

# WHITEHAVEN TOWN COUNCIL

**Clerk and Responsible Financial Officer:** Marlene Jewell  
Telephone: 01946 67366  
**Chairman:** Councillor C Hayes

To: **Members of Whitehaven Town Council**

You are duly **SUMMONED** to attend an **EXTRAORDINARY MEETING** of **WHITEHAVEN TOWN COUNCIL** which will be held in **THE BEACON PORTAL** at **THE BEACON, WHITEHAVEN** on **Thursday 16<sup>th</sup> May 2024 at 6.00 pm**

Signed... *Marlene Jewell* ..... Dated... *9<sup>th</sup> May 2024* .....  
Marlene Jewell, Clerk and Responsible Financial Officer

## AGENDA

1. **Apologies for Absence**
2. **Declarations of Interest**

To receive declarations of interest by elected Members in respect of Agenda items.

If a Member requires any advice on any item involving a possible declaration of interest which could affect his/her ability to speak and/or vote he/she is advised to contact the Clerk at least 24 hours in advance of the meeting.

3. **Public Participation**
4. **Annual Governance and Accountability Return 2023/24**
5. **Finance Report**
6. **Telephone/Broadband Contract**
7. **Planning Applications**

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## **IN PRIVATE**

That prior to the following items of business the Chairman will move the following resolution:

That in view of the special or confidential nature of the business about to be transacted it is advisable in the public interest that the public and or press be instructed to withdraw.

### **8. Quotes for Council Events**

**ANNUAL GOVERNANCE AND ACCOUNTABILITY RETURN  
(AGAR) – 2023/2024**

**Purpose of the Report and Recommendation**

To inform the Council that the Annual Return for the year 2023/2024 has been received from Moore, the Council's External Auditors and to recommend approval of the recommendations as set out in paragraph 4.1 (i), (ii), (iii), (iv) and (v) hereof.

**1.0 INTRODUCTION**

- 1.1 The Annual Governance and Accountability Return (AGAR) 2023/2024 has been received from Moore, the Council's External Auditors. The form shown at Appendix 1 has been prepared in draft pending approval by the Council. The AGAR is made up of 3 parts on pages 3-6. Sections 1 and 2 must be completed and approved by the Council and section 3 will be completed by Moore, the external auditors and returned to the Council.
- 1.2 In preparation for this an Internal Audit was carried out on the Town Council by the Council's Internal Auditor Julie Hartley IPFA, CILCA for the year ending 31st March 2024.

**2.0 Process for The Annual Return**

- 2.1 The Annual Governance and Accountability Return has been completed in draft for Council approval with assistance and guidance from the Council's Internal Auditor and which is shown at Appendix 1.
- 2.2 The Council is required by Moore to take the following steps: -

- (i) Firstly, the Annual Governance Statement 2023/2024 (Section 1) must be approved by the Council and signed by the Chairman and Clerk and giving the Minute reference when it was approved.
- (ii) Secondly, the Accounting Statement 2023/2024 (Section 2) must be approved by the Council and signed by the Chairman and Responsible Financial Officer again giving the Minute reference when it was approved.
- (iii) The Internal Auditors Report be approved.
- (iv) The Council is required to provide electors with the opportunity to inspect the accounts and other documents for a period of 30 working days and which must include the first 10 working days of July. This means:
  - The inspection period must be for a period of 30 working days inclusive;
  - It must include the first 10 working days of July 2024;
  - The inspection period will commence on Monday 3<sup>rd</sup> June 2024 and will end on Friday 12<sup>th</sup> July 2024 (this was suggested by Moore)
  - The inspection period must start the day after the notice, the approved Section 1 (Annual Governance Statement 2023/2024) and approved Section 2 (Accounting Statements 2023/2024) are published on the Council's website.
- (v) The completed and approved Annual Governance and Accountability Return 2023/2024 must be submitted to Moore before 30<sup>th</sup> June 2024 and we propose to do this as soon as possible following the Council meeting.



### **3.0 INTERNAL AUDIT REPORT - 2023/2024 ACCOUNTS**

3.1 Attached at Appendix 2 is the Internal Audit Report for the 2023/2024 Accounts which members are asked to consider and approve.

### **4.0 RECOMMENDATION**

4.1 The Council's Internal Auditor has given advice and assistance on the completion of the Annual Return to ensure that it is properly completed and it is therefore recommended: -

- (i) That Section 1, The Annual Governance Statement 2023/2024 be approved by the Council and signed by the Chairman and Clerk and the Minute number inserted;
- (ii) That Section 2, The Accounting Statements 2023/2024 be approved by the Council and signed by the Chairman and Responsible Financial Officer and the Minute number inserted;
- (iii) That the Internal Audit Report be approved;
- (iv) That the Annual Return be advertised for public inspection to comply with the timescales and requirements in paragraph 2.2 (iv) above and Councillors be sent a copy of this notice;
- (v) That the completed and approved Annual Return be submitted to Moore as soon as possible following the Council meeting.

## Annual Governance and Accountability Return 2023/24 Form 3

To be completed by Local Councils, Internal Drainage Boards and other Smaller Authorities\*:

- where the higher of gross income or gross expenditure exceeded £25,000 but did not exceed £6.5 million; or
- where the higher of gross income or gross expenditure was £25,000 or less but that:
  - are unable to certify themselves as exempt (fee payable); or
  - have requested a limited assurance review (fee payable)

### Guidance notes on completing Form 3 of the Annual Governance and Accountability Return 2023/24

1. Every smaller authority in England that either received gross income or incurred gross expenditure exceeding £25,000 **must** complete Form 3 of the Annual Governance and Accountability Return at the end of each financial year in accordance with *Proper Practices*.
2. **The Annual Governance and Accountability Return is made up of three parts, pages 3 to 6:**
  - The **Annual Internal Audit Report** must be completed by the authority's internal auditor.
  - **Sections 1 and 2** must be completed and approved by the authority.
  - **Section 3** is completed by the external auditor and will be returned to the authority.
3. The authority **must** approve Section 1, Annual Governance Statement, before approving Section 2, Accounting Statements, and both **must** be approved and published on the authority website/webpage **before 1 July 2024**.
4. An authority with either gross income or gross expenditure exceeding £25,000 or an authority with neither income nor expenditure exceeding £25,000, but which is unable to certify itself as exempt, or is requesting a limited assurance review, **must** return to the external auditor by email or post (not both) **no later than 30 June 2024**. Reminder letters will incur a charge of £40 +VAT:
  - the Annual Governance and Accountability Return Sections 1 and 2, together with
  - a bank reconciliation as at 31 March 2024
  - an explanation of any significant year on year variances in the accounting statements
  - notification of the commencement date of the period for the exercise of public rights
  - Annual Internal Audit Report 2023/24

Unless requested, do not send any additional documents to your external auditor. Your external auditor will ask for any additional documents needed.

Once the external auditor has completed the limited assurance review and is able to give an opinion, the Annual Governance and Accountability **Section 1, Section 2 and Section 3 – External Auditor Report and Certificate** will be returned to the authority by email or post.

### Publication Requirements

Under the Accounts and Audit Regulations 2015, authorities must publish the following information on the authority website/webpage:

Before 1 July 2024 authorities **must** publish:

- Notice of the period for the exercise of public rights and a declaration that the accounting statements are as yet unaudited;
- **Section 1 - Annual Governance Statement 2023/24**, approved and signed, page 4
- **Section 2 - Accounting Statements 2023/24**, approved and signed, page 5

Not later than 30 September 2024 authorities **must** publish:

- Notice of conclusion of audit
- **Section 3 - External Auditor Report and Certificate**
- **Sections 1 and 2 of AGAR** including any amendments as a result of the limited assurance review. It is recommended as best practice, to avoid any potential confusion by local electors and interested parties, that you also publish the Annual Internal Audit Report, page 3.

