

EXECUTIVE MEMBER FOR CUSTOMERS & COMMUNITIES**REVENUE ACCOUNTS FOR YEAR ENDED 31ST MARCH 2014****SUMMARY OF NET EXPENDITURE BY PROGRAMME AREA**

Programme Area	Original Budget £	Revised Budget £	Actual £	Variance Over/(Under)	
				£	%
CCTV	225,360	202,430	206,534	4,104	2.0%
Customer Services	(1,510)	(44,190)	2,519	46,709	(105.7%)
Equalities & Community Cohesion	23,710	20,440	19,045	(1,395)	(6.8%)
Community Forums	139,270	68,400	64,407	(3,993)	(5.8%)
Head of Customer Services	(720)	(170)	230	400	(235.3%)
Revenues & Benefits	1,024,350	875,970	760,742	(115,228)	(13.2%)
Communications & Consultations	36,000	42,710	50,608	7,898	18.5%
Grants to Voluntary Organisations	314,330	315,840	308,970	(6,870)	(2.2%)
Community Safety	120,170	90,280	96,615	6,335	7.0%
TOTAL NET EXPENDITURE	1,880,960	1,571,710	1,509,670	(62,040)	(3.9%)

**EXECUTIVE MEMBER FOR CUSTOMERS & COMMUNITIES
REVENUE ACCOUNTS FOR YEAR ENDED 31ST MARCH 2014**

Programme Area	Original Budget	Revised Budget	Actual	Variance Over/(Under)	
	£	£	£	£	%
CCTV	293,920	274,190	279,124	4,934	1.80%
Customer Services	330,570	341,010	342,781	1,771	0.52%
Equalities & Community Cohesion	10,250	7,250	6,034	(1,216)	(16.77%)
Community Assemblies	63,500	51,000	47,686	(3,314)	(6.50%)
Head of Customer Services	85,680	86,080	86,085	5	0.01%
Revenues & Benefits	838,420	689,690	607,355	(82,335)	(11.94%)
Communications & Consultations	121,270	125,650	135,156	9,506	7.57%
Grants to Voluntary Organisations	308,950	312,950	306,200	(6,750)	(2.16%)
Community Safety	84,570	56,030	62,817	6,787	12.11%
TOTAL CONTROLLABLE	2,137,130	1,943,850	1,873,238	(70,612)	(3.63%)
CCTV	(120,700)	(123,900)	(124,731)	(831)	0.67%
Customer Services	(335,440)	(387,450)	(342,513)	44,937	(11.60%)
Equalities & Community Cohesion	13,460	13,190	13,011	(179)	(1.36%)
Community Assemblies	75,770	17,400	16,721	(679)	(3.90%)
Head of Customer Services	(86,400)	(86,250)	(85,855)	395	(0.46%)
Revenues & Benefits	158,810	159,250	138,035	(21,215)	(13.32%)
Communications & Consultations	(85,270)	(82,940)	(84,548)	(1,608)	1.94%
Grants to Voluntary Organisations	5,380	2,890	2,770	(120)	(4.15%)
Community Safety	35,600	34,250	33,798	(452)	(1.32%)
TOTAL INTERNAL RECHARGES	(338,790)	(453,560)	(433,312)	20,248	(4.46%)
CCTV	52,140	52,140	52,141	1	0.00%
Customer Services	3,360	2,250	2,251	1	0.04%
Revenues & Benefits	27,120	27,030	15,352	(11,678)	(43.20%)
TOTAL ASSET CHARGES	82,620	81,420	69,744	(11,676)	(14.34%)
CCTV	225,360	202,430	206,534	4,104	2.03%
Customer Services	(1,510)	(44,190)	2,519	46,708	(105.70%)
Equalities & Community Cohesion	23,710	20,440	19,045	(1,395)	(6.82%)
Community Assemblies	139,270	68,400	64,407	(3,993)	(5.84%)
Head of Customer Services	(720)	(170)	230	400	(235.29%)
Revenues & Benefits	1,024,350	875,970	760,742	(115,228)	(13.15%)
Communications & Consultations	36,000	42,710	50,608	7,898	18.49%
Grants to Voluntary Organisations	314,330	315,840	308,970	(6,870)	(2.18%)
Community Safety	120,170	90,280	96,615	6,335	7.02%
TOTAL BUDGETS	1,880,960	1,571,710	1,509,670	(62,041)	(3.95%)

