBD	Progress has been delayed by workload and structure changes. Need to work with Comms to communicate new approach.
27				1485	Once a revised business continuity strategy/plan is in place, undertake a regular review to ensure that the plan is fit for purpose.	High	31-Jul-23	TBD	Discussions with IT and Capita regarding BCDR testing scenarios are in progress. Need to develop BC testing approach.
28	2022/2023	National Non-Domestic Rates (NNDR)	Finance	1514	Update changes in liability within the system in line with the agreed service specification of five working days following notification.	Medium	30-Jun-23	31-Jan-24	Capita and the council continue to closely monitor and there has been month-on-month continual improvement since the last audit update. Although some work tray items have remained outside SLA, the average turnaround times is now less than 8 working days, compared to 16 days in Sept 2023. Ongoing recruitment has been challenging, due to the competitive job market but Capita has mobilised additional resources to support processing and this can be seen in the constant improvement. Back to normal SLA BAU has been pushed back to January 2024 and we are waiting for the latest performance report to ascertain if this target has been met.
29				1517	Review the pre-pandemic aged debt and either write off or take other appropriate actions.	Medium	01-Oct-23	31-Mar-24	Ongoing.
30				1518	Remind staff of the debt recovery process and regularly review the recovery state, so that they can be moved on to the next stage.	Medium	01-May-23	01-Mar-24	Aged debt cases continue to be looked at and progressed to write-off stage, which will help cleanse the system, however, due to other work commitments and opening summons runs, has meant a significant increase in work related to the billing and collection of NNDR and has caused further delays with this particular write off stage project. Work is ongoing, however, this date was always going to be subject to review depending on other priority work. Progress continues but it is a timely project and the next review date has been agreed at 01-Mar-2024.
31				1519	Prepare a monthly pending write off report and send to the councils; revenues and benefits team for review and authorisation.	Medium	01-May-23	01-Mar-24	A further follow-up meeting is required with Capita regarding the write-off timetable and updated templates/spreadsheets to use. Implementation date of October has to be moved, due to other priorities.

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32	2022/2023	Health and Safety (Inc. Lone Working)	DCL	1520	Continue to review and update all H&S related policies, procedures, and guidance.	High	31-Dec-23	TBD	H&S has moved to DCL Service area - an audit of all H&S policies due for renewal has been undertaken and a proposed timescale/programme of work. The permanent roles have been vacant from April 2023 and the new staff started in post Dec 2023.
33				1521	Review and update all recommendations detailed within the strategic health and safety review, and implement controls where risks remain relevant to current operations.	Medium	31-Dec-23	TBD	
34				1526	Develop a report to assist managers in monitoring training compliance and issue at agreed intervals.	High	31-Aug-23	TBD	H&S has moved to DCL Service area - an audit of all H&S policies due for renewal has been undertaken and a proposed timescale/programme of work. The permanent roles have been vacant from April 2023 and the new staff started in post 11 Dec 2023. Regular reports being supplied to HOS re: mandatory training.
35				1527	Establish requirements for contractors and agency staff to complete mandatory H&S training.	High	30-Sep-23	TBD	
36				1528	Develop a regular schedule for H&S refresher training for all officers (inc. contractors and agency staff if applicable).	High	30-Sep-23	TBD	H&S has moved to DCL Service area - an audit of all H&S policies due for renewal has been undertaken and a proposed timescale/programme of work. The permanent roles have been vacant from April 2023 and the new staff started in post 11 Dec 2023
37				1529	Identify and define specialist officer roles, responsibilities, and health and safety training requirements across all services.	High	31-Dec-23	TBD	
38				1530	Continue to develop the centralised H&S training matrix.	High	31-Dec-23	TBD	
39				1531	Embed refresher training arrangements for mandatory and specialist modules.	High	31-Dec-23	TBD	
40				1532	Following review and update of the Incident Reporting Policy, relaunch the revised incident reporting procedures, including the new incident reporting email address.	Medium	31-Dec-23	TBD	
41				1533	Remind managers to notify H&S of all RIDDOR reportable incidents in a timely manner following incidents being reported/notified.	Medium	31-Aug-23	TBD	Regular H&S report submitted quarterly to SMT. Include RIDDOR reporting statistics. New H&S team to consider online reporting system
42				1535	Implement a system for H&S inspections/monitoring, in line with HSE guidance and the councils Health and Safety Policy.	High	31-Dec-23	TBD	Permanent posts only filled as of Dec 2023. New team to review and consider audit actions and appropriate timelines going forward
43				1536	Property Assets team to consult and agree compliance inspection routines with Health and Safety to ensure any safety elements adhere to relevant H&S legislation and are fit for purpose.	High	31-Dec-23	TBD	This is an ongoing program that shall be undertaken through direct consultation and appraisal by H&S of existing templates in use by Property Assets. To date no formal schedule of appraisal has been agreed, however this is under discussion.
