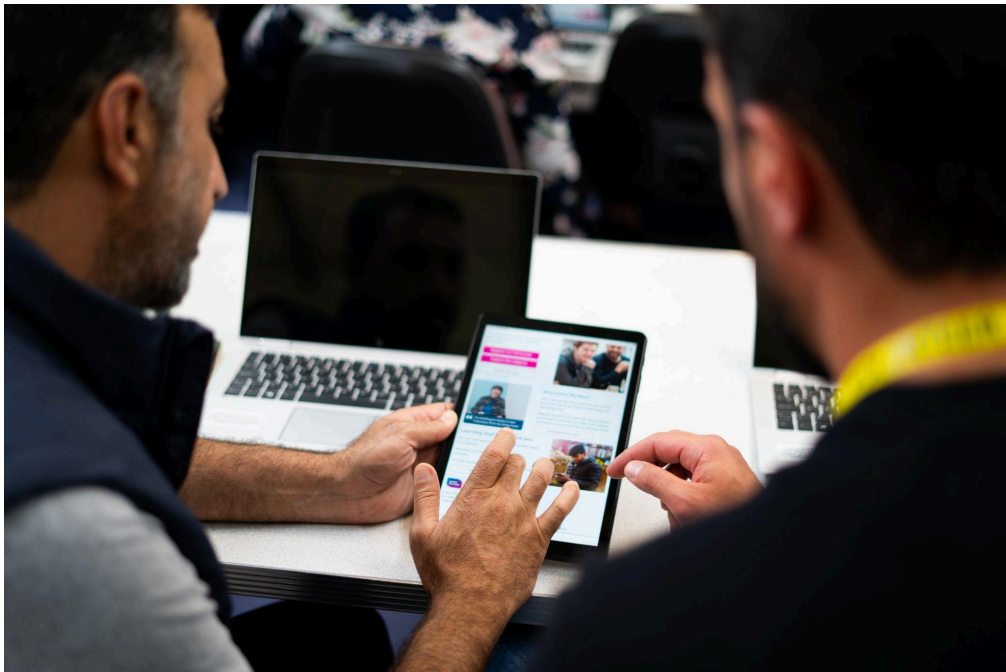




**Good Things**  
Foundation

## **Fix The Digital Divide Fund – 2024 to 2025**

Grant Description & Application Guidance



Capability Grants Round One – Fix The Digital Divide – 2024 to 2025

Impact Grants Round One – Fix The Digital Divide – 2024 to 2025

## An overview of the Fix The Digital Divide Fund

In 2023 we launched the Fix The Digital Fund as part of our commitment to support the hubs in The National Digital Inclusion Network. To shape the fund we used insight gathered from surveys and discussions with members of the network.

The fund currently offers four different grant types that allow a progression route through the grants.

- **Digital Inclusion Activation Grant** - This is a one off £1,000 fund for new members of the National Digital Inclusion Network to establish their digital inclusion services (*Activation Grant Round Two - Fix The Digital Divide - 2023 to 2024 applications open from Tuesday 7th to Thursday 16th May 2024*).
- **The Digital Inclusion Capability Grant** - This is a £6,000 fund for members to add new or boost their current digital services (*Capability Grant Round One - Fix The Digital Divide - 2024 to 2025 applications open Monday 29th April 2024 to Thursday 6th June 2024*).
- **The Digital Inclusion Impact Grant** - This is a £6,000 fund for members to reach and support more people in their community with data and digital skills support (*Impact Grant Round One - Fix The Digital Divide - 2024 to 2025 applications open Monday 29th April 2024 to Thursday 6th June 2024*).
- **The Network Ambassador Grant** - This is a £10,000 fund for experienced members to support, represent and strengthen the Network through peer-to-peer activity (*already underway*).

We know that community intervention is the best way to reach people who are being excluded due to a lack of access or skills to use digital services and technology. When we heard that a lack of funding was a considerable barrier for Network members to support their communities with digital inclusion services, we revised our grant model to provide a clear and consistent offer for all Digital Inclusion Hubs. We feel the model will enable hubs to pick the funding opportunity

that best meets their needs, while helping us to grow and strengthen the network's delivery of digital inclusion support.

**Activation Grants** will allow us to support organisations new to delivering digital inclusion support, whilst our **Capability Grants** will provide an opportunity for slightly more experienced organisations to further develop their offering. The **Impact Grants** will then support organisations to reach and support some of the hardest to reach people across the UK.

