

We support 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.

94%

Customer satisfaction

Our impact on individuals

“This service is invaluable to people like me who are older and not IT minded, I’m so grateful and I highly recommend it. Ted, was great, fixing my problems without making me feel stupid.”

Free technology support client

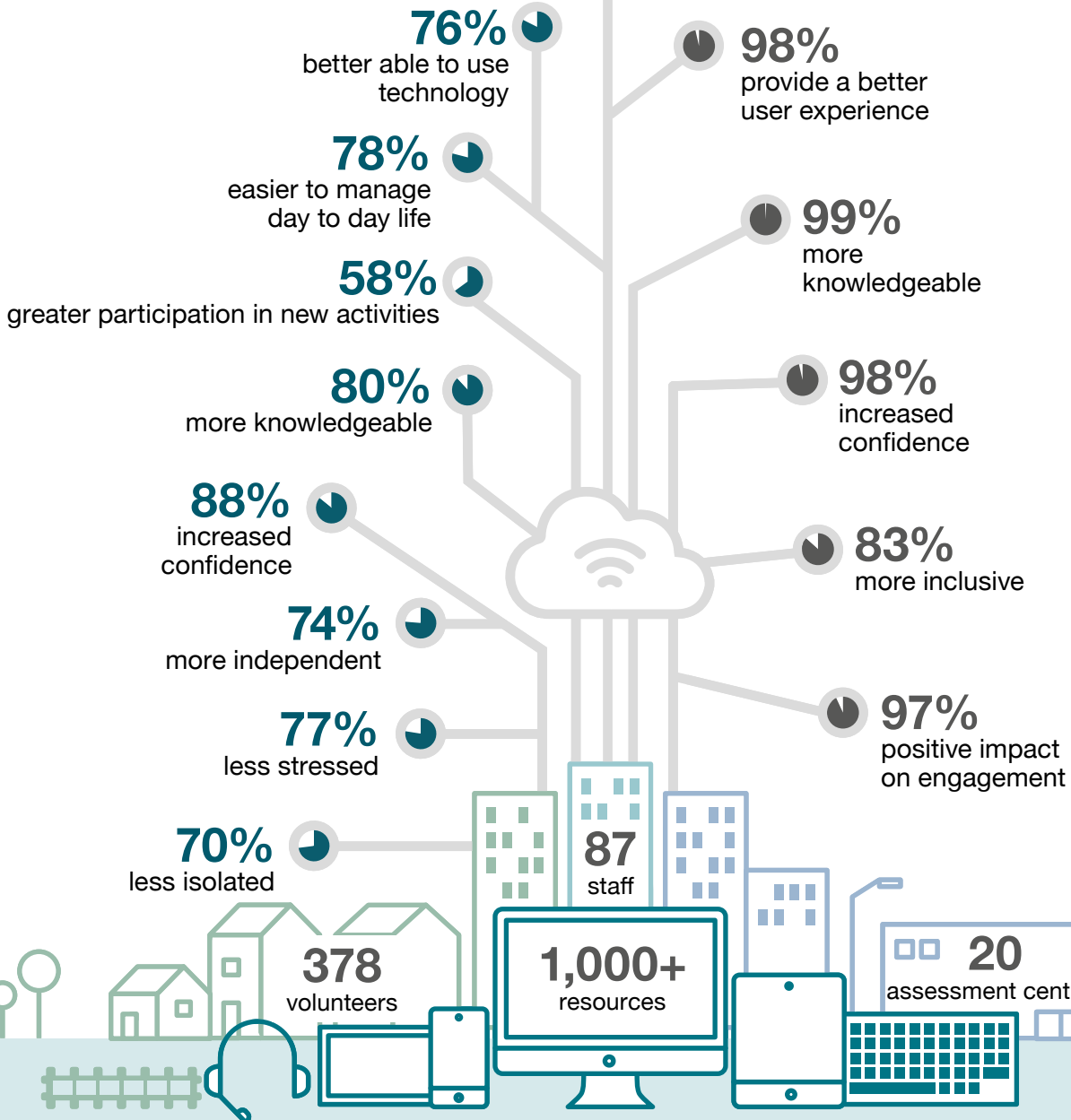
Our impact on organisations

96%

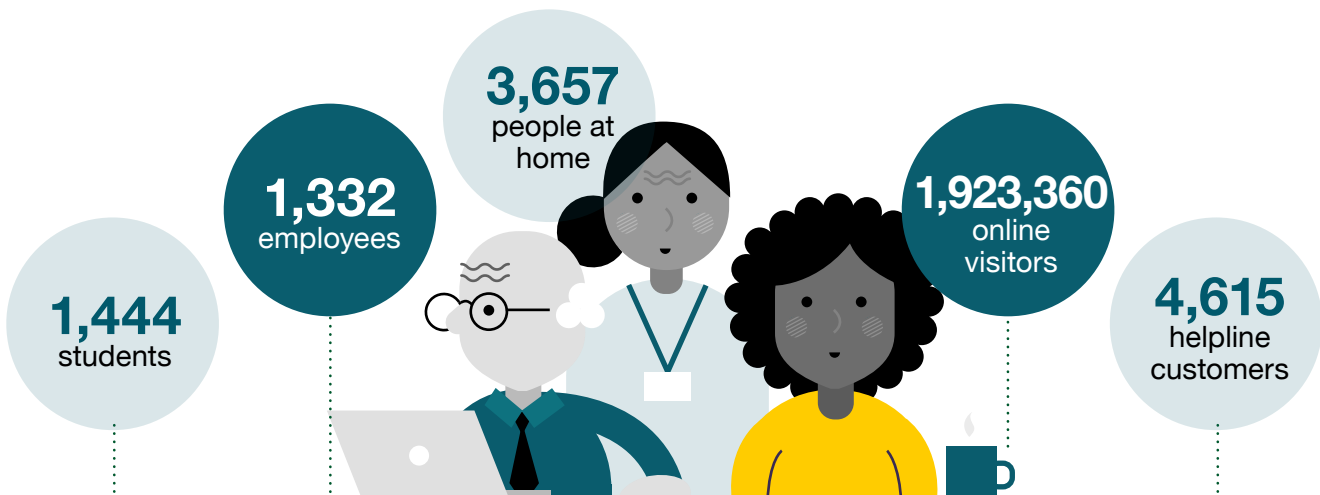
Customer satisfaction

“Really brilliant session – it made me rethink my practice and go away buzzing with ideas.”

