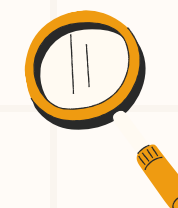![superhighways logo — harnessing technology for community benefit](image)

Annual Impact Report

Highlights

# Helping small charities do more with digital, data and tech

We're on a mission to help small charities and community groups gain essential digital and data skills backed by the right tech to achieve their goals.

Superhighways provides advice, technical support, websites and skills development for charities and community organisations across London.

Our approach:

Relationship centred
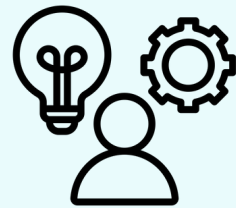
Capability minded

Committed to value

Enthusiastically curious

Community spirited

We are a friendly team, qualified in a range of technical and creative disciplines, and passionate about helping local communities make best use of technology for social impact.

Superhighways is a programme of <u>Kingston Voluntary Action</u>, a registered charity. Charitable Incorporated Organisation number 1160403

Nine and Christine from Malden Emergency First Aid Society

Why we do the work we do

We've been around for over 25 years, helping small charities and community groups in London gain essential digital and data skills, backed by affordable technology. But the job is not yet done.

Without the right tools and confidence, smaller organisations risk being left behind. That's why we're here — to ensure technology works for everyone.

Read the recap of our 25th anniversary conference 'From Email to AI' here!

We reached more organisations than ever

Over the last year, we helped numerous organisations from across the London charity sector access our support and events.
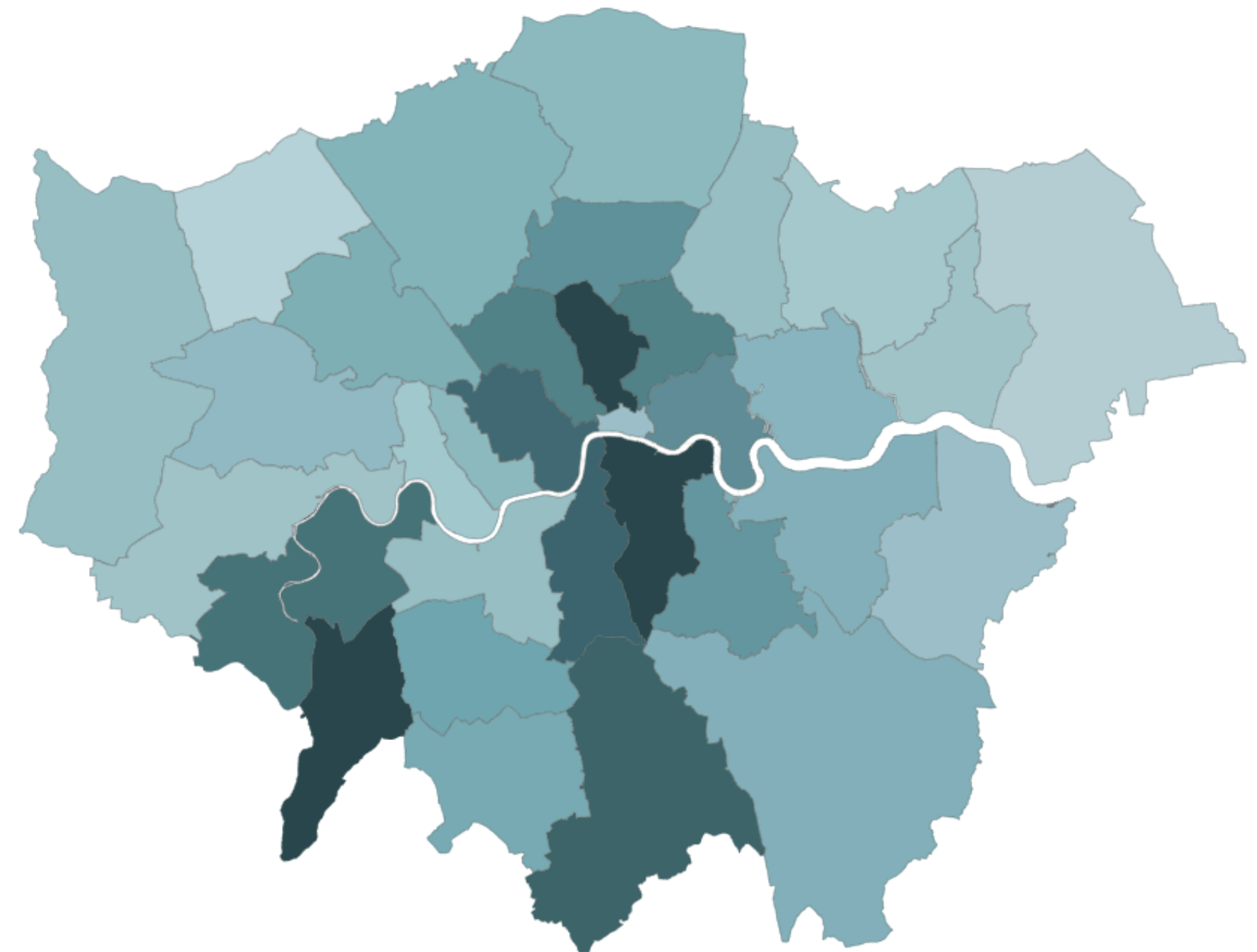
469 unique groups accessing support & events

