



Congleton Town Council

Historic Market Town

Chief Officer: David McGifford CiLCA

4th April 2024

Dear Councillor,

Town Hall, Assets & Services Committee – 11th April 2024

You are summoned to attend a meeting of the Town Hall, Assets & Services Committee, to be held at Congleton Town Hall on **Thursday 11th April 2024** commencing at **7.00 pm**.

- **The Public and Press are welcome to attend the meeting, please note** - There will be 15 minutes at each meeting to receive any questions from Members of the Public, either verbally or at the meeting, including those which have been received in writing 7 days prior to the meeting.
- There may be confidential items towards the end of the meeting in which the law requires the Council to make a resolution to exclude the public and press in accordance with Section 100 (B) (2) of the Local Government Act 1972.

Yours sincerely,

David McGifford
Chief Officer



Congleton
beartown
where friends are made

Congleton Town Council, Town Hall, High Street, Congleton, Cheshire CW12 1BN

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Email: info@congleton-tc.gov.uk www.congleton-tc.gov.uk



AGENDA

1. Apologies for absence

Members are respectfully reminded of the necessity to submit any apologies for absence in advance and to give a reason for non-attendance.

2. Minutes of Previous Meetings (Enclosed)

To approve and sign the [minutes of the meeting of the Town Hall, Assets and Services Committee held on 1st February 2024](#).

3. Declarations of Interest

Members are requested to declare both “pecuniary” and “non-pecuniary” interests as early in the meeting as they become known.

4. Outstanding Actions

To receive an update of outstanding actions from previous meetings including any work in progress.

5. Questions from Members of the Public

To receive any questions from Members of the Public including those received in writing 7 days prior to the meeting.

6. Urgent Items

Members may raise urgent items related to this committee, but no discussion or decisions may be taken at the meeting.

7. Town Hall Decarbonisation Updates (verbal if required)

To receive any updates following the meeting of the Council 4th April 2024

8. Paddling Pool Updates (Enclosed)

To receive the report relating to ongoing/completed works at the Paddling Pool.

9. Town Hall Updates (Enclosed)

To receive the report relating to ongoing/completed works at the Town Hall.

10. Information Centre Refurbishments (Enclosed)

To receive the report relating to initial plans/costs for improvements to the Information Centre.

11. Town Hall Bookings (To follow)

To receive the report relating to Town Hall bookings.

12. Town Hall and Information Centre Management Accounts (Enclosed)

To accept the Town Hall Trading and Information Centre accounts to February 2024 and to note the content of the summary report.

To: Members of the Town Hall, Assets & Services Committee

CLLrs: **Suzie Akers Smith (Chair), Liz Wardlaw (Vice Chair),**

Robert Brittain, Russell Chadwick, Mark Edwardson, Suzy Firkin, Amanda Martin, Susan Mead, Heather Pearce, Glen Williams

Ex Officio Members: Rob Moreton (Town Mayor), Kay Wesley (Deputy Mayor)

Ccs: Appointed Member – Mr G Baxendale, Mr D A Parker, Mr D Murphy, Mr B Edwards, Mr E Clarke (Honorary Burgess)

Other members of the Council

Press (3), Congleton Library, Congleton Information Centre

CONGLETON TOWN COUNCIL

Minutes of the meeting of the Town Hall, Assets & Services Committee held on Thursday 1st February 2024

**Please Note – These are draft minutes and will not be ratified until the next meeting of
this Committee**

For the papers discussed at the meeting, please see the [Agenda & Papers – 1st February
2024](#)

In attendance:

Committee members: Cllrs

Suzie Akers Smith - Chair

Liz Wardlaw – Vice Chair

Robert Britain

Russell Chadwick

Mark Edwardson

Suzy Firkin

Amanda Martin

Heather Pearce

Glen Williams

Non Committee members:

Ex-Officio Members: Cllr Kay Wesley – Deputy Mayor

Congleton Town Council Officers:

- David McGifford – Chief Officer
- Mark Worthington - Town Hall Manager

Minutes

1. Apologies for absence

Apologies for absence were received from: Committee Members: Cllr Susan Mead

2. Minutes of Previous Meetings

THAS/25/2324 Resolved to approve and sign the [minutes of the meeting of the Town
Hall, Assets and Services Committee held on 30th November 2023.](#)

3. Declarations of Interest

Declarations of interest were received from Cllrs Liz Wardlaw and Russell Chadwick on any matters relating to Cheshire East Council.

