

SERVICE LEVEL OUTTURN PERFORMANCE POSITION 2011-12

APPENDIX 3

REVENUE OUTTURN 2011/12		Budget Book 11/12 £	Revised Budget 11/12 £	Actual 2011/12 £	(Under) / Overspend before SeRCOP Adjustment £			Transfers to (from) reserves £	Carry Forwards £	Adjusted (Under) / Overspend £		(Under) / Overspend before SeRCOP Adjustment £			Code / IFRS Adjustments £	IAS19 Pension Adjustments £	SeRCOP Adjustment £	SOA -Code Adjusted (Under) / Overspend £
					Adjusted (Under) / Overspend £	Adjusted (Under) / Overspend £	Adjusted (Under) / Overspend £			Adjusted (Under) / Overspend £								
BUILT ENVIRONMENT																		
D21800	Cheltenham Strategic Partnership	10,200	21,900	17,897	(4,003)			3,200	(803)	(4,003)								(4,003)
B51140	Strategic Planning	168,900	177,400	169,567	(7,833)				(7,833)	(7,833)								(7,833)
B51145	Joint Core Strategy	0	7,300	3,633	(3,667)	3,667			0	(3,667)								(3,667)
D34300	Town Centre Management	29,500	32,100	32,100	0				0	0								0
D34400	Business & Economic Development	143,800	243,906	106,874	(137,032)			139,400	2,368	(137,032)								(137,032)
D21250	Civil Emergency Planning	243,050	208,960	172,205	(36,755)	32,401		400	(3,954)	(36,755)								(36,755)
E21400	Shopmobility Scheme	92,350	83,050	83,092	42				42	42								42
E11110	Cheltenham Environmental Fund	0	149,200	34,327	(114,873)			114,600	(273)	(114,873)								(114,873)
E72500	Built Environment Division	127,600	(1,000)	(35,112)	(34,112)			30,000	(4,112)	(34,112)								(34,112)
B51120	Development Control	589,300	538,700	548,037	9,337				9,337	9,337								9,337
B52300	Building Control	60,600	98,400	64,347	(34,053)				(34,053)	(34,053)								(34,053)
B51130	Conservation	91,700	104,000	104,000	0				0	0								0
B51160	Civic Pride	282,400	310,300	189,575	(120,725)	111,500			(9,225)	(120,725)								(120,725)
D21600	Land Charges	(31,650)	(75,050)	(96,510)	(21,460)			34,400	12,940	(21,460)								(21,460)
E22100	Chelt River & Water Courses	160,700	157,300	156,260	(1,040)			600	(440)	(1,040)								(1,040)
E21150	Bus Station - Royal Well	10,600	11,500	12,290	790				790	790								790
E22150	CBC Funded Highway Works	92,600	98,500	95,503	(2,997)	(178)			(3,174)	(2,997)								(2,997)
E21100	Car Parks - Off Street	(1,650,100)	(1,813,400)	(1,826,164)	(12,764)	(496)	10,900		(2,360)	(12,764)								(12,764)
E21300	Residents Parking Schemes	(200)		0	0				0	0								0
E36200	On-Street Car Parking-Extended Scheme	(1,000)		0	0				0	0								0
H22600	Ex Community Services	(105,800)	(51,300)	(67,143)	(15,843)				(15,843)	(15,843)								(15,843)
H22260	Housing Strategy	263,900	20,300	20,300	0				0	0								0
H22300	Housing Grants	123,700	100,000	94,423	(5,577)				(5,577)	(5,577)								(5,577)
H22350	Supporting People	29,600	15,900	15,900	0				0	0								0
H22400	Homeless Persons	316,600	303,800	238,414	(65,386)			59,700	(5,686)	(65,386)								(65,386)
H22500	Community Alarms	(52,200)	(40,300)	(43,020)	(2,720)				(2,720)	(2,720)								(2,720)
H22225	Housing Standards	114,600	243,700	236,670	(7,030)				(7,030)	(7,030)								(7,030)
