	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	17,573	30,125	30,125	30,125	30,125	171,809	309,881
	CSG baseline - capital	3,400						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 agreement	14,933						14,933
	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	(24,070)	2,054	(311)	(20,324)	(471)	22,321	(471)
	Managed budgets payments / Forecast	5,036	8,633	6,225	4,073	4,145	15,845	43,957
	Total in year cost of transferring services comparable to baseline	25,831	35,208	32,386	31,720	31,727	161,911	318,784
	Savings on core contract	177	3,549	6,372	7,038	7,031	48,027	72,193
2)	Reducing number of Single Persons Discounts (net)	191	382	509	509	509	2,543	4,643
	Reductions in SPD achieved (net of cost of service & gainshare)	714	409	709	777			2,608
	Gainshare paid on achieving reductions and contractor costs	259	254	151	174			839
3)	Additional Council Tax Income	-	81	377	484	484	2,420	3,846
	Additional CT income achieved (net of cost of service & gainshare)		148	174	12			334
	Gainshare paid on additional income	-	148	174	12			334
4)	Additional income achieved (net of cost of service & gainshare)	359	411	447	343			1,560
	Gainshare paid on additional income	209	350	412	304			1,275
	CONTRACT YEAR	2013/14	2014/15	2015/16	2016/17	2017/18	Other	Total
	CONTRACT FEAT	£'000	£'000	£'000	£'000	£'000	years £'000	£'000
		2000	2000	2000	2 000	2 000	2000	
5)	Procurement savings on wider council spend guaranteed	624	5,916	2,634	3,393	4,234	30,173	46,974
	Programme to the state of the s	4 000	6 227	2 (02		, -	,	42.000
	Procurement savings achieved (net) Gainshare paid on savings achieved	1,030 482	6,237 1,092	2,683 1,867	2,883	, -		12,833 5,922
			•					
	Gainshare paid on savings achieved	482	1,092	1,867	2,883 2,481			5,922
			•		2,883	12,258 7,031	83,163	5,922 127,656
	Gainshare paid on savings achieved Savings expected	482 992	1,092 9,928	1,867 9,892 10,384	2,883 2,481 11,423 11,052	12,258 7,031	83,163 Other	12,833 5,922 127,656 41,501
	Gainshare paid on savings achieved Savings expected Savings made	992 2,280	1,092 9,928 10,754	1,867 9,892 10,384	2,883 2,481 11,423 11,052	12,258 7,031	83,163	5,922 127,656 41,501
6)	Gainshare paid on savings achieved Savings expected Savings made	992 2,280 2013/14	9,928 10,754 2014/15	9,892 10,384 2015/16	2,883 2,481 11,423 11,052 2016/17	12,258 7,031 2017/18	83,163 Other years	5,922 127,656 41,501 Total
6)	Gainshare paid on savings achieved Savings expected Savings made FINANCIAL YEAR	992 2,280 2013/14 £'000	1,092 9,928 10,754 2014/15 £'000	9,892 10,384 2015/16 £'000	2,883 2,481 11,423 11,052 2016/17 £'000	12,258 7,031 2017/18 £'000	83,163 Other years	5,922 127,656 41,501 Total
6)	Gainshare paid on savings achieved Savings expected Savings made FINANCIAL YEAR	992 2,280 2013/14 £'000	1,092 9,928 10,754 2014/15 £'000	9,892 10,384 2015/16 £'000	2,883 2,481 11,423 11,052 2016/17 £'000	12,258 7,031 2017/18 £'000	83,163 Other years	5,922 127,656 41,501 Total
	Gainshare paid on savings achieved Savings expected Savings made FINANCIAL YEAR Actual Payments made to Capita in relation to contractual adjustments	992 2,280 2013/14 £'000	1,092 9,928 10,754 2014/15 £'000	9,892 10,384 2015/16 £'000	2,883 2,481 11,423 11,052 2016/17 £'000	12,258 7,031 2017/18 £'000	83,163 Other years	5,922 127,656 41,501 Total £'000 10,829
