

CUSTOMER SERVICES, MEDIA COMMUNICATIONS & ICT PORTFOLIO
ESTIMATES 2007/08

Customer Services, Media Communications & ICT

Revenue Budget 2007/08

Introduction

The Portfolio is responsible for the following services.

Customer Services
Compliments & Complaints
Public Relations & Information
Information Communications Technology & E-Government

Further detail of the services and the related CSB growth and DDF items are shown on the appropriate budget page.

Capital Charges

In previous years accounting standards have required that a notional charge be made to service revenue accounts to reflect the cost of fixed assets used in the provision of services. These charges were then reversed through the asset management revenue account so that they had no effect on the Council Tax. The latest version of the Statement of Recommended Practice (SORP) that local authorities are required to follow in producing their budgets and accounts has removed the requirement for capital charges and the asset management revenue account.

Compliance with CIPFA Standards

The budget has been prepared in accordance with the latest CIPFA guidance, in particular the Best Value Accounting Code of Practice 2006. The code of practice has the status of statutory "proper practice". It is also expected that members of CIPFA will comply with all the requirements of the Code as it defines best professional practice in terms of financial reporting. The only divergence from the code in these budget papers occurs where the portfolio service groupings differ from those required by the Code of Practice. The portfolio groupings are given precedence in these papers.

Budget format

The format of the attached budget papers is the same as that adopted last year. The summary page is split into three groups: Direct Services, Regulatory Services and Support & Trading Services. Not all portfolios will have all three types of service grouping.

Direct Services – these are self-explanatory and reflect the headline services provided by the portfolio.

Regulatory Services – The Cabinet has no part to play in the exercise of regulatory functions such as planning and licensing. However the Cabinet is responsible for the totality of the Council's budget. The costs of the regulatory functions therefore have been included in the appropriate portfolio budgets.

Support and Trading Services - Responsibility for support services and trading type arrangements has been split across a number of portfolios. In order to be transparent about the costs associated with these areas, they have been included in the relevant portfolios. However the net cost of these services is recharged to the direct and regulatory functions, either within the same portfolio or across a number of portfolios. Therefore to avoid double counting the costs are reversed out so as to arrive back at the true net cost of the portfolio.

The summary page then includes the traditional re-analysis of the budget in terms of its' opening Continuing Services Budget, CSB growth and savings, and District Development Fund expenditure and savings.

Customer Services, Media Communications & ICT

General Fund Estimate Summary

2005/06	2006/07			2007/08		
<i>Actual</i> £000	<i>Original Estimate</i> £000	<i>Revised Estimate</i> £000		Gross Expend £000	Gross Income £000	Net Expend £000
Direct Services						
111	90	112	Customer Services	105	0	105
51	61	63	Compliments & Complaints	63	0	63
162	151	175	Total (Transferred to GF Summary)	168	0	168
Support and Trading Services						
1,749	2,313	2,392	Information Technology	2,065	0	2,065
295	352	331	Public Relations & Information	368	0	368
(47)	(61)	(62)	Recharged to this Portfolio	(55)	0	(55)
(1,997)	(2,604)	(2,661)	Recharged to other Portfolios	(2,378)	0	(2,378)
0	0	0	Total	0	0	0
162	151	175	Portfolio Total	168	0	168
(12)	14	69	Continuing Services Budget			137
70	106	106	Continuing Services Budget - Growth			0
0	0	0	Continuing Services Budget - Savings			0
58	120	175	Total Continuing Services Budget			137
104	31	0	District Development Fund - Expenditure			31
0	0	0	District Development Fund - Savings			0
104	31	0	Total District Development Fund			31
162	151	175	Total			168

**Customer Services, Media, Communications & ICT
Development Fund & Growth Items**

Original 2006/07 £000's	Revised 2006/07 £000's	Orginal 2007/08 £000's
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CSB Growth Items

ICT	Service restructure - Corporate ICT Strategy	60	60
ICT	Revenue Growth arising from IEG Initiatives	18	18
ICT	Training - Staff Restructuring	10	10
ICT	Essex eMarket Place Subscription	18	18

106	106	0
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Original 2006/07 £000's	Revised 2006/07 £000's	Orginal 2007/08 £000's
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Development Fund Items

Public Relations	Improvements to Main Reception Area	31	31
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31	0	31
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Customer Services, Media Communications & ICT

Direct Services

Customer Services

The budget relates to general liaison with the public.

The increases in the budget relate to a reallocation of overhead charges for computers and the web site.

Compliments & Complaints

The budget relates to the operation of the compliments and complaints procedure.

The increases relate only to inflation.

