

Audit of Accounts Report – Neath Port Talbot County Borough Council

Audit year: 2023-24

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Our aims and ambitions

Assure



the people of Wales that public money is well managed

Explain



how public money is being used to meet people's needs

Inspire



and empower the Welsh public sector to improve



Fully exploit our unique perspective, expertise and depth of insight



Strengthen our position as an authoritative, trusted and independent voice



Increase our visibility, influence and relevance



Be a model organisation for the public sector in Wales and beyond

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Introduction

I have now largely completed my audit in line with my Detailed Audit Plan.

This Audit of Accounts Report summarises the main findings from my audit of your 2023-24 statement of accounts. My team have already discussed these issues with the Director of Finance.

I am very grateful to your officers for their support in undertaking this audit.



Your audit at a glance



Audit opinion

We are proposing to give an unqualified opinion on the accounts.

We have nothing to report under the other sections of my report, ie those relating to going concern; other information; other matters; or matters I report by exception.



Significant issues

There are uncorrected misstatements accounts of £746,525 in the accounts.

We have identified the following significant issues:

- Derecognition of capital expenditure.
- Nil net book value assets.

In addition to the above, during our audit we identified two additional risks to those reported to you within our detailed audit plan:

Significant risk

Our response

Treatment of internal recharges

We identified a net credit of £14.6 million within gross expenditure in the Comprehensive Income and Expenditure Statement (CIES).

We would expect internal recharges of income and expenditure to net off to nil within the general ledger.

The Council was unaware of this issue and had to undertake considerable work during the audit to review the transactions and provide us with details of what the transactions related to.

The audit team:

- gained an understanding of the process undertaken by the Council to account for internal recharges during the year;
- gained an understanding of the process to remove all internal recharges during the preparation of the year end accounts;
- reviewed the detailed population provided by the Council to identify any significant values; and
- tested a sample of transactions to gain assurance that they were valid and were supported by evidence.

Our audit findings are summarised in the other significant issues section of this report.

Classification of surplus assets

Note 11 Property, Plant and Equipment included Surplus Assets of £10.2 million.

Our initial review of surplus assets identified a piece of land valued at £1.6 million that was a duplication of land held within other land and buildings.

We were unable to treat this error as isolated sand therefore conclude that the value of surplus assets within the accounts was not materially misstated.

The audit team:

- reviewed the detailed list of all assets considered by the Council to be surplus;
- requested the Council review all surplus assets valued over £100,000 to identify any further duplications or operational assets: and
- tested a further sample of assets classified as surplus to ensure correctly treated.

Our audit findings are summarised In the other significant issues section of this report.

Financial Statements Materiality



Materiality

Materiality £6,143,000

Reporting threshold ('trivial') £307,200

Areas of specific interest:

Remuneration report
 £1,000

Related party disclosures
 £10,000



Materiality £6.143 million

My aim is to identify and correct material misstatements, ie those that might otherwise cause the user of the accounts to be misled.

Materiality is calculated using:

- 2023-24 gross expenditure of £614.398 million calculated using 2023-24 final draft actual expenditure.
- Materiality percentage of 1%

I apply the materiality percentage to gross expenditure to calculate materiality.

I will report to you any misstatements above £307,200, calculated as 5% of materiality (called the 'trivial level').



Areas of specific interest

There are some areas of the accounts that may be of more importance to the user of the accounts. We set lower materiality levels for these as follows:

- Remuneration report £1,000
- Related party disclosures £10,000

Ethical compliance



Compliance with ethical standards

We believe that:

- we have complied with the ethical standards we are required to follow in carrying out our work;
- we have remained independent of yourselves;
- · our objectivity has not been comprised; and
- we have no relationships that could undermine our independence or objectivity.

Proposed audit opinion



Audit opinion

We intend to issue an unqualified audit opinion on this year's accounts once you have provided us with a Letter of Representation (see below).

Our proposed audit report is set out in Appendix 1.



Letter of representation

A Letter of Representation is a formal letter in which you confirm to us the accuracy and completeness of information provided to us during the audit. Some of this information is specified as being necessary by auditing standards; other information may relate specifically to your audit.

