

## Customer Services &amp; ICT

2019/20 Actual £	Service	Base Budget 2020/21 £	Base Budget 2021/22 £	Variance Base to Base £
1,422,715	It - Support Services	1,345,084	1,596,609	251,525
110,391	Tic'S	78,898	84,798	5,900
(336,409)	Homelessness	(280,937)	(300,872)	(19,935)
454,296	Customer Services Housing	410,872	376,857	(34,015)
355,721	Digital Transformation	290,519	282,193	(8,326)
82,313	Reprographics	75,547	75,989	442
704,329	Customer Services - Corporate	674,983	745,619	70,636
<b>2,793,356</b>	<b>Total Net Costs</b>	<b>2,594,966</b>	<b>2,861,193</b>	<b>266,227</b>
217,565	Capital Charges	121,505	214,144	92,639
2,159,915	Support Service Charges in	1,918,210	1,781,240	(136,970)
(4,444,097)	Support Service Recharges out	(3,864,870)	(4,121,356)	(256,486)
<b>726,739</b>	<b>Total Net Cost of Services</b>	<b>769,811</b>	<b>735,221</b>	<b>(34,590)</b>

## General Fund Service Area Budgets 2021/22

## Customer Services and ICT

Service Area	Base Budget 2020/21	Base Budget 2021/22	Movement	
	£	£	£	
<b>ICT - Support Services</b>				
Gross Direct Costs	1,345,494	1,596,609	251,115	See <b>Note A:</b>
Capital Charges	79,420	125,566	46,146	£80,862 - Depreciation. (£34,716) - Intangible Amortisation
Gross Direct Income	(410)	0	410	No Major Variance
Support Service Charges	160,940	116,060	(44,880)	See <b>Note B:</b>
Support Service Recharges	(1,585,444)	(1,838,235)	(252,791)	Increased recharges reflecting higher service costs.
	<b>0</b>	<b>0</b>	<b>0</b>	

**Note A:** £37,958 - Transfer of staff from another service area. £23,924 - New post, funded by some current IT staff reducing their hours. £41,697 - Pay award. £28,268 - Fixed term staff costs, funded from reserves. £11,938 - Pension Fund Adjustment. £93,108 - Microsoft 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 Norfolk County Council. There are 370 user licenses. £8,600 - Human resources system annual licence. £6,000 - Subscription to LG Inform Plus. The balance consists of minor variances.

**Note B:** £3,080 - Higher recharge from Postal and Scanning Services as a result of higher costs within the service. £2,030 - Higher recharge from Human Resources, reflecting a more accurate allocation of officer time. (£6,960) - Lower recharge from Admin Buildings, reflecting lower costs within the service. £3,030 - Higher recharge from Fakenham Connect, reflecting higher costs within that service. (£55,280) - Lower recharge from Digital Transformation, reflecting lower costs within the service. The balance consists of minor variances.

**Tourist Information Centres**

Gross Direct Costs	105,898	109,798	3,900	£1,153 - Pay award. £4,000 - Repair and maintenance of new equipment following refurbishment. (£3,190) - Saving in telephone rental costs. £3,330 - Increased water charges.
Capital Charges	5,729	6,040	311	No Major Variance
Gross Direct Income	(27,000)	(25,000)	2,000	£2,000 - Income from accommodation listings no longer received
Support Service Charges	77,020	87,660	10,640	£2,060 - Higher recharge from IT. £6,820 - Higher recharge from Digital Transformation as a result of more accurate allocation of officer time.
	<b>161,647</b>	<b>178,498</b>	<b>16,851</b>	

**Homelessness**

Gross Direct Costs	241,170	435,603	194,433	£213,100 increased cost relating to use of temporary accommodation, offset by benefit and client contributions. (£20,238) Non recurring expenditure previously funded from Norfolk County Council grant.
Capital Charges	4,856	28,482	23,626	£10,946 Depreciation. £12,680 Intangible Amortisation.
Gross Direct Income	(522,107)	(736,475)	(214,368)	(£213,100) recoverable charges for temporary accommodation.
Support Service Charges	632,340	603,790	(28,550)	Higher recharges of £13,350 from Legal Services and £13,830 from Creditors reflecting a more accurate allocation of officer time. Lower recharges of (£10,450) from Housing Strategy and Communities and (£45,100) from Customer Services Housing reflecting lower costs within the service.
	<b>356,259</b>	<b>331,400</b>	<b>(24,859)</b>	