51% new groups reached

30% have an annual income under £100k

We ran training and one-to-one support sessions

Over the last year individuals from across the London charity sector accessed our training, events, and one-to-one support to build their confidence and skills to use digital, data and tech in their everyday work.

130 open training sessions run

994 people attending open training

47 hosted sessions run for sector partners

500 people attending hosted training

161 one-to-one support sessions delivered

714 unique people accessing support

"You are friendly, approachable and knowledgeable. I never feel stupid for not knowing things."

98% of attendees said our training was good or very good

⭐⭐⭐⭐⭐

Digital Foundations programme

Paul and Bokelo from Salem Health Project

Funded by the National Lottery Community Fund, we supported small charities and community groups build the essential digital skills and tech infrastructure they need to work effectively and sustainably.

Through practical, hands-on training and tailored support, we help them adopt tools like cloud services, cybersecurity measures, collaboration platforms and digital best practices.

246 organisations supported

61 events run

196 1:1 support sessions

> "The AI session was very informative and well-delivered. I particularly appreciated the practical examples and clear explanations.
> Introduction to AI for small charities

Top session topics:

1. Cyber security
2. Voice websites
3. AI
4. Canva
5. Microsoft 365

We empowered communities through website building

<u>Voice Online Communities CIC</u> is a community website publishing platform. It is free of charge for small charities and community organisations.

Over the year, we ran two Voice training website refreshers; a two-day intensive course; a three-week Refugee Community Organisation specific programme; and two 'Editing your Voice website' sessions, where we helped:

26 organisations develop and update their websites using Voice Online Communities, a free website platform for community groups.

" I love doing this sort of thing. I felt quite emotional about what I achieved [...] a huge sense of achievement and accomplishment. "

" Delivered in a friendly, professional manner. Easy to follow as screen is shared to see steps and then have a go on your own page. Excellent training. "

Case study: Building a Refugee Community Organisation website on Voice Online Communities

The Learning and Development Centre were facing significant challenges with their website after the original development team became unavailable. They were unable to restore the site due to missing setup information and had to change hosting providers.

Brook joined Superhighways' 3-week RCO website building course. He worked with Paul to build a brand-new website and was then trained on how to edit, update and manage the site effectively.

> The course was well-organised and focused, providing exactly the knowledge we needed. Thanks to the training, we built our website from scratch and launched it online within four weeks. The support was excellent, and the staff were friendly and approachable.

