

CAPITA SYMONDS

Reference number	Service(s) related to	Commitment	Commitment Certain / Aspirational	Underpinning Detail	Timescales for implementation / periodicity	Included in core offer?	Benefit to Authority	Benefit to Provider	Evaluation Criteria Reference	Remedy if not Achieved
				time basis for a minimum of 25 days	Date		customers	income to achieve guaranteed and aspirational growth targets	P&P:E	
T3-81	Highways	The Service Provider will deliver the Operational Network Hierarchy plan	Certain	Provision of dedicated in-house resources from the Service Provider on a part time basis for a minimum of 20 days	Within 6 months of the Commencement Date	yes	Improved quality of the highways asset for citizens and customers	Reduction in complaints and increase in income to achieve guaranteed and aspirational growth targets	P&P:C P&P:E	
T3-82	Highways	The Service Provider will produce a detailed Stakeholder Management Plan for the Authority, which among other matters will consider and set out measures to identify and address potential conflicts between stakeholder groups. Stakeholders will include other street scene delivery partners, e.g. those responsible for street lighting, cleaning, maintenance	Certain	Provision of dedicated in-house resources from the Service Provider on a part time basis for a minimum of 15 days	Within 6 months of the Commencement Date and for the term	yes	Better engagement with citizens and customers, enabling them an opportunity to help shape service provision	Better engagement with citizens and customers, enabling them an opportunity to help shape service provision	P&P:C P&P:D	
T3-83	Highways	The Service Provider will commit to integrating the DRS Partnership with in-house Best Practice boards across its other partnerships	Certain	Providing a full-time specialist resource for a minimum of 2 days a month	Within 6 months of the Commencement Date and for the term	yes	Enables networking on best practice for highways services, materials, processes and products to improve the overall service	Improves service quality and the capability of staff by drawing on experiences in other Authorities	P&P:D	
T3-84	Highways	The Service Provider will for each year of the contract invest in 5 days training and development - to be determined by the annual appraisal for each team member - of each member of the highways teams (excluding service managers) in for example, GIS, highways maintenance systems, highways design, traffic modelling, project management, drainage design, asset management techniques.	Certain	Delivered through the Service Provider's existing People Development Strategy and resource capacity	Within 12 months of the Commencement Date	yes	Improved service quality through better skilled and more capable staff	Increased productivity and service quality Better skilled staff eligible for career progression	P&P:C P&P:E P&P:G	
T3-85	Highways	The Service Provider will provide dedicated training and development of highways	Certain	An average of 5 days professional training and development - requirement	Within 12 months of the Commencement	yes	Improving the skills of staff to enable them to deliver the	Improved capability of staff to enable service	P&P:G F&C:M	

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		service managers in commercial awareness, business development and financial skills to commercialise the services		to be agreed as part of the annual appraisal process for each team member - provided to all managers within the Highways service in the first 2 years of the Partnership	Date		Service Provider's contractual commitments, as well as enhancing the overall quality of the service and achieving the KPIs	improvements to be achieved		
T3-86	Highways	The Service Provider will provide a specialist resource to deliver the Commercial & financial modelling skills to develop business cases & invest to save schemes	Certain	Provision of a dedicated in-house resource from the Service Provider for a minimum of 10 days per annum throughout the duration of the Partnership	Within 12 months of the Commencement Date	yes	Achievement of income growth targets	Achievement of savings and income growth targets. As well as compliance with the Service Provider's in-house commercial processes	P&P:G F&C:M	
T3-87	Highways	The Service Provider will work with local businesses to develop 'Green Travel Plans'	Certain	In-house resources provided up to a total of 20 days per annum for the first 3 years of the partnership	Within 12 months of the Commencement Date	yes	Increased engagement with customers and achievement of sustainability and environmental objectives	Improved relationship with local businesses	P&P:A P&P:D P&P:E	
T3-88	Regeneration	The Service Provider will develop a new bespoke Programme Management Tool including web-enabled software to replace existing unsupported Hydra software. Further information on the use of this tool can be found in the Regeneration SIDIP.	Certain		Within 12 Months of the Commencement Date	yes	Better management of Regeneration programmes and improved access to data	Better management of Regeneration programmes and improved access to data	P&P:B P&P:E F&C:Q	
T3-89	Regeneration	The Service Provider will invest in developing a Project Appraisal model for use on all project appraisals. This will be integrated with the Programme Management Software. Further information on the use of this tool can be found in the Regeneration SIDIP.	Certain		Within 6 Months of the Commencement Date	yes	Improved ability to undertake project appraisals and store the necessary information electronically	Improved ability to undertake project appraisals and store the necessary information electronically	P&P:B P&P:E F&C:Q	
T3-90	Regeneration	The Service Provider will invest additional in-house resource over the first three years of the term of the contract for the Brent Cross Cricklewood project, to: • develop a south side financial model to allow Council to test	Certain	Investment of an additional 0.5 FTE of Senior Project Management resource over the first three years of the Partnership from the Service Provider	On or before 36 months from service transfer date	Yes	Directly supports the delivery of the Brent Cross Cricklewood Scheme	Supports the achievement of the Output Specification		

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		optimal approaches to development with development partners, give Council greater visibility and control over the project and ensure that returns both financial and non-financial to the Council are optimised including impact of incremental NNDR and timing; • prepare an investment strategy report proposing how the Council should optimise its opportunities to secure financial and other benefits from the regeneration of the south side; • establish a project team to proactively develop and deliver an implementation plan for the south side regeneration.								
T3-91	Regeneration	The Service Provider shall invest £250,000 in the Barnet Observatory to provide an agreed programme of needs-driven research, required to underpin investment decisions to drive growth and renewal in the Borough. Further detail is provided in the Regeneration SIDP	Certain	Investment of £250,000 over the life of the contract Specifically, the Service Provider will invest Year 1 Observatory resources (drawing on CEEDR's extensive expertise and in consultation with CommUNITY Barnet) on research on the Social Enterprise market in Barnet: • identifying Council services that could be resolved by new or existing social enterprises; • identifying communities in which a social entrepreneurial approach is present and could be developed.	Within 12 months of the Commencements Date	yes	Supports the Authority's ability to make strategic decisions about the use of social enterprises and investment decisions across the Borough	Decisions undertaken by the Authority can be built into the Annual Partnership Planning process enabling the Service Provider to continue to ensure that the Partnership is flexible and responds to strategic objectives directly	P&P:A P&P:H	
T3-92	Regeneration	The Service Provider will identify appropriately skilled and experienced in-house resources who will form a consistent talent pool available to deliver activities as and when required by the JV. They will be drawn upon to address DRS JV capacity or specialist capability requirements. The	Certain	The virtual team will comprise: § Development Surveyor § Delivery Strategy Specialist § Financial modelling Specialist § Development Monitor § Cost Manager § CPO Consultant	From the Commencement Date	yes	Additional resources available with a diverse range of specialisms to resolve issues on regeneration schemes quickly and keep them moving	Additional resources available with a diverse range of specialisms to resolve issues on regeneration schemes quickly and keep them	P&P:A P&P:H	

