

## GENERAL FUND BUDGET SUMMARY 2019/20

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£'000		£'000	£'000
1,085	PLANNING & ECONOMIC DEVELOPMENT	1,114	1,110
1,065	HOUSING SERVICES	953	992
976	ENVIRONMENTAL HEALTH	1,045	994
4,203	STREET SCENE SERVICES	4,138	4,195
33	ENGINEERING SERVICES	52	123
(3062)	ASSET MANAGEMENT	(2988)	(3436)
1,158	PARTNERSHIPS & COMMUNITY ENGAGEMENT	1,159	1,159
2,351	FINANCE & BUSINESS SERVICES	2,556	2,534
1,246	LEGAL & DEMOCRATIC SERVICES	1,384	1,444
506	EXECUTIVE DIRECTORS	499	1,175
1,058	HUMAN RESOURCES & CUSTOMER SERVICES	1,193	499
121	AUDIT & ASSURANCE	98	98
<b>10,740</b>	<b>NET SERVICE EXPENDITURE</b>	<b>11,203</b>	<b>10,887</b>
	<b>CORPORATE EXPENDITURE</b>		
-	INSURANCE SAVINGS	-	(60)
-	PAY AWARD 2%	-	260
-	PENSION AUTO ENROLMENT	10	10
-	CENTRAL CONTINGENCY	300	300
139	AUDIT FEES, BANK CHARGES NOT RECHARGED	142	142
46	GENERAL EXPENSES	132	132
(250)	INVESTMENT INCOME	(200)	(400)
31	APPRENTICESHIP LEVY	31	31
242	MINIMUM REVENUE PROVISION	242	242
10,948	<b>GROSS REQUIREMENT</b>	<b>11,860</b>	<b>11,545</b>
530	YEAR END ADJUSTMENTS	0	0
11,478	<b>TOTAL NET REQUIREMENT BEFORE GOVERNMENT GRANTS</b>	<b>11,860</b>	<b>11,545</b>
613	REVENUE SUPPORT GRANT	221	-
2,583	NNDR BASELINE GRANT	2,619	2,679
-	NNDR LEVY SURPLUS	-	41
1,200	NEW HOMES BONUS	1,200	1,117
4,396	<b>TOTAL OF GOVERNMENT GRANTS</b>	<b>4,040</b>	<b>3,837</b>
-	COLLECTION FUND SURPLUS	427	-
373	NNDR GROWTH INCOME	380	388
6,709	<b>COUNCIL TAX REQUIREMENT</b>	<b>7,013</b>	<b>7,320</b>

## PLANNING & ECONOMIC DEVELOPMENT

2017/18 ACTUAL	<u>SUMMARY</u>	2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
453,716	STRATEGIC PLANNING	401,600	409,800
510,199	DEVELOPMENT CONTROL	646,300	635,100
114,800	BUILDING CONTROL	51,800	50,600
6,372	ECONOMIC DEVELOPMENT & REGENERATION	14,500	14,500
1,085,087	<b>TOTAL SERVICE COSTS</b>	1,114,200	1,110,000

## PLANNING & ECONOMIC DEVELOPMENT

2017/18 ACTUAL	<u>STRATEGIC PLANNING</u>	2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
375,275	EMPLOYEES' EXPENSES	431,200	426,100
21,159	TRANSPORT RELATED EXPENSES	1,100	1,100
49,228	SUPPLIES AND SERVICES	44,800	52,900
68,171	THIRD PARTY PAYMENTS	0	0
30,000	LOCAL DEVELOPMENT SCHEME	30,000	30,000
<hr/>			
543,833	<b>TOTAL DIRECT COSTS</b>	<b>507,100</b>	<b>510,100</b>
90,117	POLICY INCOME	105,500	100,300
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90,117	<b>TOTAL INCOME</b>	<b>105,500</b>	<b>100,300</b>
<hr/>			
453,716	<b>TOTAL SERVICE COSTS</b>	<b>401,600</b>	<b>409,800</b>
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## PLANNING & ECONOMIC DEVELOPMENT

2017/18 ACTUAL	<u>DEVELOPMENT MANAGEMENT</u>	2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
1,134,561	EMPLOYEES' EXPENSES	1,303,400	1,281,600
4,262	TRANSPORT RELATED EXPENSES	4,000	4,500
128,582	SUPPLIES AND SERVICES	119,800	124,900
10,035	THIRD PARTY PAYMENTS	47,500	47,500
<hr/> 1,277,440	<b>TOTAL DIRECT COSTS</b>	<hr/> 1,474,700	<hr/> 1,458,500
617,285	LESS PLANNING APPLICATION FEE INCOME	673,200	673,200
<hr/> 149,956	LESS OTHER INCOME	<hr/> 155,200	<hr/> 150,200
767,241	<b>TOTAL INCOME</b>	828,400	823,400
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510,199	<b>TOTAL SERVICE COSTS</b>	646,300	635,100
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## PLANNING & ECONOMIC DEVELOPMENT

2017/18 ACTUAL	<b><u>BUILDING CONTROL</u></b>	2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
0	SUPPLIES AND SERVICES	0	1,400
114,800	THIRD PARTY PAYMENTS	51,800	49,200
114,800	<b>TOTAL DIRECT COSTS</b>	51,800	50,600

## HOUSING SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b><u>SUMMARY</u></b>	£	£
1,064,584	HOUSING SERVICES	<b>953,000</b>	<b>991,800</b>
1,064,584	<b>TOTAL SERVICE COSTS</b>	<b>953,000</b>	<b>991,800</b>
1,064,584		953,000	991,800

## HOUSING SERVICES

2017/18 ACTUAL	<b><u>HOUSING SERVICES</u></b>	2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
579,932	EMPLOYEES' EXPENSES	797,800	836,900
1,948	TRANSPORT RELATED EXPENSES	3,000	2,000
92,520	SUPPLIES AND SERVICES	62,500	70,000
1,503,852	HOMELESSNESS COSTS	1,470,000	1,200,000
137,050	NEW HOUSING INITIATIVES	25,000	25,000
17,447	CHOICE BASED LETTINGS (CBL)	20,000	20,000
	BAD DEBTS	0	0
<hr/>		<hr/>	<hr/>
2,332,749	<b>TOTAL DIRECT COSTS</b>	<b>2,378,300</b>	<b>2,153,900</b>
1,123,421	LESS HOMELESSNESS INCOME	1,140,000	870,000
136,321	LESS NEW HOUSING INITIATIVES CONTR'	36,200	0
0	LESS FLEXIBLE HOMELESSNESS SUPPORT	214,100	257,100
8,423	LESS OTHER HOUSING INCOME	35,000	35,000
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1,268,165		<b>1,425,300</b>	<b>1,162,100</b>
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1,064,584	<b>TOTAL SERVICE COSTS</b>	<b>953,000</b>	<b>991,800</b>
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## ENVIRONMENTAL HEALTH

