

# Community IT Academy

**Annual  
Report**

**2009**



## Foreword

It's hard to believe that 'CITA' has been in existence for over six years, coming into being on 14<sup>th</sup> November 2003 – although it had actually come into existence a few months before. And it was the brain-child of Peter Hill who then recruited me to give him a hand because it was rumoured that I knew something about finance!

It must have taken over a year to go through all the hurdles and set up the organisation – not least because of the difficulties surrounding European funding which we were to heavily rely on in the first three years. And it's original purpose was to be an academy where long term unemployed people could come and receive hands-on training to become computer technicians – the hands-on bit being used to offer rudimentary technical support to the many organisations within the voluntary and community sector.



Of course we have moved on since then, not least because it became harder and harder to source funding for training purposes. However, the technical support part of the organisation became a valuable resource for the sector – and we were determined to keep it going. And over the years we have added to this – so that now we are able to offer IT consultancy, web design, remote IT support and other things – as well as a certain amount of training – but we are continuing to try and think of ways of returning to our roots – in other words being, again, the academy we set out to be.

Inevitably the focus has changed since 2003, but our hope is that we can develop the training we offer into practically based qualifications in IT technical support – such that volunteers and staff from voluntary and community sector organisations can come and be given the skills to enable them, increasingly, to care for their organisations technical needs themselves. This might sound as if we are trying to put ourselves out of a job! Not so. The voluntary and community sector is a very significant player in the north east and the numbers of organisations we are in touch with is still only a small percentage of the total number!

But how are we doing? I invite you to read this report which will help you to get a feel as to where we've got to and where we hope to go. If there are other things you want us to do or ideas you have, please don't hesitate to get in touch with us on (0191) 256 5015.

John Sadler UMTTP/ CITA Secretary

## Annual Report 2009 Project Leader's Report

### Introduction



It has been an “odd” year. As with most of the rest of the sector we have held our breath with regard to the impact of the recession.

During the early part of the year we saw comings and goings within the management team which alas ended, with our newest director, Susan Staines, unable to continue her role. She will be sorely missed as she was the driving force behind the development of our business plan.

Competitors, stakeholders and partners have gone under and/or scaled down their operations. Indeed of the four partners within the Big Lottery Funded BASIS (Circuit Rider) project we seem to be the only ones relatively unscathed, this largely on our ability to maintain around 50% of our income “off our own bat”.

### The Project Year

During the first quarter of the project year we were busy completing the BASIS project, particularly with websites.

The Net:Gain project came to a close as RuralNet, the project leaders, closed. The programme lives on, all be it in a shortened form but we had a final flurry of eleven clients in the early part of the year. We honoured our membership commitment and hope that many of the groups will opt to continue their membership into 2011.

During the summer months both servicing and websites were slow but we were honoured to receive further funding from the Northern Rock Foundation for our Circuit Rider work. Indeed Penny Vowles, our fund manager, is very supportive and complimentary about our work. Even this, funded, work was slow to get going after the summer break.

Throughout the year we have been trying to engage with the Learning and Skills Council (LSC) and launched a project aiming to provide VCS members with a “recognised” NVQ qualification. This has proven to be an impossible task due to the turmoil that the LSC seem to be in but we have made some progress and are now an accredited NVQ centre.



It seems that we “bent” our original intent – to “help people with IT” by improving their skills to fit the LSC’s mission rather than our own but in the process re-invented opportunities for the Circuit Rider project – the demand for a NVQ was low, VCS groups want informal IT training that can be delivered through our Circuit Rider contact. For the most part we have been “going it alone” in terms of our income from the “social enterprise” elements of CITA – servicing and websites, and have set ourselves some challenging targets in terms of income.



We have recently engaged with Northumbria University’s Business School to help us with a marketing push. This is a very exciting project and will, hopefully, help us into the next phase of our development.

(Professor Fraser McLeay with John Sadler and Lewis Atkinson.)

From November we have also been delivering two projects under the Improving Reach programme from VONNE, managed by Andrew Samuel, the Regional ICT Champion.

Both projects aim to assist “Hard to Reach” (H2R) groups as defined by Capacity Builders (the overall funders) – Refugee, Faith, Rural and BME.

The first project, Digital Mentoring, aims to support H2R infrastructure organisations by allowing them access to direct 1:1 support from a team of “Circuit Riders” - the aim being to pass on the knowledge and improvements to front line groups.



