



Our commitment  
to consulting excellence





Cadence Innova are the go-to SME for public service transformation. We discover, design and deliver positive change creating sustainable impact for communities and individuals. Our mission is to inspire and enable our customers to deliver services that make peoples' lives better, communities more connected and enterprises more sustainable.

At Cadence Innova our change and transformation consultants help public sector customers solve complex problems. Our pragmatic, hands-on approach blends deep subject-matter expertise with our change management DNA. We apply an agile approach to improve user-centred services, empower customer teams, and create lasting outcomes with impact.

# Cadence Innova and the MCA Consulting Excellence Framework

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Cadence Innova, originally established in 2007 as the Cadence Partnership, was designed as an organisation that would genuinely deliver on its values. Today, our multi-award-winning consultancy remains independent and has an established, growing team of employed (member) consultants with **social value and our customers at the heart of everything we do**. These values create congruence between what we say and what it's really like to work with us as a member, a client and a supplier.



In learning about and joining the MCA, we found a true alignment between the principles that make up the consulting excellence framework and what we believe is necessary to operate effectively and with integrity as a management consultancy. Cadence Innova is a work in progress, with an undying ambition to always do better and we continue to **build on our foundations of inclusion and diversity, looking after our shared environment and providing a good place to work**.



For us, the MCA membership represents **a commitment to be part of a consulting community** that is not only focused on delivering our very best to clients, in a way that leaves sustained and sustainable change and improvement, but also on the continued wellbeing, development and fulfilment of our members. We know that a successful, happy working life is one that's manageable and sustainable, so our responsibility is to make this achievable for everyone.

# MCA framework and Cadence Alignment: Ethical Behaviour

We are committed to and motivated by working for good

Ethical practice and behaviour are embedded in our purpose, where a positive impact on society is a central tenet, and our organisational system is designed to create a culture that underpins it.

We commit to looking after each other and our customers, being passionate about the work we do and staying true to our organisational values.

We conduct and grow our business ethically

The successful growth of our business has come from an embedded adherence to values which hinge on ethical practice. Cadence Innova is owned by its members who remain committed to our founding values and principle.

Our team comes from a wide range of social, ethnic, educational, and professional backgrounds which helps us collaborate and unpack client issues and offer innovative solutions. We are committed to – and motivated by – working for good, so our passion drives us to keep going until we're successful.

We foster an ethical culture

What unites us is our shared commitment to our values, and desire for positive social impact.

Our culture comes from an organisational system that is deliberately designed to actively demonstrate and strengthen our values and we are continuously reviewing and strengthening our approaches, always looking at best practice and areas for innovation and improvement.



# MCA Framework and Cadence Alignment: Client Service and Value

## We provide impactful consulting services

We collaborate by applying our “work with” not “do to” approach to integrate into the environments in which we work and collectively deliver high quality results.

Our client assignments reflect our values and our commitment to positive change, such as. our work as the Government Equalities Office consulting partner for development of the Gender Pay Gap Reporting Service, the Home Office’s Modern Slavery Statement Registry Service and a major programme supporting accessibility on public transport.

## We are transparent with clients and respond to their concerns

Our role as consultants is to both support and challenge, and this means co-creating realistic outcomes, not over-promising and always ensuring clarity and accountability.

Each client assignment is supported by a QA partner who ensures that delivery is as expected, unforeseen situations are addressed transparently and objectively, and issues are resolved rapidly.

## We look at continuous improvements to deliver the best value to our clients

All of our assignments close with lessons learned, objective feedback with all team members and a client conversation.

This helps us embed a culture of continuous improvement by learning from and building on what happened before. We hold regular best practice and knowledge share sessions internally to ensure we also learn from each other and our shared experiences.

# MCA Framework and Cadence Alignment: Professional Development

## We undertake training and professional development planning annually

Our learning and development frameworks are aligned with the ChMC competency framework and grounded in building capability through the dual mechanisms of Personal Planning and Assignment Feedback – both, for internal or external assignments.

Specific learning needs are further supported by structured CPD in all our core areas of operations. The importance of our people development is directly linked to profit-share, as we know that the behaviours it builds are what drives our success.

## We promote strong core consulting capabilities

We are a Chartered Management Consultant (ChMC) accredited company, with our consulting grades clearly defined, both in terms of Consultancy Skills and subject knowledge.

Our People Strategy and consulting skills training set out how being a consultant differs from doing a specific job inside an organisation, helping people work objectively and effectively in the role of enabler and critical friend, outside of the client's own organisational system. Our Specialists bring depth and expertise in our key subject areas, and part of their role is to support the ongoing learning and development of the broader consulting team.

## We support our employees career progression, development and welfare

Our employees are fully supported in developing their careers within a system that embraces everyone from new consultants to those who have joined us after many years of consulting practice. We also support and encourage those with untapped potential, offering opportunities that might not be available elsewhere.

Our internal structure, which is non-hierarchical in nature, provides a safe place for everyone, where issues and challenges can be shared in confidence. We also encourage and enable both formal and informal mentoring and coaching across the organisation.

# MCA Framework and Cadence Alignment: Commitment to Diversity & Inclusion

## We respect and embrace diversity and inclusion

Our people come from many different backgrounds, and we understand that our value for customers comes from the richness of thought, background and experience that diverse teams can achieve.

Cadence Innova is made of people: what we do is, literally, who we are - each of us bringing a unique contribution to our collective work. What unites us is our shared commitment to our values, and desire for positive social impact.

## We build a culture where diversity is valued, respected and celebrated

Cadence Innova is made up of a genuinely diverse workforce that is bound together by common aims and commitment. As an organisation, our responsibility is to nurture the uniqueness in each of our members, creating the conditions for every consultant to develop and practice their signature presence.

We are a work in progress, with some critical success factors already in place. At present over 70% of leadership and management positions are held by women and we are proud to have been on the path back to work for a number of people who were out of the workplace for some time.

## We support industry efforts to improve progress on diversity and inclusion

At Cadence Innova we implement best practice and monitoring the diversity of the consultancy sector workforce over time, including the encouragement of data collection to assess the effectiveness of D&I policies and participating in the MCA annual report.

We understand that true diversity is not about ticking the box but instead comes from how an organisation is designed, built, managed and led and we aspire to become leaders in our industry and help others develop their D&I practice.

# MCA Framework and Cadence Alignment: Sustainability

We operate in a sustainable way and work with clients with aligned sustainability goals

We are committed to a low carbon future, building on our 15-year track record of sustainability to our current position of Net Zero. We are signatories of the SME Climate Commitment, recognising that climate change poses a threat to the natural world, the economy, and society-at-large.

Our ongoing policy development, member induction and training also ensure that we are maintaining our commitment to minimising environmental impact and our entire ESG agenda is measured and monitored at leadership level.



