

Year-End Summary Report

2025/26



ESSEX

Frontline

Introduction

2025/26 Key Highlights

1. Sustained growth in activity, rising by **36%** to **15,958 referrals** and **215% rise** in signposts to **199,109** compared to last year.
2. Successful referrals' rate remains high at **93%**, with **84% closed within a week**.
3. **52% of referrals generated by the NHS into community support**, (with **5,000+** referrals made by Social Prescribers) - in line with the **Neighbourhood Health Framework**.
4. **DWP work coaches** across Essex are onboarded and making referrals for the first time.
5. Awarded **ISO 27001 certification** - the highest standard for information security.
6. Successful launch of the new **Frontline Referrals corporate website**.

Supporting Commissioners

Frontline gives commissioners a real-time picture of both existing community provision and where gaps remain, helping them target resources and address unmet need early.

- In Southend, we are working with an NHS commissioner to **grow the number of services** actively using the platform and **strengthen local referral pathways**.
- In Thurrock, we are working with a local authority commissioner to identify and address **gaps in the mental health support landscape**.
- Frontline directly supports the **Crisis and Resilience Fund's priorities**: connecting people to local services quickly, supporting early intervention, and providing the data to evidence impact.



2026/27 Priorities

1. **Deepening our partnership with Adult Social Care** - embedding Frontline across ASC teams, with exciting developments to be announced soon.
2. **On track to deliver Frontline's integration within NHS systems** to streamline referral pathways and record patients' outcomes.
3. **East of England Ambulance Service (EEAST)** - Essex crews onboarded to access wider community support for patients.
4. Public access to Frontline piloted in **acute settings**:
 - Touch-screen use of Frontline for self-serve public access has been set up in **Broomfield Hospital**.
 - Targeted, holistic support for cancer patients as part of their improved cancer journey is being trialled in **Southend Hospital**.

2025/26 Headlines



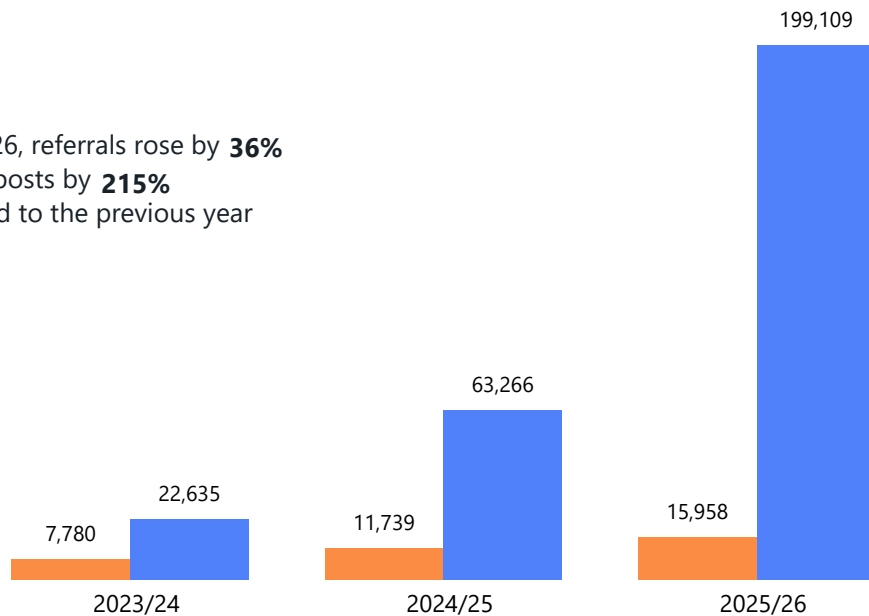
Referral and signposting volumes have steadily increased over the past three years, reflecting Frontline's transition to an **embedded system infrastructure**.

Engagement has broadened, with more organisations **generating referrals and signposts** and a larger number of services **receiving and delivering support**.

