

Service Area Summaries Outturn 2021-22

Resources

Finance, Assets and Legal

	Updated £	Outturn £	Variance £	Explanation for Major Variances
Industrial Estates				
Gross Direct Costs	31,734	35,296	3,562	No Major Variances.
Capital Charges	15,912	15,912	0	
Gross Direct Income	(181,810)	(136,609)	45,201	Units at Hornbeam Road not let - reduced income relating to rents and service charges.
Support Service Charges	51,640	51,648	8	
	(82,524)	(33,754)	48,770	
Surveyors Allotments				
Gross Direct Costs	3,000	0	(3,000)	R&M budgets not spent.
Gross Direct Income	(50)	(50)	0	No Major Variances.
Support Service Charges	14,570	14,568	(2)	
	17,520	14,518	(3,002)	
Parklands				
Gross Direct Costs	34,768	44,397	9,629	Higher costs for R&M and electricity.
Gross Direct Income	(64,500)	(76,856)	(12,356)	Commission earned on sale of plot.
Support Service Charges	40,390	40,392	2	
	10,658	7,933	(2,725)	
Revenue Services				
Gross Direct Costs	732,277	37,834,296	37,102,019	£114,154 Pension Fund adjustments (current service costs) £11,028 Additional overtime funded from new burdens funding. £37,005,552 Business support grants funded from government grants. (£17,604) Professional fees. (£11,758) Postage and billing costs.
Gross Direct Income	(442,911)	(37,625,268)	(37,182,357)	(£36,997,552) Business support grants allocated. £62,162 Court Costs. (£11,389) Cost of collection allowance. (£235,577) New burdens grants
Support Service Charges	444,750	444,816	66	
	734,116	653,844	(80,272)	
Benefits Subsidy				
Gross Direct Costs	21,256,441	19,843,849	(1,412,592)	(£1,656,581) Housing benefit payments 2021/22. (£137,410) Movement in the provision for bad and doubtful debts. £381,481 Test and Trace and household support payments, which are grant funded.
Gross Direct Income	(21,256,441)	(19,696,522)	1,559,919	(£67,746) net movement in relation to benefit overpayments. (£437,800) Test and Trace and Household support grants. £2,061,465 Subsidy based on Final 2021/22 claim, due to reduced expenditure and irrecoverable subsidy on Temporary accommodation.
Support Service Charges	0	0	0	
	0	147,327	147,327	
Non Distributed Costs				
Gross Direct Costs	0	20,657	20,657	Higher Added Years costs.
Gross Direct Income	0	0	0	No Major Variances.
	0	20,657	20,657	

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Estates				
Gross Direct Costs	258,454	320,378	61,924	£10,977 Higher staffing costs; £33,296 Pension fund adjustments (current service costs); £6,848 Consultancy; £6,325 Subscriptions. The balance consists of minor variances.
Gross Direct Income	0	(4,856)	(4,856)	Insurance recharges relating to Shared Equity properties.
Support Service Charges	0	0	0	
	258,454	315,522	57,068	
Admin Buildings				
Gross Direct Costs	521,817	603,153	81,336	See Note A below:
Capital Charges	(24,159)	(24,156)	3	
Gross Direct Income	(285,956)	(363,728)	(77,772)	See Note B below:
Support Service Charges	(150,296)	(150,372)	(76)	
	61,406	64,897	3,491	
Note A: £49,104 R&M; £2,439 Grounds maintenance; £42,164 Running costs - the majority of this relates to the contract cleaning costs; £10,675 Legal and surveyors fees; (£27,183) Bad debt provision.				
Note B: £2,831 Lower service charges; £2,000 Lower rental income; (£82,712) Higher rechargeable income of which the majority relates to Covid cleaning at the Cromer and Fakenham offices.				
Corporate Finance				
Gross Direct Costs	427,987	589,027	161,040	£66,582 Pension fund adjustments (Current Service costs) £114,306 Business rate levy contribution payments.
Capital Charges	16,145	16,140	(5)	
Gross Direct Income	0	(674,658)	(674,658)	2020/21 Business rates pool share
Support Service Charges	(444,132)	(444,132)	0	
	0	(513,623)	(513,623)	
Insurance & Risk Management				
Gross Direct Costs	201,007	232,485	31,478	£19,137 Legal fees; £13,125 Employers & Public Liability premiums..
Gross Direct Income	(650)	(31)	619	No Major Variances.
Support Service Charges	(200,357)	(200,424)	(67)	
	0	32,030	32,030	
Internal Audit				
Gross Direct Costs	70,000	75,146	5,146	Audit fees.
Support Service Charges	(70,000)	(69,996)	4	
	0	5,150	5,150	
Chalets/Beach Huts				
Gross Direct Costs	54,347	57,200	2,853	(£6,185) Lower R&M costs; £9,892 Purchase of new furniture.
Gross Direct Income	(229,362)	(260,937)	(31,575)	Additional rental income. Request made to roll this forward.
Support Service Charges	97,250	97,284	34	
	(77,765)	(106,453)	(28,688)	

