AbilityNet
2019

AbilityNet supports people of any age, living with any disability or impairment to use technology to achieve their goals at home, at work and in education. We offer a range of services, including student and workplace assessments, digital accessibility services, free online expert knowledge, a free helpline and free home visits provided by a team of volunteers.

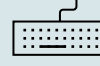## We use technology to impact the lives of disabled and older people...

at home | at work | in education | and online

96%
Customer Satisfaction

Our impact on individuals

"As a disabled person living alone there is no way I could have managed, AbilityNet are invaluable. I can't imagine not having this wonderful service."
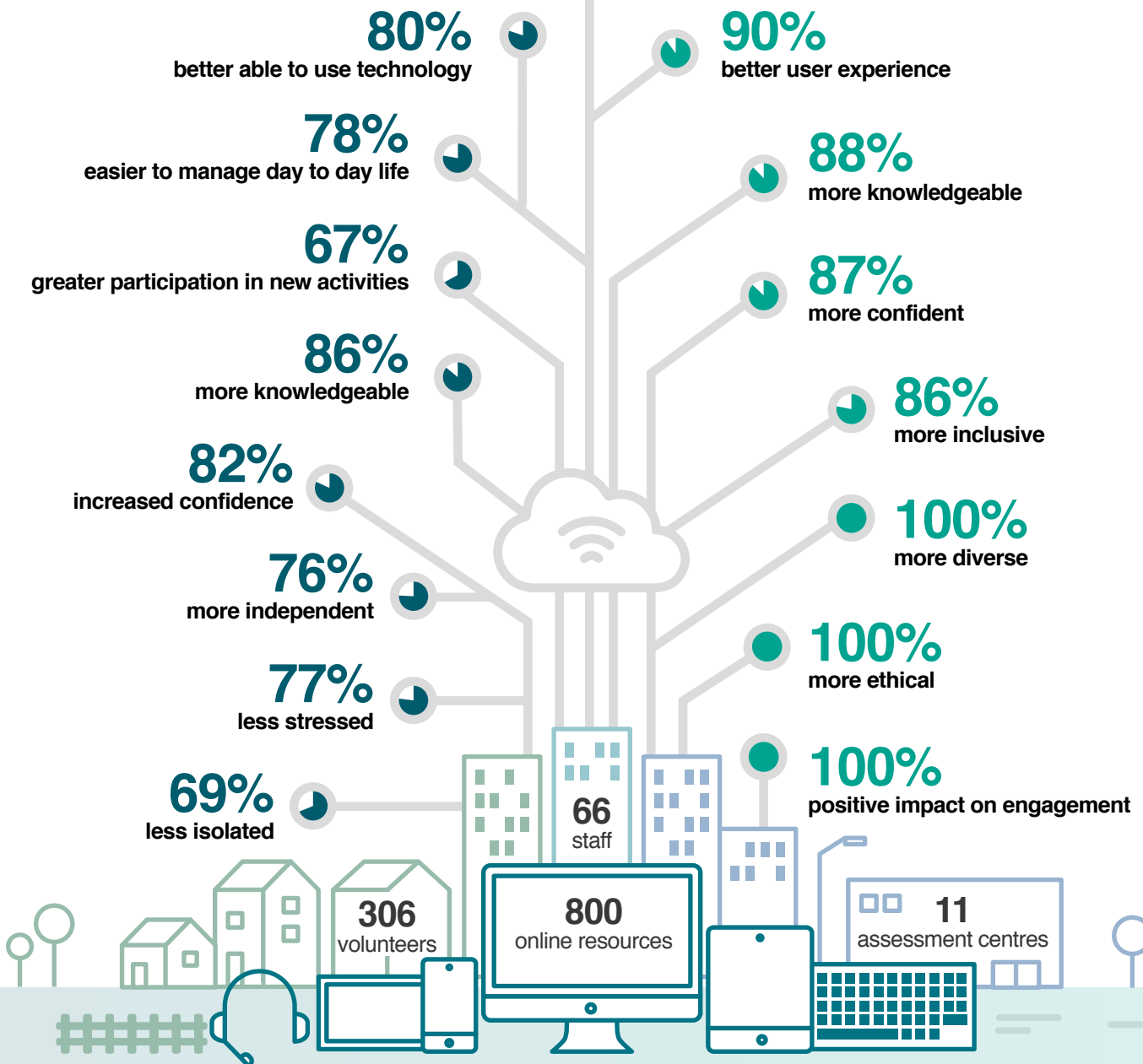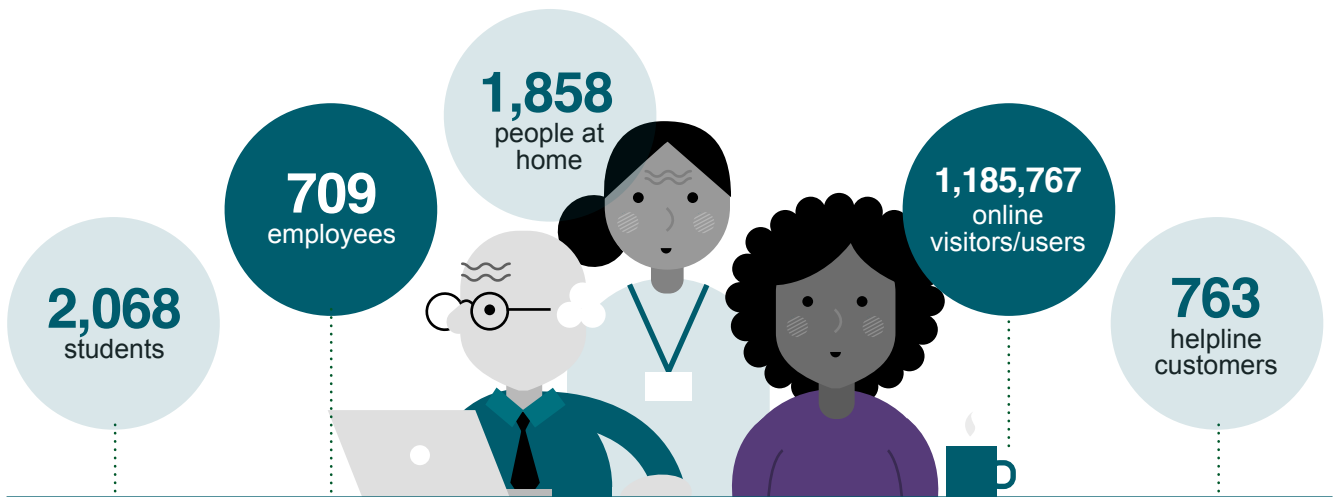**CLIENT WHO RECEIVED A VOLUNTEER HOME VISIT**