The second project, Telephone Plus, allows us to experiment with the delivery of remote support services to the same groups, but including their front line counterparts.



Both projects are due to complete the pilot stage in March 2010. Longer term funding will depend on their impact.

(Joe Kamanga, Regional Refugee Forum)

During the latter part of 2008 CITA were commissioned by the Tyne and Wear Infrastructure Consortium (TWIC) to undertake the role of Sub-Regional ICT Champion. This work augments the work done by Andrew Samuel on a regional level by allowing



closer contact with other infrastructure groups in the Tyne & Wear sub-region. The work is evolving but essentially allows us to work individually with such groups to improve their overall IT and to “map and gap” their client groups in terms of IT. This project is funded for a further two years.

Memberships and Maintenance agreements have been popular, as has PAT testing, and although customers come and go we have maintained and even managed to develop this base over the last twelve months.

I have been encouraged recently to observe the “green shoots” of recovery in our economy as the year draws to a close and hope that we can, with the help of Northumbria University build on this and into longer term sustainability in 2010.

## Website Design Project

During this year we have developed 16 websites, 8 of which under the BASIS project that provided 50% funding for the client group. This allowed us to fully develop the products and be “market ready”.

It remains our aim to promote easy to use “Content Managed” systems that empower the client to be able to manage their own websites without being locked into a longer term relationship with their web designer.



WHAC Website training



Steven Brydon, CITA Web Designer

Since April, and together with CITAS (servicing), the website design service has been “going it alone” in terms of income generation. The sales cycle is long, up to 6 months, and the effects of the recession have been quite severe but we now have a healthy order book.

### Website clients 2009:

Age Concern North Tyneside

Bear Park Mag

Becon

Blackhall Mill Community Assoc

Carers Action forum

Catalyst

Community Healthcare Care Forum

Enrgi

Learning Disabilities Federation

Newcastle Community Buildings

Network

TWIC

Tyne Sound News

VIPLEX

VODA

West End Womens Centre

WHAC

[www.ageconcernnorthtyne.org](http://www.ageconcernnorthtyne.org)

[www.bearparkmag.co.uk](http://www.bearparkmag.co.uk)

[www.becon.org.uk](http://www.becon.org.uk)

[www.blackhallmill.org.uk](http://www.blackhallmill.org.uk)

[www.carersactionforum.co.uk](http://www.carersactionforum.co.uk)

[www.catalyststockton.org](http://www.catalyststockton.org)

[www.chcfnorthtyneside.org.uk](http://www.chcfnorthtyneside.org.uk)

[www.enrgi.co.uk](http://www.enrgi.co.uk)

[www.ldfnt.org.uk](http://www.ldfnt.org.uk)

[www.newcastlecommunitybuildingsnetwork.org.uk](http://www.newcastlecommunitybuildingsnetwork.org.uk)

[www.tynewearic.org.uk](http://www.tynewearic.org.uk)

[www.tynesoundnews.org.uk](http://www.tynesoundnews.org.uk)

[www.viplex.co.uk](http://www.viplex.co.uk)

[www.voda.org.uk](http://www.voda.org.uk)

[www.westendwomenandgirls.org.uk](http://www.westendwomenandgirls.org.uk)

[www.whac-online.co.uk](http://www.whac-online.co.uk)

We offer to manage “flat” websites and have a number of clients including Search and Time Exchange. We have undertaken Joomla website training for St Martin’s, and re-skins (re-designs of the website “look and feel”) for Silxteen bar and CoRE, who were clients in the original One North East project in 2008.

Steven has been working hard to meet client needs and has developed additional services and products. We offer “starter” websites for under £150, a mid-range option and our flagship system using the latest version of the Joomla modular Open Source system.

Many additional modules are available within the Joomla system that allow us, at an additional charge, to extend and customise the features of our basic package (e.g. Room Bookings, online directories, etc) and add services such as mass emailing. We are also in the process of developing web sites for the SME sector and hope to launch our first early in 2010.

Customer views:

“Here at VODA we’re delighted with the service we’ve received from CITA. They’ve literally transformed our website! Our old one had become cluttered and difficult to navigate – our new site is clear, vibrant and will be an excellent resource for both us and the community groups that we work with. CITA listened to our requirements and fulfilled each and every one and they have a great understanding of the voluntary and community sector, which really helps in the planning stages. The training we received was extremely comprehensible and we have had as much support as we need ever since.”  
- Amy Rudd, VODA.



