Essex County Council

DIGITAL ESSEX

Steering Board

7th February 2024

Contact us:
digital@essex.gov.uk

Agenda

14:00 Welcome – *Cllr Lee Scott*

14:05 Overview of the Steering Board

14:10 Digital Connectivity Presentations:

- Paul Wehren, Digital Essex, *Digital Switchover*
- Toby Mills and Dan Smith, Entopy, *5G Smart Bid*
- Professor Mays and Professor Haris, University of Essex, *AI and Digital Innovation*
- Michael Snaith, South Essex Councils, *LoRaWAN update*

14.55 Discussion – Doug Parrant

15:05 Break

15:10 Welcome back – *Cllr Mark Platt*

15:15 Digital Inclusion Presentations:

- Tom Lowe, DPA*, Digital Poverty and Exclusion*
- Jess Flack, Digital Essex, *Digital Inclusion in Essex*
- George Unsworth, Mortar, *Digital Triaging Tool*

15:50 Discussion – Jess Flack

15:59 Close – Cllr Lee Scott

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Digital Connectivity

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Paul Wehren
Digital Essex

PSTN switch-off Update

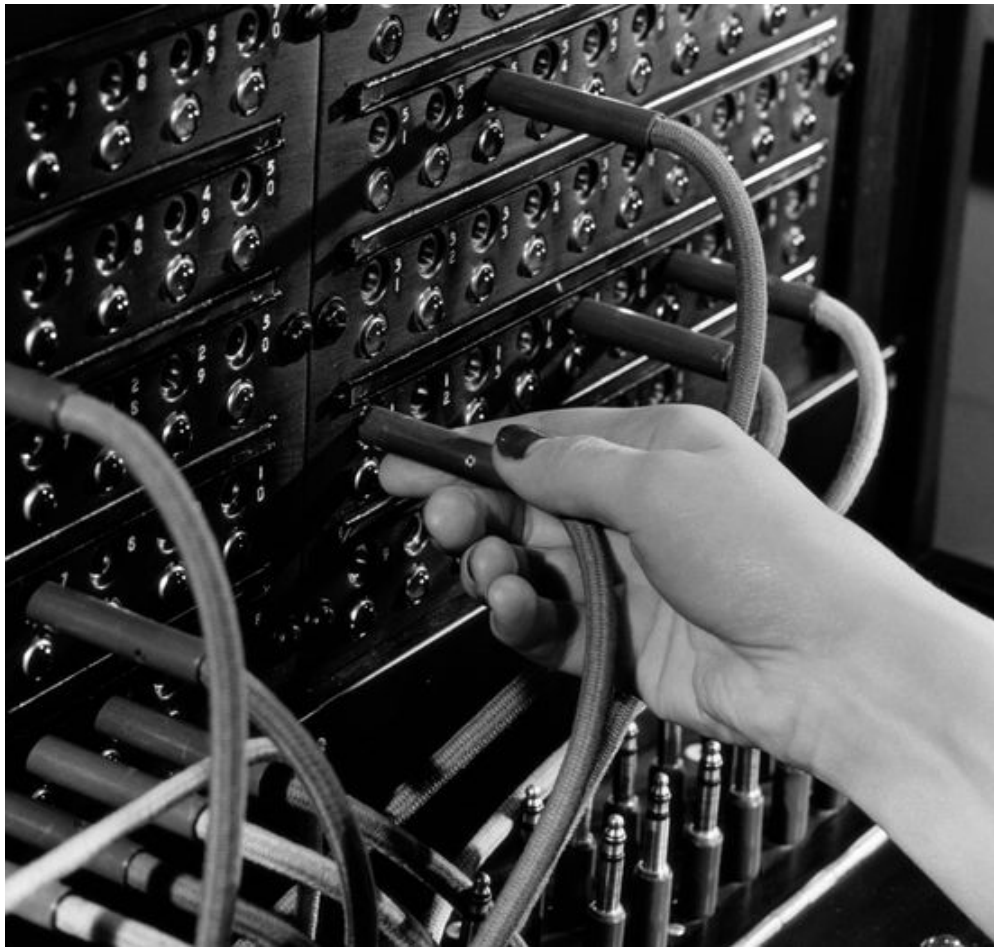
Reminder of what PSTN Switch-off is

The Public-Switched Telephone Network (PSTN) is the equipment that supports the majority of phone calls in the UK and has been for decades

Provides phone service over, powered, copper telephone lines

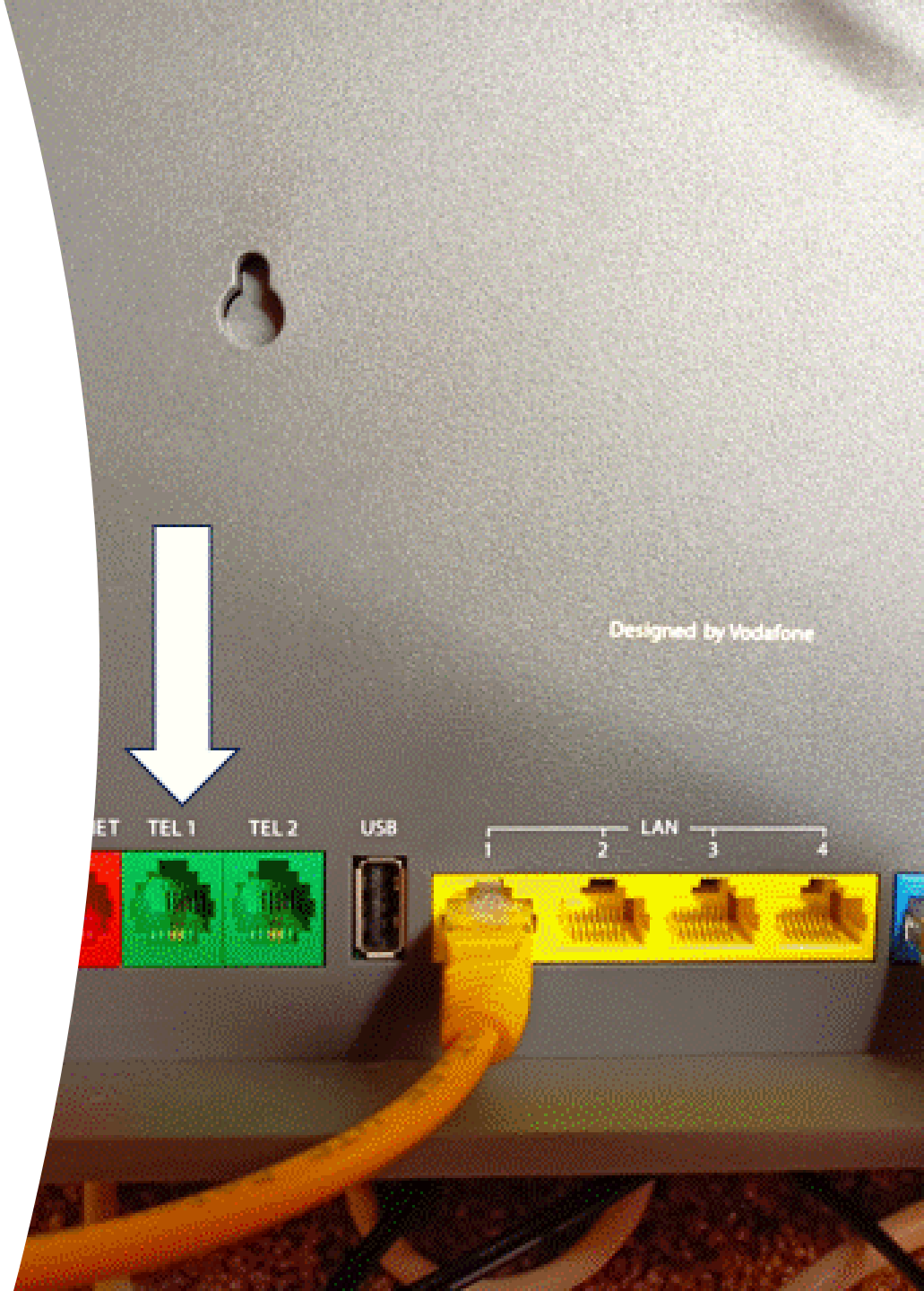
Becoming old and outdated and soon difficult to repair and maintain

Will be replaced by Voice over Internet Protocol (VoIP), a solution that transmits voice calls and data using an internet connection.



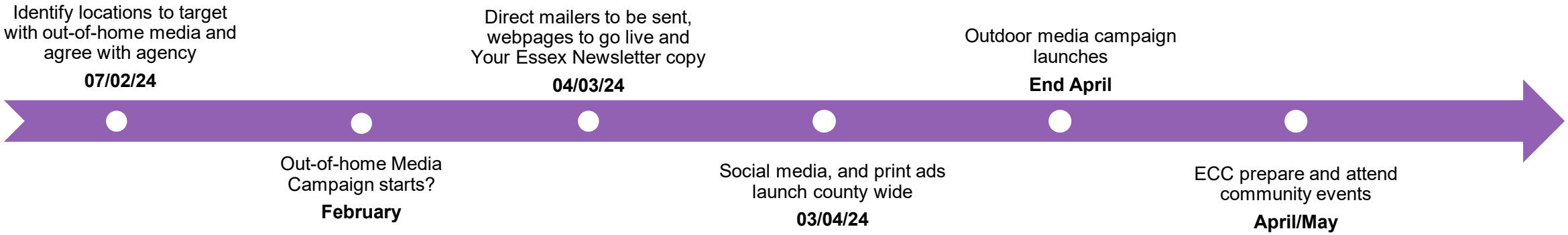
Impact

- Any device that plugs into a standard telephone socket or extension will be affected
- For residents at home in the majority of cases the switch will just mean plugin the existing phone into the router.
- For businesses, the migration is likely to be more complex and require new services or equipment
- Awareness of the impact, what is happening when, who will be affected and where to go for help will be crucial

