

| Customer and Support Group Benefits Realisation | | | | | | | |
|--|---------------|---------------|---------------|---------------|---------------|----------------|----------------|
| FINANCIAL YEAR | | | | | | | |
| | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | Other years | Total |
| | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 |
| 1) CSG baseline - revenue | 17,573 | 30,125 | 30,125 | 30,125 | 30,125 | 171,809 | 309,881 |
| CSG baseline - capital | 3,400 | | | | | | 3,400 |
| CSG managed budget | 5,036 | 8,633 | 8,633 | 8,633 | 8,633 | 38,128 | 77,695 |
| Total baseline | 26,009 | 38,758 | 38,758 | 38,758 | 38,758 | 209,937 | 390,976 |
| 1b Payments made to Capita | 35,963 | 24,482 | 26,672 | 48,571 | 6,363 | 123,545 | 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) | 21,690 | 22,521 | - |
| Prepayment Discount | | | | | (471) | | (471) |
| Managed budgets payments / Forecast | 5,036 | 8,633 | 6,225 | 4,073 | 4,145 | 15,845 | 43,957 |
| Total in year cost of transferring services comparable to baseline | 25,831 | 35,208 | 32,386 | 31,720 | 31,727 | 161,911 | 318,784 |
| Savings on core contract | 177 | 3,549 | 6,372 | 7,038 | 7,031 | 48,027 | 72,193 |
| 2) Reducing number of Single Persons Discounts (net) | 191 | 382 | 509 | 509 | 509 | 2,543 | 4,643 |
| Reductions in SPD achieved (net of cost of service & gainshare) | 714 | 409 | 709 | 777 | | | 2,608 |
| Gainshare paid on achieving reductions and contractor costs | 259 | 254 | 151 | 174 | | | 839 |
| 3) Additional Council Tax Income | - | 81 | 377 | 484 | 484 | 2,420 | 3,846 |
| Additional CT income achieved (net of cost of service & gainshare) | - | 148 | 174 | 12 | | | 334 |
| Gainshare paid on additional income | - | 148 | 174 | 12 | | | 334 |
| 4) Additional income achieved (net of cost of service & gainshare) | 359 | 411 | 447 | 343 | | | 1,560 |
| Gainshare paid on additional income | 209 | 350 | 412 | 304 | | | 1,275 |
| CONTRACT YEAR | | | | | | | |
| | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | Other years | Total |
| | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 |
| 5) Procurement savings on wider council spend guaranteed | 624 | 5,916 | 2,634 | 3,393 | 4,234 | 30,173 | 46,974 |
| Procurement savings achieved (net) | 1,030 | 6,237 | 2,683 | 2,883 | | | 12,833 |
| Gainshare paid on savings achieved | 482 | 1,092 | 1,867 | 2,481 | | | 5,922 |
| Savings expected | 992 | 9,928 | 9,892 | 11,423 | 12,258 | 83,163 | 127,656 |
| Savings made | 2,280 | 10,754 | 10,384 | 11,052 | 7,031 | | 41,501 |
| FINANCIAL YEAR | | | | | | | |
| | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | Other years | Total |
| | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 |
| 6) Actual Payments made to Capita in relation to contractual adjustments | 324 | 1,680 | 1,754 | 4,511 | 2,561 | | 10,829 |
| 7) Project Spend | | | | | | | |
| Capital - | | | | | | | |
| Schools build | 535 | 2,182 | 1,350 | 995 | 959 | | 6,021 |
| Non Schools Investment | 295 | 840 | 935 | 1,989 | 1,611 | | 5,670 |
| Transformation programme - | | | | | | | |
| Childrens & Families Portfolio | 630 | 1,951 | 1,561 | 2,439 | 1,186 | | 7,767 |
| Adults & Health Portfolio | 322 | 1,481 | 3,511 | 1,907 | 321 | | 7,542 |
| Environmental Portfolio | 301 | 602 | 290 | 1,124 | 314 | | 2,631 |
| Growth & Development Portfolio | | 158 | 83 | | 303 | | 544 |
| Central | 344 | 3,062 | 4,308 | 4,865 | 4,271 | | 16,850 |
| Programme Management | | | | | | | |
| Accrual Adjustment for payment in advance | | 717 | 698 | 2,452 | 372 | | 4,239 |
| Additional chargeable work outside of the contract | | | | | | | |
| Print and Postage, DBS checks, Occupational Health, etc. | 381 | 837 | 911 | 1,040 | 973 | | 4,142 |
| IT requests (over and above refresh) | | 652 | 196 | 350 | 385 | | 1,583 |
| | 2,808 | 12,483 | 13,843 | 17,161 | 10,880 | | 57,175 |
| Payments to Capita in relation to CSG | 54,977 | 40,488 | 44,873 | 73,214 | 19,804 | | 233,357 |
| Actual amounts paid | | | | | | | |