

Head of Adult Services

ICS Assessment Services

19<sup>th</sup> August 2019

RE: ICS External Audit Testimonial

Dear ICS,

Please accept this letter of recommendation for the aforementioned project we have concluded with yourselves.

The external audit project conducted by ICS proved to be a valuable venture for the London Borough of Newham Council.

Through the project we obtained an insightful external perspective on our current Adult Social Care Service assessment and review work. We were delighted to find the outcome highlighted the large volume of high-quality work produced by our staff and the feedback was greatly appreciated.

The outcomes of this project have been compared to our own internal audits and have initiated whole new avenues of discussions for us, as well as complimenting ongoing activities.

ICS were professional and efficient – upholding deadlines and producing high quality work. ICS' Head of Adults' Services and Project Consultant maintained consistent communications with us and were easily approachable to answer any queries we had. From start to finish, all interactions with any member of ICS staff was uncomplicated and productive.

We applaud your hard work and greatly appreciate your services.

Regards,

A handwritten signature in blue ink, appearing to read "Alex Chidgey".

Alex Chidgey

Service Manager