



Annual Report 2016-2017





A message from our CEO...

This year has been one of change for Computer Aid since we reviewed our business model in the light of the need to ensure complete conformity with the General Data Protection Regulations (GDPR) coming into force on 25th May 2018. Since our formation in 1996, we have undertaken ourselves all aspects of IT disposal including the collection of donated equipment, its refurbishment and deployment, primarily overseas in developing countries. This work relied upon the tremendous support we received from volunteers who we trained and supported to obtain a variety of skills. These included students seconded to us for three or four months under the EU Erasmus scheme.

For serious breaches of the data protection regulations companies can now be fined up to 4% of global turnover and this, together with GDPR, has focused attention on the need to ensure security of data throughout the IT disposal process. As a consequence we decided that we could no longer rely upon volunteers and that our processes needed to be improved sustainably, including investing in a new asset management system. To do this would have been extremely costly and time consuming - we did not have the resources to devote to such work. Instead we created a partnership with Tier 1, a company based in Manchester which has the highest security ratings and which has a culture fitting well with that of Computer Aid. You can read more about our IT disposal service on page 17 of this report.

We therefore moved into our new offices on the 17th of November 2016 and closed our workshop and warehouse. Whilst it was sad to say goodbye to our volunteers, they understood the need for change. We are very pleased with the strength of the partnership we are developing with Tier 1.

Throughout the year, we continued to receive large numbers of donated computers and other equipment, and developed and implemented ICT based projects. We are extremely grateful to all our supporters who either donated equipment or fundraised for projects.

To donate equipment please email:
collections@computeraid.org
Keith Sonnet, CEO of Computer Aid International

Our new office!

Our warehouse in Arnos Grove served us well throughout the years but when we moved our IT disposal service to Manchester, a smaller office suited us better. Located within the shared workspace of Work.Life, we've been settling in to the community.

Unfortunately our smaller office now means we can't take drop in donations, so if you are looking to donate to us please contact collections@computeraid.org where we can arrange a collection at your office.

Our new address is:

Computer Aid HQ
1E Mentmore Terrace,
London Fields,
London,
E8 3DQ







Colombia, Tiempo De Juego

Tiempo De Juego started as a small football school with an aim to help the youth in Bogotá after common problems in the area, such as drugs, gangs, early pregnancy, were identified. Computer Aid International partnered with Dell to help create a local institution which could inspire aspiration-led learning.

As of the 31st July, 2016. Over 80% of the students who enrolled completed the full program of the ICDL (International Computer Driving Licence). An additional 500 students and 240 community members were impacted by access to technology, for example when doing homework, accessing e-gov or for evening classes. 6600 hours of learning were made possible.



Zuba Boxes

How we did it

- We installed a Solar-Powered Learning Lab in Cazuca, a converted shipping container, redesigned by Squire & Partners, which is completely solar powered, eliminating the need to pay for electricity
- We fitted the lab with computers donated by Dell
- Dell also supplied laptops allowing students to use technology both in and out of the lab
- We facilitated training for the staff of Tiempo De Juego, to make sure they were confident teaching the students ICT skills.
- We provided software such as Microsoft Office, Audacity Audio Editor, Scratch and more for better interactive learning
- We helped establish an internet connection, to help students communicate with the world
- We commissioned local artists to paint a mural on the container



Gender Equality at University of Zimbabwe

Despite equal access to resources in the University of Zimbabwe, it was found that social norms were creating gender inequality in the University. We addressed this by creating ICT labs in the female dorms for use exclusively by the female students. For the past 6 years we've worked with the University to address these issues:

- We gave access to 50 PCs for over 2,900 young women enrolled at the University
- We offered training for 100 female students from disadvantaged backgrounds to get their ICDL (International Computer Driving Licence)
- We encouraged use of the lab by installing it in the dorms at the university.
- We partnered with World Links to ensure there would be accessible technical support
- We trained 4 teachers in the special 'Train the trainer' module to ensure future students would be able to take the ICDL
- We installed Wi-Fi so students with their own laptops could access the internet in their dorm

The 4 staff who were trained to become ICDL instructors all passed their exams. The University is now becoming an accredited ICDL training centre. All the students passed at least one module of the ICDL, with 71% passing all 4 modules. Students felt the ICT skills had helped with their employability and future careers.

