

PCREFURB

England & Wales · Charity number 1184155

Details

Status Registered

Legal form CIO

Registered 2019-06-28

Register [View on the Charity Commission register](#)

Contact

Address The Bureau
Bank House
20-22 Henry Street
Glossop
Derbyshire
SK13 8BW

Phone 01457 865722

Email info@pcrefurb.org.uk

Website www.pcrefurb.org.uk

Activities

Objects: THE OBJECTS OF THE CIO ARE:1) FOR THE PUBLIC BENEFIT, THE ADVANCEMENT OF EDUCATION IN THE USE OF COMPUTERS AND OTHER INFORMATION TECHNOLOGY (IT) EQUIPMENT AND SOFTWARE AND ALSO COMMUNICATION SKILLS2) THE PROTECTION AND PRESERVATION OF THE ENVIRONMENT FOR THE PUBLIC BENEFIT THROUGH THE REPAIR, REFURBISHMENT AND RECYCLING OF UNWANTED AND/OR OUTDATED COMPUTERS AND OTHER IT EQUIPMENT3) THE RELIEF OF THOSE IN NEED DUE TO MENTAL HEALTH PROBLEMS OR WHO ARE SOCIALLY DISADVANTAGED BY ENABLING THEM TO SHARE AND DEVELOP IT SKILLS AND KNOWLEDGE IN A SAFE AND ACCEPTING GROUP4) TO RELIEVE OR PREVENT POVERTY IN PARTICULAR BUT WITHOUT LIMITATION BY PROVIDING PERSONS WITH LIMITED MEANS WITH COMPUTERS OR OTHER IT EQUIPMENT5) TO ADVANCE EDUCATION BY PROVIDING SCHOOLS WITH REFURBISHED COMPUTERS OR IT EQUIPMENT6) THE PROMOTION OF THE VOLUNTARY SECTOR BY PROVIDING REFURBISHED COMPUTERS OR IT EQUIPMENT TO CHARITIES OR COMMUNITY GROUPS TO HELP IMPROVE THEIR EFFECTIVENESSTHE 'VOLUNTARY SECTOR' MEANS CHARITIES AND VOLUNTARY ORGANISATIONS. • CHARITIES ARE ORGANISATIONS, WHICH ARE ESTABLISHED FOR EXCLUSIVELY CHARITABLE PURPOSES IN ACCORDANCE WITH THE LAW OF ENGLAND AND WALES. • VOLUNTARY ORGANISATIONS ARE INDEPENDENT ORGANISATIONS, WHICH ARE ESTABLISHED FOR PURPOSES THAT ADD VALUE TO THE COMMUNITY AS A WHOLE, OR A SIGNIFICANT SECTION OF THE COMMUNITY, AND WHICH ARE NOT PERMITTED BY THEIR CONSTITUTION TO MAKE A PROFIT FOR PRIVATE DISTRIBUTION. VOLUNTARY ORGANISATIONS DO NOT INCLUDE LOCAL GOVERNMENT OR OTHER STATUTORY AUTHORITIES.

Activities: Refurbishing and repairing donated computers and other IT equipment to give or loan to approved individuals, charities, schools and community groups, locally and overseas, without means to buy new equipment. Providing IT working and training opportunities for vulnerable and other volunteers in a supportive workshop environment. Providing informal training and support to older and other people

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Environment/conservation/heritage, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies, Other Defined Groups, The General Public/mankind

Geography

- Derbyshire
- Manchester City
- Tameside

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£202,276	£191,616	-	-
2024-03-31	£174,764	£137,322	-	-
2023-03-31	£140,703	£144,789	-	-
2022-03-31	£217,915	£127,708	-	-
2021-03-31	£111,541	£68,462	-	-

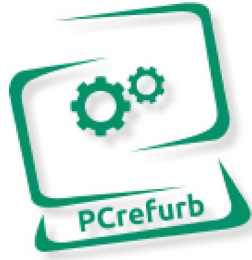
Trustees

Name	Role	Appointed
Jonathan Richard Charles Spriggs	Chair	2024-10-14
Josh Asquith		2026-01-12
Khem Khalil Omar Sattaur		2024-04-17
Ollie Cross		2021-09-21
SARA BILLINGHAM		2024-10-14

PCREFURB

England & Wales - Charity number 1184155

Accounts



PCrefurb

a digital inclusion charity

Trustees' Annual Report for the period

1st April 2024 to 31st March 2025

PCrefurb is a Charitable Incorporated Organisation (CIO) - Registered Charity Number 1184155

Registered office and operational address:
Bank House, 22 Henry Street, Glossop, SK13 8BW

Website: <https://pcrefurb.org.uk>
Social media: @PCrefurbCharity

Bankers: National Westminster PLC, 1-3 Market Place, Hyde, SK14 2LX

Independent Financial Examiners: Chadwick & Company Chartered Accountants,
Capital House, 272 Manchester Road, Droylsden, Manchester M43 6PW

Contents

Contents.....	2
Board of Trustees.....	3
Staff.....	3
Chair’s Review.....	3
Objectives.....	5
Activities.....	6
Highlights of the Year.....	8
Our Volunteers.....	11
Achievements and Performance.....	12
Feedback from our referrers.....	14
Funders, Donors, and Supporters.....	15
Looking Ahead.....	16
Financial Review.....	17
Structure, Governance and Management.....	18
Governing Document.....	18
Declarations.....	19

Board of Trustees (April 2024 - March 2025)

Sarah Tinsley	Chair
Ollie Cross	Treasurer
Kirstin Postlethwaite-Thomas	Secretary
Daniel Oliver McLoughlin	(Retired 27 th June 2024)
Khem Khalil Omar Sattaur	(Appointed 17 th April 2024)
Jonathan Richard Charles Spriggs	(Appointed 14 th October 2024)
Sara Billingham	(Appointed 14 th October 2024)

Staff

Helen Melhuish	Chief Officer
Julia Norton	Operations Manager
Jamie Abbott	Technical Lead
Suzanne Fernley	Digital Training Coordinator
Sam Hardy	Access Digital Tameside & Digital Link Project, Project Lead
Ellissa Bryant	Access Digital Tameside, Digital Tutor
Jason Egerton	Access Digital Tameside, Digital Tutor

Chair's Review

I'm honoured to present PCrefurb's Annual Report for the year 2024-2025, and I'm incredibly proud about our successes this year, which you'll see in the following pages.

We've seen profound success in equipping individuals with essential digital literacy and communication skills. Our Digital Training Coordinator and our invaluable Digital Champions continued to provide sessions across the High Peak, and our Project Lead for the Digital Link Project not only trains end-users but also actively recruits volunteers and upskills staff within partner organizations. This collaborative approach, which saw us deliver over 1,800 individual training sessions totalling more than 2,300 hours, ensures that our support is local, personal, and familiar, embedding training groups in community venues where people already feel safe and welcome.

Regarding our efforts in environmental protection through the responsible recycling and refurbishment of IT equipment, our commitment is bolstered by our volunteers who work in our workshops, sharing their knowledge and skills. This year over 600 items were generously donated, and by reusing that equipment I can't believe that we saved as much CO₂e as we would have done by growing over 8,000 trees for a year. Our partnerships, such as the one with Onward Homes, for whom we refurbished over 170 staff devices, also played a crucial role in this environmental effort and provided important income for the charity.

We've also made substantial strides in fostering social inclusion and providing vital relief to those facing disadvantage, by enabling them to develop IT skills within safe and accepting environments. Our Digital Link Project specifically works with partner organizations serving people in crisis, and our Access Digital

Tameside Project supports residents experiencing economic deprivation. The feedback from referrers, like the case study from Zink Community Project, clearly demonstrates the life-changing impact of our work, where a laptop from PCrefurb enabled Carla to secure employment.

Furthermore, we've successfully expanded access to essential technology for individuals with limited means, schools, and charitable organizations. Through the Digital Support Derbyshire pilot, we fulfilled over 40 referrals for equipment, with more than 30 going to individuals. Our Chief Officer personally delivered a number of laptops to women supported by Diversity Matters North West, and we responded to over 320 requests for equipment from groups and referred individuals. We also provided equipment to various organizations like Youth Matters New Mills and the Chesterfield FC Community Trust. These efforts are made possible by our volunteer drivers who deliver and collect IT equipment.

None of these achievements would have been possible without the incredible spirit of collaboration and partnership that defines PCrefurb. I especially want to call out the dedication of our staff, the invaluable contributions of our volunteers - from IT Refurbishers who find it rewarding to repair old things for the less fortunate to Digital Champions who empower others with digital skills, and our essential Drivers who deliver equipment - and the generous support from our funders, donors, and partner organisations. Without the support of Digital Champions, for example, it would be impossible to deliver the number and geographical spread of sessions we currently offer.

Looking ahead, PCrefurb is committed to aligning our efforts with the government's 'Digital Inclusion Action Plan,' ensuring everyone has the access, skills, and confidence to participate in our modern digital society.

I can't wait to see what we can achieve together in the next year!

Jon Spriggs

(Appointed Chair April 2025)

Objectives

Our Objectives as summarised in the charity's constitution:

- Education in the use of computers and other information technology and in communication skills.
- The protection of the environment through the repair, refurbishment and recycling of unwanted and/or outdated computers and other IT equipment.
- The relief of those with mental health problems or who are socially disadvantaged by enabling them to share and develop IT skills and knowledge in a safe and accepting group.
- To provide people with limited means with computers or other IT equipment.
- To provide schools with refurbished computers or IT equipment.
- To provide refurbished computers or IT equipment to charities or community groups to help improve their effectiveness.

The Directors have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Directors consider how planned activities will contribute to the aims and objectives that have been set.

Activities

Digital Link Project

In September 2023 PCrefurb launched its Digital Link Project (DLP), funded for three years by the Edward Holt Trust. This project exists to work with organisations who serve people in crisis within Tameside. The aim is to deliver digital skills training to individuals who need help to access digital services, and who are currently prevented from doing so due to lack of skills, equipment, or access.



The way this is achieved is bespoke to each organisation, their needs, and the needs of their clients. Group training is provided, alongside staff and volunteers from partner organisations, and our Project Lead's role is to both train end users, but also help recruit volunteers, and upskill the staff in the organisations, developing their confidence to deliver similar training themselves. The aim is to achieve the best outcome for those most in need in Tameside, and PCrefurb works with each organisation to develop any approach that together we feel is most effective to achieve that end. To date 24 organisations have been supported.

Digital Support Derbyshire - Device and Support Project

Since 2022 PCrefurb has been part of the Digital Support Derbyshire network set up by Rural Action Derbyshire (RAD), and PCrefurb's Chief Officer has been on its steering group. Part of Rural Action Derbyshire's remit was to spot potential gaps in provision and, where appropriate, work with communities and other partners to develop and pilot new digital inclusion projects. PCrefurb was funded to deliver a three-month pilot project from January 2024 to support members of the network who deliver digital skills and need devices, or who wish to apply for a device for an individual. This additional funding meant that we were able to expand our distribution of refurbished equipment beyond the High Peak to other Derbyshire boroughs. This pilot was followed by a contract to continue to deliver the project for a further 12 months from April 2024.

The aim of the project has remained the same, to increase the provision of digital devices, support, and connectivity to Derbyshire residents via the Digital Support Derbyshire Network. PCrefurb is responsible for:

- Device refurbishment
- Distribution and dispatch of refurbished devices to individuals and groups.
- Distribution administration
- Remote digital/technical support and signposting to device recipients.
- Technical consultancy
- Publicity
- Monitoring and reporting

During the 12 months, 41 referrals for equipment were fulfilled. Of those, 34 were for individuals and the remainder were for the following organisations:

Kings Road Area Neighbourhood Watch
 Zink Employability
 Holme Hall Utd
 Citizens Advice North East Derbyshire
 Kelsey Family CIC
 SNAPP-IT
 Youth Matters

Sandiacre
 Buxton
 Chesterfield
 Chesterfield
 Belper
 Chesterfield
 New Mills

The funding for this project has been extended until the end of March 2026.

Access Digital Tameside Project

The Access Digital Tameside project began in December 2023 and exists to provide opportunities for residents who are experiencing economic deprivation, referred to us by partner organisations within Tameside, to gain a 'minimum digital standard of living'. This means being able to communicate, connect and engage with opportunities in the digital world safely and with confidence. We believe digital support should be local, personal, and familiar. That's why our training groups are embedded in community venues across Tameside - places where people already feel safe and welcome. Trained staff and Digital Champions provide welcoming and supportive spaces to help and empower residents with digital skills.



In October 2024 we received confirmation that our application for continuation funding had been approved, and the project is now due to run until the end of November 2025.

Digital Skills Support in the High Peak

Need to get online?

Do you need help using a smartphone, tablet or laptop?

- Shopping online
- Job searching
- Form filling
- Emails
- Staying safe online
- Connecting with family & friends

Drop in for FREE friendly support

PCrefurb is a Glossop based charity which aims to 'bridge the digital divide' by supporting people to get online. We have drop-in groups available in New Mills, Glossop, Wirkfield and Hadfield where trained tutors can help you to become more confident using smartphones, tablets and laptops.

Contact Suzanne on 07565 723423 for more information

PCrefurb is a Charitable Incorporated Organisation
 Registered Charity Number: 1184155
www.pcrefurb.org.uk

During the year 2024/25 extensive efforts were made to provide digital skills support to residents of the High Peak. At the start of the year our Digital Training Coordinator and Digital Champions continued to provide sessions in The Bureau Glossop, at New Mills Volunteer Centre, The Vineyard Glossop and Hadfield Methodist Church. The latter two venues became under subscribed, however, we were approached to provide sessions at Furness Vale Social Club and by the Friends of Victoria Hall Glossop.

In addition, Suzanne attended the CAP (Christians Against Poverty) employability sessions at the Revive Church in New Mills to support participants with their online job searching activities.

Equipment Refurbishment

During the period April 2024 to March 2025, 653 items of equipment were donated to us. We are very grateful to our corporate and individual donors. Each piece of equipment is logged ready to refurbish and redistribute or recycle.

Our partnership with the Derbyshire County Council *Thriving Communities* programme ended in October 2024. In May 2020 the first batch of laptops, previously used by Council employees, was passed to us for refurbishment. Over the following five years a total of 655 laptops were refurbished and then returned to benefit those in need in the community. We estimate that this partnership had almost 1000 direct beneficiaries.

In July 2024 we established an agreement with Onward Homes to refurbish their staff laptops for a small charge. This is an important source of income for the charity. To date we have refurbished 172 devices.

During this financial year we were able to provide refurbished equipment to several organisations for use by their staff or clients. Here are some examples:

Youth Matters New Mills	2 x laptops, 5 x PCs
Noah's ART Alternative Provision	2 x PCs
L.A.D.S Lads Against Depression	1 x tablet, 1 x laptop
Healthy Hyde	5 x laptops
Get Together After Serving	10 x PCs
Live Great Adventures CIC	5 x tablets

Highlights of the Year

Featured here are a selection of activities across the year which provide an insight into the breadth of work undertaken by PCrefurb.

April



In April we received a request from Susan Barrow, Faculty Leader Computer Science & Business at Glossopdale School & Sixth Form, Susan was on the hunt for some computer hardware that she could use to create practical lessons on the inner workings of PCs. For example, where and how to install a CPU and RAM.

May

In May we actively promoted the work of our Digital Champions with the aim of recruiting more volunteers.



June



Members of the PCrefurb team took part in Tameside Council's *TechKnow* Festival. It

was an opportunity for residents to find out all about what we do in their community to bridge the digital divide.

Team members were available to chat about our digital training groups and the opportunities to become a volunteer Digital Champion.

July

Helen, our Chief Officer, personally delivered nine laptops to women currently being supported by Diversity Matters North West in Hyde.



DMNW is an award winning independent local charity working to combat health inequalities and social exclusion and to promote community cohesion.

August



Suzanne, our Digital Training Coordinator, and our volunteer Digital Champions Chris, Brad and Sean helped out at a very busy Health and Wellbeing Event in New Mills.

September

Suzanne attended the weekly CAP - Christians Against Poverty UK Job Club, to support attendees with their digital skills.



October

				Places
Friday	11th	10:30am-12:30pm	Denton Library	5
Tuesday	15th	13:30pm-3:00pm	Acton Library	20
Monday	21st	10:30am-12:30pm	Dukinfield Library	15
Wednesday	23rd	10:00am-12:00pm	Stalybridge Library	10
Friday	25th	3:00pm-4:30pm	Droylsden Library	20

This is a free session, but places are limited, so please email sam.hardy@pcprehub.org.uk with the library name and date to book. Or speak to the librarian.

During October Sam Hardy, our Access Digital Tameside Project Lead, delivered free sessions on 'How to stay safe online' and 'How to use Google Password Manager', in Tameside libraries.

November





Sam Hardy (pictured here second on the right) regularly attends public events to generate awareness of our work. Here he is supporting a Tameside Metropolitan Council Scams Advice and Guidance stall.

December



Social occasions are important opportunities to bring our staff, volunteers and supporters together. The annual Christmas get together is always popular.

January

Alongside The Bureau and local GP practices, PCrefurb staff and volunteers provided support to the public at an event aimed at introducing attendees to the NHS App.



February

PCrefurb supports the *Extra Time* project, providing IT equipment and digital skills training to some of their clients.

Mary, their Finance and Grants Lead told us "We have just finished the current course, and I wanted to take the opportunity to thank you for your support in both providing additional training, equipment and importantly referrals to the course".

March

We were thrilled to be group finalists in the inaugural Glossopdale Community Champions awards, a brilliant night for the whole community.



Our Volunteers

PCrefurb welcomes volunteers to support all aspects of our work and activities, we work together for social and environmental good.

Refurbishing IT Equipment

PCrefurb holds two workshops on Wednesdays at The Bureau in Glossop. Some of our participants have complex needs and we aim to ensure that everyone feels included and valued. Our refurbishing volunteers are encouraged to share their own knowledge and skills. They are provided with quarterly updates regarding the quantity of equipment passed onto clients and the positive impact that it is having.

Digital Champions

We welcome volunteers to help with our basic digital skills training projects. Digital Champions work with digitally excluded people to help them access the online world. We have a thorough onboarding process, including training, so that the volunteers feel equipped and comfortable in their role. Without the support of Digital Champions, it would be impossible to deliver the number and geographical spread of sessions that we currently offer. During this year there were 651 client and DC interactions.

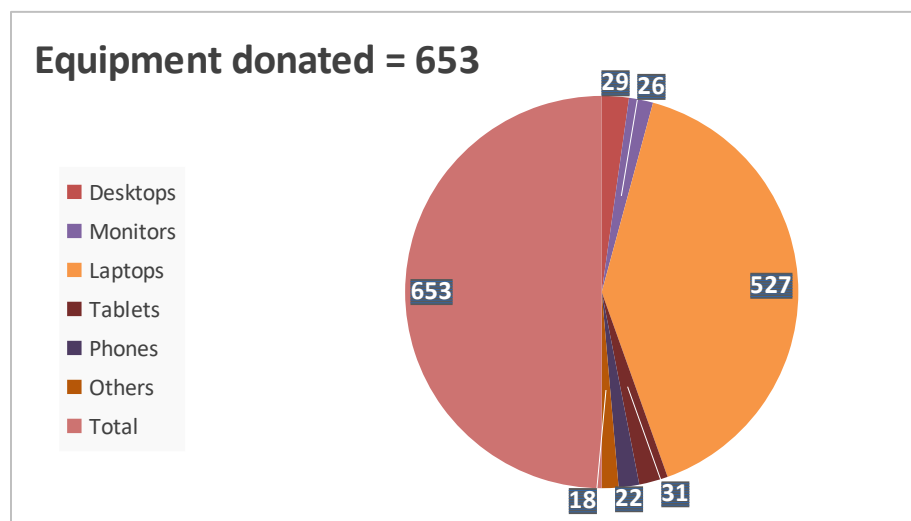
Drivers

PCrefurb relies on volunteers to deliver and collect I.T. equipment to and from individuals, organisations and businesses within Tameside and the High Peak. We offer flexibility with regards to frequency of journeys and distance travelled.

