

## How to access our services

Anyone who is vulnerable, cannot easily use the phone or website and needs to access one of the following services:

- Accessible Transport, i.e. Blue Badges, and Taxi Cards
- Council Tax
- Housing Benefits and Support
- Housing Advice, for those at risk of being made homeless
- Council housing rents and income
- School admissions
- Adult and Children's Social Services
- Council Tenancy enquiries

Can be referred to Customer Services; please call **020 7926 9094** or, email [lambethcustomerservices@lambeth.gov.uk](mailto:lambethcustomerservices@lambeth.gov.uk) or you can also visit your local library if you need help and support completing forms.

## Covid-19 Update information

For the latest information on the impact of Covid-19 in Lambeth and the support that the council is offering to residents and businesses, please visit

[www.lambeth.gov.uk/coronavirus-covid-19](http://www.lambeth.gov.uk/coronavirus-covid-19)

A helpline is available for people in Lambeth who are, or have become, vulnerable due to coronavirus. The helpline number is:

**020 7926 2999.**

## Main Switchboard

0207 926 1000

## Accessible transport

<https://www.lambeth.gov.uk/adult-social-care-and-health/travel-and-transport>

0207 926 7777

[accessibletransport@lambeth.gov.uk](mailto:accessibletransport@lambeth.gov.uk)

## Adult Social Care and Health

[www.lambeth.gov.uk/adult-social-care-and-health](http://www.lambeth.gov.uk/adult-social-care-and-health)

020 7926 5555

[AdultSocialCare@lambeth.gov.uk](mailto:AdultSocialCare@lambeth.gov.uk)

## Benefits and Support

[www.lambeth.gov.uk/benefits-and-support](http://www.lambeth.gov.uk/benefits-and-support)

0345 302 2312

[benefitsinfo@lambeth.gov.uk](mailto:benefitsinfo@lambeth.gov.uk)

## Births, death, marriages and civil partnership

<https://www.lambeth.gov.uk/places/lambeth-register-office>

020 7926 9420

[registeroffice@lambeth.gov.uk](mailto:registeroffice@lambeth.gov.uk)

## Building Control

[www.lambeth.gov.uk/planning-and-building-control](http://www.lambeth.gov.uk/planning-and-building-control)

020 7926 9000

020 7926 1150

[buildingcontrol@lambeth.gov.uk](mailto:buildingcontrol@lambeth.gov.uk)

## Business rates and licensing

<https://www.lambeth.gov.uk/business-services-rates-and-licensing>

020 8315 2255

[businessrates@lambeth.gov.uk](mailto:businessrates@lambeth.gov.uk)

**Children and Young People Mental Health Service (CAMHS)**

[www.lambeth.gov.uk/CAMHS](http://www.lambeth.gov.uk/CAMHS)

020 3228 7370

**Children, young people and families**

[www.lambeth.gov.uk/children-young-people-and-families](http://www.lambeth.gov.uk/children-young-people-and-families)

020 7926 5555

**Council Tax**

<https://www.lambeth.gov.uk/council-tax>

0345 302 2312

[counciltax@lambeth.gov.uk](mailto:counciltax@lambeth.gov.uk)

**Community Hubs**

<https://beta.lambeth.gov.uk/your-community/get-involved/community-groups-projects/community-hubs>

- Carnegie Hub
- High Trees Community development Lambeth Accord -We are 336
- Minet Hub
- Slade Gardens Adventure Playground
- Stockwell Hub
- Woodlawns Hub

**Educational Psychology Service**

[www.lambeth.gov.uk/coronavirus-parent-guide](http://www.lambeth.gov.uk/coronavirus-parent-guide)

020 7926 9658

[Leps@lambeth.gov.uk.co.uk](mailto:Leps@lambeth.gov.uk.co.uk)

07392277520

**Elections and Council**

<https://beta.lambeth.gov.uk/voting-elections>

020 7926 2254

[electoralservices@lambeth.gov.uk](mailto:electoralservices@lambeth.gov.uk)

**Events Team**

[www.eventlambeth.co.uk](http://www.eventlambeth.co.uk)