80% better able to use technology

78% easier to manage day to day life

67% greater participation in new activities

86% more knowledgeable

82% increased confidence

76% more independent

77% less stressed

69% less isolated

Our impact on organisations

"Getting it right simplifies things for all – it's inclusive design."
ACCESSIBILITY SERVICES CLIENT

94%
Customer Satisfaction

90% better user experience

88% more knowledgeable

87% more confident

86% more inclusive

100% more diverse

100% more ethical

100% positive impact on engagement

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66 staff

306 volunteers

800 online resources

11 assessment centres

Find out more at: **abilitynet.org.uk**

2,068 students

709 employees

1,858 people at home

1,185,767 online visitors/users

763 helpline customers

> "Suresh (volunteer) was able to adapt my computer to help me access it more easily. The need to access the internet and use technology is massive especially for people who have limited vision. Thank you."
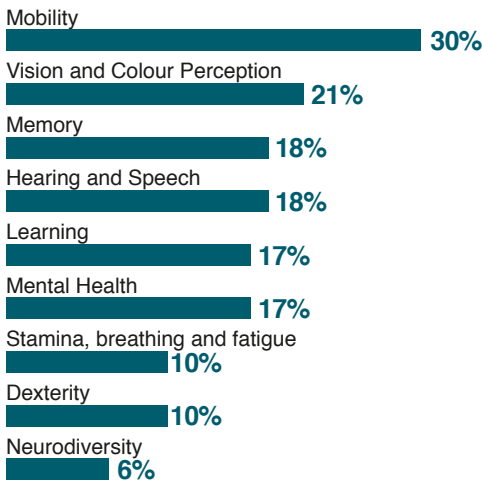> **CLIENT WHO RECEIVED A VOLUNTEER HOME VISIT**

> I felt so understood and comfortable. It was one of the first times someone who didn't have any previous knowledge of me, had seen me for exactly who I was. I am overwhelmed that this kind of support is out there"
> **STUDENT WHO RECEIVED A DISABLED STUDENT ASSESSMENT**

