

CONSULTING EXCELLENCE DECLARATION 2023



MCA 
CONSULTING
EXCELLENCE



ABOUT US

We are driving forward the transformation of public service organisations and are proud to reconnect local authorities with the people they serve in order to build trust, speed progress and deliver better cities, towns and places.

We work with public sector leaders to tackle the knottiest problems by rethinking everything - creating organisations fit for a modern world, that can simultaneously grow relevant local services, shared local prosperity and financial resilience for the future.

We give our partners the professional security to experiment, create and invest. We bring the reassurance of working with a tenacious team. And we will connect you to a movement of people grappling with the same issues and getting the job done.



OUR COMMITMENT TO

CONSULTING EXCELLENCE

As a member of the MCA, Inner Circle Consulting is committed to upholding the Principles of Consulting Excellence:

ETHICAL BEHAVIOR

Consulting Excellence firms work with clients, partners, employees and other stakeholders in an ethical way. *This means:*

- We are responsible and good citizens.
- We conduct our business ethically.
- We foster an ethical culture.

CLIENT SERVICE AND VALUE

Consulting Excellence firms promote the highest standards of client service and value. *This means:*

- We provide excellent consulting services which deliver the outcomes clients seek and need.
- We are transparent with clients and respond to their concerns.
- We always strive to improve the value we can deliver to our clients

PROFESSIONAL DEVELOPMENT

Consulting Excellence firms develop the capabilities of their consultants, provide career development opportunities and support the welfare of all their employees. *This means:*

- We undertake training and professional development planning each year.
- We promote strong core consulting capabilities and specialisms in our consultants and teams.
- We support our employees' career progression, professional development and welfare.

COMMITMENT TO DIVERSITY AND INCLUSION

Consulting Excellence firms are committed to diversity and inclusion within their workplace and workforce. *This means:*

- We respect and embrace diversity and inclusion and understand the importance and positive benefit of people from different backgrounds working for our companies and our clients.
- We recruit and retain people from a diverse talent pool and strive to build cultures where difference is valued, respected and celebrated at all levels. Furthermore we are committed to developing diverse future leaders and ensuring their progression in the industry.
- We support industry efforts to improve progress on diversity and inclusion, implementing best practice and monitoring the diversity of the consultancy sector workforce over time. This includes encouraging the collection of data to assess the effectiveness of D&I policies and participating in the MCA annual report.

COMMITMENT TO SUSTAINABILITY

Consulting Excellence firms are committed to sustainable development within their organisations and their work with clients. This means:

- We commit to ensuring that our firms operate in an increasingly sustainable way and strive to ensure that sustainability is considered by our clients in our work with them



THIS IS HOW WE DO IT

We think purpose-driven consulting makes the difference for our clients and our team. For our clients it means we are closely aligned to their missions, working with and for them to achieve their goal. For our team, it means the work we do has real impact, offers professional and personal growth and creates legacy.

We understand ourselves to be part of a movement looking to reset the deal between the public and local government, building trust, progress and innovation. We help transform public service organisations so they improve lives and are fit for a modern world. Our team's insight and experience help us build the case for change and deliver it.

Anyone joining our team can make their mark among a team of innovators and help drive social change for the better. Our teams work directly with clients across multiple projects, using their experience to achieve the growth and change they want to achieve for their communities. Our team's professional development can develop and grow here. We benefit from a rich mix of experiences and viewpoints — among us we speak 15 languages and represent many countries and cultures, making for a multitude of diverse perspectives. Coaching, mentoring and feedback form the backbone of our learning philosophy.

