

## Service Area Summaries P10 2023/24

## Communities

## People Services

	Full Year Budget £	YTD Budget £	YTD Actual £	YTD Variance £	Immediate Commitments £	Remaining Budget £	Explanation for Major Variances
<b>Benefits Administration</b>							
Employee Costs	1,161,688	967,692	873,203	(94,489)	313	288,172	Vacant posts and secondments.
Transport Related Expenditure	944	787	3,199	2,412	0	(2,255)	No Major Variances.
Supplies & Services	31,100	21,925	51,066	29,141	6,410	(26,376)	Civica computer software and licences - offset by New Burdens Funding.
Support Services	434,060	361,591	361,740	149	0	72,320	No Major Variances.
Capital Financing Costs	31,700	26,407	26,410	3	0	5,290	No Major Variances.
Income	(380,000)	(24,990)	(129,202)	(104,212)	0	(250,798)	Council Tax Support - New Burdens Funding. Any surplus to be transferred to Reserve at year end.
	1,279,492	1,353,412	1,186,417	(166,995)	6,723	86,353	
<b>Homelessness</b>							
Premises	147,946	123,255	79,885	(43,370)	15,782	52,279	Lower R&M and utility costs.
Transport Related Expenditure	0	0	2,059	2,059	0	(2,059)	No Major Variances.
Supplies & Services	1,257,038	1,035,868	1,196,041	160,173	591,629	(530,632)	£138,062 Higher B&B charges and Rent Deposit payments - offset by subsidy and client contributions. £23,484 Bad Debts written off.
Support Services	1,142,250	951,512	951,900	388	0	190,350	No Major Variances.
Capital Financing Costs	28,482	23,727	23,740	13	0	4,742	No Major Variances.
Income	(1,700,415)	(1,489,356)	(1,720,344)	(230,988)	0	19,929	(£391,123) Additional income from subsidy and client contributions offset by £160,298 Housing Prevention grant income transferred to capital (LAHF).
	875,301	645,006	533,281	(111,725)	607,412	(265,391)	
<b>Housing Options</b>							
Employee Costs	816,874	680,466	670,088	(10,378)	200	146,586	Underspend against fixed term contracts.
Transport Related Expenditure	7,040	5,866	8,544	2,678	0	(1,504)	No Major Variances.
Supplies & Services	3,179	2,652	2,251	(401)	40	888	No Major Variances.
Support Services	(714,749)	(595,372)	(595,620)	(248)	0	(119,129)	No Major Variances.
Income	(19,306)	(19,306)	(20,198)	(892)	0	892	No Major Variances.
	93,038	74,306	65,065	(9,241)	240	27,733	
<b>Community</b>							
Employee Costs	956,926	797,137	794,539	(2,598)	0	162,387	No Major Variances.
Premises	0	0	(12,631)	(12,631)	17,787	(5,156)	Accrual brought forward relating to Homes in Disrepair. Works delivered and codes elsewhere.
Transport Related Expenditure	26,678	22,229	12,501	(9,728)	0	14,177	Lower travelling costs.
Supplies & Services	728,245	478,715	174,141	(304,574)	1,639	552,466	(£80,780) Grant payments not yet allocated. (£220,625) Other professional fees - to be reviewed and used at year end to offset higher costs across People Services. Any surplus needs to be carried forward and transferred to the Reserve for use towards employee and homelessness costs in future years.
Support Services	68,750	57,307	57,340	33	0	11,410	No Major Variances.
Income	(494,585)	(483,963)	(462,596)	21,367	0	(31,989)	Reduction in contributions from the Primary Care Network.
	1,286,014	871,425	563,294	(308,131)	19,426	703,294	
<b>Ad People Services</b>							
Employee Costs	86,175	71,789	72,040	251	0	14,135	No Major Variances.
Transport Related Expenditure	1,194	997	854	(143)	0	340	No Major Variances.
Supplies & Services	100	84	104	20	0	(4)	No Major Variances.
Support Services	(87,469)	(72,858)	(72,890)	(32)	0	(14,579)	No Major Variances.
	0	12	108	96	0	(108)	
<b>Total People Services</b>	<b>3,533,845</b>	<b>2,944,161</b>	<b>2,348,164</b>	<b>(595,997)</b>	<b>633,800</b>	<b>551,881</b>	

