	Appendix Hii - 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	48,571	129,908	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)	2 004	(511)	(20.024)	44 211	(4,056)
	Accrual Adjustment for payment in advance Managed budgets payments	<mark>(24,870)</mark> 5,036	2,094 8,633	<mark>(511)</mark> 6,225	<mark>(20,924)</mark> 4,033	44,211 19,540	- 43,467
	Total in year cost of transferring services comparable to baseline	25,831	35,208	32,386	31,680	193,659	318,765
	Savings on core contract	177	3,549	6,372	7,078	55,036	72,212
21	Paducing number of Single Persons Discounts (not)	101	201	500	E00	2 05 2	4 6 4 3
2)	Reducing number of Single Persons Discounts (net) Reductions in SPD achieved (net)	191 714	382 409	509 733	509	3,052	4,643 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	121		1,338
	Gainshare paid on additional income	209	350	412	87		1,058
	CONTRACT YEAR	2013/14	2014/15	2015/16	2016/17	Other	Total
		£'000	£'000	£'000	£'000	years £'000	£'000
۲)	Procurement savings on wider council spend guaranteed	(24	F 01C	2 (24	2 202	24.407	46.074
5)	Procurement savings on where council spend guaranteed Procurement savings achieved (net)	624 1,030	5,916 6,684	2,634 2,834	3,393 3,383	34,407	46,974 13,931
	Gainshare paid on savings achieved	482	1,092	1,867	1,721		5,162
	Savings expected Savings made	992 2,280	9,928 11,201	9,892 10,559	11,463 10,582	95,399	127,675 24,041
					40 500	Other	
	Savings made	2,280	11,201	10,559	10,582		24,041
6)	Savings made	2,280 2013/14	11,201 2014/15	10,559 2015/16	10,582	Other years	24,041 Total £'000
	Savings made FINANCIAL YEAR Actual Payments made to Capita in relation to contractual adjustments	2,280 2013/14 £'000	11,201 2014/15 £'000	10,559 2015/16 £'000	10,582 2016/17 £'000	Other years	24,041 Total £'000
	Savings made FINANCIAL YEAR Actual Payments made to Capita in relation to contractual adjustments Project Spend	2,280 2013/14 £'000	11,201 2014/15 £'000	10,559 2015/16 £'000	10,582 2016/17 £'000	Other years	24,041 Total £'000
6) 7)	Savings made FINANCIAL YEAR Actual Payments made to Capita in relation to contractual adjustments	2,280 2013/14 £'000	11,201 2014/15 £'000	10,559 2015/16 £'000	10,582 2016/17 £'000	Other years	24,041 Total £'000
	Savings made FINANCIAL YEAR Actual Payments made to Capita in relation to contractual adjustments Project Spend Capital -	2,280 2013/14 £'000 324	11,201 2014/15 £'000 1,680	10,559 2015/16 £'000 1,754	10,582 2016/17 £'000 3,376	Other years	24,041 Total £'000 7,133
	Savings made FINANCIAL YEAR Actual Payments made to Capita in relation to contractual adjustments Project Spend Capital - Schools build Non Schools Investment Transformation programme -	2,280 2013/14 £'000 324 535 295	11,201 2014/15 £'000 1,680 2,182 840	10,559 2015/16 £'000 1,754 1,350 935	10,582 2016/17 £'000 3,376 954 1,203	Other years	24,041 Total £'000 7,133 5,021 3,273
	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	2,280 2013/14 £'000 324 535 295 630	11,201 2014/15 £'000 1,680 2,182 840 1,951	10,559 2015/16 £'000 1,754 1,350 935 1,561	10,582 2016/17 £'000 3,376 954 1,203 1,945	Other years	24,041 Total £'000 7,133 5,021 3,273 6,087
	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	2,280 2013/14 £'000 324 535 295 630 322	11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481	10,559 2015/16 £'000 1,754 1,350 935 1,561 3,511	10,582 2016/17 £'000 3,376 954 1,203 1,945 1,699	Other years	24,041 Total £'000 7,133 5,021 3,273 6,087 7,013