The Annual Governance and Accountability Return constitutes the annual return referred to in the Accounts and Audit Regulations 2015. Throughout, the words 'external auditor' have the same meaning as the words 'local auditor' in the Accounts and Audit Regulations 2015.

\*for a complete list of bodies that may be smaller authorities refer to schedule 2 to the Local Audit and Accountability Act 2014.



## Guidance notes on completing Form 3 of the Annual Governance and Accountability Return (AGAR) 2023/24

- The authority **must** comply with *Proper Practices* in completing Sections 1 and 2 of this AGAR. *Proper Practices* are found in the *Practitioners' Guide\** which is updated from time to time and contains everything needed to prepare successfully for the financial year-end and the subsequent work by the external auditor.
- Make sure that the AGAR is complete (no highlighted boxes left empty) and is properly signed and dated. Any amendments must be approved by the authority and properly initialled.
- The authority **should** receive and note the Annual Internal Audit Report before approving the Annual Governance Statement and the accounts.
- Use the checklist provided below to review the AGAR for completeness before returning it to the external auditor by email or post (not both) no later than 30 June 2024.
- The Annual Governance Statement (Section 1) must be approved on the same day or before the Accounting Statements (Section 2) and evidenced by the agenda or minute references.
- The Responsible Financial Officer (RFO) must certify the accounts (Section 2) before they are presented to the authority for approval. The authority must in this order; consider, approve and sign the accounts.
- The RFO is required to commence the public rights period as soon as practical after the date of the AGAR approval.
- You must inform your external auditor about any change of Clerk, Responsible Financial Officer or Chair, and provide relevant authority owned generic email addresses and telephone numbers.**
- Make sure that the copy of the bank reconciliation to be sent to your external auditor with the AGAR covers all the bank accounts. If the authority holds any short-term investments, note their value on the bank reconciliation. The external auditor must be able to agree the bank reconciliation to Box 8 on the accounting statements (**Section 2, page 5**). An explanation **must** be provided of any difference between Box 7 and Box 8. More help on bank reconciliation is available in the *Practitioners' Guide\**.
- Explain fully significant variances in the accounting statements on **page 5**. Do not just send a copy of the detailed accounting records instead of this explanation. The external auditor wants to know that you understand the reasons for all variances. Include complete numerical and narrative analysis to support the full variance.
- If the bank reconciliation is incomplete or variances not **fully** explained then additional costs may be incurred.
- Make sure that the accounting statements add up and that the balance carried forward from the previous year (Box 7 of 2023) equals the balance brought forward in the current year (Box 1 of 2024).
- The Responsible Financial Officer (RFO), on behalf of the authority, **must** set the commencement date for the exercise of public rights of 30 consecutive working days which **must** include the first ten working days of July.
- The authority **must** publish on the authority website/webpage the information required by Regulation 15 (2), Accounts and Audit Regulations 2015, including the period for the exercise of public rights and the name and address of the external auditor **before 1 July 2024**.

Completion checklist – 'No' answers mean you may not have met requirements		Yes	No
All sections	Have all highlighted boxes have been completed?	✓	
	Has all additional information requested, including <b>the dates set for the period for the exercise of public rights</b> , been provided for the external auditor?	✓	
Internal Audit Report	Have all highlighted boxes been completed by the internal auditor and explanations provided?	✓	
Section 1	For any statement to which the response is 'no', has an explanation been published?	✓	
Section 2	Has the Responsible Financial Officer signed the accounting statements before presentation to the authority for approval?	✓	
	Has the authority's approval of the accounting statements been confirmed by the signature of the Chair of the approval meeting?	✓	
	Has an explanation of significant variations been published where required?	✓	
	Has the bank reconciliation as at <b>31 March 2024</b> been reconciled to Box 8?	✓	
	Has an explanation of any difference between Box 7 and Box 8 been provided?	✓	
Sections 1 and 2	Trust funds – have all disclosures been made if the authority as a body corporate is a sole managing trustee? <b>NB:</b> do not send trust accounting statements unless requested.		N/A

\* *Governance and Accountability for Smaller Authorities in England – a Practitioners' Guide to Proper Practices*, can be downloaded from [www.nalc.gov.uk](http://www.nalc.gov.uk) or from [www.ada.org.uk](http://www.ada.org.uk)



# Annual Internal Audit Report 2023/24

WHITEHAVEN TOWN COUNCIL

www.whitehaventowncouncil.co.uk

During the financial year ended 31 March 2024, this authority's internal auditor acting independently and on the basis of an assessment of risk, carried out a selective assessment of compliance with the relevant procedures and controls in operation and obtained appropriate evidence from the authority.

The internal audit for 2023/24 has been carried out in accordance with this authority'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 alongside are the internal audit conclusions on whether, in all significant respects, the control objectives were being achieved throughout the financial year to a standard adequate to meet the needs of this authority.

Internal control objective	Yes	No*	Not covered**
A. Appropriate accounting records have been properly kept throughout the financial year.	✓		
B. This authority complied with its financial regulations, payments were supported by invoices, all expenditure was approved and VAT was appropriately accounted for.	✓		
C. This authority assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.	✓		
D. The precept or rates requirement resulted from an adequate budgetary process; progress against the budget was regularly monitored; and reserves were appropriate.	✓		
E. Expected income was fully received, based on correct prices, properly recorded and promptly banked; and VAT was appropriately accounted for.	✓		
F. Petty cash payments were properly supported by receipts, all petty cash expenditure was approved and VAT appropriately accounted for.			N/A.
G. Salaries to employees and allowances to members were paid in accordance with this authority's approvals, and PAYE and NI requirements were properly applied.	✓		
H. Asset and investments registers were complete and accurate and properly maintained.	✓		
I. Periodic bank account reconciliations were properly carried out during the year.	✓		
J. Accounting statements prepared during the year were prepared on the correct accounting basis (receipts and payments or income and expenditure), agreed to the cash book, supported by an adequate audit trail from underlying records and where appropriate debtors and creditors were properly recorded.	✓		
K. If the authority certified itself as exempt from a limited assurance review in 2022/23, it met the exemption criteria and correctly declared itself exempt. (If the authority had a limited assurance review of its 2022/23 AGAR tick "not covered")			✓
L. The authority published the required information on a website/webpage up to date at the time of the internal audit in accordance with the relevant legislation.	✓		
M. In the year covered by this AGAR, the authority correctly provided for a period for the exercise of public rights as required by the Accounts and Audit Regulations (during the 2023-24 AGAR period, were public rights in relation to the 2022-23 AGAR evidenced by a notice on the website and/or authority approved minutes confirming the dates set).	✓		
N. The authority has complied with the publication requirements for 2022/23 AGAR (see AGAR Page 1 Guidance Notes).	✓		
<b>O. (For local councils only)</b> Trust funds (including charitable) – The council met its responsibilities as a trustee.			✓

For any other risk areas identified by this authority adequate controls existed (list any other risk areas on separate sheets if needed).

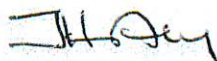
Date(s) internal audit undertaken

30/4/24 1/5/24

Name of person who carried out the internal audit

MRS J. HARTLEY.

Signature of person who carried out the internal audit



Date

1/5/24.