Activity

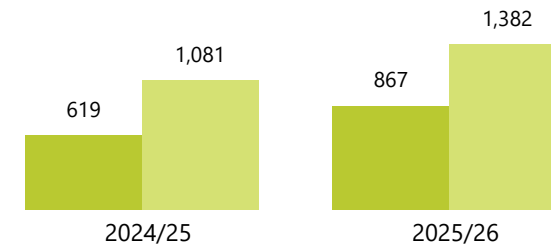
● Referrals ● Signposts*

In 2025/26, referrals rose by **36%** and signposts by **215%** compared to the previous year



Services Signposting or Referring

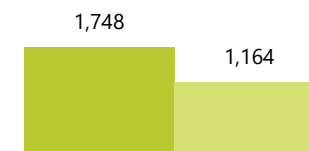
● Generator Services ● Receiver Services



Services generating rose by **40%** and receiving by **28%**

Services on Frontline

● All Services ● On Library

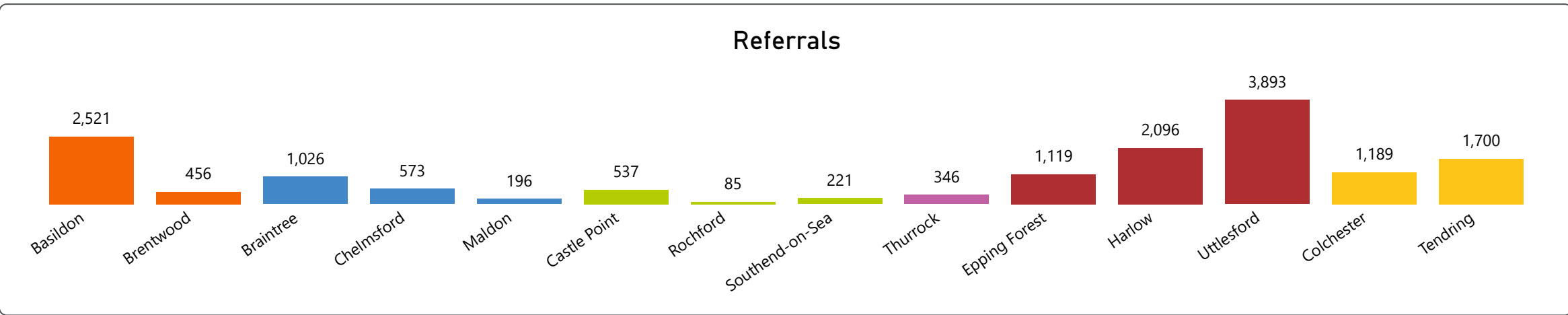


*We exclude bot activity from all of our reporting

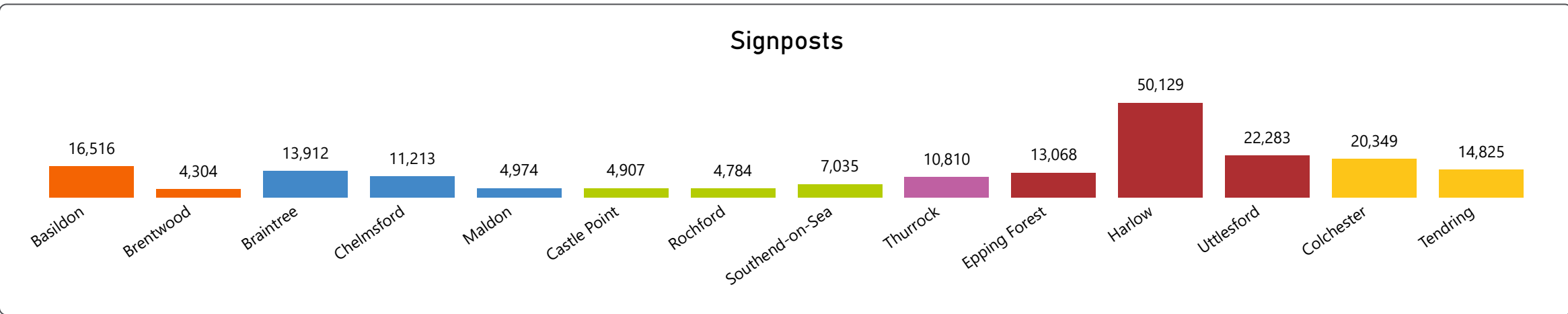
2025/26 - Activity by Area



Referrals

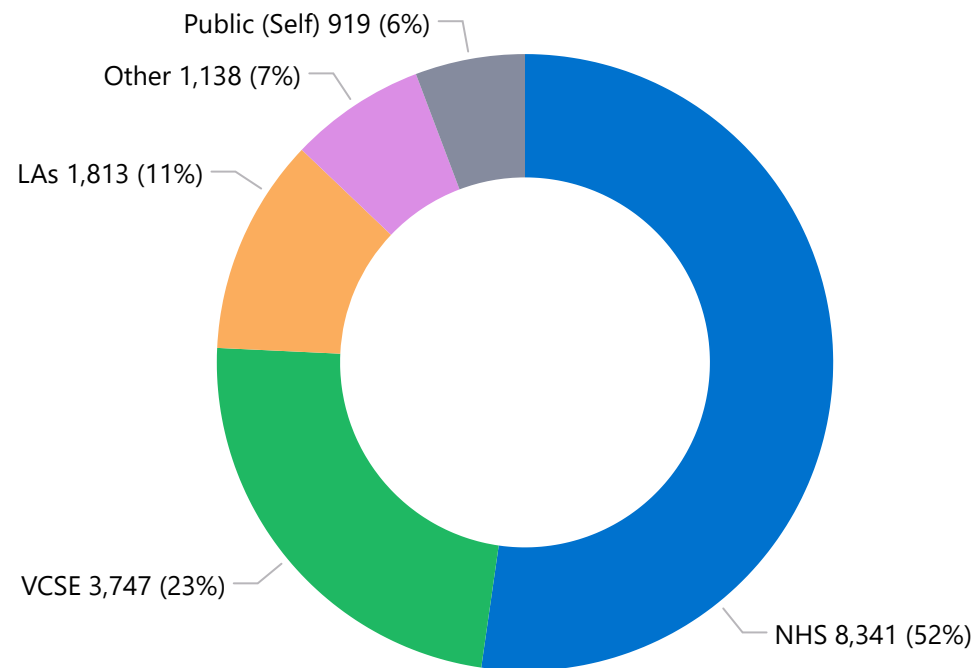


Signposts

