





Brent Adult Social Care Local Account 2024-2025 'Living Your Best Life'

We will work with residents, as partners in their own care and support, to live independent, safe, happy and fulfilling lives

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Local Account

The Local Account gives an overview of Adult Social Care in Brent, our vision, who we work with, achievements in 2024-2025 and our priorities for 2025-2026. Adult Social Care (ASC) works to support Brent residents to live independent, safe, happy, and fulfilling lives, through a strengths-based approach that draws on people skills, lived experience and community assets to meet needs.

Our vision coproduced with residents, carers and staff is:

- We will work with residents, as partners in their own care and support, to live independent, safe, happy and fulfilling lives
- We will enable and support our staff and partners to meet the community's needs and deliver excellent outcomes for residents.
- Creating a culture of continuous improvement, with equity and equality at its heart, will be everybody's business

Our works support the delivery of several Brent priorities:

- ***Brent Borough Plan 2023-2027 - Moving Brent Forward Together***
- ***Brent Joint Health and Wellbeing Strategy Refresh - Tackling health inequalities***
- ***Embrace Change Portfolio***

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Claudia Brown
Director of Adult Social Care



Councillor Neil Nerva
Cabinet Member for Adult Social Care, Public Health and Leisure



Foreword from Councillor Neil Nerva Cabinet Member for Adult Social Care, Public Health and Leisure and Claudia Brown Director of Adults Social Care

The Care Quality Commission inspected Brent ASC in May 2024, and we received a rating of requires improvement. We are committed to working together with residents and partners to deliver outstanding services. The Local Account will set out some of our achievements in 2024-2025 and our focus for 2025-2026.

We have set up a Coproduction and Community Engagement Forum and several Resident Advisory and Inclusion Groups, to hear the voice of residents and carers and co-design services. We have developed our Carers Strategy and Commitments with carers and partners. We have an ambitious transformation programme 'Living Your Best Life' which will deliver new ways of working, making services local and more integrated with partners such as the Voluntary, Community and Faith sector and health.