"Before the NC3 labs had been introduced, I could hardly access ICT at the main library because it was always overcrowded and at times the internet would be very slow there too. Besides this, my hostel (NC3) is a bit far from the main library so during the rainy seasons I could hardly walk there to use the computers. From the day the NC3 computer labs were opened, I could easily use the computers to do ICDL, carry on my school researches and even communicate with my friends and family through emails. Furthermore, the internet was quite fast, and I managed to use the gained skills to do some online applications for my master's studies. I succeeded in my endeavours and got places at Nottingham Trent University and the University of Warwick in the UK. In brief, ICDL impacted positively and greatly on my life. I can't find the correct and adequate words to express my gratitude towards the donors, but I am very, very grateful."

-Foibe Irambona, a 3rd year Honour student in Economic History and Literature



At Computer Aid International, we believe that everyone should have equal access to technology, no matter where they are in the world. We created the Connect Device to provide elearning where there is no internet availability or very little.

We've implemented the Connect Device in projects internet access is too expensive or there is no internet access at all. With the device, an ICT lab can have 20 computers connected to the local connection, giving access to interactive learning materials from World Possible, such as:

- Interactive maps
- Animated videos
- Wikipedia articles for Schools,
- Interactive simulations
- Digital textbooks and teaching resources
- Storybooks and Classic Literature
- Khan Academy tutorials
- MIT Scratch

We've seen first-hand how engaging and useful these programs can be, such as in the Harare region of Zimbabwe where we run our eClasses project. In St Giles Special School. The students and teachers were more motivated and engaged in learning, so much so that the Computer Society of Zimbabwe is now fundraising to ensure that the project can continue for another year!

The Raspberry Pi was an ideal solution for this device, not solely because of its affordable price. The slim and lightweight design makes it easy to ship to all areas of the globe and the flexibility in terms of use and build have allowed us to add essential elements such as a fail-safe power down in case of a loss of electric.

We are going to be sending out more devices than ever this year, in hopes to reach the global goal of quality education for everyone by 2020.



Connect Device



Students in Ethiopia who have ICT skills are highly desirable in employment, but in the schools selected for our project in the Amhara region, only 31% of students in the project had used a computer before and 71% of teachers rated their computer skills as 'a complete lack of knowledge about ICT'. ICT Training also boosts motivation in both students and teachers and leads to less drop-outs from the education system.

- We arranged for 5 teachers from each school to receive ICDL training, an internationally recognised qualification.
- We identified 25 schools in the area who had received no, or very little ICT before in the Amhara region
- We checked the suggested rooms for the labs for suitability
- We processed and installed software on the equipment and shipped it to the schools where it was then installed by local partners. Each school received a minimum of 20 computers and monitors, and 1 laptop for the teacher

In the final survey in 2017, 92% of the teachers said their ICT skills had increased, and 100% of the school principals thought that ICT had helped lesson absorption. 94% of students thought the access to ICT had helped their learning. When asked how they felt using the computers, students used positive words, with the majority saying they felt 'Happy'.



Ethiopia Amhara eClasses



We needed to create long-term sustainability in this project, because students who become ICT literate have skills which are highly-desirable in employment. Over half the teachers in the project had never used a computer before, and they viewed the student's ICT skills as Intermediate. Most students viewed themselves as having either basic or average ICT skills. To create this project:

- We arranged for 3 teachers from each school to receive ICDL training, an internationally recognised qualification
- We identified 10 schools in the area who had never received any ICT before, and were near a World Links Zimbabwe and ICDL office
- We checked the suggested rooms for the labs for suitability
- We processed and installed software on the equipment and shipped it to South Africa for World Links to distribute. Each school received 20 computers and monitors, 1 Connect Device, 1 printer, 1 laptop, 1 projector, 1 pair of speakers, 20 wireless adapters, 20 sets of headphones, 20 keyboards, 20 mice and all necessary cables
- We installed the labs during the school summer holidays and at the same time the teachers began training for their ICDL

By late November 2017, 15 of the 19 teachers in the advanced group had completed all 4 base ICDL modules. This is extremely positive given that the pass rate in every module is 75%. In one school the lab was found to be so helpful that the Computer Society of Zimbabwe is fundraising to ensure that learning continues.