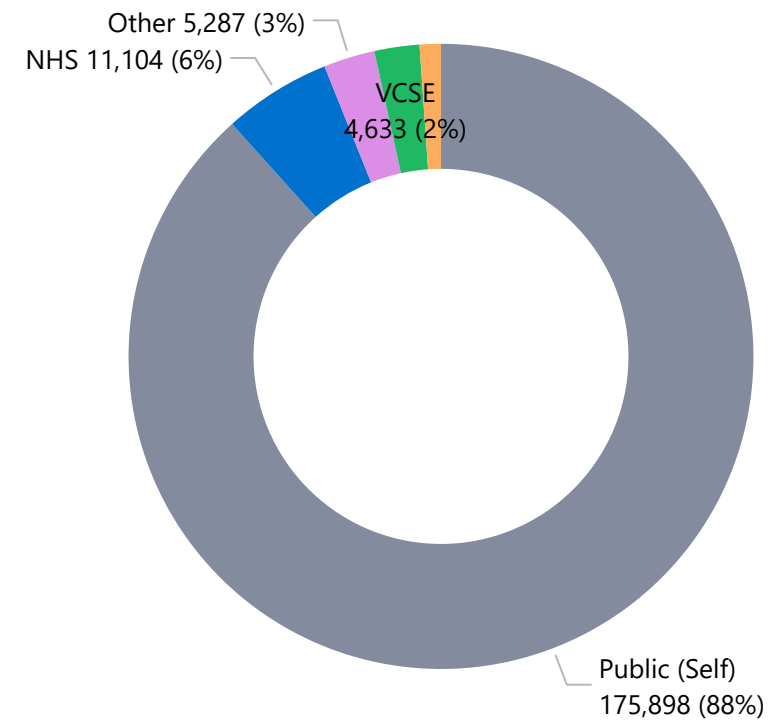


2025/26 - Activity by Type

Referrals Generated By



Signposts Generated By

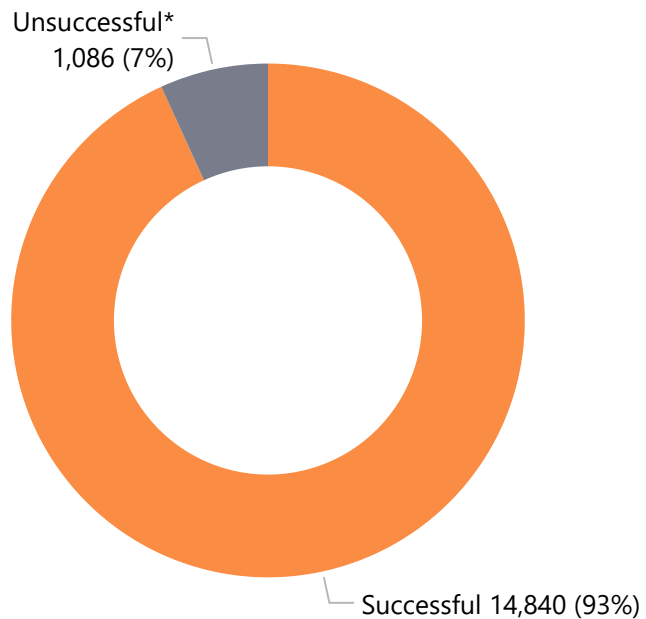


2025/26 - Referral Outcomes

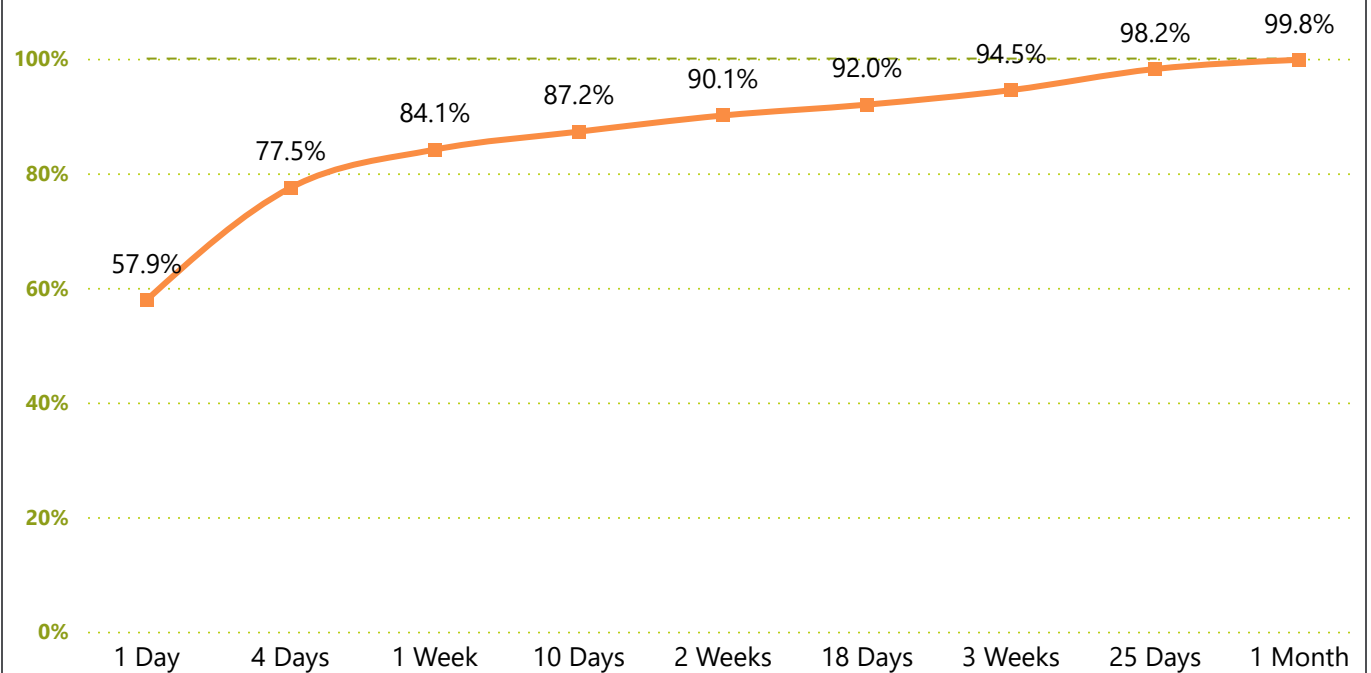
93% of referrals were successfully completed, and **84%** appropriately progressed and closed within 1 week.