Disability stats:

- Mobility — **30%**
- Vision and Colour Perception — **21%**
- Memory — **18%**
- Hearing and Speech — **18%**
- Learning — **17%**
- Mental Health — **17%**
- Stamina, breathing and fatigue — **10%**
- Dexterity — **10%**
- Neurodiversity — **6%**

How we have helped:

2,084 DSA (Disabled Student Allowance) Assessments

709 Workplace assessments

784 Helpline queries

25,951 Factsheets viewed

846,612 Sessions of My Computer My Way

5 Tech training demo sessions

11 Webinars

Outputs:

15,323 Adjustments recommended

784 Helpdesk queries answered

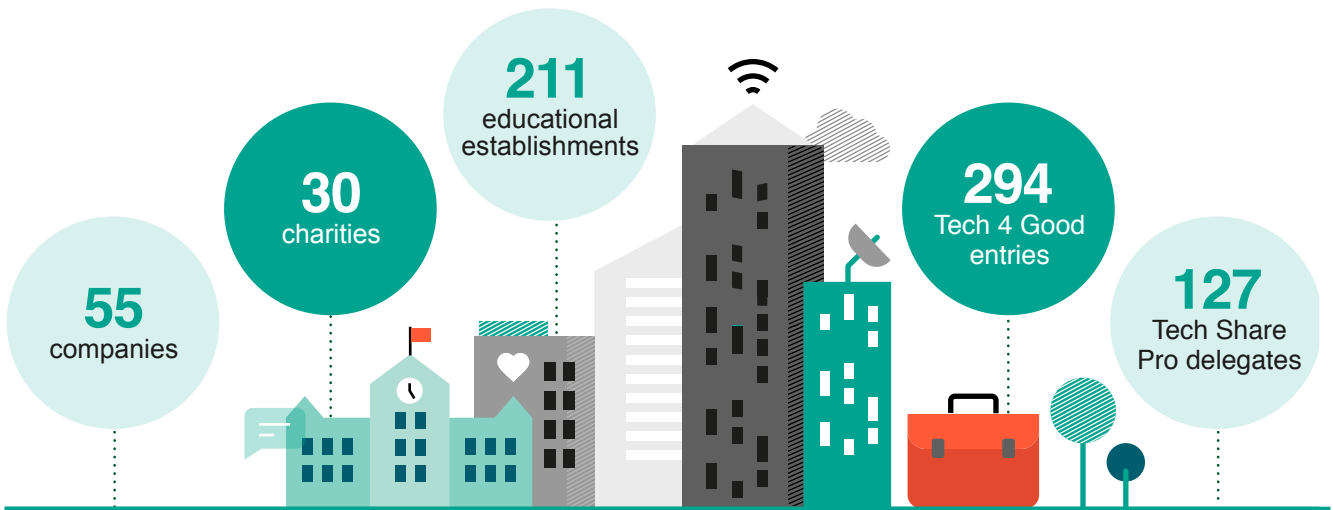**3,471** People informed through webinars

872,563 Online advice/ info consumed

12,814 Hours of free tech support at home

52,263 People reached in our DSA awareness campaign

55 companies

30 charities

211 educational establishments

294 Tech 4 Good entries

127 Tech Share Pro delegates

> "We have 10 million active digital users, 1 in 5 people are disabled, and therefore we have impacted 2 million users."
>
> **ACCESSIBILITY SERVICES CLIENT**

> "The best conference I have been to. I came away feeling very optimistic about the future and how accessibility is being developed on a global scale."
>
> **TECH SHARE PRO DELEGATE**

Services Provided:

570 Accessibility audits

15 Disabled user testing services

2,084 DSA (Disabled Student Allowance) Assessments

709 Workplace assessments

59 Staff training sessions

5 My Study My Way licences

6,000 Employees with Clear Talents access

> The training has inspired me to be more equipped to provide accessible digital resources and to pursue championing this area within my role. Thank you for all of the energy and enthusiasm it takes to deliver an engaging presentation with so much information and opportunity to question in detail."
>
> **ACCESSIBILITY SERVICES CLIENT**

Outputs:

10,260 accessibility issues identified and advice to fix

555 staff trained on a range of topics

450 profiles created on anticipatory tool to ensure barriers to participation for students and staff are identified and addressed

