

Our population

195,680 The total population of Richmond is 195,680*

80% Richmond has the highest proportion of working adults in London at 80%

86/82 Richmond has one of the highest levels of life expectancy in England. 86 years for women, 82 years for men

23% The number of people aged 75-84 is projected to increase by 23% in the next 4 years; this age group is most likely to need some kind of support

Age range

Age ranges of people accessing adult care and support services:

 **52%** are 75+ years old

 **12%** are aged 65-74

 **36%** are aged 18-64

* Office of National Statistics, Mid-year population estimates, 2017

If you have a comment, suggestion or compliment please email:

ACIS@richmondandwandsworth.gov.uk

Richmond Adult Social Services Annual Report 2017-2018

This report highlights the achievements and challenges over the last year. Our aspiration is to “deliver the best for residents” and support our residents in staying as independent as possible.

When people become less independent or unwell, we want to ensure they can access care and support at the right time and in the right place.

We do this by supporting people at home or in a home-like setting wherever possible and having positive conversations about what they can do for themselves and their ambitions, rather than focussing on what is not going so well in their life. We will work in partnership with residents, their families and local communities to find solutions before introducing council services.

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So how did we do?

15,000 we responded to over 15,000 calls from residents

91% of people needed less care or no care at all after receiving a reablement service

76% of people say they find it easy to find information about care and support

94% of people receiving care and support say their top three outcomes to maintain independence were achieved

90% of people say that our services helped to make them feel safe and secure – we achieved the highest percentage in London

81% of people say they have control over their daily lives

44% of people supported are receiving a direct payment and make their own arrangements to receive support they need in their own homes

1510
people supported
in the community

How we support our residents

2,200 people helped with care and support packages

900 people received short term support when they came out of hospital

431 carers were supported

629 people received a direct payment

550 people have received care and support in their own homes (we call this 'home support')

557 people received short term rehabilitation support

709 people supported in care homes

159 people in supported living accommodation

1,106 safeguarding concerns responded to