Achievements and Performance

CO²e saved by reusing equipment = 175.6 tonnes

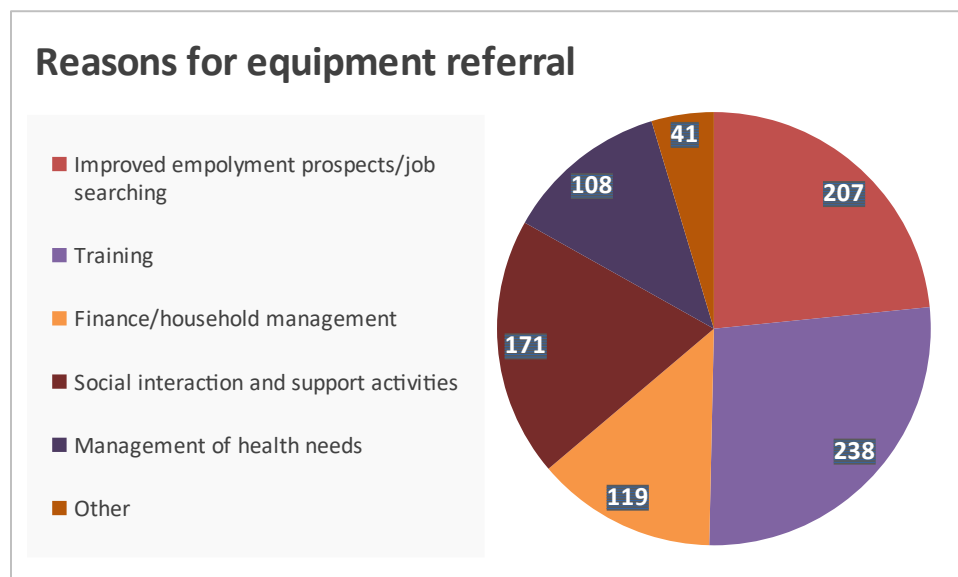
This is equivalent to:



Driving **87.8 petrol cars** for one year or growing **8779 trees** for one year.

Calculation sources are available.

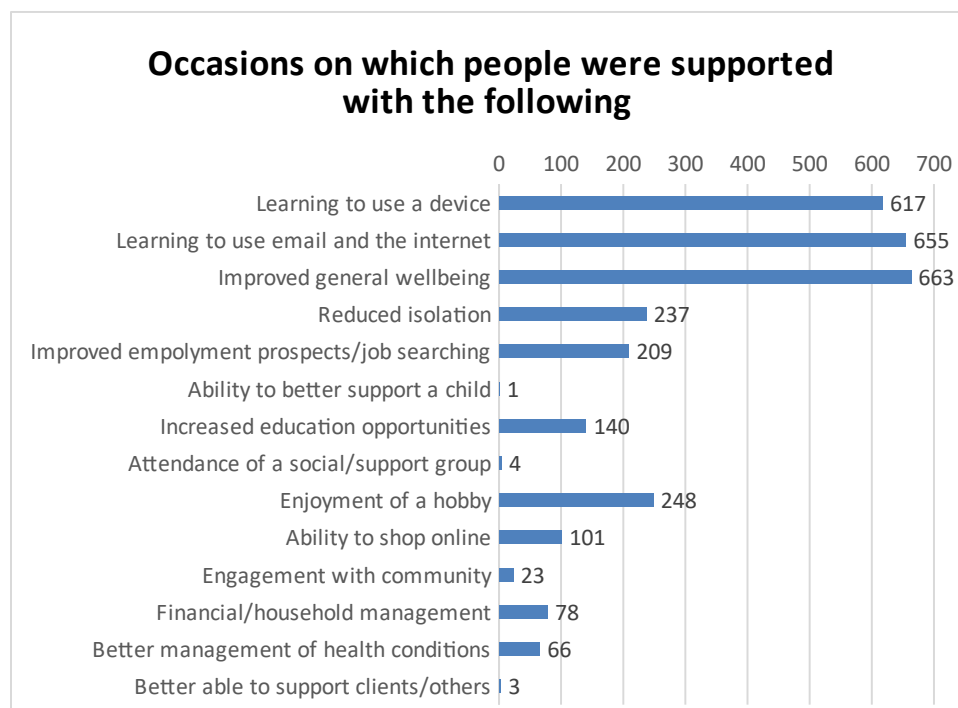
Requests for equipment from groups and referred individuals = 324



Clients referred for Digital Skills training = 225

Sessions delivered providing individual training = 1874

Hours of skills training delivered = 2340



Feedback from our referrers

Carla (case study from Zink community project, Buxton)

Carla is in her early 60s. She has worked in care and as a cleaner in the past but been unemployed due to health reasons for a number of years. Having recovered and learned to manage her health better she wanted to start looking for a part time job. Lack of IT skills and equipment prevented this; last time she applied for work it was via a handwritten letter and CV.

Carla attended Zink's IT workshop 'Discover Digital' to gain some IT knowledge and had help from one of Zink's work coaches. With her work coach helping, Carla applied for a laptop from PCrefurb. When it arrived, she started to bring it to Discover Digital and learned how to use it better. As a result of improved IT skills and jobsearching and application knowledge gained from her work coach, Carla started to apply for jobs at home as well as with Zink's work coach support.

Carla attended Zink one Thursday in July excited that she had been offered a cleaning job in a local school. She used her laptop to accept the offer and to undertake pre-employment checks like ID and DBS.

Without the laptop supplied by PCrefurb, Carla would not have been able to apply for the job at all nor would she have been able to accept it or undertake pre-employment checks in the manner preferred by the employer; it made her appear far more professional.

Chesterfield FC Community Trust

We (Chesterfield FC Community Trust) applied for a grant from Rural Action Derbyshire to commence some digital support within our Senior Spireites sessions allowing the aging population to engage digitally and helping to combat social isolation. As a charity we often struggle to purchase laptops due to the cost and ever need to update but we were aware that as part of this project we would need an up-to-date working laptop for the staff running the project to use.

We applied to PCrefurb and within a week they had posted out and we had received a laptop for use on our Senior Spireites project. This allows all participants in the group access to a laptop during the sessions which run three times a week. They are also able to come in outside the sessions if needed and we know we will always have a laptop on site for them to use.

Without this we would rely on staff having capacity to give up their laptop multiple times a week which would prevent them from doing other work for the Trust. This project would definitely not be working as successfully without the generosity of PCrefurb.

Funders, Donors, and Supporters

We are grateful for donations of equipment. This year saw donations from 51 businesses, organisations and individuals which amounted to 653 pieces of equipment.

We received significant equipment donations from:

Myson Pages
Sodexo
Bupa Foundation
Fixtuur
Inology
Telecom 2
Five Wealth Ltd



As a charity reliant on donations of IT equipment to refurbish and redistribute to those in need, we place the highest priority on data security. We would like to take this opportunity to thank RedKey USB who, in June 2024, offered their award-winning data erasure software free of charge. This software adheres to the highest standards and holds

multiple international certifications for erasing both hard drives and mobile devices. We are absolutely delighted to be able to use this software in the knowledge that we can erase to the highest certified standards; it does everything we need and more, and we have access to great support from the RedKey USB team.

This year we received funding from:

S & M Scanlon Trust
Access Foundation
Edward Holt
Good Things Foundation
National Lottery Community fund
Rural Action Derbyshire
Derbyshire County Council Membership Leaders' Fund
Mark Masons Benevolent Fund

Looking Ahead

In February 2025 the Government published its 'Digital Inclusion Action Plan: First Steps'. This document laid out the Government's approach to tackling digital exclusion, stating *we're making sure everyone can be included in our digital world*, and defining digital inclusion as *ensuring that everyone has the access, skills, support and confidence to participate in and benefit from our modern digital society, whatever their circumstances*.

This has been the constitutional aim of PCrefurb since its inception seven years ago and our work going forward will deliver on the Government's focus areas:

1. *Opening up opportunities through skills* – through our digital training groups.
2. *Tackling data and device poverty* – we will continue to offer refurbished IT equipment and data SIMs to clients referred to us.
3. *Breaking down barriers to digital services* – engaging with stakeholders, including those within the statutory sector, means that we highlight the impact of the digitalisation of services on those who aren't currently online.
4. *Building confidence and supporting local delivery* – are services are 'hyper local', this means that we reach people within their communities and develop relationships of trust.

At the time of writing, we are working hard to:

- Develop delivery of our digital training services within the High Peak to ensure they are well publicised, accessible and meeting residents' needs.
- Continue delivery of services in the wider Derbyshire community, in partnership with Rural Action Derbyshire.
- Reflect on our achievements and activities to date in Tameside as we formulate project delivery post our current funding.

Financial Review

Reserves Policy

In line with guidance issued by the Charity Commission, the Trustees of PCrefurb aim to maintain enough free reserves at the end of the financial year to contribute to baseline running costs, any unexpected scenarios and to meet its obligations to its staff and the community it serves.

PCrefurb will seek to hold a reserve amount of unrestricted funds equivalent to the greatest of:

Sufficient to allow orderly closure of the charity including staff notice periods, redundancy costs, rental and utility notice periods and other closure costs. This amount will be ring-fenced.

Six months operational running costs.

The value will be set and reviewed by the Treasurer and Chief Officer:

- every twelve months.
- when there are changes/additions to staff contracts.
- when other significant changes of expenditure occur.

Structure, Governance and Management

PCrefurb is a Charitable Incorporated Organisation (CIO). The Trustees are ultimately responsible for all governance, funding, staffing and disciplinary matters through regular and ad hoc board meetings. Urgent decisions are taken, if necessary, via email.

The Chief Officer reports and makes recommendations to the Trustees and is supervised directly by a small supervisory group of Trustees.

Trustee meetings are held every three months with the use of email to take decisions and approve documents in between meetings.

Trustee Selection

Appointments are normally made in a full meeting or by a panel of selected trustees. This follows informal briefings and an invitation to attend at least one Trustees' meeting as an observer. Written material and references may be requested if deemed necessary. Attention is paid to experience and skills and any need to fill or replace specific areas of expertise.

Induction is based on providing new trustees with copies of the Constitution, the charity's policies and procedures and other relevant documents. No formal training is carried out unless specifically deemed necessary - suitable candidates will normally have had experience of governance and / or management in the public, private or community / charity sector.

In taking decisions related to the charity's work, all the Trustees serving during the year covered by this report have read and had regard to the Charity Commission Guidance on Public Benefit guidance.

Governing Document

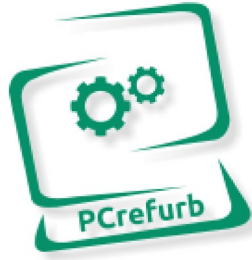
Our Constitution is our Governing Document as registered with the Charity Commission on 28 June 2019.

Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees:

Signature(s)	
Full name(s)	
Position (e.g., Secretary, Chair, etc)	Chair
Date	21/8/2025



PCrefurb

a digital inclusion charity

**Trustees' Financial Statement for the period
1st April 2024 to 31st March 2025**

PCrefurb is a Charitable Incorporated Organisation (CIO) - Registered Charity Number 1184155

Registered office and operational address:

Bank House, 22 Henry Street, Glossop, SK13 8BW

Website: <https://pcrefurb.org.uk>

Social media: @PCrefurbCharity

Bankers: National Westminster PLC, 1-3 Market Place, Hyde, SK14 2LX

Independent Financial Examiners: Chadwick & Company Chartered Accountants, Capital House, 272 Manchester Road, Droylsden, Manchester M43 6PW

**PCREFURB
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT**

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
<u>Income from:</u>					
Grants	2.1	185811		156365	
Donations	2.2	6987		5600	
Sale of Equipment	2.3	2258		3779	
Generated Income	2.4	7220		9020	
Total income			<hr/> 202276		<hr/> 174764
<u>Cost of sales:</u>					
Opening Stock		0		393	
Computer Parts/Materials		6504		5184	
Project Costs		0		0	
Closing Stock		0		0	
			<hr/> 6504	<hr/> 0	<hr/> 5577
<u>Expenditure on:</u>					
Charitable activities	3		185112		131745
Total expenditure			191616		137322
Net Income over Expenditure			<hr/> 10660		<hr/> 37442
			<hr/>		<hr/>

**PCREFURB
BALANCE SHEET
AS AT 31 MARCH 2025**

		2025		2024	
Fixed Assets	Notes	£	£	£	£
Office Equipment	4.1		11614		1503
Fixtures and Fittings	4.2		40		80
			<u>11654</u>		<u>1583</u>
 Current Assets					
Bank accounts	5.1	14371	8	14418	0
Stock		0		0	
Debtors		51		0	
Prepayments	5.2	<u>2061</u>		<u>1022</u>	
			14583		14520
			0		2
 Current Liabilities					
Creditors		0		0	
Accruals	6.1	-3416		-3478	
Pension		<u>-601</u>		<u>-500</u>	
			-4017		-3978
			<u>15346</u>		<u>14280</u>
			7		7
 Funded by					
Reserves brought forward			14280		10536
			7		5
Surplus/(Deficit) for the year			10660		-37442

15346	14280
7	7

Made up of

Restricted Funds	46604	66205
	10686	
Unrestricted Funds	3	76602
	15346	14280
	7	7

On behalf of the trustees, I hereby confirm that these accounts represent a true and accurate statement for the period 1st April 2024 to 31st March 2025

O Cross Date 03.10.25
Treasurer 

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

1 Accounting policies

2 Income from charitable activities

Current reporting period

	Unrestrict ed £	Restrict ed £
2.1 Grants		
Access Foundation 2		40421
Edward Holt		30000
Good Things Foundation		2400
National Lottery Community Fund 1		10530
National Lottery Community Fund 2		78534
Mark Benevolent Fund		15150
Members' Community Leadership Fund.	276	
Rural Action Derbyshire	765	7735
Total	1041	184770

2.2 Donations

Donations from public 1987

Donations from organisations.	5000		
	6987		
2.3 Sale of equipment	2258		
2.4 Generated income			
<u>Services</u>			
DCC Building Lives	2320		
Consultancy/Training	150		
Provision of equipment and support	4536		
	214		
Other			
	7220		
Total	17506	184770	202276

3 Analysis of expenditure on charitable activities

	Notes	2025 £	£	2024 £	£
Telephone and internet		504		436	
Insurance		1695		1859	
Advertising and Marketing		901		588	
Bank Charges		212		169	
Computer Costs		1141		178	
Agent's Commission		350		216	
Salaries, NI and Pension costs	3.1	154161		114745	
Eye test		55			
Accountancy and payroll		306		288	
Consultancy		1250		1000	
Volunteer expenses		181		186	
Licences		0		0	
Legal and Professional Services		2639		1567	
Other Professional Services		413		42	
Other project costs		2294		636	
Printing postage and stationery		496		505	
DBS checks		194		129	
Rent, Room Hire and storage		5447		3858	
General Office/Admin expenses		283		178	
Travel and Subsistence		5435		1867	
Subscriptions		2655		1551	
Staff training		365		155	
Independent Examination Fee		858		816	
Sundry expenses		95		245	
Depreciation		3182		531	
			185112		131745

3.1 Staff costs

	£	£
Employer's NI	6219	3031.31
Pension	3039	2370.99
		109342.7
Salaries	144903	0
Total	154161	114745

No employee has employee benefits in excess of £60,000.

The average number of staff employed during the period was 7.

The average full time equivalent number of staff employed during the period was 5.

4 Fixed assets

	Office equipment
4.1	
Cost	£
At 1 April 2024	2454
Additions	13252
At 31 March 2025	<u>15706</u>
Depreciation	
At 1 April 2024	951
Charge for the year	3141
	<u>4092</u>
Net book value at 31 March 2025	<u>11614</u>
	Fixtures & Fittings
4.2	
At 1 April 2024	200
Additions	0
	<u>200</u>
Depreciation	
At 1 April 2024	120
Charge for the year	40
	<u>160</u>
Net book value at 31 March 2025	<u>40</u>

5 Current assets

5.1 Bank accounts at 31 March 2025

	£
Current	128891
Procurement	137
Reserve	14520
Petty Cash	170
Total	<u>143718</u>

5.2 Prepayments

Unity Insurance Services	178
Environment Agency	38
WPForms	31
Nordpass	156
Zoom Video Communications	122
Ninox	109
NCVO	114
Breathe HR	108
Onward invoices (1091 & 1092)	1205
Total	<u>2061</u>

6 Current liabilities

6.1 Accruals

Other	-936
Holiday pay	<u>-2480</u>
	-3416
Pension	<u>-601</u>
	<u>-4017</u>

INDEPENDENT EXAMINER'S REPORT

To the trustees of PCrefurb

Charity number: 1184155

I report to the trustees on my examination of the accounts of PCrefurb consisting of a receipts and payments account for the year ended 31 March 2025 and a statement of assets and liabilities as at 31 March 2025.

Responsibilities and basis of report

As the charity trustees of PCrefurb, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of PCrefub's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in any material respect:

1. accounting records were not kept in accordance with section 130 of the Act or
2. the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:

C L Taylor

Claire L Taylor BA (Hons), FCCA
Chadwicks
Capital House
272 Manchester Road
Droylsden
Manchester
M43 6PW

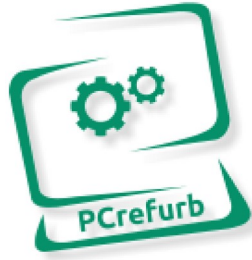
Date:

2/10/25

PCREFURB

England & Wales - Charity number 1184155

Accounts



PCrefurb

bridging the digital divide

Trustees' Annual Report for the period 1st April 2023 to 31st March 2024

PCrefurb is a Charitable Incorporated Organisation (CIO) - Registered Charity Number 1184155

Registered office and operational address:
Bank House, 22 Henry Street, Glossop, SK13 8BW

Website: <https://pcrefurb.org.uk>
Social media: @PCrefurbCharity

Bankers: National Westminster PLC, Norfolk Square, Glossop, SK13 8BW

Independent Financial Examiners: Chadwick & Company Chartered Accountants,
Capital House, 272 Manchester Road, Droylsden, Manchester M43 6PW

Contents

Contents.....	2
Board of Trustees.....	3
Staff.....	3
Chairperson’s Review.....	3
Objectives.....	5
Activities.....	6
Highlights of the Year.....	9
Our Volunteers.....	12
Achievements and Performance.....	13
Case Studies.....	15
Funders, Donors, and Supporters.....	16
Looking Ahead.....	17
Financial Review.....	18
Structure, Governance and Management.....	18
Governing Document.....	19
Declarations.....	19
Independent Examiner’s Report.....	20

Board of Trustees

Emily Brook	Chair
Ollie Cross	Treasurer
Kirstin Postlethwaite-Thomas	Secretary
Russell Gard	(Retired 11 th May 2023)
Stephen Lafferty	(Retired 13 th October 2023)
Daniel Oliver McLoughlin	(Appointed 10 th August 2023)

Staff

Helen Melhuish	Chief Officer
Julia Norton	Operations Officer
Jamie Abbott	Technical Lead
Andrea Bowler	Digital Wellbeing Project, Digital Training Coordinator then Project Manager
Beth Ware	Digital Wellbeing Project, Digital Training Coordinator
Kerri Swindells	Digital Wellbeing Project, Digital Wellbeing Assistant
Suzanne Fernley	Digital Training Coordinator
Sam Hardy	Access Digital Tameside & Digital Link Project, Project Lead
Ellissa Bryant	Access Digital Tameside, Digital Tutor
Jason Egerton	Access Digital Tameside, Digital Tutor

Chairperson's Review

It is with great pleasure and pride that I present to you PCrefurb's Annual Report for 2023/24.

