

Communities Directorate

Environment and Leisure Outturn 2023/24

Service Description	Updated Budget £	Outturn 2023/24 £	Variance £
Commercial Services	23,085	23,076	(9)
Internal Drainage Board Levies	478,176	478,354	178
Travellers	50,890	62,133	11,243
Public Protection	367,277	389,557	22,280
Street Signage	12,000	7,936	(4,064)
Environmental Protection	651,422	588,573	(62,849)
Environmental Contracts	350,589	314,708	(35,881)
Corporate Health and Safety	71,626	75,531	3,905
Markets	12,192	(2,071)	(14,263)
Parks and Open Spaces	330,984	351,707	20,723
Foreshore	85,585	55,676	(29,909)
Leisure Complexes	95,464	(36,529)	(131,993)
Other Sports	58,462	16,232	(42,230)
Recreation Grounds	12,950	14,023	1,073
Pier Pavilion	9,300	3,864	(5,436)
Beach Safety	378,730	388,898	10,168
Woodlands Management	198,603	220,452	21,849
Waste Collection And Disposal	1,180,010	687,593	(492,417)
Cleansing	993,500	1,049,731	56,231
Leisure	189,416	194,828	5,412
Community Safety	13,794	8,960	(4,834)
Civil Contingencies	96,472	89,732	(6,740)
Ad Environmental & Leisure Svs	90,251	91,498	1,247
Total Direct Costs	5,750,778	5,074,462	(676,316)
IAS 19 Pension Adjustment	0	(56,341)	(56,341)
Support Service costs	1,266,687	1,186,010	(80,677)
Capital Charges	1,186,271	1,185,924	(347)
Total Environment and Leisure	8,203,736	7,390,054	(813,682)

Communities Directorate

Environment and Leisure Outturn 2023/24

	Updated Budget 2023/24 £	Outturn 2023/24 £	Outturn Variance £	Variance Explanation
Commercial Services				
Employee Costs	23,085	23,076	(9)	No Major Variances.
Support Services	193,170	180,450	(12,720)	No Major Variances.
	216,255	203,526	(12,729)	
Internal Drainage Board Levies				
Premises	478,176	478,354	178	No Major Variances.
Support Services	300	290	(10)	No Major Variances.
	478,476	478,644	168	
Travellers				
Premises	9,290	7,439	(1,851)	Lower grounds maintenance costs.
Supplies & Services	43,600	55,014	11,414	£6,526 Higher Operating Lease rental costs. £4,825 Rental of portable toilets.
Support Services	7,870	5,852	(2,018)	No Major Variances.
Capital Financing Costs	23,174	23,172	(2)	No Major Variances.
Income	(2,000)	(320)	1,680	Reduced income - facilities not used.
	81,934	91,157	9,223	
Public Protection				
Employee Costs	502,700	565,678	62,978	£35,792 Fixed Term staffing costs - some of which has been funded through the COMF (Contain Outbreak Management Fund). . The balance relates to back pay and inflationary costs.
IAS 19 Pension Adjustment	0	(15,822)	(15,822)	Pension Fund Adjustment 2023/24
Transport Related Expenditure	13,997	18,374	4,377	Higher staff travelling costs.
Supplies & Services	88,680	130,603	41,923	See Note A below:
Support Services	144,330	133,940	(10,390)	Lower recharges from service management.
Income	(238,100)	(325,097)	(86,997)	See Note B below:
	511,607	507,675	(3,932)	
Note A: £60,811 Legal advice and court costs - offset by a budget of £36,610. (£19,407) Lower Private Water Sampling costs. £8,073 Professional Fees. £7,618 Agency staffing and £7,500 Computer software - funded through COMF. £4,600 Assure upgrade. £12,751 Subscriptions to include NEC Software (support and maintenance), James Button and ABC Food Law. The balance consists of minor misc. variances.				
Note B: (£4,110) Grant income - Pavement Licence; £1,707 Misc. fee income and recoverable charges. (£41,824) Higher general licensing income; (£43,769) Higher Taxi Licensing income - request to roll forward to an Earmarked Reserve.				
Street Signage				
Supplies & Services	12,000	7,936	(4,064)	Fewer street signs ordered and installed.
Support Services	23,300	20,844	(2,456)	No Major Variances.
	35,300	28,780	(6,520)	
Environmental Protection				
Employee Costs	576,583	525,366	(51,217)	(£51,392) Employee savings within the team.
IAS 19 Pension Adjustment	0	(14,660)	(14,660)	Pension Fund adjustment 2023/24
Premises	0	750	750	No Major Variances.
Transport Related Expenditure	22,189	17,570	(4,619)	Lower travelling costs.
Supplies & Services	65,650	60,140	(5,510)	See Note A below:
Support Services	251,400	235,676	(15,724)	Lower recharges from service management.
Capital Financing Costs	52,962	52,956	(6)	No Major Variances.
Income	(13,000)	(15,254)	(2,254)	No Major Variances.
	955,784	862,545	(93,239)	
Note A: (£10,137) Lower equipment purchases / R&M; (£10,497) Lower Professional Fees in respect of Contaminated Land enquires, Assisted Burials, Air Quality Management and Rechargeable works; £4,305 Higher contractor costs relating to Stray Dogs. £7,820 Enforcement Board Works (to be funded from Reserve); £3,500 Computer Maintenance. £7,232 Subscriptions. (£6,894) Bad Debt provisions and write-offs.				
Environmental Contracts				
Employee Costs	336,870	299,277	(37,593)	Vacant posts and maternity leave.
IAS 19 Pension Adjustment	0	(8,680)	(8,680)	Pension Fund adjustment 2023/24
Transport Related Expenditure	12,444	9,872	(2,572)	Lower vehicle maintenance costs.
Supplies & Services	1,275	7,659	6,384	£2,971 Subscriptions. £2,006 Postage and Hybrid mailing costs.
Support Services	(355,110)	(310,552)	44,558	Higher recharges from service management.
Capital Financing Costs	4,521	4,524	3	No Major Variances.
Income	0	(2,100)	(2,100)	Repayment of training costs.
	0	0	0	