020 7926 6207

[Events@lambeth.gov.uk](mailto:Events@lambeth.gov.uk)

**Every Pound Counts**

<https://beta.lambeth.gov.uk/benefits-financial-support/get-benefits-advice>

020 7926 5555

[EveryPoundCounts@lambeth.gov.uk](mailto:EveryPoundCounts@lambeth.gov.uk)

**Families Information Service directory**

[www.lambeth.gov.uk/fis-directory](http://www.lambeth.gov.uk/fis-directory)

020 7926 9558

[fis@lambeth.gov.uk](mailto:fis@lambeth.gov.uk)

**Film Office**

[www.lambethfilmoffice.co.uk](http://www.lambethfilmoffice.co.uk)

020 7620 0391

[info@lambethfilmoffice.co.uk](mailto:info@lambethfilmoffice.co.uk)

**Food Safety**

[www.lambeth.gov.uk/business-services-rates-and-licensing/food-safety/food-safety-guide](http://www.lambeth.gov.uk/business-services-rates-and-licensing/food-safety/food-safety-guide)

020 7926 6110  
[foodhealthandsafety@lambeth.gov.uk](mailto:foodhealthandsafety@lambeth.gov.uk)

**Freedom of Information Enquiries**  
[HMFOI@lambeth.gov.uk](mailto:HMFOI@lambeth.gov.uk)

**Health and Safety**  
020 7926 6109  
[healthandsafety@lambeth.gov.uk](mailto:healthandsafety@lambeth.gov.uk)

**Home Ownership Services**  
<https://beta.lambeth.gov.uk/housing/homeowners>  
020 7926 1116  
[HMHomeownership@lambeth.gov.uk](mailto:HMHomeownership@lambeth.gov.uk)

**Housing (LBL)**  
<https://beta.lambeth.gov.uk/housing/finding-home/social-housing/contact-lambeth-housing>  
020 7926 6000

**Housing Advice**  
<https://beta.lambeth.gov.uk/housing/finding-home/homelessness-prevention-housing-advice>

- Rough Sleepers
- Find private rented housing
- Moving because of a relationship breakdown
- Domestic Violence or Abuse
- Apply for Council and Social Housing
- Covid-19 info for residents in TA
- Eviction by private landlord, council or Housing Association
- Asked to move out by friends or family
- Universal Credit
- Day Centres for Rough Sleepers

0207 926 4200  
[housingadvice@lambeth.gov.uk](mailto:housingadvice@lambeth.gov.uk)

**Housing Repairs and Rents**  
[www.lambeth.gov.uk/council-tenants-and-homeowners/tenants](http://www.lambeth.gov.uk/council-tenants-and-homeowners/tenants)  
0207 9926 6000

**Housing Support Team**  
020 7926 6399  
[Welfaresolutions@lambeth.gov.uk](mailto:Welfaresolutions@lambeth.gov.uk)

**Library resources**  
[www.lambeth.gov.uk/libraries](http://www.lambeth.gov.uk/libraries)  
020 7926 0750  
[libraries@lambeth.gov.uk](mailto:libraries@lambeth.gov.uk)

**Licensing**  
[www.lambeth.gov.uk/business-services-rates-and-licensing](http://www.lambeth.gov.uk/business-services-rates-and-licensing)  
020 7926 6108  
[licensing@lambeth.gov.uk](mailto:licensing@lambeth.gov.uk)

**Noise Nuisance, pollution and anti-social behaviour**  
[www.lambeth.gov.uk/noise-nuisance-pollution-and-anti-social-behaviour](http://www.lambeth.gov.uk/noise-nuisance-pollution-and-anti-social-behaviour)  
020 7926 5000

**Parenting Support**

[www.lambeth.gov.uk/parenting](http://www.lambeth.gov.uk/parenting)

07547 805 700

[parenting@lambeth.gov.uk](mailto:parenting@lambeth.gov.uk)

**Parking Services**

[www.lambeth.gov.uk/parking-transport-and-streets](http://www.lambeth.gov.uk/parking-transport-and-streets)

0207 926 9000

[environment@lambeth.gov.uk](mailto:environment@lambeth.gov.uk)

