



Contact:

Amy Rowson – Business Development Lead
Amy.rowson@frontlinereferrals.org.uk



NHS
Suffolk and
North East Essex

NHS
Mid and South Essex

NHS
Hertfordshire and
West Essex

NHS
North East &
North Cumbria



Essex

Frontline

[HOME](#) [ABOUT](#)

FIND LOCAL SUPPORT FAST!

TO SIGN IN/REGISTER
CLICK AN AREA ON THE
MAP

HELP NEEDED

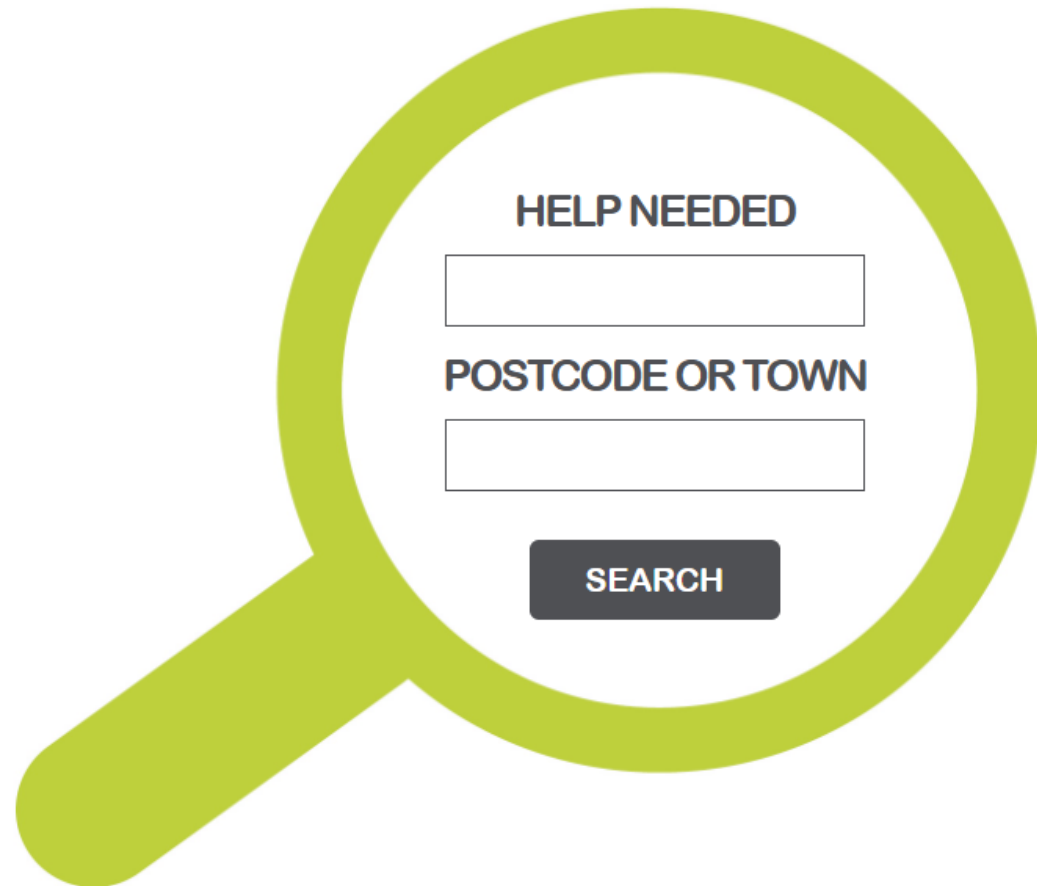
POSTCODE OR TOWN *

SEARCH



FIND LOCAL SUPPORT FAST!

[SIGN IN / REGISTER](#)



HELP NEEDED

POSTCODE OR TOWN

SEARCH

QUICK VIEW



addiction



advice



disability



family



mental
health



older
people



neuro-
diversity



young
people



wellbeing

Example:

A district's library page, searching for local 'carers' support services



KIDS INSPIRE: EARLY HELP BRIEF SOLUTION FOCUSED SUPPORT

The Family Innovation Fund Early Help Services are for Children, Young People and Parents/Carers with low level needs that cannot be supported by services such as Schools, and GPs alone. FIF provides that little bit of early help to support children, young people and parents/carers to have healthy inter-parental & family relationships, be emotionally healthy, happy and resilient, make behaviour choices that promote safety and wellbeing, and be socially connected and resourceful.

[DETAILS](#)[REFER](#)

[siblings](#) [family](#) [emotional](#) [argument](#) [breakdown](#) [familial](#) [issues](#) [relationships](#) [children](#) [young person](#) [child](#) [support](#) [parents](#) [carers](#) [reconcile](#) [problems](#) [relatives](#) [relations](#) [distress](#) [counsel](#) [counselling](#) [therapy](#) [care](#) [counselling](#) [counselling](#) [primary](#) [secondary](#) [post 16](#) [post 16](#) [Family Support](#)



RAINBOW RURAL: COMMUNITY CARE FARM

Rainbow Rural centre is based on Sallet's farm, which is our family run organic farm. We have set-up Rainbow Rural to run alongside the working farm to enable us to provide meaningful access to our community of able, disabled and disadvantaged. There is no charge for this service.

[DETAILS](#)[REFER](#)

[disabilities](#) [disabled](#) [disability](#) [learning disability](#) [physical disability](#) [farm](#) [care farm](#) [animals](#) [Disabled adults](#) [adult](#) [young person](#) [carers](#) [Therapeutic Centre](#) [Day Centres/Community Facility](#)



ESSEX WELLBEING SERVICE: SUPPORT FOR UNPAID CARERS

The Essex Wellbeing Service is a central point of contact for unpaid carers living in Essex to find information on the support that is available to them. EWS care navigators offer a confidential phone call with the carer, at a time that suits them, to discuss their own health and wellbeing as well as their caring role. Carers will receive advice and information on the support available relevant to their specific needs. Please note this service is available in Southend-on-Sea or Thurrock.