Attendee of our How to do accessible, inclusive onboarding and induction training course



Who we have helped and how: Individuals



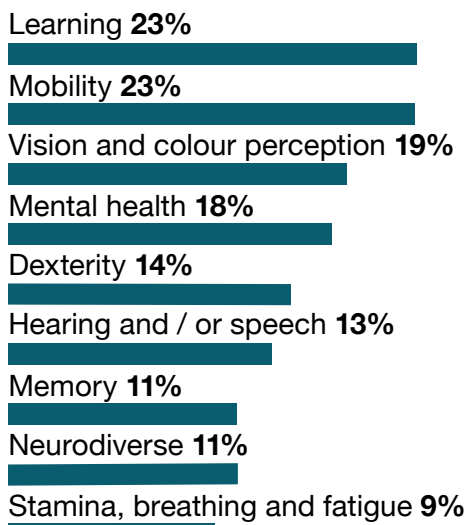
“ All I spoke to were very helpful. I am not very good on computers at the best of times but since developing Parkinson’s it has been worse. I was made to feel really comfortable.”

Client who received free technology support

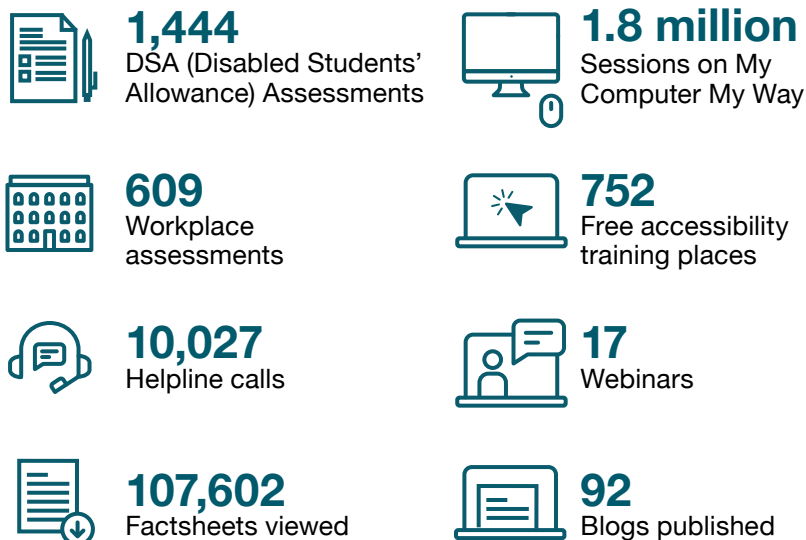
“ Rebecca was very thorough in her assessment of my needs. Her calm and friendly approach made me very comfortable and I felt that my needs were taken seriously. – she genuinely understood how I felt.”