4. Outstanding Actions

No outstanding actions.

5. Questions from Members of the Public

There were no questions raised by members of the public.

6. Urgent Items

No urgent items.

7. Town Hall Trading Account

THAS/26/2324 Resolved to accept the Town Hall Trading account to 30th November 2023 and to note the content of the summary report.

Action – Issue noted with the formatting of document table from line 1018 Letting Income – Campbell Suite onwards. Inform RFO and reformat the document.

8. Town Hall Decarbonisation Updates

THAS/27/2324 Resolved to receive the updates on matters relating to Town Hall Decarbonisation Updates.

9. Improvements to Paddling Pool Entrance

THAS/28/2324 THAS Committee members agree to the Improvements to the Paddling Pool Entrance and recommend these changes to Council for approval.

Action – Research specification of the dwarf wall surrounding concrete base including height and details of any coping stones to be used on the top of the wall.

Action – Inclusion of ducting from the concrete base and through the dwarf wall to allow for future installation of electrical supply.

10. Paddling Pool SEN Sessions

THAS/29/2324 Resolved to receive the updates on matters relating to Paddling Pool SEN Sessions

Action – Trial SEN session for one day only (without Vehicle for Change and not one day per week) at the start of the pool season working with local organisations to determine who will use the pool on the designated SEN trial day.

Action – Contact Congleton Leisure Centre to determine if their changing room facilities could be used by users of the pool during the SEN session trial.

11. Review of Town Hall Hire Charges and Booking Policy

THAS/30/2324 Resolved to agree on the changes to wording within the Town Hall Hire Charges and Booking Policy and recommend these to Council for approval into the Constitution.

12. Information Centre Management Accounts

THAS/31/2324 Resolved to accept the Congleton Information Centre Trading account for the month to 30th November 2023 and to note the content of the summary report.