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		virtual team will be kept informed of progress and issues and contribute intelligence through our intranet at no cost.		§ Housing Architect § Transport Planner § Highways Engineer § Civil / Structural Engineer § Mechanical & Electrical Engineer § Sector Specialists o Sports & Leisure o Educationalist o Conservationist o Health Planner				moving		
T3-93	Regeneration	The Service Provider will introduce a Construction Employment Integrator (CEI) Forecasting Model and produce a forecast of labour demand of all construction activity taking place across the borough, whether publicly or privately commissioned. This forecast will complement the Skills, Employment and Enterprise Action Plan and enable the Council to: § Work closely with principal contractors and developers to influence their supply chain policies and practices. § Work with local SME's to ensure they have the appropriate skills. § Work closely with training and educational organisations to ensure that forecast labour demand is matched by local labour supply. § Source good potential apprentices from a range of partners. § Monitor modern construction techniques to ensure people are being trained in the right areas	Certain	The Service Provider will utilise in-house resource for a minimum of 10 days to set up this initiative	Within 12 months of the Commencement Date	yes	Supports the Authority to deliver Skills, Employment and Enterprise Action Plan	Ensure that labour is planned and available to deliver works on major regeneration schemes	P&P:A P&P:H	
T3-94	Regeneration	The Service Provider will undertake a Borough-wide Estates Review in conjunction with Barnet Homes and NSCSO property review to identify opportunities for development and tenure diversification to accelerate	Certain	<div></div> f/t consultant p/t financial modeller Ad-hoc valuation and	Within 6 months of the Commencement Date	Yes	Identification of opportunities for tenure diversification and accelerated housing delivery	Achievement of Super KPIs	P&P:A P&P:H	

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T3-95	Regeneration	housing delivery. The Service Provider will invest in a new full time post of 'Place Director' role throughout the term of the contract to lead and orchestrate the DRS place-making services.	Certain	surveying report Full-time 'Place Director' role to be undertaken for the duration of the contract period	Within 3 months of the Commencement Date	yes	Increased focus on place-making to achieve the Authority's strategic regeneration objectives and the Service Provider's contractual commitments	Increased focus on place-making to achieve the Authority's strategic regeneration objectives and the Service Provider's contractual commitments	P&P:A P&P:H	Included in Tier 2 commitment remedy
T3-96	Regeneration	The Service Provider will implement integrated Baseline Reviews within the service	Certain	Delivered using in-house resources	Within 12 months of the Commencement Date	yes	Aligns physical, environmental and social programmes (both internally and with interfacing external programmes) Informs the Council's Capital Strategy,	Joined up approach to the service to ensure achievement of Super KPIs relating to Place	P&P:A P&P:H	
T3-97	Regeneration	The service provider will implement a Barnet Observatory which will provide Borough-wide economic and socio economic intelligence utilising the expertise of Middlesex University's Centre for Enterprise and Economic Research (CEEDR). The Observatory will provide forward-looking intelligence to inform the Regeneration Strategy, Housing and Planning Policy making and implementation of the Core Strategy i.e. informing prioritisation of projects within the Regeneration Programme and providing informed opinion at key major programme investment and implementation decision making points.	Certain	Investment of £700,000 in the Barnet Observatory over the term The Observatory will be led by a CEEDR Professor (3 days/month) and resourced by a Primary Researcher (0.75 FTE) and a Research Assistant (0.25 FTE) for the duration of the contract To underpin these core functions, the Observatory will produce: • a tri-annual Borough-wide Economic Strategy report; • an annual People and Place assessment report, drawing on and Performance Report and a half yearly performance update report, and • annual Town Centre health check reports to inform Town Centre action plan prioritisation.	Within 12 months of the Commencement Date	yes	Increased level of research and data to support the Authority's achievement of strategic objectives, as well as information to help shape future initiatives and decision making	Information to be used to support the achievement of contractual commitments in relation to Regeneration and Place including Super KPIs	P&P:A P&P:H	
T3-98	Regeneration	The service provider will create a bespoke data base and web-site for the Observatory,	Certain	Investment of £35,000 in year one and then £15,000 annually throughout the	Within 12 months of the Commencement	yes	Increased level of information and understanding of	Increased level of information to inform service	P&P:A P&P:H	

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		<p>accessible both internally and externally providing:</p> <ul style="list-style-type: none"> • fast access to published data and be used to establish economic and socio-economic baselines for places e.g. estates; • real-time regeneration impact monitoring during programmes of work; • a data-exchange interface with the NSCSO, importing people profile data; • qualitative data feeds from CEEDR, North London Business and cross Council departments; • 'place promotion' externally, supporting businesses who want to inwardly invest in Barnet, and • Members and senior internal officials direct access to Borough wide data-mining. <p>The web-site content will be managed and updated by CEEDR.</p>		duration of the contract using Smart Observatory design from Local Futures	Date		regeneration performance in the Borough to enable effective strategic decision making	delivery and design		
T3-99	Regeneration	The Service Provider will invest in a business case to set up a Social Enterprise vehicle targeted at achieving multiple positive outcomes where gaps exist in the market place for new third sector providers.	Certain	Developing the business case for setting up the Social Enterprise vehicle by investing a minimum of 1FTE for 10 days	Within 12 months of the Commencement Date	yes	Encourages citizens to develop vehicles and participate in the delivery of key services	Achievement of regeneration service objectives	P&P:A P&P:H	
T3-100	Regeneration	<p>The Service Provider will invest £200,000 in establishing and developing the Barnet Fund within the Council during year 1 and £40,000 per annum in managing the fund commencing from year 2. More specifically, the Service provider will:</p> <ul style="list-style-type: none"> • undertake due diligence and development of the Infrastructure Delivery Plan, providing robust costs estimates, understanding of the constraints on delivery and 	Certain	Investment of £200,000 during year 1 followed by an annual investment of £40,000 annually throughout the term of the contract	<p>Within 3 months of the Commencement Date</p> <p>Within 12 months of the Commencement Date</p>	yes	Service will identify increased opportunities for investment, as well as to secure additional funding to support the achievement of strategic objectives.	Commercial proposition included within the CDP to incentivise the security of additional funds	P&P:A P&P:H	