**EXECUTIVE MEMBER FOR CUSTOMERS & COMMUNITIES
REVENUE ACCOUNTS FOR YEAR ENDED 31ST MARCH 2014**

Programme Area	2013/14 Original £	2013/14 Revised £	2013/14 Actual £
<u>CCTV (Cost Centre 0149)</u>			
Employee Expenses	244,830	215,380	223,114
Premises	27,180	27,680	28,007
Transport Expenses	30,110	30,000	30,000
Supplies & Services	92,080	87,080	97,120
Agency & Contracted Services	1,620	1,620	1,616
Income	(101,900)	(87,570)	(100,733)
Net Controllable	293,920	274,190	279,124
Asset Charges	52,140	52,140	52,141
Central and Departmental Support	54,440	51,240	50,409
Recharge Income	(175,140)	(175,140)	(175,140)
Net	225,360	202,430	206,534
TOTAL CUSTOMER SERVICES	225,360	202,430	206,534

<u>CSC (Cost Centre 0402)</u>			
Premises		9,150	10,890
Supplies & Services	16,970	16,610	16,613
Agency & Contracted Services PPP	313,600	315,250	315,278
Net Controllable	330,570	341,010	342,781
Asset Charges	3,360	2,250	2,251
Central and Departmental Support	89,140	45,130	45,110
Recharge Income	(424,580)	(432,580)	(387,623)
Net	(1,510)	(44,190)	2,519
TOTAL CUSTOMER SERVICES	(1,510)	(44,190)	2,519

<u>Equalities (Cost Centre 0468)</u>			
Supplies & Services	10,250	7,250	6,034
Net Controllable	10,250	7,250	6,034
Central and Departmental Support	13,460	13,190	13,011
Net	23,710	20,440	19,045
TOTAL EQUALITIES & COMMUNITY COHESION	23,710	20,440	19,045

<u>Community Assemblies (0340-0348, 0350-0351)</u>			
Employee Expenses	0	28,700	31,501
Premises Expenses	2,000	500	426
Transport Expenses	0	0	232
Supplies & Services	61,500	29,300	23,027
Controllable Income	0	(7,500)	(7,500)
Net Controllable	63,500	51,000	47,686
Central and Departmental Support	75,770	17,400	16,721
Net	139,270	68,400	64,407
TOTAL COMMUNITY FORUMS	139,270	68,400	64,407

**EXECUTIVE MEMBER FOR CUSTOMERS & COMMUNITIES
REVENUE ACCOUNTS FOR YEAR ENDED 31ST MARCH 2014**

Programme Area	2013/14 Original £	2013/14 Revised £	2013/14 Actual £
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Head of Customer Services (0435)			
Agency & Contracted Services PPP	85,680	86,080	86,085
Net Controllable	85,680	86,080	86,085
Central and Departmental Support	3,320	3,150	3,347
Recharge Income	(89,720)	(89,400)	(89,202)
Net	(720)	(170)	230
TOTAL HEAD OF CUSTOMER SERVICES	(720)	(170)	230

Costs of Collection - (Cost Centres 0403 - 0406, 0416, 0485)			
Supplies and Services	130,270	143,290	144,530
Agency & Contracted Services PPP	927,850	933,070	933,212
Controllable Income	(305,500)	(479,690)	(494,384)
Net Controllable	752,620	596,670	583,358
Asset Charges	11,760	11,680	0
Central and Departmental Support	1,413,900	1,473,530	1,435,181
Recharge Income	(1,448,320)	(1,485,990)	(1,456,615)
Net	729,960	595,890	561,924
Revenues Hall (Cost Centre 0480)			
Premises Expenses	101,880	92,620	89,018
Supplies and Services	550	950	936
Agency & Contracted Services	14,660	14,660	18,114
Agency & Contracted Services PPP	69,370	69,890	69,898
Net Controllable	186,460	178,120	177,966
Asset Charges	15,360	15,350	15,352
Central and Departmental Support	40,340	33,960	25,272
Recharge Income	(229,610)	(231,350)	(227,046)
Net	12,550	(3,920)	(8,456)
Benefits (0415 & 0494)			
Supplies and Services	48,330	210,470	159,782
Inter Committee Transfers	115,500	115,500	(53,715)
Transfer Payments - Benefits	37,202,200	36,258,160	36,273,154
Agency & Contracted Services PPP	829,510	882,680	882,757
Controllable Income	(38,296,200)	(37,551,910)	(37,415,947)
Net Controllable	(100,660)	(85,100)	(153,969)
Central and Departmental Support	382,500	369,100	361,243
NET	281,840	284,000	207,274
TOTAL REVENUE & BENEFITS	1,024,350	875,970	760,742

