

# Bracknell Forest adult social care **Annual Report 2023/24**



Bracknell Forest Council has produced an annual report to tell people about our Adult Social care services and how they help adults with care and support needs across the Borough.

This report is focused on the year between 1 April 2023 – 31 March 2024. We aim for the report to be balanced and open, providing useful information on what we have achieved to meet residents needs during this period.

## **How to get a copy of our adult social care annual report**

A copy of this report can be read and downloaded from our website at:  
[www.Bracknell-forest.gov.uk](http://www.Bracknell-forest.gov.uk)

If you would like to receive a printed copy of this report, then you can request one from Claire Garton, Head of Operations, People Directorate.

Email: [Claire.Garton@bracknell-forest.gov.uk](mailto:Claire.Garton@bracknell-forest.gov.uk)  
Tel number: 01344 352916

Or in writing to:  
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RG12 1JD



## Foreword

It is my pleasure to introduce the 2023/24 Adult Social Care Annual Report, which reflects a year of significant activity and transformation within our services. This year has been particularly busy due to the introduction of our new target operating model, a major initiative aimed at enhancing outcomes for our residents.

By implementing clearer signposting to services and realigning our teams, we have streamlined our processes, reducing the number of different teams that residents need to interact with, and making it easier for them to access the support they need. Additionally, we are proud to have been one of the first authorities to undergo the new Care Quality Commission inspection of adult social care, which will provide us with valuable insights and validated the quality of our services.

Despite facing continued rising demand, particularly in areas such as mental health and out-of-hours care, amidst an increasingly challenging financial climate, our staff have shown remarkable dedication and resilience. Their commitment to delivering high-quality services with improved outcomes for our residents has been unwavering.

As we look ahead to the challenges of 2024/25, we remain focused on maintaining this high standard of care, even as we navigate what is likely to be another financially difficult year for local authorities nationwide. Together, we will continue to strive for excellence in serving our community.

**Grainne Siggins, executive director of People**



## Our population

**128,351**

the total population of Bracknell is 128,351 (ONS 2023 mid-year population estimates)

**51%** of the population are female

**49%** of the population are male

## How did we support our residents?

### Adult social care

**Over 3800 new requests** for support were received into adult social care

**516** Care Act assessments were completed for new clients

**283** Carers received their own separate carers assessment in 2023/24

**157** Carers received a joint assessment with the person they care for

**86%** of adults required no further support following a reablement service

**1302** people received long term support of which 394 people were supported in care homes

**908** people were supported to live in their own home

**1302** reviews of long term packages of care were undertaken by adult social care teams

**222** people received a direct payment during 2023/24

**263** carers received a direct payment during 2023/24

**95.25%** of (accepted) referrals into the urgent community response team achieved a two hour response time throughout 2023/24



## Age range

**99,704** of the population are aged 18+

**20,219** of the population are aged 65+

**43** is the average age of the population

**39** is the median age of the population

**39** is the mean average age of the population

## Demographics

**10%** of the population are 66+ and living alone

**1 in 7** of the population are from Black, Asian or Minority communities



## Safeguarding

**1264** safeguarding concerns were received by the council (of which 344 lead to a s42 enquiry)

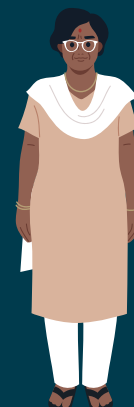
## Deprivation of liberty

**safeguards** (framework for the lawful deprivation of liberty of those people who lack capacity to consent to arrangements made for their care or treatment)

**662** new deprivation of liberty applications were received, of which 270 (40.8 per cent) were urgent applications

**664** applications were signed-off during the year (including 99 applications that were made prior to 1 April 2023)

**97** remaining applications to be signed off after 31 March 2024



## Learning Disability and/or autism

**89%** of adults with a learning disability and/or autism were supported to be able to live in their own home or with family

**330** 330 individuals with learning disabilities (aged 18+) and/or autism were provided with support during this period.

