

What we've heard and what we are doing: A Network Survey action plan

This action plan lists the key insights from the responses to the Network Survey in November 2023, and the actions that Good Things Foundation has taken, or plans to take, in response to what we've heard. [A visual summary of the key insights from the last Network Survey is also available here.](#) Thank you again to all who participated in the survey; your feedback is really valuable for helping us improve the support we provide, to fix the digital divide for good.

Survey insight	Our response / action
1. Delivery of digital inclusion support - overview	
<ul style="list-style-type: none"> Over half (56%) of responding hubs provide other kinds of digital inclusion support (not including Good Things services) to the majority of their clients. 	<p>Through the additional questions in the survey we have a better idea of the kinds of other support hubs provide, but are keen to find out more about the range and amount of other support. We will be exploring this in ongoing research with hubs (interviews and short surveys).</p>
<ul style="list-style-type: none"> 69% of responding hubs say that a lack of funding is a barrier to them helping more people to become digitally included. This is the same proportion as in the Network Survey in May '23. 	<p>In May we will be launching a new training series with supporting resources to help members of our network develop fundraising strategies, write bids and find suitable funding. We are also sharing more external funding opportunities with our network via the Newsletter and social media.</p> <p>We continue to offer grants through The Fix the Digital Divide Fund. This Fund was launched in September 2023 and is designed to offer flexibility for members of the Network. There's an opportunity to apply for a Digital Inclusion Capability or a Digital Inclusion Impact Grant twice a</p>

	year. Activation Grants, for newly joined members of the Network, were launched in March 2024.
2. National Digital Inclusion Network	
<ul style="list-style-type: none"> ● 86% of responding hubs are satisfied with being part of the NDIN. This reflects a 2% increase in satisfaction from the Network Survey in May '23. 	We are pleased to see a small increase in satisfaction among hubs with being part of the Network. We continue to review the membership offer and how we promote the support and services available, to ensure being part of the Network is as valuable as possible.
<ul style="list-style-type: none"> ● 46% of responding hubs agree that being part of the NDIN helps them to secure more funding to support people to access or use the internet.. This reflects a 7% decrease from the Network Survey in May '23. 	We recognise the challenges many hubs continue to face in accessing suitable funding for delivering digital inclusion support. As described above, we offer grants through the Fix the Digital Divide Fund, and are planning to deliver a new training series in May, focused on fundraising.
3. Learn My Way	
<ul style="list-style-type: none"> ● 71% of all responding hubs are satisfied with Learn My Way (new version). This reflects a 1% increase in satisfaction from the Network Survey in May '23. 	We have made improvements to the Members' Area on the website, and hope it does a much better job of informing hubs about the full range of our products and services, including Learn My Way. We hope the benefits of using LMW and other services will be clearer, and that this will increase general awareness and uptake of services across all hubs.
<ul style="list-style-type: none"> ● Among hubs who have registered at least 1 learner on LMW in the past 12 months, satisfaction is higher at 76%. 	
<ul style="list-style-type: none"> ● A small proportion of responding hubs (9%) stated that they are unaware of LMW. 	
<ul style="list-style-type: none"> ● Some responding hubs have told us that they continue to find the lack of learner management information and the LMW registration process 	Hubs are now able to view information about their learners' progress through Learn My Way in the 'View all people supported' section of 'View my hub' on

<p>frustrating.</p>	<p>the Members' Area website. Currently we are manually loading this data and it will show information for the previous month. In the near future we will be able to automatically load this data so it reflects current usage.</p> <p>In terms of the registration process we are aware that there is a gap in our learning content on Learn my Way around using 2 factor authentication. We plan to create new content that will be available pre-registration to support learners to understand and use it.</p>
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4. Device Bank

<ul style="list-style-type: none"> ● 65% of all responding hubs are satisfied with the Device Bank. This reflects a 4% increase in satisfaction from the Network Survey in May '23. 	<p>The new Members' Area provides much more clarity about how to apply for devices from the National Device Bank. We know there's high demand for devices and currently demand outstrips supply. We appreciate that there haven't been many recent opportunities to apply for devices but we're confident that will change throughout 2024. All device opportunities are promoted via the members' newsletter and there will be more frequent opportunities to apply throughout the year with more devices for us to allocate.</p> <p>For clarity, it's not possible to apply for devices at any point, only when there is an open application round. It's a future vision for us to have an "always open" application form - like the National Databank.</p> <p>We are always talking to potential donors for the Device Bank and looking for new</p>
<ul style="list-style-type: none"> ● Among hubs who have had a Device Bank contract in the past 12 months, satisfaction is higher at 86%. 	
<ul style="list-style-type: none"> ● 66% of hubs say that a lack of access to devices is a barrier to helping more people become digitally included. This reflects a 2% decrease from the Network Survey in May '23. 	
<ul style="list-style-type: none"> ● Some responding hubs have told us that they have struggled to apply for the Device Bank, or don't understand how to access devices. 	

	opportunities to provide good quality, refurbished devices to our Network.
5. Databank	
<ul style="list-style-type: none"> ● 80% of all responding hubs are satisfied with the Databank. This reflects a 2% decrease in satisfaction from the Network Survey in May '23. 	<p>Following the launch of the Members' Area, we are looking at further development of our digital platforms to improve hubs' experience of using all of our products and services - including the Databank.</p> <p>In the future we plan to integrate the National Databank platform into the Members' Area to improve the user journey and make it easier to administer data. This is under development and we'll share more information on this soon.</p> <p>We are also visiting hubs to learn more about the process of administering data, and the difficulties some face. This will help us to identify ways to make the process easier.</p>
<ul style="list-style-type: none"> ● Among hubs who have had a Databank contract in the past 12 months, satisfaction is higher at 91%. 	
<ul style="list-style-type: none"> ● 32% of responding hubs have not given out any data in the past 6 months through the Databank, and 13% said this is because they haven't yet applied to be part of the Databank. 	
<ul style="list-style-type: none"> ● Some responding hubs have told us they are frustrated with the process and time needed to give out data through the Databank. 	
6. Survey design	
<ul style="list-style-type: none"> ● Improved representation of library services in the responses, likely reflecting the ability to respond on behalf of multiple branches / organisations 	<p>We will continue to allow hubs to respond on behalf of multiple organisations / branches, but we will simplify the questions for indicating when responding for multiple organisations</p>
<ul style="list-style-type: none"> ● Some responding hubs have told us that they struggle to report on the numbers of people supported using the categories provided in the survey. 	<p>We are planning to use a different approach to capture data on delivery of digital inclusion support, so will be reducing the number of questions on this in the next Network Survey.</p>