[DETAILS](#)[REFER](#)

ACTIVE SERVICE

SEARCH FOR SERVICES

HELP NEEDED?

POSTCODE OR TOWN

DISTANCE

SERVICE TYPE



PHONE
VIDEO
EMAIL



FACE-TO-
FACE



HOME
VISIT

[SEARCH](#)

addiction



advice



disability



family



mental
health



older
people

OLDER PEOPLE

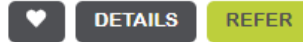
Example:

A district's library page, filtering for local 'older people' support services



ECFRS: HOME FIRE SAFETY VISITS

Do you support someone who would struggle to leave their home in the event of a fire? Are you worried about clutter or hoarding? Do you feel someone is making potentially unsafe choices about how they heat their home, cook or dry clothes? Are there signs of poor health, self-neglect or use of substances that make them drowsy? By booking a Home Safety Visit you're making sure a home is checked over by a fire safety specialist who will also talk to you about your individual needs and safety concerns.

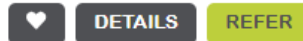


[Safe](#) [fire safety](#) [smoke alarms](#) [home security](#) [mobility](#) [health and wellbeing](#) [vulnerable](#) [fire](#) [barriers](#) [falls](#) [staircase](#) [tripping](#) [trips](#) [slips](#) [equipment](#) [grab rails](#) [fraudsters](#) [fraud](#) [property](#) [hoarding](#) [board](#) [hoarder](#) [frailty](#) [Police/Fire/Ambulance Services](#)



BETTER HOUSING BETTER HEALTH

Better Housing Better Health is a free service, working to help residents living in, or at risk of living in fuel poverty to access free advice and support. All residents experiencing issues with their home energy can access our service - we have a free helpline where our team can give valuable tips on how to stay warm at home, provide financial help for pre-payment meters and small emergency items, as well as help with funding for energy efficiency measures such as insulation and new heating.

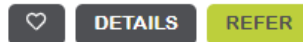


[energy](#) [cold home](#) [energy support](#) [insulation](#) [advice](#) [debt](#) [bills](#) [green](#) [heating](#) [Warm Homes](#) [warm home](#) [fuel poverty](#) [financial advice](#) [Better Housing](#) [housing](#) [housing support](#) [mould](#) [mold](#) [damp](#) [fuel](#) [cold](#) [ventilation](#) [meters](#) [draughts](#) [draft](#) [drafts](#) [draught](#) [winter](#) [Advice/Advocacy Service](#)



CARECALL247 EMERGENCY MONITORING AND RESPONSE SERVICE

Supporting you to live safely and independently at home and in your community. Lifeline is an emergency telecare service which provides clients with the ability to call for assistance in an emergency 24 hours a day. Users can be connected to a call centre that will contact a relative/friend for them. It allows clients to remain safe and independent in their own home for longer. There is a cost for this service.



MY DASHBOARD

TEST MEL BELLE

ACTIVE SERVICE

Test Service

SEARCH FOR SERVICES

HELP NEEDED?

POSTCODE OR TOWN

DISTANCE

All areas

SERVICE TYPE



PHONE
VIDEO
EMAIL



FACE-TO-
FACE



HOME
VISIT

SEARCH



addiction



advice



disability



family



mental
health



older
people

Each referral, sent or received, has a tracking mechanism between sender and receiver. In addition, the Frontline admin team uses a 'traffic light' system to ensure all referrals are actioned.

MY DASHBOARD

TEST MEL BELLE

Open Referrals



Client Ref	From	Date Sent	To	Status	Last note		
2405_YNRs	Bill Test	Test Help Advice	21/05/2024	Test Service	Pending	Referral has been created	View
2405oSWEB	Mary May	Test Service	03/05/2024	Test Service	Received	Mary has appointment with us next Monday.	View

REFERRAL 2502CJ_IM

MY DASHBOARD

TEST MEL BELLE

Client details

Pronouns He/Him
Name Winston Winter
Address Test Lane
Testville
AUTO
DOB 11-06-1974
Telephone 0123498765
Mobile
Email winston@email
Best time to call
Reason for referral Winston is recently bereaved and would like to join a peer support group with others who are bereaved.
How many adults in household? 1
Are they a full-time carer? No

- ✓ Verbal consent was given
- 📞 Phone - you can leave a message

IN PROGRESS

CLOSE

Add a note

Add

 **Sam Test** 05-02-2025 13:10

🗨️ We have spoken to Winston on the phone and he will be attending our support group next week

 **Sam Test** 05-02-2025 13:10

✓ Referral has been acknowledged

 **Sammy Tester** 05-02-2025 13:07

Referral has been created

From Wonderful Walks

✉ -

📞 -

 Sammy Tester

To Test Service



✉ info@frontlinereferrals.org.uk

📞 01799 618855

 Sam Test

Dashboard:

Where professionals manage referrals (in/out), their service info and settings, and view their service stats

Open Referrals



RECEIVED

Client Ref	From	Date Sent	To	Status	Last note	
2410cSNdF	Ollie October	Wonderful Walks	08/10/2024	Test Service	Received	View

GENERATED

Client Ref	From	Date Sent	To	Status	Last note	
2409XPMNq	Peter Test	Test Service	26/09/2024	Test Service	Received	We have phoned Peter and left a message, we will try again tomorrow View

My Services

Library content	Make referrals under this service name	View activity reports for this service	Manage team accounts	Update service info	View all referrals received	View all referrals made
Test Help Advice						
Test Service						
Test Service Northumberland				Please review		

