



January 2019

An enduring commitment to Consulting Excellence

PPL is an independent consulting firm and proud signatory of the MCA Consulting Excellence framework

MCA
A POSITIVE FORCE
FOR THE ECONOMY

PPL

Declaration



PPL is made up of hugely motivated people, dedicated to harnessing the power of consultancy to improve outcomes for individuals and communities across the UK.

Over the last 12 years we are proud to have been recognised in the MCA Awards as nine-times finalists and three-times winners, including for Consulting Excellence Client Service & Value and Ethical Behaviour.

However, we recognise that the daily reality facing our clients, our communities and our teams working with them is (if anything) more challenging today than it has ever been.

Within the public, private and voluntary and community sectors, a raft of political, social, economic and environmental challenges are stretching both our clients' ability to respond and even the very largest consulting firms' ability to resource to meet their needs.

We believe in Consulting Excellence not simply because we think it is the "right" way to operate, but because – in the face of such challenges – we believe it is the only way in which we will successfully navigate the period ahead, whilst expanding the impact and value of our work.

Across the domains of ethical behaviour, client service and value, and professional development, Consulting Excellence is at the heart of everything we do, a commitment shared across all of our teams, with our clients and in all of our work, and encapsulated in our programmes such as "How We Learn".

We understand that Consulting Excellence is a journey, not a destination; one where we are committed to doing "even better" in the year ahead.



Claire Kennedy

Simon Morioka

Co-Founders and Managing Partners, PPL

Excellence through ethical behaviour



We are responsible and good citizens

We are a value led organisation with a focus on practical projects promoting health, wellbeing and economic success. Our clients deliver public outcomes and our projects help them do it better. We have a deep commitment to creating and sustaining public services by empowering people to enable success.

Our business practices are responsible and transparent. We are ISO27001, ISO14001 & ISO9001 accredited with a strong Quality Management Framework. We share our learning openly and regularly work in partnership to provide additional value to our clients.

We have always contributed to charitable organisations, however, last year, in celebration of our first decade our consultants are now supporting ten charitable organisations, all focussed on the theme of empowerment.

We conduct our business ethically

Our clients and partners recognise and value the fact that we are not a purely commercially-driven organisation. Our ambition is to improve the lives of individuals and communities, which we achieve through the work we choose to undertake.

We also have strong sector partnerships with national bodies in both the public and voluntary and community sector to enhance our impact. We don't commercialise intellectual property – all of our products, materials, learning and tools are made freely available across the sectors we work within. Since 2015 we have been making our internal programme of learning, or “how we learn” available to clients and third sector organisations, training our client's staff in core consulting skills.

Our PPL Engagement Manual outlines how we demonstrate impact in our daily work – “potential to make a positive impact” is the first criteria for qualifying all new client opportunities.

We foster an ethical culture

Our Co-Founders & Managing Partners meet regularly with PPL's independent Senior Advisory Group, comprising of sector experts and chaired by Professor Paul Corrigan CBE, to assure commitments are being delivered.

Our values, established in 2007, are embedded through everything we do. Our values guide our approach to attracting, recruiting and developing our people. These values support our selection of business development priorities and shape the way that we work through our policies and practices.

“As a small specialist consultancy, PPL punches above its weight. The individual consultants are excellent and always strive not simply to deliver what the clients want, but also what they need”

**Tony Hunter CBE, Chief Executive,
Social Care Institute for Excellence**

Excellence through client service and value



We provide excellent consulting services focussed on outcomes

Our engagement managers maintain ongoing personal relationships with client leads focussed around the question *‘what do we need to do differently today to maximise impact?’*

Through continuous evaluation, feedback and learning across the project lifecycle, we ensure teams maintain a focus on what matters to our clients.

Our people are enthusiastic about the work we do and are committed to delivering the outcomes required. This is evident in the feedback we receive.

100% of PPL staff would recommend the organisation to a potential client. 100% of PPL staff would recommend the organisation to a potential recruit.

Independent PPL staff survey, 2017

We are transparent with clients and respond to their concerns

We use industry recognised standards to help provide a common language across our projects and our clients. Our approach includes providing not just the technical and project management skills required but also the behaviours, self management and self awareness to manage client expectations and team dynamics.

We work with our clients and their teams to co-design solutions, working across disciplines and organisational boundaries.

“At a time when we needed excellent professionals that had the skills, enthusiasm and vision to drive forward the children’s commissioning agenda. PPL provided the support we required – people that were enthusiastic about our vision and were committed to delivering real change and improved outcomes”

Martin Waddington, Director of Joint Commissioning, Hounslow

We always strive to improve the value we can deliver to our clients

We recognise value has at least two dimensions – the outcomes and the costs of producing them. We offer both fixed price and capped time-and-materials consultancy agreements to our clients, based on a transparent breakdown of associated time and costs.

However, we compete in the marketplace not simply on price, but on quality and delivery. Our work has been consistently recognised and we are proud winners of the MCA Consulting Excellence Award for Ethical Behaviour 2018 and Consulting Excellence Award for Client Service & Value 2017.

Excellence through professional development



We undertake training and professional development planning each year

“How We Learn” is more than a name for our training and development, it is PPL’s approach to learning and encompasses everything we do. It embodies our growth mindset.

We have a culture of continual development as we develop a strong core of consulting skills with specialisms in public service outcomes amongst our people.

We run a programme of monthly core consulting skills training, sharing learning across the whole team. We have peer support groups that inform development requirements. We discuss and include individual learning and development priorities in our performance management. And we consider learning objectives as part of our project set up processes.

We promote strong core consulting capabilities and specialisms in our consultants and the wider team

We are proud that many of our team have progressed through the grades with us, and that many of our alumni are now delivering complex change within the public sector.

Our reputation for service, value and specialist expertise is fundamental to our success. We reinforce this reputation through developing the capabilities and specialisms of our people - and our clients.

By asking ourselves ‘*what value remains when we leave*’ we seek to make sure we are transferring skills and capability as well as continually developing ourselves.

“I have worked with a number of consulting firms – many have been excellent, but I have found the quality of thinking, challenge and engagement that PPL has brought to be exceptional; most importantly, in supporting my team deliver real change”

**Daniel Elkeles, Chief Executive
Epsom & St Helier Hospitals.**

We support our employees’ career progression, professional development and welfare

We might not be the only consultancy our people work for in their career, but we want to be remembered as the best place they worked. Like an extended family, we support and challenge our people to develop themselves and each other. We plan, resource and manage our teams to create opportunity and encourage progression. And we listen to feedback to shape our decisions on an on-going basis.

We have formal employee engagement through monthly whole team meetings, family lunches, bi-weekly one to ones, peer support groups and surveys.

We have succeeded in creating a supportive culture within an industry where meeting client demands is often seen as incompatible with a more balanced lifestyle.

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