COMPUTERAID

Annual **Impact** **Report** 2020/2021

2020/2021

INTRODUCTION – DOMINIC MCVEY

Since becoming chair of the trustees in October, our charity has been heavily impacted due to COVID and the subsequent restrictions brought with it. Whilst the donation of computers was adversely affected, the demand for them remained high - highlighting the importance of our mission to bridge the Digital Divide.

Despite the difficulties that COVID brought, we have still been able to help many schools and other charitable organisations nationwide, as detailed in this annual impact report.

I would like to say a huge thank you to our trustees for helping me steer Computer Aid in the right direction through these difficulties, as well as to my predecessor Stephane Reissfelder for all the work he did on our behalf.

I believe our experiences of COVID have caused many companies to review how they can use their redundant IT kit to create social value and to improve the lives of those disadvantaged both at home and overseas. **With such support I am confident of Computer Aid's future growth and development.**

DOMINIC MCVEY,
CHAIR PERSON

COMPUTERAID

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Registered with FUNDRAISING REGULATOR

INTRODUCTION – KEITH SONNET

The 2020/21 year started and ended with COVID restrictions in place, which have had a massive impact on so many businesses - including ours. A core part of our business is receiving donated computers from companies, which we then refurbish and provide to charities and non-profits, both in the UK and overseas.

From the beginning of April 2020 until the end of October 2020, we received very few donations. Thus, our stock of laptops and PCs was largely depleted apart from those collected between January and March 2020.

Ironically, the lack of equipment coincided with a surge in demand for equipment due to the COVID restrictions, with schools closed and people working from home.

It became publicly recognised that digital technologies were essential in allowing pupils to participate in online learning, ordering goods and services online and for communicating with family and friends.

Computer Aid's primary mission since its formation in 1997 has always been to bridge the digital divide between those with access to digital technologies and the benefits it provides, with those that don't.

Many assumed this meant working primarily in developing countries but, COVID demonstrated the huge divide in the UK.

In this report you will learn how Computer Aid sought to overcome the challenges that COVID presented as well as about our work with so many organisations in the UK; how we maximised our efforts to provide laptops for children in schools and the support we received from companies and others in doing so.

The restrictions on travel limited our ability to progress the implementation of our projects so we had to develop new ways of working remotely with partners to fulfil our commitments to those communities we are working with.

You will also find in this report examples of our projects and achievements.

Whilst 2020/21 was a challenging year, we enjoyed gaining many new supporters and forming new relationships, which now make for a sound basis in our future work.

KEITH SONNET,
CHIEF EXECUTIVE

COMPUTERAID

OUR WORK IN THE UK

Digital divide 'isolates and endangers' millions of UK's poorest – The Guardian, April 2020

The Guardian headline highlighted the Digital Divide during the COVID-19 pandemic.

Office for National Statistics (ONS) survey data from 2020 found that 5% of adults hadn't accessed the internet in the past 3 months.

While access is lowest in those aged over 65, children and students from poorer socio-economic backgrounds are also less likely to have an ICT device or access to the internet at home.

Furthermore, 880,000 households only have a mobile internet connection.

An **Ofcom** report from 2020 estimated that up to 1.8 million children in the UK do not have access to a desktop, laptop, or tablet at home.

This lack of access to equipment, along with other contributing factors such as household income and location, lead to worse educational outcomes for disadvantaged young students.

This attainment gap continues and, in some cases, widens into adolescent years.

Younger adults who attend schools in areas with higher levels of social deprivation are the most likely to leave full-time education lacking appropriate skills, and more likely to have lower paying jobs.

Recent research by the UK-based Learning & Work Institute also found that fewer than half of British employers believe young people are leaving full-time education with sufficient skills.

OUR VISION AND MISSION ARE MORE IMPORTANT THAN EVER

Our Vision – is a world where everyone has access to the benefits of digital technologies.

Our Mission – is to bridge the Digital Divide by providing access to digital technologies so that people can improve their lives in environmental and sustainable ways. We use technology to overcome discrimination and disadvantages.

