

prederi

MCA Consulting Excellence Prederi Declaration

February 2019

Prederi's Declaration

We fully support the aims of the MCA and the wider Consulting industry to promote and realise the Consulting Excellence initiative. This will improve sustainable high-value outcomes for our clients and improve the capabilities of our organisation and the professional Management Consultants who work for Prederi.

The Prederi Board of Directors are fully committed to Consulting Excellence. We have embedded the nine principles and practices of Consulting Excellence at the core of our business.

Prederi's declaration on Consulting Excellence is set out below against the nine principles.



Our Mission and Vision are at the heart of everything we do

Our Mission

“To help our clients construct solutions that deliver positive change in the community and value for shareholders and for the taxpayer.”

Our Vision

“To grow sustainably, building on our deep expertise in public sector capability development, strategy and programme delivery, and provide a consistently excellent quality of service at exceptional value for money.”

Structure of our Consulting Principles

Three Pillars

Ethical Behaviour

1. We are responsible and good citizens.
2. We conduct our business ethically.
3. We foster an ethical culture.

Client Service & Value

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

Professional Development

7. We support personal growth through training and ongoing professional development.
8. We promote strong core consulting capabilities and specialisms in our consultants and teams.
9. We believe in creating a culture where all members of the team can actively contribute to the success and growth of the business.

Nine Principles

Ethical Behaviour

Principle 1: We are responsible and good citizens.

- **We work for the benefit of the public.** As individuals and as consulting teams, we work for the benefit of UK taxpayers and the public. This is our primary mission.
- **We are part of the public sector ecosystem.** As a company serving the public sector, we operate in a transparent manner and fully uphold and abide by all laws and regulations; both in letter and in spirit.
- **We are inclusive.** We fully embrace diversity and strive to be free of all discrimination or bias on the basis of gender, race, age, religion, sexual orientation or disability.
- **We have to work together to solve the big problems** we face as a country. We work in partnership with our clients and other Consulting Excellence companies for the benefit of the public.

Ethical Behaviour

Principle 2: We conduct our business ethically.

- **Our end-customer is the tax payer.** We conduct our work with integrity. We will not take-on client work that jeopardises our contract with the public.
- **We value our independence to clients over commercial gain.** We will provide wholly and fully independent advice to our clients; we will not taint our advice in way to gain further business or to sell our other products and services that are not in the long term benefit of our client.
- **We will operate in an open and transparent manner.** At all stages of an engagement with a client, from the point of responding to tender to winning a contract and managing the ongoing commercial relationship, we will operate within the rules set out by our client and the spirit of professional behaviour.

Ethical Behaviour

Principle 3: We foster an ethical culture.

- **Our business is our people.** All our employees have an equal opportunity to challenge our business focus, policies and practices with the aim of continually improving and updating our core values, beliefs and mission.
- **We constantly strive to improve ourselves.** We foster good and professional behaviours and open feedback from all our people, for internal operations and client facing work.
- **We are non-hierarchical.** All our employees have a voice, in the way we manage our business and the way we conduct and deliver client work.

Ethical Behaviour

What we've done in the last 12 months

- **Cyber Essentials and GDPR.** Prederi has gained Cyber Essentials accreditation, demonstrating our commitment to protecting our client's data. All Prederi processes and policies have been reviewed and revised to ensure compliance with GDPR. *(Director lead: Bhagiyash Shah)*
- **New partnerships.** We have continued to develop new partnerships, exemplified by the recent win of a place on the EU Exit Framework, which we achieved in partnership with 10 sub-contractor firms. The arrangement provides a capacity of 1000 people covering all areas of management consultancy. *(Director lead: Stewart Johns)*



Ethical Behaviour

What we're planning for the next 12 months

- **Partnerships.** We will continue to develop our existing partnerships and to form new partnerships with Consulting Excellence firms to support each other and deliver the best service to our clients. We work closely with the MCA exec on developing best practice in the consulting industry and we support the SME group as founder members. (*Director lead: John Higton*)



Client Service & Value

Principle 4: We provide excellent consulting services which deliver the outcomes clients seek and need.

- **Actively participate in our clients' areas of business interest.** We actively listen to our clients and keep ourselves abreast of their issues, concerns and opportunities for improvement to ensure when we formally engage, we genuinely understand what they need.
- **Put the client first.** We jointly develop the outcomes sought by our clients and then work with them to find the best way to achieve them, which will not always mean that we are the best partner for delivering all the components.
- **Make the client less reliant on us.** It does not make sense for the client to fund work that could be undertaken by client staff. Therefore, we work to build capability of our client colleagues to undertake projects.
- **Share success and lessons in the wider ecosystem.** Where it makes sense, we will work with our clients to promote success and share the learning with other similar organisations in order to maximise the return on taxpayers' investments.

Client Service & Value

Principle 5: We are transparent with clients and respond to their concerns.

- **Open and honest about our capabilities and limitations.** Once we have explored the problem, concerns or issues a client would like us to consider for an engagement, we will be open and honest about our track record and our team's track record in addressing similar situations.
- **Outcome focused and collaborative.** We will always work jointly with all stakeholders to maximise the results and outcomes. We will also be clear about our responsibilities but we will not let inaction jeopardise the project.
- **Easy to work with.** We will work alongside client staff/teams in their environment. We will be open and transparent about progress and issues, and we will ensure all major issues are highlighted as they are known about, not waiting until the next reporting cycle. We will address issues with vigour, not allowing these to detract from the overall outcome sought.
- **Plan and deliver together.** We will ensure our client and client teams are fully integrated in to the project and we will plan and manage as one team. This maximises transparency. We will help, share and support each other irrespective of the parent organisations we come from.