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		<p>gap funding requirements; create a logic-linked framework of infrastructure against likely enabling effect on development.</p> <ul style="list-style-type: none"> • develop investment scenarios for the consideration of the Council through its investment board; develop modelling and forecasting of potential revenues linked to investment profile and integrate with the HRA investment business plan. • establish the Barnet Fund within the Council; instigate programme of implementation for priority infrastructure as agreed with the Council; 			<p>Within 24 months of the Commencement Date</p> <p>Within 30 months of the Commencement Date</p>					
T3-101	Regeneration	<p>The Service Provider will engage with the 2012-15 Skills, Employment and Enterprise (SEE) Programme to:</p> <ul style="list-style-type: none"> • ensure that the programme fulfils its objectives; • add resilience and breadth to the One Barnet Apprenticeship Programme, creating linkages with Town Centre Forums, the major development developer and contractor supply chains and our own company technical apprenticeship programme, and • ensure that the positive outcomes from the 2012-13 targeted support to 16-24 year old NEETs and unemployed graduates are sustained. 	Certain	Investment in a part time (0.25 fte) senior experienced community regeneration resource for the term of the contract	Within 3 months of the Commencement Date	yes	Focuses on NEETs in the Borough and links the DRS Partnership to the achievement of the Authority's objectives	Achievement of contractual commitments in both Regeneration and HR	P&P:A P&P:H	
T3-102	Regeneration	The Service Provider will run an 'Innovation Barnet' competition in conjunction with Middlesex University (attracting external sponsors – self financing) to help promote business innovation and entrepreneurship in Barnet	Certain	<p>Competition to be run bi-annually</p> <p>External sponsors to be attracted so the competition is self-financing</p>	Within 24 months of the Commencement Date	yes	Scheme to encourage local businesses to improve service within the Borough and its Town Centres	Improved relationship with local businesses	P&P:A P&P:H	
T3-103	Regeneration	The Service Provider will establish and direct a new	Certain	Investment in the arms length appointment of a	Within 12 months of the	yes	Supports the delivery of regeneration	Supports the ability to keep the	P&P:A P&P:H	

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		A5/A406 corridor partnership in conjunction with Barnet, Brent and Harrow councils and with the objective of maximising economic growth and employment.		private sector chair for this partnership	Commencement Date		outcomes while joining up public services	major regeneration schemes moving		
T3-104	Regeneration	<p>The Service Provider will provide additional in-house resource on the West Hendon project in order to maintain development, reduce impact on Barnet Homes budgets and secure the right master plan through to final delivery. The Service provider will focus the resource on:</p> <ul style="list-style-type: none"> • establishing a shared model with Barratt to assist project analysis and Council scrutiny/control over the scheme proposals and to ensure that solution proposed is optimal and recognises Barnet Homes liabilities and model decant programme. • a pro-active approach to the new planning application and new PDA agreement with Barratt, and • develop a next phase as a side agreement to ensure momentum continues whilst re-master planning takes place e.g. the British Waterways car park site 	Certain	Investment of an additional 0.5 FTE of Senior Project Management resource over the first two years of the Partnership from the Service Provider	Within 24 months of the Commencement Date	yes	Directly supports the delivery of the West Hendon Scheme	Supports the achievement of the Output Specification	P&P:A P&P:H	
T3-105	Regeneration	<p>The Service Provider will provide additional in-house resource over the first year for the Grahame Park Project, to:</p> <ul style="list-style-type: none"> • develop a master developer/sub-developer approach with Genesis to accelerate development including a shared financial model to underpin the concept, and • undertake a feasibility studies into: <ul style="list-style-type: none"> o community run multi-service hub independent from the Council; 	Certain	Investment of an additional 0.5 FTE of Senior Project Management resource over the first year of the Partnership from the Service Provider	Within 12 months of the Commencement Date	yes	Directly supports the delivery of the Grahame Park Scheme	Supports the achievement of the Output Specification	P&P:A P&P:H	

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		o community led service company to take charge of running the estate								
T3-106	Regeneration	The Service Provider will invest additional in-house resource over the first year for the Colindale AAP to develop CHP implementation strategy (inc. with met police and other local occupiers), incorporating a plan to implement the strategy, and accelerate the production of public realm design guidance, integrated with the area marketing strategy.	Certain	Investment of an additional 0.5 FTE of Senior Project Management resource over the first year of the Partnership from the Service Provider	Within 12 months of the Commencement Date	yes	Directly supports the delivery of the Colindale Scheme	Supports the achievement of the Output Specification	P&P:A P&P:H	
T3-107	Regeneration	The Service Provider will : • accelerate the funding and implementation plans for the current round of Town Centre frameworks; • identify the next Town Centres to be prioritised, informed by intelligence from the Observatory; • galvanise the traders into forums to realise and market the full potential of the place by working together, continue to provide independent chairs TC Forums and Strategy Boards and identify local leadership as soon as possible; • work closely with Property Services to identify vacant properties in Town Centres which could be made available to the third sector organisations on favourable terms, and • respond positively and diligently to communities and business forums who wish to exercise new Community Rights.	Certain		Within 12 months of the Commencement Date and for 4 years	yes	Focuses on achieving the Authority's strategic objectives across the 21 Town Centres to support the attraction of new businesses and citizens to the Borough, as well as to help existing ones thrive	Increased community engagement to enable the Service Provider to achieve contractual commitments and super KPIs	P&P:A P&P:H	
T3-108	Regeneration	The Service Provider will undertake a feasibility study on the introduction of Tax Incremental Reinvestment Zones across Town Centres (TCs) or groupings of TCs to	Certain	Part-time senior consultant from [REDACTED] for up to 15 days	Within 12 months of the Commencement Date	yes	Development of an opportunity to provide additional support and funding to regenerate Town Centres in the	Could accelerate the delivery of key projects through securing additional funding	P&P:A P&P:H	