Earlier this year I was given the opportunity to become interim Chair of PCrefurb and I can wholeheartedly say that I have been enormously impressed with the work that is being undertaken to bridge the digital divide in this community. While many of us are so used to having access to the internet that we treat it like switching on a light bulb or turning a tap, for many it is still beyond their reach, and they are suffering as a result. Denied online access to many of the services that the majority of us take for granted, they are left at a very real disadvantage which impacts their health, wellbeing and opportunities in life.

This report clearly demonstrates the fantastic achievements of PCrefurb during 2023/24. The winding down of the Digital Wellbeing Project at the start of the year didn't mean that the charity shrank, but rather the team recognised that there was still much work to be done to tackle digital exclusion in Tameside and successfully applied for funding from the Edward Holt Trust and the Access Foundation. This enabled two significant projects to be launched, the Digital Link Project and Access Digital Tameside. These initiatives seek to directly reach individuals at a point of crisis or deprivation in their lives when the need to access online services is paramount.

Running parallel to the service provision in Tameside, PCrefurb also developed its outreach in the High Peak. With the appointment of a Digital Training Coordinator came the opportunity to start Digital Training Groups, initially in

Glossop and New Mills. These groups continue to provide residents with free, drop-in opportunities to develop their digital confidence under the guidance of trained tutors, including volunteer Digital Champions. This work is wonderfully bespoke as attendees can present any digital concern or dilemma and be given the support that they need.

Meanwhile, back at base, our Technical Lead Worker and volunteer refurbishers transformed the donations of IT equipment that PCrefurb received into fit for purpose devices which were then ready to change lives as they were passed to the many clients referred to PCrefurb from partner organisations.

Writing this introduction gives me an opportunity to thank our funders and supporters for recognising that digital exclusion is real and must be tackled. I would also like to thank the members of the staff team that moved on from PCrefurb during the year. Andrea, Beth and Kerri were dedicated to making the work of the Digital Wellbeing Project a success and must be commended for the support that they provided to almost 400 clients.

2023/24 also saw changes to the Board of Trustees. Two long standing Trustees, Russell and Steve retired in May and October respectfully. They not only provided their skills and experience to govern the charity through a time of significant expansion and development, but they were also prepared on a regular basis to 'roll their sleeves up' and get stuck into shifting and transporting equipment!

I would like to finish this introduction to the Annual Report by also thanking our outgoing Chairperson, Emily Brook. Emily served as Trustee and Chairwoman of PCrefurb from December 2021 to July 2024. This was a period of intense change within the charity as it was still in the midst of the Covid pandemic at the start, weathered that and then went on, with her guidance, dynamism and determination, to grow and meet the future with thorough strategic planning and optimism. I myself am looking forward to following her lead and know that the charity is well prepared to meet its objectives during the year ahead.

I hope that you enjoy reading this report.

Sarah

Sarah Tinsley

Interim Chairperson



Objectives

Our Objectives as summarised in the charity's constitution:

- Education in the use of computers and other information technology and in communication skills.
- The protection of the environment through the repair, refurbishment and recycling of unwanted and/or outdated computers and other IT equipment.

- The relief of those with mental health problems or who are socially disadvantaged by enabling them to share and develop IT skills and knowledge in a safe and accepting group.
- To provide people with limited means with computers or other IT equipment.
- To provide schools with refurbished computers or IT equipment.
- To provide refurbished computers or IT equipment to charities or community groups to help improve their effectiveness.

The Directors have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Directors consider how planned activities will contribute to the aims and objectives that have been set.

Activities

Digital Wellbeing Project



The start of this financial year saw the winding down and eventual closure, in May 2023, of the Digital Wellbeing Project (DWB). We had received notification in December 2022 that the project wouldn't receive a third year of funding from Tameside and Glossop Integrated Care NHS Foundation Trust. DWB was a digital literacy project which aimed to improve the health and wellbeing of our community through digital inclusion.

In summary, the project received 392 referrals through 41 referral partners, delivered 1887 hours of digital skills training, inducted 85 Digital Champion volunteers and provided 197 devices.

In 2022-2023 alone, the project received 210 referrals, delivered 1712 hours of digital skills training, inducted 45 Digital Champion volunteers, and provided 47 devices including those which supported community venues and therefore gave a long-lasting community wide benefit.

Digital Link Project

In September 2023 PCrefurb launched its Digital Link Project (DLP), funded for three years by the Edward Holt Trust. This project exists to work with organisations who serve people in crisis within Tameside. The aim is to deliver digital skills training to individuals who need help to access digital services, and who are currently prevented from doing so due to lack of skills, equipment, or access.



The way this is achieved is bespoke to each organisation, their needs, and the needs of their clients. Group training is provided, alongside staff and volunteers from partner organisations, and our Project Lead's role is to both train end users, but also help recruit volunteers, and upskill the staff in the organisations, developing their confidence to deliver similar training themselves. The aim is to achieve the best outcome for those most in need in Tameside, and PCrefurb works with each organisation to develop any approach that together we feel is most effective to achieve that end.

Digital Support Derbyshire - Device and Support Pilot

Since 2022 PCrefurb has been part of the Digital Support Derbyshire network set up by Rural Action Derbyshire (RAD), and PCrefurb's Chief Officer has been on its steering group. Part of Rural Action Derbyshire's remit was to spot potential gaps in provision and, where appropriate, work with communities and other partners to develop and pilot new digital inclusion projects. PCrefurb was funded to

deliver a three-month pilot project from January 2024 to support members of the network who deliver digital skills and need devices, or who wish to apply for a device for an individual. This additional funding meant that we were able to expand our distribution of refurbished equipment beyond the High Peak to other Derbyshire boroughs.

The aims of the pilot were:

- Increase provision of digital devices, support and connectivity to Derbyshire residents.
- Increase provision of digital devices and support to group members of the Digital Support Derbyshire network to run digital inclusion projects.
- Increase signposting of Derbyshire residents to digital support.
- Increase understanding of the level and type of digital support needed in Derbyshire.
- Pilot a collaborative project between members of the Digital Support Derbyshire network.
- Evaluate the effectiveness of the pilot with a view to continuation of the services delivered.

Following an initial set-up period in December 2023, the pilot was open for referrals between 8th January and 31st March. Ten referrals for equipment for individuals were received via CVS organisations, RAD and Derbyshire County Council support departments (e.g. Leaving Care, Early Help). Four referrals were received from organisations that directly deliver digital support – RAY Club, Holme Hall Unite, Ashbourne Foodbank and Kings Road Area Neighbourhood Watch. Each of these organisations and the communities they serve will have significant ongoing benefit from the equipment provided. This short pilot clearly demonstrated evidence of need and that the Digital Support Derbyshire network is a very effective vehicle for supporting the distribution of refurbished devices and support

Access Digital Tameside Project

While we prepared to launch the Digital Link Project, we received confirmation that we were successful in an application to the Access Foundation for funding for a parallel project. While the DLP was to focus on clients at a crisis point, for example insecure housing, we were aware that the cost-of-living crisis was impacting many more people, and that digital exclusion was exacerbating the effects of financial hardship.



The Access Digital Tameside project exists to provide opportunities for residents who are experiencing economic deprivation, referred to us by partner organisations within Tameside, to gain a 'minimum digital standard of living'. This means being able to communicate, connect and engage with opportunities in the digital world safely and with confidence. In December 2023 we began providing Digital Training Groups in community venues across Tameside. Trained staff and volunteers provide welcoming and supportive spaces to help and empower residents with digital skills.

Digital Skills Support in the High Peak



Need to get online?

Do you need help using a smartphone, tablet or laptop?

- Shopping online
- Job searching
- Form filling
- Emails
- Staying safe online
- Connecting with family & friends

Drop in for **FREE** friendly support

PCrefurb is a Glossop based charity which aims to bridge the digital divide by supporting people to get online. We have drop-in groups available in New Mills, Glossop, Whitfield and Hadfield where trained tutors can help you to become more confident using smartphones, tablets and laptops.



Contact Suzanne on 07565 723423 for more information

PCrefurb is a Charity in the Republic of Ireland
Registered Charity Number: 1161155
www.pcrefurb.org.uk

While we were investigating how best to support Tameside residents, we were also aware of the lack of free digital skills support in the High Peak. This led to discussions with partner organisations in the community and the employment of a new Digital Training Coordinator in July 2023. Initially three weekly Digital Training Groups were established. One in The Vineyard community centre in Glossop, another in The Bureau, also in Glossop and a third at New Mills Volunteer Centre. Each group is open to all on a drop-in basis and anyone struggling to make best use of digital equipment is welcome to come along. The groups are supported by trained Digital Champions.

Equipment Refurbishment

During the period April 2023 to March 2024, 667 items of equipment were donated to us. We are very grateful to our corporate and individual donors. Each piece of equipment is logged ready to refurbish and redistribute or recycle.

We were very pleased to continue our partnership with the Derbyshire County Council *Thriving Communities* programme. 158 laptops (previously used by Council employees) were passed to us for refurbishment and of these 156 were returned for distribution to those in need in the community.

We continued to support the Ingeus *Work and Health* and *Restart* programmes in Tameside. Their mission is to 'make sure people have the skills, support, and behaviours to get jobs, gain independence and become productive employees'. During the period April – July 2023 19 referrals were received from Ingeus for their clients who were digitally excluded and therefore at a great disadvantage looking and preparing for employment.

During this financial year we were able to provide refurbished equipment to several organisations for use by their staff or clients. Here are some examples:

Jigsaw Support	12 laptops
Garside Kidd Community Centre	9 PCs and monitors
Equal Education Chances	3 laptops
White Bridge College	5 laptops and 4 PCs/monitors
Ashbourne Foodbank	6 laptops
G52 Gamesley	3 laptops and 3 Chromebooks
Hattersley Creative Club	18 iPads, 1 iMac and 1 MacBook
Age UK Tameside	2 laptops
Jigsaw Homes	2 PCs and monitors

Highlights of the Year

Featured here are a selection of activities across the year which provide an insight into the breadth of work undertaken by PCrefurb.



April

Connecting with Business in the Community who provided a donation of 116 smart phones previously used by Boots staff.

May

Effective networking meant that we were put in

touch with Zen Internet, and we received a donation of 96 Dell Optiplex PCs, 25 of which have already been refurbished and passed onto individual clients and community groups, including 15 which went to Bury and Oldam RSPCA for use in their charity shops.



June

We were very happy to support children's mental health CIC 'Bridge the Gap' with three refurbished PCs for their staff. Their Director, Nikki, told us "Bridge the Gap Child Mental Health CIC are delighted to have received a donation of three desktop computers for our much-needed service in Derby from the wonderful PCrefurb. We couldn't be happier, that PCrefurb have decided to support us, we are a local community interest company based in Derby and receive very little funding for our

service. We work with children and young people, helping them to explore their emotions and make sense of them so as to reduce fear around their feelings moving into adulthood. We were in desperate need of computers for our staff to operate and are so grateful for this much needed charity."

July

In July, we received a request from SISU, an organisation set-up by, and run for, people with long-term health conditions. They needed devices to go into members' homes and we were able to provide five refurbished PCs.



August

We are always dependent on IT devices being donated to us, so requests regularly appear on our social media feed. John Keogh (pictured here) is



Director of Bluebird Care in Rochdale and was able to donate two PCs and three laptops to us.

September

September saw the start of an ongoing partnership with MBH Global, an IT asset disposition company. Their Managing Director, Matthew Harrop, was keen to support our work. We have now received five donations of equipment from them, totalling 168 devices which has had a significant impact on the number of people and organisations we have been able to support.



October

Following the launch of our Digital Link Project we were able to support Garside Kidd, a new project set up in Ashton under Lyne. We provided eight refurbished desktops and Sam Hardy, Project Lead for the Digital Link Project, delivered basic skills computer training to two groups using this equipment.



November

The Digital Link Project also worked with Infinity Initiatives C.I.C, a community café and support charity for the most vulnerable in Ashton.

Infinity had two placement trainee Occupational Therapists that Sam Hardy worked alongside. The aim was to train volunteers to help café users acquire basic digital skills. To facilitate this, PCrefurb provided two refurbished laptops and a set of headphones, so that Infinity Initiatives' café users could access digital training and use internet-based services during café opening times.



December

We provided Ashbourne Foodbank with six refurbished laptops to facilitate training that they were undertaking with volunteers prior to a new course for Foodbank users in financial literacy.



January

Sam Hardy, as part of our Digital Link Project, has been working alongside staff and volunteers at Holy Trinity Church and Community Centre to train them so that they can help the women in their community learn basic digital skills.



February



Over the period December to February, we supported an initiative by 'Fit for Life' (Greater Manchester) CIC to provide digital skills support to residents of housing association accommodation in three locations in Ridge Hill, Stalybridge. From March this work continued within our Access Digital Tameside project.

Our Volunteers

I.T. refurbishers

PCrefurb provides various volunteering opportunities, allowing members of this community to share their skills and engage with our work. We believe the reality that many of these individuals have volunteered with us for many years reflects our relationship with them. For example, four of our volunteer IT refurbishers have been with us since the start of the project in 2018.

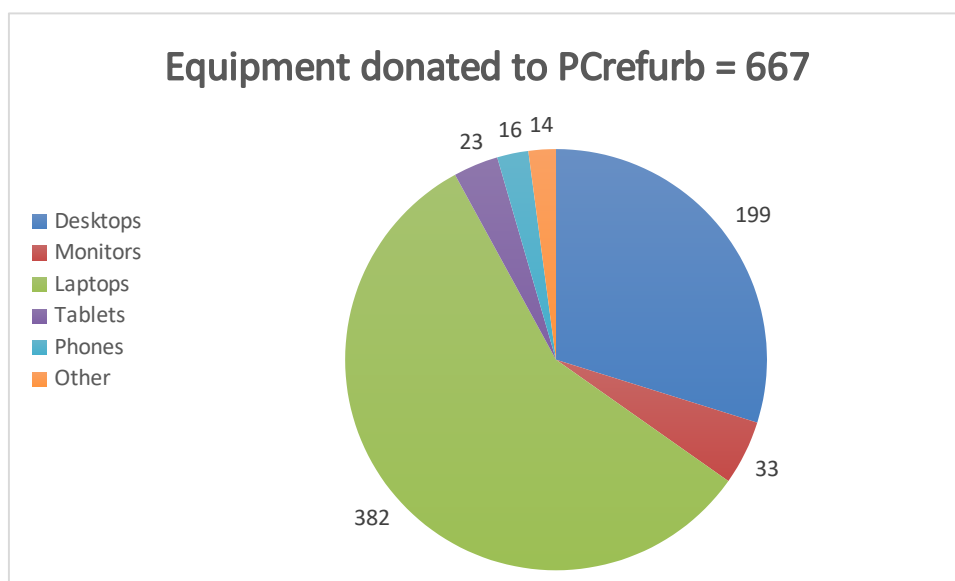
It is important that we value their contribution and one practical way to demonstrate this is to provide opportunities for skills and knowledge development. During the latter part of 2023 Brett Casterton, founder of Inology IT support company, ran a four-week Networking Essentials course for the volunteers. PCrefurb Technical Lead Worker, Jamie Abbott, described the course as "giving the attendees basic knowledge and tools around their home internet networks to enable them to set them up as securely as possible whilst also being able to troubleshoot any problems that may arise". The course was very well received by our participants. "I learned a lot of useful information that I will use", "Wish it lasted longer" and "Both simple enough to understand and comprehensive enough to learn and gain good understanding", were just some of the comments they shared in the evaluation.



Digital Champions

Due to the ending of an NHS funded project in May 2023 we lost many of our trained Digital Champions. However, from December we were funded by the Good Things Foundation to redevelop our Digital Champion recruitment and training process to support our Digital Link Project, and we delivered our first Digital Champion training session for new recruits in March.

Achievements and Performance



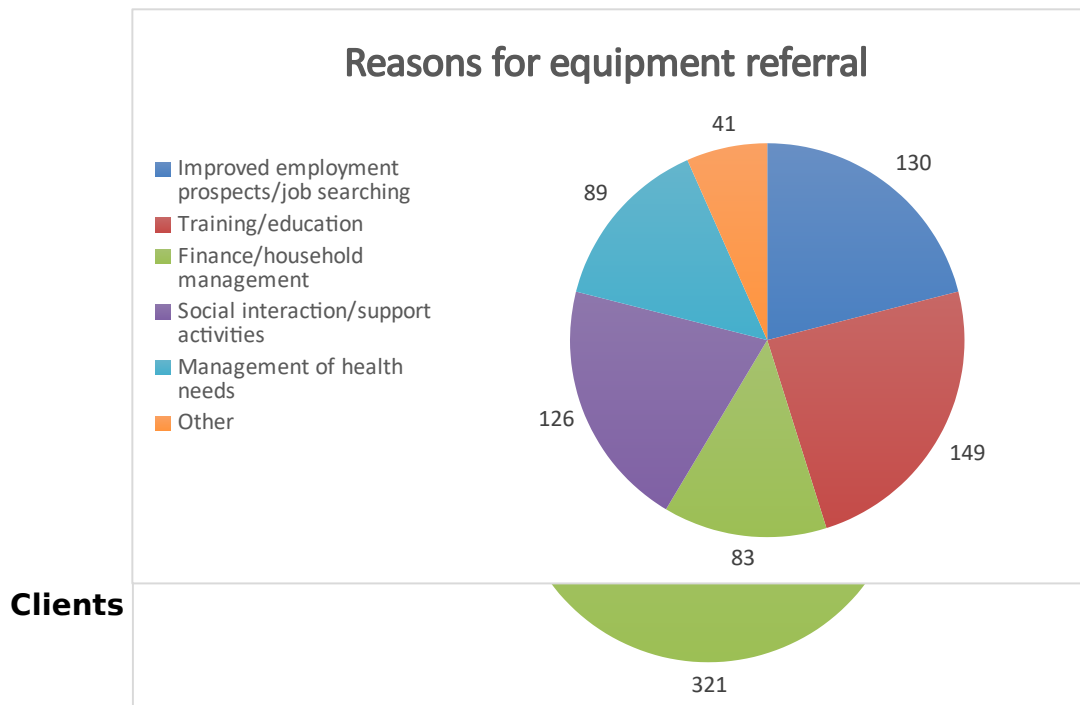
CO²e saved by reusing equipment = 147 tonnes

This is equivalent to:

Driving **74 petrol cars** for one year or growing **7357 trees** for one year.

