



## What is Essex Frontline?

A trusted, multi-agency, secure digital platform

Funded by ICBs across Essex, Frontline currently covers Mid, South, and West Essex and will go live across North Essex very shortly.

The Frontline app - 'Frontline Referrals' - is freely available on all Android and IOS devices.

## Key Points

1. At a local level it is a 'living' library of community support and wellbeing services across a district.
2. It enables services and members of the public to signpost and refer into local health and wellbeing support – quickly and securely.
3. Frontline provides a real-time feedback loop on referrals made, ensuring that no referrals are ever missed.

## Who is Frontline for?

Everyone. Frontline works closely with NHS teams across Primary and Secondary Care (including Social Prescribers), the VCSE sector, local authorities, emergency services and schools, enabling them to link individuals into local health and wellbeing support.

The public can easily access Frontline too, empowering them to find help for themselves.

There is no cost and they don't need a user account.

*Note: Professionals must obtain verbal consent from their service user to make a referral on their behalf via Frontline.*

## What are the benefits for practitioners?

### Local library

Up-to-date information on local community support and wellbeing services across a district (each Essex district currently lists over 200 services covering a wide spectrum of need, including fuel poverty, loneliness, mental health, bereavement, family support, debt, addiction, etc).

### Speed and tracking

Make referrals in less than a minute. Track your referral to another service – see when it is actioned or whether it's been rejected for a reason. The Frontline team ensure no referral is ever lost or forgotten, using a traffic light system.

### Breadth of support

Frontline gives you the largest range of support in a single portal and the Frontline team ensure service information is kept up-to-date. The team is available Mon-Fri if you ever need support.

## Easy Access

With just one login, a practitioner can search any Frontline district website for local services, via our website or app, wherever they are.

## Simplicity

A vulnerable person will often present with multiple needs. Frontline makes it easy for professionals to refer to multiple community services at any time of the day, all from their phone/tablet.

## Efficiency

Saves time searching for services and the flow of referrals is more easily managed via Frontline.

## Security

Data is encrypted, with the additional layer of 2-step verification at login, and referral information is fully redacted after 90 days. Frontline addresses services' concerns about data sharing by capturing and recording verbal consent.

## Control and flexibility

Every service listed on Frontline manages its own content and users. They control what information to list and whether they wish to accept and/or make referrals via the platform, and with whom. *Services do not need to be visible on the library to use Frontline. Many statutory services are signpost and refer in the background.*

## Reporting

Frontline gives managers/supervisors easy access to their service's activity on Frontline via their 'dashboard'. View volumes of referrals and signposts in/out of your service(s); set date parameters for when you want to capture data (e.g. the past year, quarter or month); view which organisations your service is linking in to and how often.

## How to sign up to Essex Frontline

Professionals should have a user account to fully access Frontline. They will then be able to:

Make referrals on behalf of others

Track those referrals if needed

Have access to our 'help' videos

## The Frontline team will set you up

Just email [info@frontlinereferrals.org.uk](mailto:info@frontlinereferrals.org.uk) or call 01799 618855. They host 'live' training/demo sessions twice a week (20 mins) or can arrange a bespoke session if preferred.



Mid and South Essex  
Integrated Care  
System