

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 workplace inclusion and digital accessibility services, free online expert knowledge, free training, a helpline and free tech support provided by a team of volunteers.

95%

Customer satisfaction

Our impact on individuals

"I was in a desperate mess with my IT, I found the service very supportive, extremely patient and ongoing tailored to my needs. It is good to know there is help out there"

Free technology support client



Our impact on organisations

98%

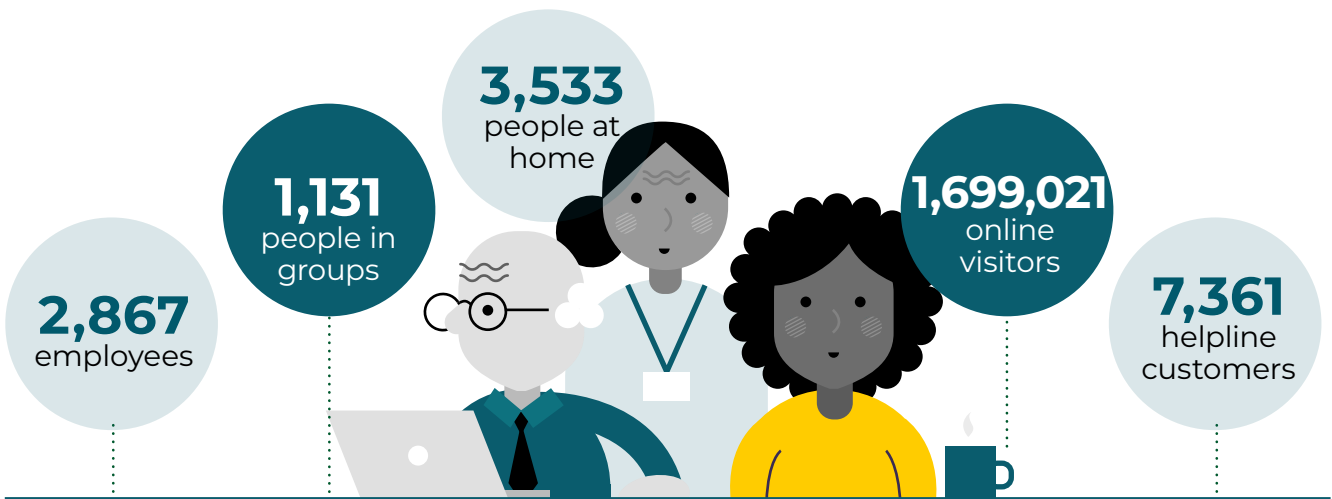
Customer satisfaction

"Really enjoyed the session. The trainer was knowledgeable and answered questions from the audience in a way that made the response engaging for everyone."

Attendee at Introduction to Digital Accessibility session



Who we have helped and how: Individuals



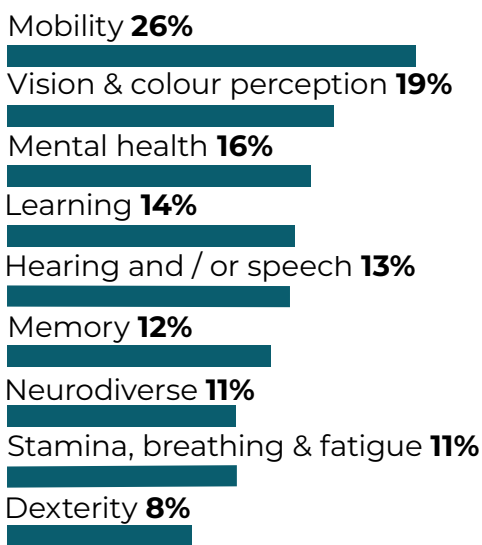
“ Thank you so much for your generosity in sharing your experiences and expertise. Your talk has undoubtedly enriched the knowledge and perspectives of everyone who had the privilege to attend.”