## Service Area Summaries P10 2023/24

## Communities

## Environmental &amp; Leisure

	Full Year Budget £	YTD Budget £	YTD Actual £	YTD Variance £	Immediate Commitments £	Remaining Budget £	Explanation for Major Variances
<b>Commercial Services</b>							
Employee Costs	23,085	19,230	19,230	0	0	3,855	No Major Variances.
Supplies & Services	0	0	0	0	1,723	(1,723)	No Major Variances.
Support Services	193,170	160,931	161,000	69	0	32,170	No Major Variances.
Income	0	0	(170)	(170)	0	170	No Major Variances.
	216,255	180,161	180,060	(101)	1,723	34,472	
<b>Internal Drainage Board Levies</b>							
Premises	478,176	478,176	478,354	178	0	(178)	No Major Variances.
Support Services	300	252	250	(2)	0	50	No Major Variances.
	478,476	478,428	478,604	176	0	(128)	
<b>Travellers</b>							
Premises	9,290	7,914	6,720	(1,194)	694	1,876	No Major Variances.
Supplies & Services	43,600	38,086	41,716	3,630	172	1,712	Higher operating lease costs and hire of portable toilets.
Support Services	7,870	6,560	6,560	0	0	1,310	No Major Variances.
Capital Financing Costs	23,174	19,306	19,310	4	0	3,864	No Major Variances.
Income	(2,000)	(1,667)	(320)	1,347	0	(1,680)	No Major Variances.
	81,934	70,199	73,986	3,787	866	7,082	
<b>Public Protection</b>							
Employee Costs	502,700	418,760	484,862	66,102	792	17,046	Predominantly costs for fixed term contract staff - some of which is offset against departmental savings and funding from Reserves.
Transport Related Expenditure	13,997	11,663	14,638	2,975	0	(641)	Employee travelling costs.
Supplies & Services	88,680	39,744	82,557	42,813	19,997	(13,875)	See <b>Note A</b> below:
Support Services	144,330	120,242	120,300	58	182	23,848	No Major Variances.
Income	(238,100)	(197,121)	(181,198)	15,923	0	(56,902)	See <b>Note B</b> below:
	511,607	393,288	521,159	127,871	20,972	(30,524)	

**Note A:** £4,600 Upgrade to the Assure system and Merlin server. £7,500 Software purchase (to be funded from the COMF reserve at year end). £5,200 Subscriptions to RIAMS and ABC Food Law. Professional fees of £36,665 for legal advisory costs offset by an underspend of (£13,176) against private water sampling.

**Note B:** (£3,513) Pavement Licence Grant. (£34,550) Increased taxi licensing income (to be transferred to an earmarked reserve at year end). £53,925 Income not yet generated for general licensing - a new process is being implemented to invoice out for Premises Licences.

**Street Signage**

Supplies & Services	12,000	7,000	7,933	933	0	4,067	No Major Variances.
Support Services	23,300	19,412	19,420	8	0	3,880	No Major Variances.
	35,300	26,412	27,353	941	0	7,947	

**Environmental Protection**

Employee Costs	576,583	480,301	435,767	(44,534)	0	140,816	Vacant posts which have now been filled.
Premises	0	0	750	750	3,112	(3,862)	No Major Variances.
Transport Related Expenditure	22,189	18,490	13,211	(5,279)	396	8,583	Lower travelling costs.
Supplies & Services	65,650	57,009	57,000	(9)	5,767	2,883	See <b>Note A</b> below:
Support Services	251,400	209,434	210,215	781	0	41,185	No Major Variances.
Capital Financing Costs	52,962	44,119	44,130	11	0	8,832	No Major Variances.
Income	(13,000)	(13,534)	(14,483)	(949)	0	1,483	No Major Variances.
	955,784	795,819	746,590	(49,229)	9,274	199,920	

**Note A:** (£8,498) Equipment purchases and R&M. (£9,300) Professional fees - predominantly rechargeable works. £7,821 for Enforcement Board works. £3,500 Assure upgrade. £3,781 Various subscriptions. £2,379 Bad Debts written off.

