	Appendix Hi - Customer and Support Group Benefits Realisation						
	FINANCIAL YEAR	2013/14	2014/15	2015/16	2016/17	Other	Total
		£'000	£'000	£'000	£'000	years £'000	£'000
1)	CSG baseline - revenue	17,573	30,125	30,125	30,125	201,934	309,881
	CSG baseline - capital	3,400	0.622	0.622	0.622	46 761	3,400
	CSG managed budget Total baseline	5,036 26,009	8,633 38,758	8,633 38,758	8,633 38,758	46,761 248,695	77,695 390,976
	Total baseline	20,003	30,730	30,730	30,730	240,033	330,370
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	14,933					14,933
	agreement						
	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)	2.004	(511)	(20,924)	44,211	(4,056)
	Managed budgets payments	5,036	2,094 8,633	6,225	4,073	19,540	- 43,507
	Total in year cost of transferring services comparable to baseline	25,831	35,208	32,386	31,720	193,659	318,805
	Savings on core contract	177	3,549	6,372	7,038	55,036	72,172
21	Deducing growth or of Single Develope Discounts (set)	101	202	F00	F00	2.052	4.642
2)	Reducing number of Single Persons Discounts (net) Reductions in SPD achieved (net)	191 714	382 409	509 733	509 733	3,052	4,643 2,589
	Gainshare paid on achieving reductions and contractor costs	259	254	151	151		815
	,						
3)	Additional Council Tax Income	0	81	377	484	2,904	3,846
	Additional CT income achieved (net) Gainshare paid on additional income	0	148 148	174 174	25 15		347 337
	Cambrare para on additional medine	O .	140	174	13		337
4)	Additional income achieved (net)	359	411	447	418		1,635
	Gainshare paid on additional income	209	350	412	304		1,275
		2013/14	2014/15	2015/16	2016/17	Other	Total
	CONTRACT YEAR	2013/14	2014/15	2015/10	2010/17	years	Total
		£'000	£'000	£'000	£'000	£'000	£'000
۲,		624	F 01C	2.624	2 202	24.407	46.074
5)	Procurement savings on wider council spend guaranteed	624	5,916	2,634	3,393	34,407	46,974
	, ,	1.030	-	2.834	3.383	,	13.931
	Procurement savings achieved (net) Gainshare paid on savings achieved	1,030 482	6,684 1,092	2,834 1,867	3,383 1,981		13,931 5,422
	Procurement savings achieved (net)	-	6,684				
	Procurement savings achieved (net) Gainshare paid on savings achieved	482	6,684 1,092	1,867	1,981		5,422
	Procurement savings achieved (net) Gainshare paid on savings achieved Savings expected	482 992	6,684 1,092 9,928	1,867 9,892	1,981 11,423	95,399	5,422 127,635
	Procurement savings achieved (net) Gainshare paid on savings achieved	482	6,684 1,092	1,867	1,981		5,422
	Procurement savings achieved (net) Gainshare paid on savings achieved Savings expected Savings made	482 992	6,684 1,092 9,928	1,867 9,892	1,981 11,423		5,422 127,635
	Procurement savings achieved (net) Gainshare paid on savings achieved Savings expected	992 2,280 2013/14	6,684 1,092 9,928 11,201 2014/15	9,892 10,559 2015/16	1,981 11,423 11,597 2016/17	95,399 Other years	5,422 127,635 35,637 Total
	Procurement savings achieved (net) Gainshare paid on savings achieved Savings expected Savings made	992 2,280	6,684 1,092 9,928 11,201	1,867 9,892 10,559	1,981 11,423 11,597	95,399 Other	5,422 127,635 35,637
6)	Procurement savings achieved (net) Gainshare paid on savings achieved Savings expected Savings made	992 2,280 2013/14	6,684 1,092 9,928 11,201 2014/15	9,892 10,559 2015/16	1,981 11,423 11,597 2016/17	95,399 Other years	5,422 127,635 35,637 Total
6)	Procurement savings achieved (net) Gainshare paid on savings achieved Savings expected Savings made FINANCIAL YEAR	992 2,280 2013/14 £'000	6,684 1,092 9,928 11,201 2014/15 £'000	1,867 9,892 10,559 2015/16 £'000	1,981 11,423 11,597 2016/17 £'000	95,399 Other years	5,422 127,635 35,637 Total £'000