**CLlr Suzie Akers Smith
(Chair)**

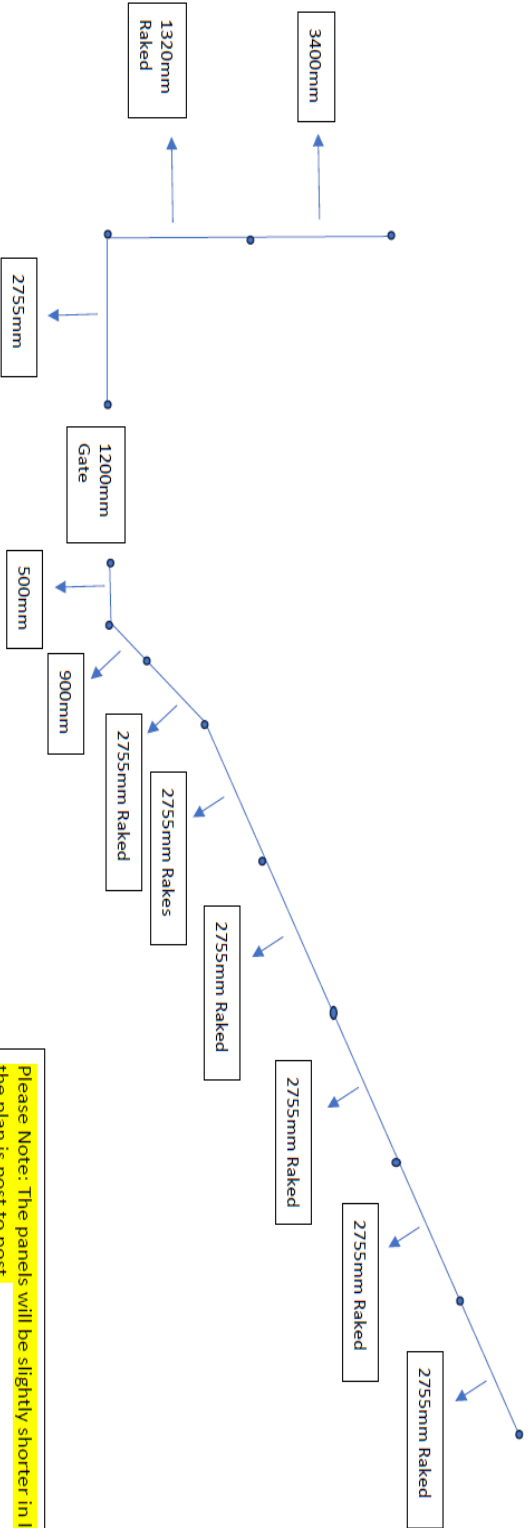
CONGLETON TOWN COUNCIL

COMMITTEE REPORTS AND UPDATES

COMMITTEE:	Town Hall, Assets & Services Committee Meeting		
MEETING DATE AND TIME	11 th April 2024	LOCATION	Congleton Town Hall
REPORT FROM	Town Hall Manager – Mark Worthington		
AGENDA ITEM REPORT TITLE	Agenda Item 8: Paddling Pool Updates		
Background	<p>During the 2023 season, an independent Health and Safety assessment of the Paddling Pool area was undertaken by the Health and Safety Manager for Ansa / Alliance Environmental Services. This was mainly to assess how users of the pool gained access as the width of the pavement bordering the pool entrance was deemed too narrow to accommodate a queue. To resolve this issue a queueing area will be created within the original entrance of the pool, allowing users to queue off from the pavement and prevent an obstruction for other pedestrians and road users.</p>		
Update	<p>Ground works started on Wednesday 3rd April. Initial works will involve the excavation of soil from the area where the shed base and dwarf wall will be installed. Following the completion of shed base and dwarf wall the fencing will be installed to create the queueing area. As the fencing is being made to order due to the slope of the ground, work is expected to be ongoing throughout April. The diagram below indicates the line of the fencing around the shed base/dwarf wall.</p> <p>Works include:</p> <ul style="list-style-type: none">• Excavate an area of up to 20m², 600mm deep & remove all spoil from site (soft dig assumed)• Supply & install 150mm MOT Type 1 and compact• Erect shuttering as required• Supply & install a new concrete slab 100mm thick with a float finish• Supply & install a small dwarf retaining wall as required to 3 sides of the slab (sides & back)• Install ducting to dwarf wall for future electrical supply• Supply & install approx 28 Linear meters 1m high RoSPA Bow Top (Softline) fencing in Black• Supply & install 1 x 1m High x 1.2m wide single leaf self-closing gate		

	<p>General maintenance of the pool has started in preparation for the pool opening on 25th May. The pool has been drained, cleared of leaves and refilled with fresh water to clean the pool surface. A damaged valve needed to be replaced in the pump room to allow for draining, the valve was at least 15 years old and the disc had broken away from the stem. This was replaced for £574.90 + VAT. Pooltech will be carrying out the annual service week commencing 29th April.</p>
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Fencing Layout for Softsurfaces – Congleton Splash Pool



Please Note: The panels will be slightly shorter in length as the plan is post to post.
 Items:
 12no 1.0m High Solid Bar RoSPA Bow Top Panels
 10no Dig In Inter Posts
 2no Dig In Corner Posts
 1no 1200mm Wide Self Closing Gate

Financial	To be in accordance with allocated budgets and financial regulations.
Environmental	To assess via the procurement process environmental impact and benefits.
Equality	Where applicable in the procurement of services this is taken into consideration.
Decision Request	To receive the report relating to paddling pool updates.

CONGLETON TOWN COUNCIL

COMMITTEE REPORTS AND UPDATES

COMMITTEE:	Town Hall, Assets & Services Committee Meeting		
MEETING DATE AND TIME	11th April 2024	LOCATION	Congleton Town Hall
REPORT FROM	Town Hall Manager – Mark Worthington		
AGENDA ITEM REPORT TITLE	9 Town Hall Updates		
Background	<p>Following the completion of the decarbonisation report carried out by Tomson Consulting in 2022, Officers have been investigating options to implement recommendations within the report to reduce the Town Hall's carbon footprint. Improvements to the heating zones and heating/building management system were among these recommendations and work to improve these areas was initially started in January.</p>		
Update	<p>Electricians were on site during January to install additional cabling required as part of the zoning of the heating system. Cables were installed between the 6 x fan convectors located in the Grand Hall and the heating control panel in the boiler room. A separate space thermostat has also been installed in the main office to assist with the zoning of the heating system. During March alterations were made to pipework and valves on the heating system, as well as upgrades to the building management system software. The cabling from the 6 x fan convectors in the Grand Hall was connected to the building management system as was the new thermostat in the main office.</p> <p>Upgrades to the pipework and building management system software now permit the heating system to operate the Grand Hall as a separate zone from other areas of the building. When the offices and smaller meeting rooms reach temperature the heating will shut down in these areas but continue to heat the Grand Hall if required until it reaches temperature. The 6 x convector fans in the Grand Hall will now also shut down when the room reaches temperature. Previously the convector fans continued to run, even when the room reached temperature, meaning they would continue to run but blow cold air. During these works, it was found that 3 of the fan convectors were not operating correctly and required new fan motors. This work has been scheduled. Total costs for electrical wiring, pipe/valve alterations and upgrades to the building management system software was £9,917.57. A grant application for these works has been submitted to the Cheshire East Council Improved, Greener, Community Facilities Fund (this is a</p>		