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		incentivise TC growth by ring-fencing incremental NNDR increases for re-investment into the town centre.					Borough			
T3-109	Regeneration	The Service Provider will undertake a feasibility study for establishment Social Enterprises staffed by local residents to perform Estate Maintenance activities.	Certain	Three month study will be delivered by a part time specialist in community aspects of regeneration, in consultation with Barnet Homes and CommUNITY Barnet for up to 10 days.	Within 6 months of the Commencement Date	yes	Increased community engagement and self-help to encourage the new relationship with citizens. Reduced cost of service	Increased community engagement and involvement in services	P&P:A P&P:H	
T3-110	Strategic Planning	The Service Provider will undertake a comprehensive review of the Authority's local list of heritage assets to ensure that the list makes reference to the recent changes in planning policy (NPPF) and English Heritage's recent good practice guidance, and that the criteria are reconsidered to better encourage inclusion of what is important to the local community and local distinctiveness and significance. To achieve this, we will engage the local community on a pro-active basis.	Certain	0.25 fte of a Senior Planning resource dedicated to the review over a six month period.	Within 12 months of the Commencement Date	yes	Achieves compliance with NPPF as well as a better understanding of the views of the local community in relation to heritage	Ensure the service is compliant with legislation	P&P:A P&P:H	
T3-111	Strategic Planning	The Service Provider will produce a report acknowledging the emerging national guidance accompanying the Localism Bill Neighbourhood Planning to undertake a horizon scanning exercise to understand the opportunities for a more proactive approach to neighbourhood planning, building knowledge and understanding of the scale of resources required to deliver different outcomes based on the existing community structures / current engagements with plan making and aspirations from within the communities.	Certain	Utilising for 3 months a part time (0.25 fte) Senior Planning resource, equating to 1.25 days per week	Within 12 months of the Commencement Date	yes	Improved community engagement in relation to community planning	Supports the ability to plan services which directly respond to the requirements of the community	P&P:A P&P:H	

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T3-112	Strategic Planning	The Service Provider will develop an accurate, accessible and easy to use new Proposals Map, incorporating all updated land allocations.	Certain		Within 12 months of the Commencement Date	yes	Improved information to support strategic Planning Policy	Improved information to support with general planning activity	P&P:A P&P:H	

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4 Tier Four Commitments

These are the Commitments that are focused upon delivering guaranteed and aspirational growth.

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T4-1	CDP	The Service Provider will guarantee a business as usual income of £96.8m, plus a net income benefit of £33.7m to the Authority	Certain	<p>Delivered by the Service Provider in line with the Commercial Development Plan.</p> <p>Should the Authority accept the initiatives set out in the Commercial Development Plan, the bidder shall become the exclusive provider of such services to the Authority, subject to the limitations set out in clause 4 of the Legal terms and Conditions of the DRS Partnering Contract</p> <p>Capita Symonds is dependent on the lawful entitlement to operate the Services which generate the Guaranteed Income in the manner set out in our CDP Business Cases and SIDPs, and the associated entitlement to render charges on behalf of the Authority in accordance with those levels set out in Annexe 1a of schedule 4 PAYMENT MECHANISM.</p> <p>Capita Symonds are dependent upon the Authority supporting the proposal to increase utilisation of the cem and crem assets at Hendon.</p>	Over the Partnership Term	yes	£33.5m of guaranteed additional income after costs have been recovered	Achievement of net financial benefit target and no financial penalties incurred	F&C:L F&C:M F&C:P F&C:Q	revert to guarantee Clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	Yes

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T4-3	CDP	The Service Provider commits to provide full support and training in business development skills for all staff, tailored to individual needs, as well as the option for the same training for the DRS client-side team and those Council staff involved in the Joint Venture	Certain	A minimum of 2 training and development days per individual will be provided in the first year, with a minimum of 1 days training and development per individual for years 2-10 of the Partnership. The requirement will be determined as part of the competency review and in the annual appraisal for each team member, based on the demands of the role and the individual. This forms part of the 5 day commitment at T5-48.	Within 12 months of the Commencement Date	yes	Increases the strength of the business development strategy and sales literature for each of the business cases, as well as future development ideas and the commercial strength of staff in the Partnership	Improves career development options of staff transferred to the Service Provider Increases chances of achieving aspirational and guaranteed growth targets	F&C:L F&C:M F&C:P F&C:Q		Yes
T4-4	CDP	The Service Provider will commit to deliver business growth for the JV and lead the creation and winning of fee earning work from across the public and private sectors, including all business case initiatives set out in the CDP.	Certain	1 dedicated full time Business Development Director supported by a dedicated full time partnership sales support/bid team (including a growth champion) of 4 people	Within 3 months of the Commencement Date	yes	Constant focus on income growth and the development of new service lines through the Innovations Board and business case process to increase income generally	New services developed within each of the core DRS disciplines to make the services more resilient while achieving growth targets	F&C:L F&C:M F&C:P F&C:Q		Yes in so far as individual business cases are approved
T4-5	CDP	The Service Provider will produce on an annual basis, and updated version of the CDP together with a detailed Sales Action Plan detailing growth targets and actions to deliver the targets during the year	Certain	Yearly CDP and Sales Action Plan produced by the Service Provider's JV Co MD and Business Development Director annually	From year 1 and for the Partnership term	yes	Annual Business Plan encourages flexibility and enables the Partnership to change focus in line with the Authority's strategic objectives	Able to respond to change throughout the life of the Partnership, building on success of initiatives implemented as well as to develop new ones	F&C:L F&C:M F&C:P F&C:Q		Yes

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T4-6	CDP	The Service Provider will implement the business case for shared service opportunities set out in business case Other - 01 in the CDP, to target a net financial benefit to the Authority of [REDACTED]	Certain	1 dedicated full time Business Development Director supported by a dedicated full time partnership sales support/bid team (including a growth champion) of 4 people	Within 12 months	yes	Positions the Authority as the market leader in Local Government service delivery, creating a true next generation partnership	Increased market share	F&C:L F&C:M F&C:P F&C:Q	[REDACTED]	No
T4-7	CDP	The Service Provider will develop a resource to target maximising income to be delivered by the JV co from the Service Provider's regional and national frameworks (e.g. Government Procurement Service frameworks)	Certain	Delivered through in-house resources Over £200m worth of frameworks held by the Service Provider which are relevant to the scope of DRS	By end year 1	yes	Ready-made opportunities for income growth with low cost of sale due to reduced client development and tendering activity required Immediate access to new lines of income	Increased income generation for the Partnership Increased penetration within existing frameworks due to increase in resources and skills available	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of [REDACTED] clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANISM	
T4-8	CDP	The Service Provider will provide skilled and experienced resources to target bringing forward a pipeline of [REDACTED]	Certain	[REDACTED]	Within 6 months of the Commencement Date	yes	New development opportunities in the Borough at no initial cost	Opportunity to increase income growth by a potential [REDACTED] over the term	F&C:L F&C:M F&C:P F&C:Q	[REDACTED]	No

