



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

Pag e	
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](#)

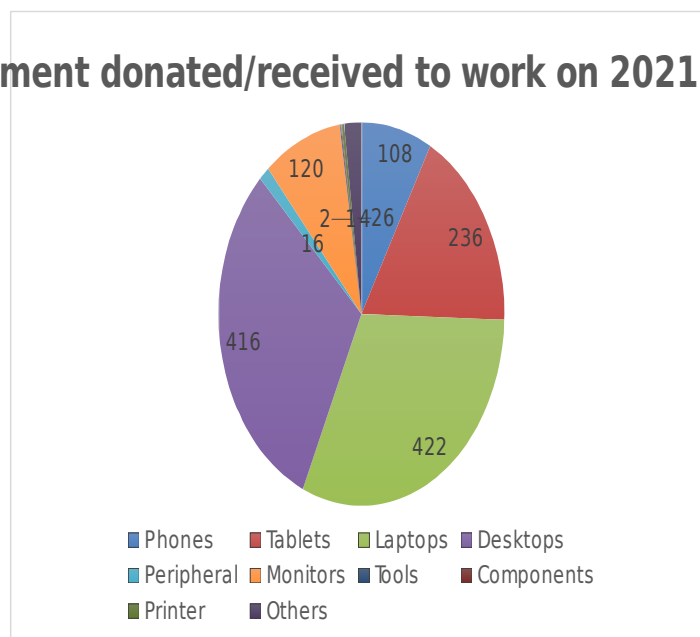
Equipment refurbishment

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 please 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

Celebrating International Day of Older Persons



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!"



lending library to help people who are digitally excluded.

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



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

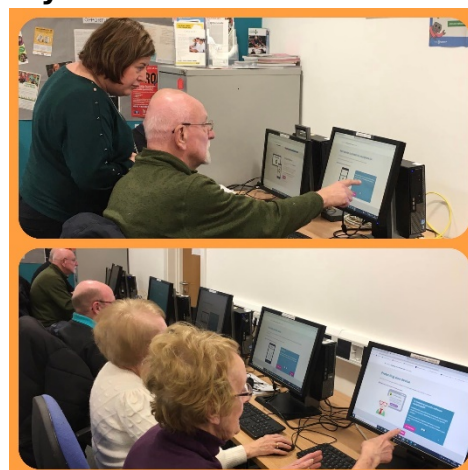
In January we teamed up with Zink, a community organisation in Buxton, to appeal for donations of unwanted tech. By spreading the word through their networks, we have started to receive useful donation of equipment to work on.

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

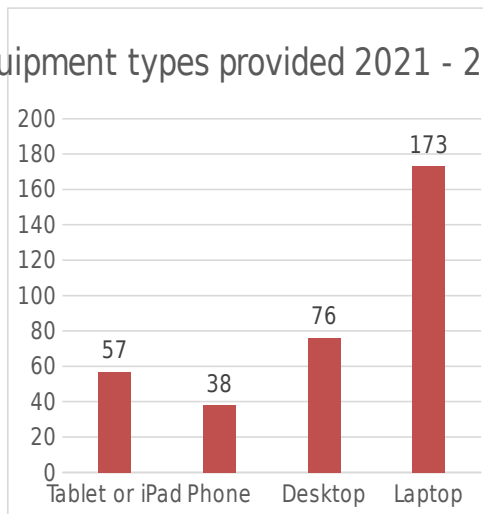
"As a PCrefurb Volunteer Driver, I find that volunteering is most definitely a two-way thing. The client gets the benefit of PCrefurb technology to help bridge the 'Digital Divide' and I get the benefit of being out and about meeting all sorts of people in need of a helping hand. As a retired person 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

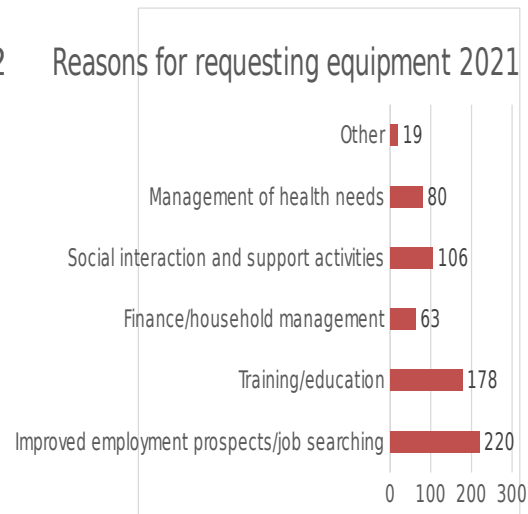
Requests for equipment from groups and referred individuals = 358

