




Brent Adult Social Care Local Account 2025-2026 ‘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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Prosperity and stability in Brent
The Best Start in Life
Thriving Communities
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MOVING FORWARD TOGETHER
A cleaner, greener future
A healthier Brent

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Foreword

Welcome to Brent Adult Social Care's Local Account for 2025/26.

This report describes how we have worked alongside residents, carers, communities and partners to improve outcomes, strengthen services and support people to live independent, safe and fulfilling lives.

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



Claudia Brown
Director of Adult Social Care



Councillor Muhammed Butt
Cabinet Member for Adult Social Care

Adult Social Care continues to operate within a challenging environment. Demand for services is increasing, the complexity of need is growing and the wider health and care system continues to face workforce and financial pressures. Despite these challenges, our staff and partners remain committed to delivering high-quality, person-centred support.

This Local Account highlights our achievements during 2025/26, the difference our services make to people's lives, and our priorities for the year ahead.

We would like to thank residents, carers, staff, providers, community organisations and partners who continue to support our commitment to continuous improvement and to our vision of helping people live their best life.

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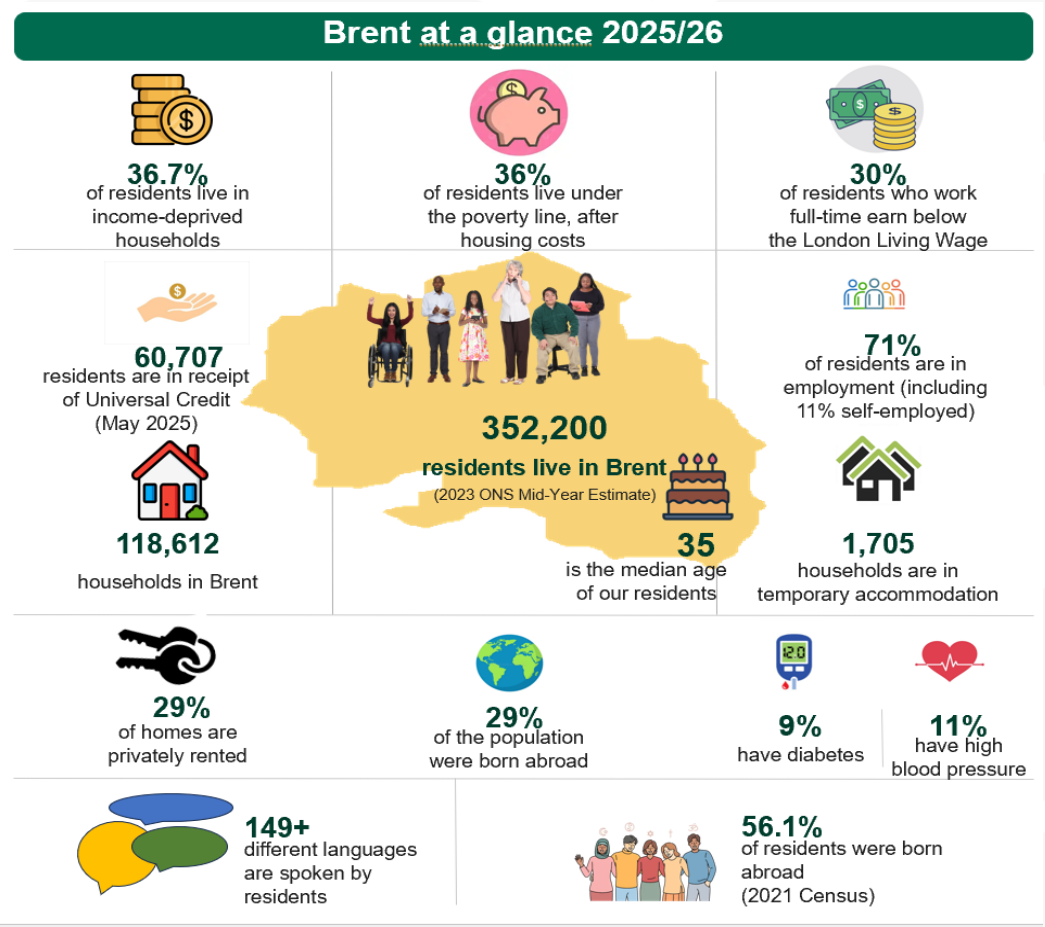
Brent – Facts and Figures

- Brent has an estimated population of 352,200 residents (2025 ONS Mid-Year Estimate).
- Financial pressures remain significant: 36.7% of residents live in income-deprived households, 36% live below the poverty line after housing costs, and 60,707 residents receive Universal Credit.
- Brent is highly diverse: 56.1% of residents were born abroad and more than 149 languages are spoken across the borough.
- Housing and employment pressures continue: 1,705 households are in temporary accommodation, 29% of homes are privately rented, and 30% of full-time workers earn below the London Living Wage.
- Health inequalities remain a priority: 9% of residents have diabetes and 11% have high blood pressure.
- 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 2025-2026

