	Appendix G - Customer and Support Group Benefits Realisation							
	FINANCIAL YEAR	2013/14	2014/15	2015/16	2016/17	2017/18	Other	Total
		£'000	£'000	£'000	£'000	£'000	years £'000	£'000
1)	CSG baseline - revenue CSG baseline - capital	17,573 3,400	30,125	30,125	30,125	30,125	171,809	309,881 3,400
	CSG managed budget	5,036	8,633	8,633	8,633	8,633	38,128	77,695
	Total baseline	26,009	38,758	38,758	38,758	38,758	209,937	390,976
1b	Payments made to Capita	35,963	24,482	26,672	48,571	6,363	123,545	265,596
1a	Payments made to Capita in relation to pre contract and interim service	14,933	24,462	20,072	46,371	0,303	123,343	14,933
	agreement	,						,
	Adjustment for payments not relating to CSG contract	(1,174)						(1,174)
	Adjustment for refund of part of the Interim Service Agreement  Accrual Adjustment for payment in advance	(4,056) (24,870)	2,094	(511)	(20,924)	21,690	22,521	(4,056) -
	Prepayment Discount	(24,870)	2,034	(311)	(20,324)	(471)	22,321	
	Managed budgets payments / Forecast	5,036	8,633	6,225	4,073	4,275	15,845	44,087
	Total in year cost of transferring services comparable to baseline	25,831	35,208	32,386	31,720	31,857	161,911	319,385
	Savings on core contract	177	3,549	6,372	7,038	6,901	48,027	72,063
2)	Reducing number of Single Persons Discounts (not)	191	382	509	509	509	2 5 4 2	4 642
2)	Reducing number of Single Persons Discounts (net) Reductions in SPD achieved (net)	714	409	733	733	509	2,543	<b>4,643</b> 2,589
	Gainshare paid on achieving reductions and contractor costs	259	254	151	151			815
3)	Additional Council Tax Income	0	81	377	484	484	2,420	3,846
,	Additional CT income achieved (net)	0	148	174	25		,	347
	Gainshare paid on additional income	0	148	174	12			334
4)	Additional income achieved (net)	359	411	447	418			1,635
Ι΄	Gainshare paid on additional income	209	350	412	304			1,275
		2012/11	2014/45	2045/46	2016/17	2017/10	Other	Total
	CONTRACT YEAR	2013/14	2014/15	2015/16	2016/17	2017/18	Other years	Total
					-1	21222		Cloop
		£'000	£'000	£'000	£'000	£'000	£'000	£'000
5)	Procurement savings on wider council spend guaranteed							
5)	Procurement savings on wider council spend guaranteed Procurement savings achieved (net)	624 1,030	5,916 6,684	2,634 2,834	3,393 3,383	<b>£'000</b> 4,234	<b>£'000</b> 30,173	<b>46,974</b> 13,931
5)		624	5,916	2,634	3,393			46,974
5)	Procurement savings achieved (net)	624 1,030	5,916 6,684	2,634 2,834	3,393 3,383			<b>46,974</b> 13,931
5)	Procurement savings achieved (net) Gainshare paid on savings achieved  Savings expected	624 1,030 482 <b>992</b>	5,916 6,684 1,092 <b>9,928</b>	2,634 2,834 1,867 <b>9,892</b>	3,393 3,383 2,481 <b>11,423</b>	4,234 12,128		<b>46,974</b> 13,931 5,922 <b>127,526</b>
5)	Procurement savings achieved (net) Gainshare paid on savings achieved	624 1,030 482	5,916 6,684 1,092	2,634 2,834 1,867	3,393 3,383 2,481	4,234	30,173	<b>46,974</b> 13,931 5,922
5)	Procurement savings achieved (net) Gainshare paid on savings achieved  Savings expected Savings made	624 1,030 482 <b>992</b>	5,916 6,684 1,092 <b>9,928</b>	2,634 2,834 1,867 <b>9,892</b>	3,393 3,383 2,481 <b>11,423</b>	4,234 12,128	30,173	<b>46,974</b> 13,931 5,922 <b>127,526</b>
5)	Procurement savings achieved (net) Gainshare paid on savings achieved  Savings expected	624 1,030 482 992 2,280 2013/14	5,916 6,684 1,092 9,928 11,201 2014/15	2,634 2,834 1,867 9,892 10,559	3,393 3,383 2,481 11,423 11,597	4,234 12,128 6,901 2017/18	30,173 83,163 Other years	46,974 13,931 5,922 127,526 35,637
5)	Procurement savings achieved (net) Gainshare paid on savings achieved  Savings expected Savings made	624 1,030 482 992 2,280	5,916 6,684 1,092 9,928 11,201	2,634 2,834 1,867 9,892 10,559	3,393 3,383 2,481 11,423 11,597	4,234 12,128 6,901	30,173 83,163 Other	46,974 13,931 5,922 127,526 35,637
