

**Lambeth
Adult
Social Care**

**SUPPORTING
INCLUSION &
INDEPENDENCE**



Lambeth Adult Social Care Prevention Strategic Framework 2023-2028

Last updated: May 2025



Lambeth



Outline

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1. Introduction and Scope

This Framework sets out our approach to how Lambeth Adult Social Care, working closely with our internal and external partners, manages its demand through a preventative approach to care.

We acknowledge prevention is more effective and cost-efficient than addressing issues after they have already occurred. It recognises the diverse needs and circumstances of adults and promotes a proactive strategy to enhance their well-being and quality of life.

The Framework serves as a roadmap for creating a proactive and supportive environment for adults to thrive. By addressing a broad spectrum of challenges and promoting holistic well-being, it aims to reduce the need for crisis interventions and contribute to the long-term health and wellbeing of adults in our communities.

2. Consultation / Engagement

Our prevention framework is informed by engagement with Lambeth adults and carers including:

Carers Strategy

All-Age Autism
Strategy

Lambeth Health and
Wellbeing Strategy

Lambeth Borough
Plan engagement

Care home resident
engagement

Learning Disabilities
(LD) and Autism
Strategy

LD drop-in / floating
support
recommissioning
engagement

Home care Design
in Social Care
(DISC) project in
partnership with
Healthwatch

Project Smith
Community
Connectors and
Lambeth Wellbeing
Fund evaluation

Lambeth Living Well
Network Alliance

Mental health focus
groups at Mosaic
Clubhouse

Thriving
Communities
Healthy Living
Programme

Weight
management insight
work with the Black
Men's Consortium

My LGBTQ+
Lambeth survey

Lambeth residents
survey

Age-Friendly
Lambeth
engagement



2a. What people have told us

“I am fortunate to receive targeted, and specialist culturally appropriate support... prevents me from burning out, feeling lonely and maintains my social wellbeing post COVID-19 lockdown.”

Lambeth carer, Carers Strategy consultation 2022

“A happy and independent life with support provided from birth to end of life. ... People in Lambeth should find the right support in the community with hospitals and care homes the last option.”

Lambeth adult responding to Health and Wellbeing Strategy Consultation 2022

“People with autism not only need support but guidance and resources to help them adapt to and learn daily life” –

Lambeth carer, All Age Autism Strategy Consultation 2023

“Providers of services need to draw on people’s skills, and use people’s skills in their services.”

Participant in Lambeth mental health focus group session 2023

“Using churches, halls, local libraries - we can connect people together. If connections break down, people get lonely.”

Lambeth resident aged 60+, Thriving Communities engagement 2022

“Services should run in places men already access, feel comfortable, safe and are used to going to”

Participant in Lambeth weight management focus group with Black Men’s Consortium, 2022



2b. What people have told us

Prevention – key messages

People in Lambeth want targeted, culturally appropriate support to prevent escalating need

People in Lambeth need a single point of access for prevention information and services to stay well without statutory input

People in Lambeth value the voluntary sector and trust voluntary organisation partners to support them

People in Lambeth want to help themselves stay well and independent for as long as possible

Lambeth should help build social connection in the community, including opportunities for people to socialise and make friendships

Health and wellbeing support should be available at a very local level to reduce travel and barriers to accessing support



3. Purpose of the strategic framework for prevention



Up to 85% of what determines our health is contributed by non-healthcare factors such as social circumstances and environmental exposure (45%) and health behaviour patterns (40%) – King's Fund.

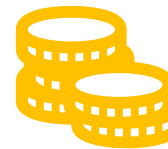
This prevention framework presents a model for Lambeth adult health and care and community partners to work more closely together and complement each other's approaches with the aims of:



- Improving health and wellbeing outcomes of residents
- Addressing the changing shape of demand, supporting our growing ageing population and reducing demand in the first place with early intervention



- Realising our ambitions for good quality and sustainable services



- Financial sustainability- prevent the need for high-cost interventions





3a. National and strategic context

National drivers setting out the imperative for increasing prevention work include:

The Care Act (2014)
The Marmot Review 2010 and Marmot Review 10 Years On
The Five Year Forward View for the NHS
The Five Year Forward View for Mental Health
The Five Year Forward View for Primary Care
The NHS Long Term Plan (January 2019) and Implementation Framework (June 2019)
Advancing our Health: prevention in the 2020s Green Paper published July 2019

