1. Mapping what frameworks exist

- CAST Better Digital Services
- NCVO
- Cogapp
- The Digital Workplace Skills Framework
- Hubbub
- The Dot Project

2. Describing Digital Maturity

We categorised the 50 frameworks into: tools that focus on: maturity assessment of charities, industry maturity (i.e. examining the charity sector as a whole), tools that are specific to the charity sector, and tools that cover charities and the tech sector. We then categorised the tools into the following 8 common focus areas:

- Leadership
- User-centred
- Culture
- Strategy
- Innovation
- Data
- Finance
- Communications

3. Identifying key progression stages

- NCVO Digital Maturity matrix
- Better Digital Services
- Digital Leadership Tool
- Data Maturity framework
- Cogapp Leading Digital Transformation

4. Frameworks for charities

- Charity Diagnostic Tools
  - Charity Diagnostic Tools
  - Better Digital Services
  - Digital Leadership Tool
  - Data Maturity Framework
  - Cogapp Leading Digital Transformation

Key takeaways

- There are a lot more frameworks than we expected. The Digital Workplace Skills Framework, CAST Better Digital Services, and NCVO are the most well-designed and/or researched.
- There is a lot of energy going in to providing support for charities to make sense of digital, whilst more focused charities are more closely aligned with their progress and learning.
- There are a lot of tools that are diagnostic tools. However, they are not defined as diagnostic tools. Instead, they define digital maturity.
- None of the tools define digital maturity. Instead, they are frameworks for charities, tools that are specific to the charity sector, and tools that cover charities and the tech sector.
- The tools largely offer general interpretations of the maturity levels.
- The tools are not currently covered by diagnostic tools.

Next steps

1. Review the maturity frameworks
2. Find funding opportunities
3. Connect with other charities
4. Collaborate with other charities

Research focus

1. How many diagnostic tools are there?
2. What is the primary focus of each tool?
3. What are the key target audience or evidence base of each tool?
4. To whom are the tools intended for?
5. How are the tools assessed in terms of improving their confidence, motivation and focus on next steps for digital?
6. Are diagnostic tools diagnostic tools?
7. Do diagnostic tools define digital maturity?
8. Are diagnostic tools frameworks for charities?
9. Are diagnostic tools specific to the charity sector?
10. Are diagnostic tools frameworks for charities and the tech sector?

Approach

1. Identify the maturity frameworks
2. Assess the maturity frameworks
3. Select the maturity frameworks
4. Implement the maturity frameworks
5. Review the maturity frameworks
6. Connect with other charities
7. Collaborate with other charities
8. Document the maturity frameworks
9. Publish the maturity frameworks
10. Share the maturity frameworks

15/50
27/50
33/50
29/50
14/23
19

Patterns in focus areas

- Leadership
- User-centred
- Culture
- Strategy
- Innovation
- Data
- Finance
- Communications

Change over time

Progression scoring

- NCVO Digital Maturity matrix
- Better Digital Services
- Digital Leadership Tool
- Data Maturity framework
- Cogapp Leading Digital Transformation

Digital Maturity Framework is a microsite and includes:
- Assessments
- Guides
- Case studies
- Glossary
- Resources

DIGITAL MATURE IN THE Charitable sector