

	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
SUMMARY OF EXPENDITURE				
SUPERVISION AND MANAGEMENT	7,739,246	9,137,926	8,503,126	10,196,440
SPECIAL SERVICES	2,890,737	3,390,790	3,226,920	4,070,390
RENT, RATES, TAXES AND OTHER CHARGES	469,279	520,480	597,900	585,620
REPAIRS AND MAINTENANCE	5,515,649	5,225,100	5,031,410	5,461,700
DEBT MANAGEMENT EXPENSES	69,969	7,360	7,360	7,360
CORPORATE AND DEMOCRATIC COSTS	262,192	267,704	267,704	321,440
CONTRIBUTION TO THE BAD DEBT PROVISION	193,443	150,200	188,010	200,200
TOTAL EXPENDITURE	17,140,514	18,699,560	17,822,430	20,843,150
SUMMARY OF INCOME				
RENTAL INCOME:				
DWELLING RENTS	(34,514,284)	(36,798,960)	(36,875,400)	(38,574,560)
NON DWELLING RENTS	(119,582)	(90,760)	(102,440)	(103,590)
	(34,633,866)	(36,889,720)	(36,977,840)	(38,678,150)
CHARGES FOR SERVICES & FACILITIES - TENANTS	(2,753,709)	(1,784,110)	(1,787,400)	(4,166,580)
LEASEHOLDER SERVICE CHARGES	(675,869)	(771,400)	(751,700)	(777,020)
CONTRIBUTIONS TOWARDS EXPENDITURE	(857,078)	(2,069,250)	(1,436,000)	(1,759,040)
REIMBURSEMENT OF COSTS	(561,529)	(298,910)	(299,050)	(289,780)
TOTAL INCOME	(39,482,050)	(41,813,390)	(41,251,990)	(45,670,570)
DEPRECIATION	9,309,869	9,563,910	9,563,910	10,321,980
IMPAIRMENT/LOSS ON REVALUATION	7,113,678	0	0	0
INTEREST PAYABLE	578,548	10,545,580	7,189,350	7,177,350
SUBSIDY PAYABLE	12,929,223	0	0	0
INTEREST RECEIVABLE	(48,124)	(43,770)	(141,160)	(132,580)
NET (SURPLUS)/DEFICIT FOR YEAR	7,541,658	(3,048,110)	(6,817,460)	(7,460,670)
APPROPRIATIONS:				
REVENUE CONTRIBUTION TO CAPITAL OUTLAY	217,707	1,844,550	2,943,220	4,584,820
SELF FINANCING CONTRIBUTION TO PROVISION	0	1,960,000	3,000,000	2,000,000
TRANSFER TO/(FROM) REDECORATION RESERVE	(6,837)	54,770	47,720	(2,260)
REVERSAL OF ENTRIES:				
DEPRECIATION ADJUSTMENT ABOVE MRA	(2,719,251)	0	0	0
IMPAIRMENT/LOSS ON REVALUATION	(7,113,678)	0	0	0
GOVERNMENT GRANTS DEFERRED	0	0	0	0
HOUSING REVENUE ACCOUNT BALANCE				
NET EXPENDITURE/(INCOME) FOR YEAR	(2,080,401)	811,210	(826,520)	(878,110)
BALANCE B/FWD 1 APRIL	(3,685,311)	(5,765,712)	(5,765,712)	(6,592,232)
HRA BALANCE C/FWD 31 MARCH	(5,765,712)	(4,954,502)	(6,592,232)	(7,470,342)
SERVICE DETAILS:				

In 2012/13 the HRA became a self financing account and the housing subsidy system ceased. This change allows all future revenues to be available to be spent

	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
SUMMARY OF NET EXPENDITURE				
INCOME	(23,742,304)	(37,772,710)	(38,052,710)	(39,746,030)
TENANCY SERVICES	1,495,523	1,057,770	1,025,450	1,772,870
INCOME MAXIMISATION	132,042	447,030	680,820	775,230
ANTI-SOCIAL BEHAVIOUR	41,547	109,130	107,620	158,330
CUSTOMER SERVICES	282,337	719,150	715,850	1,710
RESIDENT INVOLVEMENT	243,585	214,160	232,170	218,860
HOME OWNERSHIP	140,115	162,340	190,580	329,530
CONCESSIONARY GARDENS & TREES	30,480	26,000	24,000	16,120
SHELTERED SCHEMES	978,351	1,378,530	1,286,960	1,814,420
FLATS	(82,931)	(46,240)	(13,790)	208,570
HOMELESSNESS	86,143	133,250	128,090	194,990
PLANNED REPAIRS	93,221	423,840	1,015,940	1,049,150
RESPONSIVE REPAIRS	4,930,103	3,652,350	3,190,050	4,003,420
GAS MAINTENANCE & LEGIONELLA	370,061	1,233,450	1,314,830	1,414,800
ENVIRONMENTAL REPAIRS	90,260	344,930	511,660	(2,810)
SENIOR MANAGEMENT TEAM & SUPPORT	457,605	368,500	403,130	0
FINANCE & PROCUREMENT	131,165	115,930	0	0
HUMAN RESOURCES	100,353	363,880	1,800	0
INFORMATION TECHNOLOGY	260,185	727,220	729,010	0
COMMUNICATIONS	47,952	201,930	9,150	0
BUSINESS IMPROVEMENT	83,956	282,020	323,310	0
HEALTH & SAFETY	8,519	39,050	0	0
TENANCY SERVICES DIVISIONAL SUPPORT	48,916	184,200	92,810	0
CUSTOMER SERVICES DIVISIONAL SUPPORT	85,301	177,720	135,330	0
CENTRAL RECHARGES	6,325,599	11,961,420	12,130,010	12,798,900
NET OPERATING EXPENDITURE	472,373	10,501,810	7,048,190	7,044,770
APPROPRIATIONS	4,809,140	3,804,550	5,943,220	7,069,060
TOTAL COST OF PORTFOLIO	(2,080,401)	811,210	(826,520)	(878,110)

SERVICE DETAILS:

Stevenage Homes managed the majority of the housing service funded by the HRA through a contract management fee up to the 30th November 2011. From this date the contract ceased and the service was taken back in house. The actuals for 2011/12 therefore represent 8 months of management fee to Stevenage Homes and 4 months with the service in house and run by Stevenage Borough Council. The estimates for 2012/13 and 2013/14 have the full year detailed costs and income for the services delivered by the HRA.

INCOME

HC110

Incomes to the HRA are derived from various sources. Dwelling and non dwelling rents, charges for services and facilities provided to tenants, service charges levied on leasehold properties, grant for supporting people expenditure, commission on the collection of water charges.

