

ABILITYNET

England & Wales · Charity number 1067673

Details

Status Registered

Legal form Charitable company

Company number [03469653](#)

Registered 1998-01-23

Register [View on the Charity Commission register](#)

Contact

Address Suite 33 Pure Offices
Plato Close
Leamington Spa
Warwickshire
CV34 6WE

Phone 0300 180 0028

Email enquiries@abilitynet.org.uk

Website www.abilitynet.org.uk

Activities

Objects: 1) PROMOTE RELIEF OF PERSONS WITH PHYSICAL, SENSORY OR MENTAL DISABILITIES, TO DEVELOP THEIR PHYSICAL AND MENTAL CAPABILITIES IN PARTICULAR BUT NOT EXCLUSIVELY BY THE USE OF COMPUTERS. 2) ADVANCE THE EDUCATION OF THE PUBLIC IN THE USE OF COMPUTERS IN PARTICULAR FOR PEOPLE WITH DISABILITIES 3) PROMOTE AND UNDERTAKE RESEARCH AND TO DISSEMINATE THE USEFUL RESULTS INTO THE USE OF COMPUTERS AND ASSOCIATED EQUIPMENT IN PARTICULAR BUT NOT EXCLUSIVELY FOR DISABLED PERSONS

Activities: Providing support and help to people of all ages with physical motor sensory or mental disabilities to develop their capabilities by the use of computers, tablets and mobile devices and associated equipment and software. Providing online resources to the public in the use of computers, tablets and mobile devices for people with disabilities and by promoting and undertaking relevant research.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research, Acts As An Umbrella Or Resource Body
- **What:** Education/training, Disability, Other Charitable Purposes
- **Who:** Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies, The General Public/mankind

Geography

- Northern Ireland
- Scotland
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£4,332,582	£4,514,674	£1,451,570	72
2023-12-31	£4,554,827	£5,225,253	£1,633,662	75
2022-12-31	£5,727,697	£5,582,739	£2,304,088	84
2021-12-31	£5,881,624	£4,981,299	£2,159,130	75
2020-12-31	£4,883,572	£4,321,400	£1,258,805	66

Trustees

Name	Role	Appointed
ALISON ORSI		2022-09-26
Connor Josey		2025-07-30
Douglas Silverstone		2020-04-29
IBM UK LTD		1998-03-06
Leigh Smyth		2025-07-30
MICHAEL JAMES EVASON		2023-07-26
MRS SUZIE WOODHAMS		2017-03-28
Owen Gerard Purcell		2019-10-29
THE INFORMATION TECHNOLOGISTS' COMPANY		2010-01-01

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Accounts

Charity Registration No. 1067673 (England and Wales)
Charity Registration No. SC039866 (Scotland)
Company Registration No. 03469653 (England and Wales)

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2024

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
LEGAL AND ADMINISTRATIVE INFORMATION**

Trustees	A Brooks — Chairman M Evason K Kanodia A Orsi G Pedlingham O Purcell N Rumsey D Silverstone S Woodhams IBM UK Ltd (S Warwick) The Information Technologists' Company (M Gurney)
Patron	Martha Lane Fox, Baroness Lane-Fox of Soho CBE
President	David Livermore OBE
Vice President	Roger Jefcoate CBE DL
Chief Executive	Amy Low
Secretary	Fiona Watson
Charity number	
England and Wales	1067673
Scotland	SC039866
Company number	03469653
Principal address	Microsoft Campus Thames Valley Park Reading RG6 1WG
Registered office	9 Appold Street London England EC2A 2AP

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LEGAL AND ADMINISTRATIVE INFORMATION**

Auditor 9 Appold Street
London
England
EC2A 2AP

Bankers Coutts & Co
440 The Strand
London
WC2R 0QS

CCLA Investment Management Limited
Senator House
85 Queen Victoria Street
London
EC4V 4ET

Nationwide Building Society
Kings Park Road
Moulton Park
Northampton
NN3 6NW

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ABILITYNET
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TRUSTEE'S REPORT
FOR THE YEAR ENDED 31 DECEMBER 2024

The Trustees present their report and financial statements for the year ended 31 December 2024. The Trustees report includes the directors' report required under company law.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, applicable law and United Kingdom Accounting Standards including Statement of Recommended Practice (FRS 102), "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)".

