

	ACTUAL 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
SUMMARY OF EXPENDITURE				
SUPERVISION AND MANAGEMENT	8,463,192	10,196,440	11,492,950	11,051,751
SPECIAL SERVICES	3,128,543	4,070,390	4,190,620	4,241,130
RENT, RATES, TAXES AND OTHER CHARGES	531,812	585,620	610,110	589,230
REPAIRS AND MAINTENANCE	4,212,238	5,461,700	4,912,940	5,205,400
DEBT MANAGEMENT EXPENSES	0	7,360	7,360	7,360
CORPORATE AND DEMOCRATIC COSTS	338,327	321,440	321,440	314,539
CONTRIBUTION TO THE BAD DEBT PROVISION	241,172	200,200	250,200	300,200
TOTAL EXPENDITURE	16,915,283	20,843,150	21,785,620	21,709,610
SUMMARY OF INCOME				
RENTAL INCOME:				
DWELLING RENTS	(36,853,699)	(38,574,560)	(38,585,510)	(40,374,860)
NON DWELLING RENTS	(102,761)	(103,590)	(117,900)	(106,170)
	(36,956,460)	(38,678,150)	(38,703,410)	(40,481,030)
CHARGES FOR SERVICES & FACILITIES - TENANTS	(2,286,094)	(4,166,580)	(4,427,390)	(4,544,060)
LEASEHOLDER SERVICE CHARGES	(754,896)	(777,020)	(742,610)	(849,640)
CONTRIBUTIONS TOWARDS EXPENDITURE	(1,234,430)	(1,759,040)	(2,166,530)	(2,225,950)
REIMBURSEMENT OF COSTS	(365,435)	(289,780)	(450,110)	(390,130)
TOTAL INCOME	(41,597,314)	(45,670,570)	(46,490,050)	(48,490,810)
DEPRECIATION	9,958,288	10,321,980	10,321,980	10,514,740
IMPAIRMENT/LOSS ON REVALUATION	1,016,498	0	0	0
INTEREST PAYABLE	7,189,216	7,177,350	7,177,350	7,166,150
SUBSIDY PAYABLE	(23,042)	0	0	0
INTEREST RECEIVABLE	(135,298)	(132,580)	(114,520)	(190,970)
NET (SURPLUS)/DEFICIT FOR YEAR	(6,676,369)	(7,460,670)	(7,319,620)	(9,291,280)
APPROPRIATIONS:				
REVENUE CONTRIBUTION TO CAPITAL OUTLAY	2,493,040	4,584,820	4,646,510	4,565,670
SELF FINANCING CONTRIBUTION TO PROVISION	3,000,000	2,000,000	2,000,000	0
TRANSFER TO/(FROM) REDECORATION RESERVE	63,115	(2,260)	(17,300)	0
IMPAIRMENT/LOSS ON REVALUATION	(1,016,498)	0	0	0
HOUSING REVENUE ACCOUNT BALANCE				
NET EXPENDITURE/(INCOME) FOR YEAR	(2,136,711)	(878,110)	(690,410)	(4,725,610)
BALANCE B/FWD 1 APRIL	(5,765,712)	(7,902,423)	(7,902,423)	(8,592,833)
HRA BALANCE C/FWD 31 MARCH	(7,902,423)	(8,780,533)	(8,592,833)	(13,318,443)

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 locally with the exception of the pooled element of Right to Buy sales.

	ACTUAL 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
SUMMARY OF NET EXPENDITURE				
INCOME	(38,086,361)	(39,746,030)	(39,857,190)	(41,700,160)
TENANCY SERVICES	920,345	1,772,870	1,452,660	1,484,070
INCOME MAXIMISATION	758,482	775,230	1,120,050	1,191,160
ANTI-SOCIAL BEHAVIOUR	98,544	158,330	156,240	136,500
CUSTOMER SERVICES	695,542	1,710	(13,180)	0
RESIDENT INVOLVEMENT	160,079	213,380	266,490	206,490
HOME OWNERSHIP	121,872	329,530	268,500	309,980
CONCESSIONARY GARDENS & TREES	23,966	16,120	32,090	26,110
SHELTERED SCHEMES	1,232,545	1,814,420	1,862,760	1,863,810
FLATS	(16,221)	208,570	268,120	27,960
HOMELESSNESS	87,773	194,990	228,080	267,680
PLANNED REPAIRS	1,007,670	1,049,150	713,760	1,032,380
RESPONSIVE REPAIRS	2,820,888	4,003,420	4,036,610	4,083,430
GAS MAINTENANCE & LEGIONELLA	1,176,777	1,414,800	1,456,370	1,187,580
ENVIRONMENTAL REPAIRS	470,549	(2,810)	(21,660)	(310)
SENIOR MANAGEMENT TEAM & SUPPORT	371,549	0	(4,630)	0
HUMAN RESOURCES	3,519	0	5,000	0
INFORMATION TECHNOLOGY	725,768	0	26,370	0
COMMUNICATIONS	10,594	0	0	0
BUSINESS IMPROVEMENT	285,994	5,480	16,930	360,280
TENANCY SERVICES DIVISIONAL SUPPORT	75,084	0	(24,870)	0
CUSTOMER SERVICES DIVISIONAL SUPPORT	142,077	0	(1,710)	0
CENTRAL RECHARGES	10,870,072	12,798,900	13,129,220	12,754,770
NET OPERATING EXPENDITURE	7,053,918	7,044,770	7,062,830	6,975,180
APPROPRIATIONS	6,852,263	7,069,060	7,130,750	5,067,480
TOTAL COST OF PORTFOLIO	(2,136,711)	(878,110)	(690,410)	(4,725,610)

SERVICE DETAILS:

The Housing Revenue Account is the spend and income relating to the provision of Stevenage's rented dwelling stock.