	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	2,280 2013/14 £'000 324 535 295 630	11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481 602	10,559 2015/16 £'000 1,754 1,350 935 1,561 3,511 290	10,582 2016/17 £'000 3,376 954 1,203 1,945	Other years	24,041 Total £'000 7,133 5,021 3,273 6,087 7,013 2,126
	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	2,280 2013/14 £'000 324 535 295 630 322	11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481	10,559 2015/16 £'000 1,754 1,350 935 1,561 3,511	10,582 2016/17 £'000 3,376 954 1,203 1,945 1,699	Other years	24,041 Total £'000 7,133 5,021 3,273 6,087 7,013
	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	2,280 2013/14 £'000 324 535 295 630 322 301	11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158	10,559 2015/16 £'000 1,754 1,350 935 1,561 3,511 290 83	10,582 2016/17 £'000 3,376 954 1,203 1,945 1,699 933	Other years	24,041 Total £'000 7,133 5,021 3,273 6,087 7,013 2,126 241
	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	2,280 2013/14 £'000 324 535 295 630 322 301	11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158 3,062	10,559 2015/16 £'000 1,754 1,350 935 1,561 3,511 290 83 4,308	10,582 2016/17 £'000 3,376 954 1,203 1,945 1,699 933 3,469	Other years	24,041 Total £'000 7,133 5,021 3,273 6,087 7,013 2,126 241 11,183
	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	2,280 2013/14 f'000 324 535 295 630 322 301 344	11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158 3,062 717	10,559 2015/16 £'000 1,754 1,350 935 1,561 3,511 290 83 4,308 698	10,582 2016/17 £'000 3,376 954 1,203 1,945 1,699 933 3,469 411	Other years £'000	24,041 Total £'000 7,133 5,021 3,273 6,087 7,013 2,126 241 11,183 1,826
	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.	2,280 2013/14 £'000 324 535 295 630 322 301	11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158 3,062 717 837	10,559 2015/16 £'000 1,754 1,350 935 1,561 3,511 290 83 4,308 698 911	10,582 2016/17 £'000 3,376 954 1,203 1,945 1,699 933 3,469 411 715	Other years £'000	24,041 Total £'000 7,133 5,021 3,273 6,087 7,013 2,126 241 11,183 1,826 2,844
	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	2,280 2013/14 f'000 324 535 295 630 322 301 344	11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158 3,062 717	10,559 2015/16 £'000 1,754 1,350 935 1,561 3,511 290 83 4,308 698	10,582 2016/17 £'000 3,376 954 1,203 1,945 1,699 933 3,469 411 715 205	Other years £'000	24,041 Total £'000 7,133 5,021 3,273 6,087 7,013 2,126 241 11,183 1,826 2,844 1,053
	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)	2,280 2013/14 f'000 324 535 295 630 322 301 344 381 2,808	11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158 3,062 717 837 652 12,483	10,559 2015/16 £'000 1,754 1,350 935 1,561 3,511 290 83 4,308 698 911 196 13,843	10,582 2016/17 £'000 3,376 954 1,203 1,945 1,699 933 3,469 411 715 205 11,534	Other years £'000	24,041 Total £'000 7,133 5,021 3,273 6,087 7,013 2,126 241 11,183 1,826 2,844 1,053 42,651
	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.	2,280 2013/14 f'000 324 535 295 630 322 301 344 381	11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158 3,062 717 837 652	10,559 2015/16 £'000 1,754 1,350 935 1,561 3,511 290 83 4,308 698 911 196	10,582 2016/17 £'000 3,376 954 1,203 1,945 1,699 933 3,469 411 715 205	Other years £'000	24,041 Total £'000 7,133 5,021 3,273 6,087 7,013 2,126 241 11,183 1,826 2,844 1,053