



Essex County Council



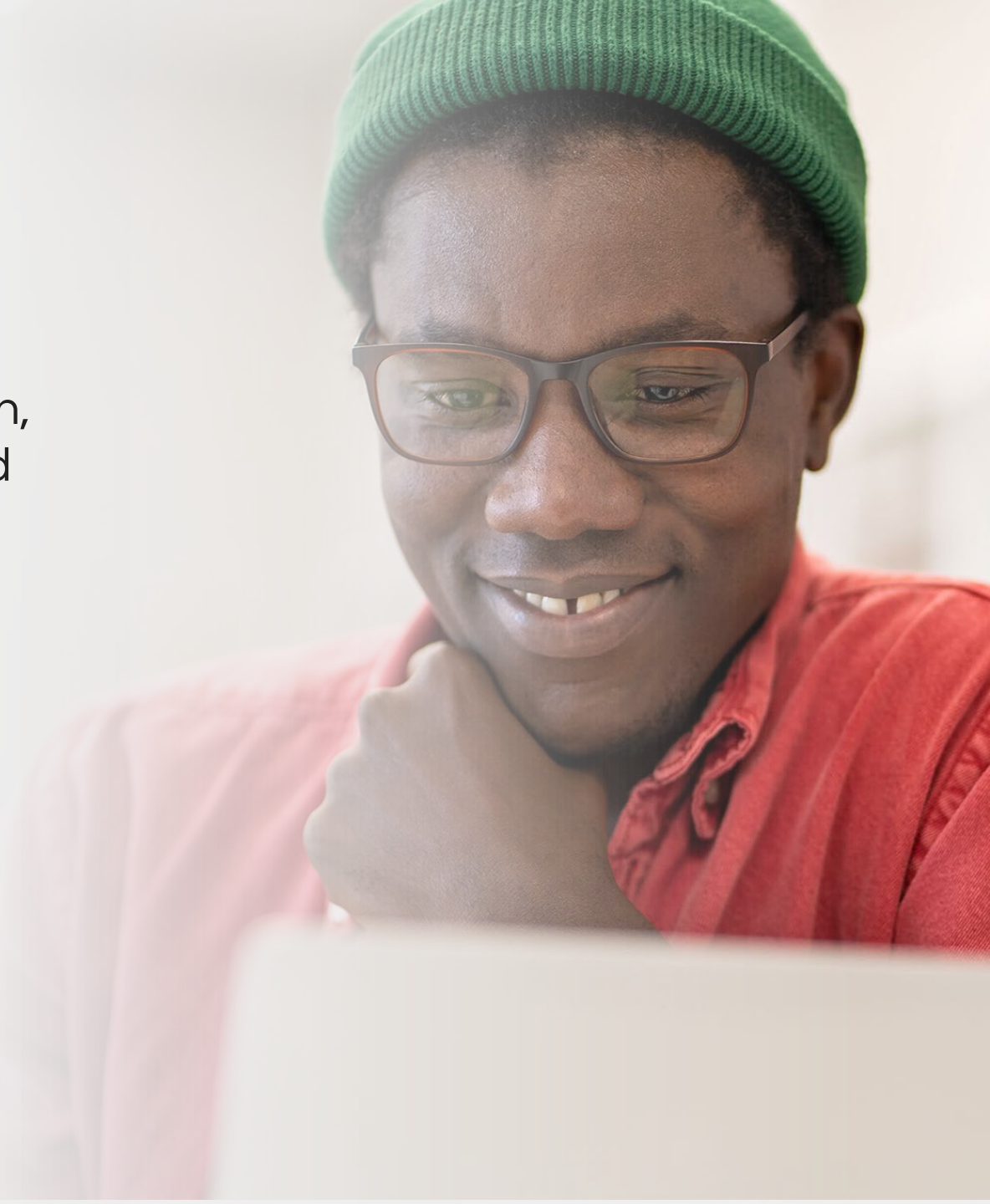
**DIGITAL**  
ESSEX

**George Unsworth**  
*Mortar*



Mortar is a specialist agency and technology framework for improve accessibility and inclusion, driving the next generation of intelligent, user-led services.