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T4-9		The Service Provider will provide commercial mentoring support to assist with the commercialisation of the key service elements identified for growth, as well as providing general support and guidance around business development.	Certain	Each service to have a named commercial mentor from the Service Provider's organisation to provide support for a 2 year period	Within 6 months of the Commencement Date and for a period of 2 years	yes	Services will be developed into a strengthened commercial position to ensure they are ready to be sold externally, thus increasing income growth potential Reputational benefit in local government and in the public sector generally	Robust commercial offer to take to market and increase overall market share, as well income growth Better trained staff increases career development for staff with the Service Provider	F&C:L F&C:M F&C:P F&C:Q		Yes
T4-10	CDP	The Service Provider will provide expert resources and investment to exploit the commercial opportunities from [REDACTED]	Certain	1p/t member of staff for 3 months to a maximum of 25 days to design the procurement strategy and additional commercial opportunities	Within 3 months of the Commencement Date New contract to be live in April 2014	yes	Increased financial benefit to the Council	Improved service from contractors selected	F&C:L F&C:M F&C:P F&C:Q		Yes, subject to agreement of appropriate CDP
T4-11	CDP	The Service provider will develop and roll-out the Capita Symonds coring service in Barnet (see CDP for details)	Certain	P/t business development resource for 6 months - up to 30 days Accredited laboratory Mobile Technology Our coring proposal is dependent upon the Authority's discretion to permit Capita Symonds to undertake coring activity across the Authority highways network and to render invoices on behalf of the Authority against Utilities Providers and for Capita Symonds to be permitted to pursue the payment of the invoices rendered	Within 12 months of the Commencement Date	yes	Improving the quality of utility patching in turn leading to an overall improvement in the quality of the highways asset and so reducing the need for future maintenance. Income generated of [REDACTED]	Fee generated of [REDACTED] and shared in line with PAYMENT MECHANISM	F&C:L F&C:M F&C:P F&C:Q		Yes

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T4-12	CDP	The Service Provider will provide skilled and experienced resources, which together with Barnet Fund commitment identified in T3-98 will deliver an enhanced return on CIL/NHB/NNDR as set out in the CDP	Certain			Throughout the Partnership Term	yes	Additional financial benefit contribution of achieved		P&P:A P&P:H F&C:L F&C:M F&C:P F&C:Q		No
T4-13	CDP	The Service Provider will provide resources to lead collaborative working with adjoining boroughs, developing multi area agreement style working along the A406/A5 corridor, developing the business case for an economic partnership agency with clear goals to increase economic activity, identifying the funding and operational model for the agency and its deliverables	Certain	Resources to underpin this commitment will be the same utilised to deliver T4-12		Within 12 months of the Commencement Date	yes	Enables the achievement of the Authority's strategic regeneration objectives as well as joining up public services	Enables the Service Provider to keep the regeneration schemes on programme, as well as identifying opportunities to generate additional income	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANISM	No
T4-14	CDP	The Service Provider will continuously develop ideas and business cases for additional financial benefits to the Council, creating an 'Ideas Bank' and committing to deliver at least 30 business cases over the life of the Partnership	Certain	Process managed by the Innovations Board and a minimum of 30 more business cases (in addition to those identified within the CDP)		Throughout the Partnership Term	yes	Increases the service capability within the Partnership as well as ensuring a robust process is in place for identifying new income streams and testing their deliverability	Increases the service capability within the Partnership as well as ensuring a robust process is in place for identifying new income streams and testing their deliverability	F&C:L F&C:M F&C:P F&C:Q		Yes

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Reference number	Service(s) related to	Commitment	Commitment Certain / Aspirational	Underpinning Detail		Timescales for implementation / periodicity	Included in core offer?	Benefit to Authority	Benefit to Provider	Evaluation Criteria Reference	Remedy if not Achieved	Approved in first business plan
TS-01	CDP	<div></div> <div>Further details of this initiative are provided in business case TS-01 within the CDP</div>	Certain	Investment of <div></div> over the life of the Partnership in sales and marketing support to develop this new service		Rolling out year 1 to 5; then for Term of the Partnership	yes	Potential increase in net income of <div></div> to the Authority	Potential Increase in net income of <div></div> to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of <div></div> clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	Yes
TS-02	CDP	<div></div> <div>Further details of this initiative are provided in business case TS-02 within the CDP</div>	Certain	Investment of <div></div> over the life of the Partnership in sales and marketing support to develop this new service		Rolling out year 3 to 5; then for Term of the Partnership	yes	Potential increase in net income of <div></div> to the Authority	Potential Increase in net income of <div></div> to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of <div></div> clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	No
06	CDP	<div></div> <div>Further details of this initiative are provided in business case TS-02 within the CDP</div>	Certain	Investment of <div></div> over the life of the Partnership in sales and marketing support to develop this new service		Rolling out year 2 and then for Term of the Partnership	yes	Potential increase in net income of <div></div> to the Authority	Potential Increase in net income of <div></div> to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of <div></div> clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	Yes

CAPITA SYMONDS

Reference number	Service(s) related to	Commitment	Commitment Certain / Aspirational	Underpinning Detail	Timescales for implementation / periodicity	Included in core offer?	Benefit to Authority	Benefit to Provider	Evaluation Criteria Reference	Remedy if not Achieved	Approved in first business plan
TS-07	CDP	<div></div> <div>Further details of this initiative are provided in business case TS-07 within the CDP</div>	Certain	Investment of <div></div> over the life of the Partnership in sales and marketing support to develop this new service	Rolling out year 3	yes	Potential increase in net income of <div></div> to the Authority	Potential Increase in net income of <div></div> to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of <div></div> clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	Yes
TS-08	CDP	<div></div> <div>Further details of this initiative are provided in business case TS-08 within the CDP</div>	Certain	Investment of <div></div> over the life of the Partnership in sales and marketing support to develop this new service	Rolling out year 4	yes	Potential increase in net income of <div></div> to the Authority	Potential Increase in net income of <div></div> to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of <div></div> clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	No
EH-01	CDP	<div></div> <div>Further details of this initiative are provided in business case EH-01 within the CDP</div>	Certain	Investment of <div></div> over the life of the Partnership in sales and marketing support to develop this new service	Rolling out year 1 and then for the Term of the Partnership	yes	Potential increase in net income of <div></div> to the Authority	Potential Increase in net income of <div></div> to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of <div></div> clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	No