Zimbabwe Harare eClasses



IT Disposal

The new European General Data Protection Regulations brought attention to the need to ensure full security for assets from the moment we receive them to the moment they are sent to our projects. Thanks to our partnership with leading UK IT disposal company Tier 1 Asset Management Ltd., Computer Aid can offer its supporters the most secure asset management service, compliant with all data security and environmental regulations.

Secure collection

All equipment is collected using ADISA certified transport vehicles which are GPS tracked from the company premises to the Tier 1 Ministry of Defence accredited facility where it is refurbished or recycled.



On-site asset scanning

We can provide on-site scanning, including the option for companies to upload their asset list, which is then matched during the scanning process.



Recycling

All assets that cannot be reused are sustainably recycled and any income raised, used to support our charitable work. All equipment is processed under ISO 14001 and 9001 accreditations and data management certifications, with our partner Tier 1 Asset Management Ltd.

Asset tracking

We provide all of our supporters with free asset scanning and data destruction reports within 21 days of equipment being collected from your premises.



Data Sanitisation and Destruction

Assets are 100% wiped of all data using Blancco Data Erasure software, a Ministry of Defence approved baseline, permanently removing all data and programs from any hard drive. Our partner Tier 1 is a Blancco Gold Partner and an ADISA accredited business. Computer Aid provides this service free of charge for reusable and donated equipment.

Sustainability Reports

Full detailed reports are provided which can be incorporated into company sustainability reports. These contain information on each asset disposed, data destruction reports and whether it has been reused or recycled, all within 21 days of collection.





Our Impact

Major Projects





Great facts about our ICDL training

100% of students passed between 1 and 6 ICDL modules

71% of students passed a minimum of 4 ICDL modules

74% of module assessments resulted in passes



20 Years of Computer Aid

Over the past 20 years, we have seen how technology can positively affect learning experience, business expansion and development. When Computer Aid started in 1997, our aim was to bring technology to as many people as possible to unlock their potential and enable them to reach opportunities that they would not otherwise have. We started off with refurbishing equipment British businesses would no longer use after refreshing their kit, we now collect equipment from across

Europe, connect technology to off-grid communities through solar power, offer tailored educational content for offline schools who cannot afford internet, and work with partners on the ground to build sustainable projects with local communities.