Our Projects – all seek to provide access to digital technology, the skills to use it, and in doing so, to improve people's lives and the work they do. All of our work, including our projects, is done to help achieve the UN Sustainable Development Goals. More information on our projects is provided later in this report.

OUR IMPACT AND ACHIEVEMENTS AT A GLANCE

1. ACCESS

- ✓ 6,543 computers provided
- ✓ 119 schools and charities helped in the UK
- ✓ 6.28 million hours of use

2. E-WASTE

- ✓ 49,404 assets collected
- ✓ 49,404 Kg of waste collected
- ✓ 9.5 million Kg CO2e
- ✓ Equivalent to offsetting 4,655 cars and 453,608 trees

3. PROJECTS

- ✓ 1,620 hours of teacher training
- ✓ 687 ICDL assessments
- ✓ 444 ICDL modules passed
- ✓ 18 school computer labs set-up
- ✓ 219 beneficiaries trained and assessed in ICDL modules

WHAT WE DO

IMPROVING ACCESS TO DIGITAL TECHNOLOGIES

We improve access to digital technologies through our reuse programme whereby we collect computers and other digital equipment that companies and others no longer want and refurbish what we can for reuse. Our projects also provide access to digital technologies and the internet.

Since 1997 we have helped over 14.5 million people worldwide and have provided over 260,000 computers in over 100 countries.

WHY WE COLLECT AND REUSE COMPUTERS

E-WASTE FACTS

- 80% of a computer's energy usage is before it is turned on.
- To make a computer takes: 240Kg of fossil fuels; 22Kg chemicals and 1,500 litres of water.
- 3-4 years is the average time before someone disposes of a computer.
- Each year, 200 million PCs and 550 million mobile phones are thrown away.

BY REUSING ONE COMPUTER, WE CAN EXTEND ITS LIFE BY...

AN AVERAGE OF 4/5 YEARS

6,000 HOURS THAT COULD TRAIN AT LEAST 60 PEOPLE

REDUCING CARBON FOOTPRINT

LAPTOPS FOR UK SCHOOLS

Due to the COVID closure of schools, we put out an appeal for the donation of computers, especially laptops, and other hand-held digital devices.

Computer Aid was listed in the BBC radio appeal for the receipt of such donations. We also offered a free home data-wiping and collection service for individuals wanting to donate their personal laptops.

The response to our appeal was tremendous, with many more companies donating equipment to us specifically to help schools and disadvantaged children.

Some companies also agreed to donate their own laptops and, once refurbished, to cover the cost of providing them free to schools.

Since April 2020, we have been able to distribute 4,049 laptops and 2,494 desktops to schools and charities dealing with vulnerable and disadvantaged people.