01	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
INCOME:				
RENTAL INCOME				
Dwelling Rents	(34,315,328)	(36,611,170)	(36,809,670)	(38,508,810)
Non-Dwelling Rents	(119,582)	(90,760)	(102,440)	(103,590)
HOUSING SUBSIDY				
Housing Subsidy Withdrawal	19,519,841	0	0	0
Major Repairs Allowance	(6,590,618)	0	0	0
OTHER GRANTS AND CONTRIBUTIONS				
Supporting People Grant	(548,118)	(525,950)	(517,760)	(525,950)
Supporting People Self Funded Charges	(111,614)	0	(70,770)	(79,000)
Water Charges Commission	(557,676)	(278,910)	(299,050)	(289,780)
Heating Charges to Tenants	(253,258)	(265,920)	(253,020)	(238,900)
Stevenage Homes Surplus	(765,950)	0	0	0
CAPITAL CHARGES				
Government Grant Deferred	0	0	0	0
TOTAL INCOME	(23,742,304)	(37,772,710)	(38,052,710)	(39,746,030)

SERVICE DETAILS:

The rental income for 2013/14 is predicated on a 0.7% void rate. As at the end of November 2012 there were 40 empty properties, approx 0.48% void rate and this rate has been used in calculating the working budget for 2012/13. Following the transfer of the housing service back to the Council on the 1st December 2011 Stevenage Homes Ltd balances were transferred to the HRA

TENANCY SERVICES
TENANCY SERVICES, ALLOCATIONS & HOUSING REGISTER
HA111, HA112
SERVICE DESCRIPTION:

Management of 8,270 council homes, 102 in shared ownership, including the allocation and letting service using the choice based lettings system.

02	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	197,951	621,630	638,850	797,680
Indirect Employee Expenses	0	2,840	10,390	11,020
PREMISES RELATED:				
Rents, Rates & Water Services	41,105	44,780	51,780	72,000
Premises Insurance	384	380	380	410
TRANSPORT RELATED:				
Travelling Expenses	5,907	16,260	17,850	17,120
SUPPLIES & SERVICES:				
Equipment, Tools & Materials	0	0	2,340	200
Printing, Stationery & General	1,290	34,200	23,700	24,200
Communications & Computing	1,453	1,030	3,680	25,890
Grants & Subscriptions	0	0	3,000	0
Miscellaneous Expenses	1,696	27,530	51,530	48,700
Contributions to Bad Debt Provisions	193,443	150,200	0	200,200
THIRD PARTY PAYMENTS:				
Private Contractors - Redecoration Schemes	26,272	100,000	92,600	100,000
Private Contractors	509	0	0	0
SHL Management Fee	1,018,047	0	0	0
Consultancy & Agency Fees	10,364	62,750	55,750	55,750
RECHARGES:				
Support Services	38,310	90,830	175,810	535,670
TOTAL EXPENDITURE	1,536,729	1,152,430	1,127,660	1,888,840
INCOME				
INCOME:				
Other Grants & Contributions	(2,036)	0	(1,250)	0
Fees & Charges	(8,238)	0	(6,300)	0
Recharge Income	(30,932)	(94,660)	(94,660)	(115,970)
TOTAL INCOME	(41,206)	(94,660)	(102,210)	(115,970)
NET COST OF SERVICE	1,495,523	1,057,770	1,025,450	1,772,870

SERVICE DETAILS:

There are 7,541 applicants awaiting council homes at the end of November 2012. A satisfaction rate of 92.78% has been achieved for tenants of newly let properties (Nov 2012 survey). The Stevenage Homes Limited management fee is for the period April to November 2011 inclusive, and from the 1st December 2011 the housing service was transferred back to the Council.

Direct Employee Expenses - The 2013/14 estimate includes ongoing growth of £135,000 to guide and support tenants following the introduction of Universal Credit and Welfare Reform. As at 1st December 2012 there are 22.91 FTE within this service.

Rents, Rates & Water Services - The 2013/14 estimate includes an increase in council tax costs on void properties as a result of the reduction in exemption to 10% from 1st April 2013

Miscellaneous Expenses - The 2013/14 estimate includes an ongoing growth item of £15,000 to assist in downsizing moves following changes brought about by Welfare Reform.

Support Services - Recharges for support services were shown on one cost centre prior to 2013/14, they are now shown at cost centre level and include office accommodation, IT, customer services centre, legal, accountancy and exchequer services, tenancy divisional support.

Recharge Income - Staff time spent on managing the housing register is charged to the General Fund.

INCOME MAXIMISATION
HA115
SERVICE DESCRIPTION:

The collection and management of debt in respect of tenants and leaseholders.

03	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	109,623	370,270	355,620	394,180
Indirect Employee Expenses	0	1,430	5,260	5,970
TRANSPORT RELATED:				
Travelling Expenses	3,069	7,800	9,840	7,420
SUPPLIES & SERVICES:				
Equipment, Tools & Materials	0	0	200	200
Clothing, Uniforms & Laundry	9	0	140	0
Printing, Stationery & General	11,262	16,440	16,440	16,440
Communications & Computing	0	0	9,040	59,090
Miscellaneous Expenses	7,970	37,050	36,550	39,570
Contributions to Provisions	0	0	188,010	0
THIRD PARTY PAYMENTS:				
Consultancy & Agency Fees	109	3,100	3,600	3,100
RECHARGES:				
Contract Services Recharge	0	0	0	0
Environmental Services	0	0	0	0
Support Services	0	10,940	57,030	343,310
TOTAL EXPENDITURE	132,042	447,030	681,730	869,280
INCOME				
INCOME:				
Fees & Charges	0	0	(910)	0
Recharge Income	0	0	0	(94,050)
TOTAL INCOME	0	0	(910)	(94,050)
NET COST OF SERVICE	132,042	447,030	680,820	775,230

SERVICE DETAILS:

Rent collection rates for the general stock is 98.9%. However 14 evictions have taken place for rent arrears during the period April - November 2012.

Direct Employee Expenses - As at 1st December 2012 there are 13 FTE within this service working to maximise debt recovery.

Support Services - Recharges for support services were shown on one cost centre prior to 2013/14, they are now shown at cost centre level and include office accommodation, IT, customer services centre, accountancy and exchequer services, tenancy divisional support.

Recharge Income - The recharge for the production of leaseholder and General Fund garage statements is shown here.

ANTI-SOCIAL BEHAVIOUR
HA117
SERVICE DESCRIPTION:

Dealing with anti social behaviour affecting residents of Stevenage. This team also provides the anti social behaviour service for the General Fund.

04	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	48,697	143,530	127,670	139,160
Indirect Employee Expenses	0	650	1,520	2,290
TRANSPORT RELATED:				
Travelling Expenses	1,723	3,750	3,900	3,060
SUPPLIES & SERVICES:				
Equipment, Tools & Materials	3,768	10,000	10,000	10,000
Printing, Stationery & General	0	130	130	130
Communications & Computing	0	0	50	4,200
Miscellaneous Expenses	260	13,910	3,410	4,630
THIRD PARTY PAYMENTS:				
Consultancy & Agency Fees	0	2,000	2,000	2,000
RECHARGES:				
Support Services	0	4,970	28,750	72,670
TOTAL EXPENDITURE	54,449	178,940	177,430	238,140
INCOME				
INCOME:				
Customer & Client Receipts	(12,901)	(30,000)	(30,000)	(30,000)
Recharge Income	0	(39,810)	(39,810)	(49,810)
TOTAL INCOME	(12,901)	(69,810)	(69,810)	(79,810)
NET COST OF SERVICE	41,547	109,130	107,620	158,330

SERVICE DETAILS:

The number of cases that have been reported to this service for the year up to the end of November 2012 is 314. Complainant's satisfaction with the final outcome has consistently scored above the target of 4 out of 5 during 2012, and as at November 2012 was 4.63.