INCOME
HC110

Income to the HRA is 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 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
INCOME:				
RENTAL INCOME				
Dwelling Rents	(36,787,901)	(38,508,810)	(38,578,930)	(40,368,040)
Non-Dwelling Rents	(102,761)	(103,590)	(117,900)	(106,170)
HOUSING SUBSIDY				
Housing Subsidy Withdrawal	(23,042)	0	0	0
OTHER GRANTS AND CONTRIBUTIONS				
Supporting People Grant	(517,757)	(525,950)	(517,680)	(519,100)
Supporting People Self Funded Charges	(49,029)	(79,000)	(79,000)	(82,980)
Water Charges Commission	(353,044)	(289,780)	(322,790)	(296,530)
Heating Charges to Tenants	(252,874)	(238,900)	(240,890)	(327,340)
RECHARGES:				
Support Services	47	0	0	0
TOTAL INCOME	(38,086,361)	(39,746,030)	(39,857,190)	(41,700,160)

SERVICE DETAILS:

The rental income for 2014/15 is predicated on a 0.67% void rate. This is based on current void performance with an allowance made for the impact of the welfare reform changes. Additionally, there is a proposal to save a further £15,000 from void loss by reviewing void management practices.

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

Management of 8,212 council homes, 98 in shared ownership, as at December 2013, including the allocation and letting service using the choice based lettings system.

	ACTUAL 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	648,329	797,680	687,350	706,060
Indirect Employee Expenses	6,146	11,020	11,130	10,730
PREMISES RELATED:				
Rents, Rates & Water Services	34,604	72,000	72,700	72,000
Premises Insurance	431	410	410	410
TRANSPORT RELATED:				
Travelling Expenses	17,828	17,120	18,180	19,860
SUPPLIES & SERVICES:				
Equipment, Tools & Materials	2,332	200	290	200
Printing, Stationery & General	7,617	24,200	42,860	24,200
Communications & Computing	7,017	25,890	34,580	24,630
Grants & Subscriptions	2,565	0	3,000	0
Miscellaneous Expenses	28,807	48,700	47,140	50,900
Contributions to Bad Debt Provisions	0	200,200	0	0
THIRD PARTY PAYMENTS:				
Private Contractors - Redecoration Schemes	61,200	100,000	80,000	90,000
Private Contractors	88	0	0	0
Consultancy & Agency Fees	31,107	55,750	65,750	55,750
RECHARGES:				
Support Services	178,597	535,670	508,160	549,410
TOTAL EXPENDITURE	1,026,669	1,888,840	1,571,550	1,604,150
INCOME				
INCOME:				
Other Grants & Contributions	(1,252)	0	0	0
Fees & Charges	(10,411)	0	(2,920)	0
Recharge Income	(94,660)	(115,970)	(115,970)	(120,080)
TOTAL INCOME	(106,323)	(115,970)	(118,890)	(120,080)
NET COST OF SERVICE	920,345	1,772,870	1,452,660	1,484,070

SERVICE DETAILS:

There are 6,984 applicants awaiting council homes at the end of November 2013. A satisfaction rate of 94.5% has been achieved for tenants of newly let properties as at November 2013.

Direct Employee Expenses - As at 1st December 2013 there are 24.41 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, 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 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	363,619	394,180	464,150	442,880
Indirect Employee Expenses	2,996	5,970	6,270	7,430
PREMISES RELATED:				
Rents, Rates & Water Services	0	0	1,720	0
TRANSPORT RELATED:				
Travelling Expenses	9,460	7,420	9,270	9,980
SUPPLIES & SERVICES:				
Equipment, Tools & Materials	176	200	0	200
Clothing, Uniforms & Laundry	101	0	0	0
Printing, Stationery & General	17,276	16,440	25,440	12,440
Communications & Computing	37,594	59,090	65,580	46,870
Miscellaneous Expenses	35,985	39,570	45,070	40,350
Contributions to Provisions	241,172	0	250,200	300,200
THIRD PARTY PAYMENTS:				
Consultancy & Agency Fees	241	3,100	3,100	3,100
RECHARGES:				
Support Services	50,390	343,310	343,300	426,770
TOTAL EXPENDITURE	759,011	869,280	1,214,100	1,290,220
INCOME				
INCOME:				
Fees & Charges	(529)	0	0	0
Recharge Income	0	(94,050)	(94,050)	(99,060)
TOTAL INCOME	(529)	(94,050)	(94,050)	(99,060)
NET COST OF SERVICE	758,482	775,230	1,120,050	1,191,160

SERVICE DETAILS:

Rent collection rates for the general stock is 98.91%. However 19 evictions have taken place for rent arrears during the period April - November 2013.