	<p>separate grant application to the much larger Salix grant application) Grants are currently available to improve community facilities and buildings, energy efficiency and save carbon through the Improved, Greener Community Facilities Fund, funded by the UK Rural and Shared England Prosperity Fund. The scheme is aimed at organisations and community buildings that wish to improve the energy efficiency of their building to help reduce energy costs. Organisations can apply for 75% of project costs up to a maximum of £15,000. Applications will be considered from organisations for local projects, meeting the fund objectives and criteria. Following our initial application in early March, the Improved, Greener Community Facilities Fund has contacted Officers at CTC to request further information about the project to establish whether it meets the criteria. CTC Officers will update Committee members as the grant application progresses.</p>
Financial	<p>Improvements to the heating system will reduce energy costs. A successful grant application could supplement the cost of this project by 75%.</p>
Environmental	<p>Reduced use of fossil fuels due to more energy efficient system.</p>
Equality	<p>Where applicable in the procurement of services this is taken into consideration.</p>
Decision Request	<p>To receive the report relating to Town Hall Updates.</p>

CONGLETON TOWN COUNCIL

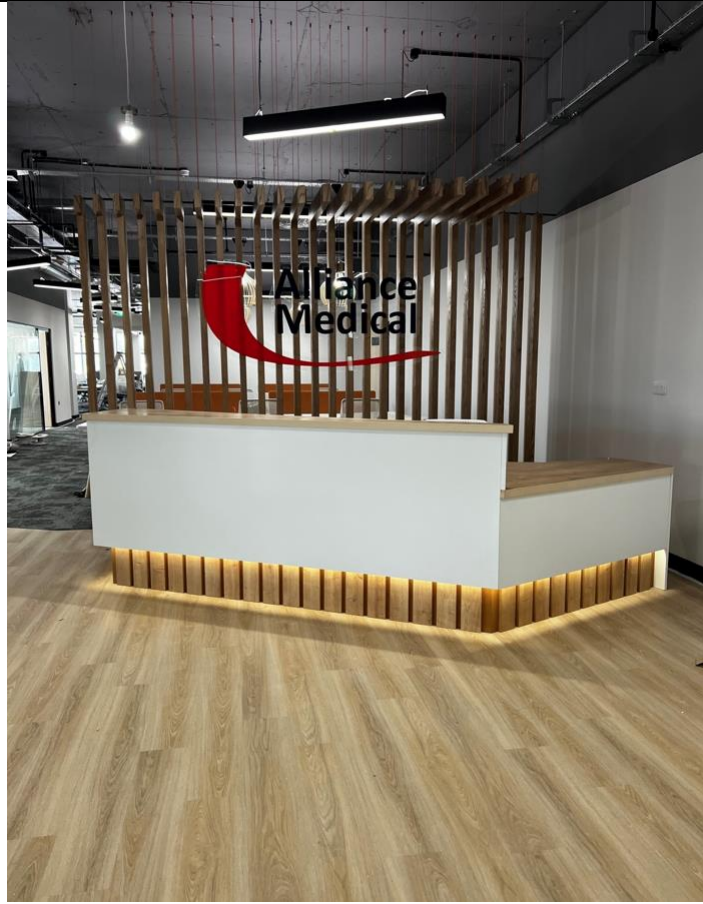
COMMITTEE REPORTS AND UPDATES

COMMITTEE:	Town Hall, Assets & Services Committee Meeting		
MEETING DATE AND TIME	11th April 2024	LOCATION	Congleton Town Hall
REPORT FROM	Town Hall Manager – Mark Worthington		
AGENDA ITEM REPORT TITLE	10 Information Centre Refurbishments		
Background	<p>In April 2021 Congleton Town Council took over the running of the Visitor Information Centre from Cheshire East Council. It was an ‘at threat’ service for Cheshire East Council. Cheshire East Council paid towards the service for three years. This comes to an end in March 2024.</p> <p>The Town Council wanted to take over the service to protect the services offered by the Information Centre that benefit residents, visitors and organisations in Congleton. The Visitor Information Centre is also the reception for the Town Hall and the first point of contact for users of the building.</p>		
Update	<p>Officers have contacted several companies to offer advice/quotes for refurbishments to the Information Centre. We believe the current space has not been improved since the 1980s and is made up of kitchen worktop style tables and counters with little room for staff to carry out the additional administration duties falling within the Information Centre remit. Improvements to the existing space could include creating an office space for administrative staff, a new location for the customer-facing counter and also a waiting/reception area.</p> <p>Requirements for any improvements should include:</p> <ul style="list-style-type: none">• The space is recognised and still operates as an Information Centre and space to buy locally produced items• The space is recognised from the foyer as the reception for the Town Council and Town Hall events with a waiting area for people attending meetings• Administration work can be carried out away from members of the public who are using the Information Centre• Grade 2* listing of the building is at the forefront of any design• Reception/counter to be DDA compliant• Welcoming and friendly• Lockable storage required for stock		