	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	992 2,280 2013/14 £'000 324	1,092 9,928 10,754 2014/15 £'000 1,680	1,867 9,892 10,384 2015/16 £'000 1,754	2,883 2,481 11,423 11,052 2016/17 £'000 4,511	12,258 7,031 2017/18 £'000 2,561	83,163 Other years	5,922 127,656 41,501 Total £'000 10,829
	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	992 2,280 2013/14 £'000	1,092 9,928 10,754 2014/15 £'000	1,867 9,892 10,384 2015/16 £'000 1,754	2,883 2,481 11,423 11,052 2016/17 £'000 4,511	12,258 7,031 2017/18 £'000	83,163 Other years	5,922 127,656 41,501 Total £'000 10,829
	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 -	992 2,280 2013/14 £'000 324	1,092 9,928 10,754 2014/15 £'000 1,680 2,182 840	1,867 9,892 10,384 2015/16 £'000 1,754 1,350 935	2,883 2,481 11,423 11,052 2016/17 £'000 4,511	12,258 7,031 2017/18 £'000 2,561	83,163 Other years	5,922 127,656 41,501 Total £'000 10,829 6,021 5,670
	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	992 2,280 2013/14 £'000 324	1,092 9,928 10,754 2014/15 £'000 1,680	1,867 9,892 10,384 2015/16 £'000 1,754	2,883 2,481 11,423 11,052 2016/17 £'000 4,511	12,258 7,031 2017/18 £'000 2,561	83,163 Other years	5,922 127,656 41,501 Total £'000 10,829
	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	992 2,280 2013/14 £'000 324 535 295 630	1,092 9,928 10,754 2014/15 £'000 1,680 2,182 840 1,951	1,867 9,892 10,384 2015/16 £'000 1,754 1,350 935 1,561	2,883 2,481 11,423 11,052 2016/17 £'000 4,511	12,258 7,031 2017/18 £'000 2,561 959 1,611 1,186	83,163 Other years	5,922 127,656 41,501 Total £'000 10,829 6,021 5,670 7,767
	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	992 2,280 2013/14 £'000 324 535 295 630 322	1,092 9,928 10,754 2014/15 £'000 1,680 2,182 840 1,951 1,481	1,867 9,892 10,384 2015/16 £'000 1,754 1,350 935 1,561 3,511	2,883 2,481 11,423 11,052 2016/17 £'000 4,511 995 1,989 2,439 1,907	12,258 7,031 2017/18 £'000 2,561 959 1,611 1,186 321	83,163 Other years	5,922 127,656 41,501 Total £'000 10,829 6,021 5,670 7,767 7,542
	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	992 2,280 2013/14 £'000 324 535 295 630 322	1,092 9,928 10,754 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158 3,062	1,867 9,892 10,384 2015/16 £'000 1,754 1,350 935 1,561 3,511 290 83 4,308	2,883 2,481 11,423 11,052 2016/17 £'000 4,511 995 1,989 2,439 1,907 1,124 4,865	12,258 7,031 2017/18 £'000 2,561 959 1,611 1,186 321 314 303 4,271	83,163 Other years	5,922 127,656 41,501 Total £'000 10,829 6,021 5,670 7,767 7,542 2,631 544 16,850
	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	992 2,280 2013/14 £'000 324 535 295 630 322 301	1,092 9,928 10,754 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158	1,867 9,892 10,384 2015/16 £'000 1,754 1,350 935 1,561 3,511 290 83	2,883 2,481 11,423 11,052 2016/17 £'000 4,511 995 1,989 2,439 1,907 1,124	12,258 7,031 2017/18 £'000 2,561 959 1,611 1,186 321 314 303 4,271 372	83,163 Other years	5,922 127,656 41,501 Total £'000 10,829 6,021 5,670 7,767 7,542 2,631 544 16,850 4,239