Every Hub who receives one of the four grants will be encouraged, through facilitation by Good Things Foundation, to support each other and share best practice. This will be particularly useful if you're an organisation that's in receipt of an Activation Grant or a Digital Inclusion Capability Grant. More details will be provided about peer to peer support in the onboarding stages.

The Fix The Digital Divide Fund will allow Hubs to access flexible grants that meet their, and importantly their community's, needs. Together, we can fix the digital divide - for good.

***This grant description and application guidance document has been recently updated for Hubs who want to apply for Capability Grants Round One - Fix The Digital Divide - 2024 to 2025 or Impact Grants Round One - Fix The Digital Divide - 2024 to 2025. The application process for the Digital Inclusion Capability and Digital Inclusion Impact Grants will also be open between Monday 29th April 2024 to Thursday 6th June 2024.***

## Digital Inclusion Impact Grant - 2024 to 2025

### Context and overview

The Impact Grant is for members of the network who are looking to secure funding to support people in their local community who lack essential digital skills and/or who don't have access to the internet. The grant will enable hubs to offer digital skills provision focused on building people's skills and confidence as well as help with access to the internet. There are two contracts available, £3,000 to support between 60 and 90 people, and £6,000 to support between 120 and 150 people. The method of support must be through [Learn My Way](#) and/or the National Databank. Applicants will be asked to indicate how many people will be supported as a result of this grant. Organisations who are supporting people with complex needs or who are based in a rural area may opt for the lower end of the range.

Successful applications will be innovative and creative. We are not looking to fund activity that is already happening without this funding. It must be a new idea, something that you don't already have the funding to try.

We're welcoming applications that focus on delivering support directly to people in the local community who need the help the most, including the hardest to reach. We anticipate that the grant money could be used to develop and deliver a programme of digital skills provision, including paying for staff resource or volunteer expenses, marketing materials and IT equipment, although this is not an exhaustive list.

### Grant size and requirement

The grant size will be paid in two instalments. The details of these two instalments and what's required for them to be released can be found below.

Grant size available	Requirements
£6,000 & £3,000	<ul style="list-style-type: none"> <li>• Support the <b>indicated number of people</b>, evidenced by a Learn My Way registration followed by a topic completion or a recorded distribution of a SIM card on the National Databank.</li> <li>• Take part in <b>two workshops</b> during the grant period, one which will be for you to provide an update, and one which will help us understand the legacy of your activity.</li> <li>• Be willing to provide proof of delivery and proof of spending in line with our <b>quality assurance</b> measures.</li> <li>• Complete <b>one survey following the grant period</b> to help us understand the long term impact of the grant and to capture your wider digital inclusion delivery.</li> <li>• Be willing to <b>host a visitor or speak with a member of our research team</b> to help us further understand the impact of the Impact Grant.</li> <li>• Be willing to <b>speak with the team managing the grant</b> to discuss your progress on an ad hoc basis as and when required.</li> <li>• Be willing to <b>provide a testimonial based case study</b> about how the grant has benefitted your organisation.</li> </ul>

Peer to peer support is a significant part of how we'll support grantees across the Fix The Digital Divide Fund. Grantees receiving the Impact Grant will be provided the opportunity to access support from one of our Network Ambassadors, or another experienced Digital Inclusion Hub. To create a sense of community across grantees we expect this to be something all successful applicants take advantage of. Grantees will also be encouraged to be active in the Network Facebook Group and to attend network meet-ups to share best practice in delivering digital inclusion support.

## Timings and deadline

Below are the key timing for this grant. Review these carefully before submitting an application for the grant.

Timeline	Date:
Launch of online application	Monday 29th April 2024, 12 midday
Deadline for applications	Thursday 6th June 2024, 12 midday
Communication of results to applicants	5pm, Friday 5th July 2024
Mandatory onboarding session	Wednesday 10th July, 11am to 12 midday
Mandatory onboarding session (catch-up)	Will be scheduled if required
Grant period start date	Monday 15th July 2024
Grant period end date	Friday 10th January 2025

Successful grantees will be provided with the confirmed date and time of the onboarding webinars when notified they have been successful as the above is subject to change. Dates for the two mandatory webinars and the other listed requirements surveys will be provided during the training session.

