

prederi

MCA Consulting Excellence Prederi Declaration

March 2018

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

Client Service & Value

Professional Development

Nine Principles

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

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 tax payers 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

- **Developing partnerships.** We are building strong partnering relationships with a range of partners with complementary skillsets. This offers clients the best team to provide better VFM solutions to their needs. We are already working closely with a large engineering and programme management business, a high technology delivery organisation and a public services not for profit business in supporting health service improvements. *(Director lead: John Higton)*



Ethical Behaviour

What we're planning for the next 12 months

- **GDPR.** All Prederi processes and policies, both internal and project based, are being reviewed to ensure compliance with GDPR. We are developing a service line to proactively develop a new service offering to assess GDPR compliance. (*Director lead: Stewart Johns*)
- **New partnerships.** We will continue to form 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 the tax payers 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 tax £.** 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

- **Successful client delivery.** Our team continue to embed the Consulting Excellence principles in our delivery, and our flexibility, integrity and expertise has been appreciated by our clients (*Director lead: Stewart Johns*):
 - “This is an important area of work for CQC and your style, way of working and thoughts have worked well with us and perhaps more importantly with the business” CQC
 - “I’m in awe of Prederi and how you have grasped the issues and translated into a really compelling product” NPCC
- **Prederi internal structure.** In November 2017, we redefined our service offerings to better align with current client needs, and reorganised our business structure to reflect our 4 areas of work; analysis, change, delivery and learning and development. (*Director lead: John Higton*)
- **Knowledge transfer.** In our proposals we offer clients a free half day knowledge transfer session at the end of our assignments. This aims to reduce client reliance on consultancy support in the future. (*Director lead: Stewart Johns*)



Client Service & Value

What we're planning for the next 12 months

- **Building our online presence.** Prederi is working to develop our social media presence to promote our consulting approach and share best practice insights with our clients and partners.
(Director lead: Bhagiyash Shah)



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

- **Prederi knowledge share days** continue to be opportunities for all staff to share insights, listen to guest speakers, and undertake consultancy skills training. For 2018, we have reviewed the format, and changed from half a day each month, to a full day every 2 months. This retains the same time commitment, but allows staff to fully focus and fit in better with client commitments. *(Director lead: Nick Auer)*
- **GDPR** compliance will be critical for our clients from May 2018. To ensure we can support them with this challenge, Prederi invested in one of our Consultants becoming a Qualified GDPR Practitioner, and provided whole staff training on GDPR. *(Director lead: Stewart Johns)*
- **Business development.** We are an entrepreneurial firm and need all of our team support the drive for new business. We have developed a business development process that allows all employees to understand and contribute to the pipeline and support new business opportunities and offerings. We promote all key business development meetings as learning exercises for our staff. This means staff are encouraged to help and support key discussions and conversations with clients and future clients. *(Director lead: Stewart Johns)*



Professional Development

What we're planning for the next 12 months

- **Agile** project management methodology is increasingly being used across public sector, and Prederi continues to invest in upskilling our Project Managers to become AgilePM Practitioners. *(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)*

