

PCrefurb

Annual Review and Impact Report

April 2025 - March 2026



PCrefurb is a Charitable Incorporated Organisation (CIO)
Registered Charity Number 1184155

Registered office and operational address:
Bank House, 22 Henry Street, Glossop, SK13 8BW



Chair's Review

I'm delighted to present PCrefurb's Annual Report for 2025-2026, my first full year as Chair, and there's a huge amount to be proud of. We supported over 800 client and Digital Champion interactions this year, helping people across Tameside, the High Peak and wider Derbyshire build the digital skills and confidence to apply for jobs, manage their health, and stay connected to the people who matter to them. Behind every one of those numbers is a person - whether that's a young person able to communicate with their Jobcentre advisor for the first time, or a woman who has fled domestic abuse finally able to access online support.

On the equipment side, we had our busiest year yet: just under 1,000 items of equipment were donated to us, up from around 650 the year before, and we refurbished just under 100 devices for Onward Homes under our ongoing partnership with them, an important source of income for the charity. In Derbyshire, we fulfilled around 80 referrals for equipment through our work with Rural Action Derbyshire, and in September we launched our Digital Champions Toolkit and Code of Best Practice to help other organisations in that network recruit and support their own volunteers.

This was also a year of new beginnings. We launched Web2Work in Gamesley, and then in Glossop, offering dedicated support for job seekers on their digital journey into work. We were pleased that Tameside Metropolitan Borough Council chose to fund us this year through a Trailblazer grant, taking several of our support groups through to March 2027, while our continued work with Rural Action Derbyshire kept Derbyshire County Council funding flowing into our Digital Support Derbyshire activity over the same period - proof that the statutory sector recognises the scale of the problem we exist to solve, and trusts us to solve it.

It hasn't been without its challenges. Being forced into commercial storage premises has added real, unavoidable cost to our core running expenses, right when core funding is the hardest kind to find. As our Digital Link Project approaches the end of its three years of Edward Holt Trust funding, in 2026/27 sustainability will be front and centre for the Board this coming year, alongside a wider strategic review to make sure PCrefurb is ready for however digital exclusion evolves.

This year also brought the sad loss of Tony Shelton, one of our founding Trustees and our first Secretary. As our Chief Officer, Helen Melhuish, said at our Autumn Review, "he was passionate about social justice... we were so fortunate to know him and benefit from his experience."

In November, we were proud to introduce the first Owen Dack Memorial Award, in memory of our founding volunteer, whose idea at The Bureau back in 2018 grew into the charity we have today. Owen taught countless volunteers to refurbish equipment and represented us at a Royal Garden Party at Buckingham Palace after we won our Queen's Award for Voluntary Service, before his death in 2024. The inaugural Award was presented to Shaun Hammond, in recognition of his commitment to PCrefurb since its earliest days as a refurbisher, driver, Digital Champion and mentor to new volunteers - a fitting way to keep Owen's standard alive.

None of this would be possible without the incredible people behind PCrefurb: our staff, led by Helen; our refurbishing volunteers, Digital Champions and drivers, who give so generously of their time and skill; and our funders, donors and partners, whose trust and support we never take for granted. I'd also like to welcome Josh Asquith, who joined the board of trustees in January 2026, and to thank my fellow trustees for their engagement throughout the year.

I can't wait to see what we achieve together next year.

Jon Spriggs



Board of Trustees

Jon Spriggs
Ollie Cross
Sara Billingham
Khem Sattaur
Josh Asquith

Chair
Treasurer
Secretary

(Appointed 12th January 2026)

Introduction

Seven years ago, a participant in a 'Life Skills' group run by The Bureau in Glossop salvaged an old PC from a skip, refurbished it, and gave it to his mother. For the first time, she could connect online, reuniting with friends and reducing her social isolation.

That single act of digital empowerment sparked something bigger. A workshop was set up and continues to this day. Many of the volunteers are people facing real-life challenges—unemployment, social exclusion, or mental health difficulties—yet they are at the heart of our operations. Their commitment and resilience inspires everything we do.

From these beginnings, PCrefurb has grown into a registered CIO, supported by a board of trustees, a dedicated staff team of seven, and a committed group of volunteers. Our office base is in Glossop and we work predominantly in Tameside and in Derbyshire.

Our mission remains clear and focused:

Devices

To provide free or low-cost refurbished digital devices to individuals, charities, community groups, and educational settings who lack access to technology.

Connectivity

To provide SIM cards to ensure internet connectivity for those who can't afford to purchase their own.

Skills

To deliver digital skills training and ongoing support, helping people navigate the digital world with confidence.