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b><u>SUMMARY</u></b>	£	£
(221,358)	MISCELLANEOUS SERVICES	(220,000)	(215,000)
11,251	COMMUNITY TOILET SCHEME	12,000	12,000
100,000	DISABLED FACILITIES GRANTS	100,000	100,000
<u>1,086,294</u>	ENVIRONMENTAL HEALTH ADMINISTRATION	<u>1,152,600</u>	<u>1,097,400</u>
976,187	<b>TOTAL SERVICE COSTS</b>	<u><b>1,044,600</b></u>	<u><b>994,400</b></u>



## ENVIRONMENTAL HEALTH

2017/18 ACTUAL	<u>MISCELLANEOUS SERVICES</u>	2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
26,296	SUPPLIES AND SERVICES	34,000	34,000
20,857	THIRD PARTY PAYMENTS	27,500	27,500
47,153	<b>TOTAL DIRECT COSTS</b>	61,500	61,500
	<b>LESS INCOME:</b>		
225,693	LICENCING INCOME	232,500	227,500
42,818	OTHER INCOME	49,000	49,000
268,511	<b>TOTAL INCOME</b>	281,500	276,500
(221,358)	<b>TOTAL SERVICE COSTS</b>	(220,000)	(215,000)

## ENVIRONMENTAL HEALTH

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b><u>COMMUNITY TOILET SCHEME</u></b>	£	£
11,251	SUPPLIES AND SERVICES	<b>12,000</b>	<b>12,000</b>
11,251	<b>TOTAL SERVICE COSTS</b>	<b>12,000</b>	<b>12,000</b>

## ENVIRONMENTAL HEALTH

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b><u>DISABLED FACILITIES GRANT</u></b>	£	£
100,000	SUPPLIES & SERVICES	<b>100,000</b>	<b>100,000</b>
100,000	<b>TOTAL SERVICE COSTS</b>	<b>100,000</b>	<b>100,000</b>

## ENVIRONMENTAL HEALTH

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
	<b><u>ENVIRONMENTAL HEALTH ADMINISTRATION</u></b>		
£		£	£
1,041,830	EMPLOYEES' EXPENSES	1,120,000	1,067,700
6,575	TRANSPORT RELATED EXPENSES	11,000	8,600
69,864	SUPPLIES AND SERVICES	54,300	53,800
1,118,269	<b>TOTAL DIRECT COSTS</b>	1,185,300	1,130,100
31,975	RESERVE FUNDING	32,700	32,700
<hr/> 1,086,294 <hr/> <hr/>	<b>TOTAL SERVICE COSTS</b>	<hr/> 1,152,600 <hr/> <hr/>	<hr/> 1,097,400 <hr/> <hr/>

## STREET SCENE SERVICES

2017/18 ACTUAL	<b><u>SUMMARY</u></b>	2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
1,214,438	STREET SCENE DEPOT & ADMIN	948,900	960,200
1,530,380	WASTE SERVICES	1,638,200	1,674,800
(203,516)	TRADE REFUSE	(210,700)	(217,600)
1,021,565	CLEANSING SERVICES	1,042,300	1,060,500
0	PARKS OPERATIONS	728,500	724,000
1,074,352	PARKS DEVELOPMENT & TREES	461,400	459,800
3,527	ALLOTMENTS	4,000	4,000
62,290	ALLUM LANE CEMETERY	60,100	67,400
(499,888)	PARKING SERVICES	(534,400)	(538,600)
<hr/> 4,203,148 <hr/> <hr/>	<b>TOTAL SERVICE COSTS</b>	<hr/> 4,138,300 <hr/> <hr/>	<hr/> 4,194,500 <hr/> <hr/>

## STREET SCENE SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b><u>STREET SCENE DEPOT AND ADMIN</u></b>	£	£
994,962	EMPLOYEES' EXPENSES	738,800	738,800
79,498	PREMISES RELATED EXPENSES	73,400	79,900
42,438	TRANSPORT RELATED EXPENSES	49,600	48,900
97,540	SUPPLIES AND SERVICES	87,100	92,600
1,214,438	<b>TOTAL SERVICE COSTS</b>	<b>948,900</b>	<b>960,200</b>

## STREET SCENE SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b><u>WASTE SERVICES</u></b>	£	£
1,497,195	EMPLOYEES' EXPENSES	1,525,000	1,527,400
865,149	TRANSPORT RELATED EXPENSES	903,100	870,600
124,748	SUPPLIES AND SERVICES	110,300	138,500
93,279	THIRD PARTY PAYMENTS	83,200	199,700
<hr/> 2,580,371	<b>TOTAL DIRECT COSTS</b>	<hr/> 2,621,600	<hr/> 2,736,200
1,049,991	LESS INCOME HCC GRANT	757,400 226,000	811,400 250,000
<hr/> 1,530,380	<b>TOTAL SERVICE COSTS</b>	<hr/> 1,638,200	<hr/> 1,674,800

## STREET SCENE SERVICES

2017/18 ACTUAL	<u>TRADE REFUSE</u>	2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
74,362	EMPLOYEES' EXPENSES	63,700	66,300
55,471	TRANSPORT	54,200	53,800
248,356	SUPPLIES AND SERVICES	250,800	270,800
378,189	<b>TOTAL DIRECT COSTS</b>	<b>368,700</b>	<b>390,900</b>
581,705	LESS INCOME	579,400	608,500
(203,516)	<b>TOTAL SERVICE COSTS</b>	<b>(210,700)</b>	<b>(217,600)</b>