**15** individuals were provided with employment support throughout 23/24

## Mental health team adults - older adults

**Over 800** registered with a dementia diagnosis in Bracknell Forest.

**166** people with dementia, along with their family members, were referred to the dementia advisory service for information/advice and support

**Over 400** people with dementia as well as their family members were supported through the dementia advisory service

**100** New Care Act assessments were carried out by the social work team



## Community mental health team adults

**120** Mental Health Act assessments completed by approved mental health professionals

**43** individuals receiving Glenfield Outreach services

**132** individuals were referred into the Bracknell Forest community network (BFCN)

**838** attendances at Bracknell Forest community network organised activities in the community

**75** individuals were supported on a one-to-one level by Bracknell Forest community network

**41** individuals were continuing to live independently without primary or secondary mental health provision at six month checks post one-to-one support with BFCN

## Emergency duty service (EDS)

**1801** referrals were responded to by EDS relating to Bracknell Forest residents, which represents a 12.5 per cent increase from 2022/23 (1600 referrals)

**607** of those referrals were within adult social care

## Forestcare

**41,162** support calls were handled by Forestcare in relation to Bracknell Forest residents compared to 40,836 in 2022/23

**345** residents and buildings were attended to by Forestcare compared to 322 during 2022/23

**719** out of hours housing repair calls were handled on behalf of Bracknell Forest residents



## New Hope – drugs and alcohol team (DAAT)

**355** adults were in treatment in total compared to 380 in 2022/23

**202** new presentations to treatment compared to 202 in 2022/23

**21%** of all in treatment successfully completed treatment which was in the top quartile for the region for this period compared to 27% in 2022/23

## Adult social Care - assessment suite

**113** referrals received into the assessment suite

**47** of those assessments resulted in occupational therapy (OT) equipment being issued

**44** referrals focused on patient mobility and the need for assistance with various types of transfers

## Housing

**130** households were formally prevented from becoming homeless following a statutory application for assistance

**211** homeless households were helped to either find or remain in existing accommodation for a minimum period of six months

## Welfare Services

**£1.1m** in household support funding issued to our local community

**102** households supported at risk of homelessness or experiencing rent arrears

**£143k** discretionary housing payments made during 2023/24 compared to £140k in 2022/23

**830** applications for the household support fund were successful



## Community Safety

**37** complex cases of crime or anti-social behaviour resolved by Community Safety's Partnership problem solving groups compared to 26 in the previous year

**267** anti-social behaviour queries managed, representing a 12 per cent increase from 2022/23

**30** victims of domestic abuse supported with reinforced safety measures in their homes



## How well did we do?

- 337 compliments were received into adult social care during 2023/24
- of those, 168 complaints were from the individual receiving care, a further 122 were from family members with a remaining 47 coming from other healthcare professionals
- during 2023/24 there were 45 complaints received from 41 complainants across adult social care service areas, compared to 39 received during 2022/23. This is an increase of 15 per cent
- 49 per cent of complaints were responded to within 10 working days during this reporting year. Whilst it is the aim to respond to most complaints within 10 working days, 32 per cent were responded to within 20 working days, which we do allow for more complex complaints. 16 per cent of complaints were responded to over 20 working days, this is due to meeting with complainants, further investigation, or information was required



## What did we hear?

“Our family really appreciate your continued support in achieving mum’s goals of getting off the bed and into a chair, and fingers crossed into a wheelchair very soon. You have been so supportive and always responsive.”

“My mother died recently so I am writing to you about one of your employees, who worked tirelessly to make sure my mother had the best care at home, coordinating with the nurses and financial people and others, to ensure everything was setup and running smoothly. I found her very hardworking and conscientious and did an outstanding job and surely is a credit to your council.”

“I’ve received my email about my blue badge. I just want to say a big thanks to you all. So lovely to me when I rung, and the badge was done so quickly.”

“Thank you so much for everything you have done for mum, she is so happy with the equipment you provided which has made a huge difference to her life. Mum also said how respectfully you had treated her during your visits so thank you very much.”





## What did we hear?

"I have felt motivated to write some kind words regarding ASD team based at Bracknell Council. I have experience of working with them as an autistic adult on and off over several years. They are an outstanding service who are genuinely motivated to help their clients which they do very well. If you need help with something and they can help you, they will. If you really need help as a matter of urgency, they will prioritise you if they can."

"Family member expressed her heartfelt gratitude for the exceptional support and care that the social care team has provided to her husband and the family during the challenging journey of his dementia. They have all consistently gone above and beyond to ensure her husband's comfort, safety, and well-being."

