

NECS Consulting Excellence Declaration February 2020

As part of the NHS, at NECS we consistently apply core NHS values in the way we work and interact both with clients and with colleagues. We focus on performance where each and every person has a clear line of sight to the strategic objectives to enable NECS to reach its vision:

“To make life changing improvements to communities, making a real positive difference for patients and the neighbourhoods in which they live”

The three pillars of the MCA Consulting Excellence Framework (ethical behaviour; client service and value; and professional development) link directly with the NECS values that drive our Consultancy behaviours:



- Behave with honesty and integrity
- Treat everyone with dignity and respect
- Deliver the highest levels of performance and standards
- Be professional
- Create a happy and fulfilling workplace

We are committed to applying the Consulting Excellence Framework. Some examples of how we apply the principles of Excellence follow:

Ethical Behaviour

- Our commitment to ethical behaviour and how we treat our clients and colleagues is clearly embedded in NECS values.
- From the day of joining our employees complete mandatory training in ethical approaches to working in our health sector with required refreshes annually.

Client service and value

- NECS has a structured process for accepting and setting up projects with our clients and, at close, we engage to understand client feedback and share learning. We apply a tried and tested programme management methodology on all projects.
- Our Consultancy team has a diverse background of skills and experience including clinical and other professional qualifications, and those trained in Six Sigma, Lean and other techniques.
- Continuous Improvement is a commitment for NECS with our clients and for our organisation. One part of our training programme includes visits to Nissan to understand and learn from their approach to CI.
- The value for our NHS clients is both from providing a high standard of consultancy support and from our reinvestment into the NHS.

Professional development

- Commitment to lifelong learning and personal professional development is supported throughout our team. From joining, all new NECS consultants progress through a structured induction program and subsequently agree objectives (both business and personal) which are discussed at twice-yearly performance reviews with line managers.
- Everyone in our team has access to the same learning opportunities. Our bespoke consultancy training programme is the foundation for professional development across our team, focussing on embedding the NECS approach. This structured programme also provides links to a wide range of additional learning events (both internal and external) which can be taken according to specific development needs.
- Everyone has a personal development plan underpinned by training opportunities and other learning experiences.