Learning & Development Centre Limited (LDC)

Home   Contact us   About Us   Services   Tuition Fees   Weblog   Noticeboard   Register

Welcome to Learning & Development Centre Supplementary School (LDC)

Learning & Development Centre Limited (LDC)

Established in 2001 as the Research & Development Centre for Ethiopians in Britain (RDCEB), and reformed in 2010 to better serve our community, LDC is a registered charity dedicated to empowering children, young people, and families.

Realities of Poverty programme

Funded by Trust for London, Superhighways' Realities of Poverty programme delivers practical data literacy training for small charities and community groups tackling poverty and inequality.

The programme provides hands-on support to help them capture, analyse and present data effectively, at a level suited to their capacity and resources.

135 organisations supported   **41** events run   **72** 1:1 support sessions

Realities of Poverty

Top session topics:

1. Data Essentials
2. Excel
3. Data protection
4. Open datasets
5. Online forms

> "We are a community centre operating within a small 'area of benefit'. The types of data we were looking at today will help us to better tailor and direct the services that we offer to our community.
> Creating and exploring Census 2021 custom datasets

Case study: Capturing impact through digital storytelling

Camden Disability Action (CDA) is a user-led organisation working to remove barriers for disabled people.

In a one-to-one support session, Tom McDonough mentioned some audio recording kit that he wanted to buy to enable him to record conversations with his members to provide lived experience voices in campaigns work.

It's a simple thing, but it makes it more powerful – being able to hear a member talk and hear their voice in it – it just brings the whole thing to life.

Through our Trust for London funded programme, Superhighways was able to research and purchase a microphone for CDA.

Plus, with direct training and support, he was now confident and inspired to capture more stories from members and the community.

[Read the full case study.](#)

We wrapped up our 6-year Datawise London programme

Datawise London was a systems change partnership programme, funded by City Bridge Foundation's Cornerstone Fund. It supported small charities and community groups in London to better use data to shape services and influence change for their communities. Special thanks to Nissa Ramsay (Think Social Tech) and David Kane (Kane Data) for supporting us in this work.

Explore our Top 10 legacy resources

TRAINING AND CONSULTANCY

We've run 7 popular Power BI User groups and worked with groups on their data strategy, tools and protection. We've also built impact dashboards, including a London youth work map in partnership with London Youth.

RESOURCES AND STORIES

We uploaded new resources, including guides for Power BI and qualitative data analysis. Our new Data Journeys case studies aimed to inspire small charities to unlock the power of community data for better outcomes for Londoners.

EVALUATION

How has Datawise London contributed to democratising data access and use in civil society and the public sector? We worked with Collaborate CIC to answer this question in this independent evaluation report.

Data about London's Voluntary Community & Social Enterprise Sector

During London Data Week 2025, we launched the London VCSE dashboard that brings key data about the sector in one accessible place. We're now looking to collaborate with partners and source funding for further developments.

