# 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.

We use technology to impact the lives of disabled and older people...at home, at work, in education and online. We have 79 staff, 350 volunteers, 12 assessment centres and more than 1000 online resources.

## Our impact on individuals

* **93% of clients expressed satisfaction with our services**
* better able to use technology - 81%
* easier to manage day to day life- 76%
* greater participation in new activities - 60%
* more knowledgeable - 85%
* increased confidence - 84%
* more independent - 70%
* less stressed - 74%
* less isolated - 62%

Client who received free technology support:

“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.”

## Our impact on organisations

* **94% Customer satisfaction**
* better user experience – 96%
* more knowledgeable – 100%
* more confident – 90%
* more inclusive – 94%
* positive impact on engagement – 94%

An Accessibility Services client said:

“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.”

Page 2

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

* 2,056 students
* 1,340 employees
* 4,171 people at home
* 1.4 million online users
* 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 volunteer 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 Speech 9%
* Neurodiversity 8%
* Dexterity 7%
* Stamina, breathing and fatigue 7%

### How we have helped:

* 1,978 DSA (Disabled Students’ Allowance) Assessments
* 2 million sessions of My Computer My Way
* 508 Workplace assessments
* 10,970 Helpline calls
* 110,970 Factsheets viewed
* 476 free accessibility training places
* 28 Webinars
* 141 blogs published

### Outputs:

* 24,879 adjustments recommended by expert assessors
* 1,447 Tech advice queries answered
* 3,759 people informed through webinars
* 2.1 million online advice/info 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

Page 3

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

* 304 companies
* 239 charities and community partners
* 200 educational establishments
* 313 Tech 4 Good entries
* 1,333 TechShare Pro delegates registered

Accessibility Services client:

 “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.”

TechShare Pro delegate:

 “The people you bring into the sessions have great knowledge and insights to learn

from, which creates some awesome discussions.”

Inclusive onboarding training attendee:

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

### Services provided:

* 1,198 Accessibility audits
* 24 disabled user testing services
* 1,978 DSA (Disabled Students’ Allowance) Assessments
* 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 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

Page 4

## **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 versus 7.8 benchmark (-0.1 from last survey)
* 192 new volunteers onboard

Volunteer quotes:

“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.”

### 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

## Impact measured based on the following sample:

### Individuals

* 419 home and telephone support clients
* 505 webinar attendees
* 214 website visitors
* 127 students
* 260 accessibility training attendees

### Organisations

* 80 TechShare Pro delegates
* 45 Accessibility services clients
* 35 Higher Education accessibility clients

## 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.