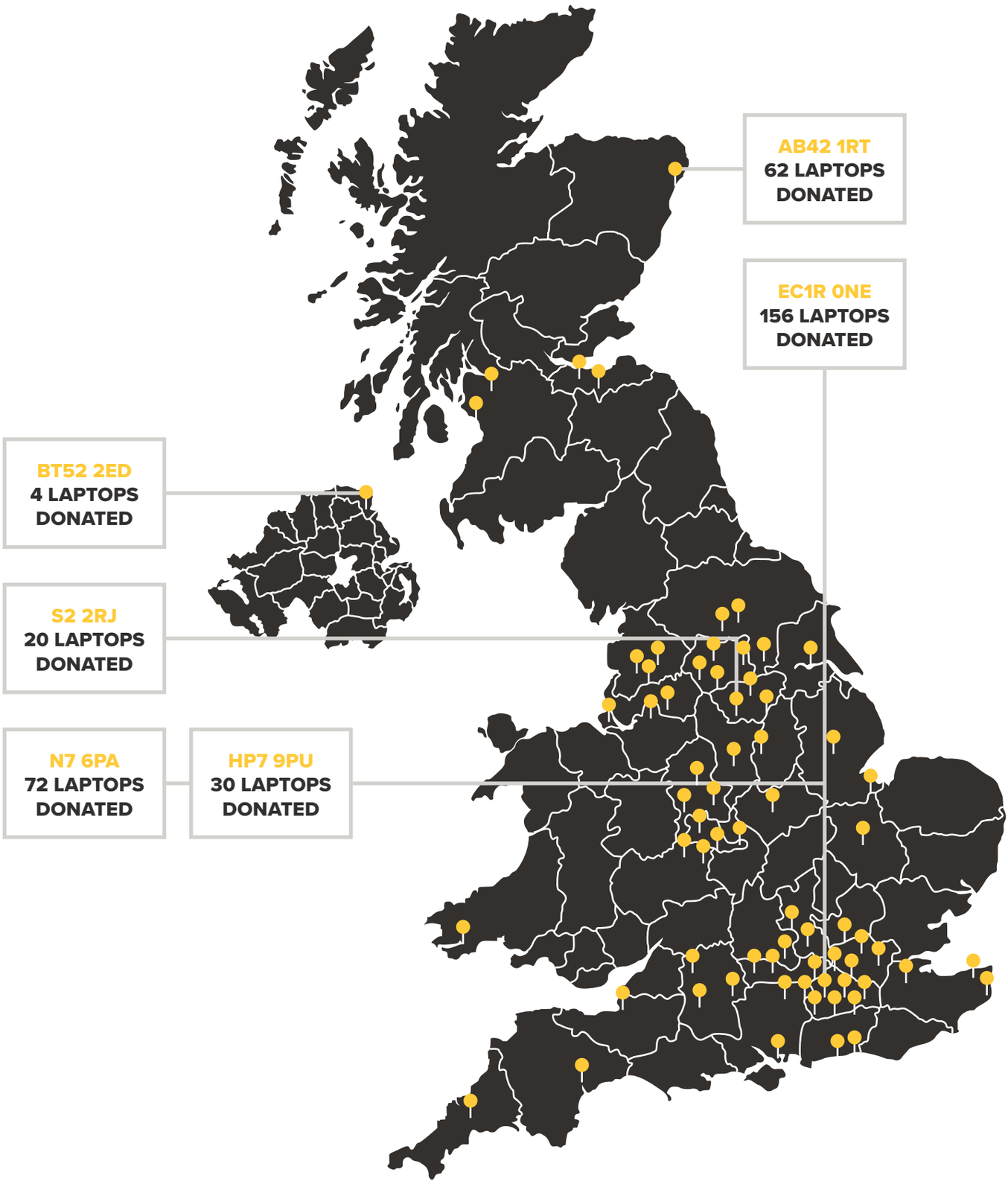
119 schools and charities have received our equipment. We recycled 1,596 laptops and 592 desktops.

DISTRIBUTED 4,049 LAPTOPS

DISTRIBUTED 2,494 DESKTOPS

UK SCHOOLS

WHERE COMPUTERS HAVE GONE



UK CASE STUDIES

LEEK HIGH SCHOOL

“ Although we had been allocated some government machines, we still had a shortfall. **Computer Aid immediately contacted us and their response was fantastic. Within a week, we had the laptops at school ready to give to pupils.** Even though schools are now back, the threat of class bubbles having to again self-isolate is still present but **with Computer Aid’s generous donation, it will mean that all pupils will have a laptop to work from home as necessary.** ”

– WILLIAM HURST, CHAIR OF GOVERNORS FOR **LEEK HIGH SCHOOL**

CARDINAL NEWMAN SCHOOL LUTON

Cardinal Newman is a mixed school catering for students from 11 to 19. It provides an environment for all its pupils to develop their full potential. However, its head teacher Andrew Bull was concerned that certain pupils would not be able to participate in online learning sessions. Therefore, he was delighted to be told that the company Avanade had chosen this school to receive 25 free laptops.