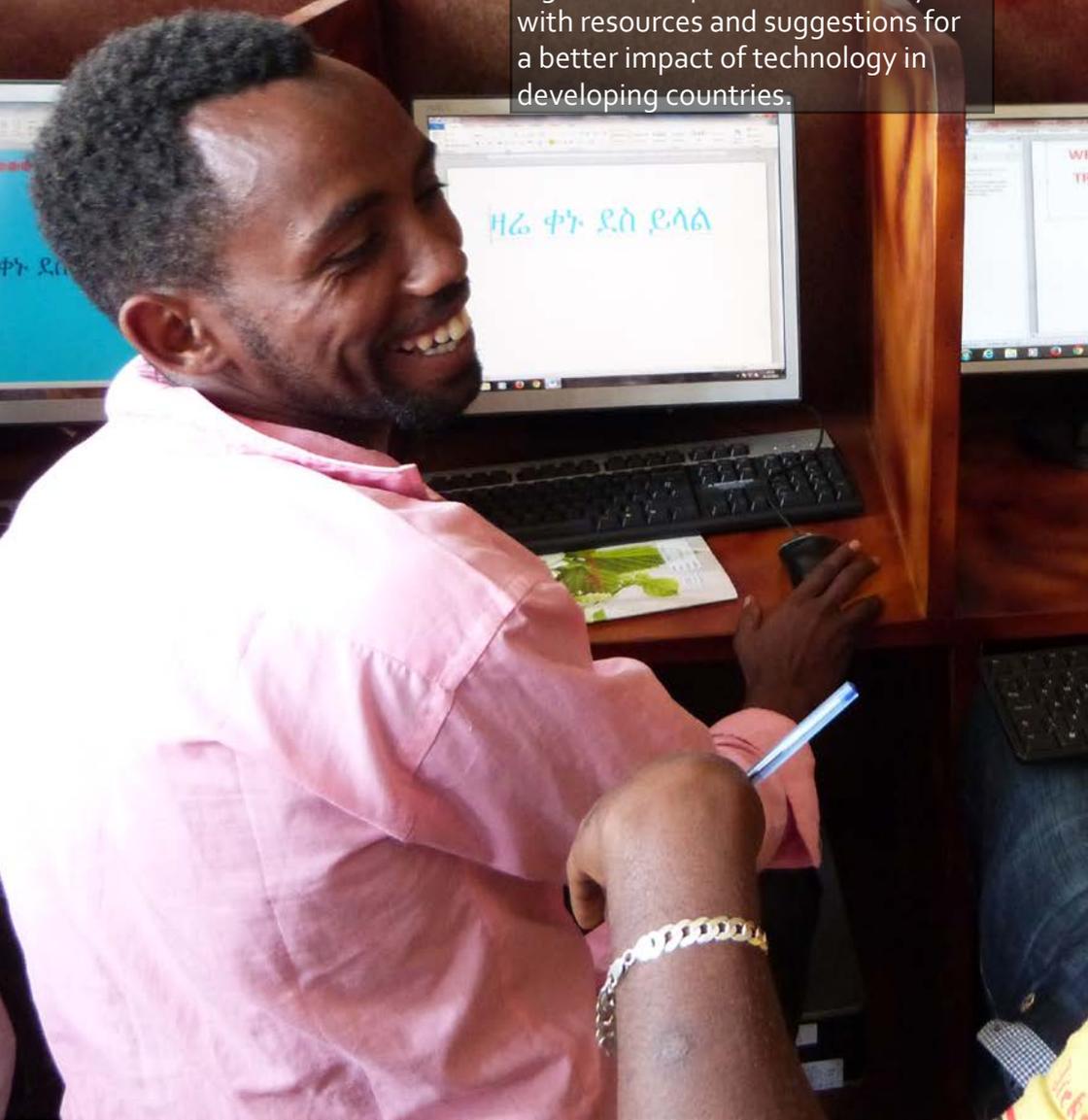


Then



Now

A lot has changed since we started in ICT4D 20 years ago and technology offers a multitude of choice when it comes to building solutions in development. We are proud of our partnerships, lessons learnt and our research-led approach and we look forward to contributing to the digital development community with resources and suggestions for a better impact of technology in developing countries.



Timeline

1997-1998

Computer Aid was founded by Tony Roberts & Sonia Sinanan. Within a year they were turning over 50 computers a month in 12 countries

2002

Computer Aid ships computer no. 1000!
Participants build an online e-learning community

2003

Record donations of over 13,000 computers, including 5000 from British Airways. Computer no. 30,000 is shipped

2006-2007

Computer Aid now works in over 100 countries! We move to a bigger warehouse in Brunswick Industrial Estate

2007-2008

Launch of our E-Learning project in Kenyatta University in Kenya. 100's of PCs provided for HIV/AIDS education in Assaba, Mauritania with the help of the UN Population Fund. A donation of wireless routers and PCs extend the rural wireless network in Zambia

Feb 2008

We shipped our 100,000th PC! Donated by the National Gallery, London, it was sent to our Ethiopian partner ITDA (Information Technology Development Agency), who provided it to a young disabled man for use as part of his not-for profit work to help other disabled people

2008-2009

We host the UK's first public E-Waste briefing and campaign for the implementation of WEEE into UK Law

2010

We pilot our solar internet cafe in Chikanta, Zambia and send our 100th Telemedicine Kit

2011

Creation of the first female only ICT lab in the University of Zimbabwe.

