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SO14 3TL

Mrs S James
Shire Hall
Agincourt Square
MONMOUTH
Monmouthshire
NP25 3DY

30 September 2019

our ref: 2019/J3/MONM01/FINAL

Dial: 023 8088 1737

Email: welshcouncilaudits@bdo.co.uk

Dear Mrs James

Monmouth Town Council - Audit for the year ended 31 March 2019

On behalf of the Auditor General for Wales, we have now completed the above audit. Please find enclosed the following documents;

- Notice of Conclusion of Audit
- Notes regarding the advertisement of the Conclusion of the Audit
- Issues arising from the audit
- Contact details
- Survey 2018/19
- Annual Return

The Wales Audit Office will be raising the invoice in accordance with the Public Audit (Wales) Act 2004, in due course.

The enclosed annual return should be presented to the council, now that our audit opinion has been given, and a minute should be made to show that the Annual Return has been approved and accepted by the council. The issues arising report should also be presented to the council and an action plan produced, if required, to indicate how the issues raised will be addressed. The annual return and notice of conclusion of audit should be displayed in a conspicuous place(s) for 14 days as soon as reasonably possible and before the 30 September 2019.

If you have any questions please contact Louise Caplen in the first instance.

Yours sincerely

Martin Angel
For and on behalf of BDO LLP



Enc.



NOTICE OF CONCLUSION OF AUDIT

(PUBLIC AUDIT (WALES) ACT 2004
ACCOUNTS AND AUDIT (WALES) REGULATIONS 2014)

FOR

Monmouth Town Council

NOTICE is hereby given that the audit for the
year ended 31 March 2019 was completed on

30 September 2019

and the accounts are now available for inspection by local electors in
accordance with Section 29 of the Public Audit (Wales) Act 2004.

The requisite information as defined by Section 11(4) of the Accounts and
Audit (Wales) Regulations 2014 is/is not* displayed alongside this notice

(* Please delete as necessary)

If the requisite information is not displayed alongside
this notice, it is available for inspection by appointment.

To arrange a viewing please contact

between the hours of _____ and _____

Dated: _____ 20

.....
(Responsible Financial Officer)

NOTES FOR THE RESPONSIBLE FINANCIAL OFFICER

In accordance with the Accounts and Audit (Wales) Regulations 2014 -
As soon as possible after conclusion of audit, notice must be given as follows:

Display the Notice of Conclusion in one or more conspicuous places advising that the audit has been completed and inform the auditor in writing that this has been done. The notice must be displayed for at least 14 days.

The Council can either display the notice and the requisite information
or
display the notice only and make available, by appointment, the requisite information .

The requisite information consists of;
the Accounting Statements
the Annual Governance Statement - Parts 1 and 2
Auditor General for Wales' Audit Certificate and report
Issues arising from the audit (if any)

In all cases, ensure that copies of the statement of accounts/annual return are made available for purchase at a reasonable sum.



**ISSUES ARISING REPORT FOR
Monmouth Town Council
Audit for the year ended 31 March 2019**

Introduction

The following matters have been raised to draw items to the attention of Monmouth Town Council. These matters came to the attention of BDO LLP during the audit of the annual return for the year ended 31 March 2019.

The audit of the annual return may not disclose all shortcomings of the systems as some matters may not have come to the attention of the auditor. For this reason, the matters raised may not be the only ones that exist.

The matters listed below are explained in further detail on the page(s) that follow;

Issues Raised

- Internal Auditor's recommendations
 - Minor issues
 - Tenders
 - Minor issues
-

The following issue(s) have been raised as there are minor errors on the annual return which we wish to draw to the attention of the body so they do not occur again in future years.

Minor issues

What is the issue?

The following issue(s) has been raised as the comparatives have been changed:

The comparative figures disclosed in the Accounting Statements of the Annual Return do not agree to the audited Annual Return for the year ended 31 March 2018. The comparative figures for the year ended 31 March 2018 were restated. We have reviewed the adjustments made and we are satisfied they are correct.

Why has this issue been raised?

This is raised to bring the matter to the attention of readers of the annual return.

What do we recommend you do?

No further action is required.

Further guidance on this matter can be obtained from the following source(s):

Governance and Accountability in Local Councils in Wales - A Practitioners Guide, OVW/SLCC

Minor issues

What is the issue?