We carried out **11,150 assessments**

We supported **2,616 hospital discharges**

The number of **residents in supported living or extra care was 778**

We carried out **7,075 reviews.**

We carried out **354 safeguarding investigations**

As of April 2026, there were **156 CQC-regulated ASC locations and 146 providers** in our Borough

We carried out **604 major adaptations**

We provided funded support for 6,245 service users. We commissioned support for **165 carers.**

3,322 residents received homecare

We carried out **841 Mental Health assessments**



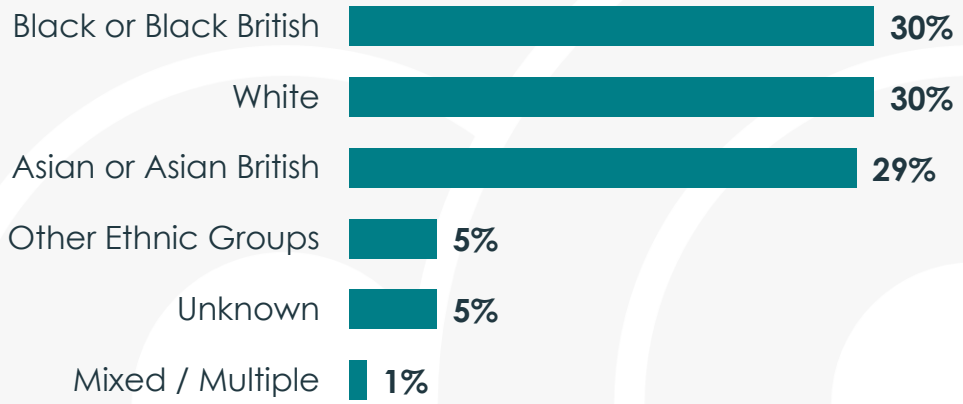


Adult Social Care – who we support

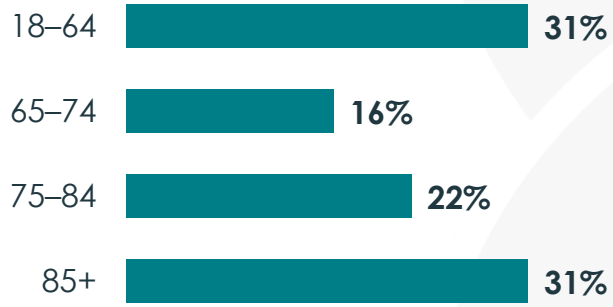
In 2025-2026, Adult Social Care provided commissioned care and support services to 6,245 residents. The largest primary support need was physical support (75%).

Services were provided across Brent's diverse communities, with women making up 55.1% of residents receiving support. The ethnicity profile was broadly distributed across White (30%), Black or Black British (30%) and Asian or Asian British (29%) residents. The largest age group receiving care and support was working-age adults aged 18–64 (31%), followed by residents aged 85 and over (31%).

