
Adult Social Care Self-assessment

Committee considering report:	Executive
Date of Committee:	21 May 2026
Portfolio Member:	Councillor Patrick Clark
Date Portfolio Member agreed report:	23 April 2026
Report Author:	Paul Coe

1 Purpose of the Report

- 1.1 The purpose of the report is to share the self-assessment document developed in line with the requirements of the Care Quality Commission (CQC)'s programme of Local Authority Assurance.
- 1.2 The assurance process focuses on Adult Social Care but takes account of associated activity by other departments including Housing, Commissioning, Public Health, Human Resources and others.
- 1.3 The development of an Annual self-assessment report is a new requirement. It forms part of the 'Information Return' to be shared upon notification of an Assurance visit.

2 Recommendations

- 2.1 That the self-assessment is endorsed for sharing with CQC when required.
- 2.2 That the self-assessment is published to raise awareness of the work undertaken by council services.

3 Implications and Impact Assessment

Implication	Commentary
Financial:	<p>The self-assessment describes work which has already been completed. There are no new financial implications.</p> <p>The council may take the view that it wishes to publish hard copies of the report. This is not a requirement but would entail costs if pursued.</p>

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Human Resource:	<p>The self-assessment describes work which has already been completed. There are no new HR implications.</p> <p>The publication of the self-assessment creates an opportunity to celebrate achievements and recognise staff contributions.</p>			
Legal:	<p>The self-assessment describes work which has already been completed. There are no new Legal implications.</p>			
Risk Management:	<p>The self-assessment describes work which has already been completed. There is small risk of reputational challenge if the self-assessment is not seen as a credible account.</p>			
Property:	None.			
Policy:	None.			
	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		The self-assessment describes work already completed.
B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?		X		The self-assessment describes work already completed.
Environmental Impact:		X		The self-assessment describes work already completed.

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Health Impact:		X		The self-assessment describes work already completed.
ICT Impact:		X		The self-assessment describes work already completed.
Digital Services Impact:		X		The self-assessment describes work already completed.
Council Strategy Priorities:		X		The self-assessment describes work already completed.
Core Business:	X			The publication of the self-assessment creates an opportunity to celebrate achievements and recognise staff contributions.
Data Impact:		X		The self-assessment describes work already completed. It includes compliments received from customers and photographs. Consent has been gained where appropriate, or text anonymised as necessary.

Consultation and Engagement:	<p>Multiple departments have supported the development of the self-assessments, as follows:</p> <ul style="list-style-type: none"> • Adult Social Care • Procurement and Commissioning • Housing • Public Health
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4 Executive Summary

4.1 The CQC now requires that local authorities develop an annual self-assessment document as part of the Local Authority Assurance process.

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- 4.2 There is significant discretion regarding the format of the self-assessment. A review of published documents shows a good degree of variation in the approach taken relating to length, format and content.
- 4.3 West Berkshire Council staff have now compiled a self-assessment in readiness for submission and or publication, drawing on examples of good practice seen elsewhere.

5 Supporting Information

Introduction

- 5.1 The CQC requires local authorities to complete an annual self-assessment. This is a new requirement. The self-assessment will form a key part of the 'Information Return', which inspectors review before they attend their site visit.
- 5.2 CQC provide 6-8 weeks of notice prior to an assurance visit. There is a good likelihood that we will be re-assessed during Spring/ Summer 2026. Our self-assessment has been developed in anticipation of this timeline.

Background

- 5.3 West Berkshire Council developed a self-assessment for the CQC assurance activity conducted in 2024. It was developed at short notice. We were the first local authority in the South East to go through the new assurance regime, and so there were no examples available to inform our approach.
- 5.4 Now that there are a number of examples available in the public domain, we have undertaken a review of published examples, cross-referencing with the outcomes of the assurance visits.
- 5.5 The self-assessment addresses the 4 Themes on which the assurance process is focused.
- 5.6 Key messages are as follows.
- 5.7 Strengths are:
 - a) Positive outcomes and high satisfaction (compliments significantly outweigh complaints; strong survey feedback).
 - b) Strong partnership working across internal and external partners; effective joint working on hospital discharge pathways.
 - c) Clear governance, accountability and oversight; strengthened scrutiny arrangements.
 - d) Skilled, motivated workforce with positive culture; evidence of engagement, supervision, and development opportunities.
 - e) Person-centred, strengths-based practice (Three Conversations model; preventative approach; improved audit assurance).
 - f) Improved information, advice and accessibility (webpage review via co-production; directory improvements; champion scheme).
 - g) Strong safeguarding arrangements and focus on Making Safeguarding Personal; positive safeguarding outcomes.

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- h) Service innovation and improvement activity (e.g., Magic Notes; digital innovation programme; learning and external reviews).

5.8 Areas for development:

- a) Reduce waiting times and improve timeliness of assessments, care planning and annual reviews.
- b) Increase uptake of Direct Payments and reduce backlogs; sustain improvements following team/process changes.
- c) Strengthen commissioning and market shaping, including joint commissioning with health and provider market development.
- d) Develop more granular understanding of population needs at community level to target interventions and address inequalities.
- e) Embed and assure effectiveness of new Safeguarding Adults Board arrangements, while maintaining strong multi-agency links.

Proposals

5.9 It is proposed that the self-assessment document is endorsed for submission and publication.

5.10 A 2-page summary has also been developed to make the document more accessible for staff and partners in anticipation of the Assurance visit. Stakeholder will be briefed ahead of the assurance visit.

6 Other options considered

6.1 It is a requirement of the CQC regime for a self-assessment to be completed. On that basis, no other options have been considered.

7 Conclusion

7.1 Council officers have now completed a self-assessment in line with the requirements of the CQC Local Authority Assurance programme. It has been developed with input from multiple departments, based on examples of good practice seen elsewhere.

8 Appendices

8.1 Appendix A – Draft Self-assessment

8.2 Appendix B – High-level Summary

Subject to Call-In:

Yes: No:

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The item is due to be referred to Council for final approval

Delays in implementation could have serious financial implications for the Council

Delays in implementation could compromise the Council's position:

Considered or reviewed by Scrutiny Commission or associated Committees, Task Groups within preceding six months

Item is Urgent Key Decision

Report is to note only

Officer details:

Name: Paul Coe
Job Title: Executive Director
Tel No: X 3386
E-mail: paul.coe@westberks.gov.uk