Direct Employee Expenses - As at 1st December 2012 there are 5 FTE within this service.

Support Services - Recharges for support services were shown on one cost centre prior to 2013/14, they are now shown at cost centre level and include office accommodation, IT, accountancy and exchequer services, tenancy divisional support.

Recharge Income - Part of the service is recharged to the General Fund.

CUSTOMER SERVICES
HA220
SERVICE DESCRIPTION:

This service provides the initial point of contact for tenants and leaseholders. It deals with complaints, Councillor and MP enquiries and monitors the service standards. The housing service uses the customer service centre of the Council.

05	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	44,594	170,110	145,640	180,970
Indirect Employee Expenses	0	0	2,430	3,410
TRANSPORT RELATED:				
Travelling Expenses	680	3,400	3,460	3,390
SUPPLIES & SERVICES:				
Printing, Stationery & General	0	100	280	100
Communications & Computing	9,177	28,080	28,380	5,680
Grants & Subscriptions	0	1,000	1,500	1,000
Miscellaneous Expenses	0	430	3,000	430
RECHARGES:				
Support Services	227,887	516,030	536,780	49,040
TOTAL EXPENDITURE	282,337	719,150	721,470	244,020
INCOME				
INCOME:				
Recharge Income	0	0	(5,620)	(242,310)
TOTAL INCOME	0	0	(5,620)	(242,310)
NET COST OF SERVICE	282,337	719,150	715,850	1,710

SERVICE DETAILS:

The customer service centre has a combined satisfaction rating for both the telephone and the face to face service of 96.38% as at November 2012. The housing service was re-inspected in November 2012 and maintained the Excellence award in Customer Services accreditation for its service to customers. The number of complaints from customers received up until the end of November was 539. The highest number of complaints received are in respect of gas repairs and servicing, tenancy management, rents, damp and mould.

Direct Employee Expenses - As at 1st December 2012 there are 5 FTE within this service.

Support Services - From 2013/14 the General Fund recharge for the customer service centre and telephony has been charged directly to individual HRA services.

Recharge Income - This cost centre is recharged to front line HRA services and to the General Fund.

RESIDENT INVOLVEMENT
HA210
SERVICE DESCRIPTION:

This team aims to empower the tenants and ensure they are engaged in decisions regarding services

06	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	33,829	100,090	101,550	108,390
Indirect Employee Expenses	2,260	6,020	7,050	6,880
PREMISES RELATED:				
Rents, Rates & Water Services	278	700	2,200	700
TRANSPORT RELATED:				
Travelling Expenses	860	3,040	3,340	2,940
SUPPLIES & SERVICES:				
Printing, Stationery & General	45	130	130	130
Communications & Computing	41	300	420	4,340
Grants & Subscriptions	1,452	3,110	1,740	3,110
Customer Conference	0	5,000	3,500	5,000
Resident Inspectors	926	5,000	5,000	5,000
Miscellaneous Expenses	489	89,790	87,410	14,900
THIRD PARTY PAYMENTS:				
Consultancy & Agency Fees	0	0	2,300	0
SHL Management Fee	204,213	0	0	0
RECHARGES:				
Support Services	0	3,980	25,130	70,470
TOTAL EXPENDITURE	244,393	217,160	239,770	221,860
INCOME				
INCOME:				
Other Grants & Contributions	0	0	(4,600)	0
Fees & Charges	(808)	(3,000)	(3,000)	(3,000)
TOTAL INCOME	(808)	(3,000)	(7,600)	(3,000)
NET COST OF SERVICE	243,585	214,160	232,170	218,860

SERVICE DETAILS:

Direct Employee Expenses - As at 1st December 2012 there are 3 FTE within this service.

Miscellaneous Expenses - The 2012/13 budget includes an amount of £75,000 for tenant liaison. The Stevenage Homes Limited management fee is for the period April to November 2011 inclusive, as from the 1st December 2011 the housing service was transferred back to the Council.

Support Services - Recharges for support services were shown on one cost centre prior to 2013/14, they are now shown at cost centre level and include office accommodation, IT, accountancy and exchequer services.

HOME OWNERSHIP
HA114
SERVICE DESCRIPTION:

The management of services to leaseholders including billing and consultation on charges. The service also carries out the administration of Right to Buy enquiries and sales.

07	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	44,342	131,260	130,670	131,770
Indirect Employee Expenses	0	520	2,040	2,290
TRANSPORT RELATED:				
Travelling Expenses	680	2,300	2,540	2,290
SUPPLIES & SERVICES:				
Printing, Stationery & General	0	11,000	6,500	11,000
Communications & Computing	0	0	10,490	27,170
Miscellaneous Expenses	4,601	6,290	590	7,330
THIRD PARTY PAYMENTS:				
SHL Management Fee	98,860	0	0	0
Consultancy & Agency Fees	0	7,000	7,000	7,000
RECHARGES:				
Support Services	0	4,970	43,750	173,180
TOTAL EXPENDITURE	148,483	163,340	203,580	362,030
INCOME				
INCOME:				
Recharge Income	(8,368)	(1,000)	(13,000)	(32,500)
TOTAL INCOME	(8,368)	(1,000)	(13,000)	(32,500)
NET COST OF SERVICE	140,115	162,340	190,580	329,530

SERVICE DETAILS:

The Stevenage Homes Limited management fee is for the period April to November 2011 inclusive, as from the 1st December 2011 the housing service was transferred back to the Council.

Direct Employee Expenses - As at 1st December 2012 there are 4 FTE within this service.

Support Services - Recharges for support services were shown on one cost centre prior to 2013/14, they are now shown at cost centre level and include office accommodation, IT, personnel, accountancy and exchequer services.

Recharge Income - The 2013/14 estimate reflects the newly introduced Government specified Right to Buy sale administration allowance of £1,300 per unit recharged to capital.

CONCESSIONARY GARDENS & TREES
HD110
SERVICE DESCRIPTION:

This service provides assistance to vulnerable tenants with difficult gardening maintenance issues in exceptional circumstances.

08	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
PREMISES RELATED:				
Grounds Maintenance	2,120	16,000	6,000	6,000
Tree Maintenance	11,027	10,000	18,000	10,000
THIRD PARTY PAYMENTS:				
SHL Management Fee	17,333	0	0	0
RECHARGES:				
Support Services	0	0	0	120
TOTAL EXPENDITURE	30,480	26,000	24,000	16,120
NET COST OF SERVICE	30,480	26,000	24,000	16,120

SERVICE DETAILS:

The Stevenage Homes Limited management fee is for the period April to November 2011 inclusive, as from the 1st December 2011 the housing service was transferred back to the Council.

