

## Appendix I - Log of Contract Variations

All approved Contract Variations from 1<sup>st</sup> January to 31<sup>st</sup> March 2017<sup>1</sup>

Reference	Title	Description	Change Raised by	Status as @31 <sup>st</sup> March 2017	Financial Impact (over the life of the contract)	Service Impacted
CR119	Cease of Hendon Town Hall Reception Service	End Hendon Town Hall Reception service by the end of Dec 2016	Service Provider	Approved	-£180,624.00	Customer Services
CR099	Permanent Service - Libraries & Children's CR013 and CR064 Extension	<p>Libraries and Children's calls were identified in the contract as "Deferred Services" within the Customer Service Output specification and should have been transferred as an agreed change following service commencement. However, due to the delays in signing the contract the calls were transferred into the contact centre by the Council prior to the Contract Service Commencement Date for CSG and without formal agreement.</p> <p>The parties agreed that the deferred service for Libraries should be treated as a change and that additional staffing should be funded for a period of two years under CR013. The parties also agreed that there would be no charge for Children's calls as Capita would 'absorb' the costs</p> <p>The two year agreement period ended in August 2015. We therefore propose that the Libraries and Children's services should migrate to the Coventry Customer Services Operation on a permanent basis.</p>	Service Provider	Approved	£35,180.88	Customer Services
		<b>TOTAL FINANCIAL IMPACT</b>			£145,443.12	

<sup>1</sup> The full list of Contract Variations (from the start of the contract) is available from the Commercial Team upon request.