These results indicate that community pathways are **functioning effectively at scale** thanks to an up-to-date directory of local services, which allows Frontline users to make **the right referral, the first time**.

Referrals Success



Referral Closure Rates

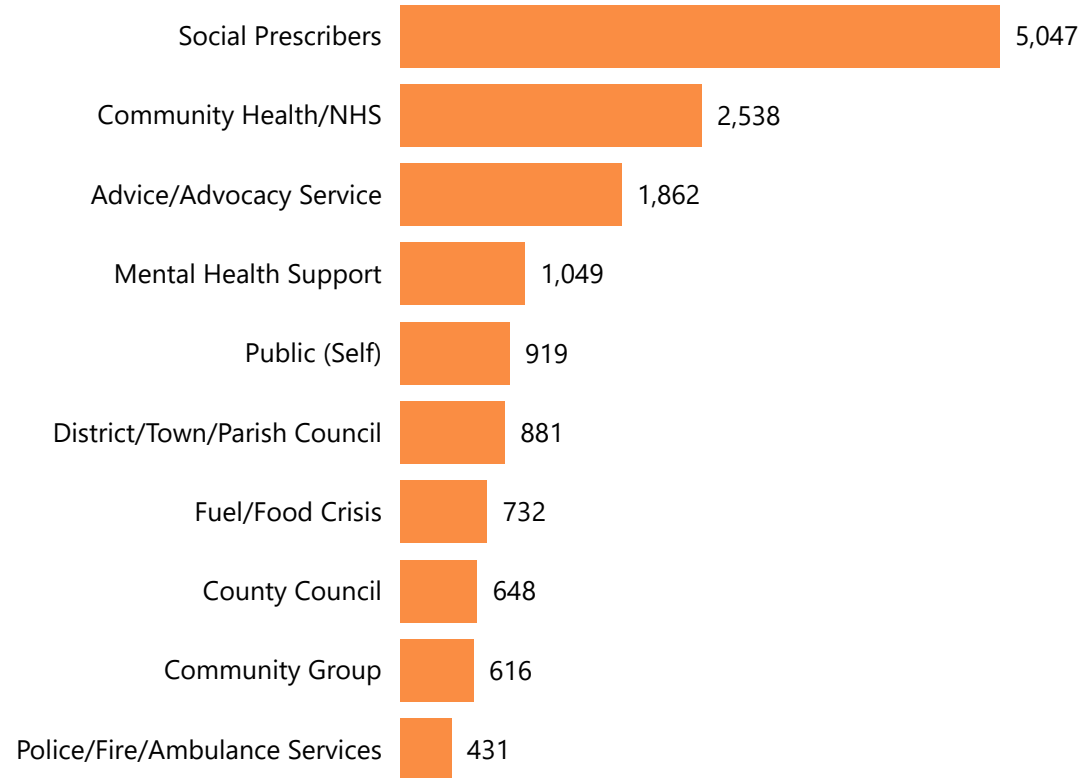


*Unsuccessful referrals occur where clients could not be contacted, the referral was inappropriate, details were incorrect, or resources were insufficient. This information is fed back to the referring organisation.

