

Service Area Summaries Outturn 2018/19

Customer Services & ICT

	Updated Budget	Outturn	Variance	Explanation For Major Variances
	£	£	£	
Benefits Administration				
Gross Direct Costs	880,174	874,408	(5,766)	(£25,098) Employee savings due to in-year staff turnover. £18,977 Civica software costs offset by additional grant income from the Department for Works and Pensions (DWP).
IAS 19 Superannuation Adj	0	75,215	75,215	Pension fund adjustment (current service costs).
Capital Charges	11,500	11,500	0	No Major Variances.
Gross Direct Income	(428,957)	(513,993)	(85,036)	(£74,131) Additional DWP grant income partially offset by additional expenditure. This has been earmarked for future service improvements.
Support Service Charges	550,130	559,942	9,812	No Major Variances.
	1,012,847	1,007,072	(5,775)	
It - Support Services				
Gross Direct Costs	1,233,546	1,196,788	(36,758)	See Note A below:
IAS 19 Superannuation Adj	0	64,631	64,631	Pension fund adjustment (current service costs).
Capital Charges	111,554	97,618	(13,936)	£11,174 - Depreciation. (£25,110) - Intangible Amortisation
Gross Direct Income	(410)	(90)	320	No Major Variances.
Support Service Charges	(1,277,120)	(1,357,373)	(80,253)	£2,785 - Higher recharge from Digital Transformation. (£6,784) - Lower recharge from Central Costs. (£80,514) - Higher recharge to internal customers as a result of higher service costs.
	67,570	1,574	(65,996)	

Note A: £22,074 - Salaries, oncosts and overtime costs higher than anticipated. £8,591 - Professional fees for web development work. (£19,304) - Computer hardware purchases. (£6,744) - Telephone rental and maintenance. (£7,320) - Lower cost of licences. (£56,470) - Lower cost of Computer lines and modems. (£2,893) - Lower cost of Computer consumables. £25,888 - Higher computer maintenance costs.

Tic'S

Gross Direct Costs	129,049	128,010	(1,039)	(£3,159) - Salaries and oncosts lower than expected. £10,521 - Holt TIC refurbishment. (£4,557) - Lower purchases of souvenirs etc. for resale. (£3,086) - Telephone rentals & maintenance.
IAS 19 Superannuation Adj	0	6,143	6,143	Pension fund adjustment (current service costs).
Capital Charges	5,729	100,693	94,964	Refcus.
Gross Direct Income	(29,500)	(29,591)	(91)	Sales of goods & souvenirs.
Support Service Charges	106,820	96,933	(9,887)	(£4,091) - Reduced recharge from Central Costs as a result of reduced staff time. The balance consists of minor variances.
	212,098	302,189	90,091	

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Homelessness				
Gross Direct Costs	163,586	259,243	95,657	£111,709 Additional Homelessness costs including bed and breakfast costs and rent deposit contributions - the majority of which is offset by recoverable income. £22,508 Your Choice Your Home (YCYH) additional Software costs funded from prior year surplus. (£38,426) Rough Sleeping and Homeless Community Funding allocated from County but not yet spent.
Capital Charges	0	8,836	8,836	Depreciation and intangible amortisation.
Gross Direct Income	(309,266)	(541,521)	(232,255)	(£16,403) Contribution towards YCYH software. (£111,784) Recoverable homelessness costs from benefit and client contributions. (£30,000) Repossession funding reversed out of Receipts in Advance. (£68,548) Additional grants from MHCLG in respect of Flexible Homelessness and New Burdens funding. This has been earmarked within the roll forward process.
Support Service Charges	474,690	527,709	53,019	Higher recharge from Customer Services Housing.
	329,010	254,267	(74,743)	
Customer Services Housing				
Gross Direct Costs	325,412	326,112	700	No Major Variances.
IAS 19 Superannuation Adj	0	29,531	29,531	Pension fund adjustment (current service costs).
Support Service Charges	(310,782)	(355,643)	(44,861)	Higher recharge to internal customers as a result of higher service costs.
	14,630	0	(14,630)	
Digital Transformation				
Gross Direct Costs	244,567	246,842	2,275	No Major Variances.
IAS 19 Superannuation Adj	0	21,704	21,704	Pension fund adjustment (current service costs).
Support Service Charges	(183,442)	(268,546)	(85,104)	Higher recharge to internal customers as a result of higher service costs.
	61,125	0	(61,125)	
Reprographics				
Gross Direct Costs	92,779	78,373	(14,406)	(£4,827) - Operating lease costs for printers lower than expected as a result of lower numbers of copies being required. (£9,524) - Paper costs lower than anticipated. Both of these are as a result of the use of hybrid mailing and the delay in progressing the Local Plan.
IAS 19 Superannuation Adj	0	4,040	4,040	Pension fund adjustment (current service costs).
Capital Charges	18,603	12,603	(6,000)	Depreciation.
Gross Direct Income	(7,500)	(8,076)	(576)	No Major Variances.
Support Service Charges	(105,092)	(86,941)	18,151	Reduced recharge to internal customers as a result of lower service costs.
	(1,210)	0	1,210	

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Customer Services - Corporate				
Gross Direct Costs	602,787	597,686	(5,101)	£8,450 - Salaries and oncosts higher as a result of low staff turnover. (£3,541) - Lower stationery purchases. (£5,373) - Lower postage costs. (£6,576) - Other professional fees. £5,066 - Purchase of terminal management system.
IAS 19 Superannuation Adj	0	43,610	43,610	Pension fund adjustment (current service costs).
Capital Charges	0	1,978	1,978	Intangible Amortisation.
Gross Direct Income	(22,870)	(16,889)	5,981	£4,537 - Postal charges re envelopes, Business Reply postage and surcharges.
Support Service Charges	(580,367)	(626,386)	(46,019)	(£23,676) - Reduced recharge from Communications Team. (£16,177) - Reduced recharge from Central Costs. (£3,482) - Reduced recharge from Digital Transformation. (£7,470) - Reduced recharge from Corporate Leadership Team. All of these are as a result of reduced staff time. £14,587 - Lower recharge to internal customers as a result of reduced service costs. The balance consists of minor variances.
	(450)	0	450	
Total Customer Services & ICT	1,695,620	1,565,102	(130,518)	