AbilityNet

2021 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 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.

93%

Customer satisfaction

Our impact on individuals

"What a brilliant service, I can't thank you enough. I no longer feel lost and alone organising tech support. Now I've got a better understanding of my needs."

Free technology support client

81% better able to use technology

76% easier to manage day to day life

60% greater participation in new activities

85% more knowledgeable

84% increased confidence
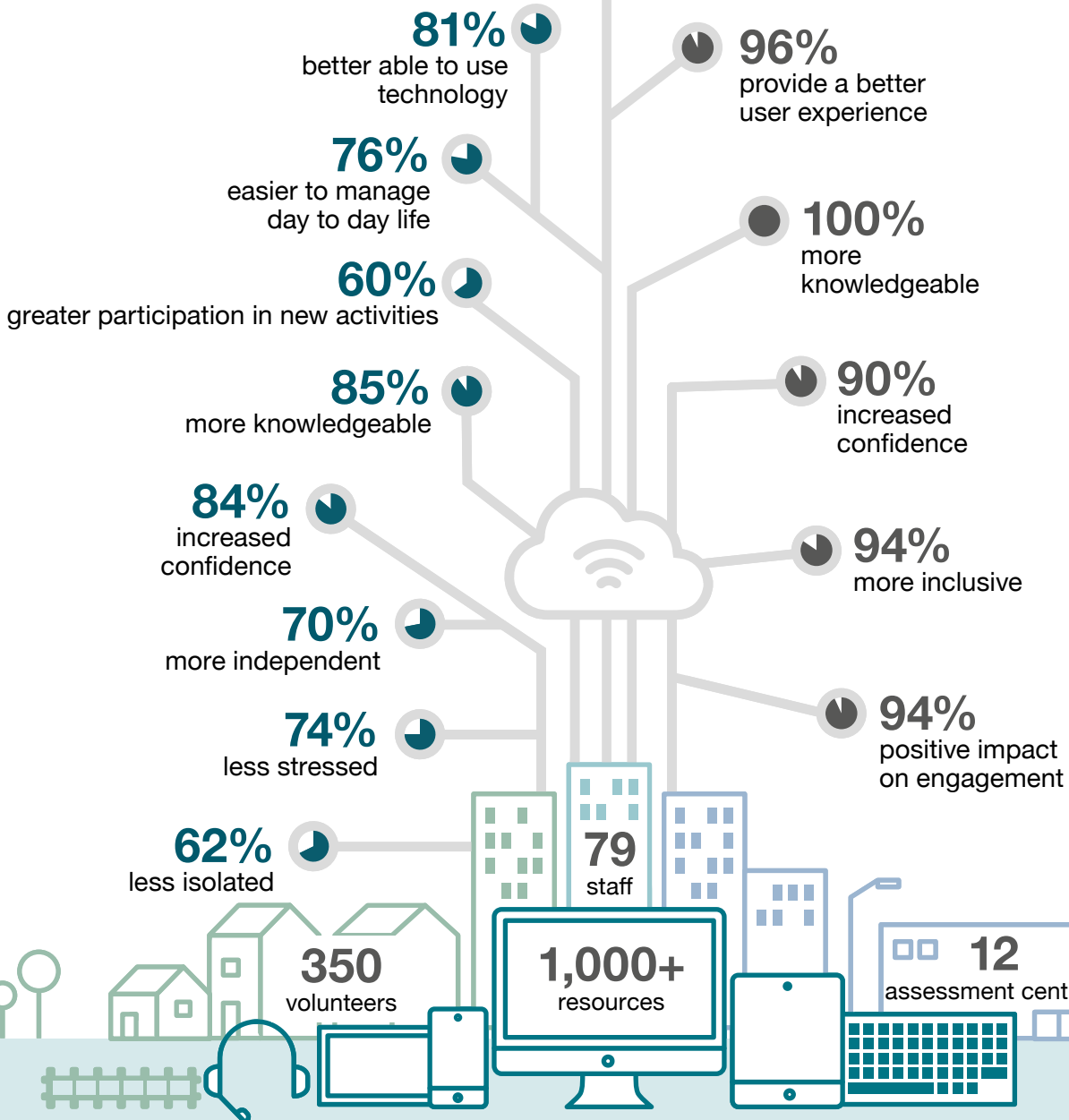
70% more independent

74% less stressed

62% less isolated

Our impact on organisations

"Daniel's consultancy was fantastic. He provided so much insightful feedback on my document, with plenty of examples included of what I could include to improve it."

