BEEBOT AI

FAMILIES FIRST PARTNERSHIP · YEAR 2

How Are You Meeting The Digital Requirements Outlined In The Families First Partnership Expectations?

Integrated front doors should consider the extent of their digital offer and out-of-hours support. We recommend building both in.

One branded, accessible family services app gives every family a single digital way in.

Families find help, ask a question or request support at any hour. Requests reach your integrated front door team already structured, so families get to the right part of the system faster.



USE CASE

Marta’s evening

Marta lives in a village 12 miles from the nearest Family Hub, and Polish is her first language. Her three-year-old isn’t talking yet and rent arrears are building. At 9.45pm, she opens the council’s family services app.

1. **She reads it in Polish**
   Translation from the accessibility panel, or read-aloud if she’d rather listen.

2. **She searches in everyday words**
   Typed in English, plain phrases like “my son isn’t talking” still find speech and language support and money advice, without the official service names.

3. **She sees what’s near her**
   The support map filters by postcode and her children’s ages. She books Thursday’s Stay & Play at her local Family Hub.

4. **She asks a follow-up**
   The AI assistant answers from trusted content brought into the platform, whether council, partner or national, and points her to live chat with a real person when it is available.

5. **She asks for help**
   A request form whose questions change with her answers, so nothing irrelevant is asked.

6. **She knows what’s next**
   An email and SMS confirm her reference and when to expect contact. While she waits, digital pathways send her proactive support.

FAMILIES FIRST PARTNERSHIP · PROFESSIONALS AND PARTNERS

One Front Door For Professionals Too

Schools, health visitors, police and voluntary groups are often the first to spot that a family needs help. The same platform gives them a direct, structured route into your integrated front door, built on one trusted service directory.

USE CASE

Making a referral: a school's morning

Mr Okafor, a primary school's designated safeguarding lead, is worried about a pupil who is now absent more often than not. The family has no social worker, so the guide expects them to be considered for Family Help.

1. **Signs in as a partner**
   He logs in with his own partner account.
2. **Checks the directory**
   He finds attendance support and hub parenting sessions, and connects the family to them where appropriate.
3. **Refers with consent**
   A professional referral form records consent, needs and who is referring.
4. **Arrives ready to triage**
   A workflow raises a case about the child in the front door queue and alerts the team.
5. **Hears back**
   He can log back into his account to see the outcome once a decision has been made.

> *Immediate risk stays on the phone. Concerns about immediate significant harm go straight to the front door or police, as now. The online route is for everything else.*

A service directory everyone can trust

One set of listings serves families, referring professionals, front door staff, Family Help Lead Practitioners and other council or partner staff. This supports all professionals in knowing what services are available to support families and young people.

Kept current automatically
A nightly workflow refreshes listings from your source system and removes withdrawn services.

Checked before it goes live
Bulk CSV updates land in a draft copy. Publishing shows exactly what will change first.

Updates from providers
Providers have role-based access to a self-serve portal to update their listings, with council approval before publishing.

Plain-language categories
Dozens of feed labels grouped into few clear choices. AI also pulls categories out of each listing for its profile section.

Found by meaning and place
Search by everyday words, then filter the map by postcode distance, age and category.

Shows where demand is
Search analytics show what families and professionals look for, informing your needs assessment.

WHAT THE PROGRAMME GUIDE EXPECTS

p. 29 Contacts and referrals triaged to the right level of service

p. 10 Severely absent pupils routinely assessed for Family Help

p. 24 Lead Practitioners know local services and how to access them

p. 30 A service directory as part of the digital offer

FAMILIES FIRST PARTNERSHIP · YEAR 2 DIGITAL EXPECTATIONS

How Each Expectation Is Met

FFP EXPECTATION	HOW THE PLATFORM MEETS IT	GUIDE
Service directory	Your directory on the support map, filtered by category, age and distance, with plain-language categories.	p. 30
Community connectors and access points	Partner users, such as hub and voluntary sector staff, help families complete requests on any device.	p. 30
Accessible, de-stigmatising first contact	A council-branded app, not a social care portal. Families browse and ask anonymously before signing in.	p. 28
Best Start Family Hubs as an access point	Hub sessions and rooms are bookable on the same map as every other service.	p. 29
Out-of-hours identification of need	Directory, search, AI assistant and request form work at any hour; requests queue for the next working day.	p. 29
Navigation for families and practitioners	One directory serves practitioners finding help for a family and families finding it themselves.	p. 29
Relationship-based conversation	Live chat with front door staff.	p. 30
Reaching EAL, disabled, neurodiverse and rural families	Translation, read-aloud and an accessibility panel on every page; meaning-based search; mobile-first design.	pp. 9, 26, 41

Behind the front door

Each request lands in a front door queue and the team is alerted. A practitioner decides the route: universal services, Family Help, or the multi-agency child protection team where there is concern about significant harm. The same activity evidences your FFP progress and gathers a wide range of relevant data, including:

- **What families search for**
- **Requests by time of day**
- **Chat volumes and wait times**
- **Hub bookings and attendance**
- **Time to first contact**

AI informs; your people decide

No threshold decisions

AI helps families find services; practitioners decide what help is given.

UK data

Hosted on Microsoft Azure in UK regions, in your own isolated storage.

Your controls

Each AI feature can be switched off, individually or all at once.

Grounded answers

The assistant draws only on your trusted content.

“…the digital ‘one-stop shop’ for families and front-line services…”

Jane Moffat, Operational Lead for Early Help, Coventry City Council

Book Demo

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