Reboot

Durham County Council has partnered with Protech Group to offer low-cost computer equipment to County Durham-based registered charities and social enterprises under the Digital Durham Reboot scheme.

A quarter of Durham County Council-owned desktops and laptops are replaced each year to ensure they are technically up to date and perform well. Some of these devices are suitable for reuse and are being offered through this scheme.

The equipment starts at just £150 for a desktop and a laptop. Both come with genuine Microsoft Office 2019 Home & Business software and a Windows 10 operating system that includes anti-virus.

To be eligible you need to use the equipment to:

- Help residents get online by providing free internet access
- Provide support to residents to improve their skills – this could be digital skills
- Assist the charity to run more effectively

The table below outlines the minimum standard specification for each device type.

Specification	Desktop	Laptop
Operating system	Windows 10 Pro (64 Bit)	Windows 10 Pro (64 Bit)
Processor	Any i series (i3, i5, or i7) 4th generation or above	Any i series (i3, i5, or i7) 4th generation or above
RAM	4GB	4GB
Storage	128GB SSD (Minimum)	128GB SSD (Minimum)
Software	Microsoft Office 2019 Home & Business	Microsoft Office 2019 Home & Business
Anti-virus	Windows Defender	Windows Defender
Screen	19 inches (16:9 monitor)	13 inches
Supplied with	Keyboard Standard wired mouse	Battery charger
Warranty period	90 days	90 days (excluding the laptop battery)

Access the application from online at digitaldurham.org/reboot or contact the team:

Email: digital.durham@durham.gov.uk
Phone: 03000 261 160 (leave a message and someone will be in touch ASAP)

Frequently asked questions about the Reboot scheme

Do the devices come with a warranty?
Yes, Protech Group provides a 90-day warranty on the devices supplied. Note this does not include laptop batteries due to their age. Replacement batteries are readily available from reputable suppliers and would need to be purchased by you outside of the scheme.

It is essential that the receiving organisation tests out the equipment as soon as it is received to check they are happy with it. It is unlikely there will be any problems, but we are here to help if there are.

What sort of condition can I expect the devices to be in?
The equipment should be in relatively good condition but may have some visible marks due to general wear and tear.

How many devices are available?
The availability of stock should be ongoing as Protech Group will make regular collections of council equipment. Bear in mind that not all of the desktops and laptops collected will be suitable for reuse and this, along with the demand for devices, will affect stock levels.

How long does it take to obtain a device?
If the devices are in stock it will usually take two to four weeks from an eligible application being completed and processed to being delivered to the stakeholder.

What happens if you do not have something in stock?
If your application meets the eligibility criteria, but there is not any available stock, we will offer to place your order on a waiting list. Your order will be fulfilled at the earliest possible time, however, it will depend upon the number waiting to be filled; the amount of reusable devices, and how quickly they can be processed. Protech Group will then contact you when the equipment is ready for delivery.

Is there a limit to the number of devices an organisation can order?
A limit may be put in place during periods of high demand. This may result in orders of six or more devices being split.

Why is the Reboot scheme only available to registered charities and social enterprises?
Part of the eligibility to obtain the Microsoft software licenses at a significantly discounted price is that the devices that Microsoft is installed on are only supplied to registered charities and social enterprises that are operating to create positive social change.

If you do not qualify for the scheme, refurbished devices are now more common place and widely available to buy. You could try searching on the Internet or contact local computer repair shops.

Why is there a charge for the equipment?
A number of things need to happen to the devices before they can be passed on. Firstly they need to be wiped to ensure council data and licenses are removed. Next, they are checked over, and any devices deemed to be suitable for reuse have the new software installed. Finally, the devices are tested to ensure they are fit for their purpose. The charges help cover the costs for someone to do all of this. There is also the Microsoft software license cost and courier delivery to take into account.

Are any other types of equipment available?
Contact us if you need something different from the standard devices. We will put you in touch with Protech Group to check if they have something suitable and to discuss costs.