SUPPORTED HOUSING
HQ****
SERVICE DESCRIPTION:

This team provides services to tenants living in 939 sheltered accommodation units, and provides a support service to approximately 1,000 Careline alarm users. Sheltered schemes have additional services provided to support tenants to live independently for which a charge is levied. These charges can be covered by a supporting people grant for which most tenants are eligible. Communal costs are also subject to a separate service charge, such as caretaking and cleaning of the shared areas.

09	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	313,596	1,057,710	949,450	1,008,560
Indirect Employee Expenses	2,234	15,690	22,540	26,190
PREMISES RELATED:				
Repairs & Maintenance Of Buildings	37,150	121,010	137,150	208,430
Energy Costs	229,769	342,890	218,190	239,950
Rents, Rates & Water Services	847	240	240	240
Cleaning & Domestic Supplies	4,427	4,460	17,960	7,810
Premises Insurance	3,949	5,370	5,370	5,530
TRANSPORT RELATED:				
Travelling Expenses	12,737	21,080	27,900	21,080
SUPPLIES & SERVICES:				
Equipment, Tools & Materials	3,215	35,020	22,520	34,990
Clothing, Uniforms & Laundry	364	2,330	2,330	2,330
Communications & Computing	18,252	21,210	21,510	41,390
Grants & Subscriptions	275	0	0	0
Miscellaneous Expenses	2,824	33,860	45,060	56,340
THIRD PARTY PAYMENTS:				
Other Local Authorities	56,059	57,070	57,070	59,180
Private Contractors	0	0	540	0
Consultancy & Agency Fees	0	0	0	0
SHL Management Fee	814,033	0	0	0
RECHARGES:				
Support Services	0	59,660	144,810	486,970
TOTAL EXPENDITURE	1,499,733	1,777,600	1,672,640	2,198,990
INCOME				
INCOME:				
Other Income	(9,684)	(10,790)	(12,480)	(11,210)
Other Income SHL	(37)	0	0	0
Fees & Charges	(511,661)	(388,280)	(373,200)	(373,360)
TOTAL INCOME	(521,382)	(399,070)	(385,680)	(384,570)
NET COST OF SERVICE	978,351	1,378,530	1,286,960	1,814,420

SERVICE DETAILS:

The Stevenage Homes Limited management fee is for the period April to November 2011 inclusive, as from the 1st December 2011 the housing service was transferred back to the Council.

Direct Employee Expenses - As at 1st December 2012 there are 43.93 FTE working in this service, most of which are scheme based with some mobile support.

Repairs & Maintenance of Buildings - The 2013/14 estimate includes growth of £100,000 for grounds maintenance to enhance communal gardens in sheltered schemes.

Energy Costs - The 2013/14 estimate includes utility deflation of 13.6% and 5% for electricity and gas respectively, following contract renegotiation in October 2012.

Support Services - Recharges for support services were shown on one cost centre prior to 2013/14, they are now shown at cost centre level and include office accommodation, IT, customer services centre, accountancy and exchequer services.

Fees and Charges - Income includes service charges such as electricity and gas, caretaking, carelines and communal repairs.

FLATS

FLATS AND CARETAKING

HJ***, HN110

SERVICE DESCRIPTION:

This service manages 2,832 flats and 1,313 leaseholder properties, the latter have been bought from the Council under the Right to Buy scheme and are now privately owned. The leaseholders and tenants pay a service charge for their share of the costs of services received such as caretaking, window cleaning, repairs and maintenance of communal areas.

10	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ESTIMATE 2013/14 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	109,579	327,200	350,720	361,360
Indirect Employee Expenses	0	1,910	7,080	7,810
PREMISES RELATED:				
Repairs & Maintenance Of Buildings	84,641	243,980	258,230	254,150
Grounds Maintenance	127	1,620	1,000	1,620
Tree Maintenance	0	0	3,500	0
Energy Costs	241,170	416,220	249,300	252,540
Rents, Rates & Water Services	359	250	250	250
Cleaning & Domestic Supplies	8,195	43,070	28,920	39,870
Premises Insurance	78,961	125,140	125,140	133,140
TRANSPORT RELATED:				
Fleet Vehicle Recharges	9,518	35,100	31,100	32,260
Vehicle Insurance	922	0	0	0
Travelling Expenses	839	3,360	3,360	2,640
SUPPLIES & SERVICES:				
Equipment, Tools & Materials	3,528	21,080	20,680	21,060
Clothing, Uniforms & Laundry	502	3,000	1,000	3,000
Communications & Computing	5,585	7,150	9,990	8,700
Grants & Subscriptions	0	500	500	500
Miscellaneous Expenses	48,917	38,570	39,110	42,210
THIRD PARTY PAYMENTS:				
Contract Services	9,547	32,840	32,840	45,870
Consultancy & Agency Fees	80	0	0	0
SHL Management Fee	479,580	0	0	0
RECHARGES:				
Support Services	0	15,910	62,840	285,340
TOTAL EXPENDITURE	1,082,051	1,316,900	1,225,560	1,492,320
INCOME				
INCOME:				
Fees & Charges - Tenants	(488,790)	(591,740)	(484,970)	(506,730)
Fees & Charges - Leaseholders	(675,878)	(771,400)	(751,700)	(777,020)
Recharge Income	(314)	0	(2,680)	0
TOTAL INCOME	(1,164,982)	(1,363,140)	(1,239,350)	(1,283,750)
NET COST OF SERVICE	(82,931)	(46,240)	(13,790)	208,570

SERVICE DETAILS:

Direct Employee Expenses - As at 1st December 2012 there are 13.66 FTE working in this service.

Energy Costs - The 2013/14 estimate includes utility deflation of 13.6% and 5% for electricity and gas respectively, following contract renegotiation in October 2012.

Support Services - Recharges for support services were shown on one cost centre prior to 2013/14, they are now shown at cost centre level and include office accommodation, IT, personnel, policy, health and safety, media and communications, accountancy and exchequer services

Fees and Charges - Income in 2012/13 is lower to reflect revised budgeted expenditure in respect of planned repairs and is now in line with the 2011/12 actual and 2013/14 budgeted spend.