So no-one gets left behind.





## Responding to user needs

During the Covid pandemic we helped to identify and engage isolated older residents living alone.

This put us on a path to supporting communities and their need for more **accessible** and **equitable** methods of communication.





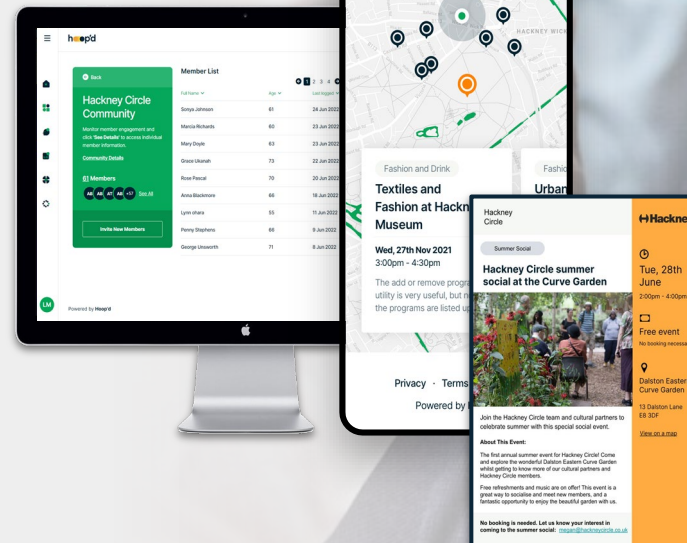
## Driving user-centric services

Hoop'd is our platform for creating tailored and bespoke services and digital solutions that improve accessibility, inclusion and the impact of service delivery

- Cloud based, modular framework
- Custom templates, information and interfaces
- Data capture, analysis and visualisation
- Bespoke info, casework, triage and referral tools



[Learn more](#)





## Leading national programmes

We lead the development of government backed inclusion and accessibility tools, applying intelligence to enhance community navigation, signposting and referral.