Accessibility Services client

96% provide a better user experience

100% more knowledgeable

90% increased confidence

94% more inclusive

94% positive impact on engagement

94%

Customer satisfaction

79 staff

350 volunteers

1,000+ resources

12 assessment centres

Who we have helped and how: Individuals

2,056 students

1,340 employees

4,171 people at home

1,424,244 online visitors
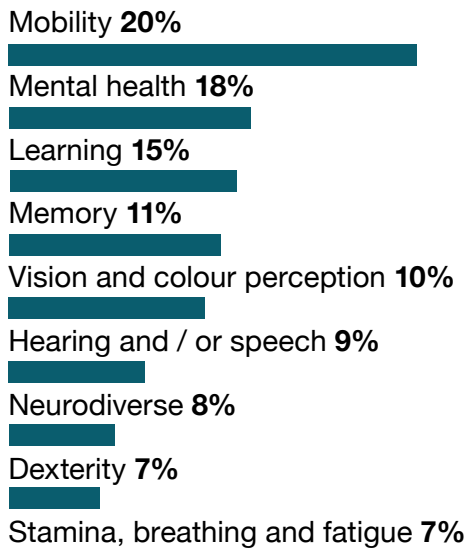
1,340 helpline customers

> "I'm 82 years old, I live alone and need my PC to stay connected to the world. I've spent months struggling to resolve problems with my PC. Since being directed to your organisation my life has been changed."
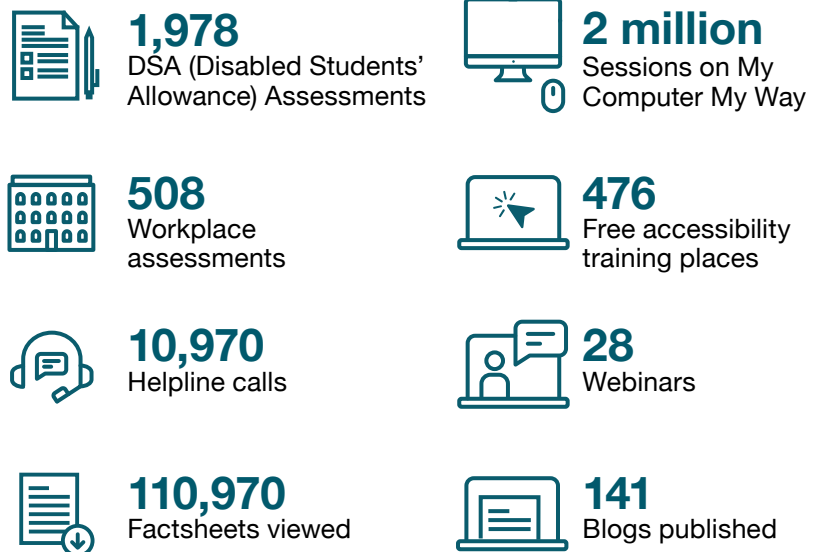>
> **Client who received free technology support**