HOMELESSNESS		HOMELESSNESS, TENANCY		
HL ***				
SERVICE DESCRIPTION:				
The housing service manages properties used as accommodation for homeless people. The element of the service relating to the provision of emergency accommodation is then recharged to the General Fund as it is not a cost to the HRA.				
11	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	77,125	278,960	233,820	289,670
Indirect Employee Expenses	0	1,560	5,210	5,510
PREMISES RELATED:				
Repairs & Maintenance Of Buildings	3,503	13,600	13,600	13,790
Energy Costs	6,765	47,700	17,230	18,110
Rents, Rates & Water Services	3,185	980	1,300	1,000
Cleaning & Domestic Supplies	77	160	160	1,360
Premises Insurance	734	160	160	170
TRANSPORT RELATED:				
Travelling Expenses	2,131	6,040	6,040	6,210
SUPPLIES & SERVICES:				
Communications & Computing	2,130	1,890	2,170	7,230
Equipment, Tools & Materials	300	640	11,840	10,640
Miscellaneous Expenses	10,765	5,110	35,020	6,840
THIRD PARTY PAYMENTS:				
Private Contractors	2,612	32,600	35,150	32,600
Consultancy & Agency Fees	9,770	0	34,930	0
SHL Management Fee	247,413	0	0	0
RECHARGES:				
Support Services	0	12,930	40,550	111,260
TOTAL EXPENDITURE	366,510	402,330	437,180	504,390
INCOME				
INCOME:				
Dwelling Rents	(198,955)	(187,790)	(86,030)	(86,110)
Fees & Charges	(3,122)	(1,430)	(143,200)	(143,290)
Recharge Income	(78,290)	(79,860)	(79,860)	(80,000)
TOTAL INCOME	(280,367)	(269,080)	(309,090)	(309,400)
NET COST OF SERVICE	86,143	133,250	128,090	194,990
SERVICE DETAILS:				
There are nine designated emergency accommodation units at Wellfield House and Julian's Road and following an increase in homeless presentations an additional eight units at North Road . There are 29 designated units of temporary accommodation at Wellfield Court. Some general purpose properties are also used for temporary accommodation as the need arises.				
Direct Employee Expenses - As at 1st December 2012 there are 10.3 FTE within this service.				
Support Services - Recharges for support services were shown on one cost centre prior to 2013/14, they are now shown at cost centre level and include office accommodation, IT, personnel, policy, health and safety, media and communications, accountancy and exchequer services.				
Dwelling Rents - Demand for the type of temporary accommodation provided by the HRA has increased although officers are closely working with private landlords to accommodate non-emergency families.				
Recharge income - Short term emergency accommodation provided by the HRA is recharged to the General Fund.				

PLANNED REPAIRS
HA120,HP750,HR026,HR392,HR662,HP192
SERVICE DESCRIPTION:

This service plans, initiates and manages the planned works contracts for revenue and capital funded programmes. It includes the cost of those contracts which are revenue funded schemes. The staff time associated with capital funded schemes is recharged to the capital programme.

12	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	237,227	665,150	799,670	695,480
Indirect Employee Expenses	0	2,310	8,710	9,770
TRANSPORT RELATED:				
Travelling Expenses	5,737	14,780	16,780	15,330
SUPPLIES & SERVICES:				
Equipment, Tools & Materials	215	700	700	700
Clothing, Uniforms & Laundry	105	0	30	0
Communications & Computing	2,364	2,080	4,140	4,540
Grants & Subscriptions	0	0	0	0
Miscellaneous Expenses	1,890	8,440	8,440	12,500
THIRD PARTY PAYMENTS:				
Private Contractors	65,968	719,800	932,660	719,800
Private Contractors - Redecoration Schemes	132,950	74,560	74,560	124,490
RECHARGES:				
Support Services	0	21,870	109,660	237,700
TRANSFER TO RESERVE				
Transfer to Reserve - Redecoration Schemes	126,112	129,330	122,280	122,230
TOTAL EXPENDITURE	572,567	1,639,020	2,077,630	1,942,540
INCOME				
INCOME:				
Fees & Charges	0	0	(5,020)	0
Recharge Income	(220,284)	(1,011,290)	(859,830)	(646,670)
Fees & Charges - Redecoration Schemes	(126,112)	(129,330)	(122,280)	(122,230)
Transfer from Reserve - Redecoration Schemes	(132,950)	(74,560)	(74,560)	(124,490)
TOTAL INCOME	(479,346)	(1,215,180)	(1,061,690)	(893,390)
NET COST OF SERVICE	93,221	423,840	1,015,940	1,049,150

SERVICE DETAILS:

The planned investment programme funded from revenue includes; external redecoration, electrical testing, stair lifts and hoists testing and the planned works to communal areas in flats and sheltered schemes. The HRA capital programme includes the decent homes works, health and safety works and disabled adaptations.

Direct Employee Expenses - As at 1st December 2012 there are 19.19 FTE within this service.

Support Services - Recharges for support services were shown on one cost centre prior to 2013/14, they are now shown at cost centre level and include office accommodation, IT, personnel, policy, health and safety, media and communications, accountancy and exchequer services.

Recharge income - Staff time spent on managing the HRA capital programme is charged to the capital schemes. Previously this charge was paid to Stevenage Homes Ltd as part of the management contract.

RESPONSIVE REPAIRS
HA122,HR121,HR122,H10,HR572,HR472,HR890
SERVICE DESCRIPTION:

This is the cost of managing and carrying out the responsive repairs service to all the Council owned homes. The service includes the costs of undertaking works prior to re-letting council homes and making them available for occupation. This area of service includes the out of hours emergency response service, responsive repairs and works to void properties. The Building Maintenance Organisation (BMO) undertake the majority of these repairs and charges the HRA for the cost of the works carried out.

13	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	245,589	773,150	404,860	461,410
Indirect Employee Expenses	0	2,810	8,290	8,260
PREMISES RELATED:				
Energy Costs	759	810	760	760
Premises Insurance	493	480	480	520
TRANSPORT RELATED:				
Travelling Expenses	3,603	9,370	5,860	8,900
SUPPLIES & SERVICES:				
Communications & Computing	19,620	42,210	42,210	44,490
Miscellaneous Expenses	0	6,960	7,020	8,400
THIRD PARTY PAYMENTS:				
Contract Services	509,929	2,831,840	2,444,210	2,994,730
Private Contractors	202,491	396,850	361,330	396,850
Consultancy & Agency Fees	0	0	0	0
SHL Management Fee	4,249,217	0	0	0
RECHARGES:				
Support Services	0	67,870	96,720	757,960
Environmental Services	0	0	0	0
TOTAL EXPENDITURE	5,231,701	4,132,350	3,371,740	4,682,280
INCOME				
INCOME:				
Customer & Client Receipts	(175,273)	(180,000)	(181,690)	(180,000)
Recharge Other	(126,325)	(300,000)	0	(498,860)
TOTAL INCOME	(301,598)	(480,000)	(181,690)	(678,860)
NET COST OF SERVICE	4,930,103	3,652,350	3,190,050	4,003,420

SERVICE DETAILS:

There is a 97.8% satisfaction with the service and 93.0% of repairs are completed on time and voids are being relet in 22.7 days as at the end of November 2012. The Stevenage Homes Limited management fee is for the period April to November 2011 inclusive, as from the 1st December 2011 the housing service was transferred back to the Council.

Direct Employee Expenses - As at 1st December 2012 there are 13.49 FTE within this service.

Support Services - Recharges for support services were shown on one cost centre prior to 2013/14, they are now shown at cost centre level and include office accommodation, IT, personnel, health and safety, accountancy and exchequer services.

Customer & Client Receipts - This includes the cost of repairs rechargeable to both tenants and leaseholders and is demand led.

Recharge income - Part of this cost centre is recharged to the building maintenance organisation (BMO) and the caretaking service.