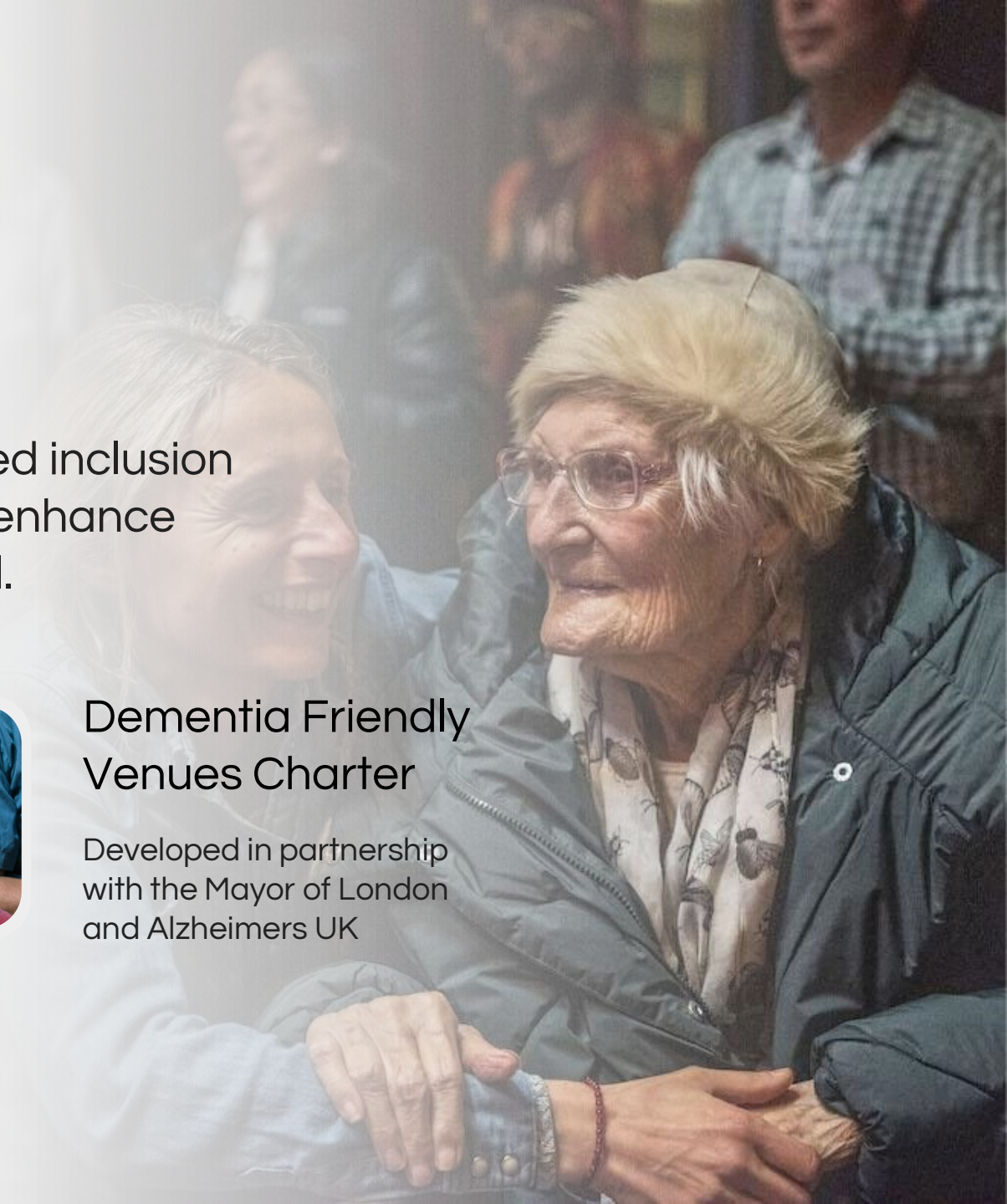
### Digital Inclusion Triage Tools

Developed in partnership with the Local Government Association



### Dementia Friendly Venues Charter

Developed in partnership with the Mayor of London and Alzheimers UK





## Building bespoke solutions

Our framework enables us to tailor solutions to match the needs of targeted users and support our local area partners. Making transformation easier and more affordable.