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EH-03	CDP	<div></div> <div>Further details of this initiative are provided in business case EH-03 within the CDP</div>	Certain	Investment of <div></div> over the life of the Partnership in sales and marketing support to develop this new service		Rolling out year 1 to 5; then for Term of the Partnership	yes	Potential increase in net income of <div></div> to the Authority	Potential Increase in net income of <div></div> to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of <div></div> clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	Yes
EH-04	CDP	<div></div> <div>Further details of this initiative are provided in business case EH-04 within the CDP</div>	Certain	Investment of <div></div> over the life of the Partnership in sales and marketing support to develop this new service		Rolling out year 1 to 5; then for Term of the Partnership	yes	Potential increase in net income of <div></div> to the Authority	Potential Increase in net income of <div></div> to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of <div></div> clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	No
EH-09	CDP	<div></div> <div>Further details of this initiative are provided in business case EH-09 within the CDP</div>	Certain	Investment of <div></div> over the life of the Partnership in sales and marketing support to develop this new service		Rolling out year 2 to 5; then for Term of the Partnership	yes	Potential increase in net income of <div></div> to the Authority	Potential Increase in net income of <div></div> to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of <div></div> clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	Yes

CAPITA SYMONDS

Reference number	Service(s) related to	Commitment	Commitment Certain / Aspirational	Underpinning Detail	Timescales for implementation / periodicity	Included in core offer?	Benefit to Authority	Benefit to Provider	Evaluation Criteria Reference	Remedy if not Achieved	Approved in first business plan
EH-10	CDP	<div></div> <div>Further details of this initiative are provided in business case EH-10 within the CDP</div>	Certain	Investment of <div></div> over the life of the Partnership in sales and marketing support to develop this new service	Rolling out year 2 to 5; then for Term of the Partnership	yes	Potential increase in net income of <div></div> to the Authority	Potential Increase in net income of <div></div> to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of <div></div> clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	No
EH-14	CDP	<div></div> <div>Further details of this initiative are provided in business case EH-14 within the CDP</div>	Certain	Investment of <div></div> over the life of the Partnership in sales and marketing support to develop this new service	Rolling out year 1 and then for the Term of the Partnership	yes	Potential increase in net income of <div></div> to the Authority	Potential Increase in net income of <div></div> to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of <div></div> clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	Yes
EH-51	CDP	The Service provider will implement the business case to design a service to deal with all Works in Default (WIDs) on the Council's behalf. We will manage the specifying of works, procurement, project management, sign off and invoicing of the notice recipient. In the event of non-payment we can manage the debt on behalf of the Council. Further details of this initiative are provided in business case EH-51 within the CDP	Certain	Investment of <div></div> over the life of the Partnership in sales and marketing support to develop this new service	Rolling out year 2 for the term of the partnership	yes	Potential increase in net income of <div></div> to the Authority	Potential Increase in net income of <div></div> to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of <div></div> clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	Yes

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EH-53	CDP	The Service provider will implement the business case to design a service to ensure the licensing of two story HMOs in Barnet (subject to political approval). Further details of this initiative are provided in business case EH-53 within the CDP	Certain	Investment of [REDACTED] over the life of the Partnership in sales and marketing support to develop this new service	Rolling out year 1; then for Term of the Partnership	yes	Potential increase in net income of [REDACTED] to the Authority	Potential Increase in net income of [REDACTED] to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of [REDACTED] clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	Yes
EH-54	CDP	<div>[REDACTED]</div> <div>Further details of this initiative are provided in business case EH-54 within the CDP</div>	Certain	Investment of [REDACTED] over the life of the Partnership in sales and marketing support to develop this new service	Rolling out year 2 to 4; then for Term of the Partnership	yes	Potential increase in net income of [REDACTED] to the Authority	Potential Increase in net income of [REDACTED] to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of [REDACTED] clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	Yes
LC-01	CDP	The Service Provider will implement the business case to extend the land charges service to begin competing with external competition for land searches. Further details of this initiative are provided in business case LC-01 within the CDP	Certain	Investment of [REDACTED] over the life of the Partnership in sales and marketing support to develop this new service	Rolling out year 1 & 2; then for Term of the Partnership	yes	Potential increase in net income of [REDACTED] to the Authority	Potential Increase in net income of [REDACTED] to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of [REDACTED] clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	Yes

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C&C-01	CDP	The Service Provider will implement the business case to provide facilities and a range of suitably priced [REDACTED] options to Barnet residents. Further details of this initiative are provided in business case C&C-01 within the CDP	Certain	Investment of [REDACTED] over the life of the Partnership in sales and marketing support to develop this new service	Rolling out year 3 to 4; then for Term of the Partnership	yes	Potential increase in net income of [REDACTED] to the Authority	Potential Increase in net income of [REDACTED] to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of [REDACTED] clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	Yes
C&C-02	CDP	[REDACTED] Further details of this initiative are provided in business case C&C-02 within the CDP	Certain	Investment of [REDACTED] over the life of the Partnership in sales and marketing support to develop this new service	Rolling out year 3 to 4; then for Term of the Partnership	yes	Potential increase in net income of [REDACTED] to the Authority	Potential Increase in net income of [REDACTED] to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of [REDACTED] clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	No
C&C-03	CDP	[REDACTED] Further details of this initiative are provided in business case C&C-03 within the CDP	Certain	Investment of [REDACTED] over the life of the Partnership in sales and marketing support to develop this new service	Rolling out year 3 to 4; then for Term of the Partnership	yes	Potential increase in net income of [REDACTED] to the Authority	Potential Increase in net income of [REDACTED] to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of [REDACTED] clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	No

