



ANNUAL REPORT 2016

TRAINING • CONNECTING • ENABLING



UCanDoIT provides
unique and tailored
computer training for
people with disabilities.

Skilled tutors change
lives through one-to-one
IT lessons in learners'
own homes.

Dr Michael R. Taylor – Chairman of UCanDoIT



Dr Michael R Taylor, Chairman

Once more it is a great privilege for me to write this note as Chairman of UCanDoIT.

Transformation.

In our 2015 Annual Report I wrote about how the Board had taken the decision to invest in the measured transformation of our award winning charity. I am now delighted to report we have achieved much of what we set out to deliver.

We have further strengthened our governance and have welcomed a new treasurer to our trustee board. Our Articles of Association have become more inclusive, overheads have been considerably reduced and financial reporting and administration processes have been enhanced.

As mentioned on the next page, Mary Payne, our indomitable CEO, has taken a personal decision to step down from her role to focus on other aspects of her life after 10 years involvement with UCanDoIT, initially as a learner and then a tutor before taking the lead role. Her passion, energy and determination have been great assets to the charity, to the learners and board of trustees and she will be much missed. However, I'm delighted to confirm that Mary's deep affection for UCanDoIT and its work means she has agreed to continue in an ambassadorial role for the charity over the coming year.

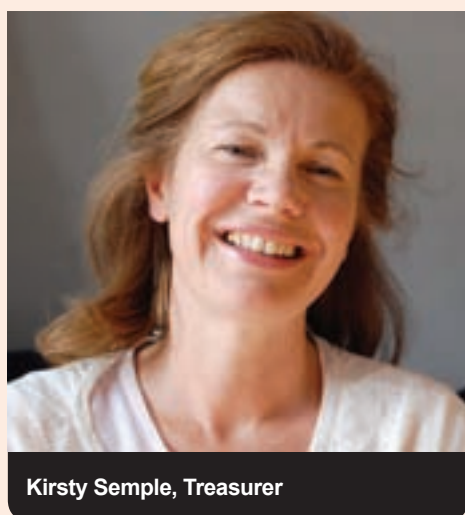
With Mary's guidance and support to the Trustees recruitment panel, we have recruited and inducted a new CEO. The Board has chosen Samantha Barber MA MSc MCIPR, a senior voluntary sector professional with over 20 years' experience to lead UCanDoIT through its next phase of transformation and growth.

Acknowledgements.

During this last 12 months UCanDoIT has benefitted from the support of many trusts and individuals. This generosity, support and perhaps most importantly, faith in our charity underpins its essential work.

With continued support we look forward to training, connecting and enabling many more people with disabilities in the coming year.

Message from the treasurer – Kirsty Semple



Kirsty Semple, Treasurer

Working alongside Mary Payne (CEO), Becky Hill (Finance Manager) and fellow Trustees, this year we have focused collectively on financial reporting, risk management and assessing internal controls.

The Audit Committee reviewed internal systems and established a structured annual programme of team collaborations. The programme included an overview of our risk register, a review of payroll

and audit procedures as well as providing crucial on-site trustee support to the dedicated and hard-working management team.

As trustee, Treasurer and Chair of the Audit Committee, my work supporting the UCanDoIT team has been busy and rewarding. I am proud of what has been achieved, as I hand over the reins in 2016/2017 to a new trustee and treasurer, Robert Holl (see trustee page).

A farewell message from Mary Payne

I first came to UCanDoIT as a learner seeking help and support for my acquired visual impairment. At the time I could not have realised how it would turn my life around; how connected I would become to such a warm community of people. The learners, tutors, the Board and staff of UCanDoIT all share a common commitment to the charity's success and its core aim – to make the world a more connected place for all those facing life-challenging disabilities.

Now I am handing the baton of CEO to a new leader and stepping down, but I will never leave UCanDoIT emotionally. I am incredibly proud of what UCanDoIT has achieved for learners since 1997.

“

I am incredibly proud of what UCanDoIT has achieved for learners

”

It has been a great personal honour to be CEO for the past five years. I am confident the new head, Samantha Barber is the right person at the right time for the charity. Samantha will be able to take UCanDoIT to a new level and take the next step towards realising our vision; a world where digital technology benefits everyone, regardless of their capability or financial circumstances.



