

CABINET MEMBER FOR HOMES & CUSTOMERS**BUDGETS 2017/18, 2018/19, 2019/20, 2020/21, 2021/22, 2022/23****SUMMARY**

2016/17 Actual £	Programme Area	2017/18		2018/19 Original £	2019/20 Original £	2020/21 Original £	2021/22 Original £	2022/23 Original £
		Original £	Probable £					
280,949	Kier Partnership Services (Facilities Main & Engineers	279,650	272,160	285,440	286,760	285,360	288,450	293,500
(7,504)	Arvato (Customer Services)	10,040	(720)	690	750	830	1,170	1,370
1,465,038	Arvato (Revenues & Benefits)	1,562,410	1,533,980	1,634,100	1,686,900	1,750,990	1,816,810	1,880,890
1,738,483	TOTAL NET EXPENDITURE	1,852,100	1,805,420	1,920,230	1,974,410	2,037,180	2,106,430	2,175,760
2016/17 Carry Forwards				0				
				1,805,420				
Less 2017/18 Original				1,852,100	1,852,100			
Increase/(Decrease)				(46,680)	68,130			
Increase/(Decrease) %				2.5%	(3.7%)			

CABINET MEMBER FOR HOMES & CUSTOMERS
BUDGETS 2017/18, 2018/19, 2019/20, 2020/21, 2021/22, 2022/23
CONTROLLABLE & NON-CONTROLLABLE BUDGETS BY PROGRAMME AREA

CONTROLLABLE & NON-CONTROLLABLE BUDGETS BY PROGRAMME AREA								
2016/17 Actual £	Programme Area	2017/18 Original £	2017/18 Probable £	2018/19 Original £	2019/20 Original £	2020/21 Original £	2021/22 Original £	2022/23 Original £
CONTROLLABLE BUDGETS								
441,996	Kier Partnership Services (Facilities Main & Engineers	662,940	507,310	675,930	686,370	698,000	709,620	726,270
390,770	Arvato (Customer Services)	402,540	402,280	403,430	408,370	416,230	424,070	431,920
1,200,358	Arvato (Revenues & Benefits)	1,275,900	1,231,900	1,343,620	1,407,490	1,469,800	1,530,670	1,590,220
2,033,124	TOTAL NET EXPENDITURE	2,341,380	2,141,490	2,422,980	2,502,230	2,584,030	2,664,360	2,748,410
NON-CONTROLLABLE BUDGETS - INTERNAL RECHARGES								
(404,174)	Kier Partnership Services (Facilities Main & Engineers	(418,640)	(425,500)	(425,840)	(434,960)	(447,990)	(456,520)	(468,120)
(400,525)	Arvato (Customer Services)	(394,750)	(405,250)	(404,990)	(409,870)	(415,400)	(422,900)	(430,550)
237,609	Arvato (Revenues & Benefits)	259,440	275,010	258,810	259,460	261,240	266,190	270,720
(567,090)	TOTAL INTERNAL RECHARGES	(553,950)	(555,740)	(572,020)	(585,370)	(602,150)	(613,230)	(627,950)
NON-CONTROLLABLE BUDGETS - ASSET CHARGES/CAPITAL GRANTS								
243,127	Kier Partnership Services (Facilities Main & Engineers	35,350	190,350	35,350	35,350	35,350	35,350	35,350
2,251	Arvato (Customer Services)	2,250	2,250	2,250	2,250	0	0	0
27,071	Arvato (Revenues & Benefits)	27,070	27,070	31,670	19,950	19,950	19,950	19,950
272,449	TOTAL ASSET CHARGES	64,670	219,670	69,270	57,550	55,300	55,300	55,300
TOTAL BUDGETS								
280,949 (7,504)	Kier Partnership Services (Facilities Main & Engineers	279,650	272,160	285,440	286,760	285,360	288,450	293,500
	Arvato (Customer Services)	10,040	(720)	690	750	830	1,170	1,370
1,465,038	Arvato (Revenues & Benefits)	1,562,410	1,533,980	1,634,100	1,686,900	1,750,990	1,816,810	1,880,890
1,738,483	TOTAL BUDGETS	1,852,100	1,805,420	1,920,230	1,974,410	2,037,180	2,106,430	2,175,760

