

Description	YTD Budget 2020/21 £ '000	YTD Actual (inc Cmmt) £ '000	YTD Variance £ '000	Current Budget 2020/21 £ '000	Forecast Outturn 2020/21 £ '000	Variance to Current £ '000
Head of Resources	1,157	3,979	2,822	3,751	4,644	893
Head of Environment	4,734	5,095	361	6,472	7,097	625
Head of Policy and Culture	1,234	1,849	615	1,570	3,191	1,621
<b>Resources, Environment and Cultural Services</b>	<b>7,125</b>	<b>10,923</b>	<b>3,798</b>	<b>11,793</b>	<b>14,932</b>	<b>3,139</b>
Head of Law and Administration	1,528	1,510	(18)	2,062	2,063	1
Head of Planning	1,355	1,709	354	1,800	1,941	141
Head of Public Health and Protection	850	645	(205)	1,179	1,051	(128)
<b>Public Protection, Planning and Governance</b>	<b>3,733</b>	<b>3,864</b>	<b>131</b>	<b>5,041</b>	<b>5,055</b>	<b>14</b>
Head of Community and Housing Strategy	1,661	1,072	(589)	2,210	2,285	75
<b>Housing and Communities</b>	<b>1,661</b>	<b>1,072</b>	<b>(589)</b>	<b>2,210</b>	<b>2,285</b>	<b>75</b>
<b>Corporate Management Team Budgets</b>	<b>1,219</b>	<b>1,179</b>	<b>(40)</b>	<b>1,628</b>	<b>1,641</b>	<b>13</b>
<b>Net Controllable Income and Expenditure</b>	<b>13,738</b>	<b>17,038</b>	<b>3,300</b>	<b>20,672</b>	<b>23,913</b>	<b>3,241</b>
Net Recharge to the Housing Revenue Account	82	(1,516)	(1,598)	(5,303)	(5,303)	0
<b>Net General Fund Expenditure</b>	<b>13,820</b>	<b>15,522</b>	<b>1,702</b>	<b>15,369</b>	<b>18,610</b>	<b>3,241</b>
Income from Council Tax				(10,855)	(10,855)	0
Business Rates Income				(4,908)	(4,908)	0
Plus/Less collection fund deficit/(surplus)				1,472	1,472	0
Other Government Grants				0	(2,849)	(2,849)
New Homes Grant				(1,028)	(1,028)	0
Less Interest & Investment Income				(30)	(30)	0
Plus capital financing				1,131	1,131	0
Borrowing Interest				378	378	0
Revenue Contribution to Capital				25	40	15
Parish Precepts				1,701	1,701	0
<b>Net Total before movements in reserves</b>				<b>3,255</b>	<b>3,662</b>	<b>407</b>
Contribution (from) / to Earmarked Reserves				(1,607)	(2,014)	(407)
<b>Contribution (from) / to GF balances</b>				<b>(1,648)</b>	<b>(1,648)</b>	<b>0</b>

## Welwyn Hatfield Borough Council - Budget Monitoring - General Fund Reserves Summary Quarter 3 2020/21

## Appendix A2

Reserve	Balance at 1 April 2020 £'000	Budgeted Movement £'000	Approved Changes £'000	Forecast Changes £'000	Forcast Balance 31 March 2021 £'000
Earmarked Reserves					
Strategic Initiatives Reserve	1,330	35	0	0	1,365
Business Rates Retention Reserve	1,701	(1,465)	0	0	236
Pensions Reserve	1,201	1,200	(1,200)	0	1,201
Modernisation Reserve	1,281	0	(302)	0	979
Commitment Reserves	331	0	0	0	331
Grants and Contributions Reserve	834	0	0	(130)	704
Local Plan Reserve	300	0	0	0	300
COVID-19 Pandemic Reserve	405	0	0	(277)	128
Climate Change Reserve	50	100	0	0	150
Youth Provision Reserve	0	50	(25)	0	25
Other Reserves	364	0	0	0	364
<b>Total Earmarked Reserves</b>	<b>7,797</b>	<b>(80)</b>	<b>(1,527)</b>	<b>(407)</b>	<b>5,783</b>
<b>General Fund Working Balance</b>	<b>8,550</b>	<b>(1,649)</b>	<b>0</b>	<b>0</b>	<b>6,901</b>
<b>Total Reserves</b>	<b>16,347</b>	<b>(1,729)</b>	<b>(1,527)</b>	<b>(407)</b>	<b>12,684</b>