	Procurement savings achieved (net) 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	6,684 1,092 9,928 11,201 2014/15 £'000	1,867 9,892 10,559 2015/16 £'000	1,981 11,423 11,597 2016/17 £'000	95,399 Other years	5,422 127,635 35,637 Total £'000
6)	Procurement savings achieved (net) Gainshare paid on savings achieved Savings expected Savings made FINANCIAL YEAR Actual Payments made to Capita in relation to contractual adjustments Project Spend	992 2,280 2013/14 £'000	6,684 1,092 9,928 11,201 2014/15 £'000	1,867 9,892 10,559 2015/16 £'000	1,981 11,423 11,597 2016/17 £'000	95,399 Other years	5,422 127,635 35,637 Total £'000
	Procurement savings achieved (net) Gainshare paid on savings achieved Savings expected Savings made FINANCIAL YEAR Actual Payments made to Capita in relation to contractual adjustments Project Spend Capital -	992 2,280 2013/14 £'000	6,684 1,092 9,928 11,201 2014/15 £'000	1,867 9,892 10,559 2015/16 £'000	1,981 11,423 11,597 2016/17 £'000 4,511	95,399 Other years	5,422 127,635 35,637 Total £'000 8,268
	Procurement savings achieved (net) Gainshare paid on savings achieved Savings expected Savings made FINANCIAL YEAR Actual Payments made to Capita in relation to contractual adjustments Project Spend	992 2,280 2013/14 £'000	6,684 1,092 9,928 11,201 2014/15 £'000	1,867 9,892 10,559 2015/16 £'000	1,981 11,423 11,597 2016/17 £'000	95,399 Other years	5,422 127,635 35,637 Total £'000
	Procurement savings achieved (net) 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	482 992 2,280 2013/14 £'000 324	6,684 1,092 9,928 11,201 2014/15 £'000 1,680	1,867 9,892 10,559 2015/16 £'000 1,754	1,981 11,423 11,597 2016/17 £'000 4,511	95,399 Other years	5,422 127,635 35,637 Total £'000 8,268
	Procurement savings achieved (net) 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	6,684 1,092 9,928 11,201 2014/15 £'000 1,680 2,182 840 1,951	1,867 9,892 10,559 2015/16 £'000 1,754 1,350 935 1,561	1,981 11,423 11,597 2016/17 £'000 4,511 962 1,979 2,428	95,399 Other years	5,422 127,635 35,637 Total £'000 8,268 5,029 4,049 6,570
	Procurement savings achieved (net) 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	6,684 1,092 9,928 11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481	1,867 9,892 10,559 2015/16 £'000 1,754 1,350 935 1,561 3,511	1,981 11,423 11,597 2016/17 £'000 4,511 962 1,979 2,428 1,907	95,399 Other years	5,422 127,635 35,637 Total £'000 8,268 5,029 4,049 6,570 7,221
	Procurement savings achieved (net) 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	992 2,280 2013/14 £'000 324 535 295 630	6,684 1,092 9,928 11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481 602	1,867 9,892 10,559 2015/16 £'000 1,754 1,350 935 1,561 3,511 290	1,981 11,423 11,597 2016/17 £'000 4,511 962 1,979 2,428	95,399 Other years	5,422 127,635 35,637 Total £'000 8,268 5,029 4,049 6,570 7,221 2,317
	Procurement savings achieved (net) 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	6,684 1,092 9,928 11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158	1,867 9,892 10,559 2015/16 £'000 1,754 1,350 935 1,561 3,511 290 83	1,981 11,423 11,597 2016/17 £'000 4,511 962 1,979 2,428 1,907 1,124	95,399 Other years	5,422 127,635 35,637 Total £'000 8,268 5,029 4,049 6,570 7,221 2,317 241
