

# Network Survey

## Insights



What we learned about the value and impact of the National Digital Inclusion Network from the 349 responses to the **May 2024 Network Survey**.

### Satisfaction with Good Things...

**National Digital Inclusion Network** **88%** are satisfied with being part of the network  
**+2% increase**<sup>1</sup>

Satisfaction is **higher** among hubs that are **currently using Good Things services**:

**National Databank** **85%** are satisfied overall **+5% increase**<sup>1</sup> **87%** of those with an **active Databank** contract are satisfied

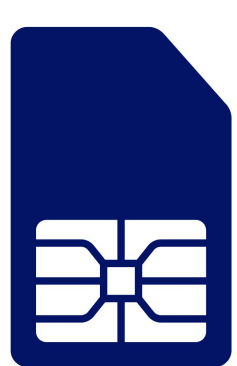
**Learn My Way** **75%** are satisfied overall **+4% increase**<sup>1</sup> **80%** of those who have **registered at least one user** are satisfied

**National Device Bank** **64%** are satisfied overall **-1% decrease**<sup>1</sup> **85%** of those with an **active Device Bank** contract are satisfied

### What responding hubs would like to provide more of...



**81%** would like to provide more access to **digital devices**



**56%** would like to provide more access to **mobile data**



**41%** would like to provide more support to use **Learn My Way**



**46%** would like to provide more **digital skills support** using other resources

<sup>1</sup>from last network survey in November 2023 (403 responses)

## Impact of being part of the Network for responding hubs...

**80%** able to **deliver higher quality support** to people struggling to access or use the internet

**78%** able to **help a wider range of people** struggling to access or use the internet

**70%** able to **increase staff / volunteer understanding of how to support people** to build digital skills and confidence

*"Access to network meetups and the events/training offered have been absolutely invaluable to us. Learning from others and what they have learnt through trial and error has given us an immense amount of knowledge and allowed us to develop our services at a much quicker rate."* **Network survey comment, May 24**

*"The grant and support from the Good Things Foundation have helped us bridge the digital divide through regular classes and by partnering with the Data Bank Initiative, which opens the door to support many users facing financial hardship."* **Network survey comment, May 24**

## Impact of being part of the Network for the people supported...

**81%** agree contributed to **more people having access to mobile data**

**72%** agree contributed **more people having increased their digital confidence and skills**

**62%** contributed to **more people feeling able to stay safe online**

*"The mobile data has had a huge impact on supporting the young people we work with in ensuring they can communicate with staff and keep themselves safe in the community."* **Network survey comment, May 24**

*"Feedback has been excellent from the women accessing the LMW sessions. Increased confidence is most rated positive response from the sessions"* **Network survey comment, May 24**

## Barriers to hubs supporting more people...

**74%** lack **suitable digital devices**

**73%** lack **funding** for digital inclusion

**55%** lack **staff / volunteer time** to support digital inclusion

*"Many of the people we support need data and advisory services, but due to a lack of funds, it is challenging to deliver these projects to our community's target audience in real time."* **Network survey comment, May 24**