

REVENUES, BENEFITS AND CUSTOMER SERVICES

SUMMARY

<u>Cost Centre</u>	Revised Estimate 2017/18 £	Actual 2017/18 £	Variation	
			£	%
Customer First (CRM)	(33,900)	0	33,900	(100)
Cost of Collection	481,400	374,361	(107,039)	(22)
Benefits	16,500	484,459	467,959	2,836
Total Revenues, Benefits & Customer Services	464,000	858,820	394,820	85.1

**VARIATIONS BETWEEN ACTUAL AND ESTIMATED INCOME
AND EXPENDITURE 2017/18**

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<u>Cost Centre</u>	Revised Estimate 2017/18 £	Actual 2017/18 £	Variation	
			£	%
<u>Customer First</u>				
<u>Salaries</u> A higher than anticipated number of vacancies during 2017/18 has resulted in this budget underspend.	544,600	486,917	(57,683)	(10.6)
<u>Cost of Collection</u>				
<u>Salaries</u> A higher than anticipated number of vacancies during 2017/18 has resulted in this budget underspend.	256,350	220,729	(35,621)	(13.9)
<u>Printing and Stationery</u> Some additional stationery was purchased into 2017/18 that will be used in 2018/19 and should result in an underspend in that year.	20,000	26,103	6,103	30.5
<u>Court Costs</u> <u>Recovered Court Costs</u> The additional court costs incurred on the collection of council tax and NNDR were more than offset by extra income received in recovering such costs.	50,000 (200,000)	70,813 (226,114)	20,813 (26,114)	41.6 13.1
<u>Cash Collection</u> Cash collection costs fell significantly when the cash offices closed in March 2016 and this has been reflected in the 2018/19 budget.	11,000	4,981	(6,019)	(54.7)
<u>Insurance - Tenants - Mortgages</u> The insurance costs in 2017/18 were less than had been assumed when the budget was set but this was largely offset by a similar shortfall on income received.	46,000	40,116	(5,884)	(12.8)
<u>Council Tax Benefits</u> These costs are now included within Benefits. This has been reflected in the 2018/19 budget.	124,000	0	(124,000)	(100.0)
<u>Cost of Collection - Rents</u>				
<u>Salaries & Agency</u> Workload pressures in 2017/18 resulted in a requirement for additional agency staff.	164,200	176,275	12,075	7.4

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			£	%
<u>Benefits</u>				
<u>Redundancy Costs</u> These costs relate to two redundancies agreed at Policy and Performance Committee on 3 October 2017 and 17 April 2018. Both were initially approved under emergency powers by the Chief Executive.	0	9,644	9,644	
<u>Rent Allowance Benefits</u>	13,063,450	11,896,226	(1,167,224)	(8.9)
<u>Rent Rebates</u>	9,150,550	8,556,014	(594,536)	(6.5)
<u>Subsidies- Rent and Benefits</u>	(22,880,200)	(20,850,996)	2,029,204	(8.9)
<u>Total</u> The actual housing benefit and DHP subsidy receivable was less than had been anticipated when the budget was set and largely offsets the underspends on Rent Allowances and Rent Rebates.	(666,200)	(398,756)	267,444	
<u>Professional Fees</u> Policy and Performance Committee on 18 January 2017 agreed to allocate £10,000 in the 2017/18 budget towards project support costs for the proposal to integrate the revenues and benefits function with that of Erewash BC. This project has not proceeded as originally intended.	10,000	1,950	(8,050)	(80.5)
<u>Write offs in year</u> This expenditure refers to the write off of a number of invoices for housing benefit overpayments for which no budget provision was made.	0	9,923	9,923	
<u>Central Support Recharges</u>				
Customer First	(590,800)	(494,400)	96,400	(16.3)
Benefits	169,250	367,711	198,461	117.3
Central Support Recharges represents the cost of employees directly providing the service (including overheads) who are recharged from the directorate budget plus the cost of support departments. Variances represent the difference between budgeted and actual time worked and differences in directorate expenditure totals.				