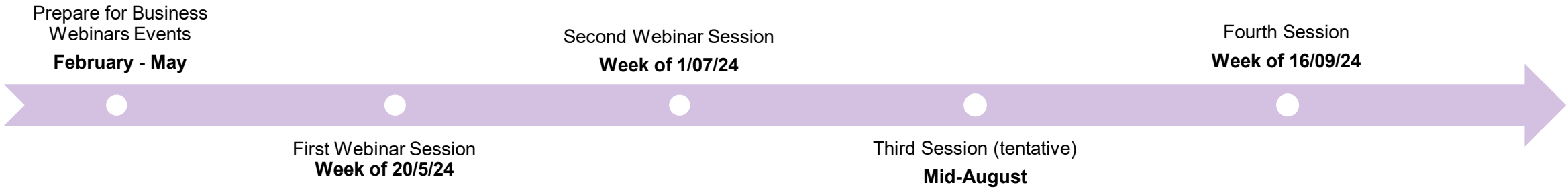


Digital Essex Communication Activities

ECC Comms plan

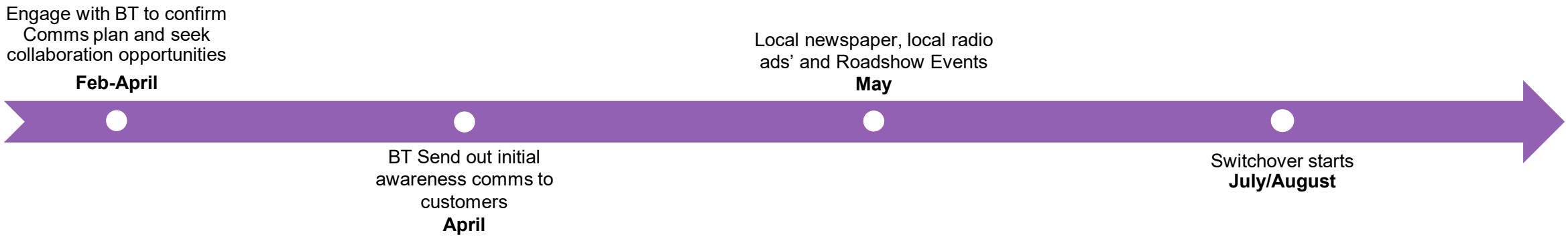


Essex Business Comms plan

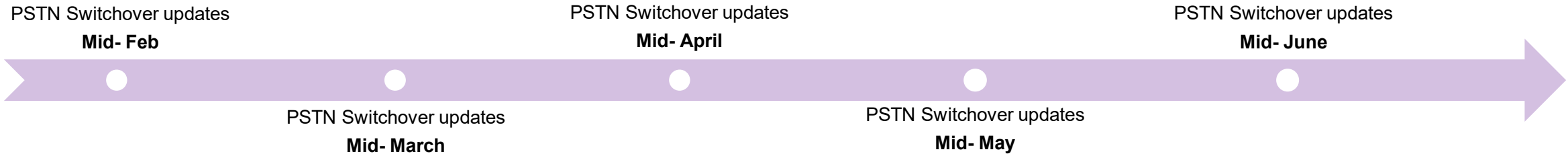


Digital Essex Communication Activities Cont'd

BT Comms plan



District and Partners updates



More Information

The LGA:
PSTN switchover: www.local.gov.uk/digital-switchover
Telecare Checklist: https://www.local.gov.uk/publications/digital-switchover-telecare-checklist
External Resources: https://www.local.gov.uk/our-support/cyber-digital-and-technology/digital-switchover/external-resources

Virgin Media/O2:
Community Forum: https://community.virginmedia.com/t5/Virgin-Phone-Switchover/bd-p/Switchoverforum-board
Business: https://www.virginmediabusiness.co.uk/VMBD/Awareness/analogue-switch-off/The-big-analogue-switch-off-is-underway/

Openreach:
https://www.bt.com/about/all-ip
For businesses: https://business.bt.com/why-choose-bt/insights/ip-technology/switching-to-ip/

UK Government:
https://www.gov.uk/guidance/uk-transition-from-analogue-to-digital-landlines

Ofcom:
https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/future-of-landline-calls

FarrPoint:
Useful link featuring switch-off maps: https://www.farrpoint.com/news/the-big-analogue-switch-off

General news:
Metro: https://www.msn.com/en-gb/money/technology/what-to-do-if-you-have-a-landline-phone-when-the-old-network-is-switched-off/ar-AA1gfFDQ?ocid=winp1taskbar&cvid=08f673c602364d0ea25cc9b5e93d0fc4&ei=25

Public Switched Telephone Network Charter:
https://www.gov.uk/government/publications/public-switched-telephone-network-charter/public-switched-telephone-network-charter

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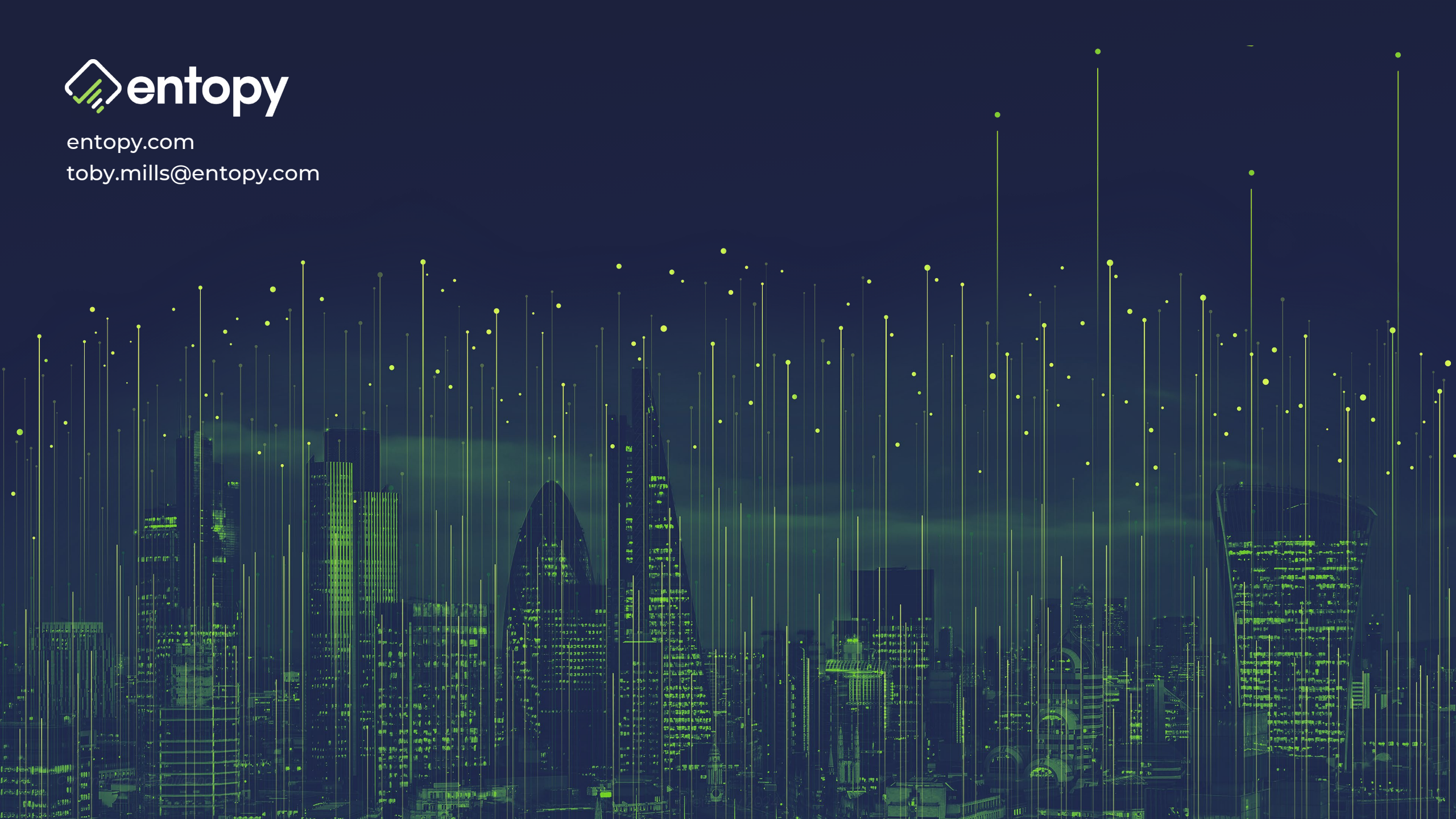
Toby Mills and Dan Smith

Entopy



entopy.com
toby.mills@entopy.com

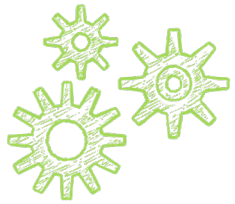
SMART bid

Adaptive orchestration framework of scalable and sustainable Digital Twin and AI across real-world, operational environments.

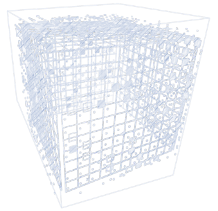
- Quick intro to Entopy
- What is Digital Twin?
- Example / case study
- The SMART bid:
  - The proposal & timelines
  - The innovation
  - What this will deliver for ECC

Quick intro to Entopy…

Newmarket, Suffolk



Engineers & data scientists



AI-enabled Digital Twin platform

Focus on roads & critical infrastructure

Large-scale & high-profile deployments

R&D & Growth (Universities, UKRI)

What is a Digital Twin?

A digital twin is a digital representation of a physical asset, process or system. It is distinguished from any other digital model by its dynamic connection to the physical twin.

- Historical data
- Internet of Things
- Models (AI/ML)
- Other sources

Data

Information

- Our focus is roads & critical infrastructure
- Improving operational decision making
- Through real-time & predictive intelligence
- Congestion, pollution, social impact, future developments, maintenance

- Holistic intelligence
- Automation
- Simulation / testing
- Digital tools

PORT OF DOVER
Powered by entopy

Logout

Toby Mills

- Dashboard
- Monitoring
- Trends
- Models
- Admin Tools
- API
- Settings
- Logout