### The Directory of What Works

Supporting young people at risk of exclusion in Cheshire and Gloucester



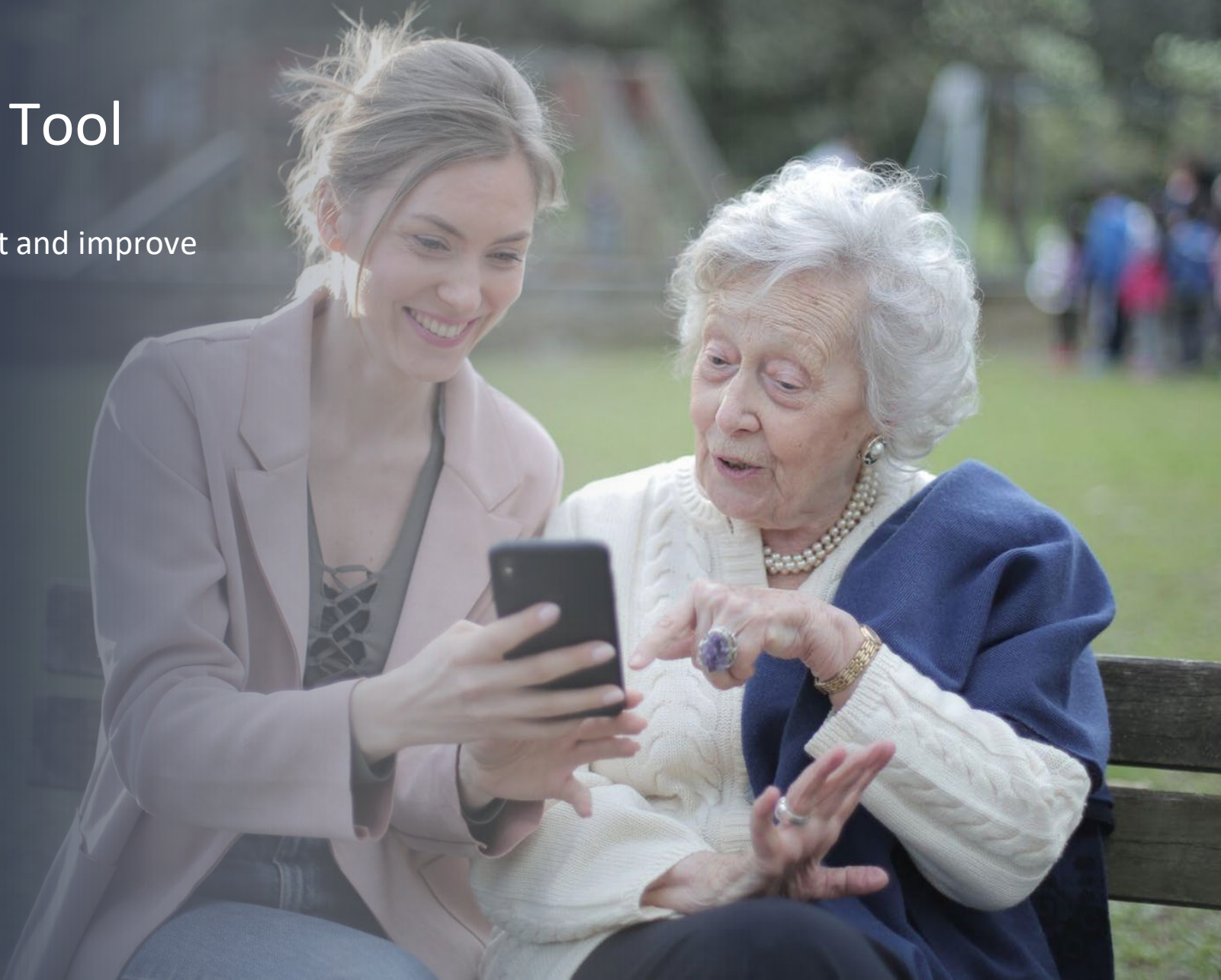
### Cultural referral platform

Identifying older residents at risk of exclusion with Public Health and Hackney Council



