Essex County Council

West Provider Forum – 8 September 2026

Tabletop Presentation - Frontline

Yusum Chau

What is Frontline?

- Frontline is a community project and a website
- It helps people find local health and wellbeing services
- Users can find contact details, ask for a call back, or be referred to services
- Frontline started in West Essex and now covers all of Greater Essex
- Most funding for Frontline comes from the NHS Integrated Care Board (ICB)

What can you do on Frontline?

- Frontline is an up-to-date directory of local support services
- It is available as a website and mobile app
- People may need support from more than one service at the same time
- Frontline makes it easier to find and contact different services in one place
- It can be used on a computer, tablet, or mobile phone

Video Demonstration

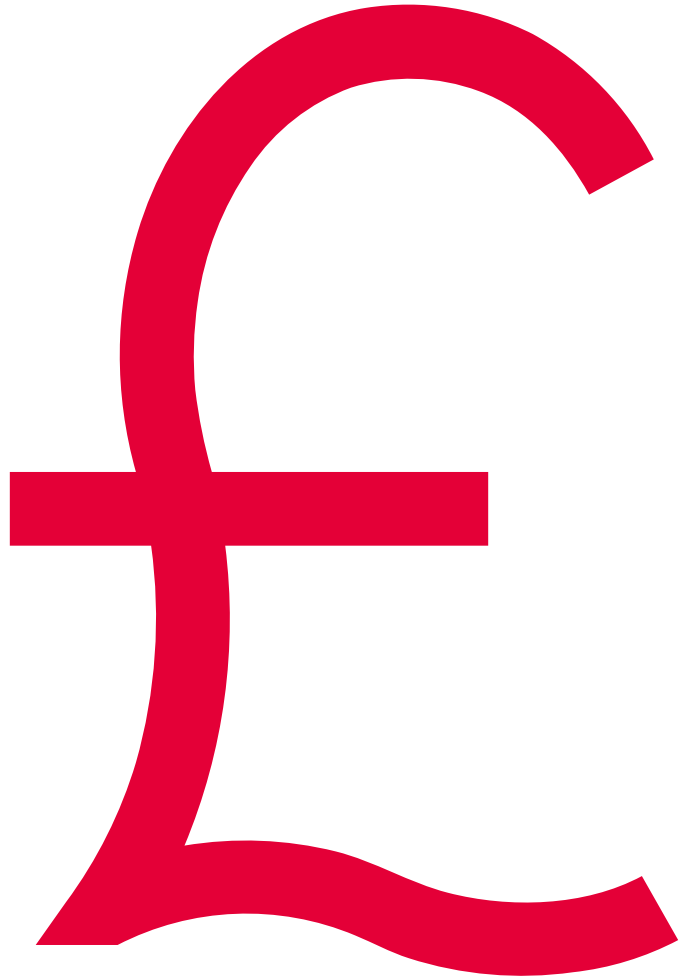


Why is Frontline useful?

- It gives people one trusted place to find support
- Information is kept up to date
- People can find help earlier and more easily
- It can help people find support for themselves before problems get worse
- Information from Frontline helps organisations understand what support people need and plan services better

Does it cost anything?

- Frontline is free to use
- There are more than 1,000 services listed
- Most services are free or low cost
- Frontline helps people find support that meets their needs



How are we improving Frontline?

- We are working with the NHS and other partners to improve Frontline
- We want Frontline to be easy for everyone to use
- We are listening to professionals, service providers and people with lived experience
- We want to improve accessibility and people's experience of finding support
- Our goal is to help people find the right support at the right time

How people are using Frontline

- NHS organisations made almost half of all referrals

- The most popular services were:
  - Essex Wellbeing Service
  - Citizens Advice
  - Peabody Floating Support

- The most common reasons people looked for support were:
  - Advice and advocacy
  - Health and wellbeing
  - Mental health
  - Housing and homelessness
  - Food and fuel support

How Frontline supports the ECC Priorities

Frontline helps people find the information and support they need to live more independent and connected lives.

- **Community connections**
- **Active participation**
- **Health and wellbeing**
- **Independence and housing support**
- **Accessible information**

How Frontline supports the Disability Strategy

Frontline helps people find the information and support they need to live more independent and connected lives.

Good relationships

Helping people find local groups, activities and community support.

Staying healthy, safe and well

Helping people access health, wellbeing and support services more easily.

Being active and involved

Making it easier to find opportunities and take part in local communities.

A place to feel at home

Supporting people to find housing, independence and community support services.

Accessible support

Working to make information easier to find, understand and use.

Tell us what you think

We would like your feedback about Frontline.



- What do you like?
- What could be better?
- Is the information easy to understand?
- Is the website easy to use?
- Is there any support missing?
- Do you have any ideas or suggestions?

If you would prefer, you can also give feedback using the Microsoft Forms survey we shared with you.

Tabletop Questions

Theme 1: Awareness & Registration

What is your experience of Essex Frontline and being registered (or not registered) on the platform?
Prompts
- How did you first hear about Frontline?
- Are you currently registered?
- If yes, what was your experience of registering?
- How easy is it to update and maintain your information?
- If no, what has prevented you from registering?
- Were there any barriers or challenges?
- What would encourage more providers to join?

Theme 2: Benefits & Positive Experiences

What works well about Essex Frontline?
Prompts
- What do you like most about the platform?
- How has Frontline benefited your organisation?
- Have you received any enquiries, referrals, or increased visibility through Frontline?
- What features or information are most useful?
- What aspects should remain unchanged?

Theme 3: Challenges & Barriers

What challenges or frustrations have you experienced with Essex Frontline?
Prompts
- Is there anything difficult about using the platform?
- What do you dislike or find frustrating?
- Are there any gaps in functionality or information?
- Have you encountered any technical issues?
- What makes it difficult to use or maintain your profile?
- What prevents greater engagement with Frontline?

Theme 4: Improvements & Future Development

What changes would make Essex Frontline more valuable for providers?
Prompts
- What improvements would you prioritise?
- What additional features would you like to see?
- How could Frontline better support providers?
- How could it better support residents, carers, and professionals?
- What would make profile management easier?
- If you could change one thing about Frontline, what would it be?