Service Stats



	Referrals Made	Referrals Received	Signposts Made	Signposts Received
Test Service Northumberland	0	0	1	0
Test Help Advice	0	0	0	0
Test Service	1	5	49	65

From 18/09/2024 To 18/10/2024

Rich Data



- Monthly / Quarterly reporting
- ICB, County, District, PCN reports
- Self service via Power BI Pro for commissioners



1,435
Registered Services

1,022
Services On Library

610
Services Generating

1,796
Active Users

12,053
Referrals

53,485
Signposts

SUMMARY

Default View

View by Area

View by Type

FILTER:
Months
Areas

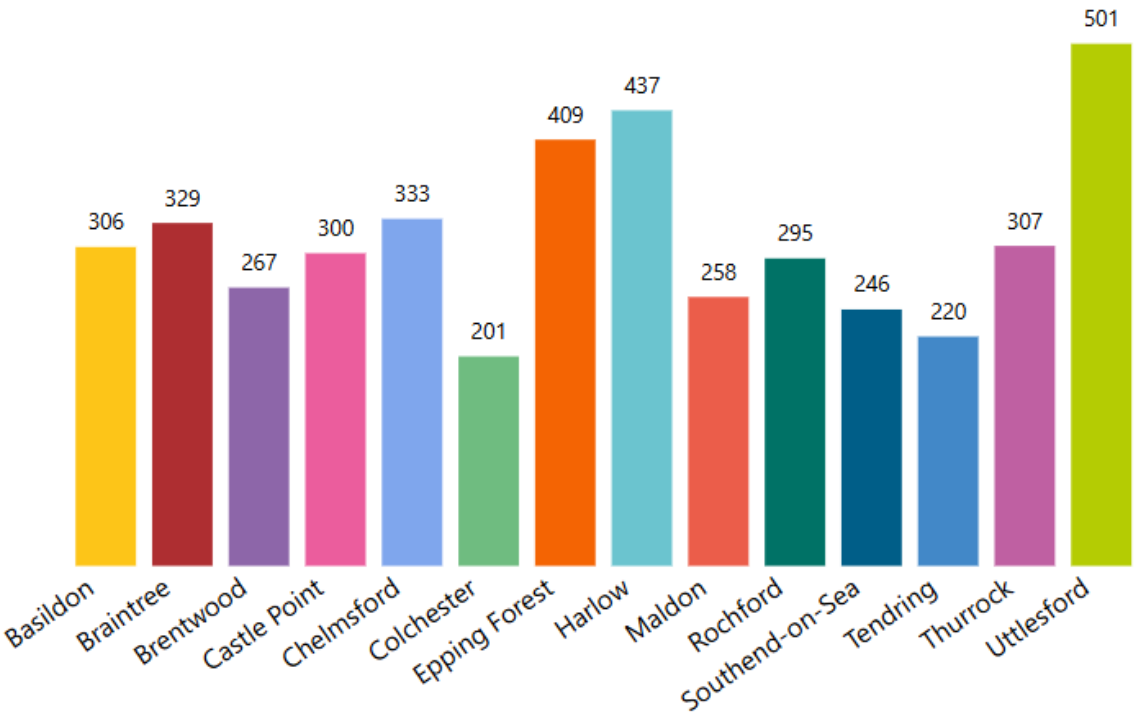
Tooltip Visuals

Registered Services

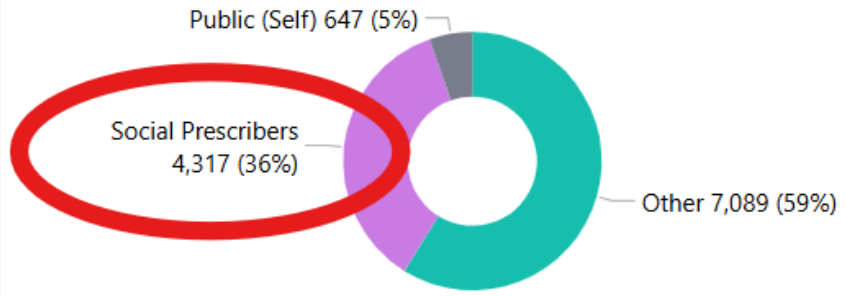
Services On Library

Pending Services

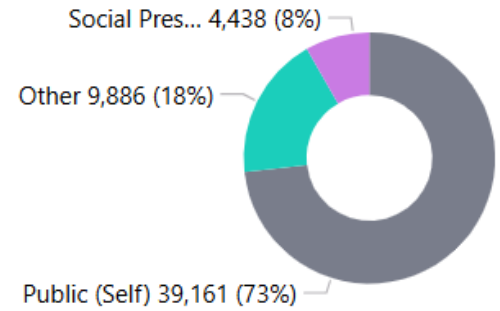
Registered Services