5)	Procurement savings achieved (net) Gainshare paid on savings achieved  Savings expected Savings made	624 1,030 482 992 2,280 2013/14	5,916 6,684 1,092 9,928 11,201 2014/15	2,634 2,834 1,867 9,892 10,559	3,393 3,383 2,481 11,423 11,597	4,234 12,128 6,901 2017/18	30,173 83,163 Other years	46,974 13,931 5,922 127,526 35,637
	Procurement savings achieved (net) Gainshare paid on savings achieved  Savings expected Savings made  FINANCIAL YEAR	624 1,030 482 992 2,280 2013/14 £'000	5,916 6,684 1,092 9,928 11,201 2014/15 £'000	2,634 2,834 1,867 9,892 10,559 2015/16 £'000	3,393 3,383 2,481 11,423 11,597 2016/17 £'000	4,234 12,128 6,901 2017/18 £'000	30,173 83,163 Other years	46,974 13,931 5,922 127,526 35,637 Total
	Procurement savings achieved (net) Gainshare paid on savings achieved  Savings expected Savings made  FINANCIAL YEAR	624 1,030 482 992 2,280 2013/14 £'000	5,916 6,684 1,092 9,928 11,201 2014/15 £'000	2,634 2,834 1,867 9,892 10,559 2015/16 £'000	3,393 3,383 2,481 11,423 11,597 2016/17 £'000	4,234 12,128 6,901 2017/18 £'000	30,173 83,163 Other years	46,974 13,931 5,922 127,526 35,637 Total
6)	Procurement savings achieved (net) Gainshare paid on savings achieved  Savings expected Savings made  FINANCIAL YEAR  Actual Payments made to Capita in relation to contractual adjustments  Project Spend Capital -	624 1,030 482 992 2,280 2013/14 £'000	5,916 6,684 1,092 9,928 11,201 2014/15 £'000	2,634 2,834 1,867 9,892 10,559 2015/16 £'000	3,393 3,383 2,481 11,423 11,597 2016/17 £'000 4,511	4,234  12,128 6,901  2017/18  £'000  709	30,173 83,163 Other years	46,974 13,931 5,922 127,526 35,637 Total £'000
6)	Procurement savings achieved (net) Gainshare paid on savings achieved  Savings expected Savings made  FINANCIAL YEAR  Actual Payments made to Capita in relation to contractual adjustments  Project Spend Capital - Schools build	624 1,030 482 992 2,280 2013/14 £'000	5,916 6,684 1,092 9,928 11,201 2014/15 £'000	2,634 2,834 1,867 9,892 10,559 2015/16 £'000	3,393 3,383 2,481  11,423 11,597  2016/17 £'000  4,511	4,234  12,128 6,901  2017/18  £'000  709	30,173 83,163 Other years	46,974 13,931 5,922 127,526 35,637 Total £'000 8,977
6)	Procurement savings achieved (net) Gainshare paid on savings achieved  Savings expected Savings made  FINANCIAL YEAR  Actual Payments made to Capita in relation to contractual adjustments  Project Spend Capital - Schools build Non Schools Investment	624 1,030 482 992 2,280 2013/14 £'000	5,916 6,684 1,092 9,928 11,201 2014/15 £'000	2,634 2,834 1,867 9,892 10,559 2015/16 £'000	3,393 3,383 2,481 11,423 11,597 2016/17 £'000 4,511	4,234  12,128 6,901  2017/18  £'000  709	30,173 83,163 Other years	46,974 13,931 5,922 127,526 35,637 Total £'000
6)	Procurement savings achieved (net) Gainshare paid on savings achieved  Savings expected Savings made  FINANCIAL YEAR  Actual Payments made to Capita in relation to contractual adjustments  Project Spend Capital - Schools build	624 1,030 482 992 2,280 2013/14 £'000	5,916 6,684 1,092 9,928 11,201 2014/15 £'000	2,634 2,834 1,867 9,892 10,559 2015/16 £'000	3,393 3,383 2,481  11,423 11,597  2016/17 £'000  4,511	4,234  12,128 6,901  2017/18  £'000  709	30,173 83,163 Other years	46,974 13,931 5,922 127,526 35,637 Total £'000 8,977
6)	Procurement savings achieved (net) Gainshare paid on savings achieved  Savings expected Savings made  FINANCIAL YEAR  Actual Payments made to Capita in relation to contractual adjustments  Project Spend Capital - Schools build Non Schools Investment Transformation programme -	624 1,030 482  992 2,280  2013/14  £'000  324	5,916 6,684 1,092 9,928 11,201 2014/15 £'000 1,680	2,634 2,834 1,867 9,892 10,559 2015/16 £'000 1,754	3,393 3,383 2,481  11,423 11,597  2016/17  £'000  4,511	4,234  12,128 6,901  2017/18  £'000  709	30,173 83,163 Other years	46,974 13,931 5,922 127,526 35,637 Total £'000 8,977
