

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...



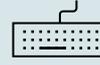
at home



at work



in education



and online



Customer Satisfaction

## Our impact on individuals

*"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 VOLUNTEER HOME VISIT

## Our impact on organisations

*"Getting it right simplifies things for all – it's inclusive design."*  
ACCESSIBILITY SERVICES CLIENT



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

**82%**  
increased confidence

**76%**  
more independent

**77%**  
less stressed

**69%**  
less isolated

**90%**  
better user experience

**88%**  
more knowledgeable

**87%**  
more confident

**86%**  
more inclusive

**100%**  
more diverse

**100%**  
more ethical

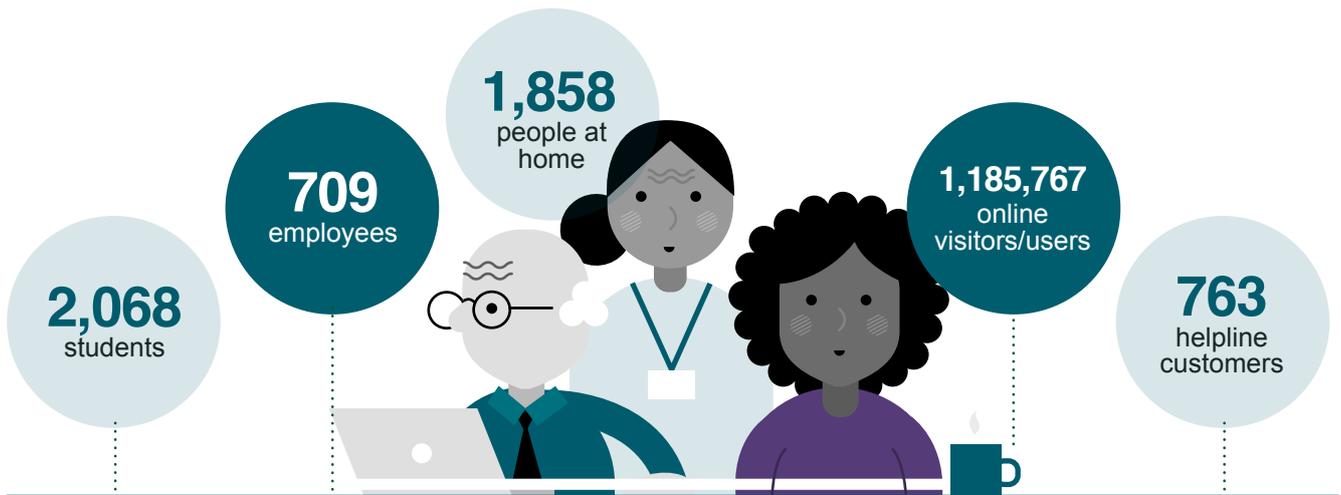
**100%**  
positive impact on engagement

66 staff

800 online resources

306 volunteers

11 assessment centres



*“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.”*

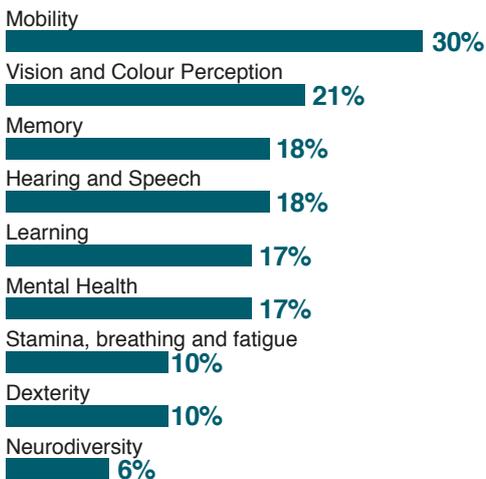
CLIENT WHO RECEIVED A VOLUNTEER HOME VISIT



*“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:



## How we have helped:



**2,084**  
DSAs (Disabled Students' Allowances) Assessments



**709**  
Workplace assessments



**784**  
Helpline queries



**25,951**  
Factsheets viewed



**846,612**  
Sessions of My Computer My Way



**5**  
Tech training demo sessions



**11**  
Webinars

## Outputs:

**15,323**

Adjustments recommended

**784**

Helpdesk queries answered

**3,471**

People informed through webinars

**872,563**

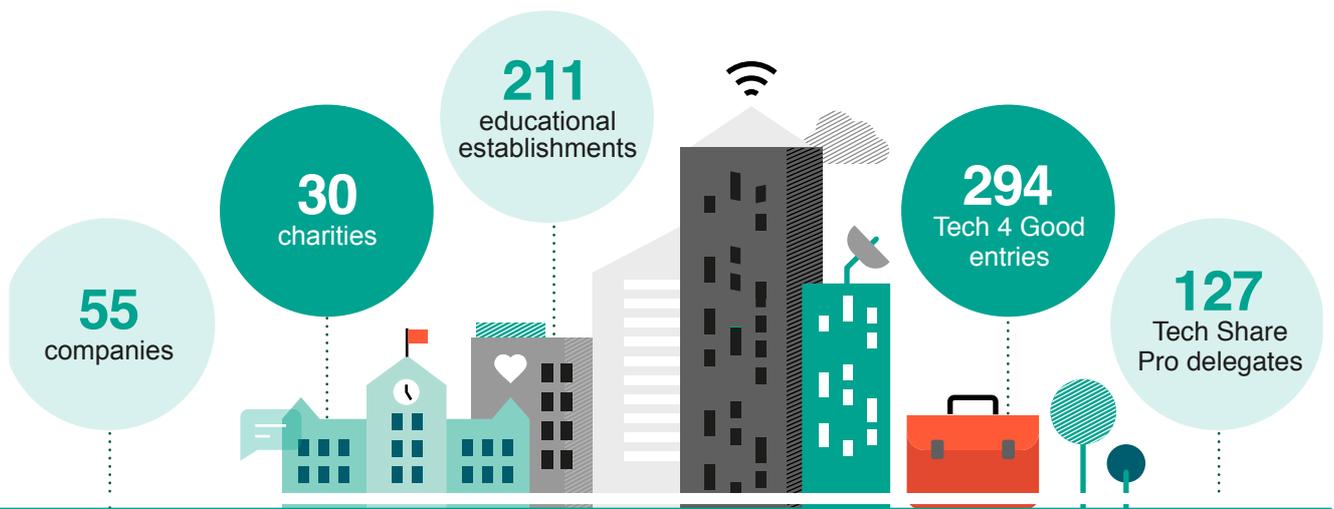
Online advice/info consumed

**12,814**

Hours of free tech support at home

**52,263**

People reached in our DSA awareness campaign



*"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

## 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



*"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

## 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

306 technology volunteers across the UK

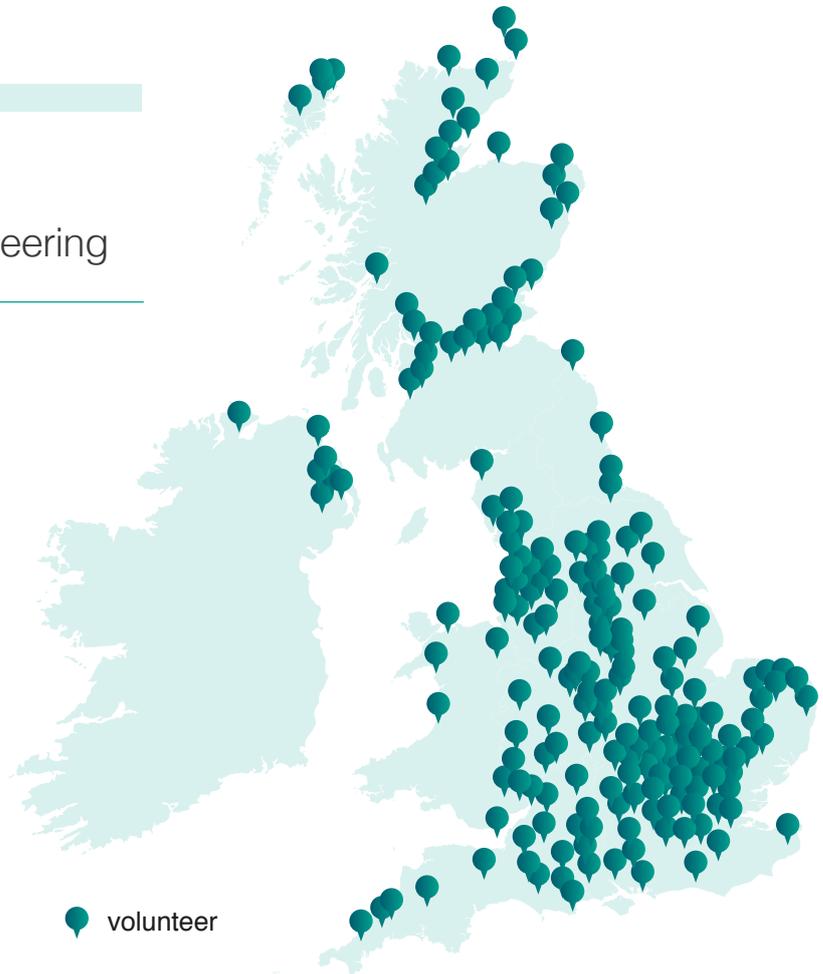
64%

Net Promoter Score for volunteering



8.4

engagement score vs 7.9 benchmark  
(+0.1 from last survey)



101

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.

<b>Surveys</b> 	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
<b>Interviews</b> 	33 home visit clients, 5 accessibility client stakeholders



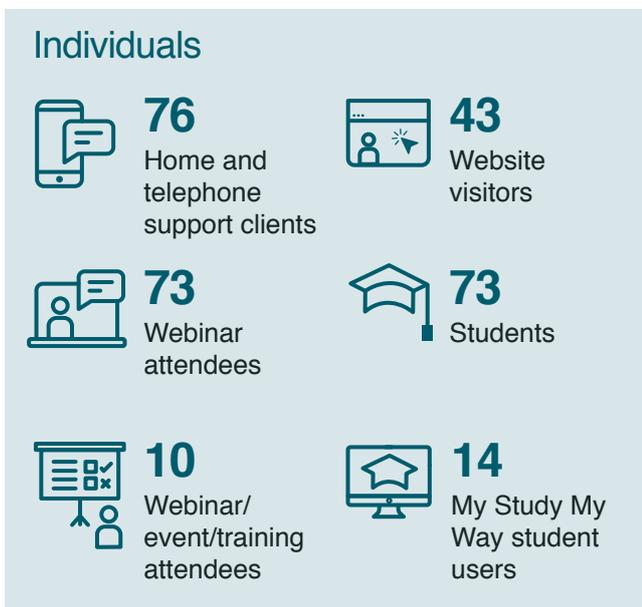
*Some of the benefits I receive from volunteering with AbilityNet is the training that I can then use either in my everyday life or even when at work, meeting like-minded volunteers and getting to spread the word about such an important service."*

VOLUNTEER

*Volunteering with AbilityNet couldn't be any better to me - it's a great way to spend my week. Efficient system of referrals, well supported, and pays travel expenses efficiently"*

VOLUNTEER

## Impact measures based on feedback from the following sample:



*I have always found the factsheets very accessible and useful"*

FACTSHEET USER

## 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) are UK Government grants which provide 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.