The following issues have been raised as minor issues or omissions have been identified in the current year's Annual Return:

There are empty boxes in the Accounting Statements of the annual return. We do not believe there should be any figures in these boxes but they should include a nil or zero to confirm this.

Why has this issue been raised?

This is to draw these minor errors to the attention of the council.

What do we recommend you do?

The council should ensure in future years that the above minor errors or omissions are not included in the Accounting Statements.

Further guidance on this matter can be obtained from the following source(s):

Governance and Accountability for Local Councils in Wales - A Practitioners' Guide, OVW/SLCC

The following issue(s) have been raised to assist the body. The body is recommended to take action on the following issue(s) to ensure that the body acts within its statutory and regulatory framework.

Internal Auditor's recommendations

What is the issue?

The internal auditor has noted some recommendations in the financial systems of the council.

Why has this issue been raised?

The council is exposed to the risks associated with these recommendations.

What do we recommend you do?

The council must implement the recommendations made by the internal auditor to improve the financial systems of the council as soon as possible or in any event before the end of the current financial year.

If the council addresses all the issues raised by the internal auditor the council should improve internal controls which will help to prevent and detect error and fraud and assist the council to operate in an effective and efficient manner.

Further guidance on this matter can be obtained from the following source(s):

Governance and Accountability in Local Councils in Wales - A Practitioners Guide, OVW/SLCC

Tenders

What is the issue?

The council has a contract for HR Consultancy which was renewed in January 2019. The council only sought one quotation which is in line with its Financial Regulations.

Why has this issue been raised?

Although HR Consultancy could be seen to be a specialised service, it is not uncommon and there are other providers in the market.

What do we recommend you do?

The council should review its Financial Regulations in particular in relation to specialised services and emergency situations. It should also seek advice from One Voice Wales.

Further guidance on this matter can be obtained from the following source(s):

Governance and Accountability for Local Councils in Wales, A Practitioners' Guide - OVW/SLCC

No other matters came to our attention.

For and on behalf of
BDO LLP

Date: 30 September 2019

Community and Town Councils in Wales Annual Return for the Year Ended 31 March 2019

LANGUAGE PREFERENCE

Please indicate how you would like us to communicate with you during the audit. Note that audit notices will be issued bilingually.

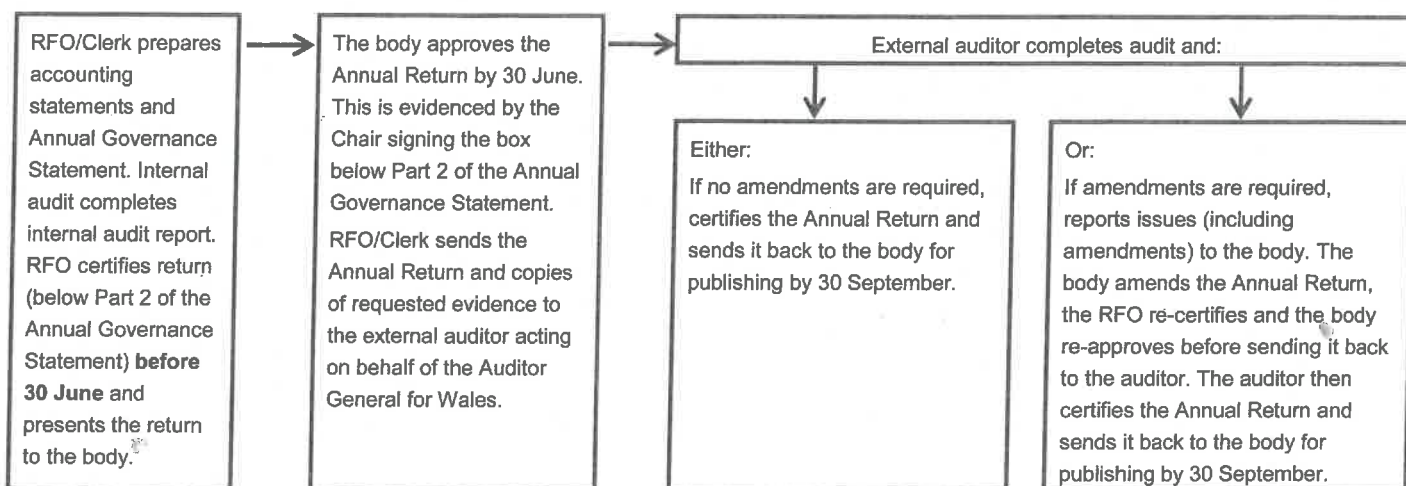
	Yes	No		Yes	No		Yes	No
ENGLISH	<input checked="" type="checkbox"/>	<input type="checkbox"/>	WELSH	<input type="checkbox"/>	<input checked="" type="checkbox"/>	BILINGUALLY	<input type="checkbox"/>	<input checked="" type="checkbox"/>