“ This will **make the world of difference** to a number of families in our community! ”

– ANDREW BULL, HEADTEACHER **CARDINAL NEWMAN SCHOOL**

AVANADE

Avanade is a company jointly owned by Microsoft and Accenture who chose Computer Aid to be their partner and agent in the UK for the provision of computers to schools and non-profits, in accordance with its CSR policies. Each school supported by Avanade received 25 laptops for use as it sees fit, particularly for pupils who would otherwise not have access to digital technology.

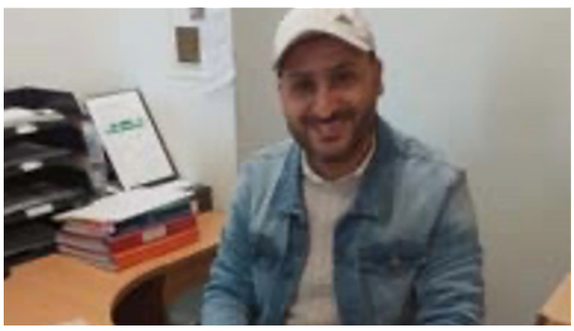
REACHE NORTH WEST

One of the UK organisations that got computers from us was Reache NW. Reache (Refugee and Asylum Seekers Centre for Healthcare Professionals Education) North West was set up to assist Refugee and asylum seeking Healthcare Professionals (RHPs) to register their qualifications in the UK.

The centre and its activities are funded by NHS Health Education North West, and receives much appreciated support from Salford Royal NHS Foundation Trust.

When the pandemic started, all learning had to move online and many students didn't have their own laptops. This meant they were often studying for 8 hours a day on their mobile phones.

Now, with the laptops, students can access online learning more easily, and complete homework. Reache offers support in learning English, passing UK medical exams, and assistance getting into work in the NHS.



" Thank you so much to the **Computer Aid who supported us with the laptops and we greatly appreciate the efforts** to ease the challenges that we faced. "

– DR BIALA ABDALMONEM, STUDENT AT **REACHE NW**

ABERDEEN FOYER

Aberdeen Foyer is a charitable organisation supporting people in the North East of Scotland towards independent living, learning and work. Working with over 1,600 people a year, they focus on people's strengths, supporting them to build their confidence and develop their talents.

They deliver joined up services offering supported housing, learning, training, counselling, employment support and health improvement initiatives to young people and adults.

Computer Aid donated 62 laptops to Aberdeen Foyer, which were then given to their beneficiaries in order for them to attend training. Free WiFi contracts were also provided to the people of North East Scotland.

The team noticed a stronger commitment from the learners and a faster absorption of new skills. They are now planning to deliver individual IT equipment to as many learners as possible.

foyer aberdeen

REAL ESTATE INDUSTRY

The major real estate companies decided that digital poverty in the UK was something they couldn't ignore and needed to do something about.

Supported by the Estate Gazette, they launched an initiative in March 2021 that called on the whole of the real estate sector, from agents to investors, developers, lawyers, architects and planners to help end digital poverty. This #REBoot initiative asked both companies and their employees to donate laptops to Computer Aid.

The call was quickly supported by a number of the largest companies including CBRE, KnightFrank, Colliers, Cushman & Wakefield, Gerald Eve, Savills, Allsop, and Avison Young who agreed to donate laptops to schools. An initial target of 2,500 laptops was set.

WHY IS DIGITAL POVERTY IMPORTANT TO THE RELATIVELY PRIVILEGED REAL ESTATE INDUSTRY?

" Does it matter to real estate? The answer is – immensely. **The future of real estate depends on digital intelligence** and the future of real estate depends on diverse intelligence. We all know how true this is. **If almost 10% of our children – of our future leaders of this and many other industries – are unable to learn, to connect and to become digitally literate, then the future of this industry is at risk.** "

– SAMANTHA MCCLARY, EDITOR FOR **ESTATE GAZETTE**

INTERNATIONAL PROJECTS

The COVID restrictions in all countries impeded the implementation and development of our projects. However, we sought to do as much as possible remotely by developing resources online to assist our international partners.

As well as providing access to technology and skills, we seek in our projects to overcome the problems in doing so.