Mary Payne

UCanDoIT welcomes a new CEO – Samantha Barber



Samantha Barber, CEO

I am delighted to be joining UCanDoIT at a very exciting time; almost 20 years since the charity was founded. And yet, as I know from my own family circumstances, the need for its services is as strong as ever.

I would like to personally thank Mary Payne for her stewardship of the charity as CEO over past years and the generosity she has shown to me, both in terms of her time and sharing her knowledge.

Having worked in the voluntary sector for as long as I have, I know that a charity only exists because of the people involved in it. I am enjoying meeting those who have made UCanDoIT what it is – the learners, tutors and supporters – hearing what you value and how we can develop over the next 20 years.

There are new opportunities to grow the charity, to make sure we are reaching those who need the very special individual service that we offer. I am eager to grasp those opportunities and I hope you will join me and the rest of the UCanDoIT team in this important endeavour.

Mary Payne says “Trustee Andreas has had his running shoes on again to raise more money for UCanDoIT - this time in the Winchester half marathon. Go Andreas!”



Richie Walden and Sue O'Hara from BlindAid with UCanDoIT CEO Mary Payne

BlindAid provides computers for London learners

UCanDoIT welcomes the opportunity to work with BlindAid, a charity that provides emotional and practical support for visually impaired people in twelve inner London Boroughs and the City of London. BlindAid is now providing hardware to our beneficiaries within their catchment areas and is part of our signposting network.

“

We have done wonderful work together

Sue O'Hara,
CEO BlindAid

”

UCanDoIT delivers assistive technology workshops

Leonard Cheshire Disability (LCD) commissioned UCanDoIT to run a series of digital inclusion training workshops across the UK. These workshops updated their staff on available assistive technology which would enable them to further support their beneficiaries.

LCD said “A partnership approach is important to us and working with UCanDoIT has been exciting and positive. It has provided our staff with combined expertise on adaptive technology and being a digital champion and will open doors to more UCanDoIT training. We look forward to working together in the future.”



Co-presenter Paul Bryce of We Are Digital with Debbie Brixey UCanDoIT Operations Manager

UCanDoIT and Sense collaborate

This year we have been working collaboratively with Sense (a charity that works with individuals who are deafblind). This association has enabled us to expand our capacity to train people with Ushers Syndrome. All this has been achieved with the invaluable support of the communication guides and interpreters supplied by Sense.

Centenarian learner Gertrude with tutor Boyko

Gertrude is 101. She moved to England from South Africa in 1961 with her three children and qualified as a teacher. She registered a private school in her house which she continues to run to this day. "I love people and that makes me a good teacher" she says.

"I enrolled on the UCanDoIT course because I wanted to have a proper computer course, with a tutor to teach me and be patient, since I am not the best student around.

"At my age I tend to forget, and do things the wrong way. When I didn't know, I could ring my tutor Boyko who was so patient and understanding. I am feeling a lot more confident now, I proof-read for my son and that keeps my brains working, keeps me healthy and in good shape."

“

I'm feeling a lot more confident now

”



Tutor Pamela with learner Desmond

Pamela has been a tutor with UCanDoIT for over two years. She enjoys her work and says she finds each day and each learner different.

"The key is to go at the learner's own pace" she says. "Help them feel comfortable, no matter what level they're at. It's a really rewarding job and I have fantastic learners.

"One of my learners, a lady in her 80's was taught to use her computer to design and print cards. At our final lesson, she handed me a 'Thank you' card she had made. It warmed my heart and made my day."

Desmond Patterson (pictured with Pamela) had a stroke and has the use of only one hand. He was keen to learn with UCanDoIT and now enjoys Skype to keep in contact with friends and family in Jamaica.



“

The key is to go at the learner's own pace and help them feel comfortable

”

Tutor, Duncan

Duncan covers Bolton and the surrounding areas and joined the charity in 2015. He previously worked as a technology lecturer and taught assistive technology to students with learning disabilities.

Duncan said “My first two UCanDoIT learners were both elderly and lovely to work with. One has MS, is a wheelchair user and only has the use of one hand. She benefitted greatly by learning how to attach family photos to emails to send them to her daughter in Australia. The second learner is blind and she was struggling a little with Dolphin Guide software, but after being shown how to do things and changing some of the settings she is now confident in using it for all of her needs.

