



**Community
TechAid**

Ending Digital Poverty
through Repair & Reuse

Impact Report Example

Company ABC

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Overview

Company ABC has played a key role in our mission by donating 410 devices to Community TechAid since late 2024. These devices have provided individuals and families with access to education, employment, and essential services—life-changing opportunities that would otherwise be out of reach.

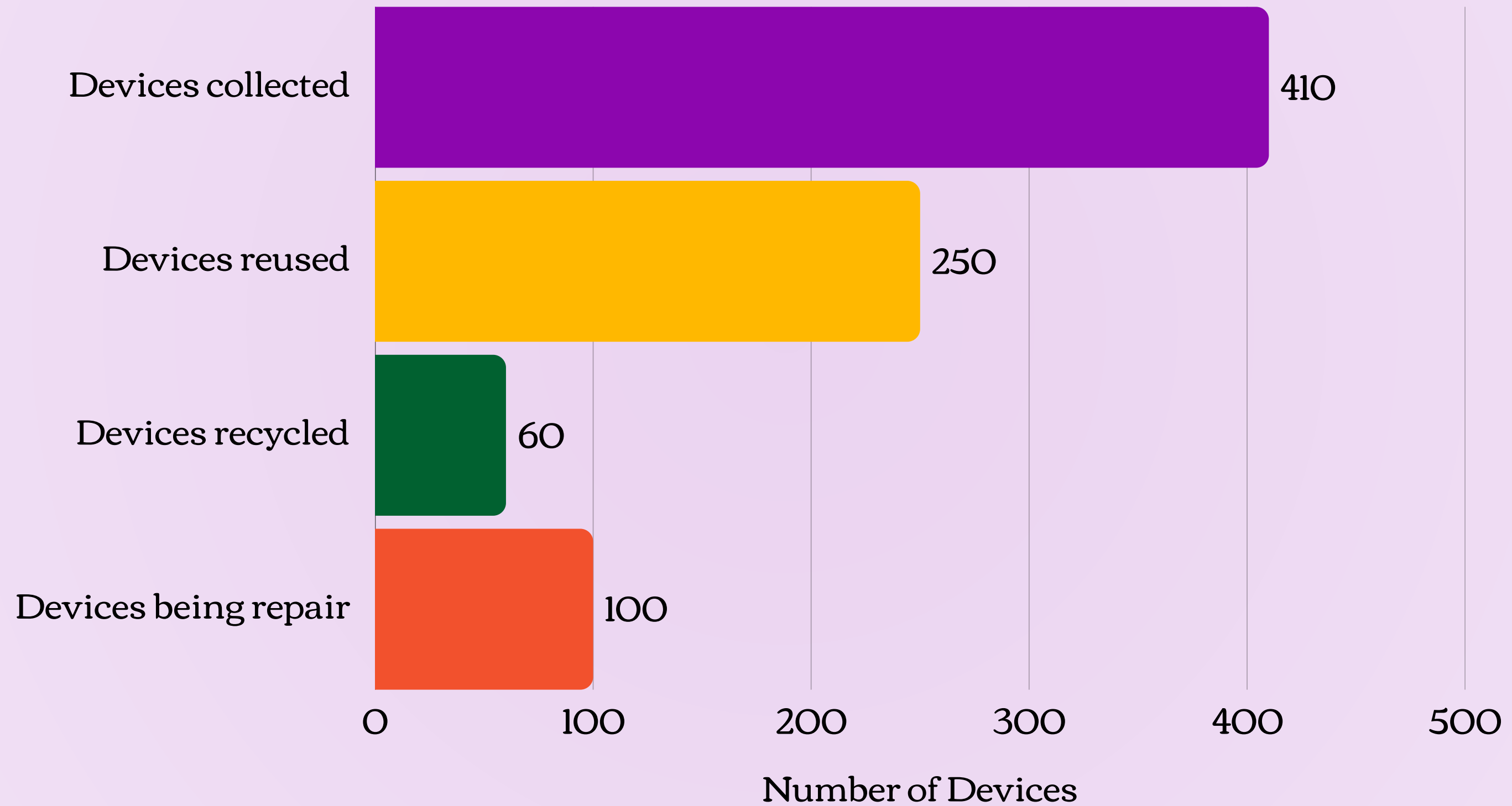
In the UK, digital exclusion remains a critical issue, with millions lacking the basic digital skills and technology needed to fully participate in society. The UK Digital Inclusion Action Plan highlights the urgency of tackling this challenge. Company ABC's donation directly supports this effort, equipping those in need with the tools to develop digital skills, improve their quality of life, and gain independence.