- Reflect the Council's green credentials (or aspirations) in the choice of materials

Initial inquiries have led to an initial quote of £20,700 + VAT to refurbish the existing space to accommodate the requirements mentioned above. This is an initial quote for information gathering with no decision on the style/colour of reception or fixtures. This is quoted as a turnkey project to deliver all aspects of any refurbishments including decoration/electrical works etc. A plan has been provided to highlight possible changes to the existing space along with examples of projects carried out by the company who have provided the initial quote and plan.





Financial	To be in accordance with allocated budgets and financial regulations
Environmental	To assess via the procurement process environmental impact and benefits
Equality	Where applicable in the procurement of services this is taken into consideration
Decision Request	To receive the report relating to Information Centre Refurbishments and for the Committee to decide if Officers should investigate this project further and move to the Finance & Policy Committee/Council to agree on a budget for such a project.

CONGLETON TOWN COUNCIL
COMMITTEE REPORTS AND UPDATES

COMMITTEE:	Finance and Policy Committee		
MEETING DATE AND TIME	11th April 2024 7.00 pm	LOCATION	Congleton Town Hall
REPORT FROM	Serena Van Schepdael- R.F.O		
AGENDA ITEM REPORT TITLE	12 Management Accounts for Congleton Information Centre and the Town Hall		
Background	Management Accounts and Variance analysis for the period to 31 st January 2024 to accompany the attached spreadsheets in Appendix 12.1 and 12.2		
Update	<p>These figures cover the financial period to 31st January 2024, month 10, which represents 83.3% of the budget. (Percentages in this report are rounded up /down and are based on <u>full budget figures</u>, month 10 figures are provided for information).</p> <p>The following figures were presented to the F&P Committee on the 14th March 2024</p> <p><u>Town Hall, Assets and Services Committee</u></p> <p>85% expenditure and 97% income. No issues to note.</p> <p>221- Town Hall, worth noting that West Mercia was behind with issuing Electricity invoices due to an internal meter reading issue, this has now been resolved and note there will be a direct debit payment of approximately £15,000 (for Town Hall Electricity) taken on 22nd March 2024, this covers September through to January 2024.</p> <p><u>225-Congleton Information Centre</u></p> <p>Direct Sales Income £80,184 – 90.4%</p> <p>Direct Sales Expenditure £62,711 – 74.64%</p>		
Financial	No requirements/implications for this decision.		
Environmental	No implications for the decision.		
Equality and Diversity	No implications for the decision.		
Decision Request	To note the Management Accounts for the Town Hall and the Congleton Information Centre's current financial year to 31 st January 2024.		