### Summary of virements between services - Quarter 3

### Appendix A3

Service	Virement Detail	Virement Total
Head of Resources	£1,200k Triennial pensions payment (Cabinet approved)	1,541
	£302k Revenues and Benefits Transformation (Modernisation Board approved)	
	£20k Site surveys funded from corporate projects and HRA (officer approved)	
	(£1k) Centralisation of lone working devices (officer approved)	
	£20k Building Maintenance (officer approved)	
Head of Environment	£27k Transfer of planning work into the contact centre (officer approved)	6
	(£20k) Building maintenance (officer approved)	
	(£1k) Centralisation of lone working devices (officer approved)	
Head of Law and Administration	£10k Transfer of management training budgets to central training budget (officer approved)	20
	£10k Transfer funding for standards committee investigation from corporate projects (officer approved)	
Protection	£14k Centralisation of lone working devices (officer approved)	14
Head of Planning	(£27k) Transfer of planning support work into the contact centre (officer approved)	(30)
	(£3k) Centralisation of lone working devices (officer approved)	
Head of Community and Housing Strategy	£10k CCTV in Hatfield Town Centre funded from corporate projects (officer approved)	11
	(£1k) Centralisation of lone working devices (officer approved)	
Corporate Management Team	(£10k) Transfer of management training budgets to central training budget (officer approved)	(40)
	(£10k) CCTV in Hatfield Town Centre funded from corporate projects (officer approved)	
	(£10k) Site surveys funded from corporate projects (officer approved)	
	(£10k) Transfer funding for standards committee investigation from corporate projects (officer approved)	
Net Recharge to HRA	(£8k) Centralisation of lone working devices (officer approved)	(18)
	(£10k) Site surveys funded from HRA (officer approved)	
<b>Total Increase/(Decrease) to Net Cost of Service Budgets</b>		<b>1,504</b>

Head of Resources

Description	YTD Budget 2020/21 £ '000	YTD Actual (inc £ '000	YTD Variance £ '000	Current Budget 2020/21 £ '000	Forecast Outturn 2020/21 £ '000	Variance to Current £ '000
Employees	3,286	3,067	(218)	5,023	4,765	(258)
Premises Related	1,676	1,751	75	1,858	1,949	92
Transport Related	37	13	(24)	39	19	(20)
Supplies and Services	980	1,284	304	1,178	1,263	85
Third Party Payments	19,737	22,307	2,570	21,293	28,602	7,308
Transfer Payments	20,947	20,037	(911)	28,323	29,140	817
Income	(45,507)	(44,481)	1,027	(53,963)	(61,094)	(7,131)
<b>Controllable Costs</b>	<b>1,157</b>	<b>3,979</b>	<b>2,822</b>	<b>3,751</b>	<b>4,644</b>	<b>892</b>

Controllable Variance Analysis	Year to Date Variance	Forecast Variance
a) Although COVID-19 has not resulted in a drop in occupancy at WelTech the refurbishment and opening of HatTech was been delayed by six months, COVID has also resulted in reduced ability to fill the units at HatTech. This meant that the Council has not been able to generate income from the centre but still needs to meet overheads such as Business Rates.	74	87
a) The garages income budget had assumed an increase in occupancy rates as more focus was going to be placed on marketing and driving occupancy. Due to the pandemic this has not been possible, The team has been able to start to increase occupancy in the second half of the year.	64	40
a) Whilst there is a minimal year to date variance, we anticipate that due to the pandemic there may be a drop in income achieved from commercial property for the year. The year to date reflects the billed not the cash position. This is being monitored closely and any outstanding debt at year end will be considered as part of the bad debt provision charge to the service.	(161)	450
a) Due to the pandemic, the Council has not been issuing Council Tax and Business Rates courts summons. Due to the closure of the courts, this income loss is expected to continue.	246	250
a) Printing and Photocopying - Due to the reduction of staff in the office during the first quarter there have been savings on printing and copying. There are expected to be smaller savings for much of the year.	(37)	(40)
a) The council has been making business support grant payments to businesses on behalf of the Government. All of these grants will be fully funded by the Government, therefore year end variance has been forecasted as NIL.	543	0
a) Insurance contracts have been re-procured generating savings.	(111)	(112)