We will refurbish classrooms in schools to facilitate the establishment of a computer lab. We will also provide energy and internet access to areas where these aren't already available.

FACTS:

- **Over half the world's population doesn't have access to the internet.**
- **Only 39% of Africa has internet access, compared with 95% in the UK.**
- **Only 4.6% of the population of Ethiopia has internet access.**
- **60% of Africa's population doesn't have reliable electricity.**
- **In sub-Saharan Africa, excluding South Africa, electricity-generating capacity in total is the same as Holland - a country of 17 million.**

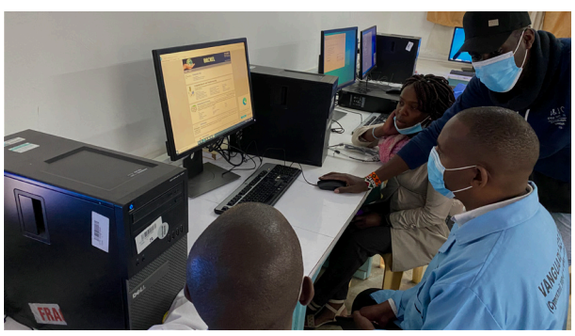
KENYA DIGITAL SCHOOLS

The Kenya Digital Schools project has been working to improve teacher, student and educational outcomes at 10 secondary schools across Naivasha, by providing ICT infrastructure for computer labs and further assistive technology.

The schools were chosen based on a number of criteria including: their need for infrastructure improvements, capacity to house a computer lab and their ability to sustain the labs once the project ends.

Five school classrooms were renovated with window and door reinforcements, skim plastering, painting, and sourcing furniture.

Three teachers from each of the 10 schools were provided with laptops and took part in ICDL training to gain better skills in ICT. 28 teachers passed and gained certification in 6 ICDL modules after over 30 hours of virtual training.



This was the first time we had delivered ICDL training virtually, and we're pleased it has worked out so well.

The most important factor was the commitment and dedication from the teachers, who complemented the training hours with self-learning activities. The ICDL gives teachers in our projects an internationally recognised certification which they can carry with them throughout their career.

The Kenya Digital Schools project in Naivasha is sponsored by SITA and Dell, and has equipped 10 schools with 30 computers, and trained 3 teachers at each school so that they can descend their learning to other teachers and students.

RWANDA DIGITAL SCHOOLS

The Rwanda Digital Schools project has been working to improve teacher, student and educational outcomes at 8 Secondary schools across Kigali by providing ICT infrastructure for computer labs and further assistive technology such as printers, projectors, and speakers.

The project will benefit up to 2,000 students in the first phase, with 12,000 students expected to benefit over the technology's lifetime. The schools were chosen with the Rwanda Education Board (REB), based upon their need for modernising and infrastructure improvements, and their ability to successfully sustain the labs.

The majority of schools had no prior ICT equipment and 41% of teachers hadn't accessed a computer prior to the project. Three teachers from each of the 8 schools have taken part in online ICDL training to gain better competence in ICT skills, allowing them to better incorporate technology into their teaching and classes.

On average, 19 teachers have passed all 6 modules offered to them, and there have been a total of 112 passes across all ICDL assessments. Teachers have also completed baseline monitoring surveys during their training, which allows us to monitor changes as a result of the project.

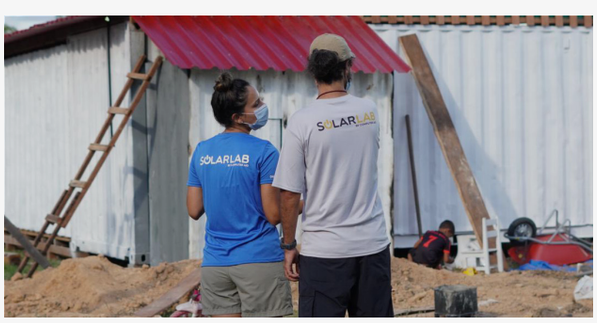
Students are asked to complete surveys, providing information about any previous usage with technology, their current experiences at school, and any challenges they face in their learning. Principals also complete surveys providing high-level information pertaining to their school.