Direct Employee Expenses - As at 1st December 2013 there are 15 FTE within this service working to maximise debt recovery.

Contributions to Provisions - The bad debt provision has been increased by £50,000.

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, and tenancy divisional support.

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

ANTI-SOCIAL BEHAVIOUR
HA117, HA118
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 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	131,275	139,160	155,520	144,980
Indirect Employee Expenses	1,039	2,290	2,290	1,640
TRANSPORT RELATED:				
Travelling Expenses	3,668	3,060	4,140	3,340
SUPPLIES & SERVICES:				
Equipment, Tools & Materials	9,077	10,000	10,000	10,000
Printing, Stationery & General	0	130	130	130
Communications & Computing	398	4,200	4,320	2,070
Miscellaneous Expenses	2,133	4,630	3,700	3,440
THIRD PARTY PAYMENTS:				
Private Contractors	88	0	0	0
THIRD PARTY PAYMENTS:				
Consultancy & Agency Fees	0	2,000	4,000	2,000
RECHARGES:				
Support Services	23,677	72,670	72,670	65,010
TOTAL EXPENDITURE	171,354	238,140	256,770	232,610
INCOME				
INCOME:				
Customer & Client Receipts	(33,000)	(30,000)	(25,420)	(24,000)
Recharge Income	(39,810)	(49,810)	(75,110)	(72,110)
TOTAL INCOME	(72,810)	(79,810)	(100,530)	(96,110)
NET COST OF SERVICE	98,544	158,330	156,240	136,500

SERVICE DETAILS:

The number of cases that have been reported to this service for the year up to the end of November 2013 is 283. Complainant's satisfaction with the final outcome has consistently scored above the target of 4 out of 5 during 2013, and as at November 2013 was 4.72.

Direct Employee Expenses - As at 1st December 2013 there are 6 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 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 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	148,210	180,970	164,300	172,550
Indirect Employee Expenses	1,108	3,410	3,410	3,710
TRANSPORT RELATED:				
Travelling Expenses	3,564	3,390	3,390	3,740
SUPPLIES & SERVICES:				
Printing, Stationery & General	0	100	100	100
Communications & Computing	5,480	5,680	5,680	41,240
Grants & Subscriptions	1,245	1,000	0	1,000
Miscellaneous Expenses	734	430	3,210	3,210
RECHARGES:				
Support Services	540,822	49,040	49,040	56,440
TOTAL EXPENDITURE	701,162	244,020	229,130	281,990
INCOME				
INCOME:				
Recharge Income	(5,620)	(242,310)	(242,310)	(281,990)
TOTAL INCOME	(5,620)	(242,310)	(242,310)	(281,990)
NET COST OF SERVICE	695,542	1,710	(13,180)	0

SERVICE DETAILS:

Customer satisfaction rating for both the telephone and the face to face service was 92.96% as at November 2013. The complaints from customers closed on time was 95.81%, and complaints from MP's and Members closed on time was 98.97%. The number of complaints from customers received up until the end of November was 463. The highest number of complaints received are in respect of gas maintenance, damp & mould, and asset management.

Direct Employee Expenses - As at 1st December 2013 there are 5.04 FTE within this service.

Communications & Computing - A reallocation of internal phone charges within the HRA has increased costs to Customer Services by £40,030 but reduced costs elsewhere within the HRA.

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

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

RESIDENT INVOLVEMENT
HA210, HA211
SERVICE DESCRIPTION:

This team aims to empower the tenants and leaseholders and ensure they are offered a wide range of ways that they can get involved in decision making regarding housing services. This involvement includes the Customer Scrutiny Panel, who carry out housing service reviews and also resident inspectors who are trained to carry out inspections of housing services. This team has worked to help create the Housing Management Board for the housing service, which is a new tenant, member and officer group.

06	ACTUAL 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	105,058	108,390	108,250	109,490
Indirect Employee Expenses	3,428	6,880	51,100	6,740
PREMISES RELATED:				
Rents, Rates & Water Services	1,315	700	1,890	700
TRANSPORT RELATED:				
Travelling Expenses	2,765	2,940	5,790	3,240
SUPPLIES & SERVICES:				
Printing, Stationery & General	116	130	130	130
Communications & Computing	2,155	4,320	5,390	3,640
Expenses & Allowances	2	0	10	0
Grants & Subscriptions	1,916	3,110	3,370	3,110
Customer Conference	3,414	5,000	0	5,000
Resident Inspectors	75	5,000	10,000	5,000
Miscellaneous Expenses	33,885	14,900	66,700	11,520
THIRD PARTY PAYMENTS:				
Consultancy & Agency Fees	3,062	0	0	0
RECHARGES:				
Support Services	14,065	65,010	65,010	60,920
TOTAL EXPENDITURE	171,255	216,380	317,640	209,490
INCOME				
INCOME:				
Other Grants & Contributions	(9,974)	0	(51,150)	(3,000)
Fees & Charges	(1,203)	(3,000)	0	0
TOTAL INCOME	(11,176)	(3,000)	(51,150)	(3,000)
NET COST OF SERVICE	160,079	213,380	266,490	206,490

SERVICE DETAILS:

Direct Employee Expenses - As at 1st December 2013 there are 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, accountancy and exchequer services.