b) There is always a difference between the benefits paid and subsidy recovered during the year. This is due to the Government paying subsidy during the year based on an estimate which is reconciled at the end of the year when an additional subsidy payment is in line with any increases in benefits. Due to COVID-19 there is also a deficit here due to the subsidy grant for housing the homeless not covering the cost for benefits provided.	2,253	300
a) An ongoing saving was identified for future years within repairs and maintenance as part of the budget setting process. This will remain unspent for the current year also.	(57)	(35)
a) Software maintenance - There have been additional software licencing costs relating to distance working (VPN licences). A portion of the variance reduce at year end as we will accrue for charges relating to licences that expire after 31st March 2021.	131	86
c) Other small variances.	(122)	(134)
<b>TOTAL</b>	<b>2,822</b>	<b>892</b>

Head of Environment

Description	YTD Budget 2020/21 £ '000	YTD Actual (inc £ '000	YTD Variance £ '000	Current Budget 2020/21 £ '000	Forecast Outturn 2020/21 £ '000	Variance to Current £ '000
Employees	915	693	(222)	1,220	1,013	(207)
Premises Related	449	498	49	487	552	66
Transport Related	15	10	(5)	20	20	0
Supplies and Services	606	372	(234)	791	823	32
Third Party Payments	5,834	5,874	39	7,815	7,975	160
Transfer Payments	0	0	0	0	0	0
Income	(3,085)	(2,352)	733	(3,861)	(3,287)	574
<b>Controllable Costs</b>	<b>4,734</b>	<b>5,095</b>	<b>361</b>	<b>6,472</b>	<b>7,097</b>	<b>625</b>

Controllable Variance Analysis	Year to Date Variance	Forecast Variance
a) There are vacancies within the service which are being recruited to. Interim support may be required, so the forecast variance has been forecast lower than the year to date.	(66)	(75)
a) Income from mixed recyclables is higher than budgeted in part due to the increasing popularity of online shopping. There is a delay in receipt of this income resulting in the discrepancy between year to date and projected year end variances.	(7)	(164)
a) Income from recycling of newspapers is falling as newspapers decline in readership. There is also an additional impact from COVID-19 since many people have opted to read news online.	120	153
a) Income from textile recycling has fallen as countries which would usually have bought the product have closed borders.	19	26
a) Garden Waste Income is higher than budgeted due to the popularity of the scheme.	(136)	(136)
a) Loss of parking income due to COVID-19 pandemic. There is still uncertainty on the level of expected use of car parks as lockdown is eased, and a further updated forecast will be provided at quarter 3.	565	722
a) Repairs to Tewin Road depot to fix damage done by a sinkhole.	124	120
b) Additional income in the cemeteries service. Income has been marginally higher, and a small forecast has been made on outturn at this stage as this is likely to be offset by the increase in the costs due to public health burials.	(36)	(30)
b) Customer Services - contract cost payment are lower than budgeted whilst we await quarterly adjustment payments.	(46)	(33)
b) Part of the contractor budgets includes an element for managing the transition (including inflation and any differences in contract assumptions such as to TUPE and pension costs) to the new waste contract. The full requirement on this budget is not yet known, and an update will be provided once the actuarial pensions report is received.	(148)	(0)

c) Other small variances.	(28)	43
<b>TOTAL</b>	<b>361</b>	<b>625</b>

Head of Policy and Culture

Description	YTD Budget 2020/21 £ '000	YTD Actual (inc £ '000	YTD Variance £ '000	Current Budget 2020/21 £ '000	Forecast Outturn 2020/21 £ '000	Variance to Current £ '000
Employees	1,267	1,276	9	1,692	1,617	(75)
Premises Related	769	591	(178)	974	775	(199)
Transport Related	1	0	(1)	2	2	0
Supplies and Services	1,019	356	(663)	1,356	564	(791)
Third Party Payments	102	172	70	136	576	440
Transfer Payments	0	0	0	0	0	0
Income	(1,925)	(546)	1,379	(2,590)	(343)	2,247
<b>Controllable Costs</b>	<b>1,234</b>	<b>1,849</b>	<b>615</b>	<b>1,570</b>	<b>3,191</b>	<b>1,621</b>