> "Rebecca actively listened and summarised what I had shared, while providing recommendations that sought to help me gain equitable standing on my course."
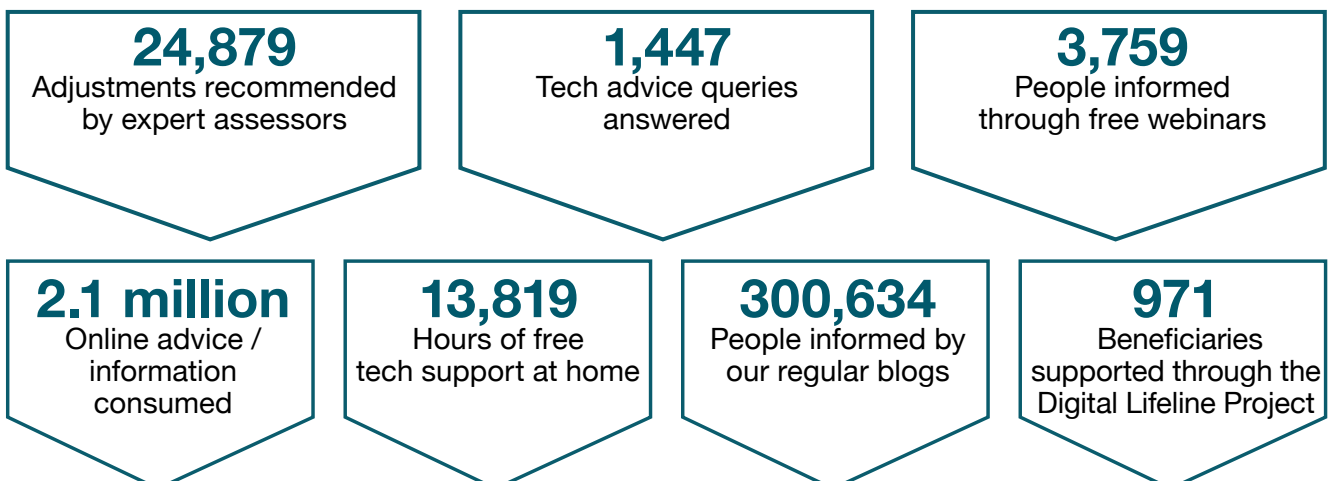>
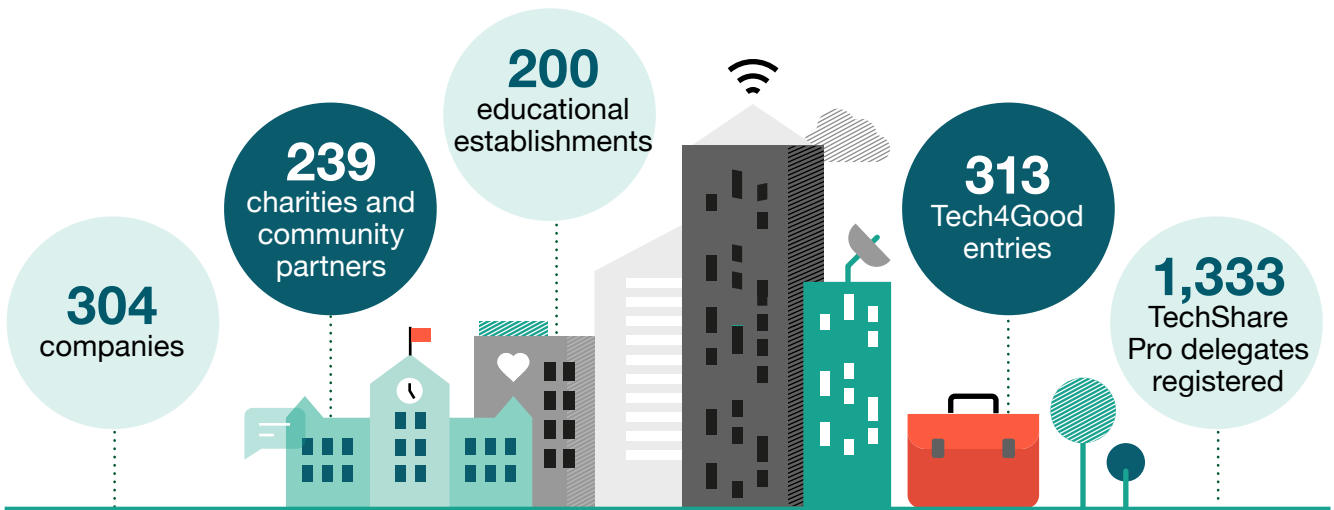> **Student who received a disabled student assessment**

Disability stats

Mobility **20%**

Mental health **18%**

Learning **15%**

Memory **11%**

Vision and colour perception **10%**

Hearing and / or speech **9%**

Neurodiverse **8%**

Dexterity **7%**

Stamina, breathing and fatigue **7%**

How we have helped

1,978 DSA (Disabled Students' Allowance) Assessments

2 million Sessions on My Computer My Way

508 Workplace assessments

476 Free accessibility training places

10,970 Helpline calls

28 Webinars

110,970 Factsheets viewed

141 Blogs published

Outputs

24,879 Adjustments recommended by expert assessors

1,447 Tech advice queries answered

3,759 People informed through free webinars

2.1 million Online advice / information consumed

13,819 Hours of free tech support at home

300,634 People informed by our regular blogs

971 Beneficiaries supported through the Digital Lifeline Project

Who we have helped and how: Organisations

200 educational establishments

239 charities and community partners

304 companies

313 Tech4Good entries

1,333 TechShare Pro delegates registered

> "Thank you for a great introductory course which has enabled me to feel more confident in what I need to do to create accessible online content."

Accessibility Services client

> "The people you bring into the sessions have great knowledge and insights to learn from, which creates some awesome discussions."

TechShare Pro delegate

Services provided

1,198 Accessibility audits

24 Disabled user testing services

1,978 DSA (Disabled Students' Allowance) Assessments

> "Really brilliant session. Made me rethink my practice and go away buzzing with ideas."

