

Service Area Summaries Outturn 2021-22

Communities Service area

Environment and Leisure Services

	Updated Budget £	Outturn £	Variance £	Explanation for Major Variances
Commercial Services				
Gross Direct Costs	421,007	566,035	145,028	£100,805 Staffing costs associated with Covid work offset by Contain Outbreak Management Funding (COMF) funding. £5,286 Agency staffing. £65,875 Pension fund adjustment (current service costs). (£27,350) Balance of Local Outbreak Control Plan (LOCP) funding.
Gross Direct Income	(9,000)	(166,580)	(157,580)	COMF and Food Standards Agency (FSA) grant funding.
Support Service Charges	88,240	88,272	32	
	500,247	487,727	(12,520)	
Internal Drainage Board Levies				
Gross Direct Costs	419,627	415,551	(4,076)	Lower inflation than budgeted
Support Service Charges	220	216	(4)	
	419,847	415,767	(4,080)	
Travellers				
Gross Direct Costs	50,336	52,700	2,364	No Major Variances.
Capital Charges	(632,000)	(631,992)	8	
Gross Direct Income	(4,000)	(640)	3,360	No Major Variances.
Support Service Charges	980	984	4	
	(584,684)	(578,948)	5,736	
Public Protection				
Gross Direct Costs	198,682	220,612	21,930	(£3,608) Staffing costs associated with Covid work - offset by COMF funding. £33,388 Pension fund adjustment (current service costs). (£6,684) Lower costs for DBS checks and advertising.
Gross Direct Income	(197,000)	(202,715)	(5,715)	Pavement Licence grant.
Support Service Charges	127,850	127,860	10	
	129,532	145,757	16,225	
Street Signage				
Gross Direct Costs	12,000	5,182	(6,818)	Fewer street signs ordered and installed.
Gross Direct Income	0	(139)	(139)	No Major Variances.
Support Service Charges	19,470	19,464	(6)	
	31,470	24,507	(6,963)	
Environmental Protection				
Gross Direct Costs	660,455	747,674	87,219	£96,719 Pension fund adjustment (current service costs). £4,768 Higher transport related costs for Covid Support Officers. (£10,819) Lower equipment and materials purchases. (£11,645) Lower professional fees (Inc. Private water sampling and rechargeable works). £4,624 Higher costs for printing (Covid) and subscriptions.
Capital Charges	22,944	22,944	0	
Gross Direct Income	(63,075)	(44,765)	18,310	Reduced fee income for Private water sampling and risk assessments.
Support Service Charges	201,390	201,408	18	
	821,714	927,262	105,548	

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Environmental Health - Service Management				
Gross Direct Costs	69,614	76,631	7,017	Higher staffing costs to include training and Pension fund adjustments.
Capital Charges	30,018	30,024	6	
Gross Direct Income	0	0	0	No Major Variances.
Support Service Charges	(203,870)	(204,804)	(934)	
	(104,238)	(98,149)	6,089	
Environmental Contracts				
Gross Direct Costs	291,455	358,778	67,323	£55,871 Pension Fund adjustments (current service costs). The balance relates to higher staffing costs funded from the wider Environmental Health budgets.
Capital Charges	4,521	4,524	3	
Gross Direct Income	0	0	0	No Major Variances.
Support Service Charges	(295,976)	(295,944)	32	
	0	67,358	67,358	
Car Parking				
Gross Direct Costs	916,347	927,719	11,372	See Note A below:
Capital Charges	58,720	58,716	(4)	
Gross Direct Income	(2,714,171)	(3,049,122)	(334,951)	See Note B below:
Support Service Charges	150,679	154,921	4,242	
	(1,588,425)	(1,907,766)	(319,341)	
Note A: £7,749 R&M; £19,443 Flowbird maintenance contract; (£5,307) Grounds maintenance; £27,194 Rents - based on income; (£27,715) Business rates; £7,214 Utilities; (£17,539) Credit card charges; (£3,985) Advertising. The balance consists of misc. minor variances.				
Note B: (£4,765) Events licence fee; (£21,662) Commission from Electric Vehicle Charging points; (£315,375) Additional car parking income - cash, excess parking, credit cards and season tickets; £11,081 Lower rental income.				
Markets				
Gross Direct Costs	56,659	53,953	(2,706)	No Major Variances.
Gross Direct Income	(44,000)	(47,374)	(3,374)	Additional market trader fee income.
Support Service Charges	26,760	26,760	0	
	39,419	33,339	(6,080)	
Parks & Open Spaces				
Gross Direct Costs	298,014	304,054	6,040	Other professional fees to include topographic and drone surveys and feasibility designs.
Capital Charges	16,206	16,200	(6)	
Gross Direct Income	(11,150)	(9,819)	1,331	No Major Variances.
Support Service Charges	116,120	116,160	40	
	419,190	426,595	7,405	

