

Newsletter

5 November 2026

Herefordshire Frontline has launched, and we'd love your organisation to be part of it!

Frontline is a free digital referral platform that helps local organisations connect, make referrals, and find the right support for people across Herefordshire. By using a shared system, individuals only need to tell their story once, reducing the need to repeat information to multiple services.

Rather than simply signposting people to support, Frontline enables organisations to make direct, trackable referrals, helping to ensure that no referral is lost and that people can access the services they need through a single, coordinated pathway.

As part of Herefordshire's commitment to a 'no wrong door' approach, we would welcome your organisation registering on the platform. By joining, you will help create a connected network of support where residents feel heard and can be referred quickly to the most appropriate service.

By registering your service, you can make it easier for people to find and connect with your organisation, receive referrals where appropriate, and keep your service information up to date directly through the platform.

How to get started

Visit *https://herefordshirefrontline.org.uk* Select your area on the Herefordshire map. Click 'Professional Area' and register for an account. Search for your service to check whether it already exists, or create a new one. Complete your service information and referral settings.

The process of adding your service is quick and straightforward, and the Frontline team checks every service before publication. They're also available to guide you through every step if you need support.

If you'd prefer not to add the service yourself, the Frontline team can do it for you. Simply contact Jane Holcroft on 01799 618854 or email jane.holcroft@frontlinereferrals.org.uk. Alternatively, you can contact the Frontline Referrals Ltd admin team on 01799 618855 or info@frontlinereferrals.org.uk.

You can also watch our short How to Add Your Service to Frontline video or join one of our free online training drop-ins:

Tuesday, 12 noon

Thursday, 11am

Register your service today and help more people connect with the right local support. Because every referral matters.

HEREFORDSHIRE Frontline

CRF Summit

It's been a few weeks since our recent CRF Summit, and we're still reflecting on what was an inspiring and successful day.

The summit brought together partners from across Herefordshire's voluntary, community, faith and public sectors to share ideas, celebrate achievements and explore how we can continue working together to support local people and communities.

Throughout the day, attendees heard about the impact of the Crisis and Resilience Fund, learned about innovative projects taking place across the county, and took part in valuable conversations focused on strengthening partnerships and improving support for residents. The event also provided an opportunity for organisations to showcase their work, share experiences and build connections with other services.

One of the key themes to emerge from the summit was the importance of collaboration. By bringing organisations together, we can better understand local needs, strengthen referral pathways and ensure residents can access the right support at the right time.

A huge thank you to everyone who attended, contributed to discussions, hosted stalls and shared their experiences. The enthusiasm, knowledge and commitment on display throughout the day demonstrated the strength of Herefordshire's community support network.

We look forward to building on the ideas and momentum generated by the summit as we continue working together to create stronger, more resilient communities across Herefordshire.



Oliver McGowan Tier 2 Training Now Available at National Star

National Star now offers the Oliver McGowan Tier 2 Mandatory Training, delivered by experienced trainers alongside experts with lived experience. This interactive, in-person course gives delegates the opportunity to learn directly from autistic people and people with learning disabilities, helping to build a deeper understanding of their experiences and support needs.

Suitable for individuals, teams and organisations, we offer individual places, group bookings and bespoke training packages to meet a range of requirements. The course is designed to equip health and social care professionals with the knowledge, skills and confidence needed to provide safe, compassionate and person-centred support. Delegates will learn how to make reasonable adjustments, communicate effectively and deliver high-quality care that improves outcomes for autistic people and people with learning disabilities.

Book a place on a course.

This training is particularly important following the introduction of the Health and Care Act 2022, which requires CQC-registered providers to ensure staff receive learning disability and autism training appropriate to their role. The Oliver McGowan Mandatory Training is the nationally recognised standard developed to meet this requirement and support organisations in delivering safer, more informed and higher-quality care.



Celebrating one year of Community Connectors

This month marks an important milestone for the Community Connector Service, which has now been supporting Herefordshire residents for a full year.

Over the last 12 months, the team has received 912 referrals and has included community-based support options in more than 1,700 support plans, helping people access activities, services and local opportunities that improve wellbeing, independence and social connections.

The service works by connecting people with support available in their communities, whether that's finding practical help at home, joining local groups, accessing emotional support, or building confidence to try something new.