“I find this work very rewarding and enjoy meeting people who are open about how technology can enrich their lives and make difficult tasks much easier. Many people don't realise how much technology can benefit them, until we show them what can be achieved.”



“

Many people with disabilities don't realise how technology can enrich their lives

”

Trustee Catherine accompanies Tutor to lessons

UCanDoIT trustee Catherine accompanied tutor Daniel to further understand the work we do. One of the learners visited was Grace, 70, who is paraplegic and was eager to learn how to use computers for communication and learning.

Catherine said “The highlight of my year was the day I spent shadowing Daniel, as he delivered lessons in London to learners with very different training needs. The work is far more complex than I imagined, and it was incredibly useful to see how tutors build an environment of trust and support.”

Grace is now using spreadsheets to record and monitor payments to carers. This has helped her to take control of her finances and identify and rationalise unnecessary payments.

Catherine concludes “As a trustee, I feel immensely proud of the tutors' work and privileged to be able to offer my support to UCanDoIT.”

“

As a trustee, I feel immensely proud of the tutors' work

”



Trustee Catherine with learner Grace

Raymond – finding new enthusiasm for life

Raymond, 55 lives in Glasgow. He is blind and was taught to use Guide software to access his emails and the internet. He said “Although I had some keyboard skills, my tutor Tommy took time to show me a new world using the internet. Before my tuition I basically did very little with my time. Now I have a new lease of life, I like to write short stories and am thinking of starting a novel.

“UCanDoIT has brought new enthusiasm to my life. As I live alone, I was prone to bouts of boredom. Now I am writing most days thanks to your charity and Tommy’s tutorage.”



Shwan new skills for a new future

When Shwan first encountered UCanDoIT, he had little optimism for his future. He had many barriers to overcome. As a displaced person he had little English, no computer skills and is visually impaired. He was provided with tutoring and screen-reading software that helped build his vocabulary whilst supporting his visual impairment and building the computer skills he needed.

Shwan took the skills he gained from UCanDoIT, developed them further and achieved his European Computer Driving License (ECDL) which helped him secure a place at Middlesex University. He is now working to achieve his main objective, an MSc in Computer Science.

“
UCanDoIT gave me the skills I needed,
and made my brain work
”

Ruth, building a business

Businesswoman Ruth is National Register of Access accredited and has campaigned on all aspects of access and inclusion for over 20 years. Hearing impaired and a single mother of a son, she is setting up a social enterprise to advise organisations on removing barriers to inclusion in their service provision.

She said “I had ten sessions with UCanDoIT and they opened up a whole new world to me. At the time, I was also doing a part-time PGCE, which demanded good computer skills, so my new found knowledge was useful there too.

“Now I’ve graduated and UCanDoIT has trained me, my focus is the new business, starting with the education sector which now has to produce access statements as part of a new ruling.

“And, together with my son, I am now coding our new, accessible website.”



Victor – staying active through IT

Victor is an 83 year old veteran who is registered blind. He was widowed in 2011 and lives by himself. Despite his disabilities and the loss of his beloved wife, he decided to make the most of his years by embarking on a number of activities that would make more able-bodied people envious.



Among the activities he has undertaken in the last year are: tandem cycle riding, archery, photography, fishing, becoming a history tour guide for his favourite football team, computing and starring in a local short film. Victor uses his computer on a daily basis to keep in touch with friends and family, book holidays, shop online and keep in contact with various organisations that he is associated with.

“

A computer is an opening to the modern world

”

Viv – acting the part

Viv has thyroid eye disease which means that she has variable amounts of sight and requires regular surgery to deal with the condition. She said “My tutor was incredibly understanding of the whole process. I work in the theatre so I had to strive to gain the confidence to work again. The support from UCanDoIT was instrumental in helping me return to work.

“At 79 I am still working and was last on the small screen for the BBC 4 programme Going Forward with Jo Brand. I am in episode one as one of the people cared for by character Buccaneer. I work frequently as an ‘ancient person’. My message is that without UCanDoIT I would never have got back to work as all jobs are now dealt with through email and electronic communication. I needed the skill and I am fortunate to have been offered the training. If you have the chance, go for it!”