This contribution has also had a significant environmental impact. The UK produces over 1.6 million tonnes of e-waste annually (Global E-waste Monitor, 2024), one of the highest levels in Europe. By donating devices instead of discarding them, Company ABC has helped extend the lifespan of valuable technology, reducing waste and minimising environmental harm while maximising social benefit.

We are incredibly grateful for Company ABC's support. These devices have changed lives, and through continued collaboration, we can ensure even more people have the digital access they need to thrive.



Summary





Social Impact

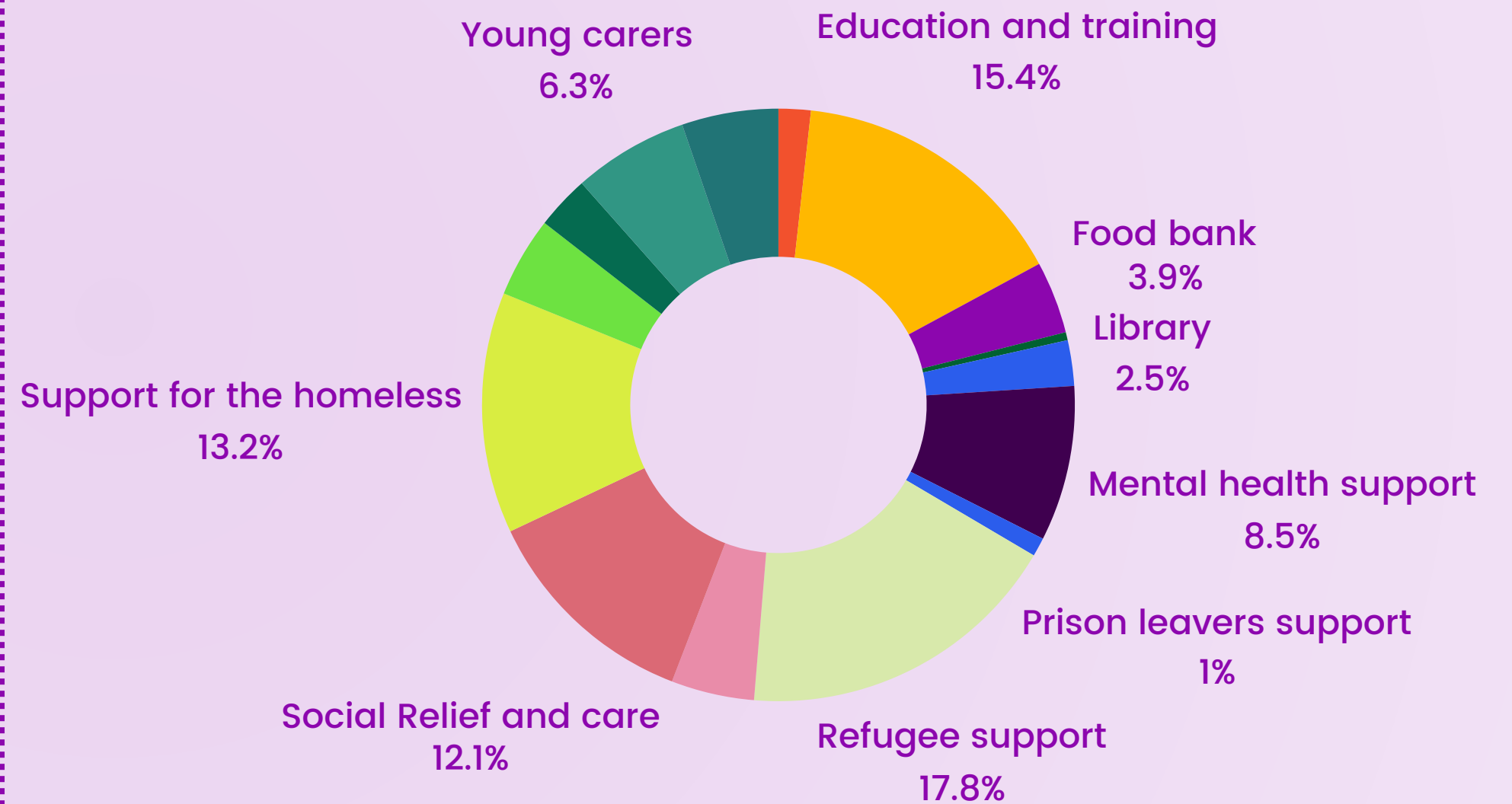
Community

Company ABC's generous donation has directly supported individuals and families experiencing digital exclusion, helping them overcome barriers to education, employment, and essential services. Many of those impacted also face significant challenges such as financial hardship, housing insecurity, or limited access to healthcare—issues that are only worsened by a lack of digital access.

