

Do the Numbers Limited

3rd March 2021

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

Dear Dan,

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

Following my very productive visit to the council offices today, please find below the matters that arose out of the review which should be addressed before the year end.

Control area	Issue	Recommended Action
Public participation	Members of the public have been named in the minutes which means their GDPR 'right to be forgotten' cannot be complied with. <i>(also raised last year)</i>	Those speaking in an official capacity can be named as their position, but members of the public should be minuted as 'an elector'
Reserves	The reserves of the council are currently above those in the guidance, but this is partly due to COVID.	In advance of the year end, the council should approve which projects need to and should be undertaken as soon as restrictions ease.
Bank deposits	As a side effect of being a new council and the impact of COVID lockdown, the council has substantial funds in its current account. This increases risk and reduces return.	The council is already in discussion with CCLA regarding moving funds not needed in the next few months to the Public Sector Deposit Fund . This should be effected without further delay.
VAT reclaims	The council is now using Scrive for its management accounts, which allow timely and accurate VAT reclaims to be submitted.	In advance of the activities of the council becoming more complex, a routine of quarterly reclaims should be established.
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.

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Policies	Now that the council has a social media page, a clear policy for its use (and link to it) should be on the website.	All current policies (with approval dates) should be uploaded to the website.
Climate Emergency Declaration	The council has set up a working group subsequent to its declaration of the Climate Emergency.	Members should make best use of available information such as this and groups like this to ensure that residents feel tangible benefits from such a decision.

I will return after the year end to complete my review.
If either you or your members have any queries, please do not hesitate to contact me.

Regards

A black rectangular redaction box covering the signature of Eleanor S Greene.

Eleanor S Greene