Controllable Variance Analysis	Year to Date Variance	Forecast Variance
a) Due to the closure of Campus West during the pandemic, there is a significant reduction of income expected, while property and other costs have continued to be incurred. Whilst cinemas have now been allowed to open, as long as social distancing remains in place, there will be financial impact through loss of revenue.	1,459	2,098
a) Due to the closure of Campus West during the pandemic, and "safe" reopening with social distancing, there has been a reduction in expenditure, particularly on "demand led" expenditure, such as films fees and food and beverage supplies. As a result there is some reduction of variable cost expenditure, however the loss of income is far greater than the saving from reduced expenditure.	(886)	(1,012)
a) Due to the closure of Community Centre, there is a significant reduction of income expected, while property and other costs have continued to be incurred. It is not expected that these venues will open in the near future as managing social distancing would increase costs and resources required. As result of the closure of the community centre there are some savings on the expenditure that would have normally be occurred.	42	102
a) Due to the pandemic, income from other sites are also expected to be below budget for the year including Mill Green Museum, Moneyhole Lane Pavilion and the Roman Bath House.	22	67
a) As a result of the pandemic and lockdowns there has been resulting savings on the utilities cost of the leisure facilities. These are being monitored closely, the savings on these will net off against the extra support given to GLL.	(103)	(96)
a) Due to the closure of sports facilities, in line with Government Guidance, the Council has provided financial support to GLL as they have seen a significant reduction to income. This is being managed on an open book basis and is being monitored closely.	94	475



c) Additional income generated from HCC, for public relations consultancy and campaign delivery, that relates to local outbreak plan communications.	(6)	(25)
c) Other small variances.	(7)	12
<b>TOTAL</b>	<b>615</b>	<b>1,621</b>

Corporate Director (Public Protection, Planning and Governance)  
31 March 2021 variances

Appendix B4

Head of Law and Administration

Description	YTD Budget 2020/21 £ '000	YTD Actual (inc £ '000	YTD Variance £ '000	Current Budget 2020/21 £ '000	Forecast Outturn 2020/21 £ '000	Variance to Current £ '000
Employees	1,117	1,165	48	1,507	1,577	70
Premises Related	2	1	(1)	3	3	0
Transport Related	17	3	(14)	22	22	0
Supplies and Services	521	472	(48)	688	642	(46)
Third Party Payments	47	39	(8)	65	59	(6)
Transfer Payments	0	0	0	0	0	0
Income	(176)	(171)	5	(223)	(240)	(17)
<b>Controllable Costs</b>	<b>1,528</b>	<b>1,510</b>	<b>(18)</b>	<b>2,062</b>	<b>2,063</b>	<b>1</b>

Controllable Variance Analysis	Year to Date Variance	Forecast Variance
a) The team went through a restructure early 2020, and agency support was utilised to support the team whilst recruitment to vacant roles was undertaken.	48	70
a) Savings on Elections owing to postponement of 2020 election, Members allowances under spend on catering and hardware purchases and Central postage savings.	(48)	(46)
c) Other small variances.	(18)	(23)
<b>TOTAL</b>	<b>(18)</b>	<b>1</b>

Head of Planning

Description	YTD Budget 2020/21 £ '000	YTD Actual (inc £ '000	YTD Variance £ '000	Current Budget 2020/21 £ '000	Forecast Outturn 2020/21 £ '000	Variance to Current £ '000
Employees	1,439	1,712	273	1,919	2,122	203
Premises Related	68	85	17	85	85	0
Transport Related	10	6	(5)	14	14	0
Supplies and Services	238	304	66	346	482	136
Third Party Payments	286	270	(16)	419	389	(30)
Transfer Payments	0	0	0	0	0	0
Income	(687)	(668)	18	(983)	(1,151)	(168)
<b>Controllable Costs</b>	<b>1,355</b>	<b>1,709</b>	<b>354</b>	<b>1,800</b>	<b>1,941</b>	<b>141</b>

