

Computer Friendly Annual Report

2017-2018

The Trustees of the Charity, Computer Friendly St Albans present their annual report and audited accounts for the year ending 31 March 2018.

The objectives of the charity are to support or promote any charitable purposes for the promotion of social inclusion, the advancement of education (including training for employment or work), the advancement of information, advice and guidance or any other related charitable purpose for the benefit of the community.

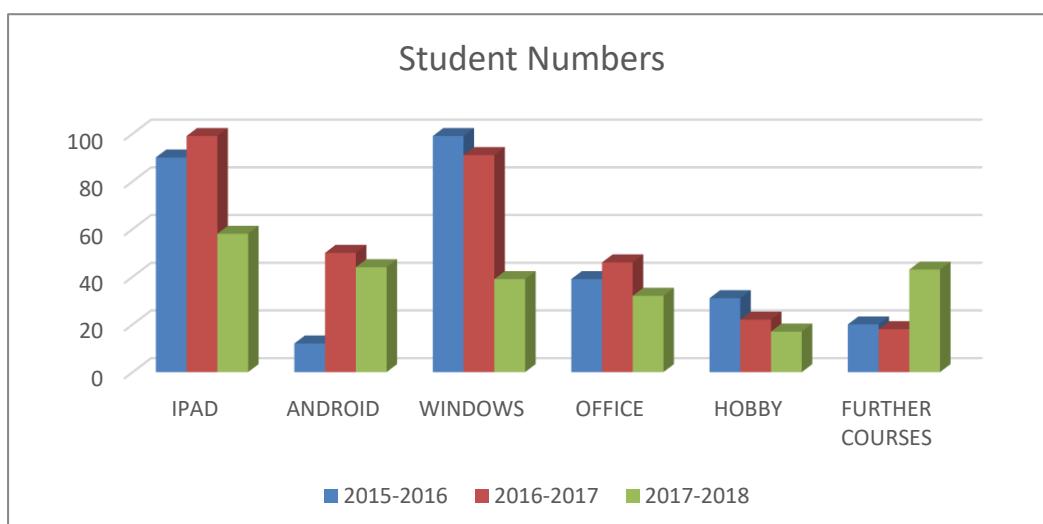
To extend, improve, and introduce new services in the field of Information Technology training and Information Technology based training primarily for the benefit of locally based people with priority given to disadvantaged people.

Volunteers

We have a team of 44 unpaid volunteers who generously give their time to the charity. Of these there are 7 trustees, 12 tutors, 25 helpers, 6 'Bookers'. We now have no paid staff and this includes our auditor, Mr Brian Grant and our Company Registered Office, Whitby Randall and Co.

Courses

The Charity operates in the St Albans and Harpenden Districts (AL1 – AL5) and during the year 2017-2018 has delivered 46 courses at 6 locations with 224 students attending. This compares with 56 courses at 6 locations with 326 students attending during the previous year (2016-2017). Part of the reason for the fall is the loss of one of the locations used for teaching (see Locations o p2).



Workshops

These have been introduced to allow students with limited time availability to attend a 2-hour session on a specific topic. Especially popular was the GDPR training workshops that we put on with 50 people attending from a variety of local charities. Other workshops have included Photos & Video, Music, Travel, Cloud storage & Social Media. 10 Workshops have been held with 105 attendees.

Drop-Ins

Our 3 drop-in Centres at Fleetville Community Centre, The Skew Bridge Pub and Marshalswick Baptist Free Church (Joint Venture) have attracted a steady stream of customers each with their own unique problems needing to be solved. During the year 604 people attended to solve a wide variety of problems, compared to 587 in the previous year. We do not charge for drop-ins, however many students are happy to make a donation to the charity.

One-2-ones

These sessions allow students to book an hour slot with a specialist volunteer. They are arranged through our office, who ensure that the appropriate specialist is available. There is no charge for this service, however donations are gratefully received.

We offer one-2-ones in 2 of our drop in centres and the numbers of bookings during the year were approximately 50 which is similar to the previous year.

Student Numbers

We continue to see a change in the demand from students, with a drop in numbers seeking conventional beginner's courses. The introduction of workshops has proved to be highly popular with students, while the drop-in sessions coupled with one-2-ones have provided a useful platform for students who have passed the beginner stage and are in need of specific help.

My St Albans

St Albans District Council produced a better way to access commonly-used services on its website and provided a grant to CF to train our client base in using it. CF have delivered several workshops for advanced web users and included its use as an exercise on our Starter courses.