Other Grants & Contributions - This in the main relates to the MTV project, a motivational training scheme for the unemployed, which was funded for one year only in 2013/14 by Job Centre Plus. Associated costs relating to this project are also excluded for 2014/15.

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 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	133,636	131,770	142,830	155,370
Indirect Employee Expenses	923	2,290	2,580	33,010
TRANSPORT RELATED:				
Travelling Expenses	2,253	2,290	2,310	2,500
SUPPLIES & SERVICES:				
Equipment, Tools & Materials	0	0	300	0
Printing, Stationery & General	186	11,000	7,700	6,000
Communications & Computing	6,253	27,170	16,670	5,270
Miscellaneous Expenses	312	7,330	2,530	7,280
THIRD PARTY PAYMENTS:				
Private Contractors	7,699	0	7,000	7,000
Consultancy & Agency Fees	100	7,000	7,000	7,000
RECHARGES:				
Support Services	36,859	173,180	173,180	180,150
TOTAL EXPENDITURE	188,222	362,030	362,100	403,580
INCOME				
INCOME:				
Fees & Charges	(66,350)	(32,500)	(93,600)	(93,600)
Recharge Income	0	0	0	0
TOTAL INCOME	(66,350)	(32,500)	(93,600)	(93,600)
NET COST OF SERVICE	121,872	329,530	268,500	309,980

SERVICE DETAILS:

Direct Employee Expenses - As at 1st December 2013 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, accountancy and exchequer services.

Fees & Charges - The 2014/15 estimate reflects the Government specified right to buy sale administration allowance of £1,300 per unit.

CONCESSIONARY GARDENS & TREES

HD110

SERVICE DESCRIPTION:

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

08	ACTUAL 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
EXPENDITURE				
PREMISES RELATED:				
Grounds Maintenance	13,498	6,000	21,000	16,000
Tree Maintenance	10,468	10,000	15,000	10,000
RECHARGES:				
Support Services	0	120	120	110
TOTAL EXPENDITURE	23,966	16,120	36,120	26,110
INCOME				
INCOME:				
Fees & Charges	0	0	(4,030)	0
NET COST OF SERVICE	23,966	16,120	32,090	26,110

SERVICE DETAILS:

SUPPORTED HOUSING
HC****
SERVICE DESCRIPTION:

This team provides housing support to approximately 2,000 older people and people requiring support living in Council sheltered and flexi care housing schemes through community support and Careline alarm services. Sheltered schemes provide additional services to support tenants to live independently and 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 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	946,729	1,008,560	981,950	1,033,320
Indirect Employee Expenses	10,151	26,190	28,190	22,710
PREMISES RELATED:				
Repairs & Maintenance Of Buildings	100,633	208,430	208,430	175,230
Energy Costs	267,902	239,950	285,790	310,310
Rents, Rates & Water Services	0	240	240	240
Cleaning & Domestic Supplies	15,809	7,810	6,930	15,310
Premises Insurance	5,405	5,530	5,530	5,670
TRANSPORT RELATED:				
Travelling Expenses	29,430	21,080	24,080	20,910
SUPPLIES & SERVICES:				
Equipment, Tools & Materials	6,014	34,990	37,820	41,620
Clothing, Uniforms & Laundry	1,840	2,330	2,330	2,330
Communications & Computing Expenses & Allowances	22,242	41,390	43,060	33,780
Miscellaneous Expenses	0	0	50	50
	23,152	56,340	62,630	53,420
THIRD PARTY PAYMENTS:				
Other Local Authorities	55,348	59,180	56,180	59,980
Private Contractors	748	0	880	880
RECHARGES:				
Support Services	130,943	486,970	486,970	509,930
TOTAL EXPENDITURE	1,616,345	2,198,990	2,231,060	2,285,690
INCOME				
INCOME:				
Other Income	(10,799)	(11,210)	(8,470)	(11,430)
Fees & Charges	(373,001)	(373,360)	(359,830)	(410,450)
TOTAL INCOME	(383,800)	(384,570)	(368,300)	(421,880)
NET COST OF SERVICE	1,232,545	1,814,420	1,862,760	1,863,810

SERVICE DETAILS:

Direct Employee Expenses - As at 1st December 2013 there are 43.53 FTE working in this service, most of which are scheme based with some mobile support.

Repairs & Maintenance of Buildings - The 2013/14 estimate included growth of £100,000 for grounds maintenance to enhance communal gardens in sheltered schemes. This was then reduced by £35,000 in 2014/15 to total £65,000.

Energy Costs - The 2014/15 estimate includes utility inflation of 11.2% and 6.4% for electricity and gas respectively, following contract renegotiation in October 2013.

