

Customer Services & ICT

	Updated Budget £	YTD Budget £	YTD Actuals £	YTD Variance £	Commitments £	Remaining Budget £	Explanation for Major Variances
ICT - Support Services							
Gross Direct Costs	1,422,079	1,094,213	1,334,415	240,202	89,242	(1,578)	See Note A below:
Capital Charges	79,420	66,180	66,180	0	0	13,240	No Major Variances.
Gross Direct Income	(410)	(340)	(3,000)	(2,660)	0	2,590	Grant towards staff training costs.
Support Service Charges	(1,424,504)	(1,187,140)	(1,187,140)	0	0	(237,364)	No Major Variances.
	76,585	(27,087)	210,455	237,542	89,242	(223,112)	
Note A: £4,006 - Higher salaries and oncosts due to higher pay award. This is offset slightly by staff reducing hours, but the full year cost is anticipated to be £7,253. £173,824 - Computer Software Licences. There is an £8k one-off item for an upgrade to the GIS system. There is a £99k growth in the software licensing of Microsoft products following the withdrawal of the government framework. Current estimates are that the increase will be around £107,000. £45,551 - Computer maintenance. There are one-off costs for mandatory software upgrades, leading to a full year effect of £35,746. (£38,917) - Computer Lines / Modems - Delay in delivery of network upgrade - this will be complete by March 2021. £56,342 - 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 measures to date is £93,730. The total full year effect is £150,000.							
TIC's							
Gross Direct Costs	105,898	84,941	79,569	(5,372)	16,898	9,432	(£5,589) - Purchases For Resale - fewer souvenirs bought for resale (Closed as a result of Government Covid guidelines)
Capital Charges	5,729	4,770	4,770	0	0	959	No Major Variances.
Gross Direct Income	(27,000)	(22,510)	(10,605)	11,905	0	(16,395)	£11,929 - Sale of souvenirs (Closed as a result of Government Covid guidelines)
Support Service Charges	77,020	64,210	64,210	0	0	12,810	No Major Variances.
	161,647	131,411	137,943	6,532	16,898	6,806	
Homelessness							
Gross Direct Costs	308,520	257,081	696,956	439,876	143,779	(532,215)	£371,672 B&B temporary Accommodation charges. £96,644 Rough Sleeper temporary accommodation funded from the Covid grant. £5,086 Rent deposit expenditure. (£39,000) Professional fees funded by grants not incurred.
Capital Charges	4,856	4,050	4,050	0	0	806	No Major Variances.
Gross Direct Income	(598,103)	(562,842)	(1,041,923)	(479,081)	0	443,820	(£8,298) Rent on temporary accommodation properties. (£50,005) Recovered rent deposits. (£339,536) Recoverable costs, benefit subsidy and client contributions from B & B clients. (£75,298) Recoverable subsidy on Covid placed rough sleepers. (£7,500) Rough sleeper funding.
Support Service Charges	632,340	526,940	526,940	0	0	105,400	No Major Variances.
	347,613	225,229	186,023	(39,205)	143,779	17,811	
Customer Services Housing							
Gross Direct Costs	464,199	386,831	395,777	8,946	178	68,244	£13,837 Staffing, turnover and regradings. (£1,554) Transport related savings. (£3,336) Various supplies and services.
Support Service Charges	(410,872)	(342,390)	(342,840)	(450)	0	(68,032)	No Major Variances.
	53,327	44,441	52,937	8,496	178	212	
Digital Transformation							
Gross Direct Costs	290,519	242,110	253,117	11,007	14,630	22,772	£10,636 - Salaries and oncosts are higher than anticipated and there is a full year cost of £17,634
Capital Charges	31,500	26,250	26,250	0	0	5,250	No Major Variances.
Support Service Charges	(70,114)	(58,440)	(58,440)	0	0	(11,674)	No Major Variances.
	251,905	209,920	220,927	11,007	14,630	16,348	

