

Log of Contract Variations

All approved Contract Variations since the start of the contract are shown below.

Reference	Title	Description	Change Raised by	Status at 30-Jun-16	Financial Impact (over the life of the contract)	Service Impacted
CR093	Commitment Change/Variation	Variations to six HR Commitments following a review with the Authority to ensure that the Commitments better meet the needs of the service	Service Provider	Approved	NIL	HR
CR088	Print Gain-share	Change to the mechanism by which print gain-share is calculated/invoiced from an annual to monthly process	Service Provider	Approved	NIL	Finance
CR087	Axiom	Implementation of the Integra budget development module for budget monitoring as opposed to Axiom	Service Provider	Approved	£(222,600)	Finance
CR086	Accelerated Endpoint Refresh	Accelerated refresh of all employee end-user computing devices to allow all devices to be refreshed within 18 months rather than at the annual rate of 20%	Service Provider	Approved	£276,094	All
CR085	Council Tax Support Scheme	Managing the impact of the Council Tax Support Scheme and collection of the additional Council Tax payable. Originally implemented by SPIR024	Service Provider	Approved	£1,046,343	Revenues & Benefits
CR084	Benefit Cap Task Force	Face to face support for residents impacted by the Benefit Cap. Originally implemented by SPIR030.	Service Provider	Approved	£933,165	Revenues & Benefits
CR081	CIPFA Survey Changes	To improve methodology and introduce a sliding scale of credit based on responses	Authority	Approved	NIL	All
CR079	Extension of Commitment T3-131	Extend delivery of Stakeholder Engagement Commitment by six months to allow for the Community Assets Strategy to be properly developed and approved	Service Provider	Approved	NIL	Estates
CR078	Extension of Commitment T2-006	Extend delivery of the Agile Workforce programme to incorporate the new Colindale HQ	Service Provider	Approved	NIL	Estates
CR077	LAN refresh	Earlier refresh of the IT LAN to provide improved resilience at no additional cost	Service Provider	Approved	NIL	IT

Reference	Title	Description	Change Raised by	Status at 30-Jun-16	Financial Impact (over the life of the contract)	Service Impacted
CR075	Freedom Pass Renewals	Processing of appropriate Freedom Pass renewal requests, not covered in the original Output Specification (one-off cost)	Service Provider	Approved	£104,700	Customer Services
CR074	NNDR Analyse Local RV finder and forecasting service.	Procurement of service provided by Inform CPI Ltd using their 'Analyse Local' software to identify missing or undervalued NNDR properties and for forecasting the impact of rateable value (RV) appeals.	Service Provider	Approved	£11,000	Customer Services
CR072	Lease Renewals & Rent Reviews Output Specification volume increases	To undertake Lease Renewals & Rent Reviews inherited as a backlog at the Service Transfer date.	Service Provider	Approved	£188,772	Estates
CR071	Head of Finance Support - additional roles	The Council have requested that two permanent Heads of Finance are introduced into the service to meet the needs of the Council. In addition, it has been agreed that pending the recruitment of the permanent Head of Finance for Adult and Community Services and to meet the current needs of the service a Head of Finance from the Council will be seconded to the Customer Support Group from Tuesday 4th August 2015. (£212,340 for Year 1, then £189,500 for remaining 7 years)	Service Provider	Approved	£1,538.840	Finance
CR070	Unqualified External Audit KPI and PI to Pass or Fail	Currently has a completion date of the 18th July. The date is driven by the date of the Audit Committee where the accounts authorised and signed. This year the date of the committee is Thursday 30th July. This CR requests to have this date amended going forward to reflect a Pass/Fail Service Provider Target as opposed to a date requirement	Service Provider	Approved	NIL	Finance
CR065	Authority	To reallocate monies (£1M in total) that are no longer	Authority	Approved		All