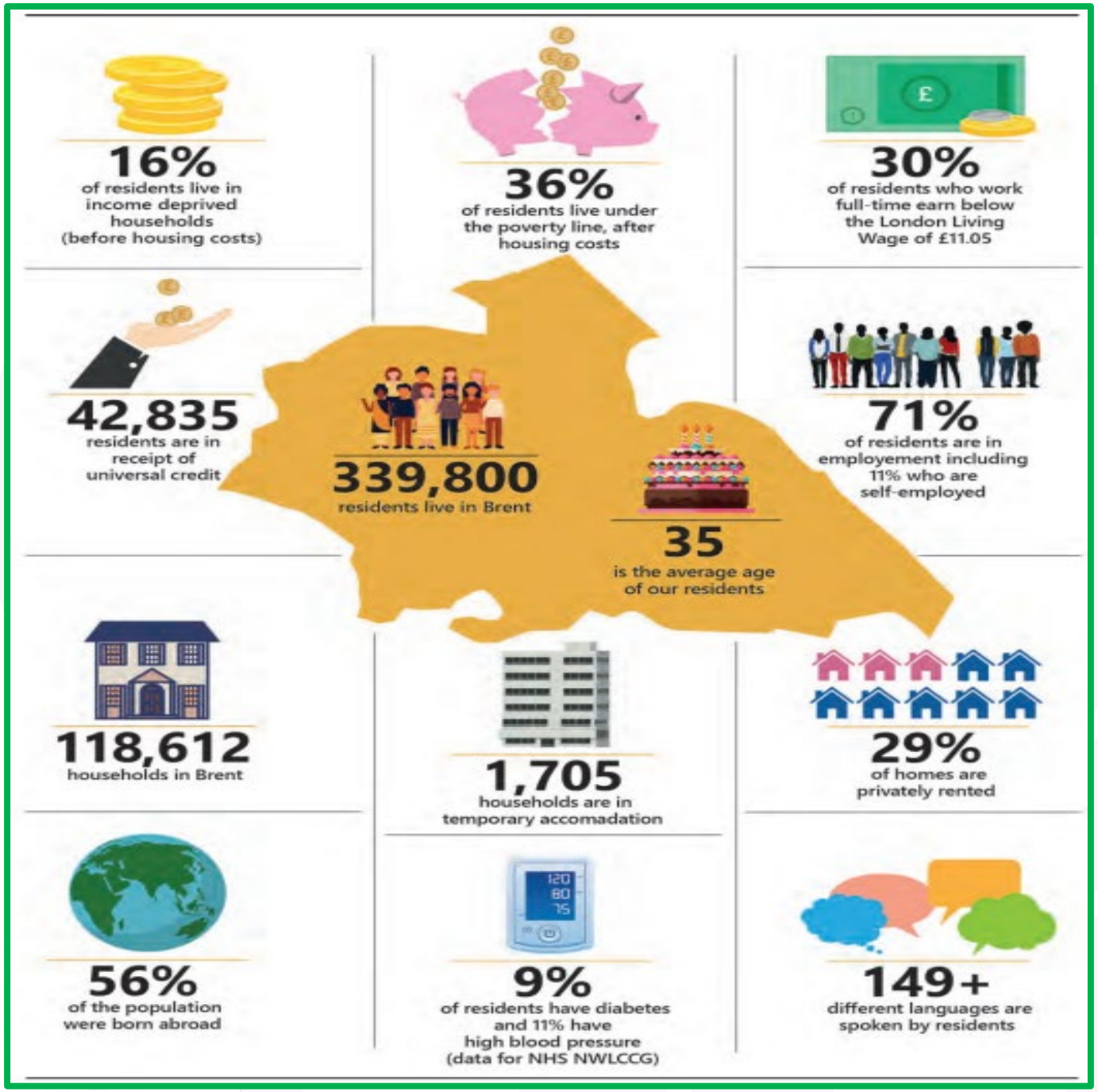
As we look ahead at 2025-2026 there are several challenges for the sector around increasing demand and the cost of delivering services, which means we will need to look at how we get the best value from the ASC budget. There are also opportunities in 2025-2026 to build on the work underway to transform our service. We'd like to thank our residents, carers, staff, partners and providers for their support and dedication which is vital to the success of adult social care.



Brent – Facts and Figures

- Brent is the 5th largest London Borough in terms of population (2021 Census).
- Although Brent has a younger age profile compared to England and Wales, the wider trend shows that the population is ageing. There is significant pressure on housing and housing needs.
- Brent has one of the most ethnically diverse populations in the country. The majority of the population (85%) are from ethnic minority groups (i.e. not White British) and there is a diversity of faith.
- Health and wellbeing inequalities are a major issue in Brent with different communities having very different health experiences and outcomes even in the same communities. There is a high level of deprivation.
- Nowhere in Brent is like Brent.

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Adult Social Care Overview

Adult Social Care provides statutory functions set out in legislation including the Care Act (2014), Mental Health Act (1983) amended (2007), and Mental Capacity Act (2005). Under the Care Act (2014) Adult Social Care provides care and support to adults and carers, with a focus on preventing care needs and promoting wellbeing, helping people to live independently and safely in their communities.

We work together with residents and carers as 'partners' through a strengths-based approach. This includes offering assessments of needs, promoting wellbeing, preventing and delaying needs getting worse, safeguarding vulnerable adults and determining people's eligibility for adult social care (against the national eligibility criteria).

