

Service Area Summaries P6 2019/20

Customer Services & ICT

Service	Full Year Budget	YTD Budget	YTD Actuals	YTD Variance	Commitments	Remaining Budget	Explanation for Major Variances
	£	£	£	£	£	£	
It - Support Services							
Gross Direct Costs	1,318,772	637,770	624,515	(13,255)	149,172	545,085	See Note A
Gross Direct Income	(410)	(204)	(1,667)	(1,463)	0	1,257	No Major Variance
Capital Charges	99,550	49,776	49,776	0	0	49,774	
Support Service Charges	(1,417,912)	(708,960)	(708,960)	0	0	(708,952)	
	0	(21,618)	(36,336)	(14,718)	149,172	(112,836)	
Note A: (£3,345) - Salaries and on costs are lower. This will be used to fund a fixed term contract extension. (£11,239) - Computer Purchases - Hardware. (£4,888) - Computer Purchases - Software. (£36,083) - Computer Software - Licences. £54,351 - Computer Maintenance. (£4,058) - Computer Lines / Modems. The balance consists of minor variances.							
Tic'S							
Gross Direct Costs	107,417	59,775	73,690	13,915	18,398	15,329	£3,831 - Salaries and on costs higher as a result of cover for long term sickness. £5,427 - Holt TIC refurbishment. £3,799 - North Norfolk Information Centre repairs and maintenance.
Gross Direct Income	(27,000)	(13,506)	(16,216)	(2,710)	0	(10,784)	(£2,704) - Sale of souvenirs.
Capital Charges	5,729	2,862	2,862	0	0	2,867	
Support Service Charges	98,390	49,206	49,206	0	0	49,184	
	184,536	98,337	109,543	11,206	18,398	56,595	
Homelessness							
Gross Direct Costs	175,876	70,824	191,489	120,665	107,758	(123,370)	£102,293 Bed and Breakfast Charges £20,440 rent deposit schemes. Offset by recoverable charges.
Gross Direct Income	(291,218)	(196,160)	(563,575)	(367,415)	0	272,357	Recoverable charges from housing benefit and client receipts. Additional Homelessness grants including Flexible Homelessness grant and Rough sleeper initiatives.
Support Service Charges	504,330	252,168	252,168	0	0	252,162	
	388,988	126,832	(119,918)	(246,750)	107,758	401,148	
Customer Services Housing							
Gross Direct Costs	388,935	174,024	179,106	5,082	89	209,740	New appointment advertising.
Support Service Charges	(334,790)	(167,388)	(167,388)	0	0	(167,402)	
	54,145	6,636	11,718	5,082	89	42,338	
Digital Transformation							
Gross Direct Costs	243,370	121,686	114,806	(6,880)	14,630	113,934	(£8,854) - Salaries and on costs are lower than anticipated. £2,603 - Trainers expenses.
Support Service Charges	(243,370)	(121,692)	(121,692)	0	0	(121,678)	
	0	(6)	(6,886)	(6,880)	14,630	(7,744)	

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	£	£	£	£	£	£	
Reprographics							
Gross Direct Costs	88,343	44,172	40,516	(3,656)	23,135	24,692	(£3,255) - Operating lease costs for printers lower than expected as a result of lower number of copies being required. (£2,235) - Paper costs lower because of lower printing requirements. There will be a full-year saving of £6,250.
Gross Direct Income	(7,500)	(3,750)	(2,935)	815	0	(4,565)	No Major Variances.
Capital Charges	18,603	9,300	9,300	0	0	9,303	
Support Service Charges	(99,446)	(49,722)	(49,722)	0	0	(49,724)	
	0	0	(2,840)	(2,840)	23,135	(20,294)	
Customer Services - Corporate							
Gross Direct Costs	642,354	321,180	312,174	(9,006)	10,754	319,426	£8,443 - Salaries and on costs higher as a result of regradings. This will lead to a full year cost of £19,935. (£5,698) - Lower stationery purchases. (£5,122) - Lower postage costs. (£2,830) - Other professional fees. (£2,883) - Equipment repair and maintenance.
Gross Direct Income	(30,640)	(15,321)	(10,805)	4,516	0	(19,835)	£4,001 - Postal charges re envelopes, BR postage and surcharges.
Support Service Charges	(619,484)	(309,756)	(309,756)	0	0	(309,728)	
	(7,770)	(3,897)	(8,386)	(4,489)	10,754	(10,138)	
Total Customer Services & ICT	619,899	206,284	(53,106)	(259,390)	323,936	349,069	