Locations

During the year we were unable to use the St Albans Union Learning Centre due to staff changes and accordingly we had to limit the number of courses offered in St Albans during the year. We have sought and found a replacement location in St Albans, namely Fleetville Infants School and also have run more courses at Fleetville Community Centre.

GDPR

The advent of the GDPR regulations brought about a complete review of the personal information stored and the processes used. It was decided to use Office 365 and SharePoint for storage of all personal data. This effectively means that all personal data is now stored in a secure location in the cloud. No paperwork is now stored, with all documents being scanned, stored on-line and documents shredded.

In the few cases where volunteers working from home need to access student personal data, their laptops have been encrypted.

The transition to this new method of working will continue to be felt during the coming year.

Due to the nature of Computer Friendly's knowledge and volunteer's skills we were in a position to share our knowledge with others. We put on GDPR workshops for other charities and organisations in the district.

Finance

Expenditure – Our expenditure was significantly reduced in the year £8,678 vs £19,957 due to there being no need for the purchase of equipment (£5.0k), room hire was reduced (£2.0k) due to more use of lower/free rooms. Marketing materials (£1k) due to less use of newspaper advertising and office expenditure (£1k) and printing (£1k) through the use of a local school.

Funding

This year our funding increased by £10k (£17,450 vs £7550).

We have received funding of £11,465 from the Good Things Foundation, in addition we were able to receive £4,030 from SADC for the My St Albans project. The Harpenden Trust funded us for £2000 and the Herts Community Foundation funded us for £1000 as part of a 5-year agreement.

Outlook for 2017-2018

We expect to see a continued fall in the number of absolute beginner's courses due to a number of reasons such as: loss of conventional local newspapers, meaning we are unable to reach the population that is not able to be on-line; saturation of the market; entrenched views about not needing computers.

We intend to expand our operation by further partnerships with other local charities and organisations. We will also expand the number of drop-in centres in which we operate. This will take in outlying towns and villages and should reveal new students in need of training,

Workshops have generally proved to be popular and we intend to increase the number offered.

The financial situation of the charity with assets of £31,851 continues to be strong, however we are unsure of that our biggest funder, Good Things Foundation, will continue to fund at the same level as in the past.

John Talbot
Chairman of Trustees

STATEMENT OF FINANCIAL ACTIVITIES
for year ended 31 MARCH 2018

	Note	2018 £	2017 £
INCOMING RESOURCES			
Voluntary Income:			
Grants received		17,495.00	7,550.00
Donations		2,208.17	4,386.35
Investment Income:			
Bank deposit interest		6.22	11.77
Other income:			
Course fees		6,917.00	5,809.00
Insurance payouts		0.00	2,550.00
Refunds		93.56	93.62
Sale of consumables		77.38	78
TOTAL INCOMING RESOURCES		<u>26,797.33</u>	<u>20,478.74</u>
RESOURCES EXPENDED			
Charitable Expenditure	2	8,678.31	19,957.46
Governance Costs	3	1,369.73	1,007.09
TOTAL RESOURCES EXPENDED		<u>10,048.04</u>	<u>20,964.55</u>
Net movement in Funds		16,749.29	-485.81
Total funds at 1 April		15,101.86	15,587.67
Total Funds at 31 March		<u>31,851.15</u>	<u>15,101.86</u>

Note 2

Charitable Expenditure	2018	2017
	£	£
Training Costs	56.08	359.49
Computer Equipment	52.82	5,472.02
Volunteer expenses	1,020.68	1,844.47
Hire of premises	3,738.00	5,790.30
Printing	191.4	998.12
Salaries and Wages	0.00	0.00
Material and promotion	2,785.53	3,944.31
Broadband & WiFi	202.33	0.00
Subscriptions	0.00	0.00
Office expenses	631.47	1,548.75
Visually impaired	0.00	0.00
	<u>8,678.31</u>	<u>19,957.46</u>

Note 3

Governance Costs	2018	2017
	£	£
Bank charges	60.00	47.00
Insurance	1,309.73	960.09
Accountants' Fees	0.00	0.00
	<u>1,369.73</u>	<u>1,007.09</u>

COMPUTER FRIENDLY ST. ALBANS
TRADING AS COMPUTER FRIENDLY
Independent Examiner's Report to the Trustees
For the year ended 31 March 2018

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2018.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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.

Brian Grant BSc ACIB
13 Rosebery Avenue
Harpenden AL5 2QT

Date: 11 November 2018