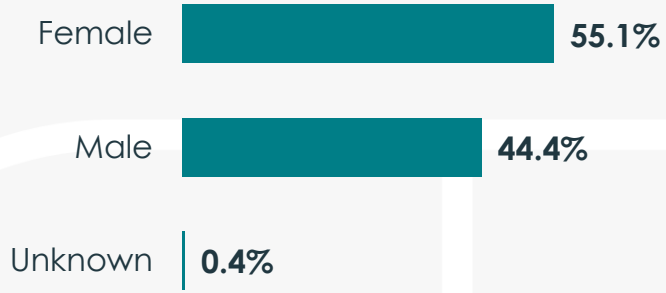
Service User Ethnicity



Service User Age Group



Service Users Gender



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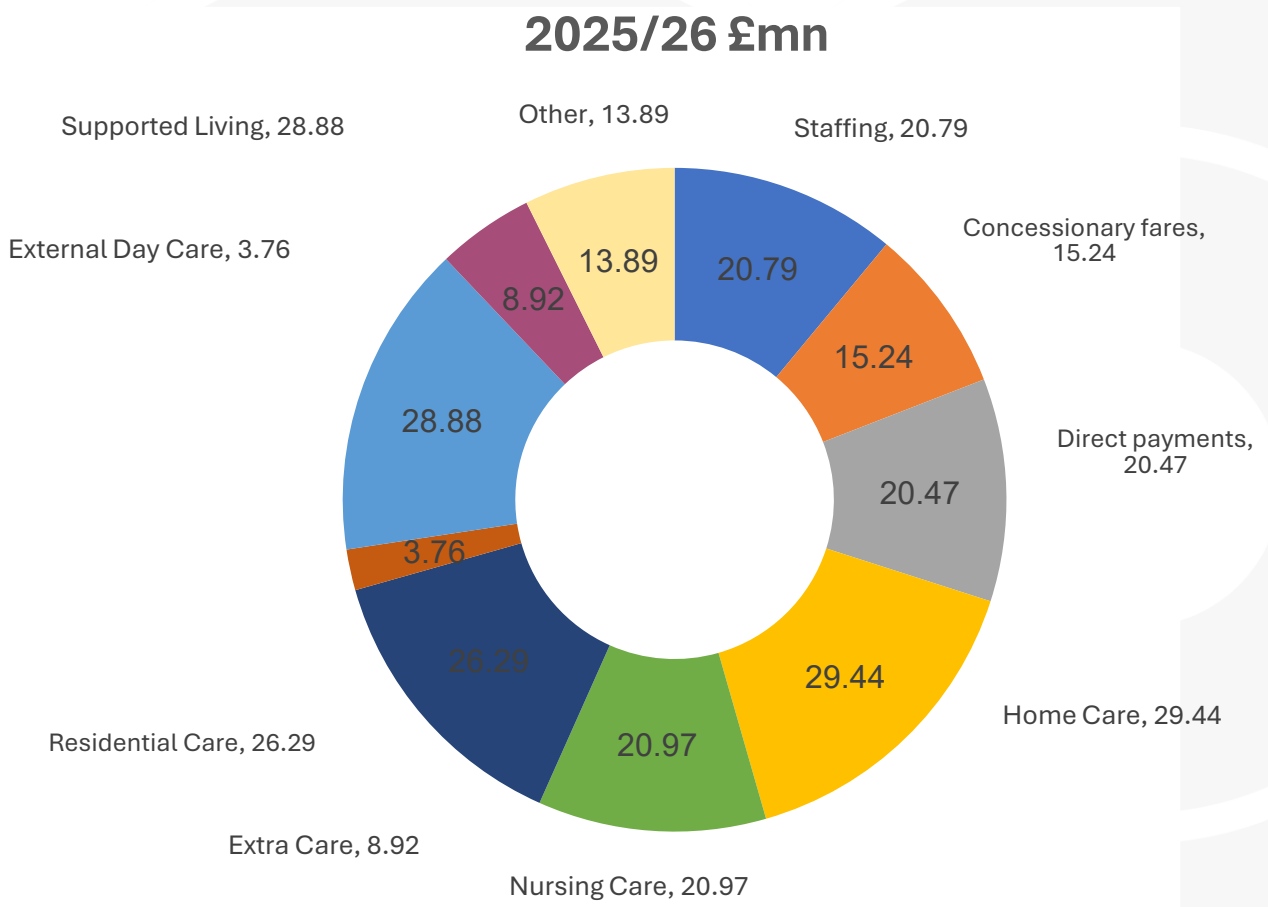
Demand

- The 2025/26 outturn was primarily driven by Home Care (£29. Supported Living (£28.88m) and Residential Care (£26.29m).
- Home Care was the largest single service-area investment, representing 16p in every £1 spent.

Our Spend in 2025-2026

- Total Adult Social Care outturn in 2025/26 was £187.75m.
- Home Care accounted for £29.44m, Supported Living £28.88m and Residential Care £26.29m.
- Nursing Care accounted for £20.97m, Staffing £20.79m and Direct Payments £20.47m.
- Other spend included concessionary fares, external day care, extra care and other services.

Adult Social Care Budget



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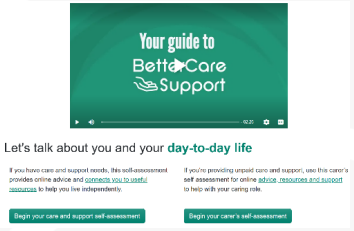
Our Achievements in 2025-2026

BetterCare Support

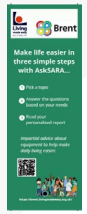
BetterCare Support, launched in Brent in June 2025, is an online platform that uses animations to help people explore their care and support needs across the 10 Care Act areas. It focuses on people's strengths and where they need help, supporting more person-centred adult social care assessments.



Ask SARA

Ask SARA is an online guided advice tool designed to help you find useful information about products to make daily living activities easier. It provides impartial advice about suitable equipment and assistive technology solutions that enable older people, and disabled people of all ages, to live independently and maintain their lifestyle.

- Customers, their carer's or other professionals can obtain advice on daily living activities without the need for a formal assessment .
- It allows people to make informed choices based on their needs.
- It helps people who know what they need but are unsure of where to buy it events.



