

U Can Do IT

change
vision
moving on
progress
winners
support
learners
success
volunteers
disability
elderly
expansion
online
campaigns
ambition



Annual Report 2011 - 2012

Founder - Anthony Wigram

It is my very great pleasure to welcome Lord Ryder of Wensum as our new Chair and Mary Payne our new CEO. We are extremely fortunate to have found two such dedicated people to work for the charity who are so well qualified to carry the charity forward.

Highlights of our achievements in the current year are set out in this report. The financial climate has been very tough particularly for charities like UCanDoIT who have no sustainable funding stream and rely entirely on donations to carry on their work. It is therefore very pleasing that we have been able to fund just under 5,000 individual tutorials and to bring the total number of graduates we have trained over the years to be enough to fill the Albert Hall. However, our target is to fill Wembley Stadium so there is still a long way to go, there are many many thousands of people with physical and sensory disabilities whose lives would be transformed by acquiring internet skills but who are still stranded on the wrong side of the digital divide.

It is my great pleasure to thank the in house team and the tutors for their work in the current year and also the dedication and commitment which has been so evident over the life of the charity.



New Chair Appointed



change

UCanDoIT is about learners, or it is about nothing. Take the testimonies of Patricia, Khalida and Eveline later in this report. They confirm that our charity transforms the lives of people with disabilities. Above all, UCanDoIT helps men and women back to work, or it gives the housebound a giant new window to the outside world. Computers are not to be feared. They are not a threat. We have proved that they can be embraced by people of all ages with different disabilities. As the new Chairman, it is a joy for me to be associated with a charity where the successes are so tangible and so swift. Our funders, I thank beyond measure, and our volunteers deserve our deepest appreciation.

Could we please ask you to update your records
1 Taylors Yard, 67 Alderbrook Road, London, SW12 8AD

New CEO - Mary Payne

A new Chairman, CEO and office premises – lots of exciting changes are taking place with the charity. Seven years ago UCanDoIT took me on as a learner with an acquired disability of severe sight loss, saw my potential and hired me as a tutor and later rekindled my past managerial skills when they elected me to the Board of Trustees. This year I was extremely honoured when offered the position of CEO and I am looking forward to taking the charity forward.

In this changing world, opportunities have become inseparably linked with advances in IT. In our endeavour to future-proof the charity we need to be continually looking at areas of digital inclusion and emerging economies to ensure a sustainable tomorrow. This will enable us to carry forward the quest of meeting our learners needs whose disabilities and disadvantaged circumstances are only made more difficult by these challenging and difficult times.

The future has a way of arriving unannounced but winners are never taken by surprise. If the events of the past few years have brought us face to face with one reality, it is that the charity needs to be made future-proof. Even if the worst of times are behind us, the best of times will be ours only if we can seize the right opportunities when presented to us as a charity.

New Premises

UCanDoIT is moving towards the next stage in our development for which we require bigger and more accessible premises. Our vision for the new office is one full of our learners contributing to our activities and volunteering support. Taylors Yard is perfect with no steps, parking, ground floor access, disabled toilet facilities and room enough to hold meetings. We hope the UCanDoIT office environment will be an extension of the support we provide, by enabling all our users the opportunity to develop their skills even further.

On 26th June, and after a huge effort from the office team!, we moved to 1 Taylors Yard, 67 Alderbrook Road, London SW12 8AD, premises which are shared with fellow charity Youth Access.



learners



Congratulations to Patricia Baird who came third after being nominated as Outstanding Achiever of the Year at the London European Social Fund (ESF) Awards 2011. Patricia, who is a Blind PC user and uses specialist screen reader software Jaws, secured full time employment with the Department of Education as PA to one of the deputy Directors. "With the help of UCanDoIT and my tutor, who herself is partially sighted, I participated in their back to work programme which enabled me to gain an accredited exam in IT. This gave me more confidence in using the computer in the work place"

support

Khalida Tahib is 23 and originally from Afghanistan. "I've been living in London since 1993 when my family moved to the UK. I have a syndrome called LMBBS, which affects my vision, ever since I was born. It affects my life in a way that I can't go out on my own, and I have to get someone to accompany me when I am out and about. I am taking the UCanDoIT course in order to improve my computer skills, to learn new software and to get back to work. I hope to put in all my effort and skills and with the help from my tutor achieve the target which I've set my sights upon - to get back to active working life.



Eveline who is 86 and almost completely blind, having been diagnosed as having wet macular degeneration 10 years ago. "I can no longer see the screen or keypad on my computer, so I bought the Guide programme which reads the screen out loud and I had to learn to touch type. This is when I was so grateful to UCandolT and my tutor Dennis who was very patient and encouraging". Eveline recently wrote a poem about the Jubilee and sent it to the Queen, who very kindly sent a note of thanks! The poem was published in her local newspaper.