CABINET MEMBER FOR HOMES & CUSTOMERS
BUDGETS 2017/18, 2018/19, 2019/20, 2020/21, 2021/22, 2022/23

2016/17 Actual £		2017/18 Original £	Probable £	2018/19 Original £	2019/20 Original £	2020/21 Original £	2021/22 Original £	2022/23 Original £
PROGRAMME AREA								
KIER PARTNERSHIP SERVICES (FACILITIES MAINTENANCE & ENGINEERS)								
<u>Land Drainage - Cost Centre 0154</u>								
27,594	Supplies and Services	18,820	16,820	18,820	18,820	18,820	18,820	18,820
(201,928)	Income	0	(155,000)	0	0	0	0	0
(11,761)	Inter Committee Transfers	0	0	0	0	0	0	0
(186,095)	Net Controllable	18,820	(138,180)	18,820	18,820	18,820	18,820	18,820
34,788	Central and Departmental Support	39,630	40,360	41,970	42,560	43,300	44,060	45,470
207,778	Government Grant - Capital							
	Asset Charges	0	155,000	0	0	0	0	0
56,471	Net	58,450	57,180	60,790	61,380	62,120	62,880	64,290
<u>Borough Lighting & Street Naming - Cost Centres 0162/0163</u>								
4,060	Premises Related Expenses	4,070	4,140	4,160	4,180	4,200	4,220	4,240
12,980	Supplies and Services	10,000	10,000	10,000	10,000	10,000	10,000	10,000
17,040	Net Controllable	14,070	14,140	14,160	14,180	14,200	14,220	14,240
15,468	Central and Departmental Support	17,220	15,060	16,240	16,450	16,740	17,030	17,570
32,508	Net	31,290	29,200	30,400	30,630	30,940	31,250	31,810
<u>Engineering Services - Cost Centre 0177</u>								
158,836	Supplies and Services	26,060	162,720	134,180	129,190	84,200	84,210	84,220
316,821	Agency and Contracted Services	331,940	293,150	292,350	297,100	301,850	306,600	316,380
(242,800)	Income	(110,000)	(220,600)	(183,500)	(178,500)	(133,500)	(133,500)	(133,500)
232,857	Net Controllable	248,000	235,270	243,030	247,790	252,550	257,310	267,100
59,018	Central and Departmental Support	62,090	59,730	62,150	61,820	62,560	63,480	64,410
(294,489)	Recharge Income	(310,100)	(295,000)	(305,170)	(309,620)	(315,110)	(320,790)	(331,510)
(2,614)	Net	(10)	0	10	(10)	0	0	0
<u>Drain Cleaning - Cost Centre 2550</u>								
74,805	Supplies and Services	80,290	75,290	76,790	78,330	79,900	81,500	83,130
32,043	Agency and Contracted Services	29,140	29,870	30,730	31,330	31,930	32,540	33,140
(91,371)	Income	(104,030)	(90,030)	(91,830)	(93,670)	(95,540)	(97,450)	(99,400)
15,477	Net Controllable	5,400	15,130	15,690	15,990	16,290	16,590	16,870
36,616	Central and Departmental Support	40,120	51,490	49,260	49,780	50,620	51,500	53,090
(36,945)	Recharge Income	(42,050)	(52,570)	(49,210)	(49,720)	(50,540)	(51,360)	(52,950)
15,148	Net	3,470	14,050	15,740	16,050	16,370	16,730	17,010
<u>Private Street Works - Cost Centre 0171</u>								
257	Premises Related Expenses	0	2,000	0	0	0	0	0
257	Net Controllable	0	2,000	0	0	0	0	0
244	Central and Departmental Support	510	0	0	0	0	0	0
501	Net	510	2,000	0	0	0	0	0
<u>Bus Shelters - Cost Centre 0172</u>								
32,917	Premises Related Expenses	36,000	36,000	36,000	36,000	36,000	36,000	36,000
9,628	Agency and Contracted Services	9,590	12,280	10,700	9,680	9,850	10,020	10,200
42,545	Net Controllable	45,590	48,280	46,700	45,680	45,850	46,020	46,200
61,195	Central and Departmental Support	57,590	39,590	49,240	49,930	46,340	47,170	48,710
35,349	Asset Charges	35,350	35,350	35,350	35,350	35,350	35,350	35,350
139,089	Net	138,530	123,220	131,290	130,960	127,540	128,540	130,260
<u>Street Scene Amenity Maintenance - Cost Centre 0174</u>								
10,770	Premises Related Expenses	12,000	12,000	12,000	12,000	12,000	12,000	12,000
10,770	Net Controllable	12,000	12,000	12,000	12,000	12,000	12,000	12,000
18,766	Central and Departmental Support	25,160	26,830	27,150	27,520	28,000	28,500	29,380
29,536	Net	37,160	38,830	39,150	39,520	40,000	40,500	41,380
<u>Engineering Administration - Cost Centre 0168</u>								
12,438	Agency and Contracted Services	12,780	12,790	13,040	13,290	13,550	13,800	14,060
12,438	Net Controllable	12,780	12,790	13,040	13,290	13,550	13,800	14,060
206	Central and Departmental Support	280	220	270	290	290	290	300
(12,587)	Recharge Income	(13,060)	(13,010)	(13,310)	(13,580)	(13,840)	(14,090)	(14,360)
57	Net	0	0	0	0	0	0	0
<u>Facilities Management - Cost Centres 0165/0447</u>								
(637)	Supplies and Services	0	0	0	0	0	0	0
297,344	Agency and Contracted Services	306,280	305,880	312,490	318,620	324,740	330,860	336,980
296,707	Net Controllable	306,280	305,880	312,490	318,620	324,740	330,860	336,980
71,503	Central and Departmental Support	77,300	68,010	71,020	71,020	71,910	72,950	73,970
(357,957)	Rechargeable Income	(373,330)	(366,210)	(375,450)	(381,410)	(388,260)	(395,260)	(402,200)
10,253	Net	10,250	7,680	8,060	8,230	8,390	8,550	8,750
280,949	TOTAL KIER PARTNERSHIP SERVICES (FACILITIES MAINTENANCE & ENGINEERS)	279,650	272,160	285,440	286,760	285,360	288,450	293,500