“

Without UCanDoIT I would not have returned to work I love

”



See our blog for more in-depth learner stories <https://ucandoitsblog.wordpress.com>



Athen, new job from new skills

Athen left school with some knowledge of computers but was unsure how to upload a CV, email effectively or use attachments.

“After my computer training with UCanDoIT I felt more confident applying for jobs on line” said Athen.

“It took time to find an employer who looked beyond my disability of cerebral palsy and gave me a chance of employment. I now work for MacDonald’s as a ‘crew member’. Recently I was voted employee of the month.

“As a person with disabilities I feel I have to work harder to find my place in a working environment. Thanks to training and support from UCanDoIT, finding work became possible.”

“
Thanks to UCanDoIT, finding
work became possible
”

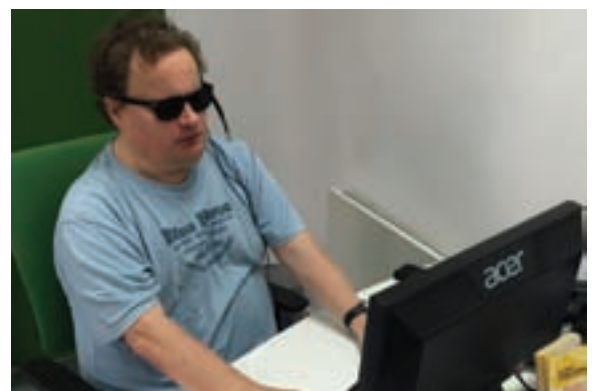
Mike, volunteering and building work skills

UCanDoIT volunteer and professional computer programmer, Mike Ray started losing his sight at a young age and became totally blind at the age of 44.

Mike wishes to further build his skills to return to the workplace. His work with UCanDoIT, started with a report detailing how UCanDoIT might develop an online presence and a ‘virtual community’ for our beneficiaries. Mike states “UCanDoIT online should tell the compelling stories of how the lives

of our learners are richly enhanced by the IT lessons delivered to them in their own homes.”

Volunteer Mike will use his specialist skills on initial development work of our virtual community. This will provide peer to peer support and communication between our learners. Mike says “It’s good to be able to help UCanDoIT develop its virtual community. It’s a perfect fit for my skills and life-experience.”

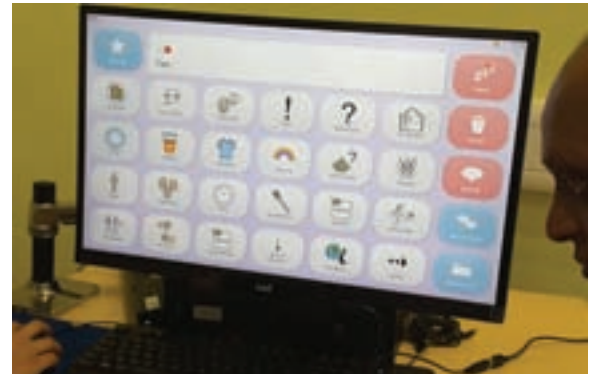


“
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community
”

Skills development for severe complex needs

As part of our tutor skills development programme, we have been working collaboratively with the Royal Hospital for Neuro-disability (RNH) in the use of the revolutionary application, 'Eye Gaze'. The programme provides access to digital technology for people with severe physical, neurological and communication issues.

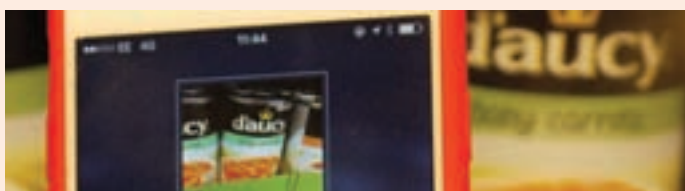
With RNH help we have been able to further expand the skill set of UCanDoIT's specialist tutors to provide dedicated services to more people with severe complex needs.



Alexander – 'visiting' countries all over the world

Alex, 70, lives in Coatbridge, Scotland and is quadriplegic. He has a power chair he operates with his chin and has spent many years trying to find ways to keep occupied when he can't get out and about in his chair.

