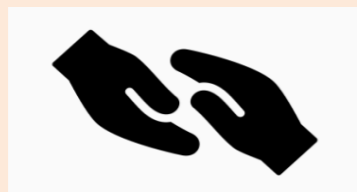


## Our service users and how we supported them in 2018-19 - Adult Social Care facts and figures



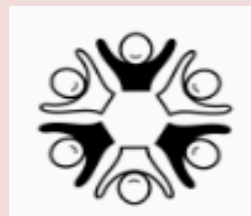
We received 4084 requests for support from people new to Adult Social Care. 36% from people aged 18-64 and 64% from older people.



62% of long term service users required physical support of which 75% were older people.  
17% had a learning disability.  
11% had mental health needs.  
6% received support for memory and cognition.



358 safeguarding enquiries were managed which resulted in reduced risk in 84% of cases  
78% of individuals who expressed an outcome felt their desired outcomes were achieved.  
771 DoLS applications were completed and 83% were granted.



53% of our service users are White, 35% are Black African, Afro Caribbean or Black Other and 10% are from 'Other' backgrounds.  
44% of service users were male and 56% female.



**In 2018-19 we supported 4315 long term service users.**  
**42% were younger adults and 58% were 65+**



£80.7m was spent on packages of care in the year.



75% of our service users with a learning disability and 37% with mental health on the Care Programme Approach (CPA) were living on their own or with family.



We provided a Telecare service to 3494 service users.

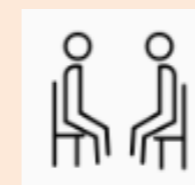


1214 people completed a programme of reablement. 81% had no or reduced ongoing support.



6% of service users with a learning disability and 4% with mental health on CPA were in paid employment.

We carried out 2093 reviews for service users in the year.  
We completed 736 assessments and reviews for carers.



85% of people who received a reablement service following hospital discharge were still at home after 91 days.