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***
SERVICE DESCRIPTION:

This service manages 2,833 flats (which includes 28 new build flats) and 1,333 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. The frequency of caretaking visits are dependant on the needs of each block.

10	ACTUAL 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ESTIMATE 2014/15 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	348,524	361,360	312,590	308,570
Indirect Employee Expenses	27,974	7,810	7,810	6,600
PREMISES RELATED:				
Repairs & Maintenance Of Buildings	257,115	254,150	253,600	256,000
Grounds Maintenance	581	1,620	1,620	1,620
Tree Maintenance	3,500	0	0	0
Energy Costs	301,366	252,540	326,620	362,030
Rents, Rates & Water Services	98	250	770	250
Cleaning & Domestic Supplies	26,451	39,870	39,830	32,430
Premises Insurance	131,173	133,140	133,140	139,730
TRANSPORT RELATED:				
Fleet Vehicle Recharges	29,348	32,260	32,270	33,400
Travelling Expenses	1,545	2,640	2,800	2,000
SUPPLIES & SERVICES:				
Equipment, Tools & Materials	21,538	21,060	21,060	21,060
Clothing, Uniforms & Laundry	3,484	3,000	3,000	3,000
Communications & Computing	5,904	8,700	12,900	4,260
Grants & Subscriptions	1,010	500	500	500
Miscellaneous Expenses	(9,006)	42,210	42,210	33,390
THIRD PARTY PAYMENTS:				
Contract Services	36,265	45,870	45,870	21,440
RECHARGES:				
Support Services	54,862	285,340	285,340	253,440
TOTAL EXPENDITURE	1,241,732	1,492,320	1,521,930	1,479,720
INCOME				
INCOME:				
Fees & Charges - Tenants	(490,662)	(506,730)	(511,200)	(602,120)
Fees & Charges - Leaseholders	(754,894)	(777,020)	(742,610)	(849,640)
Recharge Income	(12,396)	0	0	0
TOTAL INCOME	(1,257,953)	(1,283,750)	(1,253,810)	(1,451,760)
NET COST OF SERVICE	(16,221)	208,570	268,120	27,960

SERVICE DETAILS:

Direct Employee Expenses - As at 1st December 2013 there are 14.12 FTE working in this service.

Energy Costs - The 2014/15 estimate includes utility inflation of 11.2% and 6.4% for electricity and gas respectively, following contract renegotiation in October 2013.

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

HOMELESSNESS, TENANCY SUSTAINMENT AND WELFARE RIGHTS				
HOMELESSNESS				
HL ***				
SERVICE DESCRIPTION:				
The tenancy support team manages the Council's emergency and temporary accommodation for homeless families. It provides support for homeless families, new and existing tenants and care leavers to prevent tenancy failure. The team also manages housing benefit and debt advice, and financial inclusion.				
11	ACTUAL 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	226,100	289,670	246,870	335,020
Indirect Employee Expenses	2,568	5,510	6,340	4,970
PREMISES RELATED:				
Repairs & Maintenance Of Buildings	6,651	13,790	28,840	13,890
Energy Costs	21,497	18,110	22,970	25,460
Rents, Rates & Water Services	1,363	1,000	3,690	1,030
Cleaning & Domestic Supplies	266	1,360	2,280	2,300
Premises Insurance	850	170	170	170
TRANSPORT RELATED:				
Travelling Expenses	6,600	6,210	6,210	6,450
SUPPLIES & SERVICES:				
Communications & Computing	2,335	7,230	7,540	3,370
Equipment, Tools & Materials	13,232	10,640	3,750	10,640
Miscellaneous Expenses	22,383	6,840	17,170	5,800
THIRD PARTY PAYMENTS:				
Private Contractors	23,099	32,600	32,910	32,820
Consultancy & Agency Fees	29,885	0	56,170	34,920
RECHARGES:				
Support Services	39,729	111,260	111,260	120,960
TOTAL EXPENDITURE	396,561	504,390	546,170	597,800
INCOME				
INCOME:				
Other Grants & Contributions	0	0	(1,020)	0
Dwelling Rents	(85,195)	(86,110)	(30,080)	(31,190)
Fees & Charges	(143,733)	(143,290)	(206,990)	(218,930)
Recharge Income	(79,860)	(80,000)	(80,000)	(80,000)
TOTAL INCOME	(308,788)	(309,400)	(318,090)	(330,120)
NET COST OF SERVICE	87,773	194,990	228,080	267,680
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 2013 there are 12.84 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 - Short term emergency accommodation provided by the HRA is recharged to the General Fund. The team work closely with the Home Ownership (HOST) team to recover charges through Section 20 consultation.				