GAS MAINTENANCE & LEGIONELLA
HA125, HR292
SERVICE DESCRIPTION:

This is the cost of servicing and maintaining gas appliances in tenants homes and communal boilers and to carry out the testing of water for legionella. It is a landlord obligation to undertake annual gas safety checks and comply with all the relevant legislation.

14	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	38,106	111,490	157,070	158,550
Indirect Employee Expenses	0	0	1,520	1,700
TRANSPORT RELATED:				
Travelling Expenses	3,126	5,000	5,000	6,100
RECHARGES:				
Support Services	0	14,910	25,190	240,750
THIRD PARTY PAYMENTS:				
Private Contractors	329,308	1,102,050	1,126,050	1,125,830
TOTAL EXPENDITURE	370,540	1,233,450	1,314,830	1,532,930
INCOME				
INCOME:				
Fees & Charges	0	0	0	(34,530)
Recharge Other	(479)	0	0	(83,600)
TOTAL INCOME	(479)	0	0	(118,130)
NET COST OF SERVICE	370,061	1,233,450	1,314,830	1,414,800

SERVICE DETAILS:

99.99% of gas appliances have a current certificate at the end of November 2012. One property has an out of date certificate due to access refusal by tenants, for which court orders have been pursued.

Direct Employee Expenses - As at 1st December 2012 there are 5 FTE within this service.

Support Services - Recharges for support services were shown on one cost centre prior to 2013/14, they are now shown at cost centre level and include office accommodation, IT, personnel, health and safety, accountancy and exchequer services.

Recharge income - Part of this cost centre is recharged to responsive repairs and HRA capital schemes.

ENVIRONMENTAL REPAIRS ENVIRONMENTAL REPAIRS PROJECTS, ENVIRONMENTAL MANAGEMENT AND TECHNICAL SUPPORT
HA124
SERVICE DESCRIPTION:

The repairs support team undertake pre and post inspections of repairs to monitor the quality of the service being delivered. It manages the aids and adaptations activity, the grounds maintenance service provided by the Council, utility contracts and deals with repairs recoverable through insurance claims.

15	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	114,271	323,610	470,030	555,360
Indirect Employee Expenses	0	1,690	5,340	5,510
TRANSPORT RELATED:				
Travelling Expenses	4,309	15,440	15,440	7,940
PREMISES RELATED:				
Rents, Rates & Water Services	0	0	500	0
SUPPLIES & SERVICES:				
Communications & Computing	115	0	0	0
Miscellaneous Expenses	500	4,190	4,190	5,600
THIRD PARTY PAYMENTS:				
Private Contractors	0	0	50	0
Consultancy & Agency Fees	3,440	0	0	0
RECHARGES:				
Support Services	0	0	16,840	89,940
TOTAL EXPENDITURE	122,634	344,930	512,390	664,350
INCOME				
INCOME:				
Fees & Charges	0	0	(730)	0
Recharge Other	(32,374)	0	0	(667,160)
TOTAL INCOME	(32,374)	0	(730)	(667,160)
NET COST OF SERVICE	90,260	344,930	511,660	(2,810)

SERVICE DETAILS:

Direct Employee Expenses - As at 1st December 2012 there are 12 FTE within this service.

Support Services - Recharges for support services were shown on one cost centre prior to 2013/14, they are now shown at cost centre level and include IT, health and safety, accountancy and exchequer services.

Recharge income - Part of this cost centre is recharged to responsive repairs, gas maintenance, the caretaking service and HRA capital schemes.

SENIOR MANAGEMENT TEAM & SUPPORT
SENIOR MANAGEMENT TEAM, EXECUTIVE SUPPORT, GOVERNANCE & COMPLIANCE AND STRATEGY & ENABLING
HA310, HB800, HB840
SERVICE DESCRIPTION:

Up to 30th November 2011 the housing management service was managed on behalf of the Council by Stevenage Homes Ltd. The service has now been taken back in house. This service represents the senior management and support for the housing management service.

16	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	138,921	197,000	225,030	245,940
Indirect Employee Expenses	176,722	660	9,730	9,380
PREMISES RELATED:				
Rents, Rates & Water Services	4,817	13,940	13,940	14,430
TRANSPORT RELATED:				
Travelling Expenses	1,207	3,830	4,470	7,280
SUPPLIES & SERVICES:				
Printing, Stationery & General	3,012	10,500	10,500	10,500
Communications & Computing	0	0	0	5,850
Expenses & Allowances	0	0	13,000	13,000
Grants & Subscriptions	286	17,000	17,000	17,000
Miscellaneous Expenses	2,833	19,100	19,780	19,860
THIRD PARTY PAYMENTS:				
Consultancy & Agency Fees	10,171	59,210	9,000	14,210
SHL Management Fee	0	0	0	0
RECHARGES:				
Support Services	136,054	47,260	80,680	81,150
TOTAL EXPENDITURE	474,024	368,500	403,130	438,600
INCOME				
INCOME:				
Recharge Other	(16,419)	0	0	(438,600)
TOTAL INCOME	(16,419)	0	0	(438,600)
NET COST OF SERVICE	457,605	368,500	403,130	0

SERVICE DETAILS:

Direct Employee Expenses - As at 1st December 2012 there are 3 FTE working in this service.

Support Services - Recharges for support services were shown on one cost centre prior to 2013/14, they are now shown at cost centre level and include IT, health and safety, accountancy and exchequer services.

Recharge income - This cost centre is recharged to HRA front line service cost centres.

FINANCE & PROCUREMENT
PLANNING POLICY
HB810, HB820
SERVICE DESCRIPTION:

Financial management of the HRA. The procurement activity ensures that best value is achieved from the purchase of goods, works and services and that the procedures used comply with the relevant legislation and regulations.

17	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	94,916	417,030	0	0
Indirect Employee Expenses	0	1,040	0	0
TRANSPORT RELATED:				
Travelling Expenses	1,302	4,130	0	0
SUPPLIES & SERVICES:				
Communications & Computing Expenses & Allowances	32,470	67,480	0	0
Miscellaneous Expenses	747	5,000	0	0
	24	(348,840)	0	0
RECHARGES:				
Support Services	81,096	170,390	0	0
TOTAL EXPENDITURE	210,555	316,230	0	0
INCOME				
INCOME:				
Recharge Other	(79,390)	(200,300)	0	0
TOTAL INCOME	(79,390)	(200,300)	0	0
NET COST OF SERVICE	131,165	115,930	0	0

SERVICE DETAILS:

Following the transfer of the housing function back to the Council on the 1st December 2011, both financial management of the HRA and the procurement function has been delivered by General Fund services and recharged to the HRA.

Miscellaneous Expenses - Included within the 2012/13 estimate are savings totalling £351,520 relating to the housing management restructure undertaken in early 2012.

HUMAN RESOURCES
HB860
SERVICE DESCRIPTION:

Human resources support employees and managers in the best use of human resources within the housing management service. This includes recruitment, training, pay disputes and contract management.