## Payment schedule

The £3,000 and £6,000 grant size will be paid in two instalments. The details of these two instalments and what's required for them to be released can be found below.

Payment schedule for £3,000 grant	
<b>Payment 1 - August 2024 - £1,500</b> (50% of grant)	<ul style="list-style-type: none"><li>• Attendance at one of the training sessions.</li><li>• Activity being logged within the first month.</li></ul>

<b>Payment 2 - February 2025 - £1,500</b> (50% of grant)	<ul style="list-style-type: none"> <li>• Completion of all items listed in the 'requirements' section.</li> </ul>
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<b>Payment schedule for £6,000 grant</b>	
<b>Payment 1 - August 2024 - £3,000</b> (50% of grant)	<ul style="list-style-type: none"> <li>• Attendance at a training session.</li> <li>• Activity being logged within the first month.</li> </ul>
<b>Payment 2 - February 2025 - £3,000</b> (50% of grant)	<ul style="list-style-type: none"> <li>• Completion of all items listed in the 'requirements' section.</li> </ul>

Payments will be made within the calendar months noted above. We'd like to bring to your attention two things when considering an application. Firstly, 50% of the grant is paid at the end of the grant period, so keep this in mind when planning activities and spending. Secondly, all successful grantees are asked to provide evidence that their bank details on our website match those of your organisation's bank account. Guidance on what is expected will be provided to successful grantees, but a delay in actioning this could lead to delays in your first payment. Grantees who have recently passed this check may not need to provide another bank statement.

### Eligibility Criteria

To be eligible to apply organisations must already be a registered member of The National Digital Inclusion Network as of Friday 26th April 2024. Applications are welcome from organisations across the UK. Organisations who have received either a Digital Inclusion Impact Grant or a Digital Inclusion Capability Grant through Fix The Digital Divide 2023 to 2024 can still apply. Do please note if you have had an Impact Grant through Fix The Digital Divide - 2023 to 2024 previously your proposal must be to focus on something different, such as embedding Learn My Way if through the last grant you focused on the National Databank.

If you're intending to apply to join the network on behalf of your organisation before submitting an application, please ensure it isn't already a member. There are two ways you can check this. Many organisations are on our map. If you can't see your organisation here, please ask around your team members to see if anyone else has previously joined your organisation up. Registering a duplicate organisation may cause your application to be unsuccessful.

### **Applicants for a Impact Grant must also consider:**

- Hubs can not apply for a Capability Grant and an Impact Grant from the Fix The Digital Divide Fund 2024 - 2025 at the same time. If a Hub applies for both grants at the same time we may discount both applications.

All organisations applying for this grant must pass an identity check and financial due diligence check. In most cases these can be undertaken without needing to speak to the organisation directly. However, from time to time we do need to gather further information, and responses to any emails regarding this would need to be responded to within five business days.

Contracts must be accepted online where Terms & Conditions specific to this grant will be provided. Terms and Conditions must be accepted and adhered to by Hubs and Good Things Foundation.

### **Application: Preparing to apply, questions & guidance**

Please note - should you have any questions about the grant or how to apply, please don't hesitate to contact the team using the contact details at the end of this document. Please note that we are a small team and there's a five day turnaround time. Therefore we would advise you to log into the website as early as possible and ensure you can access the application form.

Due to the turnaround times, and the fact some issues may need to be raised with our Technology team, issues with accessing the form raised in the final week of an



application form being open for applications may result in us not being able to accept your application.

As part of the application process you'll be asked to provide your registered company or charity number. This is so that we can undertake due diligence checks as part of the assessment process which will include:

**Governance checks:** We will undertake a series of due diligence checks to validate that the applying organisation is operating within the scope of its constitution.

**Financial checks:** We will undertake a series of financial background checks to detect relative financial risk of the organisation.

**Accessing and completing the application form:**

**Your web browser settings must allow third party cookies in order for you to complete and submit your application. We recommend that you use Chrome as your browser.**

**Once you've opened the application form, please check that your browser settings do not 'block third party cookies'. If they do, change this setting and refresh the webpage before starting your application.**

**How to apply for this funding opportunity**

Please note, to apply for this grant you'll be required to download and complete the 'supporting information document' available on the Digital Inclusion Impact Grant web page. Once complete, follow the link on the Digital Inclusion Impact Grant page to start your application, where you'll be prompted to upload your 'supporting information document' at the relevant point. Make sure the file name of the document is '(hub name) - (hub number)' and it is either a PDF or a Word Document.

