

Principles

10 digital design principles to help charities build better digital services:

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