## STREET SCENE SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
	<b><u>CLEANSING SERVICES</u></b>		
£		£	£
756,176	EMPLOYEES' EXPENSES	766,200	768,400
229,107	TRANSPORT RELATED EXPENSES	240,600	253,600
49,853	SUPPLIES AND SERVICES	50,500	48,500
42,200	THIRD PARTY PAYMENTS	45,000	45,000
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1,077,336	<b>TOTAL DIRECT COSTS</b>	<b>1,102,300</b>	<b>1,115,500</b>
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55,771	LESS INCOME	60,000	55,000
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1,021,565	<b>TOTAL SERVICE COSTS</b>	<b>1,042,300</b>	<b>1,060,500</b>
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## STREET SCENE SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
	<b><u>PARKS OPERATIONS</u></b>		
0	PREMISES RELATED EXPENSES	116,000	126,100
0	SUPPLIES AND SERVICES	8,900	1,100
0	THIRD PARTY PAYMENTS	<u>663,100</u>	<u>668,300</u>
0	<b>TOTAL DIRECT COSTS</b>	<b>788,000</b>	<b>795,500</b>
	<b>LESS INCOME:</b>		
0	PARKS INCOME	26,500	28,500
0	H.C.C. CONTRIBUTION	<u>33,000</u>	<u>43,000</u>
0	<b>TOTAL INCOME</b>	<u>59,500</u>	<u>71,500</u>
0	<b>TOTAL SERVICE COSTS</b>	<u><b>728,500</b></u>	<u><b>724,000</b></u>

## STREET SCENE SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
	<b><u>PARKS DEVELOPMENT &amp; TREES</u></b>		
£		£	£
178,117	EMPLOYEES' EXPENSES	234,500	232,500
	PREMISES RELATED EXPENSES	12,000	12,400
29	TRANSPORT RELATED EXPENSES	100	1,100
35,172	SUPPLIES AND SERVICES	37,600	38,600
<u>1,013,482</u>	THIRD PARTY PAYMENTS	<u>177,200</u>	<u>175,200</u>
1,226,800	<b>TOTAL DIRECT COSTS</b>	<b>461,400</b>	<b>459,800</b>
	<b>LESS INCOME:</b>		
152,448	PARKS INCOME	0	0
	H.C.C. CONTRIBUTION	<u>0</u>	<u>0</u>
<u>152,448</u>	<b>TOTAL INCOME</b>	<b>0</b>	<b>0</b>
<u>1,074,352</u>	<b>TOTAL SERVICE COSTS</b>	<b>461,400</b>	<b>459,800</b>

## STREET SCENE SERVICES

2017/18 ACTUAL	<u>ALLOTMENTS</u>	2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
4,305	PREMISES RELATED EXPENSES	3,000	3,000
<u>9,723</u>	THIRD PARTY PAYMENTS	<u>11,000</u>	<u>11,000</u>
14,028	<b>TOTAL DIRECT COSTS</b>	<b>14,000</b>	<b>14,000</b>
<u>10,501</u>	LESS INCOME	<u>10,000</u>	<u>10,000</u>
<u>3,527</u>	<b>TOTAL SERVICE COSTS</b>	<u>4,000</u>	<u>4,000</u>

## STREET SCENE SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<u>ALLUM LANE CEMETERY AND CLOSED GROUNDS</u>	£	£
12,873	PREMISES RELATED EXPENSES	12,500	13,200
38,701	SUPPLIES AND SERVICES	46,500	42,300
89,207	THIRD PARTY PAYMENTS	84,600	95,900
<hr/> 140,781	<b>TOTAL DIRECT COSTS</b>	<hr/> 143,600	<hr/> 151,400
<hr/> 78,491	LESS INCOME	<hr/> 83,500	<hr/> 84,000
<hr/> <hr/> 62,290	<b>TOTAL SERVICE COSTS</b>	<hr/> <hr/> 60,100	<hr/> <hr/> 67,400

## STREET SCENE SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b><u>PARKING SERVICES</u></b>	£	£
596,313	EMPLOYEES' EXPENSES	961,500	964,200
201,501	PREMISES RELATED EXPENSES :	211,000	195,000
13,643	TRANSPORT RELATED EXPENSES	21,000	21,000
378,558	SUPPLIES AND SERVICES	164,300	179,700
12,964	THIRD PARTY PAYMENTS	12,000	10,000
0	CONTRIBUTION TO SERVICES	253,000	253,000
151,493	REPAIRS AND RENEWALS FUND	140,000	140,000
30,959	DESIGN IMPLEMENTATION	20,000	18,000
1,385,431	<b>TOTAL DIRECT COSTS</b>	<b>1,782,800</b>	<b>1,780,900</b>
1,885,319	LESS INCOME	2,317,200	2,319,500
(499,888)	<b>TOTAL SERVICE COSTS</b>	<b>(534,400)</b>	<b>(538,600)</b>

## ENGINEERING SERVICES

2017/18 ACTUAL	<b><u>SUMMARY</u></b>	2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
(25,593)	HIGHWAY RELATED ITEMS	<b>(30,100)</b>	<b>11,200</b>
58,812	DRAINAGE SERVICES	<b>82,300</b>	<b>111,800</b>
<hr/> 33,219 <hr/> <hr/>	<b>TOTAL SERVICE COSTS</b>	<hr/> <b>52,200</b> <hr/> <hr/>	<hr/> <b>123,000</b> <hr/> <hr/>

## ENGINEERING SERVICES

2017/18 ACTUAL	<b>HIGHWAY RELATED - RESIDUAL MAINTENANCE ITEMS</b>	2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
5,356	BUS SHELTERS - RENEWALS / MAINTENANCE	4,300	4,300
623	STREET FURNITURE AND SEATS	1,100	1,100
1,850	FOOTWAY LIGHTING	1,800	1,800
22,299	STREET NAMEPLATES/NOTICE BOARDS	20,500	20,500
1,392	TRAFFIC MANAGEMENT SCHEMES	1,600	1,600
5,543	TOWN CENTRE MANAGEMENT	3,100	3,100
2,660	INSPECT UNADOPTED ROADS/FOOTPATHS	2,700	2,700
1,060	STREET MARKETS & TRADING LICENSING	1,100	1,100
40,783	<b>TOTAL</b>	<b>36,200</b>	<b>36,200</b>
66,376	<b>LESS INCOME :</b>	<b>66,300</b>	<b>25,000</b>
(25,593)	<b>TOTAL SERVICE COSTS</b>	<b>(30,100)</b>	<b>11,200</b>

## ENGINEERING SERVICES

2017/18 ACTUAL	<u>DRAINAGE SERVICES</u>	2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
419,546	EMPLOYEES' EXPENSES	304,700	309,900
21,473	PREMISES RELATED EXPENSES	21,900	23,900
43,821	TRANSPORT RELATED EXPENSES	38,100	48,000
21,472	SUPPLIES AND SERVICES :	25,600	20,200
0	THIRD PARTY PAYMENTS	0	160,000
<hr/> 506,312	<b>TOTAL DIRECT COSTS</b>	<hr/> 390,300	<hr/> 562,000
<hr/> 25,000	<b>LESS INCOME</b>	<hr/> 0	<hr/> 250,200
481,312	<b>TOTAL NET COSTS</b>	390,300	311,800
	<u>LESS</u>		
422,500	DRAINAGE RESERVE FUNDING	308,000	200,000
<hr/> 422,500	<b>TOTAL RECHARGED</b>	<hr/> 308,000	<hr/> 200,000
<hr/> 58,812	<b>TOTAL SERVICE COSTS</b>	<hr/> 82,300	<hr/> 111,800
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## ASSET MANAGEMENT