The difference this support makes is reflected in feedback from residents. One person told us the service gave them a "sense of security" and helped them realise they were "not on your own", while another said it connected them with services they "didn't know existed". Others spoke about feeling listened to, supported and more confident in accessing help when they needed it.

The impact can be life-changing. One 93-year-old gentleman was referred because he was struggling with shopping and household tasks and was becoming increasingly unsteady on his feet. Through a strengths-based approach, he was connected with local support and now receives regular help that allows him to remain safely and independently in his own home.

Another resident, referred because of social isolation and a desire to become more involved in their community, was supported to access local groups aligned with their interests. By providing practical support and attending a first session with them, the Community Connector helped build confidence and reduce anxiety. The resident is now

attending groups independently and has developed a wider support network within their community.

A year on from its conception, we hope the Community Connector service will continue to help people find the right support at the right time - empowering them to take the next step with confidence. If you, or someone you know, could benefit from community-based support, activities or local services, find out more about the Community Connectors.



A Multi-Agency Briefing: Understanding School Attendance & EHE

This multi-agency briefing will help professionals better understand Elective Home Education (EHE), part-time timetables and school attendance concerns. Developed following learning from a Safeguarding Children Partnership audit, the session will cover attendance thresholds, EHE processes and safeguarding considerations, helping professionals recognise potential concerns and understand when further action may be needed.

Suitable for anyone working with children and families across health, education, social care, policing and safeguarding, the briefing will support effective partnership working to help keep children safe.

The online event takes place on Monday 9 November 2026 at 12pm. To book your place, visit Eventbrite.



Spotlight On: Technology-Facilitated Domestic Abuse

Technology-facilitated abuse is a form of domestic abuse where technology is used to monitor, control, intimidate, harass or exploit another person. It is often part of a wider pattern of coercive and controlling behaviour and can continue during and after a relationship has ended. As technology becomes increasingly embedded in everyday life, domestic abuse can also be perpetrated through mobile phones, social media, online accounts, location-sharing services, smart devices and other digital platforms.

Signs to Look Out For

Technology-facilitated abuse can take many forms. Potential indicators may include:

- A person's whereabouts appear to be known or monitored unexpectedly.
- Excessive calls, messages or online contact, particularly where there is pressure to respond immediately.
- Concerns about someone else having access to a person's phone, email, social media accounts or passwords.
- Unexplained changes to account settings, passwords or device configurations.
- Concerns about being tracked through phones, smartwatches, vehicles, apps or other connected devices.
- Evidence or suspicion that online activity, communications or digital accounts are being monitored.
- Threats involving the sharing of private information, photographs, videos or messages.
- Online harassment, stalking or repeated unwanted contact through digital platforms.

- Smart devices within the home being used to monitor, intimidate or control someone.
- Anxiety, fear or reluctance when discussing technology, online activity or digital safety

Technology-facilitated abuse is often part of a wider pattern of coercive and controlling behaviour. Actions that appear straightforward, such as changing passwords, disabling location services or altering device settings, may not always be the safest option and could increase risk in some circumstances. Any response should consider the individual's situation, level of risk and support needs, with specialist domestic abuse advice sought where appropriate.

Further Information and Support

Women's Aid: Cover Your Tracks Online

Refuge Tech Safety

West Mercia Police

Domestic Abuse Support - Herefordshire Council

What's new on the directory?

The Talk Community Directory is home to hundreds of Herefordshire-based services and events. Some of this month's newest additions include:

Sibs - Support group for adult siblings of autistic people

Mindfulness All Day Practice

Into Yoga & Nature

Parkinson's UK Herefordshire Branch

NALA: free guides for what to do when someone dies

Herefordshire Women's Equality Group

Begin to Spin

Fundraising Auction Night

Hereford Help For Ukraine CIC

Free Energy Advice Workshop

The Alzheimer's Society - Singing for the Brain

Happiest at Home

Community Race Night @ Holme Lacy Village Hall

Revealing Our Roots in Movement

Our socials are a great way to keep in touch with what's on too, whether you're

- a Facebook fan
- tuned in to Twitter
- or instantly on Instagram.

Have you heard of Shared Lives?
Our Lives get better when they're shared
Herefordshire Shared Lives is a Care Quality Commission (CQC) registered service provided by Herefordshire Council. Shared Lives is a highly personalised form of care that supports people