Our local partnership strategic frameworks and plans:

The Joint Health and Wellbeing Strategy (2023-28)
Health and Wellbeing Action Plan
Lambeth 2030 - Our Future, Our Lambeth
Our Health, Our Lambeth
Lambeth Housing Strategy and Allocations Policy
Lambeth Carers Strategy (2024-29)
All Age Autism Strategy (2024-27)



3b. National and strategic context

Adult Social Care statutory function on prevention

Care Act 2014 guidance

Care and support system should actively promote independence and well-being through:

Primary prevention - minimising the risk of people developing needs.

Secondary prevention - targeting people at high risk of developing needs and intervening early.

Tertiary prevention - minimising deterioration and the loss of independence for people with established needs or preventing the reoccurrence of a health and social care crisis.

Duty with respect to the provision of **information and advice** relating to care and support, which includes:

- System and service information,
- How to access services (including housing services and benefits),
- How to raise concerns over the safety or wellbeing of someone with care needs,
- Which providers are available locally as well as how to request an assessment of care needs,
- Advice for people thinking about how to pay for care needs (now and in the future),
- Support available for carers





3c. Financial context

- In Lambeth, and nationally, budget pressures within social care are particularly challenging; we have seen rising levels of demand and spend and increasing cost pressures in recent years
- The current cost of living crisis places significant additional pressure on Lambeth people and on the finances of Lambeth providers
- Acting together to secure high quality care and to drive health improvement and reduce health inequalities for the benefit of residents
- Lambeth Council's latest Medium Term Financial Strategy forecasts a projected funding gap of approximately £69m for the period 2024/25 to 2027-28

Lambeth Adult Social Care

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4a. The Lambeth profile

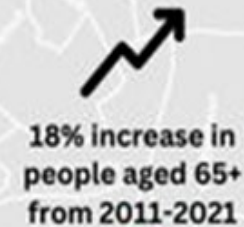
Lambeth is a densely populated borough with a diverse and growing population of **317,600 residents**. As a borough with a multitude of assets, there are **significant opportunities in Lambeth**: from strong community networks and a committed voluntary and community sector, to flourishing businesses and quality public services.

However, there are also **pronounced and persistent inequalities that deeply impact our communities**. The impacts of deprivation, health inequalities, London's housing crisis, and climate change are adversely impacting Lambeth people. **We are committed to taking positive action to improve outcomes for all, with a focus on those at risk of experiencing poorer outcomes**, in support of our Lambeth 2030 vision and mission to make Lambeth a borough of equity and justice.

OUR LAMBETH



Lambeth has a significant Christian population



Lambeth has a high proportion of social housing than London or England



17% of Lambeth's residents reported live with a long term health condition or illness



Lambeth has a diverse population, 55% White, 24% Black, 7.3% Asian ethnicities



4a. The Lambeth profile

The Lambeth older people's health profile shows Lambeth has a **diverse and ageing population**, which combined with other risk factors such as **social isolation and long-term health conditions**, indicates the **demand** for social care services is **likely to increase** in the near future.

Like other local authorities, Lambeth faces **significant pressures** around the **funding of Social Care**, which is linked to **increasing costs, rising demographic pressures, and the increasing complexity of need** that is supported.

The Prevention Framework serves as the umbrella framework for delivering a whole-systems approach in Lambeth Adult Social Care to manage the demand for health and social care services by promoting independence and self-care, using strengths and assets in the community, and therefore delaying, preventing, or reducing the need for health and social care services.

4b. Demography – projected population changes over time

2021



Persons aged 50+ projected change next 10 years, 14% increase

% of person population and
number by age group

50+	65+	85+
25%	9%	1%
79,700	27,600	3,300

% of person population and
number by age group

50+	65+	85+
28%	12%	1%
91,200	38,500	3,700

2031



**25% of Lambeth's population
are aged 50 or over**

79,700 people are 50+ years
old (2021). This number could
increase by ~11,500 to 91,200
by 2031.

