

Commission report

Sheet: Summary
 Period: 01/2008 To 07/2008
 Month: 01 April 2008 To 31 October 2008
 CLA: 1682

Local Government
OMBUDSMAN

Although the NJC pay award is going to be posted to the December account I can confirm the manual adjustment to cover the arrears in the October BCR will cover that payment. The sum including on-costs will be approximately £132,000. I do not anticipate any further ACAS adjustment will add materially to the salaries and on-costs outturn.

The October favourable variance was £80,000. And if you compare the equivalent expenditure for the same months in 2007/08 it shows a virtual standstill in total expenditure.

The budget holder meetings with the Chairman will pick up on individual variances and therefore account holders with their budget managers should prepare their own more detailed analysis of the current position and that of the projected outturn.

Cost per Complaint £574

Adverse amounts are shown in brackets

Description	Full year revised budget	Year to date				Anticipated full year		October period				
		Budget	Actual	Committed	Total	Variance	Amount	Variance	Budget	Actual	Variance	Last yr actual
Other revenue	491,429	286,664	313,537	-	313,537	26,873	545,292	53,863	40,953	54,433	13,480	24,435
Government grant	12,600,000	7,350,000	7,350,000	-	7,350,000	-	12,600,000	-	1,050,000	1,050,000	-	1,070,917
Total income	£ 13,091,429	£ 7,636,664	£ 7,663,537	-	£ 7,663,537	£ 26,873	£ 13,145,292	£ 53,863	£ 1,090,953	£ 1,104,433	£ 13,480	£ 1,095,352
Total staffing costs	9,848,565	5,744,965	5,392,124	20,905	5,413,029	331,936	9,529,129	319,436	820,721	757,566	63,155	809,342
Total professional costs	569,755	332,355	211,825	17,880	229,705	102,650	479,448	90,307	47,480	50,440	(2,960)	68,790
Total accommodation costs	1,954,594	1,140,162	1,058,904	16,503	1,075,407	64,755	1,877,884	76,710	162,886	150,934	11,952	145,087
Total office expenses	1,037,937	605,441	407,594	48,096	455,690	149,751	954,292	83,645	86,500	72,595	13,905	98,356
Total meeting & travel costs	161,174	94,062	82,047	11,167	93,214	848	154,939	6,235	13,422	19,900	(6,478)	15,557
Total expenses	£ 13,572,025	£ 7,916,985	£ 7,152,494	£ 114,551	£ 7,267,045	£ 649,940	£ 12,995,692	£ 576,333	£ 1,131,009	£ 1,051,435	£ 79,574	£ 1,137,132
Net surplus / (Deficit)	(£ 480,596)	(£ 280,321)	£ 511,043	(£ 114,551)	£ 396,492	£ 676,813	£ 149,600	£ 630,196	(£ 40,056)	£ 52,998	£ 93,054	(£ 41,780)
Transfer from reserve	£ 480,596	£ 280,321	-	-	-	£ 280,321	-	£ 480,596	-	-	-	-
Transfer to reserves	-	-	-	-	£ 396,492	£ 396,492	£ 149,600	£ 149,600	-	-	-	-

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Sheet: Corporate Services
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Other Revenue: The variance in this area is significant because the balances are greater than had been anticipated and so the interest is higher. But there is some over-projection in the level of income from LA training (approx £12K); this is likely to exceed the £120K target but only by a small margin

Total Staffing: The underspend includes the provision of £101K for redundancy which has not been used. So there is actually a projected underspend of £3.9K; however temporary staff costs are exceeding the provision and salary saving (most teams have some current temps). However there is an over-projection for advertising so the actual out-turn will probably be closer to a £20K underspend.

Professional: There is an underspend due to the late delivery of the website and intranet project. Spending on legal advice from the outside firms has also been low to date.

Office Expenses: There is some misallocation of the Telephone and Data Services charge which will be resolved at the end of the year. Consequentially the likely small underspend is shown as a small overspend at present.