The letter we are requesting you to sign is included in **Appendix 2**.

Issues arising during the audit



Misstatements

A misstatement arises where information in the accounts is not in accordance with accounting standards.

Uncorrected misstatements

We set out below the misstatements we identified in the accounts, which have been discussed with management but remain uncorrected. We request that these misstatements be corrected.

If you decide not to correct these misstatements, we ask that you provide us with the reasons in writing for not correcting them:

Note 17 Creditors - Central Government bodies

We identified £390,000 of Welsh Government creditors that were misclassified as creditors and should be treated as earmarked reserves.

The balances relate to grant funding received in previous years that has not been completely spent but which does not have a requirement to be repaid to Welsh Government.

The Council will amend the treatment of these balances within the 2024-25 financial statements.

Note 11 Property Plant and Equipment – Infrastructure Assets

We identified £356,525 of costs relating to EV charges and solar panels that were misclassified as infrastructure assets and given an estimated useful life of 40 years.

We do not believe that such assets should be treated as infrastructure and given such a long estimated useful life. We consider the assets to be equipment and should be included within vehicles, plant, furniture and equipment and given a more realistic estimate of useful life.

The Council will amend the treatment of these balances within the 2024-25 financial statements.

Corrected misstatements

During our audit, we identified misstatements that have been corrected by management, but which we consider should be drawn to your attention.

The amendments made to the financial statements increased the Council's reported deficit in the year within the Comprehensive Income and Expenditure Statement (CIES) by £1.383 million from £15.594 million to £16.977 million.

The impact on the Balance Sheet was to reduce Net Assets by £1.383 million from £603.072 million to £601,689 million.

The corrected misstatements are set out in **Appendix 3**.



Other significant issues

In the addition to misstatements identified during the audit we also report other significant issues to you.

The following significant issues were identified during the audit.

Weaknesses in Controls – internal recharges

We identified a net credit of £14.0 million within gross expenditure in the CIES due to the incorrect posting of some internal recharges during the year. Whilst the CIES was not misstated, we would expect internal recharges of income and expenditure to net off to nil within the general ledger.

We were able to conclude that the transactions were legitimate internal recharges that had been posted to the wrong ledger code during the year.

We recommend that the Council reviews its procedures and guidance for the treatment and allocation of internal recharges to ensure all finance staff are aware of the correct ledger codes to post recharges.

Surplus Assets

Note 11, Property Plant and Equipment (PPE) included Surplus Assets of £10.2 million. We identified property classified as Surplus Assets that was either in operational use by the Council or was duplicated within Other Land and Buildings.

As a consequence of our audit, the Council reduced the value of surplus assets by £1.9 million. £1.6 million of this was removed from the PPE balance altogether due to the duplication of the asset within surplus assets and other land and buildings.

There remains an immaterial balance in surplus assets of £2.166 million that has not been specifically reviewed this year.

We have recommended that, going forward the Council undertakes a review of all surplus assets (including the £2.166 million not reviewed in year) to ensure only true assets that are surplus for the Council's purposes are classified as such

Derecognition of capital expenditure

Note 11 Property, Plant and Equipment included additions in year of £19.7 million of which £13.3 million was derecognised as it was deemed not to add value to the asset to which it related.

This is a significant level of capital expenditure that the Council does not believe has added value to its assets.

Our review identified that £963,792 was incorrectly removed from additions as it related to either Assets Under Construction or other assets. We also noted that some expenditure included as capital additions (and subsequently derecognised) was below the £10,000 de-minimus level applied by the Council for expenditure to be classified as capital.

We recommend the Council undertakes a detailed review each year of the capital expenditure incurred to ensure:

- any expenditure which is considered revenue in nature is charged directly to revenue:
- spend incurred against a longer-term project is kept as assets under construction; and
- spend on equipment is correctly classified.

Nil net book value assets

Note 11 Property, Plant and Equipment included £11.7 million of assets that were fully depreciated and therefore had a nil net book value at the year-end.

Our audit identified five assets that were no longer owned by the Council such as Pwllwatkin Restoration which had a gross cost (and corresponding gross depreciation) of £1.1 million. As a consequence of our audit work, the asset was removed from infrastructure assets.