Calculation sources are available.

Requests for equipment from groups and referred individuals = 234

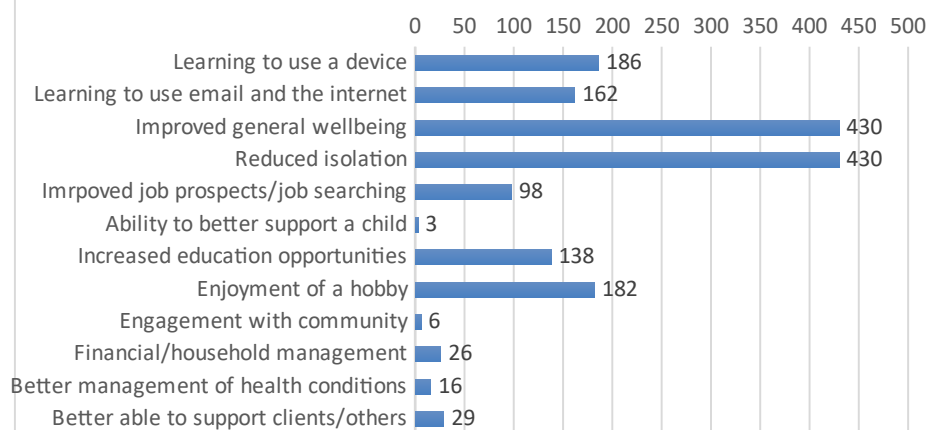


referred for Digital Skills training = 125

Sessions delivered providing individual training = 679

Hours of skills training delivered = 839

Occasions on which people were supported with the following



Case Studies

Ethel

Ethel first came to one of our drop-in Digital Training Groups in Glossop in December 2023, after being told about us by a friend in the street. She is a lady in her late 70s who has her own tablet but wasn't very confident in using it and wanted to know how to shop online for convenience and to save money. Our Digital Training Coordinator showed her how to connect to the Wi-Fi and went through a few basics.

At her next session, Ethel was keen to set up an online grocery shopping account. We helped her with this and demonstrated how to shop, book a delivery slot and how to pay. Ethel said she would have a go at home but didn't feel confident as she hadn't been brought up using the internet and felt that she was too old and had been left behind. In January Ethel came along to a session again and told us that she had managed to do her first online grocery shop and, although there were a few things she was unsure of, she managed to do it herself. She has now also been supported to set up an online shopping app on her tablet too! Ethel's comment on the training she had received was "Very



helpful, I learned how to do an order online and I feel so much more confident".

The RAY Club in Chesterfield

PCrefurb's partnership with Rural Action Derbyshire to pilot a scheme refurbishing

donated devices and getting them out to qualifying people and members of the Digital Support Derbyshire Network meant that we were able to extend our reach beyond the High Peak.

In February 2024 we were contacted by Danny Henman, CEO of The Rother Active Youth Club - The RAY Club in Chesterfield. The Ray Club is a community organisation that aims to provide a safe and healthy environment for the younger community to develop and communicate. They were in desperate need not just for IT equipment to facilitate Club admin, but also computers to provide homework support sessions for Club attendees.

Thanks to the pilot and to donations from companies such as MBH Global and Zen Internet we were able to equip the Club with PCs, All-in-Ones and tablets.

Danny (pictured here) told us "This equipment provided by PCrefurb has made a massive improvement on our day to day running of the Charity. It has given us the opportunity to enable our users to get connected online. So many people who come to our hub don't have access to this equipment at home and have become socially isolated as technology has evolved and increased in price. This donation will enable people in this position to use our hub to access this equipment and improve digital social isolation. THANKYOU so, so much. We are extremely grateful".

Funders, Donors, and Supporters

We are grateful for donations of equipment. This year saw donations from 46 businesses, organisations and individuals which amounted to 667 pieces of equipment.

We received significant equipment donations from:

GlobaChem
Motorway Direct Ltd
Zen Internet
Myson Pages
Lomas & Company
Bluebird Care
Bessegés
Quest Media



In particular we would like to highlight the fantastic support that we have had this year from MBH Global (as mentioned previously within 'highlights'). We have received five bulk donations from them which has provided 76 laptops, 75 All in Ones, two tablets and 15 MacBooks.

This year we received funding from:

S & M Scanlon Trust

Access Foundation
Edward Holt
Foundation Derbyshire
Good Things Foundation
High Peak Borough Council Community Climate and Nature Action Fund
National Lottery Community fund
The Bureau
Garfield Weston
Rural Action Derbyshire

Looking Ahead

During 2024-25 our projects will continue to 'bridge the digital divide' bringing connectivity, devices and skills to those in need across the High Peak and Tameside. Essential services are now predominantly 'digital by default', and the assumption that people have the skills and ability to access those services has become even more entrenched. Our experience shows us that there are very high levels of digital illiteracy in the areas we serve, and the pressures on the cost of living continues to have a direct impact on affordability of devices and connectivity.

In the next year we aim to:

- Further strengthen our partnerships within the statutory, voluntary and business communities.
- Increase joint working to reach people most in need of our services.
- Further develop our technical skills to make use of older donated equipment.

Financial Review

Reserves Policy

In line with guidance issued by the Charity Commission, the Trustees of PCrefurb aim to maintain enough free reserves at the end of the financial year to contribute to baseline running costs, any unexpected scenarios and to meet its obligations to its staff and the community it serves.

PCrefurb will seek to hold a reserve amount of unrestricted funds equivalent to the greatest of:

Sufficient to allow orderly closure of the charity including staff notice periods, redundancy costs, rental and utility notice periods and other closure costs. This amount will be ring-fenced.

Six months operational running costs.

The value will be set and reviewed by the Treasurer and Chief Officer:

- every twelve months.
- when there are changes/additions to staff contracts.
- when other significant changes of expenditure occur.

Structure, Governance and Management

PCrefurb is a Charitable Incorporated Organisation (CIO). The Trustees are ultimately responsible for all governance, funding, staffing and disciplinary matters through regular and ad hoc board meetings. Urgent decisions are taken, if necessary, via email.

The Chief Officer reports and makes recommendations to the Trustees and is supervised directly by a small supervisory group of Trustees.

Trustee meetings are held every three months with the use of email to take decisions and approve documents in between meetings.

Trustee Selection

Appointments are normally made in a full meeting or by a panel of selected trustees. This follows informal briefings and an invitation to attend at least one Trustees' meeting as an observer. Written material and references may be requested if deemed necessary. Attention is paid to experience and skills and any need to fill or replace specific areas of expertise.

Induction is based on providing new trustees with copies of the Constitution, the charity's policies and procedures and other relevant documents. No formal training is carried out unless specifically deemed necessary - suitable candidates will normally have had experience of governance and / or management in the public, private or community / charity sector.

In taking decisions related to the charity's work, all the Trustees serving during the year covered by this report have read and had regard to the Charity Commission Guidance on Public Benefit guidance.


Governing Document

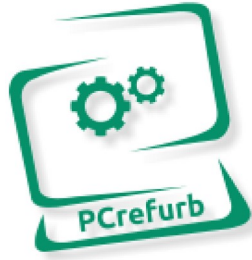
Our Constitution is our Governing Document as registered with the Charity Commission on 28 June 2019.

Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees:

Signature(s)	
Full name(s)	OLIVER JAMES CROSS
Position (e.g., Secretary, Chair, etc)	Treasurer
Date	14/10/2024



PCrefurb

bridging the digital divide

Trustees' Financial Statement for the period

1st April 2023 to 31st March 2024

PCrefurb is a Charitable Incorporated Organisation (CIO) - Registered Charity Number 1184155

Registered office and operational address:
Bank House, 22 Henry Street, Glossop, SK13 8BW

Website: <https://pcrefurb.org.uk>
Social media: @PCrefurbCharity

Bankers: National Westminster PLC, Norfolk Square, Glossop, SK13 8BW

Independent Financial Examiners: Chadwick & Company Chartered Accountants,
Capital House, 272 Manchester Road, Droylsden, Manchester M43 6PW

**PCREFURB
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2024**

	Notes	2024		2023	
		£	£	£	£
<u>Income from:</u>					
Grants	2.1	156365		119197	
Donations	2.2	5600		6892	
Sale of Equipment	2.3	3779		2231	
Generated Income	2.4	9020		12383	
Total income			174764		140703
<u>Cost of sales:</u>					
Opening Stock		393		4672	
Computer Parts/Materials		5184		18912	
Project Costs		0		654	
Closing Stock		0		-393	
			5577		24238
<u>Expenditure on:</u>					
Charitable activities	3		131745		144989
Total expenditure			137322		169227
Net Income over Expenditure			37442		-28524

**PCREFURB
BALANCE SHEET
AS AT 31 MARCH 2024**

	Notes	2024		2023	
		£	£	£	£
Fixed Assets					
Office Equipment	4.1		1503		1273
Fixtures and Fittings	4.2		<u>80</u>		<u>120</u>
			1583		1393
Current Assets					
		14418		10264	
Bank accounts	5.1	0		1	
Stock		0		393	
Debtors		0		600	
Prepayments		<u>1022</u>		<u>3107</u>	
			14520		10674
			2		1
Current Liabilities					
Creditors		0		0	
Accruals	6.1	-3478		-2291	
Pension		<u>-500</u>		<u>-478</u>	
			-3978		-2769
			<u>14280</u>		<u>10536</u>
			7		5
Funded by					
			10536		13388
Reserves brought forward			5		9
Surplus/(Deficit) for the year			<u>37442</u>		<u>-28524</u>
			14280		10536
			7		5
Made up of					
Restricted Funds			66205		18134
Unrestricted Funds			<u>76602</u>		<u>87231</u>
			14280		10536
			7		5

On behalf of the trustees, I hereby confirm that these accounts represent a true and accurate statement for the period 1st April 2023 to 31st March 2024

 14/10/2024

O Cross
Treasurer

Date

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

1 Accounting policies

2 Income from charitable activities

Current reporting period

	Unrestricted £	Restricted £	
2.1 Grants			
Access Foundation		45966	
Edward Holt		36875	
Foundation Derbyshire		2500	
Good Things Foundation		3600	
High Peak Borough Council		500	
National Lottery Community Fund		20043	
The Bureau		25000	
Garfield Weston	15000		
Rural Action Derbyshire	6881		
Total	21881	134484	
2.2 Donations			
Donations from public	330		
Donations from organisations.	5270		
	5600		
2.3 Sale of equipment	3779		
2.4 Generated income			
<u>Services</u>			
Ingeus	2500		
DCC Building Lives	3880		
Consultancy/Training	1070		
Provision of equipment and support	1360		
	210		
Other	9020		
Total	40280	134484	174,764

3 Analysis of expenditure on charitable activities

	Notes	2024		2023	
		£	£	£	£
Telephone and internet		436		482	
Insurance		1859		1476	
Advertising and Marketing		588		0	
Bank Charges		169		0	
Computer Costs		178		0	
Agent's Commission		216		0	
Salaries, NI and Pension costs	3.1	114745		127435	
Accountancy and payroll		288		288	
Consultancy		1000		1000	
Volunteer expenses		186		1494	
Licences		0		521	
Legal and Professional Services		1567		0	
Other Professional Services		42		813	
Other project costs		636		0	
Printing postage and stationery		505		707	
DBS checks		129		238	
Rent and Room Hire		3858		4151	
General Office/Admin expenses		178		1611	
Travel and Subsistence		1867		1406	
Subscriptions		1551		2014	
Staff training		155		150	
Independent Examination Fee		816		816	
Sundry expenses		245		0	
Depreciation		531		387	
			131745		144989

3.1 Staff costs

	£	£
Employer's NI	3031.31	4130
Pension	2370.99	2386
	109342.	
Salaries	<u>7</u>	<u>120919</u>
Total	114745	127435

No employee has employee benefits in excess of £60,000.

The average number of staff employed during the period was 6.

The average full time equivalent number of staff employed during the period was 4.

4 Fixed assets

4.1	Office equipment
Cost	£
At 1 April 2023	1733
Additions	<u>721</u>
At 31 March 2024	2454

Depreciation	
At 1 April 2023	460
Charge for the year	<u>491</u>
	951

Net book value at 31 March 2024	<u>1503</u>
---------------------------------	-------------

4.2	Fixtures & Fittings
At 1 April 2023	200
Additions	<u>0</u>
	200

Depreciation	
At 1 April 2023	80
Charge for the year	<u>40</u>
	120

Net book value at 31 March 2024	<u>80</u>
---------------------------------	-----------

5 Current assets

5.1 Bank accounts at 31 March 2024	£
Current	131508
Procurement	225
Reserve	<u>12447</u>
Total	144180

6 Current liabilities

6.1 Accruals	
Other	-929
Holiday pay	<u>-2549</u>
	-3478

Pension	<u>-500</u>
	<u>-3978</u>

INDEPENDENT EXAMINER'S REPORT

To the trustees of PCrefurb

Charity number: 1184155

I report to the trustees on my examination of the accounts of PCrefurb consisting of a receipts and payments account for the year ended 31 March 2024 and a statement of assets and liabilities as at 31 March 2024.

Responsibilities and basis of report

As the charity trustees of PCrefurb, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of PCrefub's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in any material respect:

1. accounting records were not kept in accordance with section 130 of the Act or
2. the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed: 

Claire L Taylor BA (Hons), FCCA
Chadwicks
Capital House
272 Manchester Road
Droylsden
Manchester
M43 6PW

Date: 15/10/2024

PCREFURB

England & Wales - Charity number 1184155

Accounts



PCrefurb

bridging the digital divide

Trustees' Annual Report and Financial Statements for the period

1st April 2022 to 31st March 2023

PCrefurb is a Charitable Incorporated Organisation (CIO) - Registered Charity Number 1184155

Registered office and operational address:
Bank House, 22 Henry Street, Glossop, SK13 8BW

Website: <https://pcrefurb.org.uk>
Social media: @PCrefurbCharity

Bankers: National Westminster PLC, Norfolk Square, Glossop, SK13 8BW

Independent Financial Examiners: Chadwick & Company Chartered Accountants, Capital House, 272 Manchester Road, Droylsden, Manchester M43 6PW

Contents

Contents	2
Board of Trustees	3
Staff.....	3
Chairperson’s Review	3
Objectives.....	5
Activities	6
Digital Wellbeing Project	6
Connect Against Crime Project	7
Support for Ukrainian Refugees	8
Digital Support Derbyshire.....	8
Reaching People, Leicester – ‘Refurb IT’ project.....	8
Equipment refurbishment	9
Equipment Recycling	9
Highlights of the Year.....	10
Our Volunteers	12
Digital Champion	12
Refurbisher.....	12
Driver	12
Achievements and Performance.....	13
Case Studies.....	15
Funders, Donors, and Supporters.....	16
Financial Review.....	18
Structure, Governance and Management.....	18
Governing Document.....	19
Declarations	19

Board of Trustees

Emily Brook	Chair	
Ollie Cross	Treasurer	
Kirstin Postlethwaite-Thomas	Secretary	(appointed 1 November 2022)
Russell Gard		
Stephen Lafferty		
Lisa Esposito-Maffei	Secretary	(retired September 2022)

Staff

Helen Melhuish	Chief Officer
Claire Webber	Digital Wellbeing Project Manager
Julia Norton	Operations Officer
Jamie Abbott	Technical Lead
Jude Whitehead	Digital Wellbeing Project Volunteer Coordinator
Andrea Bowler	Digital Wellbeing Project, Digital Training Coordinator then Project Manager
Beth Ware	Digital Wellbeing Project, Digital Training Coordinator
Chris Joel	Digital Wellbeing Project, Digital Training Coordinator
Kerri Swindells	Digital Wellbeing Project, Digital Wellbeing Assistant

Chairperson's Review

Reaching the end of another year at PCrefurb I'm delighted to present our Annual Report, which highlights some of the major progress we've made during 2022-23. It wasn't a straightforward year. Like other charities we're working in a difficult funding environment. We have had to pivot our plans and work hard to make the case for digital isolation being a crucial area where people need help, at a time when so many support systems are under pressure. But through a period of quite intensive change the team have delivered hundreds of hours of support and provided over five hundred pieces of equipment. Behind those numbers are people who will be less isolated and more confident. I've heard so many examples this year of how the work of the team has helped people to take big steps in their lives, applying for qualifications, accessing information, or moving towards work. That's why PCrefurb is so special, we give people skills and tools that stay with them and impact many aspects of their lives long after their engagement with us.

There have been some hard won and huge successes during 2022-23. For example, the completion of our Connect Against Crime Project and increased outreach through our Digital Wellbeing Project. We secured multi-year funding for a project to support people experiencing insecure housing and food poverty and put together some brilliant ideas for future creative and innovative projects.

None of what we do would be possible without the support we've received from our funders, who are listed in this report. We've also signed off our new business plan for the organisation, which incorporates feedback from staff, volunteers, and partners to help guide us in the decisions we make and protect the long-term sustainability of the Charity. We've also done a lot of behind-the-scenes work that doesn't always get noticed, getting our financial and impact reporting into a good place, welcoming some brilliant new people to the team, and strengthening our Board. With a small team that's a huge amount to accomplish alongside the project work that you'll read about in this report. As always, I'm incredibly grateful to Helen, Julia, Jay, Suzanne, Sam, Beth and our team of volunteers for caring so much about PCrefurb and making the Charity what it is. I've also had so much assistance this year from our lovely Board, so thanks to Steve, Ollie, Kirstin and Danny for giving up your time and skills for free to help the Charity develop.

We've had some brilliant people go on to other things this year, so I wanted to say thank you to Claire, Jude, Andrea, Chris and Kerri for all the work you put into the Digital Wellbeing Project - we wish you every success! Finally, thanks to Russell for being a Trustee for the past three years and providing crucial support.

Here's to more successes in 2023-24.

Emily

Objectives

Our Objectives as summarised in the charity's constitution:

Education in the use of computers and other information technology and in communication skills.

The protection of the environment through the repair, refurbishment and recycling of unwanted and/or outdated computers and other IT equipment.

The relief of those with mental health problems or who are socially disadvantaged by enabling them to share and develop IT skills and knowledge in a safe and accepting group.

To provide people with limited means with computers or other IT equipment.

To provide schools with refurbished computers or IT equipment.

To provide refurbished computers or IT equipment to charities or community groups to help improve their effectiveness.

The Directors have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Directors consider how planned activities will contribute to the aims and objectives that have been set.

Activities

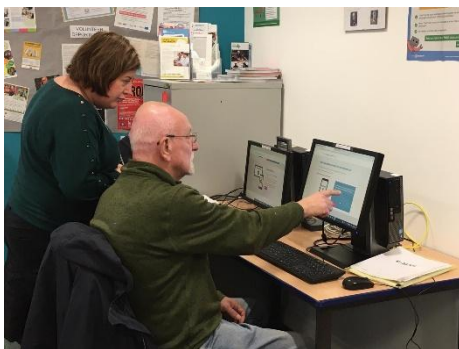
Digital Wellbeing Project



From late spring 2022, as Covid restrictions were gradually lifted, we were able to begin deploying volunteers that were willing and able to support our clients.

