

Lambeth Together Local Care Partnership Board Public Forum

In person - in public at Brixton House
Thursday 3 July 2025

Responses to questions from members of the public*

Abbreviations and acronyms used in the meeting are explained using square brackets [...]



Question 1: Sarah Flanagan, Patient and Public Voice (PPV) Board Member

Is there anything that can be done to support people in this hot weather? Is there any chance of cool spaces?

Response: Ruth Hut, Director of Public Health, Lambeth Council

To keep everyone safe and comfortable during extreme heat events like this week's heatwave, we've put in place a clear, local plan that works alongside the national Heat-Health Alert system.

Lambeth's dense urban environment means we face extra challenges, including the Urban Heat Island effect, which can make heat feel even more intense. Because of this, our approach focuses on acting early and working closely with partners to protect those who are most at risk – such as older people, young children, those with long-term health conditions, and people living in difficult circumstances such as rough sleepers and homelessness.

Our goal is to reduce heat-related health risks, protect vital services, and strengthen community resilience during hot weather. Ahead of the season, we actively contributed to developing the Council's Severe Weather and Natural Hazards Protocol, working closely with the emergency planning and resilience team to enhance system and community preparedness.

Lambeth Public Health adapted national guidance into local action cards for organisations and service providers, ensuring timely alerts to vulnerable partners like adult social care. These action cards, based on the national plan, offer clear best-practice guidance and encourage partners to promote key public health messages to those most at risk.

Handy map [Cool Spaces](#)



Response q2 cont..

Local actions:

- Monitor impact-based alerts from the Met Office and UKHSA, which tell us not just about temperatures, but the risks involved, so we can respond in the right way.
- Sharing easy-to-use Heat-Health Action Cards with partners such as health and social care teams, schools, homeless services, voluntary groups, and event organisers. These help them take practical steps like keeping indoor spaces cool, encouraging hydration, providing shade, and adjusting activities as needed.
- Communicating clear and consistent 'Beat the Heat' messages to make sure everyone knows how to stay safe.
- Encouraging local organisations to sign up to alerts, have their plans ready, and work together to support vulnerable residents.
- Helping partners find and prepare 'cool spots' around the borough where people can escape the heat.



Question 2: Sarah Flanagan, Patient and Public Voice Board Member

The Pain: Equality of Care and Support in the community (PEACS) project has been a great experience for me and it was mentioned at the evaluation meeting that it would be available in two more areas in Lambeth, who will get the benefit of it and when?

Response: Di Aitken, Co-Chair, Lambeth Together

PEACS was a codesigned programme initially aimed at black women as they are most affected by chronic pain. Feedback from those who completed the programme has been positive and GP colleagues are keen to see the network expand. We have met with all partners and everyone has committed to rolling out the programme. We are just looking for project support to get things rolling again. The ambition is not to have a programme in each PCN but to start in North and South Lambeth.



Question 3: Fraser Syme, Co-Chair Streatham Hill Patient Group

Could you post onto the website, perhaps in a chart, the regularity of PPG meetings, as people swapping practices or selecting a practice may influence their decision for themselves or their family.

Response: Andrew Eyres, Place Executive Lead (Lambeth) and Corporate Director for Integrated Health and Care

As we move towards a neighbourhood health service we welcome your views and seek to involve you in that process, ensuring that patients voice is heard and visible on websites. We are seeking to standardise practice websites to make them easier to navigate. So including a space for patients, thank you for that contribution and we will note it for plans going forward.

Therese Fletcher, Managing Director, Lambeth GP Federation

It's very timely with the development of neighbourhood services and we will look to provide this information.



Question 4: Fraser Syme: Co-Chair Streatham Hill Patient Group

When was the last time Lambeth Home Improvement Agency (HIA) was audited by an independent auditor? Is it sufficient for Lambeth HIA to just do their best? Or a requirement for Lambeth HIA to be competent? If an external independent audit hasn't been completed in the last three years I hereby wish to request one now for the overall benefit of Lambeth residents.

Response: Fiona Connolly, Corporate Director of Adult Social Care and Housing, Lambeth Council

Colleagues may be aware we had a statutory inspection by the regulator of social housing last year, they look at experiences of our residents when they are receiving services from housing and our relationship with providers. They look at resident experience, and as part of meeting our statutory duty we have tenant sustainment measures, where an independent organisation surveys social housing residents. What we do know in terms of the HIA is they do a lot of work with residents to make sure their homes are as independent as possible to enable them to stay there longer. We do have challenges in terms of recruitment, particularly to occupational therapists and surveyors, which the team are working hard to improve.