**\*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).**

**\*\*Note: 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, the annual internal audit report must explain why not (add separate sheets if needed).**



## Section 1 – Annual Governance Statement 2023/24

We acknowledge as the members of:

WHITEHAVEN TOWN COUNCIL

our responsibility for ensuring that there is a sound system of internal control, including arrangements for 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 2024, that:

	Agreed		*Yes* means that this authority:
	Yes	No*	
1. We have put in place arrangements for effective financial management during the year, and for the preparation of the accounting statements.	✓		<i>prepared its accounting statements in accordance with the Accounts and Audit Regulations.</i>
2. We maintained an adequate system of internal control including measures designed to prevent and detect fraud and corruption and reviewed its effectiveness.	✓		<i>made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge.</i>
3. We took all reasonable steps to assure ourselves that there are no matters of actual or potential non-compliance with laws, regulations and Proper Practices that could have a significant financial effect on the ability of this authority to conduct its business or manage its finances.	✓		<i>has only done what it has the legal power to do and has complied with Proper Practices in doing so.</i>
4. We provided proper opportunity during the year for the exercise of electors' rights in accordance with the requirements of the Accounts and Audit Regulations.	✓		<i>during the year gave all persons interested the opportunity to inspect and ask questions about this authority's accounts.</i>
5. We carried out an assessment of the risks facing this authority and took appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.	✓		<i>considered and documented the financial and other risks it faces and dealt with them properly.</i>
6. We maintained throughout the year an adequate and effective system of internal audit of the accounting records and control systems.	✓		<i>arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether internal controls meet the needs of this smaller authority.</i>
7. We took appropriate action on all matters raised in reports from internal and external audit.	✓		<i>responded to matters brought to its attention by internal and external audit.</i>
8. We considered whether any litigation, liabilities or commitments, events or transactions, occurring either during or after the year-end, have a financial impact on this authority and, where appropriate, have included them in the accounting statements.	✓		<i>disclosed everything it should have about its business activity during the year including events taking place after the year end if relevant.</i>
9. (For local councils only) Trust funds including charitable. In our capacity as the sole managing trustee we discharged our accountability responsibilities for the fund(s)/assets, including financial reporting and, if required, independent examination or audit.	Yes	No	N/A
			✓
<i>has met all of its responsibilities where, as a body corporate, it is a sole managing trustee of a local trust or trusts.</i>			

**\*Please provide explanations to the external auditor on a separate sheet for each 'No' response and describe how the authority will address the weaknesses identified. These sheets must be published with the Annual Governance Statement.**

This Annual Governance Statement was approved at a meeting of the authority on:

DD/MM/YYYY

and recorded as minute reference:

MINUTE REFERENCE

Signed by the Chair and Clerk of the meeting where approval was given:

Chair

SIGNATURE REQUIRED

Clerk

SIGNATURE REQUIRED

ENTER URL [www.whitehaventowncouncil.co.uk](http://www.whitehaventowncouncil.co.uk) PAGE ADDRESS



## Section 2 – Accounting Statements 2023/24 for

### WHITEHAVEN TOWN COUNCIL

	Year ending		Notes and guidance
	31 March 2023 £	31 March 2024 £	
1. Balances brought forward	547,191	679,493	Total balances and reserves at the beginning of the year as recorded in the financial records. Value must agree to Box 7 of previous year.
2. (+) Precept or Rates and Levies	455,594	495,901	Total amount of precept (or for IDBs rates and levies) received or receivable in the year. Exclude any grants received.
3. (+) Total other receipts	70,567	70,218	Total income or receipts as recorded in the cashbook less the precept or rates/levies received (line 2). Include any grants received.
4. (-) Staff costs	98,524	102,670	Total expenditure or payments made to and on behalf of all employees. Include gross salaries and wages, employers NI contributions, employers pension contributions, gratuities and severance payments.
5. (-) Loan interest/capital repayments	0	0	Total expenditure or payments of capital and interest made during the year on the authority's borrowings (if any).
6. (-) All other payments	322,335	304,525	Total expenditure or payments as recorded in the cashbook less staff costs (line 4) and loan interest/capital repayments (line 5).
7. (=) Balances carried forward	679,493	838,417	Total balances and reserves at the end of the year. Must equal (1+2+3) - (4+5+6).

8. Total value of cash and short term investments	682,813	831,437	The sum of all current and deposit bank accounts, cash holdings and short term investments held as at 31 March – <b>To agree with bank reconciliation.</b>
9. Total fixed assets plus long term investments and assets	533,497	542,305	The value of all the property the authority owns – it is made up of all its fixed assets and long term investments as at 31 March.
10. Total borrowings	0	0	The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).

For Local Councils Only	Yes	No	N/A	
11a. Disclosure note re Trust funds (including charitable)		✓		The Council, as a body corporate, acts as sole trustee and is responsible for managing Trust funds or assets.
11b. Disclosure note re Trust funds (including charitable)			✓	The figures in the accounting statements above exclude any Trust transactions.

I certify that for the year ended 31 March 2024 the Accounting Statements in this Annual Governance and Accountability Return have been prepared on either a receipts and payments or income and expenditure basis following the guidance in Governance and Accountability for Smaller Authorities – a Practitioners' Guide to Proper Practices and present fairly the financial position of this authority.

Signed by Responsible Financial Officer before being presented to the authority for approval

*Marlene Jurewicz*

Date

*2nd May 2024*

I confirm that these Accounting Statements were approved by this authority on this date:

*DD/MM/YYYY*

as recorded in minute reference:

*MINUTE REFERENCE*

Signed by Chair of the meeting where the Accounting Statements were approved

*SIGNATURE REQUIRED*



## Section 3 – External Auditor’s Report and Certificate 2023/24

In respect of

WHITEHAVEN TOWN COUNCIL

### 1 Respective responsibilities of the auditor and the authority

Our responsibility as auditors to complete a **limited assurance review** is set out by the National Audit Office (NAO). A limited assurance review is **not a full statutory audit**, it does not constitute an audit carried out in accordance with International Standards on Auditing (UK & Ireland) and hence it **does not** provide the same level of assurance that such an audit would. The UK Government has determined that a lower level of assurance than that provided by a full statutory audit is appropriate for those local public bodies with the lowest levels of spending.

Under a limited assurance review, the auditor is responsible for reviewing Sections 1 and 2 of the Annual Governance and Accountability Return in accordance with NAO Auditor Guidance Note 02 (AGN 02) as issued by the NAO on behalf of the Comptroller and Auditor General. AGN 02 is available from the NAO website – <https://www.nao.org.uk/code-audit-practice/guidance-and-information-for-auditors/> .

This authority is responsible for ensuring that its financial management is adequate and effective and that it has a sound system of internal control. The authority prepares an Annual Governance and Accountability Return in accordance with *Proper Practices* which:

- summarises the accounting records for the year ended 31 March 2024; and
- confirms and provides assurance on those matters that are relevant to our duties and responsibilities as external auditors.

### 2 External auditor’s limited assurance opinion 2023/24

(Except for the matters reported below)\* on the basis of our review of Sections 1 and 2 of the Annual Governance and Accountability Return, in our opinion the information in Sections 1 and 2 of the Annual Governance and Accountability Return is in accordance with Proper Practices and no other matters have come to our attention giving cause for concern that relevant legislation and regulatory requirements have not been met. (\*delete as appropriate).

(continue on a separate sheet if required)

Other matters not affecting our opinion which we draw to the attention of the authority:

(continue on a separate sheet if required)

### 3 External auditor certificate 2023/24

We certify/do not certify\* that we have completed our review of Sections 1 and 2 of the Annual Governance and Accountability Return, and discharged our responsibilities under the Local Audit and Accountability Act 2014, for the year ended 31 March 2024.

\*We do not certify completion because:

External Auditor Name

ENTER NAME OF EXTERNAL AUDITOR

External Auditor Signature

SIGNATURE REQUIRED

Date

DD/MM/YYYY

INTERNAL AUDIT REPORT 2023-24 ACCOUNTS  
PERFORMED BY JULIE HARTLEY, IPFA, CILCA

WTC - 16/05/2024  
AGENDA ITEM 4  
APPENDIX 2 .

NAME OF PARISH: WHITEHAVEN TOWN COUNCIL

DATE: 1<sup>st</sup> May 2024

**SUMMARY STATEMENT:**

Financial controls for Whitehaven TC continue to be excellent and there are clear financial records. Financial management has improved year on year and recently full risk assessments have been introduced. I have no significant recommendations to make which would affect the accuracy of the Parish Accounts that are to be advertised on the website. A summary of the audit tests performed and my findings are listed below.

**SUMMARY OF TESTING AND FINDINGS**

Internal Control area	Documents reviewed	Findings
Overall financial controls set out properly	Financial Regulations Standing Orders Minutes	All key documents are up to date and agreed by Council. Use NALC models
Budgetary Control – proper arrangements	Precept & Budget report Cash Book and Ring-fenced Accounts Council minutes	Revenue budget set in full prior to Precept and agreed by Council. Monitored at each Council meeting.
Expenditure – authorisation in accordance with standing orders.	Invoices Bank transfers Minutes (payment listings)	Relied on findings of interim audit report and performed additional sample test tracing payments from bank to cash book and payments listings for Council. All were in order.
Expenditure – accounting	Cash Book Bank reconciliations	Cash Book is accurate & complete. Bank reconciliations performed regularly.
Income controls	Cash book Bank statements/Reconciliation	Misc income is largely from allotments and has been billed and paid in year.
Payroll – legally performed	Payroll records	Relied on testing from interim audit.
Risk Management	Insurance Policy Risk management policy	Insurance with Zurich in place. Risk registers now in place for all key activity, including the renovation project.
Asset Management	Asset register	Relied on interim audit. Very little movement on AGAR from last year.
Information Management (Transparency Code)	Web site	All necessary financial information is available.



## **FINANCIAL REPORT**

### **Purpose of the Report**

Members are asked to consider a list of invoices for authorisation and payment as shown at Appendix 1 and approve the recommendations in paragraphs 3.1 and 3.2.

## **1.0 INTRODUCTION**

- 1.1 Authorise the payment of all invoices as listed in Appendix 1.
- 1.2 The Council is asked to note the cashbook as reconciled with the bank account as shown at Appendix 2 together with income and expenditure at Appendix 3.

## **2.0 FINANCIAL POSITION**

- 2.1 The bank reconciliation was carried out on 8<sup>th</sup> May 2024. This shows a balance of £654,026.48. There are no payments waiting to be cleared.
- 2.2 The balance in the deposit account is £633,024.86.

## **3.0 RECOMMENDATION**

- 3.1 The invoices listed and shown in Appendix 1 be approved and authorised for payment.
- 3.2 The Cashbook (Appendix 2) and the Income and Expenditure (Appendix 3) be noted.

16/05/2024

Appendix 1

Invoices for Consideration by Whitehaven Town Council

Date	Supplier	Category	Detail	Total Amount	Power	Column1
25/04/2024	Eden Springs Uk Ltd	Supplies & Services	Water Dispenser Hire & Environmental Levy - April 2024	£ 9.84		s111 LGA 1972
29/04/2024	Cumberland Council	Premises	Meeting Room Hire - 25.04.2024	£ 14.00		s111 LGA 1972
30/04/2024	Newsquest Media Group	Supplies & Services	In Cumbria half page advertising and digital campaign	£ 274.13		s144 LGA 1972
30/04/2024	Derwent Recycling Services Ltd	3rd Party	Skip Hire - Crow Park	£ 360.00	s23 Smallholdings & Allotments Act 1908	
30/04/2024	Derwent Recycling Services Ltd	3rd Party	Skip Hire - Midgley	£ 360.00	s23 Smallholdings & Allotments Act 1908	
30/04/2024	Derwent Recycling Services Ltd	3rd Party	Skip Hire - Cartgate	£ 360.00	s23 Smallholdings & Allotments Act 1908	
01/05/2024	Arborscape	Events	Skip Hire - Sneckyeat	£ 4,887.00		s144 LGA 1972
01/05/2024	Arborscape	3rd Party	Whitehaven In Bloom Contract	£ 60.00	s23 Smallholdings & Allotments Act 1908	
01/05/2024	Arborscape	3rd Party	Removal of Unsafe Path	£ 72.00	s23 Smallholdings & Allotments Act 1908	
01/05/2024	Arborscape	3rd Party	Tap Repair	£ 658.80	s23 Smallholdings & Allotments Act 1908	
01/05/2024	Mrs J Hartley	3rd Party	Allotment Maintenance Contract - April 2024	£ 300.00		s111 LGA 1972
04/05/2024	Mr J Carr	Events	Fee for carrying out EOY Audit 2023/2024	£ 13.06		s144 LGA 1972
07/05/2024	Mrs V Gorley	Employees & Allowances	Re-imbursment for replacement bolts and sealant spray to repair Council owned Gazebo's	£ 4.95		s111 LGA 1972
07/05/2024	Sharp Business Systems UK Plc	Supplies & Services	Ant Killer	£ 168.10		s111 LGA 1972
			Photocopier Charges 19/02/2024 - 17/04/2024			

£ 7,901.88

WHITEHAVEN TOWN COUNCIL

CASH BOOK FROM 1 APRIL 2024

APPENDIX 2

Date	Ref	Payee	Unpresented cheques as of 31.03.24	Employees/ Allowances	Premises	Supplies/ Services	3rd Party	Grants	Allotmts	Ground Maint	Civic Hospitality	Ranger/SO	W.I.B	Ward Grants	Elections	Environmental Improvements	Events	Contingencies	Reserves	Net Total	VAT	Total	Min. Ref.	
<u>April-2024</u>																								
		Unpresented cheques b/fwd from 2023/2024	18000.00																		£ 18,000.00		£ 18,000.00	carried f/wd
1	02.04.2024	1193 Cumberland Council				2391.83															£ 2,391.83		£ 2,391.83	
2	02.04.2024	1194 Cumberland Council				12100.75															£ 12,100.75		£ 12,100.75	
3	02.04.2024	DD Northern Trust Company Ltd				767.57															£ 767.57	£ 153.51	£ 921.08	
4	03.04.2024	DD Water Plus							10.08												£ 10.08		£ 10.08	Contract
5	15.04.2024	DD Crown Gas & Power				554.70															£ 554.70	£ 110.94	£ 665.64	Contract
	15.04.2024	BACS Cumbria LGPS		794.04																	£ 794.04		£ 794.04	631/17 (ii)
	15.04.2024	BACS Staff		5508.78																	£ 5,508.78		£ 5,508.78	2424/23
	15.04.2024	BACS HMRC		2253.01																	£ 2,253.01		£ 2,253.01	HMRC
6	17.04.2024	1195 J & R Bennett											800.00								£ 800.00	£ 160.00	£ 960.00	2432/24
7	19.04.2024	DD BT Group				141.74															£ 141.74	£ 28.34	£ 170.05	Contract
8	19.04.2024	DD Bryt Energy				159.80															£ 159.80	£ 7.99	£ 167.79	Contract
9	24.04.2024	DD Water Plus				41.53															£ 41.53	£ 1.34	£ 42.87	Contract
10	26.04.2024	BACS Bullfinch (Gas Equipment)															549.00				£ 549.00	£ 109.80	£ 658.80	
11	29.04.2024	DD Water Plus							59.80												£ 59.80		£ 59.80	Contract
12	29.04.2024	BACS Starboard Systems Limited				1197.00															£ 1,197.00	£ 239.40	£ 1,436.40	
13	29.04.2023	BACS Eden Springs UK Ltd				8.20															£ 8.20	£ 1.64	£ 9.84	
14	29.04.2024	BACS Mr C J Hayes		58.99																	£ 58.99		£ 58.99	
15	29.04.2024	BACS Arborscape							308.00												£ 308.00	£ 61.60	£ 369.60	
16	29.04.2024	BACS Mrs V Gorley							5.60												£ 5.60		£ 5.60	
17	29.04.2024	BACS Zurich Municipal				3727.48															£ 3,727.48		£ 3,727.48	
18	29.04.2024	BACS CALC				2123.24															£ 2,123.24		£ 2,123.24	
19	29.04.2024	BACS Sharp Business Systems UK PLC				25.00															£ 25.00	£ 5.00	£ 30.00	
20	29.04.2024	BACS Mr C J Hayes		56.70																	£ 56.70		£ 56.70	
21	29.04.2024	BACS Mrs V Gorley																			£ 14.35		£ 14.35	
22	29.04.2024	BACS Mrs V Gorley																			£ 6.49		£ 6.49	
23	29.04.2024	BACS Viking				29.85															£ 29.85	£ 5.97	£ 35.82	
24	30.04.2024	DD Water Plus							10.69												£ 10.69		£ 10.69	Contract
25	30.04.2024	BACS Cumberland Council																			£ 3,308.23	£ 661.65	£ 3,969.88	
26	30.04.2024	BACS Rosehill Youth Theatre				105.00															£ 105.00		£ 105.00	
27	30.04.2024	BACS Mr C J Hayes		20.00																	£ 20.00		£ 20.00	
28	30.04.2024	BACS Whitehaven Community Trust						1000.00													£ 1,000.00		£ 1,000.00	
29	30.04.2024	BACS 1st Hensingham Scouts Group						1000.00													£ 1,000.00		£ 1,000.00	
30	30.04.2024	BACS Whitehaven Theatre of Youth						1000.00													£ 1,000.00		£ 1,000.00	
31	30.04.2024	BACS Hensingham Peoples Action Group												220.00							£ 220.00		£ 220.00	
<u>May-2024</u>																								
32	01.05.2024	DD Northern Trust Company Ltd				767.57															£ 767.57	£ 153.51	£ 921.08	Contract
			18000.00	8691.52	16888.75	7252.51	0.00	3000.00	394.17	0.00	0.00	3308.23	800.00	220.00	0.00	0.00	569.84	0.00	0.00	0.00	£ 59,125.02	£ 1,700.69	£ 60,825.68	

INCOME 2024-2025

Date	Item	Precept	Interest	Other
02.04.2024	Allotment Rents			1320.00
02.04.2024	Allotment Rents			2110.00
15.04.2024	Allotment Rents			747.00
22.04.2024	Precept 24/25	493963.00		
26.04.2024	Allotment Rents			300.00

493963.00	0.00	4477.00	498440.00
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**WHITEHAVEN TOWN COUNCIL  
SUMMARISED INCOME & EXPENDITURE STATEMENT  
FINANCIAL YEAR 2024-2025**

Expenditure Net  
of VAT      Invoices not yet  
                                 processed      Budget

**BANK BALANCES BROUGHT FORWARD**

CBS 53905917 (01.04.2024)	216,412.16
CBS 53906216 (01.04.2024)	633,024.86
<b>TOTAL OPENING BALANCE</b>	<b>£ 849,437.02</b>

**INCOME:**

Precept	493,963.00
Interest (Deposit)	
Other Income	4,477.00
<b>TOTAL INCOME</b>	<b>498,440.00</b>

**EXPENDITURE**

Unpresented cheques b/fwd from 2022/2023	18000.00
Employees & Allowances	8691.52
Premises	16888.75
Supplies/Services	7252.51
3rd Party	0.00
Grants	3000.00
Allotments	394.17
Ground Maintenance	0.00
Civic Hospitality	0.00
Ranger	3308.23
Whitehaven In Bloom	800.00
Ward Grants	220.00
Elections	0.00
Environmental Improvements	0.00
Events	569.84
Contingencies	0.00
Reserves	0.00
VAT (to be reclaimed)	1700.69
<b>TOTAL EXPENDITURE</b>	<b>£ 60,825.68</b>

**CASH BOOK BALANCE**

Brought forward	£ 849,437.02
Income	£ 498,440.00
Expenditure	£ 60,825.68
<b>Town Council Funds</b>	<b>£ 1,287,051.34</b>

**BANK BALANCES**

CBS 53905917 (20/03/2024)	654,026.48
CBS 53906216 (20/03/2024)	633,024.86
	<b>£ 1,287,051.34</b>

**Less Unpresented Cheques**      -

**FINANCIAL POSITION**

**£ 1,287,051.34**

**TELEPHONE BROADBAND CONTRACT**

**Purpose of Report and Recommendation**

To consider the renewal of the Council's Telephone/Broadband contract

**1.0 INTRODUCTION**

- 1.1 The Council has a contract with BT for Telephone and Broadband which expires at the end of May 2024. The cost for this is £170.05 per month including VAT.
- 1.2 BT have offered a package for the 2 telephone lines (including broadband) of £129.48 per month on a two year contract. The figure of £129.48 is broken down into £53.95 plus VAT per phone line which includes broadband and unlimited calls (see Appendix 1)
- 1.3 The Council has 2 telephone lines and when our building is vacated for the renovation work it is proposed to transfer those lines to the mobile phones of the Clerk and Assistant Clerk (this was done during the pandemic) and there will be no charge for this as it is part of the deal with built in call diversion.
- 1.4 There are 2 delivery charges of £9.95 for two new phones.
- 1.5 Not included in the package is a charge for care. If the Council chooses the Standard Care Package it is £0 per month per line. If the Council chooses the Prompt Care Level there is an extra charge of £6 per line per month.
- 1.6 Another company has indicated that they would like to quote for this but at the time of writing this has not been received but should it be received before the Council Meeting the Council will also be asked to consider this.

## **2.0 RECOMMENDATION**

- 2.1 That the Council decides whether or not to accept the package quote from BT of £129.48 per month
- 2.2 That if accepting the package quote the Council decides which care package to choose
- 2.3 That if accepting the quote from BT that the Council approves the delivery charge of £9.95 per phone





67366  
EM WTC 16/5/24  
- ITEM 6

**Business Contract Liability**

**Authorised Decision Maker** Mrs Marlene Jewell  
**Organisation Name** MRS MARLENE JEWELL  
**Your Order**

**Contract Summary**

- This contract summary contains the main elements of this service offer as required by UK law.
  - It helps you make comparisons between service offers.
  - We provide the complete information later in the document.

APPENDIX 1

**Services and equipment**

<b>Bundle and services</b>	Enhanced Digital Line Bundle unlimited calls
<b>Equipment</b>	desk phone
<b>Static IP</b>	
<b>Install address</b>	148, Queen Street, Whitehaven, CA28 7AZ

**Setting up and installing your equipment** Anything we need to physically install or set up will be provided subject to survey. We'll let you know if that affects the timescales or set up cost.

**Speeds of the internet service and remedies**

<b>Estimated download range</b>	66 - 73 Mbps
<b>Estimated upload range</b>	17 - 18 Mbps
<b>Stay Fast Guaranteed Speed</b>	60 Mbps

**Our Stay Fast Guarantees** Let us know if we're not meeting your Stay Fast Guaranteed Speed. If we don't fix that within 30 days, you might have reason to cancel without any termination charges.

**Price**

<b>Total regular monthly charge</b>	£53.95	Excluding VAT
<b>Split monthly charge (If applicable)</b>	£	Excluding VAT for months, then £ Excluding VAT thereafter.
<b>Total one off activation charge</b>	£	Excluding VAT
<b>Total one off delivery charge</b>	£9.95	Excluding VAT

**All prices are subject to BT's terms and conditions** We can change our prices under these terms. You can check out our current prices and out-of-bundle charges at [www.bt.com/pricelist](http://www.bt.com/pricelist)

**Care Level**

**Broadband Care Package** n/a

**Total Regular Charge for Care Package** If you have selected the Standard Care Package you will be charged £0 per month. If you have selected Prompt Care Level you will be charged £6 per month. The charge for your selected Care Package will be included in your Total Regular Monthly Charge set out above.

**When are you covered** If you have selected the Standard Care Package, BT will treat a Qualifying Incident as 'reported' on the same day provided it has been reported Mon-Fri 08:00 - 18:00 (excluding bank holidays).

If you have selected the Prompt Care Package, BT will treat a Qualifying Incident as 'reported' on the same day provided it has been reported Mon-Sat 08:00 - 18:00 (excluding bank holidays).

**Target Fix Time** If you have selected the Standard Care Package, BT will aim to repair a Qualifying incident by midnight on the second weekday after the day you report the Qualifying Incident to BT unless a specific appointment date is agreed.

If you have selected the Prompt Care Package, BT will aim to repair a Qualifying incident by midnight on the next weekday or Saturday after the day you report the Qualifying Incident to BT unless a specific appointment date is agreed.



## Duration Renewal and termination

### Contract duration

24 months

If your contract duration is longer than 24 months, by accepting this document you are giving your express consent to enter into a longer term contract.

### Ending Your Contract

We will charge a fee if you end your contract early, unless we have written to you saying you have the right to exit without charge because of a change we've made. How much we charge depends on how long your contract has left to run and what product you are cancelling. If you want to end your contract, you'll need to give us 30 days' notice.

### Renewing Your Contract

If you don't renew your contract, your service will revert to the standard price and will continue on a 30-day rolling contract. We will get in touch with you before your contract ends to confirm your standard price and explore options with you.

### Cancelling part of your bundle

Your order is part of a bundle. This means if you cancel the service, it may affect the pricing and/or terms of other services in the bundle.

## Features for end users with disabilities

If you have a disability, we offer services to make life a bit simpler. If you're deaf, hard of hearing or non-verbal we offer Relay UK, and SignVideo - a video service relay so that you can contact us using British Sign Language. You can find out about them here:

<https://www.bt.com/help/here-for-you/products-and-services/accessibility-services>

## Other relevant information

We've provided some additional pre-contract information like our complaints process and switching to BT that you may find helpful here:

[Information you might find helpful | BT Business](#)

We may update the information contained in this section from time to time. It's always a good idea to download a copy of these documents.

## Detailed Product And Usage Information

### Your phone number

#### Your phone number

0194667366

#### Wait for us to confirm your new number before publicising it

We can only confirm your new number once it's working. Please do not use the number in any marketing materials until we confirm it. We will not be liable for any costs you incur publicising what is – for the moment - a provisional number.

### Making Emergency Calls

If you make a 999 or 112 call from your digital line/VoIP line, the emergency services will see the postal address(es) registered to the phone number(s) used to make the call. So they'll go to that address. It's important that you register your address with your phone number(s) so the emergency services can find you. To do this, ring us on 0800 389 0598 and we'll update the details on your account. In the event of a power cut, on a digital phoneline, you won't be able to make any calls including those to emergency services. In this situation you can use a mobile phone and if you would like to discuss mobile phone packages with us please let us know. We suggest you ensure that your mobile has sufficient charge at all times so that you can call emergency services if required during a power cut.

## About your broadband service

### Connecting your broadband

For new or temporary sites, it can sometimes take longer than the estimated lead time to get your new service up and running. If it is going to longer than expected we'll be in touch and let you know. This usually takes around an hour, although it can sometimes take longer. Your broadband can go live anytime up until midnight on the activation date.

Over the first 10 days, broadband speeds fluctuate while the service finds its final level. During that time, it may be slower than you expect. Don't worry, this is normal and there's no need to get in touch with us.

## About your digital line service



## Using new or existing equipment on your digital line

You might have or want to connect equipment to your phone lines for uses besides making phone calls. This includes security alarms, personal care alarms, payment machines, faxes or other types of equipment. These devices will need to be IP-enabled to work on the new digital service.

Before you make the switch to your digital line service you will need to get in touch with your equipment provider to confirm whether your equipment is IP-compatible. They can talk you through your options. You might be able to carry on using your current equipment or confirm that any new equipment you want to use is IP-compatible. You can also speak to our customer service teams for advice.

## Setting up your digital line

We'll drop you an email with a guide on how to set up your new digital line. Please look out for this in your order confirmation emails.

If you need any help setting up your digital line, just give us a call on 0800 800 152.

We're open Monday-Friday, 8am-6pm (excluding public holidays).

You can also get more help here:

[Get started with your BT Business products](#)

## Moving your number to BT's digital services

We will aim to move your number to your digital line on the date specified on your order. We'll send instructions to the contact email address you've given us.

You will normally be able to receive incoming calls about 20 minutes after you activate your digital line service for the first time.

## Switching from supplier

It can take up to four hours for the number to move across. Don't worry, this isn't downtime.

You have agreed that we can contact your current supplier to start the transfer of n/a to BT.

## Taking over a line from another BT customer

This usually takes around an hour, although it can sometimes take longer. We'll ask the existing line holder if they're happy to transfer the line to you. If they don't want to transfer it, we'll contact you to see if you want to order a new line, which may incur an installation charge.

## Moving from a traditional to a digital phone line

Look out for messages from us that let you know when your digital phone service will be ready.

If your old service stops working before seeing any of our messages don't worry just check what we've sent and follow the guidance provided.

## Hybrid Back-Up

### About Hybrid Back-Up

If eligible: We will back up your broadband with Hybrid Connect from your service's start date. If any part of your broadband service (other than Hybrid Connect) fails and you have switched over to EE's 4G network, we might need to get in touch to fix the problem. If there is a power cut or network outage, your Hybrid Connect will not work.

## Equipment Rental

### Ownership of equipment

Depending on which Call Sharer Plan you have chosen, an IP Phone may be included or must be purchased from BT. You can also use the BT Cloud Voice Express Mobile App.

**BT Cloud Voice Express UK Sharer Plan Unlimited** - We retain ownership of the inclusive IP Phone throughout the contract period. If you cancel your service at any point, we'll ask you to return your equipment. We'll send you a return kit so that you can do this. If you don't return the equipment, we'll charge you a non-return fee.

**BT Cloud Voice Express UK Sharer Plan PAY G** - No inclusive IP Phone is provided with this Call Sharer Plan and you will need to purchase equipment from BT or access via the Cloud Voice Express Mobile App

### Fees for non-return of rented equipment

Visit The BT Price List for details about our non-return fees:

[https://bt.co.uk/pricing/current/Misc\\_boo/FrameworkImpl1600138.htm](https://bt.co.uk/pricing/current/Misc_boo/FrameworkImpl1600138.htm)

## Online access

### My Account email

clerk@whitehaventowncouncil.co.uk

### Billing Notification email

## Billing

### Billing Type

**How we will first bill you**

We will bill you in advance for regular charges. If your service starts midway through our billing cycle, your first bill might be higher than expected. That's because you'll be charged for the partial month and the following full month in advance. You'll be billed at your usual rate after that.

**Out of bundle charges and how we charge for calls****Our out of bundle charges**

[www.bt.com/pricing](http://www.bt.com/pricing)

**Our call charges**

[www.bt.com/business/cloudvoiceexpresscharges](http://www.bt.com/business/cloudvoiceexpresscharges)

**Future price increases**

We will increase prices on or after 1 April every year by the annual percentage increase in the Consumer Price Index (CPI) rate figure announced in January each year, plus 3.9%. If CPI were 4% (this was the CPI rate published in January 2024 that was used for our increase of March 2024), the total price increase would be 7.9%. If your monthly plan price was £40/month, it would increase to £43.16 after that change. Out of bundle charges and add-ons would also increase by CPI+3.9%, so in this example 7.9%. The CPI rate fluctuates over time so the applicable CPI rate and actual increase each year could be higher or lower than in this example. Please note that the Bank of England target CPI rate is 2%. See our terms and conditions for more information.

**Your Full Terms and Conditions**

Our General Terms and Conditions can be found here:

<https://business.bt.com/terms/>

Our acceptable use policy can be found under Compliance Obligations and Acceptable Use Policy here:

<https://business.bt.com/terms>

Our Broadband Schedule can be found under Products / Broadband and internet / BT Business Broadband here:

<https://business.bt.com/terms/>

Our Digital Line Schedule can be found under Products / IP Communications / BT Cloud Voice Express here:

<https://business.bt.com/terms/>

Our Privacy Statement can be found here:

[Privacy Policy \(bt.com\)](#)

**Accepting this contract**

**This offer will expire: please ask your sales advisor to confirm the expiry date.**

**Your order will be subject to acceptance from our credit team.**

**By accepting this contract you are confirming that you have, or have had, the opportunity to read our terms in full and accept the contract as shown. It's always a good idea to download a copy of your agreement for your records.**





**Business Contract Liability**

**Authorised Decision Maker** MRS MARLENE JEWELL

**Organisation Name** MRS MARLENE JEWELL

**Your Order**

**Contract Summary**

- This contract summary contains the main elements of this service offer as required by UK law.
  - It helps you make comparisons between service offers.
  - We provide the complete information later in the document.

**Services and equipment**

**Bundle and services** Enhanced Digital Line Bundle  
unlimited calls

**Equipment** cordless phones

**Static IP**

**Install address** 148, Queen Street, Whitehaven, CA28 7AZ

**Setting up and installing your equipment** Anything we need to physically install or set up will be provided subject to survey. We'll let you know if that affects the timescales or set up cost.

**Speeds of the internet service and remedies**

**Estimated download range** 66 - 73 Mbps

**Estimated upload range** 17 - 18 Mbps

**Stay Fast Guaranteed Speed** 60 Mbps

**Our Stay Fast Guarantees** Let us know if we're not meeting your Stay Fast Guaranteed Speed. If we don't fix that within 30 days, you might have reason to cancel without any termination charges.

**Price**

**Total regular monthly charge** £53.95 Excluding VAT

**Split monthly charge (If applicable)** £ Excluding VAT for months, then £ Excluding VAT thereafter.

**Total one off activation charge** £ Excluding VAT

**Total one off delivery charge** £9.95 Excluding VAT

**All prices are subject to BT's terms and conditions** We can change our prices under these terms. You can check out our current prices and out-of-bundle charges at [www.bt.com/pricelist](http://www.bt.com/pricelist)

**Care Level**

**Broadband Care Package** n/a

**Total Regular Charge for Care Package** If you have selected the Standard Care Package you will be charged £0 per month. If you have selected Prompt Care Level you will be charged £6 per month. The charge for your selected Care Package will be included in your Total Regular Monthly Charge set out above.

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## Duration-Renewal and termination

### Contract duration

24 months

If your contract duration is longer than 24 months, by accepting this document you are giving your express consent to enter into a longer term contract.

### Ending Your Contract

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Your order is part of a bundle. This means if you cancel the service, it may affect the pricing and/or terms of other services in the bundle.

## Features for end users with disabilities

If you have a disability, we offer services to make life a bit simpler. If you're deaf, hard of hearing or non-verbal we offer Relay UK, and SignVideo - a video service relay so that you can contact us using British Sign Language. You can find out about them here:

<https://www.bt.com/help/here-for-you/products-and-services/accessibility-services>

## Other relevant information

We've provided some additional pre-contract information like our complaints process and switching to BT that you may find helpful here:

[Information you might find helpful | BT Business](#)

We may update the information contained in this section from time to time. It's always a good idea to download a copy of these documents.

## Detailed Product And Usage Information

### Your phone number

#### Your phone number

0194666992

#### Wait for us to confirm your new number before publicising it

We can only confirm your new number once it's working. Please do not use the number in any marketing materials until we confirm it. We will not be liable for any costs you incur publicising what is – for the moment - a provisional number.

#### Making Emergency Calls

If you make a 999 or 112 call from your digital line/VoIP line, the emergency services will see the postal address(es) registered to the phone number(s) used to make the call. So they'll go to that address. It's important that you register your address with your phone number(s) so the emergency services can find you. To do this, ring us on 0800 389 0598 and we'll update the details on your account. In the event of a power cut, on a digital phoneline, you won't be able to make any calls including those to emergency services. In this situation you can use a mobile phone and if you would like to discuss mobile phone packages with us please let us know. We suggest you ensure that your mobile has sufficient charge at all times so that you can call emergency services if required during a power cut.

## About your broadband service

### Connecting your broadband

For new or temporary sites, it can sometimes take longer than the estimated lead time to get your new service up and running. If it is going to longer than expected we'll be in touch and let you know. This usually takes around an hour, although it can sometimes take longer. Your broadband can go live anytime up until midnight on the activation date.

Over the first 10 days, broadband speeds fluctuate while the service finds its final level. During that time, it may be slower than you expect. Don't worry, this is normal and there's no need to get in touch with us.

## About your digital line service



## Using new or existing equipment on your digital line

You might have or want to connect equipment to your phone lines for uses besides making phone calls. This includes security alarms, personal care alarms, payment machines, faxes or other types of equipment. These devices will need to be IP-enabled to work on the new digital service.

Before you make the switch to your digital line service you will need to get in touch with your equipment provider to confirm whether your equipment is IP-compatible. They can talk you through your options. You might be able to carry on using your current equipment or confirm that any new equipment you want to use is IP-compatible. You can also speak to our customer service teams for advice.

## Setting up your digital line

We'll drop you an email with a guide on how to set up your new digital line. Please look out for this in your order confirmation emails.

If you need any help setting up your digital line, just give us a call on 0800 800 152.

We're open Monday-Friday, 8am-6pm (excluding public holidays).

You can also get more help here:

[Get started with your BT Business products](#)

## Moving your number to BT's digital services

We will aim to move your number to your digital line on the date specified on your order. We'll send instructions to the contact email address you've given us.

You will normally be able to receive incoming calls about 20 minutes after you activate your digital line service for the first time.

## Switching from supplier

It can take up to four hours for the number to move across. Don't worry, this isn't downtime.

You have agreed that we can contact your current supplier to start the transfer of n/a to BT.

## Taking over a line from another BT customer

This usually takes around an hour, although it can sometimes take longer. We'll ask the existing line holder if they're happy to transfer the line to you. If they don't want to transfer it, we'll contact you to see if you want to order a new line, which may incur an installation charge.

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### About Hybrid Back-Up

If eligible: We will back up your broadband with Hybrid Connect from your service's start date. If any part of your broadband service (other than Hybrid Connect) fails and you have switched over to EE's 4G network, we might need to get in touch to fix the problem. If there is a power cut or network outage, your Hybrid Connect will not work.

## Equipment Rental

### Ownership of equipment

Depending on which Call Sharer Plan you have chosen, an IP Phone may be included or must be purchased from BT. You can also use the BT Cloud Voice Express Mobile App.

**BT Cloud Voice Express UK Sharer Plan Unlimited** - We retain ownership of the inclusive IP Phone throughout the contract period. If you cancel your service at any point, we'll ask you to return your equipment. We'll send you a return kit so that you can do this. If you don't return the equipment, we'll charge you a non-return fee.

**BT Cloud Voice Express UK Sharer Plan PAY G** - No inclusive IP Phone is provided with this Call Sharer Plan and you will need to purchase equipment from BT or access via the Cloud Voice Express Mobile App

### Fees for non-return of rented equipment

Visit The BT Price List for details about our non-return fees:

[https://bt.co.uk/pricing/current/Misc\\_boo/FrameworkImpl1600138.htm](https://bt.co.uk/pricing/current/Misc_boo/FrameworkImpl1600138.htm)

## Online access

### My Account email

clerk@whitehaventowncouncil.co.uk

### Billing Notification email

## Billing

### Billing Type

**How we will first bill you**

We will bill you in advance for regular charges. If your service starts midway through our billing cycle, your first bill might be higher than expected. That's because you'll be charged for the partial month and the following full month in advance. You'll be billed at your usual rate after that.

**Out of bundle charges and how we charge for calls**

**Our out of bundle charges**

[www.bt.com/pricing](http://www.bt.com/pricing)

**Our call charges**

[www.bt.com/business/cloudvoiceexpresscharges](http://www.bt.com/business/cloudvoiceexpresscharges)

**Future price increases**

We will increase prices on or after 1 April every year by the annual percentage increase in the Consumer Price Index (CPI) rate figure announced in January each year, plus 3.9%. If CPI were 4% (this was the CPI rate published in January 2024 that was used for our increase of March 2024), the total price increase would be 7.9%. If your monthly plan price was £40/month, it would increase to £43.16 after that change. Out of bundle charges and add-ons would also increase by CPI+3.9%, so in this example 7.9%. The CPI rate fluctuates over time so the applicable CPI rate and actual increase each year could be higher or lower than in this example. Please note that the Bank of England target CPI rate is 2%. See our terms and conditions for more information.

**Your Full Terms and Conditions**

Our General Terms and Conditions can be found here:

<https://business.bt.com/terms/>

Our acceptable use policy can be found under Compliance Obligations and Acceptable Use Policy here:

<https://business.bt.com/terms>

Our Broadband Schedule can be found under Products / Broadband and internet / BT Business Broadband here:

<https://business.bt.com/terms/>

Our Digital Line Schedule can be found under Products / IP Communications / BT Cloud Voice Express here:

<https://business.bt.com/terms/>

Our Privacy Statement can be found here:

[Privacy Policy \(bt.com\)](#)

**Accepting this contract**

**This offer will expire: please ask your sales advisor to confirm the expiry date.**

**Your order will be subject to acceptance from our credit team.**

**By accepting this contract you are confirming that you have, or have had, the opportunity to read our terms in full and accept the contract as shown. It's always a good idea to download a copy of your agreement for your records.**



Planning Application for Consideration by Whitehaven Town Council

<u>Application Number</u>	<u>Detail</u>
4/24/2090/0F1	Consultation on Additional/Amended Information: CONVERSION AND CHANGE OF USE OF THE FIRST AND SECOND FLOORS INTO TWO 2 BEDROOM HOLIDAY LETS AND CONVERSION OF LOFT INTO A 1 BEDROOM HOLIDAY LET (USE CLASS C3) WITH INTERNAL AND EXTERNAL ALTERATIONS. <b>49 KING STREET, WHITEHAVEN</b>
4/24/2099/0F1	Consultation on Additional/Amended Information: PROPOSED DEMOLITION OF EXISTING CONSERVATORY AND ERECTION OF NEW SINGLE STOREY EXTENSION TO SIDE OF PROPERTY, ALONG WITH PROPOSED DEMOLITION OF GARAGE AND ERECTION OF NEW SINGLE BRICK GARAGE. <b>23 THORNTON ROAD, WHITEHAVEN</b>
4/24/2128/0L1	LISTED BUILDING CONSENT TO REPLACE THE EXISTING LEAD BOX GUTTERS ABOVE TOP FLOOR FLATS ALONG FRONT (NORTH) ELEVATION. <b>WHITEHAVEN CASTLE, FLATT WALKS, WHITEHAVEN</b>
4/24/2129/TPO	DISMANTLING OF TWO EUCALYPTUS TREES SITUATED WITHIN A CONSERVATION AREA. <b>9 CORKICKLE, WHITEHAVEN</b>
4/21/2131/0F1	REFURBISHMENT OF THE RESTAURANT WITH ALTERATIONS TO ELEVATIONS TO INCLUDE EXTENSIONS TOTALLING 6.2 SQM,



Application Number

Detail

INCORPORATING A NEW ENTRANCE LOBBY, UPDATED DRIVE THRU BOOTHS, NEW GLAZING AND ACCESS DOOR. NEW ALUMINIUM CLADDING TO ELEVATION AND FROSTED VINYL TO WINDOWS, WITH ASSOCIATED WORKS TO THE SITE.

**MCDONALDS, BRIDGES RETAIL PARK, FLATT WALKS, WHITEHAVEN**

4/24/2135/0F1

CHANGE OF USE OF PUBLIC HOUSE TO TWO RESIDENTIAL UNITS – ONE TO BE USED AS HMO.  
**KINGS ARMS HOTEL, 25 MAIN STREET, HENSINGHAM, WHITEHAVEN**

4/24/2140/0F1

REPLACE ALL EXISTING WHITE PAINTED TIMBER FRAMED WINDOWS WITH WHITE UPVC WINDOWS; REPLACE CURRENTLY WHITE PAINTED HIGH LEVEL PLANT ROOM DOORS WITH WHITE POWDER COATED STEEL  
**FLATT WALKS HEALTH CENTRE, CASTLE MEADOWS, WHITEHAVEN**

4/24/2144/0L1

APPLICATION FOR LISTED BUILDING CONSENT FOR INTERNAL LAYOUT ALTERATIONS TO CREATE ENSUITE BATHROOMS INCLUDING THERMALLY UPGRADING THE INTERNAL FACE OF EXTERNAL WALLS, A NEW REAR EXTERNAL DOOR ALONG WITH REPLACING THE EXISTING REAR EXTERNAL DOOR WITH A WINDOW AND PAINTING THE BUILDING EXTERIOR FRONT AND BACK.

**46 LOWTHER STREET, WHITEHAVEN**