

NEWS RELEASE



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Northgate welcomes plans for customer service standards in policing

Northgate Information Solutions today welcomed the government's commitment to introducing minimum standards of customer service for contacting the police.

In a response to the police white paper 'Building Communities, Beating Crime', Northgate however warned that the standards should be driven by and reflect the real needs of citizens; not simply add to the existing bureaucratic burden.

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

"We wholeheartedly support the development of a more responsive and citizen-centred police service. Citizens need to be able to access a range of public services in the right way, at the right time, every time.

"It is crucial that once in place, customer service standards are effectively monitored. The effective use of technology can support this process. But it is essential that the administrative burden is monitored equally closely. These standards must be people-focused, not process-driven."

-ENDS-

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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.
2. Northgate's 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.
3. Northgate assists local authorities and the police to promote community well-being by helping them provide citizens with accessible and responsive one-stop services. Northgate is the country's leading provider of penalty notice systems.