

K&C Digital Inclusion Partnership - Resource Directory

A guide to help organisations develop, deliver and sustain digital inclusion services.

- **Networks & Memberships**
 - **Monitoring & Impact**
 - **Strategy, Research & Evidence**
 - **Funding & Opportunities**
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Networks & Memberships

K&C Digital Inclusion Partnership

Connecting all the local organisations who are working with digitally excluded residents to share knowledge and lessons learnt, collaborate, solve problems together, target and plan interventions and realise our vision of no one left behind. Quarterly meetings on Microsoft Teams – all partners are encouraged to share what they are working on, seek support for challenges they are facing, and share successes that others can learn from!

Sign up - meeting invites and newsletter: <https://pages.comms.rbkc.gov.uk/p/digitalinclusion>

Access the Get Online in K&C Handbook: <https://www.rbkc.gov.uk/help-to-get-online>

Get in touch: DigitalInclusion@rbkc.gov.uk

Good Things Foundation

The UK's **leading digital inclusion charity**, building a “#FixTheDigitalDivide” movement. Coordinates the 5,000-strong **Online Centres Network** & national programmes and the annual Get Online Week campaign www.goodthingsfoundation.org

- ✓ **National Digital Inclusion Network** <https://network.goodthingsfoundation.org>
- ✓ **National Databank** - Free SIM cards and mobile data for residents
- ✓ **National Device Bank** - Refurbished laptops, tablets and phones
- ✓ **Learn My Way** - Free digital skills platform <https://www.learnmyway.com>
- ✓ **AI Gateway (NEW)** Introductory AI learning for beginners learning.goodthingsfoundation.org/ai
- + Peer network across UK
- + Training & webinars
- + Funding opportunities

Digital Poverty Alliance (DPA)

Cross-sector charity and coalition working to end digital poverty in the UK by 2030. It brings together government, industry and charities to drive collaboration, advocacy and research on digital inclusion, and leads the National Delivery Plan for ending digital exclusion

<https://digitalpovertyalliance.org>

➔ Useful for:

- national insight
- device programmes (e.g. Tech4Communities)
- policy alignment

Key stats for business cases:

- scale of digital exclusion
- economic impact

LOTI - Get Online Network

Get Online London is London's first Digital Inclusion service, supported by the Mayor of London and the London Office of Technology and Innovation (LOTI). Join their peer support community on their Basecamp online forum and get advice and guidance from other organisations across London:

www.loti.london/projects/diip

FutureDotNow

Industry coalition of major employers (100+ companies) uniting to close the UK's essential digital skills gap in the working-age population. Facilitates corporate collaboration and best practice sharing to upskill millions of UK workers for the digital future.

They also run an annual Workforce Digital Skills Summit event usually in London

futuredotnow.uk

Local Government Association (LGA) & LGA Digital Inclusion Network

National member body for councils in England & Wales, which supports local authorities in tackling the digital divide (e.g. via its **Digital Inclusion Hub** and **LGA Digital Inclusion Network** with regular meetings for sharing best practices).

www.local.gov.uk/our-support/cyber-digital-and-technology/digital-inclusion-hub

Monitoring & Impact

Essential for: reporting, funding applications and demonstrating impact

Measuring the difference digital inclusion support makes

By The Good Things Foundation

They have developed exemplary theory of change model for digital inclusion interventions.

- evaluation frameworks
 - national benchmarks
- You can read their model: www.goodthingsfoundation.org/policy-and-research/measuring-impact-of-digital-inclusion
- Access the form that they used to capture this data here. You can use these as examples and models for your own impact measuring goodthingsfoundation.tfaforms.net/98

Indicators of digital inclusion (IDI) By The Good Things Foundation

Industry-standard survey indicators that can help you measure digital inclusion: identify the barrier and vulnerabilities, triaging support, and design solutions.

<https://www.goodthingsfoundation.org/policy-and-research/indicators-of-digital-inclusion.html>

Evaluating a digital inclusion programme – step by step

By the Digital Inclusion Toolkit

The Digital Inclusion Toolkit is an independent and comprehensive source of digital inclusion (DI) advice and information.

