

Appendix H(ii) - Customer and Support Group Benefits Realisation

FINANCIAL YEAR

	2013/14	2014/15	2015/16	2016/17	Other years	Total
	£'000	£'000	£'000	£'000	£'000	£'000
1) CSG baseline - revenue	17,573	30,125	30,125	30,125	201,934	309,881
CSG baseline - capital	3,400					3,400
CSG managed budget	5,036	8,633	8,633	8,633	46,761	77,695
Total baseline	26,009	38,758	38,758	38,758	248,695	390,976
1b Payments made to Capita	35,963	24,482	26,672	29,482	148,998	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	(4,056)					(4,056)
Accrual Adjustment for payment in advance	(28,499)	2,524	(511)	(1,455)	27,941	0
Managed budgets payments	5,036	8,633	6,225	4,033	19,540	43,467
Total in year cost of transferring services comparable to baseline	22,202	35,638	32,386	32,060	196,479	318,766
Savings on core contract	3,806	3,119	6,372	6,698	52,216	72,211
2) Reducing number of Single Persons Discounts (net)	191	382	509	509	3,052	4,643
Reductions in SPD achieved (net)	714	409	733			1,856
Gainshare paid on achieving reductions and contractor costs	259	254	151	127		792
3) Additional Council Tax Income	0	81	377	484	2,904	3,846
Additional CT income achieved (net)	0	148	174			322
Gainshare paid on additional income	0	148	174			322
4) Additional income achieved (net)	359	411	447			1,217
Gainshare paid on additional income	209	350	412			971

CONTRACT YEAR

	2013/14	2014/15	2015/16 incl forecast for Q4	2016/17	Other years	Total
	£'000	£'000	£'000	£'000	£'000	£'000
5) Procurement savings on wider council spend guaranteed	624	5,916	2,634	3,393	34,407	46,974
Procurement savings achieved (net)	959	6,577	3,170			10,706
Gainshare paid on savings achieved	482	1,092	1,688			3,262
Savings expected	4,621	9,498	9,892	11,084	92,579	127,674
Savings made	5,838	10,664	10,895	6,698		27,398

FINANCIAL YEAR

	2013/14	2014/15	2015/16	2016/17	Other years	Total
	£'000	£'000	£'000	£'000	£'000	£'000
6) Actual Payments made to Capita in relation to contractual adjustments	324	1,680	1,754	506		4,263
7) Project Spend						
Capital -						
Schools build	535	2,182	1,350	332		4,399
Non Schools Investment	295	840	935	213		2,283
Transformation programme -						
Childrens & Families Portfolio	630	1,951	1,561	236		4,378
Adults & Health Portfolio	322	1,481	3,511	356		5,670
Environmental Portfolio	301	602	290	423		1,616
Growth & Development Portfolio		158	83			241
Central	344	3,062	4,308	1,017		8,731
Programme Management		717	698	102		1,517
Additional chargeable work outside of the contract						
Print and Postage, DBS checks, Occupational Health, etc.	381	837	911	320		2,449
IT requests (over and above refresh)		652	196	22		870
	2,808	12,483	13,843	3,021		32,155
Payments to Capita in relation to CSG	54,977	40,488	44,694	33,136		173,295
Actual amounts paid including projection for current year						