**Environmental Contracts**

Employee Costs	336,870	281,454	244,582	(36,872)	0	92,288	Vacant posts and maternity leave.
Transport Related Expenditure	12,444	10,371	6,571	(3,800)	146	5,727	Lower vehicle running costs.
Supplies & Services	1,275	1,149	2,027	878	1,586	(2,338)	No Major Variances.
Support Services	(355,110)	(295,792)	(295,910)	(118)	0	(59,200)	No Major Variances.
Capital Financing Costs	4,521	3,767	3,770	3	0	751	No Major Variances.
	0	949	(38,960)	(39,909)	1,732	37,228	

**Corporate Health and Safety**

Employee Costs	71,626	59,667	63,701	4,034	0	7,925	No Major Variances.
Transport Related Expenditure	0	0	444	444	0	(444)	No Major Variances.
Supplies & Services	0	0	398	398	0	(398)	No Major Variances.
Support Services	(71,626)	(59,665)	(59,680)	(15)	0	(11,946)	No Major Variances.
Income	0	0	(1,600)	(1,600)	0	1,600	No Major Variances.
	0	2	3,263	3,261	0	(3,263)	

**Markets**

Employee Costs	12,896	10,744	5,533	(5,211)	0	7,363	Vacant seasonal post.
Premises	35,246	15,240	11,064	(4,176)	1,398	22,784	Lower than budgeted Business rates.
Transport Related Expenditure	0	0	86	86	0	(86)	No Major Variances.
Supplies & Services	4,050	3,377	3,066	(311)	380	604	No Major Variances.
Support Services	42,160	35,123	35,140	17	0	7,020	No Major Variances.
Income	(40,000)	(40,000)	(32,279)	7,721	0	(7,721)	Less income from stallholders.
	54,352	24,484	22,610	(1,874)	1,778	29,964	

**Parks & Open Spaces**

Premises	275,984	224,249	255,518	31,269	58,279	(37,813)	See <b>Note A</b> below:
Supplies & Services	63,500	52,900	65,373	12,473	11,356	(13,228)	Higher cleansing costs and emergency tree works. The balance consists of minor misc. variances.
Support Services	138,000	114,975	114,760	(215)	0	23,240	No Major Variances.
Capital Financing Costs	16,206	13,501	13,510	9	0	2,696	No Major Variances.
Income	(8,500)	(418)	(3,455)	(3,037)	0	(5,045)	No Major Variances.
	485,190	405,207	445,705	40,498	69,634	(30,150)	

**Note A:** £19,495 Higher R&M costs - this includes footpath repairs at The Marrams and Tarmac repair works at the Sunken Gardens in Cromer. £15,304 Higher Grounds maintenance costs.

