

**ALL DIVISIONS****Essential Reference Paper C**

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
<b>SUMMARY OF CAPITAL CHARGES</b>				
SERVICE				
CUSTOMER & COMMUNITY SERVICES	1,641,056	2,337,950	2,160,240	2,432,440
NEIGHBOURHOOD SERVICES	700,047	2,080,510	1,243,340	1,978,720
FINANCE & SUPPORT SERVICES	619,862	563,430	484,920	508,760
CAPITAL CHARGES	<u>2,960,965</u>	<u>4,981,890</u>	<u>3,888,500</u>	<u>4,919,920</u>

## CUSTOMER & COMMUNITY SERVICES

Service	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
<b>SUMMARY OF ESTIMATES</b>				
SERVICE				
Chief Executive and Director of				
CC1 Customer & Community Services	46,248	50,200	55,160	61,570
CC3 Environmental Services	856,123	1,385,930	1,361,710	1,616,150
CC4 Customer Services & Parking	361,560	464,910	394,380	401,170
CC5 Communications, Engagement & Cultural Services	234,131	252,430	154,770	246,130
CC6 Economic Development	142,994	184,480	194,220	107,420
<b>CAPITAL CHARGES</b>	<u>1,641,056</u>	<u>2,337,950</u>	<u>2,160,240</u>	<u>2,432,440</u>

**CUSTOMER & COMMUNITY SERVICES**

CC3

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
--	------------------------	--------------------------	--------------------------	--------------------------

**SUMMARY OF ENVIRONMENTAL SERVICES ESTIMATES**

## SERVICE

CCE1	Environmental Services	35,188	41,170	38,070	36,680
CCE3	Playgrounds	127,540	136,540	134,310	130,100
CCE4	Public Conveniences	23,780	22,550	18,370	18,370
CCE5	Refuse Collection - Domestic	45,564	559,810	560,040	545,450
CCE6	Refuse Collection - Commerical	19,080	22,430	22,000	25,350
CCE9	Recycling	98,420	98,910	98,730	359,770
CCE10	Parks & Open Spaces	40,050	40,420	40,390	40,410
CCE11	Buntingford Service Centre	20,144	16,680	16,680	14,470
CCE12	Animal Control	780	770	620	750
CCE13	Pest Control	1,550	1,540	1,230	1,500
CCE14	Environmental Co-Ordination Section	780	770	610	750
CCE15	Herts Environmental Forum	780	770	610	740
CCE16	Environmental Co-Ordination Service	1,020	0	0	0
CCE17	Leisure Services	780	770	610	740
CCE19	Leisure Provision	440,667	442,800	429,440	441,070
CAPITAL CHARGES		<u>856,123</u>	<u>1,385,930</u>	<u>1,361,710</u>	<u>1,616,150</u>

**CUSTOMER & COMMUNITY SERVICES**

CC4

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
--	------------------------	--------------------------	--------------------------	--------------------------

**SUMMARY OF CUSTOMER SERVICES & PARKING ESTIMATES**

## SERVICE

CCS1	Head of Customer Relations	1,550	1,540	1,230	1,500
CCS2	External Customer Services	36,349	32,090	27,560	28,250
CCS3	Web Team	2,330	2,310	2,460	2,250
CCS4	Information Management	780	770	610	740
CCS5	Car Parking	9,132	9,000	7,300	8,300
CCS6/12	Car Parks	311,419	419,200	355,220	360,130
	<b>CAPITAL CHARGES</b>	<u>361,560</u>	<u>464,910</u>	<u>394,380</u>	<u>401,170</u>

**CUSTOMER & COMMUNITY SERVICES**

CC5

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £	
<b>SUMMARY OF COMMUNICATIONS, ENGAGEMENT &amp; CULTURAL SERVICES ESTIMATES</b>					
SERVICE					
CCC1	Head of Communications, Engagement & Cultural Services	780	770	610	740
CCC2	Communications	2,330	2,310	1,850	2,250
CCC3	Engagement & Partnership Team	2,330	2,310	1,850	2,250
CCC7	Community Projects	49,424	47,670	7,320	0
CCC8	Revenue Contributions & Grants to Voluntary Bodies	132,747	140,900	79,850	156,000
CCC9	Hertford Theatre & Café	46,520	58,470	63,290	84,890
	<b>CAPITAL CHARGES</b>	<u>234,131</u>	<u>252,430</u>	<u>154,770</u>	<u>246,130</u>