Explore the dashboard
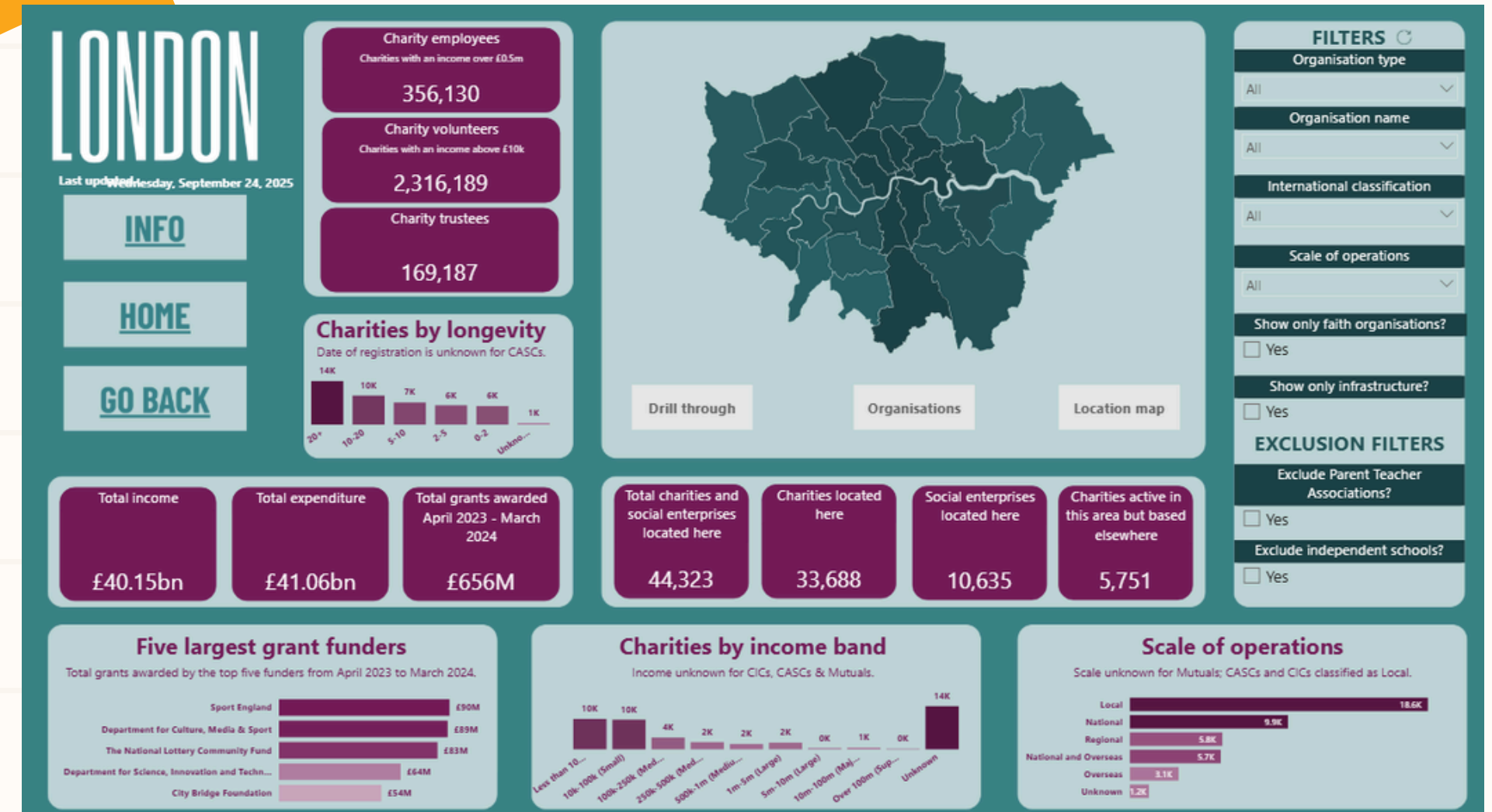
> I've been having a play and it is totally AWESOME! I'm thinking back to the beginning of The Way Ahead, when being able to access data about civil society seemed such a pipe-dream. WELL DONE for making the reality SO MUCH BETTER than I had imagined it could ever be.

38
co-designers
across 4 co-design sessions helped shape and improve the dashboard with new functionality

119
launch attendees
from frontline services, infrastructure bodies, local authorities and funders

76%
of respondents
said they would use the dashboard to inform their work

We worked with local organisations in Kingston

Funded by [Kingston Council (RBK)](#), we have supported organisations in the borough to better demonstrate their impact, adapt services and fix complex hardware and software issues.

Paul and Adriana from Cocoon

KINGSTON-ONLY OPEN SESSIONS

- Digital tools to capture impact
- 2x Trustee Week specials (cyber security basics and file sharing & collab tools)
- Microsoft Excel for budgeting
- Communications planning
- Enhancing Evidence

BRING YOUR OWN TECH DAYS

We hosted three Bring Your Own Tech days in 2025, offering personalised and hands-on technical support to ten different organisations in Kingston.