Charity manager whose staff attended a free disability and tech training session

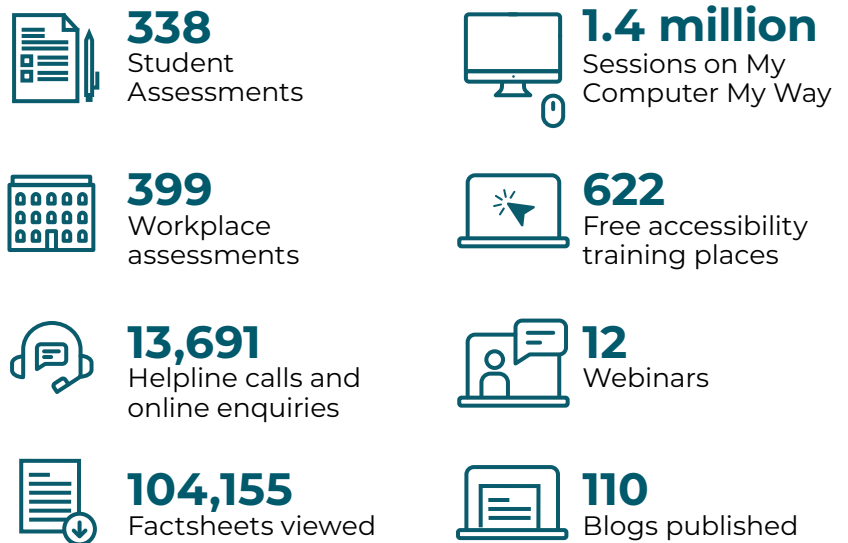
“ Rebecca has a lovely, kind nature and made me feel very calm throughout the appointment. I had been highly impressed at her ability to recognise the potential need for a certain product by actively listening for key words within conversations. 10/10 experience.”