6)	Procurement savings achieved (net) Gainshare paid on savings achieved  Savings expected Savings made  FINANCIAL YEAR  Actual Payments made to Capita in relation to contractual adjustments  Project Spend Capital - Schools build Non Schools Investment  Transformation programme - Childrens & Families Portfolio	624 1,030 482  992 2,280  2013/14 £'000  324  535 295 630	5,916 6,684 1,092 9,928 11,201 2014/15 £'000 1,680	2,634 2,834 1,867 9,892 10,559 2015/16 £'000 1,754	3,393 3,383 2,481  11,423 11,597  2016/17 £'000  4,511  995 1,989 2,439	4,234  12,128 6,901  2017/18  £'000  709  71 246 714	30,173 83,163 Other years	46,974 13,931 5,922 127,526 35,637 Total £'000 8,977 5,133 4,305 7,295
6)	Procurement savings achieved (net) Gainshare paid on savings achieved  Savings expected Savings made  FINANCIAL YEAR  Actual Payments made to Capita in relation to contractual adjustments  Project Spend Capital - Schools build Non Schools Investment  Transformation programme - Childrens & Families Portfolio Adults & Health Portfolio	624 1,030 482  992 2,280  2013/14 £'000  324  535 295  630 322 301	5,916 6,684 1,092 9,928 11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158	2,634 2,834 1,867  9,892 10,559  2015/16 £'000  1,754  1,350 935 1,561 3,511 290 83	3,393 3,383 2,481  11,423 11,597  2016/17 £'000  4,511  995 1,989 2,439 1,907 1,124	4,234  12,128 6,901  2017/18  £'000  709  71 246  714 105 111	30,173 83,163 Other years	46,974 13,931 5,922 127,526 35,637 Total £'000 8,977 5,133 4,305 7,295 7,326 2,428 241
6)	Procurement savings achieved (net) Gainshare paid on savings achieved  Savings expected Savings made  FINANCIAL YEAR  Actual Payments made to Capita in relation to contractual adjustments  Project Spend Capital - Schools build Non Schools Investment Transformation programme - Childrens & Families Portfolio Adults & Health Portfolio Environmental Portfolio Growth & Development Portfolio Central	624 1,030 482  992 2,280  2013/14 £'000  324  535 295  630 322	5,916 6,684 1,092 9,928 11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158 3,062	2,634 2,834 1,867  9,892 10,559  2015/16  £'000  1,754  1,350 935  1,561 3,511 290 83 4,308	3,393 3,383 2,481  11,423 11,597  2016/17  £'000  4,511  995 1,989  2,439 1,907 1,124 4,865	4,234  12,128 6,901  2017/18  £'000  709  71 246  714 105 111 1,031	30,173 83,163 Other years	46,974 13,931 5,922 127,526 35,637 Total £'000 8,977 5,133 4,305 7,295 7,326 2,428 241 13,610
6)	Procurement savings achieved (net) Gainshare paid on savings achieved  Savings expected Savings made  FINANCIAL YEAR  Actual Payments made to Capita in relation to contractual adjustments  Project Spend Capital - Schools build Non Schools Investment  Transformation programme - Childrens & Families Portfolio Adults & Health Portfolio Environmental Portfolio Growth & Development Portfolio Central  Programme Management	624 1,030 482  992 2,280  2013/14 £'000  324  535 295  630 322 301	5,916 6,684 1,092 9,928 11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158	2,634 2,834 1,867  9,892 10,559  2015/16 £'000  1,754  1,350 935 1,561 3,511 290 83	3,393 3,383 2,481  11,423 11,597  2016/17 £'000  4,511  995 1,989 2,439 1,907 1,124	4,234  12,128 6,901  2017/18  £'000  709  71 246  714 105 111  1,031 70	30,173 83,163 Other years	46,974 13,931 5,922 127,526 35,637 Total £'000 8,977 5,133 4,305 7,295 7,326 2,428 241
