



Now you need never worry about delaying making benefit payments to citizens. You can cut the risk of overpayments and subsidy penalties, too. Northgate's Local Government Business Centre gives you expert support in all these areas and more. It is cutting costs and increasing customer service for councils throughout Britain.

Northgate Business Services: Offsite Support for Housing Benefit

We'll help you pay them right – on time

"I have found working with the Northgate team refreshing and hugely beneficial. The team really understand the importance of balancing outputs with quality. The team are flexible to customers needs whilst always ensuring a high end product is delivered"

Mark Fowler
Deputy Head of Financial
Customer Services, London
Borough of Croydon

Let's lessen the impact

You want to deliver efficient, high quality services to your citizens at all times. But what happens when something prevents this and people don't get their benefit on time? It can have a huge impact on a lone parent or an elderly person on a low income. Suddenly, circumstances are having a severe impact on the most vulnerable members of the community. We can help you avoid this.

It's even worse if you fall behind with changes and interventions. Now you risk overpayments and subsidy penalties. Not to mention creating a negative effect on Performance Indicators. Working with Northgate can reduce these risks too.

We specialize in local government services. We know the pressures you face in delivering top performance. This is why we set up the Northgate Local Government Business Centre in 2005.

Let's keep your continuity

The Centre has services to support you in critical areas. It already works with large and small Authorities using market leading Revenues/ Benefits and Document Management solutions.

The Centre staff are trained in all aspects of benefits administration. There are also specialist consultants and IRRV members. Everyone can step in at short notice to help you maintain business continuity. They can process all types of claims — including the most complex, such as self-employed.

"Let's make change work"

- **Avoid delaying a payment to a vulnerable citizen**
- **Cut the risk of overpayment**
- **Use our experts**
- **Cost-effective solutions**
- **Help at short notice**
- **Out-of-hours support**

Let's work the way that suits you

In addition, you can have support with Council Tax and NDR work. This includes the processing of occupations and vacations, discount and relief awards, and single person discount reviews. And we can go further. We can help you raise recovery rates by running telephone campaigns for you during evenings and weekends. Most importantly, we provide it in the way that fits your operation.

We have the skills and expertise to help you with one-off or recurring projects. For example, we can back-fill and provide processing support while your own staff are being trained in new legislation such as Local Housing Allowance. We can also deliver (or help you to deliver) tailored training and consultancy services.

Our service is flexible too. You can use it continuously or use it to match your business cycle. Many clients call on us for ad hoc work, peak periods and holidays.

One thing stays constant. However you choose to use our services, we'll work with you the way that you work. We make sure this happens by understanding your systems and customer service requirements from the start.

Northgate staff will spend time on site with your people and agree the scope of the project. Once

the contract is underway, there will be regular two-way communication. At the end of each day the Service Manager will give you a statement of work completed. This information, plus items outstanding, is also held on our secure customer portal for you to access 24/7. We carry out our own comprehensive quality checking. Then, when the contract period is over, we hold a final review to ensure that everyone is satisfied before the project is closed.

Let's keep it all cost-effective

We bring you quality at a competitive price across a wide range of services:

- Council Tax Processing
- Business Rates Processing
- One Off Projects e.g. targeting, mailshots, surveys and take-up campaigns
- Contact Centre and out of hours call handling support
- Consultancy Services
- Training - CIPD qualified trainers who can deliver legislative, best practice, soft skills and application specific courses.



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.

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About Northgate Public Services

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

Northgate is a public sector 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 over 95% of UK local authorities and every UK police force.

Our technology manages over 40% of the country's social care records, processes over £12 billion of revenues and benefits, drives the electoral administration systems for 18 million people, manages over three million local authority and housing association properties worldwide, supports the national system for reporting police performance and enables real-time monitoring of Britain's roads.

www.northgate-is.com/publicservices