Customer Services, Media Communications & ICT

Direct Services

2005/06	2006/07			2007/08		
<i>Actual</i> £000	<i>Original</i> <i>Estimate</i> £000	<i>Revised</i> <i>Estimate</i> £000		Gross Expend £000	Gross Income £000	Net Expend £000
111	90	112	Customer Services	105	0	105
51	61	63	Compliments & Complaints	63	0	63
162	151	175	Total (Transferred to Summary)	168	0	168
148	151	175	Continuing Services Budget			168
0	0	0	Continuing Services Budget - Growth			0
0	0	0	Continuing Services Budget - Savings			0
148	151	175	Total Continuing Services Budget			168
14	0	0	District Development Fund - Expenditure			0
0	0	0	District Development Fund - Savings			0
14	0	0	Total District Development Fund			0
162	151	175	Portfolio Total			168

Customer Services, Media Communications & ICT

Information Communications Technology & E-Govt

Information Technology

The current year budget includes CSB Growth of £60,000 for the service restructuring as part of the Corporate ICT Strategy. CSB Growth is also included for IEG initiatives, with £18,000 included for the current year. Growth of £10,000 is also included in the current year for training relating to the restructuring and £18,000 for the Essex eMarket Place subscription.

Other significant changes relate to a high level of charges in the current year Revised Estimate arising from the funding of IT software from capital resources. This expenditure is written off to the revenue account in the year of spend.

Telephones

The reduction in this budget from the Original current year estimate relates to an internal accounting change only. Direct salaries costs are now included centrally within the main IT account and then recharged out to specific cost centres, appearing in those budgets as support services.

Website

The reduction in this budget from the Original current year estimate relates to an internal accounting change only. Direct salaries costs are now included centrally within the main IT account and then recharged out to specific cost centres, appearing in those budgets as support services.

Customer Services, Media Communications & ICT

Information Communications Technology & E- Govt

2005/06	2006/07			2007/08		
<i>Actual</i> £000	<i>Original</i> <i>Estimate</i> £000	<i>Revised</i> <i>Estimate</i> £000		Gross Expend £000	Gross Income £000	Net Expend £000
1,365	1,888	2,175	Information Technology	1,843	0	1,843
328	366	200	Telephones	205	0	205
56	59	17	Website	17	0	17
<u>1,749</u>	<u>2,313</u>	<u>2,392</u>	Total (Transferred to Summary)	<u>2,065</u>	<u>0</u>	<u>2,065</u>
1,589	2,207	2,286	Continuing Services Budget			2,065
70	106	106	Continuing Services Budget - Growth			0
0	0	0	Continuing Services Budget - Savings			0
<u>1,659</u>	<u>2,313</u>	<u>2,392</u>	Total Continuing Services Budget			<u>2,065</u>
90	0	0	District Development Fund - Expenditure			0
0	0	0	District Development Fund - Savings			0
<u>90</u>	<u>0</u>	<u>0</u>	Total District Development Fund			<u>0</u>
<u>1,749</u>	<u>2,313</u>	<u>2,392</u>	Portfolio Total			<u>2,065</u>

Customer Services, Media Communications & ICT

Support Services

Public Relations & Information

A DDF item of £31,000 was included in the current year relating to improvements to the main reception area in the Civic Offices. This item has now been re-phased to 2007/08. There are no other significant changes to this budget, other than inflation .

Customer Services, Media Communications & ICT

Support Services

<i>2005/06</i>		<i>2006/07</i>		<i>2007/08</i>		
<i>Actual</i>	<i>Original</i>	<i>Revised</i>		<i>Gross</i>	<i>Gross</i>	<i>Net</i>
<i>£000</i>	<i>Estimate</i>	<i>Estimate</i>		<i>Expend</i>	<i>Income</i>	<i>Expend</i>
	<i>£000</i>	<i>£000</i>		<i>£000</i>	<i>£000</i>	<i>£000</i>
295	352	331	Public Relations & Information	368	0	368
295	352	331	Total (Transferred to Summary)	368	0	368
295	321	331	Continuing Services Budget			337
0	0	0	Continuing Services Budget - Growth			0
0	0	0	Continuing Services Budget - Savings			0
295	321	331	Total Continuing Services Budget			337
0	31	0	District Development Fund - Expenditure			31
0	0	0	District Development Fund - Savings			0
0	31	0	Total District Development Fund			31
295	352	331	Portfolio Total			368

**CUSTOMER SERVICES, MEDIA COMMUNICATIONS & ICT PORTFOLIO
SUBJECTIVE ANALYSIS 2007/08**

Cost Centre	Employees	Premises Related Expenses	Transport	Supplies Related Expenses	Third Party	Support Services	Depreciation Charges	(Internally Recharged)	Gross Expenditure	Fees & Charges	Other Income	Gross Income	Net Expenditure
Customer Services	17,650		530	8,760		78,400			105,340			-	105,340
Compliments & Complaints	44,470		1,350	4,250		12,690			62,760			-	62,760
Information Technology	1,106,280		13,750	601,910		161,490	142,160	(2,025,590)	-			-	-
Telephones	6,670	-	-	198,710	-	214,190	-	(419,570)	-	-	-	-	-
Website				16,590		95,950		(112,540)	-			-	-
Public Relations & Information	230,340		8,100	129,090		99,860		(467,280)	110	110		110	-
Total	1,175,070	-	15,630	830,220	-	562,720	142,160	(2,557,700)	168,100	-	-	-	168,100

Note: The costs shown above represent total actual costs whereas the costs identified on the summary sheets represent the directly controllable expenses.