THE ACCOUNTS AND AUDIT PROCESS

Section 12 of the Public Audit (Wales) Act 2004 requires community and town councils (and their joint committees) in Wales to make up their accounts each year to 31 March and to have those accounts audited by the Auditor General for Wales. Regulation 14 of the Accounts and Audit (Wales) Regulations 2014 states that smaller local government bodies i.e. those with annual income and expenditure below £2.5 million must prepare their accounts in accordance with proper practices.

For community and town councils and their joint committees, proper practices are set out in the One Voice Wales/Society of Local Council Clerks publication **Governance and accountability for local councils in Wales – A Practitioners’ Guide** (the Practitioners’ Guide). The Practitioners’ Guide requires that they prepare their accounts in the form of an Annual Return. This Annual Return meets the requirements of the Practitioners’ Guide.

The accounts and audit arrangements follow the process as set out below.



Please read the guidance on completing this Annual Return and complete all sections highlighted in red including BOTH sections of the Annual Governance Statement.

APPROVING THE ANNUAL RETURN

There are two boxes for certification and approval by the body. The second box is only required if the Annual Return has to be amended as a result of the audit. You should only complete the top box before sending the form to the auditor.

The council must approve the Annual Return BEFORE the accounts and supporting documents are made available for public inspection under section 30 of the Public Audit (Wales) Act 2004.

The Auditor General for Wales’ Audit Certificate and report is to be completed by the auditor acting on behalf of the Auditor General. It MUST NOT be completed by the Clerk/RFO, the Chair or the internal auditor.

Audited and certified returns are sent back to the body for publication and display of the accounting statements, Annual Governance Statement and the Auditor General for Wales’ certificate and report.

Accounting statements 2018-19 for:

Name of body: **MONMOUTH TOWN COUNCIL**

	Year ending		Notes and guidance for compilers				
	31 March 2018 (£)	31 March 2019 (£)					
Statement of income and expenditure/receipts and payments							
1. Balances brought forward	166,094	209,576	Total balances and reserves at the beginning of the year as recorded in the financial records. Must agree to line 7 of the previous year.				
2. (+) Income from local taxation/levy	331,533	350,146	Total amount of income received/receivable in the year from local taxation (precept) or levy/contribution from principal bodies.				
3. (+) Total other receipts	2,236	20,256	Total income or receipts recorded in the cashbook minus amounts included in line 2. Includes support, discretionary and revenue grants.				
4. (-) Staff costs	87,926	80,482	Total expenditure or payments made to and on behalf of all employees. Include salaries and wages, PAYE and NI (employees and employers), pension contributions and related expenses eg. termination costs.				
5. (-) Loan interest/capital repayments	0	0	Total expenditure or payments of capital and interest made during the year on external borrowing (if any).				
6. (-) Total other payments	202,361	210,960	Total expenditure or payments as recorded in the cashbook minus staff costs (line 4) and loan interest/capital repayments (line 5).				
7. (=) Balances carried forward	209,576	288,536	Total balances and reserves at the end of the year. Must equal (1+2+3) - (4+5+6).				
Statement of balances							
8. (+) Debtors and stock balances	11,734	15,595	Income and expenditure accounts only: Enter the value of debts owed to the body and stock balances held at the year-end.				
9. (+) Total cash and investments	226,161	284,865	All accounts: The sum of all current and deposit bank accounts, cash holdings and investments held at 31 March. This must agree with the reconciled cashbook balance as per the bank reconciliation.				
10. (-) Creditors	28,319	11,924	Income and expenditure accounts only: Enter the value of monies owed by the body (except borrowing) at the year-end.				
11. (=) Balances carried forward	209,576	288,536	Total balances should equal line 7 above: Enter the total of (8+9-10).				
12. Total fixed assets and long-term assets	312,764	295,206	The asset and investment register value of all fixed assets and any other long-term assets held as at 31 March.				
13. Total borrowing	0		The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).				
14. Trust funds disclosure note	Yes	No	N/A	Yes	No	N/A	The body acts as sole trustee for and is responsible for managing (a) trust fund(s)/assets (readers should note that the figures above do not include any trust transactions).
			✓			✓	