Online Care Calculator

Brent's online financial assessment tool (Care Calculator) launched in June 2025, helping residents estimate how much they may need to contribute towards care at home or in a care home. It provides a quick way to understand potential costs and plan ahead, but does not replace a full financial assessment



Steps to Adulthood Transition Pack

Brent's Steps to Adulthood Transition Pack, went live in March 2026, co-produced with local parents and carers, provides practical guidance to help families prepare for the move from children's to adult services. It covers care assessments, health, education, employment, independent living and financial support.



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Our Achievements in 2025-2026



Unpaid Carers
Brent's "Celebrating unpaid carers" event took place on 10 June 2025 at Brent Civic Centre, recognising carers' contributions and sharing an update on the Carers Strategy and its six commitments. The event offered opportunities to connect with other carers, access local support services and take part in wellbeing activities, alongside free NHS health checks.



Carers Support Offer Booklet
Brent's Carers Support Offer Booklet, co-produced with carers and recorded as a December 2025, **updated in 2026**, brings together practical information on local support, welfare benefits, financial advice and wellbeing services. Available online and in print, it helps unpaid carers understand and access the help available.

Brent Carers Centre - Trusted Assessor
Brent's Trusted Assessor pilot with Brent Carers Centre enables trained centre staff to complete carers' assessments, support plans and reviews on behalf of Adult Social Care using Mosaic. It aims to reduce duplication and delays and help carers receive more timely, personalised support.



Commissioning Strategy
Brent's Adult Social Care Commissioning Strategy 2026–2029 sets out how the council will work with residents, carers, providers and partners to develop person-centred, sustainable care and support. It prioritises prevention, early help, independence and stronger community services, alongside technology and partnership working to meet current and future needs.



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Our Achievements in 2025-2026

Co-production Framework for Evaluating Change
Brent's Co-production Framework for Evaluating Change, agreed in December 2025 and formally launched on **27 January 2026**, brings residents, carers, staff and community partners together to shape and evaluate service improvements. It combines lived-experience stories with data at individual, service and neighbourhood levels, helping identify what needs to change and assess whether improvements make a meaningful difference to people's lives.



JOY App
launched in Brent in September 2025, replacing the previous community directory. It helps residents find local groups, wellbeing activities and support services, with options to self-refer directly. Available through any internet browser without downloading an app, it also supports professionals to connect residents with community-based help, promoting independence and wellbeing.



Magic Notes
An AI-powered tool that turns recorded conversations into draft assessments and case notes, reducing paperwork so staff can focus more on residents. Brent piloted the tool in November 2024 and went live in July 2025.

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Our Achievements in 2025-2026

Community Assessment Days

During 2025-2026 Brent ASC worked closely with partners including Brent Health Matters to pioneer Community Assessment Days, bringing social care, health, housing and benefits support together in one accessible local setting.

321

residents supported

310

Care Act assessments / OT assessments

150+

health checks

- Social care
- Occupational Therapy
- Health checks
- Housing advice
- Benefits guidance
- Carer support
- Information and advice

Impact: improved accessibility, stronger partnership working and earlier intervention.

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Looking ahead to 2026-2027

Adult Social Care (ASC) will continue to strengthen its services through meaningful co-production with residents, carers and communities, ensuring that people with lived experience remain at the centre of service design, delivery and improvement. We will continue to work closely with partners across health, housing, the voluntary and community sector and other Council services to develop solutions that improve outcomes and experiences for residents.

During 2026-2027, ASC will build on the progress made through its improvement and transformation programme, with a particular focus on quality assurance, continuous improvement, prevention, workforce development and Care Quality Commission (CQC) readiness. We will continue to embed a culture of learning, evidence-based practice and innovation, ensuring that improvement activity is informed by performance, resident feedback, safeguarding learning, complaints, co-production and professional practice assurance.

We will further develop our neighbourhood and community-based approach, working alongside health and community partners to strengthen early intervention, prevention and independence. This will include expanding opportunities for residents to access community support, reducing reliance on long-term services where appropriate, and ensuring people receive the right support at the right time.

ASC will continue to modernise services through digital innovation and smarter use of data, business intelligence and technology. We will expand the use of assistive technology, strengthen performance and quality assurance arrangements and improve how information and insight are used to support decision-making, service improvement and better outcomes for residents and carers.

Throughout the year, we will continue to develop our workforce through the Social Care Academy, professional practice development, leadership programmes, apprenticeships and targeted learning and development opportunities. We will ensure that practitioners, managers and leaders have the skills, support and professional development required to deliver high-quality, strengths-based and person-centred services.
As demand for Adult Social Care continues to increase, maintaining financial sustainability will remain a key priority. We will continue to focus on prevention, innovation, productivity and value for money, ensuring that resources are used effectively while maintaining high standards of care, safeguarding and support for residents.

We look forward to continuing to work with our residents, carers, staff, partners and communities throughout 2026-2027 to deliver safe, effective, high-quality and sustainable Adult Social Care services that support people to live healthy, independent and fulfilling lives

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