44				1537	Review and update the councils H&S risk assessment management system (i.e., policy, procedures, training, and guidance).	High	31-Dec-23	TBD	Permanent posts only filled as of 11th Dec 2023. New team to review and consider audit actions and appropriate timelines going forward
45				1538	Establish a centralised records library for health and safety risk assessments.	High	31-Dec-23	TBD	
46				1542	H&S Business Partner to remind all service teams of the need to complete and regularly review all service areas risk assessments.	High	31-Aug-23	TBD	Permanent posts only filled as of 11th Dec 2023. New team to review and consider audit actions and appropriate timelines going forward. Meeting wit Lone Alert scheduled for 11th January 2024
47				1545	Remind LoneAlert users to ensure that they have completed the LEAH lone working training and read the policy.	Medium	31-Jul-23	TBD	
48				1547	Conduct a full review of the LoneAlert senior management team escalation hierarchy to ensure accuracy in system reporting routes.	Medium	30-Sep-23	TBD	
49				1548	Establish a regular LoneAlert user access review, whereby service teams are required to formally notify the health and safety team of user access changes being completed (i.e., starters, leavers, movers, and emergency SOS fob holders)	Medium	30-Sep-23	TBD	
50				1551	SMT to establish an agreed approach to conduct regular portable electrical appliance safety checks/inspections, per the requirements of the Hybrid and Remote Working	Medium	31-Dec-23	TBD	Permanent posts only filled as of 11th Dec 2023. New team to review and consider audit actions and appropriate timelines going forward. Proposals regarding management training being compiled. Quarterly report on H&S submitted to SMT

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51	2022/2023	Health and Safety (Inc. Lone Working)	Finance	1540	Procurement to consult Health and Safety on the revised procurement process, guidance, and template documentation to ensure there is suitable consideration of health and safety requirements and controls to comply with relevant legislation.	High	31-Dec-23	31-Mar-24	Discussions are ongoing with H&S team. Documents not yet updated.
52	1541			Remind service teams of the requirement per the procurement procedure rules to obtain H&S documentation as part of the tender/award of contracts	High	31-Dec-23	30-Jun-24	It has not been possible to progress this due to other work commitments	
53	2022/2023	Leases	Finance	1556	To ensure that the annual rental amounts used in the SOA are correct, finance verify the rents with strategic property as part of the annual closedown process.	Medium	31-May-23	31-Mar-24	This is being implemented as part of 22/23 year end close. Currently in progress work started in Sept 2023. A contract staff member has been working on this since September 2023. Initial differences between the two systems have been identified and Strategic finance staff are considering the next steps. The TWO SYSTEMS however are very different in their nature, the FA register is used to calculate depreciation and record value whereas the Concerto data base is for the maintenance and billing of land and properties
54	2022/2023	Financial Accounting	Finance	1562	Develop working procedures for the year-end process.	Medium	30-Nov-23	TBD	Collection fund procedures have now been prepared. Strategic Finance staff will consider what other areas require specific working papers and agree with the auditors
55	2022/2023	Council Tax	Finance	1595	Prepare a monthly pending write-off report and send to the councils' revenues and benefits team for review and authorisation.	Medium	31-May-23	31-Mar-24	Progress halted on this and discussions were held with Capita to obtain reassurances this will now move forward without further delay, including a revised write-off timetable which has since been received. The opening monthly Write-Off batch is due to be received from January 2024 onwards. The date of 31 March has been added as an expected implemented date because by that time we should have received 3 monthly batches from Capita which will demonstrate it is now being done on a regular (monthly) basis.
56	2022/2023	Capital Management and Accounting	DCL	1613	Continue corporate landlord model project work, which includes delivery of asset management plans and associated policies.	Medium	31-Dec-23	31-Dec-24	Asset Management Plans form part of the Corporate Landlord project which was paused to allow the new head of DCL to review work undertaken to date. Transformation team are still to complete their initial review and assessment.
57	1617			Publish land and property data required by the Local Government Transparency Code 2015 on council websites.	Medium	30-Sep-23	31-Mar-24	Progress continues to be made although due to other corporate priority projects and limited resources this has continued to be hindered. Work continues by interrogating the data held on our Property database and the new Corporate Property GIS layer is now updated and in the process of activating the API between Concerto and the live GIS system.	
58	2022/2023	Capital Management and Accounting	Finance	1615	Retain evidence of budget movement approvals on file, in line with financial procedure rules.	Medium	30-Sep-23	31-Jan-24	A capital budget review and challenge was carried out as part of 2024/25 budget setting, many Capital budget were reset as a result of these meetings. Back-up to changes to the Capital budget will be filed going forward
59	2022/2023	General Ledger	Finance	1627	Unit4 training to be developed and implemented for exchequer and budget holder responsibilities.	Medium	30-Sep-23	31-Dec-24	Due to resource issues this has not been implemented and there is currently no revised implementation date. The priority for the next 12 months will be to train new members of the Exchequer Team to ensure the councils' day-to-day financial activities are not compromised. Update January 2024. Other priorities have meant this has not been progressed. Unlikely to see any progression until Q1 of 2024/25.
