

## Service Area Summaries P10 2022/23

## Resources

## Ad Finance, Assets &amp; Legal

	Full Year Budget £	YTD Budget £	YTD Actuals £	YTD Variance £	Commitments £	Budget Remaining £	Explanation For Major Variances
<b>Industrial Estates</b>							
Gross Expenditure	153,186	124,868	158,014	33,146	100	(4,928)	See Note A.
Gross Income	(191,000)	(174,840)	(150,121)	24,719	0	(40,879)	Lower rental income due to vacant units.
	<b>(37,814)</b>	<b>(49,972)</b>	<b>7,893</b>	<b>57,865</b>	<b>100</b>	<b>(45,807)</b>	
<b>Note A:</b> £5,585 Overspend on Repairs and Maintenance. £22,013 Insurance cost increase due to revaluations. £10,298 Other professional fees overspend in relation to Legal fees and marketing for lease of Industrials units. (£3,330) Underspend in relation to Rent/Hire of Buildings at Catfield.							
<b>Surveyors Allotments</b>							
Gross Expenditure	21,660	18,050	15,350	(2,700)	0	6,310	Underspend in relation to Repairs and Maintenance.
Gross Income	(100)	(88)	(50)	38	0	(50)	No Major Variances.
	<b>21,560</b>	<b>17,962</b>	<b>15,300</b>	<b>(2,662)</b>	<b>0</b>	<b>6,260</b>	
<b>Parklands</b>							
Gross Expenditure	84,328	69,999	67,025	(2,974)	0	17,303	Parklands has now been sold, we are expecting electrical charges to come through and other final payments to be made.
Gross Income	(66,160)	(66,160)	(68,942)	(2,782)	0	2,782	Parklands has now been sold, income may slightly increase between now and the end of March 2023, due to some customers paying annual rent on a monthly basis.
	<b>18,168</b>	<b>3,839</b>	<b>(1,917)</b>	<b>(5,756)</b>	<b>0</b>	<b>20,085</b>	
<b>Revenue Services</b>							
Gross Expenditure	1,535,738	1,265,282	1,251,719	(13,563)	41,990	242,029	See Note A.
Gross Income	(513,882)	(290,707)	(2,096,564)	(1,805,857)	0	1,582,682	Covid-19 B/f accruals from 2021/22 awaiting final reconciliation work and repayment to Department for Business, Energy & Industrial Strategy (BEIS).
	<b>1,021,856</b>	<b>974,575</b>	<b>(844,845)</b>	<b>(1,819,420)</b>	<b>41,990</b>	<b>1,824,711</b>	
<b>Note A:</b> Overspends in £3,604 employee costs, £3,004 Bailiff fees, £8,818 Computer Purchases - Software and £2,978 Postage costs direct. Underspends in (£3,572) Advertising, (£24,146) Hybrid mail and (£5,019) Annual billing. Note: Council Tax billing and the set-up of new energy scheme means that the underspends in Annual Billing and Hybrid Mailing are unlikely to show as a full year effect.							
<b>Benefits Subsidy</b>							
Gross Expenditure	19,857,260	72,690	182,063	109,373	0	19,675,197	£40,383 additional Household Support funded grants. Contributions in relation to £55,000 Post Office funding and £14,526 Test and Trace payments.
Gross Income	(19,857,260)	(72,690)	(236,918)	(164,228)	0	(19,620,342)	Household Support Fund allocation Two Funding which is higher than budget.
	<b>0</b>	<b>0</b>	<b>(54,855)</b>	<b>(54,855)</b>	<b>0</b>	<b>54,855</b>	
<b>Non Distributed Costs</b>							
Gross Expenditure	0	0	43,465	43,465	0	(43,465)	Overspend in relation to Superannuation - Act. Strain.
Gross Income	0	0	0	0	0	0	No Major Variances.
	<b>0</b>	<b>0</b>	<b>43,465</b>	<b>43,465</b>	<b>0</b>	<b>(43,465)</b>	
<b>Estates</b>							
Gross Expenditure	337,736	278,760	270,922	(7,838)	1,150	65,664	Underspend in relation to employee costs (vacant post earlier in year which has now been filled). No other major variances.
Gross Income	(337,736)	(271,700)	(270,607)	1,093	0	(67,129)	No Major Variances.
	<b>0</b>	<b>7,060</b>	<b>314</b>	<b>(6,746)</b>	<b>1,150</b>	<b>(1,464)</b>	
<b>Admin Buildings</b>							
Gross Expenditure	815,046	597,140	714,166	117,026	112,087	(11,207)	See Note A.
Gross Income	(747,786)	(530,952)	(596,799)	(65,847)	0	(150,987)	See Note B.
	<b>67,260</b>	<b>66,188</b>	<b>117,367</b>	<b>51,179</b>	<b>112,087</b>	<b>(162,194)</b>	

