

NEWS RELEASE



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Northgate welcomes Social Exclusion Unit's inclusive approach to consultation

Northgate Information Solutions today welcomed the Social Exclusion Unit's approach to improving public service delivery through early consultation.

In a response to the review of service delivery for disadvantaged adults, Northgate highlighted the importance of fully engaging all stakeholders. Avoiding a 'top down' approach can enhance participation and help build public trust.

David Meaden, Managing Director of Northgate Public Services, also said:

"The challenge for all of us working in public services is to provide proactive and inclusive services that meet individual need. This means stepping out of organisational 'silos' and actively involving communities in service improvement.

"Used correctly, new technology can help to create a 'virtuous circle' of improvement; ensuring that the needs of communities are fully integrated into service development and delivery."