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C&C-04	CDP	<div></div> <div>Further details of this initiative are provided in business case C&C-04 within the CDP</div>	Certain	Investment of <div></div> over the life of the Partnership in sales and marketing support to develop this new service		Rolling out year 1 to 4; then for Term of the Partnership	yes	Potential increase in net income of <div></div> to the Authority	Potential Increase in net income of <div></div> to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of <div></div> clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	Yes
C&C-05	CDP	<div></div> <div>Further details of this initiative are provided in business case C&C-05 within the CDP</div>	Certain	Investment of <div></div> over the life of the Partnership in sales and marketing support to develop this new service		Rolling out year 1; then for Term of the Partnership	yes	Potential increase in net income of <div></div> to the Authority	Potential Increase in net income of <div></div> to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of <div></div> clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	Yes
C&C-07	CDP	<div></div> <div>Further details of this initiative are provided in business case C&C-07 within the CDP</div>	Certain	Investment of <div></div> over the life of the Partnership in sales and marketing support to develop this new service		Rolling out year 1; then for Term of the Partnership	yes	Potential increase in net income of <div></div> to the Authority	Potential Increase in net income of <div></div> to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of <div></div> clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	Yes Yes

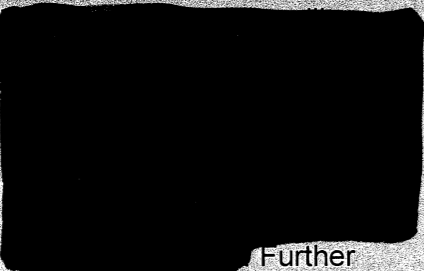








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C&C-08	CDP	The Service Provider will implement the business case to charge a premium price for pre-purchased graves. Further details of this initiative are provided in business case C&C-08 within the CDP	Certain	Investment of [REDACTED] over the life of the Partnership in sales and marketing support to develop this new service Capita Symonds are dependent on the Authority to exercise it's discretion to charge users of the Services to the highest levels permitted by statute where such discretion exists	Rolling out year 1; then for Term of the Partnership	yes	Potential increase in net income of [REDACTED] to the Authority	Potential Increase in net income of [REDACTED] to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of [REDACTED] clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	Yes
C&C-09	CDP	The Service Provider will implement the business case to design a premium service for the pre-purchase of virgin grave plots (i.e. not reclaimed). Further details of this initiative are provided in business case C&C-09 within the CDP	Certain	Investment of [REDACTED] over the life of the Partnership in sales and marketing support to develop this new service	Rolling out year 1; then for Term of the Partnership	yes	Guaranteed increase in net income of [REDACTED] to the Authority	This is a guaranteed benefit to the Authority and therefore the Service Provider benefits through achieving its financial targets. Service Provider recovers costs and margin.	F&C:L F&C:M F&C:P F&C:Q	The Service Provider has Guaranteed Income of [REDACTED] in aggregate, in respect of this business case, and those other guaranteed Business Cases set out in Schedule 37 (CDP). The Payment Mechanism sets out the detail of how Guaranteed Income shall operate	Yes

CAPITA SYMONDS

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C&C-10	CDP	The Service Provider will implement the business case to increase the hours that chapels are open and the burial and cremation services are available to provide a service that better meets the needs of customers. Further details of this initiative are provided in business case C&C-10 within the CDP	Certain	<p>Investment of [REDACTED] over the life of the Partnership in sales and marketing support to develop this new service</p> <p>Capita Symonds are dependent upon the Authority supporting the proposal to increase utilisation of the cem and crem assets at Hendon.</p> <p>The replacement of the cremators is undertaken by the Authority/ Authority's contractor in accordance with the programme relevant at the time of this final tender submission and that the cremators operate to a sufficient standard of quality to be expected of the nature of the cremators installed</p>	Rolling out year 1, then for Term of the Partnership	yes	Guaranteed increase in net income of [REDACTED] to the Authority	This is a guaranteed benefit to the Authority and therefore the Service Provider benefits through achieving its financial targets. Service Provider recovers costs plus margin.	F&C:L F&C:M F&C:P F&C:Q	The Service Provider has Guaranteed Income of [REDACTED] in aggregate, in respect of this business case, and those other guaranteed Business Cases set out in Schedule 37 (CDP). The Payment Mechanism sets out the detail of how Guaranteed Income shall operate	Yes
C&C-11	CDP	The Service Provider will implement the business case to make improvements in the operation and management of the facilities at the Hendon cemetery and crematorium, to enable a small increase in capacity while respecting the needs of users. Further details are set out in the business case C&C-11 within the CDP	Certain	Investment of [REDACTED] over the life of the Partnership in sales and marketing support to develop this service	Rolling out in year 1, then for the term of the Partnership	Yes	Potential increase in net income of [REDACTED] to the Authority	Potential increase in net income of [REDACTED] to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of [REDACTED] clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANISM	Yes

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C&C-12	CDP	 Further details of this initiative are provided in business case C&C-12 within the CDP	Certain	Investment of  over the life of the Partnership in sales and marketing support to develop this new service	Rolling out year 4 to 6; then for Term of the Partnership	yes	Potential increase in net income of  to the Authority	Potential Increase in net income of  to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of  clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	No
C&C-13	CDP	The Service Provider will implement the business case to increase the hours that chapels are open and the burial and cremation services are available to provide a service that better meets the needs of customers. This commitment reflects our assessment of the potential additional income available from this business case, over and above that guaranteed in C&C - 10.	Certain	Investment of  over the life of the Partnership in sales and marketing support to develop this new service Capita Symonds are dependent upon the Authority supporting the proposal to increase utilisation of the cem and crem assets at Hendon. The replacement of the cremators is undertaken by the Authority/ Authority's contractor in accordance with the programme relevant at the time of this final tender submission and that the cremators operate to a sufficient standard of quality to be expected of the nature of the cremators installed	Rolling out year 1; then for Term of the Partnership	yes	Potential increase in net income of  to the Authority	Potential Increase in net income of  to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of  clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	Yes

