

## ALL DIVISIONS

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
<b>SUMMARY OF ESTIMATES</b>				<b>Essential Reference Paper B1</b>
SERVICE				
CUSTOMER & COMMUNITY SERVICES	5,292,064	6,635,630	6,341,510	5,774,780
NEIGHBOURHOOD SERVICES	3,270,065	3,497,800	2,945,880	3,289,590
FINANCE & SUPPORT SERVICES	4,395,490	4,164,650	4,432,930	3,954,780
NET EXPENDITURE	<u>12,957,619</u>	<u>14,298,080</u>	<u>13,720,320</u>	<u>13,019,150</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	142,158	134,010	164,670	150,370
CC2 Welfare Reform	1,522	170,000	73,360	0
CC3 Environmental Services	4,792,062	6,318,670	5,996,150	5,457,440
CC4 Customer Services & Parking	-706,117	-1,041,290	-990,810	-865,110
CC5 Communications, Engagement & Cultural Services	947,088	961,620	985,150	948,640
CC6 Economic Development	115,351	92,620	112,990	83,440
<b>NET EXPENDITURE</b>	<u>5,292,064</u>	<u>6,635,630</u>	<u>6,341,510</u>	<u>5,774,780</u>

**CUSTOMER & COMMUNITY SERVICES**

CC3

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £	
<b>SUMMARY OF ENVIRONMENTAL SERVICES ESTIMATES</b>					
SERVICE					
CCE1	Environmental Services	1,015,035	1,030,110	1,029,790	985,770
CCE2	Allotments	-568	100	150	100
CCE3	Playgrounds	124,039	133,950	122,450	136,250
CCE4	Public Conveniences	82,037	98,290	95,170	100,270
CCE5	Refuse Collection - Domestic	950,811	1,871,880	1,608,950	971,150
CCE6	Refuse Collection - Commerical	-109,307	-92,350	-156,850	-143,480
CCE7	Clinical Waste	-49,601	-40,600	-60,400	-60,100
CCE8	Street Cleansing & Litter Control	834,042	923,010	893,570	913,420
CCE9	Recycling	684,263	919,530	796,750	736,500
CCE10	Parks & Open Spaces	1,040,119	1,137,860	1,126,770	1,137,760
CCE11	Buntingford Service Centre	16,506	23,470	226,160	235,050
CCE12	Animal Control	27,631	30,940	29,610	27,410
CCE13	Pest Control	61,175	52,730	51,830	50,850
CCE14	Environmental Co-Ordination Section	31,587	29,390	30,580	25,850
CCE15	Herts Environmental Forum	-780	0	-100	-4,310
CCE16	Environmental Co-Ordination Service	26,300	39,550	30,350	30,350
CCE17	Leisure Services	50,893	48,540	49,390	48,750
CCE18	Leisure Development	1,386	2,220	2,220	2,220
CCE19	Leisure Provision	-10,131	85,950	97,610	241,480
CCE20	Customer & Community Admin	16,625	24,100	22,150	22,150
	<b>NET EXPENDITURE</b>	<b>4,792,062</b>	<b>6,318,670</b>	<b>5,996,150</b>	<b>5,457,440</b>

**CUSTOMER & COMMUNITY SERVICES**

CC4

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
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**SUMMARY OF CUSTOMER SERVICES & PARKING ESTIMATES**

## SERVICE

CCS1	Head of Customer Relations	130,860	131,610	124,580	121,210
CCS2	External Customer Services	352,926	348,060	339,840	346,260
CCS3	Web Team	106,911	140,250	166,470	102,630
CCS4	Information Management	32,177	23,890	24,840	35,170
CCS5	Car Parking	384,897	362,010	339,080	371,770
CCS6/12	Car Parks	-1,713,888	-2,047,110	-1,985,620	-1,842,150
	<b>NET EXPENDITURE</b>	<u>-706,117</u>	<u>-1,041,290</u>	<u>-990,810</u>	<u>-865,110</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	83,551	77,550	77,950	74,120
CCC2	Communications	148,255	153,800	151,360	149,980
CCC3	Engagement & Partnership Team	145,837	134,720	137,140	139,360
CCC4	MOWs	15,056	0	0	0
CCC4	CABs	129,000	129,000	129,000	129,000
CCC5	Community Planning	33,525	70,700	57,070	64,170
CCC6	Transportation	84,371	86,650	86,650	86,650
CCC7	Community Projects	85,100	73,510	73,460	67,960
CCC8	Revenue Contributions & Grants to Voluntary Bodies	21,633	20,040	20,040	16,390
CCC9	Hertford Theatre & Café	200,760	215,650	252,480	221,010
	NET EXPENDITURE	<u>947,088</u>	<u>961,620</u>	<u>985,150</u>	<u>948,640</u>

**CUSTOMER & COMMUNITY SERVICES**

CC6

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
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**SUMMARY OF ECONOMIC DEVELOPMENT ESTIMATES**

