



Northgate has been playing a key role in supporting community safety for over 20 years by delivering innovative technology solutions and services. Our clients are involved in the transformation of the criminal justice system and the emergency services. We are helping them improve performance and reduce the cost of their operations.

Criminal Justice and Public Safety

Smart solutions to real world problems

“Let’s make change work”



Teamwork, transformation, results. These three words summarise what you get from Northgate.

We work locally with every police force, half of the other emergency services, and with other justice and safety organisations, such as Camera Safety Partnerships and Crime & Disorder Reduction Partnerships.

Nationally we work on behalf of the Home Office, National Policing Improvement Agency, Independent Police Complaints Commission and the National Courts Service. Outside the justice sector we also work with the Department of Health and with many NHS Trusts, and we are the largest software provider to local authorities.

At the heart of our strategy is the imperative of supplying effective and efficient solutions and services that make a difference to the public. We are committed to supporting national technology programmes to drive the innovation and transformation necessary to deliver better services more cost effectively.

Our services are helping to deliver faster and more effective justice, reduced crime and anti-social behaviour and improved public engagement. Our capabilities include a range of information solutions, business and managed services, and transformation services.

Performance Outcomes

- Our GIS systems support 90% of Police 999 calls.
- Our command and control systems handle over 5m police calls every year, 15% of the UK total.
- Our crime systems record about 1m crimes every year, 20% of the UK total.
- In total we have supported over 11m crimes being recorded.
- Our enforcement systems process over 3m penalty notices every year.
- An estimated £16.5m has been saved through our enforcement schemes.
- We work with all UK's Police Forces.
- And approximately half of UK Fire and Ambulance services.
- Our CJ Know-How application in Cumbria is saving local criminal justice agencies £100,000 a year.

Information Solutions

Managed Services

Business Process Outsourcing

Transformation Services

Operational Policing

Penalty Notice Enforcement

Control Rooms

Justice Agencies

Defence & Intelligence



INFORMATION SOLUTIONS

Operational Policing

Northgate has been providing core police systems for 20 years. Our police enterprise management solution, Guardian, manages core police information and processes such as crime, intelligence, case, custody and scene of crime. We are the leading supplier of core crime and intelligence systems to forces in England, and our software for integrated scenes of crime scientific support is used by the majority of forces.

Our enterprise solutions create single common repositories for police data relating to people, objects, locations and events (POLE), and are allowing our clients to lead the way in their compliance with Management of Police Information (MoPI) guidelines.

We also have a range of specialist applications that complement our larger solutions. Our analytical tools let intelligence analysts map patterns of crime against community information to help identify appropriate action and intervention. In line with Government guidelines we are also helping forces publish crime information maps on the internet.

We are changing the way forces approach Automatic Number Plate Recognition. Our analysis tools, working with local and national databases, are letting officers and analysts use vehicle movement data to investigate crime in line with the National Intelligence Model. We are taking ANPR beyond Roads Policing.

In public protection we have developed the Violent and Sexual Offenders Register (ViSOR), which is used by all UK police forces. Our Guardian solutions can also help here. By linking information on vulnerable people to information in other core systems we let public protection officers make a better assessment of risk.

With other clients we are supporting neighbourhood policing and have delivered mobile solutions which increase the visibility of officers, improve the effectiveness of operations and increase officer safety.

Transformational Technology

The piecemeal growth of technology in public services over the last decade means that many public servants use multiple silo applications with minimal or no interfaces in the course of their day. Our Transformational Technology programme called 'Intel-e-frame' tackles this issue, by creating solutions that connect key legacy applications and deliver agile business processes, to support the drive for efficiency.

Penalty Notice Enforcement

Northgate is the leading supplier of penalty notice software in the UK. Our solution for issuing vehicle notices is now used in 45 police forces, many of whom we are working with on public engagement and driver re-education programmes. We also provided the technology that supports the national Penalty Notice for Disorder scheme for reducing anti-social behaviour and the enforcement solution behind the London Congestion Charging scheme.