“We are two painters from Bearpark Artists Co-op who have been working with a group of adults with learning disabilities for a few years, funded by Northern Rock Foundation and Durham County Council.



The group have produced some amazing pieces of work - paintings, sculptures, prints etc. We have held exhibitions of their work which have been well received and enjoyed by the general public. However, family members have not always been able to get to the exhibitions, and other adults with learning disabilities often cannot get there. We decided to try and broaden the possibilities of access to their work by setting up a website. Northern Rock helped with a grant, and Community IT Academy provided valuable expertise and guidance. After an initial training session we are continuing to build the website, with members of the group choosing their work and uploading it.”

“Tyne and Wear Infrastructure Consortium (TWIC) chose CITA to design its web site and train the web manager. We discussed all design options available and we finally decided on a site that was tailor made for our organisation. We were also trained by CITA who have been extremely helpful during early days teething troubles, ours not theirs. Feedback tells us this is a very user friendly site, simple to navigate and not too fussy. Our site can be viewed on [www.tynewearic.org.uk](http://www.tynewearic.org.uk)” Lynne Craggs, TWIC Development Worker

Completed designs.



## CITA Servicing (CITAS)

The effects of the recession have been keenly felt by CITAS but green shoots of recovery are apparent and we have interest from both new and returning customers.

Our low cost “server” solutions have proven popular with orders for 3 groups in hand. Our reputation for “plain speaking” in terms of non-technical advice is a highlight to our customers.

Work has been steady rather than busy with quiet periods over the summer. PAT testing has proven as popular as ever with us having arranged quarterly sessions for over 20 client organisations.



Our membership and maintenance agreement customer base has been steady with some inevitably dropping out whilst others have signed up in their place.

We were saddened to hear of the down-scaling and demise of sister projects locally and also in Hartlepool and Sunderland during the year.

We continue to strive to improve and broaden our range and quality of services. We have sent staff on training courses to develop additional expertise in Servers and networking in addition to studying towards further Microsoft certification.

### CITAS Maintenance and Membership clients

Community Action Northumberland (CAN)  
Durham Chester le St Carers  
Support  
Lemington Community Centre  
Moving On  
Ouseburn Trust  
Prudhoe Community Partnership  
Regional Refugee Forum  
Rights Project  
SEARCH  
The Chat Trust  
Time Exchange



Acorns  
Cornerstone  
East End Health  
Gateshead Carer's Association  
MIND in Gateshead  
Newcastle Special Needs Network  
Newcastle Women's Aid  
North Benwell Youth Project  
Revive Enterprise  
Scotswood Natural Community Gardens  
St Martin's Community Centre  
Them Wifies



Our customer's views :

#### Newcastle Women's Aid

CITA's Technician has visited us few times recently and we really appreciate the help and advice they give us. We mainly see Les and look forward to him coming as he always sorts us out, often in quite chaotic situations, so a big thank you to Les & CITAS.

#### Time Exchange

We have been very happy with the quick response times for any repairs that we have requested and the PAT testing that was carried out very efficiently.

#### Quality Independent Care

We have used CITAS for a couple of years now, for networking, general IT queries and set-up and more recently PAT testing. We are more than satisfied with the service we receive from Les and your team at CITAS.



Les knows the Organisation really well now and we have a good working relationship.

You all provide a great service at a reasonable price, you have our continued business.

#### North Benwell Youth Project

We are very satisfied with the service we receive from IT Academy and appreciate the quick response we receive.

## Northern Rock Foundation Circuit Riders (NRFCR) Project

We were again honoured to have our funding extended for a further year by the Northern Rock Foundation.

The NRFCR project is still proving to be an extremely successful project and enables us to deliver practical help and support to front line groups who, under current economic conditions, could simply not afford it. This is directly in line with our aim “to help people with IT” and our mission statement.

Nationally the Circuit Rider movement is still active with an annual conference hosted by Microsoft at their Slough headquarters and attended by over 100 delegates. We maintain close links with a number of Circuit Rider groups spread throughout the country.

We have had very encouraging feedback from both our clients and the Northern Rock Foundation stating that our “plain and non-technical talking” is the key to our successful delivery.

During the year we managed to provide Circuit Rider services to over 100 voluntary sector organisations. It is interesting that we still find that groups want the same things from IT providers; technical support, websites, training and help in planning. Poor backing up still remains a major issue for many organisations.



Laura Dixon, Gateshead Carers



Michael Bell – Patchwork Project

The work is extremely varied and has involved everything from delving deep into IT planning, strategy and policy development to 5 minute training sessions or simple 30 second technical fixes. The simplest advice is often the most effective.