**CUSTOMER & COMMUNITY SERVICES**

CC6

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
--	------------------------	--------------------------	--------------------------	--------------------------

**SUMMARY OF ECONOMIC DEVELOPMENT ESTIMATES**

## SERVICE

CCD1	Economic Development Section	4,660	2,310	1,230	1,500
CCD2	Markets	15,319	12,930	12,810	22,000
CCD4	Economic Development	220	220	220	220
CCD5	Town Centre Enhancements	122,795	169,020	179,960	83,700
		<hr/>	<hr/>	<hr/>	<hr/>
	CAPITAL CHARGES	142,994	184,480	194,220	107,420
		<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

## NEIGHBOURHOOD SERVICES

Service	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
---------	------------------------	--------------------------	--------------------------	--------------------------

### SUMMARY OF ESTIMATES

#### SERVICE

NS1	Director of Neighbourhood Services	37,096	41,700	46,670	57,430
NS2	Corporate Support Team	3,110	3,080	2,460	2,990
NS3	Planning & Building Control	123,058	111,970	118,660	124,180
NS4	Community Safety & Health	481,613	1,033,460	637,380	918,300
NS5	Housing Services	55,170	890,300	438,170	875,820
CAPITAL CHARGES		<u>700,047</u>	<u>2,080,510</u>	<u>1,243,340</u>	<u>1,978,720</u>

**NEIGHBOURHOOD SERVICES**

NS3

Service	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
---------	------------------------	--------------------------	--------------------------	--------------------------

**SUMMARY OF PLANNING & BUILDING CONTROL ESTIMATES**

## SERVICE

NSP1	Development Plans	9,450	7,290	6,630	5,560
NSP2	Building Control Section	14,848	20,090	16,790	18,850
NSP3	Development Control Section	40,240	49,590	45,100	44,770
NSP7	Conservation Service	58,520	35,000	50,140	55,000
CAPITAL CHARGES		<u>123,058</u>	<u>111,970</u>	<u>118,660</u>	<u>124,180</u>



## NEIGHBOURHOOD SERVICES

NS4

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
--	------------------------	--------------------------	--------------------------	--------------------------

### SUMMARY OF COMMUNITY SAFETY & HEALTH ESTIMATES

#### SERVICE

NSS1	Community Protection	6,990	8,430	5,540	8,240
NSS6	Community Safety Section	1,550	770	620	750
NSS8	Community Safety Service	53,710	53,700	53,550	53,680
NSS9	Engineering & Drainage	2,330	2,310	1,230	1,500
NSS10	Engineering & Transport	217,570	235,010	227,810	238,960
NSS11	Environmental Health	22,466	24,470	29,740	33,420
NSS12	Private Sector Housing Grants	176,217	708,000	318,270	581,000
NSS15	Environmental Health Promotions	780	770	620	750
CAPITAL CHARGES		<u>481,613</u>	<u>1,033,460</u>	<u>637,380</u>	<u>918,300</u>

**NEIGHBOURHOOD SERVICES**

NS5

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
--	------------------------	--------------------------	--------------------------	--------------------------

**SUMMARY OF HOUSING ESTIMATES**

## SERVICE

NSH1	Housing Section	20,005	21,880	19,880	18,910
NSH2	Other Housing	0	827,900	368,000	820,740
NSH4	Housing Options	14,925	14,130	14,130	0
NSH5	Hillcrest Hostel	20,240	26,390	36,160	36,170
		<hr/>	<hr/>	<hr/>	<hr/>
	CAPITAL CHARGES	55,170	890,300	438,170	875,820
		<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

## FINANCE & SUPPORT SERVICES

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £	
<b>SUMMARY OF ESTIMATES</b>					
SERVICE					
IS1	Director of Finance & Support Services	37,094	41,710	46,660	57,430
IS2	People & Property Services	347,167	287,510	221,530	229,190
IS3	ICT, Printing & DTP Services	13,200	13,090	16,870	19,130
IS4	Financial Services & Performance	12,713	14,560	12,240	14,990
IS5	Corporate Risk	5,024	5,760	4,220	4,840
IS6	Governance Support	26,950	22,440	19,140	17,810
IS7	Revenues & Benefits Shared Service	120,031	121,010	114,640	117,030
IS8	Other	57,683	57,350	49,620	48,340
CAPITAL CHARGES		<u>619,862</u>	<u>563,430</u>	<u>484,920</u>	<u>508,760</u>

