

Figure 3: 2021/22 Budget vs. 2021/22 Latest Update

Category	2021/22 Budget (announced January 2021)			2021/22 Forecast (latest update)			Variance	
	Budget (£m)	Control- lable costs (£m)	Volume driven (£m)	Fore- cast (£m)	Control- lable costs (£m)	Volume driven (£m)	Total (£m)	Total (%)
Outsourced claims handling	21.8	-	21.8	14.2	-	14.2	(7.6)	(35%)
Internal claims processing	15.8	5.6	10.3	18.7	5.8	12.9	2.9	18%
Core support: IT, facilities, central services	31.9	31.1	0.7	31.9	30.9	1.0	-	-
<b>Claims handling infrastructure and support subtotal</b>	<b>69.5</b>	<b>36.7</b>	<b>32.8</b>	<b>64.8</b>	<b>36.7</b>	<b>28.1</b>	<b>(4.7)</b>	<b>(7%)</b>
<b>Funding readiness total</b>	<b>8.2</b>	<b>8.2</b>	<b>-</b>	<b>8.2</b>	<b>8.2</b>	<b>-</b>	<b>-</b>	<b>-</b>
Consumer protection	0.9	0.9	0.1	0.8	0.8	-	(0.1)	(15%)
Depositor protection	3.4	3.2	0.2	3.2	3.2	-	(0.2)	(5%)
Recoveries	2.6	2.3	0.3	2.4	2.4	-	(0.2)	(7%)
Investment / change	4.0	4.0	-	4.0	4.0	-	-	-
Pension deficit funding	1.9	1.9	-	1.9	1.9	-	-	(1%)
<b>Protection, recoveries, investment &amp; pension deficit subtotal</b>	<b>12.8</b>	<b>12.3</b>	<b>0.6</b>	<b>12.3</b>	<b>12.3</b>	<b>-</b>	<b>(0.5)</b>	<b>(4%)</b>
<b>Total management expenses</b>	<b>90.5</b>	<b>57.2</b>	<b>33.4</b>	<b>85.3</b>	<b>57.2</b>	<b>28.1</b>	<b>(5.2)</b>	<b>(6%)</b>