

Simon Whitaker  
Consultancy Manager – Strategy & Operations  
ICS Assessment Services

**Our ref:**  
**Date:** 13<sup>th</sup> August 2019

Dear Simon,

### **Best Value Audits**

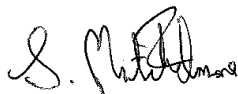
Please accept this letter of recommendation by way of concluding the above named project with ICS.

When we met with ICS, the proposal gave us assurances that our social workers and teams would receive good quality feedback on each case and identify areas of good practice in addition to steering our teams where we needed additional evidence. We chose to work with ICS because of your ability to complete the work in line with our expectations and timescales.

The experience of ICS working across a number of Councils was invaluable to help form our view of where we are doing well and where we should continue to improve – it's helped give our Adult Social Care teams, colleagues across the Council and partners that we take a positive approach towards objective assessments of our quality and to test the robustness of our approach to the market.

The solution offered was tailored to our specific circumstances, and the extra capacity provided meant that we were able to get a rapid review of our cases in an efficient and thorough manner, on time and to budget. The quality of case auditing was good, and we were pleased with the reliability of the service. I would recommend ICS Assessments to any Council looking for an independent, objective view of value for money across their social care responsibilities, in line with practice-based experience and our duties under the Care Act.

Yours sincerely



**Stuart Mitchelmore**  
Assistant Director Adult Social Care

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