**CABINET MEMBER FOR HOMES & CUSTOMERS
BUDGETS 2017/18,2018/19,2019/20,2020/21, 2021/22, 2022/23**

PROGRAMME AREA								
CUSTOMER SERVICES (ARVATO)								
<u>Customer Service Centre - Cost Centre 0402</u>								
9,359	Premises Related Expenses	9,320	8,740	2,390	0	0	0	0
0	Supplies and Services	0	0	0	0	0	0	0
293,137	Agency and Contract Services	302,630	302,880	308,550	314,070	320,110	326,140	332,180
302,496	Net Controllable	311,950	311,620	310,940	314,070	320,110	326,140	332,180
67,242	Central and Departmental Support	70,790	70,840	71,360	70,470	71,300	72,420	73,510
(378,230)	Recharged Income	(374,830)	(385,090)	(383,860)	(386,060)	(390,620)	(397,430)	(404,360)
2,251	Asset Charges	2,250	2,250	2,250	2,250	0	0	0
(6,241)	Net	10,160	(380)	690	730	790	1,130	1,330
<u>Head of Customer Services - Cost Centre 0435</u>								
88,274	Agency and Contract Services	90,590	90,660	92,490	94,300	96,120	97,930	99,740
88,274	Net Controllable	90,590	90,660	92,490	94,300	96,120	97,930	99,740
4,453	Central and Departmental Support	4,100	5,400	5,820	5,940	6,000	6,100	6,200
(93,990)	Recharged Income	(94,810)	(96,400)	(98,310)	(100,220)	(102,080)	(103,990)	(105,900)
(1,263)	Net	(120)	(340)	0	20	40	40	40
(7,504)	TOTAL CUSTOMER SERVICES (ARVATO)	10,040	(720)	690	750	830	1,170	1,370