2021



Females aged 50+ projected change next 10 years, 15% increase

% of female population and
number by age group

50+	65+	85+
26%	9%	1%
42,200	15,300	2,100

% of female population and
number by age group

50+	65+	85+
29%	13%	1%
48,500	21,100	2,300

2031



**53% of Lambeth's 50+
population are females**

42,000 females are 50+ years
old (2021), 26% of the total
female population. This number
could increase by ~6,400 to
48,500 by 2031.

2021



Males aged 50+ projected change next 10 years, 11% increase

% of male population and
number by age group

50+	65+	85+
24%	8%	1%
37,600	12,300	1,200

% of male population and
number by age group

50+	65+	85+
27%	11%	1%
41,600	16,900	1,300

2031



**47% of Lambeth's 50+
population are males**

37,600 males are 50+ years old
(2021), 24% of the total male
population. This number could
increase by ~4,000 to 41,600
by 2031.



4b. Demography – projected population changes over time

Over the next 10 years Lambeth's population will continue to age, with a larger number and proportion of people aged 50+ by 2031. This trend will be amplified in the 65-74 age group (50% increase) and 80+ age group (19%).

The prevention strategy is informed by Lambeth's Joint Strategic Needs Assessment (JSNA). As part of the JSNA an older people's profile has been produced providing information and statistics on the characteristics, needs, and challenges of older people in Lambeth. Ageing well is a key priority in Lambeth and the focus of the Annual Public Health Report 2024; we want Lambeth's older population to stay well and live independently for as long as possible. Our focus is maximising well-being and preventing avoidable escalation of needs.'

*Source: GLA 2022-based Demographic Projections,
2022 Identified Capacity 10yr central fert 2050
note: figures rounded up to nearest 100th and are estimated figures*

4c. The Lambeth profile

Loneliness and social isolation affect mental and emotional well-being, potential issues for old and disabled people.



Isolation

24% of people in Lambeth say they are lonely - 38% of Lambeth's over 65s live alone (2021)

Loneliness is negatively affected by deprivation, sex, ethnicity, employment status, and disability status

People who are 85+ are twice as likely to say they're lonely than people who are 65 – 74 years old



Long-term conditions

1 in 10 of Lambeth's population have a long-term musculoskeletal problem

Common mental disorders affect 1 in 4 of the 16+ population and 1 in 10 of the 65+ population

Average house prices in Lambeth are 16 times the average earnings



4c. The Lambeth profile

Poor quality housing and homelessness affect people's physical and mental health and well-being



Disability

1 in 3 of 65+ population are considered disabled under the equality act

4 in 10 of the 65+ population have their day-to-day activities affected by their physical or mental condition

Disabled people are more likely to rent social housing.



Housing

Poor-quality & overcrowded housing are associated with increased risk of cardiovascular/respiratory diseases & depression/anxiety.

Approximately 2 in 3 houses are rented in Lambeth

1 in 10 estimated to have diabetes



5a. Describing our approach



Reduce demand at the front door by:

Utilising relationships and
commissioned services with our core
strategic third-party providers

Working with voluntary community
and faith sector

Strengthening opportunities with
'friends and family'

Having a commitment to supporting
carers



Maintain capacity at the lower threshold of needs by:

Providing timely and needs based
information and advice

Offering support to remain
independent at home with a range
of community-based support

Making the most of our
technology and equipment



Working in partnership:

Work with Children's social care,
housing and other council departments
to ensure a joined up, systematic
approach to prevention that makes the
best of our assets, financial
opportunities and the capacity of our
providers to make the public purse
stretch as far as it can. Ensure that no
community is adversely affected more
than others through a universal
approach to prevention supported by
comprehensive and joined up
engagement

5b. Describing our approach



**Managing
demand
through the
Front Door of
the Council**



**Managing
demand from
the acute
hospitals**



**Effective
short-term
interventions
for people
from the
community**



**Designing the
care system
for people
with long-
term care and
support
needs**



**Developing a
workforce to
manage
demand**



**Governance
and
management
arrangements
to sustain
improvements**

Derived from “Six Steps to Managing Demand in Adult Social Care”, Bolton & Provenzano (2017)



Lambeth



5c. Core principles

Holistic Approach

Prevention efforts should address a wide range of factors influencing adults' lives, including physical, mental, social, and economic aspects.

