

OUR MISSION WALTHAM FOREST

Section 75 Mental Health Partnership Agreement



North East London
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Partnership



Who we support – Data and Insight

The service supports adults with mental health needs, regardless of protected characteristics. This includes individuals with varying levels of complexity, from those requiring early intervention and preventative support to those accessing coordinated care through integrated health and social care teams.

The total population of Waltham Forest is **278,400**, of these, approximately **210,200** are adults.

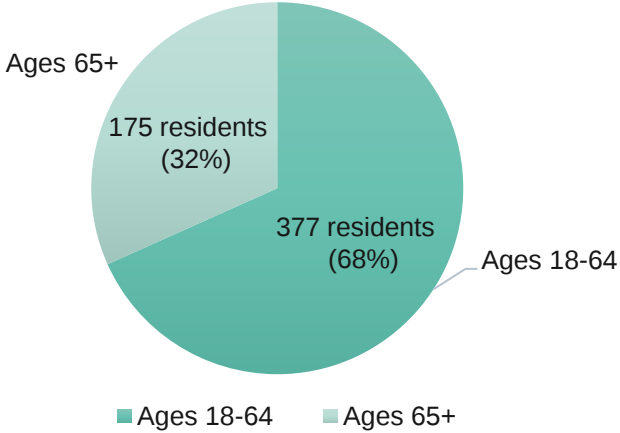
Total no. of residents with MH as a primary need who meet Care Act eligibility criteria: 552 as of Sep 25/26

Total no. identified carers known to NELFT MH services: 1171 in 24/25 (as of Aug 25/26, this no. is 1091)

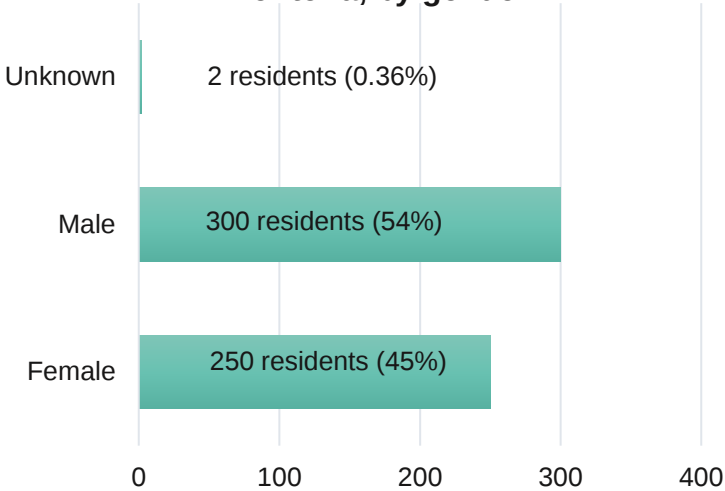
Total referrals into NELFT MH services: 4895 in 24/25 (as of Aug 25/26, this no. is 1855)

Total no. of residents open to NELFT MH services: 3139 in 24/25 (as of Aug 25/26, this no is 3013)

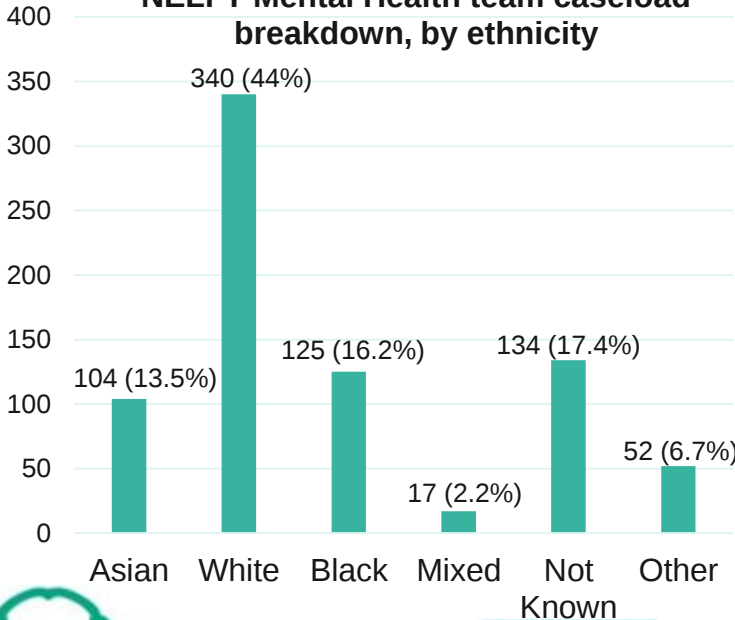
No. of residents with MH as a primary need who meet the Care Act eligibility criteria, by age