Eveline's Poem below

for Dennis who is my IT tutor
to stimulate my mental future
i'm really very slow to learn
but his approval I can earn

I use a programme known as Guide
my visual handicap to hide
i've learnt to touch type for Emails
but make mistakes in many details

to emails I can now attach
a poem ready for despatch
I've learnt to copy cut and paste
or delete to bin as waste

volunteers

UCanDoIT is making a positive move in supporting our learners even further with the introduction of volunteer support within our new premises. We intend this as an opportunity for our learners to gain work experience, build confidence or simply provide a chance to become involved in meaningful activities.

We would like to welcome our first office based graduate volunteer, Ettie Bier. One of Ettie's first tasks was to telephone 50 UCanDoIT graduate learners to complete a questionnaire as part of our research into this year's Elderly Online campaign.



Ettie is a veteran volunteer, having supported the MS society for over 10 years before she joined us. Her experience has also been invaluable in helping us set up our new volunteer forums. These forums will be held across London in the first instance and the information we gain will be used to help develop our course and our continued user led development.

Ronald, above, with Ettie. "Thank you so much for the voucher and for delivering it personally. It was a pleasure to speak to Ettie and answer her questions. I hope my responses help you in the future".

winners



At the beginning of the year we conducted an online survey of graduate learners to see how they have been using the skills they gained from our course. The responses were very encouraging, some had gained employment and others moved on to further education. However we were most impressed with those who are now confident enough to do their own online shopping and banking. Well done them!

In both cases we offered participants the chance to win a £20 M&S voucher as a thank you for taking part. Both winners were picked randomly from a hat and are pictured here.

Our first winner Anna, "Thank you so much for my gift voucher! It arrived this morning but I didn't hear the postman buzz as I hadn't yet put my hearing aids in but one of my neighbours signed for it. I was so shocked when I opened the envelope to find the voucher card - a really lovely surprise!

Thank you again and keep up the good work as it makes such a difference to people with hearing problems to have this help".

my calendar is now complete
with my appointments for next week
i'm not quite sure what happens next
it might be Fonts and size of text

the internet is yet to come
that's when we really start the fun
when course ends I must renew it
to gain the most from "UCanDoIT".

Dennis, my IT
Tutor 2011

campaigns

Acquired Disability

Most people with disabilities are considered to have a congenital condition. In reality 78% of people with disabilities acquire their disability after the age of 16. Saletto contracted septicaemia in 2006 and as a result had to have both legs and all ten fingers amputated. "I had never used a computer before but with the help of my tutor Brook, I was able to use the computer for many activities. It opens the door for finding information and communicating with family and friends. Day by day I started to re-build my confidence. Thank you very much for your help and support."



Access Now



Success

This is the second year of our Access Now campaign that supports areas of economic need and social deprivation. The needs of people with disabilities in these areas are given low priority. Fahima lives in South London, "I was born deaf and use BSL to communicate. I have learnt to send emails and search the web but my favourite new thing is the signed programmes on BBC iPlayer which I did not know existed. I used to sit while my family watched TV and get bored, but now I can watch shows that have BSL signing on my computer. I also use Oovoo and Skype to talk to my deaf friends - we can sign using the webcam which helps me stay in touch".

Elderly Online

This year UCanDoIT intends to target all those elderly people who are currently offline, as we know the difference the Internet can make to our elderly learners. Marjorie Cole, who is 97 years old, says "I thoroughly enjoyed the sessions I had with my Tutor. The computer certainly keeps my brain working, which is the most important part of the body! I have nothing but praise for UCanDoIT, and what it is doing for otherwise housebound computer owners. Long may it carry on the good work".



To our Funders, we can achieve nothing without you, thank you.

Aminex Plc, Anne Herd Memorial Trust, Ardwick Trust, Band Trust, Bank of England (Agency for Greater London), Birthday House Trust, Bisgood Charitable Trust, Blakemore Foundation, Boshier-Hinton Foundation, Bruce Wake Charitable Trust, Calleva Foundation, Camelia Trust, Charles Shorto Charitable Trust, Charlotte Marshall Charitable Trust, City Bridge Trust, Clare King Charitable Trust, Closehelm Ltd, Clothworkers Foundation, Coutts Charitable Trust, Culra Charitable Trust, David & Jennifer Sieff Charitable Trust, Dorothy Hay -Bolton Charitable Trust, Duchy of Lancaster Benevolent Fund, Edward and Dorothy Cadbury Trust, Elise Pilkington Charitable Trust, Ernest Kleinwort Charitable Trust, Eveson Charitable Trust, Fishmongers Company's Charitable Trust, Fitton Trust, Garfield Weston Foundation, George Fentham Birmingham Charity, Gladys Wightwick Charitable Trust, Goldmark Trust, Hadley Trust, Helen Roll Charity, Hospital Saturday Fund, Hugh Fraser Foundation, Hyde Park Place Estate Charity, Ian Askew Charitable Trust, John Ellerman Foundation, JTH Charitable Trust, Keith & Joan Mindelsohn Charitable Trust, Hyde Park Place Estate Charity, Ian Askew Charitable Trust, John Ellerman Foundation,

expansion

Scotland - Supporting 21st Century Life

Due to the relatively slow start at the beginning of our Supporting 21st Century Life project three years ago, the Big Lottery have been kind enough to give us a six month extension to allow us to make sure the existing learners complete their training and to include the new areas of Scotland we have recently moved into to recruit more learners - Dundee, Dumfries & Galloway, Ayrshire and Inverclyde.