> The training was great, really engaging and I enjoyed the practical interactive nature of the session. I felt like I took away some really useful resources that will genuinely help me in future

Case study: Bring Your Own Tech day in Kingston

Tech issues can be a major hurdle for small charities and community groups, especially without dedicated IT support.

At our Bring Your Own Tech (BYOT) day in September 2025, we supported seven attendees from five Kingston-based organisations.

> *All of us have loads of questions, big and small, and this is just a great way of getting them all answered or being pointed in the right direction.*
>
> Wendy, Partnership for Children

Attendees brought laptops and questions about Outlook, Windows 11, websites, cloud storage and more.

Hear about the BYOT day experiences of our participants in our full case study.

Paul with two participants from RBKares

We tackled digital exclusion locally

For nearly a year, we were able to fund our digital inclusion project. <u>See the impact</u> we made together.

208 data SIM cards
We distributed SIM cards from the National Databank and Vodafone across Kingston.

18 community outreach sessions
Along with bi-weekly drop-ins, we provided basic digital skills support to Kingston residents. <u>Read the case study here</u>.

40 donated tablets and laptops
We distributed tablets from the National Devicebank and refurbished donated laptops to give out to clients referred by local organisations.

> **Thanks so much Superhighways - what a wonderful opportunity for our learners.**
> Learn English at Home Coordinator
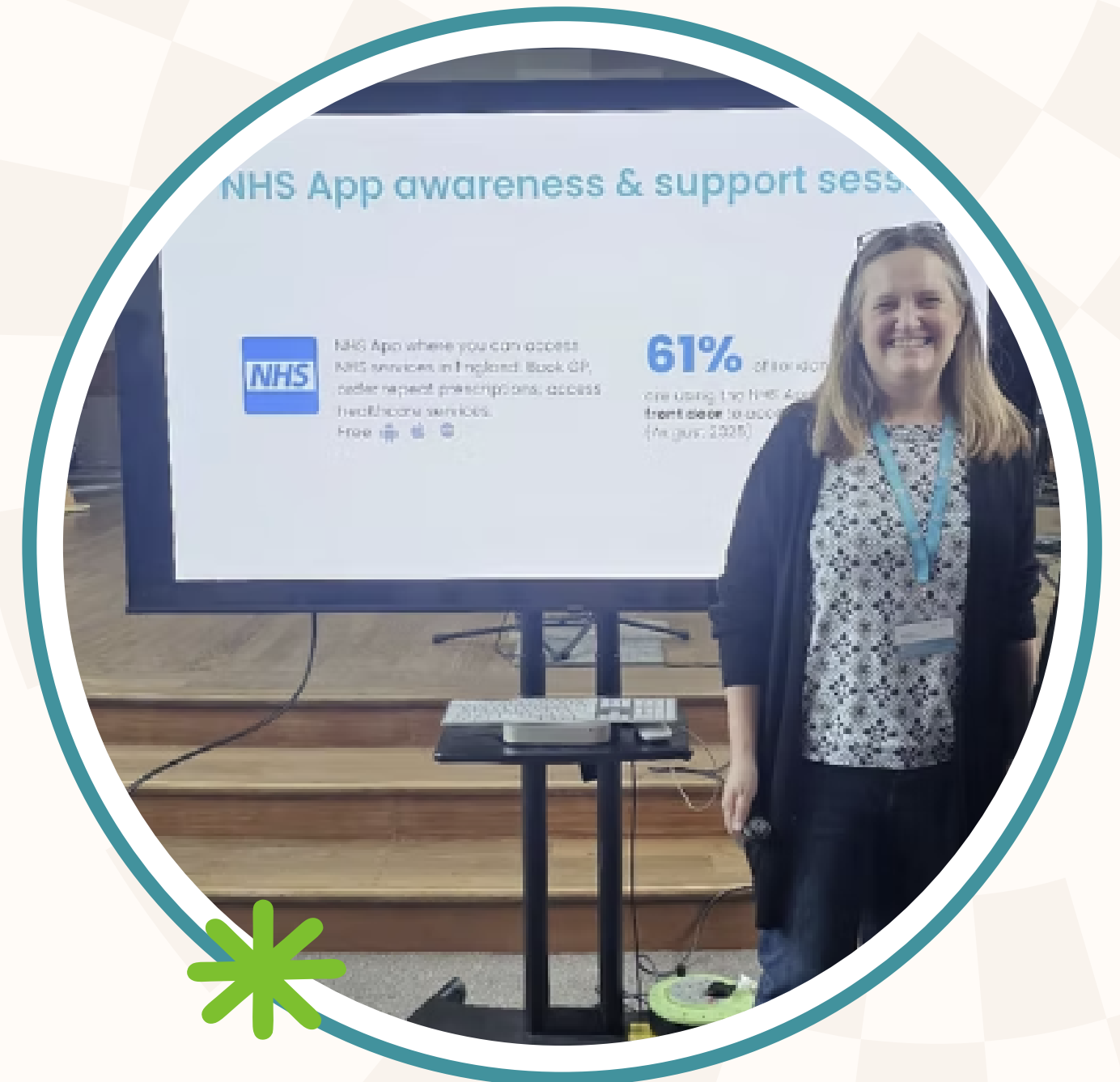
NHS App awareness session, funded by RM Partners