**Note A:** £36,717 overspend on Repairs and Maintenance, mainly in relation to various repairs at Cromer and Scaffolding at Fakenham. £58,929 in relation to Electricity charges. £3,179 in relation to Gas charges. £29,376 SERCO contract cleaning costs. £17,980 Premises insurance overspend. £3,146 overspend in relation to Material Purchases. (£7,500) Rent/Hire of land in relation to N.Walsham Kings Arms street that has not yet been charged (due to be paid this financial year). (£6,831) underspend on Business Rates. (£13,305) Health and Safety underspend. (£3,750) Marketing underspend. (£4,170) Other Professional fees underspend.

**Note B:** There was an error in the Zero Based Budgeting where a £19,508 Rental income budget was set against North Walsham Kings Arms Street that is not going to be achievable. £11,716 Service Charge income not yet received. £12,681 Rental income not yet received. (£37,506) Income in relation to Fakenham DWP capital repayment costs. (£72,246) income from DWP in relation to COVID cleaning costs at Cromer and Fakenham.

	Full Year Budget £	YTD Budget £	YTD Actuals £	YTD Variance £	Commitments £	Budget Remaining £	Explanation For Major Variances
<b>Corporate Finance</b>							
Gross Expenditure	694,671	578,930	626,409	47,479	55,155	13,107	See Note A.
Gross Income	(694,671)	(578,970)	(579,020)	(50)	0	(115,651)	No Major Variances.
	<b>0</b>	<b>(40)</b>	<b>47,389</b>	<b>47,429</b>	<b>55,155</b>	<b>(102,544)</b>	

**Note A:** (£19,572) Employee underspend, however there will be no full year effect due to costs of Interim Accountant and additional hours being worked by exchequer team in relation to system replacement. £11,116 overspend in relation to subscriptions, no budget set for this during Zero Based Budgeting. £5,625 Consultancy Fees - General overspend in relation to Interim Accountant. £47,528 Computer costs overspend mainly in relation to CIVICA and Iken. Other minor overspends totalling £2781.

#### Insurance & Risk Management

Gross Expenditure	247,629	237,269	177,814	(59,455)	0	69,815	See Note A.
Gross Income	(247,629)	(206,340)	(205,973)	367	0	(41,656)	No Major Variances.
	<b>0</b>	<b>30,929</b>	<b>(28,159)</b>	<b>(59,088)</b>	<b>0</b>	<b>28,159</b>	

**Note A:** (£9,945) Underspend in relation to Employers' Liability, (£7,627) Vehicle Insurance and (£53,412) Public Liability. £2,312 overspend in relation to All Risks Insurance and £8,710 Other Professional Fees.