## General Fund Service Area Budgets 2021/22

## Customer Services and ICT

Service Area	Base Budget 2020/21	Base Budget 2021/22	Movement	
	£	£	£	
<b>Customer Services Housing</b>				
Gross Direct Costs	410,872	376,857	(34,015)	£17,808 Employee inflation including regradings, pay award and increments. (£52,080) End of temporary funded posts during 2021/22.
Support Service Charges	187,840	176,410	(11,430)	Higher recharges of £13,660 from IT and £7,130 from Customer Services. Lower recharges of (£28,350) from Digital Transformation, (£3,440) from Legal, and (£4,660) from Admin Buildings. The balance consists of minor variances.
Support Service Recharges	(598,712)	(553,267)	45,445	Lower recharges reflecting lower service costs.
	<b>0</b>	<b>0</b>	<b>0</b>	
<b>Digital Transformation</b>				
Gross Direct Costs	290,519	282,193	(8,326)	£10,279 - Pay award. (£3,691) - Fixed term contract ceasing, funded from reserve. (£13,747) - Some staff have reduced their hours. (£1,167) - Pension Fund Adjustment
Capital Charges	31,500	0	(31,500)	Intangible Amortisation
Support Service Charges	508,550	405,170	(103,380)	(£46,900) - Lower recharge from IT. (£4,260) - Lower recharge from Admin Buildings, reflecting lower costs within the service. (£52,720) - Lower recharge from Digital Transformation, reflecting lower costs within the service.
Support Service Recharges	(578,664)	(462,040)	116,624	Lower recharges reflecting lower service costs.
	<b>251,905</b>	<b>225,323</b>	<b>(26,582)</b>	
<b>Reprographics</b>				
Gross Direct Costs	83,047	83,489	442	No Major Variances.
Capital Charges	0	0	0	No Major Variances.
Gross Direct Income	(7,500)	(7,500)	0	No Major Variances.
Support Service Charges	15,090	32,180	17,090	£16,580 - Higher recharge from Digital Transformation, reflecting a more accurate allocation of officer time.
Support Service Recharges	(90,637)	(108,169)	(17,532)	Increased recharges reflecting higher service costs.
	<b>0</b>	<b>0</b>	<b>0</b>	
<b>Customer Services - Corporate</b>				
Gross Direct Costs	697,053	766,869	69,816	£39,170 - Pay award. £21,014 - Fixed term staff costs funded from reserve. £5,181 - Staff joining the pension scheme. £3,701 - Pension Fund Adjustment.
Gross Direct Income	(22,070)	(21,250)	820	Radar keys no longer sold.
Capital Charges	0	54,056	54,056	Intangible Amortisation
Support Service Charges	336,430	359,970	23,540	See <b>Note A</b> Below:
Support Service Recharges	(1,011,413)	(1,159,645)	(148,232)	Increased recharges reflecting higher service costs.
	<b>0</b>	<b>0</b>	<b>0</b>	
<b>Total Customer Services and ICT</b>	<b>769,811</b>	<b>735,221</b>	<b>(34,590)</b>	

**Note A:** £10,510 - Higher recharge from Computer Network & PCs because of higher costs within the service. £6,050 - Higher recharges from Computer Web Team as a result of higher costs within the service. (£13,180) - Lower recharge from Admin Buildings, reflecting lower costs within the service. £5,140 - Higher recharge from Fakenham Connect, reflecting higher costs within that service. £8,120 - Higher recharge from Digital Transformation, reflecting a more accurate allocation of officer time. £4,720 - Higher Internal Audit recharges reflecting the audit plan.