H22270	Housing Enabling/Partnership	56,100	63,500	63,500	0				0	0	1,790,000							1,790,000
H22550	Disabled Facilities Grants	0	64,300	64,300	0				0	0	320,000							320,000
H22230	PSDH grants / loans	0		0	0				0	0	(17,324)							(17,324)
TOTAL BUILT ENVIRONMENT		1,166,850	1,072,966	455,265	(617,701)	146,894	393,200	(77,607)	(617,701)	2,092,676	0	0	0	0	0	0	0	1,474,975
COMMISSIONING																		
D21200	Corporate Management	1,248,900	1,095,100	1,093,250	(1,850)				(1,850)	(1,850)	11,793							9,943
G50337	Transfer to accumulated absences account	0	0	0	0				0	0	(11,793)							(11,793)
D21215	CPA Costs	11,100	0	0	0				0	0								0
D21220	Corporate Subscriptions	24,400	23,700	23,662	(38)				(38)	(38)								(38)
D11700	Policy & Information Management	(92,700)	(12,100)	(36,061)	(23,961)			11,500	(12,461)	(23,961)								(23,961)

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					£			£	£				£
D11715	Neighbourhood Management of Services	0	14,800	7,440	(7,360)		7,300	(60)	(7,360)				(7,360)
D11775	Farmers Market	900	6,350	6,109	(241)			(241)	(241)				(241)
D38700	LA21	28,900	23,100	23,100	0			0	0				0
D21900	Equal Opportunities	0	1,700	(505)	(2,205)			(2,205)	(2,205)				(2,205)
D21950	Community Planning	147,400	135,300	135,300	0			0	0				0
D21970	Parish Pride	0	51,400	32,581	(18,819)		18,800	(19)	(18,819)				(18,819)
D11900	Communications Management	(9,700)	(9,700)	(5,290)	4,410			4,410	4,410				4,410
D12600	Service Development	3,800	(110,600)	(111,217)	(617)			(617)	(617)				(617)
D12220	Civic & Member Services	300	400	1,762	1,362			1,362	1,362				1,362
D24100	Annecy	0	0	1,502	1,502			1,502	1,502				1,502
D24150	Twinning Expenses	27,000	42,900	38,077	(4,823)			(4,823)	(4,823)				(4,823)
D24200	Gottingen Sports Exchange	0	0	533	533			533	533				533
D24220	Gottingen Visit/Visitors	0	0	60	60			60	60				60
D24230	Gottingen Big Party Visit	0	0	2,581	2,581			2,581	2,581				2,581
D24830	Weihei	0	0	117	117			117	117				117
D22100	Civic Expenses	57,700	60,600	58,789	(1,811)			(1,811)	(1,811)				(1,811)
D22200	Civic Car	44,600	32,900	34,213	1,313			1,313	1,313				1,313
D23010	Hospitality- small items	2,500	2,500	212	(2,288)			(2,288)	(2,288)				(2,288)
D23020	Mayoral Sunday	500	500	0	(500)			(500)	(500)				(500)
D23030	Mayor Making Ceremony	3,000	3,000	2,963	(37)			(37)	(37)				(37)
D23060	Remembrance Sunday	3,300	3,300	2,087	(1,213)			(1,213)	(1,213)				(1,213)
D23070	Medal of Honour Awards	600	600	253	(347)			(347)	(347)				(347)
D23090	Battle of Britain Day	1,400	1,400	1,061	(339)			(339)	(339)				(339)
D23100	Hospitality - Civic Gifts	700	700	0	(700)			(700)	(700)				(700)
D23200	Festival Performing Arts	24,400	24,400	29,760	5,360			5,360	5,360				5,360
D23900	Charity Events	5,000	5,000	3,983	(1,017)			(1,017)	(1,017)				(1,017)
D12250	D.S.U.	(26,900)	(15,000)	(13,565)	1,435			1,435	1,435				1,435
D21100	Democratic Process	565,250	512,250	492,740	(19,510)		7,000	(12,510)	(19,510)				(19,510)
D21150	Cabinet Expenditure	80,100	82,800	82,999	199			199	199				199
D21190	O & S Committees	56,000	64,900	68,946	4,046			4,046	4,046				4,046