Employee who received a workplace assessment

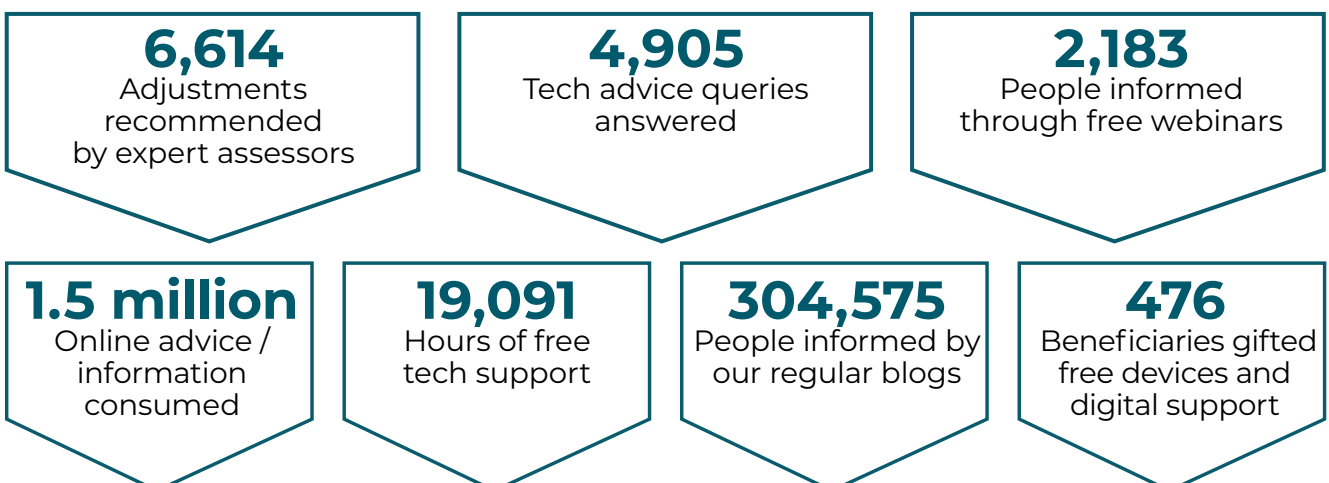
Disability stats



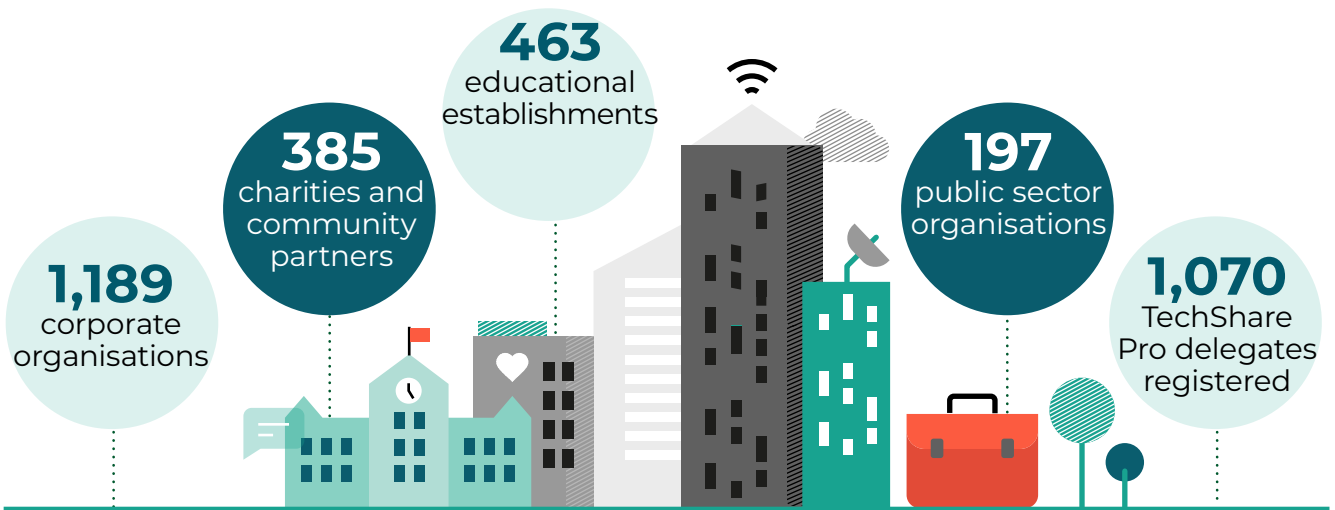
How we have helped



Outputs



Who we have helped and how: Organisations



“ Thank you for helping us go beyond our limited knowledge of what being truly accessible means. The project on your part was excellent - recruitment, interaction with the researchers, the report.”

Accessibility Services client

“ This conference is amazing. The participants, speakers and community has been invaluable to us in shaping our thinking and journey. Thanks for doing such an amazing job and facilitating our organisational developments in this area.” **TechShare Pro delegate**

Services provided



2,288

Accessibility audits & reviews



28

Disabled user testing services



338

Student Assessments



399

Workplace assessments



147

Staff training sessions



511

Accessibility Maturity Model downloads



Really warm and open environment to ask questions and great links to additional guidance.

Accessibility training attendee



24

Organisations with self service disability and accessibility eLearning access

Outputs



12,236

accessibility issues identified and advice to fix



4,013

staff trained on a range of accessibility topics



113

organisations represented at TechShare Pro



116

industry experts speaking at hosted events



6,000+

number of employees that accessed disability and accessibility eLearning

Volunteer experience

472 technology volunteers across the UK providing one-to-one technology support to disabled and older people at home, remotely or in groups

