

New ways of working lead to improved outcomes

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Small-scale actions can help improve efficiency and reduce costs, says Northgate Public Services today as the company continues to work with its partners to provide innovative responses to the challenges facing the public sector.

By adopting new ways of working, Northgate suggests that resources can be freed up to focus on core tasks. The organisation points to a recent partnership with one medium-sized local authority where it has implemented NMail, a fully automated and secure postage and production solution.

NMail acts as a virtual mailbox for staff, allowing them to automatically and securely send documents to the NMail Print Centre from their desktops using already existing applications. Here, mail to the same individual is collated, before being formatted, printed and sent out, removing the need for staff to spend time manually processing mail.

Organisations can also achieve significant cost-savings through this kind of solution. One authority that has implemented the solution believes it has reduced costs by 40 per cent. By aggregating mail from a range of customers, NMail allows organisations to benefit from mass-mailing prices, even if they themselves have low volumes.

Northgate estimates that authorities, dependent on their size, can save up to £150,000 a year through this kind of action.

Iain McLachlan, Managing Director, Northgate Public Services, said today: "The scale of the challenges facing the public sector cannot be underestimated. Now, more than ever, it is essential to look at new ways of working that can deliver better for less. Small-scale actions are the perfect place to start. NMail is just one example of how local authorities can begin to make immediate savings. There is no minimum volume for NMail so even the smallest authority can start to make big savings through this kind of action."

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For more information

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Notes to editors:

1. Northgate Public Services is an innovative provider of transformation and improvement services to the public sector. It is committed to high quality public services that place individuals and their communities at their heart. Its knowledge and understanding of people's needs are core to its business, as too, is its depth and breadth across public services.

2. Northgate's task is to enhance public value through the intelligent use of people and technology; to understand why and what change is necessary; to provide new thinking leading to improved performance; and to link company rewards with positive outcomes for the communities for whom it works. It supports transformation through sustainable performance partnerships.

3. In the UK, Northgate works with ninety five per cent of local authorities, every police force, and a large number of health organisations, housing associations, utilities and transport companies. Founded in 1969, the company has more than 12,000 employees.