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 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	773,513	695,480	805,270	766,920
Indirect Employee Expenses	4,012	9,770	9,770	10,110
TRANSPORT RELATED:				
Travelling Expenses	18,028	15,330	17,700	15,120
SUPPLIES & SERVICES:				
Equipment, Tools & Materials	1,011	700	700	5,700
Clothing, Uniforms & Laundry	11	0	0	0
Communications & Computing	2,525	4,540	3,490	6,060
Grants & Subscriptions	0	0	3,500	0
Miscellaneous Expenses	10,498	12,500	10,100	11,070
THIRD PARTY PAYMENTS:				
Private Contractors	742,259	719,800	269,600	589,800
Private Contractors - Redecoration Schemes	59,014	124,490	2,610	0
RECHARGES:				
Support Services	100,762	237,700	602,020	710,080
TRANSFER TO RESERVE				
Transfer to Reserve - Redecoration Schemes	122,130	122,230	0	0
TOTAL EXPENDITURE	1,833,762	1,942,540	1,724,760	2,114,860
INCOME				
INCOME:				
Fees & Charges	(8,809)	0	(11,340)	0
Recharge Income	(636,140)	(646,670)	(997,070)	(1,082,480)
Fees & Charges - Redecoration Schemes	(122,130)	(122,230)	14,710	0
Transfer from Reserve - Redecoration Schemes	(59,014)	(124,490)	(17,300)	0
TOTAL INCOME	(826,092)	(893,390)	(1,011,000)	(1,082,480)
NET COST OF SERVICE	1,007,670	1,049,150	713,760	1,032,380

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 (internal & external), structural works and disabled adaptations.

Direct Employee Expenses - As at 1st December 2013 there are 21.79 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.

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 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	414,970	461,410	412,630	383,720
Indirect Employee Expenses	4,268	8,260	8,260	8,260
PREMISES RELATED:				
Energy Costs	925	760	1,050	1,160
Premises Insurance	552	520	520	520
TRANSPORT RELATED:				
Travelling Expenses	3,119	8,900	3,900	3,760
SUPPLIES & SERVICES:				
Communications & Computing	14,683	44,490	41,700	14,000
Miscellaneous Expenses	7,837	8,400	8,400	7,610
THIRD PARTY PAYMENTS:				
Contract Services	2,063,542	2,994,730	3,145,840	3,056,610
Private Contractors	356,218	396,850	299,060	337,660
RECHARGES:				
Support Services	94,718	757,960	1,013,240	1,117,860
TOTAL EXPENDITURE	2,960,831	4,682,280	4,934,600	4,931,160
INCOME				
INCOME:				
Customer & Client Receipts	(126,274)	(180,000)	(143,430)	(180,000)
Recharge Other	(13,670)	(498,860)	(754,560)	(667,730)
TOTAL INCOME	(139,944)	(678,860)	(897,990)	(847,730)
NET COST OF SERVICE	2,820,888	4,003,420	4,036,610	4,083,430

SERVICE DETAILS:

There is a 97.26% satisfaction with the service and 97.81% of repairs are completed on time and voids are being relet in 35.9 days as at the end of November 2013.

Direct Employee Expenses - As at 1st December 2013 there are 15.2 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 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	165,312	158,550	208,380	160,180
Indirect Employee Expenses	463	1,700	1,700	2,070
TRANSPORT RELATED:				
Travelling Expenses	5,877	6,100	6,100	5,000
SUPPLIES & SERVICES:				
Communications & Computing Expenses & Allowances	1,349	0	1,200	1,730
	189	0	0	0
RECHARGES:				
Support Services	25,348	240,750	413,670	146,510
THIRD PARTY PAYMENTS:				
Private Contractors	998,025	1,125,830	1,115,830	1,181,330
TOTAL EXPENDITURE	1,196,563	1,532,930	1,746,880	1,496,820
INCOME				
INCOME:				
Fees & Charges	(6,892)	(34,530)	(28,220)	0
Recharge Other	(12,895)	(83,600)	(262,290)	(309,240)
TOTAL INCOME	(19,786)	(118,130)	(290,510)	(309,240)
NET COST OF SERVICE	1,176,777	1,414,800	1,456,370	1,187,580

SERVICE DETAILS:

100% of gas appliances have a current safety certificate as at the end of December 2013.

Direct Employee Expenses - As at 1st December 2013 there are 6 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 provides administrative support to the repairs service including the scheduling of appointments. The team 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 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	462,366	555,360	504,480	501,210
Indirect Employee Expenses	2,608	5,510	21,510	4,950
TRANSPORT RELATED:				
Travelling Expenses	11,853	7,940	12,970	13,100
PREMISES RELATED:				
Rents, Rates & Water Services	359	0	450	0
SUPPLIES & SERVICES:				
Communications & Computing	1,585	0	1,500	3,030
Miscellaneous Expenses	4,883	5,600	5,600	4,570
THIRD PARTY PAYMENTS:				
Private Contractors	44	0	0	0
RECHARGES:				
Support Services	15,174	89,940	89,940	103,210
TOTAL EXPENDITURE	498,873	664,350	636,450	630,070
INCOME				
INCOME:				
Fees & Charges	(357)	0	(3,530)	0
Recharge Other	(27,966)	(667,160)	(654,580)	(630,380)
TOTAL INCOME	(28,323)	(667,160)	(658,110)	(630,380)
NET COST OF SERVICE	470,549	(2,810)	(21,660)	(310)

SERVICE DETAILS:

Direct Employee Expenses - As at 1st December 2013 there are 13 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
HB800, HB840
SERVICE DESCRIPTION:

This service represents the senior management and support for the housing management service.