78%

Net Promoter Score for volunteering



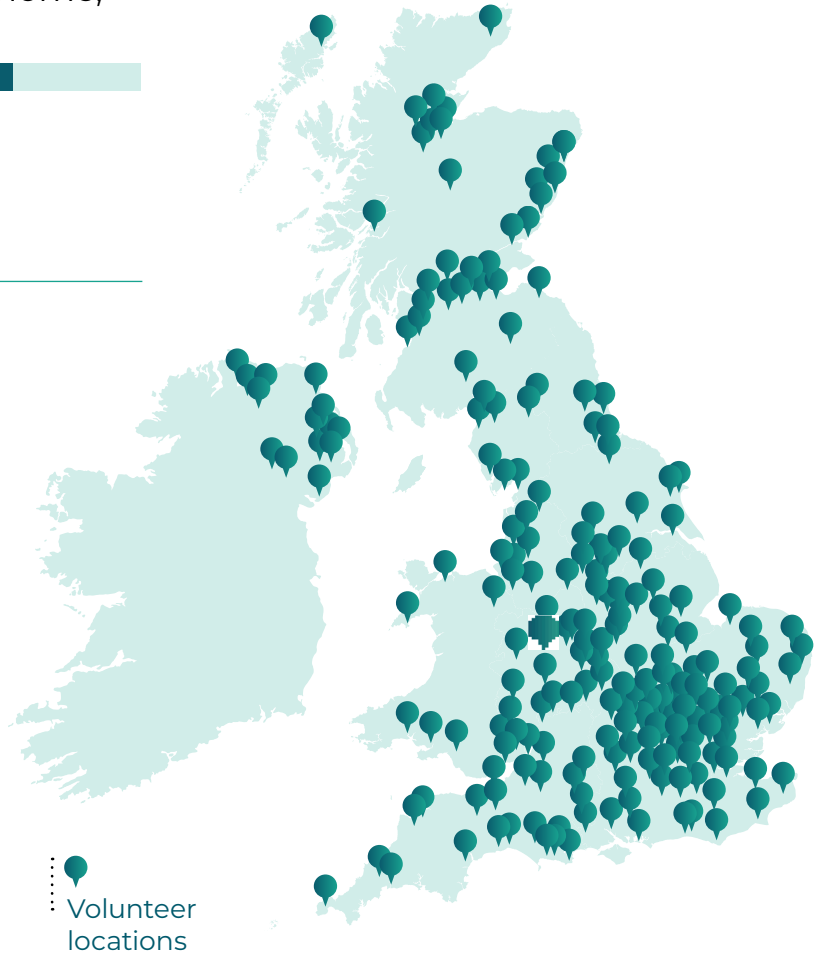
8.8

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



237

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  107 students, 71 employees, 1,455 home and telephone support clients, 239 webinar attendees, 44 TechShare Pro delegates, 234 volunteers, 27 digital accessibility clients, 325 website visitors, 62 training attendees, 4 higher education digital accessibility clients, 48 workplace clients and 233 older people training attendees.

“It’s fun, you meet lovely people and just to see how pleased they are when you show them how to do the simplest of tasks on their gadget is enough rewards. I love being a volunteer.”

“Since joining AbilityNet I have had excellent support from everyone at the charity and there are a lot of resources to help me volunteer in the best way possible.”

“Worthy cause, highly rewarding and very well organised with training.”

AbilityNet volunteers

Impact measures based on feedback from the following sample

Individuals

| | |
|--|--|
|  301 Home and telephone support clients |  149 Website visitors |
|  239 Webinar attendees |  107 Students supported |
|  32 Accessibility training attendees |  94 Digital Skills training attendees |

Organisations

| | |
|--|---|
|  48 Workplace clients |  4 Higher education accessibility training clients |
|  25 Accessibility services clients | |

“This site is one of the best I have visited - I am just a bit annoyed [with myself] that I did not find you sooner!”

Website visitor

“Not only was there great information in the webinar, but I loved the vibe. It’s always great to see speakers who are not only knowledgeable, but who also enjoy talking about the topic.”

Webinar attendee

Glossary

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.

Tech4Good – Created in 2011, the AbilityNet Tech4Good Awards celebrate organisations and individuals who use digital technology to improve the lives of others and make the world a better place, linking with AbilityNet’s mission to build a digital world that is accessible to all.