18	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	74,361	216,070	0	0
Indirect Employee Expenses	20,846	108,790	1,800	0
TRANSPORT RELATED:				
Travelling Expenses	1,286	3,440	0	0
SUPPLIES & SERVICES:				
Expenses & Allowances	705	13,000	0	0
Miscellaneous Expenses	7,008	37,610	0	0
RECHARGES:				
Support Services	0	4,970	0	0
TOTAL EXPENDITURE	104,205	383,880	1,800	0
INCOME				
INCOME:				
Customer & Client Receipts	(3,852)	(20,000)	0	0
TOTAL INCOME	(3,852)	(20,000)	0	0
NET COST OF SERVICE	100,353	363,880	1,800	0

SERVICE DETAILS:

Following the transfer of the housing service back to the council on the 1st December 2011, the human resources function has been delivered by General Fund services and recharged to the HRA.

INFORMATION TECHNOLOGY
HB846
SERVICE DESCRIPTION:

The ICT service administers the housing and asset management systems used within the service. It supports business development through the use of innovation in ICT and supports the central ICT service on all issues impacting on the housing management service.

19	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	44,122	130,070	73,350	71,580
Indirect Employee Expenses	0	260	870	930
TRANSPORT RELATED:				
Travelling Expenses	227	1,080	1,080	450
SUPPLIES & SERVICES:				
Communications & Computing	0	0	0	1,030
Miscellaneous Expenses	0	650	650	930
THIRD PARTY PAYMENTS:				
Consultancy & Agency Fees	0	10,000	66,330	10,000
RECHARGES:				
Support Services	215,837	585,160	587,100	8,360
TOTAL EXPENDITURE	260,185	727,220	729,380	93,280
INCOME				
INCOME:				
Fees & Charges	0	0	(370)	0
Recharge Other	0	0	0	(93,280)
TOTAL INCOME	0	0	(370)	(93,280)
NET COST OF SERVICE	260,185	727,220	729,010	0

SERVICE DETAILS:

Direct Employee Expenses - As at 1st December 2012 there are 2 FTE working in this service.

Support Services - From 2013/14 the General Fund recharge for the IT has been charged directly to individual HRA services.

Recharge income - This cost centre is recharged to HRA front line service cost centres.

COMMUNICATIONS
HB870
SERVICE DESCRIPTION:

This service provides a communication link to tenants, leaseholders and third parties, including the provision of publications, press releases and leaflets.

20	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	25,355	75,390	9,150	0
Indirect Employee Expenses	0	260	0	0
TRANSPORT RELATED:				
Travelling Expenses	227	870	0	0
SUPPLIES & SERVICES:				
Printing, Stationery & General	4,845	35,190	0	0
Communications & Computing	2,036	26,080	0	0
Grants & Subscriptions	79	7,000	0	0
Miscellaneous Expenses	7,020	55,150	0	0
Contributions to Provisions	7,730	0	0	0
THIRD PARTY PAYMENTS:				
Consultancy & Agency Fees	0	0	0	0
RECHARGES:				
Support Services	660	1,990	0	0
TOTAL EXPENDITURE	47,952	201,930	9,150	0
NET COST OF SERVICE	47,952	201,930	9,150	0

SERVICE DETAILS:

Following the transfer of the housing service back to the Council on the 1st December 2011, the communications function has been delivered by General Fund services and recharged to the HRA at cost centre level.

BUSINESS IMPROVEMENT BUSINESS IMPROVEMENT, PERFORMANCE MANAGEMENT, HOUSING IMPROVEMENT PLAN
HA730, HB880
SERVICE DESCRIPTION:

Provision of performance management data on the housing service and the management of service improvement projects.

21	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	76,561	226,070	257,790	253,060
Indirect Employee Expenses	0	650	3,500	2,760
TRANSPORT RELATED:				
Travelling Expenses	698	2,780	3,710	3,560
SUPPLIES & SERVICES:				
Printing, Stationery & General	0	0	0	0
Communications & Computing	0	0	0	4,650
Grants & Subscriptions	0	6,550	6,820	6,550
Miscellaneous Expenses	42	9,010	8,710	10,200
Contributions to Provisions	6,656	0	0	0
THIRD PARTY PAYMENTS:				
Consultancy & Agency Fees	0	30,000	30,000	30,000
SHL Management Fee	0	0	0	0
RECHARGES:				
Support Services	0	6,960	12,780	29,780
TOTAL EXPENDITURE	83,956	282,020	323,310	340,560
INCOME				
INCOME:				
Recharge Other	0	0	0	(340,560)
NET COST OF SERVICE	83,956	282,020	323,310	0

SERVICE DETAILS:
Direct Employee Expenses - As at 1st December 2012 there are 6 FTE working within this service.

Consultancy & Agency Fees - The 2013/14 estimate continues to include a consultancy budget to be able to access adhoc external expertise including equality and diversity issues.

Support Services - Recharges for support services were shown on one cost centre prior to 2013/14, they are now shown at cost centre level and include IT, health and safety, accountancy and exchequer services.

Recharge income - The cost of the team is now recharged to HRA front line service cost centres.

HEALTH & SAFETY
HB830
SERVICE DESCRIPTION:

This service ensures that the housing service is aware of and complies with the relevant legislation and regulations on health and safety. It manages the contingency planning for the housing service.

22	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	8,292	34,110	0	0
Indirect Employee Expenses	0	130	0	0
TRANSPORT RELATED:				
Travelling Expenses	227	1,000	0	0
SUPPLIES & SERVICES:				
Equipment, Tools & Materials	0	1,500	0	0
Miscellaneous Expenses	0	320	0	0
RECHARGES:				
Support Services	0	1,990	0	0
Environmental Services	0	0	0	0
TOTAL EXPENDITURE	8,519	39,050	0	0
NET COST OF SERVICE	8,519	39,050	0	0

SERVICE DETAILS:

Following the transfer of the housing service back to the Council on the 1st December 2011, the health and safety function has been delivered by General Fund services and recharged to the HRA at cost centre level.

TENANCY SERVICES DIVISIONAL SUPPORT

HA119

SERVICE DESCRIPTION:

Administration and support for tenancy services, allocations, income maximisation and for the anti social behaviour teams.

23	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	42,615	160,110	69,910	119,940
Indirect Employee Expenses	0	520	1,430	680
TRANSPORT RELATED:				
Travelling Expenses	709	2,350	2,600	520
PREMISES RELATED:				
Rents, Rates & Water Services	445	0	0	0
SUPPLIES & SERVICES:				
Equipment, Tools & Materials	0	630	230	230
Communications & Computing	0	0	0	1,640
Miscellaneous Expenses	5,148	20,590	6,590	5,300
RECHARGES:				
Support Services	0	0	12,050	18,780
TOTAL EXPENDITURE	48,916	184,200	92,810	147,090
INCOME				
INCOME:				
Recharge Other	0	0	0	(147,090)
NET COST OF SERVICE	48,916	184,200	92,810	0

SERVICE DETAILS:

Direct Employee Expenses - As at 1st December 2012 there is 1 FTE working in support of these services. The 2013/14 budget includes two new posts for apprentices.

