

AbilityNet Impact Report 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. We have 66 staff, 306 volunteers, 11 assessment centres and 800 online resources.

This is a text-only version:

* This report is also available to download as an illustration from www.abilitynet.org.uk/impact

# Our impact on individuals

* 96% Customer satisfaction
* 80% better able to use technology
* 78% easier to manage day to day life
* 67% greater participation in new activities
* 86% more knowledgeable
* 87% increased confidence
* 76% more independent
* 77% less stressed
* 69% less isolated

“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 home visit from a volunteer.

# Our impact on organisations

* 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

“Getting it right simplifies things for all – it’s inclusive design.”

Accessibility Services client

# How we have helped individuals

## How many individuals have we helped

* 2068 students
* 709 employees
* 1858 people at home
* 1.2 million online 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

Individuals self-reported the following impairments

* 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 individuals

* 2,084 DSAs (Disabled Students’ Allowances) Assessments
* 846,612 Sessions of My Computer My Way
* 709 Workplace assessments
* 784 Helpline queries
* 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

# How we helped organisations

* 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

“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

## Services provided:

* 570 Accessibility audits
* 15 Disabled user testing services
* 2,084 DSAs (Disabled Students’ Allowances) Assessments
* 709 Workplace assessments
* 59 Staff training sessions
* 5 My Study My Way licences
* 6,000 Employees with Clear Talents access

## 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

# Volunteer experience

* 306 technology volunteers across the UK
* 64% Net promoter score for volunteering
* 8.4 engagement score versus 7.9 benchmark (+0.1 from last survey)

# 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: 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

# Impact measured based on the following sample:

## Individuals

* 76 Home and telephone support clients
* 73 Webinar attendees
* Webinar/ event/training attendees
* 43 Website visitors
* 73 Students
* 14 My Study My Way student users

## Organisations

* 50 Tech Share Pro delegates
* 12 Webinar attendees
* 5 Accessibility services stakeholders
* 2 Workplace assessment clinets
* 13 Tech Demo attendees
* 6 My Computer My Way organisational users
* 3 My Study My Way staff users

## 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.

**DSAs -** Disabled Students’ Allowances (DSAs) 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.