	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	992 2,280 2013/14 £'000 324 535 295 630 322 301	1,092 9,928 10,754 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158 3,062	1,867 9,892 10,384 2015/16 £'000 1,754 1,350 935 1,561 3,511 290 83 4,308	2,883 2,481 11,423 11,052 2016/17 £'000 4,511 995 1,989 2,439 1,907 1,124 4,865	12,258 7,031 2017/18 £'000 2,561 959 1,611 1,186 321 314 303 4,271	83,163 Other years	5,922 127,656 41,501 Total £'000 10,829 6,021 5,670 7,767 7,542 2,631 544 16,850
	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	992 2,280 2013/14 £'000 324 535 295 630 322 301	1,092 9,928 10,754 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158 3,062	1,867 9,892 10,384 2015/16 £'000 1,754 1,350 935 1,561 3,511 290 83 4,308	2,883 2,481 11,423 11,052 2016/17 £'000 4,511 995 1,989 2,439 1,907 1,124 4,865	12,258 7,031 2017/18 £'000 2,561 959 1,611 1,186 321 314 303 4,271 372	83,163 Other years	5,922 127,656 41,501 Total £'000 10,829 6,021 5,670 7,767 7,542 2,631 544 16,850 4,239
	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	992 2,280 2013/14 £'000 324 535 295 630 322 301 344 381	1,092 9,928 10,754 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158 3,062 717 837 652	1,867 9,892 10,384 2015/16 £'000 1,754 1,350 935 1,561 3,511 290 83 4,308 698 911 196	2,883 2,481 11,423 11,052 2016/17 £'000 4,511 995 1,989 2,439 1,907 1,124 4,865 2,452 1,040 350	12,258 7,031 2017/18 £'000 2,561 959 1,611 1,186 321 314 303 4,271 372 185 973 385	83,163 Other years	5,922 127,656 41,501 Total £'000 10,829 6,021 5,670 7,767 7,542 2,631 544 16,850 4,239 185 4,142 1,583
	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.	992 2,280 2013/14 £'000 324 535 295 630 322 301 344	1,092 9,928 10,754 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158 3,062 717	1,867 9,892 10,384 2015/16 £'000 1,754 1,350 935 1,561 3,511 290 83 4,308 698	2,883 2,481 11,423 11,052 2016/17 £'000 4,511 995 1,989 2,439 1,907 1,124 4,865 2,452	12,258 7,031 2017/18 £'000 2,561 959 1,611 1,186 321 314 303 4,271 372 185	83,163 Other years	5,922 127,656 41,501 Total £'000 10,829 6,021 5,670 7,767 7,542 2,631 5,44 16,850 4,239 185 4,142
	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.	992 2,280 2013/14 £'000 324 535 295 630 322 301 344 381	1,092 9,928 10,754 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158 3,062 717 837 652	1,867 9,892 10,384 2015/16 £'000 1,754 1,350 935 1,561 3,511 290 83 4,308 698 911 196	2,883 2,481 11,423 11,052 2016/17 £'000 4,511 995 1,989 2,439 1,907 1,124 4,865 2,452 1,040 350	12,258 7,031 2017/18 £'000 2,561 959 1,611 1,186 321 314 303 4,271 372 185 973 385	83,163 Other years	5,922 127,656 41,501 Total £'000 10,829 6,021 5,670 7,767 7,542 2,631 544 16,850 4,239 185 4,142 1,583
	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)	992 2,280 2013/14 £'000 324 535 295 630 322 301 344 381 2,808	1,092 9,928 10,754 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158 3,062 717 837 652 12,483	1,867 9,892 10,384 2015/16 £'000 1,754 1,350 935 1,561 3,511 290 83 4,308 698 911 196 13,843	2,883 2,481 11,423 11,052 2016/17 £'000 4,511 995 1,989 2,439 1,907 1,124 4,865 2,452 1,040 350 17,161	12,258 7,031 2017/18 £'000 2,561 959 1,611 1,186 321 314 303 4,271 372 185 973 385 10,880	83,163 Other years	5,922 127,656 41,501 Total £'000 10,829 6,021 5,670 7,767 7,542 2,631 544 16,850 4,239 185 4,142 1,583 57,175