Care and support includes a range of services such as aids and adaptations to homes, equipment to help people at home, assistive technology (telecare) and short-term support for up to 6 weeks (reablement). Where people have long-term needs, we offer support such as home care, supported living options or residential and nursing care

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Adult Social Care Facts and Figures 2024-2025

We carried out **12,249 assessments**

We supported **2821 hospital discharges**

The number of **residents in supported living or extra care was 719**

We carried out **6621 reviews.**

We carried out **445 safeguarding investigations**

As of April 2025, there were **155 CQC-regulated ASC locations and 130 providers** in our Borough

We carried out **514 major adaptations**

We provided funded support for 6305 service users. We commissioned support for **165 carers.**

3371 residents received homecare

We carried out **866 Mental Health assessments**

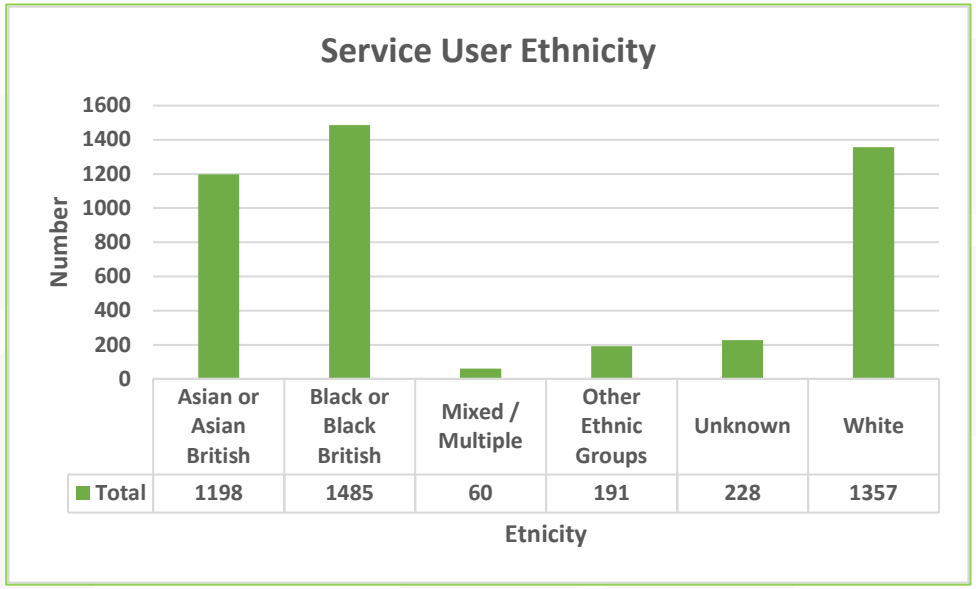


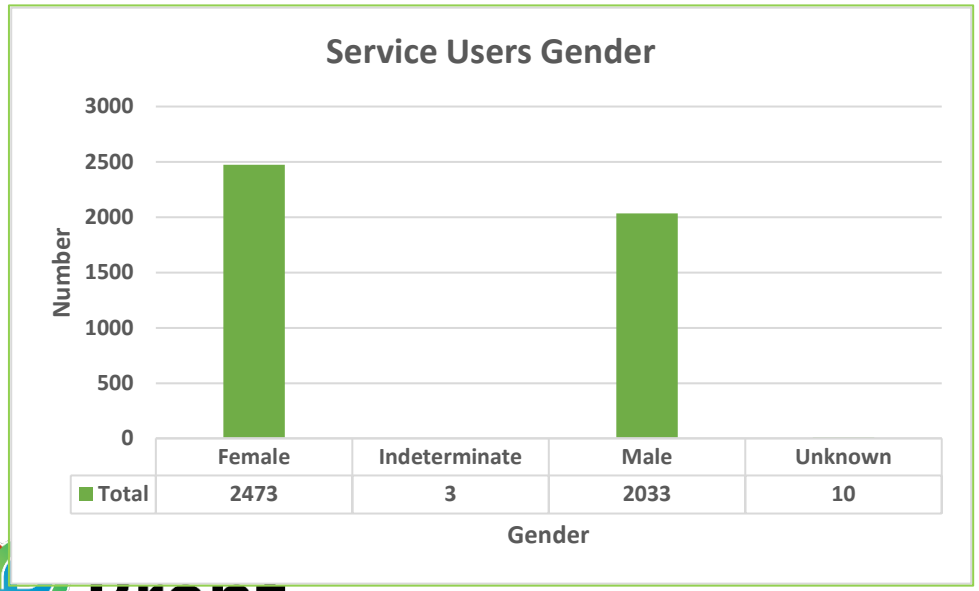


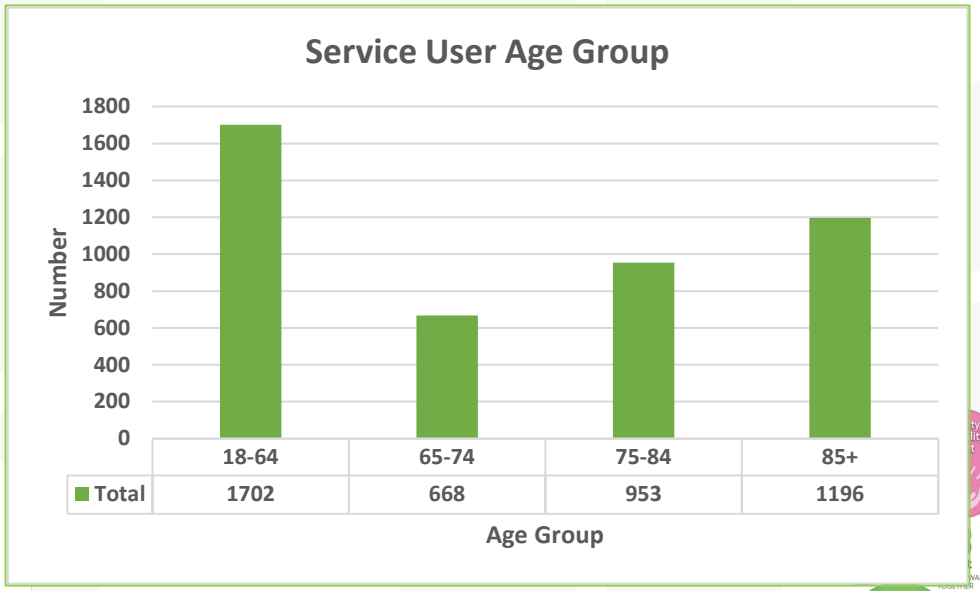
Adult Social Care – who we support

At the end of 2024-2025 Adult Social Care was providing commissioned services to 4,519 service users across a range of services. The largest user groups were receiving home care, direct payments, supported living, extra care, residential and nursing care.

Services were provided across many of the communities in Brent with Female service users making up the largest group (55%). There is an even representation of ethnicity across Black/Black British, White and Asian/Asian British. The largest age group receiving care and support are 16 – 64 years old followed by residents 85 years and older,