Referrals MADE

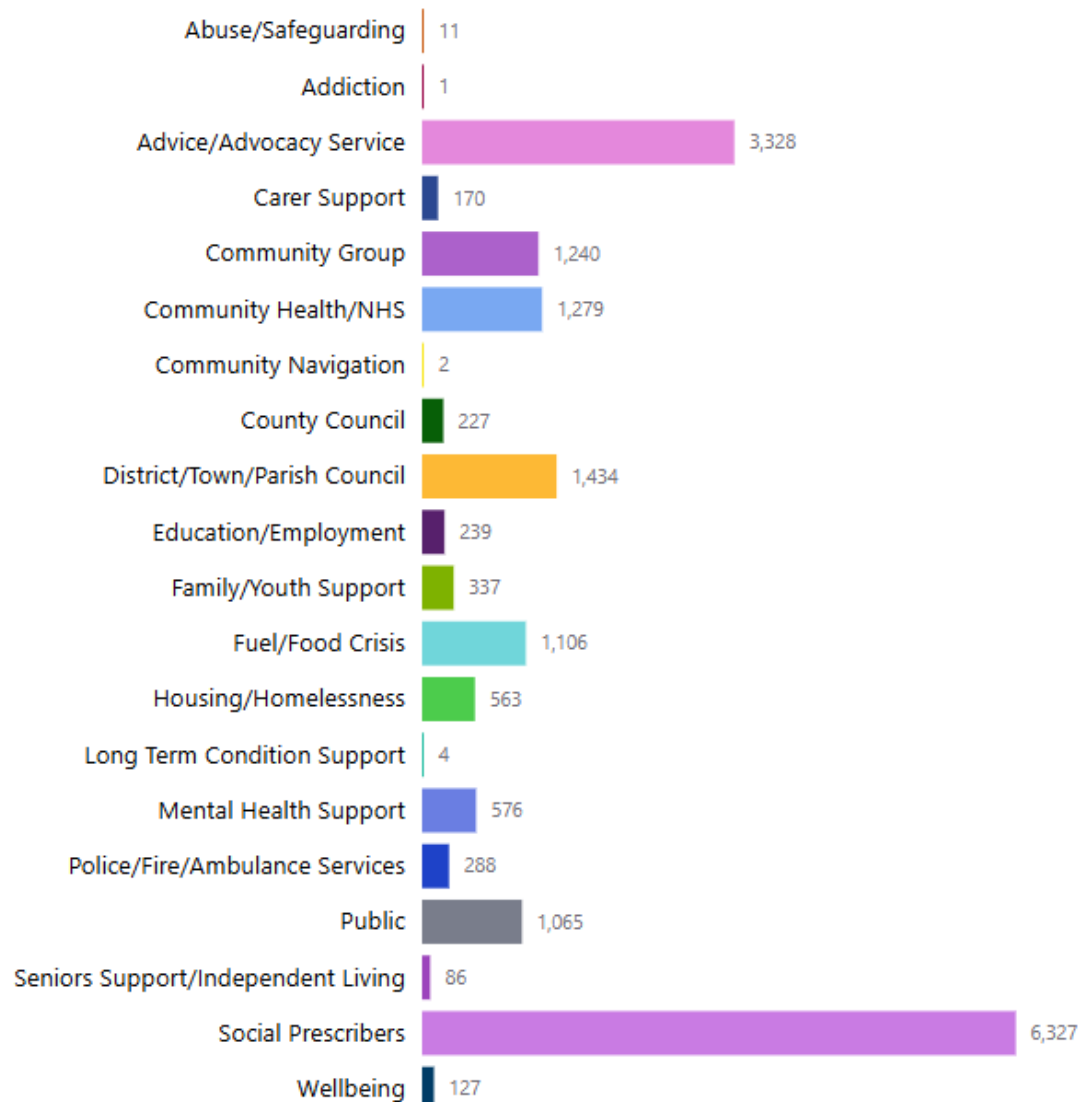


Signposts MADE*

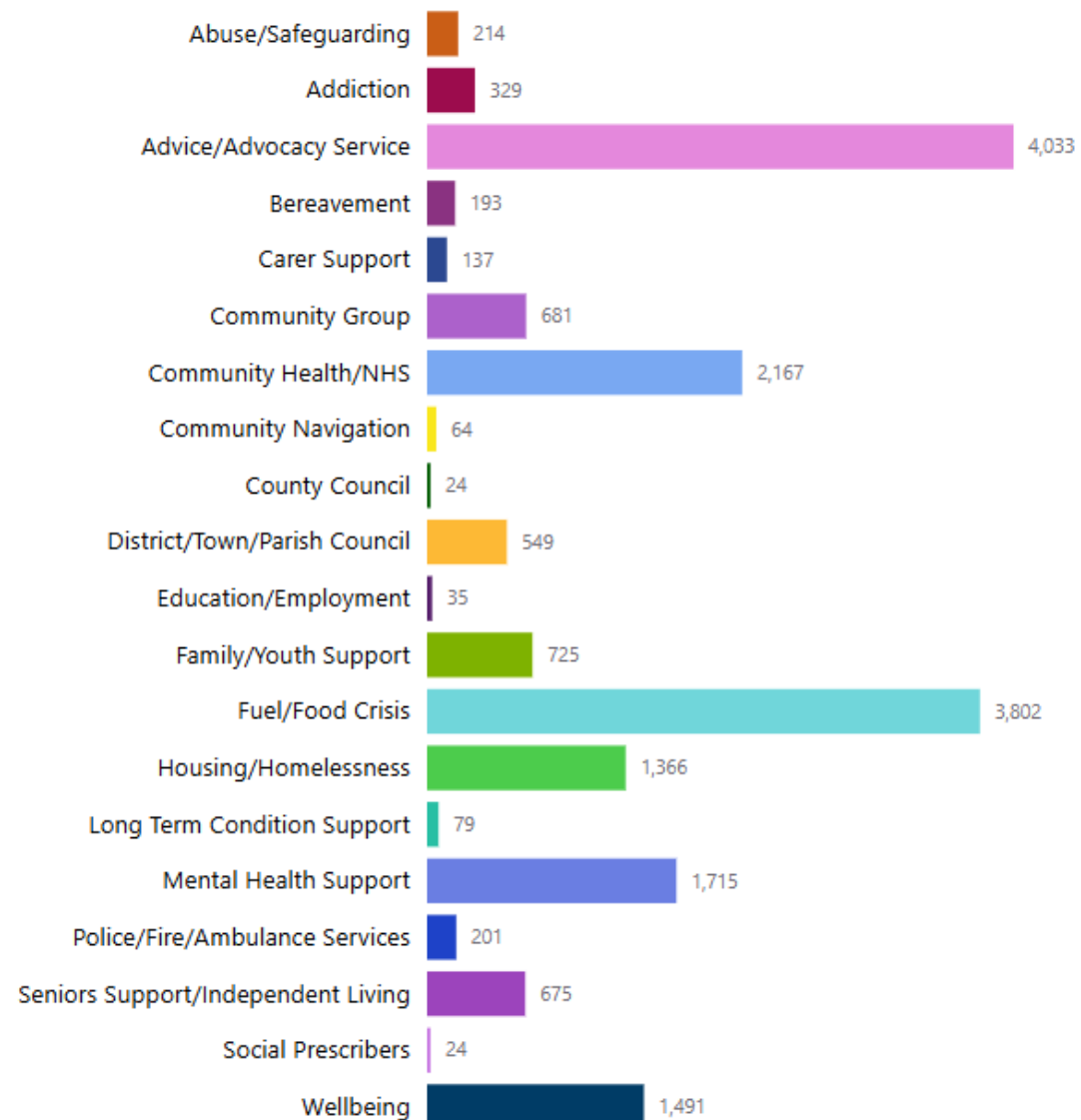


*Additional social media links / AI results generated externally => 1,239

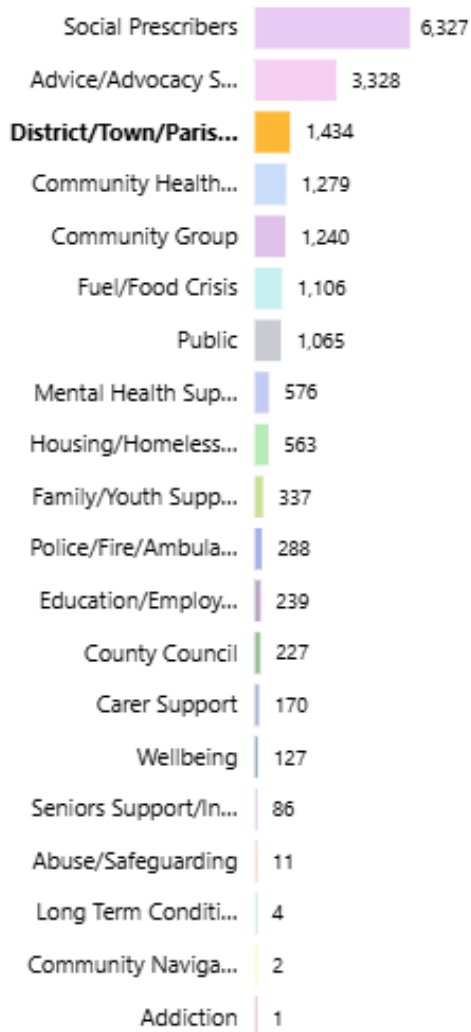
REFERRALS - by GENERATING Organisation Type



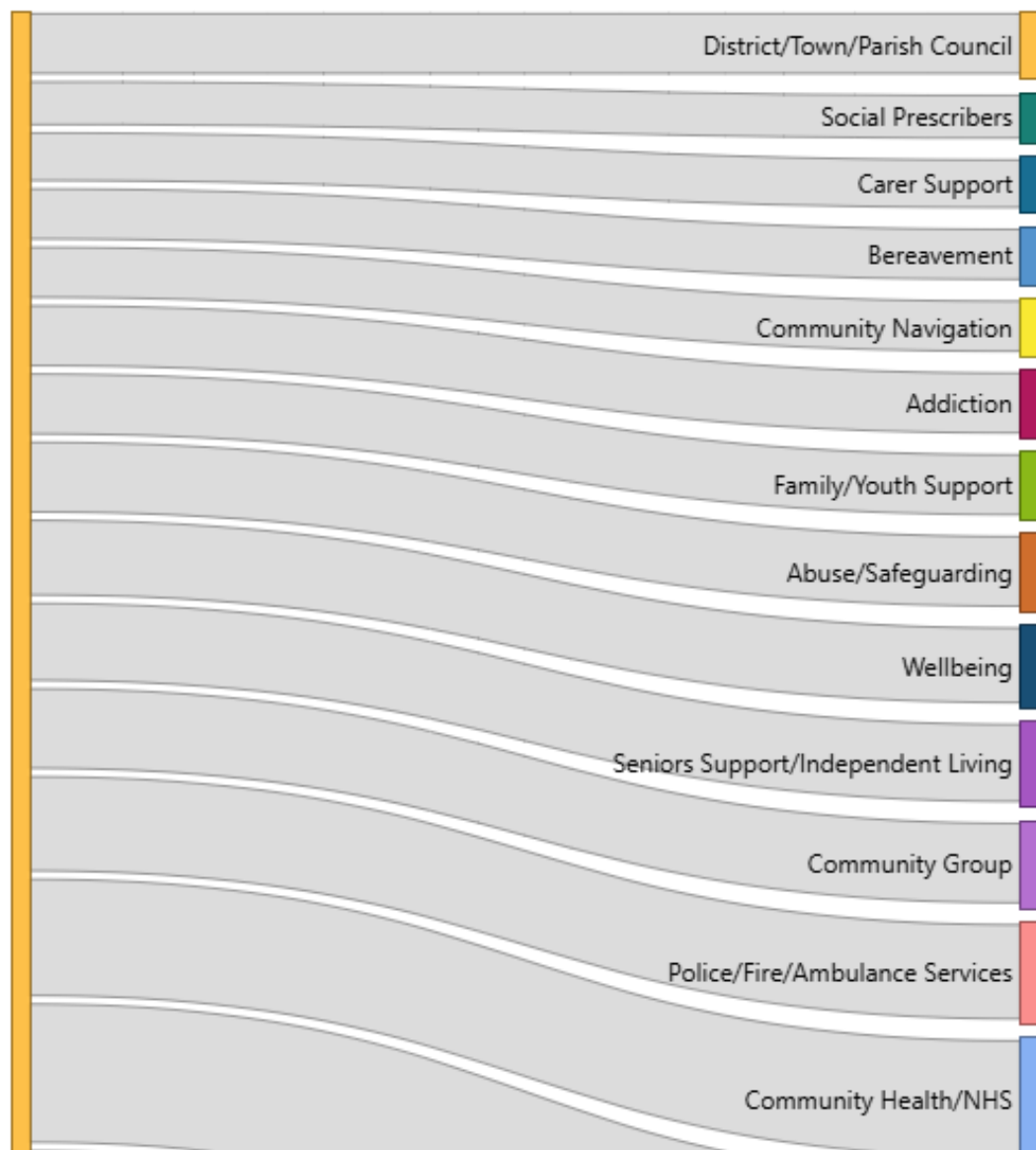
REFERRALS - by RECEIVING Organisation Type