<b>Foreshore</b>						
Employee Costs	25,640	21,365	23,614	2,249	0	2,026 No Major Variances.
Premises	53,945	38,550	30,555	(7,995)	7,687	15,702 (£17,875) R&M budgets not spent. £3,072 Higher utility costs. £6,808 Higher insurance premiums.
Transport Related Expenditure	700	584	445	(139)	0	255 No Major Variances.
Supplies & Services	5,300	4,417	60	(4,357)	0	5,240 Misc. supplies and services budgets not spent.
Support Services	85,270	71,041	71,080	39	0	14,190 No Major Variances.
Capital Financing Costs	27,880	23,225	23,230	5	0	4,650 No Major Variances.
Income	0	0	(3,202)	(3,202)	0	3,202 Concession rental income.
	198,735	159,182	145,783	(13,399)	7,687	45,264
<b>Leisure Complexes</b>						
Premises	139,569	58,055	49,364	(8,691)	33,271	56,934 (£5,214) R&M. £3,972 Grounds Maintenance. (£32,481) Accruals brought forward relating to use of Sports Halls. £25,032 Higher utility costs and insurance premiums.
Supplies & Services	0	0	9,000	9,000	0	(9,000) Consultancy costs relating to the Reef - of this, £3,000 is being funded from the capital project as it relates to the Solar Car Port.
Support Services	103,090	85,894	85,890	(4)	0	17,200 No Major Variances.
Capital Financing Costs	492,459	410,221	410,240	19	0	82,219 No Major Variances.
Income	(44,105)	(36,746)	(40,461)	(3,715)	0	(3,644) No Major Variances.
	691,013	517,424	514,033	(3,391)	33,271	143,709
<b>Other Sports</b>						
Employee Costs	3,459	2,882	2,890	8	0	569 No Major Variances.
Premises	6,803	5,668	10,320	4,652	868	(4,385) Higher insurance premiums.
Supplies & Services	88,200	27,967	8,564	(19,403)	22,415	57,221 Accrual brought forward relating to the Mammoth Marathon. Invoice will not be paid.
Support Services	76,290	63,567	63,590	23	0	12,700 No Major Variances.
Income	(40,000)	(33,320)	(8,129)	25,191	0	(31,871) Loss of income relating to the Mammoth Marathon - event cancelled.
	134,752	66,764	77,235	10,471	23,283	34,234
<b>Recreation Grounds</b>						
Premises	6,950	5,790	6,260	470	1,152	(461) No Major Variances.
Supplies & Services	7,000	5,832	6,539	707	1,176	(715) No Major Variances.
Support Services	3,860	3,217	3,210	(7)	0	650 No Major Variances.
Capital Financing Costs	5,632	4,692	4,700	8	0	932 No Major Variances.
Income	(1,000)	(834)	(915)	(81)	0	(85) No Major Variances.
	22,442	18,697	19,793	1,096	2,328	321
<b>Pier Pavilion</b>						
Premises	9,300	2,500	3,864	1,364	1,342	4,093 No Major Variances.
Support Services	28,230	23,520	23,520	0	0	4,710 No Major Variances.
Capital Financing Costs	17,020	14,179	14,180	1	0	2,840 No Major Variances.
	54,550	40,199	41,564	1,365	1,342	11,643
<b>Beach Safety</b>						
Premises	2,750	2,291	1,310	(981)	550	890 No Major Variances.
Supplies & Services	375,980	336,910	347,438	10,528	39,506	(10,964) (£5,939) Saving against the RNLI Lifeguarding Service. £21,170 Serco cleansing contract. The balance consists of minor misc. variances.
Support Services	78,900	65,731	65,750	19	0	13,150 No Major Variances.
Income	0	0	(656)	(656)	0	656 No Major Variances.
	457,630	404,932	413,842	8,910	40,056	3,732
<b>Woodlands Management</b>						
Employee Costs	144,548	120,413	119,937	(476)	0	24,611 No Major Variances.
Premises	56,126	46,912	83,766	36,854	8,639	(36,279) The majority of this overspend relates to Emergency Tree Works.
Transport Related Expenditure	21,182	17,651	17,164	(487)	755	3,263 No Major Variances.
Supplies & Services	12,450	10,381	14,546	4,165	3,829	(5,925) No Major Variances.
Support Services	165,920	138,236	138,300	64	0	27,620 No Major Variances.
Capital Financing Costs	1,346	1,122	1,130	8	0	216 No Major Variances.
Income	(39,860)	(34,193)	(63,933)	(29,740)	0	24,073 (£17,768) Rechargeable emergency tree works and events at Holt Country Park. (£11,408) Car Parking income.
	361,712	300,522	310,911	10,389	13,222	37,579
<b>Waste Collection And Disposal</b>						
Employee Costs	0	0	2,533	2,533	0	(2,533) No Major Variances.
Supplies & Services	5,603,220	4,076,381	4,078,314	1,933	1,575,389	(50,483) See Note A below:
Support Services	514,840	428,880	429,050	170	0	85,790 No Major Variances.
Capital Financing Costs	459,571	382,826	382,840	14	0	76,731 No Major Variances.
Income	(4,423,210)	(3,828,219)	(4,153,410)	(325,191)	0	(269,800) See Note B below:
	2,154,421	1,059,868	739,328	(320,540)	1,575,389	(160,295)

**Note A:** £11,340 Consultancy costs. (£15,127) NEWS contracting costs - lower tonnage processed. £32,048 Serco contract costs. (£21,380) Accrual brought forward for contribution to Norfolk Waste Partnership - invoice not yet received. £4,885 Bad debts written off. (£9,461) Underspend in postages, hybrid mailing and equipment.