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	Updated Budget 2023/24 £	Outturn 2023/24 £	Outturn Variance £	Variance Explanation
Corporate Health and Safety				
Employee Costs	71,626	76,106	4,480	Turnover savings not achieved.
IAS 19 Pension Adjustment	0	(2,248)	(2,248)	Pension Fund adjustment 2023/24
Transport Related Expenditure	0	444	444	No Major Variances.
Supplies & Services	0	581	581	No Major Variances.
Support Services	(71,626)	(73,283)	(1,657)	No Major Variances.
Income	0	(1,600)	(1,600)	Recharge for IOSH (Occupational Safety & Health) course.
	0	0	0	
Markets				
Employee Costs	12,896	6,432	(6,464)	Vacant seasonal posts.
IAS 19 Pension Adjustment	0	(158)	(158)	Pension Fund adjustment 2023/24
Premises	35,246	19,833	(15,413)	Lower rental costs and Business Rates.
Transport Related Expenditure	0	100	100	No Major Variances.
Supplies & Services	4,050	3,837	(213)	No Major Variances.
Support Services	42,160	39,578	(2,582)	Lower recharges from service management.
Income	(40,000)	(32,272)	7,728	Lower income from market traders.
	54,352	37,349	(17,003)	
Parks & Open Spaces				
Premises	275,984	297,726	21,742	£33,715 Higher R&M Costs. (£7,073) Serco - lower grounds maintenance costs. (£4,700) Lower utility costs.
Supplies & Services	63,500	76,112	12,612	£3,751 Surveyor fees. £6,329 Serco - cleansing contract costs.
Support Services	138,000	132,712	(5,288)	Lower recharges from service management.
Capital Financing Costs	16,206	16,212	6	No Major Variances.
Income	(8,500)	(22,131)	(13,631)	(£9,276) Higher interest on grassed area deposits. The balance consists of minor misc. recharges.
	485,190	500,631	15,441	
Foreshore				
Employee Costs	25,640	26,700	1,060	No Major Variances.
IAS 19 Pension Adjustment	0	(745)	(745)	Pension Fund adjustment 2023/24
Premises	53,945	32,927	(21,018)	£30,159 Lower R&M costs. £9,141 Higher running costs to include insurance and utility costs.
Transport Related Expenditure	700	515	(185)	No Major Variances.
Supplies & Services	5,300	150	(5,150)	Equipment and professional fees budgets not spent.
Support Services	85,270	86,026	756	No Major Variances.
Capital Financing Costs	27,880	27,876	(4)	No Major Variances.
Income	0	(4,616)	(4,616)	Concessions.
	198,735	168,833	(29,902)	
Leisure Complexes				
Premises	139,569	137,176	(2,393)	See Note A below:
Supplies & Services	0	21,063	21,063	£6,000 Consultancy fees related to The Reef. £15,063 Fee for VAT advice relating to an historic refund claim.
Support Services	103,090	98,478	(4,612)	Lower recharges from service management.
Capital Financing Costs	492,459	492,288	(171)	No Major Variances.
Income	(44,105)	(194,767)	(150,662)	Settlement of a refund claim of VAT overpaid on Leisure services.
	691,013	554,237	(136,776)	
Note A: £14,409 Higher R&M costs which includes installation of floodlights at Cromer. £4,882 Higher grounds maintenance costs - no budget provision at Cromer Sports centre. (£21,684) Lower rental costs relating to prior years.				
Other Sports				
Employee Costs	3,459	3,468	9	No Major Variances.
Premises	6,803	11,176	4,373	Higher insurance premium.
Supplies & Services	88,200	10,321	(77,879)	Professional fees and costs associated with the Mammoth Marathon event which was cancelled.
Support Services	76,290	73,808	(2,482)	No Major Variances.
Income	(40,000)	(8,733)	31,267	No fee income from Mammoth Marathon.
	134,752	90,040	(44,712)	
Recreation Grounds				
Premises	6,950	7,410	460	No Major Variances.
Supplies & Services	7,000	7,703	703	No Major Variances.
Support Services	3,860	3,772	(88)	No Major Variances.
Capital Financing Costs	5,632	5,640	8	No Major Variances.
Income	(1,000)	(1,090)	(90)	No Major Variances.
	22,442	23,435	993	
Pier Pavilion				
Premises	9,300	3,864	(5,436)	Electricity costs - payable by theatre management.
Support Services	28,230	27,084	(1,146)	No Major Variances.
Capital Financing Costs	17,020	17,016	(4)	No Major Variances.
	54,550	47,964	(6,586)	