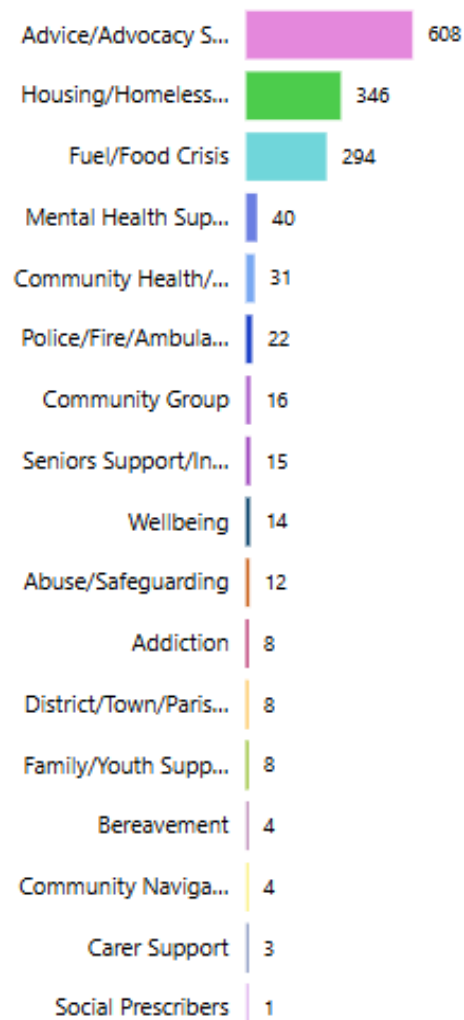
Filter by Organisations MAKING Referral



No. of Referrals by Organisation Types

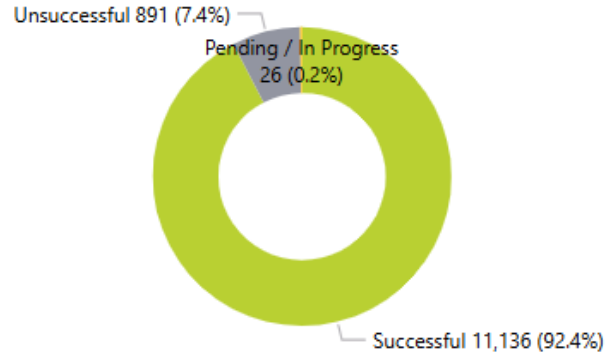


Filter by Organisations RECEIVING Referral

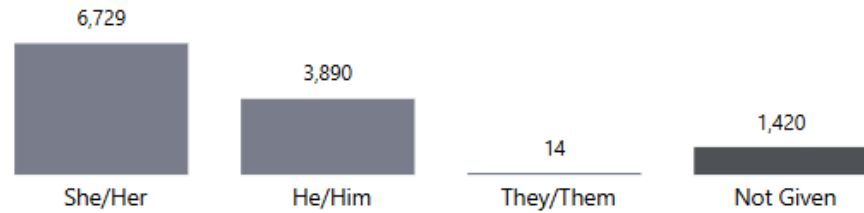


Referral outcomes:

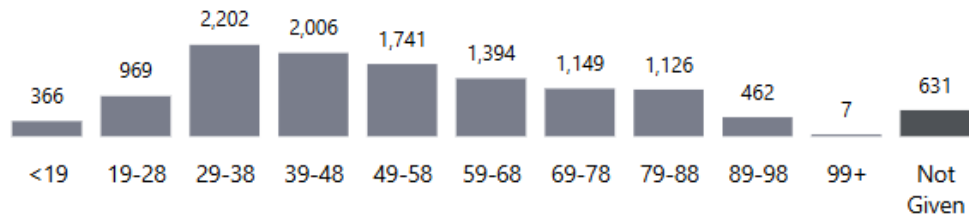
Referral Outcome



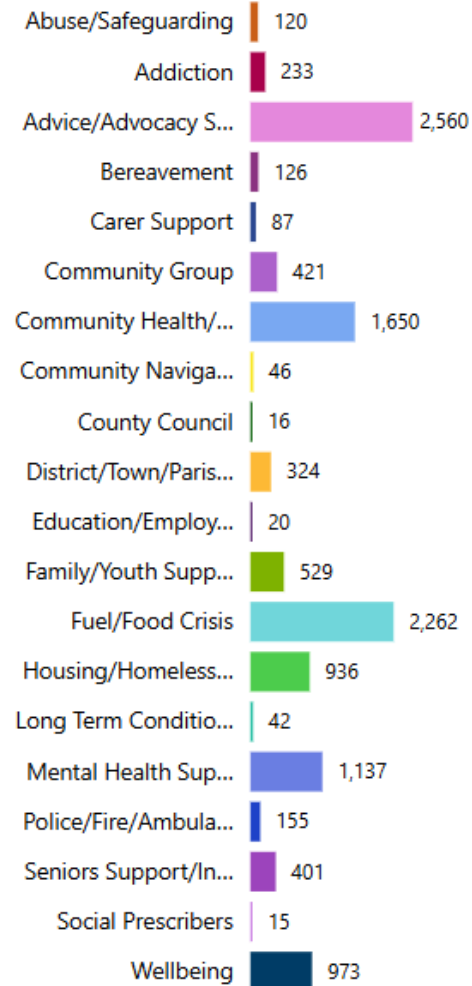
Client's Pronoun



Client's Age



Receiving Organisation Type

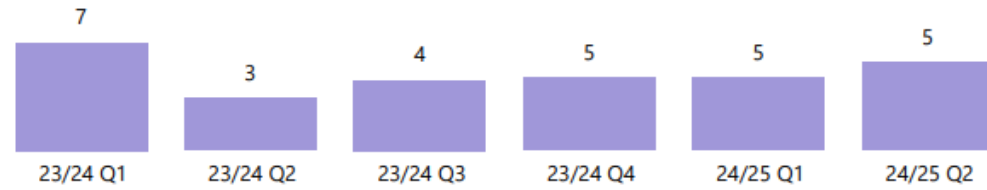


Generating / Receiving Service Details

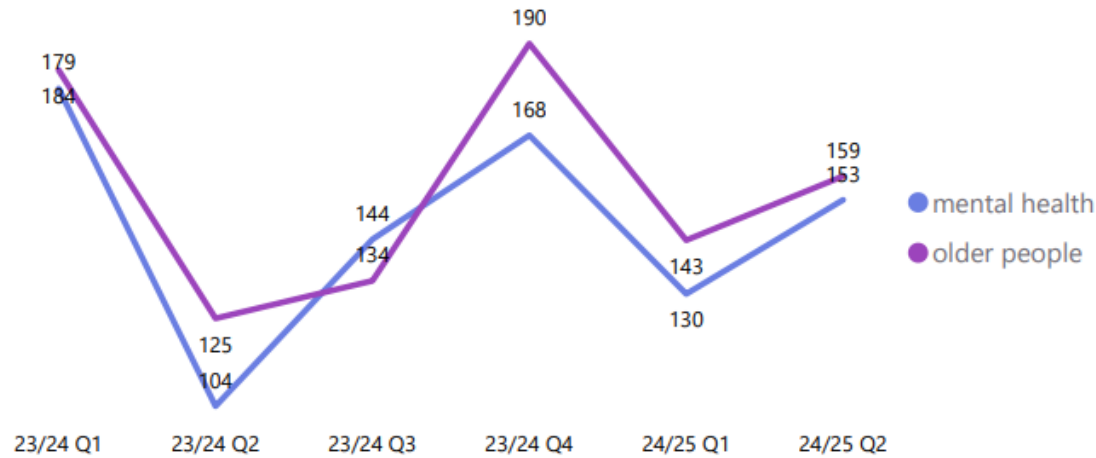
Generating Organisation	No. of Referrals
[Redacted]	4,317
[Redacted]	1,701
[Redacted]	1,113
[Redacted]	647
[Redacted]	452
[Redacted]	441
[Redacted]	389
[Redacted]	376
[Redacted]	307
[Redacted]	215
[Redacted]	210
[Redacted]	131
[Redacted]	115
[Redacted]	101
Total	12,053

