
Care Quality Commission Inspection of Adult Social Care – Progress update

Committee considering report:	Health and Adult Social Care Scrutiny Committee
Date of Committee:	16 th December 2025
Portfolio Member:	Councillor Patrick Clark
Date Head of Service agreed report: (for Corporate Board)	16/10/2025
Date Portfolio Member agreed report:	
Report Author:	Paul Coe
Forward Plan Ref:	

1 Purpose of the Report

- 1.1 To update Health and Adult Social Care Scrutiny Committee on progress following the Care Quality Commission's (CQC) Local Authority Assessment undertaken in 2024.

2 Recommendation(s)

- 2.1 That Adult Social Care (ASC) continues to lead the work on the related Action Plan.

3 Implications and Impact Assessment

Implication	Commentary
Financial:	The inspection report identified areas to improve. Actions have been undertaken within existing budgets.
Human Resource:	Actions have been undertaken within the available human resource.
Legal:	N/A
Risk Management:	N/A

Property:	N/A			
Policy:	N/A			
	Positive	Neutral	Negative	Commentary
Equalities Impact:				
A Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality?	X			CQC feedback supports improvement of services to vulnerable people and minority groups.
B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?	X			CQC feedback supports improvement of services to vulnerable people and minority groups.
Environmental Impact:		X		
Health Impact:	X			CQC feedback supports improvement of services to vulnerable people and minority groups.
ICT Impact:		X		
Digital Services Impact:		X		
Council Strategy Priorities:	X			CQC feedback supports improvement of services to vulnerable people and minority groups, in line with 'A Fairer West Berkshire with opportunities for all'.

Core Business:	X			CQC feedback supports improvement of core business.
Data Impact:		X		
Consultation and Engagement:	Commissioning & Procurement Legal			

4 Executive Summary

- 4.1 The CQC's 'Local Authority Assessment' covers the work of the ASC department, alongside some wider work by linked departments, notably Commissioning & Procurement, Finance, HR, Public Health, etc.
- 4.2 The CQC undertook a Local Authority Assessment of West Berkshire Council in February 2024. The assessment included a review of a large amount of information, interviews with a range of stakeholders, a site visit and 'case tracking' activity.
- 4.3 The report was published in May 2024¹. The overall rating for West Berkshire Council was 'Good' (options are 'Inadequate', 'Requires Improvement', 'Good' and 'Outstanding').
- 4.4 An action plan was developed in partnership with colleagues to address the issues identified.
- 4.5 There has been good progress on the majority of areas within the action plan.

5 Supporting Information

Introduction

- 5.1 The Care Quality Commission introduced a new Assurance framework for Local Authorities in 2023. West Berkshire Council was one of three Local Authorities identified as the first tranche to be inspected.
- 5.2 The assessment took place in February 2024 and the report was published in May 2024. The council was rated 'Good'.
- 5.3 An action plan was developed and has been kept under regular review since then.
- 5.4 In addition to items identified in the original report, officers have identified further items which relate to emerging issues or opportunities, including feedback from an LGA

¹ [West Berkshire Council: local authority assessment - Care Quality Commission](#)

Review. The action plan is a key measure for supporting readiness for the next assessment visit, which is likely to take place in 2026.

Status

5.5 A total of 158 items have been identified in the action log. Of those items, 129 have now been closed, leaving 29 yet to be resolved.

5.6 The majority of items (94) were identified through the council's self-assessment process. 22 were identified following the Inspection report. 7 arose from an LGA Review and a further 6 relate to additional items emerging separately.

5.7 The summary table is below:

Count of Our ref	Column Labels		
Row Labels	Closed	Open	Grand Total
CQC Inspection Report	22	6	28
CQC Self Ass	94	12	106
LGA Review 2024	7	6	13
New 2024	6	5	11
Grand Total	129	29	158

Open items

5.8 Open items needing further work fall into the following categories:

Category	Number
Market Shaping/ Commissioning/ Care quality	11
Safeguarding	6
Co-production/ EDI/ Inequalities	3
Technology Enabled Care	2
Section 117 (Mental Health Act)	1
Supporting people to live healthier lives	1

Autism	1
Finances	1
Health partnership working	1
Public Health agenda	1
Learning & Development	1

5.9 The Task & Finish group will continue to meet and progress these items.

5.10 The area with the greatest number of open items requiring work is Market Shaping/ Commissioning/ Care quality.

5.11 West Berkshire Council's planned Procurement & Commissioning restructure is underway and scheduled to conclude in early 2026. This restructure will provide enhanced staffing capacity and clear delineation of roles and decision rights across commissioning, procurement, contract management, market development, and quality assurance interfaces. The operating model and role profiles will be explicitly aligned to the key themes raised in the CQC report (e.g., Working with People, Safe and Effective Care, Governance, Partnerships and Communities), ensuring that:

- Strategic commissioning capacity addresses demand/supply gaps, promotes prevention and independence, and reduces out-of-area reliance.
- Procurement compliance and commercial practice (under the Procurement Act 2023) are consistently applied, proportionate, and transparent.
- Contract management and quality assurance are strengthened with outcomes-based KPIs, performance review cycles, and robust improvement levers.
- Data, insight and benefits tracking are embedded to evidence impact on quality, experience, equity, and value for money.
- Clear RACI and decision pathways reduce delays, clarify accountability, and improve auditability.

5.12 In relation to Safeguarding, some good progress has been made but some actions will only be closed when Mosaic is implemented. Open items are not placing people at risk.

6 Conclusion

- 6.1 CQC's Local Authority Assessment of West Berkshire Council found that we were 'Good'. Some areas for improvement were identified. The list of improvement activities has also items from our own self-assessment, an LGA review and emerging issues.
- 6.2 Good progress has been made, with 129 of the 158 items being resolved.

7 Appendices

- 7.1 None

Corporate Board's recommendation

*(add text)

Background Papers:

*(add text)

Subject to Call-In:

Yes: ☒ No: ☐

- | | |
|---|--------------------------|
| The item is due to be referred to Council for final approval | <input type="checkbox"/> |
| Delays in implementation could have serious financial implications for the Council | <input type="checkbox"/> |
| Delays in implementation could compromise the Council's position | <input type="checkbox"/> |
| Considered or reviewed by Scrutiny Commission or associated Committees, Task Groups within preceding six months | <input type="checkbox"/> |
| Item is Urgent Key Decision | <input type="checkbox"/> |
| Report is to note only | <input type="checkbox"/> |

Wards affected: *(add text)

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Document Control

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