

**Corporate Services
2024/25 Revenue
Budget**

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2024/25 Revenue Budget

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Corporate Services 2023/24 Forecast

2023/24 Forecast Outturn at Q2: £2.0m overspend

(Management Action expected to reduce to balanced position by 31 March 2024)

Key variances from budget (> £250k) at Q2:

- **£0.4m overspend** (Public Relations Office) due to staffing and agency cost pressures
- **£0.4m underspend** (Governance & Legal) representing staff vacancy savings
- **£0.3m overspend** (Strategic Assets) representing savings targets at risk – this is partially offset by increase rental income
- **£1.0m overspend** (Transformation Programme) in respect of Thrive Transformation costs
- **£1.2m overspend** (Programme Management Office) arising due to staffing cost pressures – this is partially offset by **an underspend of £0.4m** in the Special Projects budget.

Corporate Services 2024/25 Budget £25.1m

Savings will be delivered in 2024/25; reducing costs through a review of corporate services, business support functions across the council and a review of the council's management structure.

The budget for 2024/25 includes:

- Directorate Pressures of **£2.4m**
- Proposed Savings of **£2.8m**

Directorate	23/24 Budget £'000	Pressures £'000	Mitigations £'000	Savings £'000	24/25 Budget £'000
Corporate Services	25,530	2,376	-	(2,772)	25,134

Corporate Services 2024-2025 Pressures £2.4m

Ref	Detail	£'000
P1	Pay Award	809
P2	Inflation pressures (90% funded)	1,158
P3	Cross Directorate Virements	409
	Total Pressures	2,376

2024/25 Corporate Services Savings £2.8m

Saving Category	Ref	Name of Proposal	Description	Saving £'000
Reduce	S1	Governance & Legal Services: 50% reduction in locum budget	To reflect the recruitment of permanent staff	200
Reduce	S2	Governance & Legal Services: 20% reduction in external legal budget	Reduce spend, subject to reduced demands in child care proceedings and no increase in other areas	100
Transform	S3	Resources & Assurance: Implementation of Oxygen Finance solution	To achieve discount on invoice value through prompt payments to suppliers (supplier sign up to benefit from advanced cashflow in exchange for discount). To be implemented in Q4 of 2023/24	60
Reduce	S4	Resources & Assurance: Reduction in mobile phone provider contract	Delivered by appointment of new provider in 2023/24 at a cheaper rate	170

2024/25 Corporate Services Savings £2.8m

Saving Category	Ref	Name of Proposal	Description	Saving £'000
Transform	S5	Resources & Assurance: automation of Council Tax and Business Rate processes using GovTech solution	Implementation of a new system that allows customers to provide updates to the Council Tax and Business Rates system via the website	100
Reduce £610k; Transform £1,532k	S6	Reduction in Hoople SLA contract value and workforce service reviews	Renegotiation of the service level agreements with Hoople - transforming a range of support services and specific workforce service reviews	2,142
			Total Corporate Services Savings	2,772

2024/25 Council-wide Savings £7.9m

Saving Category	Ref	Name of Proposal	Description	Saving £'000
Transform	S1	Mutual Early Resignation Scheme 2024 (MERS24)	A voluntary resignation scheme for employees	4,500
Transform	S2	Transformation: Thrive Programme Savings	Maximisation of income generation through Service Cost Recovery. Reduction of expenditure through review of third party spend and transformation of services through Customer Acceleration and Robotic Automation projects	2,600 2m – contracts 600k – SCR/CA
Transform	S3	Transformation: Target Operating Model	A review of the council Management Structure, Corporate Services and Business Support functions across the council.	815
			Total Council-wide Savings	7,915

Delivery of Savings in 2024/25: Corporate Services

The deliverability and status of the planned savings will be monitored as part of monthly budget monitoring arrangements, informed by planned and actual activity in the year to date, to determine a RAG rating for each identified savings targets. The table below notes the estimated delivery of savings in each quarter of the 2024/25 financial year.

Corporate Services				Profiled Delivery				
Category	Ref	Name of Proposal	Proposed Saving £'000	Q1 £'000	Q2 £'000	Q3 £'000	Q4 £'000	TOTAL £'000
Reduce	S1	Governance & Legal Services: 50% reduction in locum budget	200	200	0	0	0	200
Reduce	S2	Governance & Legal Services: 20% reduction in external legal budget	100	100	0	0	0	100
Transform	S3	Resources & Assurance: Implementation of Oxygen Finance solution	60	0	20	20	20	60
Reduce	S4	Resources & Assurance: Reduction in mobile phone provider contract	170	170	0	0	0	170
Transform	S5	Resources & Assurance: automation of Council Tax and Business Rate processes using GovTech solution	100	25	25	25	25	100
Reduce Transform	S6	Reduction in Hoople SLA contract value and workforce service reviews	2,142	536	536	536	534	2,142
TOTAL			2,772	1,031	581	581	579	2,772

Delivery of Savings in 2024/25: Council-wide

The deliverability and status of the planned savings will be monitored as part of monthly budget monitoring arrangements, informed by planned and actual activity in the year to date, to determine a RAG rating for each identified savings targets. The table below notes the estimated delivery of savings in each quarter of the 2024/25 financial year.

Council-wide				Profiled Delivery				
Category	Ref	Name of Proposal	Proposed Saving £'000	Q1 £'000	Q2 £'000	Q3 £'000	Q4 £'000	TOTAL £'000
Transform	S1	Mutual Early Resignation Scheme 2024 (MERS24)	4,500	4,500	0	0	0	4,500
Transform	S2	Transformation: Thrive Programme Savings	2,600	650	700	650	600	2,600
Transform	S3	Transformation: Target Operating Model	815	0	150	300	365	815
TOTAL			7,915	5,150	850	950	965	7,915

Risks and Dependencies

- Agreement and implementation of the operating model for the Council
- Strong and dedicated contact management expertise to support with delivery of the third party spend
- Enabling the delivery of the customer acceleration work stream with digital support
- Working collaboratively with Hoople to shape, develop and scope opportunities for the future operating model for the Council and Hoople
- Reduction in contracts may also result in a change service offer and delivery model
- The early resignation scheme (MERS) will reduce the number of staff and resource capacity across the council