Annual Governance Statement (Part 1)

We acknowledge as the members of the Council/Board/Committee, our responsibility for ensuring that there is a sound system of internal control, including the preparation of the accounting statements. We confirm, to the best of our knowledge and belief, with respect to the accounting statements for the year ended 31 March 2019, that:

	Agreed?		'YES' means that the Council/Board/Committee:	PG Ref	
	Yes	No*			
1. We have put in place arrangements for: <ul style="list-style-type: none"> effective financial management during the year; and the preparation and approval of the accounting statements. 	✓		Properly sets its budget and manages its money and prepares and approves its accounting statements as prescribed by law.	6, 12	
2. We have maintained an adequate system of internal control, including measures designed to prevent and detect fraud and corruption, and reviewed its effectiveness.	✓		Made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge.	6, 7	
3. We have taken all reasonable steps to assure ourselves that there are no matters of actual or potential non-compliance with laws, regulations and codes of practice that could have a significant financial effect on the ability of the Council/Board/Committee to conduct its business or on its finances.	✓		Has only done things that it has the legal power to do and has conformed to codes of practice and standards in the way it has done so.	6	
4. We have provided proper opportunity for the exercise of electors' rights in accordance with the requirements of the Accounts and Audit (Wales) Regulations 2014.	✓		Has given all persons interested the opportunity to inspect the body's accounts as set out in the notice of audit.	6, 23	
5. We have carried out an assessment of the risks facing the Council/Board/Committee and taken appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.	✓		Considered the financial and other risks it faces in the operation of the body and has dealt with them properly.	6, 9	
6. We have maintained an adequate and effective system of internal audit of the accounting records and control systems throughout the year and have received a report from the internal auditor.	✓		Arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether these meet the needs of the body.	6, 8	
7. We have considered whether any litigation, liabilities or commitments, events or transactions, occurring either during or after the year-end, have a financial impact on the Council/Board/Committee and, where appropriate, have included them on the accounting statements.	✓		Disclosed everything it should have about its business during the year including events taking place after the year-end if relevant.	6	
8. We have taken appropriate action on all matters raised in previous reports from internal and external audit.	✓		Considered and taken appropriate action to address issues/weaknesses brought to its attention by both the internal and external auditors.	6, 8, 23	
9. Trust funds – in our capacity as trustee, we have: <ul style="list-style-type: none"> discharged our responsibility in relation to the accountability for the fund(s) including financial reporting and, if required, independent examination or audit. 	Yes	No	N/A	Has met all of its responsibilities where it is a sole managing trustee of a local trust or trusts.	3, 6

* Please provide explanations to the external auditor on a separate sheet for each 'no' response given; and describe what action is being taken to address the weaknesses identified.

Annual Governance Statement (Part 2)

	Agreed?			'YES' means that the Council/Board/Committee:
	Yes	No*	N/A	
1. We have adopted standing orders and financial regulations as appropriate.	✓			Has properly established its internal rules setting out how it will conduct its business.
2. We have ensured that the Council's standing orders and financial regulations have been followed for all relevant transactions.	✓			Has followed its internal rules and reviewed its compliance with those rules
3. All committees and sub-committees of the council have been properly established and provided with appropriate terms of reference setting out the delegated responsibilities to make decisions or recommendations.	✓			Has ensured that where applicable, the Council has properly delegated its responsibilities to committees

* Please delete as appropriate.

Council/Board/Committee approval and certification

The Council/Board/Committee is responsible for the preparation of the accounting statements in accordance with the requirements of the Accounts and Audit (Wales) Regulations 2014 and for the preparation of the Annual Governance Statement.

