

Do the Numbers Limited

12th May 2021

Daniel Lucas, Clerk
Christchurch Town Council
Old Town Hall, High Street
Christchurch, BH23 1QA

Dear Dan,

Subject: Review of matters arising from Internal Audit for 31 March 2021

Following my very productive visits to the council offices today and earlier in the year, please find below the matters arising. I found the of the council to be in good order and feel that the new authority is starting to settle in well.

| Control area | Issue | Recommended Action |
|---------------------------------|---|---|
| Reserves | The reserves of the council are currently above those in the guidance, but this is partly due to COVID. | When lockdowns ease, members should actively review plans to bring forward those projects that most benefit the electors and residents of the town. |
| Closed session minutes | The council agreed bank mandate updates in closed session. There is no need for such information to be confidential. | It is beneficial to be able to prove a public record of bank signatories when membership changes in future. |
| Budget monitoring | The future year budget had not been entered onto the ledger system at the time of audit. | It is best practice to use the accounting system to generate the budget for approval at all stages. |
| Who does what? | Residents and stakeholders appear still to be unclear about how the different tiers of local government operate, taking up officer time. | A "Who Does What" page on the website similar to those of other councils may be beneficial in time spent handling queries. |
| Allotment vacancies and queries | The council owned allotment sites are managed by associations for whom all emails go through the office team. | It may be worth setting up direct council emails for each site so that they can maintain personal privacy while increasing transparency. |
| Member training | The council has now been in existence for two years and is settling in well. It is always beneficial for members to stay up to date with the legislative framework in which they operate. | It may be beneficial for the council to source external, independent, sector specific training on roles and responsibilities over the coming months, so that best use is made of meetings and officer time. |

Please find attached my invoice for the agreed fee.

If either you or your members have any queries, please do not hesitate to contact me.

Regards



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