

I'm funding a charity to develop a digital product / service and I want to make sure they do it right

Developing digital services can be hard, so it's important that charities get appropriate support. Especially if they are doing it for the first time. However, understanding where charities need support isn't always easy – especially if it's not an area you already have expertise in. These principles can be a checklist to assess how well a charity is following a good digital development process.

If you feel you have a good understanding of a project you're funding, complete the funder checklist to understand where and how the charity could be improving. Alternatively, ask the charity to complete the charity checklist themselves. This should give them a good sense of what needs to be developed. There are also recommended tools that can help you, or the charities you support, work even more effectively.

1 Start with user needs, and keep them involved

2 Understand what's out there first

3 Build the right team

4 Take small steps and learn as you go

5 Build digital services, not websites

6 Be inclusive

7 Think about privacy and security

8 Build for sustainability

9 Collaborate and build partnerships

10 Be open