Alex now uses Grid3 with the index finger on his left hand which has enabled him to use a push button to access his Kindle to read books, send and receive emails and use Facebook and the web. He said "I am enjoying visiting countries all over the world and reading the information supplied by Wikipedia, Google and YouTube, also looking at videos. The lessons with my tutor Joyce have been very successful in improving my lifestyle and I thank UCanDoIT very much."



Hazel, testing mobile apps

UCanDoIT has become well-known for skills in reviewing technology that can best serve people with a variety of disabilities. This is essential for our award-winning teaching and vital for our learners.

The Stanley Grundy Foundation funded UCanDoIT to set up the APPLICABLE Mobiles project to review suitable downloads for people with disabilities. This includes people who are hearing impaired, the elderly, blind and visually impaired learners and those with physical disabilities.

Here, one of our tutors Hazel, who is blind, is 'road testing' a mobile phone App. It enables her to check the contents and description of items in the supermarket, allowing her to shop without sighted assistance and to compare prices.

Brian, learning and helping others in Wales

Brian, 75, from Llanelli in South Wales was self-employed for 49 years. At 70 he became blind in one eye. This, together with sight problems with the other eye, left him severely sight impaired.

He said “I was computer illiterate despite running a business but I wanted to learn. My tutor Trina was very patient with me to achieve the results she did.

“I have now set up a visually impaired and blind bowls club. Some of the players, who hadn’t played before, are starting to compete in tournaments. I am secretary to two clubs and organisations and deputy secretary to another. I have a full and eventful life being useful to others and I am now enjoying the interest and excitement of the internet as well – all a direct result of UCanDoIT training.”



Shelia in Scotland – a degree and new confidence

Sheila, 60, from Lanarkshire says “I am so grateful I was able to access training UCanDoIT training.” Sheila has osteoporosis, is visually and hearing impaired and began training with no IT experience.

“I was nervous and had a short concentration span due to medication. My tutor was so friendly and patient and supported learning at my pace. She spoke to me in a way that allowed me to develop my understanding gradually and was available by email if I got muddled.

“The foundations I received from my UCanDoIT course helped me complete my BSc Environmental Studies Degree with Honours. I am a wheelchair user but can use my iPad, iPhone and iWatch to keep in contact with family and friends and can also use assistive IT technology. The tutor gave me confidence and now I’m not scared to try new things.”



“
I am so grateful I was able to access the training via UCanDoIT
”



“UCanDoIT supports people with disabilities and gives them tools and skills to remain independent. This fits perfectly with The Robertson Trust’s overall aim to improve the quality of life and realise the potential of people and communities in Scotland.”



“
We are pleased to be supporting a charity offering such vital training to people in our Scottish communities
”

Paddy Crerar,
Chairman of Crerar
Hotels Trust



Anthony Wigram presenting last year's award

The Anthony Wigram Achievement Award

The Anthony Wigram Achievement Award is about those learners who have created a social impact either personally, or within their community, through the use of IT and the support of UCanDoIT.

Our founder said "This is the second year of the award and I was given the unenviable task of choosing a winner from numerous nominees. All had their own story to tell and I was impressed by a great many."

And this year's winner is...

"This year I have decided to give the award to Mike Brace CBE, who despite his disability has achieved great things" said Anthony.

Mike Brace is a former paralympic skier, social worker and leader of disabled charities. He was Chief Executive of Vision 2020 UK (2001-2012) and served as Chairman of the British Paralympic Association (2001-2008). He was blinded at age ten by an accident, gained a Diploma in Social Work in 1976 and in the same year competed as a cross-country skier in the inaugural Winter Paralympics. He was awarded the OBE in 2005 and CBE in 2009 for services to Paralympic sport.

Learner determined not to let an acquired disability stand in his way

"The training UCanDoIT gave me was a great support. In my 50's I found myself at home alone and trying to run a charity. Previously, I had a reader who would read for me. Then suddenly and rapidly I had to get online and access a computer to continue my work. I found myself with a huge gap in my capacity but UCanDoIT came to my rescue. They were able to fulfil my urgent needs by giving me tailored tuition.

"On a personal level, I also found that more and more options were opening up for visually impaired people; personal shopping, event and theatre dates, being able to check refuse collection dates and many things that people take for granted. I also wanted access to these things and UCanDoIT stepped in to help me again. In a way, you could say UCanDoIT has provided me with the skills to work and the opportunity for play."