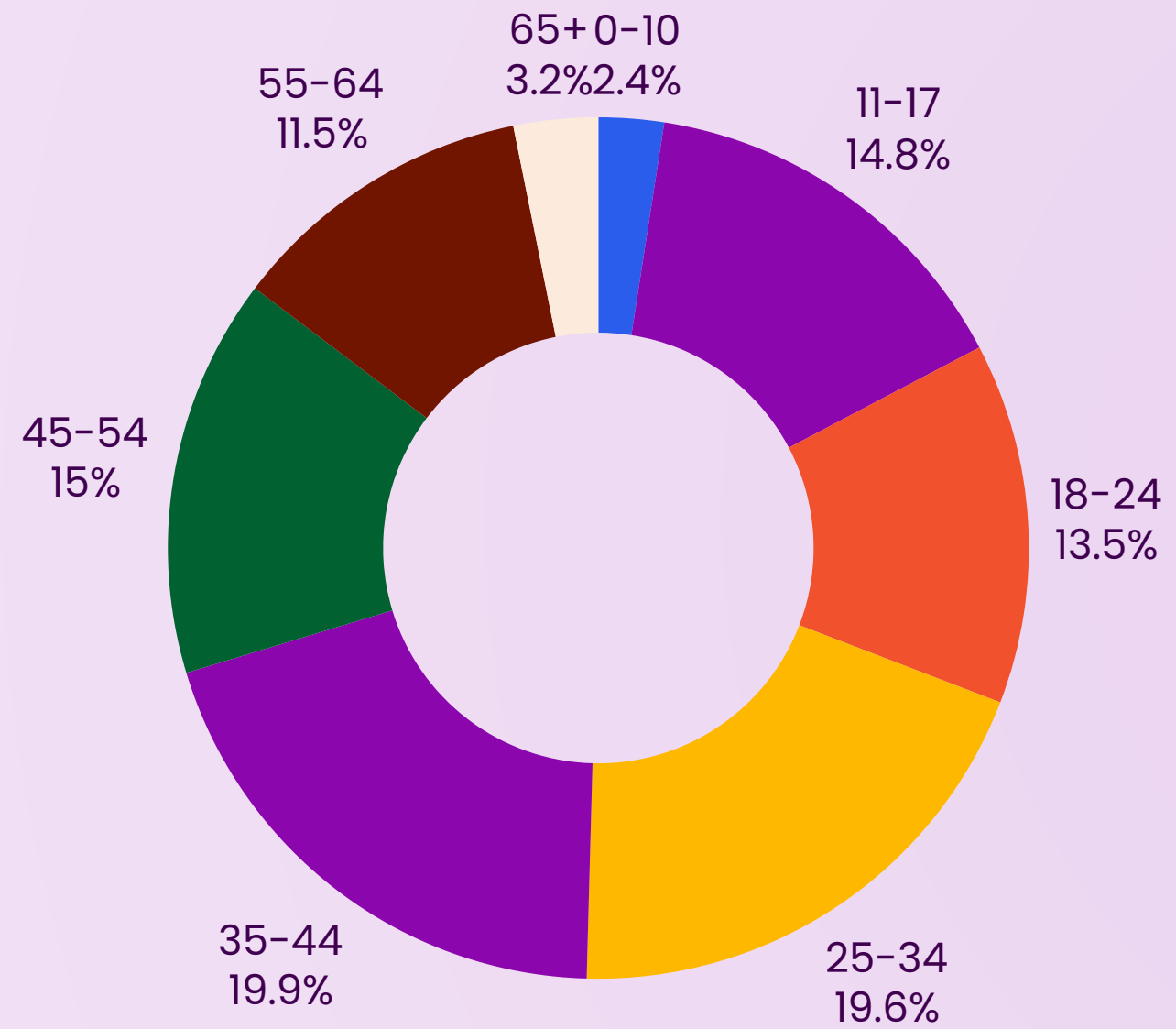
The data in this report highlights the diverse range of individuals who have benefited from these devices. From students and job seekers to asylum seekers and older individuals, access to technology has been truly transformative.

This snapshot of our impact demonstrates the scale of support made possible by Company ABC's contribution. Their ongoing support ensures that even more people can stay connected, build their futures, and access the opportunities they need to thrive.

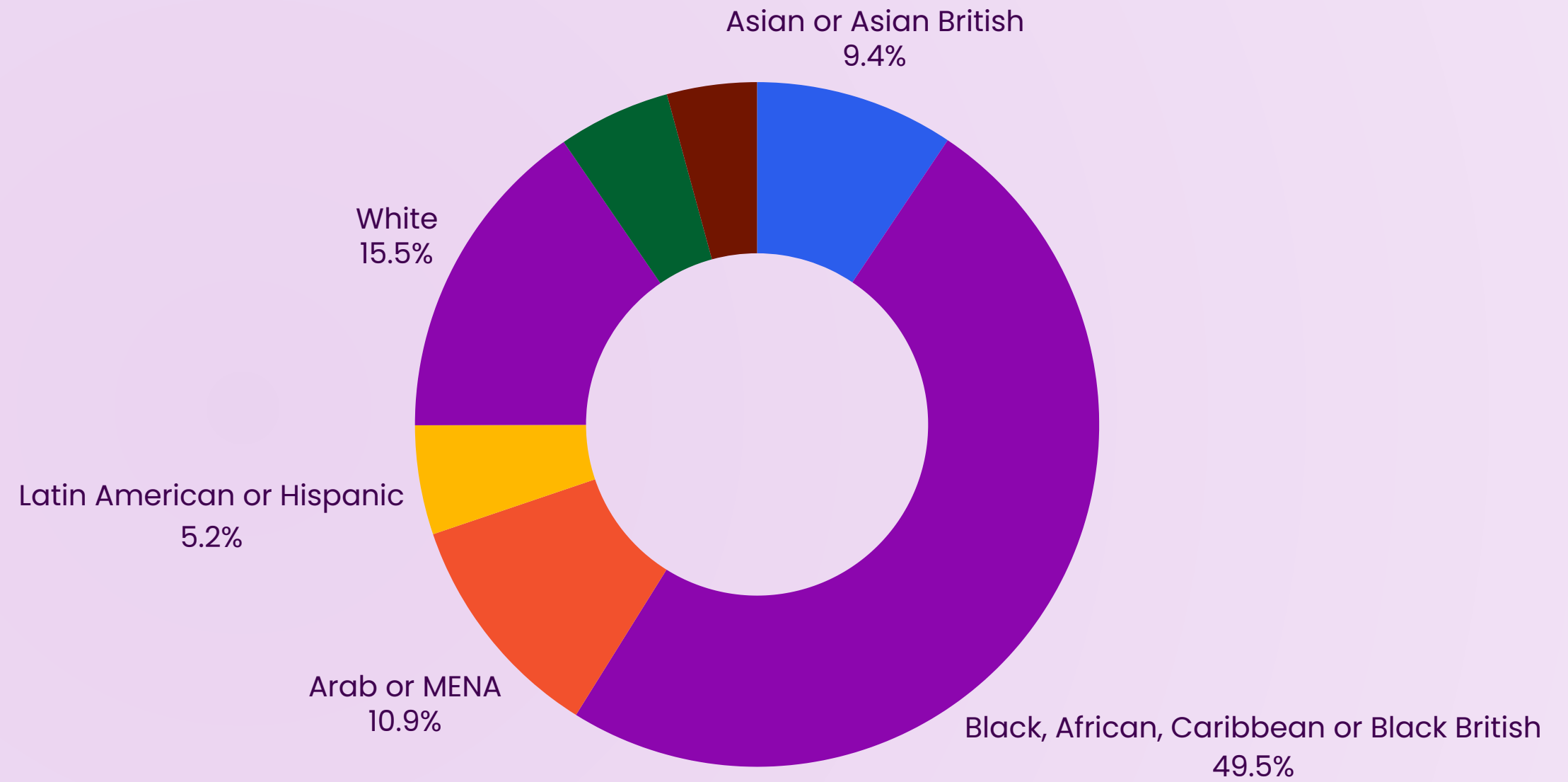
Organisations Supported



Age



Ethnicity





Community Stories

Lambeth Better Start Area Children's Centres



The family's new laptop!

Lambeth Better Start Children's Centres provide vital support to families with children under five, offering services such as early learning, parenting advice, access to healthcare and specialist education support. Their mission is to ensure that every child has the best start in life, regardless of background or circumstances.

One family we have supported has been experiencing severe hardship. Their eldest child, who is studying full-time, had no access to a computer to complete assignments. The only available option was using a parent's mobile phone, which was inadequate for schoolwork. This lack of access caused significant stress in the household and made it difficult for the child to keep up with their studies.

Now, with a laptop, they can complete assignments on time, research topics more effectively and develop vital digital skills for the future. This has alleviated stress at home and given the family much-needed stability.

The Outside Project LGBTIQ+ Centre

The Outside Project is the UK's first LGBTIQ+ crisis shelter and community centre, providing emergency accommodation, advocacy and practical support for individuals facing homelessness, or at risk of housing insecurity. They work closely with vulnerable members of the LGBTIQ+ community to provide safe spaces and help them access essential services.