Communities Directorate

Environment and Leisure Outturn 2023/24

	Updated Budget 2023/24 £	Outturn 2023/24 £	Outturn Variance £	Variance Explanation
Beach Safety				
Premises	2,750	1,815	(935)	No Major Variances.
Supplies & Services	375,980	387,738	11,758	See Note A below:
Support Services	78,900	74,330	(4,570)	Lower recharges from service management.
Income	0	(656)	(656)	No Major Variances.
	457,630	463,228	5,598	
Note A: £21,049 Higher Serco contract cleansing costs. (£5,939) Lower management fee for RNLI (Lifeguarding contract). (£6,976) R&M for Memorial seats not spent. £3,182 Misc. expenditure relating to Beach Safety - E.g. Blue Flag applications and beach signage.				
Woodlands Management				
Employee Costs	148,418	146,871	(1,547)	No Major Variances.
IAS 19 Pension Adjustment	0	(4,240)	(4,240)	Pension Fund adjustment 2023/24
Premises	56,126	105,895	49,769	Emergency Tree works.
Transport Related Expenditure	21,469	21,327	(142)	No Major Variances.
Supplies & Services	12,450	21,634	9,184	£3,895 Cost of events at Holt Country Park. £3,000 Purchase of a memorial bench (funded by a legacy payment). £2,150 Bad debt provision.
Support Services	165,920	159,880	(6,040)	Lower recharges from service management.
Capital Financing Costs	1,346	1,356	10	No Major Variances.
Income	(39,860)	(75,275)	(35,415)	(£24,330) Higher income from Car Parking charges. (£2,018) Misc. sales. (£4,863) Fee income from events at Holt Country Park. (£3,000) Legacy - offset by purchase of a memorial bench.
	365,869	377,449	11,580	
Waste Collection And Disposal				
Employee Costs	0	2,938	2,938	Overtime incurred for work on garden bins - offset by salary savings within the team.
IAS 19 Pension Adjustment	0	(99)	(99)	Pension Fund adjustment 2023/24
Supplies & Services	5,603,220	5,891,679	288,459	See Note A below:
Support Services	514,840	467,740	(47,100)	Lower recharges from service management.
Capital Financing Costs	459,571	459,408	(163)	No Major Variances.
Income	(4,423,210)	(5,207,024)	(783,814)	See Note B below:
	2,154,421	1,614,642	(539,779)	
Note A: (£3,000) Equipment purchases not made. (£63,983) Lower commercial disposal costs. £34,020 Consultancy costs (partially recharged). £14,257 NEWS contractor costs. £239,424 Serco contractor costs. (£6,312) Lower contribution to Norfolk Waste Partnership (NWP). £73,978 Bad debt provision and write offs.				
Note B: (£87,077) Additional fee income from bulky household, garden bin and commercial waste. (£18,510) Recycling credit income. (£572,426) Serco performance failure fees - to be set aside in an Innovation Fund and used for future cost pressure payments. (£85,751) Profit share from Norfolk Environmental Waste Services (NEWS). (£17,010) Rechargeable income from Breckland DC towards consultancy costs.				
Cleansing				
Supplies & Services	1,059,500	1,142,512	83,012	£78,608 Serco contractor payments. £2,848 Bad Debts provision.
Support Services	51,840	46,600	(5,240)	Lower recharges from service management.
Capital Financing Costs	85,500	85,476	(24)	No Major Variances.
Income	(66,000)	(92,782)	(26,782)	Additional income from dog and litter bin recharges.
	1,130,840	1,181,807	50,967	
Leisure				
Employee Costs	159,066	167,063	7,997	No Major Variances.
IAS 19 Pension Adjustment	0	(4,559)	(4,559)	Pension Fund adjustment 2023/24
Premises	0	361	361	No Major Variances.
Transport Related Expenditure	5,331	4,921	(410)	No Major Variances.
Supplies & Services	25,019	22,482	(2,537)	Lower contribution to Active Norfolk.
Support Services	(189,416)	(190,269)	(853)	No Major Variances.
Income	0	0	0	No Major Variances.
	0	0	0	