Dashboard Port of Dover

Predicted freight
142
next 3 hours

Predicted freight
387
next 6 hours

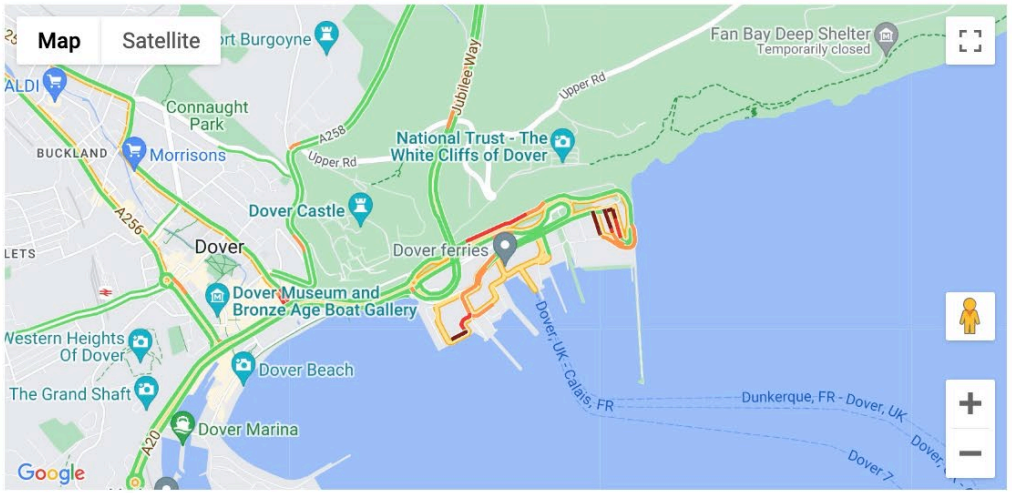
1 hour 11 mins
ETA from Dartford Tunnel

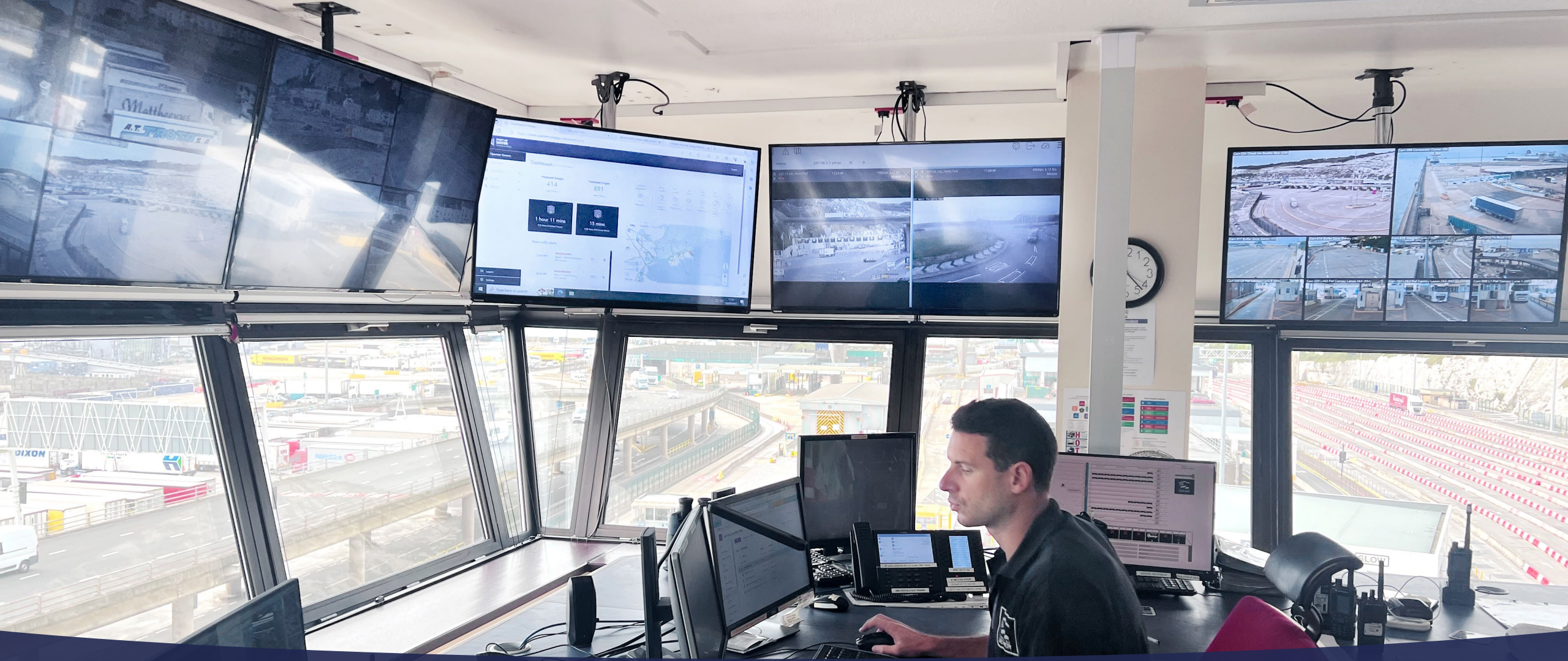
15 mins
ETA from A20 Court Wood

CURRENT 16th January	17TH January	18TH January	19TH January	20TH January	21ST January	22ND January
3°C	3°C	2°C	1°C	3°C	7°C	8°C
Partly cloudy	Patchy rain possible	Sunny	Sunny	Overcast	Patchy rain possible	Patchy rain possible

Road traffic alerts

20:00 PM	ROADWORKS Status : Currently Active ETA: 44 mins	M20	
20:00 PM	ROADWORKS Status : Currently Active ETA: 25 mins	M20	





Operational since September 2023

>93% predictive accuracy

>25% reduction in congestion

Commercial in Confidence

SMART grant bid

- **£1.3 million bid** to UKRI
- Announcement on **29th March 2024**
- **36-month** project
- Digital Twin of Strategic Road Network (SRN) of Essex, supporting 3 use cases
- To research and develop game-changing innovations to address scalability, sustainability & accessibility issues surrounding AI-enabled Digital Twin deployment (particularly for Local Authorities)
- Consortium of Essex County Council, Entopy and the University of Essex, with support from public and private sector

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University of Essex

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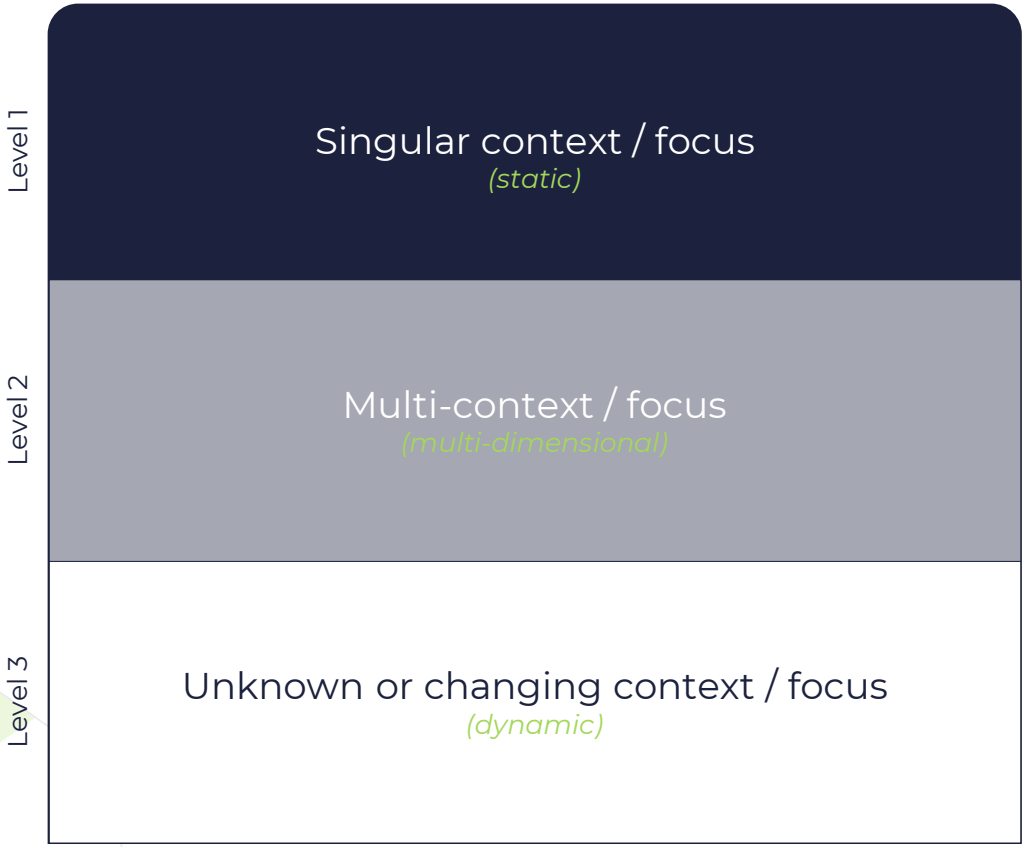
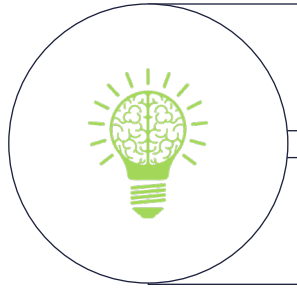
entopy

Game-changing, two-fold innovation

The project seeks to address a major challenge of Digital Twin & AI in real-world contexts that is preventing adoption by local authorities but is also a fundamental challenge in Digital Twinning more generally.



- Mobilisation and maintenance of Digital Twins requires a lot of manual developer resource
- Data & models must be orchestrated to serve target workflows (RDF/ontology)
- Leading to:
  - higher costs
  - restrictions on the types of use cases that can be served (singular defined/static)
  - capacity/scale issues for vendors



Context-oriented orchestration
(automated selection, composition & orchestration)

Context-oriented optimisation
(development of model/data federation techniques)

Commercial in Confidence

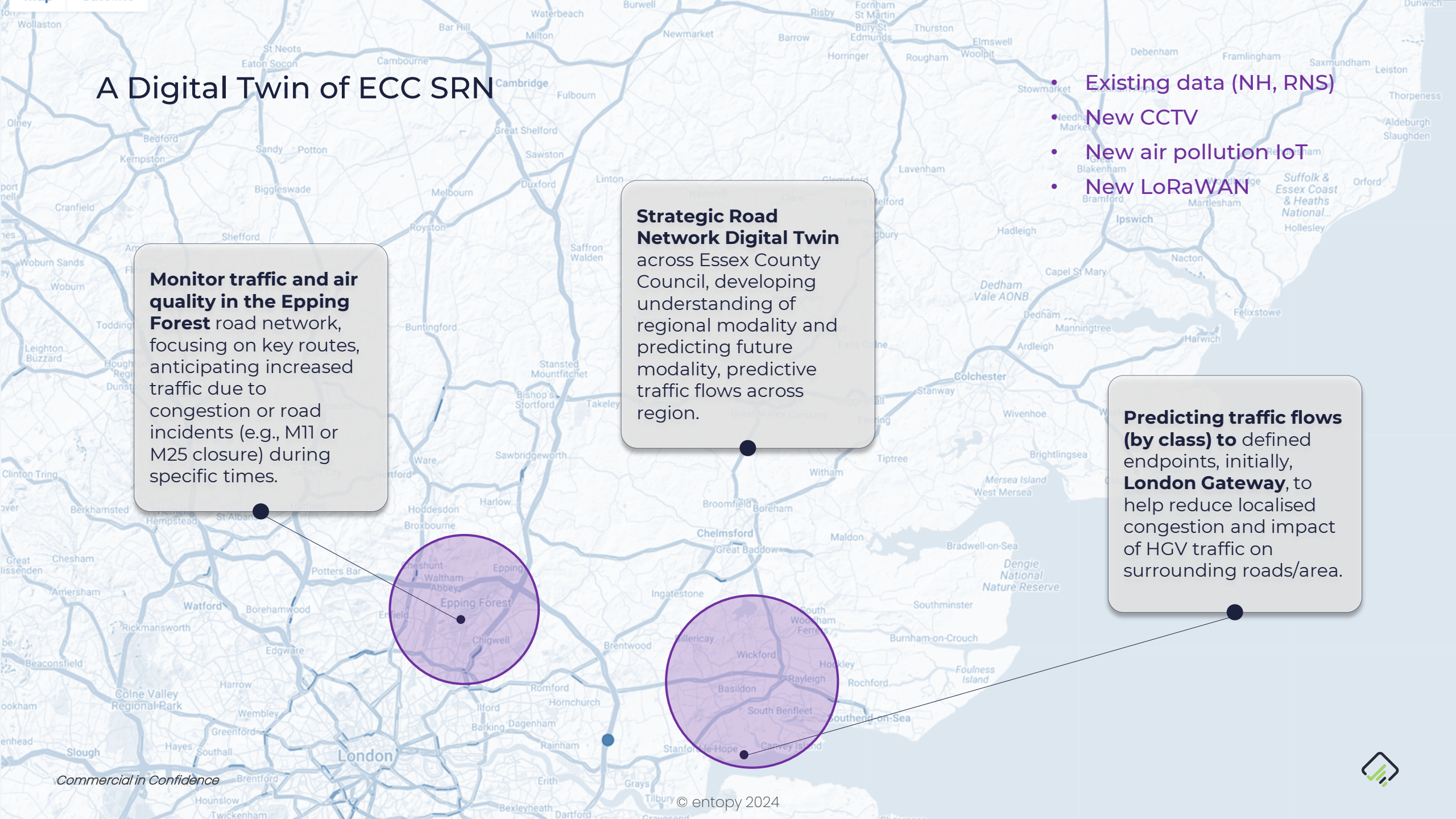
A Digital Twin of ECC SRN

- Existing data (NH, RNS)
- New CCTV
- New air pollution IoT
- New LoRaWAN

Monitor traffic and air quality in the Epping Forest road network, focusing on key routes, anticipating increased traffic due to congestion or road incidents (e.g., M11 or M25 closure) during specific times.

Strategic Road Network Digital Twin across Essex County Council, developing understanding of regional modality and predicting future modality, predictive traffic flows across region.

