

Service Area Summaries Outturn 2020-21

Customer Services

	Full Year Budget	Outturn	Variance	Variance Explanation
	£	£	£	
IT - Support Services				
Gross Direct Costs	1,422,079	1,617,159	195,080	See Note A Below:
IAS 19 Superannuation Adj	0	48,635	48,635	Pension fund adjustment (current service costs).
Capital Charges	79,420	114,179	34,759	£64,475 - Depreciation, (£34,716) - Intangible Amortisation.
Gross Direct Income	(410)	(3,000)	(2,590)	Grants - Other (Contribution to a certificate in Cyber security funded by MHCLG).
Support Service Charges	(1,424,504)	(1,776,973)	(352,469)	See Note B Below:
	76,585	0	(76,585)	

Note A: (£2,347) - Salaries and oncosts lower than anticipated. £12,565 - Overtime. £93,650 - Computer Software Licences. This is caused by the removal of the Microsoft Government Framework which delivered significant cost reductions on our Microsoft software. £52,245 - Computer Maintenance. (£37,225) - Computer Lines and Modems. £54,945 - Computer Purchases - Hardware (mainly as a result of Covid). £3,868 - Migration of Skype to Teams. £10,383 - Pensions Deficit Funding. £19,634 - Other professional fees. (£12,502) - Computer Consumables.

Note B: £3,305 - Higher recharge from Postal and Scanning Services. £22,053 - Higher recharge from Customer Services. £4,907 - Higher recharge from Personnel Services. (£4,366) - Lower recharge from Admin Buildings. (£53,404) - Lower recharge from Digital Transformation, reflecting less staff time. (£327,778) - Higher internal recharges as a result of higher service costs.

Tourist Information Centres

Gross Direct Costs	105,898	105,486	(412)	£4,303 - Higher salaries and oncosts. (£7,157) - Fewer purchases for resale. Centres closed as a result of Covid. (£3,154) - Lower telephone costs. £6,061 - Repair and maintenance.
IAS 19 Superannuation Adj	0	3,618	3,618	Pension fund adjustment (current service costs).
Capital Charges	5,729	6,040	311	No Major Variances.
Gross Direct Income	(27,000)	(11,282)	15,718	£15,737 - No sale of goods as a result of closure due to Covid.
Support Service Charges	77,020	94,416	17,396	£14,269 - Higher recharge from Digital Transformation as a result of more staff time. The balance consists of minor variances.
	161,647	198,278	36,631	

Homelessness

Gross Direct Costs	308,520	916,656	608,136	See Note A below:
Capital Charges	4,856	24,482	19,626	Depreciation and Intangible Amortisation.
Gross Direct Income	(598,103)	(1,240,115)	(642,012)	See Note B below:
Support Service Charges	632,340	752,653	120,313	Higher recharges of £88,572 from Customer Services Housing, £12,791 from Creditors and £13,172 from Legal.
	347,613	453,675	106,062	

Note A: £463,576 B&B charges, £11,835 Higher R&M costs and lower rental costs. £65,864 Other professional fees which include Covid placements and Spot purchases. £25,231 Computer and Licence purchases. £10,000 Contribution to the Norfolk Strategic Housing Authority. £30,429 Bad debt provision and write offs.

Note B: (£585,881) Homelessness and temporary accommodation subsidy and recoverable charges. (£40,000) Local Outbreak Control Plan (LOCP) grants.

Customer Services Housing

Gross Direct Costs	464,199	481,778	17,579	Staffing costs including Pension Deficit Funding.
IAS 19 Superannuation Adj	0	26,080	26,080	Pension fund adjustment (current service costs).
Support Service Charges	(410,872)	(507,858)	(96,986)	Higher recharges reflecting higher service costs.
	53,327	0	(53,327)	

Digital Transformation

Gross Direct Costs	290,519	309,720	19,201	£4,639 - Overtime. £13,695 - Higher than anticipated Salaries and oncosts. £2,602 - Pensions Deficit Funding
IAS 19 Superannuation Adj	0	18,512	18,512	Pension fund adjustment (current service costs).
Capital Charges	31,500	0	(31,500)	Intangible Amortisation.
Support Service Charges	(70,114)	(136,361)	(66,247)	See Note A Below:
	251,905	191,871	(60,034)	

Note A: (£60,926) - Lower recharge from Computer Network and PCs. £9,874 - Higher recharge from Computer (Applications Team). £19,248 - Higher recharge from Computer (Web Team). (£3,367) - Lower recharge from Admin Buildings. (£45,370) - Lower recharge to IT Business Support from Digital Transformation. (£4,911) - Salaries charged to capital spend. £19,894 - Reduced recharges out as a result of lower costs within the service.

Reprographics

Gross Direct Costs	83,047	76,595	(6,452)	(£4,778) - Lower operating lease rental costs. (£4,140) - Lower paper costs. Both of these are as a result of lower use of the service due to Covid.
IAS 19 Superannuation Adj	0	2,595	2,595	Pension fund adjustment (current service costs).
Gross Direct Income	(7,500)	(1,973)	5,527	£5,527 - Lower income. Demand from external customers lower as a result of Covid.
Support Service Charges	(75,547)	(77,217)	(1,670)	£20,206 - Higher recharge from Digital Transformation reflecting more staff time. (£22,745) - Higher internal recharges as a result of higher service costs.
	0	0	0	

Customer Services - Corporate

Gross Direct Costs	718,067	765,825	47,758	See Note A Below:
IAS 19 Superannuation Adj	0	34,327	34,327	Pension fund adjustment (current service costs).
Capital Charges	0	16,034	16,034	Intangible Amortisation
Gross Direct Income	(22,070)	(25,989)	(3,919)	(£7,700) - Higher income from service charges. £3,031 - Lower income as a result of less post going out.
Support Service Charges	(674,983)	(790,197)	(115,214)	See Note B Below:
	21,014	0	(21,014)	

Note A: £23,046 - Higher salaries and oncosts as a result of no staff turnover and pay award higher than estimated (2.75% compared to 2%). £4,459 - Pensions deficit funding. £12,017 - Overtime, of which £7,795 relates to Covid. £3,490 - Higher than expected postage costs. £9,777 - Personal Protective Equipment purchased as a result of Covid. (£5,778) - Lower spend on other professional fees. £2,814 - Bad debt provision.

Note B: £11,474 - Higher recharge from Computer Network and PCs, reflecting higher costs within the service (£3,249) - Lower recharge from Communications as a result of less staff time being spent on Customer Services £7,319 - Higher recharge from Computer (Web Team), reflecting higher costs within the services. (£9,782) - Lower recharge from Admin Buildings, reflecting lower costs within the service. £24,717 - Higher recharge from Digital Transformation as a result of more staff time spent. (£152,094) - Higher recharges out to internal customers as a result of higher service costs. The balance consists of minor variances.