Communities Directorate

Environment and Leisure Outturn 2023/24

	Updated Budget 2023/24 £	Outturn 2023/24 £	Outturn Variance £	Variance Explanation
Community Safety				
Employee Costs	9,198	8,955	(243)	No Major Variances.
IAS 19 Pension Adjustment	0	(227)	(227)	Pension Fund adjustment 2023/24
Transport Related Expenditure	596	0	(596)	No Major Variances.
Supplies & Services	4,000	5	(3,995)	No Major Variances.
Support Services	23,320	21,966	(1,354)	No Major Variances.
	37,114	30,699	(6,415)	
Civil Contingencies				
Employee Costs	83,038	83,635	597	No Major Variances.
IAS 19 Pension Adjustment	0	(2,394)	(2,394)	Pension Fund adjustment 2023/24
Transport Related Expenditure	1,044	1,183	139	No Major Variances.
Supplies & Services	12,390	4,913	(7,477)	(£4,000) Contributions budget not required. Balance is made up of misc. minor variances.
Support Services	41,000	40,076	(924)	No Major Variances.
	137,472	127,413	(10,059)	
Ad Environmental & Leisure Svcs				
Employee Costs	88,407	88,892	485	No Major Variances.
IAS 19 Pension Adjustment	0	(2,509)	(2,509)	Pension Fund adjustment 2023/24
Transport Related Expenditure	1,744	1,959	215	No Major Variances.
Supplies & Services	100	647	547	No Major Variances.
Support Services	(90,251)	(88,989)	1,262	No Major Variances.
	0	0	0	
Total Environment & Leisure	8,203,736	7,390,054	(813,682)	
Total Communities	11,737,581	10,246,813	(1,490,768)	

Communities Directorate

People Services Outturn 2023/24

	Updated Budget	Outturn 2023/24	Variance
	£	£	£
Benefits Administration	813,732	734,988	(78,744)
Homelessness	(295,431)	(459,467)	(164,036)
Housing Options	807,787	797,391	(10,396)
Community	1,217,264	750,542	(466,722)
Ad People Services	87,469	87,566	97
Total Direct Costs	2,630,821	1,911,020	(719,801)
IAS 19 Pension Adjustment	0	(79,599)	(79,599)
Support Service costs	842,842	745,902	(96,940)
Capital Charges	60,182	279,435	219,253
Total People Services	3,533,845	2,856,758	(677,087)
Total Communities	11,737,581	10,246,813	(1,490,768)