Case study: Donating laptops to service users at Moving on Together

By supplying four laptops, we helped Moving on Together's users get online and connect to essential resources.

"I am so grateful for the laptop I received. It is going to be a great help for me to do my training [...] I have discovered how useful certain aspects are."

I was given a laptop. It has really helped me in my life and tranformed what I'm doing daily.

Thank you for the laptop. It loads at a reasonable speed. My email and the browser are easy to navigate, and I can load pages without any interruptions. The battery life is also good on it. Have not had any issues or crashes.

We provided essential tech support to 42 members

Technology is developing rapidly, with small charities facing complex IT challenges, cybersecurity threats, and tough purchasing choices. Our tech support team ensures our members in London have robust security systems and a reliable, value-for-money and fit-for-purpose infrastructure.

990
Tech support tickets

- 200 new/update user accounts
- 31 security incidents
- 56 procurement advice

500
Windows devices supported

- 200+ devices upgraded with Windows 11
- 4 hours upgrade time per set-up

6
Info updates for members

- Windows 10 end-of-life
- Microsoft Multi-Factor Authentication
- Cyber security tips
- Microsoft Grant Changes

Case study: 15 years of Superhighways support

Jo Maye from Kingston Carers' Network, a long standing member of Superhighways, reflected on 15 years of transformative support.

Superhighways' relationship-centred approach helped Jo and her team build confidence, streamline operations, and amplify their impact.

Watch her interview in the full case study and hear about the impact Superhighways made on her work.

> "They don't just do it for me – they teach me how to do it myself."

We sent out monthly newsletters

Subscribe to our newsletter.

Access our online resources.

Top statistics of the year

1,789 email subscribers

206 net subscriber growth

19 campaigns including single issues

31,382 total email sends

41% average open rate*

16% average click to open rate**

Most popular resources

- Creating State of the Sector reports
- QR codes made simple
- Top 10 Datawise London resources
- London youth work map
- Data about the VCSE sector
- Pro bono advice and donated tech
- Speed up your sluggish laptop
- Top sites for free images
- Specifications for new laptops

Follow us on social media

Bluesky

LinkedIn

* A good non-profit level open rate is 36% and higher (DMA, Email Benchmarking Report 2025)
** A good non-profit level CTO rate is anything above 6.4% (DMA, Email Benchmarking Report 2025)

We worked with partners to amplify impact

Through funded programmes and consultancy, we have delivered tailored support and built data systems for enhanced decision making.

Ezechias from Refugee Council

HEAR Network and AI for small charities

Developing a new Artificial Intelligence (AI) course to build confidence and skills in small small charities, delivered for HEAR Network members.

Refugee Council and building websites

Building webistes for refugee community organisations without a web presence or struggling with existing websites. With follow on training to manage their sites.

