

Corporate, Housing and Wellbeing Services Directorate

1. Revenue Summary

	Latest Budget £	Forecast £	Actuals £	Variance - Forecast to Latest Budget
Customer & Corporate Services	1,690,031	1,666,991	498,383	(23,040)
Housing & Wellbeing	4,206,731	4,201,021	(640,073)	(5,710)
ICT Client & Shared Services	997,197	997,197	675,907	0
Total	6,893,959	6,865,209	534,217	(28,750)

At the end of Quarter 1 a small underspend of £0.029m is forecast for the Corporate, Housing and Wellbeing Services Directorate.

2. Revenue Variances

Reported variances are itemised in the table below:

Service Area	Description	Details of Variances	£
Corporate Housing & Wellbeing	Customer Services Centre	Call handling costs for garden waste and recycling. Income allocation from Recycling Kerbside	(23,350)
		Other Variances	(5,400)
		TOTAL	(28,750)

In addition to the reported variances the Directorate is managing the risk of additional pressure on the Housing budget with demand expected to increase during the year.

3. Significant Income Streams

Particular income generating items can fluctuate depending on the economic climate, popularity and affordability. Licencing income has been identified as a significant income stream for this directorate. It is currently forecast to be on target to achieve budgeted income levels for 2022/23.

Service Area	Income Stream	Latest Budget 2022/23 £000	Forecast 2022/23 £000	Forecast Variance £000	Comments
Corporate, Housing & Wellbeing	Licensing	(235)	(235)	0	No Change at Q1

4. Capital Investment Programme

Budget Responsibility		Services	Latest Budget 2022/23 (Excluding rephasings for approval) £'000	Forecast Outturn £'000	Actual to date £'000	Latest Budget 2023/24 (Excluding rephasings for approval) £'000	Latest Budget 2024/25 (Excluding rephasings for approval) £'000
Executive Director of Corporate, Housing & Wellbeing Services	Associate Director of ICT & Shared Services	ICT Shared Services	304	304	66	45	45
		ICT Client Services	1,110	1,110	-	815	485
	Associate Director of Customer & Corporate	Customer Services	-	-	-	-	-
		Town Hall Quarter	17,029	12,720	3,782	12,090	-
	Associate Director of Housing & Wellbeing	Environmental Health	1,298	1,098	555	300	300
	Housing	245	265	-	50	50	
TOTAL CURRENT CAPITAL PROGRAMME			19,985	15,497	4,403	13,300	880

The budget for the Town Hall Quarter Programme will be reprofiled to reflect the latest project delivery plan with budget of £4.309m rephrased into 2023/24.

The scheme detail is provided at Annex A

5. Vacancy Monitoring

A major risk of non-delivery of service is where key staff leave the Council's employ and there is a delay or difficulty in recruiting suitable candidates to fill the vacant post. There are no service impacts to report as a result of current vacancies.

The following table sets out the vacancies at 30 June 2022:

Service Area	Post	Date Vacant	FTE	Comments
Corporate, Housing & wellbeing	Customer Service Centre Advisor 12	01/04/2022	1	to be filled in October
	Security and Infrastructure Manager	01/04/2022	1	to be filled in October
	Housing Caseworker 05	21/05/2021	1	Permanent recruitment underway post review of role
	Housing Caseworker 03	22/06/2021	1	
	Housing Caseworker 02	14/08/2021	1	recruitment underway with amended role profile due to failure to recruit previously
	Environmental Health Officer 11	11/09/2021	1	
	Covid Response Officer 01	20/09/2021	1	held pending service review in December 2022
	Business Compliance Officer 01	01/11/2021	1	
	Environmental Health Officer 05	22/11/2021	1	to be filled in september
	ICT Project Manager	01/01/2022	1	
	LLPG and GIS Officer	21/01/2022	1	
	Senior Project Manager 06	08/02/2022	1	
	Customer Service Centre Advisor 11	01/04/2022	1	
	Covid Response Officer 05	20/04/2022	1	
	Health Inequalities Research Assistant	13/06/2022	1	
	Housing Solutions Officer 03	21/06/2022	1	
	Total		16	

Corporate, Housing and Wellbeing Services Directorate Capital Scheme Detail

Capital Scheme	Latest Budget 2022/23 (Excluding rephasings for approval)	Forecast Outturn	Forecast Variance	Actual 2022/23	Scheme Update
	£	£	£	£	
ICT Shared Services					
ShS-Migration To The Cloud	156,000	156,000	0	0	
ShS-Hardware Replacement Programme	147,729	147,729	0	66,308	
ICT Client Services					
ICT-Hardware Replacement Programme	603,287	603,287	0	0	
ICT-Business Application Upgrade	386,270	386,270	0	0	
ICT-Project Management Provision	120,000	120,000	0	0	
Town Hall Quarter (Concept)					
Town Hall & Colosseum Projects	4,308,800	0	(4,308,800)	816,185	Service request for rephasing £2.472m into 2023/24 and £1.837m into 2024/25.
Town Hall Quarter Cultural Programme	0	0	0	28,075	
Decarbonisation Project Salix	0	0	0	2,928,293	
Town Hall Quarter (Delivery)					
Town Hall Refurbishment	850,000	850,000	0	8,796	
Colosseum Refurbishment	4,700,000	4,700,000	0	0	
Annexe Refurbishment	1,750,000	1,750,000	0	228	
Thq Programme Delivery	400,000	400,000	0	0	
Reimagining Watford	20,000	20,000	0	0	
Decarbonisation Project Salix	5,000,000	5,000,000	0	0	
Environmental Health					
Decent Homes Assistance	813,223	813,223	0	507,597	
Private Sector Housing Renewal	227,240	227,240	0	47,780	
Street Improvement Programme	257,694	57,694	(200,000)	0	No location identified for 2022/23 and budget not required. Further discussions with portfolio holders planned.
Housing					
Private Sector Stock Condition	16,534	16,534	0	0	
Retained Housing Stock	153,687	153,687	0	0	
York House Boiler Replacement	75,000	75,000	0	0	
Housing First - Phase 2	0	20,000	20,000	0	Funding approved from Section 106 receipts.
Total	19,985,464	15,496,664	(4,488,800)	4,403,260	