One of the learners on the project, Allan Fraser, says "I was at a very low ebb, no self-respect, no self esteem and most certainly no computer skills - terrified of the present and afraid of the future. Then I was told about UCanDoIT. I have much to be grateful for especially my tutor Joyce Jordan. Early on in the training Joyce helped me in updating my voice activated computer system (Guide Hands free) and training me to use it. I have completed my first novel, having an understanding of IT helped me to do much of my research through the Internet."

Platform North West

UCanDoIT North West has been up and running for the past two years. We have recruited eight new tutors and are looking to recruit more. Our training is being carried out in the homes of people with disabilities across the region.

Norman, who served in the RAF in the 1940's, was referred to us by Blind Heroes UK after he started to lose his sight. They provided him with Guide software. "I am now in the capable hands of UCanDoIT tutor Lee Finney who is pointing me in the right direction".



Platform West Midlands

Our extension to the West Midlands came as a result of our Access Now campaign, which recognised the affects of high unemployment and the needs of people with disabilities in the area. Thanks to core funding received from Lloyds TSB England, we have recruited tutors, held forums with local organisations and are moving closer to having another permanent base of learning outside of London particularly, as like the North West, the West Midlands are the most economically deprived areas in the UK.

accounts

ACCOUNTS EXTRACT

Statement of Financial Activities (Incorporating an Income and Expenditure Account)

For the year ended April 5, 2012

	Restricted 2012 £	Unrestricted 2012 £	Total 2012 £	Total 2011 £
Incoming Resources				
<i>Incoming resources from generated funds:</i>				
Voluntary income (donations and grants)	135,430	182,064	317,494	310,722
Donated services and facilities	-	13,000	13,000	13,000
Investment income (bank interest)	-	254	254	226
<i>Incoming resources from charitable activities:</i>				
Incoming resources from contractual arrangements	84,624	-	84,624	170,811
Student fees	-	24,567	24,567	20,183
Other income	-	418	418	-
Total incoming resources	220,054	220,303	440,357	514,942
Resources Expended				
Cost of charitable activities (provision of training)	218,723	201,318	420,041	442,320
Costs of generating voluntary income	-	26,178	26,178	26,655
Governance costs	-	6,474	6,474	6,348
Total resources expended	218,723	233,970	452,693	475,323
Net income/(expenditure) for the year	1,331	(13,667)	(12,336)	39,619
Transfer between funds	680	(680)	-	-
Net movement in funds	2,011	(14,347)	(12,336)	39,619
Total funds brought forward	118,770	38,604	157,374	117,755
Total funds carried forward	120,781	24,257	145,038	157,374

The statement of financial activities incorporates an income and expenditure account. The results for the year derive from continuing activities and there are no gains and losses other than those included above.

Balance Sheet As at April 5, 2012

	2012 £	2011 £
Fixed assets:		
Tangible fixed assets	9,783	9,873
Current assets:		
Debtors	13,039	29,041
Cash at bank and in hand	239,456	231,600
	<u>252,495</u>	<u>260,641</u>
Creditors: amounts falling due within one year	(117,240)	(113,140)
Net current assets	<u>135,255</u>	<u>147,501</u>
Total assets less current liabilities	<u>145,038</u>	<u>157,374</u>
Funds:		
Restricted funds	120,781	118,770
Unrestricted funds	24,257	38,604
Total funds	<u>145,038</u>	<u>157,374</u>

Signed on behalf of the board by:

Lord Ryder
Chairman

TA Pernice
Trustee

Trustees' remuneration

None of the trustees nor any of the persons connected with them received any remuneration or reimbursement of expenses as a result of them holding the office of trustee during the current or preceding year.

The financial information presented here does not comprise the statutory accounts of U Can Do I.T. (Internet Training) for the financial year ended April 5, 2012 but represents extracts from them. These extracts cannot be expected to provide as full an understanding of the results and state of affairs of the charitable company and of its policies and arrangements concerning trustees' remuneration as a reading of the full annual report and financial statements.

The statutory accounts have been delivered to the Registrar of Companies and the auditors have reported on them: their report was unqualified and did not contain an explanatory paragraph or emphasis of matter. The complete annual report including the auditors' report and the trustees' report can be obtained from Companies House. The accounts were approved on July 13, 2012 and have been submitted to the Charity Commission.

ADVISORS

Bankers

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