"I had a lovely phone call just now, she wanted to say a massive thank you for helping her last night said you could not have been more helpful, she went on to say all the staff are lovely to her and you all deserve gold medals."

"With respect, with help, with everything. I cannot tell you how much I appreciate them, because they are brilliant at what they do. They are being good to me. I was a carer for 20 odd years, the way these girls treat me, they treat me the same, they don't look at my name or where I came from. For a single person like me, they just treat me with respect and care. Nothing is too much. All of them treat me with dignity."

"The dementia webpage has been so valuable and with changes that have been made, more accessible to use. It's so good to know that there is information available if, and when, I need it. Having the support at the touch of a button makes me feel less alone and less scared of the issues I face as a carer of someone with dementia. It definitely helps me to feel less alone in this incredibly hard journey."

"The Dementia advisory service is excellent, and it is hard to find any areas that could be improved. I am not sure how carers would manage if this wasn't provided. We would be floundering around in the dark. So please accept my thanks for all you do to try and ease our load."

"The coffee morning is very good. As a carer, it's a welcome opportunity to speak with others in the same position, as life often gets extremely difficult. Talking with others relieves the load for a while."

"The support and regular updates at the dementia forum are good. We are lucky to live in an area with good support – thank you."



"I personally find that participation in the dementia voice group is a positive and rewarding experience. Being a part of the group allows me to use my experience to provide support and offer help to other carers who are on their own journeys."

"Couldn't have asked for more. I would recommend BFCN to anyone struggling. A much needed and incredibly appreciated service, thank you."

"All the support I have received from BFCN has been fantastic. The group has given me a reason to go out and made a few friends along the way."

"I think the service does wonders in helping people rebuild confidence in a positive way. I think it's great to have a company/service that helps support and point those in need into the right services and that rebuild social confidence."

"Feedback from carer following support from social worker from the community mental health team for older adults: I have to say that I have never come across a team of people who have so consistently provided me with a superb service. They are friendly and professional; they have passed me on to the right people, and if that was not possible, they have ensured that the person I need to speak to has contacted me back. They have been human and at all times made sure that I got the answers I wanted. As these staff are the front line, public face of your organisation you obviously want the best first impression and they have certainly achieved that. Never have I come across a public sector organisation with front line staff so supremely efficient and personable (and I have worked in the NHS for 27 years!)."

"It is a vocation and a calling. You put your heart and joy into it. Not everyone can do this job.."

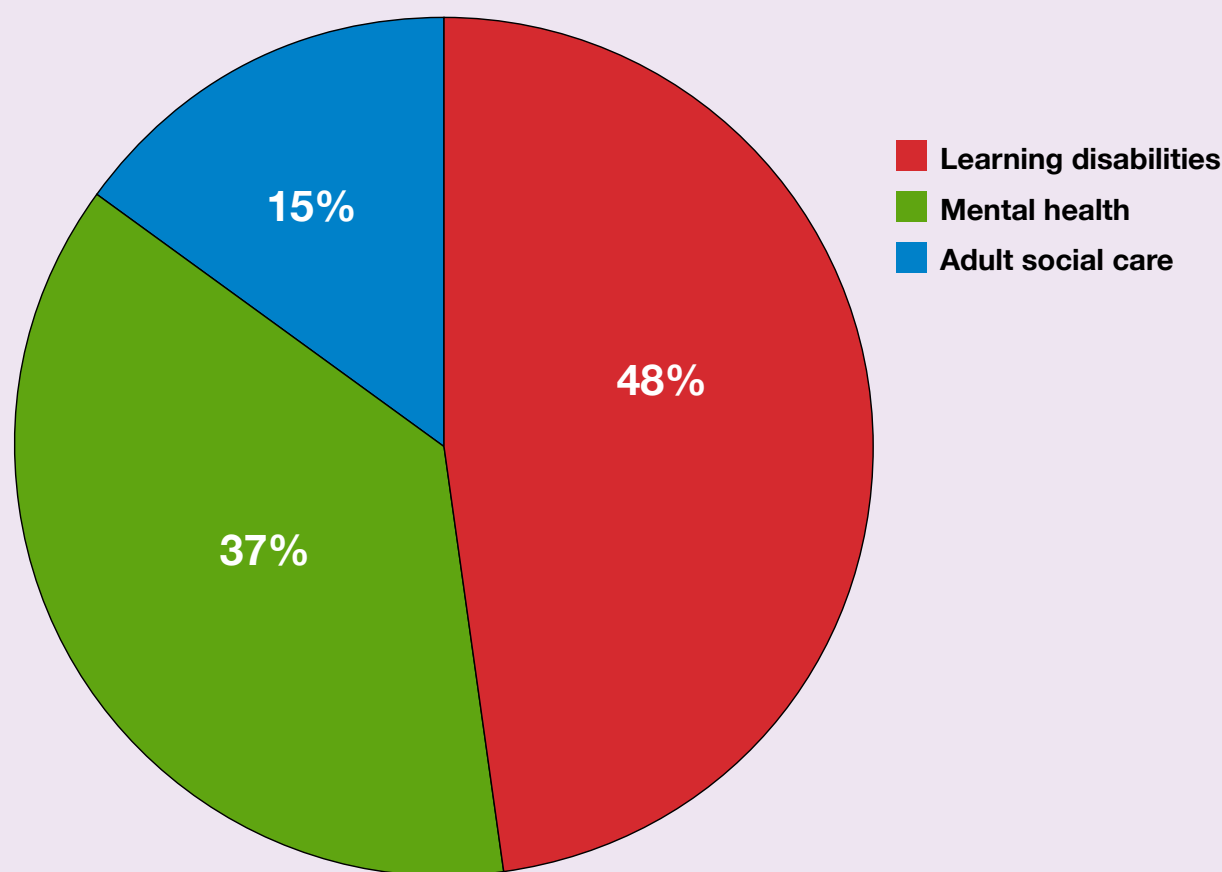
"The service you provide is vital for people who are isolated. I can't praise BFCN enough and feel valued from the support the recovery facilitator has given."