Reference and administrative information

The charity is a company limited by guarantee registered in England and Wales under the number 03469653 at Companies House.

The charity is also registered with the Charity Commission in England and Wales under number 1067673 and with the Office of the Scottish Charity Regulator under number SC039866.

Trustees

The Trustees, who are also directors for the purpose of company law, who served during the year and up to the date of signature of the financial statements, were:

A Brooks – Chairman
K Kanodia
A Orsi
G Pedlingham
O Purcell
N Rumsey
D Silverstone
M Evason
S Woodhams
M Gurney
S Warwick
IBM UK Ltd
The Information Technologists' Company

None of the Trustees has any beneficial interest in the company. All the Trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

Chief Executive who served during the year: G Moore (left 05.09.2024)

Chief Executive who served during the year: A Low (start 05.09.2024)

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Related parties

There were no related party transactions in the year.

Structure, governance and management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated in the UK, and registered as a charity in England and Wales as well as in Scotland. The company was established under a Memorandum of Association, which created the objects and powers of the charitable company and is governed by its Articles of Association.

Trustee recruitment, appointment, training, and induction

AbilityNet currently has ten Trustees, who are also directors under company law; there are two Corporate Trustees being IBM (UK) Ltd and The Information Technologists' Company (WCIT) which each appoint a representative to the Board.

Other Trustees are selected for a range of skills to support the existing or emerging needs of AbilityNet. When a vacancy occurs, potential candidates are interviewed by a panel of Trustees.

Suitable individuals are briefed by the Chairman and Chief Executive before being proposed for appointment to the Board of Trustees. New Trustees receive a full briefing, including an induction pack containing the Memorandum and Articles, a copy of relevant policies with a glossary of terms and copies of minutes of previous meetings.

Management

Key management personnel comprise the Trustees and the senior management team.

The Chief Executive Officer is responsible for the charity's overall day to day management reporting to the Board. Key strategic decisions are taken to the Board for approval and where appropriate a sub-committee is formed to consider anything that requires additional input or that needs resolution.

The Board of Trustees (Directors) is responsible for the overall strategic direction and sound financial practices within the charity. The Trustees hold Board meetings on a quarterly basis; they also receive a Monthly Business Update from the Chief Executive which includes management accounts, a report on progress to date and any notable events in the coming period.

The Chairman, as the representative of the Board, also maintains regular contact with the Chief Executive and, where necessary, secures agreement from the Board for

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urgent action, unless already empowered by the Board to make the necessary decision.

Senior Managers are invited to Board meetings to provide briefings on different aspects of the charity's work. The Trustees provide advice and support to senior managers whenever appropriate, so that their expertise and insights can be used to benefit the charity.

The senior management team who served during the year were:

G Moore (Chief Executive Officer) (resigned 05.09.2024)
A Low (Chief Executive Officer) (appointed 05.09.2024)
M Comerford (Human Resources)
P Dalton (Sales)
W Sutton (Consultancy Services)
S Brain (Charitable Services)
F Watson (Finance)
M Walker (Marketing & Portfolio)

Audit & Remuneration Committees

The Audit Committee considers the financial conduct of the organisation and related risks. In addition, current plans and actions are discussed and considered, including emerging and existing financial, economic, and operational risks to the charity and the evaluation of their impact and likelihood. The committee decides if and how to include these on the charity's Risk Register. Actions are agreed where necessary and progress monitored on a regular basis.

This committee is made up of four experienced Trustees and is attended by AbilityNet's Finance Director and Chief Executive. During 2024 this was chaired by O Purcell and met twice. One of which was with the external Auditors to review and recommend approval of the annual report and financial statements. It reports to the Board of Trustees at the next available board meeting.

The Remuneration Committee considers aspects of AbilityNet's remuneration policy and the reward package of the Chief Executive. The committee also agrees the general pay strategy for the charity to be followed by senior management.

This committee is made up of four experienced Trustees and is attended by AbilityNet's Head of HR, Finance Director and Chief Executive. During 2024 this was chaired by N Rumsey and met once. It reports to the Board of Trustees at the next available board meeting.

