

**AGENDA MANAGEMENT SHEET**

**Name of Committee** Council

**Date of Committee** 18 July 2006

**Report Title** 2005/2006 Final Revenue Outturn – Customer Service Centre

**Summary** The Cabinet considered the 2005/2006 Final Revenue Outturn at their meeting on 27 June 2006 and made a number of decisions. One of these was to request that Council approve the use of £184,000 of general reserves to fund the Customer Service Centre overspend in 2005/2006.

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**Would the recommended decision be contrary to the Budget and Policy Framework?** No.

**Background papers** 2005/2006 Closedown files held both centrally and in service departments

**CONSULTATION ALREADY UNDERTAKEN when submitted to Cabinet as part of the 2005/2006 Final Revenue Outturn:**

- Other Committees  .....
- Local Member(s)  .....
- Other Elected Members  Relevant service appendices to Cabinet Portfolio holders for comment, Chair and spokespersons of Overview & Scrutiny Committees for information
- Cabinet Member  Councillor Cockburn plus Councillor Atkinson, Councillor McCarney & Councillor Booth for comment
- Chief Executive  Jim Graham
- Legal  David Carter
- Finance  David Clarke – reporting officer

- Other Chief Officers  Individual service appendices have been approved by the relevant Strategic Directors
- District Councils  .....
- Health Authority  .....
- Police  .....
- Other Bodies/Individuals  .....

**FINAL DECISION YES**

**SUGGESTED NEXT STEPS:**

- Further consideration by this Committee  .....
- To Council  .....
- To Cabinet
- To an O & S Committee  .....
- To an Area Committee  .....
- Further Consultation  .....

## Council- 18 July 2006

### 2005/2006 Final Revenue Outturn – Customer Service Centre

### Report of the Strategic Director of Resources

#### **Recommendation from Cabinet:**

That Council approves the use of £184,000 of general reserves to fund the Customer Service Centre overspend in 2005/2006.

#### **1. Introduction**

The County Council's revenue outturn spending for 2005/2006 has now been finalised. A report summarising the overall position, with the details of individual service spending against budgets, was put to the Cabinet on 27 June (item 2). The full report is available on the Council website.

#### **2. Reserves and the Customer Service Centre**

- 2.1 As part of the corporate 2005/2006 Provisional Outturn report on 2 February 2006, the Department of Libraries, Heritage and Trading Standards reported an expected outturn position of £637,000 overspend on the Customer Service Centre. The actual overspend reported to Cabinet as part of the outturn report was reduced to £184,000.
- 2.2 The reduced overspend was partly due to a delay in occupying new premises in Bedworth. In addition management action was also taken to delay the transfer of some functions into the centre to further reduce the overspend of the service. As this is a corporate wide initiative it was always expected by the Department that this would be funded corporately and Members are therefore asked to approve the funding of £184,000 from general reserves in 2005/2006. This funding has been assumed for 2005/2006 in the figure for general reserves as at 1 April 2006 in the report to the Cabinet.

DAVID CLARKE  
Strategic Director of Resources

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July 2006