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Foreshore				
Gross Direct Costs	116,599	103,337	(13,262)	(£24,816) Lower R&M costs; £5,404 Higher utility costs; £4,766 Pension fund adjustment (current service costs).
Capital Charges	27,880	27,876	(4)	
Gross Direct Income	0	(25)	(25)	No Major Variances.
Support Service Charges	100,470	100,476	6	
	244,949	231,664	(13,285)	
Leisure Complexes				
Gross Direct Costs	113,486	507,804	394,318	£361,431 Management fee - Covid support re furlough and key workers. (£6,652) - Hall hire costs lower. £5,351 R&M and grounds maintenance; £21,746 - Professional fees relating to the Reef construction contract; £6,216 Higher insurance premiums. The balance consists of misc. minor variances.
Capital Charges	743,441	743,448	7	
Gross Direct Income	(42,154)	(14,928)	27,226	£42,154 No profit share; (£14,894) National Leisure Recovery Fund grant.
Support Service Charges	98,190	98,244	54	
	912,963	1,334,568	421,605	
Other Sports				
Gross Direct Costs	107,762	103,962	(3,800)	(£6,793) Staffing costs; £2,046 Vehicle Hire; £7,869 Pension fund adjustments (current service costs); (£7,845) Mammoth Marathon.
Gross Direct Income	(16,024)	8,870	24,894	£16,024 Grant for Service delivery; £11,759 Mammoth Marathon (tfr to Receipts in Advance); (£2,734) Misc. fee income.
Support Service Charges	67,320	67,356	36	
	159,058	180,188	21,130	
Recreation Grounds				
Gross Direct Costs	13,800	13,772	(28)	No Major Variances.
Capital Charges	5,632	5,628	(4)	
Gross Direct Income	(1,000)	(1,090)	(90)	No Major Variances.
Support Service Charges	5,040	5,040	0	
	23,472	23,350	(122)	
Pier Pavilion				
Gross Direct Costs	10,780	(9,758)	(20,538)	(£17,425) Reduction in bad debt provision.
Capital Charges	17,020	17,016	(4)	
Gross Direct Income	(20,000)	0	20,000	No profit share.
Support Service Charges	30,350	30,360	10	
	38,150	37,618	(532)	
Beach Safety				
Gross Direct Costs	384,450	413,135	28,685	£30,076 Higher management fee for Lifeguard Service; £11,729 Equipment and Blue Flag applications; (£12,990) Furniture purchases.
Gross Direct Income	0	(2,730)	(2,730)	DEFRA Grant - Bathing Water Signs.
Support Service Charges	75,140	75,144	4	
	459,590	485,549	25,959	

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Woodlands Management				
Gross Direct Costs	194,472	271,013	76,541	See Note A below:
Capital Charges	1,346	1,344	(2)	
Gross Direct Income	(25,530)	(56,098)	(30,568)	(£20,330) - Higher income from car parking charges. (£6,942) Higher facility charges (on-line bookings at Holt Country Park); (£3,700) Concession rental income.
Support Service Charges	161,240	161,268	28	
	331,528	377,527	45,999	

Note A: £25,559 Pension Fund adjustment (service costs); £10,727 Purchase of barriers; £10,095 R&M costs; £10,921 Van hire and petrol/diesel; £8,484 Toilet hire, ground rent, refuse collection and misc. materials purchases; £9,100 Tree Planted for Everyone.

Cromer Pier

Gross Direct Costs	71,070	93,136	22,066	R&M - predominantly pipework repairs.
Capital Charges	20,738	20,736	(2)	
Support Service Charges	93,880	93,876	(4)	
	185,688	207,748	22,060	

Waste Collection And Disposal

Gross Direct Costs	4,240,328	4,473,696	233,368	See Note A below:
Capital Charges	443,571	443,568	(3)	
Gross Direct Income	(3,534,122)	(4,206,076)	(671,954)	See Note B below:
Support Service Charges	486,170	486,228	58	
	1,635,947	1,197,416	(438,531)	

Note A: (£19,468) Lower costs for trade waste disposal; (£23,334) Lower costs for processing of recycled materials; £39,832 Consultancy and procurement costs (NEWS); £23,041 Serco contractor costs; £211,536 Contribution towards the Smoothing Mechanism - recharged to partners.

