pass IT on

Annual report

2018-19

Reusing computers to change lives

Scottish charity SC033560

We had an exceptional year in terms of high quality equipment donations. During 2018-19 we received around **6.5 tonnes** of donated computers/equipment, much of which exceeded our minimum donation specification, and which allowed us to deliver much higher quality systems than anticipated to our clients, in terms of processor speed/memory/hard drive capacity.

The need for Pass IT On's service

Our task at Pass IT On is about unlocking potential, by bridging the digital divide and supporting people to gain and use IT equipment adapted for their specific needs. Through this relatively simple action we get feedback each year on how people have accessed new opportunities, demonstrated strengths and abilities and learned new skills.

With the assistance of on average **25** volunteers, including **11** volunteers with extra support needs, we refurbished, tested and adapted over **110** systems for our clients and for sale.

Volunteers

IT Technician/Volunteer co-ordinator Damian Czop (*pictured below*), himself a former Pass IT On volunteer, revitalised our volunteer training scheme through his development of a popular and effective volunteer learning and development curriculum, offering the chance for our volunteers to learn a range of practical technical skills. Once volunteers have worked through the training, they are awarded a certificate for each activity successfully completed. All of the activities are suitable to be added to the volunteer's CV and can be used to demonstrate skills and competencies to potential employers. The curriculum contains activities for

Volunteering in 2018-19

We recruited and inducted an additional **15** volunteers, including **7** with additional support needs.

By the end of March 2019 we were at full volunteer capacity, with **32** regular volunteers donating an astonishing **3126** hours of their time – this equates to Pass IT On having an additional full-time member of staff!

every skill level, ensuring that complete beginners and more experienced volunteers all have challenging and interesting topics to learn, all of which also contributes to Pass IT On's core work and increases volunteer confidence in their own skills. 15 volunteers took part in the training up to March 2019, and were awarded 78 certificates between them. Almost all of our volunteers cite giving something back to the community as a motivating factor in volunteering with Pass IT On. Volunteers tell us that they feel valued through

their volunteering work with Pass IT On and gain satisfaction through developing and using their skills to help our client group as well as the wider community.
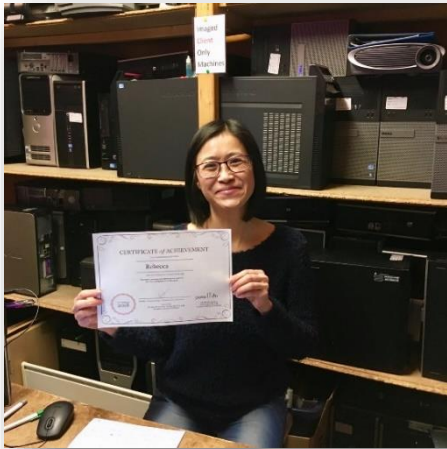
An unexpected development is that our newest volunteers represent a diverse range of nationalities. This has created new ways for us to support those of our clients who have little or no English language. With their permission, we recorded details of volunteers willing to provide basic translation services. Our volunteers speak Polish, German, Russian, Korean, and five others! This skill base is already

assisting clients and increasing our service's accessibility; demonstrating our creativity and willingness to adapt and meet needs. We have delivered and set up a new machine for a client using volunteer language support to offer basic guidance and set the computer up with Polish language settings. Overall, 2018-19 saw us realise some long-held ambitions to develop volunteering at Pass IT On, and outcomes very quickly exceeded our expectations from the work.

