Our population

195,680 The total population of Richmond is 195,680* 86/82 23%

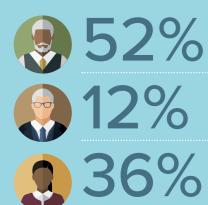
Richmond has the highest proportion of working adults in London at 80%

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

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:



are 75+ years old

are aged 65-74

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



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.



Richmond Adult Social Services

Total population of Richmond is 195,680*

So how did we do?

15,000 91% 76% 94% 90% 81% 44%

we responded to over 15,000 calls from residents

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

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

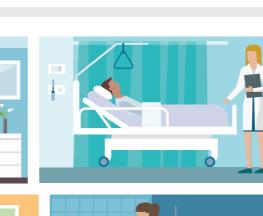
of people receiving care and support say their top three outcomes to maintain independence were achieved

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

of people say they have control over their daily lives

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





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2,200 43 **5**5

How we support our residents

people helped with care and support packages

people received short term support when they came out of hospital

carers were supported

people received a direct payment

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

people received short term rehabilitation support

people supported in care homes

people in supported living accommodation

1,106 safeguarding concerns responded to