

Service Area Summaries Outturn 2019/20

Customer Services and ICT

| | Updated Budget | Outturn | Variance | Explanation For Major Variances |
|-------------------------------|----------------|-------------|-----------------|---|
| | £ | £ | £ | |
| ICT - Support Services | | | | |
| Gross Direct Costs | 1,330,772 | 1,331,027 | 255 | See Note A below |
| IAS 19 Superannuation Adj | 0 | 95,456 | 95,456 | Pension fund adjustment (current service costs). |
| Capital Charges | 99,550 | 188,447 | 88,897 | £95,171 - Depreciation. (£6,274) - Intangible Amortisation. |
| Gross Direct Income | (410) | (3,767) | (3,357) | (£3,767) - Sale of obsolete equipment |
| Support Service Charges | (1,417,912) | (1,611,163) | (193,251) | See Note B below |
| | 12,000 | 0 | (12,000) | |

Note A; (£7,883) - Lower salaries and oncosts due to staff vacancies. (£18,072) - Computer hardware purchases. (£30,839) - Computer software licences. £76,738 - Computer maintenance. (£28,407) - Computer lines and modems. £11,322 - Professional fees. (£6,170) - Officer training.

Note B; £38,220 - Higher recharge from Admin Buildings reflecting higher capital charges as a result of losses on asset revaluations. £5,620 - Higher recharge from Digital Transformation due to higher costs within the service. (£249,741) - Higher recharge to internal customers as a result of higher service costs. The balance consists of minor variances.

Tourist Information Centres

| | | | | |
|---------------------------|----------------|----------------|---------------|--|
| Gross Direct Costs | 107,417 | 120,636 | 13,219 | See Note A below: |
| IAS 19 Superannuation Adj | 0 | 7,792 | 7,792 | Pension fund adjustment (current service costs). |
| Capital Charges | 5,729 | 11,858 | 6,129 | No major variances. |
| Gross Direct Income | (27,000) | (18,038) | 8,962 | £8,962 - Lower sales as a result of North Norfolk Information Centre (NNIC) closure. |
| Support Service Charges | 98,390 | 123,792 | 25,402 | See Note B below: |
| | 184,536 | 246,041 | 61,505 | |

Note A: £7,718 - Salaries and oncosts are higher as a result of cover for long term sickness. £3,122 - Holt TIC refurbishment. £6,682 - Repair and maintenance at North Norfolk Information Centre. (£3,994) - Fewer souvenirs bought for resale as a result of NNIC closure.

Note B: £13,520 - Higher recharge from Admin Buildings reflecting higher capital charges as a result of losses on asset revaluations. The balance consists of minor variances.

Customer Services and ICT

| | Updated Budget | Outturn | Variance | Explanation For Major Variances |
|-------------------------|----------------|----------------|---------------|--|
| | £ | £ | £ | |
| Homelessness | | | | |
| Gross Direct Costs | 242,318 | 569,724 | 327,406 | £18,763 Movement in the provision for bad and doubtful debts. Homelessness prevention costs including £60,262 Rent Deposits, £303,631 Bed and Breakfast Accommodation costs. (£62,676) Estimated professional fees funded by grant, this has been transferred to the Housing Earmarked reserve). |
| Capital Charges | 0 | (8,891) | (8,891) | (£17,571) Depreciation. £8,680 Intangible Amortisation. |
| Gross Direct Income | (500,791) | (906,133) | (405,342) | (£59,460) Repaid rent deposits, (£342,081) Subsidy and client contributions relating to temporary accommodation costs. (see above) |
| Support Service Charges | 504,330 | 675,063 | 170,733 | Higher recharge from Customer Services Housing. |
| | 245,857 | 329,763 | 83,906 | |

Customer Services Housing

| | | | | |
|---------------------------|---------------|-----------|-----------------|---|
| Gross Direct Costs | 393,383 | 410,062 | 16,679 | Employee inflation. £4,436 New appointment advertising. |
| IAS 19 Superannuation Adj | 0 | 44,234 | 44,234 | Pension fund adjustment (current service costs). |
| Support Service Charges | (334,790) | (454,296) | (119,506) | See Note A below: |
| | 58,593 | 0 | (58,593) | |

Note A: (£164,796) Higher recharge to internal customers as a result of higher service costs. £21,850 Higher recharges of £21,850 from Admin Buildings - a result of higher capital charges reflecting a loss on asset valuations. Higher recharges of £5,910 from Customer Services and £6,270 from Computers and Telephony. The balance consists of minor variances.

Digital Transformation

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|---------------------------|----------------|----------------|--------------|--|
| Gross Direct Costs | 346,396 | 311,761 | (34,635) | (£36,048) - Lower salaries and oncosts due to staff vacancies. |
| IAS 19 Superannuation Adj | 0 | 43,960 | 43,960 | Pension fund adjustment (current service costs). |
| Capital Charges | 11,500 | 0 | (11,500) | Intangible amortisation. |
| Support Service Charges | (213,560) | (204,785) | 8,775 | See Note A below: |
| | 144,336 | 150,936 | 6,600 | |

Note A: Higher recharges from Customer Services £8,100; Computer Network and PCs £20,710 and Computer (Applications Team) £19,720. All these reflect higher costs within each service. £19,110 - Higher recharge from Admin Buildings reflecting higher capital charges as a result of losses on asset revaluations. (£55,417) - Higher recharge to internal customers as a result of higher service costs. The balance consists of minor variances.

Reprographics

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|---------------------------|----------|----------|----------|--|
| Gross Direct Costs | 88,343 | 83,072 | (5,271) | (£3,373) - Lower operating lease rental costs. |
| IAS 19 Superannuation Adj | 0 | 5,609 | 5,609 | Pension fund adjustment (current service costs). |
| Capital Charges | 18,603 | 12,603 | (6,000) | Depreciation. |
| Gross Direct Income | (7,500) | (6,369) | 1,131 | No major variances. |
| Support Service Charges | (99,446) | (94,916) | 4,530 | No major variances. |
| | 0 | 0 | 0 | |

Customer Services and ICT

| | Updated Budget | Outturn | Variance | Explanation For Major Variances |
|--------------------------------------|-------------------|-----------|--------------|--|
| | £ | £ | £ | |
| Customer Services - Corporate | | | | |
| Gross Direct Costs | 642,354 | 662,020 | 19,666 | £21,536 - Higher salaries and oncosts as a result of staff regradings. (£6,332) - Lower than anticipated spend on Professional Fees. |
| IAS 19 Superannuation Adj | 0 | 65,760 | 65,760 | Pension fund adjustment (current service costs). |
| Capital Charges | 0 | 13,548 | 13,548 | Intangible Amortisation. |
| Gross Direct Income | (30,640) | (23,450) | 7,190 | £5,863 - Postal charges re envelopes, Business Reply postage and surcharges. |
| Support Service Charges | (619,484) | (717,877) | (98,393) | See Note A below: |
| | (7,770) | 0 | 7,770 | |

Note A: Higher recharges from Computer (Applications Teams) £7,940 and Digital Transformation £6,700, both reflecting higher costs within each service. £65,570 - Higher recharge from Admin Buildings reflecting higher capital charges as a result of losses on asset revaluations. (£199,369) - Higher recharge to internal customers as a result of higher service costs. The balance consists of minor variances.

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| Total Customer Services & ICT | 637,552 | 726,739 | 89,187 | |
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