PROGRAMME AREA								
REVENUES AND BENEFITS (ARVATO)								
<u>Cost of Collection - Cost Centres 0403/0404/0405/0406/0416/0485</u>								
141,527	Supplies and Services	160,020	154,090	146,080	148,040	150,040	152,090	154,170
952,033	Agency and Contracted Services	976,560	977,370	997,080	1,016,610	1,036,150	1,055,670	1,075,230
(451,600)	Income	(502,410)	(481,620)	(415,000)	(415,000)	(415,000)	(415,000)	(415,000)
641,960	Net Controllable	634,170	649,840	728,160	749,650	771,190	792,760	814,400
1,654,912	Central and Departmental Support	1,691,730	1,748,110	1,760,320	1,774,380	1,802,650	1,834,560	1,864,730
(1,603,060)	Recharged Income	(1,626,940)	(1,644,010)	(1,670,550)	(1,681,940)	(1,709,900)	(1,739,480)	(1,767,690)
11,719	Asset Charges	11,720	11,720	16,320	4,600	4,600	4,600	4,600
705,531	Net	710,680	765,660	834,250	846,690	868,540	892,440	916,040
<u>Benefits - Cost Centres 0415/0494</u>								
156,525	Supplies and Services	0	125,660	0	0	0	0	0
833,256	Agency and Contracted Services	874,060	860,660	877,490	894,680	911,880	929,060	946,260
35,660,061	Transfer Payments	35,707,190	33,515,590	33,497,790	33,490,200	33,482,500	33,474,640	33,466,590
5,514	Inter Committee Transfers	10,000	0	0	0	0	0	0
(36,282,003)	Income	(36,138,220)	(34,109,500)	(33,953,490)	(33,924,660)	(33,897,270)	(33,871,250)	(33,846,540)
373,353	Net Controllable	453,030	392,410	421,790	460,220	497,110	532,450	566,310
387,620	Central and Departmental Support	399,420	377,260	379,940	381,620	386,750	393,050	399,220
760,973	Net	852,450	769,670	801,730	841,840	883,860	925,500	965,530
<u>Revenues Hall - Cost Centre 0480</u>								
89,470	Premises Related Expenses	90,320	91,210	92,920	94,660	96,330	98,040	99,820
520	Supplies and Services	950	950	950	950	950	950	950
95,055	Agency and Contracted Services	97,430	97,490	99,800	102,010	104,220	106,470	108,740
185,045	Net Controllable	188,700	189,650	193,670	197,620	201,500	205,460	209,510
25,167	Central and Departmental Support	25,800	23,780	22,880	23,310	23,690	24,110	24,490
(227,030)	Recharged Income	(230,570)	(230,130)	(233,780)	(237,910)	(241,950)	(246,050)	(250,030)
15,352	Asset Charges	15,350	15,350	15,350	15,350	15,350	15,350	15,350
(1,466)	Net	(720)	(1,350)	(1,880)	(1,630)	(1,410)	(1,130)	(680)
1,465,038	TOTAL REVENUES AND BENEFITS (ARVATO)	1,562,410	1,533,980	1,634,100	1,686,900	1,750,990	1,816,810	1,880,890

CABINET MEMBER FOR HOMES & CUSTOMERS**SUMMARY SUBJECTIVE ANALYSIS**

2016/17 Actual £		2017/18		2018/19 Original £	2019/20 Original £	2020/21 Original £	2021/22 Original £	2022/23 Original £
		Original £	Probable £					
	<u>Expenditure:</u>							
0	Employee Expenses	0	0	0	0	0	0	0
146,833	Premises Expenses	151,710	154,090	147,470	146,840	148,530	150,260	152,060
0	Transport Expenses	0	0	0	0	0	0	0
572,150	Supplies & Services	296,140	545,530	386,820	385,330	343,910	347,570	351,290
2,930,026	Agency and Contracts	3,031,000	2,983,030	3,034,720	3,091,690	3,150,400	3,209,090	3,272,910
(6,247)	Inter Committee Transfers	10,000	0	0	0	0	0	0
35,660,061	Transfer Payments	35,707,190	33,515,590	33,497,790	33,490,200	33,482,500	33,474,640	33,466,590
2,437,198	Central and Dept. Support	2,511,740	2,526,680	2,557,620	2,575,090	2,610,150	2,655,220	2,701,050
272,449	Asset Charges	64,670	219,670	69,270	57,550	55,300	55,300	55,300
42,012,470	Total Expenditure	41,772,450	39,944,590	39,693,690	39,746,700	39,790,790	39,892,080	39,999,200
	<u>Income:</u>							
(36,389,741)	Government & Other Grants	(36,138,220)	(34,138,840)	(33,953,490)	(33,924,660)	(33,897,270)	(33,871,250)	(33,846,540)
(720,228)	Other Income	(530,500)	(763,760)	(598,500)	(593,500)	(548,500)	(548,500)	(548,500)
(159,730)	Fees and Charges	(185,940)	(154,150)	(91,830)	(93,670)	(95,540)	(97,450)	(99,400)
	Recharges:							
(2,310,238)	General Fund	(2,352,480)	(2,436,500)	(2,440,170)	(2,447,220)	(2,482,120)	(2,525,580)	(2,571,560)
(353,382)	HRA	(361,380)	(325,340)	(352,840)	(361,770)	(373,210)	(379,650)	(386,830)
(340,668)	Other	(351,830)	(320,580)	(336,630)	(351,470)	(356,970)	(363,220)	(370,610)
(40,273,987)	Total Income	(39,920,350)	(38,139,170)	(37,773,460)	(37,772,290)	(37,753,610)	(37,785,650)	(37,823,440)
1,738,483	NET EXPENDITURE	1,852,100	1,805,420	1,920,230	1,974,410	2,037,180	2,106,430	2,175,760

