

Case Study

Outsourced Internal Audit Services



Client **UK Sheltered Housing and Residential Care Home Provider**

Service Controls Assurance

The Work Our client sought an internal audit outsource partner capable of providing specialist independent and objective assurance over the organisation's changing risk profile. This consisted of us providing a complete internal audit solution; with an acting Head of Audit and a range of experienced internal auditors to deliver the audit plan, ensure a high level of focus on the organisation's needs and continuity of service as well as provide credible presence when dealing with senior management and the Board.

How We Helped Our commitment was to make the organisation better controlled as reflected through improvement of controls in a manner which is consistent with the company's ethos. The first step was to engage with Senior Executives through meetings and workshops to develop an annual audit plan based on a detailed understanding of risks within the business. In order that company did not experience a prolonged period without internal audit work being performed we implemented a 3 phase execution model (Transition, Operational and Triage Support). The first phase being to perform 2 key audits defined by the Audit Committee while providing the opportunity to develop our understanding of the major risk and problem areas which contributed to our development of a full multi-year plan for agreement by the Audit Committee and execution during the "Operational" phase. The "Triage" phase exists to allow us to provide rapid response to emerging issues and challenges and is crucial to assuring the effectiveness of business controls.

Value Added Our specialist experience in delivering internal audit to the Care Services sector, together and our use of only subject matter audit experts ensures that we deliver quality business control reviews with pragmatic solutions which provided value to the company both within the organisation and at the point of care.

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A list of partners is available for inspection at the above address.

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