	Procurement savings achieved (net) 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	992 2,280 2013/14 £'000 324 535 295 630 322 301	6,684 1,092 9,928 11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481 602	1,867 9,892 10,559 2015/16 £'000 1,754 1,350 935 1,561 3,511 290	1,981 11,423 11,597 2016/17 £'000 4,511 962 1,979 2,428 1,907	95,399 Other years	5,422 127,635 35,637 Total £'000 8,268 5,029 4,049 6,570 7,221 2,317
	Procurement savings achieved (net) 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	6,684 1,092 9,928 11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158 3,062	1,867 9,892 10,559 2015/16 £'000 1,754 1,350 935 1,561 3,511 290 83 4,308	1,981 11,423 11,597 2016/17 £'000 4,511 962 1,979 2,428 1,907 1,124 4,865	95,399 Other years	5,422 127,635 35,637 Total £'000 8,268 5,029 4,049 6,570 7,221 2,317 241 12,579
	Procurement savings achieved (net) 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	6,684 1,092 9,928 11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158 3,062 717	1,867 9,892 10,559 2015/16 £'000 1,754 1,350 935 1,561 3,511 290 83 4,308 698	1,981 11,423 11,597 2016/17 £'000 4,511 962 1,979 2,428 1,907 1,124 4,865 2,452	95,399 Other years £'000	5,422 127,635 35,637 Total £'000 8,268 5,029 4,049 6,570 7,221 2,317 241 12,579 3,867
	Procurement savings achieved (net) 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	6,684 1,092 9,928 11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158 3,062 717	1,867 9,892 10,559 2015/16 £'000 1,754 1,350 935 1,561 3,511 290 83 4,308 698	1,981 11,423 11,597 2016/17 £'000 4,511 962 1,979 2,428 1,907 1,124 4,865 2,452 1,040	95,399 Other years £'000	5,422 127,635 35,637 Total £'000 8,268 5,029 4,049 6,570 7,221 2,317 241 12,579 3,867 3,169
	Procurement savings achieved (net) 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	6,684 1,092 9,928 11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158 3,062 717 837 652	1,867 9,892 10,559 2015/16 £'000 1,754 1,350 935 1,561 3,511 290 83 4,308 698 911 196	1,981 11,423 11,597 2016/17 £'000 4,511 962 1,979 2,428 1,907 1,124 4,865 2,452 1,040 350	95,399 Other years £'000	5,422 127,635 35,637 Total £'000 8,268 5,029 4,049 6,570 7,221 2,317 241 12,579 3,867 3,169 1,198
	Procurement savings achieved (net) 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	6,684 1,092 9,928 11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158 3,062 717	1,867 9,892 10,559 2015/16 £'000 1,754 1,350 935 1,561 3,511 290 83 4,308 698	1,981 11,423 11,597 2016/17 £'000 4,511 962 1,979 2,428 1,907 1,124 4,865 2,452 1,040	95,399 Other years £'000	5,422 127,635 35,637 Total £'000 8,268 5,029 4,049 6,570 7,221 2,317 241 12,579 3,867 3,169
	Procurement savings achieved (net) 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	6,684 1,092 9,928 11,201 2014/15 £'000 1,680 2,182 840 1,951 1,481 602 158 3,062 717 837 652	1,867 9,892 10,559 2015/16 £'000 1,754 1,350 935 1,561 3,511 290 83 4,308 698 911 196	1,981 11,423 11,597 2016/17 £'000 4,511 962 1,979 2,428 1,907 1,124 4,865 2,452 1,040 350	95,399 Other years £'000	5,422 127,635 35,637 Total £'000 8,268 5,029 4,049 6,570 7,221 2,317 241 12,579 3,867 3,169 1,198
	Procurement savings achieved (net) 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	6,684 1,092 9,928 11,201 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 10,559 2015/16 £'000 1,754 1,350 935 1,561 3,511 290 83 4,308 698 911 196 13,843	1,981 11,423 11,597 2016/17 £'000 4,511 962 1,979 2,428 1,907 1,124 4,865 2,452 1,040 350 17,107	95,399 Other years £'000	5,422 127,635 35,637 Total £'000 8,268 5,029 4,049 6,570 7,221 2,317 241 12,579 3,867 3,169 1,198 47,784