They have a step-by-step guide to evaluating a digital inclusion programme, written by experts in the field: digitalinclusionkit.org/evaluating-a-digital-inclusion-programme-step-by-step

Subscribe to their very useful monthly newsletter: <https://digitalinclusionkit.org/updates/>

Strategy, Research & Evidence

UK Digital Inclusion Action Plan (DSIT)

Department for Science, Innovation & Technology (DSIT) – UK Government department leading national digital inclusion strategy and policy

www.gov.uk/government/publications/digital-inclusion-action-plan-first-steps

➔ Use for:

- aligning funding bids
- shaping local strategy

Lloyds Consumer Digital Index

An annual robust evidence base and free support offer that helps VCS organisations understand digital exclusion, strengthen funding bids, and deliver targeted digital and financial skills support using proven tools and national insights.

www.lloydsbankinggroup.com/media/consumer-digital-index.html

Digital Exclusion Risk Index (DERI)

A data-driven tool used by local authorities to pinpoint where communities are most vulnerable to digital exclusion. It scores areas from 1 (low risk) to 10 (high risk) based on local demographics, economic deprivation, and broadband connectivity.

www.greatermanchester-ca.gov.uk/what-we-do/digital/digital-strategy/empowering-people-and-communities/get-online-greater-manchester/greater-manchester-wide-support/digital-exclusion-risk-index-deri/

Nominet (Social Impact Programme)

A public-benefit company managing the .UK domain registry and investing millions in social tech initiatives. Supports UK digital inclusion through in partnership with charities like Good Things Foundation. <https://nominet.uk/our-impact>

Ofcom

UK communications regulator (for broadband, mobile, etc.) that monitors connectivity, publishes digital exclusion research, and promotes affordable internet

- **Social tariffs** for low-income users www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs
- **Media Literacy** www.ofcom.org.uk/media-use-and-attitudes/media-literacy
- **Online Safety** www.ofcom.org.uk/online-safety

AbilityNet (with Citizens Online)

UK charity **empowering older and disabled people** through technology. Provides free IT support via a volunteer network and promotes inclusive digital design for an accessible “digital world”.

abilitynet.org.uk

The Minimum Digital Living Standard (MDLS) by the Good Things Foundation

A benchmark, developed with members of the public, for what households need to feel digitally included. It can be used to inform policy, provision, and partnership working.

www.goodthingsfoundation.org/policy-and-research/research-and-evidence/research-2025/mdls-full-report

Health & Digital Inclusion by the Good Things Foundation

A practical toolkit developed with NHS England and the VCSE Health & Wellbeing Alliance, helping local authorities, NHS and community organisations work together to improve digital access to health services. www.goodthingsfoundation.org/policy-and-research/research-and-evidence/research-2024/partnership-working-to-promote-digital-inclusion-for-health

Funding & Opportunities

Good Things Foundation Grants

Available via National Digital Inclusion Network membership (see page 1)

➔ Includes:

- programme funding
- training support
- innovation pilots

Digital Inclusion Innovation Fund (DSIT)

Government funding for local pilots – took place in 2025 , look out for future rounds.

➔ Best for:

- testing new approaches
- scaling delivery

www.gov.uk/government/publications/digital-inclusion-innovation-fund/digital-inclusion-innovation-fund

RBKC Communities & Culture Funding

City Living, Local Life is a community grants programme that aims to build stronger, more connected communities across Kensington and Chelsea. It brings residents together with local councillors to share ideas about local priorities. You can apply for funding for local projects, events or activities - typically from around £500 up to £10,000, including larger projects across ward boundaries.

Visit the website at City Living Local Life to find out more and apply.

RBKC Adult Learning Funding Opportunities – Digital Skills & Computing

The Adult Learning Service is funded from the Greater London Authority's Adult Skills Fund. They deliver through a framework of delivery partners. A quarter of their delivery is within the digital skills and computing subject sector. Delivery partners with experience of providing courses to adults and or families may wish to get onto the Adult Learning Framework to be eligible for funding from the service – they open the framework periodically and are looking for providers who deliver in borough to support residents to improve their skills. Alternatively, if you have a cohort of clients who need some digital skills provision, they can put you in touch with providers who can design and deliver a course at your venues.

More information www.rbkc.gov.uk/children-and-education/education-and-learning/adult-learning/work-with-us

Kensington & Chelsea Social Council (KCSC) – Fundraising Advice

KCSC provides a broad range of support, through free-to-access advice, guidance and training services, that could help your organisation become financially resilient.

Dedicated pages on Digital Inclusion: www.kcsc.org.uk/digital-inclusion-partnership

Funding Support: www.kcsc.org.uk/funding-your-organisation