## What did we spend?

- a total net spend of £37,631,367 was spent on supporting adult social care in 2023/24.

### 2023/24 adult social care spend by % total



Area of Expenditure	2023/24 Spend	% of Total
Learning disability	17,987,252	48
Mental health	13,814,696	37
Adult social care	5,829,418	15
Total	37,631,367	

# Key achievements across our adults services from 2023/24

## Adult social care – whole service

- Design and implementation of a new operating model from October 2023 is providing more efficient and effective pathways for residents to access our services.
- A significant review of our business systems ensured changes associated with the new operating model were implemented and embedded resulting in efficiency of recording and removal of duplication. Further changes provided more opportunity for residents to self-serve.
- Preparation for the new adult's assurance inspection regime introduced by CQC this year.
- Work was undertaken to compile a health and care plan for the local Bracknell Forest system, highlighting key priorities for 22/23. This will be further developed for 2024 to 2025.
- Continued focus on the effective recruitment and retention of our skilled social care workforce.

## Business support team

- The new Blue Badge system went live in November 2023 providing a new end to end digital process for customers and administration staff. Work is on-going in the background weekly to work through any issues that come up to make sure it is a smooth multi-purpose online digital form allowing customers to create a new, renewal or replacement application, via their My Account.

## Adult community team

- The adult social care hub is the starting point for people wishing to access social care at the start of their journey. To improve accessibility the council have developed alternative ways to quickly access good information advice and guidance (signposting).
- Adult social care streamlined the approach to responding and dealing with safeguarding concerns.
- The strength-based approach continues within the adult community team when reviewing support and focuses on meeting eligible needs in a more person-centred way.

## Intermediate care service

- Intermediate care has been integrated with the early intervention and prevention service to provide a more aligned offer so people can benefit from the wealth of short-term, high-quality services to help individuals remain independent in the community.
- Intermediate care continued to deliver short term support to help people regain their independence working towards their strengths.
- Intermediate care services piloted a new approach around safely supporting people home from hospital reducing bed-based placements.

## Learning disability and autism

- Work continued on the development of the learning disability supported living provision on the Bridgewell site with an aim for completion in June 2025. Building work commenced and is on schedule.
- The first learning disability and autism partnership board was held in quarter three, which saw strong attendance and focused on future opportunities within this area. The partnership board is running and meets quarterly and is well attended by people with lived experience, voluntary and commissioned services.
- Developed an approaching adulthood policy to look at how services should work together to identify those children and their families who may need support to prepare for adulthood and or services to support their long-term outcomes.
- Reviewed preparing for adulthood policy.
- Commenced co-production on adult social care pathway document involving relevant professionals from children's, education, health and social care. This also involved young people and their parent/carers.
- Held preparing for adulthood roadshow at Bracknell & Wokingham College with attendance of 344 young people and their families. There were 47 exhibitors from employment, education, health and social care sectors. This was the first event held of its scale for children and young people in SEND in the Bracknell Forest area.