We were able to confirm the existence and continued use of £7.7 million of assets, but there remains a residual immaterial balance of £4.0 million where a further review is required to determine if the assets are still owned or in use by the Council.

We recommend the Council reviews the remaining £4.0 million of assets with a nil net book value to ensure that they are still owned, are in operational use and should be retained in the fixed asset register and disclosed in the financial statements.

Consideration should also be given to the estimated useful life applied to assets. We identified 89 assets (mainly vehicles) still in use, despite being fully depreciated which may suggest that the Council is underestimating their useful life.

Appendix 1

Proposed audit report

The report of the Auditor General for Wales to the members of Neath Port Talbot County Borough Council

Opinion on financial statements

I have audited the financial statements of Neath Port Talbot County Borough Council for the year ended 31 March 2024 under the Public Audit (Wales) Act 2004.

Neath Port Talbot County Borough Council's financial statements comprise the Expenditure and Funding Analysis, the Movement in Reserves Statement, the Comprehensive Income and Expenditure Statement, the Balance Sheet, the Cash Flow Statement and the related notes, including the material accounting policies.

The financial reporting framework that has been applied in their preparation is applicable law and UK adopted international accounting standards as interpreted and adapted by the Code of Practice on Local Authority Accounting in the United Kingdom 2024.

In my opinion, in all material respects, the financial statements:

- give a true and fair view of the financial position of Neath Port Talbot County Borough Council as at 31 March 2024 and of its income and expenditure for the year then ended; and
- have been properly prepared in accordance with legislative requirements and UK adopted international accounting standards as interpreted and adapted by the Code of Practice on Local Authority Accounting in the United Kingdom 2024.

Basis of opinion

I conducted my audit in accordance with applicable law and International Standards on Auditing in the UK (ISAs (UK)) and Practice Note 10 'Audit of Financial Statements of Public Sector Entities in the United Kingdom'. My responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of my report.

My staff and I are independent of the [name of local government body and the group] in accordance with the ethical requirements that are relevant to my audit of the financial statements in the UK including the Financial Reporting Council's Ethical Standard, and I have fulfilled my other ethical responsibilities in accordance with these requirements. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Conclusions relating to going concern

In auditing the financial statements, I have concluded that the use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work I have performed, I have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Neath Port Talbot County Borough Council's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from when the financial statements are authorised for issue.

My responsibilities and the responsibilities of the responsible financial officer with respect to going concern are described in the relevant sections of this report.

Other Information

The other information comprises the information included in the annual report other than the financial statements and my auditor's report thereon. The Responsible Financial Officer is responsible for the other information contained within the annual report. My opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in my report, I do not express any form of assurance conclusion thereon.

My responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If I identify such material inconsistencies or apparent material misstatements, I am required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact.

I have nothing to report in this regard.

Opinion on other matters

In my opinion, based on the work undertaken in the course of my audit:

- the information contained in the Narrative Report for the financial year for which the financial statements are prepared is consistent with the financial statements and is in accordance with the Code of Practice on Local Authority Accounting in the United Kingdom 2024.
- The information given in the Governance Statement for the financial year for which the financial statements are prepared is consistent with the financial statements and is in accordance with guidance.

Matters on which I report by exception

In the light of the knowledge and understanding of [name of local government body and the group] and its environment obtained in the course of the audit, I have not identified material misstatements in the Narrative Report or the Governance Statement.

I have nothing to report in respect of the following matters, which I report to you, if, in my opinion:

- I have not received all the information and explanations I require for my audit;
- adequate accounting records have not been kept, or returns adequate for my audit have not been received from branches not visited by my team; or
- the financial statements are not in agreement with the accounting records and returns.

Responsibilities of the responsible financial officer for the financial statements

As explained more fully in the Statement of Responsibilities for the Statement of Accounts, the responsible financial officer is responsible for:

- the preparation of the statement of accounts, which give a true and fair view and comply with proper practices;
- maintaining proper accounting records;
- internal controls as the responsible financial officer determines is necessary to enable
 the preparation of statements of accounts that are free from material misstatement,
 whether due to fraud or error; and
- assessing the Neath Port Talbot County Borough Council's ability to continue as a
 going concern, disclosing as applicable, matters related to going concern and using
 the going concern basis of accounting unless the responsible financial officer
 anticipates that the services provided by the Neath Port Talbot County Borough
 Council will not continue to be provided in the future.