Controllable Variance Analysis	Year to Date Variance	Forecast Variance
a) Increase in Agency costs for work on Local Plan and for two large planning applications, this is partially offset by vacancy savings throughout the year and increased income from planning application fees. These variances are expected to reduce slightly over the final quarter.	273	203
a) Increase in consultancy and legal fees including local plan inspector fee (3 week session now predicted for latter part of the year) plus increase costs in Development Control for Terraquest planning application management work to assist with the two large in year applications.	66	136
a) Under spend on tree maintenance as less works being done during the pandemic.	(16)	(30)
a) Due to the impact of the pandemic, there was initially a reduction in the income received for development control planning application fees. However, we are forecasting for two large planning applications (Wheat Quarter and Bio Park) this financial year which have offset this.	18	(168)
c) Other small variances.	13	0
<b>TOTAL</b>	<b>354</b>	<b>141</b>

Head of Public Health and Protection

Description	YTD Budget 2020/21 £ '000	YTD Actual (inc £ '000	YTD Variance £ '000	Current Budget 2020/21 £ '000	Forecast Outturn 2020/21 £ '000	Variance to Current £ '000
Employees	949	789	(160)	1,265	1,108	(157)
Premises Related	1	3	2	2	2	0
Transport Related	12	7	(5)	16	16	0
Supplies and Services	101	82	(19)	128	129	1
Third Party Payments	62	54	(8)	81	81	0
Transfer Payments	0	0	0	0	0	0
Income	(275)	(290)	(14)	(312)	(284)	28
<b>Controllable Costs</b>	<b>850</b>	<b>645</b>	<b>(205)</b>	<b>1,179</b>	<b>1,051</b>	<b>(128)</b>

Controllable Variance Analysis	Year to Date Variance	Forecast Variance
a) There were vacancies within the Environmental Health & Licensing teams for the first half of the year, recruitment has taken place however there are still some vacant posts. Agency required to cover backlog of work including £25k for HCC funded post (forecast in for Nov-Mar but not yet appointed).	(160)	(157)
a) Forecast an increase of £25k for PPE expenditure in Health and Safety, currently being offset by service underspends.	(27)	1
c) Other small variances.	(18)	28
<b>TOTAL</b>	<b>(205)</b>	<b>(128)</b>

Head of Community & Housing Strategy (GF)

Description	YTD Budget 2020/21 £ '000	YTD Actual (inc £ '000	YTD Variance £ '000	Current Budget 2020/21 £ '000	Forecast Outturn 2020/21 £ '000	Variance to Current £ '000
Employees	1,352	1,222	(130)	1,802	1,743	(60)
Premises Related	21	18	(3)	26	26	(0)
Transport Related	10	3	(7)	13	13	0
Supplies and Services	187	1,145	958	249	1,690	1,441
Third Party Payments	261	216	(45)	345	344	(1)
Transfer Payments	0	0	0	0	0	0
Income	(170)	(1,532)	(1,362)	(226)	(1,531)	(1,305)
<b>Controllable Costs</b>	<b>1,661</b>	<b>1,072</b>	<b>(589)</b>	<b>2,210</b>	<b>2,285</b>	<b>75</b>