**Note B:** £118,209 Accruals brought forward to NEWS for 2021/22 profit share and a returned gate fee. (£397,746) Serco - performance failure fees. (£21,931) Additional Bulky waste fee income and (£21,251) Commercial waste fee income.

<b>Cleansing</b>						
Supplies & Services	1,059,500	869,241	772,490	(96,751)	556,052	(269,042) Variable billing invoices outstanding from contractor.
Support Services	51,840	43,186	43,200	14	0	8,640 No Major Variances.
Capital Financing Costs	85,500	71,222	71,230	8	0	14,270 No Major Variances.
Income	(66,000)	(66,000)	(85,634)	(19,634)	0	19,634 Additional recharges for dog and litter bins.
	<u>1,130,840</u>	<u>917,649</u>	<u>801,286</u>	<u>(116,363)</u>	<u>556,052</u>	<u>(226,498)</u>
<b>Leisure</b>						
Employee Costs	159,066	132,507	139,805	7,298	(870)	20,131 The majority of this variance relates to back pay and turnover savings not achieved.
Premises	0	0	361	361	0	(361) No Major Variances.
Transport Related Expenditure	5,331	4,443	4,071	(372)	0	1,260 No Major Variances.
Supplies & Services	25,019	24,597	22,443	(2,154)	871	1,705 Lower contribution to Active Norfolk.
Support Services	(189,416)	(157,765)	(157,840)	(75)	0	(31,576) No Major Variances.
	<u>0</u>	<u>3,782</u>	<u>8,841</u>	<u>5,059</u>	<u>1</u>	<u>(8,842)</u>
<b>Community Safety</b>						
Employee Costs	9,198	7,664	7,436	(228)	0	1,762 No Major Variances.
Transport Related Expenditure	596	498	0	(498)	0	596 No Major Variances.
Supplies & Services	4,000	0	5	5	0	3,995 No Major Variances.
Support Services	23,320	19,435	19,430	(5)	0	3,890 No Major Variances.
	<u>37,114</u>	<u>27,597</u>	<u>26,871</u>	<u>(727)</u>	<u>0</u>	<u>10,244</u>
<b>Civil Contingencies</b>						
Employee Costs	83,038	69,177	69,756	579	0	13,282 No Major Variances.
Transport Related Expenditure	1,044	871	985	114	0	59 No Major Variances.
Supplies & Services	12,390	8,789	4,478	(4,311)	196	7,716 No Major Variances.
Support Services	41,000	34,171	34,180	9	0	6,820 No Major Variances.
	<u>137,472</u>	<u>113,008</u>	<u>109,399</u>	<u>(3,609)</u>	<u>196</u>	<u>27,876</u>
<b>Ad Environmental &amp; Leisure Svcs</b>						
Employee Costs	88,407	73,648	73,517	(131)	0	14,890 No Major Variances.
Transport Related Expenditure	1,744	1,455	1,735	280	0	9 No Major Variances.
Supplies & Services	100	84	371	287	0	(271) No Major Variances.
Support Services	(90,251)	(75,174)	(75,200)	(26)	0	(15,051) No Major Variances.
	<u>0</u>	<u>13</u>	<u>423</u>	<u>410</u>	<u>0</u>	<u>(423)</u>
<b>Total Environmental &amp; Leisure</b>	<u>8,199,579</u>	<u>6,004,586</u>	<u>5,669,680</u>	<u>(334,906)</u>	<u>2,358,808</u>	<u>171,092</u>
<b>Total Communities</b>	<u>11,733,424</u>	<u>8,948,747</u>	<u>8,017,844</u>	<u>(930,903)</u>	<u>2,992,608</u>	<u>722,973</u>