## Key achievements across our adult services from 2023/24 continued

- Introduced preparing for adulthood support worker to support young people to develop person centred plans that capture their aspirations and completed independence skills checklist.
- The adult autism team created a weekly peer support group to promote independence, increase social circles, travel training, money management and reduce social isolation. This is an inhouse pilot project which will be regularly reviewed.
- Secured funding from the ICB to recruit a practitioner that will focus on targeting the health inequalities for people with learning disabilities and autism. This position has been successfully appointed to in March 2024.

### Strategic commissioning

- Implemented outcomes from a fair cost of care exercise which demonstrated the council is paying providers a fair cost for care based on the individual's needs. Published a market sustainability plan, setting out the approach to continued sustainability of the local marketplace.
- Additional funding was secured through the Better Care Fund to ensure sufficient staff capacity to support adult social care over the winter period
- Mobilised a new homecare framework increasing capacity in the marketplace.
- Developed a care and accommodation strategy setting out our intention to develop supported accommodation models in Bracknell Forest enabling people with care and support needs to remain living as independently as possible, in their own homes.
- Bracknell Forest health and care plan and the children and young people's plan were both implemented ensuring alignment to the Health and Wellbeing strategy, providing a commitment from local partners to work together to jointly improve outcomes for residents.
- Implemented a new supported living framework which aims to support adults with learning disabilities and autism to have increased independence and choice.

### Strategic safeguarding

- Started work to streamline the recording system used by teams during safeguarding to maximise its effectiveness but also to ensure that key detail is recorded more accurately.
- Updated and developed key safeguarding training offered to practitioners working in adult social care and other related departments enabling them to best support adults and young people going through the safeguarding process.
- Raising awareness of safeguarding in a range of harder to reach community and cultural groups.

### Adult social care – assessment suite

- The assessment suite has demonstrated a vital role in assessing and addressing the diverse needs of individuals. The significant equipment ordering rate reflects effective service delivery in equipping individuals with tools to enhance their daily living. Moving forward, maintaining operational reliability and expanding follow-up practices could further improve individuals' outcomes and satisfaction



# Key achievements across our adult services from 2023/24 continued

## Community mental health teams adults

### Bracknell Forest community network (BFCN)

- In 2023-24 the BFCN introduced direct referrals into our group work, whereas previously a client would work through 1:1 support and be offered our group activities via this offer, we started to accept individuals directly into our groups. This has worked well, and we were able to offer those on our 1:1 support waitlist with something whilst they waited and have opened this offer up to other providers. This year the service has had 519 attendances at their group activities.
- BFCN also offer Connecting Minds which is a collaboration with Friends in Need (Buckinghamshire Mind), providing social activities for young adults up to 35 years age in Bracknell Forest. Working together we engage young adults and promote social inclusion, providing them an opportunity to learn from each other, experience peer support in a safe and supportive environment and with all the benefits and potential this affords them. Our activities include monthly events such as quiz evenings, meals out, bowling and pool evenings, as well as additional ad-hoc activities, which has attracted over 175 visits from young adults.
- Towards the later part of last year, the BFCN set up an over 35s peer support group which has seen significant growth over the last year.
- BFCN wellbeing sessions are held monthly and facilitated in partnership with Buckinghamshire Mind. Initially the offer was open to BFCN clients only, however this year we started to offer the sessions to individuals open to partner services. The sessions are designed to help with improving and maintaining a participant's mental wellbeing by supporting them to re-evaluate the way they think and feel about things in a safe and inclusive environment. Topics such as Improving your mental wellbeing, personal boundaries and building confidence are offered to individuals to aid them with their recovery. The sessions have

helped many clients with an overall attendance rate of 75 per cent.