#### Internal Audit

Gross Expenditure	94,450	70,139	16,325	(53,814)	0	78,125	Waiting on final invoices, there will not be a full year effect.
Gross Income	(94,450)	(78,710)	(78,710)	0	0	(15,740)	No Major Variances.
	<b>0</b>	<b>(8,571)</b>	<b>(62,385)</b>	<b>(53,814)</b>	<b>0</b>	<b>62,385</b>	

#### Chalets/Beach Huts

Gross Expenditure	153,359	129,280	128,109	(1,171)	600	24,650	See Note A.
Gross Income	(236,300)	(203,420)	(221,469)	(18,049)	0	(14,831)	(£8,470) Unbudgeted storage cost income. (£11,574) Beach hut income.
	<b>(82,941)</b>	<b>(74,140)</b>	<b>(93,360)</b>	<b>(19,220)</b>	<b>600</b>	<b>9,819</b>	

**Note A:** £12,544 overspend in relation to Repairs and Maintenance, of which £7,200 is to be funded from Major Repairs Reserve. Other minor variances totalling an overspend of £2,836. (£6,952) Equipment Purchases underspend. (£9,600) Other Professional Fees underspend.

#### Investment Properties

Gross Expenditure	396,167	331,391	434,675	103,284	10,038	(48,545)	See Note A.
Gross Income	(192,676)	(161,186)	(183,070)	(21,884)	0	(9,606)	See Note B.
	<b>203,491</b>	<b>170,205</b>	<b>251,604</b>	<b>81,399</b>	<b>10,038</b>	<b>(58,151)</b>	

**Note A:** £72,639 overspend in relation to repairs and maintenance, mainly in relation to damp inspections, service of lifts and lift repairs at the Rocket House, the removal of internal walls at Cromer Melbourne, R&M Service Charge at Rocket House Communal Areas (alarm testing, alarm call outs, window cleaning, flash tests, legionella testing and drain down of water), reactive repairs such as fencing support and supply of barriers. £8,680 of repairs and maintenance overspend to be covered by Major Repairs Reserve (roller shutter doors). Overspends of £3,575 water charges across all properties, £17,583 Electricity Charges across all Other Lettings, £15,127 Premises insurance due to increased premiums and £17,219 Other Fees & Services, mainly in relation to Fakenham Travellers Site Rent and insurance appraisals. Underspends of (£4,317) Grounds Maintenance, (£2,147) Council Tax - Empty Properties, (£4,662) Refuse Collection and (£11,910) in relation to Marketing.

**Note B:** £5,056 Service charge income. (£9,843) Income in relation to Other Recoverable Charges. (£16,261) Income in relation to Other Commercial Premises rental income.

#### Central Costs

Gross Expenditure	234,970	192,832	168,753	(24,079)	0	66,217	(£15,123) Employee underspend. (£9,671) Other Professional Fees underspend.
Gross Income	(234,970)	(195,840)	(195,840)	0	0	(39,130)	No Major Variances.
	<b>0</b>	<b>(3,008)</b>	<b>(27,087)</b>	<b>(24,079)</b>	<b>0</b>	<b>27,087</b>	

#### Corporate & Democratic Core

Gross Expenditure	2,405,240	1,257,578	1,344,641	87,063	12,751	1,047,848	See Note A.
Gross Income	0	0	(124,613)	(124,613)	0	124,613	Unbudgeted income from DCLG - Support for Levelling Up bid process.
	<b>2,405,240</b>	<b>1,257,578</b>	<b>1,220,029</b>	<b>(37,549)</b>	<b>12,751</b>	<b>1,172,460</b>	

**Note A:** £5,952 Miscoded employee costs which need to be journalled to Planning, IT and Environmental Services. £2,228 Overspend on Fixture & Fittings, in relation to decoration of Pier for the Queens Jubilee celebrations. £25,246 Other Professional Fees overspend, mainly in relation to levelling up expenditure for Cromer and Fakenham. £13,200 Overspend on consultancy fees, in relation to feasibility study & support for levelling up bid. £5,350 Overspend on Bank Charges. £218,427 Overspend in relation to Contribution to Scottow Enterprise Park, Pot A, Pot B and Pot C funding. £8,540 Overspend on Subscriptions. (£191,499) Variance on Audit Fees due to Creditor provision for 20/21 and 21/22.

