

Customer Services & ICT

2018/19 Actual £	Service	Base Budget 2019/20 £	Base Budget 2020/21 £	Variance Base to Base £
1,261,329	It - Support Services	1,318,362	1,345,084	26,722
104,563	Tic'S	80,417	78,898	(1,519)
(282,278)	Homelessness	(61,197)	(280,937)	(219,740)
355,643	Customer Services Housing	334,790	410,872	76,082
268,545	Digital Transformation	346,396	290,519	(55,877)
74,337	Reprographics	80,843	75,547	(5,296)
624,407	Customer Services - Corporate	619,484	674,983	55,499
2,406,546	Total Net Costs	2,719,095	2,594,966	(124,129)
227,717	Capital Charges	135,382	121,505	(13,877)
1,649,073	Support Service Charges in	1,671,210	1,918,210	247,000
(3,719,318)	Support Service Recharges out	(3,753,682)	(3,864,870)	(111,188)
564,018	Total Net Cost of Services	772,005	769,811	(2,194)

General Fund Service Area Budgets 2020/21

Customer Services and ICT

Service Area	Base Budget 2019/20	Base Budget 2020/21	Movement	Explanation for Movement
	£	£	£	
ICT - Support Services				
Gross Direct Costs	1,318,772	1,345,494	26,722	£39,417 - Pay award. (£40,493) - Fixed term contracts ceasing. £18,967 - IT contract inflation. £5,000 - Budget calculator consultation software for NNDC website. £5,993 - pension fund adjustments.
Capital Charges	99,550	79,420	(20,130)	Depreciation and Intangible amortisation.
Gross Direct Income	(410)	(410)	0	No Major Variances.
Support Service Charges	147,670	160,940	13,270	Higher recharges from Personnel Services £4,430, Communications Team £3,230 and Admin Buildings £4,790.
Support Service Recharges	(1,565,582)	(1,585,444)	(19,862)	Increased recharges reflecting higher service costs.
	0	0	0	
Tourist Information Centres				
Gross Direct Costs	107,417	105,898	(1,519)	£1,131 - Pay award. (£4,000) - Reduced contributions. £657 - Pension fund adjustment.
Capital Charges	5,729	5,729	0	No Major Variances.
Gross Direct Income	(27,000)	(27,000)	0	No Major Variances.
Support Service Charges	98,390	77,020	(21,370)	Lower recharges from Customer Services (£13,850), IT (£3,080) and Digital Transformation (£1,960).
	184,536	161,647	(22,889)	
Homelessness				
Gross Direct Costs	181,696	241,170	59,474	£40,000 Increased B & B Costs . £7,250 Rent Deposit schemes. £30,000 costs associated with new temporary accommodation properties. These costs are offset by recoverable subsidy and client receipts. (£18,432) Net non-recurring expenditure funded from Norfolk County Council grant.
Capital Charges	0	4,856	4,856	Depreciation.
Gross Direct Income	(242,893)	(522,107)	(279,214)	£52,783 Flexible homelessness grant received in 2019/20. (£254,752) 2020/21 Allocation of Flexible Homelessness support and Homeless Reduction Act Grant. (£47,250) Recoverable charges from Bed and Breakfast and rent deposit schemes. (£30,000) Anticipated recoverable income from new temporary accommodation.
Support Service Charges	504,330	632,340	128,010	
	443,133	356,259	(86,874)	

General Fund Service Area Budgets 2020/21

Customer Services and ICT

Service Area	Base Budget 2019/20	Base Budget 2020/21	Movement	Explanation for Movement
	£	£	£	
Customer Services Housing				
Gross Direct Costs	334,790	410,872	76,082	Temporary staffing funded from prior year Homelessness grants held within the Housing Reserve.
Support Service Charges	139,520	187,840	48,320	
Support Service Recharges	(474,310)	(598,712)	(124,402)	
	0	0	0	
Digital Transformation				
Gross Direct Costs	346,396	290,519	(55,877)	£2,753 - Pay award. (£55,959) - End of fixed term contracts. (£2,671) - Pension fund adjustments.
Capital Charges	11,500	31,500	20,000	Intangible amortisation.
Support Service Charges	445,610	508,550	62,940	Reduced recharges from Customer Services (£11,220) and IT (£7,790). These are offset by a higher recharge from Digital transformation £83,690.
Support Service Recharges	(659,170)	(578,664)	80,506	Lower recharges reflecting reduced service costs within Digital Transformation management unit.
	144,336	251,905	107,569	
Reprographics				
Gross Direct Costs	88,343	83,047	(5,296)	(£3,000) - Reduced lease rental costs. (£3,250) - Lower paper usage.
Capital Charges	18,603	0	(18,603)	Depreciation.
Gross Direct Income	(7,500)	(7,500)	0	No Major Variances.
Support Service Charges	14,780	15,090	310	No Major Variances.
Support Service Recharges	(114,226)	(90,637)	23,589	Lower recharges reflecting reduced service costs.
	0	0	0	
Customer Services - Corporate				
Gross Direct Costs	642,354	697,053	54,699	£46,886 - Pay award. £8,613 - Pension fund adjustments.
Gross Direct Income	(22,870)	(22,070)	800	No Major variances.
Support Service Charges	320,910	336,430	15,520	£14,630 - Higher recharge from IT.
Support Service Recharges	(940,394)	(1,011,413)	(71,019)	Increased recharges reflecting higher service costs.
	0	0	0	
Total Customer Services and ICT	772,005	769,811	(2,194)	