# Digital Inclusion Triage Tool

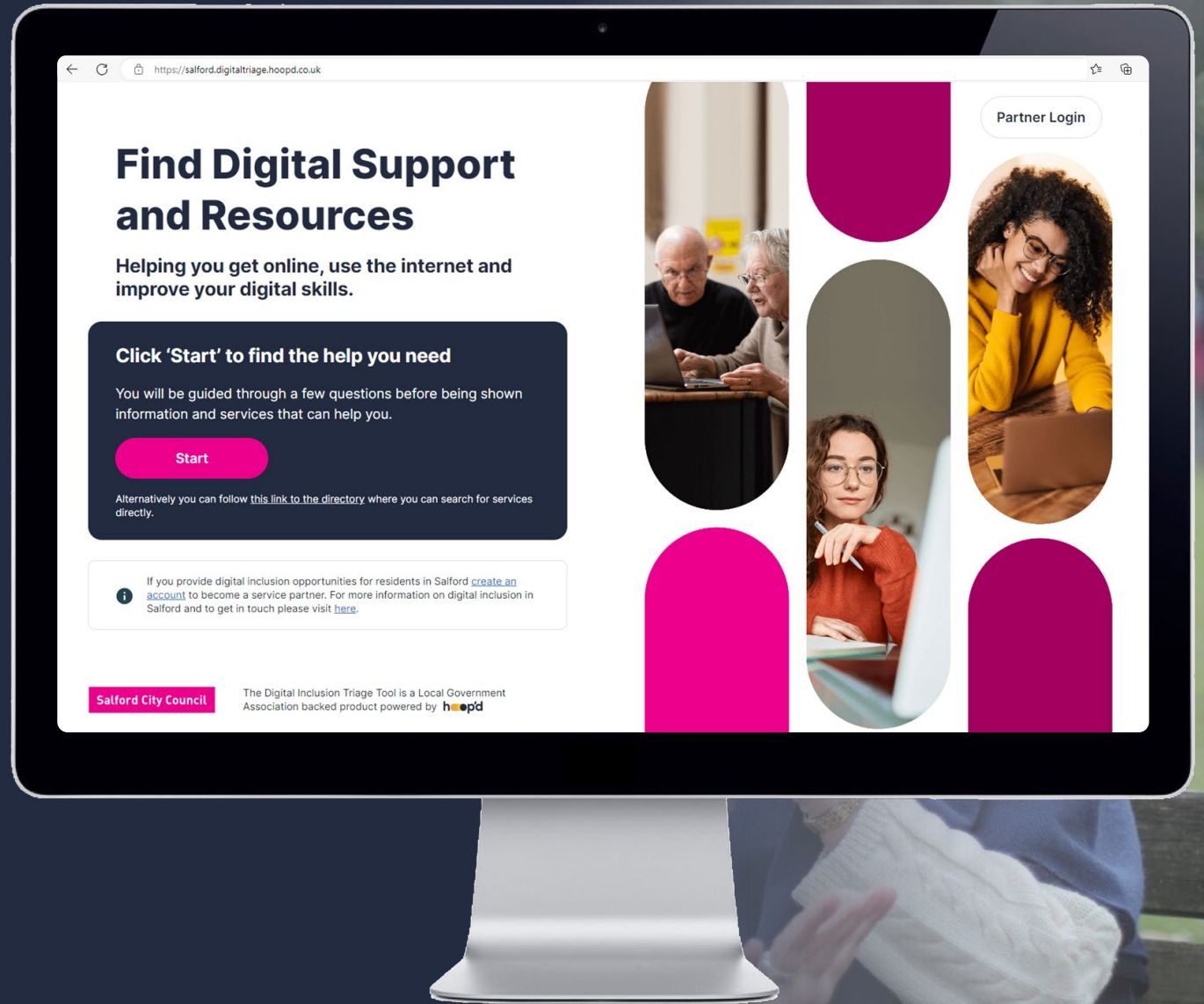
Helping people get online, use the internet and improve their digital skills



# Digital Inclusion Triage Tool

First developed as an LGA Digital Pathfinders project the Digital Inclusion Triage Tool provides local areas with the environment, support and resources for delivering tailored Digital Inclusion campaigns and initiatives

