

## General Fund

## Service Area Summaries P6 2020-21

## Customer Services &amp; ICT

	Full Year Budget	YTD Budget	YTD Actuals	YTD Variance	Commitment s	Remaining Budget	Explanation for Major Variances
	£	£	£	£	£	£	
<b>It - Support Services</b>							
Gross Direct Costs	1,383,452	635,237	716,948	81,711	75,888	590,616	See Note A Below:
Capital Charges	79,420	39,708	39,708	0	0	39,712	No Major Variances.
Gross Direct Income	(410)	(204)	(3,000)	(2,796)	0	2,590	No Major Variances.
Support Service Charges	(1,424,504)	(712,284)	(712,284)	0	1,101	(713,321)	(£3,000) - Grant towards staff training costs
	<b>37,958</b>	<b>(37,543)</b>	<b>41,372</b>	<b>78,915</b>	<b>76,990</b>	<b>(80,404)</b>	

**Note A:** £13,814 - Higher salaries and oncosts. Fixed term posts funded from the invest to save reserve. £7,381 - Computer Software Licences. This is caused by the removal of the Microsoft Government Framework which delivered significant cost reductions on our Microsoft software. We are attempting to mitigate the impact of this by removing unused software licences and accessing a discount framework available to NCC. Current estimates are that the increase will be around £30,000. £31,793 - Computer maintenance. (£21,739) - Computer Lines / Modems - Delay in delivery of network upgrade - this will be complete by March 2021 £46,578 - Computer Purchases, Hardware - Much of this expenditure is directly in support of providing laptops etc. as a part of the requirement to work at home as a consequence of the Covid 19 Response. The total cost of Covid is £64,063

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Gross Direct Costs	105,898	52,617	48,266	(4,351)	9,078	48,555	(£4,076) - Purchases For Resale - fewer souvenirs bought for resale.
Capital Charges	5,729	2,862	2,862	0	0	2,867	No Major Variances.
Gross Direct Income	(27,000)	(13,506)	(7,708)	5,798	0	(19,292)	£5,812 - Sale of souvenirs.
Support Service Charges	77,020	38,526	38,526	0	0	38,494	No Major Variances.
	<b>161,647</b>	<b>80,499</b>	<b>81,946</b>	<b>1,447</b>	<b>9,078</b>	<b>70,624</b>	

**Homelessness**

Gross Direct Costs	241,170	120,586	450,615	330,029	172,660	(382,105)	Additional costs associated with providing temporary accommodation. This is offset by additional client receipts and housing benefit subsidy.
Capital Charges	4,856	2,430	2,430	0	0	2,426	No Major Variances.
Gross Direct Income	(522,107)	(398,512)	(751,568)	(353,056)	0	229,461	Additional recoverable costs on temporary accommodation costs.
Support Service Charges	632,340	316,164	316,164	0	0	316,176	No Major Variances.
	<b>356,259</b>	<b>40,668</b>	<b>17,641</b>	<b>(23,027)</b>	<b>172,660</b>	<b>165,959</b>	

**Customer Services Housing**

Gross Direct Costs	410,872	205,446	238,386	32,940	178	172,308	Contract extensions to temporary staff to be funded from by Homelessness grants earmarked in the Housing reserve.
Gross Direct Income	0	0	0	0	0	0	No Major Variances.
Support Service Charges	(410,872)	(205,434)	(205,704)	(270)	0	(205,168)	No Major Variances.
	<b>0</b>	<b>12</b>	<b>32,682</b>	<b>32,670</b>	<b>178</b>	<b>(32,860)</b>	

**Digital Transformation**

Gross Direct Costs	290,519	145,266	150,279	5,013	14,630	125,610	£6,512 - Salaries and oncosts are higher than anticipated - no full year effect is expected.
Capital Charges	31,500	15,750	15,750	0	0	15,750	No Major Variances.
Gross Direct Income	0	0	0	0	0	0	No Major Variances.
Support Service Charges	(70,114)	(35,064)	(35,064)	0	0	(35,050)	No Major Variances.
	<b>251,905</b>	<b>125,952</b>	<b>130,965</b>	<b>5,013</b>	<b>14,630</b>	<b>106,310</b>	

**Reprographics**

Gross Direct Costs	83,047	41,526	32,889	(8,637)	5,827	44,332	(£2,479) - Operating lease costs for printers lower than expected as a result of lower numbers of copies being required. (£4,175) - Paper costs lower because of lower printing requirements. Both due to Covid
Capital Charges	0	0	0	0	0	0	No Major Variances.
Gross Direct Income	(7,500)	(3,750)	(894)	2,856	0	(6,606)	£2,856 - Covid has meant external revenue has fallen due to less activities being allowed to open.
Support Service Charges	(75,547)	(37,770)	(37,770)	0	0	(37,777)	No Major Variances.
	<b>0</b>	<b>6</b>	<b>(5,775)</b>	<b>(5,781)</b>	<b>5,827</b>	<b>(52)</b>	

**Customer Services - Corporate**

Gross Direct Costs	718,067	348,584	354,074	5,490	14,201	349,792	See Note A Below:
Capital Charges	0	0	0	0	0	0	No Major Variances.
Gross Direct Income	(22,070)	(11,034)	(10,510)	524	0	(11,560)	£4,002 - Postal charges re envelopes, BR postage and surcharges. (£3,886) - Income from service charges.
Support Service Charges	(674,983)	(337,512)	(337,512)	0	0	(337,471)	No Major Variances.
	<b>21,014</b>	<b>38</b>	<b>6,052</b>	<b>6,014</b>	<b>14,201</b>	<b>761</b>	

**Note A:** £10,332 - Salaries and oncosts higher as a result of no staff turnover, staff regradings and pay award higher than budgeted. This will lead to a full year cost of £38,737. (£2,783) - Postage costs. £7,786 - Personal protective equipment purchased for the Council as a whole due to Covid. (£3,432) - Other professional fees. (£2,549) - Stationery purchases.

<b>Total Customer Services &amp; ICT</b>	<b>828,783</b>	<b>209,632</b>	<b>304,882</b>	<b>95,250</b>	<b>293,562</b>	<b>230,338</b>	
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