2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
------------------------	--------------------------	--------------------------	--------------------------

**SUMMARY OF PEOPLE, ICT AND PROPERTY SERVICES ESTIMATES**

SERVICE

ISP1	People & Organisational Services	10,553	25,730	10,670	11,600
ISP2	Facilities Management	5,440	5,390	10,710	13,640
ISP3	Courier	1,550	1,540	1,230	1,500
ISP4	Asset Management	3,344	3,310	2,690	3,140
ISP5	Miscellaneous Properties	225,920	105,440	101,040	101,090
ISP7	Document Management	3,100	3,080	2,460	2,990
ISP8	Wallfields - Hertford	91,840	137,600	87,310	89,810
ISP9	Charrington House (Part)	5,420	5,420	5,420	5,420
CAPITAL CHARGES		<u>347,167</u>	<u>287,510</u>	<u>221,530</u>	<u>229,190</u>

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
<b>SUMMARY OF ICT, PRINT AND GRAPHIC DESIGN ESTIMATES SERVICE</b>				
ISS3 IT Services	10,880	10,780	15,020	16,880
ISS4 Corporate Resource Unit	1,550	1,540	1,230	1,500
ISS5 Desk Top Publishing	770	770	620	750
	<hr/>	<hr/>	<hr/>	<hr/>
CAPITAL CHARGES	13,200	13,090	16,870	19,130
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

**FINANCE & SUPPORT SERVICES**

IS4

Service	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
---------	------------------------	--------------------------	--------------------------	--------------------------

**SUMMARY OF FINANCIAL SERVICES & PERFORMANCE ESTIMATES**

## SERVICE

ISF1	Financial Services	11,013	12,140	10,900	12,630
ISF2	Performance	1,700	2,420	1,340	2,360
CAPITAL CHARGES		<u>12,713</u>	<u>14,560</u>	<u>12,240</u>	<u>14,990</u>

**FINANCE & SUPPORT SERVICES**

IS5

Service	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
---------	------------------------	--------------------------	--------------------------	--------------------------

**SUMMARY OF CORPORATE RISK**

## SERVICE

ISA1	Corporate Risk & Insurance	4,254	4,220	3,600	4,090
ISA3	Procurement	770	1,540	620	750
CAPITAL CHARGES		<u>5,024</u>	<u>5,760</u>	<u>4,220</u>	<u>4,840</u>

**FINANCE & SUPPORT SERVICES**

IS6

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
--	------------------------	--------------------------	--------------------------	--------------------------

**SUMMARY OF GOVERNANCE SUPPORT ESTIMATES**

## SERVICE

ISG1	Democratic Services	9,910	7,160	6,700	7,460
ISG2	Land Charges & LLPG	8,575	6,870	5,110	4,590
ISG3	Legal	5,871	5,820	4,740	5,670
ISG5	Elections	2,594	2,590	2,590	90
	<b>CAPITAL CHARGES</b>	<u>26,950</u>	<u>22,440</u>	<u>19,140</u>	<u>17,810</u>



**FINANCE & SUPPORT SERVICES**

IS7

Service	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
---------	------------------------	--------------------------	--------------------------	--------------------------

**SUMMARY OF REVENUES & BENEFITS ESTIMATES**

## SERVICE

ISR1	Revenues & HB Section	120,031	121,010	114,640	117,030
	CAPITAL CHARGES	<u>120,031</u>	<u>121,010</u>	<u>114,640</u>	<u>117,030</u>

**FINANCE & SUPPORT SERVICES**

IS8

2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
------------------------	--------------------------	--------------------------	--------------------------

**SUMMARY OF OTHER ESTIMATES**

## SERVICE

ISO1	Corporate & Democratic Core	57,683	57,350	49,620	48,340
	CAPITAL CHARGES	<u>57,683</u>	<u>57,350</u>	<u>49,620</u>	<u>48,340</u>