

# 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
<b>Total baseline</b>	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)					(4,056)
Accrual Adjustment for payment in advance	(24,870)	2,094	(511)	(20,924)	44,211	-
Managed budgets payments	5,036	8,633	6,225	4,033	19,540	43,467
<b>Total in year cost of transferring services comparable to baseline</b>	25,831	35,208	32,386	31,680	193,659	318,765
<b>Savings on core contract</b>	177	3,549	6,372	7,078	55,036	<b>72,212</b>
2) Reducing number of Single Persons Discounts (net)	191	382	509	509	3,052	<b>4,643</b>
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	<b>3,846</b>
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 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	<b>46,974</b>
Procurement savings achieved (net)	1,030	6,684	2,834	3,383		13,931
Gainshare paid on savings achieved	482	1,092	1,867	1,721		5,162

## Savings expected

## Savings made

992	9,928	9,892	11,463	95,399	<b>127,675</b>
2,280	11,201	10,559	10,582		<b>24,041</b>

## 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	3,376		7,133
7) Project Spend						
<b>Capital -</b>						
Schools build	535	2,182	1,350	954		5,021
Non Schools Investment	295	840	935	1,203		3,273
<b>Transformation programme -</b>						
Childrens & Families Portfolio	630	1,951	1,561	1,945		6,087
Adults & Health Portfolio	322	1,481	3,511	1,699		7,013
Environmental Portfolio	301	602	290	933		2,126
Growth & Development Portfolio		158	83			241
Central	344	3,062	4,308	3,469		11,183
<b>Programme Management</b>		717	698	411		1,826
Accrual Adjustment for payment in advance					1,983	
<b>Additional chargeable work outside of the contract</b>						
Print and Postage, DBS checks, Occupational Health, etc.	381	837	911	715		2,844
IT requests (over and above refresh)		652	196	205		1,053
	2,808	12,483	13,843	11,534	1,983	42,651
Payments to Capita in relation to CSG	54,977	40,488	44,873	65,416		<b>205,755</b>
Actual amounts paid including projection for current year to 31/12/16						