We install our first Zubabox in Zambia and we achieve ICT access for 1000 computer in Ecuador

2012

We install 6 Zubaboxes in Zimbabwe, 7 in Nigeria and 8 in Kenya

2013-2014

The Zubabox gets a redesign, we celebrate 10 years work with Chilenter, having helped over 500,000 children. We are part of the UK's first ICT4D group

2015-2016

Dell partners with our Zubabox to create solar learning labs. We create ICT hubs for farmers, we set up E-classes in the Amhara region of Ethiopia and we partner with our first UK online centres. We partner with Tier 1 to offer more secure data wiping and to keep up with the new EU GDPR and move to our office in London Fields



Events

On the 25th May, we had an event to mark the opening of our Tiempo de Juego Solar Learning Lab with performances from the local community

We attended the Digi Evolve conference 24th November

Our collaboration with Squire and Partners was nominated and short-listed for an Architizer Award in March!

On the 26th April we attended the Rethink IT conference

We were at the Bond Conference 20th March

Our corporate partners SITA were up for a CSR award at the Edie Live awards 2017





Fundraising

We took part in our annual Superhero Run on the 15th May with staff and volunteers completing the run in Victoria Park

Interxion held a charity quiz for us on December 14th raising money for our projects overseas

The wonderful crew at Arch climbing wall did a sponsored climb to raise funds for us on November 24th

We took part in the annual Santa run on December 4th getting into the holiday spirit and raising some funds!

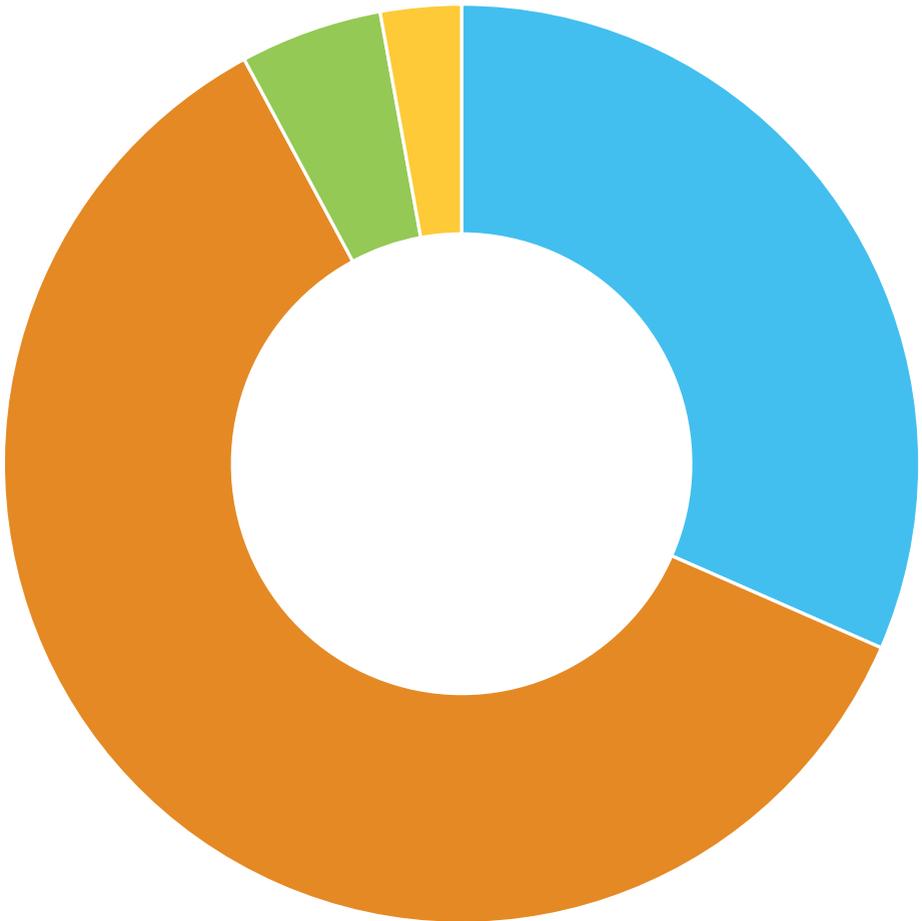
Alejandro and Alejandra had a stall at Glastonbury 2016 raising awareness and chatting to the festival-goers about our work



Incoming Resources

We receive no government funding therefore we rely entirely upon annual donations from individual supporters, corporate donors and trusts. We also receive an income from the services we provide for decommissioning donated IT equipment.