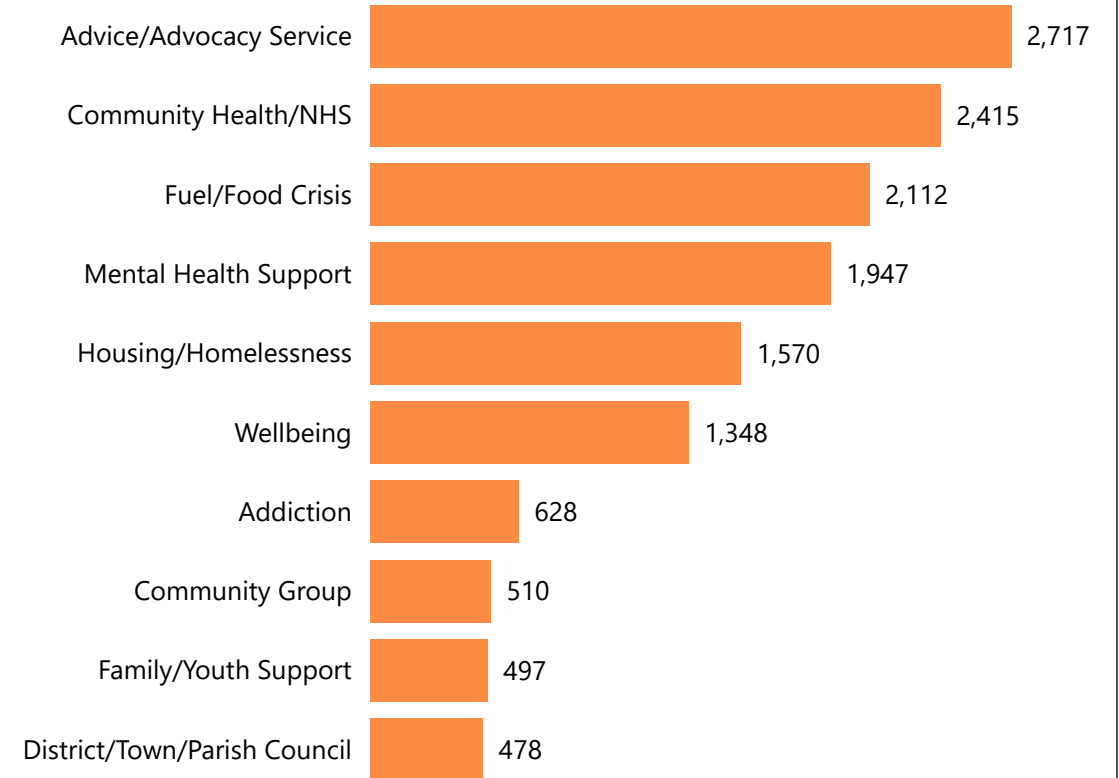
2025/26 Top 10 - Referral Categories



Generator Categories



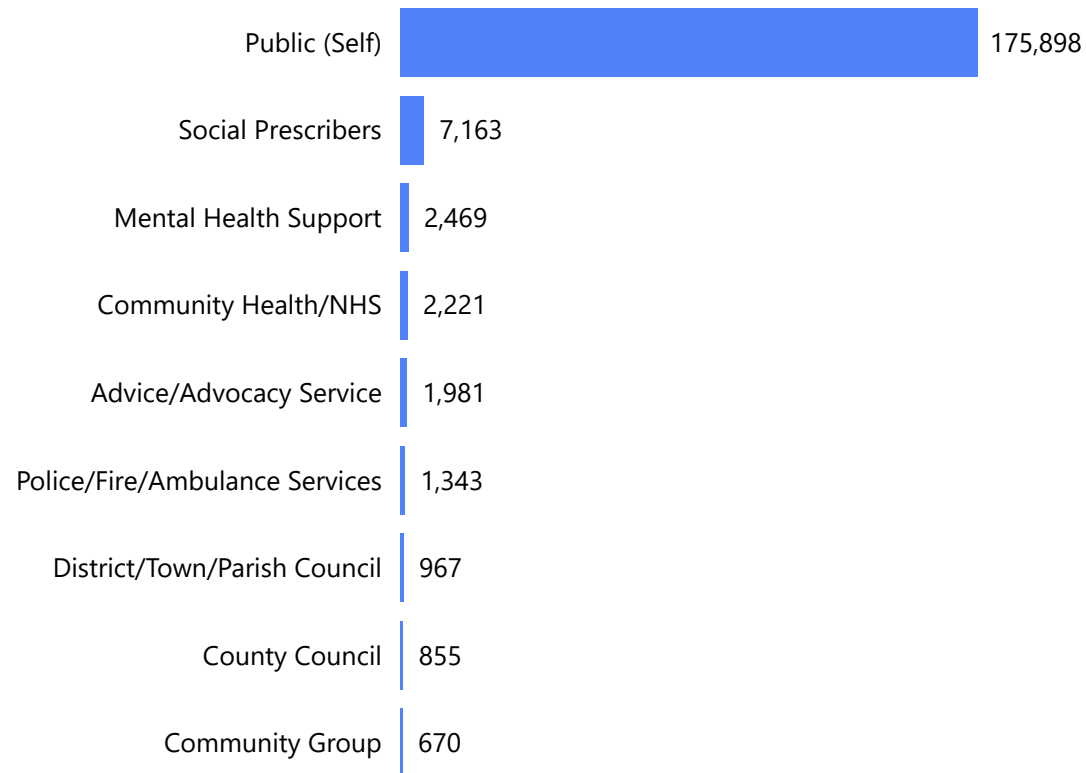
Receiver Categories



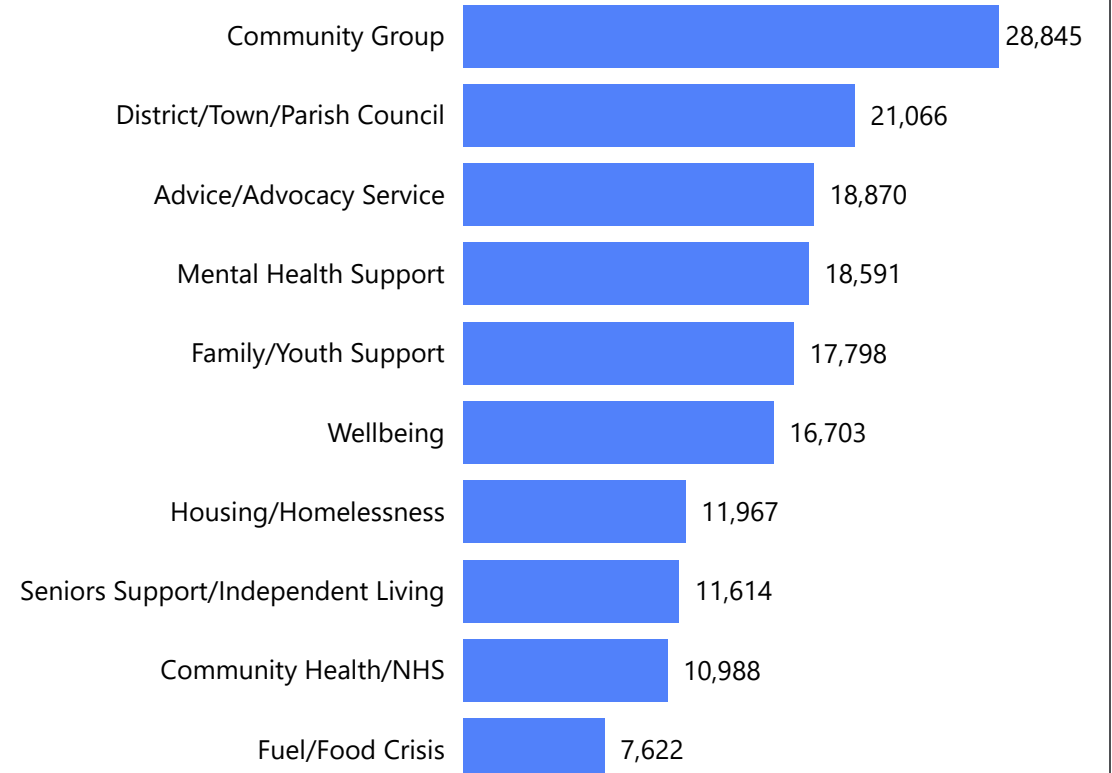
2025/26 Top 10 - Signpost Categories



Generator Categories



Receiver Categories

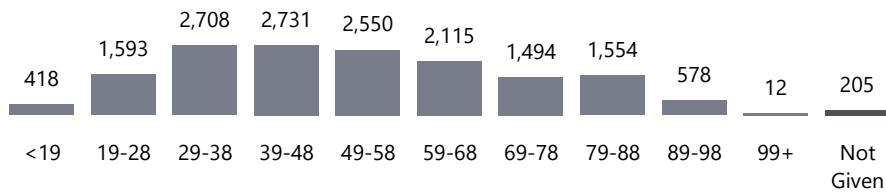


2025/26 - Access Interactive Self-Service Reports

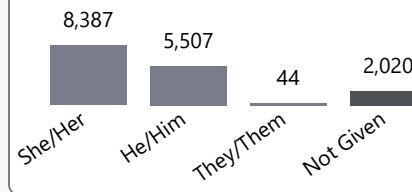


Sample Report

Client's Age



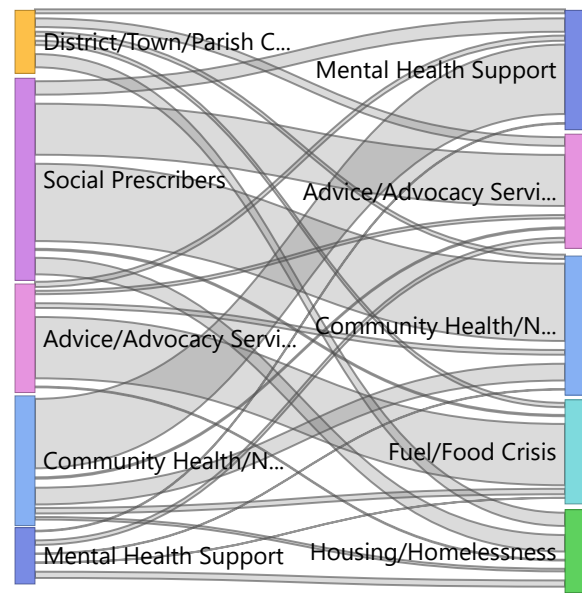
Client's Pronoun



Generating

Organisation	Refs
⊕ Social Prescribers	5,047
⊕ EPUT - Essex Partnership University NHS Foundation Trust	2,492
⊕ Citizens Advice	1,384
⊕ Public (Self)	919
⊕ ECC - Essex County Council	825
⊕ Uttlesford	431
⊕ Police	407

Top 5 Referral Categories



Receiving

Organisation	Refs
⊕ Essex Wellbeing Service	2,625
⊕ Uttlesford	2,019
⊕ Citizens Advice	1,775
⊕ Peabody Floating Support	1,529
⊕ NHS Talking Therapies	1,329
⊕ Open Road	431
⊕ UCAN - Uttlesford CVS	408

Frontline is the **only digital tool in Essex** that provides real-time system intelligence across the NHS, local authority, police, housing and VCSE sectors simultaneously.

Rich, up-to-date data to support decision-making and joint working.

- Evidence service demand
- Conduct gap analysis and asset mapping
- Assess under-served communities

View data across ICBs, counties, alliances or PCNs. Drill down by service name or category. Explore outcomes, or view maps and data by LSOA.

For more information please contact:
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