D12200	Legal Services	(4,400)	12,750	(34,460)	(47,210)			(47,210)	(47,210)				(47,210)
D12205	CBC v. Laird Case	0	35,000	40,113	5,113	(5,113)		0	5,113				5,113
D21300	District Elections	62,100	70,900	84,122	13,222			13,222	13,222				13,222
D21400	Electoral Registration	202,500	183,000	191,290	8,290			8,290	8,290				8,290
D21500	Elec.Reg.Overheads	2,350	(10,750)	(12,720)	(1,970)			(1,970)	(1,970)				(1,970)
D21510	County County Elections	0	0	2,400	2,400			2,400	2,400				2,400
D21550	AV Referendum	0	0	(9,965)	(9,965)			(9,965)	(9,965)				(9,965)
D33950	Resource Centre (Holding Account)	2,000	7,300	4,181	(3,119)			(3,119)	(3,119)				(3,119)
D39120	SLA-Glos.Racial Equality	20,100	53,100	47,053	(6,047)		3,200	(2,847)	(6,047)				(6,047)
D37100	Hesters Way	47,500	44,700	44,700	0			0	0				0
D37200	Whaddon	75,800	44,000	44,000	0			0	0				0
D38100	Community Dev. Strategy	91,900	93,200	93,200	0			0	0				0

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													Adjusted (Under) / Overspend £
D38300	Chelt. Disability Action	250		0	0			0	0				0
D38600	Pensioners Forum	250	250	250	0			0	0				0
D39100	SLA-Citizens Adv. Bureau	161,400	162,400	161,779	(621)			(621)	(621)				(621)
D39150	SLA-CCAVA	40,600	67,000	47,000	(20,000)		20,000	0	(20,000)				(20,000)
D39210	Small Grants-Property	8,000	8,000	8,000	0			0	0				0
D38850	Youth Affairs	24,000	63,400	(738)	(64,138)		64,100	(38)	(64,138)				(64,138)
TOTAL COMMISSIONING		2,942,800	2,876,450	2,687,646	(188,804)	(5,113)	131,900	(62,018)	(188,804)	0	0	0	(188,804)
OPERATIONS													
C22100	Green Environment Division	(76,650)	13,350	16,165	2,815			2,815	2,815				2,815
C23160	Environmental Maintenance Division	(10,400)	16,900	(28,587)	(45,487)			(45,487)	(45,487)				(45,487)
E34200	NPR Environmental Maintenance	127,000	82,300	61,677	(20,623)			(20,623)	(20,623)				(20,623)
C23100	Refuse Collection	963,500	1,035,400	1,077,232	41,832			41,832	41,832				41,832
C23110	Street Cleaning	864,200	759,100	747,951	(11,149)			(11,149)	(11,149)				(11,149)
C23120	Recycling Centre/CA Site	274,500	176,700	162,561	(14,139)		20,000	5,861	(14,139)				(14,139)
C23125	Recycling: Bring Schemes	48,000	39,900	50,781	10,881			10,881	10,881				10,881
C23130	Building Cleaning	12,800	12,100	11,549	(551)			(551)	(551)				(551)
C23140	Public Conveniences	122,100	180,200	162,357	(17,843)			(17,843)	(17,843)				(17,843)
C23180	Recycling: Collection Schemes	405,750	600,650	574,004	(26,646)		12,000	(14,646)	(26,646)				(26,646)
C23190	Garden Collections	(214,700)	(13,200)	65,561	78,761			78,761	78,761				78,761
C24100	Fleet Maintenance	(2,500)	0	(644)	(644)			(644)	(644)				(644)
C24150	Fleet Management	(47,300)	0	0	0			0	0				0
C22105	Housing Forecourts	(10,500)	(20,600)	(24,392)	(3,792)			(3,792)	(3,792)				(3,792)
C22110	Parks & Gardens	1,163,900	963,700	942,321	(21,379)		10,000	(11,379)	(21,379)				(21,379)
C22115	Grass Verges	0	0	0	0			0	0				0
C22120	Sports & Open Spaces	1,208,100	1,128,100	1,133,268	5,168	(31,620)	4,800	(21,652)	5,168				5,168