Controllable Variance Analysis	Year to Date Variance	Forecast Variance
a) There is an increase in temporary accommodation costs associated with COVID-19 pandemic. The service will receive income via benefits to cover the service cost, and a grant has also been received from Herts County Council. Part of the Next Steps Funding received as per below will be used to fund the difference. But there will be a net cost to the council. £130k to be drawn from Earmarked reserves.	887	1,335
a) The Council has received additional funding in relation to new burdens for homelessness and a new grant Next Steps Action Programme. The year to date variance shows the net income not yet utilised. This will be spent on the delivery of homelessness functions, and any overspend will be funded from reserves at year end.	(1,102)	(1,202)
a) There are vacancies within private sector housing and the development teams. One of these roles is currently being looked to fill in, and the other was a fixed term contract that is now vacant.	(109)	(60)
a) We have seen an increase in the number of legal cases, as well as the numbers going up, we're seeing more decisions on intentional homelessness cases, which attract reviews. The complexity of that area of housing and homelessness laws means solicitors are able to find many more points of challenge, requiring award of legal aid more often.	66	66
b) The Council receives income for licenses in relation to houses in multiple occupation. These licenses cover a number of years, and so the income is spread over the years to which it relates.	(112)	(64)
b) Year to date variance due to a payment received from Herts County Council for a member of staff that was seconded. This member of staff has now left the Council and the funds will be repaid.	(48)	0
c) Capital salaries recharges are higher than anticipated due to more work being completed on the AHP capital works.	(44)	0

a) Due to some fund being received that was not expected there is increased income, these have been used to support ongoing projects and Covid support during the pandemic.	(37)	(27)
c) Other small variances.	(90)	27
<b>TOTAL</b>	<b>(589)</b>	<b>75</b>

**Budgets managed by the Corporate Management Team**  
**31 March 2021 variances**

**Appendix B8**

**Corporate Management Team (GF)**

Description	YTD Budget 2020/21 £ '000	YTD Actual (inc £ '000	YTD Variance £ '000	Current Budget 2020/21 £ '000	Forecast Outturn 2020/21 £ '000	Variance to Current £ '000
Employees	1,023	1,043	20	1,363	1,363	0
Premises Related	0	0	0	0	0	0
Transport Related	5	1	(4)	6	6	0
Supplies and Services	191	139	(52)	258	271	13
Third Party Payments	0	0	0	0	0	0
Transfer Payments	0	0	0	0	0	0
Income	0	(4)	(4)	0	0	0
<b>Controllable Costs</b>	<b>1,219</b>	<b>1,179</b>	<b>(40)</b>	<b>1,628</b>	<b>1,641</b>	<b>13</b>

Controllable Variance Analysis	Year to Date Variance	Forecast Variance
b) A central budget is held for project related expenditure. This budget is released through the year as in year projects are identified and approved. At this stage no variance is anticipated.	(58)	0
c) Other small variances.	18	13
<b>TOTAL</b>	<b>(40)</b>	<b>13</b>

# Welwyn Hatfield Borough Council - Housing Revenue Account

Description	YTD Budget 2020/21 £'000	YTD Actual (inc Cmmt) £'000	YTD Variance £'000
Dwelling rents	(36,886)	(36,718)	169
Non-dwelling rents	(413)	(248)	165
Tenants' charges for services and facilities	(1,411)	(1,208)	203
Leaseholders' charges for services and facilities	(771)	(711)	60
Contributions towards expenditure	(177)	(193)	(16)
<b>Total Income</b>	<b>(39,659)</b>	<b>(39,078)</b>	<b>580</b>
Repairs and maintenance	6,475	5,508	(967)
Supervision and management	5,942	5,192	(751)
Special services	2,317	1,941	(376)
Rents, rates, taxes and other charges	642	764	122
Impairment allowance for doubtful debts	44	168	124
Depreciation	-	-	-
Debt management costs	14	2	(12)
Sums directed by Secretary of State	-	-	-
<b>Total Expenditure</b>	<b>15,434</b>	<b>13,574</b>	<b>(1,860)</b>
HRA share of Corporate and Democratic Core	353	56	(297)
<b>Net Cost of Services</b>	<b>(23,872)</b>	<b>(25,448)</b>	<b>(1,576)</b>
<b>Less Interest and Non-Statutory Items:</b>			
Interest payable and similar charges	3,482	3,396	(86)
HRA financing and investment income	(114)	(49)	65
Revenue Contribution to Capital	5,418	15,000	9,582
<b>Total Adjustments</b>	<b>8,786</b>	<b>18,347</b>	<b>9,561</b>
<b>(Surplus) / Deficit</b>	<b>(15,085)</b>	<b>(7,101)</b>	<b>7,985</b>
<b>Opening HRA Operating Balance</b>	<b>(873)</b>	<b>-</b>	<b>-</b>
In-year (Surplus) / Deficit	(15,085)	(7,101)	7,985
<b>Closing HRA Operating Balance</b>	<b>(15,959)</b>	<b>(7,101)</b>	<b>7,985</b>