Items of equipment provided = 528

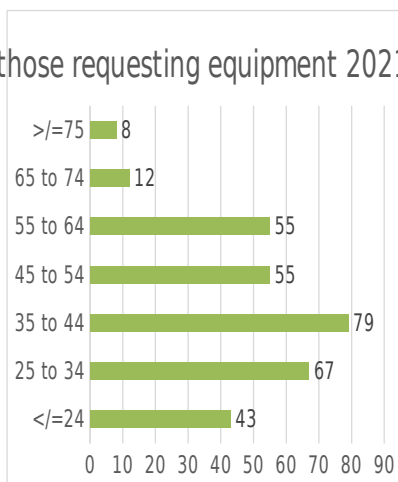
Equipment types provided 2021 - 2022



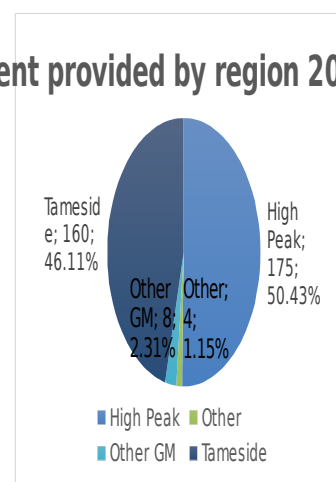
Reasons for requesting equipment 2021 - 2022



Age of those requesting equipment 2021 - 2022

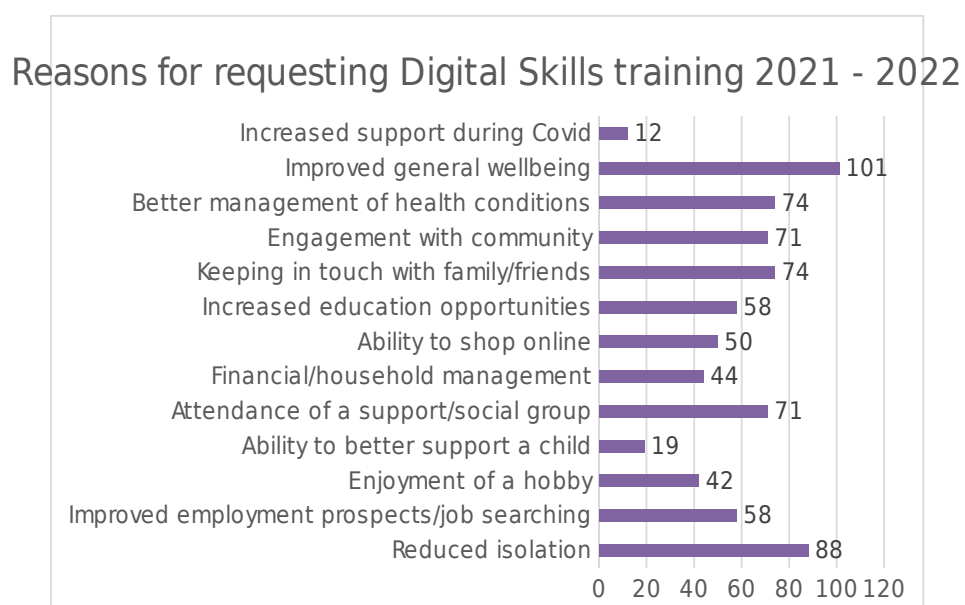
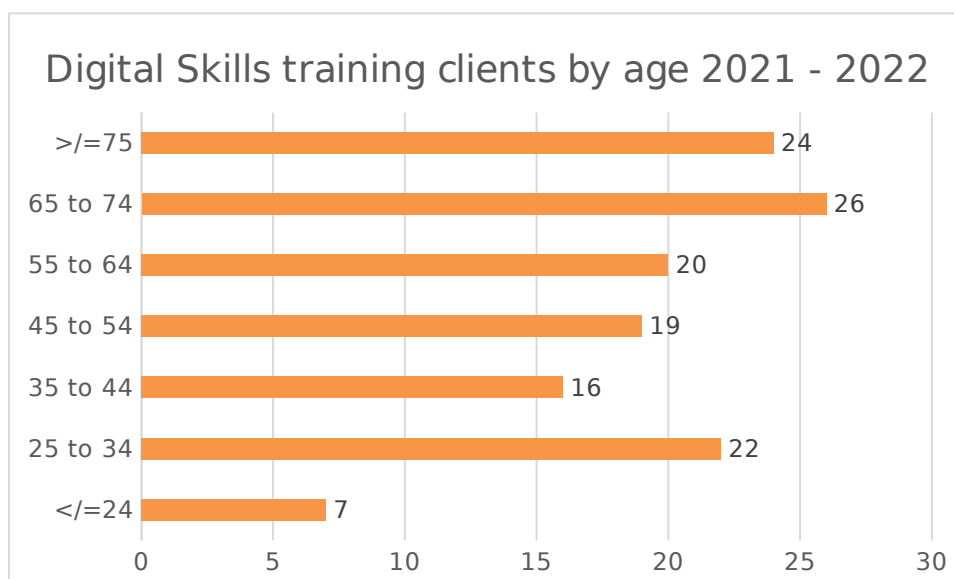


Equipment provided by region 2021 - 2022



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	
	<hr/>	217915
<u>COST OF SALES</u>		
Opening Stock	-	
Computer Parts/Materials	18023	
Closing stock	-4672	
	<hr/>	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	
	<hr/>	127708
Net Income over Expenditure		<hr/> <hr/>
		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