



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

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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

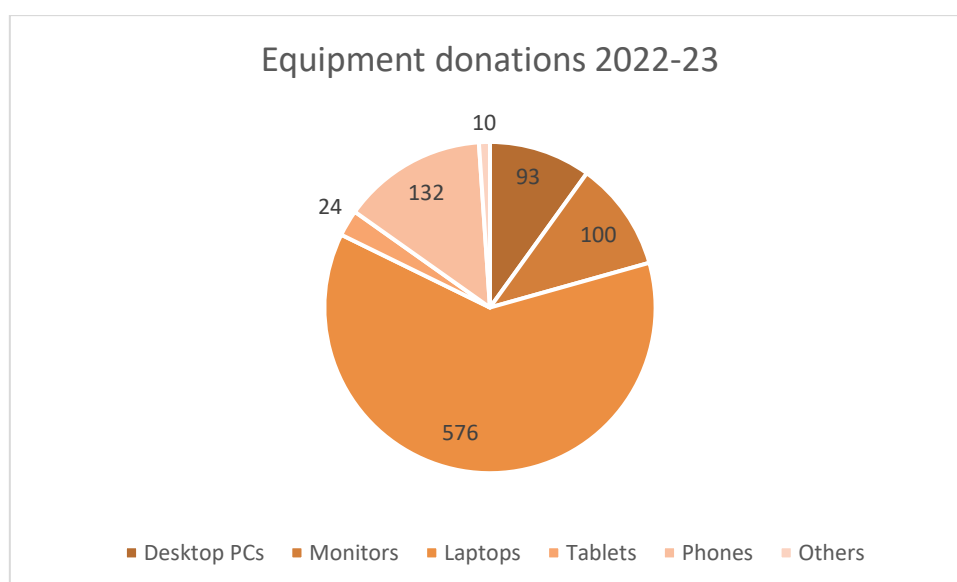
We were approached by Reaching People, a charity in Leicester, who wanted to consult us on setting up a similar refurbishing project in their region. Over several remote and in-person meetings we were able to support them in the development of their 'Refurb IT' project, advising them in particular on 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."

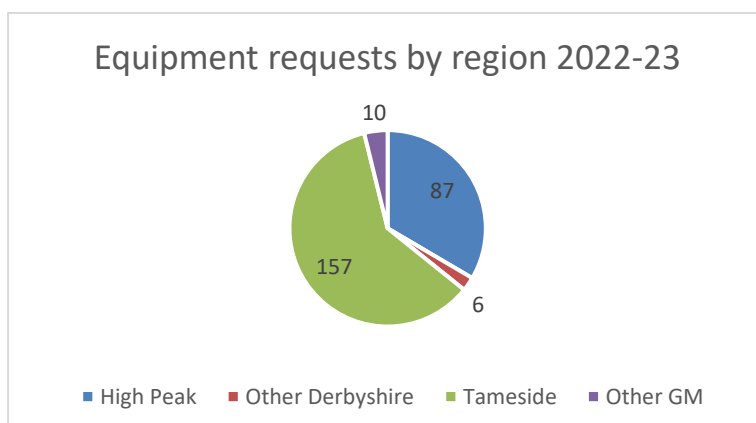
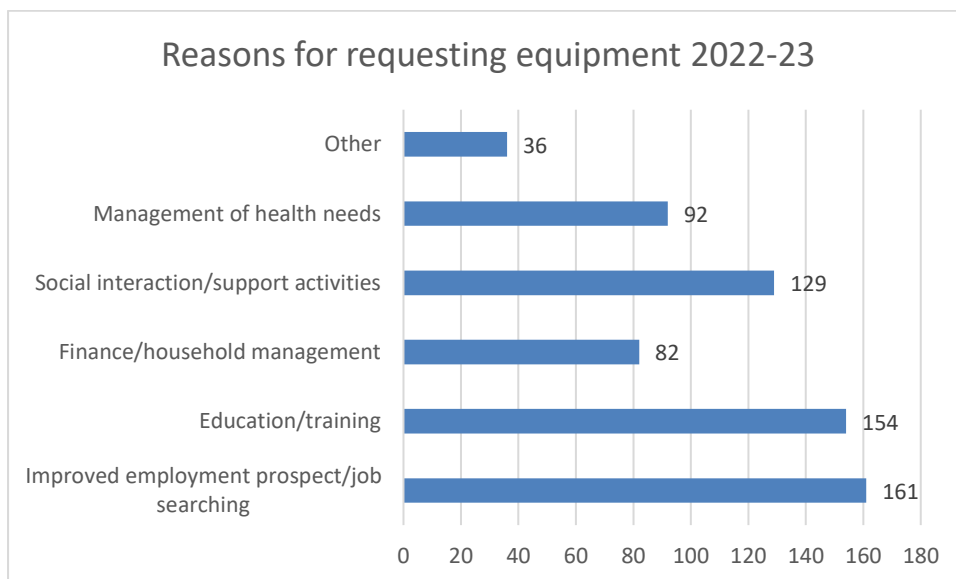
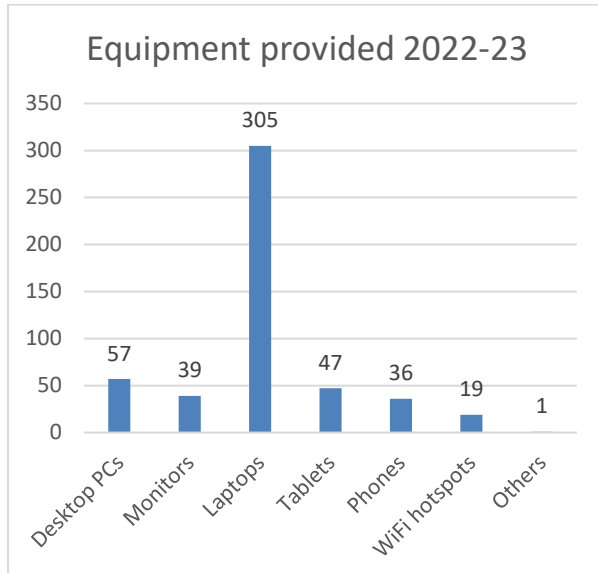
Since then, I've delivered equipment to parts of Tameside that I never knew existed! I've seen the excitement and potential on people's faces as they realise that their worlds can be changed with their new skills."