The following are the questions you'll need to answer (either on the online application form directly or on the 'supporting information document' you'll be asked to upload) and the details you'll need to provide during the application process.

## **1. Your details (requested on the online application form directly)**

1.1 Hub ID

1.2 Hub name

You will have to confirm that you have the authority to submit this application. You will also have to confirm you understand the Terms & Conditions and the Grant Description & Application Guidance document.

## **2. Please tell us how would you best describe your organisation's legal status or ownership from the categories below? (requested on the supporting information document that you upload as part of the online application form)**

- Sole trader/Partnership
- Limited Company
- Limited Liability Partnership
- Independent local Government
- Community Benefit /Cooperative Society
- Community Interest Company (CIC)
- Charitable Incorporated (CIO)
- Charitable Company (Limited)
- Statutory Corporation
- Unincorporated Association

## **3. If you have a registration number from Companies House, The Charity Commission or as a Mutual, please add this below (requested on the supporting information document that you upload as part of the online application form)**

## **4. Please outline your proposal and explain how you plan to deliver it (requested on the supporting information document that you upload as part of the online application form)**

- Detail your proposal including the key activities you'll undertake to deliver specifically focussing on how you'll embed Learn My Way Sessions or data distribution and activation activity in your model.

- How you'll deliver digital skills or digital access sessions e.g face to face, remote, how many.
- Provide details of who in your organisation is involved in making the proposal happen.
- Make it clear how the proposal is about trying something new and being innovative.

**5. What impact will delivering this proposal have, and how many people will you reach? (requested on the supporting information document that you upload as part of the online application form)**

- Explain the intended outcomes for those you support and how you'll track them.
- Provide a single number between 60 and 90 (if you are applying for £3,000) or 120 and 150 (if you are applying for £6,000) to indicate how many people will benefit.
- Provide details on what the legacy of the grant will be.

**6. Please outline how you plan to spend the grant funding, keeping the payment schedule in mind (requested on the supporting information document that you upload as part of the online application form)**

To answer this question please provide a few sentences, with figures, on how you intend to spend the £3,000 or £6,000 grant. You can also inform us of any match funding.

**7. Upload your supporting information document (Word Document or PDF)**

**8. Financial (requested on the online application form directly)**

You will be asked to confirm the value of the grant you're applying for:

- £3,000
- £6,000

Have you read the grant description and understand your duties under the grant agreement? \*

This includes the terms under which payments against the grant funding agreement will be made.

**9. General & Legal (requested on the online application form directly)**

Have you read and understood your duties for each of the following areas?

Equality and diversity

Health and Safety

GDPR

Safeguarding

Under the terms & conditions of our agreement you'll need a relevant policy, suitable staffing and processes in place. You will be asked to confirm this.

**10. Declaration (requested on the online application form directly)**

Is all the information you've provided complete?

You will be requested to confirm the information provided is complete.

**Support**

If you have any questions which cannot be answered using the information above please contact the team via the [Get Support](#) web page.

## Digital Inclusion Capability Grant - 2024 to 2025

### Context and overview

The Capability Grant is for members of the network who want to secure funding to develop their organisation's capacity to deliver digital inclusion support.

Applicants must submit a realistic but ambitious proposal that would see them enhancing an existing provision or piloting something completely new. All proposals must have one of Good Things Foundation services, meaning Learn My Way or the National Databank, as a key component.

Based on previous rounds of capability grant funding, we have seen and supported this grant to be used in a variety of ways. Although not an exclusive list, applicants could use the grant to help build partnerships that allow them to distribute more data, refresh an IT suite which would then be used to provide Learn My Way classes, or create a training programme for staff and volunteers that would allow them to be fully confident in helping people get access to data and support.

We'd like to fund a variety of organisations across the UK. If demand is high, priority may be given to those who have not previously received any form of capability grant from us before.

### Grant size and requirement

The £6,000 grant size will be paid in two instalments. The details of these two instalments and what's required for them to be released can be found below.