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Investment Properties				
Gross Direct Costs	146,352	255,013	108,661	£43,441 R&M; £23,624 Higher costs for insurances, electricity, water and council tax; £6,500 for scaffolding; £34,761 Bad debt provision.
Capital Charges	74,983	74,988	5	
Gross Direct Income	(245,743)	(250,282)	(4,539)	Recharge of utilities and additional rental income.
Support Service Charges	187,720	187,728	8	
	163,312	267,447	104,135	
Central Costs				
Gross Direct Costs	209,965	209,244	(721)	£6,330 Higher apprenticeship levy; £7,567 Pension fund adjustments (current service costs); (£4,953) Lower staffing costs; (£10,757) Lower than budgeted professional fees; £2,900 Subscription for Data Protection renewal fee.
Support Service Charges	(96,965)	(96,984)	(19)	
	113,000	112,260	(740)	
Corporate & Democratic Core				
Gross Direct Costs	510,179	564,844	54,665	£12,583 Audit fees; £15,921 Agency staffing; £14,445 Bank charges; £8,790 R&M costs.
Gross Direct Income	0	(165,663)	(165,663)	(£100k) Cyber support grant (transferred to Unspent Grants Reserve); (£27,861) Welcome Back Funding; (£29,582) Grant funding.(£8,220) Recoverable income relating to external audit.
Support Service Charges	1,258,620	1,260,336	1,716	
	1,768,799	1,659,517	(109,282)	
Members Services				
Gross Direct Costs	530,871	526,107	(4,764)	£30,089 Pension fund adjustment (current service costs) - this is offset by savings in training, travelling, allowances and the chairman's civic expenditure.
Support Service Charges	60,740	60,780	40	
	591,611	586,887	(4,724)	
Legal Services				
Gross Direct Costs	493,584	694,642	201,058	£90,366 Pension fund contribution (current service costs); £2,721 Client disbursements; £87,450 staffing costs; £10,000 Dilapidations Bond; £13,389 Bad debt provision.
Gross Direct Income	(329,946)	(486,842)	(156,896)	(£142,542) Legal fees; (£9,151) KLWN Client disbursements; (£5,798) Kickstart contribution.
Support Service Charges	(326,803)	(326,784)	19	
	(163,165)	(118,984)	44,181	
Ad Finance, Assets and Legal				
Gross Direct Costs	73,823	90,978	17,155	Pension fund adjustment (current service costs).
Support Service Charges	0	0	0	
	73,823	90,978	17,155	
Total Finance Assets and Legal	3,469,245	3,206,152	(263,093)	

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Organisational Resources

	Updated £	Outturn £	Variance £	Explanation for Major Variances
It - Support Services				
Gross Direct Costs	1,622,609	1,895,126	272,517	See Note A below:
Capital Charges	125,566	125,568	2	
Gross Direct Income	0	(67)	(67)	No Major Variances.
Support Service Charges	(1,722,175)	(1,722,156)	19	
	26,000	298,471	272,471	

Note A: £4,518 - Overtime. £84,791 - Computer Software Licences - this includes extended support to Efinancials. £52,743 - Computer Maintenance. (£35,621) - Computer Lines and Modems. (£11,025) - Computer Purchases - Hardware. £6,134 - Migration of Skype to Teams. £167,186 - Pensions Deficit Funding (current service costs). £11,190 - Consultancy fees. (£10,456) - Computer Consumables. (£6,820) - Mobile phone rentals. £10,202 - Mobile phone purchases. (£4,247) - Training and digital promotion.