**Pest Control**

<https://beta.lambeth.gov.uk/pest-control-services>

020 7926 8860

[pestcontrol@lambeth.gov.uk](mailto:pestcontrol@lambeth.gov.uk)

**Planning and building control**

[www.lambeth.gov.uk/planning-and-building-control](http://www.lambeth.gov.uk/planning-and-building-control)

020 7926 1180

[planning@lambeth.gov.uk](mailto:planning@lambeth.gov.uk)

**Pollution and Noise**

<https://beta.lambeth.gov.uk/noise-nuisance-anti-social-behaviour-and-safety>

Night-time telephone: 020 7926 5999

Day-time telephone: 020 7926 6111

[noise@lambeth.gov.uk](mailto:noise@lambeth.gov.uk)

**Public Protection, Assurance and Regulatory Services**

020 7926 5000

[PPARS@lambeth.gov.uk](mailto:PPARS@lambeth.gov.uk)

**Rents Team**

020 7926 8790

[RentsTeam@lambeth.gov.uk](mailto:RentsTeam@lambeth.gov.uk)

**Resident Engagement (Get Involved)**

Lambeth 500+

Tenant and Residents Association

The Getting Involved Grant

020 7926 3401

[gettinginvolved@lambeth.gov.uk](mailto:gettinginvolved@lambeth.gov.uk)

**Rubbish and Recycling**

[www.lambeth.gov.uk/rubbish-and-recycling](http://www.lambeth.gov.uk/rubbish-and-recycling)

020 7926 9000

[streetcarecallcentre@lambeth.gov.uk](mailto:streetcarecallcentre@lambeth.gov.uk)

**Scrutiny**

[scrutiny@lambeth.gov.uk](mailto:scrutiny@lambeth.gov.uk)

**School Admissions**

[www.lambeth.gov.uk/school-admissions](http://www.lambeth.gov.uk/school-admissions)

0207 926 9053

[CSCadmissions@lambeth.gov.uk](mailto:CSCadmissions@lambeth.gov.uk)

**SEND Support**

<https://www.lambeth.gov.uk/send-local-offer>

[www.lambeth.gov.uk/coronavirus-send](http://www.lambeth.gov.uk/coronavirus-send)

020 7926 9460

[sendsupport@lambeth.gov.uk](mailto:sendsupport@lambeth.gov.uk)

### **Tenancy Sustainment and Support Service**

<https://www.lambeth.gov.uk/get-assistance-with-your-private-sector-tenancy>

020 7926 0020

[TSTenquiries@lambeth.gov.uk](mailto:TSTenquiries@lambeth.gov.uk)

### **Temporary Accommodation**

**0207 926 9109**

[temporaryaccomodation@lambeth.gov.uk](mailto:temporaryaccomodation@lambeth.gov.uk)

### **Trading Standards**

[www.lambeth.gov.uk/business-services-rates-and-licensing/food-safety/trading-standards-guide](http://www.lambeth.gov.uk/business-services-rates-and-licensing/food-safety/trading-standards-guide)

020 7926 5000

[tradingstandards@lambeth.gov.uk](mailto:tradingstandards@lambeth.gov.uk)

### **Volunteering**

[www.lambeth.gov.uk/coronavirus-volunteer](http://www.lambeth.gov.uk/coronavirus-volunteer)

<https://beta.lambeth.gov.uk/your-community/get-involved/volunteering>

### **Young Peoples Information**

[www.lambeth.gov.uk/youngpeople-coronavirus](http://www.lambeth.gov.uk/youngpeople-coronavirus)

### **Allocations**

Debbie Wilson

Allocations & Verifications Team Manager (Permanent Lets only)

[Dwilson@lambeth.gov.uk](mailto:Dwilson@lambeth.gov.uk)

0207 926 4251

### **Domestic Abuse Housing Lead**

Leanne Connor

Women's Housing Navigator

[Lconnor@lambeth.gov.uk](mailto:Lconnor@lambeth.gov.uk)

0207 926 0395

### **Estate Services Lead**

Linda Elliott

Head of Estate Services

[LElliott@lambeth.gov.uk](mailto:LElliott@lambeth.gov.uk)