## SERVICE

CCD1	Economic Development Section	113,684	89,710	98,260	91,340
CCD2	Markets	-23,164	-32,760	-19,390	-32,710
CCD3	Tourism	3,046	3,290	3,240	3,460
CCD4	Economic Development	21,785	32,380	30,880	21,350
CCD5	Town Centre Enhancements	0	0	0	0
CCD6	Rural Development	0	0	0	0
	<b>NET EXPENDITURE</b>	<u>115,351</u>	<u>92,620</u>	<u>112,990</u>	<u>83,440</u>

## NEIGHBOURHOOD SERVICES

Service	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
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### SUMMARY OF ESTIMATES

#### SERVICE

NS1	Director of Neighbourhood Services	125,755	119,540	119,930	116,300
NS2	Corporate Support Team	98,539	103,620	95,260	107,630
NS3	Planning & Building Control	1,261,762	1,185,480	835,850	1,136,120
NS4	Community Safety & Health	1,360,674	1,550,290	1,388,560	1,452,930
NS5	Housing Services	423,335	538,870	506,280	476,610
	<b>NET EXPENDITURE</b>	<u>3,270,065</u>	<u>3,497,800</u>	<u>2,945,880</u>	<u>3,289,590</u>

**NEIGHBOURHOOD SERVICES**

NS3

Service	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
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**SUMMARY OF PLANNING & BUILDING CONTROL ESTIMATES**

## SERVICE

NSP1	Development Plans	277,236	255,410	272,060	241,970
NSP2	Building Control Section	710,949	635,650	650,790	666,910
NSP3	Development Control Section	1,341,410	1,385,720	1,363,200	1,363,440
NSP4	Development Plans Service	83,478	131,600	96,600	81,600
NSP5	Building Control Service	-490,332	-573,900	-579,800	-576,800
NSP6	Development Control Service	-660,979	-651,000	-967,000	-641,000
NSP7	Conservation Service	0	2,000	0	0
	<b>NET EXPENDITURE</b>	<u>1,261,762</u>	<u>1,185,480</u>	<u>835,850</u>	<u>1,136,120</u>



# NEIGHBOURHOOD SERVICES

NS4

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £	
<b>SUMMARY OF COMMUNITY SAFETY &amp; HEALTH ESTIMATES</b>					
SERVICE					
NSS1	Community Protection	293,221	301,520	300,250	302,960
NSS2	Hackney Carriages	-134,414	-130,100	-136,800	-131,600
NSS3	Gambling & Other Licensing	-15,316	-16,000	-13,500	-16,000
NSS4	Alcohol & Entertainment Licensing	-109,553	-108,000	-108,000	-108,000
NSS5	Emergency Planning	23,978	31,460	26,710	31,710
NSS6	Community Safety Section	40,348	40,890	29,990	26,010
NSS7	Community Safety Projects	46	0	0	0
NSS8	Community Safety Service	167,379	204,390	167,580	137,340
NSS9	Engineering & Drainage	132,574	128,250	73,280	70,250
NSS10	Engineering & Transport	56,375	61,640	61,470	62,620
NSS11	Environmental Health	888,513	940,600	905,030	937,220
NSS12	Private Sector Housing Grants	-28,715	0	-5,700	0
NSS12	Other Private Sector Housing	0	0	0	50,000
NSS12	Houses in Multiple Occupation	-4,226	0	-4,260	-1,000
NSS12	Landlord Forum	445	500	500	500
NSS13	Env Health Licences	-15,410	-14,950	-14,000	-14,950
NSS13	Sampling	-3,046	920	-1,080	-1,080
NSS14	Food & Health Safety	2,619	3,840	2,340	3,340
NSS15	Environmental Health Promotions	50,204	53,050	53,090	52,540
NSS16	Environmental Pollution	15,652	52,280	51,660	51,070
NSS17	Env Health Work	0	0	0	0
	<b>NET EXPENDITURE</b>	<b>1,360,674</b>	<b>1,550,290</b>	<b>1,388,560</b>	<b>1,452,930</b>

## NEIGHBOURHOOD SERVICES

NS5

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £	
<b>SUMMARY OF HOUSING ESTIMATES</b>					
SERVICE					
NSH1	Housing Section	384,143	398,960	409,030	400,270
NSH2	Private Sector Housing	70	100	0	0
NSH2	Other Housing	-63	1,560	-290	-170
NSH3	Enabling	37,500	27,500	27,500	27,500
NSH4	Housing Options	45,935	166,090	103,090	101,090
NSH5	Hillcrest Hostel	-44,250	-55,340	-33,050	-52,080
	<b>NET EXPENDITURE</b>	<u>423,335</u>	<u>538,870</u>	<u>506,280</u>	<u>476,610</u>