We have always been fortunate in having a group of dedicated volunteers; expanding their number has created a happy, vibrant and productive environment where volunteers acquire highly transferable skills while assisting us in our core work. Our staff, clients and community all benefit enormously from the time given by our volunteers while volunteers gain experience and training that improves their employment chances, their social contacts and in many cases their health and wellbeing.
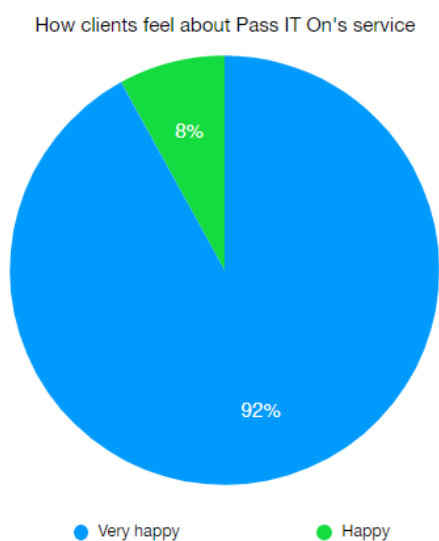
Our clients

In many ways, what happens after our clients take delivery of their computer is the quiet triumph of our service, and possibly the hardest to quantify. Other than responding to any initial teething problems and information gathered via our regular client feedback exercises, we often never know about the changes that our clients experience. For a client who is housebound, suddenly having access to a world of online services and experiences can be genuinely transformative. Old hobbies are resumed, old friendships rekindled and new possibilities present themselves.

Our client feedback shows high levels (99%) of satisfaction with our service with the only regularly highlighted unmet need being requests from our clients for individual computer tuition. In the past we worked in partnership with another charity (*U Can Do IT*) which offered this, however its closure early in 2018 has left a notable gap in training for disabled people. As a small organisation that targets a very specific need, in-depth tuition for clients is unfortunately beyond our own capacity to provide with current resources.

92% were '*very happy*' with the service provided, 8% were '*happy*'. No clients indicated dissatisfaction with the Pass IT On service. All respondents were 'very happy' with the computer equipment provided to them.

92% *hoped* that a computer from Pass IT On would improve their quality of life, and the same number felt that it *HAD* improved quality of life.

Our client service in 2018-19

66 people registered for a computer

We carried out **57** comprehensive assessments of clients IT needs.

We produced **65** individually adapted, personalised systems and **542** sessions of follow up support.

We received around **6.5 tonnes** of donated computer equipment, representing an astonishing CO2 saving of **18,000kg**.

How clients feel about Pass IT On's service

83% *hoped* that their computer would achieve greater equality with non-disabled people, 92% felt that it *HAD* achieved this goal.

92% of clients *hoped* that a computer would increase their independence and the same number felt that it *HAD* increased independence for them.

83% *hoped* that their computer would provide opportunities for them to get to know other people and make new friends; 83% told us that their computer *HAD* provided these opportunities.

"I can listen to the music I like and watch you tube videos that make me laugh. Having a computer makes me happy."
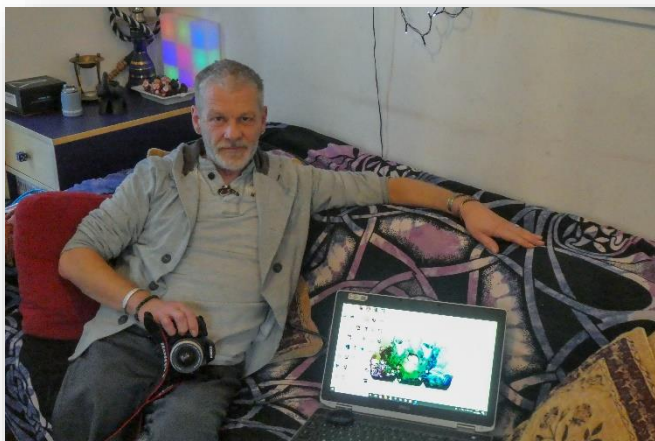
"Absolutely helps so much! ...now I chat with messenger in real time, I can Skype if I want. I email all the time too."

"I have met new people online who share my interest in retro gaming and also made contact with old school friends from 55 years ago."

"As the former Luddite I cannot believe the difference that the computer and other technology that I have allow me to live with a great degree of independence and in touch with what is happening."