**EXECUTIVE MEMBER FOR CUSTOMERS & COMMUNITIES
REVENUE ACCOUNTS FOR YEAR ENDED 31ST MARCH 2014**

Programme Area	2013/14 Original £	2013/14 Revised £	2013/14 Actual £
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Council Newspaper (Cost Centre 0458)			
Supplies and Services	17,600	24,500	24,381
Net Controllable	17,600	24,500	24,381
Central and Departmental Support	18,100	18,110	18,290
Net	35,700	42,610	42,671
Publicity (Cost Centre 0461)			
Employee Expenses	100,520	97,350	104,908
Transport Expenses	350	350	73
Supplies and Services	2,800	3,450	5,794
Net Controllable	103,670	101,150	110,775
Central and Departmental Support	16,910	19,550	19,059
Recharge Income	(120,280)	(120,600)	(121,897)
Net	300	100	7,937
TOTAL COMMUNICATIONS & CONSULTATIONS	36,000	42,710	50,608

Grants to Voluntary Organisations (Cost Centre 0463, 0467, 0491)			
Supplies and Services	308,950	312,950	306,200
Net Controllable	308,950	312,950	306,200
Central and Departmental Support	5,380	2,890	2,770
Net	314,330	315,840	308,970
TOTAL GRANTS TO VOLUNTARY ORGANISATIONS	314,330	315,840	308,970

Community Safety (Cost Centre 0361)			
Employee Expenses	105,840	75,970	83,255
Transport Expenses	830	830	271
Supplies and Services	4,200	4,820	4,881
Income	(26,300)	(25,590)	(25,590)
Net Controllable	84,570	56,030	62,817
Central and Departmental Support	35,600	34,250	33,798
Net	120,170	90,280	96,615
TOTAL COMMUNITY SAFETY	120,170	90,280	96,615

EXECUTIVE MEMBER FOR CUSTOMERS & COMMUNITIES**SUMMARY SUBJECTIVE ANALYSIS**

	Original Budget	Revised budget	Actual	Variance	
	2013/14	2013/14	2013/14	Over/(Under)	
	£	£	£	£	%
Expenditure:					
Employee Expenses	451,190	417,400	442,779	25,379	6%
Premises:					
Repair and Maintenance	38,380	38,380	39,656	1,276	3%
Energy & Water	33,500	32,600	30,170	(2,430)	(7%)
Rent and Rates	56,460	56,180	56,094	(86)	(0%)
Other	2,720	2,790	2,420	(370)	(13%)
	131,060	129,950	128,340	(1,610)	(1%)
Transport Expenses	31,290	31,180	30,575	(605)	(2%)
Supplies & Services					
Materials and Equipment	60,460	58,460	56,125	(2,335)	(4%)
Printing and Stationery etc	35,760	32,660	30,121	(2,539)	(8%)
Communications and IT	175,560	219,750	236,227	16,477	7%
Grants	308,950	431,420	373,372	(58,048)	(13%)
Other	112,770	98,380	93,454	(4,926)	(5%)
	693,500	840,670	789,299	(51,371)	(6%)
Agency and Contracted Services	16,280	16,280	19,730	3,450	21%
Agency and Contracted Services - PPP	2,226,010	2,286,970	2,287,230	260	0%
Transfer Payments	37,202,200	36,258,160	36,273,154	14,994	0%
Bad Debt Provision	115,500	115,500	(53,715)	(169,215)	(147%)
Central and Dept. Support	2,148,860	2,081,500	2,024,211	(57,289)	(3%)
Asset Charges	82,620	81,420	69,744	(11,676)	(14%)
Total Expenditure	43,098,510	42,259,030	42,011,347	(247,683)	(1%)
Income:					
Government Grants	(38,296,200)	(37,396,640)	(37,261,131)	135,509	(0%)
Other Income	(433,700)	(761,120)	(783,023)	(21,903)	3%
Recharges					
- General Fund	(2,143,100)	(2,188,980)	(2,122,127)	66,853	(3%)
- HRA	(299,030)	(305,650)	(305,500)	150	(0%)
- DLO/DSO	(26,650)	(21,370)	(19,198)	2,172	(10%)
- Other	(18,870)	(13,560)	(10,698)	2,862	(21%)
Total Income	(41,217,550)	(40,687,320)	(40,501,677)	185,643	(0%)
NET EXPENDITURE	1,880,960	1,571,710	1,509,670	(62,040)	(4%)