16	ACTUAL 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	231,604	245,940	243,200	177,620
Indirect Employee Expenses	1,965	9,380	5,380	9,240
PREMISES RELATED:				
Rents, Rates & Water Services	10,421	14,430	14,430	9,840
TRANSPORT RELATED:				
Travelling Expenses	2,367	7,280	7,080	8,970
SUPPLIES & SERVICES:				
Printing, Stationery & General	11,080	10,500	10,500	10,500
Communications & Computing	165	5,850	6,050	1,130
Expenses & Allowances	6,530	13,000	13,000	13,000
Grants & Subscriptions	6,258	17,000	14,000	29,000
Miscellaneous Expenses	3,260	19,860	12,360	19,600
THIRD PARTY PAYMENTS:				
Consultancy & Agency Fees	0	14,210	0	0
RECHARGES:				
Support Services	97,898	81,150	107,970	70,710
TOTAL EXPENDITURE	371,549	438,600	433,970	349,610
INCOME				
INCOME:				
Recharge Other	0	(438,600)	(438,600)	(349,610)
TOTAL INCOME	0	(438,600)	(438,600)	(349,610)
NET COST OF SERVICE	371,549	0	(4,630)	0

SERVICE DETAILS:
Direct Employee Expenses - As at 1st December 2013 there are 3 FTE working in this service.

Grants & Subscriptions - There is growth of £12,000 in 2014/15 to cover the mandatory cost of the Ombudsman 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.

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 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
EXPENDITURE				
EMPLOYEE COSTS:				
Indirect Employee Expenses	1,720	0	0	0
SUPPLIES & SERVICES:				
Expenses & Allowances	0	0	0	0
Miscellaneous Expenses	1,799	0	5,000	0
TOTAL EXPENDITURE	3,519	0	5,000	0
INCOME				
INCOME:				
Customer & Client Receipts	0	0	0	0
TOTAL INCOME	0	0	0	0
NET COST OF SERVICE	3,519	0	5,000	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 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	74,698	71,580	62,830	108,950
Indirect Employee Expenses	415	930	930	820
TRANSPORT RELATED:				
Travelling Expenses	145	450	450	400
SUPPLIES & SERVICES:				
Communications & Computing	76	1,030	1,150	310
Miscellaneous Expenses	719	930	930	760
THIRD PARTY PAYMENTS:				
Consultancy & Agency Fees	0	10,000	45,000	10,000
RECHARGES:				
Support Services	650,081	8,360	8,360	7,260
TOTAL EXPENDITURE	726,135	93,280	119,650	128,500
INCOME				
INCOME:				
Fees & Charges	(367)	0	0	0
Recharge Other	0	(93,280)	(93,280)	(128,500)
TOTAL INCOME	(367)	(93,280)	(93,280)	(128,500)
NET COST OF SERVICE	725,768	0	26,370	0

SERVICE DETAILS:

Direct Employee Expenses - As at 1st December 2013 there are 2 FTE working in this service, although there is a growth bid to recruit an additional post in 2014/15.

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 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	9,438	0	0	0
Indirect Employee Expenses	323	0	0	0
TRANSPORT RELATED:				
Travelling Expenses	113	0	0	0
SUPPLIES & SERVICES:				
Miscellaneous Expenses	719	0	0	0
TOTAL EXPENDITURE	10,594	0	0	0
NET COST OF SERVICE	10,594	0	0	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 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	247,931	253,060	238,530	260,040
Indirect Employee Expenses	2,148	2,760	2,760	2,890
TRANSPORT RELATED:				
Travelling Expenses	3,156	3,560	3,560	2,980
SUPPLIES & SERVICES:				
Printing, Stationery & General	0	0	0	0
Communications & Computing	7	4,670	4,650	1,450
Grants & Subscriptions	6,824	6,550	6,550	6,550
Miscellaneous Expenses	1,799	10,200	9,900	10,060
Contributions to Provisions	0	0	0	0
THIRD PARTY PAYMENTS:				
Private Contractors	0	0	0	250,000
Consultancy & Agency Fees	6,669	30,000	56,300	30,000
RECHARGES:				
Support Services	17,462	35,240	35,240	41,590
TOTAL EXPENDITURE	285,994	346,040	357,490	605,560
INCOME				
INCOME:				
Recharge Other	0	(340,560)	(340,560)	(245,280)
NET COST OF SERVICE	285,994	5,480	16,930	360,280

SERVICE DETAILS:
Direct Employee Expenses - As at 1st December 2013 there are 4.81 FTE working within this service.

Private Contractors - The 2014/15 estimate includes a growth bid of £250,000 to address regeneration opportunities identified by 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 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.