SOLAR COMMUNITY HUB PROJECTS

Our Solar Community Hubs are built in a converted shipping container to allow ICT access in even the most remote locations. With space for 11 work stations, 10 laptops and reliable solar power, these hubs allow any community to learn digital skills without the need for existing infrastructure. This program aims to build our local partners ability to coach skills for the 21st-century.

We achieve this by bringing expert, in-country trainers to the labs. Each hub can provide 10,000 hours of access per year. We have provided 22 solar hubs in 6 countries supported by Dell Technologies as part of their CSR programmes and we are committed to deploying more hubs in the coming years.

Deployments have been affected by COVID but, with Dell's sponsorship, we commenced the making of solar hubs, deploying them to a school in Cairo and an indigenous community in Western Australia. We also deployed hubs in Xalapa Mexico, Mankosi, Eastern Cape and the Amazon Rainforest Brazil.



MANKOSI – SOUTH AFRICA

In deploying a Dell solar learning hub in Mankosi, Computer Aid chose **Zenzeleni Community Networks,** a cooperative that provides high-quality and affordable WiFi to a population of 9,850, as their local training and implementation partner.

Despite the development of the network, people in the area cannot afford computers, and few have the skills for their use. Students often only access a computer for the first time at university, putting them at a disadvantage compared to students who are already ICT proficient. Workers without computer proficiency likewise are often excluded from accessing most jobs and are limited to low-paying, hard labour work.

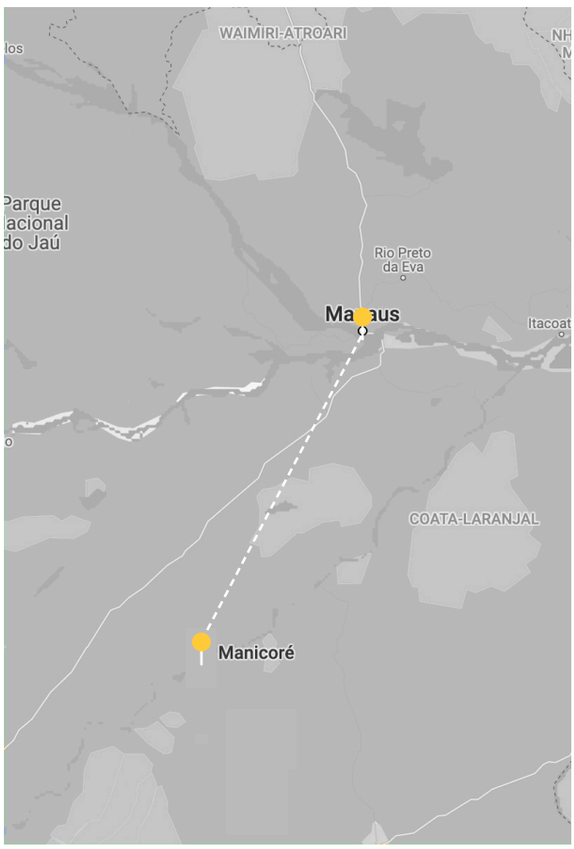
The Solar Learning Lab provides access to an affordable, sustainable internet solution, advanced Dell technology and access to learning opportunities. **Some 4,000 beneficiaries are expected to access the lab by 2022.**

Because of our partnership with Zenzeleni, as well as the unique nature of this project, a grant was provided by the **Association for Progressive Communications,** with support from the **Swedish International Development Cooperation Agency (Sida),** to document the processes required to create a blueprint manual. This would be made available in other Solar Learning Labs in South Africa as well as around the globe.

MANKOSI – SOUTH AFRICA

THE COMMUNITY OF BOA ESPERANÇA

Amazonia in Brazil is the most remote location so far where we have deployed a solar lab. It is sited in the community of Boa Esperança, located 28 Kilometres away from Manicoré and can only be accessed by taking a 90 minute boat trip there.