Student who received a disabled student assessment

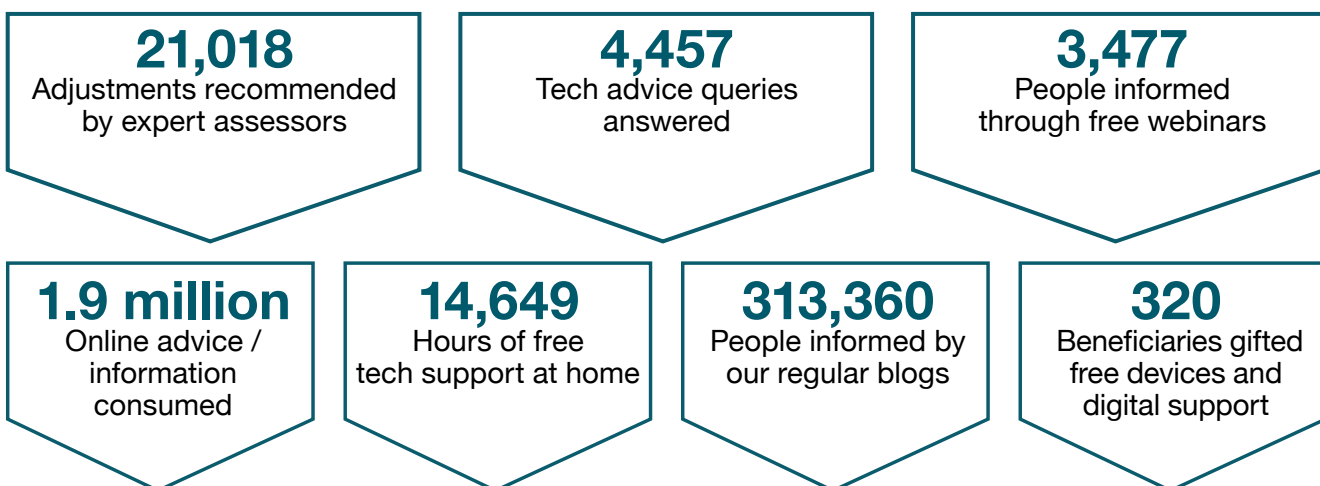
Disability stats



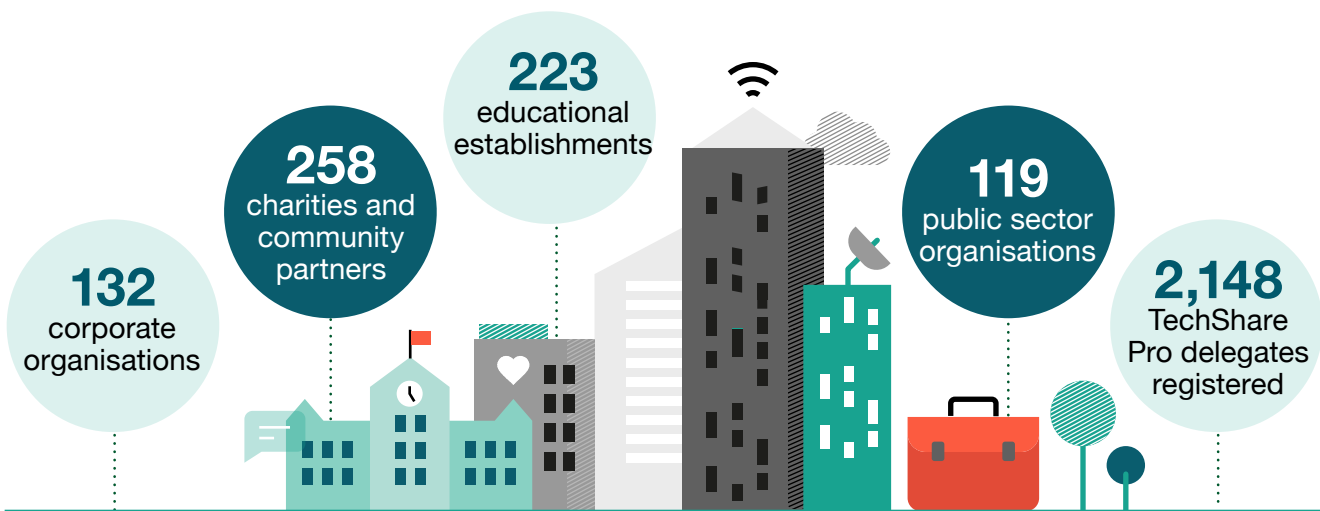
How we have helped



Outputs



Who we have helped and how: Organisations



“ Our three sessions have been enthusiastically received by the organisation and we can already see changes internally so thank you.”