Company ABC's donation supported two individuals in urgent need. One recipient is a university student who has recently received right-to-remain status. They are studying a highly technical subject where access to a laptop is essential. However, mobility issues and health challenges prevent them from using library facilities. Having their own device has ensured they can fully participate in their studies, work on coursework and access online resources.

Another recipient is a young person with limited English proficiency who is currently experiencing homelessness. Without a device, they struggled to apply for jobs, search for stable housing and access services that could help them rebuild their life. Now, with a laptop, they are actively job-hunting, securing housing support and developing their English skills. This device has given them a pathway to stability and independence.



The Team from The Outside Project

Southwark Works



MB receiving their new laptop

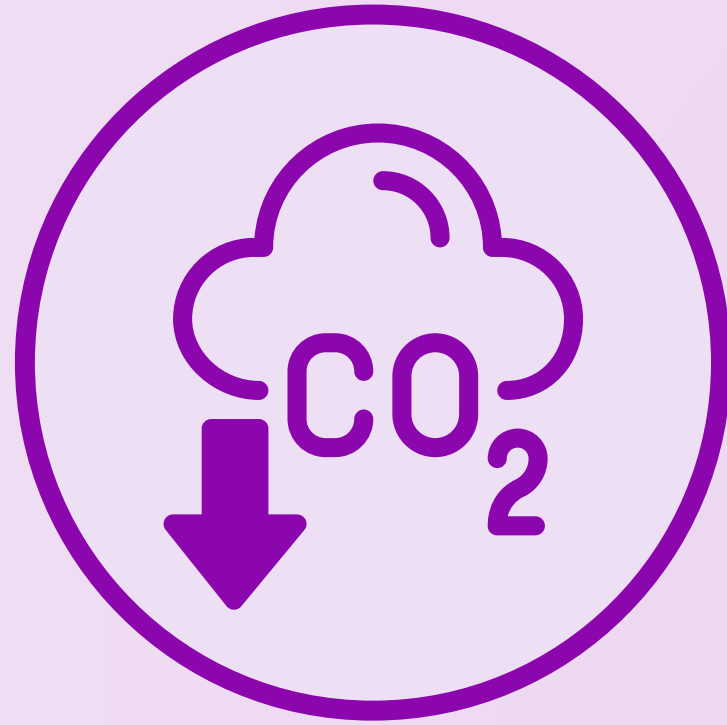
Southwark Works is a free employment support service for residents of Southwark, helping individuals secure meaningful work and build their careers. Their services include personalised employment advice, CV writing support, access to training and apprenticeships, and job placements. They also assist people facing additional barriers, including homelessness, disabilities and financial hardship.

MB, a Southwark Works client, has been unemployed for some time and is eager to improve her English and Maths skills to gain qualifications. However, due to ongoing health conditions, she struggles to attend in-person training sessions. The lack of a laptop was holding her back from progressing with online courses. Now, with her device, she can study from home, participate in virtual learning and build the skills she needs to access new employment opportunities. She is incredibly grateful for this support, which has made education more accessible and given her a renewed sense of motivation.



Environmental Impact

Savings Through Tech Reuse



11.8 tonnes

CO₂e Emissions Avoided

Reducing the need for new electronic manufacturing through reuse.



476kg

E-Waste Diverted from Landfill

Reconditioned, refurbished, or recycled for a second life.



45.2 million litres

Water Saved

By extending the life of donated tech rather than producing new devices.

Case Study

Recycling for a Greener Future



At Community TechAid, we prioritise sustainability alongside digital inclusion. Some of the devices donated to us that are unsuitable for refurbishment are responsibly recycled, ensuring they are not wasted. Devices are dismantled into individual components, which are then reintroduced into manufacturing processes, reducing the need for new raw materials.

This approach is a cornerstone of the circular economy, a model that promotes the reuse, recycling, and repurposing of materials. The circular economy aims to extend the lifecycle of resources, reducing waste and lowering environmental harm. By recycling tech, we significantly reduce energy consumption and the environmental footprint associated with manufacturing new products. It also prevents harmful substances from entering landfills, protecting ecosystems and human health.

Company ABC's contribution has not only provided life-changing digital access but has also supported a more sustainable future. We are immensely grateful for this partnership and look forward to continuing to work together to create lasting change.

Thank You!

“ If I could cartwheel I would! Thank you so much, I’ve been lost without a laptop. It’s become my friend. I use it day and night. It helps so much.

-Beneficiary referred through Carer’s Hub

