

# Case Study



## Newcastle City Council

Client since: 2012

### COMPANY TYPE

Newcastle City Council is the local government authority for Newcastle upon Tyne, with more than 6000 employees operating across 26 wards.

Operating services including refuse collection, council tax, parking services, social care, social housing delivered by YHN, libraries and leisure services, regulatory services. Newcastle City Council was looking for a travel management solution that offered efficiency and cost savings.

“

Click's online booking tool is excellent. It's user-friendly, which really speeds up the booking process, and if we do encounter any difficulties then the offline team are always quick to help

### CAROL LOGA

TRAVEL OFFICE CO-ORDINATOR  
AT NEWCASTLE COUNTY COUNCIL

98%

ONLINE ADOPTION

95%

POLICY COMPLIANCE

87%

SAVING ON  
ANNUAL FEES



## WHAT WAS NEEDED

- Online adoption
- Total visibility of travel spend
- Crisis management

## WHY CLICK?

- Solution fit for public sector requirements
- Strength in online adoption
- Competitive fees

## THE CHALLENGE

As a local authority with strict budget and time constraints, Newcastle City Council was keen to find a travel management solution that offered an easy to

use booking system, so that bookings could be made more efficiently, as well as a helpful offline team who would be on hand to assist and offer advice when required. It was also vital that a new travel management service was OJEU compliant.

## THE JOURNEY

Newcastle City Council embarked on procuring a new travel management service by working with NEPO.

Partnering with public sector organisations, NEPO offers strategic procurement of high value goods and services in order to deliver savings, maximise efficiencies and promote best practice.

Using NEPO's OJEU compliant framework, Newcastle City Council assigned scores to potential suppliers, with Click Travel scoring best for systems, savings on booking fees and overall operations.



Working with NEPO was incredibly simple and made the procurement process very straightforward, with Click really standing out as offering something different yet effective.