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Diversity & Equality

AbilityNet's desire and determination is to provide an inclusive environment to encourage equal opportunities for its employees. We aim to deal with internal and external stakeholders and members of the public free from bias in an open and accessible way.

To further this aim, AbilityNet provides training to its employees (mandatory) and Trustees on Diversity and Equality to add to the cultural awareness and understanding of this subject throughout the organisation.

The Board of Trustees agree the context and strategic direction in this area, approving policies which underpin this across the charity. These are designed to inform and educate employees in our obligations under relevant legislation (e.g. Equality Act 2010) and to encourage an open and inclusive culture throughout the charity.

Safeguarding

AbilityNet is committed to enabling a safe and rewarding environment for its employees and volunteers. Our Safeguarding policy is designed to ensure everyone is treated fairly and respectfully. We also have a whistle-blowing policy so that people can raise any concerns they have in confidence.

A number of our employees and volunteers carry out roles that may mean they encounter people who are considered to be vulnerable. We carry out regular criminal record checks for employees and volunteers engaged in such roles.

We review the information in our Safeguarding policy every two years to ensure it is current and in line with best practice. We aim to provide our staff and volunteers with the most up-to date knowledge and understanding, using guidance from the Government and the Charity Commission, adapting our approach accordingly.

How our objectives deliver public benefit.

We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

The Trustees have thought carefully about how planned activities will contribute to the aims and objectives they have set.

AbilityNet's work benefits a wide range of organisations, including the voluntary sector, public and commercial organisations, and individuals across the United Kingdom and elsewhere.

Our main objectives and activities and who we support are described in more detail below.

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FOR THE YEAR ENDED 31 DECEMBER 2024

Objectives and activities

AbilityNet's vision is "a digital world accessible to all". We work towards this vision by supporting disabled and older people to leverage technology to achieve their full potential at work, in education and in day-to-day life.

Our ambition is to improve lives by recommending and demonstrating suitable technology to act as an enabler for our key audiences.

AbilityNet is known for the extent of its services, deep expertise, and insights, and for supporting a wide range of individual needs. Our staff and volunteers are experts who care; although our principal focus is the UK, our influence is global.

As more services move online, the potential for social and economic disadvantage increases for those struggling to access or use technology. We remain the only UK charity reaching out to support this pan-disability group with our strong motivation to ensure the technology they use, or wish to use, is accessible, usable, and inclusive.

How do we help?

We approach this in four ways:

- we support disabled, older, and otherwise digitally excluded people to use technology in their homes, educational establishments, the workplace, or day to day activities.
- we support companies and organisations to develop and improve their digital services and content, to comply with accessibility standards and meet the needs of the widest audience.
- we provide support to our volunteers so they can assist disabled and older people to derive the most benefit from the technology they use or to which they have access.
- we promote the availability and uptake of inclusive and accessible technology and the benefits of inclusive design of digital experiences.

The main areas we aim to influence are:

- encouraging the adoption of best practice in the design of accessible websites, mobile apps, systems, and content across industry sectors by following and promoting the standards of Web Content Accessibility Guidelines ("WCAG").
- engaging with major technology companies to encourage them to consistently advance inclusion strategies in all their technologies and systems.
- enabling disabled and older people to make effective use of digital technologies at home, in work and education.
- stimulating organisations to provide a learning and enlightened environment for their IT and web design professionals to promote digital inclusion in all their system development.

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- encouraging employers to adopt reasonable adjustments and inclusive practices in their workplace environments so that their disabled employees can maximise their potential.
- convening the accessibility community and sharing thought leadership and case studies of excellent practice via a series of comms activities including our flagship event TechShare Pro, expert round tables, webinars, and news items.

Achievements and performance

Charitable Services

During 2024 we created impact through providing: free advice and information; accessibility advice; delivering 1-1 and group training and webinars, home support visits, devices and data, remote technical support and with our events and webinar programmes reaching many people using online platforms. By working with partners, we were able to leverage our capabilities to deliver greater impact.

Advice and Information

We provided telephone support via our help line and information through our website which gives access to free factsheets, guides, articles, and blogs.