<p>Certification by the RFO</p> <p>I certify that the accounting statements contained in this Annual Return presents fairly the financial position of the Council/Board/Committee, and its income and expenditure, or properly presents receipts and payments, as the case may be, for the year ended 31 March 2019.</p>	<p>Approval by the Council/Board/Committee</p> <p>I confirm that these accounting statements and Annual Governance Statement were approved by the Council/Board/Committee under minute reference:</p> <p style="text-align: center;">FULL COUNCIL 24/6/19 m36</p>
RFO signature: signature required <i>S James</i>	Chair signature: signature required <i>R R Roden</i>
Name: name required SUSAN JAMES	Name: name required RICHARD RODEN
Date: dd/mm/yyyy 24/6/19	Date: dd/mm/yyyy 24/6/19

Council/Board/Committee re-approval and re-certification (only required if the Annual Return has been amended at audit)

<p>Certification by the RFO</p> <p>I certify that the accounting statements contained in this Annual Return presents fairly the financial position of the Council/Board/Committee, and its income and expenditure, or properly presents receipts and payments, as the case may be, for the year ended 31 March 2019.</p>	<p>Approval by the Council/Board/Committee</p> <p>I confirm that these accounting statements and Annual Governance Statement were approved by the Council/Board/Committee under minute reference:</p> <p style="text-align: center;">Insert minute reference and date of meeting</p>
RFO signature: signature required	Chair signature: signature required
Name: name required	Name: name required
Date: dd/mm/yyyy	Date: dd/mm/yyyy

Auditor General for Wales' Audit Certificate and report

The external auditor conducts the audit on behalf of, and in accordance with, guidance issued by the Auditor General for Wales. On the basis of their review of the Annual Return and supporting information, they report whether any matters that come to their attention give cause for concern that relevant legislation and regulatory requirements have not been met.

We certify that we have completed the audit of the Annual Return for the year ended 31 March 2019 of:

MONMOUTH TOWN COUNCIL

External auditor's report

~~[[Except for the matters reported below]]~~* On the basis of our review, in our opinion, the information contained in the Annual Return is in accordance with proper practices and no matters have come to our attention giving cause for concern that relevant legislation and regulatory requirements have not been met.

~~[[These matters along with]]~~* Other matters not affecting our opinion which we draw to the attention of the body and our recommendations for improvement are included in our report to the body dated 30/9/19.

Other matters and recommendations

On the basis of our review, we draw the body's attention to the following matters and recommendations which do not affect our audit opinion but should be addressed by the body.

Please see enclosed report

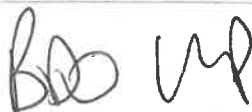
BDO LLP Southampton
United Kingdom

(Continue on a separate sheet if required.)

External auditor's name:

BDO LLP Southampton
United Kingdom

External auditor's signature:



Date:

30/9/19

For and on behalf of the Auditor General for Wales

* Delete as appropriate.

Annual internal audit report to:

Name of body: **Insert name of body** MONMOUTH TOWN COUNCIL

The Council/~~Board/Committee~~'s internal audit, acting independently and on the basis of an assessment of risk, has included carrying out a selective assessment of compliance with relevant procedures and controls expected to be in operation during the financial year ending 31 March 2019.

The internal audit has been carried out in accordance with the Council/~~Board/Committee~~'s needs and planned coverage. On the basis of the findings in the areas examined, the internal audit conclusions are summarised in this table. Set out below are the objectives of internal control and the internal audit conclusions on whether, in all significant respects, the following control objectives were being achieved throughout the financial year to a standard adequate to meet the needs of the Council/~~Board/Committee~~.

	Agreed?				Outline of work undertaken as part of the internal audit (NB not required if detailed internal audit report presented to body)
	Yes	No*	N/A	Not covered**	
1. Appropriate books of account have been properly kept throughout the year.	✓				
2. Financial regulations have been met, payments were supported by invoices, expenditure was approved and VAT was appropriately accounted for.	✓				
3. The body assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.	✓				
4. The annual precept/levy/resource demand requirement resulted from an adequate budgetary process, progress against the budget was regularly monitored, and reserves were appropriate.	✓				
5. Expected income was fully received, based on correct prices, properly recorded and promptly banked, and VAT was appropriately accounted for.	✓				
6. Petty cash payments were properly supported by receipts, expenditure was approved and VAT appropriately accounted for.	✓				
7. Salaries to employees and allowances to members were paid in accordance with minuted approvals, and PAYE and NI requirements were properly applied.	✓				
8. Asset and investment registers were complete, accurate, and properly maintained.	✓				

	Agreed?				Outline of work undertaken as part of the internal audit (NB not required if detailed internal audit report presented to body)
	Yes	No*	N/A	Not covered**	
9. Periodic and year-end bank account reconciliations were properly carried out.	✓				
10. Accounting statements prepared during the year were prepared on the correct accounting basis (receipts and payments/income and expenditure), agreed with the cashbook, were supported by an adequate audit trail from underlying records, and where appropriate, debtors and creditors were properly recorded.	✓				
11. Trust funds (including charitable trusts). The Council/Board/Committee has met its responsibilities as a trustee.			✓		

For any risk areas identified by the Council/Board/Committee (list any other risk areas below or on separate sheets if needed) adequate controls existed:

	Agreed?				Outline of work undertaken as part of the internal audit (NB not required if detailed internal audit report presented to body)
	Yes	No*	N/A	Not covered**	
12.					
13.					
14.					