**CAROL LOGA**

TRAVEL OFFICE CO-ORDINATOR  
AT NEWCASTLE COUNTY COUNCIL

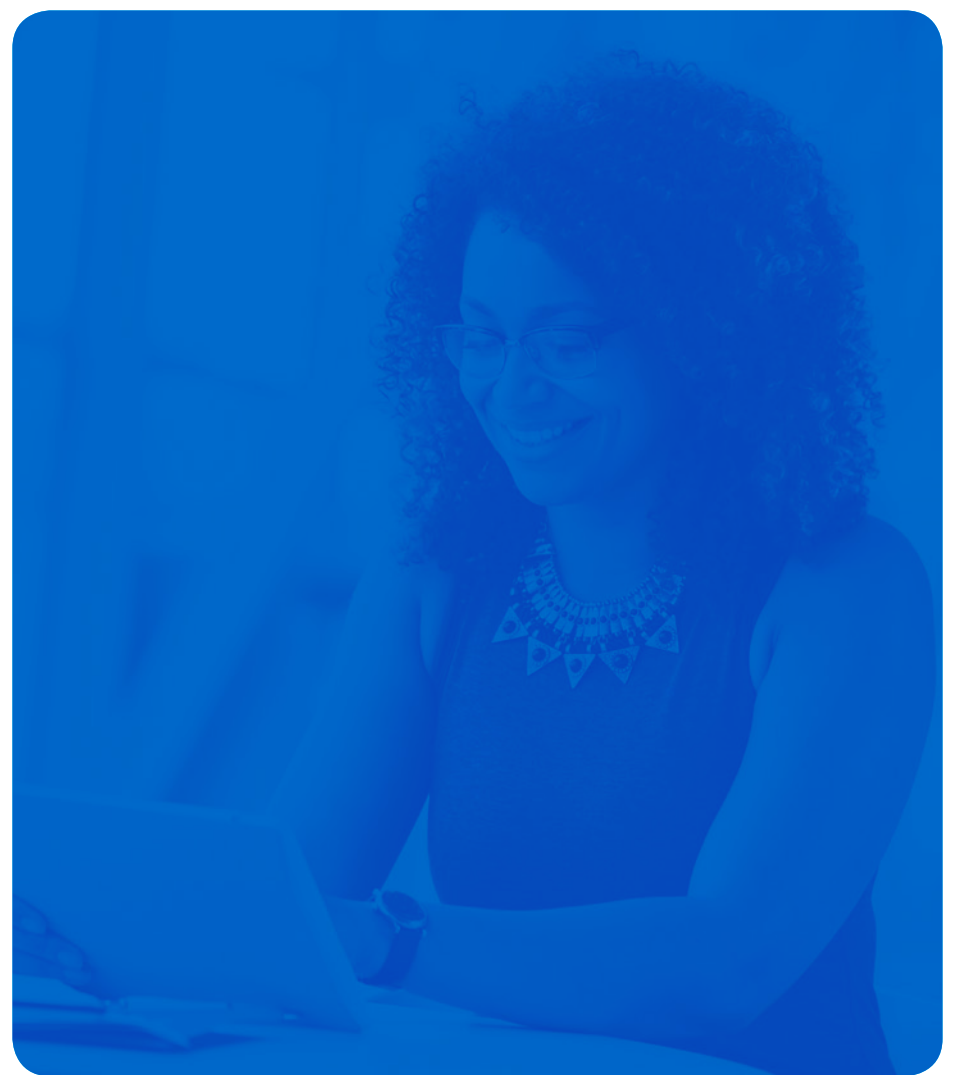
## THE RESULTS

Newcastle City Council have now been working with Click Travel via the NEPO framework for 6 years and are reaping the rewards of a consolidated travel programme supported by Click Travel's next-generation technology and skilled team. These include:

- 98% online adoption - a key objective for Newcastle City Council
- 95% travel policy compliance - online booking platform with a traffic light system and 'nudge' notifications to encourage compliance with travel policy
- 87% saving on annual fees compared to previous contract - now only account for 0.4% of total travel spend
- £47,000 savings against set hotel budgets
- 14% reduction in average rail fares 16/17 to 17/18
- Expert crisis management advice and traveller tracking

Newcastle City Council were also keen to review their crisis management procedures to ensure that if unfortunate events were to happen, the organisation exercised exemplary duty of care at all times.

Senior Account Manager, Adam Dobson-Bainbridge supported them throughout this, offering best practice advice.



"We couldn't ask for a better account manager than Adam," says Loga. "He's always there if we need him and takes the time to keep us updated with how things are going, as well as travelling to meet us for extra reviews if required. Nothing is too much trouble for him."

Loga concludes: "We really felt that we would get the best value for money from Click Travel and we haven't been disappointed, meaning that we can now re-invest any money saved into council services and sustainable travel."



Click's online booking tool is excellent. It's user-friendly, which really speeds up the booking process, and if we do encounter any difficulties then the offline team are always quick to help

**CAROL LOGA**

TRAVEL OFFICE CO-ORDINATOR  
AT NEWCASTLE COUNTY COUNCIL





## RESOURCES

To find out more about travel management, take advantage of our range of free resources. And subscribe to our industry-leading blog to be the first to hear about our next insight report and to keep up to date on all things business travel.

## CASE STUDIES

Our detailed case studies will give you a great insight into what our customers think of working with Click Travel and the results they've achieved with us. Covering clients across various sectors, you can learn why Red Bull, RNIB, Whitbread and many more came on board with Click.



## COMPREHENSIVE GUIDES

Our complimentary, in depth guides give you exclusive insider insight into specific areas of corporate travel management. From procurement best practice to implementation methods, our guides will have you in the know in no time.



## INDUSTRY-LEADING BLOGS

With useful, spin-free advice and guidance on travel management, top travel tips for business travellers and all the latest updates from Click HQ, our range of blogs are perfect for anyone interested in the finer points of travel management or the wider world of travel.

## GET IN TOUCH

If you have any questions about this report, your travel programme, travel management in general or Click Travel, we'd love to hear from you.

You can get in touch our friendly team on the number below, or just pop us an email and we'll get back to you straight away.

Find out more:  
**[hello@clicktravel.com](mailto:hello@clicktravel.com) | 0121 288 2869**