It is designed and developed by Mortar and powered by Mortar's framework

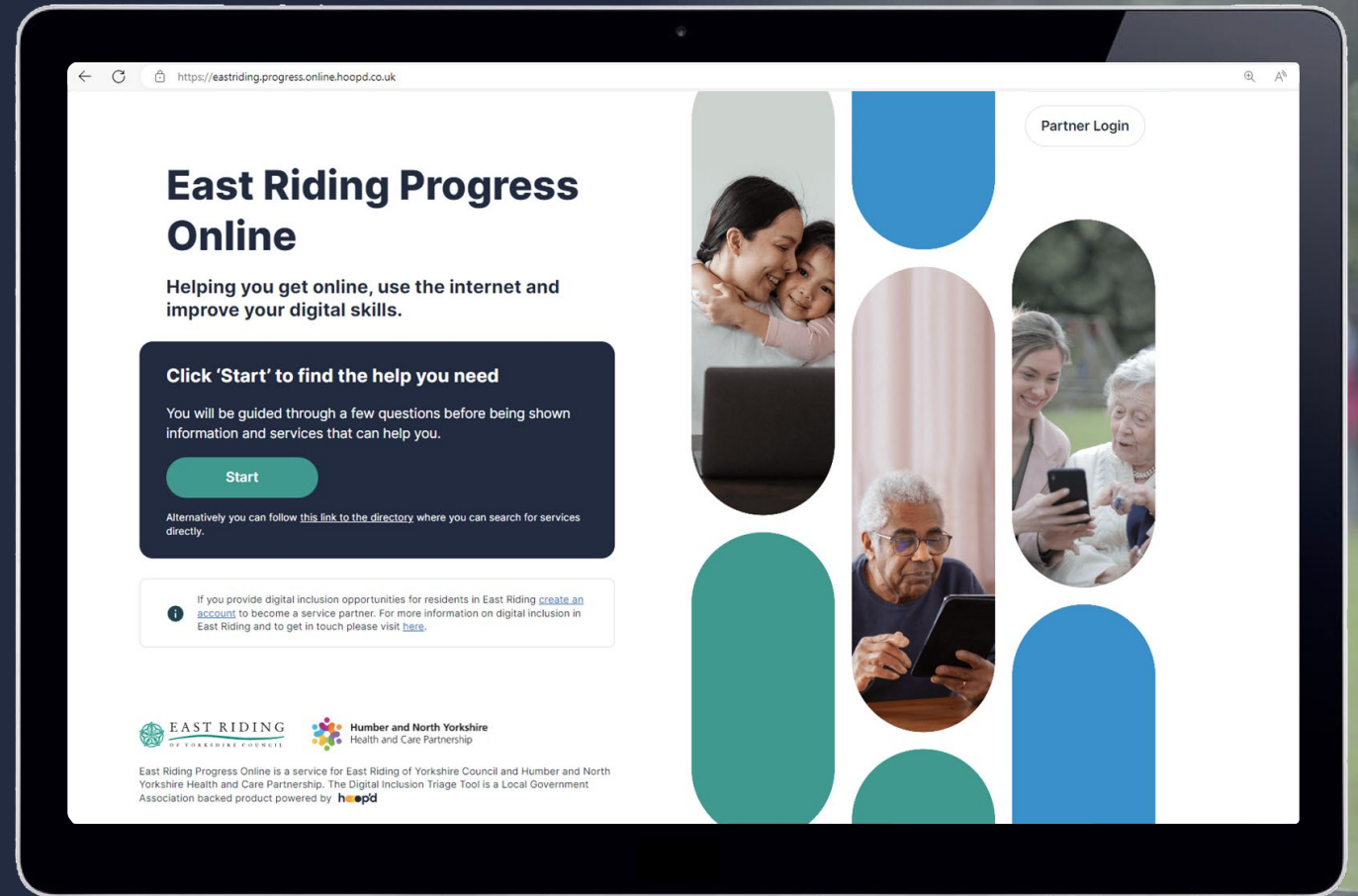




# Digital Inclusion Triage Tool

Salford is the Lead Partner in the tool's Beta development, where the tool is driving their Find Digital Help service

Associate Partners East Riding are using the tool to deliver Progress Online alongside Worcestershire and Waltham Forest who are implementing and testing their own local versions of the tool



An elderly man and woman are sitting at a table, looking at a laptop. The man is on the left, wearing glasses and a dark sweater. The woman is on the right, also wearing glasses and a light-colored sweater. They appear to be engaged in a conversation or a task on the laptop. The background is slightly blurred, showing some colorful objects.

## Why is the tool needed?

Front-line service staff do not know what services and resources are available

Existing services and resources are not being utilised or reaching their intended beneficiaries