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 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	61,501	119,940	87,140	107,050
Indirect Employee Expenses	185	680	680	1,240
TRANSPORT RELATED:				
Travelling Expenses	352	520	520	310
PREMISES RELATED:				
Rents, Rates & Water Services	109	0	0	0
SUPPLIES & SERVICES:				
Equipment, Tools & Materials	0	230	230	230
Communications & Computing	0	1,640	1,640	390
Miscellaneous Expenses	3,132	5,300	13,280	5,300
RECHARGES:				
Support Services	10,878	18,780	18,780	29,640
TOTAL EXPENDITURE	76,158	147,090	122,270	144,160
INCOME				
INCOME:				
Fees & Charges	(1,074)	0	(50)	0
Recharge Other	0	(147,090)	(147,090)	(144,160)
NET COST OF SERVICE	75,084	0	(24,870)	0

SERVICE DETAILS:
Direct Employee Expenses - As at 1st December 2013 there are 3 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.

CUSTOMER SERVICES DIVISIONAL SUPPORT
HA200

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

24	ACTUAL 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	117,618	90,420	98,760	93,970
Indirect Employee Expenses	2,014	2,890	1,390	2,740
TRANSPORT RELATED:				
Travelling Expenses	1,363	2,100	2,400	2,270
SUPPLIES & SERVICES:				
Communications & Computing	0	1,770	1,770	530
Grants & Subscriptions	0	0	1,150	1,150
Miscellaneous Expenses	7,050	12,860	2,860	2,140
RECHARGES:				
Support Services	14,032	30,970	30,970	27,600
TOTAL EXPENDITURE	142,077	141,010	139,300	130,400
INCOME				
INCOME:				
Recharge Other	0	(141,010)	(141,010)	(130,400)
NET COST OF SERVICE	142,077	0	(1,710)	0

SERVICE DETAILS:
Direct Employee Expenses - As at 1st December 2013 there are 3 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 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
EXPENDITURE				
EMPLOYEE COSTS:				
Direct Employee Expenses	16,996	17,460	16,710	59,510
Transitional Vacancy Rate	0	(210,880)	(130,780)	(190,990)
Indirect Employee Expenses	738	0	0	0
TRANSPORT RELATED:				
Travelling Expenses	20	0	0	0
PREMISES RELATED:				
Premises Insurance	374,624	356,130	377,190	357,570
SUPPLIES & SERVICES:				
Equipment, Tools & Materials	10,989	25,000	10,000	25,000
Communications & Computing	76,938	570	0	(3,140)
Miscellaneous Expenses	55,231	119,590	155,590	19,590
Bank Charges	121,060	99,320	99,320	113,600
Contributions to Provisions	166,717	200,000	420,340	200,000
THIRD PARTY PAYMENTS:				
Other Local Authorities	450	0	0	0
Private Contractors	0	1,690	1,690	1,690
Consultancy & Agency Fees	49,266	103,470	32,040	97,040
RECHARGES:				
Support Services	1,434,484	1,777,330	1,831,980	1,581,520
CAPITAL CHARGES:				
Capital Charges	0	7,360	7,360	7,360
Depreciation	9,958,288	10,321,980	10,321,980	10,514,740
Impairment/Loss on Revaluation	(1,016,498)	0	0	0
TOTAL EXPENDITURE	11,249,303	12,819,020	13,143,420	12,783,490
INCOME				
INCOME:				
Fees & Charges	(5,500)	(20,000)	(5,500)	(20,000)
Recharge Other	(373,731)	(120)	(8,700)	(8,720)
TOTAL INCOME	(379,231)	(20,120)	(14,200)	(28,720)
NET COST OF SERVICE	10,870,072	12,798,900	13,129,220	12,754,770

SERVICE DETAILS:

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

Miscellaneous Expenses - The 2013/14 estimate included the costs of a one-off asset review of the Council's housing stock.

Consultancy & Agency Fees - The 2014/15 estimate includes £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.

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 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
EXPENDITURE				
<u>COST OF BORROWING</u>				
Interest - Borrowing	7,189,216	7,177,350	7,177,350	7,166,150
TOTAL EXPENDITURE	7,189,216	7,177,350	7,177,350	7,166,150
<u>INCOME:</u>				
Interest - Mortgages	(12,777)	(12,580)	(12,580)	(12,300)
Interest - Revenue Balances	(122,521)	(120,000)	(101,940)	(178,670)
TOTAL INCOME	(135,298)	(132,580)	(114,520)	(190,970)
NET COST OF SERVICE	7,053,918	7,044,770	7,062,830	6,975,180

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 £2m of the self financing debt in March 2014. There is no debt repayment due in 2014/15.

Interest on Revenue Balances - This is based on an average interest rate of 0.55% for 2014/15.

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 2012/13 £	ORIGINAL 2013/14 £	WORKING BUDGET 2013/14 £	ORIGINAL 2014/15 £
EXPENDITURE				
Self Financing - Contribution to Provision	3,000,000	2,000,000	2,000,000	0
Revenue Contribution to Capital	3,509,538	4,584,820	4,646,510	4,565,670
TRANSFER TO PENSION RESERVE:	342,725	484,240	484,240	501,810
TOTAL EXPENDITURE	6,852,263	7,069,060	7,130,750	5,067,480
NET COST OF SERVICE	6,852,263	7,069,060	7,130,750	5,067,480

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.