Reference	Title	Description	Change Raised by	Status at 30-Jun-16	Financial Impact (over the life of the contract)	Service Impacted
	Redundancy Provision Refund Reallocation	required for Authority Redundancy Provision Refund, back to LBB to fund other activities. £500k refunded August 2015; further £500k to be settled March 2016			£(1,000,000)	
CR064	Library Services (transfer of IS role to Council)	Formally acknowledge a transfer of monies and a role back Library Services to fund activities outlined in the IS Output Spec which the parties have agreed should be transferred back to the Council.	Service Provider	Approved	£(285,000)	IS
CR063	Revised IS Transformation Commitment Dates	Amendments to delivery dates of 14 Commitments to take account of agreed changes and dependencies between solutions. Commitments include Schools portal, Data Centre migration and Network refresh.	Service Provider	Approved	NIL	IS
CR062	Social Care Direct Care Act staffing	Expansion of SCD to accommodate Care Act assessments and additional demand and enquiries. To be reviewed at 31/8/16	Service Provider	Approved	£56,980	Customer Services
CR061	Estates - Extension of Commitment T3-131 Stakeholder engagement with Barnet's public / 3rd sector	Change in delivery date of the commitment T3-131 (Stakeholder Engagement) to enable further objectives to be achieved. Delivery date is to be amended from 31st March 2015 to 1st July 2015.	Service Provider	Approved	NIL	Estates
CR060	Third Party contracts finalisation	Contractual third party contracts true up in line with clause 7 of the contract and update Schedule 24 with final list of suppliers and the charges paid.	Service Provider	Approved	£9,704,635	All services
CR058	Customer Services - Hendon Town Hall Reception	Additional reception services to be provided by CSG staff. Therefore additional staff have been employed specifically for the required roles – budget to be transferred from Adults to cover following transfer of registrars to Brent. Approval up to 30/06/16 –	Service Provider	Approved	£63,616	Customer Services

Reference	Title	Description	Change Raised by	Status at 30-Jun-16	Financial Impact (over the life of the contract)	Service Impacted
		requirement now being reviewed.				
CR056	CSG invoicing dates	Amendment to invoicing date for the periodic service charge - no change in payment date, terms or amounts. A Free of Charge Change Manager is provided by Capita as part of this CR.	Authority	Approved	NIL	ALL Services
CR055	Estates - Extension of Commitment T2 – 037, Locality Strategy	This request is for the change in delivery date of the commitment T2-037 (Locality Strategy) to enable further objectives to be achieved. The decision has been made to extend the delivery date from 1st March 2015 to 30th June 2015.	Service Provider	Approved	NIL	
CR052	Estates - extension to commitment T3-145	Formally reflect the decision made by the Authority's Estates SRO on 15th October 2014 to amend the Commitment T3-145 (Departmental Property Plans). It was agreed that due to the Authority's high priorities of community asset strategy and SAMPS being delivered the commitment be extended to 31/3/2015.	Service Provider	Approved	NIL	Estates
CR051	Adult Social Care and Redundancy	The provision of additional, qualified, Adult Social Care team leaders. To avoid any additional cost to the Authority, this change is being met by the early release of £167,932 of the redundancy provisions in the contract so there is no cost to the Council.	Service Provider	Approved	NIL	ALL services
CR050	Definition of contract indexation	To clarify the calculation by which the Indexation of the Periodic Service Charge is inflated annually.	Service Provider	Approved	NIL	ALL services
CR049	Revise Estates Commitment for T1-021	The commitment for the SP within 24 months of the Service Transfer date to develop a Community Asset strategy, Service Delivery Plan, Estates, is to be amended and completion date changed from 01/09/2015 to 01/07/2015.	Authority	Approved	NIL	Estates
CR048	Reduction in	To reduce the Periodic Service Charge to reflect the	Service	Approved	£(2,430,073)	All

Reference	Title	Description	Change Raised by	Status at 30-Jun-16	Financial Impact (over the life of the contract)	Service Impacted
	Pension Contributions	reduced employers' contribution rate as set out in clause 15.3.6(g) of the CSG contract.	Provider			
CR045	IS Commitments	Revisions to two Commitments covering alignment to Capita ISO standards for IS processes & procedures, and implementation of a competency based development programme for IS staff.	Service Provider	Approved	NIL	IS
CR044	Repairs and Maintenance	Amendment to schedule 1 and 4 to reflect the return of the Repairs and Maintenance budget for the Civic Estate to the Council in line with all other managed budgets	Service Provider	Approved	£(6,514,065)	Estates
CR029	Amendment to delivery of Members Dashboard	Delivery date for Commitment T1-003 Members Dashboard extended by 2 months to May 2014.	Service Provider	Approved	Nil	Customer Services
CR028	Adoption of Capita H&S policies for CSG staff only	Capita to deploy its own H&S policies for its staff to make sure it is easier to manage them across sites and services	Service Provider	Approved	Nil	HR Service
CR027	Amendments to Estates and Partnership Commitments	Amendments to delivery dates of Estates Commitments T2-36,T3-131/145/150, Partnership commitments T-10,T2-42,T3-117,156 to take account of delay in initiating the CSG contract and the significant work programme to effect transformation in the first six months of the contract. Commitments include ICT Strategy being extended by 2 months, Colindale location Strategy and My Account.	Service Provider	Approved	Nil	Estates /IS/Customer Services
CR026	Amendment to Procurement KPI for Apprenticeships	amend schedule 4 appendices in relation to Procurement KPI for Apprenticeships to reflect it as an annual target not a quarterly one and align it better to the school year as agreed the Procurement SRO	Authority	Approved	Nil	Procurement