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b>SUMMARY</b>	£	£
323,055	CIVIC OFFICES	316,500	344,200
14,184	DEPOT SITES	15,300	15,700
(559,388)	RESIDUAL RESIDENTIAL PROPERTIES	(681,100)	(816,900)
(3,239,382)	COMMERCIAL PROPERTIES	(3,063,900)	(3,432,300)
(586,259)	GARAGES	(650,100)	(628,400)
85,167	LEISURE & COMMUNITY BUILDINGS	110,900	110,900
364,214	BUILDING MAINTENANCE PROGRAMME	415,800	415,800
<u>536,003</u>	ASSET MANAGEMENT UNIT	<u>548,500</u>	<u>555,400</u>
<u>(3,062,406)</u>	<b>TOTAL SERVICE COSTS</b>	<u>(2,988,100)</u>	<u>(3,435,600)</u>

## ASSET MANAGEMENT

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
	<b><u>CIVIC OFFICES</u></b>		
602,856	PREMISES RELATED EXPENSES	550,900	570,300
<u>83,139</u>	SUPPLIES & SERVICES	<u>89,900</u>	<u>89,900</u>
685,995	<b>TOTAL DIRECT COSTS</b>	640,800	660,200
362,940	LESS INCOME	324,300	316,000
<u>323,055</u>	<b>TOTAL SERVICE COSTS</b>	<u>316,500</u>	<u>344,200</u>

## ASSET MANAGEMENT

2017/18 ACTUAL	<u>DEPOT SITES</u>	2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
14,184	PREMISES RELATED EXPENSES	15,300	15,700
14,184	<b>TOTAL SERVICE COSTS</b>	15,300	15,700

## ASSET MANAGEMENT

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b><u>RESIDUAL RESIDENTIAL PROPERTIES</u></b>	£	£
70,678	PREMISES RELATED EXPENSES	8,500	8,500
<u>13,144</u>	SUPPLIES & SERVICES	<u>600</u>	<u>600</u>
83,822	<b>TOTAL DIRECT COSTS</b>	<b>9,100</b>	<b>9,100</b>
210,844	LESS INCOME PLACES FOR PEOPLE H.A.	235,000	200,000
30,220	LESS INCOME EASTBURY RD	30,400	30,400
<u>402,146</u>	LESS INCOME RESIDUAL HOUSES	<u>424,800</u>	<u>595,600</u>
(559,388)	<b>TOTAL SERVICE COSTS</b>	<b>(681,100)</b>	<b>(816,900)</b>

## ASSET MANAGEMENT

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
	<b><u>COMMERCIAL PROPERTIES</u></b>		
131,456	PREMISES RELATED EXPENSES	118,400	118,400
6,405	SUPPLIES & SERVICES	28,700	28,700
137,861	<b>TOTAL DIRECT COSTS</b>	<b>147,100</b>	<b>147,100</b>
	<b>LESS INCOME :-</b>		
1,400,000	ELSTREE FILM STUDIOS	1,400,000	1,500,000
78,000	METROPOLIS	78,000	78,000
0	OAKRIDGE LANE DEPOT	0	60,000
288,672	LEISURE MANAGEMENT FEE	280,300	298,300
225,340	SUNDRY LEASES	241,200	244,900
229,863	CRANBORNE INDUSTRIAL ESTATE	129,400	167,500
1,155,369	OTHER COMMERCIAL PROPERTIES	<b>1,082,100</b>	<b>1,230,700</b>
3,377,243	TOTAL INCOME	<b>3,211,000</b>	<b>3,579,400</b>
(3,239,382)	<b>TOTAL SERVICE COSTS</b>	<b>(3,063,900)</b>	<b>(3,432,300)</b>

## ASSET MANAGEMENT

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b><u>GARAGES</u></b>	£	£
112,044	PREMISES RELATED EXPENSES	<b>80,000</b>	<b>80,000</b>
112,044	<b>TOTAL DIRECT COSTS</b>	<b>80,000</b>	<b>80,000</b>
698,303	LESS INCOME	<b>730,100</b>	<b>708,400</b>
<b>(586,259)</b>	<b>TOTAL SERVICE COSTS</b>	<b>(650,100)</b>	<b>(628,400)</b>

## ASSET MANAGEMENT

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
	<b><u>LEISURE &amp; COMMUNITY BUILDINGS</u></b>		
56,855	LEISURE CENTRES	59,800	59,800
11,199	COMMUNITY HALLS	15,000	15,000
224	BUSHEY COMMUNITY CENTRE	800	800
22,425	BUSHEY MUSEUM	40,800	40,800
<hr/> 90,703	<b>TOTAL DIRECT COSTS</b>	<hr/> 116,400	<hr/> 116,400
5,536	LESS INCOME FROM OAKMERE COMMUNITY CENTRE	<hr/> 5,500	<hr/> 5,500
85,167	<b>TOTAL SERVICE COSTS</b>	<hr/> 110,900	<hr/> 110,900
		<hr/> <hr/>	<hr/> <hr/>
£	<b><u>BUILDING MAINTENANCE PROGRAMME</u></b>	£	£
364,214	PREMISES RELATED EXPENSES	415,800	415,800
<hr/> 364,214	<b>TOTAL SERVICE COSTS</b>	<hr/> 415,800	<hr/> 415,800
<hr/> <hr/>		<hr/> <hr/>	<hr/> <hr/>

## ASSET MANAGEMENT

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b><u>ASSET MANAGEMENT UNIT</u></b>	£	£
485,157	EMPLOYEES' EXPENSES	519,300	530,900
1,767	TRANSPORT RELATED	3,300	2,300
27,754	SUPPLIES & SERVICES	26,900	23,200
<u>24,100</u>	THIRD PARTY PAYMENTS	<u>9,000</u>	<u>9,000</u>
538,778	<b>TOTAL DIRECT COSTS</b>	<b>558,500</b>	<b>565,400</b>
<u>2,775</u>	LESS INCOME (DISPOSAL TARGET)	<u>10,000</u>	<u>10,000</u>
<u><u>536,003</u></u>	<b>TOTAL SERVICE COSTS</b>	<u><u>548,500</u></u>	<u><u>555,400</u></u>