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EXECUTIVE MEMBER FOR CUSTOMERS & COMMUNITIES 2013/14
VARIATIONS - REVISED BUDGET 2013-14 TO ACTUAL 2013-14

Programme Area / Service	Budget Head	Over / (Under) Budget £'000	Carry Fwd Requests £'000	Recurring Variance ✓
CCTV	Superannuation adj	12		
	Employee Salary savings	(5)		
	Employee Training	1		
	Equipment & line rental	(4)		
	External monitoring income	1		
Subtotal Controllable		5		
Non-Controllable	Support Services Recharge	(1)		
CCTV Total		4	0	
Customer Services	Premises repairs Venture House	2		
Subtotal Controllable		2		
Non-Controllable	Support Services Recharge	45		
Customer Services Total		47	0	
Equalities & Community Cohesion	Minor Variations	(1)		
Subtotal Controllable		(1)		
Non-Controllable				
Equalities & Community Cohesion Total		(1)	0	
Community Assemblies	Superannuation adj	3		
	Reduction of payment of Grants	(3)		
	Minor Variations	(3)		
Subtotal Controllable		(3)		
Non-Controllable	Support Services Recharge	(1)		
Community Assemblies Total		(4)	0	
Revenues & Benefits	Review of Bad Debts Provision	(169)		
	Changes to Benefits Payments/Subsidy income	100		
	Software	2		
	Recovery of Summons Costs	(25)		
	Cost of Collection Misc income	10		
	Underspend on gas for Customer Services Centre	(3)		
	Overspend on cleaning for Customer Services Centre	3		
Subtotal Controllable		(82)	0	
Non-Controllable	Support Services Recharge	(21)		
	Asset charges	(12)		
Revenues & Benefits Total		(115)	0	

Programme Area / Service	Budget Head	Over / (Under) Budget £'000	Carry Fwd Requests £'000	Recurring Variance ✓
Communications & Consultations	Employee Expenses Supplies & Services	8 2		
Subtotal Controllable		10		
Non-Controllable	Support Services Recharge	(2)		
Communications & Consultations Total		8	0	
Grants to Voluntary Organisations	Reduced take up	(7)		✓
Subtotal Controllable		(7)		
Non-Controllable				
Grants to Voluntary Organisations Total		(7)	0	
Community Safety	Employee Expenses Transport Expenses	7 (1)		
Subtotal Controllable		6		
Non-Controllable				
Community Safety Total		6	0	
Portfolio Total		(62)	0	

CUSTOMERS & COMMUNITIES CAPITAL SCHEMES

Code	SCHEME	Gross Cost	Grants & contrib's	Net Cost	pre Apr 13 Actual	Budget 2013/14	Outturn 2013/14	14/15	15/16	16/17
		£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
8910	Colunteer Services Co-location - Basement	80		80	0	80	110	(30)		
8913	SHLC Self Service payment facility	29		29		29	25	4		
	Town Hall Refurbishment GPGS	580		580		0	0	290	290	
	6 Ashgate Road	20		20					20	
8891	Customer Services Strategy	25		25		0	0	25		
8891	Customer Services Strategy	50		50		0	0	50		
	Portfolio Totals	784	0	784	0	109	135	339	310	0