Poppyfields

Gross Direct Costs	24,700	12,546	(12,154)	(£2,827) R&M. (£9,750) Equipment and management fee.
Support Service Charges	15,900	15,900	0	
	40,600	28,446	(12,154)	

Property Services

Gross Direct Costs	470,691	634,405	163,714	See Note A below:
Capital Charges	31,825	31,824	(1)	
Gross Direct Income	(10,000)	(2,200)	7,800	£10,000 No grant income received for solar panels; (£2,200) Sale of obsolete items.
Support Service Charges	(710,651)	(613,059)	97,592	Reduction in salaries charged to capital.
	(218,135)	50,970	269,105	

Note A: £82,725 Pension fund adjustment (current service costs); £52,933 Additional staffing and transport related costs; £12,019 R&M; £6,104 Consumables - stock for operatives; £6,337 Covid costs relating to additional cleaning costs at playgrounds.

Playgrounds

Gross Direct Costs	57,414	56,002	(1,412)	No Major Variances.
Support Service Charges	42,150	42,156	6	
	99,564	98,158	(1,406)	

Community Centres

Gross Direct Costs	9,978	7,942	(2,036)	No Major Variances.
Gross Direct Income	0	(1,307)	(1,307)	No Major Variances.
Support Service Charges	12,260	12,264	4	
	22,238	18,899	(3,339)	

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Tourist Information Centres				
Gross Direct Costs	109,798	120,624	10,826	£5,199 Staffing costs; £13,091 Pension fund adjustment (current service costs); £6,462 R&M.(£7,107) Lower utility charges; (£5,230)
Capital Charges	6,040	6,036	(4)	
Gross Direct Income	(25,000)	(25,138)	(138)	No Major Variances.
Support Service Charges	87,660	87,696	36	
	178,498	189,218	10,720	
Public Conveniences				
Gross Direct Costs	559,902	608,310	48,408	£43,828 R&M £9,776 Higher utility charges. (£4,000) Cleansing contract.
Capital Charges	58,767	58,764	(3)	
Gross Direct Income	0	0	0	No Major Variances.
Support Service Charges	110,597	111,972	1,375	
	729,266	779,046	49,780	
Digital Transformation				
Gross Direct Costs	172,248	192,170	19,922	£27,012 Pension fund adjustment (current service costs); (£6,213) Staffing costs.
Support Service Charges	(56,870)	(56,844)	26	
	115,378	135,326	19,948	
Reprographics				
Gross Direct Costs	83,489	79,179	(4,310)	£8,374 Pension fund adjustment (current service costs); (£7,921) Operating lease rentals; (£5,103) paper/stationery.
Gross Direct Income	(7,500)	(5,294)	2,206	No Major Variances.
Support Service Charges	(75,989)	(75,972)	17	
	0	(2,087)	(2,087)	
Customer Services - Corporate				
Gross Direct Costs	773,769	854,722	80,953	See Note A below:
Capital Charges	54,056	54,048	(8)	
Gross Direct Income	(21,250)	(22,270)	(1,020)	(£7,770) Service charge for Postal & Scanning services. £6,750 Other recoverable income.
Support Service Charges	(799,675)	(799,692)	(17)	
	6,900	86,809	79,909	
Note A: (£13,668) - Lower salaries and on costs as a result of staff vacancies offset by £6,366 - Overtime - extra days for part time staff due to the vacancies. £112,206 - Pension fund adjustment (current service costs). (£10,432) Lower stationery costs.(£8,125) Other professional fees. £7,095 Subscriptions. (£4,841) Bad debt provision. The balance consists of misc. minor variances.				
Ad Organisational Resources				
Gross Direct Costs	62,179	91,204	29,025	Staffing costs including Pension fund adjustments.
	62,179	91,204	29,025	
Total Organisational Resources	1,062,488	1,774,461	711,973	
Total Resources	4,531,733	4,980,613	448,880	