#### Members Services

Gross Expenditure	606,663	503,170	514,624	11,454	0	92,039	See Note A.
Gross Income	0	0	0	0	0	0	No Major Variances.
	<b>606,663</b>	<b>503,170</b>	<b>514,624</b>	<b>11,454</b>	<b>0</b>	<b>92,039</b>	

**Note A:** £2,896 Overspend on employee costs. £9,376 Unbudgeted costs in relation to Youth Council Support. £7,588 Overspend in relation to Members Basic Allowance. (£6,705) Underspend in relation to travel expenses. (£1,700) Other minor variances underspend.

	Full Year Budget £	YTD Budget £	YTD Actuals £	YTD Variance £	Commitments £	Budget Remaining £	Explanation For Major Variances
<b>Legal Services</b>							
Gross Expenditure	737,901	617,660	605,501	(12,159)	547	131,853	See <b>Note A.</b>
Gross Income	(737,901)	(649,680)	(630,552)	19,128	0	(107,349)	See <b>Note B.</b>
	<b>0</b>	<b>(32,020)</b>	<b>(25,051)</b>	<b>6,969</b>	<b>547</b>	<b>24,504</b>	

**Note A:** £12,324 Overspend on Other Professional Fees, mainly in relation to a legal case and fees for additional Solicitor. Underspends of (£8,688) Employee costs, (£4,309) Books, (£3,451) Travelling Allowance and (£6,642) Underspend on Client Disbursements.

**Note B:** Due to staffing vacancies/capacity issues Legal are unable to continue to do some of the additional work outside of/in addition to SLA for extra income. It is therefore likely that this will impact on any further income achieved in 2022/23. Also, due to a further member of the legal team has taken up post with BCKLWN, there is a possibility of the Council having to pay back some of the SLA income due to not having the staff to fulfil that area of work. Potential Year end Effect of being £51,000 under budget.

#### Ad Finance, Assets & Legal

Gross Expenditure	95,588	79,680	100,100	20,420	375	(4,887)	Employee costs in relation to unbudgeted supplement.
Gross Income	(95,588)	(79,670)	(79,670)	0	0	(15,918)	No Major Variances.
	<b>0</b>	<b>10</b>	<b>20,430</b>	<b>20,420</b>	<b>375</b>	<b>(20,805)</b>	
<b>Total Finance and Assets</b>	<b>4,223,483</b>	<b>2,863,765</b>	<b>1,100,756</b>	<b>(1,763,009)</b>	<b>234,793</b>	<b>2,887,934</b>	

## Service Area Summaries P10 2022/23

## Resources

## Ad Organisational Resources

	Full Year Budget £	YTD Budget £	YTD Actuals £	YTD Variance £	Commitments £	Budget Remaining £	Explanation For Major Variances
<b>Car Parking</b>							
Gross Expenditure	1,208,510	841,865	995,206	153,342	50,925	162,379	See Note A.
Gross Income	(2,792,799)	(2,478,716)	(2,781,535)	(302,819)	0	(11,264)	See Note B.
	<b>(1,584,289)</b>	<b>(1,636,851)</b>	<b>(1,786,328)</b>	<b>(149,477)</b>	<b>50,925</b>	<b>151,114</b>	

**Note A:** £144,038 overspend in relation to Repairs and Maintenance, mainly in relation to Flowbird smart city pay and display machine service contract, and reactive repairs at Cromer - Runtun Road, North Walsham - Mundesley Road, Sheringham - Chequers and Weybourne - Beach Road. £37,829 Business Rates. £3,048 Grounds Maintenance. £11,210 Electricity. £5,281 Consultancy Fees. £13,671 Advertising. £4,312 Cleansing. Underspends of (£35,187) Rent/Hire/Purchase of land, (£3,383) Other Professional Fees, (£26,734) Credit Card charges, and (£2,500) Tickets & Receipts.