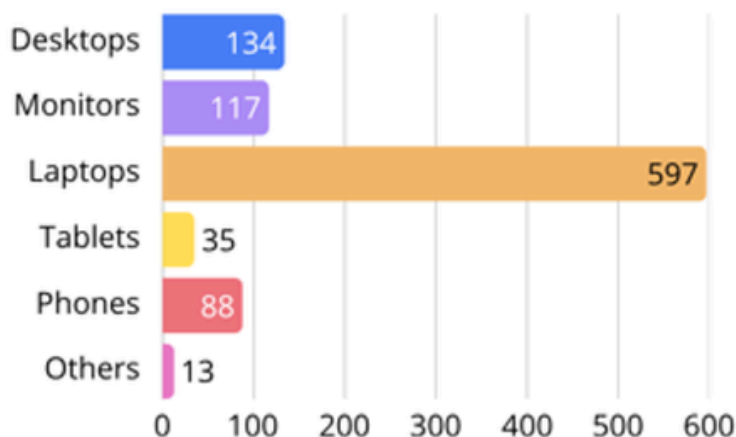
We work together for social and environmental good.

Activities

Equipment refurbishment & recycling

During the period April 2025 to March 2026, 984 items of equipment were donated to us. We are very grateful to our corporate and individual donors. Each piece of equipment is logged ready to refurbish and redistribute or recycle.

Equipment donated = 984



Since July 2024 we have had an agreement with Onward Homes to refurbish their staff laptops for a small charge. This is an important source of income for the charity. During 2025/26 we refurbished 94 devices.

During this financial year we were able to provide refurbished equipment to several organisations for use by their staff or clients. Here are some examples:

The British Red Cross
The Together Centre
Hattersley Hub
Elastic FM
Community Development Chesterfield
Wellies Project
Links CVS



During 2025/26 we were able to increase our recycling capabilities by establishing arrangements with the company Greencable and with the Royal Mint. This meant we could advertise to recycle cables, old phones and tablets.



Tameside

Digital Link Project

In September 2023 PCrefurb launched its Digital Link Project (DLP), funded for three years by the Edward Holt Trust. This project exists to work with organisations who serve people in crisis within Tameside. The aim is to deliver digital skills training to individuals who need help to access digital services, and who are currently prevented from doing so due to lack of skills, equipment, or access.



Access Digital Tameside

The Access Digital Tameside project ran from December 2023 until November 2025. It provided opportunities for residents who are experiencing economic deprivation, referred to us by partner organisations within Tameside, to gain a 'minimum digital standard of living'. This means being able to communicate, connect and engage with opportunities in the digital world safely and with confidence. Our training groups are embedded in community venues across Tameside - places where people already feel safe and welcome. Trained staff and Digital Champions provide welcoming and supportive spaces to help and empower residents with digital skills.



TMBC Trailblazer Project

In March 2026 we received confirmation that we were successful in an application to Tameside Metropolitan Borough Council to receive funds, allocated by the Greater Manchester Combined Authority (GMCA) for projects supporting Tameside residents into employment. This Trailblazer grant will enable us to continue supporting clients at seven digital skills support groups until March 2027.



The High Peak

Digital Skills Support in the High Peak

During the year 2025/26 digital skills support to residents of the High Peak has been provided across multiple community venues. Our Digital Training Coordinator, Suzanne, and Digital Champions continued to provide weekly sessions in The Bureau Glossop and at New Mills Volunteer Centre. In addition, sessions were offered at:

- Whaley Bridge Coworking space, Whaley Bridge
- Glossop Library, Glossop
- Victoria Hall, Glossop
- Gamesley Community Centre, Gamesley
- Furness Vale Social Club, Furness Vale
- Hadfield Methodist Church, Hadfield
- East Midlands Chamber, Glossop
- Primrose Court, Hayfield



Suzanne also attended the CAP (Christians Against Poverty) employability sessions at the Revive Church in New Mills to support participants with their online job searching activities. PCrefurb worked in partnership with the Bureau to support attendees at NHS App events in Buxton, Whaley Bridge and Glossop. These events are offered in conjunction with GP surgeries to assist patients want to access the App.

Web2Work

In October 2025 we launched a new initiative in Gamesley called Web2Work. This is dedicated support for job seekers needing help with their digital journey into work. The sessions take place at Gamesley Community Centre. We subsequently started Web2Work Glossop, which is offered at the Bureau.



Web2Work
Gamesley
Supporting your digital journey into employment

Free help to use digital tools to find work:

- Online job searching advice
- Managing your online Universal Credit Journal
- Staying safe online
- C.V. hints and tips
- Managing documents and forms online
- Option to study 'Learn My Way' and receive a certificate

Computers and laptops available to use.

Gamesley Community Centre
Melandra Castle Road, Gamesley, SK13 6UQ
Third Thursday of the month, 10:30 - 12:00

Contact Suzanne on 07565 723423 for more information.

Derbyshire

Digital Support Derbyshire, Device & Support Project

Since 2022 PCrefurb has been part of the Digital Support Derbyshire network set up by Rural Action Derbyshire (RAD), and PCrefurb's Chief Officer has been on its steering group. Since January 2024 PCrefurb has been funded to support members of the network who deliver digital skills and need devices, or who wish to apply for a device for an individual. This additional funding meant that we were able to expand our distribution of refurbished equipment beyond the High Peak to other Derbyshire boroughs. PCrefurb is currently contracted to deliver this work until March 2027.

During the 12 months, 80 referrals for equipment were fulfilled. Of those, 58 were for individuals and the remainder were for the following organisations:

Chesterfield FC Community Trust - Senior Spireites
Community Development Chesterfield
Connex
Darklands Allotment Association
Elastic FM
Erewash Voluntary Action
High Peak CVS
Derbyshire County Council Adult Social Care & Health
Zink Employability

Kelsey Family CIC
Links CVS
Melbourne Community Care
Mental Health Institute
PEGS
The Bureau
WELLIES Project
Worth Charity

Digital Champions Toolkit

In September 2025 we signed a delivery agreement with RAD to produce a Code of Best Practice for members of the Digital Support Derbyshire network who were looking to recruit Digital Champions to support their digital inclusion activities. This Code was launched in January 2026 with a webinar and online toolkit.



Highlights of the Year

April

Members of our digital skills support team regularly attend external events to ensure that as many residents as possible are aware of our services, in particular job seekers. In April, PCrefurb attended two Jobs Fairs, one organised by Jon Pearce MP in Buxton.



Access Digital Tameside Project Lead, Sam, attended the Hyde Job Centre Jobs & Skills Fair.

Our digital training groups can be a vital resource for those needing to access the online world to look for employment, and to create CVs. We also provide volunteering opportunities.



May

In May we were excited to be invited to the grand reopening of the Gamesley Community Centre. We subsequently provided 13 PCs for their training room and to create a digital café.



June



We had the opportunity in June to extend our digital skills support to Whaley Bridge with an invitation to provide a monthly session at Whaley Bridge Coworkers.

July

In July we were approached by Karen, Manager of The Together Centre in Dukinfield. They were launching a children's coding club and needed some essential tech. We were able to deliver a variety of devices including five refurbished ChromeOS Flex laptops and chargers and five monitors.



Karen told us "We're incredibly grateful for their generosity and speedy help. PCrefurb, you've made a real difference for our charity and for the young people who will benefit from these sessions. Thank you so much!"

August



During August we had the pleasure of film maker Carys Kaiser joining us to create a video all about the work of PCrefurb, thanks to funding from Foundation Derbyshire.

September

We're thrilled to share that Jigsaw Homes Tameside donated 281 previously used Chromebooks to us. These devices have been refurbished and are being passed on to people who need them most – helping them to get online, access services, and build vital digital skills.

October

As part of Get Online Week 2025, our digital tutors were at Victoria Hall in Glossop for a free drop-in session. Anyone was welcome to come along for a chat, a brew, a biscuit and some friendly advice about all things digital.



November



Every autumn we welcome supporters, volunteers, staff and Trustees to an evening celebration of the achievements of PCrefurb over the past year. This event took place in November in 2025, and it was an opportunity to present the first Owen Dack Memorial Award. This Award is presented to any member of the PCrefurb ‘family’ who has shown outstanding support for our digital inclusion activities.

December

In December we held a lovely get-together at Dukinfield Hub to celebrate and thank our wonderful Tameside volunteer Digital Champions. It was a fantastic opportunity to recognise all the time, dedication and heart they put into supporting our digital support groups across the borough. We were also delighted to welcome Lee Marks, TMBC’s Digital Inclusion Officer.



January



PCrefurb regularly supports the Bureau with events arranged to help patients get to grips with the NHS App. Here are two of our fantastic Digital Champions, Chris and Steve, ready to support attendees at a drop-in NHS App event at Whaley Bridge Uniting Church in January.

February

We have been supporting Diversity Matters North-West with refurbished equipment since 2021. In February 2026 we donated eight laptops for their Learning Hub at Ashton Medical Group.



March



We received confirmation that we would receive a TMBC Economic Inactivity Trailblazer Grant. The aim of these grants is to find new ways of working with economically inactive residents to move them closer to or into the job market.

The funding will enable us to deliver digital support groups across the borough, including Stalybridge, Mossley, Dukinfield, Hyde, Hattersley, Ashton and Denton, until the end of March 2027, helping clients with no or minimal computer skills.

Our Volunteers

PCrefurb welcomes volunteers to support all aspects of our work and activities, we work together for social and environmental good.

Refurbishing IT Equipment



PCrefurb holds two workshops on Wednesdays at The Bureau in Glossop. Some of our participants have complex needs and we aim to ensure that everyone feels included and valued. Our refurbishing volunteers are encouraged to share their own knowledge and skills.

They are provided with quarterly updates regarding the quantity of equipment passed onto clients and the positive impact that it is having.

Digital Champions

We welcome volunteers to help with our basic digital skills training projects. Digital Champions work with digitally excluded people to help them access the online world. We have a thorough onboarding process, including training, so that the volunteers feel equipped and comfortable in their role. Without the support of Digital Champions, it would be impossible to deliver the number and geographical spread of sessions that we currently offer. During this year there were 812 client and DC interactions.



Drivers

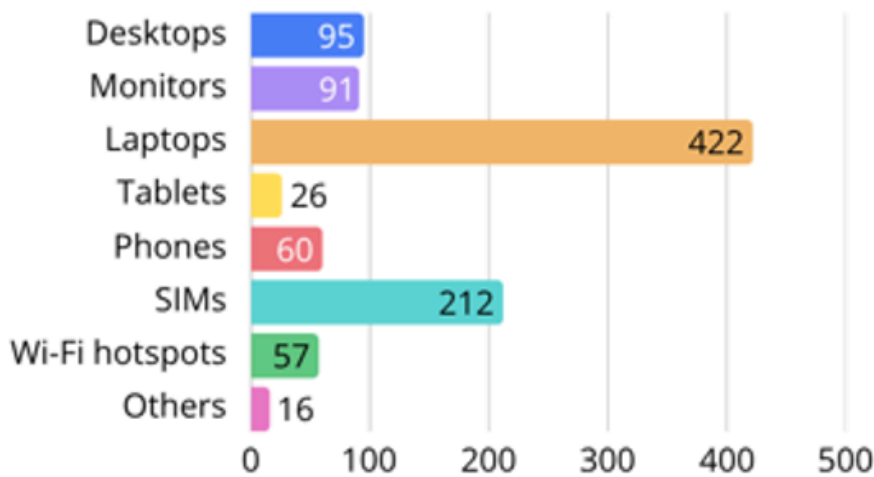
PCrefurb relies on volunteers to deliver and collect IT equipment to and from individuals, organisations and businesses within Tameside and the High Peak. We offer flexibility with regards to frequency of journeys and distance travelled.

Achievements & Performance

Equipment provision



Equipment redistributed = 710

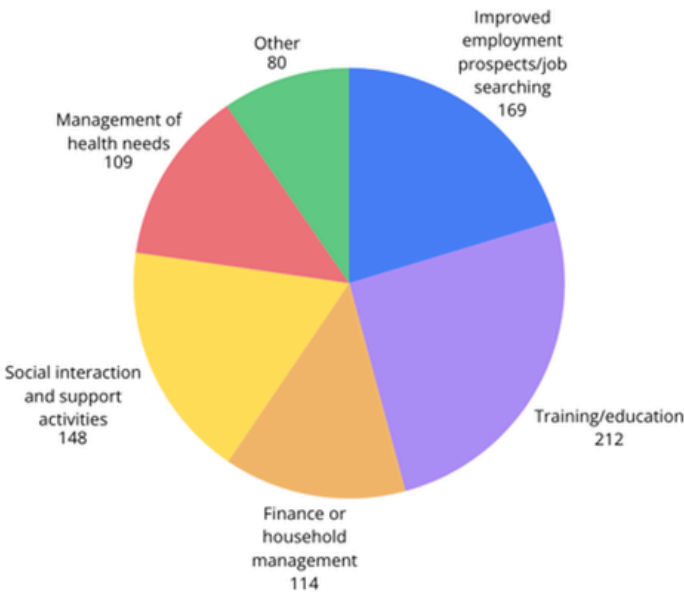


CO²e saved by reusing equipment = 200 tonnes

This is equivalent to:

Driving 100 petrol cars for one year or growing 10,000 trees for one year.

Reasons for equipment referral

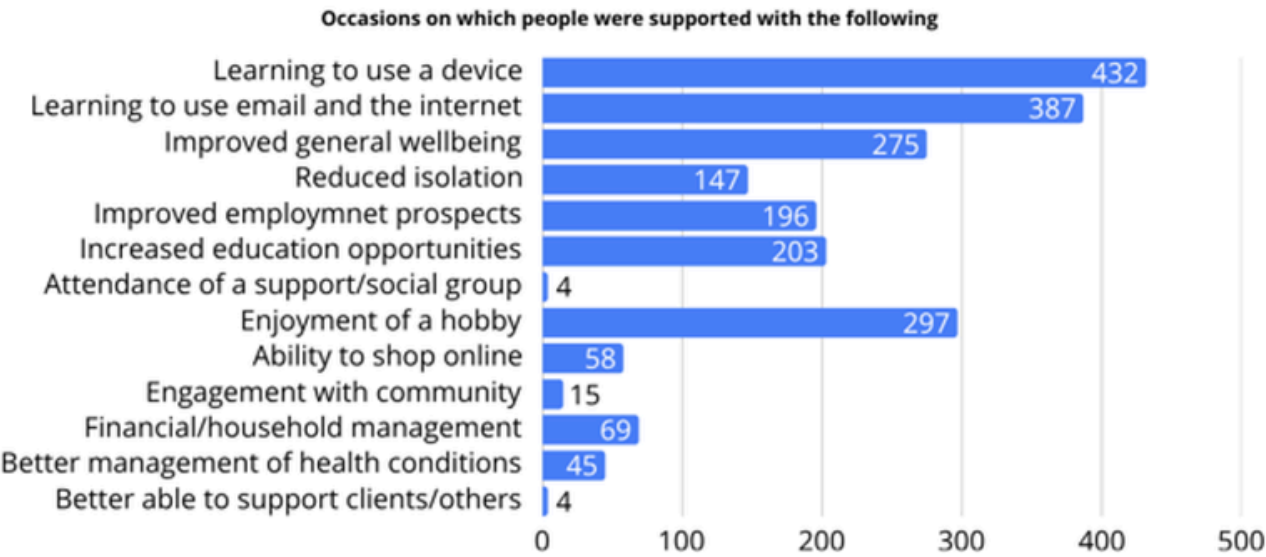


Digital Skills Training

192 clients referred

1581 sessions delivered providing individual training

2079 hours of skills training delivered



Funders, Donors & Supporters

We are grateful for donations of equipment. This year saw donations from 59 businesses, organisations and individuals which amounted to 984 pieces of equipment.

We received significant equipment donations from:

Telecom2
BCD Meetings & Events
Jigsaw Homes
ABO Energy
Breedon
Age UK
ConnectFibre



This year we received funding from:

S & M Scanlon Trust
Edward Holt
The Access Foundation
Foundation Derbyshire
National Lottery Community fund
Rural Action Derbyshire
Derbyshire County Council Membership Leadership Fund
High Peak Borough Council Councillors' Initiative Fund
Tameside Metropolitan Borough Council



Foundation
Derbyshire



Looking Ahead

The 2026/27 year will see the culmination of our Digital Link Project, and it is the third of three years of funding from the National Lottery Community Fund. As with every other charity, this means an intense focus on our sustainability. The reality that in this year we are being funded by both Tameside Metropolitan Borough Council and Derbyshire County Council (via RAD) is an indication that not only is our reputation recognised but also that the statutory sector understands the need to eliminate digital exclusion. However, we are still heavily reliant on grant funding, so we plan to work with the communities we support to share their stories about how digital inclusion changes lives dramatically for the better and ensure that we can continue to be that agent of positive change.

Core funding remains a challenge which we will have to address in 2026/27. During 2025/26, for example, our core expenditure increased dramatically when we were forced to move into commercial storage premises. This currently costs over £600 per month. Many funders will not support core expenditure. For most charities this can mean, to a greater or lesser extent, a reliance on unrestricted reserves. Building such reserves isn't straightforward for PCrefurb. We aim, as much as possible, to generate income from sales, services, consultancy and donations. However, it is unpredictable and insufficient to meet the costs of running the charity. Fundraising, in particular, is difficult as persuading the 'general public' that digital exclusion is a plight worthy of their monetary donations is very difficult. Plus, our service users are typically people on low incomes or means tested benefits who would struggle to gift any money to us.

More widely, the charity is preparing to undertake a strategic review to extend our focus beyond 2027. Consideration will be given to whether digital exclusion is changing, what skills will be needed in the future, who is most likely to be impacted by digital illiteracy, who is increasing digitalisation going to impact the most. We want to be prepared and equipped to continue to meet our constitutional objectives in the shifting landscape of the digital economy and infrastructure.



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Registered Charity Number 1184155