Predicting traffic flows (by class) to defined endpoints, initially, **London Gateway**, to help reduce localised congestion and impact of HGV traffic on surrounding roads/area.



www.entopy.com

toby.mills@entopy.com
daniel.smith@entopy.com

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Professor Mays and Professor Haris

University of Essex

University of Essex

Research & Innovation for Digital Essex

Dr Mays AL-Naday (CSEE/IADS, University of Essex)

6G SNS IA MEMBER

Introduction

- **Top University in Knowledge Transfer Partnerships (£10+M portfolio)**
- **Active in EU FP7→Horizon Europe: 5 projects in 2023, 2024**
- **9th in UK for research impact, 6th for research power (REF 2021)**

Me: Associate Prof. in edge-cloud services, networks and their cybersecurity (sustainability, Energy)

- **Research Overarching target :**
  - **Digital Transformation: Cloud middleware services and network**
  - **Scalable AI services**
  - **Energy efficiency, greenness and cost of services (including AI)**

Research & Innovation Activities

- **National**
  - **InnovateUK CyberASAP: enabling privacy-by-design AI services**
  - **IUK KTP with Entopy (Feb 2024): AI reusability, economic service, faster traction to support critical use-cases in Essex and UK in general**
  - **IUK Smart Grant with Entopy (under review): Federated AI, allow supporting use-cases, otherwise infeasible**
  - **Regular collaboration with BT on Telecommunications and cloud computing challenges**
- **International**
  - **Horizon Europe (HE): submissions in review (cybersecurity, smart management of digital energy networks)**
  - **HE Smart Networks and Services project (2024 - 2027): reliable/secure 6G services, empowered by AI**
  - **UEssex full research member:**
    - **6G Infrastructure Association (6G-IA): overseeing HE SNS JU research and Innovation**
    - **Alliance for IoT and Edge Computing Innovation (AIOTI): overseeing HE research in Digital Transformation (IoT, data, cloud-edge computing, cybersecurity).**

6G SNS IA MEMBER

Public sector role in Research & Innovation

- Public services have the best knowledge of ***community requirements***, ***constraints*** and ***challenges***
- It is critical to embed these aspects in the design and development of digital services to address strategic challenges (societal, economical, environmental)
- Engagement of public sector is vital to:
  - Outline such requirements and engage in the iterative process of design, development and evaluation
  - Provide trial fields to test innovative solutions in a risk-controlled environment
  - Provide realistic data to enable research in AI and relevant services/enablers of digital transformation

Links and Contacts

- **Comnet**
  - https://www.essex.ac.uk/departments/computer-science-and-electronic-engineering/research/communications-and-networks
- **Email: mfhaln@essex.ac.uk**
- **Linkedin: www.linkedin.com/in/mays-al-naday-07758940**

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Digital Connectivity

Opportunities, Challenges, Research

Professor Haris Mouratidis

Institute for Analytics and Data Science (IADS) / School of Computer Science and Electronic Engineering (CSEE)

Opportunities

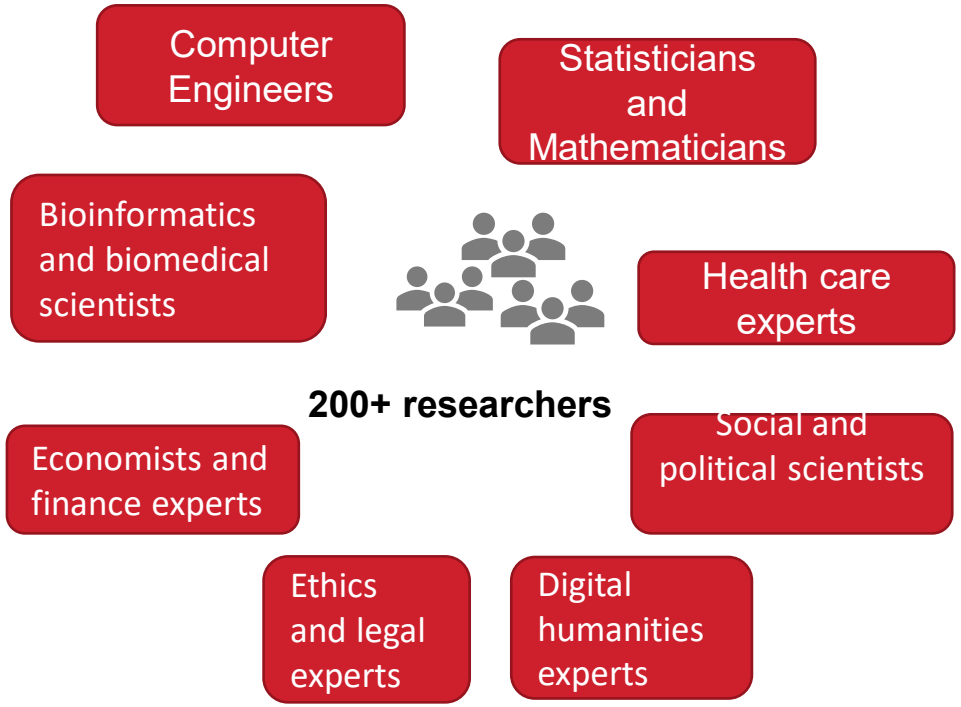
- Smart Cities
  - Infrastructure, transportation, sustainability
- Digital Health and Telemedicine
  - Remote patient monitoring, online consultations, 24/7 exchange of health data
- Remote work
  - Video conferencing, collaborative platforms
- E-Commerce/ Digital Marketplaces
  - Connect with customers anywhere at any time
- Smart Manufacturing, agriculture
  - Integration of technologies for efficient production and farming optimisation
- Environment and sustainability
  - Monitoring through smart devices, sustainable practices automation
- Digital Economy
  - Transactions, innovations

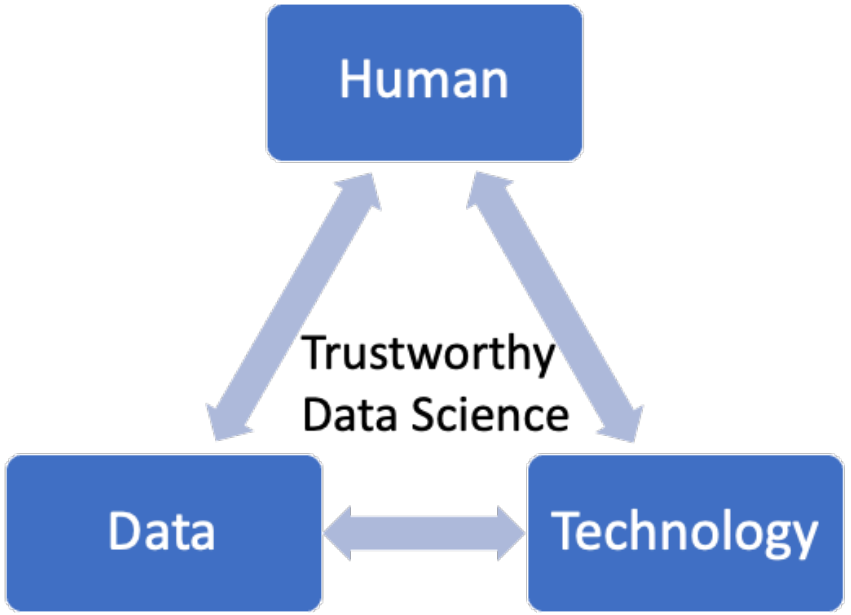
Challenges

- Digital Divide
  - Unequal access to technology
- Affordability
  - Inaccessible to a portion of the community
- Digital Skills
  - Clear gap on digital skills with individuals lacking the necessary digital literacy and skills to fully embrace digital connectivity
- Environmental Challenges
  - Increasing demand on data storage and processing, larger digital footprint, energy consumption
- Infrastructure Challenges
  - Inadequate ICT infrastructure, lack of fast broadband
- Privacy and Security Concerns
  - New threats and vulnerabilities
- Misinformation
  - Fake news, online manipulation
- Ethical Concerns
  - Bias in technology, AI and potential misuse.

Institute for Analytics and Data Science (IADS) *was created in July 2014 to use analytics and data science to develop lasting solutions that transform the worlds for the benefit of individuals and communities.*

IADS Community





University of Essex

Research Towards Digital Connectivity Challenges

IADS | The Institute for Analytics & Data Science

Energy efficiency

Research is focused on minimizing energy consumption and CO2 emissions by co-optimising machine learning models across algorithm, arithmetic and dataflow.

Cyber Security and Privacy

Intelligent threat analysis and mitigation, Dynamic Cybersecurity Risk Assessment and Incident handling, Privacy-by-design solutions, compliance with regulations.

Digital HealthCare

AI and data science driven systems, algorithms and engines to support detection (e.g. melanoma-based skin cancer lesions), triaging (musculoskeletal services), and diagnosis and prediction (e.g. tooth decay, extraction).

Life Sciences and the Environment

Bioinformatic and statistical tools to highly complex genetic and genomic datasets to understand the potential impacts of environmental change on the microbial communities that support ecosystem and human health.

AI & Decision Making

Create optimal solutions that promote correct decision making (e.g. mechanism design) using AI. Designing self-optimising and self-healing service composition algorithms under high degrees of dynamism and uncertainty, and under various correlations among the interacting parties.

Thank you!

h.mouratidis@essex.ac.uk

https://www.essex.ac.uk/centres-and-institutes/institute-for-analytics-and-data-science

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Michael Snaith

South Essex Councils

South Essex LoRaWAN Network

LoRaWAN Update

- **Background:** The South Essex Digital Programme secured funding from Highways England to deliver a South Essex Council owned IOT Long Range Wide Area Network (LoRaWAN) across South Essex

- **Procurement:** Procurement exercise has been completed and a delivery partner namely Abzorb has been contracted to design and deliver this network.

- **Delivery:** Delivery of the LoRaWAN Network will commence in early February 2024 with an anticipated completion in early September 2024.

LoRaWAN Next Steps

Next Steps based on Collaboration:

- Engagement with Digital Essex
- Outcome Workshops (February/March)
- Development of 4-5 Pilots/Projects
- Engagement with UCL and London Legacy
- Engagement with Higher Education
- Engagement with Highways England

Key Outcomes

- Delivery of public services through the deployment of council owned and managed sensors which will be a key component in collecting data across South Essex (environmental, transport, independent care)
- Enable South Essex to share data with other public bodies and academia which will inform future policies and strategies – environmental, transport, health
- Enable South Essex to share data with centres of education – support local coding initiatives and promote digital skills amongst young people
- Stimulate digital innovation and economic growth, providing local businesses with a test bed to pilot innovative ideas and solutions that can benefit communities
- Develop opportunities to collaborate with other public sector bodies who own and operate LoRaWAN Networks including Norfolk and Suffolk County Councils in the East of England

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Discussion
Led by Douglas Parrant