We further developed a complete Digital Champion training program, and by the end of the project trained 85 Digital Champions. With an increase in referrals, and with additional local funding brought in because of Covid, we appointed a volunteer coordinator to support our Digital Champions and recruited two Digital Training Coordinators to work directly with clients, alongside our volunteers.

From June 2022 onwards we worked closely with DHSS (The Bureau's *Digital Healthcare Support Service*, funded in parallel by the same NHS funder). We continued to induct and onboard volunteers, including undertaking DBS checks, references, managing expenses, and handling other relevant documentation.



Andrea Bowler was recruited as Project Manager in June 2022 and this coincided with a realisation that group training was both more effective and efficient, creating supportive environments for both clients and volunteers in which to work together. Whilst retaining one-to-one training when needed, effective person-centred training was developed within group training sessions.

The cost-of-living crisis had a direct impact on the client referrals we received. We started to see an increase in demand for assistance with internet access, whether a client was having one-to-one support or coming to a training group. We knew we needed to adapt and commit to providing a 360-degree approach that not only focused on equipment and skills but also access to the internet.

With this in mind, when necessary, we included a portable Wi-Fi hotspot as well as a Vodafone SIM card with equipment requests to enable clients to access the internet at home and on the move, so they could make more use of their device and more independently practise their skills.

In December 2022 we were informed that the funding for this project was to be discontinued. The following month saw a record number of referrals but the project then had to be wound down.

In 2022-2023, the project received 210 referrals, delivered 1712 hours of digital skills training, inducted 45 Digital Champion volunteers, and provided 47 devices including those which supported community venues and therefore gave a long-lasting community-wide benefit.

Connect Against Crime Project



The 12-month 'Connect Against Crime Project', funded by the Derbyshire Police and Crime Commissioner's Vulnerability Fund, finished at the end of May 2022.

Working alongside statutory and community-based organisations, including the Police and The Bureau in Glossop, this project provided refurbished IT equipment and online safety advice to vulnerable people, families, and community groups in the High Peak.

The aim was not only to improve their general wellbeing via access to the online world but also to reduce the likelihood of them being either victims of crime or engage in criminal or anti-social behaviour.

In addition, people identified by our community partners as vulnerable were provided with the opportunity to become Volunteer IT Refurbishers.



The funding from the Police and Crime Commissioner enabled us to recruit a Technical Lead Worker; we were then able to create a six-week 'Workshop Experience' programme of activities for the new volunteer refurbishers to undertake at our regular workshops. This included building a PC, installing, and updating an operating system and recycling. Participants were also given information on cyber safety. During the year 11 vulnerable adults joined the programme and 67 workshops took place.

We network with businesses and individuals to source donations of unwanted IT equipment for us to refurbish and redistribute. At the start of the project, we set out to provide 50 laptops, tablets, or PCs to people referred to us via our community partners within the High Peak. By the end of the year, we had distributed 89.

All the people referred to us didn't have access to equipment, 98% were in receipt of means tested benefits and 24% had a disability. More than 87% of recipients wanted to improve their employment prospects and 59% needed a device to access online training or education.

Support for Ukrainian Refugees



In May 2022 PCrefurb partnered with Buxton based charity Zink to distribute laptops, provided by Deloitte, to Ukrainian refugees. In total we distributed 26 laptops. Below one of the recipients, who we caught up with recently, shared how the device helped her and her son.

“My name is Nataliia, I am from Ukraine, and I had (and now have) a great opportunity to use your free laptop.

The laptop helped my son a lot with his online learning because the video lessons were done on the laptop.

I also used the laptop to search for work and study (I studied English online with a teacher from Ukraine).

In the end, I had the opportunity to communicate with my relatives who remained in Ukraine.

Now I also actively use the laptop for my studies, my son's studies.

Therefore, I and my son are very grateful to you and the organisation that provided us with this laptop, because it is really a huge help to Ukrainians who come to England with almost two suitcases and do not always have the opportunity to buy such a necessary thing as a computer or laptop on their own, or a tablet.

Thank you very much again!”

Digital Support Derbyshire

Through work with High Peak VCSE partners, we became involved in the establishment of the [Derbyshire Digital Support Network](#), run by Rural Action Derbyshire. As well as being members of the network we are also a member of the Network steering group and took part in planning and consultation around Derbyshire County Council’s Digital Inclusion Strategy.

Reaching People, Leicester – ‘Refurb IT’ project

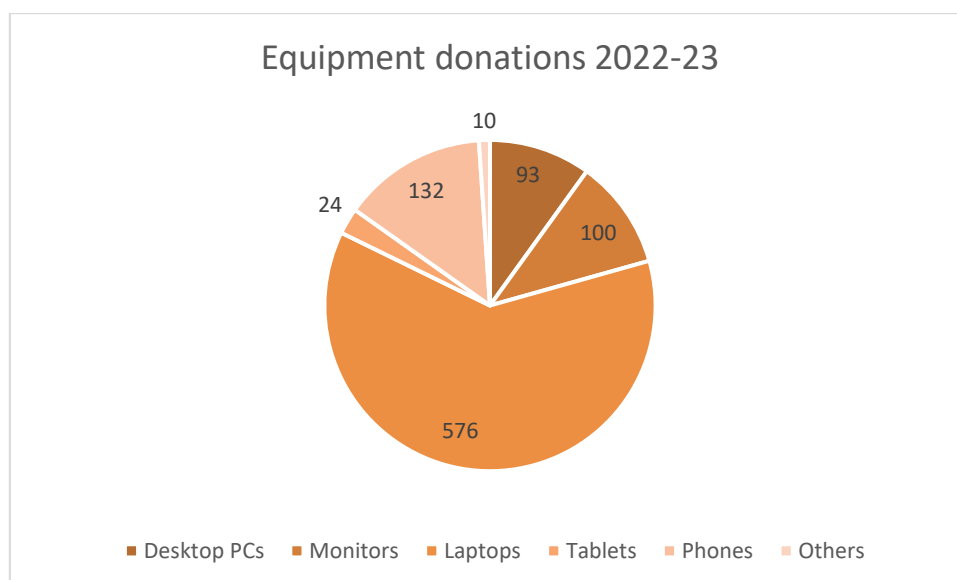
We were approached by Reaching People, a charity in Leicester, who wanted to consult us on setting up a similar refurbishing project in their region. Over several remote and in-person meetings we were able to support them in the development of their ‘Refurb IT’ project, advising them in particular on matters of hardware refurbishment, software installation, data security and Microsoft licence compliance.

Equipment refurbishment

During the period April 2022 to March 2023, we received **935** items of equipment. We are very grateful to our corporate and individual donors. Each piece of equipment is logged ready to refurbish and redistribute or recycle.

We were very pleased to continue our partnership with the Derbyshire County Council *Thriving Communities* programme. **200** laptops (previously used by Council employees) were passed to us for refurbishment and of these **181** were returned for distribution to those in need in the community.

We continued to support the Ingeus *Work and Health* and *Restart* programmes in Tameside. Their mission is to 'make sure people have the skills, support, and behaviours to get jobs, gain independence and become productive employees'. Over the 12 months, **49** referrals were received from Ingeus for their clients who were digitally excluded and therefore at a great disadvantage looking and preparing for employment.



Equipment Recycling

One of our objectives is the disposal of any unusable IT equipment, 'e-waste', in as environmentally friendly a way as possible. In March we partnered with SIMs Lifecycle Services, a global recycling company who specialise in the recycling of high-grade electronic scrap.



Highlights of the Year

April

We launched our quarterly newsletter. A great way to keep our supporters up to date, it is sent directly to email subscribers and published on our social media platforms.

June

PCrefurb staff made a trip to New Mills and District Volunteer Centre in June to install an I.T. Suite of refurbished equipment. Thanks to fantastic donations of PCs from Mewburn Ellis, monitors from Benchmark International and a Wi-Fi router/switch from Myson Pages we were able to create a brilliant new resource for the Centre and its clients.



On the 2nd of June we were able to share the wonderful news that our fantastic volunteers were awarded the Queen's Award for Voluntary Service. This was obviously significant in the Platinum Jubilee year but become all the more poignant since her Majesty's death on 8th September.



On the 23rd of June, in the company of High Peak Mayor Cllr Ollie Cross and Mayoress Gill Cross, we gathered for a celebration at Glossop Labour Club. Equivalent to an MBE, QAVS are the highest awards given to local voluntary groups in the UK and we enjoyed celebrating in the company of volunteers, staff and Trustees past and present.

July

PCrefurb is part of Vodafone UK's 'Everyone Connected' campaign which enables us to pass Vodafone SIM cards onto clients and community groups. In July we passed 15 to Crossroads Derbyshire, a charity supporting young survivors of domestic violence.

September

On Wednesday 28th September 2022 we were absolutely delighted to receive a visit from His Majesty the King's Lord-Lieutenant of Derbyshire, Elizabeth Fothergill CBE.

Mrs Fothergill came to present volunteers, staff and trustees with the Queen's Award for Voluntary Service, in recognition of our work 'bridging the digital divide'.



November



PCrefurb has ongoing relationships with many charitable organisations. One of these is Equal Education Chances in Greater Manchester who we have been supporting since the start of this funding. In November we delivered five refurbished Dell 'All in Ones', three refurbished Dell laptops, 15 MobiWire Aponi phones and 15 Vodafone SIM cards. We can only do this thanks to donations from the business community. In this instance, Bupa, Business in the Community, Inology IT and Vodafone UK.

December



The 'Belonging' event in December, supported by Action Together, was an opportunity for our Digital Wellbeing Project to thank our Digital Champions for the support they give and the volunteer refurbishers and drivers who facilitate getting IT devices to those most in need.

January

We 'hit the ground running' at the start of 2023 with 44 referrals for IT equipment and/or training from our referral organisations in January. We also delivered three refurbished Dell PCs and three Dell monitors, plus keyboards, mice and WiFi dongles to Safe Start School, Independent SEN provision for students aged 11-16 years with additional needs.



February



In February we were happy to set two community organisations up with I.T. suites, The Vale in Mossley and Ashton Pioneer Homes, benefitting their clients, residents, and users.

Our Volunteers

Digital Champion

Chris

"I did my last piece of work as a self-employed person in 2020. Of course, we all felt a little shut in at that time. I volunteered as a Digital Champion to ease the step change between work and retirement. It does not occupy a lot of time but PCrefurb keeps me meeting people and gives me something to do outside the house and outside myself."



Refurbisher



Mark

"I have always been interested in computers. I enjoy the workshops; I have learnt a lot from Helen and Jay. It's great being around nice people and doing the work as part of a team. It's just fantastic to help other people."

Driver

Lesley

"I started volunteering for PCrefurb in 2020 during the Covid 19 pandemic. My childminding business was very quiet, and Julia suggested that I could be a volunteer driver. The first PC I delivered was to a lovely lady in her 80's. It opened up for her a world beyond her home and the restrictions we all faced.

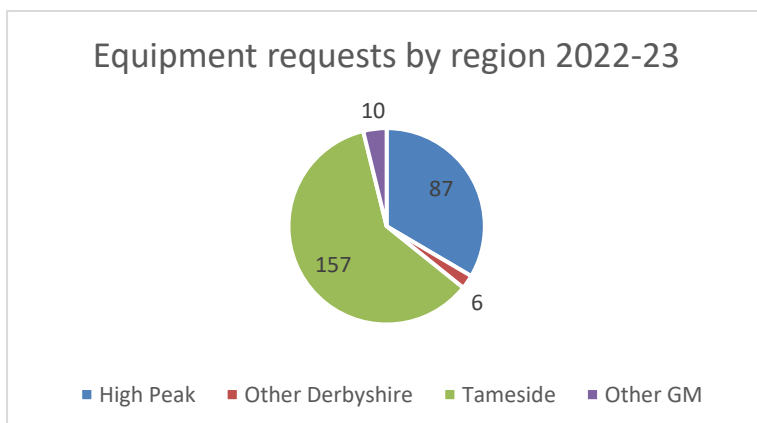
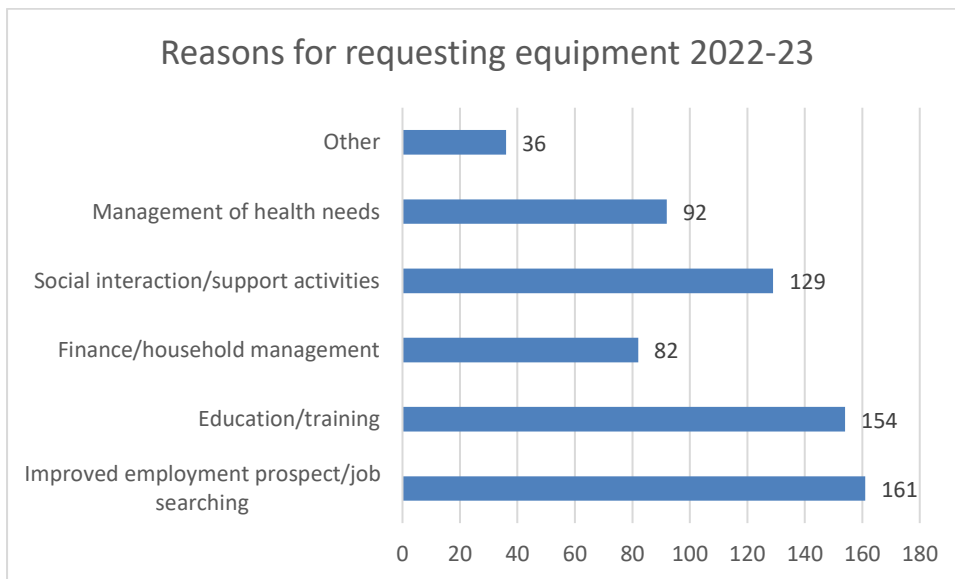
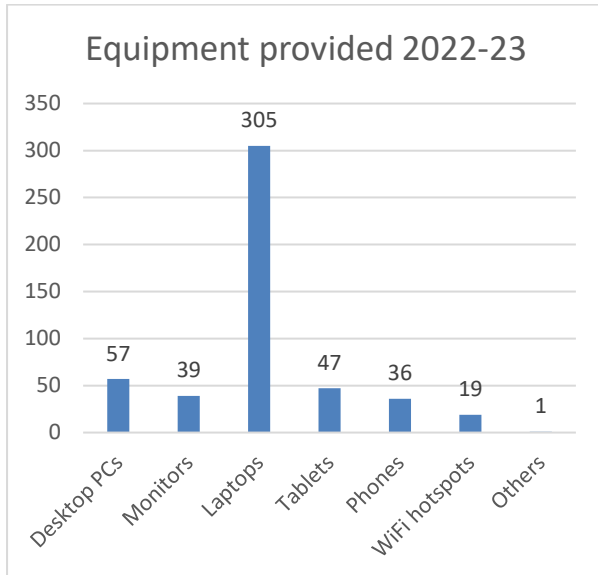
Since then, I've delivered equipment to parts of Tameside that I never knew existed! I've seen the excitement and potential on people's faces as they realise that their worlds can be changed with their new skills."



Achievements and Performance

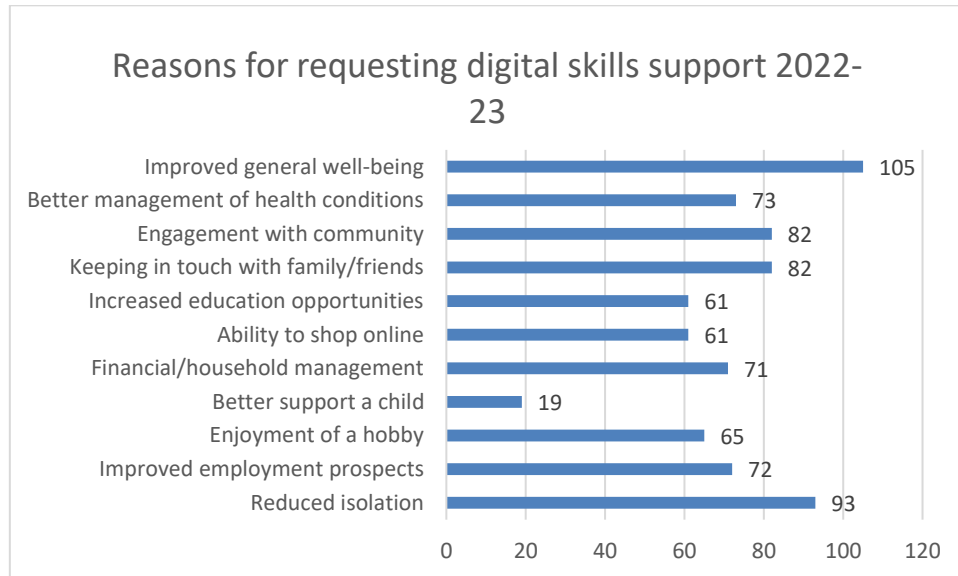
Requests for equipment from groups and referred individuals = 260

Items of equipment provided = 504



Clients referred for Digital Skills training = 157

Sessions delivered providing individual training = 803



Case Studies



The Vale

We were very happy to pass provide three PCs to The Vale. This organisation is a former textile mill converted to a state-of-the-art venue for all kinds of artistic and creative happenings.

Sarah Hardacre, their project manager, told us "Thanks once again for donating the PCs to us; they look really terrific in our space, and everyone is so excited about the possibilities we now have to engage the community digitally. I've booked onto a course about how to support people to get online and my colleague Amelia, General Manger at The Vale, has said she can use them for a community energy research project we are getting off the ground to set up a hydro here in Mossley."

Nubia

"My name is Núbia and I live in a refuge for domestic abusive relationships and the ladies from the IT they gave me so much support and incentives that I am starting college this month and hoping next year enter to university.

They not only give you insights on IT but they also give you advice on life and things that you can achieve.

I am really grateful for their services and love."

S - client in a women's refuge

It took three weeks of looking in and saying 'Hi' before she finally managed to come into the room. She was a very capable learner but massively lacked confidence, this we suspected was due to having an undiagnosed form of dyslexia. One of our volunteers is a former teacher with experience of such difficulties and the following week brought a collection of coloured screens. When the right colour had been established it completely opened a new world for her.

She applied for training at the college, she began to investigate the area where she was being re-housed and started to have the confidence to undertake more activities online. She was filled with self-doubt, but we saw over a very short period that she started to flourish and realised she wasn't 'thick' as she called herself, but full of potential. S benefited from the loan of a laptop to help her with her studies, as well as a mobile hotspot so she could continue to learning when she was in her room, and in her new accommodation.

Funders, Donors, and Supporters

We are grateful for donations of equipment. This year saw donations from **39** businesses, organisations and individuals.

During 2022/23 **23** new donors came forward. These were individuals who support our aims, and local businesses like Glossop based Genesis Asset Finance. In addition, we were fortunate to receive support from Bupa thanks to the advocacy of one of our volunteers. This led to a fantastic donation of **75** Dell laptops.

We also successfully applied to Business in the Community and as a result received two substantial donations of smart phones, over **200** in total.



We are continually grateful to Myson Pages and Inology who generously supply us with equipment to refurbish and distribute, give us support and advice on technical matters and are our advocates in their respective business networks.



