

NEWS RELEASE



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Northgate calls for minimum standards for older people's services

Networks of services for older people should be based on national minimum standards, according to Northgate Information Solutions.

In a response to the Department for Work and Pensions' Link-Age consultation, Northgate welcomed the development of a multi-agency approach in order to deliver services tailored to individual need. Older people should be able to access services and receive their entitlements quickly and easily at a local level, but local service delivery must be underpinned by national minimum standards.

Speaking today, David Meaden, Managing Director of Northgate Public Services, said:

"For far too long public services have been demand-led and departmentalised. The challenge is to meet citizens' demands for services that are responsive to individual need. This means stepping out of organisational silos and into a new world of collaboration, information sharing and problem solving.

"Multi-agency working at a local level has the potential to revolutionise services for older people. It is essential that older people are fully involved in the development of new service networks to ensure they are truly based on the needs of local individuals and communities.

"Local flexibility and innovation are critical to this process. But national minimum standards should be put in place to build up trust in service delivery and avoid the development of a postcode lottery."

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Notes to editors

1. Northgate is a technology services 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 the intelligent use of people and information technology systems and to share in the economic and social benefits that this brings.
2. Northgate works with local authorities, the police, fire and rescue services and the not-for-profit sector to promote multi-agency working through information sharing and exchange.