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5 min Break

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Digital Inclusion

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Tom Lowe

Digital Poverty Alliance (DPA)

digital poverty alliance

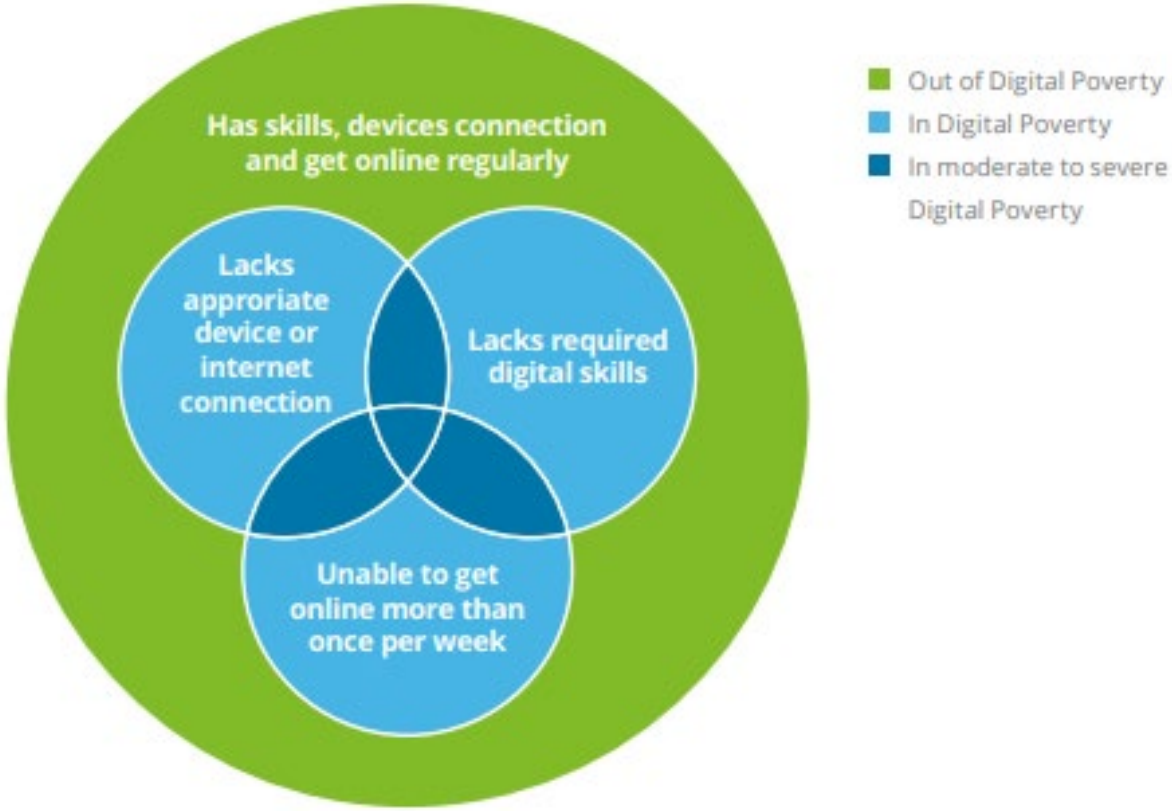
Tom Lowe: Head of Policy and Comms at DPA and Learning Foundation

Outside in Project

DIGITAL POVERTY: THE INABILITY TO INTERACT WITH THE ONLINE WORLD FULLY WHEN WHERE AND HOW AN INDIVIDUAL NEEDS TO.

The concept of digital equity can be defined in different ways

- **Digital exclusion**: "Digital exclusion is where an individual lacks internet access and/or has low levels of digital skills or confidence." (Ofcom)
- **Digital divide**: "Digital divide is a constellation of diverse and intersecting divides with salient gap in access to connections and devices, skills, literacies and meaningful outcomes." (Digital Poverty Alliance)
- **Data poverty**: "Data poverty means those individuals, households or communities who cannot afford sufficient, private and secure mobile/broadband data to meet their essential needs" (NESTA)



Society is becoming increasingly digitised

digital poverty alliance

Access to the online world is essential for everyday activities. Accessing healthcare, applying for jobs, access to banking and education all rely, to some extent, on internet access.

Landline phones are currently in the process of transitioning to internet-based connections. Over time, it is likely broadcast television will also change to IP transmission.

As services transition online, there are millions of people that lack the capability or motivation to get online. Or they may be sceptical or concerned about using digital tools.

For millions, the cost-of-living crisis has squeezed household income and the affordability of connectivity.

Groups most affected

Digital Poverty can impact anyone as life and circumstances change. However, there are groups where experiences of digital poverty are more common.

People on lower incomes.

- Approximately 1 in 2 DE Households are in digital poverty.

People over 65

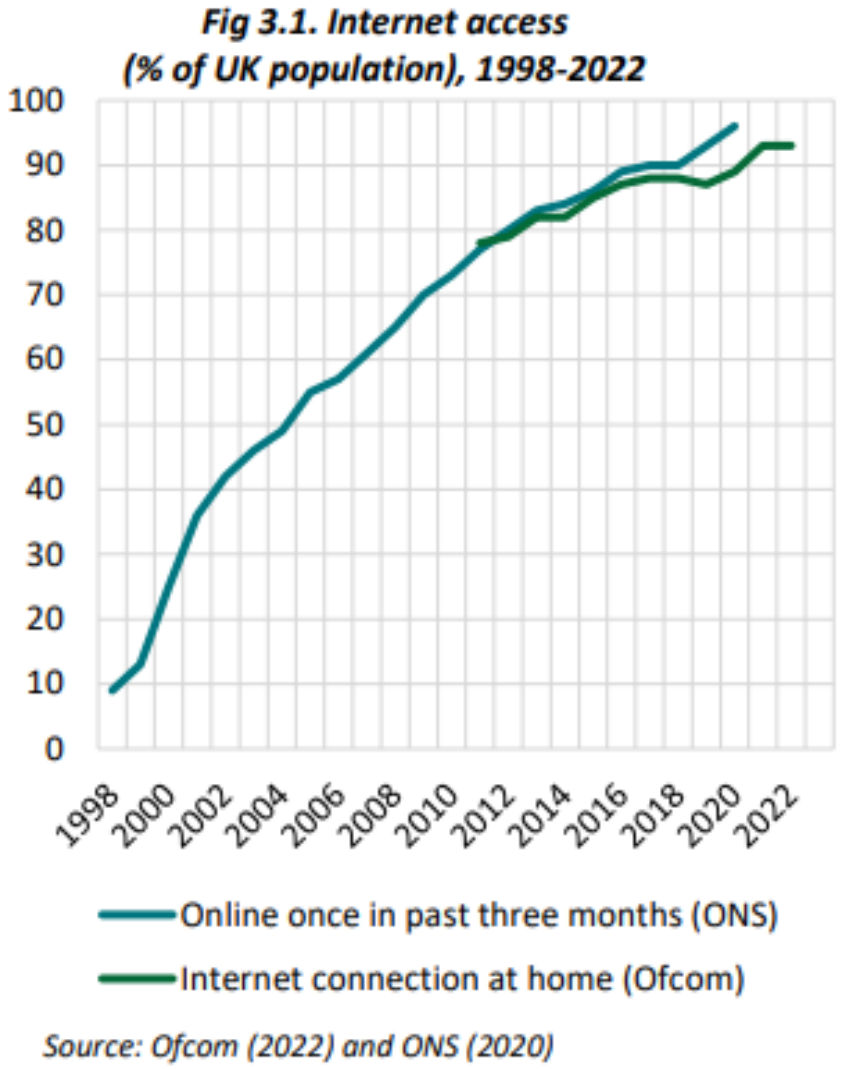
- Approximately 1 in 2 older people are in some form of digital poverty

People with a disability

- Approximately 90% of websites do not meet web content accessibility guidelines and of non-internet

Key stats

- 13-19 million people aged 16+ in the UK are estimated to be in some form of digital poverty
- Around 20% of the adult population across the UK have low levels of digital capability.
- 1 in 5 young people only access the internet through a mobile phone
- Around 6% of households do not have a home internet connection (approx. 1.7 million people)
- Ofcom estimates that about 8 million households are finding it difficult to afford communication services.



Source: Ofcom (2022) and ONS (2020)

Misconceptions about digital poverty

The problem will naturally fix itself over time.

It is only a problem facing the older generation.

Providing access to devices and connectivity is sufficient to tackle the problem.

The DPA is a community response

digital poverty alliance

A National Delivery Plan

digital poverty alliance

- A route map to **2030**
- Focusing **attention**
- Setting out **actions**
- Identifying **key stakeholders**
- Bringing **organisations** together

The six missions

1. Increase awareness across society about the need for sustainable and strategic action to end digital poverty.

2. Ensure affordable connectivity and guarantee full digital access for those in need.

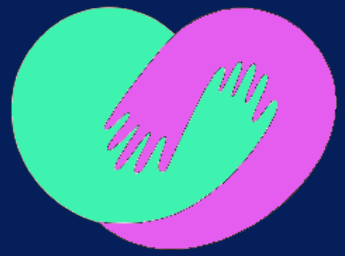
3. Improve standards of accessibility, safety, and inclusiveness across all digital products and services.

4. By 2030, significantly reduce the proportion of individuals without essential digital skills and ensure the sustainability, and expansion, of these skills in response to changing technologies and needs.

5. Enhance knowledge and understanding of digital poverty among all stakeholders, including citizens, governments, and the public and private sectors, through the development and utilisation of research.

6. Increase local capacity to provide joined-up digital inclusion support to individuals and communities.

Help for people now



- **Tech4Families**: Programme to provide devices and support to families on a low income.
- **Tech4Teachers**: Half of teachers in summer 2021 didn't have the tech they need to teach outside the classroom. The Tech4Teachers Programme supplied nearly 2,000 devices to teachers.
- **Tech4Prison Leavers**: Programme working with prison leavers to provide wraparound support - tech, data, mentoring and skills support.
- **Tech4 Schools**: Programme focusses on providing tech to pupils in schools with high pupil premium numbers.

digital poverty alliance

JOIN THE CAUSE

Join the hub

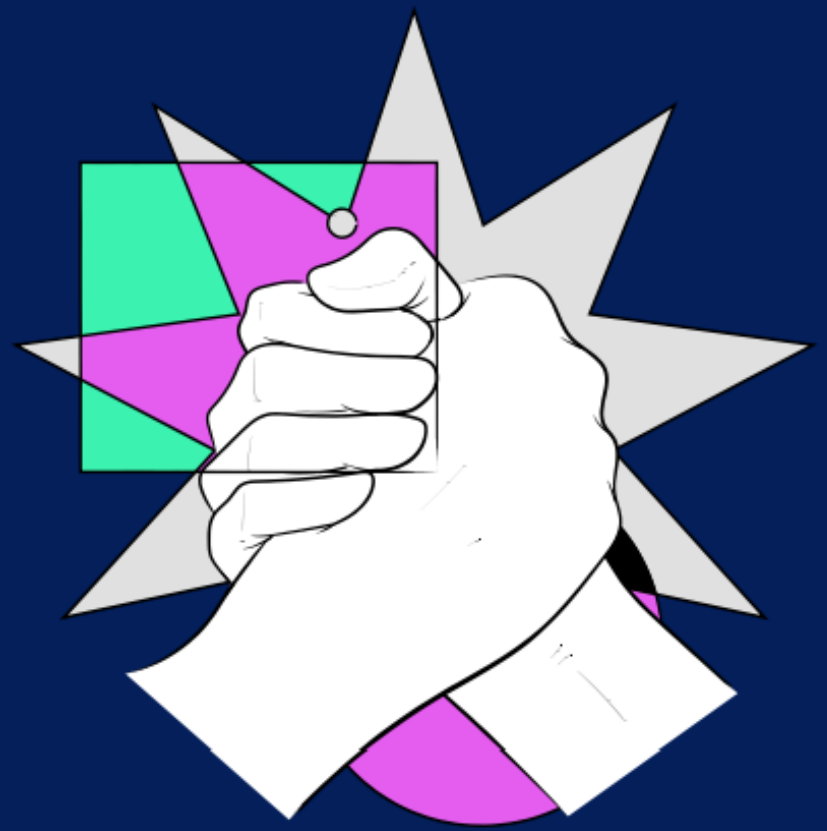
Find out more

Visit our website and discover the work we're doing across the UK: www.digitalpovertyalliance.org

Got ideas?