Early Intervention

Identifying risk factors and signs of potential issues early allows for timely interventions that can mitigate or prevent the development of larger problems.

Collaboration

Collaboration among partners, including internal Council departments (Housing, Parks and Leisure, Public Health, etc.), VCS groups, healthcare providers, and other stakeholders is crucial for a coordinated and effective prevention approach.

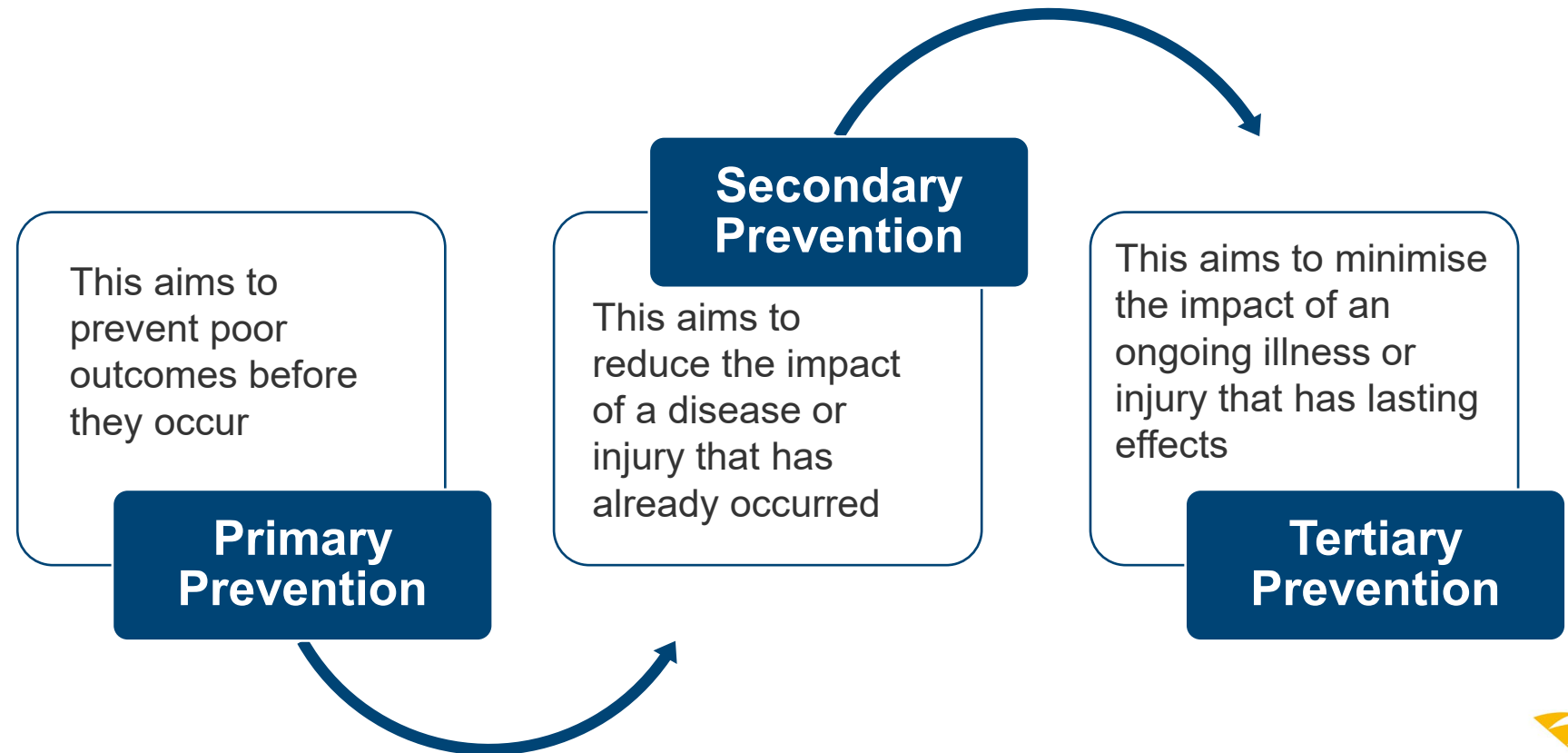
Individual Centred Approach

Recognise the unique needs and circumstances of each individual, considering factors such as age, gender, cultural background, and life stage.