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6)	Procurement savings achieved (net) Gainshare paid on savings achieved  Savings expected Savings made  FINANCIAL YEAR  Actual Payments made to Capita in relation to contractual adjustments  Project Spend Capital - Schools build Non Schools Investment  Transformation programme - Childrens & Families Portfolio Adults & Health Portfolio Environmental Portfolio Growth & Development Portfolio Central  Programme Management  Accrual Adjustment for payment in advance  Additional chargeable work outside of the contract Print and Postage, DBS checks, Occupational Health, etc.	624 1,030 482  992 2,280  2013/14  £'000  324  535 295  630 322 301 344	5,916 6,684 1,092 9,928 11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158 3,062 717	2,634 2,834 1,867  9,892 10,559  2015/16  £'000  1,754  1,350 935  1,561 3,511 290 83 4,308 698	3,393 3,383 2,481  11,423 11,597  2016/17 £'000  4,511  995 1,989 2,439 1,907 1,124 4,865 2,452  1,040	4,234  12,128 6,901  2017/18  £'000  709  71 246  714 105 111  1,031 70 1,254  115	30,173 83,163 Other years	46,974 13,931 5,922 127,526 35,637 Total £'000 8,977 5,133 4,305 7,295 7,326 2,428 241 13,610 3,937
6)	Procurement savings achieved (net) Gainshare paid on savings achieved  Savings expected Savings made  FINANCIAL YEAR  Actual Payments made to Capita in relation to contractual adjustments  Project Spend Capital - Schools build Non Schools Investment  Transformation programme - Childrens & Families Portfolio Adults & Health Portfolio Environmental Portfolio Growth & Development Portfolio Central  Programme Management  Accrual Adjustment for payment in advance  Additional chargeable work outside of the contract Print and Postage, DBS checks, Occupational Health, etc.	624 1,030 482  992 2,280  2013/14 £'000  324  535 295  630 322 301 344  381	5,916 6,684 1,092 9,928 11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158 3,062 717 837 652	2,634 2,834 1,867  9,892 10,559  2015/16 £'000  1,754  1,350 935  1,561 3,511 290 83 4,308 698  911 196	3,393 3,383 2,481  11,423 11,597  2016/17 £'000  4,511  995 1,989 2,439 1,907 1,124 4,865 2,452  1,040 350	4,234  12,128 6,901  2017/18  £'000  709  71 246  714 105 111  1,031 70 1,254  115 188	30,173  83,163  Other years £'000	46,974 13,931 5,922 127,526 35,637 Total £'000 8,977 5,133 4,305 7,295 7,326 2,428 241 13,610 3,937
6)	Procurement savings achieved (net) Gainshare paid on savings achieved  Savings expected Savings made  FINANCIAL YEAR  Actual Payments made to Capita in relation to contractual adjustments  Project Spend Capital - Schools build Non Schools Investment  Transformation programme - Childrens & Families Portfolio Adults & Health Portfolio Environmental Portfolio Growth & Development Portfolio Central  Programme Management  Accrual Adjustment for payment in advance  Additional chargeable work outside of the contract Print and Postage, DBS checks, Occupational Health, etc. IT requests (over and above refresh)	624 1,030 482  992 2,280  2013/14  £'000  324  535 295  630 322 301 344  381  2,808	5,916 6,684 1,092 9,928 11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158 3,062 717 837 652 12,483	2,634 2,834 1,867  9,892 10,559  2015/16  £'000  1,754  1,350 935  1,561 3,511 290 83 4,308 698  911 196 13,843	3,393 3,383 2,481  11,423 11,597  2016/17 £'000  4,511  995 1,989 2,439 1,907 1,124 4,865 2,452  1,040 350 17,161	4,234  12,128 6,901  2017/18  £'000  709  71 246  714 105 111  1,031 70 1,254  115 188 3,905	30,173  83,163  Other years £'000	46,974 13,931 5,922 127,526 35,637 Total £'000 8,977 5,133 4,305 7,295 7,326 2,428 241 13,610 3,937 3,284 1,386 50,200