## PARTNERSHIPS & COMMUNITY ENGAGEMENT

2017/18 ACTUAL	<u>SUMMARY</u>	2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
656,290	PARTNERSHIPS & COMMUNITY ENGAGEMENT UN	641,700	641,700
70,256	CORPORATE COMMUNICATIONS	74,900	74,900
3,306	YOUTH SERVICES	5,000	5,000
13,257	SPORTS DEVELOPMENT	12,500	12,500
7,678	COMMUNITY DEVELOPMENT	14,100	14,100
8,022	COMMUNITY SAFETY	8,500	8,500
(4,111)	CCTV	0	0
403,386	VOLUNTARY SECTOR GRANT AID	402,000	402,000
<hr/> 1,158,084 <hr/>	<b>TOTAL SERVICE COSTS</b>	<hr/> 1,158,700 <hr/>	<hr/> 1,158,700 <hr/>

## PARTNERSHIPS & COMMUNITY ENGAGEMENT

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
	<u>PARTNERSHIPS &amp; COMMUNITY ENGAGEMENT UNIT</u>		
£		£	£
637,968	EMPLOYEES' EXPENSES	621,000	605,200
3,763	TRANSPORT RELATED EXPENSES	3,900	3,000
22,559	SUPPLIES AND SERVICES	21,800	21,500
12,000	AGENCY & CONTRACTED	15,000	12,000
676,290	<b>TOTAL DIRECT COSTS</b>	661,700	641,700
20,000	LESS RESERVE FUNDING	20,000	0
656,290	<b>TOTAL SERVICE COSTS</b>	641,700	641,700

## PARTNERSHIPS & COMMUNITY ENGAGEMENT

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<u>CORPORATE COMMUNICATIONS</u>	£	£
	SUPPLIES AND SERVICES		
70,256	CORPORATE PUBLICATIONS	61,700	61,700
0	CORPORATE CONSULTATION	9,000	9,000
0	MISC SUPPLIES AND SERVICES	<u>4,200</u>	<u>4,200</u>
<u>70,256</u>	<b>TOTAL SERVICE COSTS</b>	<u>74,900</u>	<u>74,900</u>

## PARTNERSHIPS & COMMUNITY ENGAGEMENT

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
	<u>YOUTH SERVICES</u>		
3,306	SUPPLIES AND SERVICES	5,000	5,000
3,306	TOTAL SERVICE COSTS	5,000	5,000
<u>3,306</u>		<u>5,000</u>	<u>5,000</u>

## PARTNERSHIPS & COMMUNITY ENGAGEMENT

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
	<b><u>SPORTS DEVELOPMENT</u></b>		
13,257	SUPPLIES AND SERVICES	12,500	12,500
13,257	TOTAL SERVICE COSTS	12,500	12,500
	<b><u>COMMUNITY DEVELOPMENT</u></b>		
7,678	SUPPLIES & SERVICES	14,100	14,100
7,678	TOTAL SERVICES COSTS	14,100	14,100

## PARTNERSHIPS & COMMUNITY ENGAGEMENT

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b><u>COMMUNITY SAFETY</u></b>	£	£
8,022	CRIME AND DISORDER COSTS	8,500	8,500
<u>128,000</u>	CONTRIBUTION TO PSCOs	<u>128,000</u>	<u>128,000</u>
136,022	<b>TOTAL DIRECT COST</b>	136,500	136,500
128,000	LESS FUNDING	128,000	128,000
<u>8,022</u>	<b>TOTAL SERVICE COSTS</b>	<u>8,500</u>	<u>8,500</u>
	 <b><u>CCTV</u></b>		
48,974	PREMISES RELATED EXPENSES	55,000	55,000
36,915	AGENCY & CONTRACTED SERVICES	35,000	35,000
<u>15,000</u>	EQUIPMENT REPLACEMENT RESERVE	<u>15,000</u>	<u>15,000</u>
100,889	<b>TOTAL DIRECT COST</b>	105,000	105,000
<u>105,000</u>	LESS FUNDING	<u>105,000</u>	<u>105,000</u>
<u>(4,111)</u>	<b>TOTAL SERVICE COSTS</b>	<u>0</u>	<u>0</u>

## PARTNERSHIPS & COMMUNITY ENGAGEMENT

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<u>VOLUNTARY SECTOR GRANT AID</u>	£	£
43,852	GRANT AID TO LOCAL ORGANISATIONS	42,600	42,600
88,450	OTHER GRANTS	88,100	88,100
19,084	WARD IMPROVEMENT INITIATIVE SCHEME	19,500	19,500
252,000	GRANT AID TO CAB SERVICES	251,800	251,800
<hr/>		<hr/>	<hr/>
403,386	<b>TOTAL SERVICE COSTS</b>	402,000	402,000
<hr/> <hr/>		<hr/> <hr/>	<hr/> <hr/>

## FINANCE AND BUSINESS SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b><u>SUMMARY</u></b>	£	£
(162,705)	NNDR COLLECTION COSTS	(157,100)	(160,100)
(184,728)	COUNCIL TAX COLLECTION	(160,000)	(177,000)
(411,585)	BENEFITS ADMINISTRATION	(382,200)	(349,000)
0	RENT ALLOWANCES	0	0
0	COUNCIL TAX REDUCTION	0	0
7,700	HOUSING BENEFIT	7,700	7,700
80,000	SHARED ANTI FRAUD SERVICE	80,200	81,800
35,090	PROCUREMENT	42,600	42,600
876,547	FINANCE UNIT	910,400	899,000
623,331	REVENUES UNIT	607,000	630,400
584,285	BENEFITS UNIT	554,700	525,600
876,978	INFORMATION TECHNOLOGY UNIT	1,024,700	1,013,400
26,460	TELEPHONES	27,600	19,600
2,351,373	<b>TOTAL SERVICE COSTS</b>	2,555,600	2,534,000



## FINANCE AND BUSINESS SERVICES

2017/18 ACTUAL	<u>COST OF NNDR COLLECTION</u>	2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
4,646	SUPPLIES AND SERVICES	7,500	5,500
<u>950</u>	AGENCY & CONTRACTED SERVICES	<u>5,500</u>	<u>3,500</u>
5,596	<b>TOTAL DIRECT COSTS</b>	13,000	9,000
17,150	COURT COSTS	18,000	17,000
<u>151,151</u>	LESS INCOME	<u>152,100</u>	<u>152,100</u>
<u>(162,705)</u>	<b>TOTAL SERVICE COSTS</b>	<u>(157,100)</u>	<u>(160,100)</u>