Empowerment

Empowering adults with the knowledge, skills, and resources to make informed decisions about their well-being is a cornerstone of prevention.

6. Our prevention priorities





7a. Examples of our Prevention Offer

Primary Prevention

- My Gateway - Age UK Lambeth
- Neighbourhood Wellbeing – Age UK Lambeth
- Handyfix and Hospital to Home – Age UK Lambeth
- Social prescribing services
- Benefits Advice Services – Age UK Lambeth
- Social activities and befriending

Secondary Prevention

- Key ring model
- Telecare/care technology and other digital solutions
- Weight management services
- Falls Service
- Sexual health services
- Health and wellbeing bus
- Adult Social Care and Age UK Lambeth Front Door partnership

Tertiary Prevention

- Occupational Therapy
- Information, Contact and Assessment Service (ICAS) Rehab and Reablement Commissioned housing solutions
- Adult Social Care & Guy's and St Thomas's NHS Foundation Trust urgent response service
- Home care provision
- "Discharge to assess" bed-based service
- Chronic disease management programmes

7b. Examples of our Prevention offer - Our front door

Voluntary and Community Sector (VCS) preventative offer

Embedding our VCS offer at the front door, the majority of people contacting Adult Social Care who are seeking a service will have their initial discussion with Age UK Lambeth who triage and signpost to the most suitable services/support/information and advice within the community.

Adult Social Care statutory offer

Our Information Contact and Assessment Service (ICAS) carries out urgent Care Act Assessments, short term interventions to make safe, Carers Assessment and wide range of support services.

Occupational Therapy and equipment pathway

Occupational Therapy and the Trusted Assessor approach is crucial to how we support prevention. We are able to champion wellbeing and independence and prevent people from needing care. This can be through problem solving, different techniques and the use of equipment.

Adult Safeguarding and MASH

Screening if safeguarding threshold is met, taking urgent actions to make safe.



8. Prevention Strategic Framework Action Plan

REVISED FOR 2025/26



Prevention Strategic Framework Action Plan Overview

Our high-level delivery priorities

1. Early intervention in the community
2. Reducing increased need at the front door
3. Maintaining independence and reducing longer-term needs
4. Continuous system improvement
5. Identifying opportunities to enhance our prevention offer



1a. Early intervention in the community

Outcome: To identify risk factors and signs of potential issues at an early stage to allow for timely interventions in the community that can mitigate or prevent the escalation of care and support needs to a point that a referral to Adult Social Care is required.

What we delivered in 2024/25

- Lambeth's Cost of Living Response Plan 2024/25 supported 18,000 households
- Building on our existing community engagement work, we setup an Age-Friendly Forum to help inform the development of our Age-Friendly Lambeth approach which had over 180 attendances in 2024/25.
- Thriving Communities programme delivered across multiple locations harnessing social capital and community resources to provide support.
- The Lambeth Together Health and Wellbeing Bus undertook a regular programme of interactions/engagement in communities with residents supporting the early identification of health issues (13,564 engagements / interactions between April 2024 – March 2025).

What we plan to deliver in 2025/26

- We will launch and implement our final Age-Friendly Lambeth Action Plan (2024-2027) bringing together actions across eight of the World Health Organisation's age-friendly domains.
- Complete the mobilisation of new voluntary sector Prevention, Carers, Advocacy and Direct Payments contracts, starting July 2025, and embed service model.
- Local delivery of the Household Support Fund and the establishment of a tackling poverty reserve for Lambeth Council.
- Finalise an evaluative approach for the Age-Friendly Lambeth initiative and produce a summary of progress report for the first year of delivery.



1b. Early intervention in the community

Outcome: To identify risk factors and signs of potential issues at an early stage to allow for timely interventions in the community that can mitigate or prevent the escalation of care and support needs to a point that a referral to Adult Social Care is required.

What we delivered in 2024/25

- As part of the Building Healthier Communities Programme we worked with the local community, voluntary and faith organisations to establish 11 community-led Health and Wellbeing Hubs delivering a range of support across Lambeth.
- Recommissioned Ascension Trust to expand their network of Beacon Hubs focused on addressing health inequalities in black, minoritised and other marginalised communities.
- A range of services delivered through Lambeth Addiction Consortium aiming to prevent and reduce harm associated with substance misuse.
- We held an Ageing Well Festival to celebrate the UN's International Day of Older Persons providing residents with advice and information, and access to activities.

