

### **About Cadence**



Cadence Innova are the go-to SME for public services transformation that Discover, Design, and Deliver Positive Change to create a sustainable impact on 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.

Cadence Innova began in 2007 when three experienced, like-minded consultants joined forces to build a company with the kind of ethos that was hard to find elsewhere.

Today, we are B-Corp certified, have an employee share ownership programme, and have kept true to our principles to have social value at the heart of what we do.

Our work has put us, and our customers, in a position of winning multiple awards. We are particularly proud to have been named by The Financial Times as one of the UK's Leading Management Consultancies in the Public and Social Sector and Digital Transformation categories, for 5 years in a row. We have an established, growing team with many years of lived experience in private and public services. We draw these teams together to create a unique approach of working with, not doing to when solving our customers' challenges. We are different by design, collaborating with you to truly unpack your problems and stay with you to deliver meaningful impact and outcomes, change and transformation.

We **discover** what challenges your organisation by drawing on our diverse pool of skills and backgrounds. Our team comes from a wide range of social, ethnic, educational, and professional backgrounds which help us collaborate and unpack your issues and offer innovative solutions.

We **design** the approach to overcoming your challenges by working with you to shape the transformation journey. No one knows your organisation better than you do, so we combine our independent thinking with your inside knowledge and experience to find the best way to solve your challenges.

Deliver Positive Change

Discover

Design

We **deliver positive change** by staying with you throughout the journey to produce meaningful outcomes that make peoples' lives better, communities more connected, and enterprises more sustainable. We are committed to – and motivated by – working for good, so our passion drives us to keep going until we're successful.

Customer feedback is important to us, we judge our success by their responses. Our customer voice programme helps us to continually improve, and when asked, 95% of our customers said they would recommend us.

# **Communications and Engagement Service**



Our Communications and Engagement Service provides independent communications advice, planning and programme communications, and business change. With extensive experience and expertise in managing organisational reputations, corporate communications, stakeholder engagement, and internal communications, in politically sensitive environments, including both central and local government sectors.

#### **Features**

- > Independent communications advice and planning
- > Review corporate communications and reputation management
- > Analysis of alignment with strategic vision
- > Review of stakeholder map
- Stakeholder engagement and internal communications review and recommendations
- Development and implementation of communications and engagement strategies
- Development of recommendations on channel strategy for target users / audience

#### **Benefits**

- > Organisation aligned behind a clear communications and engagement strategy
- > Consistency of messaging to external stakeholders / audiences
- Clear explanations of digital and technology implementations, including cloud migration
- > Channel strategy helps secure reach and impressions with target audience
- > Improvement in reputational management
- > Individuals understand what they need to do differently and why
- > Creative and innovative approach in delivering all communications assets

# **Aligned services**



### **Change Management Service**

Change management is crucial for successful cloud-based solutions. Our service provides a comprehensive change function to guide your team through planning change activities, implementation across the organisation, embedding processes and ways of working as well as tracking and reporting to drive successful change programmes in a structured and efficient way.

#### **Stakeholder Management and Engagement Service**

Robust stakeholder management is vital for overall project success, especially when implementing or improving cloud systems. Our service provides a systematic approach to identifying, analysing, planning, and implementing the actions required to successfully maintain constructive relationships with people who are interested in, influenced, or impacted by the project.

## Selection of customers we have worked with



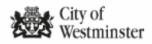


Department for Work & Pensions



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**UK Health** Security Agency



Department for Environment Food & Rural Affairs













Department for Education





**Brighton & Hove** 

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Department of Health & Social Care













Improving life for local people







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# **Delivering customer success**