- From April 2023 – March 2024 the Happiness Hub collaboration has achieved:
  - over 350 attendances at the Happiness Hub drops-ins across Bracknell Forest.
  - more integrated approaches to client support by health and care services
  - over 300 individuals have accessed community groups/activities resulting from attending drop-ins
  - eight Happiness Hub collaboration events attracting over 1000 people

### Community mental health team (CMHT) - adults

- We have dealt with 95 safeguarding contacts so far this year since January 2024.
- Our in hours and out of hours data continues to reflect reduced numbers of open/known cases escalating to mental health act assessments (MHAA) and hospital admissions. This is due to care coordination, supportive MDT and care planning continuing to support people to remain in the community rather than be admitted to hospital.
- We have continued to review statutory duties for CMHT, reviewing the safeguarding pathway so referrals are managed effectively and in a timely manner. There has been a significant reduction in overdue reviews in the last year.
- We have managed to support nine clients in CMHT to step down from supported living to semi and independent living resulting in financial savings.
- CMHT continues to work with the learning development team, social work apprenticeship team and our emergency duty service. We have supported those undertaking social work apprenticeship and approved mental health professional (AMHP) pathway by providing placements and learning opportunities in CMHT.



## Key achievements across our adult services from 2023/24 continued

- We have continued having a close working relationship with housing, ensuring vulnerable individuals with mental health needs are accessing and utilising the Glenfield homelessness flat. We have also used this resource in supporting timely hospital discharges from acute mental health hospitals for those individuals who are of no fixed abode.

### Community mental health team - older adults

- The community mental health team for older adults is an umbrella term encompassing a range of services designed to ensure seamless coordination of care and enhance access to both health and social care. By integrating a social care team within the service, the community mental health team has been able to continue to foster a comprehensive and collaborative approach enabling more holistic assessments enabling better outcomes.
- Over the past year, the social care team has undergone a transformation in service delivery, focusing on improving practice and processes to offer more streamlined support.
- Currently, the community mental health team continues to provide support to an average of over 400 individuals dealing with mental health challenges and/or dementia, as well as their families and carers.
- We have managed to be successful with recruitment of senior social workers and social workers.
- We have supported social work apprenticeship with placement and to support with their learning.

### Dementia advisory service

- Supports over 430 people with dementia and their families, receiving excellent feedback for its impact.
- Host a successful weekly coffee morning with Age Concern Bracknell Forest, attended by 40-65 people, providing peer support and advice.
- Developed a comprehensive dementia webpage with information, advice and a checklist for navigating available support.
- Leads awareness projects, collaborates with local organizations, and engages with people

with dementia and their carers to improve services, including the dementia voice group, where participants find the experience positive and rewarding, helping others on similar journeys.

### New Hope – drugs and alcohol team

- The team are in the top 25 per cent in the Southeast for opiate clients successfully completing treatment
- Continue to deliver against the national drug strategy improving collaboration among local authorities, the NHS and law enforcement, leading to more cohesive and effective drug prevention and treatment efforts.

### Emergency duty service (EDS)

- The first group of EDS' grow-your-own AMHPs has completed its training, with three now working on the EDS rota and one finishing certification. This success helps address national AMHP shortages, reduces the need for agency staff and strengthens EDS' social care services.
- EDS now faces up to 12 inspections, including OFSTED and CQC, due to a new Care Quality Commission framework. In 2023/24, EDS handled six inspections (five OFSTED and one CQC) successfully, showing their proactive approach and readiness.
- EDS provided out-of-hours support for 1,800 referrals involving children, families and vulnerable adults in crisis for Bracknell Forest residents.

### Forestcare

- Forestcare took over out of hours calls from Waverley and Wokingham during 2022.
- Forestcare implemented the discharge project for Wokingham and Bracknell residents.
- Forestcare passed its full quality standard framework with the technology enabled care services.
- Forestcare supported adult social care colleagues by triaging and reassuring residents, with over 2000 calls made during 2023/24. Less than 2 percent of these calls were forwarded to an emergency service.



# Key achievements across our adult services from 2023/24 continued

## Welfare support

- Dedicated financial hardship officers have been involved in supporting residents facing financial hardship using software and data insights and a person-centred approach.
- Continued to support both the strategic and operational delivery of the national Household Support Fund grant implementing innovative support options for residents.
- Achieved top quartile status for the processing of housing benefit in 2023-24 across local authorities nationally.
- Reshaped the welfare team to deliver a financial inclusion service, offering a fully qualified debt and money advice team for the first time.
- The welfare service has been selected as a finalist in three categories in the Institute of Revenues Rating and Valuation (IRRV) awards for 2024.