## FINANCE AND BUSINESS SERVICES

2017/18 ACTUAL	<b><u>COUNCIL TAX</u></b>	2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
67,921	SUPPLIES AND SERVICES	92,000	75,000
1,321	AGENCY & CONTRACTED SERVICES	3,000	3,000
69,242	<b>TOTAL DIRECT COSTS</b>	<b>95,000</b>	<b>78,000</b>
253,970	LESS INCOME	255,000	255,000
(184,728)	<b>TOTAL SERVICE COSTS</b>	<b>(160,000)</b>	<b>(177,000)</b>
<b><u>BENEFITS ADMINISTRATION</u></b>			
28,626	SUPPLIES AND SERVICES	30,500	28,900
28,626	<b>TOTAL DIRECT COSTS</b>	<b>30,500</b>	<b>28,900</b>
	LESS INCOME:		
9,800	UNIVERSAL CREDIT GRANT	9,800	0
430,411	GOVERNMENT SUBSIDY	402,900	377,900
(411,585)	<b>TOTAL SERVICE COSTS</b>	<b>(382,200)</b>	<b>(349,000)</b>

## FINANCE AND BUSINESS SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
	<b><u>RENT ALLOWANCES</u></b>		
£		£	£
38,429,000	ALLOWANCES PAID	38,500,000	38,500,000
	LESS INCOME:		
<u>38,429,000</u>	GOVERNMENT SUBSIDY	<u>38,500,000</u>	<u>38,500,000</u>
0	<b>TOTAL SERVICE COSTS</b>	<b>0</b>	<b>0</b>
<hr/> <hr/>			
	<b><u>COUNCIL TAX REDUCTION</u></b>		
5,741,500	ALLOWANCES PAID	5,800,000	5,800,000
	LESS INCOME:		
<u>5,741,500</u>	COLLECTION FUND	<u>5,800,000</u>	<u>5,800,000</u>
0	<b>TOTAL SERVICE COSTS</b>	<b>0</b>	<b>0</b>
<hr/> <hr/>			
	<b><u>HOUSING BENEFIT (LOCAL SCHEMES)</u></b>		
27,700	HOUSING BENEFIT (NOT MET BY SUBSIDY)	27,700	27,700
<u>20,000</u>	FUNDED BY DEPT OF WORKS & PENSIONS	<u>20,000</u>	<u>20,000</u>
7,700	<b>TOTAL SERVICE COSTS</b>	<b>7,700</b>	<b>7,700</b>
<hr/> <hr/>			

## FINANCE AND BUSINESS SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
80,000	<b><u>SHARED ANTI FRAUD SERVICE</u></b>		
	AGENCY & CONTRACTED SERVICES	<b>80,200</b>	<b>81,800</b>
80,000	<b>TOTAL SERVICE COSTS</b>	<b>80,200</b>	<b>81,800</b>
	<b><u>PROCUREMENT</u></b>		
35,090	EMPLOYEES' EXPENSES	<b>42,600</b>	<b>42,600</b>
35,090	<b>TOTAL SERVICE COSTS</b>	<b>42,600</b>	<b>42,600</b>

## FINANCE AND BUSINESS SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
	<b><u>FINANCE UNIT</u></b>		
£		£	£
772,514	EMPLOYEES' EXPENSES	<b>792,000</b>	<b>795,900</b>
2,095	TRANSPORT RELATED EXPENSES	<b>2,400</b>	<b>2,400</b>
109,771	SUPPLIES AND SERVICES	<b>119,400</b>	<b>124,100</b>
400	AGENCY & CONTRACTED SERVICES	<b>500</b>	<b>500</b>
<hr/>		<hr/>	<hr/>
884,780	<b>TOTAL DIRECT COSTS</b>	<b>914,300</b>	<b>922,900</b>
<hr/>		<hr/>	<hr/>
8,233	LESS INCOME	<b>3,900</b>	<b>23,900</b>
<hr/>		<hr/>	<hr/>
876,547	<b>TOTAL COSTS</b>	<b>910,400</b>	<b>899,000</b>
<hr/>		<hr/>	<hr/>

## FINANCE AND BUSINESS SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
	<b><u>REVENUES SECTION</u></b>		
£		£	£
555,339	EMPLOYEES' EXPENSES	545,000	562,000
5,151	TRANSPORT RELATED EXPENSES	4,500	4,500
45,389	SUPPLIES AND SERVICES	46,400	52,800
17,452	AGENCY & CONTRACTED SERVICES	11,100	11,100
<hr/> 623,331	<b>TOTAL COSTS</b>	<hr/> 607,000	<hr/> 630,400
	<b><u>BENEFITS SECTION</u></b>		
£		£	£
547,240	EMPLOYEES' EXPENSES	534,100	515,200
135	TRANSPORT RELATED EXPENSES	500	500
36,910	SUPPLIES AND SERVICES	33,600	33,600
	LESS FUNDING	13,500	23,700
<hr/> 584,285	<b>TOTAL COSTS</b>	<hr/> 554,700	<hr/> 525,600

## FINANCE AND BUSINESS SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b><u>INFORMATION DIGITAL SERVICES UNIT (IDS)</u></b>	£	£
543,264	EMPLOYEES' EXPENSES	<b>589,200</b>	<b>592,000</b>
951	TRANSPORT RELATED EXPENSES	<b>2,300</b>	<b>2,000</b>
305,937	SUPPLIES AND SERVICES	<b>370,000</b>	<b>347,500</b>
63,685	AGENCY & CONTRACTED SERVICES	<b>78,200</b>	<b>78,200</b>
<hr/>		<hr/>	<hr/>
913,837	<b>TOTAL DIRECT COSTS</b>	<b>1,039,700</b>	<b>1,019,700</b>
36,859	LESS INCOME	<b>15,000</b>	<b>6,300</b>
<hr/>		<hr/>	<hr/>
876,978	<b>TOTAL SERVICE COSTS</b>	<b>1,024,700</b>	<b>1,013,400</b>
<hr/> <hr/>		<hr/> <hr/>	<hr/> <hr/>

## FINANCE AND BUSINESS SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
	<b><u>CIVIC OFFICE TELEPHONES</u></b>		
£		£	£
26,460	SWITCHBOARD	<b>27,600</b>	<b>19,600</b>
26,460	<b>TOTAL SERVICE COSTS</b>	<b>27,600</b>	<b>19,600</b>
26,460		<b>27,600</b>	<b>19,600</b>