Getting to Manicoré requires a 1-hour flight from Manaus or 12 hours by boat. The Boa Esperança Community is located inside the Rio Amapá reserve with an area of 216,109 hectares, 12 communities, 432 families and in total 1,567 people. The lab will impact some 700 the first year.

Our partner is Fundação Amazônia Sustentável (FAS) an NGO with 22 years of experience in the environmental conservation of the Amazon by “taking care of the people who take care of the rainforest”. It seeks to enhance the socio-economic benefits of the forest and its biodiversity, while improving the quality of life of remote communities.

Due to the remoteness of the location, the Solar Learning Lab will also be providing a telemedicine service for the communities and much needed access to vital basic health services. One of the main priorities of this Solar Learning Lab is to use the technology to find new ways of supporting the conservation of the rainforest. With FAS, we are creating new environmental monitoring tools, delivering environmental education and training leaders to become conservation agents to promote the ecosystem.

THE AMAZONIA

OUR SECURE GLOBAL IT DISPOSAL SERVICE

We offer companies a completely secure and GDPR compliant IT asset disposal service, not only in the UK but in most other countries as well.

KEY FEATURES

1. 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 facility where it is refurbished or recycled.

2. ON-SITE ASSET SCANNING

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

3. RECYCLING

All assets that cannot be reused are sustainably recycled and any income raised is 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.

4. 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.

5. DATA SANITISATION

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.

6. SUSTAINABILITY REPORTS

We provide detailed reports, 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.

DATA SANITISATION AND DESTRUCTION

WORKING FROM HOME

Due to COVID restrictions both in the UK and internationally, companies have employees working from home. With these circumstances, how do they refresh their IT equipment they have at home without incurring difficult logistical and GDPR challenges?

The answer is through our ability to remotely wipe the hard drives of the computers employees have at their homes. We then come to collect the hardware at a convenient time for the employee, ensuring no breach of data security.

This fully GDPR compliant service allows the employee to start the process themselves by sending an email to Tier 1, who will send through a few simple instructions to start the data wiping. All data will be erased from the device using HMG approved software, and then a tracked collection will be arranged with the user to allow the equipment to be collected from their home.

IT DISPOSAL CASE STUDIES

OXFORD UNIVERSITY PRESS

Oxford University Press (OUP) has donated computers to us for several years in the UK. Whilst their biggest employee group is in the UK, they also have offices in some 40 countries ranging from India, Poland, the USA and Canada.

OUP decided last year to refresh all its IT kit in all countries and to donate the equipment to Computer Aid. Most of their employees, due to COVID restrictions, were working from home.

They also naturally wanted to both ensure full data security and to keep costs low. No single solution was applicable in all countries but working through Tier 1 Asset Management's global network we were able to devise plans suitable for OUP.

In India, OUP has 18 offices with 368 laptops donated to Computer Aid. The laptops were collected by our strategic partner in India, EcoReco, who wiped the hard drives and processed the equipment for reuse.

THE CORE FEATURES WERE:

- ✓ **Remotely wiping the hard drives of the laptops employees were using at home**
- ✓ **Collecting the laptops and taking them to a Tier 1 global partner for processing for reuse or sustainable recycling within that country**
- ✓ **All processes followed, including data destruction, the same standards as in the UK**
- ✓ **Covering the cost of doing so through the residual value of the equipment, thereby minimising any cost to OUP**

HOW YOU CAN HELP US

COMPUTER AID RECEIVES NO GOVERNMENT FUNDING AND SO RELIES SOLELY ON DONATIONS AND PARTNERS. YOU CAN HELP BY:

- ✓ **Funding a project**
- ✓ **Donating equipment**
- ✓ **Spread the word**
- ✓ **Support us on social media**
- ✓ **Fundraising by participating in or organising events**

NATWEST (INTERNAL AUDIT UK)

The NatWest internal audit staff wanted to help overcome the digital inequalities that many children face as COVID had highlighted. Within their department, the idea of contributing to the digital inclusion fundraising campaign for Computer Aid was circulated so that they could purchase laptops and distribute them to children in deprived areas in the UK.