Auditor's responsibilities for the audit of the financial statements

My responsibility is to audit the financial statements in accordance with the Public Audit (Wales) Act 2004.

My objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. I design procedures in line with my responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

My procedures included the following:

- Enquiring of management, the Neath Port Talbot County Borough Council's internal audit and those charged with governance, including obtaining and reviewing supporting documentation relating to Neath Port Talbot County Borough Council's policies and procedures concerned with:
 - identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud; and
 - the internal controls established to mitigate risks related to fraud or noncompliance with laws and regulations.

- Considering as an audit team how and where fraud might occur in the financial statements and any potential indicators of fraud. As part of this discussion, I identified potential for fraud in the following areas: management override and the posting of unusual journals;
- Obtaining an understanding of Neath Port Talbot County Borough Council's framework of authority as well as other legal and regulatory frameworks that Neath Port Talbot County Borough Council operates in, focusing on those laws and regulations that had a direct effect on the financial statements or that had a fundamental effect on the operations of Neath Port Talbot County Borough Council; and
- Obtaining an understanding of related party relationships.

In addition to the above, my procedures to respond to identified risks included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with relevant laws and regulations discussed above:
- enquiring of management, the Governance and Audit Committee and legal advisors about actual and potential litigation and claims;
- reading minutes of meetings of those charged with governance; and
- in addressing the risk of fraud through management override of controls, testing
 the appropriateness of journal entries and other adjustments; assessing whether
 the judgements made in making accounting estimates are indicative of a potential
 bias; and evaluating the business rationale of any significant transactions that are
 unusual or outside the normal course of business.

I also communicated relevant identified laws and regulations and potential fraud risks to all audit team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

The extent to which my procedures are capable of detecting irregularities, including fraud, is affected by the inherent difficulty in detecting irregularities, the effectiveness of the Neath Port Talbot County Borough Council's controls, and the nature, timing and extent of the audit procedures performed.

A further description of the auditor's responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website www.frc.org.uk/auditorsresponsibilities. This description forms part of my auditor's report.

Other auditor's responsibilities

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Certificate of completion of audit

I certify that I have completed the audit of the accounts of Neath Port Talbot County Borough Council in accordance with the requirements of the Public Audit (Wales) Act 2004 and the Auditor General for Wales' Code of Audit Practice.

Adrian Crompton

Auditor General for Wales

1 Capital Quarter Tyndall Street Cardiff, CF10 4BZ

Appendix 2

Letter of representation

Audited body's letterhead

Auditor General for Wales Wales Audit Office 1 Capital Quarter Cardiff CF10 4BZ

Date

Representations regarding the 2023-24 financial statements

This letter is provided in connection with your audit of the financial statements of Neath Port Talbot County Borough Council for the year ended 31 March 2024 for the purpose of expressing an opinion on their truth and fairness and their proper preparation.

We confirm that to the best of our knowledge and belief, having made enquiries as we consider sufficient, we can make the following representations to you.

Management representations

Responsibilities

We have fulfilled our responsibilities for:

- the preparation of the financial statements in accordance with legislative requirements and the Code of Practice on Local Authority Accounting in the United Kingdom 2024; in particular the financial statements give a true and fair view in accordance therewith; and
- the design, implementation, maintenance and review of internal control to prevent and detect fraud and error.

Information provided

We have provided you with:

- full access to:
 - all information of which we are aware that is relevant to the preparation of the financial statements such as books of account and supporting documentation, minutes of meetings and other matters;

- additional information that you have requested from us for the purpose of the audit; and
- unrestricted access to staff from whom you determined it necessary to obtain audit evidence.
- the results of our assessment of the risk that the financial statements may be materially misstated as a result of fraud;
- our knowledge of fraud or suspected fraud that we are aware of and that affects
 Neath Port Talbot County Borough Council and involves:
 - management;
 - employees who have significant roles in internal control; or
 - others where the fraud could have a material effect on the financial statements;
- our knowledge of any allegations of fraud, or suspected fraud, affecting the financial statements communicated by employees, former employees, regulators or others;
- our knowledge of all known instances of non-compliance or suspected noncompliance with laws and regulations whose effects should be considered when preparing the financial statements; and
- the identity of all related parties and all the related party relationships and transactions of which we are aware.