This year we have received funds from:

The National Lottery Community Fund
Tameside and Glossop NHS CCG
Action Together
Postcode Lottery
S & M Scanlon Trust
Glossop and Hyde Round Table



Looking Ahead

As anticipated, we see the digital divide continue to grow as online services become the norm and the assumption is made that those who most need those services have the skills, devices and connectivity to access them.

Not only do we receive referrals to help people access services, an increasing and significant number require equipment and training to support the journey towards employment. We see jobs which in the past would have been considered “manual” now also require digital skills, and applying for jobs in the very first instance requires online engagement.

As businesses continue to operate in more flexible ways, either fully remotely or hybrid, the turnover of unwanted devices has changed, and our access to that equipment has become more challenging.

As we look ahead our plans include:

- Continuing to engage with the business community to support their aims of engaging in socially responsible projects.
- Continuing to refine our monitoring and evaluation processes.
- Continuing to develop sources of non-grant income.
- Further developing our full range of services to address skills, equipment, and connectivity.
- Offering our full range of services more locally and into the High Peak.

Financial Review

Reserves Policy

In line with guidance issued by the Charity Commission, the Trustees of PCrefurb aim to maintain enough free reserves at the end of the financial year to contribute to baseline running costs, any unexpected scenarios and to meet its obligations to its staff and the community it serves.

PCrefurb will seek to hold a reserve amount of unrestricted funds equivalent to the greatest of:

Sufficient to allow orderly closure of the charity including staff notice periods, redundancy costs, rental and utility notice periods and other closure costs. This amount will be ring-fenced.

Six months operational running costs.

The value will be set and reviewed by the Treasurer and Chief Officer:

- every twelve months.
- when there are changes/additions to staff contracts.
- when other significant changes of expenditure occur.

Structure, Governance and Management

PCrefurb is a Charitable Incorporated Organisation (CIO). The Trustees are ultimately responsible for all governance, funding, staffing and disciplinary matters through regular and ad hoc board meetings. Urgent decisions are taken, if necessary, via email.

The Chief Officer reports and makes recommendations to the Trustees and is supervised directly by a small supervisory group of Trustees.

Trustee meetings are held every three months with the use of email to take decisions and approve documents in between meetings.

Trustee Selection

Appointments are normally made in a full meeting or by a panel of selected trustees. This follows informal briefings and an invitation to attend at least one Trustees' meeting as an observer. Written material and references may be requested if deemed necessary. Attention is paid to experience and skills and any need to fill or replace specific areas of expertise.

Induction is based on providing new trustees with copies of the Constitution, the charity's policies and procedures and other relevant documents. No formal training is carried out unless specifically deemed necessary - suitable candidates will normally have had experience of governance and / or management in the public, private or community / charity sector.

In taking decisions related to the charity's work, all the Trustees serving during the year covered by this report have read and had regard to the Charity Commission Guidance on Public Benefit guidance.


Governing Document

Our Constitution is our Governing Document as registered with the Charity Commission on 28 June 2019.

Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees:

Signature(s)	
Full name(s)	Emily Brook
Position (e.g., Secretary, Chair, etc)	Chair
Date	1/10/2023

INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2023

PC REFURB

A handwritten signature in black ink, appearing to read "Shirley", is written over a vertical line that serves as a signature separator.

**PC REFURB
INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2023**

	2023		2022	
	£	£	£	£
<u>INCOME</u>				
Grants	119197		202195	
Donations	6892		3162	
Sale of Equipment	2231		12558	
Generated Income	12383		12558	
		140703		217915
<u>COST OF SALES</u>				
Opening Stock	4672			
Computer Parts/Materials	18912			
Project Costs	654		18023	
Closing Stock	-393		-4672	
		24238		13351
<u>EXPENDITURE</u>				
Telephone and internet	482		364	
Insurance	1476		1124	
Salaries, NI and Pension costs	127435		112871	
Accountancy and payroll	288		288	
Consultancy	1000			
Volunteer expenses	1494		802	
Licences	521		2237	
Professional Services	813		568	
Printing postage and stationery	707		1127	
DBS checks	238		498	
Rent and Room Hire	4151		2620	
General Office/Admin expenses	1611		1616	
Travel and Subsistence	1406		526	
Subscriptions	2014		1277	
Staff training	150		22	
Independent Examination Fee	816		780	
Sundry expenses			835	
Depreciation	387		153	127708
		144989		
Net Income over Expenditure		-28524		76856

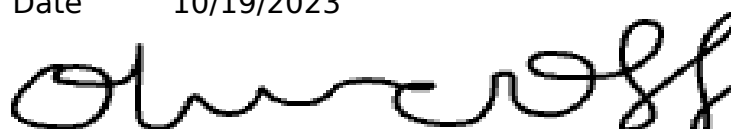
**PC REFURB
BALANCE SHEET
FOR THE YEAR ENDED 31 MARCH 2023**

	2023	20
	£	£
Fixed Assets		
Office Equipment	1273	
Fixtures and Fittings	<u>120</u>	
	1393	
 Current Assets		
Bank accounts	102641	196144
Stock	393	4672
Debtors	600	850
Prepayments	<u>3107</u>	<u>7921</u>
	106741	
 Current Liabilities		
Creditors	0	-62
Accruals	-2291	-75780
Pension	<u>-478</u>	<u>-556</u>
	-2769	
	 <u>105365</u>	
 Funded by		
Reserves brought forward	133889	
Surplus/(Deficit) for the year	<u>-28524</u>	
	<u>105365</u>	
 Made up of		
Restricted Funds	18134	
Unrestricted Funds	<u>87231</u>	
	<u>105365</u>	

On behalf of the trustees I hereby confirm that these accounts represent a true and acci statement for the period 1st April 2022 to 31st March 2023

O Cross
Treasurer

Date 10/19/2023



22

£

540

160

700

209587

-76398

133889

57033

76856

133889

76967

56922

133889

urate

7
/

PC Refurb

Independent Examiner's Report to the Trustees of PC Refurb

I report on the accounts of the charity for the year ended 31 March 2023.

This report is made solely to the charity's trustees, as a body, in accordance with Section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this independent accountants' report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my reporting work, for this report, or for the opinions I have formed.

Respective responsibilities of members and examiner

As the trustees of the charity, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011.

Having satisfied myself that the Charity is not subject to an audit I report in respect of my examination of your charity's accounts carried out under section 145 of the 2011 Act. In carrying out my examination I have followed the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Basis of examiner's report

My examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention which gives me reasonable cause to believe that, in any material respect:

1. accounting records were not kept in respect of the charity as required by section 130 of the 2011 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



.....
Claire L Taylor, BA (Hons), F.C.C.A
Chadwick & Company (Manchester) Limited
Chartered Accountants
Statutory Auditors
Capital House
272 Manchester Road
Droylsden
Manchester
M43 6PW

Date: 20 October 2023

PCREFURB

England & Wales - Charity number 1184155

Accounts



PCrefurb

bridging the digital divide

Trustees' Annual Report and Financial Statements for the period

1st April 2021 to 31st March 2022

Charity registration number: 1184155

Registered office and operational address: Bank House, 22 Henry Street, Glossop,
SK13 8BW

Website: <https://pcrefurb.org.uk>

Social media: @PCrefurbCharity

Bankers: National Westminster PLC, Norfolk Square, Glossop, SK13 8BW

Independent Financial Examiners: Chadwick & Company Chartered Accountants,
Capital House, 272 Manchester Road, Droylsden, Manchester M43 6PW



Index of Contents

Page	
3	Board members, staff and Chairperson's review
5	Objectives
6	Activities
9	Highlights of the year
12	Our volunteers
13	Achievements and performance
15	Case studies
16	Donors and supporters
17	Looking ahead
18	Financial review, governance, and management
19	Declarations

Board of Trustees

Ed Kelly	Chair	(retired 28 February 2022)
Mary Jessop	Treasurer	(retired 31 March 2022)
Anthony Shelton	Secretary	(retired 28 February 2022)
Russell Gard		
Stephen Lafferty		
Lisa Esposito-Maffei		(appointed 24 June 2021)
Ollie Cross		(appointed 21 September 2021)
Emily Brook		(appointed 2 December 2021)

Staff

Helen Melhuish	Chief Officer
Claire Webber	Digital Wellbeing Project Manager
Julia Norton	Operations Officer
Jamie Abbott	Technical Lead
Jude Whitehead	Digital Wellbeing Project Volunteer Coordinator
Andrea Bowler	Digital Wellbeing Project, Digital Training Coordinator
Beth Ware	Digital Wellbeing Project, Digital Training Coordinator

Chairperson's Review

When looking back at the last year at PCrefurb, I am so very proud of the way we've worked with people to make them more confident, and to give them access and skills to connect – be it to organisations or loved ones. Connections have been at the foundation of what many of us have missed the most during the last few years; speaking personally the ability to speak to family and friends digitally during the lonely days of the pandemic was more important than it's ever been before. Playing a part in helping people to broaden their relationships, connect with others, and do things digitally with confidence is at the heart of the difference that we make as a charity. For those reading this annual report it's well worth a look at the stories included of the difference that PCrefurb has made.

This, of course, is all down to a huge team effort. Our staff and volunteers bring together so many skills, and so much drive to support our communities. Every week we have people refurbishing and delivering equipment, running the organisation, and supporting people to develop their digital skills across a broad geographical area. None of this is easy, and I am constantly impressed by the extraordinary efforts that people put in – it's so clear how much you all care, both about what you do and how you do it, and for that the Board are hugely thankful.

Whilst we're reflecting, I'd like to take the opportunity to extend our thanks to the three founding trustees who retired from the Board this year. Ed, Mary and Tony were at the heart of helping PCrefurb grow into the organisation it is today, and their passion for the charity and continued support means that they'll always be part of the PCrefurb family.

We also owe significant thanks to our funders and donors. Our funders are detailed in full later in this report, your supportive approach to working alongside us as partners is helping us to develop every day. Our wonderful donors are too many to list; again, we couldn't do what we do without you being part of our team.

Finally, to the organisations who refer people to us, thank you for helping us build our own connections. And to people who have been supported by PCrefurb in the last year, thanks for trusting us to work with you.

This has been a year of growth, and a year of developing organisational maturity. Our team has grown, we've supported more people, and we're looking to the future with ambitions to challenge ourselves to be even better at what we do. We are actively looking for feedback to help us do this, and this feedback is helping to shape our first long-term plan which we'll talk about at the 2022 AGM. Our six objectives, which directly follow this review, are grounded in some of the most significant challenges faced by society, and I'd encourage you to pause and reflect on the part you play in supporting the PCrefurb team to change lives across these areas.

Thank you so much. I cannot wait to keep working with you during 2022-23.

Emily

Objectives

Our Objectives as summarised in the charity's constitution:

1. Education in the use of computers and other information technology and in communication skills.
2. The protection of the environment through the repair, refurbishment and recycling of unwanted and/or outdated computers and other IT equipment.
3. The relief of those with mental health problems or who are socially disadvantaged by enabling them to share and develop IT skills and knowledge in a safe and accepting group.
4. To provide people with limited means with computers or other IT equipment.
5. To provide schools with refurbished computers or IT equipment.
6. To provide refurbished computers or IT equipment to charities or community groups to help improve their effectiveness.

The Directors have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Directors consider how planned activities will contribute to the aims and objectives that have been set.

Activities

Digital Wellbeing Project



Following an intense period of project development, this NHS funded project began the year ready to deliver digital skills training and/or equipment to digitally excluded residents in Tameside and Glossop. Following the lifting of some COVID restrictions we were given permission to deliver face-to-face digital skills training in COVID safe community venues.

Our Training Coordinator, Claire Webber, was appointed as Project Manager, we retained a Digital Tutor and we recruited a Volunteer Coordinator to support our increasing number of volunteer Digital Champions. At the end of the year we appointed two more Digital Tutors.

Our Project Manager developed strong, new relationships with both referral organisations and funders. For example, following a collaboration with Minds Matter, they reported:

“Together [with the Digital Wellbeing Project] we have opened up a new digital world for those managing a long-term condition and have given them the confidence to become more connected through accessing online coffee mornings and workshops, and also by connecting with Action Together, Be Well, Active Tameside and their own family and friends. Thank you to the Digital Wellbeing Project for being so receptive, enthusiastic, solution-focused and kind!”

Our Project Manager brought significant additional funding, around £62,000, into the project through Onward Homes, Tameside Borough Council (Winter Pressures Fund and Tameside Community Champions), NHS Mental Health ‘Living Life Well’ Grant and Jigsaw Homes. Through these partnerships we were able to target the work of the project to areas of greatest need. Relationships with these organisations have continued beyond the end of the initial funding periods.

We began to work together with our partners at The Bureau, Glossop in their delivery of a Digital Health Support Service which focuses on health-specific digital support and training, working with GP surgeries and community groups.

Despite the national restrictions at the start of this project, particularly affecting our engagement of volunteers, we were able to:

- Fulfil 85 equipment referrals
- Deliver 261 Digital Skills one-to-one sessions by four staff and 15 volunteers
- Build partnerships with 36 referral organisation including social prescribers, housing associations and health charities and other diverse groups.

Connect Against Crime Project



Following a successful application to the Derbyshire Police and Crime Commissioner's Vulnerability Fund, on 1st June 2021 we launched the 'Connect Against Crime Project'.

Working alongside statutory and community-based organisations, including the Police and The Bureau in Glossop, this project provided refurbished IT equipment and online safety advice to vulnerable people, families, and community groups in the High Peak.

The aim was not only to improve their general wellbeing via access to the online world but also to reduce the likelihood of them being either victims of crime or engage in criminal or anti-social behaviour.

In addition, people identified by our community partners as vulnerable were provided with the opportunity to become Volunteer IT Refurbishers via our 'Workshop Experience' programme. This enabled them to positively engage and develop their skills within a supported group setting. It also raised their own awareness of cybercrime, boosted their confidence, and helped develop a sense of community belonging.



The funding enabled us to:

- employ a Technical Lead Worker from 1st June 2021
- recruit six new 'vulnerable' volunteers
- re-engage with seven additional existing volunteers, all of whom face complex life challenges, to act as trainers and mentors.
- distribute 73 devices (during the period 1st June 2021 to 31st March 2022) to individuals, couples, or families under this funding.

Our blog entry about the project: [Connect Against Crime](#)

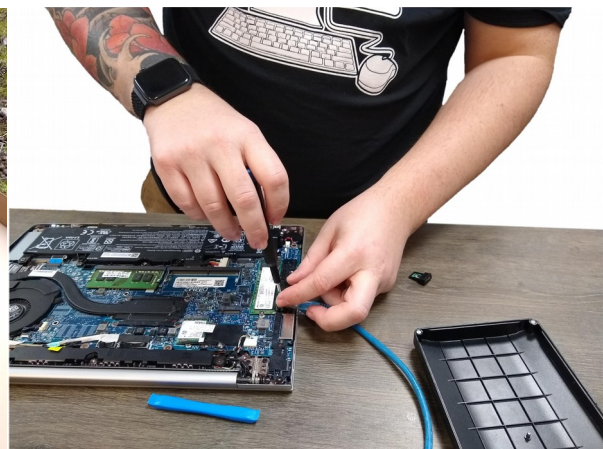
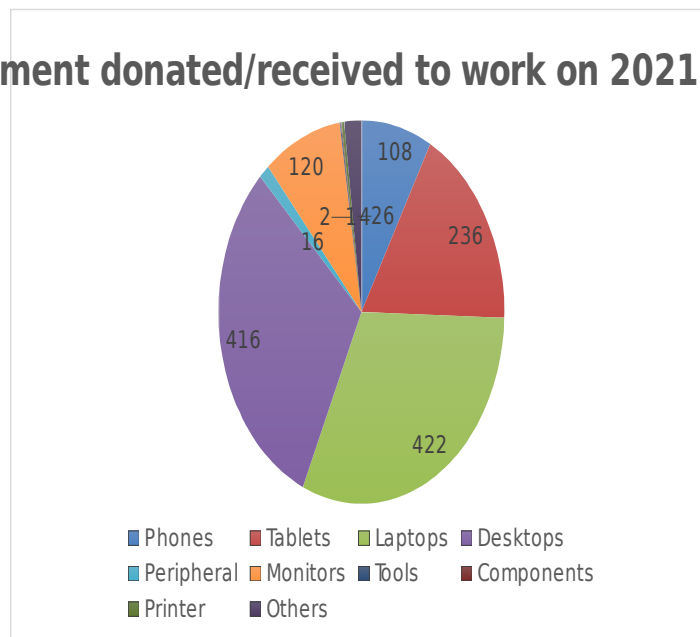
Equipment refurbishment

Referrals for equipment are received both directly and via our projects. Thanks to the appointment of our Technical Lead in June we were able to reopen our workshop and welcome back our volunteer refurbishers, some of whom had been working from home. With a grant from Derbyshire County Council, we were able to buy extra tools and equipment to provide individual, COVID-safe “work stations” allowing our volunteers to help with the increasing demand for our services.

Through the generosity of corporate and individual donors we handled **1351** items of equipment which we logged ready to refurbish and redistribute or recycle.

We were very pleased to continue our relationships with Derbyshire County Council and Ingeus to provide refurbished equipment to support their digitally excluded clients.

Equipment donated/received to work on 2021 - 2022



Highlights of the Year

April

We were so pleased that our in-person digital skills training was finally given the go-ahead. Here is our lovely first client Enid at her session with her Digital Tutor, Sam.



May

We launched our online 'Blog' in May so that our supporters could receive more detailed information about our work: Read our blog entry: ["Now more than ever, internet access is a lifeline - not a luxury"](#)



June

Thanks to a grant from Foundation Derbyshire, PCrefurb was able to donate four new Lenovo 10-inch Android tablets to Blythe House hospice to support their E-Commerce Unit.

Their E-Commerce Manager, Gavin Peach, told us that receiving the tablets would enable them to expand their operations photographing and selling items on eBay to raise much needed funds for the hospice.

July

Sometimes the equipment we are donated is too old or too faulty to be refurbished but it is one of our objectives to salvage parts for recycling.

Staff and volunteers extricated approximately 150kg of motherboards, expansion cards, RAM, processors, heatsinks and power supplies which were carefully packed up and shipped to Archer Recycling of Gloucester.



August

We received a fantastic donation of 120 laptops from Huawei which were refurbished by our volunteers and redistributed in Greater Manchester. One of the charities we were able to support was Hope Hill Foundation. Their founder, Elaine Thompson, told us the difference the laptops made: "We can provide vulnerable households with I.T. equipment that would otherwise not have access. We primarily support families with children particularly young children, and this has been invaluable".

October

#InternationalDayofOlderPersons2021 was an opportunity to focus on some of the wonderful older clients that we



help to get online. As one previously digitally excluded person said, "With a bit of help you're never too old to learn something new!"



Our Digital Wellbeing Project received a donation of 100 tablets from Greater Manchester Police (GMP), through the Greater Manchester Combined Authority (GMCA) Tech Trust to support Tameside people who don't have access to devices to get online. Tameside Council's Employment & Skills team, who support residents and businesses across the borough, organised the donation as part of Get Online Week. The tablets will form part of a

lending library to help people who are digitally excluded.