Adverse amounts are shown in brackets

Description	Full year revised budget	Year to date				Anticipated full year		period				
		Budget	Actual	Committed	Total	Variance	Amount	Variance	Budget	Actual	Variance	Last yr actual
Other revenue	219,501	128,041	160,972	-	160,972	32,931	275,952	56,451	18,292	24,722	6,430	36,626
Government grant	12,600,000	7,350,000	7,350,000	-	7,350,000	-	12,600,000	-	1,050,000	1,050,000	-	1,070,917
Total income	£ 12,819,501	£ 7,478,041	£ 7,510,972	-	£ 7,510,972	£ 32,931	£ 12,875,952	£ 56,451	£ 1,068,292	£ 1,074,722	£ 6,430	£ 1,107,543
Total staffing costs	1,608,466	938,270	830,580	19,567	850,147	88,123	1,503,594	104,872	123,249	122,991	258	128,730
Total professional costs	315,828	184,233	118,912	17,795	136,707	47,526	308,087	7,741	26,319	17,472	8,847	28,479
Total accommodation costs	409,168	238,678	230,270	-	230,270	8,408	404,774	4,394	34,098	31,996	2,102	33,452
Total office expenses	179,487	104,693	106,770	35,016	141,786	(37,093)	173,214	6,273	14,958	30,308	(15,350)	(16,758)
Total meeting & travel costs	72,400	42,270	40,201	5,086	45,287	(3,017)	72,778	(378)	6,026	13,541	(7,515)	4,968
Total expenses	£ 2,585,349	£ 1,508,144	£ 1,326,733	£ 77,464	£ 1,404,197	£ 103,947	£ 2,462,447	£ 122,902	£ 204,650	£ 216,308	(£ 11,658)	£ 178,871
Net surplus / (Deficit)	£ 10,234,152	£ 5,969,897	£ 6,184,239	(£ 77,464)	£ 6,106,775	£ 136,878	£ 10,413,505	£ 179,353	£ 863,642	£ 858,414	(£ 5,228)	£ 928,672

Commission report

Sheet: London office
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1. Professional costs are projected to overspend. But this projection reflects the fact that the Legal Adviser's quarterly bill was paid in October. If the legal advice we seek remains at the current level, there should be no overspend on this heading at the year end.

2. Office costs are under-spending; much of this is due to tighter control of expenditure in these areas.

3. I am not aware of any significant unforeseen factors that are likely to affect this year's outturn adversely.

Cost per complaint: £752

Adverse amounts are shown in brackets

Description	Full year revised budget	Year to date				Anticipated full year		period				
		Budget	Actual	Committed	Total	Variance	Amount	Variance	Budget	Actual	Variance	Last yr actual
Other revenue	114,228	66,633	60,728	-	60,728	(5,905)	104,106	(10,122)	9,519	8,808	(711)	(30,064)
Total income	£ 114,228	£ 66,633	£ 60,728	-	£ 60,728	(£ 5,905)	£ 104,106	(£ 10,122)	£ 9,519	£ 8,808	(£ 711)	(£ 30,064)
Total staffing costs	2,692,169	1,570,424	1,497,882	1,228	1,499,110	71,314	2,650,543	41,626	223,923	213,108	10,815	225,775
Total professional costs	87,609	51,104	42,829	85	42,914	51,104	69,639	17,970	7,301	15,257	(7,956)	15,001
Total accommodation costs	802,870	468,335	440,193	13,410	453,603	14,732	801,908	962	66,907	62,933	3,974	60,752
Total office expenses	248,859	145,155	87,133	2,655	89,788	55,367	222,332	26,527	20,742	18,779	1,963	24,388
Total meeting & travel costs	8,974	5,237	6,140	707	6,847	(1,610)	11,737	(2,763)	747	672	75	705
Total expenses	£ 3,840,481	£ 2,240,255	£ 2,074,177	£ 18,085	£ 2,092,262	£ 190,907	£ 3,756,159	£ 84,322	£ 319,620	£ 310,749	£ 8,871	£ 326,621
Net surplus / (Deficit)	(£ 3,726,253)	(£ 2,173,622)	(£ 2,013,449)	(£ 18,085)	(£ 2,031,534)	£ 185,002	(£ 3,652,053)	£ 74,200	(£ 310,101)	(£ 301,941)	£ 8,160	(£ 356,685)

Commission report

Sheet: York office
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Local Government
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The current budget against actual shows a favourable variance of £134,840. This underspend is spread across most of the expenditure headings.

