

Following the success of our first project with ICS Assessment Services back in 2016 we initiated a further tender to outsource our backlog of assessments - ICS Assessment Services were successful again in their bid and awarded the contract with Warwickshire County Council.

Having worked closely with the Dols Lead Elly Davis during the last project, co-ordination of this year's project was smooth and easy to manage. Elly's knowledge and experience in the subject area led to an efficient and well-run contract. As a lead she remains responsive to a client's needs and fosters strong working partnerships to ensure the best possible outcomes. We have worked very well together over the years - maintaining regular contact, even outside of contractual obligations.

ICS Assessments already understand our requirements and expectations and were more than capable of delivering to the required standard. Throughout the contract due to the success of the project we were able to increase our previously agreed volume of work as we were confident that they could meet our demand and deliver their objectives to the agreed timescales.

ICS are able to tailor their approach to our specified requests and have responded to demand in an efficient and thorough manner. Due to the success of these previous contracts Warwickshire County Council have recently undertaken a further contract with ICS Assessment Services to conduct Care Act reviews on our behalf.

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Warwickshire*