15,323 adjustment recommendations given to address barriers to participation at work or in education

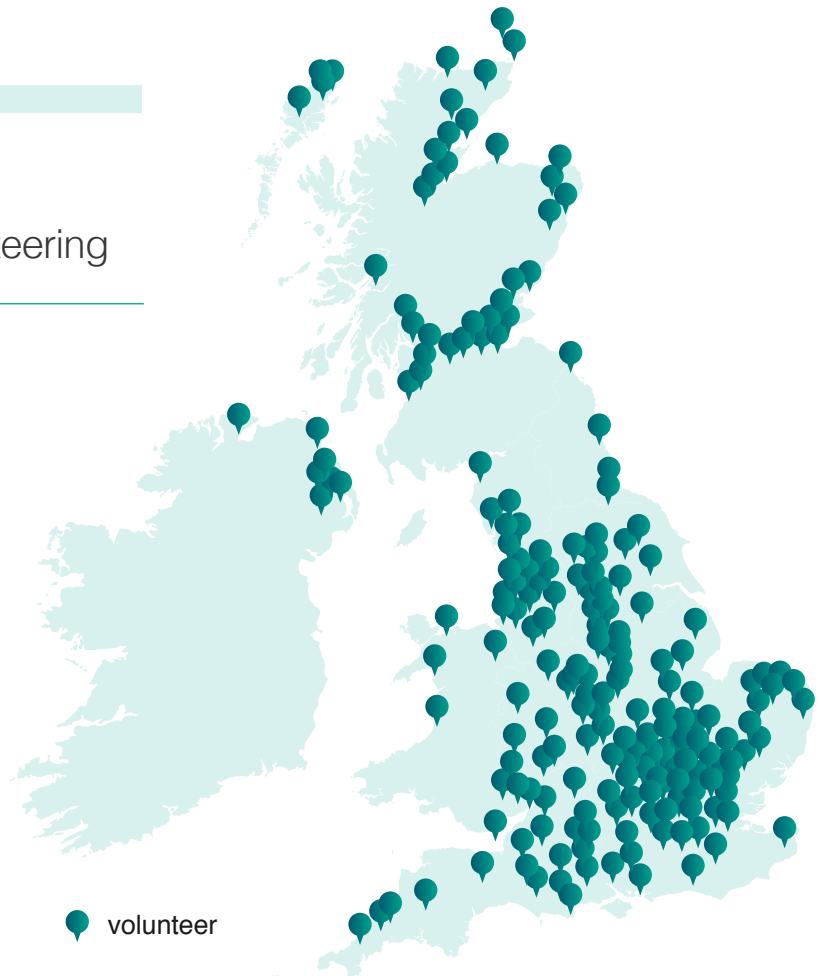## 306 technology volunteers across the UK

64%
Net Promoter Score for volunteering

8.4
engagement score vs
7.9 benchmark
(+0.1 from last survey)

101
new volunteers on board

● volunteer

Our Values:

INTEGRITY	INCLUSION	INNOVATION	COLLABORATION
We communicate openly and act with honesty. We build relationships based on trust, respect and caring.	To create an environment where everyone feels respected and encouraged to contribute. For each person we engage with, we provide every opportunity to achieve their full potential.	We anticipate and embrace change, to be at the forefront of knowledge, expertise and services that match the needs of the people we serve.	We work in partnership with others to extend our reach and increase the impact we can make.