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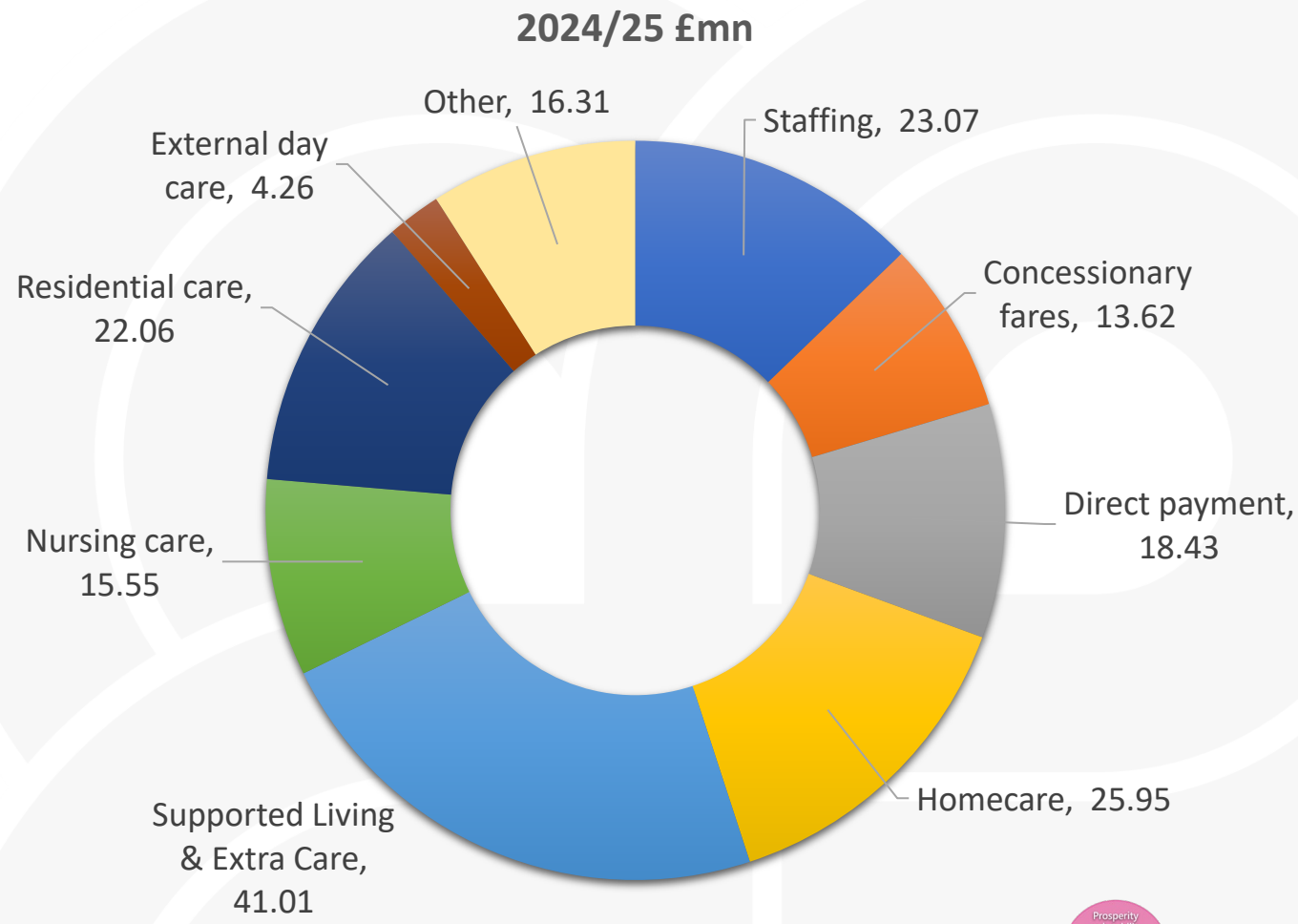
Demand

- Demand for adult social care services continues to grow at around 5% per annum, but there are areas where demand is greater such as mental health services and learning disabilities
- The increase in demand has impacted certain services more than others. Throughout 2024-2025 there has been almost no change in the number of people in residential and/or nursing care. Growth in extra care/supported living placements rose by 15% and in home care services by 13%.
- Coupled with the increase in demand we are seeing a notable increase in the cost of care services. During 2024-2025 the average weekly cost of a residential and nursing placement rose by 9%, the weekly cost of extra care/supported living by 5% and home care by 6%.

Our Spend in 2024-2025

- Total spend in 2024-2025 was £180.25mn. The highest proportion of Council Tax spend goes on ASC – 34p in every £1.
- Spend on community-based services such as concessionary fares, direct payment, day care, home care, supported living and extra care accounted for 66% of the budget.
- Spend on residential and nursing homes accounted for 21%
- Spend on staffing accounted for 13% of the ASC spend.

Adult Social Care Budget 2024/25



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Our achievements in 2024-2025

Coproduction and Community Engagement

During 2024-2025 we have set up a Coproduction and Community Engagement Forum. We recruited two Coproduction Coordinators and several Coproduction champions (staff and people with lived experience). We have set-up four Resident Advisory and Inclusion Groups and are running several community engagements events.