What we plan to deliver in 2025/26

- We will continue to commission NHS Health Checks to help the early identification of people at risk of cardiovascular disease and dementia.
- We will work to ensure that Lambeth's Health and Wellbeing Hubs are linked into our Thriving Communities Programme.
- Lambeth has commissioned Ascension Trust's Beacon Project to deliver health and wellbeing hubs and outreach in community settings.
- Lambeth Health and Wellbeing Bus will deliver a regular programme of attending localities and offering services within directly within communities.



1c. Early intervention in the community

Outcome: To identify risk factors and signs of potential issues at an early stage to allow for timely interventions in the community that can mitigate or prevent the escalation of care and support needs to a point that a referral to Adult Social Care is required.

What we delivered in 2024/25

- We recommissioned our voluntary sector prevention and carers support contract, following extensive engagement with Connect Lambeth partners and residents.
- Alongside Lambeth Living Well Network Alliance partners, we established the Primary Care Alliance Network to enhance joint working between Alliance staff, GPs and other health, care and VCS professionals to maximise opportunities for early help that enables people to be supported in their own communities and reduce potential for escalation in health and care needs.
- Awarded Round 7 funding to projects supporting wellbeing and reducing inequalities via Lambeth Wellbeing Fund, exceeding target reach with 1171 beneficiaries against a target of 572.

What we plan to deliver in 2025/26

- Launch new Dementia Strategy for the next five years, to guide joint work between the local authority and partners to ensure the best possible outcomes for people with dementia in Lambeth.
- Refresh the Lambeth Suicide Prevention and Mental Health Promotion action plans with focus on targeting interventions at communities most at risk to maintain positive mental and physical wellbeing.
- Launch Round 8 Lambeth Wellbeing Fund to further support peer-led, preventative support via grassroots projects.
- Working in partnership with drug and alcohol services to embed new ways of working, including via monitoring of revised service agreements.



2a. Reducing demand at the front door

Outcome: To provide effective and timely response to maximise wellbeing and improve independence levels of residents in daily activities following deterioration in abilities and to support people to remain at home for as long as possible.

What we delivered in 2024/25

- Continued to strengthen the ASC Front Door model with a focus on prevention and embedding Occupational Therapy principles. This resulted in a 40% decrease in the number of new social care assessments in 2024/25 compared to 2023/24.
- We achieved an increase in the number of people supported to live independently in their homes.
- Increased capacity within Age UK Lambeth by appointing additional workers to effectively manage the volume of initial contacts being received and to ensure robust screening of all new people contacting ASC.
- Improved social care assessment waiting time performance in the Information, Contact and Assessment Service (ICAS).

What we plan to deliver in 2025/26

- Complete a project to refresh all Adult Social Care safeguarding pages on the Lambeth website, in addition to projects optimising our safeguarding web forms and scoping the introduction of a general “chatbot” to signpost residents.
- We plan to add learner videos to our website that explain various ASC pathways in an accessible way.
- A focus on improving the timeliness of our preventative interventions at the front door and reducing overall waiting times.
- Extend our data sharing arrangements with Age UK Lambeth to enable deeper analysis of throughput to Adult Social Care to strengthen our understanding of our preventative offer.
- A continued reduction in the number of people who are waiting for a social care assessment, and a fall in the median waiting time.



2b. Reducing demand at the front door

Outcome: To provide effective and timely response to maximise wellbeing and improve independence levels of residents in daily activities following deterioration in abilities and to support people to remain at home for as long as possible.

What we delivered in 2024/25

- 88% of Assessors in the Information, Contact and Assessment Service are now trained “Trusted Assessors” able to assess for aids and perform some home adaptation assessments.
- We awarded and mobilised an extended contract with Age UK Lambeth to deliver our integrated front door service.
- We awarded and mobilised contracts for drop-in floating support services for adults with learning disabilities.
- We commenced the multi-disciplinary programme to redesign the delivery model for reablement services as part of streamlined pathway for hospital discharge and ASC Front Door Services.

What we plan to deliver in 2025/26

- We will continue to explore opportunities for continuous improvement of our front door service contract, through contract monitoring and partnership working with Age UK Lambeth.
- We will work with our partners in the LWNA to review and monitor impact of our mental health community support and reablement offer to ensure effective discharge and recovery support to keep people well in the community.
- Conclude reablement redesign and initiate recommissioning exercise for the refreshed delivery model.
- Together with partners in our Lambeth Drug and Alcohol Treatment Consortium we will work to increase numbers of individuals with long term substance misuse issues accessing and retained in structured treatment, rehabilitation and housing support to promote sustained recovery and independence.



3a. Maintaining independence and reducing longer-term demand / needs

Outcome: To provide support to remain independent at home or regain skills and confidence with a range of community-based support and drawing from a “strengths-based” approach.

What we delivered in 2024/25

- We achieved an increase in the proportion of referrals to reablement starting from the community which stands at 18%, up from 6% 12 months earlier.
- Targeted ongoing Occupational Therapy led work to promote independence and ensure right level of care (including equipment).
- We recommissioned 12 Discharge to Assess beds to support timely discharge from hospital, representing an increase in capacity from 2023/24.
- Targeted work with providers to ensure that we develop appropriate right-sized care that promotes independence for those with more complex needs – reviewed over 70 people by April 2025.

What we plan to deliver in 2025/26

- Launching our supported employment pilot, providing personalised support for people with Learning Disabilities in line with British Association for Supported Employment standards.
- Continue delivery of the Learning Disability Right Sizing Care Project to review care and support, ensuring that the level of care matches need and maximises independence.
- We will deliver our Occupational Therapy Strategy and Year 1 of our Technology-Enabled Care Action Plan to ensure we use technology effectively to support our residents to manage their health and wellbeing in a way that prevents or delays the need for care and support.
- Deliver a community frailty project in collaboration with Lambeth’s Neighbourhood and Wellbeing Delivery Alliance to identify and support residents at risk of frailty via in-reach and outreach support by integrated frailty team.



3b. Maintaining independence and reducing longer-term demand / needs

Outcome: To provide support to remain independent at home or regain skills and confidence with a range of community-based support and drawing from a “strengths-based” approach.

What we delivered in 2024/25

- The Every Pound Counts service supported over 1,000 service users to access additional benefit income, with the total value claimed being nearly £10.8 million.
- Increased the proportion of people who are discharged from hospital on the weekend over the last 12 months ensuring reduced hospital stays
- ASC increased the overall number of individuals who use a direct payment for their care and support by 17%. There was also a 30% in the number of people starting a direct payment arrangement in 2024/25 compared to 2023/24.

What we plan to deliver in 2025/26

- We will continue to promote the wider use of direct payments to support people to be independent and have choice and control over their care and support arrangements. This will include setting up a direct payment team in ASC, a staff training programme and mobilising a new contract for direct payment support.
- We will continue to promote joined-up working between ASC’s Information, Contact and Assessment service and Intermediate Care Lambeth to identify people in the community who would benefit from reablement.
- A fall in the waiting time for an Occupational Therapy assessment.
- We will further test and develop an in-house predictive model, built to predict the outcome of a review. This will support the early identification and prioritisation of care and support needs.



3c. Maintaining independence and reducing longer-term demand / needs

Outcome: To provide support to remain independent at home or regain skills and confidence with a range of community-based support and drawing from a “strengths-based” approach.

What we delivered in 2024/25

- We awarded new contracts for a neighbourhood model of home care and completed the first two phases of mobilisation in partnership with care providers.
- Launched a pilot between neighbourhood home care providers and GSTT for direct referrals from home care agencies into neighbourhood nursing teams.
- We recommissioned the direct payment support service to support the increased uptake of payments, which will go live July 2025.
- We launched a Learning Disability Employment Action Plan, with targeted initiatives to improve outcomes for people with Learning Disabilities in Lambeth.

What we plan to deliver in 2025/26

- Conclude mobilisation of neighbourhood home care model and work with community health partners to enhance joint working at neighbourhood level.
- Mobilise direct payments support service contracts, working together with the provider to support increased uptake of direct payments.
- Reopen the Clarence Avenue Extra Care scheme, increasing Extra Care housing community capacity.



4a. Continuous system improvement

Outcome: To ensure a joined up, systematic approach to prevention that makes the best use of our assets, financial opportunities and the capacity of our providers to get best value for money.

What we delivered in 2024/25

- We tested digital products to reduce the admin load on our staff, increase efficiency and support staff wellbeing, including a pilot of “Magic Notes” meeting summarisation tool and an in-house Document Summarisation tool which has evidenced potential to support our auditing process.
- We started to test an in-house predictive model, built to predict the outcome of a review and support early identification and prioritisation of care and support needs.
- We launched a Framework, Procedures and Practice Resource to share key Adult Social Care information with Adult Social Care, our partners and our residents and also refreshed our Lambeth Adults Safeguarding Board website.
- We recruited an ASC Research Practitioner.
- We delivered a range of training and learning opportunities for staff to embed the theories and principles of our Practice Model.

What we plan to deliver in 2025/26

- A full roll-out of the “Magic Notes” meeting summarisation tool, the predictive modelling tool of review outcomes to support the early identification of care and support need and scoping of a website chatbot.
- Introduce a translation tool that Adult Social Care can use to instantly translate documents, to increase accessibility of communications for our residents.
- We will deliver a range of research projects to understand care and support needs in Lambeth, this will include a fairness and inclusion survey from which learning can be used to better understand how preventative services can reach seldom heard groups in Lambeth.



4b. Continuous system improvement

Outcome: To ensure a joined up, systematic approach to prevention that makes the best use of our assets, financial opportunities and the capacity of our providers to get best value for money.

What we delivered in 2024/25

- Launched Carers Strategy and commenced delivery of action plan in partnership with Carers Hub Lambeth and the Carers Collaborative Strategy Group.
- We launched our All-Age Autism Strategy in 2024 and worked with partners to deliver the key commitments set out by the strategy. This included launching a Universal Access Fund for community projects promoting inclusivity and empowerment for autistic and / or disabled people in Lambeth.
- Refreshed commissioning model for Prevention, Advocacy, Direct Payments and Carers Support service to reduce duplication and enhance support to carers.

What we plan to deliver in 2025/26

- Deliver All Age Autism Strategy Year Two priorities, including targeted initiatives to improve awareness and understanding in the community and support employment.
- Conclude delivery of Universal Access Fund projects and complete evaluation and learning via end of year review.
- Identify opportunities to support delivery of Dementia Strategy priorities, including exploring options for targeted support to the voluntary and community sector.
- Work with our partners in the LWNA to further enhance primary care capacity.
- Continue to explore integrated services to support hospital discharge and prevent future admissions.



5. Identifying opportunities to enhance our prevention offer

Outcome: To monitor and identify opportunities to enhance the impact of our preventative work through the monitoring of our strategic delivery and development of partnerships.

Priority areas for 2025/26

Lambeth Living Well Network Alliance: alongside partners in the Alliance, progressing the transformation of community mental health services to provide early help and timely support through greater joint working with primary care; maximising opportunities for access to independent accommodation and sustainable paid work and meaningful occupation; and continuing to tackle disparities experienced by black African and Caribbean heritage service users through initiatives such as culturally appropriate peer support and advocacy.

We will work with the Neighbourhood Wellbeing Delivery Alliance to deliver and expand the holistic community frailty project. An integrated Frailty Team has been set up to support this new model, involving clinicians and a social prescriber working closely with the primary care leads within GP practices. The Social Prescribing Link Worker (hosted by Age UK Lambeth) will help to integrate this new approach with the voluntary and community sector. We are embarking on a 12-week pilot exercise programme for residents at a sheltered housing site following a successful event in spring 2025 and will evaluate with the ambition to roll out to other sites.

We will launch a network of non-clinical sexual health outreach, education and health promotion services to target key populations across our borough. The new service model provide alliance-based support in local areas to enable improved access for vulnerable groups within the community and the places where they live, work or visit.

Age-Friendly Lambeth: ASC will work collaboratively with Public Health, Integrated Commissioning, Housing and other partners to progress the work set out in the Age Friendly Action Plan to achieve our “ageing well” ambition for Lambeth which will contribute to ASC’s prevention objectives.