Support Services - Recharges for support services were shown on one cost centre prior to 2013/14, they are now shown at cost centre level and include IT, health and safety, accountancy and exchequer services.

Recharge income - The cost of the team is now recharged to HRA front line service cost centres.

CUSTOMER SERVICES DIVISIONAL SUPPORT
HA200

Administration and support to the tenancy services managing flats, sheltered and homelessness accommodation.

24	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	49,182	146,320	113,470	90,420
Indirect Employee Expenses	0	2,670	2,080	2,890
TRANSPORT RELATED:				
Travelling Expenses	652	2,890	2,940	2,100
SUPPLIES & SERVICES:				
Communications & Computing	0	0	0	1,770
Miscellaneous Expenses	6,082	14,900	2,980	12,860
Contributions to Provisions	29,385	0	0	0
RECHARGES:				
Support Services	0	10,940	13,860	30,970
TOTAL EXPENDITURE	85,301	177,720	135,330	141,010
INCOME				
INCOME:				
Recharge Other	0	0	0	(141,010)
NET COST OF SERVICE	85,301	177,720	135,330	0

SERVICE DETAILS:
Direct Employee Expenses - As at 1st December 2012 there are 2 FTE working in support of these services.

Support Services - Recharges for support services were shown on one cost centre prior to 2013/14, they are now shown at cost centre level and include IT, health and safety, accountancy and exchequer services.

Recharge income - The cost of the team is now recharged to HRA front line service cost centres.

CENTRAL RECHARGES & OTHER COSTS NON-ALLOCATED RECHARGES
HA110
SERVICE DESCRIPTION:

These costs are those which are centrally held as they cannot be allocated to a specific area of service. These include depreciation, bank charges, property insurance and the transfer to reserves.

25	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	17,639	17,540	17,000	17,460
Transitional Vacancy Rate	0	0	(26,330)	(210,880)
Indirect Employee Expenses	0	0	7,800	0
PREMISES RELATED:				
Premises Insurance	334,167	328,160	398,160	356,130
SUPPLIES & SERVICES:				
Equipment, Tools & Materials	3,262	0	25,000	25,000
Communications & Computing	848	570	71,390	570
Miscellaneous Expenses	67,631	19,590	135,680	119,590
Bank Charges	117,390	116,640	116,640	99,320
Contributions to Provisions	478,385	200,000	224,000	200,000
THIRD PARTY PAYMENTS:				
Other Local Authorities	0	0	450	0
Private Contractors	1,092	0	0	1,690
SHL Management Fee	1,715,487	0	0	0
Consultancy & Agency Fees	213,339	49,090	48,110	103,470
RECHARGES:				
Community Services	21,666	20,500	0	0
Support Services	1,088,509	1,032,820	1,436,930	1,777,330
CAPITAL CHARGES:				
Capital Charges	69,969	7,360	7,360	7,360
Depreciation	9,309,869	9,563,910	9,563,910	10,321,980
Impairment/Loss on Revaluation	(7,113,678)	0	0	0
TRANSFER TO PENSION RESERVE:	27	605,240	472,240	0
TOTAL EXPENDITURE	6,325,599	11,961,420	12,498,340	12,819,020
INCOME				
INCOME:				
Fees & Charges	(0)	0	0	(20,000)
Recharge Other	0	0	(368,330)	(120)
TOTAL INCOME	(0)	0	(368,330)	(20,120)
NET COST OF SERVICE	6,325,599	11,961,420	12,130,010	12,798,900

SERVICE DETAILS:

Direct Employee Expenses - The cost of HRA pensioners is included here.

Contributions to Provisions - This includes a sum of £200,000 for the implementation of single status which was originally included in the 2011/12 estimate, but now assumed to be from 2012/13 onwards.

Consultancy & Agency Fees - The 2013/14 estimate includes a growth bid of £65,000 to develop social enterprise and employment opportunities for tenants.

Support Services - The HRA's share of corporate management and cost of democracy charged from the General Fund is included here.

Impairment - In 2012/13 and 2013/14 it is not anticipated that there will be any impairment to the value of council housing stock.

NET OPERATING EXPENDITURE
HW110
SERVICE DESCRIPTION:

This represents the interest charged on borrowing and the interest received on working balances and mortgages still outstanding.

26	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
<u>COST OF BORROWING</u>				
Interest - Borrowing	578,548	10,545,580	7,189,350	7,177,350
TOTAL EXPENDITURE	578,548	10,545,580	7,189,350	7,177,350
<u>INCOME:</u>				
Interest - Capital Receipts	(58,051)	0	0	0
Interest - Mortgages	(13,202)	(12,870)	(12,870)	(12,580)
Interest - Revenue Balances	(34,922)	(30,900)	(128,290)	(120,000)
TOTAL INCOME	(106,175)	(43,770)	(141,160)	(132,580)
NET COST OF SERVICE	472,373	10,501,810	7,048,190	7,044,770

SERVICE DETAILS:

Interest - Borrowing - The 2012/13 interest payable charges relate to £218m of debt (£17.7m for decent homes and £200m as part of the self financing settlement). Interest payments in 2013/14 reflect repayment of £3m of the self financing debt in March 2013.

Interest - Capital receipts - The HRA has no investments in 2013/14 and therefore there is no interest receivable.

Interest on Revenue Balances - This is based on an average interest rate of 0.67%.

APPROPRIATIONS
HX110
SERVICE DESCRIPTION:

This account includes the appropriations relating to capital and those entries in the HRA which do not impact on the bottom line.

27	ACTUAL 2011/12 £	ORIGINAL 2012/13 £	WORKING BUDGET 2012/13 £	ORIGINAL 2013/14 £
EXPENDITURE				
Self Financing - Contribution to Provision	0	1,960,000	3,000,000	2,000,000
Revenue Contribution to Capital	217,707	1,844,550	2,943,220	4,584,820
TRANSFER TO PENSION RESERVE:	197,006	0	0	484,240
REVERSAL OF CAPITAL ENTRIES:				
Government Grant Deferred	0	0	0	0
TOTAL EXPENDITURE	414,713	3,804,550	5,943,220	7,069,060
INCOME				
REVERSAL OF CAPITAL ENTRIES				
Impairment Reversal	0	0	0	0
Depreciation Adj above the MRA	(2,719,251)	0	0	0
Loss on Revaluation	7,113,678	0	0	0
TOTAL INCOME	4,394,427	0	0	0
NET COST OF SERVICE	4,809,140	3,804,550	5,943,220	7,069,060

SERVICE DETAILS:

Self- Financing Contribution to Provision - This represents the amount of monies set aside to repay debt. Under the self financing regime the HRA keeps all the rental income.

Revenue Contribution to Capital - The Business Plan estimates the amount of revenue contributions to capital that can be used to fund capital expenditure in any year.

Reversals of Capital Entries - Under the self financing regime from 2012/13 onwards, depreciation and impairment is a cost to the HRA and is not reversed out.