User needs are not being effectively or efficiently recognised or addressed



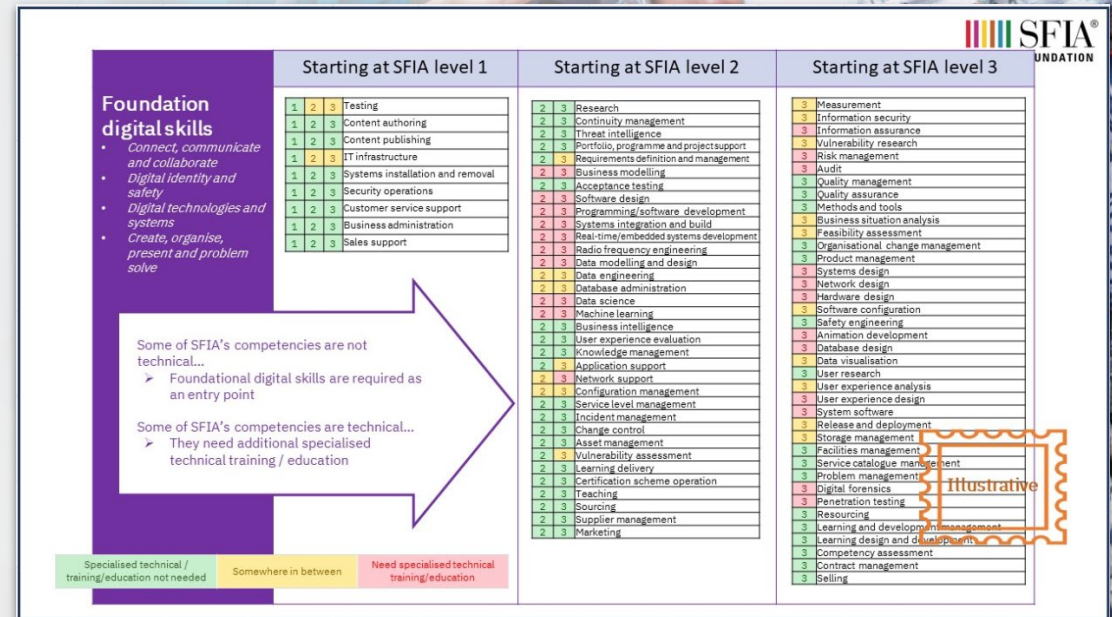
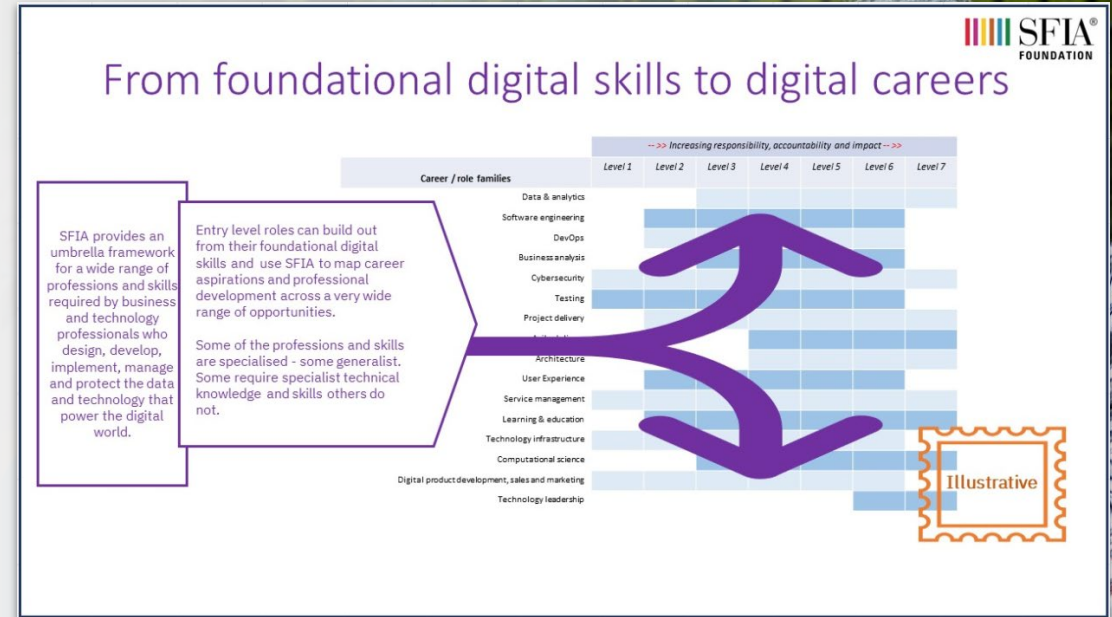
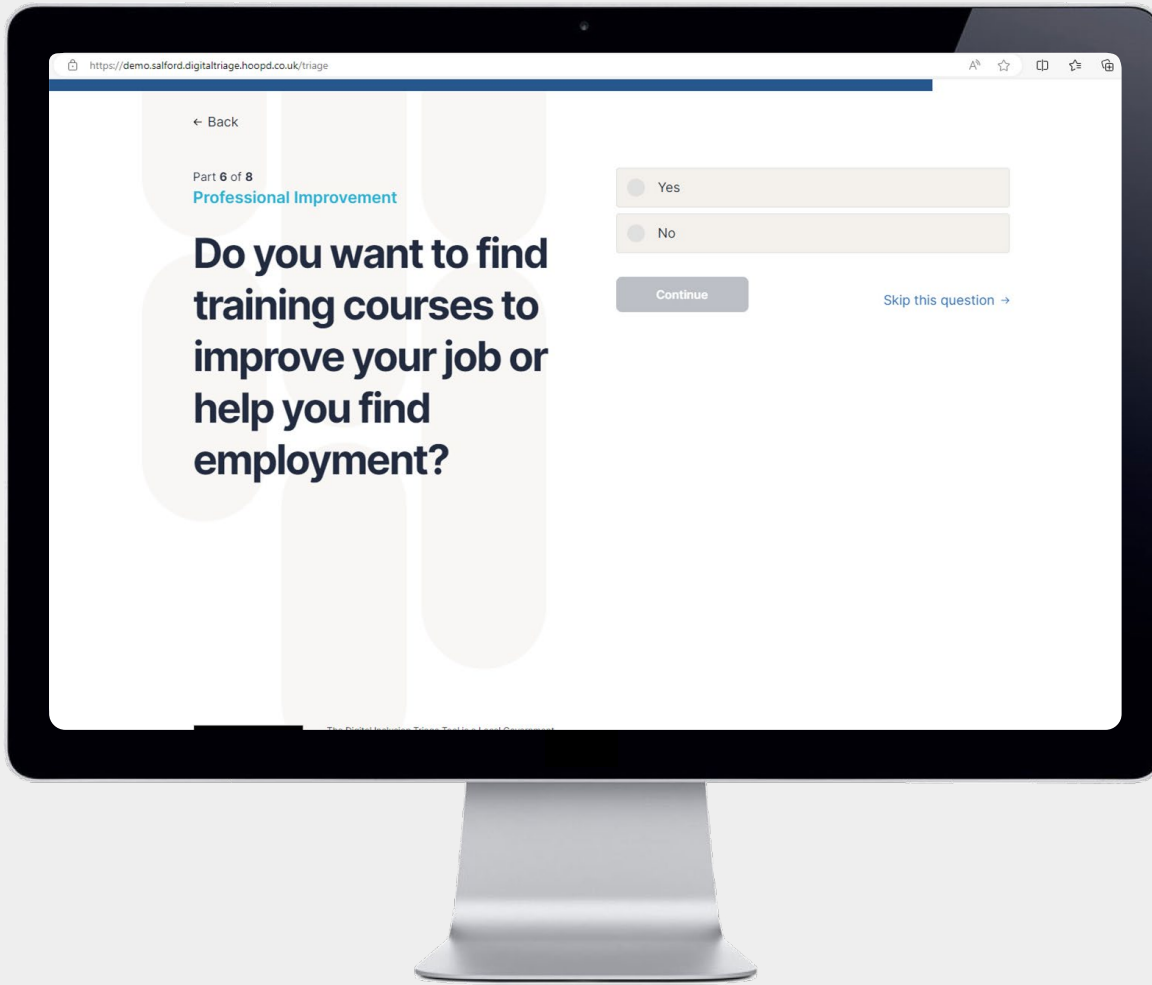
## Working with Digital Essex

Addressing the need for a more holistic, local approach to improving access to digital skills.

Taking the Digital Inclusion Triage Tool forward:

- Developing a Skills for Work pathway
- Improving access to Essential Digital Skills resources
- Supporting the local CVS community in developing and promoting their digital inclusion offer





Discovery

Design

Discovery meeting

Discovery matrix / mapping

Follow up questions via email

Design introduction and User Persona workshop

Outcomes

Tool presentations

- WECAN/U CAN
- SAVS
- VAEF
- NEE DAST
- Laindon Medical Centre
- Maldon CVS
- The Witham Hub
- Chelmsfrd CVS
- 360 Chelmsfrd



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## For more information:

Mortar is a highly agile and dynamic team with over 40 years of senior with management experience across Accessibility in the Home Office and Lead Development within the Government Digital Service.

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System and service design expert  
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