

21st November 2003

Increased efficiency must deliver quality services as well as savings

In its response to the Cabinet Office efficiency review, Northgate today welcomed the Department's aim of securing efficiency gains in order to release resources to front-line staff and focus on the citizen as user. But efficiencies should not be evaluated without a full examination of the impact of higher quality services.

Speaking today, Dave Meaden, managing director of Northgate public sector, said:

"We welcome the efficiency review as a means of identifying where resources could be better deployed for the benefit of citizens, but the impact of improvements in service delivery should be fully taken into account.

When new technology provides accessible and citizen-friendly services, it may lead to increased public demand. We would like to see a 'whole-benefit' evaluation of projects to ensure that cost savings are not bought at the expense of high quality services."

-ENDS-

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Notes to editors

1. Northgate is a technology company with a difference. It is committed to high quality public services and understands the public sector. That knowledge is core to its business. Its task is to enhance public sector value through intelligent use of people and information technology systems and to share in the economic and social benefits that this brings.
2. Northgate assists local authorities and the police to promote community well-being by helping them provide citizens with accessible and responsive one-stop services. It provides enforcement systems for London's congestion charging scheme and is the country's leading provider of penalty notice systems for the police.