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C&C-14	CDP	The Service Provider will implement the business case for increasing utilisation of the crematoria facilities. Further details are set out in the business case C&C-14 within the CDP.	Certain	<p>Investment of [REDACTED] over the life of the Partnership in sales and marketing support to develop this service</p> <p>The replacement of the cremators is undertaken by the Authority/ Authority's contractor in accordance with the programme relevant at the time of this final tender submission and that the cremators operate to a sufficient standard of quality to be expected of the nature of the cremators installed</p>	Rolling out year 1; then for Term of the Partnership	Yes	Guaranteed increase in net income [REDACTED] to the Authority	This is a guaranteed benefit to the Authority and therefore the Service Provider benefits through achieving its financial targets. Service Provider recovers costs plus margin.	F&C:L F&C:M F&C:P F&C:Q	The Service Provider has Guaranteed Income of [REDACTED] in aggregate, in respect of this business case, and those other guaranteed Business Cases set out in Schedule 37 (CDP). The Payment Mechanism sets out the detail of how Guaranteed Income shall operate	Yes
BC-01	CDP	<p>[REDACTED]</p> <p>Further details of this initiative are provided in business case within the CDP</p>	Certain	Investment of [REDACTED] over the life of the Partnership in sales and marketing support to develop this new service	Rolling out year 1; then for Term of the Partnership	yes	Potential increase in net income of [REDACTED] to the Authority	Potential Increase in net income of [REDACTED] to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of [REDACTED] clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	No

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Reference number	Service(s) related to	Commitment	Commitment Certain / Aspirational	Underpinning Detail		Timescales for implementation / periodicity	Included in core offer?	Benefit to Authority	Benefit to Provider	Evaluation Criteria Reference	Remedy if not Achieved	Approved in first business plan
BC-02	CDP	<div></div> <p>Further details of this initiative are provided in business case BC-02 within the CDP</p>	Certain	Investment of <div></div> over the life of the Partnership in sales and marketing support to develop this new service		Rolling out year 3 to 9; then for Term of the Partnership	yes	Potential increase in net income of <div></div> to the Authority	Potential Increase in net income of <div></div> to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of <div></div> clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	Yes
BC-03	CDP	The Service Provider will implement the business case to increase the market share of Building Control work undertaken by the team in London Borough of Barnet. Further details of this initiative are provided in business case BC-03 within the CDP	Certain	Investment of <div></div> over the life of the Partnership in sales and marketing support to develop this new service		Rolling our year 1 and then for the Partnership Term	yes	Potential increase in net income of <div></div> to the Authority	Potential Increase in net income of <div></div> to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of <div></div> clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	Yes
BC-04	CDP	<div></div> <p>Further details of this initiative are provided in business case BC-04 within the CDP</p>	Certain	Investment of <div></div> over the life of the Partnership in sales and marketing support to develop this new service		Rolling out year 1 to 4; then for Term of the Partnership	yes	Potential increase in net income of <div></div> to the Authority	Potential Increase in net income of <div></div> to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of <div></div> clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	No

CAPITA SYMONDS

Reference number	Service(s) related to	Commitment	Commitment Certain / Aspirational	Underpinning Detail		Timescales for implementation / periodicity	Included in core offer?	Benefit to Authority	Benefit to Provider	Evaluation Criteria Reference	Remedy if not Achieved	Approved in first business plan
BC-06	CDP	The Service Provider will implement the business case to ensure Building regulations approvals for the Council's own property work. Further details of this initiative are provided in business case BC-06 within the CDP	Certain	Investment of [REDACTED] over the life of the Partnership in sales and marketing support to develop this new service		Rolling out year 1; then for Term of the Partnership	yes	Potential increase in net income of [REDACTED] to the Authority	Potential Increase in net income of [REDACTED] to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of [REDACTED] clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	Yes
BC-07	CDP	[REDACTED] Further details of this initiative are provided in business case BC-07 within the CDP	Certain	Investment of [REDACTED] over the life of the Partnership in sales and marketing support to develop this new service		For the term of the Partnership	yes	Potential increase in net income of [REDACTED] to the Authority	Potential Increase in net income of [REDACTED] to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of [REDACTED] clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	No
PDM-01	CDP	[REDACTED] Further details of this initiative are provided in business case PDM-01 within the CDP	Certain	Investment of [REDACTED] over the life of the Partnership in sales and marketing support to develop this new service		Rolling out year 1 to 4; then for Term of the Partnership	yes	Potential increase in net income of [REDACTED] to the Authority	Potential Increase in net income of [REDACTED] to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of [REDACTED] clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	No

CAPITA SYMONDS

Reference number	Service(s) related to	Commitment	Commitment Certain / Aspirational	Underpinning Detail		Timescales for implementation / periodicity	Included in core offer?	Benefit to Authority	Benefit to Provider	Evaluation Criteria Reference	Remedy if not Achieved	Approved in first business plan
PDM-02	CDP	<div></div> <p>Further details of this initiative are provided in business case PDM-02 within the CDP</p>	Certain	Investment of [REDACTED] over the life of the Partnership in sales and marketing support to develop this new service		Rolling out year 1 to 4; then for Term of the Partnership	yes	Potential increase in net income of [REDACTED] to the Authority	Potential Increase in net income of [REDACTED] to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of [REDACTED] clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	No
PDM-05	CDP	The Service Provider will, as allowed by the new Proceeds of Crime Act, implement the business case to develop a process to claim a share of a developer's revenue where planning enforcement notices are successfully prosecuted for failure to comply with the requirements of the notice. This will initially be developed within the Barnet area, and developed outside the area depending on continuous review of the market. Further details of this initiative are provided in business case PDM-05 within the CDP	Certain	Investment of [REDACTED] over the life of the Partnership in sales and marketing support to develop this new service		Rolling out year 1 to 4; then for Term of the Partnership	yes	Potential increase in net income of [REDACTED] to the Authority	Potential Increase in net income of [REDACTED] to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of [REDACTED] clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	Yes
HW TD-01	CDP	The Service Provider will implement the business case to develop a chargeable service for advice on the transport impact of minor planning applications inside the London Borough of Barnet providing faster resolution of potential obstacles to planning. Further details of this initiative are provided in business case HW TD-01 within the CDP	Certain	Investment of [REDACTED] over the life of the Partnership in sales and marketing support to develop this new service		Rolling out year 1; then for Term of the Partnership	yes	Potential increase in net income of [REDACTED] to the Authority	Potential Increase in net income of [REDACTED] to the Service Provider	F&C:L F&C:M F&C:P F&C:Q	Aspiration underpinned by Guarantee of growth in surplus income of [REDACTED] clause 5.7.1 and provisions of schedule 4 PAYMENT MECHANIS M	Yes