

WALES AUDIT OFFICE

SWYDDFA ARCHWILIO CYMRU

Wales Audit Office / Swyddfa Archwilio Cymru

Date: 27<sup>th</sup> October 2009  
Our ref: JC/0944/fgb  
Your ref:  
Pages: 1 of 2

24 Cathedral Road / Heol y Gadeirlan  
Cardiff / Caerdydd  
CF11 9LJ  
Tel / Ffôn: 029 20 320510  
Fax / Ffacs: 029 20 320555  
www.wao.gov.uk

Email / Epost: [jeremy.colman@wao.gov.uk](mailto:jeremy.colman@wao.gov.uk)  
PA / CP Fiona Bashford, [fiona.bashford@wao.gov.uk](mailto:fiona.bashford@wao.gov.uk)

Mr Jonathan Morgan AM  
Chair of the Audit Committee  
National Assembly for Wales  
Cardiff Bay  
Cardiff CF99 1NA

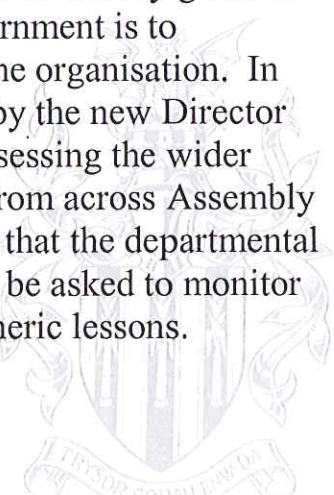
*Dea Chair*

## AUDIT COMMITTEE REPORT: HOME OXYGEN THERAPY SERVICES

The Clerk's letter of 22 September requested my advice on the response from the Permanent Secretary about the arrangements for ensuring that lessons arising from one part of the Assembly Government are shared and learnt across the organisation.

The Committee may recall that, in response to recommendation iii in its report on Home Oxygen Therapy Services, the Minister for Health and Social Services provided a note to the Committee on the main lessons learnt from the introduction of the new home oxygen contract. The Committee subsequently wrote to the Permanent Secretary to ask her to explain the arrangements for learning the lessons throughout the Assembly Government machine; and specifically how the lessons arising from the new home oxygen contract are being applied to other key changes being introduced by the Assembly Government.


The response from the Permanent Secretary explains that one of the key goals of the current organisational change within the Assembly Government is to encourage greater collaboration and shared learning across the organisation. In particular, she refers to a new Operations Group, supported by the new Director General led Business Units, which will be responsible for assessing the wider applicability of lessons learnt from individual audit reports from across Assembly Government departments and more widely. Her letter states that the departmental and main Assembly Corporate Governance Committees will be asked to monitor the implementation of specific actions arising from these generic lessons.



The Permanent Secretary also refers to the introduction of a single knowledge base that will bring together knowledge and information previously held in different parts of the Assembly Government. This single knowledge base will include the lessons learnt from audit work.

Turning to the specific case of those lessons learnt from the Committee's report on home oxygen therapy services, the Permanent Secretary notes that the wider lessons, as set out in the Minister's letter to the Committee, will be taken forward by the Operations Group at its meeting in November.

The issue of not systematically learning and applying the wider lessons from earlier problems is one that featured in my follow-up report on Work Based Learning, which was published last week. Given the recurrence of this issue, I am keen to see how the new arrangements work in practice to ensure that lessons learned from audit reports are shared more widely across the Assembly Government. I will, of course, draw the Committee's attention to any issues arising from this work where I consider further action by the Committee is merited.

*Yours sincerely,*  


**JEREMY COLMAN**  
**AUDITOR GENERAL FOR WALES**