

# Northgate appoints Giles Piercy to its Citizen Services transformation team

Submitted by: Fellows Associates

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Northgate Public Services today announces the appointment of Giles Piercy as Director of Performance Partnerships.

Giles' appointment signifies the growing success and further expansion of Northgate's specialist transformation services at a time when the public sector is under intense pressure to deliver better services for less.

Giles will focus on intensifying the growth of corporate-wide transformation services across the public sector, while continuing to build up specialist services in areas such as housing, social care and transport.

The company offers the public sector an innovative risk and reward business model that links its fees directly to its performance. As a result, it only gets paid when it meets its agreed financial and improvement targets and fees come directly from the cashable savings delivered to the public authority.

Giles joins Northgate after ten highly successful years with iMPower consulting. Recruited in 2000, to head iMPower's business development into the local government and broader public sector markets, he was appointed Chief Executive in 2004.

At iMPower Giles was instrumental in the firm delivering major assignments with the organisations such as the Cabinet Office, the Department of Communities and Local Government and the Department for Children, Schools and Families. He was also closely involved in a series of high-profile local government assignments for Devon County Council, the London Borough of Lewisham, Dorset County Council and the City of London, among other local authorities.

Joe Bradley, Managing Director Citizen Services, Northgate Public Services said today: "Our vision is to support world class public services through transformation. Services must be built around citizen need and reach out to the most disadvantaged in our communities. We are delighted that Giles has chosen to join us. He shares our passion to improve public services. He has the knowledge, skills and expertise to turn this passion into the realisable results that the public sector needs. Our message to the public sector is simple. If we do not deliver improvement, you do not pay. In these hard economic times it is only right that we should take on more of the risk."

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Notes to editors:

1. Prior to working for iMPower, Giles worked for Macfarlane TeleSystems Ltd, LCR Telecom and Centaur Publishing. He was educated at Exeter University and Rugby School. Giles is a director of 'Heart of the City', a charity that links businesses with community activity in London that is run by the City of London.

2. 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.

3. 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.

4. 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 nearly 8,000 employees.