Achievements and Performance

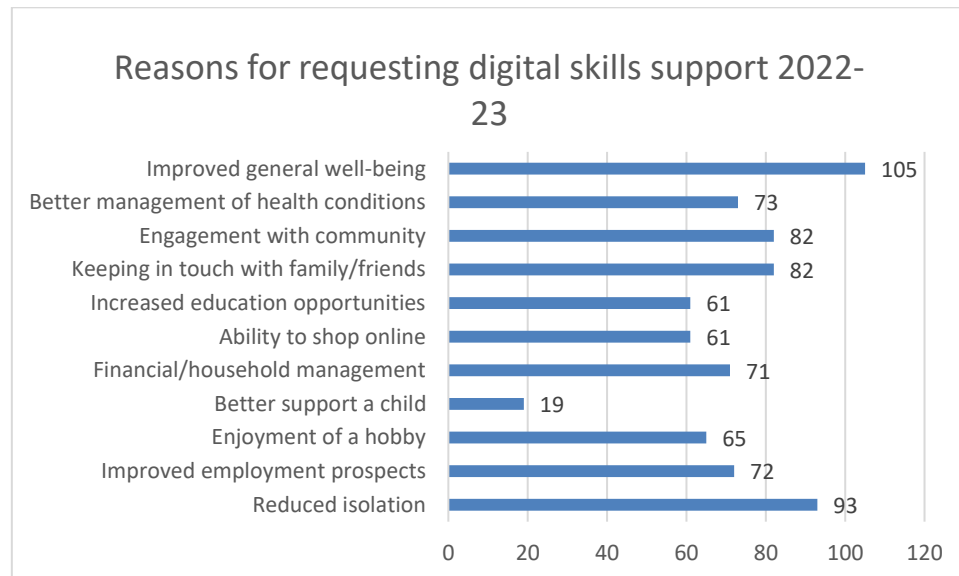
Requests for equipment from groups and referred individuals = 260

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", followed by a vertical line.

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	<u>12383</u>			
		140703		217915
<u>COST OF SALES</u>				
Opening Stock	4672			
Computer Parts/Materials	18912			
Project Costs	654		18023	
Closing Stock	<u>-393</u>		<u>-4672</u>	
		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	<u>387</u>		<u>153</u>	
		144989		127708
Net Income over Expenditure		<u>-28524</u>		<u>76856</u>

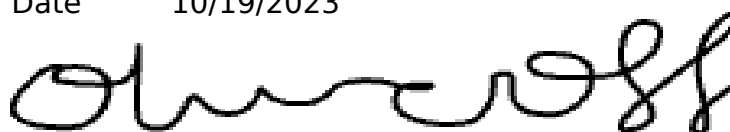
**PC REFURB
BALANCE SHEET
FOR THE YEAR ENDED 31 MARCH 2023**

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

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

O Cross
Treasurer

Date 10/19/2023



22

£

	540
	160
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	700

209587

-76398

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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