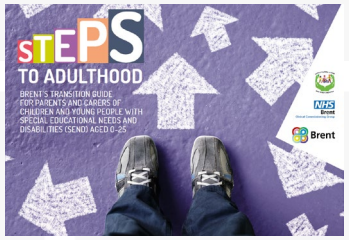
Carers Strategy

Working with carers and wider partners through the Carers Forum we have coproduced the Brent Carers Strategy (2024-2027) - **Brent Carers' Strategy 2024-2027**
The Carers Strategy sets out our 6 key commitments to carers. We will continue to work with the Brent Carers Centre and wider partners to provide carers with the support that matter most to them and the people they care for.



Transitions

We have been working closely with Children's and Young Peoples Service to design a new transitions pathway. This will ensure children transitioning into adult social care get the right care and support, including close working with other partners such as health services.



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Our achievements in 2024-2025

New Horizons

We have started work to transform our in-house day services, turning the old New Millennium Day Centre into a new Community Hub space called 'New Horizons Centre' to provide enhanced support for residents. A key service based at the centre is the Community Wellbeing Service, a partnership with Sufra NW London supported by Brent Hubs, which aims to provide support with the rising cost of living for local families. Residents can still attend daytime activities at the centre and express their creative sides.



Living Your Best Life

In 2025 we launched our new ambitious transformation programme 'Living Your Best Life'. The programme will ensure services are designed and coproduced with people with lived experience. Community engagement will help to drive the development of community-led support models. We will work with partners to support the vital role of the voluntary, community, faith and social enterprise sector. People will be enabled to find the right support earlier, preventing, reducing and delaying need. We will be rolling out digital and assistive technology solutions that support residents to live independently and safely and technology that supports our staff, so they can work in partnership with residents and carers.

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Our Achievements in 2024-2025

Community Assessments Days

During 2024-2025 Brent ASC has been working closely with key partners such as Brent Health Matters to pioneer the trial of ‘community assessments days’. This innovative new model allows people to attend a local centre in Brent to receive a range of services and support such as:

- An Adult Social Care assessment and review
- An Occupational Therapy assessment
- Brent Health Matter Health Check
- Carers support
- Housing support
- Information and advice



The first two community assessment days in Wembley Park Chalkhill Centre and Kilburn St Augustine’s CE High School proved really successful. Over the 2 days we saw approximately 200 residents and carried out around 160 assessments. Throughout 2025-2026 we will continue to deliver community assessment days across the Borough.

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Looking ahead to 2025-2026

Looking ahead to 2025-2026 ASC will continue to develop our services and support offer through our coproduction approach with residents, carers and continued engagement with partners. This will ensure we hear the resident and carers voice and co-design the services with them that matter the most.

The wider Council is delivering its Embrace Change Portfolio of programmes and ASC will work alongside the innovative new approach and design of services. We will move more and more into a local model of service delivery, working jointly with key partners to join up and integrate service, including being part of Integrated Neighbourhood Teams. We will accelerate change to ASC services through our transformation programme 'Living Your Best Life', ensuring we maximise people's independence, provide early help and intervention, work with people and communities through our strength-based approach and roll out digital and assistive technology to support new models of technology enabled care.

During 2025-2026 we will be building off our work to transform our day services offer, developing a 'new community support offer' that will work with people to support them to be active members of their communities. This will cover accessing community activities and services, increasing people's life chances through opportunities to undertake volunteering, work experience and paid employment.

As demand for services continues to increase 2025-2026 will be challenging as we ensure we deliver a sustainable financial model for adult social care, balancing funding and delivering savings across the budget. We will continue to shift to a community-led support model that prevents, reduces and delays needs, strengthening our prevention offer. We will be recruiting a Prevention Coordinator to lead this work with residents, carers and partners and increasing access to reablement support.

We look forward to continuing to work with our wonderful residents, carers, staff and partners in 2025-2026.

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