C22140	Nursery	(39,000)	(85,200)	(103,164)	(17,964)			(17,964)	(17,964)				(17,964)
C22440	Gloucester County Council (Schools)	4,700	(46,400)	(51,141)	(4,741)			(4,741)	(4,741)				(4,741)
TOTAL OPERATIONS		4,793,500	4,843,000	4,797,499	(45,501)	(31,620)	46,800	(30,321)	(45,501)	0	0	0	(45,501)
RESOURCES													
D12300	Human Resources and Organisation development	34,000	9,200	(7,041)	(16,241)		17,000	759	(16,241)				(16,241)
D21260	Health & Safety	3,800	3,500	(772)	(4,272)		4,200	(72)	(4,272)				(4,272)
D12310	Corporate Training	(21,900)	(21,800)	(29,756)	(7,956)		8,000	44	(7,956)				(7,956)
D12400	Director (Resources)	(119,450)	92,150	85,519	(6,631)			(6,631)	(6,631)				(6,631)
D11400	Audit & Assurance	(43,050)	7,150	7,400	250			250	250				250
D11300	Financial Services	10,900	(43,500)	(64,211)	(20,711)		20,000	(711)	(20,711)				(20,711)
D12485	Procurement	(27,750)	(18,750)	(19,402)	(652)			(652)	(652)				(652)
D12490	Sundry Debtors	(200)	32,800	32,955	155			155	155				155
D32600	Financial Expenses - Insurances	12,100	(5,300)	(6,009)	(709)			(709)	(709)				(709)

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D32700	Financial Expenses - Debt Mgt/Bank Charges	87,100	84,800	76,893	(7,907)					(7,907)				(7,907)
D32750	Pension Fund Backfunding Contributions	1,331,600	1,331,600	1,329,720	(1,880)					(1,880)				(1,880)
D33800	Unison Sports & Social Club	14,000	14,400	14,437	37					37				37
D35100	Gloucestershire Airport	(1,300)	37,200	33,902	(3,298)					(3,298)				(3,298)
H22280	Housing Advances	1,700	0	(92)	(92)					(92)				(92)
D12500	Property Services Division	(7,850)	(10,150)	(23,869)	(13,719)			13,000		(719)				(13,719)
D21290	Asset Management Plan	0	65,100	65,100	0					0				0
D30200	Miscellaneous Properties & Land	(484,300)	(413,900)	(408,576)	5,324	(19,004)				(13,680)				5,324
D30220	Development & Regeneration Sites	68,600	78,900	78,900	0					0				0
D13100	Municipal Offices	17,200	(15,400)	(43,998)	(28,598)					(28,598)				(28,598)
D14100	Depot Building	5,000	(31,900)	(31,348)	552	(1,251)				(700)				552
D30300	War Memorials	6,100	7,300	3,452	(3,848)					(3,848)				(3,848)
L21400	Stanton Room	7,500	8,700	6,819	(1,881)					(1,881)				(1,881)
L32200	Christmas in Cheltenham	35,500	46,700	43,245	(3,455)			3,400		(55)				(3,455)
D12450	Cash Receipting / Banking	(5,700)	(4,500)	(5,701)	(1,201)					(1,201)				(1,201)
D12455	Car Park Income Collection	(4,300)	(5,000)	(9,895)	(4,895)					(4,895)				(4,895)
D12495	Customer Services Areas	(19,200)	(49,100)	(54,158)	(5,058)					(5,058)				(5,058)
D13120	Central Mail Room	(8,100)	(4,100)	(6,571)	(2,471)					(2,471)				(2,471)
D13160	Custodians -Muni.Blds	(4,200)	(7,100)	(11,320)	(4,220)					(4,220)				(4,220)
D12430	Housing & CT Benefits Overhead a/c	(32,600)	3,200	1,951	(1,249)					(1,249)				(1,249)
D12435	Local Housing Allowances	(75,600)	(75,600)	(102,136)	(26,536)	26,500				(36)				(26,536)
H23100	Rent Allowances	(31,600)	(47,100)	160,752	207,852					207,852				207,852
H23150	Housing Benefit Administration	143,100	67,200	72,158	4,958					4,958				4,958