AbilityNet

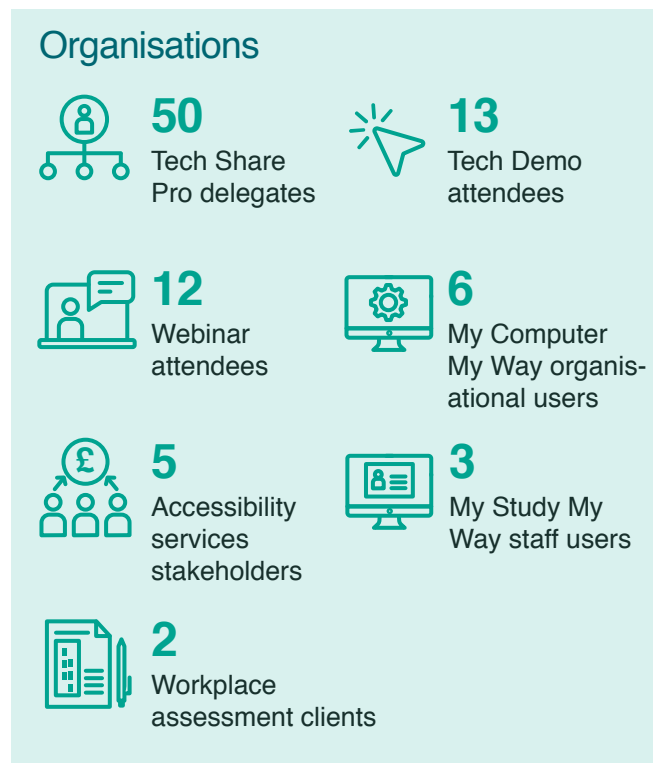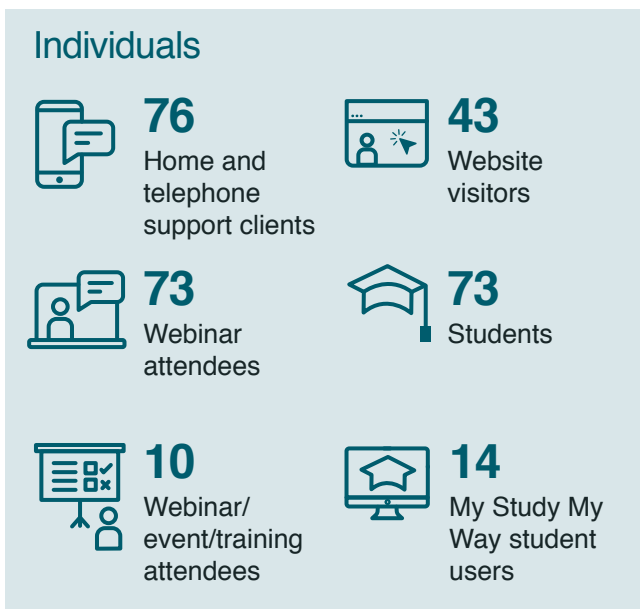| Surveys	256 students, 104 employees, 112 home and telephone support clients, 24 webinar, event and training attendees, 57 Tech Share Pro delegates, 140 volunteers, 22 My Study My Way users, 3 accessibility clients
Interviews	33 home visit clients, 5 accessibility client stakeholders

" *Some of the benefits I receive from volunteering with AbilityNet is the training that I can then use either in my everyday life or even when at work, meeting like-minded volunteers and getting to spread the word about such an important service."*
VOLUNTEER

Volunteering with AbilityNet couldn't be any better to me - it's a great way to spend my week. Efficient system of referrals, well supported, and pays travel expenses efficiently"
VOLUNTEER

Impact measures based on feedback from the following sample:

Individuals

76 Home and telephone support clients

43 Website visitors

73 Webinar attendees

73 Students

10 Webinar/event/training attendees

14 My Study My Way student users

" *I have always found the factsheets very accessible and useful"*
FACTSHEET USER

Organisations

50 Tech Share Pro delegates

13 Tech Demo attendees

12 Webinar attendees

6 My Computer My Way organisational users

5 Accessibility services stakeholders

3 My Study My Way staff users

2 Workplace assessment clients

Glossary

Clear Talents - This expert tool provides a free easy to use report based upon a profile created by the employee. The report can be used by employers and line managers to review the employee's needs and will identify adjustments needed.

DSA - Disabled Students' Allowance (DSA) is a UK Government grant which provides personalised support to disabled students in Higher Education, in order to ensure a level playing field.

MCMW – My Computer My Way (MCMW) is a free tool that provides step-by-step guides to individual adjustments you can make to your computer, laptop, tablet or smart phone to make it easier to use.

MSMW – My Study My Way (MSMW) is an easy-to-use system that automates the process of identifying each student's needs. It identifies any barriers they may face during the course of their studies and then signposts what they need to do next to remove these barriers.

Tech 4 Good Awards - the AbilityNet Tech4Good Awards recognise organisations and individuals who use digital technology to improve the lives of others and make the world a better place. We're the only awards that highlight the wealth of charities, businesses and volunteers across the UK that harness the power of technology to benefit the community.

TechShare Pro - TechShare Pro is the UK's leading accessibility and inclusive design event. The event features industry leaders from around the world, offering insights and practical advice to digital professionals from all disciplines and all sectors.