“

I'm delighted with the UCanDoIT training and honoured to receive the Anthony Wigram Achievement

Award **Mike Brace CBE**

”





Dr Michael R Taylor - Chairman

Michael was appointed chairman of UCanDoIT in 2014 and has a passionate belief in the power of technology to increase the quality of life for all people, particularly those with disabilities. He has also been chairman of the accessibility charity AbilityNet, since 2009.



Robert Holl - Treasurer

Robert has a breadth of financial experience from roles in both the corporate and non-profit sectors. He is currently an Investment Manager at the Wellcome Trust, a global charitable foundation, and previously trained as a chartered accountant at Deloitte.



Helen Chipchase

Helen is an experienced inclusion professional who is best known for her passion and expertise in the field of disability, and for her collaborative approach with government and the third sector.



Andreas Haimboeck-Tichy - Fundraising lead

Andreas is director of Health(care) and Life Sciences at IBM UKI and became a trustee in 2013. He brings 20 years IT industry experience and a passion about the positive impact IT can have in creating opportunities and enhancing individual lives.



Inga Lukseviciute

Inga is a senior compliance officer with solid experience in corporate banking, asset management and associated disciplines. She currently works at Itau BBA International. Prior to this, she held an advisory position at JP Morgan Chase, Private Bank.



Kirsty Semple - Treasurer and Chair of the Audit Committee

Kirsty is a chartered accountant and expert in commercial and not-for-profit sector accounting and staff management. She has over 20 years leading high performance finance teams at prestigious UK and US organisations.



Rachel Singh Davis - Chair of the UCanDoIT Remuneration Committee

Rachel is a chartered accountant and has a degree in philosophy, politics and economics from Oxford University. She has spent many years in both the corporate and not-for-profit sectors in varied finance roles.



Catherine Walker - Marketing lead

With over 25 years' experience in technology marketing, Catherine leads the development and delivery of Vodafone's digital and marketing operations functions globally. She is a strong believer in the value of achieving long term diversity at all levels in industry.

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 69-72 Theobolds Road
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SOLICITORS

Bircham Dyson Bell LLP
 50 Broadway
 London SW1H 0BL

Financial Summary

ACCOUNTS EXTRACT

Statement of Financial Activities (incorporating income and expenditure account) - For the year ended 5 April 2016

	Unrestricted 2016 £	Restricted 2016 £	Total 2016 £	Total 2015 £
Income				
Donations and legacies	155,044	71,304	226,348	279,430
Charitable activities	5,499	-	5,499	27,324
Investment income (bank interest)	140	-	140	169
Total income	160,683	71,304	231,987	306,923
Expenditure on:				
Raising funds	64,037	-	64,037	45,460
Charitable activities	116,882	68,548	185,430	245,364
Total expenditure	180,919	68,548	249,467	290,824
Net income (expenditure)	(20,236)	2,756	(17,480)	16,099
Reconciliation of funds:				
Total funds brought forward	46,307	110,438	156,745	140,646
Total funds carried forward	26,071	113,194	139,265	156,745

Balance sheet - (As at 5 April 2016)

	£	2016 £	£	2015 £
Fixed assets				
Tangible assets		811		3,316
Current assets				
Debtors	2,638		9,044	
Cash at bank and in hand	150,677		161,138	
	153,315		170,182	
Creditors: amounts falling due within one year	(14,861)		(16,753)	
Net current assets		138,454		153,429
Total assets less current liabilities		139,265		156,745
Charity funds				
Restricted funds		113,194		110,438
Unrestricted funds		26,071		46,307
Total funds		139,265		156,745

The financial information presented in this annual report does not comprise the statutory accounts of U Can Do I.T. (Internet Training) for the financial year ending 5 April 2016 but represents extracts from them. These extracts cannot be expected to provide as full an understanding of the financial performance and position of the company as a reading of the complete annual report.

The statutory accounts have been delivered to the Registrar of Companies and have been reviewed by an independent examiner whose report does not draw attention to any specific matters. The complete annual report including the independent examiners' statement and the trustees' report can be obtained from Companies House. The accounts were approved on 16th November, 2016 by Dr Michael R Taylor, Chair, and have been submitted to the Charity Commission.