H23200	Tenants Rent Rebates	(110,100)	(79,700)	(136,102)	(56,402)	52,200				(4,202)				(56,402)
D12440	Council Tax Overheads	33,500	11,000	2,824	(8,176)			8,000		(176)				(8,176)
D12445	Council Tax Leaflet	0	0	0	0					0				0
D12460	Property Inspection	800	(18,600)	(21,507)	(2,907)			2,900		(7)				(2,907)
D12480	Business Revenues Overheads	200	(45,700)	(45,780)	(80)					(80)				(80)
D31200	Council Tax Coll and CT benefits	644,400	605,500	589,113	(16,387)					(16,387)				(16,387)
D31300	NNDR Collection	(44,400)	(72,100)	(71,669)	431					431				431
D39400	Discretionary Relief	12,100	12,100	11,960	(140)					(140)				(140)
D11800	IT Services	(113,250)	(118,050)	(143,243)	(25,193)			25,000		(193)				(25,193)
D11820	IT Infrastructure	26,500	156,000	43,195	(112,805)			82,700		(30,105)				(112,805)
D13250	Corporate Telecommunications	(200)	(500)	29,530	30,030					30,030				30,030
TOTAL RESOURCES		1,340,650	1,586,650	1,446,669	(139,981)	58,444	184,200	102,664		(139,981)	0	0	0	(139,981)
STRATEGIC DIRECTORS														
D11100	Management (C.Execs)	(16,200)	400	(279)	(679)					(679)				(679)
D51100	Director (Corporate Services)	(5,000)	(6,300)	(7,606)	(1,306)					(1,306)				(1,306)
E74100	Environment Group Management&Admin	4,750	(5,150)	(19,003)	(13,853)					(13,853)				(13,853)

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TOTAL STRATEGIC DIRECTORS	(16,450)	(11,050)	(26,888)	(15,838)	0	0	(15,838)	(15,838)	0	0	0	(15,838)
WELLBEING & CULTURE												
E63100 Cemeteries & Crematorium	(782,800)	(685,400)	(670,968)	14,432	(813)		13,619	14,432				14,432
C22190 Allotments	73,100	70,900	69,529	(1,371)			(1,371)	(1,371)				(1,371)
B51125 Private Trees (incl TPOs)	15,800	50,300	49,900	(400)			(400)	(400)				(400)
E71150 Public Protection Division	26,500	(41,900)	(37,524)	4,376		21,100	25,476	4,376				4,376
A21500 Licensing	(32,400)	6,500	(35,251)	(41,751)			(41,751)	(41,751)				(41,751)
D34510 Crime and Disorder	81,600	276,000	271,133	(4,867)		1,600	(3,267)	(4,867)				(4,867)
C24200 Abandoned Cars	54,300	19,400	18,306	(1,094)			(1,094)	(1,094)				(1,094)
E61300 Animal Welfare	58,000	56,800	49,725	(7,075)			(7,075)	(7,075)				(7,075)
E61100 Food Safety	212,000	116,300	113,747	(2,553)			(2,553)	(2,553)				(2,553)
E61200 Health & Safety at Work Act	188,900	79,800	79,800	0			0	0				0
E61250 Pollution Control	180,100	139,300	142,705	3,405			3,405	3,405				3,405
E61350 Pests Control	92,000	82,200	77,382	(4,818)		2,100	(2,718)	(4,818)				(4,818)
E61450 Water Sampling	500	500	66	(434)			(434)	(434)				(434)
E61500 CCTV/Town Centre Safety	136,500	132,700	132,095	(605)			(605)	(605)				(605)
E61600 Contaminated Land	50,300	29,900	25,101	(4,799)			(4,799)	(4,799)				(4,799)
E61650 Air Quality	37,600	42,400	37,534	(4,866)		6,000	1,134	(4,866)				(4,866)
L17200 Wellbeing & Culture Management	1,800	17,700	9,154	(8,546)			(8,546)	(8,546)				(8,546)
L23200 Cheltenham Arts Festivals Ltd	125,300	136,500	136,500	0			0	0				0
L16100 Holiday Recreation Programme	106,200	112,100	105,338	(6,762)		2,800	(3,962)	(6,762)				(6,762)