Total incoming resources £1,263,668

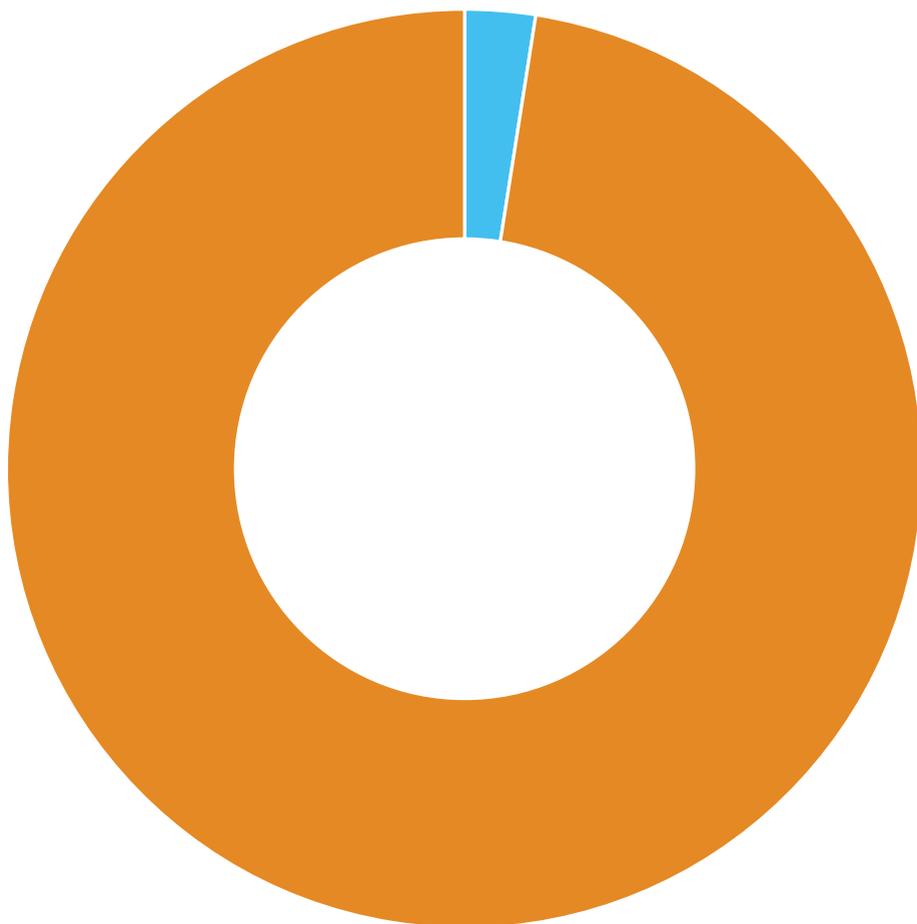


■ Grands and Donations ■ Income from Charitable activities ■ Investment income ■ Other Income

Resources Expended

The charitable activities include the cost of ICT equipment provided to partners overseas and for charitable activities in the UK as well as restricted expenditure for fundraised projects.

Charitable expenditure: £1,435,630



■ Cost of raising funds ■ Expenditure on Charitable activities

Tech 4 Dev

This year, international development has been overshadowed by Brexit, with uncertainty about new regulations and how funding would be distributed after we leave the EU.

There was a focus on the sustainable development goals and the progress needed to reach them by 2020.

We attended the Bond Conference, meeting with other organisations who are working toward sustainable development around the world.

We've also been attending the ICT4D meet-ups in London, discussing what the barriers are for development, and giving examples of how we've previously tackled issues such as social inequalities when it comes to gender, household income, and accessibility.

ICT4D is at a crucial point, with 3 years to go until the deadline of the 2020 Sustainable Development Goals. We look forward to continuing our work next year and hope we can keep championing ICT education worldwide.

Follow our Twitter for the latest Tech4Dev news:



@Computer_Aid