The underspend at the outturn is slightly reduced to £93,887 when taking spending decisions in the latter part of the year into account.

Clearly there is a correlation between reduced staff expenditure and travel costs. Significant savings are starting to appear on the office's general travel costs, which are currently running at only 67% of a much reduced budget. Savings have been achieved through the increased use of videoconferencing and the use of cheaper travel options for all journeys.

The budget versus actual, favourable variance, month on month since July is approx £30k, but eliminating the pay arrears is £25k. And when comparing with the same position last year 2007/08 a constant saving of around the same proportion i.e. £25k is evident. Thus the underspend saving seems validated.

Close attention is being given to several budgets currently showing underspends to gauge whether savings are achievable. These include the consultancy, legal and litigation budgets.

Cost per Complaint £687

Adverse amounts are shown in brackets

Description	Full year revised budget	Year to date				Anticipated full year		period				
		Budget	Actual	Committed	Total	Variance	Amount	Variance	Budget	Actual	Variance	Last yr actual
Total staffing costs	2,582,128	1,506,230	1,480,207	110	1,480,317	25,913	2,581,397	731	220,338	204,808	15,530	213,401
Total professional costs	62,959	36,724	13,142	-	13,142	23,582	27,540	35,419	5,247	5,630	(383)	6,044
Total accommodation costs	227,033	132,431	112,681	2,453	115,134	17,297	197,373	29,660	18,920	16,717	2,203	18,403
Total office expenses	271,793	158,550	87,505	7,661	95,166	63,384	251,711	20,082	22,649	7,602	15,047	25,958
Total meeting & travel costs	38,400	22,400	17,340	396	17,736	4,664	30,405	7,995	3,200	3,150	50	4,719
Total expenses	£ 3,182,313	£ 1,856,335	£ 1,710,875	£ 10,620	£ 1,721,495	£ 134,840	£ 3,088,426	£ 93,887	£ 270,354	£ 237,907	£ 32,447	£ 268,525
Net surplus / (Deficit)	(£ 3,182,313)	(£ 1,856,335)	(£ 1,710,875)	(£ 10,620)	(£ 1,721,495)	£ 134,840	(£ 3,088,426)	£ 93,887	(£ 270,354)	(£ 237,907)	£ 32,447	(£ 268,525)

Commission report

Sheet: Coventry office
 Period: 01/2008 To 07/2008
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Local Government
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1. **Total staffing costs:** We have employed a temporary Facilities Assistant until Christmas to cover the phased return of the Facilities Manager. An investigator leaves at the end of November. Our significant anticipated surplus of more than £130k reflects unfilled investigator vacancies.
2. **Total professional costs:** We are still heading for a significant saving overall although expenditure is inevitably uneven across the year. One case dominates expenditure on legal advice and a bill for £6k has just arrived.
3. **Total accommodation costs:** Also in a healthy position and likely to be well within budget even if we proceed with external redecorations (currently under consideration). In light of last year's experience we anticipated around £10k expenditure for dealings with our sub tenants. This is now likely to be an over provision and anticipated expenditure is less than £5k.
4. **Total office expenses:** Majority of expenditure is on computers. Anticipated small surplus on budget of £250k.
5. **Total meeting and travel costs:** On target for a small saving.
6. Overall position is very good.