Financial statement representations

All transactions, assets and liabilities have been recorded in the accounting records and are reflected in the financial statements.

The methods, the data and the significant assumptions used in making accounting estimates, and their related disclosures are appropriate to achieve recognition, measurement or disclosure that is reasonable in the context of the applicable financial reporting framework.

Related party relationships and transactions have been appropriately accounted for and disclosed.

All events occurring subsequent to the reporting date which require adjustment or disclosure have been adjusted for or disclosed.

All known actual or possible litigation and claims whose effects should be considered when preparing the financial statements have been disclosed to the auditor and accounted for and disclosed in accordance with the applicable financial reporting framework.

The financial statements are free of material misstatements, including omissions. The effects of the uncorrected misstatement identified during the audit is immaterial to the financial statements taken as a whole. The unadjusted misstatement is set out below:

Note 17 Creditors – Central Government bodies

- £390,000 of Welsh Government creditors are misclassified as creditors and should be treated as ear-marked reserves.
- The balances relate to grant funding received in previous years that has not been completely spent but which does not have the requirement to be repaid to Welsh Government.
- The misstatement is not considered material to the accounts and will be amended within the 2024-25 accounts.

Note 11 Property Plant and Equipment – Infrastructure Assets

- £356,525 of costs relating to EV charges and solar panels are classified as infrastructure assets and given an estimated useful life of 40 years.
- These assets are considered to be equipment and should be included within vehicles, plant, furniture and equipment and given a more realistic estimate of useful life.
- The misstatement is not considered material to the accounts and will be amended within the 2024-25 accounts.

Representations by the Governance and Audit Committee

We acknowledge that the representations made by management, above, have been discussed with us.

We acknowledge our responsibility for the preparation of true and fair financial statements in accordance with the applicable financial reporting framework. The financial statements were approved by Neath Port Talbot County Borough Council on 22 October 2024.

We confirm that we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that it has been communicated to you. We confirm that, as far as we are aware, there is no relevant audit information of which you are unaware.

Signed by:	Signed by:
Chief Finance Officer	Chair of the Governance and Audit Committee
Date:	Date:

Appendix 3

Summary of corrections made to the financial statements

During the audit, my team identified the following misstatements that have been corrected by management, but which I consider should be drawn to your attention.

Correction	Nature of correction	Reason for correction
Note 11 Property Plant Furniture and Equipment. Cost or valuation 'derecognition - other' reduced by £963,792. The amendments impacted on the reported deficit in the CIES which reduced by £235,000 and the net assets in the Balance Sheet which increased by the same amount.	Note 11 cost or valuation 'derecognition - other' was reduced by £963,792. The following amendments were made as part of the adjustment: • £45,397 was removed from other land and buildings additions to infrastructure assets as an addition to correct the classification. • £670,340 was removed from other land and buildings additions to assets under construction • £248,055 was removed from other land and buildings additions into vehicle plant furniture and equipment additions. The amendments also impacted on: • The revaluation gains charged to cost or valuation within Note 11. • Both gross expenditure and the total comprehensive income and expenditure in the CIES. • Movements within and the closing balance of the revaluation reserve. • Movements within and the closing balance of the capital adjustment account. • The movement in reserves statement (MiRS). • The Cashflow Statement.	To ensure capital expenditure incurred in the year was correctly treated in the accounting records and the financial statements. To ensure compliance with the Code of Practice on Local Authority Accounting in the United Kingdom 2024.