Congleton Town Council
Management Accounts 2023-24
TOWN HALL
Jan-24

Month 10
 Percentage 83.3%

TOWN HALL

	ANNUAL BUDGET	BUDGET TO M10	ACTUAL SPEND TO M10	£ VARIANCE OF M10 BUDGETS	% SPENT AGAINST M10 BUDGETS	% SPENT OF ANNUAL BUDGET	% VARIANCE AGAINST M10 EXPECTED	
4000	Staff Costs (re-allocated)	70,592	58,827	61,763	-2,936	105.0%	87.5%	4.19%
4008	Training	1,000	833	361	472	43.3%	36.1%	-47.20%
4009	Protective Clothing/H & Safety	500	417	498	-81	119.5%	99.6%	16.30%
4010	Cleaners	7,500	6,250	5,779	471	92.5%	77.1%	-6.25%
4011	Rates	25,500	21,250	24,950	-3,700	117.4%	97.8%	14.54%
4012	Water	6,150	5,125	5,852	-727	114.2%	95.2%	11.85%
4014	Electricity	22,900	19,083	21,141	-2,058	110.8%	92.3%	9.02%
4015	Gas	24,700	20,583	20,145	438	97.9%	81.6%	-1.74%
4016	Cleaning materials	2,100	1,750	1,589	161	90.8%	75.7%	-7.63%
4017	Refuse Disposal	3,200	2,667	1,356	1,311	50.9%	42.4%	-40.93%
4020	Miscellaneous Office Costs	1,500	1,250	1,704	-454	136.3%	113.6%	30.30%
4025	Insurance	11,700	9,750	11,298	-1,548	115.9%	96.6%	13.26%
4033	Marketing/Promotions	3,500	2,917	58	2,859	2.0%	1.7%	-81.64%
4040	Maintenance Contracts	8,500	7,083	7,391	-308	104.3%	87.0%	3.65%
4041	Property Maintenance	20,000	16,667	23,445	-6,778	140.7%	117.2%	33.93%
4068	Licences (incl PRS)	3,500	2,917	4,001	-1,084	137.2%	114.3%	31.01%
6000	Central Overheads Reallocated	5,913	4,928	4,683	245	95.0%	79.2%	-4.10%
	Town Hall Expenditure	218,755	182,296	196,014	-13,718	107.5%	89.6%	6.30%
3020	Catering costs	0	0	6,877	-6,877			
3021	Security Supplies	0	0	2,224	-2,224			
		0	0	9,101	9,101			
	Total Town Hall Expenditure	218,755	182,296	205,115	-22,819	112.5%	93.8%	10.46%
1009	Rent Rec'd - Museum Notional	-4500	-3750	-3750	0	100.0%	83.3%	0.03%
1010	Rent Received - 3rd Party Partnership	-1533	-1278	-1278	1	100.0%	83.4%	0.07%
1011	Rent Received - Internal CTC	-26517	-22098	-22098	1	100.0%	83.3%	0.04%
1013	Letting Income - Grand Hall	-30000	-25000	-23849	-1151	95.4%	79.5%	-3.80%
1014	Letting Income - Bridestones	-13200	-11000	-2809	-8191	25.5%	21.3%	-62.02%
1015	Letting Income - Spencer Suite	-7000	-5833	-7492	1659	128.4%	107.0%	23.73%
1018	Letting Income - Cambell Suite	0	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
1016	Letting Income - Brasserie, Kitchen and Bar	-12000	-10000	-11000	1000	110.0%	91.7%	8.37%
1021	Letting Income - Internal	-9000	-7500	-8934	1434	119.1%	99.3%	15.97%
1022	Letting income - F&F	-1000	-833	-3492	2659	419.0%	349.2%	265.90%
1023	Commission- CP	-8000	-6667	-6084	-583	91.3%	76.1%	-7.25%
1024	Letting Income- Security	0	0	-2117	2117	#DIV/0!	#DIV/0!	#DIV/0!
1035	Service Charges - Brasserie	-3600	-3000	-3314	314	110.5%	92.1%	8.76%
1037	Service Charges - Other	0	0	-3734	3734	#DIV/0!	#DIV/0!	#DIV/0!
1051	Catering Sales (recharges)	0	0	-6425	6425	#DIV/0!	#DIV/0!	#DIV/0!
1199	Miscellaneous Income	0	0	-292	292	#DIV/0!	#DIV/0!	#DIV/0!
	Total Town Hall Income	-116350	-96958	-106668	9710	110.0%	91.7%	8.38%
	Net Expenditure over Income	102,405	85,338	98,447	-13,110	115.4%	96.1%	12.83%

NOTES

Replenishment of uniform & PPE for staff

Paid in Full
 Invoiced up to November 2023
 Recharge moved out of this line, and £9,100 accrual input due to invoices being late. Accrued to December 2023
 Invoiced up to December 2023