Please contact Tom Lowe at tom@digitalpovertyalliance.org

TOGETHER WE CAN END DIGITAL POVERTY



Join us.

digitalpovertyalliance.org

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Jess Flack, Digital Inclusion Lead

Digital Essex

Access, Affordability and Adoption (Skills)

High Level Updates

- Community Health and Digital Literacy Hubs -Brentwood
- Working with Community Volunteering Services to develop their offer – Ability Net health and digital literacy training and social prescriber networks
- Digital Triaging Tool – working with our CVS' to help shape the tool, the offers available and how this is recorded.

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George Unsworth

Mortar

Mortar

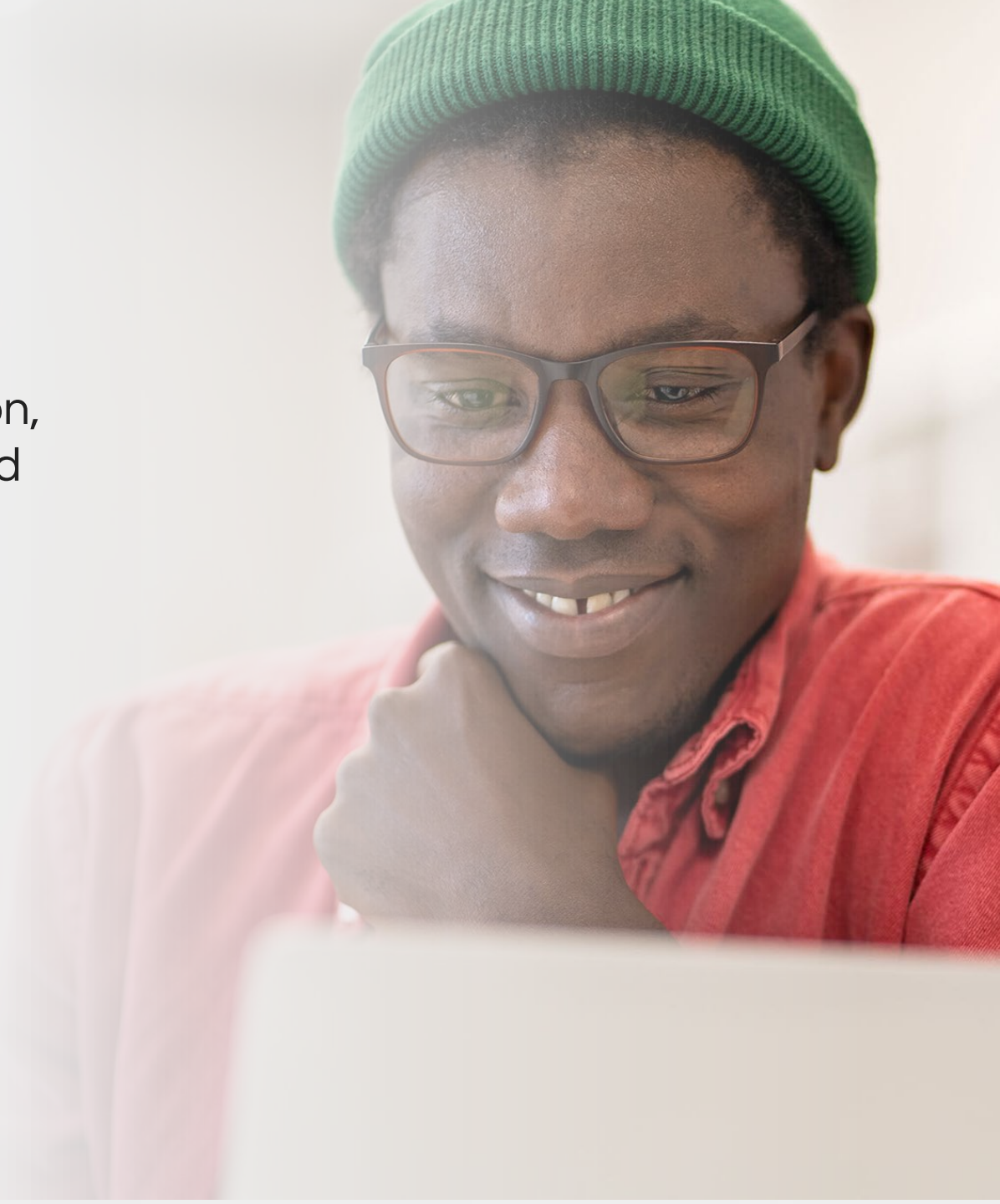
Mortar is a specialist agency and technology framework for improve accessibility and inclusion, driving the next generation of intelligent, user-led services.

So no-one gets left behind.

Local Government Association

Department for Communities and Local Government

GREATER LONDON AUTHORITY



Mortar

Responding to user needs

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

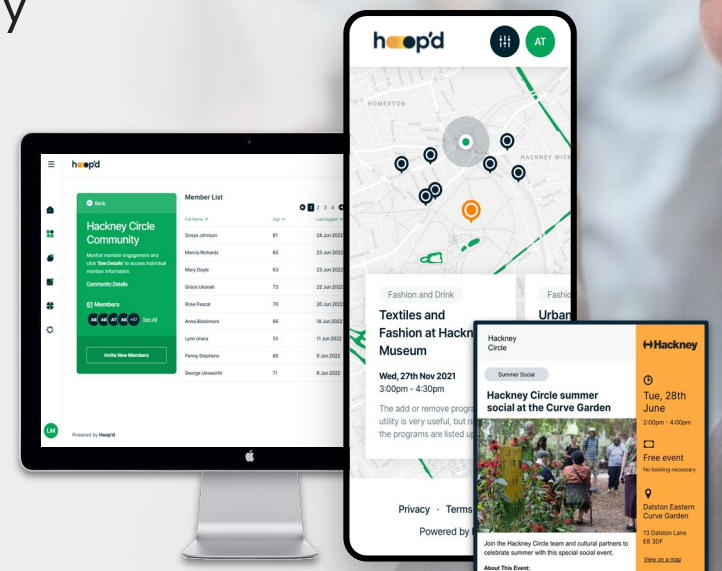
This put us on a path to supporting communities and their need for more **accessible** and **equitable** methods of communication.

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



Mortar

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

Mortar

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

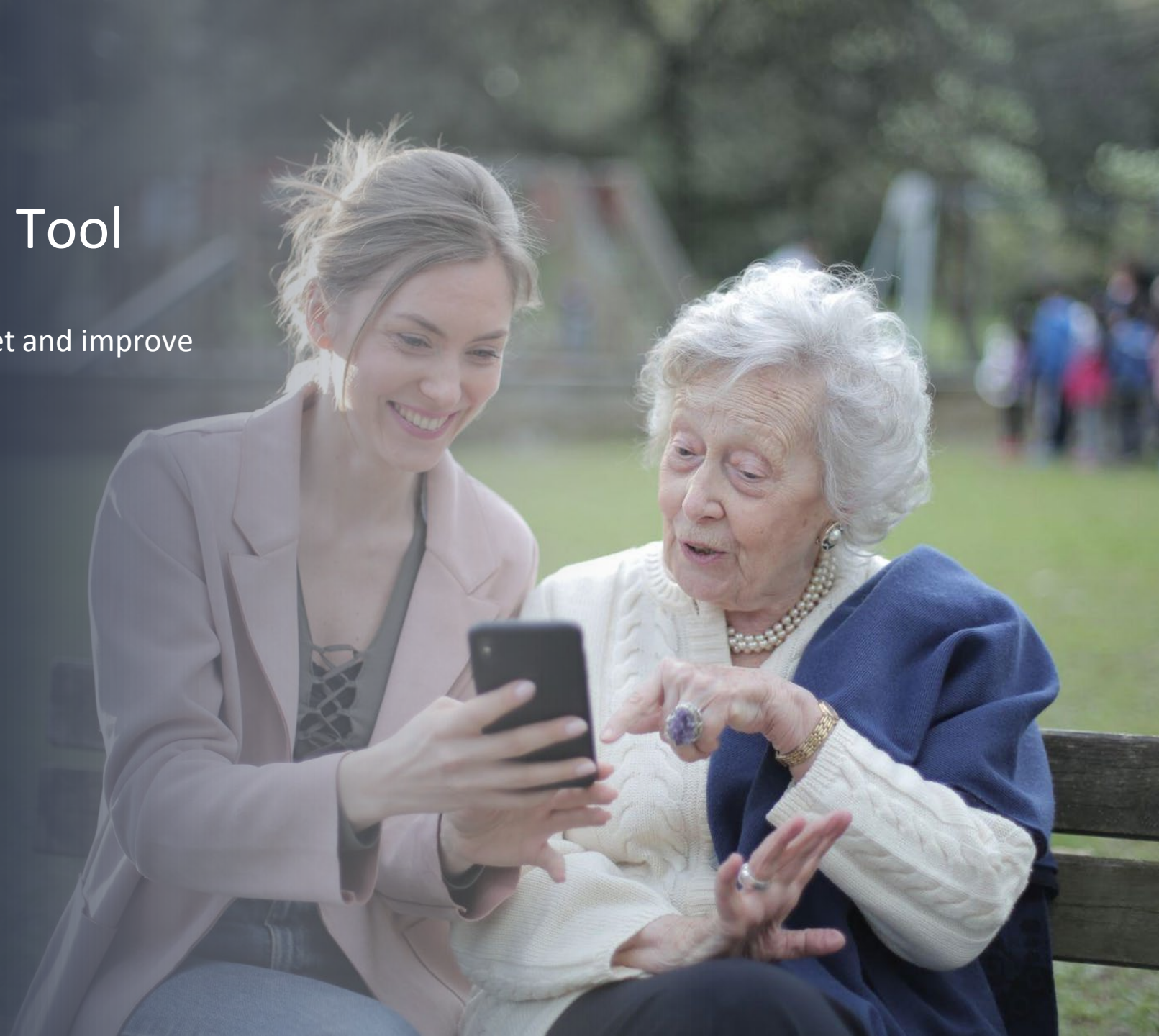
Identifying older residents at risk of exclusion with Public Health and Hackney Council