November

Derbyshire County Council supplied us with 37 laptops which were refurbished, licensed and PAT tested by our workshop volunteers, led by our Technical Lead, Jay, and then passed on to the Thriving Communities programme ['BLAST' in Shirebrook](#).

December

Following a successful application to Vodafone UK 'Charities Connected' initiative we secured 75 free SIMs that we have since been distributing to the charities and organisations that we support.



High Peak charity PCrefurb will refurbish your unwanted laptops, smartphones and tablets and pass them onto those unable to afford their own.



January

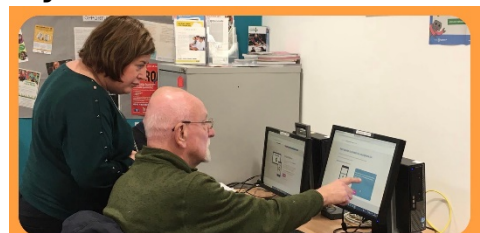
In January we teamed up with Zink, a community organisation in Buxton, to appeal for donations of unwanted tech. By spreading the word through their networks, we have started to receive useful donation of equipment to work on.

Through funding received from Jigsaw and Living Life Well we were able to recruit two Digital Tutors. They have since been delivering one-to-one and group digital skills training.

March

Our Digital Tutors enjoyed working with the Hattersley Over 50's IT Club, looking at the important subject of 'Online Safety' using the excellent Good Things Foundation resource 'Learn My Way'

February



March also saw the publication of our first newsletter, which has since become [a quarterly publication](#).

Our Volunteers

Digital Champions



Jason

"What attracted me to volunteering as a Digital Champion was the improved employment prospects. Volunteers have a growth mindset which shows that you're willing to learn. Employers look positively upon volunteers."

Barbara

"I volunteer with PCrefurb Digital Wellbeing Project because I want to have the opportunity to pass on skills and knowledge I've acquired and to help others become confident in using their IT equipment - smart phone, tablets or laptops. It's rewarding and fun!"



Refurbisher

Shaun

"I cannot speak for all of the volunteers but for me doing this gives me a sense of purpose by helping others, as I'm not working it gets me out of the house which in turn is helping my mental health. When I first started I learnt something new every session but now I learn new things occasionally, as I also deliver I get to see the recipients face light up when I hand over the computer which in return gives me the sense of satisfaction that what we're doing is worthwhile."

Although us volunteers are dealing with our own issues, we all work together to get the objectives met and for some it's the only interaction they get. All in all it's for a good cause."

Driver

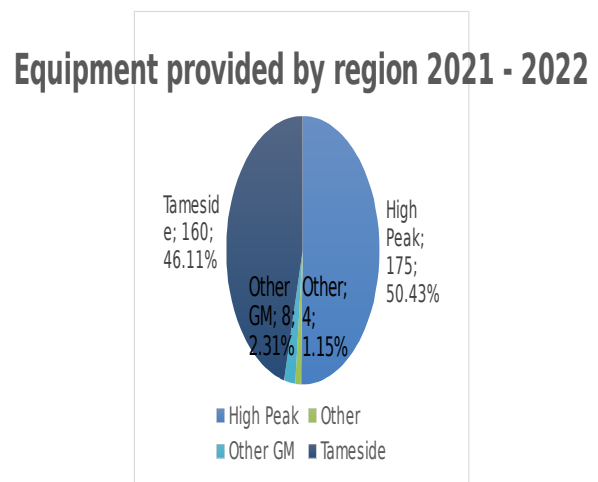
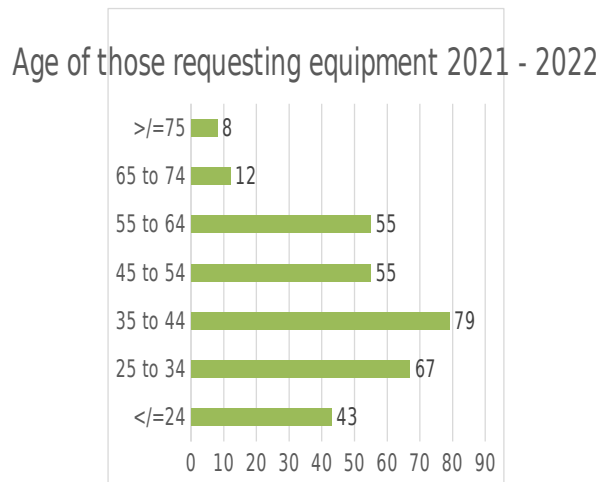
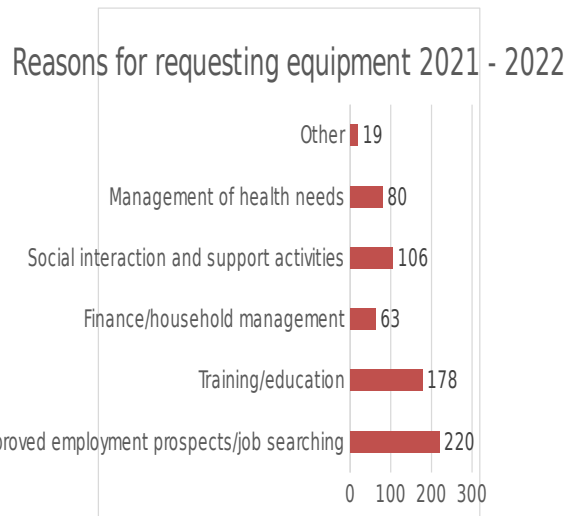
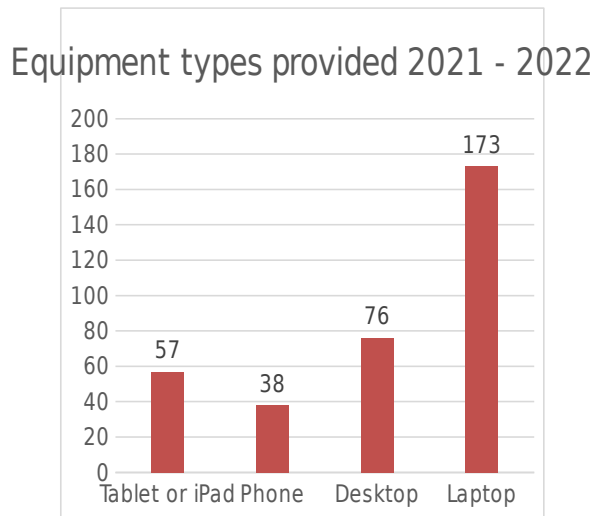
Peter

"As a PCrefurb Volunteer Driver, I find that volunteering is most definitely a two-way thing. The client gets the benefit of PCrefurb technology to help bridge the 'Digital Divide' and I get the benefit of being out and about meeting all sorts of people in need of a helping hand. As a retired person myself, I would definitely recommend it to others. It's easy and on the very rare occasion a problem is encountered, there is always a friendly face to help out."

Achievements and Performance

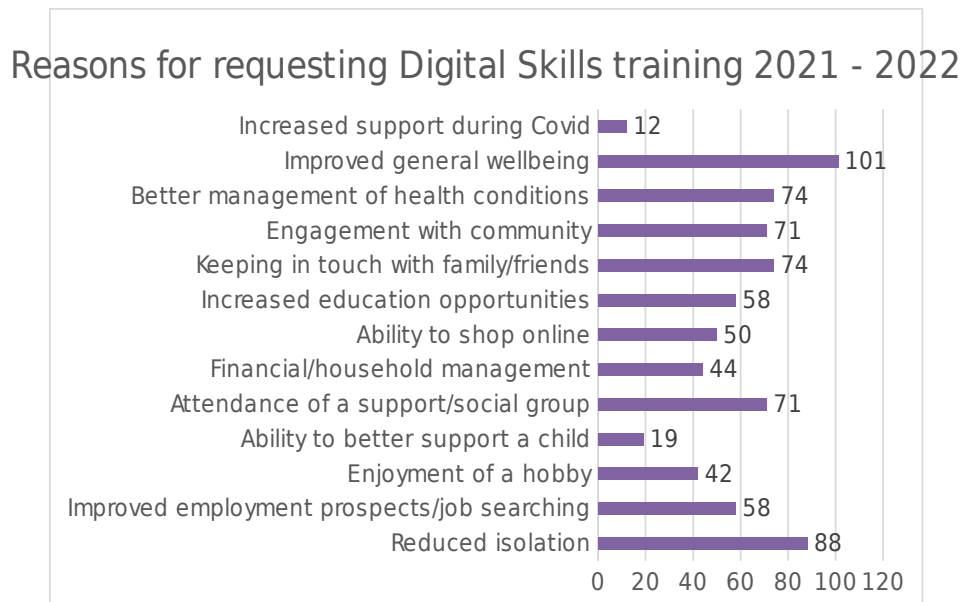
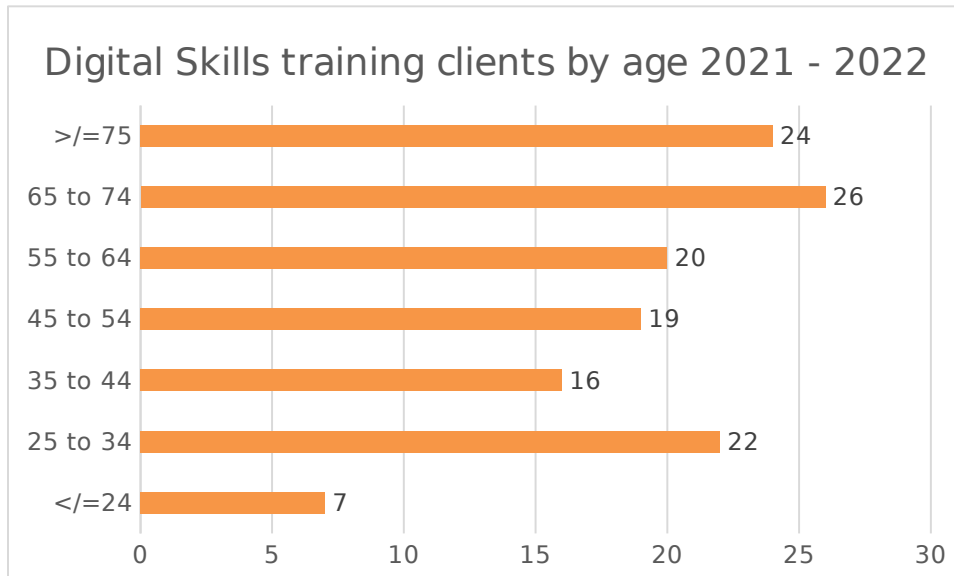
Requests for equipment from groups and referred individuals = 358

Items of equipment provided = 528



Clients referred for Digital Skills training = 169

Sessions delivered providing individual training = 261



Case Studies



Ron

Ron was referred to our Digital Wellbeing Project by Nicola Lowe of Tameside Dementia Support Service. She explained that Ron had a diagnosis of Alzheimer's and a tablet could help to reduce his social isolation and promote independence.

Find out more about how PCrefurb helped Ron [here](#).

Dale

Long term unemployment is distressing and debilitating. For Dale, 18 months without work led to mental health problems "I'd been out of work for far too long," he explains "I'd reached the point where my anxiety was so bad, I didn't even want to answer the phone."

Find out more about how PCrefurb helped Dale [here](#).

Carole

Carole had been out of the world of employment for quite a few years while caring for her mother. She realised that getting back into secretarial and administrative work would be very difficult without upgrading her IT skills but her old computer was unable to cope with Microsoft software upgrades. She said, "I felt stuck at the first hurdle".

Find out more about how PCrefurb helped Carole [here](#).

Joanne

Joanne discovered PCrefurb via G52, a Gamesley based Community Group. She explained "after spending 19 years disabled and on benefits, I decided to get myself back to good health and back to work. I wanted to open my own business and become self-employed, but with very little computer skills and no income for a laptop or training G52 pointed me in the direction of PCrefurb."

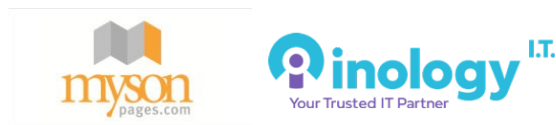
Find out more about how PCrefurb helped Joanne [here](#).



Funders, Donors and Supporters

This year we have been supported with donations of equipment from over 90 businesses, organisations and individuals. Our supporters range from locals who want to make a difference in their community to two multinational corporations that generously donated large numbers of devices for us to work on and redistribute. We have fostered some wonderful ongoing relationships with companies who share our vision and who continue to support our social and environmental aims whilst welcoming every offer of help from individuals who share our goals.

We are particularly grateful to Myson Pages and Inology who generously supply us with equipment to refurbish and distribute, give us support and advice on technical matters and are our advocates in their respective business networks.



Most of our funding comes from a range of grants. This year we have received funds from:

The National Lottery Community Fund
Amazon
Tameside and Glossop NHS CCG
Tameside Borough Council Community Champions
Derbyshire County Council – COVID-19 Fund
Jigsaw Homes
Tameside and Glossop NHS Living Life Well
Onward Homes
Derbyshire Police and Crime Commissioner’s Vulnerability Fund
Tameside Borough Council Winter Pressures Fund



Looking Ahead

During the COVID pandemic we anticipated that we would have to respond to the consequences for some years to come, and so it appears to be with the apparent long-term effects on employment, mental health and well-being in general. More and more services are now only available online and the divisions between those who are digitally excluded and those who are not continue to grow.

We also recognise the pressures on businesses, with some making changes in structure to have more employees working remotely. This has had a knock-on effect on equipment donations to us, as more businesses focus on their own needs.

As we look ahead our plans include:

- Better identifying areas of need to more effectively target our resources
- Continuing to develop processes for loaning equipment to improve our sustainability
- Further consolidating our infrastructure
- Continuing to develop sources of non-grant income
- Following a large increase in volunteers, further developing charity-wide monitoring and consultation in order to inform strategic planning

Reserves Policy

In line with guidance issued by the Charity Commission, the Trustees of PCrefurb aim to maintain enough free reserves at the end of the financial year to contribute to baseline running costs, any unexpected scenarios and to meet its obligations to its staff and the community it serves.

PCrefurb will seek to hold a reserve amount of unrestricted funds equivalent to the greatest of:

- a) Sufficient to allow orderly closure of the charity including staff notice periods, redundancy costs, rental and utility notice periods and other closure costs. This amount will be ring-fenced.
- b) Six months operational running costs.

The value will be set and reviewed by the Treasurer and Chief Officer:

- every twelve months.
- when there are changes/additions to staff contracts.
- when other significant changes of expenditure occur.

Structure, Governance and Management

PCrefurb is a Charitable Incorporated Organisation (CIO). The Trustees are ultimately responsible for all governance, funding, staffing and disciplinary matters through regular and ad hoc board meetings. Urgent decisions are taken, if necessary, via email.

The Chief Officer reports and makes recommendations to the Trustees and is supervised directly by a small supervisory group of Trustees.

Trustee meetings are held every three months with the use of email to take decisions and approve documents in between meetings.

Trustee Selection

Appointments are normally made in a full meeting or by a panel of selected trustees. This follows informal briefings and an invitation to attend at least one Trustees' meeting as an observer. Written material and references may be requested if deemed necessary. Attention is paid to experience and skills and any need to fill or replace specific areas of expertise.

Induction is based on providing new trustees with copies of the Constitution, the charity's policies and procedures and other relevant documents. No formal training is carried out unless specifically deemed necessary - suitable candidates will normally have had experience of governance and / or management in the public, private or community / charity sector.

In taking decisions related to the charity's work, all the Trustees serving during the year covered by this report have read and had regard to the Charity Commission Guidance on Public Benefit guidance.

Governing Document

Our Constitution is our Governing Document as registered with the Charity Commission on 28 June 2019.

Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees:

Signature(s)	
Full name(s)	
Position (e.g. Secretary, Chair, etc)	
Date	

INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2022

PCREFURB

**PCREFURB
INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2022**

	£	£
<u>INCOME</u>		
Grants	202195	
Donations	3162	
Sale of Equipment	12558	
	217915	217915
<u>COST OF SALES</u>		
Opening Stock	-	
Computer Parts/Materials	18023	
Closing stock	-4672	
	13351	13351
<u>EXPENDITURE</u>		
Telephone and internet	364	
Insurance	1124	
Salaries, NI and Pension costs	112871	
Accountancy and payroll	288	
Volunteer expenses	802	
Licences	2237	
Advertising and Marketing	568	
Printing postage and stationery	1127	
DBS checks	498	
Rent and Room Hire	2620	
General Office/Admin expenses	1616	
Travel and Subsistence	526	
Subscriptions	1277	
Staff training	22	
Independent Examination Fee	780	
Sundry expenses	835	
Depreciation	153	
	127708	127708
Net Income over Expenditure		76856

**PCREFURB
BALANCE SHEET
FOR THE YEAR ENDED 31 MARCH 2022**

Fixed Assets

Office Equipment	540	
Fixtures and Fittings	160	
	<u>700</u>	

Current Assets

Bank accounts	196144	
Stock	4672	
Debtors	850	
Prepayments	<u>7921</u>	
		209587

Current Liabilities

Creditors	-62	
Accruals	-75780	
Pension	<u>-556</u>	
		-76398

133889

Funded by

Reserves brought forward	57033	
Surplus for the year	<u>76856</u>	
		<u>133889</u>

Made up of

Restricted Funds	76967	
Unrestricted Funds	<u>56922</u>	
		<u>133889</u>

On behalf of the trustees I hereby confirm that these accounts represent a true and accurate statement for the period 1st April 2021 to 31st March 2022

O Cross.....**Ollie Cross**
Treasurer

Date **6th December 2022**

PC Refurb

Independent Examiner's Report to the Trustees of PC Refurb

I report on the accounts of the charity for the year ended 31 March 2022.

This report is made solely to the charity's trustees, as a body, in accordance with Section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this independent accountants' report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my reporting work, for this report, or for the opinions I have formed.

Respective responsibilities of members and examiner

As the trustees of the charity, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011.

Having satisfied myself that the Charity is not subject to an audit I report in respect of my examination of your charity's accounts carried out under section 145 of the 2011 Act. In carrying out my examination I have followed the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Basis of examiner's report

My examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention which gives me reasonable cause to believe that, in any material respect:

1. accounting records were not kept in respect of the charity as required by section 130 of the 2011 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



.....
Claire L Taylor, BA (Hons), F.C.C.A
Chadwick & Company (Manchester) Limited
Chartered Accountants
Statutory Auditors
Capital House
272 Manchester Road
Droylsden
Manchester
M43 6PW

Date: 08 December 2022

PCREFURB

England & Wales - Charity number 1184155

Accounts



PCrefurb
bridging the digital divide

PCrefurb

Annual Report

2020-2021



Registered Charity No.1184155

Glossop, Derbyshire

PCrefurb: Annual Report for the period 2020-2021

(April 1st, 2020 to March 31st, 2021)

Charity name: PCrefurb. Charity registration number: 1184155.

Principal address: c/o The Bureau, Bank House, Henry Street, Glossop, Derbyshire, SK13 8BW

PCrefurb, was established in early 2018 as a unincorporated community group to help to bridge the 'digital divide' by providing refurbished computers with training and support for people who need to acquire or improve basic computer and internet skills. It was established as a Charitable Incorporated Organisation in June 2019.