Split required as some costs for SS, to be completed in M10
 Paid at start of the year

As per requirements, some quarterly invoices
 £11746 to be moved **as at month 10** from EMR to cover planned maintenance/upgrades
 Requirement to overspend to be requested from Council, 22.75% overspend expected to continue service

Recharged to customers
 Recharged to customers

Utility costs recharge
 Electricity recharge

Congleton Town Council
Management Accounts 2023-24
CONGLETON INFORMATION CENTRE
Jan-24

Month 10
 Percentage 83.3%

TOWN HALL
CONGLETON INFORMATION CENTRE

3000 Stock at 1st April
 3041 3rd Party ticket resales
 3042 Books, Maps, Guides resale
 3043 Souvenirs for resale
 3044 Stamps for resale
 3046 Local Produce for resale
 3047 Theatre gift cards for resale
 3048 Food & Drink for resale
 3049 CTC Merchandise
 3999 Stock at 31st March 2022

ANNUAL BUDGET	BUDGET TO M10	ACTUAL SPEND TO M10	£ VARIANCE OF M10 BUDGETS	% SPENT AGAINST M10 BUDGETS	% SPENT OF ANNUAL BUDGET	% VARIANCE AGAINST M10 EXPECTED
0	-	-	-			
73,150	60,958	57,533	3,425	94.4%	78.7%	-4.65%
2,850	2,375	448	1,927	18.9%	15.7%	-67.58%
2,375	1,979	227	1,752	11.5%	9.6%	-73.74%
500	417	256	161	61.4%	51.2%	-32.10%
3,800	3,167	3,816	- 649	120.5%	100.4%	17.12%
150	125	-	125	0.0%	0.0%	-83.30%
1,197	998	431	567	43.2%	36.0%	-47.29%
0	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!
0	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!
84,022	70,018	62,711	7,307	89.6%	74.64%	-8.66%
4000 Staff costs	43,382	45,120	- 1,738	104.0%	86.7%	3.37%
4011 Rates	4,800	4,768	- 768	119.2%	99.3%	16.03%
4013 Rent Payable	7,500	6,250	- 6,250	100.0%	83.3%	0.03%
4162 General Expenditure	2,000	1,667	1,427	240	85.6%	71.4%
6000 Central Overheads Reallocated	4,361	3,634	3,453	181	95.0%	79.2%
EMR Retained for year 3	-22,011	- 18,343	- 16,508	- 1,835	90.0%	75.0%
48,708	40,590	44,510	- 3,920	109.7%	91.4%	8.08%
1041 Third Party Ticket Sales	-77,000	- 64,167	- 71,481	7,314	111.4%	92.8%
1042 Books, Maps, Guides sales	-3,000	- 2,500	- 1,238	- 1,262	49.5%	41.3%
1043 Souvenir sales	-2,500	- 2,083	- 1,281	- 802	61.5%	51.2%
1044 Stamp Sales	-500	- 417	- 228	- 189	54.7%	45.6%
1045 Photocopy sales	-300	- 250	- 337	87	134.8%	112.3%
1046 Local Produce for resale	-4,000	- 3,333	- 4,224	891	126.7%	105.6%
1047 Theatre gift cards	-150	- 125	- 362	237	289.6%	241.3%
1048 Food and Drink sales	-1,260	- 1,050	- 818	- 232	77.9%	64.9%
1049 CTC Merchandise sales	0	-	- 215	215	#DIV/0!	#DIV/0!
Income	-88,710	- 73,925	- 80,184	6,259	108.5%	90.4%
1168 CEC Support Grant CIV	-21,644	- 18,037	- 21,644	3,607	120.0%	100.0%
1031 CAB Reception Contribution	-5,000	- 4,167	- 4,167	0	100.0%	83.3%
	-26,644	- 22,203	- 25,811	3,608	116.2%	96.9%
Total Income	-115,354	- 96,128	- 105,995	9,867	110.3%	91.9%
Net Expenditure over Income	17,376	14,480	1,226	13,254	8.5%	7.1%

NOTES

Third Party Income see corresponding expense line

Third Party Income see corresponding expense line

Pay award implemented

Paid in full on receipt of invoice

As per requirement, includes card payment bank charges

Q1, 2 and 3 moved in from reserves.

Received in full