Question 5: David Del’Nero, Co-Chair Streatham patient Network

There doesn’t seem to be any Lambeth wide coordination of PPGs anymore, where PPG chairs can get together to discuss ideas. So I wanted to request a meeting talk to somebody and see if we can set up a system.

Andrew Eyres: Place Executive Lead (Lambeth) and Corporate Director for Integrated Health and Care

Thank you David, if we take that suggestion outside the meeting with Therese and maybe someone from the ICB Primary Care Team and see what we can do.

Updated response: Therese Fletcher, Managing Director, Lambeth GP Federation has reached out to David to find a time to discuss.



Question 6: David Del’Nero, Co-Chair Streatham patient Network

Reading the news today about new neighbourhood hubs, do you know which ones will be in Lambeth? for example at Gracefield Gardens?

Response: Andrew Eyres: Place Executive Lead (Lambeth) and Corporate Director for Integrated Health and Care

You will have seen the launch of the new 10 year NHS plan, with the development of neighbourhood working and neighbourhood teams, and it talks a lot about neighbourhood buildings. It’s a really significant job to build our neighbourhood teams, which we are progressing. We are ahead of the game in terms of our infrastructure having invested in new facilities in our neighbourhoods in previous years (such as Gracefield Gardens) and also in terms of our thinking. Colleagues around the table will talk more about that later on in the board meeting.

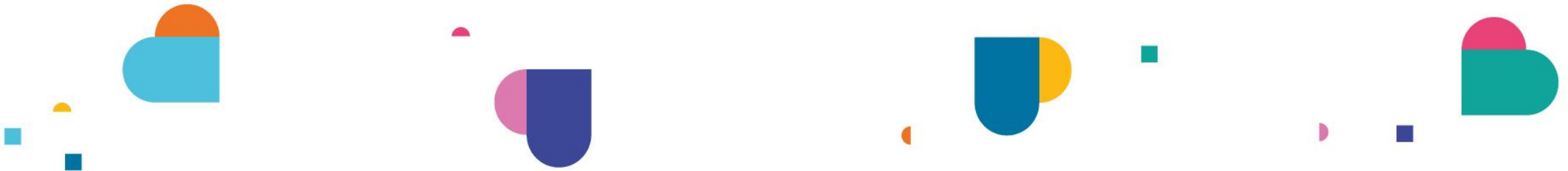
Q7: Graham Syme, Co-Chair Streatham Hill Patient Group

A visitor to a recent event has some mental health challenges and some hearing challenges who has received some ASBOs for noise and asked for some help with the paperwork. The best his social worker seemed to be able to do was provide a list of lawyers that he could contact. What help can adult social services provide in instances like this?



Response: Fiona Connolly, Corporate Director of Adult Social Care and Housing Lambeth Council

We obviously can't go into the specifics of this individual case but I can have a conversation with you outside the meeting. In general summary, what's important in our ways of working is we try to be as holistic as possible with integrated social care and housing care and services right across the council. So where we have people that don't fit neatly into any of the system boxes that we've created, what we are trying to do better is have a holistic offer in conjunction with lots of other partners so we can make sure people get the right support when they need it. It can be a challenge for us, particularly with the financial challenges we face. We are having to roll back on some of those supported prevention services. But the new 10 year NHS plan gives us the opportunity to have a 'one stop shop' where people can come for support. We have a strong voluntary sector in Lambeth and in adult social care we signpost them to get the support and information at the right time. We acknowledge it can be very challenging for our residents.



Q7 - Updated response: Richard Outram, Director Adult Social Care, Lambeth Council has reached out to discuss and identify any learnings.

Q8: Nanda Manley-Browne, Co-Chair, Lambeth Together:

How did we do with plain English today?

Response: Maria Kandeh from Autism Voice

I work with people who have English as a second language and they are neurodivergent as well, so understanding does not come so easily for some of us. So please remember the speed of the English and that there maybe someone who could only understand around 60% of what you are saying and need time to process the information. So having that extra consideration would be really helpful.

