

Our population

196,904 The total population of Richmond is 196,904*

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:

 **48%** 75 years and older

 **13%** are aged 65-74

 **39%** are aged 18-64

* Office of National Statistics, Mid-year population estimates, 2018

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

ACIS@richmondandwandsworth.gov.uk

Richmond Adult Social Care Annual Report 2018-2019

This report highlights the achievements 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. This year we achieved our best ever results from our survey of people receiving adult social care with high levels of satisfaction across all areas.

2137

residents supported by Adult Social Care in 2018-2019

So how did we do?

95% of people needed less care or no care at all after receiving short term support

76% of people who use adult social care feel safe, the best in London

87% of people receiving care and support say their top three outcomes to maintain independence were achieved

91% of people say that our services helped to make them feel safe and secure, again the best in London

80% of people say they have control over their daily lives

42% of people supported are receiving a direct payment and make their own arrangements to receive support they need in their own homes

1415
people supported
in their own home

How we support our residents

2,137 people provided with care and support

548 carers were supported

594 people received a direct payment

603 people received short term rehabilitation support

723 people supported in care homes

185 people in supported living accommodation

1,034 safeguarding concerns responded to