Reference	Title	Description	Change Raised by	Status at 30-Jun-16	Financial Impact (over the life of the contract)	Service Impacted
CR025	Revenues and Benefits Baseline KPI and Targets	amend schedule 4 appendices in relation to R&b KPIs for the number of days taken to process new claims as agreed by the Ops Board following the approval of CR0015 in relation to face to face services being maintained in Barnet	Authority	Approved	Nil	Revenues & Benefits
CR024	Estates confirmed Property Portfolio Income Baseline	amend schedule 4 appendix 11 in relation to Estates baseline for Property Portfolio income in line with the requirements of Schedule 4 so that the guarantee on income can be tracked and reported	Service Provider	Approved	Nil	Estates
CR023	Amendment of the MFD income table in Schedule 4	Amendment to Schedule 4 to clarify the guarantee to hold year one price per click and amend the per click charges to match the pre contract charges as agreed as an all inclusive price for the MFD service	Authority	Approved	Nil	Contract Price
CR022	Replacement of Info Exchange Solution with Atrium	Info Exchange Property Asset management and compliance system replacement with Atrium extended functionality	Authority	Approved	Nil	Estates
CR021	Re baseline of transformation Commitments	Amendments to commitments T2-04,58,T3-30,63,93,155 – extended delivery dates required to take account of delay in initiating the CSG contract and the significant programme of work to effect transformation in the first six months of the contract. Commitments include BPM Platform, HR Knowledge base and Complaints management.	Service Provider	Approved	Nil	IS/Finance/HR/ Customer Services
CR020	Change to month period reporting timescales	Contract currently states that performance reporting will be produced 15 business days after the end of each month except at the end of a quarter when it is 10 days. This change will align all report timescales to 10 days.	Authority	Approved	Nil	All services

Reference	Title	Description	Change Raised by	Status at 30-Jun-16	Financial Impact (over the life of the contract)	Service Impacted
CR017	Baseline Income and recharges - Schools	amend Schedule 4 Para 12 and associated sections for baseline changes based on agreed approach	Service Provider	Approved	Nil	Finance, HR, IS, Estates
CR015	R&B face to face benefits processing	Change to maintain Face to Face Benefits Processing staff in Barnet (Year 1 £72,728 Year 2 £101,819)	Authority	Approved	£174,547	Revs and Bens
CR014	Employment and Redundancy Payment Reconciliation	True up on cost of employment in line with the contract to be completed by Feb 14 but now to be reconciled with the potential early refund to LBB of redundancy costs as a contract change. The confirmed cost for the employment true up is £451k but when offset against the £1,218k redundancy this releases the net value of £767k benefit back to the Council	Service Provider	Approved	£(767,000)	All
CR013	Libraries Service	Deferred Service in accordance with Output Specification - take on Libraries Service call volumes (Year 1 £301k, Year 2 £152k).	Authority	Approved	£453,000	Customer Services
CR012	Governance Process	Changes to Schedule 12 to align Contract Governance with new Council processes.	Authority	Approved	Nil	Governance
CR010	Finance Baseline KPI and Targets	amend Schedule 4 appendices in relation to Finance KPIs for % Variance to Budget and % savings achieved in alignment with Ops Board approved trajectories and targets	Service Provider	Approved	Nil	Finance
CR009	CS Baseline KPI and Targets	amend Schedule 4 appendices in relation to CS KPIs for First contact resolution and Customer satisfaction in alignment with Ops Board approved trajectories and targets	Service Provider	Approved	Nil	Customer Services
CR008	Pensions move to Darlington	Capita propose to change the location of the Pensions team from the proposed Banstead relocation to Darlington where there is an existing CoE. As this is a change of location from the SDPs a formal change is	Service Provider	Approved	Nil	HR Service

Reference	Title	Description	Change Raised by	Status at 30-Jun-16	Financial Impact (over the life of the contract)	Service Impacted
		being progressed				
CR007	Coventry Revs and Bens	Capita propose to extend the current Revs and Bens overflow contact centre in Coventry to take all R&B calls. As this is a change of location from the SDPs a formal change is being progressed	Service Provider	Approved	Nil	Customer services
CR005	Schedule 4 Milestone payments	Amend to show correct payment timescale	Service Provider	Approved	Nil	NA
CR004	Interim Governance arrangements	Remove from Schedule 43	Service Provider	Approved	Nil	Governance
CR003	3rd Party Contracts - 2E2	Change to Schedule 24 to remove this contractor	Service Provider	Approved	Nil	Contract Price
CR002	Community Cohesion	New process and training for the identification of Cohesion issues based on trending and contact analysis	Authority	Approved	Nil	Customer Services
CR001				Cancelled		
		TOTAL FINANCIAL IMPACT			£3,332,954	