Note B: (£134,544) Increased fee income from trade waste customers; (£72,653) Increased fee income from garden waste customers; (£31,071) Increased income for bulky waste collections; (£254,903) Contributions from partners towards the Smoothing Mechanism payment; (£27,655) Misc. recharges for Deed of Variation. (£150,953) Increased recycling credit income.

Cleansing

Gross Direct Costs	690,300	730,799	40,499	£20,131 Bin purchases. (£3,675) Bad debt provision. £24,043 Serco contractor costs.
Capital Charges	85,500	85,500	0	
Gross Direct Income	(58,834)	(78,839)	(20,005)	(£14,270) Waste Recycling Action Programme (WRAP) funding. (£5,735) Higher recharges for dog and litter bin emptying.
Support Service Charges	64,330	64,332	2	
	781,296	801,792	20,496	

Leisure

Gross Direct Costs	210,670	226,139	15,469	£24,903 Pension fund adjustments (current service costs). (£7,084) Saving in staffing and transport related costs.
Gross Direct Income	0	(231)	(231)	No Major Variances.
Support Service Charges	(210,670)	(207,900)	2,770	Variance in salary costs allocated to capital projects.
	0	18,008	18,008	

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Community Safety				
Gross Direct Costs	32,178	10,344	(21,834)	Vacant post - staff on secondment.
Support Service Charges	20,680	20,700	20	
	52,858	31,044	(21,814)	
Civil Contingencies				
Gross Direct Costs	90,162	88,995	(1,167)	No Major Variances.
Support Service Charges	33,660	33,660	0	
	123,822	122,655	(1,167)	
Assistant Director Environmental & Leisure Services				
Gross Direct Costs	69,559	74,715	5,156	Relocation costs.
Support Service Charges	0	0	0	
	69,559	74,715	5,156	
Total Environment and Leisure Services	5,102,952	5,067,290	(35,662)	

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People Services

	Updated Budget	Outturn	Variance	Explanation for Major Variances
	£	£	£	
Benefits Administration				
Gross Direct Costs	990,940	1,167,426	176,486	£150,297 Pension adjustments (current service) £23,000 Civica new claim form funded from the benefits earmarked reserves.
Capital Charges	71,343	71,340	(3)	
Gross Direct Income	(381,086)	(478,039)	(96,953)	(£63,273) Additional Department for Works and Pensions (DWP) funding. (£32,862) Additional Administration subsidy.
Support Service Charges	537,240	537,264	24	
	1,218,437	1,297,991	79,554	
Homelessness				
Gross Direct Costs	545,103	799,221	254,118	£93,251 Repairs and maintenance on temporary accommodation. £17,390 Higher utility costs on temporary accommodation. £185,357 Temporary accommodation bed and breakfast charges. £22,531 Rent deposit scheme. (£60,000) Allocation of Rough Sleeper Initiative (RSI) not spent (offset by a reduction in grant).
Capital Charges	28,482	28,488	6	
Gross Direct Income	(961,149)	(1,264,627)	(303,478)	£60,000 RSI funding, (£65,038) Top up homelessness prevention grant (£32,138) Domestic abuse grant. (£254,088) Additional recoverable charges from subsidy and client contributions.
Support Service Charges	603,790	603,792	2	
	216,226	166,873	(49,353)	
Housing Options				
Gross Direct Costs	492,031	596,743	104,712	£91,755 Pension adjustment re current service costs. Additional temporary staffing costs funded from grants.
Support Service Charges	(376,857)	(376,848)	9	
	115,174	219,895	104,721	

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People Services

	Updated Budget	Outturn	Variance	
	£	£	£	Explanation for Major Variances
Community				
Gross Direct Costs	792,684	836,878	44,194	See Note A below:
Gross Direct Income	(49,724)	(300,424)	(250,700)	Contain Outbreak Management Fund (COMF) and funding for posts. (£36,083) Surplus Home Improvement Agency (HIA) income.
Support Service Charges	183,840	182,991	(849)	Capital salaries
	926,800	719,445	(207,355)	

Note A: £46,553 Additional staffing costs, some of which relate to fixed term posts funded by grant. £77,805 Pension fund adjustment (current service costs). (£7,800) Professional fees. (£83,654) Grants and contributions not made. The balance consists of misc. minor variances.

Ad People Services

Gross Direct Costs	67,448	82,876	15,428	Pension fund adjustment (current service costs).
Support Service Charges	0	0	0	
	67,448	82,876	15,428	

Total People Services	2,544,085	2,487,080	(57,005)
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Total Communities Directorate	7,647,037	7,554,371	(92,666)
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