We still come across groups who have been misinformed or mis-sold an IT solution – it seems that there is still work to do to get the message across.

We have continued to develop, modify and add to the list of “how to” documents on our website – these have proven to be particularly useful.

The work of the ICT Champions complements this work as it enables Infrastructure organisations more awareness of best practice and key issues within IT.

With the help of Andrew Samuel, the Regional ICT Champion, we re-launched an improved version of the ICT Strategy tool that in addition to an IT plan, generates an IT budget based on an inventory of equipment and a training needs analysis.

We have also had the opportunity to re-visit a few of our earlier interventions to see what progress, if any, had been made. It seems that some groups who failed to fully engage with us in our first attempt have made little progress whilst others have taken our suggestions on board. Staff changes in other groups have meant that knowledge and skills have not been passed on.



Jo Crumplin, ENRgl

The recession seems not to have curbed the demand for NRFCR services but in some ways has changed them. Recruitment of new groups has not been a problem.

An increasing number of groups are approaching us as a result of losing either full time IT staff or contractor support.

We have high hopes that our funders will continue to support this valuable and ongoing piece of work.



Alison Patterson,  
Blackhall Community Association

“Since we have joined forces with Lewis Atkinson and his team at CITA we have had many favourable experiences.

They have helped me to sort out my in house emailing system. We have now got a brilliant new back up system in place as a result of their expert knowledge.

I have had technical problems with hardware and software that have been sorted with the

help of Lewis and the team.

I have now been up to the premises at CITA and they are all very accommodating. I always recommend them to people whenever there is a networking opportunity.

Keep up the good work.”

Alison Patterson, Blackhall Community Association

"We found it very helpful to be able to access free and impartial advice from an expert who quickly understood where we were and what we wanted. It made a nice change to talk to someone who didn't have a vested interest in selling us a particular solution."

Tessa Sayers, WERS.

## Directors' Postscript to the Annual Report 2009

The past year has been no less challenging than those that preceded it. Difficulties have been encountered, striving to ensure CITA's sustainability has become ever more of an issue as the effects of the global financial meltdown have been more and more evident at a local level, and Susan Staines (a valued and gifted Member of our Board) found it necessary to step down from the Board, because of time pressures.



But, so too, there have been real achievements and positive developments. None of these would have been possible were it not for :

- the commitment of our funders and partners, and their faith in what CITA was able to deliver;
- customers who hung in there with us, despite often themselves experiencing stringent financial demands;
- our staff, who have resolutely stuck to their work, to ensure that CITA not only has continued doing what it was good at, but have sought to develop new skill-sets to break new ground and offer new services.



As ever, we would want to single out Lewis for especial thanks. It is no exaggeration to say that to us (and to many, many others), Lewis is the very embodiment of CITA – not just its public face, but the encapsulation of its ethos, its qualities and its very reputation. Lewis, we thank you more than we can say.

It was another Lewis ( - Carroll), one of whose characters



(Humpty Dumpty) famously said, 'With a name like yours, you might be any shape, almost.' If one solicits Google's aid, there are CITA's of every conceivable shape, and size, and hue, including:

- Canadian Institute for Theoretical Astrophysics;
- Congress International de Tango Argentino;
- Chattanooga Inter Tribal Association;
- Cayman Islands Tourism Association.

We happen to think we've already got the best of the bunch (even if the Cayman Islands do have a certain appeal in mid-winter). It will be our privilege in the year ahead to seek to determine what 'shape' the CITA we know and love should be if it is to continue to seek to meet the IT needs of the voluntary sector and others. To those who continue to journey and search with us, our grateful thanks.

Carol Harle, Ron Wilson, John Sadler (Directors)

## Summary of Accounts

Sales	2	56,611	-	56,611	45,706
Activities to further the charity's objects					
Grants and contracts for advice and information, outreach work and training project	3	14,032	40,082	54,114	123,348
Investment Income and interest		1,317	-	1,317	2,516
<b>Total Incoming Resources</b>		<u>71,960</u>	<u>40,082</u>	<u>112,042</u>	<u>171,570</u>
<b>Charitable Expenditure</b>					
Management and administration		32,025	79,269	111,294	141,883
<b>Total Resources Expended</b>	4	<u>32,025</u>	<u>79,269</u>	<u>111,294</u>	<u>141,883</u>
<b>Net Incoming Resources</b>					
-Net Income for the year	5	39,935	(39,187)	748	29,687
Movement in Funds		(57,588)	57,588	-	-
<b>Net Movement in Funds</b>		<u>(17,653)</u>	<u>18,401</u>	<u>748</u>	<u>29,687</u>
Total Funds at 1 September 2008		<u>80,126</u>	<u>(18,401)</u>	<u>61,725</u>	<u>32,038</u>
Total Funds at 31 August 2009		<u>62,473</u>	<u>-</u>	<u>62,473</u>	<u>61,725</u>