Communities Directorate

People Services Outturn 2023/24

	Updated Budget 2023/24	Outturn 2023/24	Outturn Variance	Explanation
	£	£	£	
Benefits Administration				
Employee Costs	1,161,688	1,047,534	(114,154)	(£116,817) Saving due to vacant posts and secondment. £2,686 Training and subscriptions.
IAS 19 Pension Adjustment	0	(26,369)	(26,369)	Pension Fund adjustments 2023/24.
Transport Related Expenditure	944	4,398	3,454	Higher staff travelling costs.
Supplies & Services	31,100	42,143	11,043	See Note A below:
Support Services	434,060	403,248	(30,812)	Lower recharges from service management.
Capital Financing Costs	31,700	31,692	(8)	No Major Variances.
Income	(380,000)	(359,087)	20,913	(£99,438) Additional New Burdens Funding - used to offset in-year costs. £120,802 Reduced Council Tax Admin subsidy received as part of the Revenue Support Grant.
	1,279,492	1,143,560	(135,932)	

Note A: (£3,965) Saving in Hybrid mailing and annual billing costs. £11,323 Civica Software (Includes application interfaces, on-line applications and a Data Sharing programme). £20,926 Licences - LIFT (Low Income Family Tracker) a cloud based Dashboard to include training and support). £3,147 Contributions relating to the Household Support Fund. £2,836 Subscriptions. (£22,620) Bad debt provision. These costs have been contained within the service and funded from New Burdens Grant Funding received during 2023/24.

Homelessness

Premises	147,946	94,087	(53,859)	(£37,970) Lower R&M costs. (£15,889) Lower utility/running costs.
Transport Related Expenditure	0	2,283	2,283	Public transport costs.
Supplies & Services	1,257,038	1,434,404	177,366	£432,538 Higher B&B charges and Rent Deposit payments - offset by subsidy and client contributions. £7,400 Bad Debts written off. (£4,615) Lower costs for Your Choice Your Home.
Support Services	1,142,250	1,164,160	21,910	Higher recharges as a result of higher costs within the service.
Capital Financing Costs	28,482	28,488	6	No Major Variances.
Income	(1,700,415)	(1,990,241)	(289,826)	(£445,077) Higher rent collections and service charges for temporary accommodation offset by £160,298 Housing Prevention grant income transferred to capital (Local Authority Housing Fund).
	875,301	733,181	(142,120)	

Housing Options

Employee Costs	816,874	802,541	(14,333)	(£12,283) Saving in salary and fixed term contract payments. (£3,099) Saving in training costs and employee subscriptions.
IAS 19 Pension Adjustment	0	(22,585)	(22,585)	Pension Fund Adjustment 2023/24
Transport Related Expenditure	7,040	11,210	4,170	Higher staff travelling costs.
Supplies & Services	3,179	3,838	659	No Major Variances.
Support Services	(714,749)	(774,806)	(60,057)	Lower recharges from service management.
Income	(19,306)	(20,198)	(892)	No Major Variances.
	93,038	0	(93,038)	
Community				
Employee Costs	956,926	944,939	(11,987)	(£10,689) Salary and oncosts.
IAS 19 Pension Adjustment	0	(28,182)	(28,182)	Pension Fund Adjustment 2023/24
Premises	0	(12,631)	(12,631)	R&M costs - accrual brought forward and no longer required.
Transport Related Expenditure	26,678	15,919	(10,759)	Lower staff travelling costs.
Supplies & Services	728,245	222,398	(505,847)	See Note A below:
Support Services	68,750	38,402	(30,348)	Lower recharges from service management.
Capital Financing Costs	0	219,255	219,255	Net refcus position 2023/24 Capital outturn.
Income	(494,585)	(420,083)	74,502	£50k relates to Health & Wellbeing Partnership, transferred to Receipts in Advance, for use in future years. £25,144 Reduction in contributions from the Primary Care Network.
	1,286,014	980,018	(305,996)	

Note A: (£329,635) Professional fees - some of the surplus is to be transferred to the Reserve for use towards employee and homelessness costs in future years. (£175,379) Health & Community Grant payments not allocated.

Ad People Services

Employee Costs	86,175	86,448	273	No Major Variances.
IAS 19 Pension Adjustment	0	(2,464)	(2,464)	Pension Fund Adjustment 2023/24
Transport Related Expenditure	1,194	1,015	(179)	No Major Variances.
Supplies & Services	100	104	4	No Major Variances.
Support Services	(87,469)	(85,102)	2,367	No Major Variances.
	0	0	0	

Total People Services

3,533,845	2,856,758	(677,087)
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