#### Requirements - £6,000 grant

- Complete a **Baseline Survey** within the first four to six weeks of the grant period, which will aim to understand where your organisation is prior to delivering your proposal.
- Complete an **Impact Survey** within the last four to six weeks of the grant period, which will aim to measure the distance travelled from before delivering

your proposal and capture your wider digital inclusion delivery.

- Take part in **two workshops** during the grant period, one which will be for you to provide an update, and one which will help us understand the legacy of your proposal.
- Be willing to answer further questions about your Baseline Survey, provide proof of delivery and proof of spending in line with our **quality assurance** measures.
- Be willing to **host a visitor or speak with a member of our research team** to help us further understand the impact of the Capability Grant.
- Be willing to **speak with the team managing the grant** to discuss your progress on an ad hoc basis as and when required.
- Be willing to **provide a testimonial based case study** about how the grant has benefitted your organisation.

Peer to peer support is a significant part of how we'll support grantees across the Fix The Digital Divide Fund. Grantees receiving the Capability Grant will be provided the opportunity to access support from one of our Network Ambassadors, or another experienced Digital Inclusion Hub. To create a sense of community across grantees we expect this to be something all successful applicants take advantage of. Grantees will also be encouraged to be active in the Network Facebook Group, to attend network meet-ups and to make the most of the network training offer to support continued capability building of the organisation.

### Timings and deadline

Below are the key timing for this grant. Review these carefully before submitting an application for the grant.

Timeline	Date:
Launch of online application	Monday 29th April 2024, 12 midday
Deadline for applications	Thursday 6th June 2024, 12 midday

Communication of results to applicants	Friday 5th July 2024, by 5pm
Mandatory onboarding session	Wednesday 10th July, 9:30am to 10:30am
Mandatory onboarding session (catch-up)	Will be scheduled if required
Grant period start date	Monday 15th July 2024
Grant period end date	Friday 10th January 2025

Successful grantees will be provided with the confirmed date and time of the onboarding webinars when notified they have been successful as the above is subject to change. Dates for the two mandatory webinars and the other listed requirements surveys will be provided during the training session.

### Payment schedule

The £6,000 grant size will be paid in two instalments. The details of these two instalments and what's required for them to be released can be found below.

Payment schedule	
<b>Payment 1 - August 2024 - £4,200</b> (70% of grant)	<ul style="list-style-type: none"> <li>• Attendance at a training session.</li> <li>• Completion of a Baseline Survey.</li> </ul>
<b>Payment 2 - February 2025 - £1,800</b> (30% of grant)	<ul style="list-style-type: none"> <li>• Completion of all items listed in the 'requirements' section.</li> </ul>

Payments will be made within the calendar months noted above. We'd like to bring to your attention two things when considering an application. Firstly, 30% of the grant is paid at the end of the grant period, so keep this in mind when planning activities and spending. Secondly, all successful grantees are asked to provide evidence that their bank details on our website match those of your organisation's bank account. Guidance on what is expected will be provided to successful grantees, but a delay in actioning this could lead to delays in your first payment. Grantees who have recently passed this check may not need to provide another bank statement.

## Eligibility Criteria

To be eligible to apply organisations must already be a registered member of The National Digital Inclusion Network as of Friday 26th April 2024. Applications are welcome from organisations across the UK. Organisations who have received either a Digital Inclusion Impact Grant or a Digital Inclusion Capability Grant through Fix The Digital Divide 2023 to 2024 can still apply. Do please note if you have had a Capability Grant through Fix The Digital Divide - 2023 to 2024 previously your proposal must be to focus on something different, for example if you focused on developing a volunteer programme you shouldn't apply to do the same activities again.

If you're intending to apply to join the network on behalf of your organisation before submitting an application, please ensure it isn't already a member. There are two ways you can check this. Many organisations are on our map. If you can't see your organisation here, please ask around your team members to see if anyone else has previously joined your organisation up. Registering a duplicate organisation may cause your application to be unsuccessful.

### **Applicants for a Impact Grant must also consider:**

- Hubs can not apply for a Capability Grant and an Impact Grant from the Fix The Digital Divide Fund 2024 - 2025 at the same time. If a Hub applies for both grants at the same time we may discount both applications.

All organisations applying for this grant must pass an identity check and financial due diligence check. In most cases these can be undertaken without needing to speak to the organisation directly. However, from time to time we do need to gather further information, and responses to any emails regarding this would need to be responded to within five business days.