## Acknowledgements

CITA would like to thank our funders and partners, without whose help and support the project would not be able to continue.



net:gain...



We also wish to thank all our partner organisations and customers for their help and support throughout the year, especially the following:

### Our Partner Organisations and supporters:

UMTP  
North Tyneside VODA  
Hendon 2000  
Bellevue Centre  
NCDN  
RuralNet

Below is a list of customers who have continued to support us



2d  
Acorns  
Across Communities  
Action for Distonia  
Action Station  
Advocacy in Gateshead and South Tyneside  
African Women Support Network  
Age Concern North Tyneside  
Angelou Centre  
Angling Leisure Sport  
Anville Centre  
APM Cleaning  
ASINEE  
Barley Mow Village Hall  
Bear Park Artist  
BECON  
Bellevue Centre  
Bensham Grove Community Centre  
Berwick Film and Media Arts Festival  
BK Electrical  
Blackhall Mill Community Assoc  
Blakelaw Neighbourhood Centre  
Bliss Ability  
Blyth Valley Scouts  
British Sociological Association  
Byker neighbourhood Youth Project  
C.A.V.O.S (Community & Volunatry Organisations sedgefield)  
CARE LTD  
Carers Action forum (Gateshead Carers)  
Carpenters Solicitors  
Catalyst  
Cedarwood Trust  
Challenge Couriers Company  
Children North-East  
Chinese Centre (North of England) Ltd  
Chinese Healthy Living Centre  
COCO - Comrades of children overseas  
Coffee Life Mental Health Matters  
Comfrey Project  
Community Action Health (East cah)  
Community Action Northumberland (CAN)  
Community Action on Health  
Community Environmental Educational Development Trust  
Community Healthcare Care Forum  
Community Regeneration Trust North East  
Community Transport  
Congoese Solidarity in Gateshead  
Connect FE  
Consett Churches Detached Youth Project  
Coping With Cancer  
Core  
Cornerstone  
CRED-IT  
Cruse Bereavement Care - Newcastle & Gateshead Branch  
DAN Developing Autism Now  
DANDA  
Darlington Talking Newspaper for the blind  
D'ArtE  
Dene's Deli  
Depaul Trust  
Derwentside Detached Youth Project  
Derwentside Mind  
Disability Action NE  
Disability North  
Doxford Youth Project  
Durham Alzheimers  
Durham Chester le St Carers Support  
Durham Wildlife Trust  
Durham Young Peoples Project  
East Area Asylum Seekers Network  
East End Alliance  
East End Asylum Seekers Support Group  
East End Community Network  
East End Health  
East End Walking Group  
Eastfield Community Centre  
Elswick & Benwell Community Association  
ENRgl  
Equal Partnership  
European Services for people with Autism  
F Robson & Co  
Fairbridge  
Family Mediation Services  
Fawdon Community Assoc  
FEEDING The Firm  
Fenham Hut Community Association  
Footsteps Nursery - The Hub  
Ford and Pallion SRB5 Community Development Project  
Foremost Engineering Services  
FROG  
Funding Information North East  
Gateshead Access Panel  
Gateshead and South Tyneside Sight Service  
Gateshead Carer's Association  
Gateshead Crossroads Caring for Carers  
Gateshead Jewish Family Service  
Gateshead Muslim Society  
Gateshead People  
Gateshead Supporting Children Project  
Get Hooked on Fishing Charitable Trust  
Gordon Road Community Centre  
Grenfell Club  
Grin & Bear It  
Hadrian Trust