The overall net assets in the Balance Sheet and Supporting notes. **Note 11 Property** Note 11 surplus assets reduced by £1.9 million. To ensure the assets **Plant Furniture** The following amendments were made as part were correctly accounted and Equipment. of the adjustment: for and disclosed as such in the financial Cost or valuation £1.61 million was removed from surplus statements. 'surplus assets' assets as it was a duplication of an asset reduced by £1.9 held within other land and buildings. million. To ensure compliance with the Code of Practice £450,000 was removed from assets under on Local Authority Amendments construction to correctly classify as surplus Accounting in the United impacted on the assets. Kingdom 2024. reported deficit in the CIES which A further reduction of £742,000 was made increased by £1.6 to surplus assets due to overstated values. million and the net assets in the The amendments also impacted on: **Balance Sheet** which reduced by The revaluation gains charged to cost or the same amount. valuation within Note 11. The total comprehensive income and expenditure in the CIES. Movements within and the closing balance of the revaluation reserve. Movements within and the closing balance of the capital adjustment account. The movement in reserves statement (MiRS). The Cashflow Statement. The overall net assets in the Balance sheet and supporting notes. Note 11 Note 11 Infrastructure assets nil net book value To ensure only assets Infrastructure assets of £1.1 million were removed. owned by the Council were included within assets accounting records and Nil net book value The amendment related to one asset that was

the accounts.

included within infrastructure assets, disclosed

in a separate table within Note 11.

assets reduced by

£1.1 million.

No other classification of assets within Note 11 were affected.

As the asset had a nil net book value there was no impact and no historic valuation movements there was no impact on any other areas of the accounts. To ensure compliance with the Code of Practice on Local Authority Accounting in the United Kingdom 2024

There were other minor amendments to the accounts following our audit that collectively were below our 'trivial' reporting threshold.

Audit quality

Our commitment to audit quality in Audit Wales is absolute. We believe that audit quality is about getting things right first time.

We use a three lines of assurance model to demonstrate how we achieve this. We have established an Audit Quality Committee to co-ordinate and oversee those arrangements. We subject our work to independent scrutiny by QAD*, and our Chair acts as a link to our Board on audit quality. For more information see our <u>Audit Quality Report 2023</u>.

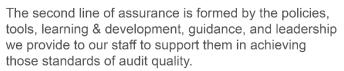
Our People



The first line of assurance is formed by our staff and management who are individually and collectively responsible for achieving the standards of audit quality to which we aspire.

- · Selection of right team
- · Use of specialists
- · Supervisions and review

Arrangements for achieving audit quality





- Audit platform
- Ethics
- Guidance
- Culture
- · Learning and development
- Leadership
- · Technical support

Independent assurance



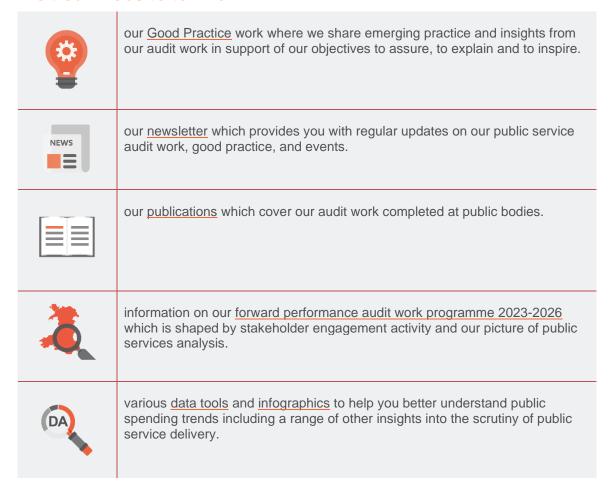
The third line of assurance is formed by those activities that provide independent assurance over the effectiveness of the first two lines of assurance.

- EQCRs
- · Themed reviews
- Cold reviews
- · Root cause analysis
- Peer review
- · Audit Quality Committee
- · External monitoring
- * QAD is the quality monitoring arm of ICAEW.

Supporting you

Audit Wales has developed a range of resources to support the scrutiny of Welsh public bodies and to support those bodies in continuing to improve the services they provide to the people of Wales.

Visit our website to find:



You can find out more about Audit Wales in our <u>Annual Plan 2024-25</u> and <u>Our Strategy 2022-27</u>.



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We welcome correspondence and telephone calls in Welsh and English. Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg.