



The Adult Social Care Annual Review 2024/2025

A borough of
equity and justice



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Foreword

We are pleased to present the Local Account for Lambeth Adult Social Care services for 2024/2025. It provides the information to hold us to account for the outcomes we achieve and the quality of our services. It sets out what we have achieved in the last year and our priorities for 2025/2026.

In Lambeth, equity and justice are at the heart of all the work we do, and we are committed to providing social care services that support independence and inclusion at every step. We want people in Lambeth to live independent and healthy lives in their own homes. Where this is not possible, we will provide care that is timely, accessible and tailored to diverse needs.

To achieve this, we work closely with our partners across the health and community sectors to take a joined-up approach to health and care services. We also place a significant emphasis on learning from feedback to improve our services. We routinely ask people who use our services about their experiences, and we actively involve them, as well as carers, when shaping our strategies.

In 2024/2025, we delivered our services in a challenging context. The cost-of-living crisis and inflation mean we are still managing financial pressures and as Lambeth's population gets older there are increasing levels of need. We are proud of our track record in providing care and support through these challenges. Our latest national social care performance indicators showed significant improvement, including improved satisfaction among both service users and carers.



For the coming year, we will be focused on the work set out in our Age-Friendly Lambeth action plan – ensuring Lambeth is a place that people can age well. Alongside this, we will be delivering our priorities set out in both our Carers Strategy and All-Age Autism Strategy. We will also be focused on digital innovation and the opportunities it presents to improve the care and support journey, while making sure to avoid digital exclusion. All of this works towards meeting our Lambeth 2030 Borough Plan commitment to make Lambeth a place we can all call home.

We trust that you will find this report both interesting and informative.



Councillor David Bridson & Councillor Nanda Manley-Browne,
Cabinet Member for Healthier Communities (job share)



Fiona Connolly,
Corporate Director of Adult Social Care and Housing



Richard Outram,
Director of Adult Social Care



What is Adult Social Care?

Adult Social Care provides a wide range of support services to help older people, or those living with disabilities or physical and mental health conditions, to live independently, safely, and in good health.

Our goal is to prevent, reduce, and delay the need for formal care by offering accessible information, advice, and alternative forms of support. We aim to help individuals stay as independent as possible for as long as possible. This includes working with our partners in the voluntary and community sectors.

Support can be short-term or long-term and may include help with daily tasks such as washing, dressing, or getting out of bed, as well as broader support to stay active and connected within the community.

Adult Social Care may involve:

- Support at home (also known as home care or domiciliary care)
- Care provided in care homes or nursing homes (residential care)
- Reablement services to help people regain independence after illness or injury
- Aids and adaptations to make homes safer and more accessible
- Providing information and advice services
- Support for family carers

Social care is means tested, which means you may need to contribute to or fully cover the costs depending on your income and savings.

Adult Social Care also includes commissioning services—this means assessing the needs of our local population and then designing, planning, and funding services to meet those needs. We collaborate with care providers to ensure services are safe, high-quality, and financially sustainable.

We work in close **partnership with a wide range of organisations**, particularly through Lambeth Together. This includes community groups like Healthwatch Lambeth, Black Thrive Lambeth, and Patient and Public Voice members, as well as voluntary and community organisations such as Age UK Lambeth, Thames Reach, and Certitude. We also partner with public sector bodies like:

- NHS South East London Integrated Care Board
- South London and Maudsley NHS Foundation Trust
- Guy's and St Thomas' NHS Foundation Trust
- King's College Hospital NHS Foundation Trust
- Local GP practices

In addition, we collaborate with colleagues in Housing, Children's Social Care, and Special Educational Needs.

However, this document focuses specifically on **Lambeth Adult Social Care**—our services, and what we have achieved—rather than our broader collaborative work.

Contact us

If you have a concern that someone may be at risk of abuse or neglect, please let us know by completing our online form.

If you are concerned about someone's welfare, discuss your concerns with them. If they refuse help, bear in mind that people have the right to decline. If possible, please get consent from the person you are concerned about before contacting us.

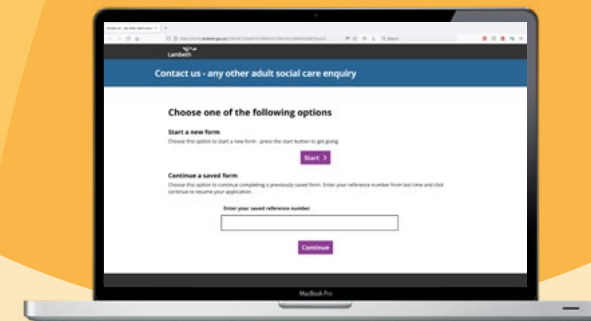
To **report neglect or abuse of an adult**, please use the following form: [Safeguarding form](#)

We have lots of useful information on our web pages about what our voluntary and community sector partners and others we work with can offer.

- We have an **online referral form** for the public - Adult Social Care referral form: [Online referral form](#)
- We have an **online referral form for professionals** - [Online referral form for professionals](#)
- For **general enquiries** - [General enquiry form](#)

If the situation is **urgent** then call us on 020 7926 5555 and select the option to route your call to the correct place for assistance. The options are:

- **Option 1** - if you don't currently receive services from us and you'd like advice or information about adult social care services, please press 1
- **Option 2** - if you're currently receiving an adult social care service, including day services, and you'd like to amend, cancel or discuss your service
- **Option 3** - if you believe someone may be experiencing neglect or abuse. Please do not use this option for another enquiry.
- **Option 4** - to talk about something else.



Your voice makes a difference

We are looking for ways to improve our services, work with and listen to the people of Lambeth. We value the views and opinions from our residents and service users. By sharing your experiences and feedback, you can help shape the future in Lambeth.

If you would like to provide feedback on your adult social care service, please fill in our [feedback form](#).

Please note, this email address is only for feedback from people using our services.

What happens when I contact Adult Social Care for support?



Contact

We speak to you about your concern and provide **advice, guidance and information**.

If you would like to receive an estimate of the amount you may have to contribute to the cost of your care please use our new [social care contribution estimator](#).



Assessment

Some people may need a **statutory care assessment or an occupational therapy assessment**. This involves a conversation with you and the people who know you well to gain a clearer understanding of your circumstances and needs. Together with our team, you'll look at what support can be offered to help reduce, delay, and/or prevent the need for ongoing care now and in the future.

If you are assessed as eligible for services we will work with you to create a **care and support plan**. You will also be asked to complete a **financial assessment** to determine whether you need to contribute towards the cost of your care.



Review

For individuals with a care and support plan, we aim to **review** the services provided at least once a year. This helps us ensure the support you're receiving is effective and allows us to see whether your needs, goals, or overall wellbeing have changed or improved.



<https://www.lambeth.gov.uk/adult-social-care-health/know-your-rights>

Our Teams



Front Door – Single Point of Access and Hospitals

Information, Contact and Assessment Service (ICAS)

Lambeth ASC commissions Age UK Lambeth (AUKL) to provide preventative services for individuals contacting Adult Social Care. AUKL handles most initial inquiries through a dedicated phone line, providing advice, information, and signposting to community resources. AUKL staff work alongside the Information, Contact and Assessment Service (ICAS). AUKL screen people to check if they may be eligible for statutory support and will refer people on to ICAS where appropriate.

ICAS undertake preventative interventions for non-eligible service users including a Trusted Assessor (TA) preventative offer providing minor equipment that can enable independence.

For eligible individuals, ICAS will undertake a strengths-based assessment and, if deemed

eligible for statutory care, appropriate care and support will be arranged. ICAS will discuss the offer of Direct Payments at an early stage. Financial charging policy discussions will also take place. There is an established pathway between ICAS and Intermediate Care Lambeth who offer reablement (rehabilitation at home).

Hospital Team:

- King's College Hospital
- Guy's and St Thomas' Hospital
- Out of borough hospitals

Our hospital teams manage the hospital discharge of all Lambeth residents in hospital who have new or existing Adult Social Care needs. This includes discharges of Lambeth residents from out of borough hospitals.

Intermediate Care Lambeth

- @Home Team
- Rehabilitation & Reablement

Intermediate Care Lambeth is an integrated service combining staff from Adult Social Care and Guy's and St Thomas's NHS Foundation Trust. The staff include Adult Social Care managers, clinical managers, social workers, assessors, occupational therapists, physiotherapists, pharmacist, nurses, rehab support workers and business support.

The @home Team provides an urgent community response service and supports the avoidance of a hospital admission.

Rehabilitation and Reablement supports hospital discharges and new community referrals from Adult Social Care and @home.



Older People and Physical Disabilities

Community Duty Team (CDT)

Our Community Duty team manages enquiries about people already known to Lambeth Adult Social Care i.e. they are receiving services. The only exception is people who are receiving a Mental Health Service. The Community Duty Team may complete reviews if the person's situation has changed and will also undertake carers assessments for existing service users.

Safeguarding Hub

Our Safeguarding Hub considers information where abuse or neglect of an adult has been reported. The Safeguarding Hub will consider the concerns received and decide on action to be taken. This may include putting in place an urgent protection plan to reduce the risk that someone is facing. Our Safeguarding Hub will also provide feedback to the person who raised the concern.

Adult Physical Disability and Older People Case Management Team (OPPD)

Lambeth Adult Physical Disability and Older People Case Management Team support adults with physical disabilities, and older people, who require a service due to the impact of a physical or mental disability. For example, someone with dementia.

The team manages complex work with people with physical disability needs, and people over 65 years old that require long-term support.

Community Review Team (CRT)

This team undertakes scheduled reviews for people:

- receiving a care package and living in the community
- in Supported Living placements
- in sheltered accommodation
- in Extra Care sheltered accommodation
- in Shared Lives accommodation

Placement Support Team (PST)

Lambeth has several care homes across the borough and placements outside of the borough. The Placement Support Team is responsible for conducting reviews, undertaking safeguarding related actions and mental capacity work with people living in our nursing and residential care facilities to ensure the safety and wellbeing of those residents.



Mental Health

Living Well Network Alliance (LNWA)

The Living Well Network Alliance is one of the core delivery alliances within Lambeth. Together bringing together public and voluntary sector bodies for joined up health and care. The Mental Health service also provides social care input to other Mental Health teams that sit outside the Alliance. There is an integrated and accessible Single Point of Access front door into mental health services that is managed by the LNWA.

Living Well Centre

- Southeast
- North
- Southwest

Sitting within the LNWA, the Living Well Centres are the base for community mental health services in the borough. Each centre contains teams made up of: social workers, psychiatrists, therapists, nurses and voluntary and community workers.

The Living Well Centres will offer:

- short-term support for those with low to moderate needs from our combined team of clinicians, social workers and support workers
- medium to long-term support for those with greater need from our focused support team

Alliance Rehabilitation Team (ART)

Our Mental Health Alliance Rehabilitation Team support individuals with severe and enduring mental health problems in placements (supported living, residential and nursing settings) to maximise their independence and to move to less restrictive settings where possible.

Community Living and Support Service (CLASS)

Our Mental Health Community Living and Support Service (CLASS) supports the process of improving Right Care across our adult inpatient services.

The CLASS team is made up of staff from mental health clinicians, social care and voluntary sector services.

The team also supports and oversees Lambeth patients that have been stepped down from an acute bed into step down placement or accommodation on a temporary basis post discharge.

Forensic Mental Health

The Forensic Mental Health Team work in close partnership with the clinical team with people who have severe and enduring mental health problems and have committed high-level criminal offences.

The team support people to progress from forensic inpatient units back to the community, can undertake the role of Social Supervisor for people subject to Ministry of Justice restrictions, undertake placement reviews, Care Act assessments, Mental Capacity Act assessments and Safeguarding enquiries.



Mental Health continued

Approved Mental Health Professionals Team (AMHP Team)

Lambeth's Approved Mental Health Professionals (AMHP) are social workers qualified to carry out mental health assessments.

They work in our Mental Health services and are responsible for knowing the Mental Health Act and other relevant legislation, which will influence the decisions they make regarding someone being detained under the Mental Health Act.

Mental Health of Older Adults

Lambeth's Mental Health of Older Adults Team work with adults experiencing complex issues resulting from a combination of mental health conditions including dementia and age-related illness.

The team undertake assessments and reviews to develop care packages to promote safety and independence in the

community and residential settings. Once the team has stabilised individuals in the community, case responsibility will transfer to Placement support team or Older People case management team for follow up reviews.

The team work closely with the Older Adults Mental Health clinical team which comprises a range of professionals including Psychiatrists, OTs, Psychologists and Nurses.

Substance Misuse Team

The Substance Misuse team provides a service for people who misuse drugs or alcohol and need support to manage their lives and health needs. Qualified Social Workers assess people who are looking for abstinence-based services.

Lambeth Drug and Alcohol Treatment Consortium is a multi-agency as well as multi-disciplinary service. It comprises several partner agencies as well as having wide range of professionals involved.





Adults With Learning Disabilities

Community

This service supports residents who have a learning disability providing social care assessment, review and support to maximise independence. This includes undertaking Safeguarding enquiries and Mental Capacity Act work.

0–25 Disabilities

The 0–25 Disabilities Service provides support and services for children and young people with complex and profound disabilities from birth through to 25. It is an integrated service across Children's Services and Adult Social Care. The 0–25 Disabilities service also includes occupational therapists (OT) who provide OT assessment, review and support.

The Service has responsibility for children in need, children in need of protection, and children looked after and provides support for children and their families from birth into adulthood.

From 18, eligibility for the 0–25 Disabilities Service is set out by the Care Act 2014 and the 0–25 Disabilities team provides care and support to those with eligible needs.

The young person will remain in the 0–25 Disabilities Service until they are 25 years old, before transferring to appropriate Adult social care team. This transfer can occur earlier once a young person's care and support arrangements are settled and they have completed their education provision.

Integrated Brokerage Service

The integrated brokerage team supports the arrangement and procurement of care and support for all ASC teams by identifying service provision that meets the assessed need of service users.

The Brokerage Team negotiate and broker all care placements, extra care and domiciliary care packages for service users within and outside the established commissioning and procurement frameworks.

Brokerage is also responsible for setting up and monitoring all new and existing direct payments for all client groups.

The Crescent Day Service

The Crescent Resource Centre is our flagship day centre service developed and delivered in partnership with Certitude. The service

provides supported living accommodation flats run by Certitude alongside council run day service for adults with learning disabilities and complex health needs.

The Crescent Resource Centre also has a friendly cafe and space for hire, as well as a rebound therapy service.

Lambeth staff at The Crescent Day Service work collaboratively with the Learning Disabilities community health service to provide high quality skilled support for people with lived experience and their families to meet postural support needs and manage risks around eating and drinking. The people who use this service do activities they enjoy, which help develop social and language skills.



Every Pound Counts

Every Pound Counts

Lambeth Every Pound Counts team supports people to apply for benefits, help with appeals when awards are too low/ refused and supports income maximisation.

The service also provides information to increase awareness of the impact of welfare reform.



Occupational Therapy

Occupational Therapy (OT) Service

Lambeth's Occupational Therapists are trained in specialist equipment and assistive technology. They will assess whether there are any activities that a person struggles with, such as getting dressed, washing, eating, or moving around their home. An OT will then recommend person-centred adjustments or equipment needed (such as installing bath rails or a stair lift) to help someone maintain their independence. OTs are embedded in our front door service (ICAS) and work across all our longer-term social care teams.

Technology Enabled Care (TEC)

The Technology Enabled Care (TEC) team in Lambeth comprises of the Technology Enabled Care Team and Careline 24.

Lambeth's Careline 24 offer is delivered by Southwark Monitoring & Alarms Response Team (SMART) who provide a 24/7 - 365 monitoring and response service to 5,000+ clients across Southwark and Lambeth.

Sensory service

- Process and manage Certificates of Visual Impairment (CVI) for adults and children. CVI's are sent to the team directly via email by Eye Clinic Liaison Officers (ECLOs).
- Provide information and advice, signposting to relevant community and voluntary services, if required.
- Provide specialist assessment for residents with sensory impairments: vision or both vision and hearing (dual sensory loss).
- Provide visual impairment rehabilitation such as activities of daily living and indoor/ outdoor mobility training to enable residents with visual loss difficulties to adapt to daily life and promote independence.
- Review due to change in personal or external circumstances or condition.
- Provide equipment to promote independence in the home and outside.



Safeguarding Adults and Quality Assurance

Safeguarding and Quality Assurance

Safeguarding Adults and Quality Assurance Service supports Adult Social Care and partners in Lambeth to understand their responsibilities to “adults at risk” in Lambeth.

This includes risks from the services provided by adult social care, or those we commission from others. The service takes steps to reduce those risks wherever practicable; working well together to respond appropriately when concerns arise, and using the lessons learned from adult safeguarding, complaints, and other sources to make improvements.

As well as overseeing the day to day running and coordination of Lambeth’s Safeguarding Adults Board, the safeguarding and quality assurance service carries out the Supervisory Body function of Lambeth Council. It coordinates the implementation of the Quality Assurance Framework and shares key

themes and learning from audits, surveys, complaints, and LGO enquiries. It has general responsibility for monitoring performance and developing and improving practice. The service includes the Principal Social Worker, Principal Occupational Therapist, and Head of Safeguarding.

Deprivation of Liberty Safeguards

This function within Adult Social Care ensures the Supervisory Body is effectively administered.

The team receive all Deprivation of Liberty Safeguard (DoLS) requests from care homes across Lambeth and commission assessors to determine eligibility for detention under the DoLS, including if the person lacks capacity to consent to admission - and if being a detained resident is in the person’s best interests.

The team is also responsible for Peer Supervision for Best Interests Assessors, as well as information sharing protocols and informal training for Managing Authorities (care homes/hospitals).

Quality assurance and practice development

This service undertakes quality assurance of work and practice of individuals, teams, and services in ASC. Quality Assurance and Practice development service supports adult social care staff and services.

The team leads on auditing practice, training and development, practice improvement initiatives, embedding legislative changes, practice standards required by our registering bodies and system wide developments identified by people with lived experience, the Principal Social Work and Principal Occupational Therapy networks.



Transformation

Transformation Assurance Business Support

Transformation consists of social workers, programme and project managers, performance leads, business support staff and an engagement coordinator.

There are several small social care teams within Transformation that are focused on delivering specific project-level work linked to service development priorities. This currently includes teams supporting home care mobilisation and a team supporting the setup and take-up of direct payments.

More broadly, the Transformation team works across adult social care to streamline processes, increase efficiency, meet legislative requirements, and develop new service models. This can involve administration, strategy, coordination, community engagement and practical work.



Lambeth Sanctuary Services

Sanctuary Services

Lambeth Sanctuary Services supports sanctuary-seekers by ensuring that those fleeing war and trauma feel welcome and supported when integrating into the borough. This is in line with our Lambeth 2030 aspirations around equity and justice. Our aims are underpinned by the Lambeth Borough of Sanctuary Strategy commitments, to improve equity of access to support for all sanctuary-seekers and raise the voices of people with lived experience. This is achieved through collaboration with the Lambeth Sanctuary Forum (a partnership between the Council, statutory bodies, and Voluntary and Community Sector and People with Lived Experience).

Lambeth Sanctuary Services is made up of three teams:

- Asylum Support
- Refugee Resettlement
- Homes for Ukraine.





Champion Networks

ASC has three networks of champions made up of frontline staff that are situated within operational teams raising awareness and promoting good practice around particular thematic areas.

Safeguarding Champions

A Safeguarding Champion is a nominated person within a team who has a special interest in safeguarding and would like to develop their knowledge and skills as an enquiry officer or safeguarding adults manager. They act as a lead practitioner in their team in safeguarding and can provide peer reflection, advice and guidance to others in their team as well as signposting.

Safeguarding Champions promote safeguarding practice and provide updates in their team meetings, attend Safeguarding Champion sessions and act as lead in any audit led focus groups representing safeguarding. Champions help with facilitating peer reflection and case discussions, identify practice issues and areas for improvement as well as supporting training as needed.

Direct Payment (DP) Champions

A DP Champion is a nominated person within a team who has a special interest in DP and would like to develop their knowledge and skill in the implementation of DP so they can provide advice and guidance to others in their team.

DP Champions promote DPs within their teams, attend DP Champion meetings to report progress and share ideas and specific issues around the implementation of DP, promote DP training in the team, help increase staff awareness about what direct payments can be used for, who is eligible to use them, and how they can be accessed and managed, and link with the DP commissioned support service.

Carers Champions

A Carers Champion is a nominated person within the social work teams who has a special interest in recognising the needs of carers and how to support them in the community. The role of the Carers Champion is to raise the profile of carers in team meetings and to increase the uptake in ASC of carers assessments.

Carers Champions promote good practice in supporting carers within their teams, attend Carers Champion meetings to report progress and help increase staff awareness around carers support, resources and information. Carers Champions share learning with colleagues and work closely with Lambeth Carers Hub attending on a regular basis to meet with carers to provide advice, information and build closer links to ASC. Carers Champions attend events and webinars hosted by Carers UK and NHSE London providing feedback to teams on best practice and resources for carers.



Integrated Commissioning

The team is made up of health and ASC commissioners, focusing across different service areas. We commission services for adults with health and care and support needs. Our primary focus is on the provision of services located within our borough. We want to ensure that the services we commission meet the needs of our residents and service users.

Extra Care

We commission six extra care schemes with current capacity to support 320 individuals. These schemes enable individuals to remain supported at home for as long as possible with tailored care and support plans.

Home Care

We commission a range of home care providers to provide standard personal care and specialist care, including specialist mental health, learning disability and CHC providers. We operate a framework agreement with 20 providers of specialist community transport for adults in the community.

Care Homes

We have 37 care homes, including 9 older people's homes. The homes provide residential and nursing care, alongside

Discharge to Assess (D2A) beds to support step-down care following hospital stays.

Learning Disabilities and Autism

We have specialist services for people with a learning disability and/or autism include 30 supported living schemes, 5 day services, 14 care homes, outreach and Shared Lives.

Mental Health

We currently have 344 units of block supported accommodation for mental health to deliver flexible, culturally appropriate care and support.

Integration, Better Care Fund and End of Life Care

We plan and facilitate delivery of Lambeth's Better Care Fund (BCF) – early intervention/prevention, home care, reablement,

intermediate care, responding to building works, internal adjustments and equipment at home, and carers support.

We commission end of life care and support from two hospices, one overnight home support service and one bereavement support service.

Continuing Healthcare Team

We manage provision of NHS Continuing Healthcare for eligible individuals, commissioning a range of care including home care and nursing care. We work with Adult Social Care to provide Funded Nursing Care for eligible individuals.

2024/25 in numbers: Our activity



In 2024/25 we were contacted to assist 18,033 people, an average of 1,503 each month (+15% from 2023/24).



In 2024/25 we completed a total of 2,044 assessments - 170 on average each month. Median time for completion is 16 days.

60% (+4% from 2023/24)

of our assessments led to care and support plans. A care and support plan is the detailed document setting out what services will be provided, how they will meet your needs, when they will be provided, and who will provide them.



We supported a total of 994 people living in residential care homes or nursing care homes.



A total of 3,980 people received a package of care in the community.



86% (+9% from 2023/2024) of people have an up to date review (within the last 12 months).

2024/25 in numbers: Carers



A total of 1,383 carers received supporting during this year. This is an increase of 15% from the previous year.

56%

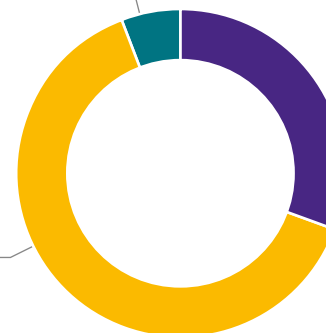
of people supported in the community have a carer

Support provided to Carers, 2024/2025

Respite 80

Information and advice
879

Direct Payment
424



55% of carers assessments were completed as separate assessments. This is a 6% decrease from previous year.



49% of carers were identified as new.

71% of the carers were aged 26-64.

Performance Indicator

100% of new assessments completed where carers have been identified and offered/assessed. 3% increase from previous year.

2024/25 in numbers: Keeping you safe

Safeguarding Adults: Achievements



Development of a Safeguarding Hub to improve the consistency of our decision making and to provide a main point of entry for most of our safeguarding referrals.



Mental Capacity Act practice week (in March 2024) - attended by 771 people across various organisations in Lambeth including Adult Social Care, Health and Voluntary Groups.



National Safeguarding Adults Week 2024 was a major success, with the South East London Safeguarding Adults Boards (SAB) – Lewisham, Lambeth, Bromley, Southwark, and Bexley–collaborating for the first time to deliver over 30 expert-led sessions. Lambeth SAB led a well-attended session on executive functioning and safeguarding, drawing 116 participants.

1,660

concerns received about suspected neglect or abuse of an adult (a fall of 13% compared to 2023/2024).



Of the 1,660, 31% needed further investigation and action.



Self neglect represents 11% of all safeguarding enquiries completed in 2024/25. The Lambeth Safeguarding Adults Board continues to widely promote the self neglect and hoarding multi-agency guidance which is available on our website.



85% of individuals involved in safeguarding enquiries were asked about their desired outcomes and had them recorded. Of those, 99% reported that their outcomes were either fully or partially met.

2024/25 in numbers: Keeping you safe - Deprivation of Liberty Safeguards

The Deprivation of Liberty Safeguards (DoLS) are part of the framework introduced by the Mental Capacity Act 2005 (MCA). A person who is being deprived of their liberty, as a result of their lack of capacity to consent to their care arrangements, is entitled to legal safeguards. This is to make sure that the restrictions in place to keep them safe are necessary and proportionate. The MCA DoLS apply to people who are:

- 18yrs or over
- Accommodated in a CQC-registered care home or hospital
- Suffering from a mental disorder (including conditions such as learning disability or dementia)
- Whose freedom is being restricted; and
- Who have been assessed to lack the mental capacity to make decisions about their care/treatment

2,084

Active DoLS cases during 2024/25. This number includes requests received in 2024/25 as well as cases from previous years which remained active into 2024/25.

1,380

DoLS requests were received in 2024/25. This is a 19% increase from 2023/24.

1,262

requests granted. This is a 22% increase from 2023/24.

671

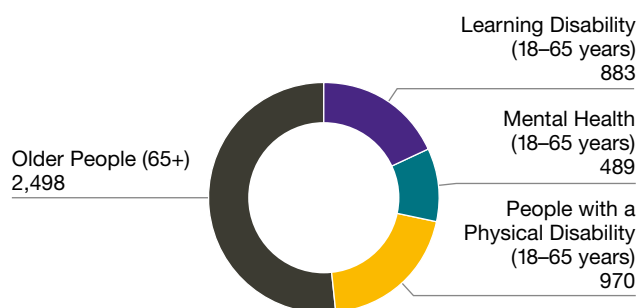
requests not granted. This is a 14% increase from 2023/24.

522

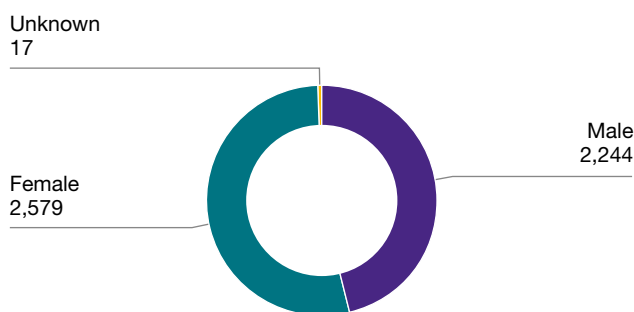
active authorisations on 31st March 2025. This is 5% decrease from 2023/24

Who we supported: The numbers

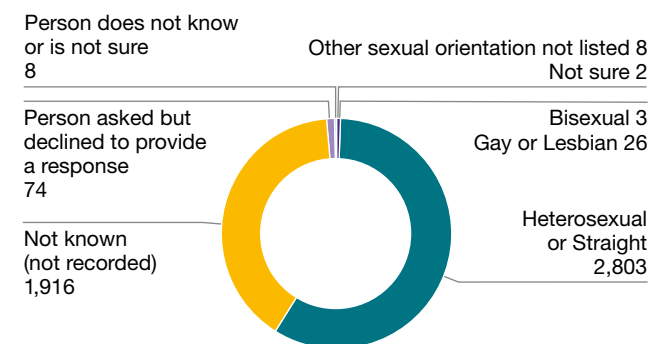
Total Clients by Service Area



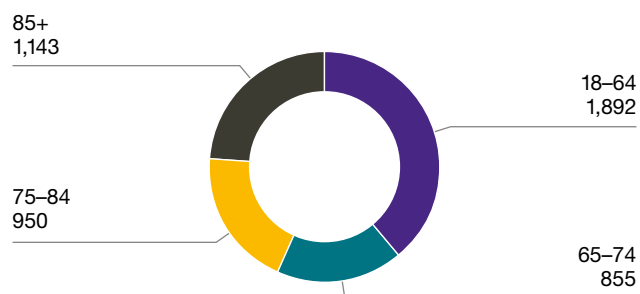
Gender



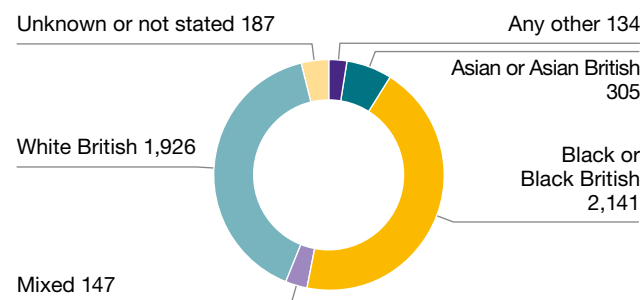
Sexuality*



Age Band



Ethnicity



* The sexuality data provided above is in relation to people who we have assessed during the year 2024/25.

Lambeth collect data on sexuality to better understand the diverse needs of the community and ensure that services are inclusive and supportive of all individuals. This data helps tailor services, support and resources to address the specific challenges and requirements of different sexual orientations, promoting equality and inclusivity within the community.

Who we supported: Some examples

The following section provides some examples of the type of work that we do and how we helped people access the care and support that they needed.



Lambeth Adult Social Care case studies

Case Study 1

About me

I'm a 75-year-old man of Ghanaian heritage, living alone in a second-floor flat within sheltered housing. I manage several long-term health conditions, including high blood pressure and limited mobility, with the support of prescribed medication.

The challenge

I began experiencing increasing difficulty using the toilet, which impacted my ability to manage daily tasks independently and affected my sense of dignity and well-being.

How Adult Social Care supported me

A **social worker** supported me in setting up a **Direct Payment**, allowing me to arrange 20 hours of weekly assistance for personal care, meal preparation, and household tasks.

After I raised concerns about toileting, an **Occupational Therapist (OT)** visited my home to carry out a full assessment.

The OT arranged for a **grab rail** to be installed through my housing provider to improve bathroom safety.

They also liaised with my **GP** to ensure that all professionals involved in my care were informed and working in a coordinated way.

The outcome

With the grab rail now in place, I'm able to use the toilet safely and independently. This small but significant change has helped me maintain control over my daily life, preserve my privacy, and avoid the need for more intensive care or support.

Case Study 2

About me

I'm a 63-year-old woman living in Lambeth with my son, who provides daily support. I live with schizophrenia, anxiety, and hypertension, which affect my memory and motivation.

The challenge

Since my divorce, I've found it increasingly difficult to manage everyday tasks and have become more reliant on my son. When he's at work, I sometimes miss meals or forget to turn off the cooker, which raised concerns about my safety. Despite these challenges, I still have aspirations—I'd love to return to catering or volunteer. I enjoy attending church and occasionally shop locally on my own.

How Adult Social Care supported me

A **social worker** carried out a **Care Act assessment** that focused on my strengths, needs, and personal goals. My son was actively involved in the process, offering valuable insights and helping shape the support plan.

He was also offered a **carer's assessment** in recognition of the care he provides. Although he declined, saying, "I only want my mum to get the support she needs," the offer acknowledged his role.

Together, we developed a **support plan** that included a **Direct Payment** to fund a **personal assistant (PA)** who now supports me daily with meals, personal care, medication reminders, and home safety.

I was also referred to **financial support services** to help me manage my money and access the benefits I'm entitled to.

The outcome

The support plan has helped me stay safe at home while working toward my personal goals. I felt heard and involved in every step of the decision-making process. The strengths-based approach boosted my confidence and helped me maintain both my independence and dignity.

Case Study 3

About me

I'm a 54-year-old carer for my partner, who had a stroke several years ago. We've been together for 25 years. Although we're not married, we're each other's main source of support.

The challenge

My partner won't accept care from anyone else, so I take on all the household responsibilities. I live with severe arthritis in my hands and feet, which makes daily tasks especially difficult—particularly when I'm tired or haven't slept well. I rarely go out or see friends, and while I sometimes feel overwhelmed, I wouldn't change our situation. We only have each other.

How Adult Social Care supported me

I received a **carer's assessment**, which gave me the opportunity to talk openly about my own needs and wellbeing.

I was introduced to **local volunteer organisations** that support unpaid carers like me.

I was connected with the **Carers Hub**, which provides a **carers card**, access to social activities, and a **monthly legal clinic** offering free advice from solicitors.

I was also awarded a **personal budget**, which I used to plan a short break and take time for myself.

The outcome

The support I received helped me feel seen, valued, and better equipped in my caring role. I now have access to helpful information, advice, and the chance to take a break when I need it. Knowing that support is available has made a real difference to my wellbeing.

Case Study 4

About me

I'm a 22-year-old woman living in Lambeth with my adoptive parents and our dog. I have a boyfriend—we've met each other's families, and I hope to marry him one day.

The challenge

I have a learning disability linked to fetal alcohol syndrome, along with physical health issues such as weak ankles and hip pain. I was attending College but after a breakdown in a friendship and ongoing difficulties with a peer, the college said they could no longer meet my needs. This had a big impact on my mental health, both at college and at home. Things became tense with my adoptive mum, and we agreed that moving into supported accommodation might help. I also asked for an advocate to support me. I told my social worker, "I want my own place where my mum and boyfriend can visit," but I also said, "I don't like living by myself," and "I can't be alone by myself."

How Adult Social Care supported me

A **social worker** completed an assessment under the **Care Act 2014**, confirming that I had eligible health and social care needs.

They worked closely with me and my family, liaised with my education provider, and referred me to the **Mental Health Learning Disabilities Team**.

In **April 2025**, I moved into **supported living**.

My support plan focused on:

Personal Goals: Helping me work toward eventually having my own place.

Community Involvement: Encouraging me to join local groups and activities.

Skill Building: Supporting me to develop life skills and access education or training opportunities.

The outcome

By co-producing my support plan, we identified goals that are meaningful, realistic, and measurable. I've been able to maintain strong relationships with my family while gaining more independence and confidence. I feel more in control of my future and supported to live the life I want.

How we spent your money

Adult Social Care Budget Outturn

Adult Social Care	Budget £000	Outturn £000	Variance £000
Income	(50,183)	(81,533)	(31,350)
Expenditure	159,396	193,487	34,091
Net	109,213	111,954	2,741

The net expenditure outturn was £2.7m above budget which was driven by third party expenditure including significant pressures in the social care provider market and rising cost of placements.

Average weekly cost (£)	Older people	People with physical disabilities	People with mental health needs	Adults with learning disabilities	All client groups
Residential care	1,002	1,239	1,090	2,051	1,489
Nursing (excluding funded nursing care)	1,090	1,386	1,026	1,443	1,139
Supported living	1,190	1,284	850	1,843	1,478

Compliments

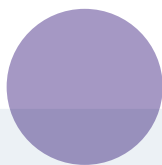
Throughout 2024/25, we received 61 compliments. The compliments reflect the excellent, person-centered and strength-based work being undertaken in the operational teams and we celebrate the good practice and understand what made the difference for these service users and their families so we can continue to learn.

There were two main themes: service delivery and quality (51%) and staff conduct and professionalism (46%).



Dear XX, many, many thanks for all you did for my sister. In fact, I can't find the right words to use. You made sure she was listened to and was provided with a good care tailored to her needs. Anytime we call you for support, you were always there. From the bottom of my mind, I thank you for being a person, a professional and a caring person. Thank you very much. Regards.

Dear XX, I hope this message finds you well. I wanted to take a moment to express my deepest gratitude for all your efforts and support in ensuring my uncle's well-being. Your dedication and commitment to his care are truly appreciated. Thank you for the updates on his GP change, medication support, bank account setup, and housing reassessment. Your guidance and coordination have been invaluable, and I'm grateful for your persistence in resolving these matters. Once again, thank you for being an angel in my uncle's life. Your kindness and compassion mean the world to our family. Best regards.



Good morning, I would like to give some feedback and compliment XX following my interaction with her and how she has supported me following my stroke, She has gone above and beyond in my view to support me by interacting with various agencies within your organisation and how and also she has championed my wellbeing. XX has supported me with the care agency and various other people particularly the various rehabilitation people within the NHS. XX has also made sure my care plan is updated, and I have received a copy to agree next steps going forward Finally many thanks to XX best wishes.

I hope this email finds you well. I would like to take this opportunity to let you know and pass on my feedback to your manager - the good work by yourself as my mother's Occupational Therapist from Lambeth Social Care and undertaking the assessment. XX has been working with my mother for the past one year, and our experiences have been very positive. XX has always been professional, transparent and an advocate for my mother. At times when we have experienced challenges in terms of our housing association working with us, XX has remained professional, supportive and kept my mum at the centre of the triangle, whilst also being kind and showing a level of understanding of how difficult things must be for the entire family and my mother with the health conditions that affect her on a daily basis. We have never felt judged or disrespected by XX and she has on occasions gone above and beyond to advocate for my mum in terms of outstanding repairs which the housing association have not shown willing to fix and I have therefore had to complain; XX has supported me and shown willing to speak to professionals within the housing association to ensure that the plan for my mum's aids and adaptations, as well as her recommendations from her assessment is being followed to a good standard. My mother has been a Tenant for over 40 years, but this is the first time in a long time she has felt heard, seen and respected, due to having XX as a big support. We count it a privilege to have worked with a practitioner such as XX and we are sad that we will no longer be working with her so closely, for obvious reasons that we move now forward with confidence, which XX has helped us to build and hopefully continue to work with our housing association in a positive way. XX - thank you for all your support. My mother, I and my family are eternally grateful. We wish you all the best x

Complaints

<p>↓77 Number of complaints = 77 (107 previous year)</p>	<p>↑16% increase in the number of people receiving support (2% previous year)</p>	<p>↑52% of complaints responded to within 30 days</p>	<p>4,840 people received support from Adult Social Care in 2024/2025.</p>
<p>↓30% of complaints completed within 12 weeks (reduction from previous year however we have seen significant increase in responses within 30 days)</p>	<p>↑61 compliments received (57 previous year)</p>	<p>4 LGO complaints</p> <ul style="list-style-type: none"> • 3 of these have been upheld and learning identified and shared • 1 LGO complaint is ongoing 	

Main themes complaints relate to:

Financial Assessment (22%)

- This includes complaints relating to dissatisfaction about the person's assessed Client Contribution, or the Financial Assessment process, engagement and communication with the Finance team and also about billing arrangements
- **Action taken** - ASC delivered a project to review outstanding invoices and invoice queries which successfully improved performance, with 88% of invoices now paid on time.
- New social care contribution estimator to get a quick estimate of how much you could be contributing towards the cost of care [launched in April 2025](#).

Service delivery or quality (49%)

- This includes complaints about delays in carrying out an assessment or delays in carrying out a review where it has been reported that needs have increased, concerns about care provision are also included in this and requires close working with commissioning
- **Action taken** - Simplified review and care and support plan in place and embedded
- Person's journey remains a focus at quarterly practice months
- Aligning staff teams with more specific functions to support focus and development of knowledge and skills in an area e.g. Community Review Team

Key achievements

- We continued to improve our performance in completing annual reviews for people using adult social care services. By March 2025, 86% of people with an ongoing adult social care service had an **annual review** within the last 12 months. This was up from 77% in March 2024.
- We have done a lot of work to highlight the benefits of **direct payments**, including co-designing a brochure about direct payments with people with lived experience. There was an increase in the number of people starting a direct payment arrangement in the 12 months leading to March 2025.
- We engaged with people with lived experiences, carers and organisations to create a new **All-Age Autism Strategy 2024-2027** for Lambeth which sets out our ambitions and priorities for supporting autistic residents.
- As part of our **Carers Strategy** delivery, we held our 2024 Carers Awards celebrating and recognising carer contributions across 22 award categories.
- We worked with Children's Services, the Lambeth Learning Disability Assembly, Lambeth Parent Carer Forum and service users to co-design a new **0-25 Disabilities service** that will provide an improved pathway and greater consistency for young people with a learning disability as they become adults.
- We delivered the second year of Adult Social Care's **Prevention Strategic Framework** which has resulted in a fall in the number of new social care assessments as more people in Lambeth are getting the help they need at an earlier stage.
- The national survey of people who use social care showed an **improvement in the majority of the indicators** for Lambeth. 71% of our indicators performed above the London average.
- We held **engagement and consultation** activities involving over 400 people in the 12 months leading to October 2024 ensuring people who use services can provide feedback to help us improve.



Our challenges

- Adult Social Care is managing significant financial risks. The number of people with complex care needs has increased and the costs of providing care for these people has also gone up due to inflation.
- Lambeth has an ageing population which is likely to increase demand for Adult Social Care services. Population modelling between 2021-2031 suggests that the number of people aged 80+ will grow by 25% and the number of people aged 65 to 74 will grow by nearly 50%.
- Recruitment of social workers and occupational therapists is difficult, but we have low vacancy rates and use agency staff where it is not possible to employ a permanent worker.
- We have received feedback from people with lived experience and care providers about challenges paying providers or sending invoices. We have successfully resolved a large number of outstanding payment issues in the last 12 months. We are now focused on service improvements to ensure these issues do not arise again.



How we involved people with lived experiences throughout the year

We are dedicated to involving people with lived experience in the design and delivery of Adult Social Care, as their personal journeys provide valuable insights and perspectives. Their contributions help ensure that our services are more relevant, accessible and effective.

Here are some of the ways we have collaborated with individuals who bring lived experience.

Lambeth Country Show – Adult Social Care representatives attended to engage with members of the public, promoting services and providing information and advice.

Ageing Well Festival – This was held in October 2024 at the Oval and was attended by over 450 residents. It was a fun day offering information stands, free activities such as exercise classes and dancing, refreshments, and flu and Covid vaccinations. It was a great opportunity to hear from residents and offer information and advice about adult social care services.

Age Friendly Forum - part of our Age Friendly Lambeth programme, comprised of older residents and voluntary and charity sector representatives who meet quarterly to inform and shape our age-friendly approach.

Supported people letters - we sent out regular letters to service users informing residents of key changes or initiatives pertinent to Adult Social Care.

Health and wellbeing bus – to help bridge the gap between residents and community activities and initiatives, sharing information and access to services for the public, focusing on the prevention of health and wellbeing issues, and reducing health inequalities.

Strategy consultation - we engaged and consulted extensively on a number of strategies including our Carers Strategy and All-Age Autism Strategy. We also consulted widely on our contract for prevention, advocacy and direct payments support.

Examples of feedback we received last year:

"Everyone I dealt with or came here to help me could not have been any better. They came on time and were very helpful and delightful. Particularly, the OT who, was charming and very helpful. The man who fitted the rail was hard working, it was pouring rain and he worked away. I did not know anything about ASC until my son told us about it, he called Age UK. The first person who assessed called Tina came and put up a grab rail in the bathroom on that day she was really helpful. Everyone we had dealt with was doing their best."

"You called me to check I was doing okay. Thank you for the help you gave me"

"Very good, professional, caring. Understood where I was coming from. I asked a lot of questions, they answered them and if they didn't know they would get back to me within 24 hours."

How we will engage and consult residents in 2025/2026

Developing an Equity Strategy - Lambeth Council is dedicated to promoting equity and justice by enhancing inclusion in Adult Social Care. To achieve this, we will gather insights from people who currently use our services or may do so in the future. Our aim is to better understand your experiences and ensure that our services are inclusive, responsive, and meet diverse needs.

To support this effort, we will co-design a Fair and Inclusive Support survey and organise focus groups with people who use services. The findings will contribute to the development of an Equity Strategy and action plan. This plan will be reviewed annually to ensure continuous improvement and meaningful change.

Feedback form - Adult Social Care has a feedback form for anyone who has received a service to tell us how we did. Over 100 people completed this last year and the feedback helped us improve our service. [Please click here](#) if you have received a service from Lambeth Adult Social Care and would like to provide feedback.



Our Business Plan for 2025/26

Borough Plan (2023 – 2030)

Golden Thread – A borough of equity and justice

Ambitions:

1. Making Lambeth Neighbourhoods fit for the future
2. Making Lambeth one of the safest boroughs in London; and
3. Making Lambeth a place we can all call home

Local Strategic Context

1. Overarching strategies

- Borough Plan – Lambeth 2030: Our Future, Our Lambeth
- South East London Integrated Care System Strategic Priorities
- Lambeth Health and Wellbeing Strategy 2023-2028
- Our Health, Our Lambeth – Lambeth Together Health and Care Plan 2023-2028

2. Commissioning strategies

- Prevention Strategic Framework 2023-2028
- Carers Strategy 2024-2029
- All-Age Autism Strategy 2024-2027
- Lambeth Housing Strategy 2024-2030
- Lambeth Market Position Statement 2023-2028

3. Supporting initiatives

- Age Friendly Lambeth
- Joint Strategic Needs Assessment
- Better Care Fund
- Market Sustainability and Improvement Fund
- Lambeth Living Well Network Alliance Business Plan

Strategic priorities

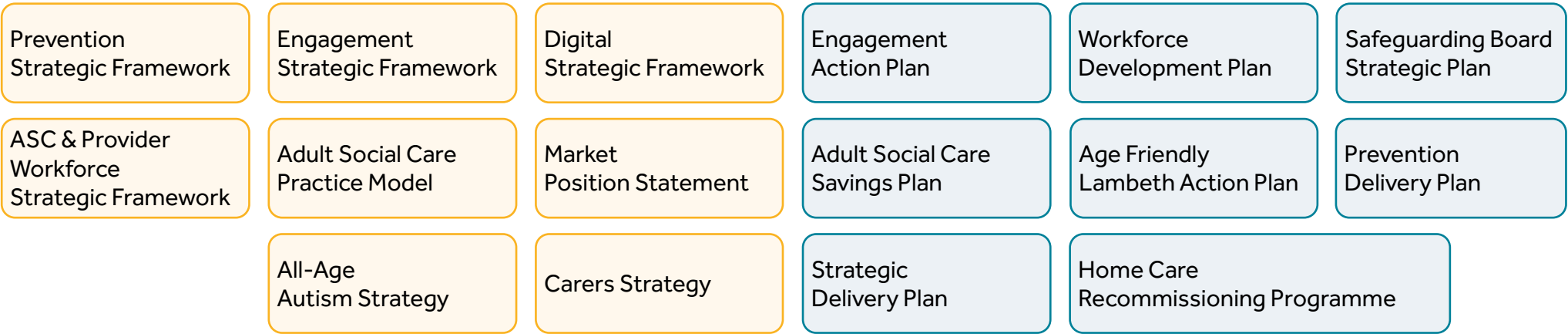
Adult Social Care Vision Statement: **Supporting Inclusion and Independence**

Lambeth is a borough of equity and justice where all adults with care and support needs can get the right support at the right time in their communities. We take a strength-based approach and work with people to develop their resilience and prevent avoidable need for care and support.

Adult Social Care Strategic Objectives



Key Adult Social Care Strategies and Plans



○ Key Strategies ○ Action Plans

Our priority actions for 2025/26

1. We will continue to work with Lambeth Together, our Alliances and local partners in neighbourhoods.

2. We will work with people who use Adult Social Care and our partners to produce an equity strategy focusing on how we ensure care and support is fair and inclusive.

3. We will work together with our partners to deliver the Age-Friendly Lambeth action plan.

4. We will deliver the actions set out in our Lambeth Carers Strategy action plan and work with the Carers Collaborative Strategy Group and Carers Hub to monitor our progress.

5. We will deliver our Digital Strategic Framework setting out how we will use technology to improve the experience and outcomes for people who receive care and support.

What we will measure: key performance indicators for 2025/2026

Adult Social Care seeks to continuously improve. We have set tough targets and will strive to achieve them.

Performance Measure	Target
Total number of reviews completed (Rolling 12 months). This reports on the total number of reviews completed for people receiving care and support in the community or in a placement.	N/A
Percentage of people who receive services for 12 months, who has a review (scheduled and unscheduled) This indicator reports on reviews for people who have been receiving a service for 12 months or more.	75%
Percentage of new assessments completed where carers have been identified and offered an assessment, This reflects the offer of carers assessments for informal or unpaid carers.	95%
Percentage of service users with a linked carer in the community. Approximately 50% of people using Adult Social Care services have a carer involved in their care.	Monitoring only
Median of people assessed within six weeks (42 days) from contact to completion of assessment. This indicator shows the midpoint for the number of days to complete a statutory social care assessment.	42 days
Personal outcomes from Safeguarding enquiry-outcome expressed have either been partly or fully achieved. Individuals are invited to set out what they want from a concern of abuse or neglect and this indicator reflects how often this was achieved	70%
Percentage of S42 enquiries where risk was either reduced or removed because of the Safeguarding intervention. This indicator reflect reduction of risk when acting on a concern of abuse or neglect.	90%
Median time from contact to completion of assessment.	42%
Proportion of people reviewed during the year who receive services for 12 months (new).	TBD
Total number of Adult Social Care Reviews completed.	75 per quarter

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www.lambeth.gov.uk/adult-social-care-health

**A borough of
equity and justice**


Lambeth