0207 926 1878

### **Fraud Lead**

Michael O'Reilly

Counter Fraud Manager

[Moreilly2@lambeth.gov.uk](mailto:Moreilly2@lambeth.gov.uk)

0207 926 2993

### **Income Maximisation**

Valdrin Rexha

Head of Income Maximisation

[VRexha@lambeth.gov.uk](mailto:VRexha@lambeth.gov.uk)

### **Neighbourhoods Leads**

Anna Tran

Head of Neighbourhood (North Area)

Clapham, Stockwell and Vassall  
[Atran@lambeth.gov.uk](mailto:Atran@lambeth.gov.uk)  
0207 926 4113  
Tunde Akinyooye  
Head of Neighbourhood (South Area)  
Brixton, Streatham, Tulse Hill, Norwood  
[takinyooye@lambeth.gov.uk](mailto:takinyooye@lambeth.gov.uk)  
0207 926 9662

### **Public Protection**

Robert Harper  
Head of Public Protection  
[RHarper@lambeth.gov.uk](mailto:RHarper@lambeth.gov.uk)  
0207 926 3030

### **Repairs and Maintenance Services Lead**

Barry Montgomerie  
Head of Repairs  
[BMontgomerie@lambeth.gov.uk](mailto:BMontgomerie@lambeth.gov.uk)  
Merline St Rose  
Head of Direct Labour Organisation  
Community Works  
[MStRose@lambeth.gov.uk](mailto:MStRose@lambeth.gov.uk)

### **Sheltered Housing**

Peter Mokogwu  
Sheltered Housing Service Manager  
[PMokogwu@lambeth.gov.uk](mailto:PMokogwu@lambeth.gov.uk)  
0207 926 1740

### **TA/Accommodation Services Lead**

Charlie Conyers  
Head of Accommodation  
[CConyers@lambeth.gov.uk](mailto:CConyers@lambeth.gov.uk)  
0207 926 4251

### **Tenancy Enforcement/ ASB**

Margaret Akinso  
Head of Tenancy Enforcement  
[Makinso@lambeth.gov.uk](mailto:Makinso@lambeth.gov.uk)  
0207 926 4334

### **Main contact for housing enquiries**

0207 926 6000  
<https://beta.lambeth.gov.uk/>

### **Complaints**

[complaints@lambeth.gov.uk](mailto:complaints@lambeth.gov.uk)  
020 7926 9694

### **Community Safety**

Trevor East  
Community Safety Partnership Manager  
[TEast@lambeth.gov.uk](mailto:TEast@lambeth.gov.uk)  
0207 926 6065

**Homeless Prevention Lead**

Andrew Tonkin  
Homeless Prevention Service Manager  
[ATonkin@lambeth.gov.uk](mailto:ATonkin@lambeth.gov.uk)  
0207 926 4157

**Housing Partnerships Lead**

Linda Oginni  
Head of Housing Partnerships  
[loginni@lambeth.gov.uk](mailto:loginni@lambeth.gov.uk)  
0207 926 9311

**Housing Welfare Advice Lead**

Lionel Ighodaro  
Housing Support Team Manager  
[Lighodaro@lambeth.gov.uk](mailto:Lighodaro@lambeth.gov.uk)  
0207 926 7982

**Prevention of Counter Terrorism**

Rupert Sutton  
Prevent Programme Manager  
[RSutton@lambeth.gov.uk](mailto:RSutton@lambeth.gov.uk)  
020 7926 7025

**Resident Involvement**

Muhem Miah  
Neighbourhood Working Community Coordinator  
[MMiah@lambeth.gov.uk](mailto:MMiah@lambeth.gov.uk)  
0207 926 7504

**Youth and Young Adult Engagement**

Abdul Abdullah  
Youth and Young Adult Engagement Coordinator  
[Kabdullah@lambeth.gov.uk](mailto:Kabdullah@lambeth.gov.uk)  
0207 926 0246

**Safeguarding Adults**

Raise safeguarding concerns online  
Lambeth Safeguarding Adults Board website  
[safeguardingadults@lambeth.gov.uk](mailto:safeguardingadults@lambeth.gov.uk) (advice only –not a referral point)