

## Service Area Detail P10 2019/20

## Customer Services &amp; ICT

	Full Year Budget	YTD Budget	YTD Actuals	YTD Variance	Commitments	Remaining Budget	Explanation for Variances
	£	£	£	£	£	£	
<b>ICT - Support Services</b>							
Gross Direct Costs	1,330,772	1,136,614	1,125,136	(11,478)	90,547	115,089	No Major Variances.
Gross Direct Income	(410)	(340)	(3,667)	(3,327)	0	3,257	Sales - Obsolete Items
Capital Charges	99,550	82,960	82,960	0	0	16,590	No Major Variances.
Support Service Charges	(1,417,912)	(1,181,600)	(1,181,600)	0	2,100	(238,412)	No Major Variances.
<b>Total It - Support Services</b>	<b>12,000</b>	<b>37,634</b>	<b>22,830</b>	<b>(14,804)</b>	<b>92,647</b>	<b>(103,477)</b>	

**Tourist Information Centres**

Gross Direct Costs	107,417	91,303	99,929	8,626	17,248	(9,761)	See <b>Note A</b> below
Gross Direct Income	(27,000)	(22,510)	(16,387)	6,123	0	(10,613)	£6,123 - Sale of souvenirs.
Capital Charges	5,729	4,770	4,770	0	0	959	No Major Variances.
Support Service Charges	98,390	82,010	82,010	0	0	16,380	No Major Variances.
<b>Total Tourist Information Centres</b>	<b>184,536</b>	<b>155,573</b>	<b>170,322</b>	<b>14,749</b>	<b>17,248</b>	<b>(3,034)</b>	

**Note A:** £3,093 - Salaries and oncosts higher as a result of cover for long term sickness. £5,532 - Holt TIC refurbishment. £5,521 - North Norfolk Information Centre repairs and maintenance. (£3,430) - Purchases For resale.

**Homelessness**

Gross Direct Costs	242,318	196,182	367,637	171,455	111,436	(236,755)	See <b>Note A</b> below
Gross Direct Income	(500,791)	(456,375)	(719,001)	(262,625)	0	218,210	See <b>Note B</b> below.
Support Service Charges	504,330	420,280	420,280	0	0	84,050	
<b>Total Homelessness</b>	<b>245,857</b>	<b>160,087</b>	<b>68,916</b>	<b>(91,171)</b>	<b>111,436</b>	<b>65,505</b>	

**Note A:** £196,525 Bed and Breakfast charges - there are some payments not yet reflected due to problems with credit card processing. These costs are offset by client contributions and benefit payments. £34,598 Rent deposit scheme. This is offset by £60,000 homelessness funding allocated from the County Community pot not yet spent.

**Note B:** (£37,159) Rent deposits repayments. (£221,762) Recovered costs re Bed and Breakfast accommodation - this is the total position up to the end of Qtr 3 and includes recovery of payments not yet showing as expenditure.

**Customer Services Housing**

Gross Direct Costs	393,383	321,013	327,712	6,699	89	65,582	No Major Variances.
Support Service Charges	(334,790)	(278,980)	(278,980)	0	0	(55,810)	
<b>Total Customer Services Housing</b>	<b>58,593</b>	<b>42,033</b>	<b>48,732</b>	<b>6,699</b>	<b>89</b>	<b>9,772</b>	

**Reprographics**

Gross Direct Costs	88,343	73,620	65,762	(7,858)	17,309	5,272	See <b>Note A</b> below
Gross Direct Income	(7,500)	(6,250)	(4,767)	1,483	0	(2,733)	No Major Variances.
Capital Charges	18,603	15,500	15,500	0	0	3,103	No Major Variances.
Support Service Charges	(99,446)	(82,870)	(82,870)	0	0	(16,576)	No Major Variances.
<b>Total Reprographics</b>	<b>0</b>	<b>0</b>	<b>(6,375)</b>	<b>(6,375)</b>	<b>17,309</b>	<b>(10,934)</b>	

**Note A:** (£3,902) - Operating lease costs for printers lower than expected as a result of lower numbers of copies being required. (£4,665) - Paper costs lower because of lower printing requirements.

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	£	£	£	£	£	£	
<b>Customer Services - Corporate</b>							
Gross Direct Costs	642,354	535,300	536,706	1,406	11,575	94,073	See <b>Note A</b> below
Gross Direct Income	(30,640)	(29,040)	(21,315)	7,725	0	(9,325)	£6,669 - Postal charges re envelopes, BR postage and surcharges.
Support Service Charges	(619,484)	(516,260)	(516,260)	0	0	(103,224)	No Major Variances.
<b>Total Customer Services - Corporate</b>	<b>(7,770)</b>	<b>(10,000)</b>	<b>(868)</b>	<b>9,132</b>	<b>11,575</b>	<b>(18,477)</b>	
<b>Note A:</b> £15,520 - Salaries and oncosts higher as a result of regradings. This will lead to a full year cost of £19,935. (£2,323) - Lower stationery purchases. (£5,276) - Lower postage costs. (£5,162) - Other professional fees.							
<b>Digital Transformation</b>							
Gross Direct Costs	243,370	202,810	185,161	(17,649)	14,630	43,579	See <b>Note A</b> below
Support Service Charges	(243,370)	(202,820)	(202,820)	0	0	(40,550)	No Major Variances.
<b>Total Digital Transformation</b>	<b>0</b>	<b>(10)</b>	<b>(17,659)</b>	<b>(17,649)</b>	<b>14,630</b>	<b>3,029</b>	
<b>Note A:</b> (£19,197) - Salaries and oncosts are lower than anticipated. This is as a result of carrying staff vacancies. There is to be a review of the Digital Transformation programme, so no staff will be appointed and the balance will be returned to the Digital Transformation Reserve, from where the staff were initially funded, therefore no variance is anticipated. £2,603 - Trainers expenses.							
<b>Total Customer Services and ICT</b>	<b>493,216</b>	<b>385,317</b>	<b>285,898</b>	<b>(99,419)</b>	<b>264,935</b>	<b>(57,617)</b>	