## Appendix C

Current Budget 2020/21 £'000	Forecast Outturn 2020/21 £'000	Forecast Variance £'000
(49,175)	(48,949)	226
(551)	(328)	223
(1,807)	(1,555)	252
(855)	(855)	-
(413)	(324)	89
<b>(52,801)</b>	<b>(52,011)</b>	<b>790</b>
9,698	8,999	(699)
9,047	9,226	179
3,102	3,113	10
956	1,036	80
490	490	-
15,440	15,440	-
28	28	-
50	50	-
<b>38,811</b>	<b>38,381</b>	<b>(430)</b>
705	705	-
<b>(13,285)</b>	<b>(12,924)</b>	<b>360</b>
6,373	6,373	-
(163)	(100)	63
7,224	6,671	(553)
<b>13,434</b>	<b>12,944</b>	<b>(490)</b>
<b>149</b>	<b>20</b>	<b>(130)</b>
<b>(2,620)</b>	<b>(2,620)</b>	<b>-</b>
149	20	(130)
<b>(2,471)</b>	<b>(2,601)</b>	<b>(130)</b>



**Welwyn Hatfield Borough Council - Housing Revenue Account  
Variance Analysis**

**Appendix C**

<b>Controllable Variance Analysis</b>		<b>Forecast Variance</b>
Dwelling and Non- Dwelling rents	The reduction relates mostly to the increase in rent void at hostels due to unoccupied sites pending essential maintenance and	449
Tenants' charges for services and facilities	Decreased income at The Hive, from community buses and from service charges due to major site redevelopment work and Covid-19 offset by some income received from central government for	252
Contributions towards expenditure	Income from the General Fund to support salary of a secondment and Supporting People Grant income received in excess of budgeted	(111)
Contributions towards expenditure	For 2020/21 recharge of RTB costs to capital has been dealt with correctly by including in the Revenue Contribution to Capital	200
Supervision and Management	Increased agency costs for fire watchmen at Queensway House offset by savings from staff vacancies in Property Services, Business	179
Special Services	Increase in the operating costs at Hostels £80k, offset partly by savings on fuel, mileage and other operating costs in Independent	10
Repairs and Maintenance	Repairs and maintenance projects such as street lighting, miscellaneous structural works and environmental improvements are demand-led and so far this year the demand has been less, in part	(699)
Rents, rates, taxes and other charges	Increase in the cost of Council Tax due to increased temporary accommodation voids some of which is due to major redevelopment	80
HRA financing and investment income	Reduction in investment income linked to accelerated spend on the affordable homes programme.	63
Revenue Contribution to Capital	Adjustment to maintain a HRA closing balance of 5% of total income.	(553)
		<b>(131)</b>

