

A summary of the adult social care sector and workforce in Richmond upon Thames 2023/24



Skills for Care is the strategic workforce development and planning body for adult social care in England. We work with employers, Government, and partners to ensure social care has the right people, skills, and support required to deliver the highest quality care and support, now and in the future. Our role is to respond and adapt to the emerging trends and needs within social care, using data and evidence to drive forward widescale change.

The information within this summary has been produced by Skills for Care using the Adult Social Care Workforce Data Set (ASC-WDS). We use the data collected by the ASC-WDS to create workforce models that, in turn, allow for estimates of the whole adult social care workforce and its characteristics to be produced. The * notation indicates the figure has been suppressed.

Size and structure of the workforce

In 2023/24 the adult social care sector in England had an estimated 18,500 organisations with 40,000 care-providing locations and a workforce of around 1.84 million posts.



The total number of posts in Richmond upon Thames was around 4,800 in 2023/24. This was comprised of 4,600 filled posts and 275 vacant posts across all sectors.

Since the previous year, the total number of posts were similar, the number of filled posts has increased by 175 (4%) and the number of vacancies has decreased by 150 (34%).

The estimated 4,600 filled posts were split between local authorities (11%), independent sector providers (70%), posts working for direct payment recipients (10%) and other sectors (9%).

In 2023/24, the CQC register showed there were 67 regulated services in Richmond upon Thames; 43 were residential and 24 were non-residential services.

If the workforce grows proportionally to the projected number of people aged 65 and over then the total number of adult social care posts in the London region will increase by 33% (from 255,000 to 340,000 posts) between 2023/24 and 2040.

From here on, the figures in this report refer to the 3,700 filled posts in the independent sector and local authority only. Filled posts in other sectors are not included.

The independent sector information in this report was collected between April 2023 and March 2024, and local authority information dates from September 2023.

For information about changes in the workforce since March 2024, using monthly monitoring of the ASC-WDS, please see our [Workforce Intelligence website](#).

Recruitment and retention

Skills for Care estimates that the staff turnover rate in Richmond upon Thames was 26.8%, which was higher than the region average of 19.0% and similar to England at 24.8%. Not all turnover results in workers leaving the sector, around three quarters (75%) of starters were recruited from within the adult social care sector, therefore although employers need to recruit to these posts, the sector retains their skills and experience.



We estimate that the vacancy rate in Richmond upon Thames was 6.2%, which was lower than the regional average of 10.6% and similar to England at 8.1%.

Across England, the vacancy rate has decreased compared to last year and the number of filled posts has increased. During this period international recruitment increased which has impacted these trends.

Workers in Richmond upon Thames had on average 10.1 years of experience in the sector and 76% of the workforce had been working in the sector for at least three years.

We have many resources and tools available to help. Please visit our [values-based recruitment](#) page for more information.

Skills for Care have also collaborated with the adult social care sector and people who draw on care and support to develop a [Workforce Strategy](#), which includes [attraction recommendations and commitments](#).

Employment information

We estimate Richmond upon Thames had 3,700 adult social care filled posts in the local authority and independent sectors. These included 425 managerial roles, 250 regulated profession roles, 2,400 direct care (including 2,100 care workers), and 600 other-non-care proving roles.

The average number of sickness days taken in the last year in Richmond upon Thames

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