Our support service answered 13,737 calls during 2024.

AbilityNet Volunteer programme

The AbilityNet Tech Volunteer programme empowers disabled and older people by providing essential IT support, both in their homes and remotely. Our volunteers offer everything from expert advice on choosing the right tech and setting up equipment to troubleshooting issues and delivering hands-on training. In 2024 alone, our dedicated team of 531 volunteers successfully resolved 4,386 tech-related queries

Through funded community-based projects, we expanded our impact by working directly with community partners and individuals to provide digital skills-based training and distribute devices and data. This effort resulted in 23,631 hours of free support, a 24% increase from 2023, delivered both in person and remotely to our clients and community partners.

We successfully completed another year of our event's programme, reaching over 4,000 people through free webinars and training sessions on digital accessibility and disability-related topics.

Online services

In 2024, our website attracted 1.3 million unique visitors who accessed reliable digital accessibility resources. Our free factsheets, which offer expert guidance on

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how digital technologies can support individuals with various conditions and impairments, were downloaded 95,756 times.

Additionally, our flagship accessibility guide, MyComputerMyWay, recorded 1 million sessions, helping users explore and customise the built-in accessibility features available on computers, laptops, tablets, and mobile devices.

Projects and income

We made we made significant progress in 2024 towards our strategic goal to diversify funding for our charitable services and reduce reliance on commercial revenue. A key milestone was the completion of Phase 1 of the BT Group-funded Senior Skills Programme, aimed at improving digital skills among older and digitally excluded individuals across the UK.

In September 2024, we entered Phase 2, building on the strong foundation established in the first phase. During Phase 1, we supported 5,063 people through four key areas of engagement: 2952 supported through 1:1 and group sessions, 453 supported through live online sessions, 1540 people watching back our online sessions and Bitesize videos and 1658 people at Digital Voice Roadshows.

The impact of these sessions has been significant with 3 in 4 attendees more confident in tech, 4 in 5 are more knowledgeable about tech and 3 in 4 are more independent. Throughout the project our volunteers have been key to supporting this work and are continuing to provide vital support during phase 2. During Phase 1 we upskilled 25 BT staff members to support our network.

AbilityNet has a dedicated team of 39 tech volunteers providing free assistance to older adults and disabled individuals across Scotland. In collaboration with BT Group, AbilityNet has been hosting Digital Voice events to educate and support vulnerable customers during the switchover process. These events have taken place in regions including Fife, Midlothian, Renfrewshire, Highland, and Orkney. Additionally, two Digital Skills trainers, funded by BT Group through AbilityNet, deliver in person group and one-to-one training sessions in Scotland, empowering older and disabled people to navigate and excel in the ever-evolving digital world.

TechShare Pro

Now in its 8th year TechShare Pro is our flagship community event and was hosted at HSBC's Canada Square headquarters in Canary Wharf. This sold-out event took place over three days between the 12th and 14th November and was attended by over 250 people in-person, and 2,000 online registrants.

The event was supported by HSBC, Google, Microsoft, Deque, Barclays, Crawford Technologies, Sony, eBay, Meta, and many other partners and included 89 speakers from a wide range of organisations, and backgrounds from the UK, Europe, the US, Africa, and Asia.

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Alongside an excellent Accessibility Leaders Day, packed with helpful content to support our audience in growing and improving their accessibility programmes, we worked closely with several key partners to introduce The Disability and Accessible Advertising Summit as part of the event.

This was the first summit of its kind in the UK and was a great success in terms of the calibre of speakers, the engagement from delegates and the important new relationships it has helped forge. This includes industry networks such as the Ad Association, ISBA's Accessible Advertising Alliance and not for profit partners such as Valuable 500.

Public Benefit

Our estimate of the public benefit value of our free services delivered in 2024 under our measure is £2,255m versus £1,864m in 2023 (21% up year on year).

Our impact report for 2024 can be found using this link to our website: [AbilityNet Impact Report 2024](#).

Commercial Services

During 2024 we worked with over 370 customers across the public, private and third sectors, supporting them strategically and operationally to benchmark and mature their digital accessibility programmes and take action to improve the digital experience for their customers.