**Note B:** Increased income in relation to (£5,000) Other Contributions, (£4,315) Fees General Services, (£33,614) Fees/Commission Earned, (£106,423) Charges - Car Parking (Cash), (£2,986) Charges - Insurance Recovered, (£43,325) Charges - Season Tickets, (£114,810) Charges - Car Park (Credit Card), and (£2,224) increased income in relation to other minor variances. £9,820 Reduction in income in relation to Rents - Other Commercial Premises.

**ICT - Support Services**

Gross Expenditure	2,088,516	1,714,630	1,663,815	(50,815)	22,295	402,406	See Note A.
Gross Income	(2,088,516)	(1,740,520)	(1,745,610)	(5,090)	0	(342,906)	Income from Local Government Authority (LGA), to be spent on Cyber training.
	<b>0</b>	<b>(25,890)</b>	<b>(81,795)</b>	<b>(55,905)</b>	<b>22,295</b>	<b>59,500</b>	

**Note A:** Underspends in relation to (£27,840) Staff vacancies, (£4,340) Generic training and (£53,479) Computer Costs. £3,786 Mobile phone rentals. £29,303 various costs that have been miscoded to capital that need moving to revenue.

**Poppyfields**

Gross Expenditure	44,634	35,940	32,053	(3,887)	8,584	3,997	(£2,206) Underspend in relation to Equipment purchases.
Gross Income	0	0	0	0	0	0	No major variances.
	<b>44,634</b>	<b>35,940</b>	<b>32,053</b>	<b>(3,887)</b>	<b>8,584</b>	<b>3,997</b>	

**Property Services**

Gross Expenditure	988,128	817,240	876,881	59,641	23,210	88,037	See Note A.
Gross Income	(988,128)	(822,610)	(817,097)	5,513	0	(171,031)	Due to budget setting error in Zero Based Budgeting (ZBB).
	<b>0</b>	<b>(5,370)</b>	<b>59,785</b>	<b>65,155</b>	<b>23,210</b>	<b>(82,995)</b>	

**Note A:** Overspends in relation to £38,637 Employee costs, £7,750 Repairs and Maintenance, £8,035 Diesel costs due to inflation, £11,483 Materials Purchases, £3,973 Other Fees & Charges and £2,399 Postage Costs Direct. Underspends in relation to (£4,565) Vehicle repairs, (£3,871) Equipment purchases and (£5,483) Other Professional Fees.

**Playgrounds**

Gross Expenditure	136,540	111,724	131,654	19,930	24,200	(19,314)	Overspends in relation to £7,973 Repairs and Maintenance and £14,682 Equipment purchases. Underspends of (£3,290) Playgrounds - Repair.
Gross Income	0	0	0	0	0	0	No Major Variances.
	<b>136,540</b>	<b>111,724</b>	<b>131,654</b>	<b>19,930</b>	<b>24,200</b>	<b>(19,314)</b>	

**Community Centres**

Gross Expenditure	21,810	19,102	30,308	11,206	0	(8,498)	£6,855 Overspend on Repairs and Maintenance due to roof repairs at Fakenham. £4,383 Premises Insurances.
Gross Income	0	0	0	0	0	0	No Major Variances.
	<b>21,810</b>	<b>19,102</b>	<b>30,308</b>	<b>11,206</b>	<b>0</b>	<b>(8,498)</b>	

**Tourist Information Centres**

Gross Expenditure	153,170	128,493	159,855	31,362	4,988	(11,673)	Overspends of £9,806 Employee costs, £15,318 Electricity and £5,841 Other minor variances in relation to premises costs.
Gross Income	(30,170)	(27,220)	(29,429)	(2,209)	0	(741)	(£2,204) Increased Sales - Goods Income.
	<b>123,000</b>	<b>101,273</b>	<b>130,426</b>	<b>29,153</b>	<b>4,988</b>	<b>(12,414)</b>	