Control Rooms

We have a suite of incident management solutions covering every aspect of control room operations including emergency and non-emergency call handling, geographical information systems, integrated communication control systems, automatic resource location systems, citizen engagement management, mobile computing and major event management systems.

Our architecture is leveraging new business benefits from the tight integration between what have historically been separate and disparate systems. Our Integrated Incident Management (IIM) framework allows our clients to move at their own pace. They can either implement individual components or build composite solutions to create greater business benefit.

We are also helping clients to make the best use of limited resources. Our Demand Management solutions are being used to make resources more productive and more efficient. For citizens this means reduced attendance times and more visible policing.

Justice Agencies

With national justice agencies we work on programmes for performance management and identity management, and we are supporting national information standards such as MoPI. We also help collect information for the Home Office, using data from the National Management Information System (NMIS) that we have implemented at most forces. We are recognised as leaders in criminal justice information management.

One example is our work with the Office of Criminal Justice Reform, in partnership with Logica. The CJ Know-How system that we have developed allows performance officers in Local Criminal Justice Boards to see a broader picture of performance and identify the consequences of the work of one agency on another.

Over the last 10 years we have helped transform the Scottish justice system too. Our work with the Crown Office & Procurator Fiscal Services and the Courts Service is enabling better criminal case management and more efficient courts administration.

Defence & Intelligence

Our capability to develop secure systems has led to us to work with defence and intelligence customers. We have developed a deployment planning tool, used on a global basis by the Ministry of Defence, which enables the rapid and effective movement of troops and equipment. We have also integrated technology platforms, at the highest levels of security, that increase information sharing and enable business change.

BUSINESS AND MANAGED SERVICES

Managing non-core business functions for our clients is at the heart of our strategy. We are working with clients to identify areas, such as Central Ticket Offices, that we can run as business services. We can offer our clients immediate cashable savings and guaranteed service levels.

Our managed services are designed to improve operational performance, add value and reduce costs through service management and ICT transformation. In the justice sector we manage the secure IT systems for both national agencies and local force IT systems. With the Independent Police Complaints Commission, for example, we have deployed and now manage their complete secure IT infrastructure. In the wider public sector we manage hundreds of systems for both local authorities and the health service.

TRANSFORMATION SERVICES

We are also working with our public sector clients to create real and sustainable transformation through strategic partnerships, expert planning and service management. We know results count. To date Northgate Kendric Ash has delivered over £150 million in cashable benefits for our public sector customers.

The confidence our experience gives us is supported by our commercial approach. We work in partnership; we guarantee results, with up to a 100% fee rebate to back it up; and we transfer knowledge to your people to ensure improvements are sustainable.

What we believe in

Northgate believe passionately that high-performing public services are vital to healthy and safe communities. We support our clients' vision of citizen-focussed justice services that evolve to put victims at their centre and inspire the confidence of the public.

Our people, many of whom come from a public service background, take pride in providing outstanding support to our clients as they serve our communities. We see our purpose as empowering public services to continually enhance the services they deliver, by responding to national policy through successful local delivery.

Let's talk

With Northgate you get cost-effective innovation from public service experts. We help you increase efficiency and provide excellent service. Let's meet and discuss it.

Northgate Information Solutions
Peoplebuilding 2
Peoplebuilding Estate
Maylands Avenue
Hemel Hempstead
Hertfordshire
HP2 4NW

T: +44 (0) 870 808 1234
E: marketing@northgate-is.com

About Northgate Public Services

Teamwork, transformation, results. These three words summarise what you get from Northgate. Most of all, results.

Northgate is a public services and utilities specialist that operates within strategic client partnerships to make change work for you. We help you transform your business processes, streamline the customer experience and reduce overhead.

Northgate clients achieve lower costs, less paperwork, better performance and more joined-up working. Northgate partners 80% of UK local authorities and every UK police force, as well as a host of other public services organisations.

Our technology processes over £12bn of revenues and benefits, drives the electoral administration systems for 18 million people, manages over three million local authority and housing association properties worldwide, enforces nearly 4m penalty notices every year, and screens 600,000 babies for hearing problems. The company was founded in 1969 and employs over 6,000 people.

www.northgate-is.com/publicservices