

Better services for less becomes a reality for Ipswich

Submitted by: Fellows Associates

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A partnership between Ipswich Borough Council and Northgate Public Services has succeeded in delivering better services for less to the local community.

The two organisations came together to transform services in order to deliver improved performance and increased efficiency. The work has extended across a range of areas, most recently focusing on housing and customer relations. The collaboration is based on Northgate's innovative risk-reward model where fees only come from the cashable savings delivered.

So far, the partnership has already achieved:

- a reduction in the average time to process a new benefit claim to 18 days
- a 20 day improvement in average days to pay a council invoice
- £2 million in savings

The news comes as Ipswich Borough Council has announced proposals to cut 1% from council tax in each of the next two years. Council chiefs say more cost-effective ways of working and cutting senior management costs has helped them to achieve this 'first' for Ipswich.

A summary of the work in Ipswich can be found at:

<http://www.northgate-ispublicservices.com/uploads/File/Transformation%20Services/Ipswich%20Transformation%20case%20>

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For further information:

Fellows' Associates

Danny Calogero +44(0)20 7324 6223; +44(0)7534 189235