**Public Conveniences**

Gross Expenditure	875,462	698,076	840,574	142,498	8,354	26,535	See Note A.
Gross Income	0	0	(153)	(153)	0	153	No Major Variances.
	<b>875,462</b>	<b>698,076</b>	<b>840,421</b>	<b>142,345</b>	<b>8,354</b>	<b>26,688</b>	

**Note A:** £27,619 Repairs and Maintenance overspend, unbudgeted vandalism, arson costs and programmed maintenance. £14,620 Toilet Unit Hire at Weybourne. £35,910 water charges (includes draining down for most public conveniences). £30,983 Electricity costs. £25,129 SERCO costs in relation to Contract Cleaning. £14,676 Premises insurance. £4,824 Sanitary & Nappy waste collection service. £3,174 Materials Purchases. Underspends of (£11,212) NNDR/Business Rates and (£5,250) Equipment & Tools - R&M.

	Full Year Budget £	YTD Budget £	YTD Actuals £	YTD Variance £	Commitments £	Budget Remaining £	Explanation For Major Variances
<b>Digital Transformation</b>							
Gross Expenditure	552,765	460,650	453,380	(7,270)	0	99,385	See <b>Note A</b> .
Gross Income	0	0	0	0	0	0	No Major Variances.
	<b>552,765</b>	<b>460,650</b>	<b>453,380</b>	<b>(7,270)</b>	<b>0</b>	<b>99,385</b>	
<b>Note A:</b> (£7,270) Vacant Systems Administration Officer, however it has been agreed that this budget can be moved to IT infrastructure to create a new Technical Support Officer Level 1 post.							
<b>Reprographics</b>							
Gross Expenditure	105,769	87,120	83,275	(3,845)	3,031	19,463	£3,744 Employee costs. Underspends in relation to (£4,774) Stationery and (£2,818) Other minor variances.
Gross Income	(105,769)	(88,140)	(84,271)	3,869	0	(21,498)	Reduction in income from external clients since COVID.
	<b>0</b>	<b>(1,020)</b>	<b>(996)</b>	<b>24</b>	<b>3,031</b>	<b>(2,035)</b>	
<b>Customer Services - Corporate</b>							
Gross Expenditure	1,295,590	1,076,642	1,041,093	(35,549)	300	254,197	See <b>Note A</b> .
Gross Income	(1,295,590)	(1,081,920)	(1,088,151)	(6,231)	0	(207,439)	(£7,770) Service Charge income. £2,132 income not received in relation to Charges - Other Recoverable.
	<b>0</b>	<b>(5,278)</b>	<b>(47,058)</b>	<b>(41,780)</b>	<b>300</b>	<b>46,758</b>	
<b>Note A:</b> Overspends in relation to £2,530 Travelling Allowance and £2,733 Legal Fees. Underspends of (£16,625) Employee costs - staff vacancies, (£4,500) Generic Training, (£9,887) Stationery - Paper, (£4,366) Postage Costs Direct and (£5,529) Other minor variances.							
<b>Ad Organisational Resources</b>							
Gross Expenditure	83,955	69,960	78,478	8,518	0	5,477	Employee being paid on a higher spinal point than budgeted.
Gross Income	(83,955)	(69,960)	(69,960)	0	0	(13,995)	No Major Variances.
	<b>0</b>	<b>0</b>	<b>8,518</b>	<b>8,518</b>	<b>0</b>	<b>(8,518)</b>	
<b>Total Organisational Resources</b>	<b>169,922</b>	<b>(247,644)</b>	<b>(229,634)</b>	<b>18,011</b>	<b>145,887</b>	<b>253,668</b>	
<b>Total Resources</b>	<b>4,393,405</b>	<b>2,616,121</b>	<b>871,122</b>	<b>(1,744,999)</b>	<b>380,680</b>	<b>3,141,603</b>	