CABINET MEMBER FOR HOMES & CUSTOMERS**BUDGET VARIANCES - ORIGINAL TO PROBABLE 2017/18**

Programme Area & Detail	Increase in Net Expenditure £	Reduction in Net Expenditure £
<u>Kier Partnership Services (Facilities Main & Engineers)</u>		
<u>Underspend (7,490)</u>		
Agency		
- Reduction in PPP costs		(12,200)
- Bus shelter cleaning	2,690	
Income		
- Government grant towards asset charges		(155,000)
- Private Drain clearing - net reduction in income	9,000	
Central Support		
- revised allocations		(6,860)
Asset charges	155,000	
Other minor variations (Net)		(120)
	166,690	(174,180)
<u>Net Spend for Programme Area</u>	<u>(7,490)</u>	
<u>Arvato (Customer Services)</u>		
<u>Underspend (£10,760)</u>		
Central Support		
- revised allocations		(10,500)
Other minor variations (Net)		(260)
	0	(10,760)
<u>Net Spend for Programme Area</u>	<u>(10,760)</u>	

CABINET MEMBER FOR HOMES & CUSTOMERS**BUDGET VARIANCES - ORIGINAL TO PROBABLE 2017/18**

Programme Area & Detail	Increase in Net Expenditure £	Reduction in Net Expenditure £
Arvato (Revenues & Benefits)		
<u>Underspend (28,430)</u>		
Supplies & Services		
- Bank charges		(8,890)
- Additional cost of administering Housing Benefits new burdens	125,660	
- Justice Clerk fees		(8,900)
- Additional costs of administering NNDR	12,000	
Agency & Contracted Services		
- Reduction in PPP costs (tfr of DWP fraud work)		(12,530)
Housing Benefits Transfer payments		(2,191,600)
Bad Debt provision		(10,000)
Controllable income		
- Reduction in Severn Trent commission	17,790	
- Housing Benefits	2,154,380	
- Increase in New Burdens Grant income		(125,660)
Central Support		
- revised allocations	15,570	
Other minor variations (Net)	3,750	
	2,329,150	(2,357,580)
<u>Net Spend for Programme Area</u>	<u>(28,430)</u>	
TOTAL FOR PORTFOLIO	<u>(46,680)</u>	

CABINET MEMBER FOR HOMES & CUSTOMERS**BUDGET VARIANCES - ORIGINAL 2017/18 TO ORIGINAL 2018/19**

Programme Area & Detail	Increase in Net Expenditure £	Reduction in Net Expenditure £
<u>Kier Partnership Services (Facilities Main & Engineers)</u>		
<u>Overspend £5,790</u>		
Agency - Increase in PPP costs	3,470	
Income - Private Drain clearing - net reduction in income	8,700	
- Bus shelter cleaning	1,110	
Central Support - revised allocations		(7,200)
Other minor variations (Net)		(290)
	13,280	(7,490)
<u>Net Spend for Programme Area</u>	<u>5,790</u>	
<u>Arvato (Customer Services)</u>		
<u>Underspend (£9,350)</u>		
Premises - NNDR saving due to re-location to Town Hall		(6,930)
Agency - Increase in PPP costs	7,840	
Central Support - revised allocations		(10,240)
Other minor variations (Net)		(20)
	7,840	(17,190)
<u>Net Spend for Programme Area</u>	<u>(9,350)</u>	

CABINET MEMBER FOR HOMES & CUSTOMERS**BUDGET VARIANCES - ORIGINAL 2017/18 TO ORIGINAL 2018/19**

Programme Area & Detail	Increase in Net Expenditure £	Reduction in Net Expenditure £
Arvato (Revenues & Benefits)		
<u>Overspend £71,690</u>		
Supplies & Services		
- Bank charges		(6,680)
- Justice Clerk fees		(8,900)
- Additional costs of administrating NNDR	2,000	
Agency & Contracted Services		
- Increase in PPP costs	25,510	
Housing Benefits Transfer payments		(2,209,400)
Bad Debt provision		(10,000)
Controllable income		
- Reduction in Severn Trent commission	81,910	
- Housing Benefits	2,184,730	
- Credit card fee income	5,500	
Central Support		
- revised allocations		(630)
Asset Charges	4,600	
Other minor variations (Net)	3,050	
	2,307,300	(2,235,610)
<u>Net Spend for Programme Area</u>	<u>71,690</u>	
TOTAL FOR PORTFOLIO	<u>68,130</u>	