A number of staff members very generously agreed to donate some funds to help out of their own pockets.

Furthermore, the NatWest Bank agreed to match the donations that staff had made. They were able to provide 30 laptops to the Trinity School Dagenham.

HOW YOU CAN HELP

ACENSYS

Acensys provides IT Consultancy services and realised that with COVID, digital schools and digital learning facilities were needed to cope with the "new normal".

They learned first-hand how being connected with their colleagues and family, despite the lockdowns, was essential. With so many children not being able to continue learning, families not being able to work and people being socially isolated – they wanted to help.

Instead of annual thank you gifts to their customers and employees, they made a donation of £50 for each Computer Aid employee. This was announced in their digital Christmas card that shared information about the great work of Computer Aid. They invited their contacts to also donate, with the promise to match their donation.

" It is clear that the Computer Aid team is very passionate and very well organised. **Acensys is proud to have supported Computer Aid** with its invaluable work. "

– BRUCE LEEBOVE, COMPANY DIRECTOR FOR **ACENSYS**

acensys

FINANCE SECTION

The summarised financial statements are extracted from the full statutory trustees annual report and financial statements as approved by the trustees. A full copy of the accounts is available at: **www.computeraid.org/about-us/publications**

	RESTRICTED FUNDS	UNRESTRICTED FUNDS	2021 (£)	2020 (£)
INCOME FROM				
Donations and legacies	-	175,388	175,388	284,035
Other trading activities	-	-	3,500	-
Income from investments	-	1,063	-	-
Income from charitable activities	544,545	311,654	856,199	1,397,036
Other income	-	59,848	59,848	3,549
TOTAL INCOME	544,545	547,953	1,094,935	1,684,620
EXPENDITURE				
Raising funds	-	37,822	37,822	92,713
Charitable activities	187,816	592,324	780,140	1,304,026
TOTAL EXPENDITURE	187,816	630,146	817,962	1,396,739
Net income (Expenditure)	356,729	82,193	274,536	287,881
Transfer between funds	110,514	110,514	-	-
Net movement in funds	246,215	28,321	274,536	287,881
RECONCILIATION OF FUNDS:				
Fund balances at 1st April 2020	430,855	30,425	112,549	112,549
Fund balances at 31st March 2021	430,855	2,104	674,966	400,430

	2021 (£)	2020 (£)
UNRESTRICTED EXPENDITURE ON CHARITABLE ACTIVITIES		
ICT equipment collected	132,480	226,464
Shipping and packaging	6,260	45,191
Insurance	2,426	2,405
Collection of ICT equipment	33,255	69,003
Purchase of ICT equipment	8,755	11,502
International programs	10,622	27,926
Partner refurbishment and recycling costs	61,491	124,885
Partner software licenses	26,039	21,403
Staff costs	166,233	166,610
Subcontractors	-	10,467
Support costs	127,567	163,122
Governance costs	17,196	18,149
UNRESTRICTED TOTAL	592,324	887,127
RESTRICTED EXPENDITURE ON CHARITABLE ACTIVITIES		
International programs	187,886	416,899
TOTAL UNRESTRICTED FUNDS	780,140	1,304,026

	2021 (£)	2020 (£)
SUPPORT COSTS		
Staff costs	72,656	76,855
Transport and travel	94	2,990
General office costs	33,089	62,657
Accountancy	14,046	13,535
Depreciation	213	344
Other costs	5,838	4,551
Bad and doubtful debts	1,632	2,190
TOTAL	127,517	163,122
GOVERNANCE COSTS		
Staff costs	13,700	14,499
Audit fees	3,496	3,700
TOTAL	17,196	18,149
NET EXPENDITURE FOR THE YEAR		
Depreciation of tangible fixed assets	213	344
Auditor's remuneration	3,496	3,496

OUR IT DONORS INCLUDE