Digital Inclusion Triage Tool

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

Mortar

Local Government Association

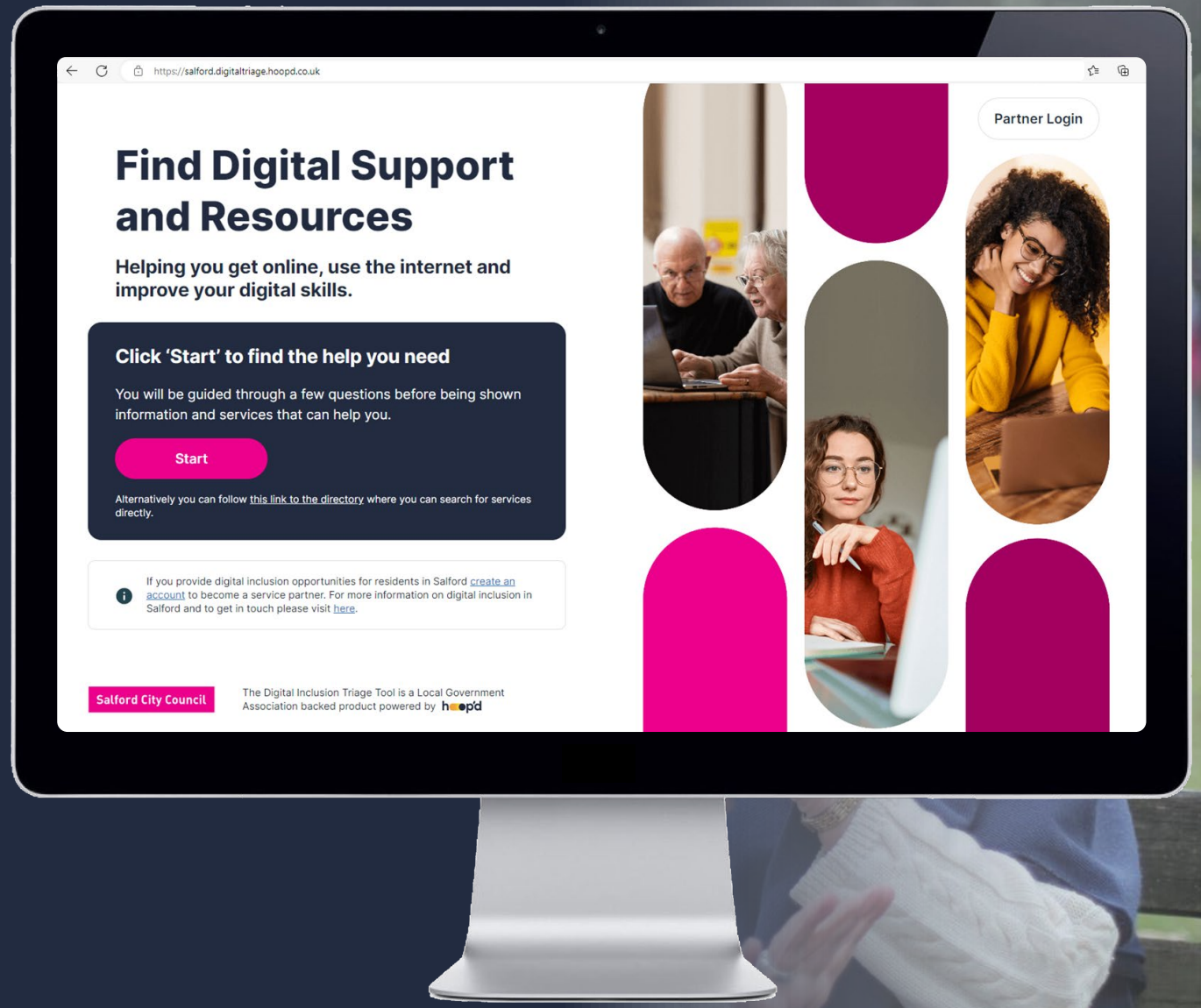


Digital Inclusion Triage Tool

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 hoop'd

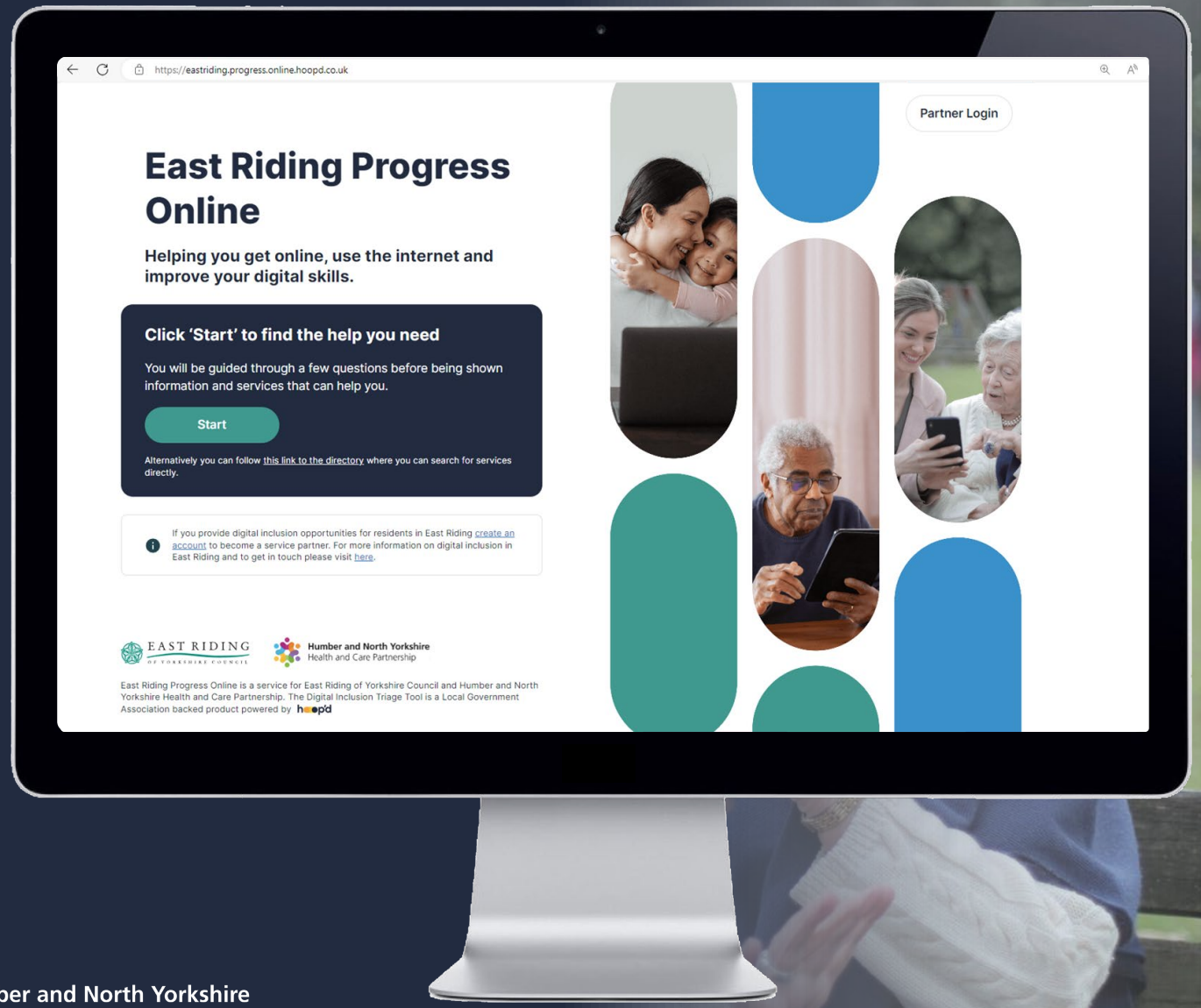
Mortar hoop'd



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



Salford City Council

worcestershire county council

Waltham Forest

EAST RIDING OF YORKSHIRE COUNCIL

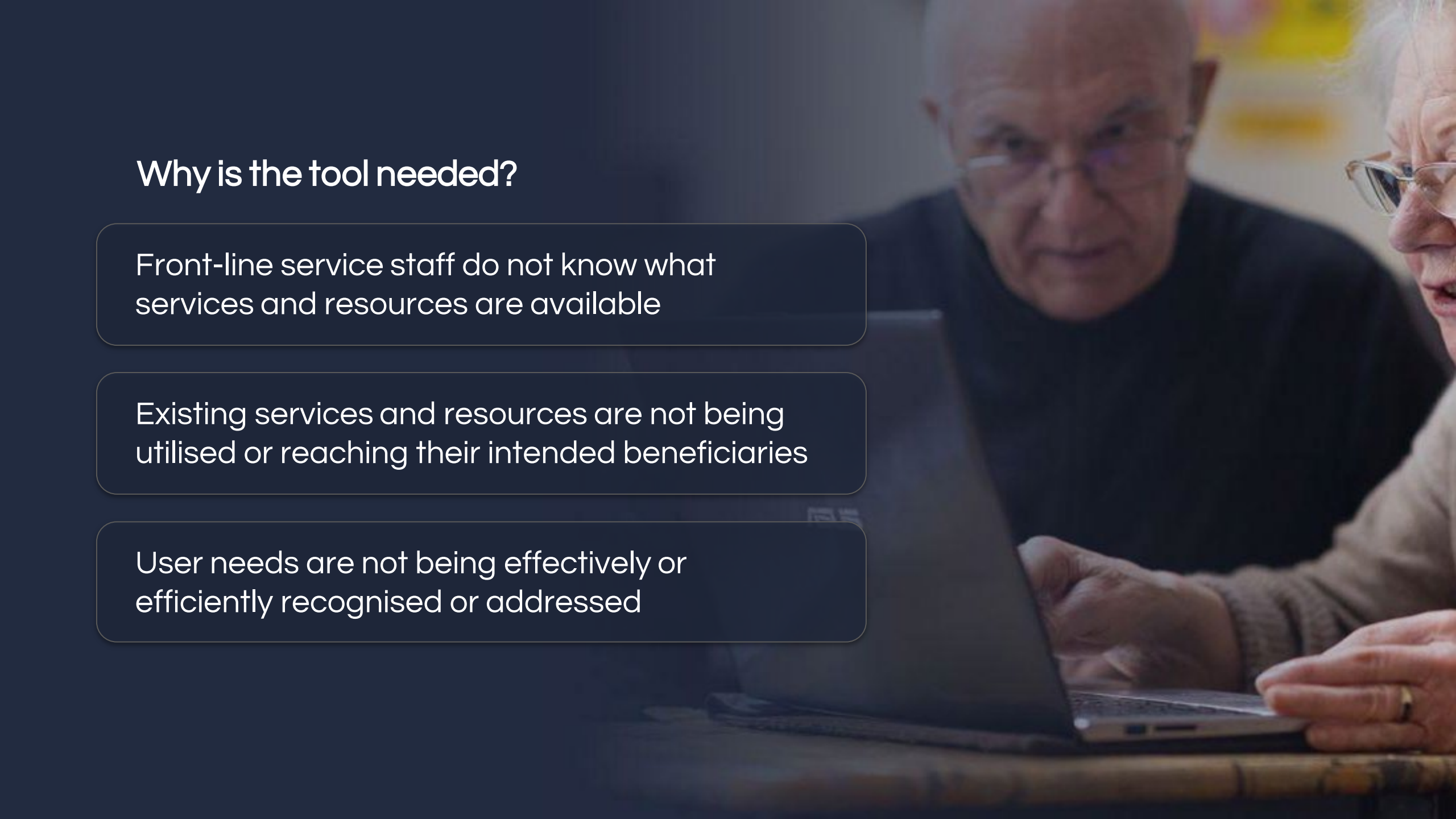
Humber and North Yorkshire Health and Care Partnership