Client Service & Value

Principle 6: We always strive to improve the value we can deliver to our clients.

- **Maximise the return on the taxpayers' £.** We will strive to maximise the value from the client investment in our time and our work by sharing lessons with the client, sharing with the wider client community and harvesting the learning for our own capability development.
- **Be open to and act on feedback.** We as a company and we as individuals value feedback. We will always seek feedback for personal growth and corporate growth, which in turn will benefit our clients.
- **Discover new and better perspectives, methods and tools.** We engage actively in the Public Sector, Technology and Management Consultancy ecosystems in order to bring to bear the most pragmatic and worthwhile innovations and ideas to help our clients achieve the outcomes they seek.
- **Harvest knowledge and insights.** We get together every month as a team to share learning, insights and receive group training in new / advanced Consulting skills in order to deliver better results for our clients.

Client Service & Value

What we've done in the last 12 months

- **Building our online presence.** Prederi has significantly developed our social media presence, promoting our consulting approach and sharing best practice insights with our clients and partners. *(Director lead: Bhagiyash Shah)*
- **Digital technology.** Prederi was shortlisted for the LaingBuisson award for its work in supporting healthcare and wellbeing in the Ministry of Defence using digital technology. *(Director lead: Bhagiyash Shah)*
- **Strategy development.** Prederi supported the Cobalt Institute through a broad strategic assessment of its current position and future plans, encompassing a new corporate structure, expanded management team, coaching and training and a proposed merger. Prederi was shortlisted for an MCA award for Strategy for this project. *(Director lead: Stewart Johns)*
- **Performance improvement.** Prederi worked with Westminster City Council to deliver a step change in performance in their City Highways team, delivering increased capacity at lower cost. Prederi was shortlisted for an MCA award for Performance Improvement in the Public Sector for this project. *(Director lead: Stewart Johns)*



Client Service & Value

What we're planning for the next 12 months

- **Delivering projects with partners.** Prederi continues to deliver projects with a range of large and small partners, for example with the Ministry of Defence and on the EU Exit Framework. Our focus is on helping the client achieve best value through careful planning and coordination of the roles of each partner (*Director lead: Stewart Johns*)



Professional Development

Principle 7: We support personal growth through training and ongoing professional development.

- **Passion and personal growth.** Our staff are passionate about improving Public Services. We help them direct that passion through a personalised development plan and ongoing mentoring. Each person has their own personal journey, and we respect that.
- **Continuous development and support.** We can all learn new insights and perspectives. Therefore, we encourage 360 feedback, for all our staff irrespective of level responsibility on client engagements. We also constantly monitor performance and proactively offer support to Consultants.
- **Best tools for the task.** We ensure all our Consultants have the modern tools they need and we ensure they know how to make best use of them in order to deliver results they have promised their clients.

Professional Development

Principle 8: We promote strong core consulting capabilities and specialisms in our consultants and teams.

- **Optimise the capability mix.** We need the right mix of domain expertise, specialists skills and Consulting capabilities to deliver results for our clients. Our corporate development, individual development and recruitment plans are regularly reviewed and focused on optimising this mix.
- **Nurture professionalism.** Our people strive to be the best at their chosen specialism(s). We empower them to find the most practical route for them to achieve this; combining client projects, self study, conferences and formal training.
- **Committed to be better together.** We encourage self-organising teams in order to solve problems; drawing together the right people in order to get the best result for us as individuals, collectively as a team and for clients.

Professional Development

Principle 9: We believe in creating a culture where all members of the team can actively contribute to the success and growth of the business.

- **Valuing personal and professional diversity.** Our team of staff and associates includes professionals from all walks of life, professions, ages, and so on. This diversity enables us to deliver better outcomes for our clients, and offer a more enriching career to members of our team.
- **Success measured on outcomes.** We measure success based on the value delivered for our clients and our organisation, not presenteeism or rigid work patterns.
- **Empowered team.** Our open culture means our staff are all equally able to contribute and shape our success. They are involved in all aspects of managing our business, and our consultants have significant freedom to develop business as we believe this leads to faster professional growth for individuals and commercial success for the company.

Professional Development

What we've done in the last 12 months

- **Agile** Prederi has continued to invest in upskilling our Project Managers to become AgilePM Practitioners. (*Director lead: Bhagiyash Shah*)
- **Prederi days.** We have expanded our internal training programme and have run courses throughout the year on:
 - Output Costing
 - Social Media
 - Balanced Scorecard
 - Working with Numbers
 - Behaviour Insights profiling
 - Firm Culture using OCAI(*Director lead: John Higton*)



Professional Development

What we're planning for the next 12 months

- **Agile.** Having trained a number of our staff in Agile methodologies, we are now working with the Ministry of Defence to implement the approach across a large healthcare project. The project team regularly shares learning from the implementation with the rest of the firm to ensure that we all benefit from this experience. *(Director lead: Bhagiyash Shah)*
- **Prederi will continue to be responsive** to the requirements of our clients and desires of our staff and will invest in appropriate professional development. *(Director lead: Nick Auer)*

