# AbilityNet 2020 Impact report

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 support 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. We have 70 staff, 334 volunteers, 11 assessment centres and more than 1000 online resources.

## Our impact on individuals

* **94% of clients expressed satisfaction with our services**
* better able to use technology - 82%
* easier to manage day to day life- 78%
* greater participation in new activities - 65%
* more knowledgeable - 90%
* increased confidence - 86%
* more independent - 72%
* less stressed - 79%
* less isolated - 68%

Client who received free technology support:

“John was patient, so patient... His voice was never one of exasperation but just kept quietly suggesting things... until at last I was confident.”

## Our impact on organisations

* **94% Customer satisfaction**
* 100% better user experience
* 93% more knowledgeable
* 91% more confident
* 88% more inclusive
* 96% positive impact on engagement

An Accessibility Services client said:

“Everyone we've engaged with has been professional, clearly an expert in their area, and a pleasure to collaborate with.”

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## **Who we have helped and how: Individuals**

* 2,468 students
* 869 employees
* 3,541 people at home
* 1.7 million online users
* 1,414 helpline customers

“Dave, my local volunteer was an invaluable help. Finding technical support is really hard when you don’t know who to ask or who to trust. I find computer terminology baffling.

Feeling a lot more confident now, knowing that AbilityNet can lend support. Thank you so much. A wonderful charity.” Client who received free volunteer support

“Teresa my assessor was so supportive explaining the process, the equipment and software as well as support that was available to help me with succeeding in my studies. I commenced the assessment feeling that I was a failure and on completion felt I definitely will achieve my qualification.” Student who received a disabled student assessment

### Disability Stats

* Mobility 27%
* Learning 16%
* Hearing and Speech 15%
* Vision and Colour Perception 14%
* Mental Health 13%
* Memory 9%
* Dexterity 7%
* Stamina, breathing and fatigue 6%
* Neurodiversity 6%

### How we have helped:

* 2,468 DSA (Disabled Students’ Allowance) Assessments
* 1.7 million sessions of My Computer My Way
* 433 Workplace assessments
* 1,580 Helpline queries
* 78,111 Factsheets viewed
* 451 free accessibility training places
* 30 Webinars
* 146 blogs published

### Outputs:

* 28,994 adjustments recommended
* 1,580 helpdesk queries answered
* 4,094 people informed through webinars
* 1.8 million online advice/info consumed
* 11,726 hours of free tech support at home
* 332,460 people informed by our regular blogs
* 102,020 People reached in our DSA awareness campaign

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## **Who we have helped and how: Organisations**

* 99 companies
* 99 charities
* 230 educational establishments
* 349 Tech 4 Good entries
* 929 TechShare Pro delegates registered

Accessibility Services client:

 “The entire team have been a joy to work with and have helped us tremendously on our accessibility journey.”

TechShare Pro delegate:

 “Really great sessions and loads of interesting topics covered. Hearing from key people in the world of accessibility.”

Accessibility training attendee

“I am so appreciative of being able to access training like this. I have very little experience of

these issues in practice and it's helping to build my knowledge and explain it to others with

the new regulations coming in Sept 2020.”

### Services provided:

* 723 Accessibility audits
* 5 disabled user testing services
* 2,496 DSA (Disabled Students’ Allowance) Assessments
* 433 workplace assessments
* 38 staff training sessions
* 421 Accessibility Maturity Model downloads
* 6,000 Employees with Clear Talents access

### Outputs:

* 8,274 accessibility issues identified and advice to fix
* 436 staff trained on a range of topics
* 300+ organisations represented at TechShare Pro
* 475 profiles created on anticipatory tool to ensure barriers to participation for students and staff are identified and addressed
* 28,994 adjustment recommendations given to address barriers to participation at work or in education

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## **Volunteer experience**

* 334 technology volunteers across the UK providing one to one technology support to disabled and older people at home.
* 77% Net promoter score for volunteering
* 8.9 engagement score versus 7.8 benchmark (+0.5 from last survey)
* 123 new volunteers onboard

Volunteer quotes:

“A very knowledgeable, kind, supportive and amazing group of volunteers to work with. Loads of training and new skills to acquire.”

“Able to manage my workload independently and fit it in with other parts of my life.”

“Extremely rewarding work and lots of support available.”

### Our values:

Integrity: We communicate openly and act with honesty. We build relationships based on trust, respect and caring.

Inclusion: 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.

Innovation: We anticipate and embrace change, to be at the forefront of knowledge, expertise and services that match the needs of the people we serve.

Collaboration: We work in partnership with others to extend our reach and increase the impact we can make.

## How we measured this

Surveys: 183 students, 42 employees, 174 home and telephone support clients, 872 webinar attendees, 49 TechShare Pro delegates, 159 volunteers, 18 digital accessibility clients, 595 website visitors, 190 digital accessibility training attendees and 30 higher education digital accessibility clients

## Impact measured based on the following sample:

### Individuals

* 128 home and telephone support clients
* 828 webinar attendees
* 19 webinar/ event/training attendees
* 211 website visitors
* 130 students
* 65 accessibility training attendees

### Organisations

* 9 TechShare Pro delegates
* 17 webinar attendees
* 18 Accessibility services clients
* 10 Tech Demo attendees
* 30 Higher Education accessibility 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.