## Community safety

- Launched the 2024-27 serious violence strategy, recruiting a dedicated officer and establishing a multi-agency group to prevent and address serious violence.
- Commissioned an all-age exploitation strategy co-produced with those with lived experience, developed a modern slavery and exploitation guide for practitioners, and created awareness resources for businesses to recognise and act on child exploitation.
- Organised a domestic abuse vigil as part of the White Ribbon Campaign.
- Delivered 16 bite-sized virtual training sessions and provided a seven minute briefing on domestic abuse for school designated safeguarding leads.
- Renewed the public spaces protection order (PSPO) to address alcohol-related anti-social behaviour.
- Established a shoplifting group to improve response and reporting
- Issued community protection warnings/notices to repeat offenders and distributed a postcard to residents on reporting crime and anti-social behaviour.

## Housing

- Continued to prevent and relieve homelessness in the borough, with over 1,700 households assisted by the housing options team, whilst over 500 homes were let through the housing register.
- A new, easier to understand and fairer housing allocation policy was approved by the executive in April.

## Carers support

- Published the all age carers strategy to provide direction on how, with our partners in health and the voluntary and community sector, we will support carers over the next five years.



## Challenges faced during 2023/24

- Recruiting qualified staff within our regulated Care Quality Commission (CQC) registered services and key frontline posts is always a challenge, whilst trying to reduce our reliance on agency staff.
- The cost-of-living crisis resulted in uncertain times with regards to impact on supply market and future cost of care packages and provider placements, resulting in increased unit costs.
- Preparing for our adult assurance inspection by the Care Quality Commission has placed additional pressure on staff who were already experiencing an increase in service demand.

## Our challenges and opportunities for 2024/25

- Balancing the budget due to an increase in demand for adult social care services, including mental health services and out of hours emergency work, continues to be an ongoing challenge due to the financial pressures being experienced in all local authorities.
- Reduction in funding available from partner agencies has and will continue to require us to focus more on working collaboratively to achieve the required outcomes for individuals.
- Working with providers to ensure they remain supported during a difficult financial climate for both providers and the local authority, whilst ensuring fair cost of care will remain a challenge for 2024/25.
- With a new operating model within adult social care currently being rolled out, the authority has an opportunity to provide more effective services to residents, including easier signposting to services.



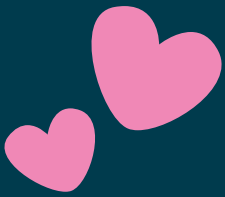
## What are our improvement priorities for 2024/25?

The people directorate continues to evolve and develop as we operate in a constantly changing world. The pace of change has been rapid in recent years, with new regulation, statutory requirements, and waves of austerity. Add to this the changing population, with the borough becoming increasingly diverse and ageing more rapidly than other areas and we need to adapt, and continuously improve and evolve the way services are delivered.

The people directorate, and the whole council, needs to continue to explore ways to do things differently, both internally and in collaboration with partners, to make public money go further. We will continue to do this as part of our rollout of the new operating model within adult social care, which seeks to not only ensure that all services have undergone a service delivery review but aims to make accessing services easier for residents through multi agency teams and clearer signposting. We need to find innovative ways of doing business, generating sound returns for all residents and making Bracknell Forest an even better place to live, work and visit.

We commit to continuing to work with health around the integration of services to ensure we continue to support people to remain healthier for longer with connected networks, identifying any opportunities we have to support people in different ways and where possible maximising the use of assistive technology to support people in their own homes. We will continue to work collaboratively with health partners around changes to funding to ensure residents continue to receive the best possible outcomes. The authority was one of the first in the country to be inspected by the Care Quality Commission as part of their new inspection regime to regulate and inspect adult social care departments in 2024, which provided us with a really welcomed opportunity to demonstrate the work undertaken by staff within the directorate to deliver high quality outcomes to residents during challenging financial times.





Bracknell Forest adult social care  
**Annual Report 2023/24**

If you need a reasonable adjustment to communicate with us, please call 01344 352000 or email: [customer.services@bracknell-forest.gov.uk](mailto:customer.services@bracknell-forest.gov.uk).