Search Trends in Relation to Platform Use

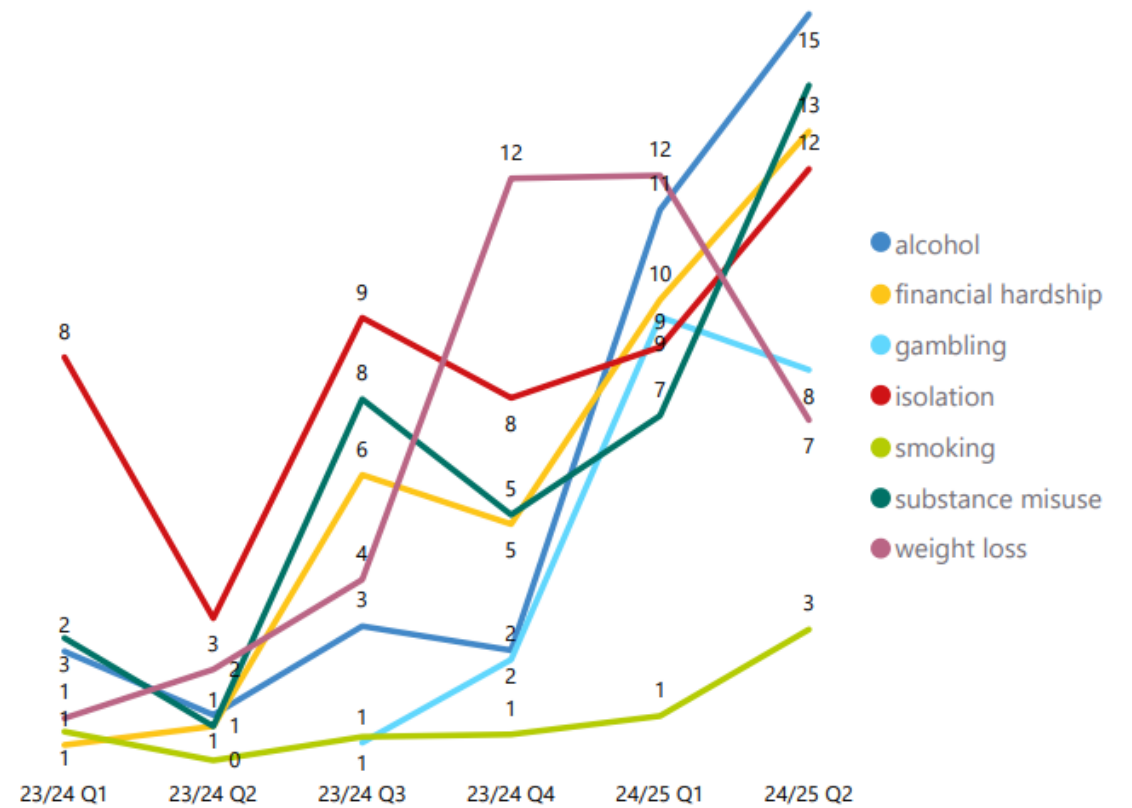
Searches per Active User



Searches per 1,000 Active Users

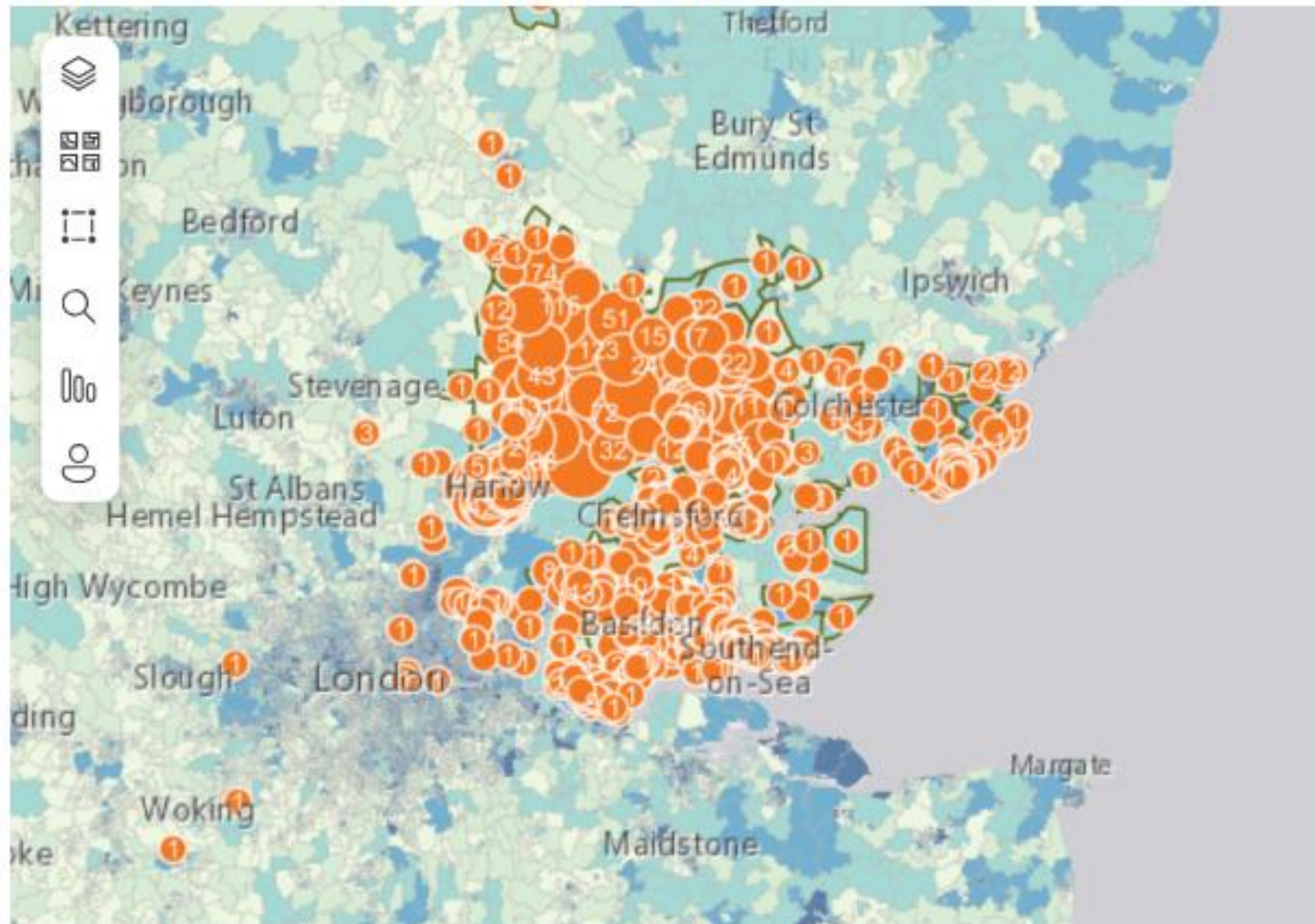


Searches per 1,000 Active Users



Referrals are mapped to Lower Super Output Areas, down to ward level:

Ctrl+click to select and de-select LSOAs



Esri, HERE, Garmin, USGS | <https://www.nationalarchives.gov.uk/doc/open-governme...> Powered by Esri

“I have found using Frontline very easy, it makes the referral process a lot quicker. It has been a useful resource when searching for services for a specific need, it saves time not having to send referral forms/emails, and helps keep track of referrals and their progress.

Previously it would have meant having to do a Google search and filtering through results. Frontline helps by having services all in one place and has often had things I hadn't been previously aware of.

Being able to check the progress is also handy as this may not have always been possible if signposting or referring in other ways. Plus, keeping track of referrals is easier as they are all in one place, rather than having to go back through emails or through patient records.”