## LEGAL & DEMOCRATIC SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b><u>SUMMARY</u></b>	£	£
(51,672)	LOCAL LAND CHARGES	(49,900)	(49,300)
180,022	ELECTORAL REGISTRATION	203,600	197,400
13,700	LOCAL ELECTIONS	13,700	33,300
433,566	LEGAL SERVICES BUSINESS UNIT	466,800	502,100
46,169	MAYORAL BUDGET (CIVIC EXPENSES)	44,100	44,100
0	SURGERIES	1,300	1,300
355,041	MEMBERS ALLOWANCES	372,700	382,100
41,825	MEETINGS/MEMBERS COSTS	77,900	74,300
227,271	DEMOCRATIC SERVICES BUSINESS UNIT	253,500	259,000
<hr/>		<hr/>	<hr/>
1,245,922	<b>TOTAL SERVICE COSTS</b>	1,383,700	1,444,300
<hr/> <hr/>		<hr/> <hr/>	<hr/> <hr/>

## LEGAL & DEMOCRATIC SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
	<b><u>LOCAL LAND CHARGES</u></b>		
69,718	EMPLOYEES' EXPENSES	69,400	71,400
32	TRANSPORT RELATED EXPENSES	200	200
28,377	SUPPLIES AND SERVICES	42,500	41,100
98,127	<b>TOTAL DIRECT COSTS</b>	112,100	112,700
149,799	LESS INCOME	162,000	162,000
(51,672)	<b>TOTAL SERVICE COSTS</b>	(49,900)	(49,300)

## LEGAL & DEMOCRATIC SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
	<b><u>ELECTORAL REGISTRATION</u></b>		
132,778	EMPLOYEES' EXPENSES	141,000	130,300
924	TRANSPORT RELATED EXPENSES	600	1,000
<u>65,698</u>	SUPPLIES AND SERVICES	<u>63,500</u>	<u>68,100</u>
199,400	<b>TOTAL DIRECT COSTS</b>	<b>205,100</b>	<b>199,400</b>
<u>19,378</u>	LESS INCOME	<u>1,500</u>	<u>2,000</u>
<u>180,022</u>	<b>TOTAL SERVICE COSTS</b>	<u>203,600</u>	<u>197,400</u>

## LEGAL & DEMOCRATIC SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b><u>LOCAL ELECTIONS</u></b>	£	£
72,200	EMPLOYEES' EXPENSES	72,200	72,200
9,500	PREMISES RELATED EXPENSES	9,500	9,500
3,500	TRANSPORT RELATED EXPENSES	3,500	3,500
24,800	SUPPLIES AND SERVICES	24,800	24,800
110,000	<b>TOTAL DIRECT COSTS</b>	110,000	110,000
96,300	LESS RESERVE FUNDING	96,300	76,700
13,700	<b>TOTAL SERVICE COSTS</b>	13,700	33,300

## LEGAL & DEMOCRATIC SERVICES

2017/18 ACTUAL	<b><u>LEGAL SERVICES BUSINESS UNIT</u></b>	2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£		£	£
461,656	EMPLOYEES' EXPENSES	460,000	495,300
254	TRANSPORT RELATED EXPENSES	400	400
<u>40,429</u>	SUPPLIES AND SERVICES	<u>41,400</u>	<u>41,400</u>
502,339	<b>TOTAL DIRECT COSTS</b>	501,800	537,100
<u>68,773</u>	LESS INCOME	<u>35,000</u>	<u>35,000</u>
<u>433,566</u>	<b>TOTAL COSTS</b>	<u>466,800</u>	<u>502,100</u>

## LEGAL & DEMOCRATIC SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b><u>MAYORAL BUDGET (CIVIC EXPENSES)</u></b>	£	£
5,600	MAYOR/DEPUTY MAYOR ALLOWANCE	5,600	5,600
758	CIVIC TRANSPORT	15,800	7,900
8,168	GENERAL CIVIC EXPENSES	10,700	10,700
31,643	CIVIC DINNER	12,000	19,900
46,169	<b>TOTAL SERVICE COSTS</b>	44,100	44,100
	<b><u>SURGERIES</u></b>		
0	HALL HIRE	1,000	1,000
0	SUPPLIES AND SERVICES	300	300
0	<b>TOTAL SERVICE COSTS</b>	1,300	1,300
	<b><u>MEMBERS' ALLOWANCES</u></b>		
233,090	MEMBERS BASIC ALLOWANCES	243,400	243,400
120,607	SPECIAL RESPONSIBILITY ALLOWANCE	123,400	136,300
0	CHILDCARE / DEPENDENTS ALLOWANCE	400	400
1,344	TRANSPORT RELATED	5,500	2,000
355,041	<b>TOTAL SERVICE COSTS</b>	372,700	382,100

## LEGAL & DEMOCRATIC SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b><u>COSTS ASSOCIATED WITH MEETINGS/MEMBERS</u></b>	£	£
0	OVERVIEW & SCRUTINY COMMITTEES	8,800	8,800
0	INDEPENDENT REMUNERATION PANEL	3,900	3,900
0	STANDARDS COMMITTEES	2,700	2,400
1,716	CABINET EXPENSES	6,200	6,200
40,109	SUPPLIES AND SERVICES	56,300	53,000
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41,825	<b>TOTAL SERVICE COSTS</b>	<b>77,900</b>	<b>74,300</b>
<hr/>		<hr/>	<hr/>

## LEGAL & DEMOCRATIC SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b><u>DEMOCRATIC SERVICES UNIT</u></b>	£	£
214,446	EMPLOYEES' EXPENSES	227,400	241,200
400	TRANSPORT RELATED EXPENSES	500	500
<u>12,425</u>	SUPPLIES AND SERVICES	<u>25,600</u>	<u>17,300</u>
<u>227,271</u>	<b>TOTAL COSTS</b>	<u>253,500</u>	<u>259,000</u>



## HUMAN RESOURCES & CUSTOMER SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b><u>SUMMARY</u></b>	£	£
603,799	CUSTOMER RELATIONSHIP MANAGEMENT	718,300	735,000
(28,603)	DESIGN & PRINT SERVICES	(6,400)	(6,400)
(1,243)	CIVIC OFFICES REFRESHMENTS	3,300	0
84,091	CIVIC OFFICE KEEPERS	88,500	88,500
4,087	HEALTH & SAFETY	3,000	3,000
28,988	STRATEGIC TRAINING	30,000	30,000
<u>367,192</u>	HUMAN RESOURCES	<u>356,700</u>	<u>324,900</u>
<u>1,058,311</u>	<b>TOTAL SERVICE COSTS</b>	<u>1,193,400</u>	<u>1,175,000</u>

