

Movement on Forecast compared to previous month

Appendix A2

Customer and Shared Services	Full Year Forecast Variance as at September	Full Year Forecast Variance as at June	Forecast Variance Movement	Commentary
	£000	£000	£000	
Director of Customer & Shared Services	-57	0	-57	Senior Management Review Efficiency achieved earlier than budgeted and general underspends in the Director's area.
Service Development	-19	0	-19	Part year vacancies resulting in underspend against budget.
Sub Total Director of Customer & Shared Services	-76	0	-76	
AD Customer and Systems	-14	0	-14	Underspend due to review of salaries.
Head of Customer Services	-109	24	-133	Movement of £133k within Customer Services is due to vacant posts not being filled to meet efficiency target.
Head of Systems (operations)	-103	-19	-84	Underspend in salary costs for vacancies and savings.
Head of Systems (strategy & assurance)	703	447	256	The key variances in the quarter are Contractor costs and additional Software and maintenance costs.
Sub Total Customer & Systems	477	452	25	
AD Finance	-2	0	-2	Antipated savings of £30k in AD Finance offset by of £28k overspend on IBS Project.
Revenues Management	381	287	94	Increase in Contractor costs within Customer accounts due to contracts being extended. Increase in HB payments offset by an increase in Admin Subsidy. Salary pressure in Revenues due to the funding of posts previously transitional, and being unable to achieve the vacancy saving as no posts vacant, plus on costs where budget provided. Overspend in Bank and Card charges.
Financial Management	136	181	-45	Reduction in staff costs due to posts being held vacant within Financial Management.

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Head of Financial Strategy	30	0	30	Anticipated saving of £30k following a review of expenditure.
Head of Audit	17	101	-84	Shortfall in income of £50k forecast at Q1 has subsequently been addressed. Senior Manager Review efficiency of £51k duplicated in error, funded from reserves. £17k pressure due to delay in Senior Management Review.
Sub Total AD Finance	562	569	-7	
Head of HR Strategy	370	370	0	Movement due to the forecast being based on 2009/10 actuals which were £70k under budget. Costs are demand led, risk therefore that forecast for 2010/11 may have been understated. Variance of £112k is mainly due to low level of activity and commitments, it is anticipated that there will be a full year under spend.
Head of HR Operations	-8	-71	63	
Head of Recruitment Development	-112	0	-112	
Sub Total AD People	250	299	-49	
Governance & Monitoring Officer	-49	1	-50	Q2 forecast includes part year vacancy of AD Governance post.
Head of Procurement & Contract Management	-153	0	-153	Movement of £153k mainly due to unbudgeted rebates of about £153k for the year from corporate contracts.
Head of Legal Services	103	142	-39	Variance due to two vacant posts being filled in Sep which released the pressure within Legal Services.

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Head of Democratic Services	-167	-61	-106	The movement of £106k is mainly due to vacancy for Head of Democratic Services and the steady flow of income from the searches despite the loss of HIP's
Sub Total AD Governance Monitoring Officer	-265	82	-347	
AD Assets	13	0	13	Variance is due to full year forecast of interim AD of Assets.
Head of Assets	179	239	-60	Variance mainly due to senior management efficiency for the Head of Capital Development as well as increased income from Wayleave. Various minor adjustments.
Maintenance & FM - Staff & Over	224	-40	264	The movement of £264k over the last quarter is mainly due to pressures surrounding the £7k cleaning a month at Bedford Square, Bedford Borough delay in recharges for County Hall and pressures over overtime within Maintenance and FM cost centre.
Sub Total AD Assets	417	199	218	
Director of Customer & Shared Services - Operational	1,366	1,601	-235	
Corporate Costs				
Nominated Council Costs	0	0	0	
Debt Management Costs	-1,000	0	-1,000	
Audit Fees	0	0	0	
Insurance	0	0	0	
Members' costs	79	192	-113	Movement of £113k from the last quarter mainly due to forecast reduction of allowances.

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	£000	£000	£000	
Rteachers' pensions	1,000	0	1,000	
Sub Total Corporate Costs	79	192	-113	
Director of Customer & Shared Services - Non Operational	79	192	-113	
Director of Customer & Shared Services	1,445	1,793	-348	
Contingency & Reserves	0	0	0	