No. of residents with MH as a primary need who meet the Care Act eligibility criteria, by gender



NELFT Mental Health team caseload breakdown, by ethnicity



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Executive Summary – Consultation

The review of the Section 75 Partnership Agreement took place over April – July 2025 and engaged both internal and external stakeholders.

Insights from the consultation will shape the refreshed Section 75 Agreement, ensuring it reflects the priorities, experiences, and recommendations of staff and stakeholders, strengthening integrated working and improving service delivery.

The internal stakeholder engagement activity was facilitated through the Section 75 Operational Group and the lived experience stakeholder engagement was facilitated through NELFT's Patient Carer Forum.

Engagement Activity:

- ❖ Focus Groups
- ❖ Workshops
- ❖ Staff Survey
- ❖ 1-1 Drop In Sessions
- ❖ Co-production

Internal Stakeholders:

- ❖ Social Workers
- ❖ Practice Managers
- ❖ MH Work Social Work Leads
- ❖ Approved Mental Health Professionals
- ❖ Operational Leads

Lived Experience Stakeholders:

- ❖ Chair of the Patient Carer Forum
- ❖ Vice-Chair of the Patient Carer Forum
- ❖ Patient Carer Forum Members
- ❖ Service Users
- ❖ Carers



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Executive Summary – Consultation Findings

Across the engagement activity, stakeholders identified the key strengths of the partnership agreement, alongside opportunities for further development, to enhance integrated working and improve resident outcomes.

The consultation discussions were focused on the following areas:

- ❖ How to improve the scope and mandate of current arrangements.
- ❖ How to improve partnership working.
- ❖ What's working well and what needs improvement across delegated functions.

Insights from our Internal Stakeholders:

Areas of Strength Include:

- ❖ Effective integrated teams enabling coordinated care, shared accountability, and improved resident experiences.
- ❖ The AMHP service provides timely, multi-agency interventions that reduce hospital admissions through early engagement.
- ❖ The partnership supports the Community Mental Health Transformation programme and Mission Waltham Forest.

Areas for Improvement Include:

- ❖ Collaborative review of early intervention and prevention to inform future commissioning and improve outcomes.
- ❖ New service priority for carers with mental health needs
- ❖ Strengthened governance, accountability, and visibility across NELFT and LBWF.
- ❖ Improved IT interoperability to reduce duplication and streamline processes.



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Executive Summary – Consultation Findings

Insights from our Lived Experience Stakeholders:

Areas of Strength Include:

- ❖ Strong support for continuing the integrated social care model in mental health services.
- ❖ Positive feedback on accessing a broader range of services via a single team.
- ❖ Commitment to closer collaboration with service users and carers in delivering and overseeing Section 75 arrangements.

Areas for Improvement Include:

- ❖ Concerns around the quality and safety of accommodation for individuals with mental health needs in the borough.
- ❖ Need for better coordination between care agencies, particularly regarding accommodation standards and clarity on escalation routes.

Moving Forward

- ❖ Planned meeting between involvement reps, NELFT Integrated Care Director, and LBWF Director of Transformation to agree on regular engagement mechanisms.
- ❖ Strengthen future engagement approaches to ensure continuous improvement and co-production.
- ❖ Ongoing monitoring and feedback through compliments and complaints.
- ❖ Continued strong engagement via the Patient Carer Forum.
- ❖ Ongoing embedding of coproduction and engagement in the Supported Living offer review.



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