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



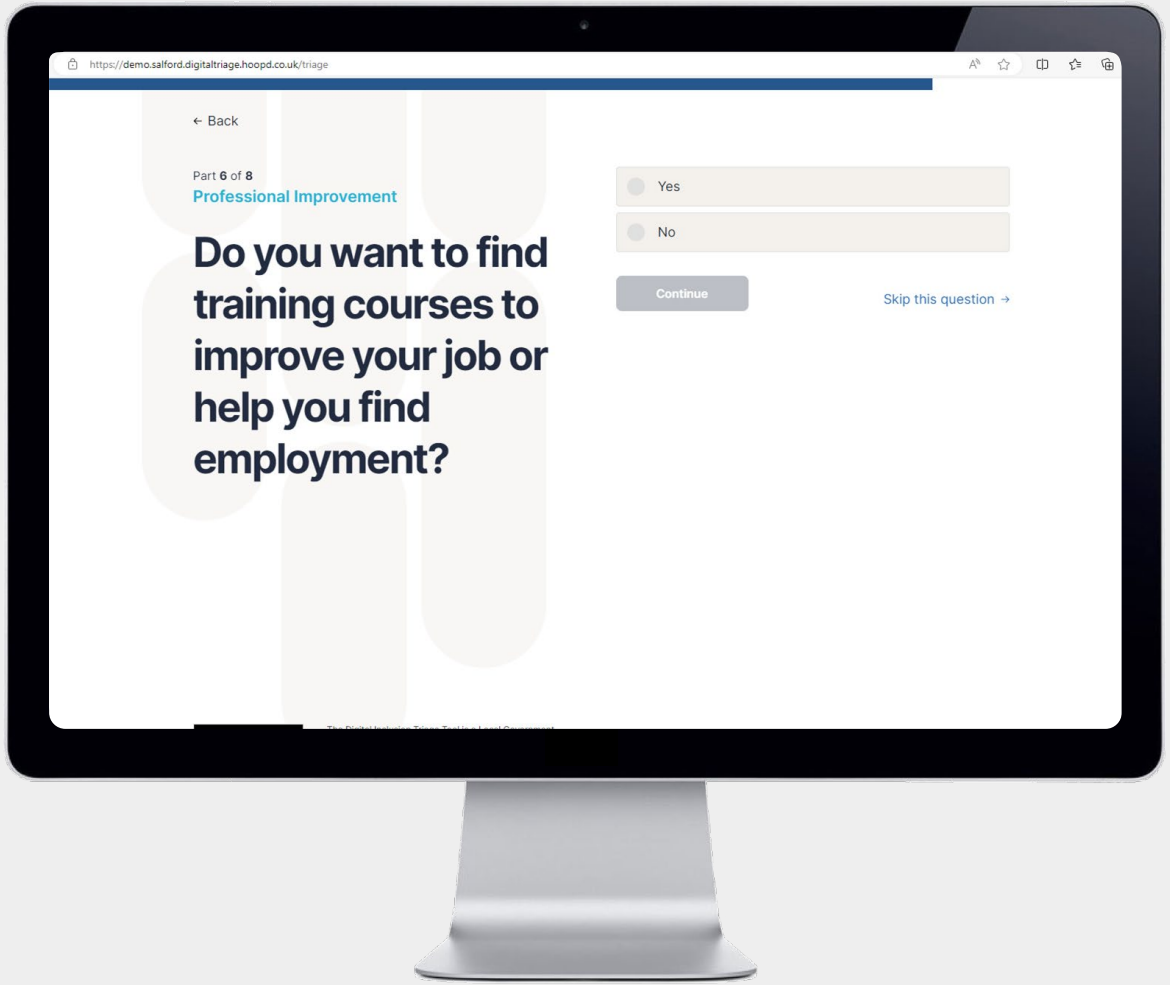
Mortar

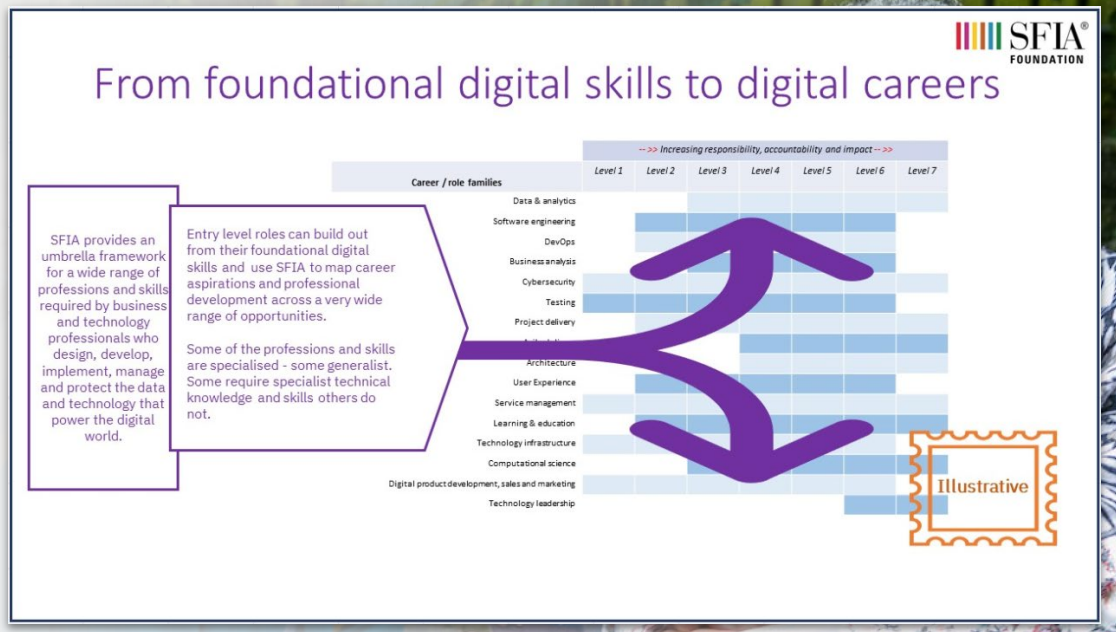
Working with Digital Essex

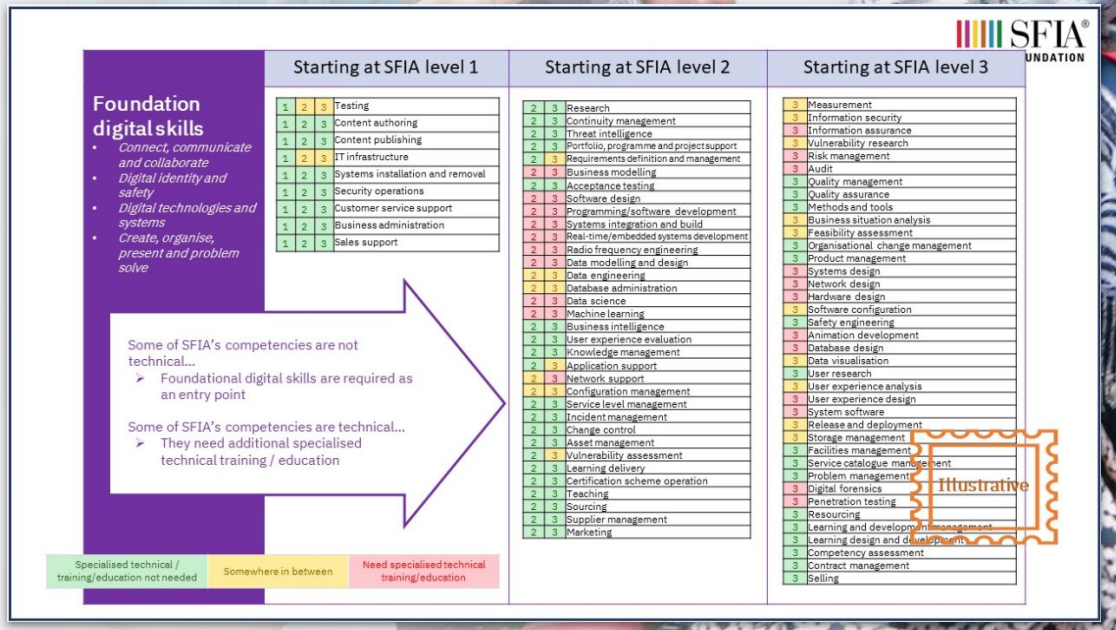
Addressing the need for a more holistic, local approach to improving access to digital skills.

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


https://demo.salford.digitaltriage.hoopd.co.uk/triage
← Back
Part 6 of 8
Professional Improvement
Do you want to find training courses to improve your job or help you find employment?
Yes
No
Continue
Skip this question →


SFIA FOUNDATION
From foundational digital skills to digital careers
SFIA provides an umbrella framework for a wide range of professions and skills required by business and technology professionals who design, develop, implement, manage and protect the data and technology that power the digital world.
Entry level roles can build out from their foundational digital skills and use SFIA to map career aspirations and professional development across a very wide range of opportunities.
Some of the professions and skills are specialised - some generalist. Some require specialist technical knowledge and skills others do not.
-- >> Increasing responsibility, accountability and impact -- >>
Career / role families
Level 1
Level 2
Level 3
Level 4
Level 5
Level 6
Level 7
Data & analytics
Software engineering
DevOps
Business analysis
Cybersecurity
Testing
Project delivery
Architecture
User Experience
Service management
Learning & education
Technology infrastructure
Computational science
Digital product development, sales and marketing
Technology leadership
Illustrative


SFIA FOUNDATION
Foundation digital skills
Connect, communicate and collaborate
Digital identity and safety
Digital technologies and systems
Create, organise, present and problem solve
Starting at SFIA level 1
Starting at SFIA level 2
Starting at SFIA level 3
Testing
Content authoring
Content publishing
IT infrastructure
Systems installation and removal
Security operations
Customer service support
Business administration
Sales support
Research
Continuity management
Threat intelligence
Portfolio, programme and project support
Requirements definition and management
Business modelling
Acceptance testing
Software design
Programming/software development
Systems integration and build
Real-time/embedded systems development
Radio frequency engineering
Data modelling and design
Data engineering
Database administration
Data science
Machine learning
Business intelligence
User experience evaluation
Knowledge management
Application support
Network support
Configuration management
Service level management
Incident management
Change control
Asset management
Vulnerability assessment
Learning delivery
Certification scheme operation
Teaching
Sourcing
Supplier management
Marketing
Measurement
Information security
Information assurance
Vulnerability research
Risk management
Audit
Quality management
Quality assurance
Methods and tools
Business situation analysis
Feasibility assessment
Organisational change management
Product management
Systems design
Network design
Hardware design
Software configuration
Safety engineering
Animation development
Database design
Data visualisation
User research
User experience analysis
User experience design
System software
Release and deployment
Storage management
Facilities management
Service catalogue management
Problem management
Digital forensics
Penetration testing
Resourcing
Learning and development management
Learning design and development
Competency assessment
Contract management
Selling
Some of SFIA's competencies are not technical...
Foundational digital skills are required as an entry point
Some of SFIA's competencies are technical...
They need additional specialised technical training / education
Specialised technical / training/education not needed
Somewhere in between
Need specialised technical training/education
Illustrative

Progress

Discovery

Design

Discovery meeting

WECAN/UCAN

SAVS

VAEF

NEE DAST

Laindon Medical Centre

Maldon CVS

The Witham Hub

Chelmsfrd CVS

360 Chelmsfrd

Discovery matrix / mapping

Follow up questions via email

Design introduction and User Persona workshop

WECAN/UCAN

SAVS

VAEF

NEE DAST

Laindon Medical Centre

Maldon CVS

The Witham Hub

Chelmsfrd CVS

Outcomes

Tool presentations

Mortar

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.

George Unsworth
CEO & founder
System and service design expert
Young Foundation, Nationwide &
Finance Innovation Fellow

— george@mortar.works
— 07815324141

Connect on LinkedIn

Essex County Council

DIGITAL ESSEX

Discussion
Led by Doug Parrant

Essex County Council

DIGITAL ESSEX

Any Other Business

CVS opportunities

- VM02 have 5 volunteering days a year and they all use https://www.neighbourly.com/accounts/registerchoice
    - Our community volunteering services can register their charity as an org/person and then access support from corporate volunteers.

LSIP

- LSIP (Local Skills and Improvement Plan:
- LSIP-Executive-Summary-v2.pdf (essexchambers.co.uk)
- Essex LSIP Events | Essex Chambers of Commerce
- Contact: Louise Aitkin louise.aitken@southeastlep.com