"I was provided with a laptop so I could use my computer in comfort. Before using the library on the odd occasion I forced myself to go it was causing me incredible stress and increasing my pain and I felt totally overwhelmed by my situation. My computer has at times kept my sanity even if I'm just lying down listening to music when pain levels are high."

"I am autistic and often get upset when my internet connection goes a bit slow. Sometimes this means I break my computer, Pass IT On were very understanding of this and suggested equipment that was a bit more robust. My computer makes me happy."

"by using my computer, I have been able to complete several online courses run by MOMA and a few varied interest courses. I have also been able to access information on University of the Third Age. This has given me the confidence to run an open access photography course at North Edinburgh Arts, and volunteer at a locally run clothes swap project."

David (pictured left)

Partnerships
We continued working closely with the South West Edinburgh Community Mental Health team, providing a loan of tablets and producing a leaflet advertising their regular drop-in coffee morning for clients impacted by mental ill-health.

James Turing, Founder and CEO of **The Turing Trust** visited Pass IT On in October, to talk about ways in which both charities can work together and share resources; this new partnership has already been very productive.

Financial review of 2018-19

Statement of financial activities	Jan. 2018-Mar. 2019	2017
	£	£
Incoming resources		
Grants	78,500	35,500
Donations & fundraising	1,281	2,009
Total incoming resources	**79,781**	**37,509**
Used equipment sale	7,700	3,775
Benefits in kind	34,330	27,420
Bank interest received	-	-
Total incoming resources	**121,811**	**68,704**
Resources expended		
Charitable activities	**118,952**	93,056
Fundraising	5,500	2,820
Total resources expended	**124,452**	**95,876**
Net income	(2,641)	(27,172)
Balance brought forward at 1st January	39,168	66,340
Balance carried forward at 31st March	**37,927**	**39,168**
Balance sheet		
CURRENT ASSETS		
Debtors	390	682
Cash and bank	43,506	44,615
	43,896	
CURRENT LIABILITIES		
Creditors and accruals	5,969	6,129
NET CURRENT ASSETS/NET ASSETS	37,927	39,168
FUNDS		
Unrestricted	19,102	18,468
Restricted	18,825	20,700
Total funds	**37,927**	**39,168**

We are profoundly grateful to the many individuals and organisations that donate their time, energy and equipment to Pass IT On. The support of our wider community is essential in helping us to deliver our service effectively.

> *With OSCR approval, we adjusted Pass IT On's financial year to bring it into line with the Inland Revenue standard financial year, with the result that our 2018 accounts covers a one-off fifteen month period from January 2018-March 2019.*

Our continued appreciation goes to Susan Lester-Cribb for gifting us our accommodation and facilities.

Pro bono independent examination of our annual accounts is provided by Paul Williams, *A.C.A*

Our funding

We were very fortunate to receive funding over three years from the Voluntary Action Fund towards the staffing costs of our *IT Technician/Volunteer Co-ordinator*. The Corra Foundation provided essential funding towards our *Administrator Plus*, while the RS Macdonald Trust, Robertson Trust and Miss Agnes H. Hunter's Trust supported us with significant funding for 2018-19.

Income generation through sales of computers continues to grow steadily; in 2018-19 we raised £7,700 from sales and repairs.

Regulation

Pass IT On is a Microsoft Authorised Refurbisher and is registered with the Scottish Environment Protection Agency. We are a signatory to the Scottish Government's Digital Participation Charter. Our Manager and IT Technician/Volunteer Co-ordinator are qualified to carry out PAT testing and qualified in First Aid in the Workplace. All paid staff are members of Disclosure Scotland's Protecting Vulnerable Groups (PVG) Scheme, which carries out criminal record checks to ensure that staff are suitable to carry out regulated work with children and vulnerable adults.

Cover image: long-term volunteer Lisa