Haltwhistle partnership  
Hardwick Partnership  
HB Media  
Healthwise  
Healthworks West  
Heaton Adult Association  
Hemlington Detached Youthwork Project  
Herbees  
Hills View Trust  
Hirst Welfare Centre  
Ian Bell Motorcycles  
Independent Advocacy  
Institute of Digital Innovation  
International China Concern  
Iranian Centre  
JET  
Kenton Park Sports Centre  
Key Enterprises  
Key fund  
Keyring  
Kids Cafe  
Kids n Us  
KonnektNE  
Laburnum Dental Practice  
Lanchester Community Centre  
Lanchester Youth Club  
Lawnmowers Theatre Company  
Learning Disabilities Federation  
Learning First  
Learning Team  
Lemington Community Centre  
Lifeline Project  
Lifeline Sunderland  
Lifespan  
Little Star Nursery  
Martha & Mary's  
Matchbox Community Centre  
Mental Health North East  
Milecastle Housing  
Mind Chester-le-Street  
MIND in Gateshead  
Moorside Community Association  
Morpeth Alzheimers Assoc  
Moving On Durham  
MR Coaching and Facilitation  
Muslim Welfare House  
NCC Community Facilities  
NCH  
NECDAF  
NECTAR  
New Skills Consultancy  
Newcastle Achimo Club  
Newcastle Action for Parent and toddler group  
initiative (NAPI)  
Newcastle Alzheimer's

Newcastle and Gateshead Arts Studio  
(NAGAS)  
Newcastle Community Buildings Network  
Newcastle Council of Faiths  
Newcastle CVS  
Newcastle Healthy City  
Newcastle Private Rented Project  
Newcastle Society for Blind People  
Newcastle Toy & Leisure Library NTLL  
Newcastle University of the 3rd Age (U3A)  
Newcastle Women's Aid  
Norcare Limited  
North Benwell Youth Project  
North East Council on Adictions  
North East England African Community Assoc  
North East Eritrean Community  
North of England Refugee Service  
North Tyneside Art Studio  
North Tyneside Carers  
North Tyneside Council  
Northeast Enterprise Bond  
Northeast Special Needs Network  
Northern Architecture  
Northern Balance  
Northern Cross  
Northern District WEA  
Northern Initiative on Woman and Eating  
Northern Ladies Annuity Society  
Northern Pinetree Trust  
Northumberland Pre-School Learning Alliance  
Council  
Northumberland Wildlife Trust  
Northumbria St John Ambulance  
Northumbria Training  
Open Clasp  
Ouseburn Trust  
Outer West project  
Ozanam House (Society of St Vincent de paul)  
Pallion Action Group  
PANAH  
Park Centre, The  
Patchwork Project  
Pen and Tonic  
Phoenix House Prison Service's N.E  
Praxis  
Project Northumberland  
Prudhoe Community Partnership  
Quality Independent Care  
Radix NE  
Ravenswood Youth Club  
REACH  
Read Milburn & Co  
Regional Refugee Forum  
Relate Newcastle  
Revive Enterprise

Reviving the Heart of the West End  
Richmond Fellowship NE  
Rights Project  
RNID - Royal National Institute for the Deaf  
ROCHNI  
Safe Partnership  
Safety Net  
Scotswood Natural Community Gardens  
SEARCH  
Seaton Sluice Vicarage  
Shandon Way Community Centre  
Show Racism the Red Card  
Silxteen Bar  
Skills 4u North East  
Smith Coll Wright  
Social Return on Investment  
South Tyneside Training and Enterprise  
Network  
Sports for Youth  
Spurgeons Child Care  
St Christopher's  
St John's Early Years Pre-School  
St Martins Community Centre  
Stocksfield Community Centre  
Streetwise Young People's Project  
Sudan Autism Society  
The Chat Trust  
The Children Society  
The Heritage Centre - Billingham  
The Marginalised  
Them Wifies  
Thomas Gaughan Community Centre  
Time Exchange  
Tous Ensemble  
TWIC  
Tyne Moulds and Machinery Co. Ltd  
Tyne Sound News  
Tyneside Womens Health  
University of the 3rd Age  
Victim Support  
VIPLEX  
Visual Arts in Rural Communities  
VODA  
VONNE  
Walker Library Playgroup  
Wayout In Gateshead  
Wearside Women in Need  
West End Health Resource  
West End Health Resource Centre  
West End Refugee Service  
West End Women & Girls Centre  
Weston Spirit  
WHAC - Women's Health Advice Centre  
Willow Burn Hospice  
Wise Speake

Witness Service North Tyneside (VS)  
Wor Hoose  
Working Neighbourhoods  
Workplace Gallery  
Wylam Institute  
YMCA Herrington Burn  
YMCA Newcastle  
YMCA North Tyneside  
You Chose North East  
Young Asian Voices