# AbilityNet 2023 Impact report

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.

We have 72 staff, 472 volunteers, 3 offices and more than 1000 online resources.

## Our impact on individuals

* **95% of clients expressed satisfaction with our services**
* better able to use technology - 81%
* easier to manage day to day life- 77%
* greater participation in new activities - 59%
* more knowledgeable - 85%
* increased confidence - 85%
* more independent - 76%
* less stressed - 75%
* less isolated - 70%

Client who received free technology support:

““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.”

## Our impact on organisations

* **98% Customer satisfaction**
* better user experience – 100%
* more knowledgeable – 99%
* increased confidence – 97%
* more inclusive – 89%
* work in a way that is more engaging of diverse employees and customers – 100%

An attendee of our ‘Intro to Accessibility’ course said:

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

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

* 2867 employees
* 3533 people at home
* 1131 people in groups
* 1.7 million online users
* 7361 helpline customers

A charity manager whose staff attended a free disability and tech training session said “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.”

An employee who received a work place assessment said “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.”

### Disability Stats

* Mobility 26%
* Vision and Colour Perception 19%
* Mental Health 16%
* Learning 14%
* Hearing and Speech 13%
* Memory 12%
* Neurodiversity 11%
* Stamina, breathing and fatigue 11%
* Dexterity 8%

### How we have helped:

* 338 Student Assessments
* 1.4 million sessions of My Computer My Way
* 399 Workplace assessments
* 13691 Helpline calls and online enquiries
* 104155 Factsheets viewed
* 622 free accessibility training places
* 12 Webinars
* 110 blogs published

### Outputs:

* 6614 adjustments recommended by expert assessors
* 4905 Tech advice queries answered
* 2183 people informed through webinars
* 1.5 million online advice/info consumed
* 19091 hours of free tech support at home
* 304575 people informed by our regular blogs
* 476 beneficiaries gifted free devices and digital support

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

* 1189 corporate organisations
* 385 charities and community partners
* 463 educational establishments
* 197 public sector organisations
* 1070 TechShare Pro delegates registered

Accessibility Services client: “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.”

TechShare Pro delegate: “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.”

### Services provided:

* 2288 Accessibility audits and reviews
* 28 disabled user testing services
* 338 Student Assessments
* 399 workplace assessments
* 147 staff training sessions
* 511 Accessibility Maturity Model downloads
* 24 organisations with self-service and accessibility eLearning access

### Outputs:

* 12236 accessibility issues identified and advice to fix
* 4013 staff trained on a range of topics
* 113 organisations represented at TechShare Pro
* 116 industry experts speaking at hosted events
* 6000+ 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 versus 7.8 benchmark (-0.1 from last survey)
* 237 new volunteers onboard

Volunteer quotes:

“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.”

## **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, 1455 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.

## Impact measured based on the following sample:

### Individuals

* 301 home and telephone support clients
* 239 webinar attendees
* 149 website visitors
* 107 students
* 32 accessibility training attendees
* 94 digital skills training attendees

### Organisations

* 48 workplace clients
* 25 Accessibility services clients
* 4 Higher Education accessibility clients

## 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.