## 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	142,076	131,800	130,750	130,860
IS2	People & Property Services	986,153	1,017,300	1,075,480	1,044,690
IS3	ICT, Printing & DTP Services	1,495,139	1,407,910	1,420,100	1,280,470
IS4	Financial Services & Performance	554,799	568,890	582,550	551,740
IS5	Corporate Risk	337,874	352,880	336,020	335,940
IS6	Governance Support	350,767	604,860	550,280	558,550
IS7	Revenues & Benefits Shared Service	202,094	167,680	196,070	245,350
IS8	Other	326,588	-86,670	141,680	-192,820
	<b>NET EXPENDITURE</b>	<u>4,395,490</u>	<u>4,164,650</u>	<u>4,432,930</u>	<u>3,954,780</u>

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
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**SUMMARY OF PEOPLE, ICT AND PROPERTY SERVICES ESTIMATES**

## SERVICE

ISP1	People & Organisational Services	323,206	324,780	359,520	325,700
ISP2	Facilities Management	272,749	275,330	270,220	258,650
ISP3	Courier	29,171	25,120	25,220	26,380
ISP4	Asset Management	134,921	102,250	114,510	119,040
ISP5	Miscellaneous Properties	-505,817	-495,830	-491,740	-459,850
ISP6	Footpath Lighting	9,619	0	1,800	2,000
ISP7	Document Management	77,742	76,160	71,620	77,490
ISP8	Wallfields - Hertford	453,517	515,230	526,320	493,800
ISP9	Charrington House (Part)	191,045	194,260	198,010	201,480
	<b>NET EXPENDITURE</b>	<u>986,153</u>	<u>1,017,300</u>	<u>1,075,480</u>	<u>1,044,690</u>

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
<b>SUMMARY OF ICT, PRINT AND GRAPHIC DESIGN ESTIMATES SERVICE</b>				
ISS1 Shared ICT Service	0	0	614,930	683,060
ISS2 Shared Print & Graphic Design Service	0	0	61,930	102,420
ISS3 IT Services	1,332,849	1,269,100	674,680	489,620
ISS4 Corporate Resource Unit	130,868	112,410	58,900	5,320
ISS5 Desk Top Publishing	31,422	26,400	9,660	50
<b>NET EXPENDITURE</b>	<u>1,495,139</u>	<u>1,407,910</u>	<u>1,420,100</u>	<u>1,280,470</u>

**FINANCE & SUPPORT SERVICES**

IS4

Service	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
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**SUMMARY OF FINANCIAL SERVICES & PERFORMANCE ESTIMATES**

## SERVICE

ISF1	Financial Services	479,935	482,050	510,300	467,390
ISF2	Performance	74,864	86,840	72,250	84,350
	<b>NET EXPENDITURE</b>	<u>554,799</u>	<u>568,890</u>	<u>582,550</u>	<u>551,740</u>

**FINANCE & SUPPORT SERVICES**

IS5

Service	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
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**SUMMARY OF CORPORATE RISK**

## SERVICE

ISA1	Corporate Risk & Insurance	177,301	170,440	174,210	166,310
ISA2	Shared Internal Audit Services	116,280	122,800	113,100	115,300
ISA3	Procurement	44,293	59,640	48,710	54,330
	<b>NET EXPENDITURE</b>	<u>337,874</u>	<u>352,880</u>	<u>336,020</u>	<u>335,940</u>

**FINANCE & SUPPORT SERVICES**

IS6

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
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**SUMMARY OF GOVERNANCE SUPPORT ESTIMATES**

## SERVICE

ISG1	Democratic Services	311,815	307,070	295,020	301,880
ISG2	Land Charges & LLPG	111,464	127,510	121,100	128,230
ISG3	Legal	61,677	274,520	258,150	254,880
ISG4	Burials	4,616	1,000	1,000	1,000
ISG5	Elections	64,895	75,000	75,000	75,000
ISG6	Land Charges Service	-197,050	-180,240	-199,990	-202,440
ISG6	Street Naming	-6,650	0	0	0
	<b>NET EXPENDITURE</b>	<u>350,767</u>	<u>604,860</u>	<u>550,280</u>	<u>558,550</u>



**FINANCE & SUPPORT SERVICES**

IS7

Service	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
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**SUMMARY OF REVENUES & BENEFITS ESTIMATES**

## SERVICE

ISR1	Revenues & HB Section	-91,283	-346,550	-286,510	-268,590
ISR2	Revenues & HB Section - Transitional	0	0	0	0
ISR3	Revenues & HB - Shared Service	1,436,490	1,370,690	1,326,440	1,301,230
ISR4	Benefits Service	-1,143,113	-856,460	-843,860	-787,290
ISR4	Revenues Service	0	0	0	0
	<b>NET EXPENDITURE</b>	<u>202,094</u>	<u>167,680</u>	<u>196,070</u>	<u>245,350</u>

		2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
<b>SUMMARY OF OTHER ESTIMATES</b>					
SERVICE					
ISO1	Corporate & Democratic Core	622,956	672,510	667,780	676,060
ISO2	Other Expenses	-296,368	-759,180	-526,100	-868,880
	NET EXPENDITURE	<u>326,588</u>	<u>-86,670</u>	<u>141,680</u>	<u>-192,820</u>