

Service Area Summaries P4 2019/20
Customer Services & ICT

Service	Full Year Budget £	YTD Budget £	YTD Actuals £	YTD Variance £	Commitments £	Remaining Budget £	Explanation for Major Variances
ICT - Support Services							
Gross Direct Costs	1,318,772	425,180	422,150	(3,030)	175,681	720,940	(£2,524) - Salaries and on costs are lower. This will be used to fund a fixed term contract extension.
Capital Charges	99,550	33,184	33,184	0	0	66,366	
Gross Direct Income	(410)	(136)	(1,667)	(1,531)	0	1,257	No Major Variances.
Support Service Charges	(1,417,912)	(472,640)	(472,640)	0	0	(945,272)	
	0	(14,412)	(18,972)	(4,560)	175,681	(156,709)	
Tourist Information Centres							
Gross Direct Costs	107,417	44,011	53,057	9,046	21,019	33,341	£3,815 - Holt TIC refurbishment. £3,294 - North Norfolk Information Centre repairs and maintenance. £2,325 - Souvenir purchases for resale.
Capital Charges	5,729	1,908	1,908	0	0	3,821	
Gross Direct Income	(27,000)	(9,004)	(8,404)	600	0	(18,596)	No Major Variances.
Support Service Charges	98,390	32,804	32,804	0	0	65,586	
	184,536	69,719	79,364	9,645	21,019	84,153	
Homelessness							
Gross Direct Costs	181,696	60,548	124,967	64,419	84,644	(27,914)	£78,606, Homelessness costs including Bed and Breakfast expenditure and rent deposit advances - this is offset by increased benefit and recoverable income.
Gross Direct Income	(242,893)	(103,424)	(436,397)	(332,973)	0	193,504	(£257,898) Additional Grant income notified of after the budget process was completed. Recoverable charges on homelessness additional costs.
Support Service Charges	504,330	168,112	168,112	0	0	336,218	
	443,133	125,236	(143,318)	(268,554)	84,644	501,808	
Customer Services Housing							
Gross Direct Costs	334,790	111,604	114,951	3,347	648	219,190	No Major Variances.
Support Service Charges	(334,790)	(111,592)	(111,592)	0	0	(223,198)	
	0	12	3,359	3,347	648	(4,008)	
Digital Transformation							
Gross Direct Costs	243,370	81,124	77,451	(3,673)	14,630	151,289	No Major Variances.
Support Service Charges	(243,370)	(81,128)	(81,128)	0	0	(162,242)	
	0	(4)	(3,677)	(3,673)	14,630	(10,953)	
Reprographics							
Gross Direct Costs	88,343	29,448	28,332	(1,116)	25,268	34,742	(£3,255) - Operating lease costs for printers lower than expected as a result of lower numbers of copies being required.
Capital Charges	18,603	6,200	6,200	0	0	12,403	
Gross Direct Income	(7,500)	(2,500)	(1,661)	839	0	(5,839)	No Major Variances.
Support Service Charges	(99,446)	(33,148)	(33,148)	0	0	(66,298)	
	0	0	(277)	(277)	25,268	(24,991)	
Customer Services - Corporate							
Gross Direct Costs	642,354	214,120	204,658	(9,462)	12,903	424,793	£5,384 - Salaries and on costs higher as a result of regradings. This will lead to a full year cost of £19,935. (£4,674) - Lower stationery purchases. (£4,338) - Lower postage costs. (£2,034) - Other professional fees. (£2,107) - Equipment repair and maintenance.
Gross Direct Income	(30,640)	(13,717)	(10,768)	2,949	0	(19,872)	£2,668 - Postal charges re envelopes, BR postage and surcharges.
Support Service Charges	(619,484)	(206,504)	(206,504)	0	0	(412,980)	
	(7,770)	(6,101)	(12,614)	(6,513)	12,903	(8,059)	
Total Customer Services & ICT	619,899	174,450	(96,135)	(270,585)	334,793	381,241	