Inclusive Onboarding Training attendee

508 Workplace assessments

48 Staff training sessions

242 Accessibility Maturity Model downloads

6,000 Employees with Clear Talents access

Outputs

13,000 accessibility issues identified and advice to fix

1,604 staff trained on a range of accessibility topics

245+ organisations represented at TechShare Pro

179 industry experts speaking at hosted events

24,879 adjustment recommendations given to address barriers to participation at work or in education

Volunteer experience

350 technology volunteers across the UK providing one-to-one technology support to disabled and older people at home
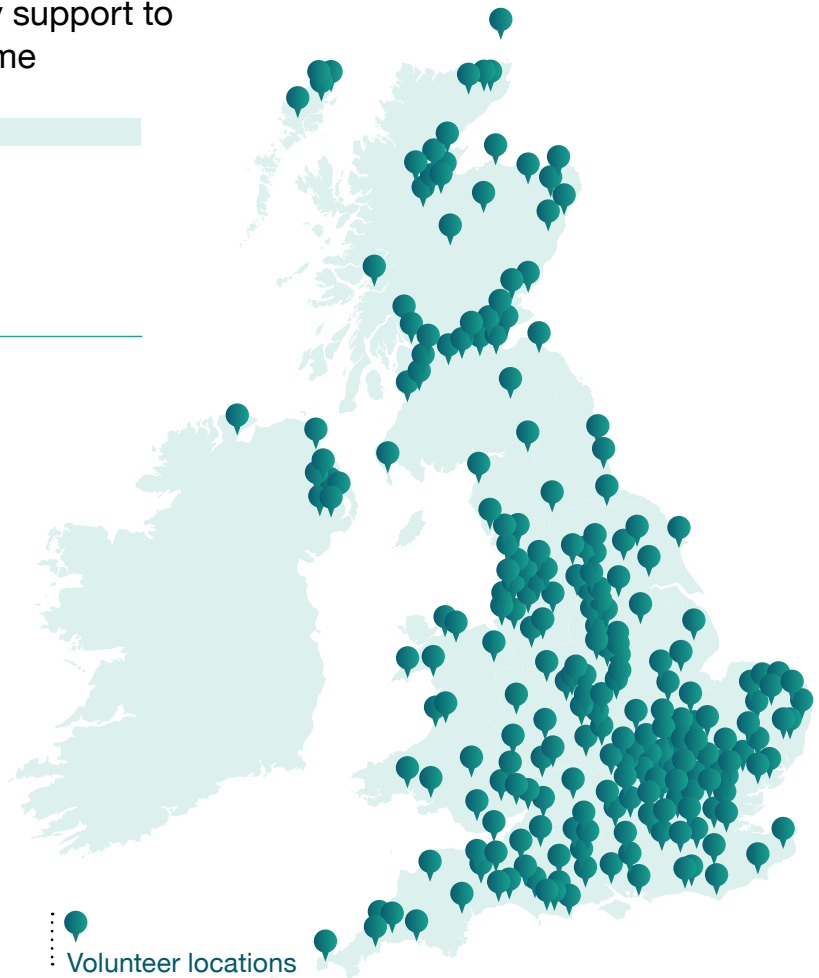
73%
Net Promoter Score for volunteering

8.8
engagement score vs
7.8 benchmark
(-0.1 from last survey)

192
new volunteers on board

Volunteer locations

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

186 students, 36 employees, 433 home and telephone support clients, 505 webinar attendees, 80 TechShare Pro delegates, 195 volunteers, 45 digital accessibility clients, 785 website visitors, 260 digital accessibility training attendees and 35 higher education digital accessibility clients

> In addition to the excellent induction training, there are regular new courses available and online events to learn new skills and help me to do the best job possible.
>
> I am very satisfied and I would recommend AbilityNet any day of the week. I am so proud to be a volunteer.
>
> Good training, great team of people, important work."

AbilityNet volunteers

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Impact measures based on feedback from the following sample

Individuals

419
Home and telephone support clients

214
Website visitors

505
Webinar attendees

127
Students supported

260
Accessibility training attendees

> This was easily explained, as well as demonstrated, and illustrated. Things like that are extremely difficult to find these days!"

Website visitor

Organisations

80
TechShare Pro delegates

35
Higher education accessibility training clients

45
Accessibility services clients

> These webinars are so informative – I am an Occupational Therapist and find that I am able to share info learnt on the webinar with my patients. You do a great job. Thanks."

Webinar attendee

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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.

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.