60	1630			Resolve the Unit4 system issue which has resulted in opening balances being brought forward into the cash book within monthly reconciliations.	Medium	30-Jun-23	29-Feb-24	Old balances have been written off for 2022/23 to close the cash book and the opening balance issue relates to the Unit4 implementation and will be addressed after the 2021/22 audit is completed. Strategic Finance however consider this a presentational problem which has no bearing on accounting accuracy	
61	1632			Establish formal procedures for the management and write off of suspense balances, including clearly defined roles and responsibilities (Finance and service teams) and timescales.	Medium	30-Jun-23	TBD	An element of judgement needs to be given for write off of suspense balances. Many long outstanding balances have been written off as part of year end	
62	1634			Review and correct the B9001 entries in 2016/17 for South in period 2017/05.	Medium	30-Jun-23	31-Mar-24	This is not considered a priority and we'll aim to tidy this reconciliation before 2024 Year End.	
63	1642			Consult with the council's Information Governance and Data Protection Officer and SIRO to establish and agree suitable controls to manage associated risks to personal data within Unit4 and ensure compliance to data protection legislation.	Medium	31-Aug-23	TBD	Not yet implemented because of other priorities. Update January 2024: This remains a low priority	

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64	2022/2023	General Ledger	Corporate Services	1640	Checks to be implemented by the Sysadmin team to validate that users have appropriate supporting documentation and approvals retained on their Unit4 document archive, including any additional access requests specific to the individuals role (user forms and/or specific email requests filed).	Medium	31-Oct-23	TBD	No update provided in January.
65				1641	Sysadmin team to implement a process to regularly review Unit4 user access groups and role ID members (users) to ensure accuracy and appropriateness in systems access.	Medium	31-Oct-23	TBD	No update provided in January.
66	2023/2024	Report Lifecycle Process	Legal & Democratic	1661	a) Investigate options for a joint meetings management and governance system, which can be used to develop report templates. b) Consider use of the joint meetings management and governance system by the executive support team to manage SMT meetings and reports.	Priority 2	30-Nov-23	TBD	Progressing. Discussions ongoing with ModGov. Agreement to move to their hosted platform.
67	2022/2023	Mobile Home Parks	Housing & Environment	1676	Develop a resident's feedback form.	Priority 2	31-Oct-23	TBD	A feedback form has been created. This needs to be shared with the Communications Team to gain their approval and also discuss the best method of circulation.
68	2022/2023	Grounds and Parks Maintenance (incl. Trees)	DCL	1683	Implement job descriptions for all roles to document and inform all parties of the expectations, responsibilities, and requirements of their position.	Priority 1	31-Dec-23	TBD	No update provided in January.
69	1696			Review, update, and publish required supporting documentation onto the contracts register for all awarded contracts.	Priority 2	31-Dec-23	31-Mar-24	The recruitment of a post to support the actions as identified in the audit report requires a full job evaluation as part of the new approach to job evaluations in 2024. As such we are only currently at the stage of completing a JE request form and completing the JDQ. (This will therefore delay the recruitment which may mean some of the deadlines are missed).	
70	1697			Liaise with the procurement team to review and establish best value procurement for regular suppliers/contractors where possible.	Priority 2	31-Dec-23	31-Mar-24		
71	1700			Conduct regular checks against supporting records and the fuel card management system to validate appropriate use and accuracy in payment values.	Priority 2	01-Dec-23	31-Mar-24	Procedure for Use of Fuel Cards still to be agreed and implemented	
72	2022/2023	Grounds and Parks Maintenance (incl. Trees)	Corporate Services	1699	Review, finalise and recirculate centralised guidance on the use of Corporate Fuel Cards, including responsibilities surrounding the reconciliation process across supporting records and systems.	Priority 2	31-Dec-23	TBD	This will be covered as part of the driving at work policy. Service responsible for monitoring use when approving invoices.
73	1701			Develop a revised Safe Driving at Work Policy to include wider organisational service practices, safety protocols and operational management requirements.	Priority 2	31-Dec-23	TBD	Driving at Work policy has been created and consulted on. To be presented to SMT in Jan 2024 for sign off. Associated telematics privacy notice and letter to relevant staff proposed in January 2024	
74	2023/2024	Workplace Premises	DCL	1706	Instruct line managers to show new starters around Abbey House upon first visit (e.g. via the weekly communications email)	Priority 2	30-Nov-23	TBD	No update provided in January.
75	2023/2024	Credit Card Usage	Finance	1708	Review and update the 'Use of Corporate Credit Cards Guidance for Users' document.	Priority 2	30-Nov-23	30-Sep-24	Credit Card use has to be authorised by senior finance staff who have the cards therefore this is not considered a high risk area, guidelines will be revisited after 2024 Year End