L17300 Sport Development	83,100	90,400	89,361	(1,039)			(1,039)	(1,039)				(1,039)
L17400 Support to External Sports Organisations	4,400	4,000	4,000	0			0	0				0
L17500 Healthy Lifestyles	51,700	55,100	49,014	(6,086)		5,000	(1,086)	(6,086)				(6,086)
L11500 Recreation Facilities/Management	1,659,250	1,656,400	1,680,767	24,367		6,000	30,367	24,367				24,367
L41100 Art Gallery & Museum	904,800	811,400	794,339	(17,061)	19,800		2,739	(17,061)				(17,061)
L23500 Arts Grant/Enabling Funds	171,600	187,000	183,911	(3,089)			(3,089)	(3,089)				(3,089)
L31100 Tourist Information Centre	91,250	100,150	100,016	(134)			(134)	(134)				(134)
L81100 Everyman Theatre	161,200	209,800	211,328	1,528			1,528	1,528	1,250,000			1,251,528
L81200 Playhouse Theatre	23,000	9,100	9,149	49			49	49				49
L21100 Town Hall	783,700	558,400	514,179	(44,221)		1,400	(42,821)	(44,221)				(44,221)
L21200 Pittville Pump Room	(68,600)	267,700	232,822	(34,878)			(34,878)	(34,878)				(34,878)
L24500 Box Office	181,500	0	0	0			0	0				0
TOTAL WELLBEING & CULTURE	4,672,200	4,591,450	4,443,160	(148,290)	18,987	46,000	(83,303)	(148,290)	1,250,000	0	0	1,101,710
BUSINESS CHANGE												
GO7 GO7 Project	161,100	0	0	0			0	0				0
GOCOE GO Support & Hosting CoE Revenue Costs	23,800	89,100	96,915	7,815			7,815	7,815				7,815

SERVICE LEVEL OUTTURN PERFORMANCE POSITION 2011-12

APPENDIX 3

REVENUE OUTTURN 2011/12		Budget Book 11/12 £	Revised Budget 11/12 £	Actual 2011/12 £	(Under) / Overspend before SeRCOP Adjustment £	Transfers to (from) reserves £	Carry Forwards £	Adjusted (Under) / Overspend £	(Under) / Overspend before SeRCOP Adjustment £	Code / IFRS Adjustments £	IAS19 Pension Adjustments £	SeRCOP Adjustment £	SOA -Code Adjusted (Under) / Overspend £
GOERP	GO ERP System Implementation	47,800	192,900	180,457	(12,443)		12,400	(43)	(12,443)				(12,443)
IT0055	Government Connect	45,200	42,500	30,650	(11,850)			(11,850)	(11,850)				(11,850)
IT0058	Organisation & Development Work	357,900	225,600	172,044	(53,556)		53,500	(56)	(53,556)				(53,556)
IT0059	Business Continuity	0	0	909	909			909	909				909
IT0062	Working Flexibly	(1,000)	29,100	11,073	(18,028)		18,000	(28)	(18,028)				(18,028)
IT0071	Revenues & Benefits Sourcing Strategy	100,000	190,300	23,600	(166,700)		166,700	0	(166,700)				(166,700)
IT0072	Customer Services Sourcing Strategy	0	55,300	52,800	(2,500)		2,500	0	(2,500)				(2,500)
IT0073	ICT Sourcing Strategy	0	50,800	41,300	(9,500)		9,500	0	(9,500)				(9,500)
IT0074	Waste Company	0	124,300	18,504	(105,796)		105,800	4	(105,796)				(105,796)
TOTAL BUSINESS CHANGE		734,800	999,900	628,251	(371,649)	0	368,400	(3,249)	(371,649)	0	0	0	(371,649)
PROGRAMME MAINTENANCE		482,100	588,400	428,212	-160,188	161,000	0	812	-160,188	0	0	0	-160,188
G50530	BAD DEBTS PROVISION	40,000	40,000	31,430	-8,570		0	-8,570	-8,570	0	0	0	-8,570
G50520	SAVINGS FROM VACANCIES	-480,000	-69,650	0	69,650	0	0	69,650	69,650	0	0	0	69,650
TOTAL ALL SERVICES		15,676,450	16,518,116	14,891,244	(1,626,872)	348,592	1,170,500	(107,780)	(1,626,872)	3,342,676	0	0	1,715,804