* If the response is 'no', please state the implications and action being taken to address any weakness in control identified (add separate sheets if needed).

** If the response is 'not covered', please state when the most recent internal audit work was done in this area and when it is next planned, or if coverage is not required, internal audit must explain why not.

[My detailed findings and recommendations which I draw to the attention of the Council/Board/Committee are included in my detailed report to the Council/Board/Committee dated 24/6/19.] * Delete if no report prepared.

Internal audit confirmation

I/we confirm that as the Council's internal auditor, I/we have not been involved in a management or administrative role within the body (including preparation of the accounts) or as a member of the body during the financial years 2017-18 and 2018-19. I also confirm that there are no conflicts of interest surrounding my appointment.

Name of person who carried out the internal audit: name required	STUART BEES
Internal Auditor address:	6 GANTREK WAY, EBBW VALE, NP23 5LP
Signature of person who carried out the internal audit: signature required	
Date: dd/mm/yyyy	24/06/19

Guidance notes on completing the Annual Return

1. You must apply proper practices when preparing this Annual Return. Proper practices are set out in the Practitioners' Guide.
2. Make sure that the Annual Return is fully completed ie, no empty red boxes. Please avoid making any amendments to the completed return. If this is unavoidable, cross out the incorrect entries, make sure the amendments are drawn to the attention of the body, properly initialled and an explanation for them is provided to the external auditor. **Please do not use correction fluid.** Annual returns that are incomplete or contain unapproved and/or unexplained amendments or correction fluid will be returned unaudited and may incur additional costs. Ask your auditor for an electronic copy of the form if required.
3. Use a second pair of eyes, perhaps the Chair or a member, to review your Annual Return for completeness before sending the original form to the auditor.
4. Make sure that your accounting statements add up, that the balance carried forward from the previous year (line 7 of 2018) equals the balance brought forward in the current year (line 1 of 2019). Explain any differences between the 2018 figures on this Annual Return and the amounts recorded in last year's Annual Return.
5. Explain fully any significant variances in the accounting statements. Do not just send in a copy of your detailed accounting records instead of this explanation. The external auditor wants to know that you understand the reasons for all variances. Include a detailed analysis to support your explanation and be specific about the values of individual elements making up the variances.
6. Make sure that the copy of the bank reconciliation you send to your auditor with the Annual Return covers **all** your bank accounts and cash balances. If there are no reconciling items, please state this and provide evidence of the bank balances. If your Council holds any short-term investments, please note their value on the bank reconciliation. The auditor should also be able to agree your bank reconciliation to line 9 in the accounting statements. More help on bank reconciliations is available in the Practitioners' Guide.
7. **Every council must send to the external auditor, information to support the assertions made in the Annual Governance Statement even if you have not done so before.** Your auditor will tell you what information you need to provide. Please read the audit notice carefully to ensure you include all the information the auditor has asked for. You should send **copies** of the original records (certified by the Clerk and Chair as accurate copies) to the external auditor and not the original documents themselves.
8. Please do not send the auditor any information that you are not specifically asked for. Doing so is not helpful.
9. If the auditor has to review unsolicited information, repeat a request for information, receives an incomplete bank reconciliation or explanation of variances or receives original documents that must be returned, the auditor will incur additional costs for which they are entitled to charge additional fees.
10. **Please deal with all correspondence with the external auditor promptly.** This will help you to meet your statutory obligations and will minimise the cost of the audit.
11. **Please note that if completing the electronic form, you must print the form for it to be certified by the RFO and signed by the Chair before it is sent to the auditor.**