Voice Online Communities

Continuing to work with Voice Online Communities to proivide a free web publishing platform for small charities and community organisations.

CVS Development Network

Bringing together Council for Voluntary Services (CVS) staff to share tech ideas and challenges with 53 attendees at five network meetings

Hear from Tsigereda Tekletsadik at Voluntary Action Islington on why this matters.

Collaborating for common good

RM Partners
Social media and digital inclusion training for community organisations sharing vital NHS cancer messages with hard to reach communities.

London Councils
Our co-designed grants reporting system goes from strength to strength with staff onboarding and a dashboard showing impact and progress in real time.

Aide
Developing an Aide database API linked PowerBI dashboard, ensuring more charities and partners can make data informed decisions in their work.

Community Southwark
We've joined multiple 'Make Your Mark' cohorts of eager trainees exploring software and online digital tools to demonstrate their impact.

Charity Digital
Delivering training to charities across the UK in topics such as Advanced Excel and Microsoft 365 (M365) Set Up, Admin and Security Features.

NAVCA
Developing an Artificial Intelligence course and toolkit that community development workers across England can use to build skills in the voluntary sector.

DataKind UK
Updating Community Lens free mapping tool visualising small charity data with Indices of Multiple Deprivation (IMD) to the new IMD 2025 data.

Lloyds Bank Foundation Funder +
Helping small charities choose and implement new data systems for better monitoring and evaluation of services.

Case study: VCSS Camp 11

VCSSCamp 11 was an unconference held on Monday 13th October 2025, enabling development workers from London infrastructure organisations to meet and discuss the topics that impact our work.

The focus of discussions was on how we can use digital, data and tech for smarter working and service delivery. Convening these kind of spaces is an important role we can play.

Topics called by participants:
- Practical and safe uses of AI in VCS work
- Developing organisation-wide communications strategies
- Supporting groups with outdated tech
- Approaches and tools for analysing qualitative data
- Building social media with limited resources
- Minimising cyber-attack risks
- And much more...

[Read the full case study.](#)

> I think it's just great to have this space to exchange information and raise issues in the sector. To actually step back and talk about resources, successes and challenges.

What we've learnt

Through our work this year, we've seen that small charities and community groups thrive when support is practical, accessible, and rooted in real-world challenges.

Confidence grows when people feel listened to, supported at their level, and given free or low-cost tools they can use straight away.

Our relationship-centred approach (whether through training, one-to-one advice, collaborative events, or consultancy work) continues to make digital, data and tech feel manageable and relevant.

We've learned that ongoing engagement builds capability, and that peer learning and community connection are powerful drivers of change.

We've also seen the importance of targeted outreach, especially for digitally excluded communities, and the value of working in partnership to extend our reach and deepen our impact.

What we found hard and next steps...

This year brought its share of challenges.

As demand for our support grew, we often found ourselves **balancing full commitments with limited capacity**, especially across overlapping priorities like training, consultancy, and digital inclusion.

The pace of change in AI and tech made it **difficult to carve out time for internal learning and development**, even as we supported others to navigate it.

Funding uncertainty and tapering grants added pressure, requiring us to pivot towards income generation while safeguarding our team and approach.

We also saw that some groups, especially those facing digital exclusion or operating with minimal resources, needed **more time and flexibility than our programmes could always offer**.

These experiences have deepened our understanding of what sustainable, inclusive support really looks like.

As we look ahead, we're focused on sustaining our work, creating lasting resources, and continuing to adapt to the evolving needs of the sector — always with curiosity, care, and commitment to value.

THE ROYAL BOROUGH OF
KINGSTON UPON THAMES

CITY BRIDGE
FOUNDATION

Trust
for London

COMMUNITY
FUND

Thank You
So Much

Superhighways is a programme of <u>Kingston Voluntary Action</u>, a registered charity. Charitable Incorporated Organisation number 1160403

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in <u>@Superhighways</u>   🦋 <u>@superhighways.bsky.social</u>