

West Berkshire Council

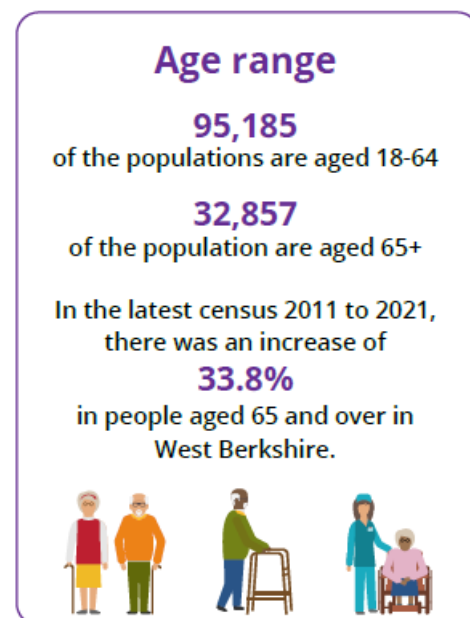
CQC Self-Assessment – Summary of Key Messages (April 2026)

Strong Foundations & Assurance

- **Strong quality baseline:** We were rated Good by CQC (published 17 May 2024), with an overall score of 64/100, providing a solid platform for continued improvement.
- **Improvement since last inspection:** Good progress has been made against almost all areas identified for improvement, alongside progress on new opportunities and innovation.
- **Positive outcomes performance:** The latest ASCOF data (Jan 2026) shows strong outcomes with most indicators in the top 2 quartiles.

Context

- **High and rising demand:** In 2024/25, 8,806 requests for support were received, with 50.5% resolved at first point of contact through information, advice and signposting.
- **Population need is rising:** 32,857 residents are aged 65+, and the 65+ population grew by 33.8% (2011–2021), increasing demand and reinforcing the focus on prevention and partnership working.
- **Relative need:** West Berkshire is generally healthy and affluent, but there are pockets of deprivation and an ageing population, both shaping demand and priorities.



How the Local Authority works with people

- **Positive feedback:** Surveys indicate high levels of satisfaction, with many more compliments than complaints.
- **Co-production:** We have redesigned some of our services with input from people with lived experience.
- **Listening:** We have improved our communication with people including our feedback systems; we play a leadership role in networks such as the Carers Group and Autism Partnership Board.
- **Prevention:** We have a focus on working in a preventative approach, with good indications of effectiveness.
- **Timeliness:** We are focused on improving the timeliness of our responses to people requesting help. We have effective systems to prioritise our response to those at greatest risk.

Providing Support

- **Partnerships:** The council has very strong relationships with many key partners; we believe that better outcomes are achieved through joint working.
- **Hospital Discharge and Reablement:** We have an excellent Reablement service with very strong performance measures; they support effective work to support hospital discharge.
- **Provider market:** The local population is well served by many 'Good' local providers.
- **Shared Lives:** our vibrant Shared Lives scheme achieves very positive feedback.
- **Innovation:** We continue to innovate in our service delivery, making use of new technologies as they emerge.
- **Commissioning:** We are focused on improving our commissioning functions, drawing on expert guidance from a recent LGA review.



Reablement colleagues

Ensuring Safety

- **Safeguarding:** Safeguarding is an area of strength, with evidence of positive outcomes and effective interventions.
- **Targeted responses:** We undertake focused work to support those at greater risk, for example people with co-occurring mental health needs, substance use and housing issues.
- **System responses:** We ensure that we work closely with partners to ensure that people with increased vulnerability are kept safe, especially at points of transition.
- **Safeguarding Adults Board:** We are focused on developing the new West Berkshire Safeguarding Adults Board.

Leadership and Governance

- **Accessing external expertise:** The council draws on external support and expertise to continually improve.
- **Engaged leadership:** We have strong and effective leadership, offering support, scrutiny and development opportunities.
- **Governance and oversight:** There are clear accountability arrangements, strengthened by a dedicated Health and Adult Social Care Scrutiny Committee and engaged Portfolio Holder.
- **Workforce confidence:** We have a skilled, motivated and well-supported workforce in place, with strong evidence that staff are enthusiastic, confident and effective in their practice.
- **ASC Strategy:** We are focused on updating our ASC Strategy to reflect our ambition and commitments.