## HUMAN RESOURCES & CUSTOMER SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b><u>HUMAN RESOURCES</u></b>	£	£
320,244	EMPLOYEES' EXPENSES	<b>309,000</b>	<b>276,800</b>
306	TRANSPORT RELATED EXPENSES	<b>600</b>	<b>600</b>
16,928	SUPPLIES AND SERVICES	<b>17,600</b>	<b>16,600</b>
29,714	AGENCY & CONTRACTED	<b>29,500</b>	<b>30,900</b>
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367,192	<b>TOTAL SERVICE COSTS</b>	<b>356,700</b>	<b>324,900</b>
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## HUMAN RESOURCES & CUSTOMER SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b><u>CUSTOMER RELATIONSHIP MANAGEMENT</u></b>	£	£
613,920	EMPLOYEES' EXPENSES	665,500	672,100
704	TRANSPORT RELATED EXPENSES	600	600
28,053	SUPPLIES AND SERVICES	32,800	34,500
0	THIRD PARTY PAYMENTS	39,900	32,800
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642,677	<b>TOTAL DIRECT COST</b>	738,800	740,000
38,878	LESS: INCOME	20,500	5,000
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603,799	<b>NET DIRECT COSTS</b>	718,300	735,000
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£	<b><u>CIVIC OFFICE KEEPERS</u></b>	£	£
42,801	EMPLOYEES' EXPENSES	45,200	45,200
517	SUPPLIES AND SERVICES	600	600
40,773	THIRD PARTY PAYMENTS	42,700	42,700
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84,091	<b>TOTAL COSTS</b>	88,500	88,500
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## HUMAN RESOURCES & CUSTOMER SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b><u>DESIGN &amp; PRINT SERVICES</u></b>	£	£
91,396	EMPLOYEES' EXPENSES	98,100	98,100
0	TRANSPORT RELATED EXPENSES	400	400
33,400	SUPPLIES AND SERVICES	45,300	45,300
<u>77,050</u>	THIRD PARTY PAYMENTS	<u>61,800</u>	<u>61,800</u>
201,846	<b>TOTAL DIRECT COSTS</b>	<b>205,600</b>	<b>205,600</b>
230,449	LESS INTERNAL RECHARGES	152,000	152,000
0	LESS EXTERNAL CHARGES	60,000	60,000
<u>(28,603)</u>	<b>NET DIRECT COSTS</b>	<u>(6,400)</u>	<u>(6,400)</u>

## HUMAN RESOURCES & CUSTOMER SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b><u>CIVIC OFFICES REFRESHMENTS</u></b>	£	£
(1,243)	THIRD PARTY PAYMENTS	<u>3,300</u>	<u>0</u>
(1,243)	<b>TOTAL SERVICE COSTS</b>	<u>3,300</u>	<u>0</u>
	<b><u>HEALTH &amp; SAFETY</u></b>		
4,087	SUPPLIES AND SERVICES	<u>3,000</u>	<u>3,000</u>
4,087	<b>TOTAL SERVICE COSTS</b>	<u>3,000</u>	<u>3,000</u>
£	<b><u>STRATEGIC TRAINING</u></b>	£	£
<u>28,988</u>	SUPPLIES AND SERVICES	<u>30,000</u>	<u>30,000</u>
<u>28,988</u>	<b>TOTAL SERVICE COSTS</b>	<u>30,000</u>	<u>30,000</u>

## EXECUTIVE DIRECTORS

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b><u>EXECUTIVE DIRECTORS</u></b>	£	£
489,207	EMPLOYEES' EXPENSES	<b>479,200</b>	<b>479,200</b>
1,250	TRANSPORT RELATED EXPENSES	<b>1,800</b>	<b>1,800</b>
<u>15,092</u>	SUPPLIES AND SERVICES	<u><b>18,400</b></u>	<u><b>18,400</b></u>
<b>505,549</b>	<b>TOTAL DIRECT COSTS</b>	<b>499,400</b>	<b>499,400</b>
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## AUDIT & ASSURANCE

2017/18 ACTUAL	SUMMARY	2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
117,033	SHARED INTERNAL AUDIT SERVICE	92,800	92,800
3,638	RISK MANAGEMENT	5,000	5,000
120,671	TOTAL SERVICE COSTS	97,800	97,800

## AUDIT & ASSURANCE

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<u>SHARED INTERNAL AUDIT SERVICE</u>	£	£
117,033	EMPLOYEES' EXPENSES	92,800	92,800
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117,033	TOTAL DIRECT COSTS	92,800	92,800
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£	<u>RISK MANAGEMENT</u>	£	£
3,638	EMPLOYEES' EXPENSES	5,000	5,000
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3,638	TOTAL COSTS	5,000	5,000
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## FINANCE & BUSINESS SERVICES

2017/18 ACTUAL		2018/19 APPROVED BUDGET	2019/20 DRAFT BUDGET
£	<b>RECHARGED TO SERVICES</b>	£	£
1,583	PENSION INCREASE	1,600	1,600
22,828	STAFF SERVICE AWARDS	22,000	23,000
12,208	MEDICAL	12,300	12,300
5,798	JOBS GO PUBLIC	6,000	6,300
6,680	EMPLOYEE ASSISTANCE PROGRAMME	16,700	14,200
1,532	CHILDCARE	1,500	1,600
3,351	SECURITY SERVICES	4,500	4,300
1,012	COURIER	1,300	1,300
14,399	COUNCIL CHAMBER WEB CASTING	14,800	14,800
9,146	TELEPHONE SYSTEM	10,000	10,000
2,271	FRANKING MACHINE	2,000	2,300
927	LICENCES	2,500	2,500
37,442	SUBSCRIPTIONS	37,000	38,000
21	E MAIL ALERTS	0	0
(72,969)	MISCELLANEOUS	0	0
46,229	<b>TOTAL DIRECT COSTS</b>	<b>132,200</b>	<b>132,200</b>
46,229	<b>GENERAL EXPENSES</b>		
	<b>NOT RECHARGED TO SERVICES</b>		
65,837	BANK CHARGES	62,300	66,000
73,219	EXTERNAL AUDIT FEE	80,000	76,300
139,056	<b>TOTAL DIRECT COSTS</b>	<b>142,300</b>	<b>142,300</b>