

## 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:

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## 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