Contracts must be accepted online where Terms & Conditions specific to this grant will be provided. Terms and Conditions must be accepted and adhered to by Hubs and Good Things Foundation.



## Application: Preparing to apply, questions & guidance

Please note - should you have any questions about the grant or how to apply, please don't hesitate to contact the team using the contact details at the end of this document. Please note that we are a small team and there's a five day turnaround time. Therefore we would advise you to log into the website as early as possible and ensure you can access the application form.

Due to the turnaround times, and the fact some issues may need to be raised with our Technology team, issues with accessing the form raised in the final week of an application form being open for applications may result in us not being able to accept your application.

As part of the application process you'll be asked to provide your registered company or charity number. This is so that we can undertake due diligence checks as part of the assessment process which will include:

**Governance checks:** We will undertake a series of due diligence checks to validate that the applying organisation is operating within the scope of its constitution.

**Financial checks:** We will undertake a series of financial background checks to detect relative financial risk of the organisation.

### **Accessing and completing the application form:**

**Your web browser settings must allow third party cookies in order for you to complete and submit your application. We recommend that you use Chrome as your browser.**

**Once you've opened the application form, please check that your browser settings do not 'block third party cookies'. If they do, change this setting and refresh the webpage before starting your application.**

### **How to apply for this funding opportunity**

Please note, to apply for this grant you'll be required to download and complete the 'supporting information document' available on the Digital Inclusion Capability Grant web page. Once complete, follow the link on the Digital Inclusion

Capability Grant page to start your application, where you'll be prompted to upload your 'supporting information document' at the relevant point. Make sure the file name of the document is '(hub name) - (hub number)' and it is either a PDF or a Word Document.

The following are the questions you'll need to answer (either on the online application form directly or on the 'supporting information document' you'll be asked to upload) and the details you'll need to provide during the application process.

### **1. Your details (requested on the online application form directly)**

1.1 Hub ID

1.2 Hub name

You will have to confirm that you have the authority to submit this application. You will also have to confirm you understand the Terms & Conditions and the Grant Description & Application Guidance document.

### **2. Please tell us how would you best describe your organisation's legal status or ownership from the categories below? (requested on the supporting information document that you upload as part of the online application form)**

- Sole trader/Partnership
- Limited Company
- Limited Liability Partnership
- Independent local Government
- Community Benefit /Cooperative Society
- Community Interest Company (CIC)
- Charitable Incorporated (CIO)
- Charitable Company (Limited)
- Statutory Corporation
- Unincorporated Association

### **3. If you have a registration number from Companies House, The Charity Commission or as a Mutual, please add this below (requested on the supporting information document that you upload as part of the online application form)**

**4. What is your capability grant proposal and how do you plan to deliver it? (requested on the supporting information document that you upload as part of the online application form)**

- *Detail your proposal including the key activities you'll undertake to deliver your idea within the grant period.*
- *Provide details of who in your organisation is involved in making the proposal happen.*
- *State whether you're trialling something new or enhancing an existing provision.*

**5. What impact will delivering this proposal have? (requested on the supporting information document that you upload as part of the online application form)**

- *Explain in what ways the activity you'd like to undertake will increase your organisation's capability.*
- *Provide an estimated number of people who will benefit in your local area.*
- *Provide details on what the legacy of the grant will be.*

**6. Please outline how you plan to spend the grant funding, keeping the payment schedule in mind. (requested on the supporting information document that you upload as part of the online application form)**

*To answer this question please provide a few sentences, with figures, on how you intend to spend the £6,000 grant. You can also inform us of any match funding.*

**7. Upload your supporting information document (Word Document or PDF)**

**8. Financial (requested on the online application form directly)**

Have you read the grant description and understand your duties under the grant agreement? \*

This includes the terms under which payments against the grant funding agreement will be made.

**9. General & Legal (requested on the online application form directly)**

Have you read and understood your duties for each of the following areas?

Equality and diversity

Health and Safety

GDPR

Safeguarding

Under the terms & conditions of our agreement you'll need a relevant policy, suitable staffing and processes in place. You will be asked to confirm this.

**10. Declaration (requested on the online application form directly)**

Is all the information you've provided complete?

You will be requested to confirm the information provided is complete.

**Support**

If you have any questions which cannot be answered using the information above please contact the team via the [Get Support](#) web page.