Cost per complaint £622

Adverse amounts are shown in brackets

Description	Full year revised budget	Year to date				Anticipated full year		period				
		Budget	Actual	Committed	Total	Variance	Amount	Variance	Budget	Actual	Variance	Last yr actual
Other revenue	157,700	91,990	91,836	-	91,836	(154)	165,234	7,534	13,142	20,903	7,761	17,873
Total income	£ 157,700	£ 91,990	£ 91,836	-	£ 91,836	(£ 154)	£ 165,234	£ 7,534	£ 13,142	£ 20,903	£ 7,761	£ 17,873
Total staffing costs	2,506,245	1,461,972	1,325,506	-	1,325,506	136,466	2,341,599	164,646	212,906	183,638	29,268	212,499
Total professional costs	78,859	46,004	35,324	-	35,324	10,680	60,555	18,304	6,571	12,022	(5,451)	15,056
Total accommodation costs	385,511	224,881	208,763	640	209,403	15,478	358,977	26,534	32,126	29,844	2,282	31,519
Total office expenses	249,516	145,551	100,199	2,441	102,640	42,911	249,643	(127)	20,793	14,550	6,243	25,119
Total meeting & travel costs	39,800	23,220	16,216	4,829	21,045	2,175	36,078	3,722	3,316	2,232	1,084	3,672
Total expenses	£ 3,259,931	£ 1,901,628	£ 1,686,008	£ 7,910	£ 1,693,918	£ 207,710	£ 3,046,852	£ 213,079	£ 275,712	£ 242,286	£ 33,426	£ 287,865
Net surplus / (Deficit)	(£ 3,102,231)	(£ 1,809,638)	(£ 1,594,172)	(£ 7,910)	(£ 1,602,082)	£ 207,556	(£ 2,881,618)	£ 220,613	(£ 262,570)	(£ 221,383)	£ 41,187	(£ 269,992)

Commission report

Sheet: LGO Advice Team
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1. **Total staffing costs:** We are still operating with 11 advisers although financed for 12. We anticipate a small surplus.
 2. **Total professional costs:** As previously reported, expenditure under 'HR consultancy' has been manually adjusted to reflect committed and anticipated expenditure on one staffing issue. However, we expect savings under 'other consultancy' where provision appears to have anticipated much greater expenditure on translations. Overall, we should be well in the black.
 3. **Total accommodation costs:** Anticipated outturn shows savings on maintenance costs, currently running at half budget figure.
 4. **Total office expenses:** Significant savings shown for telephone and data services but this requires a manual adjustment to reflect irregular pattern of expenditure (RD budget)
 5. **Total meeting and travel costs:** As previously reported, this budget head (£1600) is clearly too small and is already overspent. Anticipated end of year is more than £4k.
- Cost per complaint £80 (26(5)) £18 (all telephone contacts)**

Adverse amounts are shown in brackets

Description	Full year revised budget	Year to date				Anticipated full year		period				
		Budget	Actual	Committed	Total	Variance	Amount	Variance	Budget	Actual	Variance	Last yr actual
Total income	-	-	-	-	-	-	-	-	-	-	-	-
Total staffing costs	459,557	268,069	257,949	-	257,949	10,120	451,996	7,561	40,305	33,021	7,284	28,937
Total professional costs	24,500	14,290	1,618	-	1,618	12,672	13,626	10,874	2,042	61	1,981	4,210
Total accommodation costs	130,012	75,837	66,997	-	66,997	8,840	114,852	15,160	10,835	9,444	1,391	960
Total office expenses	88,282	51,492	25,987	322	26,309	25,183	57,393	30,889	7,358	1,356	6,002	39,651
Total meeting & travel costs	1,600	935	2,150	149	2,299	(1,364)	3,941	(2,341)	133	305	(172)	1,493
Total expenses	£ 703,951	£ 410,623	£ 354,701	£ 471	£ 355,172	£ 55,451	£ 641,808	£ 62,143	£ 60,673	£ 44,187	£ 16,486	£ 75,251
Net surplus / (Deficit)	(£ 703,951)	(£ 410,623)	(£ 354,701)	(£ 471)	(£ 355,172)	£ 55,451	(£ 641,808)	£ 62,143	(£ 60,673)	(£ 44,187)	£ 16,486	(£ 75,251)