Accessibility Services client

“ A fantastic mix of subjects and a great line-up of speakers – a hybrid event that really worked well!”

TechShare Pro delegate

Services provided



1,371
Accessibility audits



33
Disabled user testing services



1,444
DSA (Disabled Students' Allowance) Assessments



Excellent presentation, well run, very informative but not overwhelming.”

Don't Disable Me training attendee



609
Workplace assessments



72
Staff training sessions



514
Accessibility Maturity Model downloads



569
Employees with Clear Talents access



27
Organisations with self service disability and accessibility eLearning access

Outputs



17,672
accessibility issues identified and advice to fix



2,401
staff trained on a range of accessibility topics



765
organisations represented at TechShare Pro



184
industry experts speaking at hosted events



6,000+
number of employees that accessed disability and accessibility eLearning

Volunteer experience

378 technology volunteers across the UK providing one-to-one technology support to disabled and older people at home

78%

Net Promoter Score for volunteering



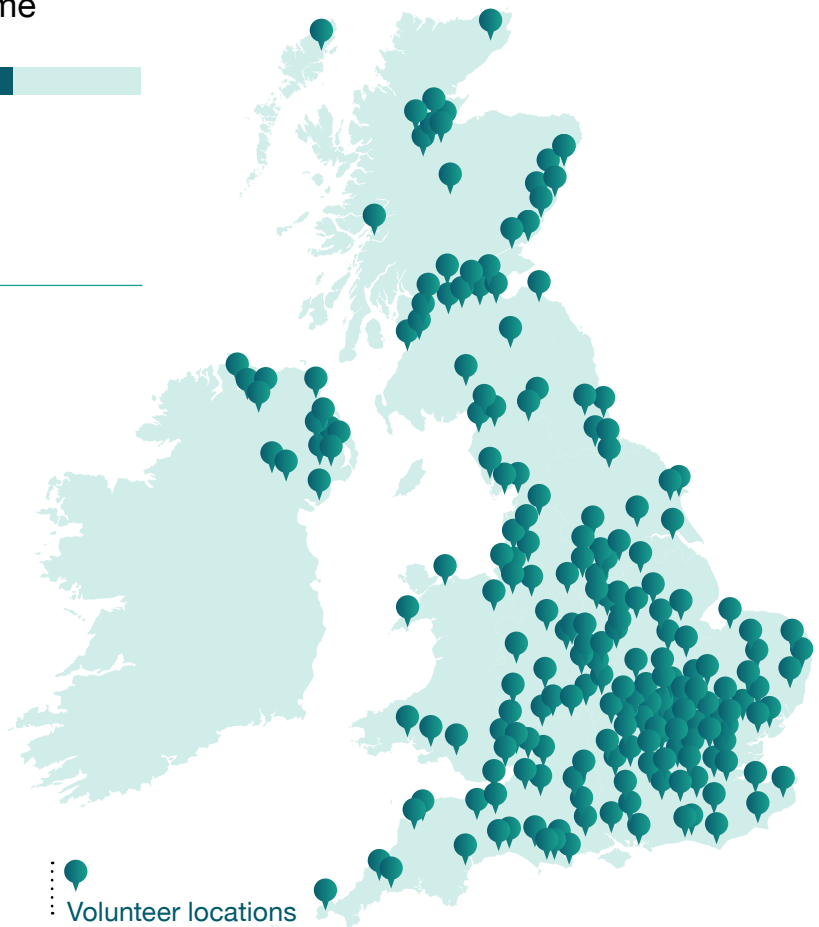
8.9

engagement score vs 7.8 benchmark (+0.1 from last survey)



163

new volunteers on board



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



106 students, 94 employees, 1,021 home and telephone support clients, 395 webinar attendees, 21 TechShare Pro delegates, 202 volunteers, 45 digital accessibility clients, 421 website visitors, 182 training attendees, 20 higher education digital accessibility clients and 21 workplace clients



AbilityNet is a very well structured organisation with policies and training and regular meetings both nationally and locally. This, along with email updates and the volunteer handbook gives a clear framework of expectations which is valuable to me as a volunteer.

I feel valued, supported and part of a team. Feedback, advice training and support always available. A great team.”

AbilityNet volunteer

Impact measures based on feedback from the following sample

Individuals



243
Home and telephone support clients



387
Website visitors



395
Webinar attendees



44
Students supported




202
Accessibility training attendees


Organisations



21
Workplace clients



20
Higher education accessibility training clients



45
Accessibility services clients

“ Clear, concise and accessible information – thank you.”

Website visitor

“ Fantastic panel as always – really grateful for all of your insights! All your webinars have definitely helped me become more confident in discussing accessibility.”

Webinar attendee

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.

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.