Introduction

I am very happy to report this year that PCRefurb has continued to make a real difference to people's lives through its work bridging the digital divide for our community's most vulnerable members. I am extremely proud of the way we have developed this year as a charity and of the quality of our work.

Our success, however, has only been achieved through the work of every single member of the PCrefurb team and its partners. One of our key strengths is a focus on being responsive to the needs of every person and community group it works with. Another is our teamwork and supportive, collaborative approach.

At our core we have a team of volunteer digital device refurbishers, many of whom face complex challenges in their own lives. They work tirelessly to make donated devices ready to send out to those in need. Volunteers (including trustees) also drive and deliver the refurbished devices to those in need, and our volunteer digital champions now provide tuition and training. And a volunteer accountant now provides professional help with financial monitoring and forecasting.

In employing staff in recycling, we have, of course, created 'green' jobs and our committed team has worked tirelessly this year, always focusing on the people we support and delivering work of the highest quality with total professionalism. None of this, however, would have been possible without their excellent work in developing partnerships with, in particular, the NHS, local councils, job centres, housing associations and local charities.

Our trustees have not only ensured strong governance but have also committed many hours of their own time, helping to form partnerships with the corporate sector and resulting in major donations of IT equipment. They have also helped secure significant grant funding, for example from the National Lottery and the Derbyshire Police Crime Commissioner.

We are proud of the relationships we have developed with a diverse range of community groups this year and of being able to support the valuable work they do. I would like to thank all our partners and supporters - businesses, individual donors, the NHS, the Police, councils and charities and other voluntary organisations.

Ed Kelly, Chair of Trustees

1 Our Objectives

These are summarised in the charity's constitution:

1. Education in the use of computers and other information technology and in communication skills.
2. The protection of the environment through the repair, refurbishment and recycling of unwanted and/or outdated computers and other IT equipment.
3. The relief of those with mental health problems or who are socially disadvantaged by enabling them to share and develop IT skills and knowledge in a safe and accepting group.
4. To provide people with limited means with computers or other IT equipment.
5. To provide schools with refurbished computers or IT equipment.
6. To provide refurbished computers or IT equipment to charities or community groups to help improve their effectiveness.

2 Current and Recent Activities

- a) The year 2020-21 has been a remarkable one in the Charity's development, largely due to the Covid-19 pandemic crisis and the national 'lockdowns' and other restrictions on people's everyday lives, work and social contact.
- b) Those restrictions have unfortunately meant that we had to close our workshop on 16th March 2020 with volunteers working at home. However, we were able to begin distributing refurbished equipment again from July 2020, having reorganised our working practices.
- c) Nonetheless the Charity has still been able to play an important part in combatting social isolation among the most vulnerable in our society through our new Digital Wellbeing programme. Our successful tablet appeal provided 187 donated and refurbished tablets and laptops which we distributed to people in care homes, hospices and hospitals to help them keep in touch with family and friends.
- d) This work is now backed by a major Digital Literacy training service. Our original aim, of bridging the digital divide, has never been more relevant.
- e) Much of the new work is being carried out in partnership with local health and care trusts, with substantial funding provided by the NHS and other public bodies. At the same time, we have continued to work with and assist local charities and groups and to assist individuals in need.

- f) As before, our work has been dependent on donations of redundant computers (increasingly tablets) which are capable of being refurbished with new software. Here, the public have always been generous in their support but large-scale donations have been generously provided by local businesses and organisations who are in the process of re-equipping. This is just one illustration of the growing local goodwill and support for our work.

“Working with PC Refurb throughout the Covid pandemic has been a lifesaver for us... they were able to help us out with remote working equipment to facilitate continuing to run a frontline service... any break in service could have had very serious consequences for victims of domestic abuse. More recently they have helped us by providing laptops, phones and other technical equipment meaning we have been able to support clients to access home schooling. One client told us ‘Thank you so much for the laptop. It’s stopped us climbing the walls!’ **Crossroads Derbyshire**

4 Staffing

- a) The changes and expansion in work and operations and associated funding, has led to investment in an expanded (though still compact) staffing structure, with a variety of experienced people, each with specialist skills.
- b) To manage all aspects of the charity’s expanding work, a Chief Officer was appointed in March 2021. Also during the year to 31st March, four members of staff were appointed: a Digital Wellbeing Project Volunteer Coordinator, Digital Tutor, Technical Assistant and an Administrator. Further staffing development took place shortly after.

5 Our Volunteers

- a) The refurbishment work has been carried out by our team of nine volunteers, many of whom are without employment and have social and personal challenges to overcome. Without them the project would not exist, and they have demonstrated impressive commitment is a difficult year, involving a great deal of home working. At the same time 16 volunteers were recruited during the year for training as Digital Champions to carry out the teaching role for the Digital Wellbeing programme. Three volunteer drivers were also recruited. At the end of March, the total number of volunteers stood at 28.
- b) Financial management and forecasting is supported by a volunteer and some support work, for example, deliveries, is still carried out by trustees, acting as volunteers.

6 Our Achievements

The Charity’s single most significant achievement during the year has been the establishment of a Digital Wellbeing training project in partnership with local NHS Trusts and other agencies to help combat digital exclusion which, itself has become a greater social issue with the isolation resulting from the Covid-19 pandemic and its related social restrictions. This has developed alongside the expansion of provision of refurbished tablets, funded through grants and community fund-raising, for isolated people in care homes and hospices..



In the light of this we have attracted an increased volume of equipment donations, especially those from local businesses and organisations. One small extra achievement has been the export of refurbished equipment to the developing world, with provision for schools in India and Kenya.

In 2020-21, PCrefurb's contribution to social improvement grew considerably at a time of great difficulty and its reputation has spread more widely as a result.

The Appendix contains statistical details of the charity's activities and output.

"We contacted the Digital Wellbeing Project to explore how our services could work together to remove any potential digital barriers for participants. Together we have opened up a new digital world for those managing a long-term condition and have given them the confidence to become more connected ... with Action Together, Be Well, Active Tameside and their own family and friends. Thank you to the Digital Wellbeing Project for being so receptive, enthusiastic, solution-focused and kind!" **Minds Matter**

Highlights of the Year 2020-21

The year 2020-21 saw a rapid growth of donations, the production and distribution of equipment together with an expansion of the scope of the Charity's work services. The events listed here represent a small selection of the achievements and developments. The impetus has continued at pace in the following reporting year.

2020

In April, refurbished laptops and tablets were provided for schools in India and Kenya and for a Derbyshire County Council for an outreach support programme for young people.

By May, we had provided a total of 86 tablets, for isolated people in care homes, hospices and hospitals.

In July, PCrefurb was awarded NHS funding for a new Digital Literacy project, starting with the recruitment and training of a team of volunteers to work as 'Digital Champions'.

By October:

- The Charity had distributed (since March) 140 tablets and had received 265 donations of IT equipment.
- Taken on a Quality Assurance role.
- Received several more major grants, including one from the local Mental Health Team.
- Initiated a 'Health App' project with local GPs.
- Established the basis of the new 'Digital Wellbeing' project.
- Opened a PayPal account to handle financial donations.

2021

In March, the Charity set up a device 'Lending Library' to run alongside the normal free distribution programme. In one record-breaking week, local businesses donated 50 laptops and 50 desktop PCs for refurbishment.



The same month saw the first volunteers signed up as ‘Digital Champions’ for the Digital Wellbeing project and funding was granted by the Police and Crime Commissioner for a technical lead staff member.



Moves were made to establish improved working conditions by reaching agreement to take accommodation at The Bureau in Glossop for meeting, office and workshop space. To manage what had become a much more complex and wide-ranging operation, the Charity now had a larger (though still small) staff team headed by a Chief Officer.

PCrefurb was now set up for the further developments which would follow in 2021-2.

“Well done to PCrefurb for their collaborative approach... The partnership focus really came across...and this will give existing partners more confidence in investing where they can.” “PCrefurb are a pleasure to work with...”. Via Tameside and Glossop Integrated Care NHS Trust

6 Fundraising

From the beginning our work has attracted funding through the National Lottery, local authority, public health and other grants. Since the onset of the pandemic in early 2020, our initial funds have continued to be augmented by grant aid from various streams specific to Covid-19. This is enabling us to provide a greater number of tablets and laptops to those affected by isolation and digital exclusion. These extra funds have also enabled us to appoint the extra staff to manage an increasing and more diverse workload. During this reporting year, new grants totalled £85,856, including those from NHS Derby & Derbyshire; Tameside Council; and Inspiring Communities Together.



In addition, we have built up a large network of local business contacts which has resulted in substantial support by the private sector with equipment and discounts.

Myson Pages; Music Magpie; Money Save Service Centre; Benchmark International; Ribble Packaging; Parking Eye; SPX Flow; West Fleetwood Computer Clinic; Five Wealth; Transport for Greater Manchester; TalentRise; SPX Flow; Five Wealth Ltd; Ashfield Healthcare Communications; White Bridge College; Inology IT Support; Lantec UK.

We have been gratified by the scale of support from all sectors which demonstrates confidence in our objectives and in the charity itself.

7 Finance

- a) The Charity seeks to produce a financial return within acceptable guidelines.
- b) All current assets should be readily available to meet any unanticipated cash flow requirements of the Charity.

- c) **Risk:** all funds held by the Charity are to secure the current work of the Charity. The Charity's short-term assets are held in cash denominated in sterling.
- d) **Liquidity Requirements:** the Trustees wish to maintain at least **three months** of running costs in cash at all times.
- e) **Management reporting and monitoring:** the Charity manages its own cash deposits and has nominated a list of authorised signatories, two of whom are required to sign instructions to the deposit-taking institution. A financial statement is reported to the Board of Trustees prior to each Trustee meeting.
- f) After making appropriate checks, the Trustees hold a reasonable expectation that the Charity has adequate funds to continue in operational existence for the foreseeable future.
 - 1. The Charity has a small net income over expenditure of £43,079, the figure is as expected during the period of reporting.
 - 2. Risks and uncertainties are very low to the Charity. A lack of support and donated equipment could have an adverse impact on the core work of the Charity. Current signs are that this is very low risk.
- g) **Pay Policy for Staff:** The Trustees set the pay and remuneration for the Charity's personnel. These figures are reviewed annually. Comparisons with industry pay scales are considered along with those within the charity sector.
- h) **Accountants:** Our current accountants, Crossfields Accountancy Ltd, have indicated their willingness to continue to prepare the accounts of the Charity.

8 Future Plans

During the next year or so, on the understanding that Covid restriction will all have been lifted, the Charity will focus on bedding in the Digital Wellbeing service and developing its capacity, in association with our partners.

At the same time, we plan to attend to three new objectives:

- a) Seeking long term funding for all our core work
- b) Securing permanent premises, to provide stability and greater efficiency and to bring together all functions.
- c) Extending our current work to the wider High Peak area, in particular the more isolated rural areas.

For the longer term, we will investigate the feasibility of establishing a second base in Tameside.

10 Governance

The Trustees are ultimately responsible for all governance, funding, staffing and disciplinary matters through regular and ad hoc board meetings. Urgent decisions are taken, if necessary, via email.

An Advisory Group meets as needed to consider technical and production issues. Attendance is drawn from some or all of the Trustees, staff and volunteers and, by invitation outside advisors and representatives of associated organisations. The Group reports and makes recommendations to the

Trustees. The frequency of meetings has been affected by the Covid-19 restrictions and is currently under review.

The Chief Officer reports and makes recommendations to the Trustees and is supervised directly by a small Supervisory Group of Trustees.

During the year, in the light of the Covid-19 restrictions, Trustee meetings have been held online via Zoom, with the use of email to take decisions and approve documents in between meetings.

PCrefurb operates within a relatively small community and is developing a wide range of contacts with many of the local charities as community groups as well as health trusts, businesses and local authorities and other key players. Individual Trustees and the Chief Officer and other senior staff play a direct part in developing and maintaining these relationships. Our fast-growing network is a vital element in the charity's effective operation

Trustee Selection.


- a) Appointments are normally made in a full meeting or by a panel of selected trustees. This follows informal in the light briefings and an invitation to attend at least one trustees' meeting as observer. During Covid-19 restrictions, this process was replaced by email and phone communication. Written material and references may be requested if deemed necessary. Attention is paid to experience and skills and any need to fill or replace specific areas of expertise.
- b) Induction is based on providing new trustees with copies of the Constitution, the charity's policies and procedures and other relevant documents. No formal training is carried out unless specifically deemed necessary - suitable candidates will normally have had experience of governance and / or management in the public, private or community / charity sector.
- c) In taking decisions related to the charity's work, all the Trustees serving during the year covered by this report have read and had regard to the Charity Commission Guidance on Public Benefit guidance.

TRUSTEES AS AT 31 ST MARCH 2021				
Trustee name	Office (if any)	Background	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
Edward Kelly	Chair	Local councillor, youth work, local government management		All Trustees
Mary Jessop	Treasurer	Civil service, charity and voluntary work		"
Anthony Shelton	Secretary	Local government, charity work		"
Steven Lafferty		Company director, charity work		"
Russell Gard		Company director, charity work	August 2020 –	"
Jean Shanks			October 2020- March 2021	

Declaration

The trustees declare that they have approved the above trustees' report (at the Annual General Meeting on December 3rd, 2021

Signed on behalf of the charity's trustees:

Signature..... 
Edward Kelly, Chair

Date 8.12.21

APPENDIX

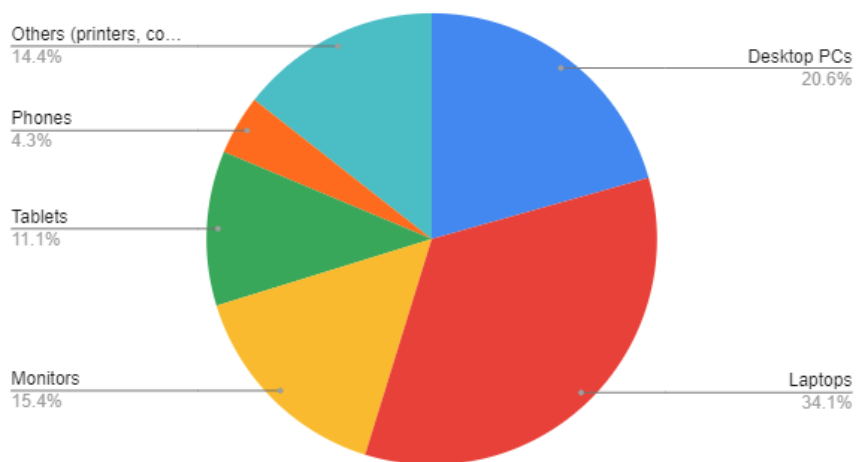
1. Equipment donated and purchased

Donation events: 161

Donations by type

Desktop PCs	193
Laptops	243
Monitors	142
Tablets	74
Phones	42
Devices and monitors	552
Others (printers, components)	142
Total	694

Donations by type



Equipment purchased through the Digital Wellbeing Project

Tablets: 35

Laptops: 2

4G WiFi hubs: 2

Equipment refurbished and redistributed

In addition to the figures below, 121 laptops, desktops and monitors were refurbished for Derbyshire County Council and returned to their Thriving Communities Programme.

Referrals successfully completed: 131

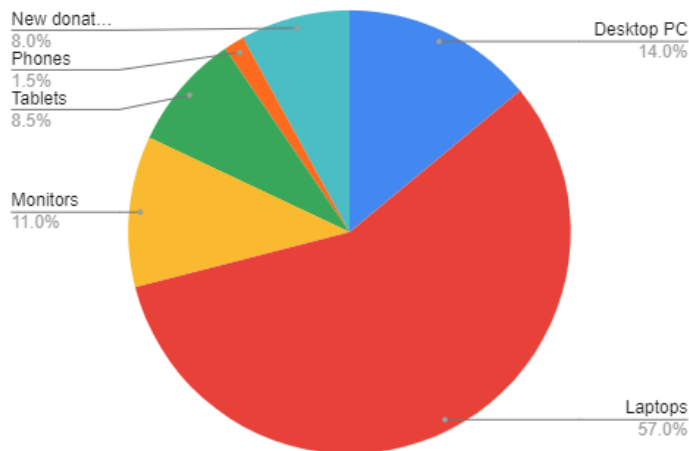
Individuals: 110

Charities and other groups: 21

Equipment refurbished and redistributed by type

Desktop PCs	28
Laptops	114
Monitors	22
Tablets	17
Phones	3
New donated peripherals	16
Total	200

Distributed equipment by type



INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2021

FOR

PC REFURB

PC REFURB

INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2021

INCOME

Grants	85856	
Donations	1209	
Tablet Appeal	18561	
Jobs/repairs	915	
DWB Project	5000	
	-----	111541

EXPENDITURE

Computer Parts/Materials	5103	
Telephone & internet	402	
Insurance	691	
Wages & volunteer expenses	39466	
Accountancy & payroll	1068	
Sundry expenses	450	
Tablet purchases & distribution for appeal	21282	
	-----	68462

Net income over expenditure		-----
		43079
		=====

PC REFURB**BALANCE SHEET**
FOR THE YEAR ENDED 31 MARCH 2021**Current Assets**

Bank accounts	55129
Cash in hand	250
Prepayments	2500

	57879

Current Liabilities

Accruals	780
Other creditors	60
PAYE	6

	57033
	=====

Fund

Reserve b/f	13954
Net income	43079

Reserves c/f	57033
	=====

INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2021

ACCOUNTANTS' REPORT TO

PC REFURB

In accordance with instructions given to us we have prepared without carrying out an audit the annexed financial statements from the accounting records and from information and explanations supplied to us.

Crossfields
Chartered Accountants
85/87 High Street West
Glossop
Derbyshire SK13 8AZ

CLIENT APPROVAL CERTIFICATE

We approve the financial statements and confirm that we have made available all relevant records and information for their preparation.

Mrs M Jessop.....

15th April 2021

INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2021

FOR

PC REFURB

PC REFURB

INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2021

INCOME

Grants	85856	
Donations	1209	
Tablet Appeal	18561	
Jobs/repairs	915	
DWB Project	5000	
	-----	111541

EXPENDITURE

Computer Parts/Materials	5103	
Telephone & internet	402	
Insurance	691	
Wages & volunteer expenses	39466	
Accountancy & payroll	1068	
Sundry expenses	450	
Tablet purchases & distribution for appeal	21282	
	-----	68462

Net income over expenditure		-----
		43079
		=====

PC REFURB

BALANCE SHEET
FOR THE YEAR ENDED 31 MARCH 2021

Current Assets

Bank accounts	55129
Cash in hand	250
Prepayments	2500

	57879

Current Liabilities

Accruals	780
Other creditors	60
PAYE	6

	57033
	=====

Fund

Reserve b/f	13954
Net income	43079

Reserves c/f	57033
	=====

INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2021

ACCOUNTANTS' REPORT TO

PC REFURB

In accordance with instructions given to us we have prepared without carrying out an audit the annexed financial statements from the accounting records and from information and explanations supplied to us.

Crossfields
Chartered Accountants
85/87 High Street West
Glossop
Derbyshire SK13 8AZ

CLIENT APPROVAL CERTIFICATE

We approve the financial statements and confirm that we have made available all relevant records and information for their preparation.

Mrs M Jessop.....

15th April 2021