

CONSULTING EXCELLENCE DECLARATION 2024



MCA
CONSULTING
EXCELLENCE

OUR COMMITMENT TO

CONSULTING EXCELLENCE

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

ETHICAL BEHAVIOUR

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 programmes 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.

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 helps 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 and 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.



OUR 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 organisation 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.



ABOUT US

We are a 21st century consultancy for 21st century challenges, aiming to deliver strong public services and thriving places so everyone can live a good life. The big missions of local government and its partners are our purpose. Working alongside the public sector for more than a decade, we know the impact of austerity, Covid and the cost of living crisis and we know that radical transformation and rebuilding civic trust in institutions are the only way to foresee and prevent future crises. Our success lies in the success of future leaders to maintain their organisations' relevance and viability in a world marked by inequalities, and inadequacies in the public response.