## Arrears by service at 30 November 2020

## Appendix D

		1-30 Days Overdue	31-60 Days Overdue	61-90 Days Overdue	91-365 Days Overdue	365 Days Overdue	Total Outstanding
<b>Public Protection, Planning &amp; Governance</b>							
	Law & Administration	0.00	0.00	0.00	21,340.16	3,390.00	24,730.16
	Planning	3,661.47	3,780.00	14.50	7,767.98	3,377.08	18,601.03
	Public Health & Protection	510.00	295.00	3,305.00	3,437.96	3,833.07	11,381.03
		<b>4,171.47</b>	<b>4,075.00</b>	<b>3,319.50</b>	<b>32,546.10</b>	<b>10,600.15</b>	<b>54,712.22</b>
<b>Housing and Communities</b>							
	Housing Operations	22,317.53	228.56	-44.90	34,039.48	2,411.99	58,952.66
	Housing Property Services	0.00	0.00	0.00	0.00	500.00	500.00
	Community & Housing Strategy <sup>1</sup>	14,290.40	22,021.84	6,801.31	23,228.84	60,415.23	126,757.62
		<b>36,607.93</b>	<b>22,250.40</b>	<b>6,756.41</b>	<b>57,268.32</b>	<b>63,327.22</b>	<b>186,210.28</b>
<b>Resources, Environment &amp; Cultural Services</b>							
	Policy & Culture	11,895.00	5,033.00	108,416.20	6,058.70	562.00	131,964.90
	Environment - Cemeteries	5,450.00	3,400.00	0.00	9,000.00	3,433.48	21,283.48
	Environment - Street Cleaning	0.00	0.00	0.00	0.00	1,906.00	1,906.00
	Environment - Other	10,916.03	338,966.21	13,223.21	29,120.78	713.96	392,940.19
	Resources - Shopping Centres	252,102.45	10,334.80	4,935.99	163,498.27	51,437.49	482,309.00
	Resources - Hatfield Town Centre <sup>8</sup>	125,920.19	9,756.54	12,016.67	105,993.38	33,470.03	287,156.81
	Resources - Ground rent	9,427.80	-286.91	-150.32	22,399.96	12,035.98	43,426.51
	Resources - Garages	24,147.13	22,032.31	12,218.40	67,159.83	145,836.73	271,394.40
	Resources - Other Corporate Property	115,542.66	3,321.19	11,528.84	64,005.97	7,282.30	201,680.96
	Resources - Broxbourne contract	460,328.73	251,926.96	13,042.46	0.00	0.00	725,298.15
	Resources - Other	0.00	0.00	0.00	49,682.49	20,042.42	69,724.91
		<b>1,015,729.99</b>	<b>644,484.10</b>	<b>175,231.45</b>	<b>516,919.38</b>	<b>276,720.39</b>	<b>2,629,085.31</b>
	<b>TOTAL</b>	<b>1,056,509.39</b>	<b>670,809.50</b>	<b>185,307.36</b>	<b>606,733.80</b>	<b>350,647.76</b>	<b>2,870,007.81</b>

Appendix D

Analysis and actions being taken re debt over 90 days - Breakdown	91-365 Days Overdue	>365 Days Overdue
Rental Deposit scheme <sup>1</sup>	7,026.84	38,589.59
Referred to legal <sup>2</sup>	112,461.07	56,387.74
Payment plan <sup>3</sup>	7,363.96	2,874.06
Chasing Estates customers	244,531.62	85,237.77
Chasing - other LAs and partner orgs <sup>4</sup>	56,033.77	8,787.71
Chasing - other orgs & individuals <sup>4</sup>	119,505.87	20,446.31
Garages - current tenants <sup>5</sup>	58,988.86	9,495.79
Garages - former tenants <sup>5</sup>	8,170.97	136,340.94
Balances of less than £50 <sup>6</sup>	2,342.25	4,318.77
Unallocated credits <sup>7</sup>	(9,691.41)	(11,830.92)

Analysis and actions being taken re debt over 90 days
1. Rental Deposit Scheme - these are deposits provided to residents to enable them to rent a property and are to be repaid when they leave and make up the majority of Community & Housing Strategy debts over 365 days. The more recent debts have instalment plans in place.
2. Referred to legal - the debt is now in the hands of the Council's legal team who will first issue a Letter Before Action and if appropriate seek a County Court Judgement.
3. Payment plan - these customers are paying their debt in instalments, as a result of an agreement with officers or terms set by a court.
4. Chasing - these debts are being actively pursued directly with the customer by the department who provided the service or by Finance. This is the step before considering referring the debt for legal action or when legal action is inappropriate e.g. another local authority or partner organisation.
5. Garages - these debts are being pursued by the Garages Team using direct customer contact and legal action where appropriate. Annual income from garage rents is around £2.3m across over 4,000 garages.
6. Balances of less than £50 - many of these debts are ground rent and an exercise is underway to chase up the non payment of these charges.
7. Unallocated credits - these arise when customers pay a different amount than the invoice issued or where a customer pays in advance of an invoice being raised.
8. Hatfield Town Centre - the total annual rental income from commercial tenants is £544k.