Completion checklist – 'No' answers mean that you may not have met requirements		Done?	
Initial submission to the external auditor		Yes	No
Accounts	Do the papers to be sent to the external auditor include an explanation of significant variations from last year to this year?	✓	
	Does the bank reconciliation as at 31 March 2019 agree to Line 9?	✓	
Approval	Has the RFO certified the accounting statements and Annual Governance Statement (Regulation 15 (1)) no later than 30 June 2019?	✓	
	Has the body approved the accounting statements before 30 June 2019 and has Section 3 been signed and dated by the person presiding at the meeting at which approval was given?	✓	
All sections	Have all pink boxes in the accounting statements and Annual Governance Statement been completed and explanations provided where needed?	✓	
	Has all the information requested by the external auditor been sent with this Annual Return? Please refer to your notice of audit and any additional schedules provided by your external auditor.	✓	
If accounts are amended after receipt of the Auditor General's report on matters arising		Yes	No
Accounts	Have the amended accounting statements been approved and Section 3 re-signed and re-dated as evidence of the Board's approval of the amendments before re-submission to the auditor?		

Ref: J3 / MONM01

Contact Details

IMPORTANT:

- 1) Please check the name and the associated contact details and return any amendments to us immediately.
- 2) Please ensure you provide us with the contact details for the Chairperson.
- 3) If there are no changes please retain the form and only return if a change takes place during the year.

Title: Mrs
 Initials: S
 Surname: James
 Position: RFO
 Address Line 1: Shire Hall Neuadd y Sir
 Address Line 2: Agincourt Square
 Address Line 3:
 Town/City: MONMOUTH SGWÂR AGINCOURT
 County: Monmouthshire Sir Fynwy
 Postcode: NP25 3DY
 Home Tel:
 Work Tel: 01600 715662
 Fax:
 Mobile:
 Email: #mailto:townclerk@monmouth.gov.uk#
 Website:

Supplementary Contact

Title: Cllr
 Initials: R G
 Surname: Roden
 Position: Chairman
 Address Line 1: Swallow Hill
 Address Line 2: Prospect Road
 Address Line 3: Osbaston
 Town/City: MONMOUTH
 County: Monmouthshire
 Postcode: NP25 3SZ
 Home Tel:
 Work Tel:
 Fax:
 Mobile: 07729 717794
 Email: #mailto:cllrgroden@gmail.com#

CLIENT SATISFACTION SURVEY

AUDITS FOR THE YEAR ENDED 31 MARCH 2019

This survey relates to the audit for the year ended 31 March 2018. We would be grateful if you could spend 5 minutes of your time to complete this survey and return it to us with your remittance in the enclosed freepost envelope. This is your opportunity to have your say and provide us with ways to improve our service.

Client service

1.	How satisfied were you with your experience with BDO LLP during the audit for the year ended 31 March 2019? (Please circle the most appropriate)											
Very unsatisfied	1	2	3	4	5	6	7	8	9	10		Very satisfied
2.	Overall, has the service improved?											
Deteriorated	1	2	3	4	5	6	7	8	9	10		Improved

Communication during audit

3.	How satisfied were you with the clarity of the information sent to you with the annual return?											
Very unsatisfied	1	2	3	4	5	6	7	8	9	10		Very satisfied
4.	How satisfied were you with the timeliness of the request for information or query relating to the audit, after your initial submission?											N/A
Very unsatisfied	1	2	3	4	5	6	7	8	9	10		Very satisfied
5.	How satisfied were you with the clarity of the request for information or query relating to the audit, after your initial submission?											N/A
Very unsatisfied	1	2	3	4	5	6	7	8	9	10		Very satisfied

Completion

6.	If any matters were brought to your attention on completion of the audit, how satisfied were you that the matters raised were helpful and easy to understand?											N/A
Very unsatisfied	1	2	3	4	5	6	7	8	9	10		Very satisfied
7.	If you contacted the audit team for general information or assistance, how satisfied were you with the outcome?											N/A
Very unsatisfied	1	2	3	4	5	6	7	8	9	10		Very satisfied

8.	Are there any areas of our service you would like improved or any recommendations you would like to make, in particular if you have scored any of the above questions below 5?											
Please detail....												

9.	How would you rate our service in terms of value for money?										N/A
Poor value	1	2	3	4	5	6	7	8	9	10	Excellent value

Reference material

10.	How useful was the extranet?										N/A
No use	1	2	3	4	5	6	7	8	9	10	Very useful

11.

Are there any other useful documents you would like us to consider adding to the extranet?	
Please detail...	

Thank you for your time.

(Optional)

Name:

Council: