

**24 June, 2026**

**LLANELLI RURAL COUNCIL**

**Minute Nos: 73 – 79**

At a Meeting of the **FINANCE AND GENERAL PURPOSES COMMITTEE** of the Llanelli Rural Council held at the Council Chamber, Vauxhall Buildings, Vauxhall, Llanelli, and via remote attendance on Wednesday, 24 June, 2026 at 4.45 p.m.

**Present:** Cllr. A. G. Morgan (Chairman)

**Cllrs.**

S. L. Davies                      N. Evans  
T. M. Donoghue              R. E. Evans  
                                         K. Morgan

**Absent:** M. V. Davies, A. Evans, S. K. Nurse

**73.                      APOLOGIES FOR ABSENCE**

Apologies for absence were received from Cllrs. S. N. Lewis and J. S. Phillips.

**74.                      MEMBERS' DECLARATIONS OF INTEREST**

No declarations of interest were made.

**75.                      FINANCIAL REPORTS**

**RESOLVED** that the committee income and expenditure reports for the Administration Department, Burial Services and the Training Department to 30 April, 2026 be noted.

**76.                      SCHEDULES OF PAYMENTS**

Consideration was given to the schedules of payments for the Administration Department, Burial Services and the Training Department for April 2026 (copies of which had been previously circulated) which revealed that the expenditure amounted to £181,101.26; £8,334.08 and £77,469.66 respectively.

**RESOLVED** that the reports be noted.

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**77. FINANCIAL ASSISTANCE**

Further to Minute No. 45, consideration was given to an application received for financial assistance and it was

**RESOLVED** that a contribution of £100 be made to Llanelli LGBTQ+ Over 55's Support.

**78. PUBLIC BODIES (ADMISSION TO MEETINGS) ACT, 1960**

**RESOLVED** that in view of the confidential nature of the business to be transacted, the following matter be considered in private and that the power of exclusion of the public under Section 1(2) of the Public Bodies (Admission to Meetings) Act, 1960 be exercised.

**79. TELECOMMUNICATION SYSTEM**

Members considered the Governance and Projects Manager's report, which informed of Openreach's planned nationwide withdrawal of its Integrated Services Digital Network (ISDN) and Public Switched Telephone Network (PSTN) services (traditional telephone lines) during the first quarter of 2027 and the proposed price increases by the council's current telecommunications provider, together with the potential for the council's communications infrastructure and future service provision.

Members were asked to approve the development of appropriate migration arrangements to a cloud-based system to ensure service continuity.

The Clerk explained that officers had begun examining options for digital cloud-based telephony systems during 2025 as part of the council's business continuity planning arrangements. This followed the identification of the total loss of access to council premises as a high-level risk within the council's business continuity and disaster recovery assessments.

The adoption of a cloud-based telephony solution was recognised as a means of improving organisational resilience by enabling telephone services to remain operational and accessible remotely in the event of an emergency or significant disruption affecting council premises.

The council's current telecommunications provider had recently advised of proposed cost increases associated with the withdrawal of ISDN and PSTN services. Under the current arrangements, line rental charges were due to increase by 60% from 1 July 2026, rising to 100% from 1 October 2026.

The cost increases were stated to reflect additional charges arising from Openreach. However, discussions with alternative providers had revealed differing views and pricing structures, making it difficult to determine the extent to which the proposed increases were directly attributable to Openreach.

Consequently, officers had undertaken an initial evaluation of the market to ensure that the council secured a cost-effective and appropriate telecommunications solution. Preliminary enquiries indicated that migration to a cloud-based telephony system would not require

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significant capital investment by the council, as equipment and associated services were typically provided through licence-based arrangements.

Furthermore, initial assessments suggested that the ongoing costs of operating a cloud-based system were broadly comparable across providers, with no significant variations identified. Accordingly, considerations relating to service quality, support arrangements, operational resilience and business continuity were likely to be of greater importance than cost alone when determining the most appropriate solution for the council.

The planned withdrawal of traditional telephone services represented a significant change to communications infrastructure across the United Kingdom. Although the transition to digital services was expected to provide more reliable and flexible communications, the council needed to ensure that all affected systems and services were identified and upgraded in a timely manner to avoid disruption and maintain service continuity.

The cloud-based systems used a licensing structure, whereby the council purchased a licence for each user. The telephone service could be delivered via a traditional-style desk phone, a mobile (via an app), or using a laptop, also via an app. There were no hardware costs, as the cost of the equipment was included within the licence.

During discussion, members understood the need to make changes and of the desire for one service provider to manage the council's telephony and IT network infrastructure. There were pros and cons to switching to one service provider even though members opined that having one provider would lower operational cyber resilience and security, and it was

**RESOLVED** that officers source three competitive quotations from telecommunication suppliers which ought to include quotations from the council's current telecommunications service provider, the council's current IT network provider and one other provider and report back to a future meeting of the Finance and General Purposes Committee with the cost comparisons and any other relevant information deemed relevant to facilitate the transition to a cloud based telephony system.

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The meeting concluded at 5.07 p.m.

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The afore-mentioned Minutes were declared to be a true record of the proceedings and signed by the Chairman presiding thereat and were, on 14 July, 2026, adopted by the Council.