We provided a range of solutions to enable this progress, including strategy advice and consultancy, testing and audits, user research, and website and app accreditation. Our learning services remained popular with our clients and with individuals wishing to enhance their skills and build their careers in the accessibility and inclusive design space.

The market for digital accessibility continues to grow in response to regulatory and legal requirements including the European Accessibility Act (EAA) which comes into law in mid-2025 and has far reaching implications for organisations trading within the member states.

During 2024, organisations were also getting to grips with the updated Web Content Accessibility Guidelines (WCAG) 2.2 standards and exploring the opportunities and concerns relating to advancements in artificial intelligence and machine learning in relation to digital accessibility and disability inclusion.

Our deep experience and long tenure in the Digital Accessibility space means that many organisations look to us for quality guidance and advice in navigating these changes. We saw record numbers of attendees at our public webinars and client training sessions and round tables which referenced these topics, underlining the

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FOR THE YEAR ENDED 31 DECEMBER 2024

importance of the range of support we can offer to organisations who were in many cases hampered by economic headwinds and constrained budgets during the year.

The work we undertake with companies to optimise the accessibility of their digital estates continues to significantly enhance the digital experience for countless users. Although it is challenging to quantify the full extent of this impact for the purposes of public benefit calculation, the positive feedback we receive underscores the meaningful difference we are making for companies and their users.

We continued to scale down our needs assessment's activity during 2024 in favour of providing strategic advice and training to organisations to enable them to sustainably mature their practices and create and maintain an accessible and inclusive experience for their staff in employer settings and for their students in the education space.

Plans for the future

Whilst the charity delivered record levels of public benefit and evidenced positive outcomes and significant impact for its charitable, commercial and community audiences during 2024, we recognise that the scale of the challenge to make our vision of "A Digital World Accessible to All" a reality, remains large. Indeed, with the pace of technological innovation and the digitisation of society it is growing.

During 2025 we will continue to support existing and new clients to build out and enact their digital accessibility strategies, advising them on priorities, challenges and opportunities linked to developments in technology, legislation, and the geopolitical landscape.

We will also identify strategic partners that share our vision and values and build lasting partnerships to enable us to go further faster with the work that we undertake supporting disabled and older people to participate fully in the digital world.

We will continue to deliver quality thought leadership and convene the community to further our mission. We will invest in our people and our proposition to ensure they are meeting the current and future needs of our audiences.

Review of financial position

The Summary of the year ended 31 December 2024 is as follows:

- Incoming Resources amounted to £4,332,582 (2023 £4,554,827).
- Outgoing Resources amounted to £4,514,674 (2023 £5,225,253).

A loss recorded of £182,092 (2023 loss recorded of £670,426) after depreciation costs.

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FOR THE YEAR ENDED 31 DECEMBER 2024

At the Balance Sheet date the Charity's total funds amounted to £1,451,570 (2023: £1,633,662) Free Reserves amounted to £1,405,319 (2023: £1,564,339).

Fundraising Compliance

AbilityNet recognises that the generosity of our donors and partners is a critical constituent of our funding which enables us to carry out our charitable activities. We will continue to seek a diverse range of sources of income for our charitable activities.

Whilst our aim is to maximise our income, we recognise that on rare occasions we may consider refusing a donation or other involvement with a sponsor or a particular activity. In such an instance we will act with utmost integrity; we will respect any matters of legitimate confidentiality and, in conducting all discussions and conveying the decision, will aim to respect the dignity of the prospective donor and/or partner.

We had no occasions in 2024 to refuse any donations.

We seek to adhere to the highest standards of fundraising practice. Our fundraising activities comply with the standards in the Code of Fundraising Practice.

We have received no complaints about our fundraising this year. We also pay close attention to the changing regulatory environment to ensure that we remain compliant with best practice and that any fundraising is transparent, honest, and non-intrusive.

We did not directly approach the public in our fundraising activities or employ professional fundraising agencies. The majority of fundraising activities were planned and delivered in-house.

Reserves policy

The charity's ambition in the medium to longer term is to provide five months' cover of the charity's day to day average running costs.

Our free reserves (being Unrestricted Reserves excluding Fixed Assets) as of 31 December 2024 stood at £1,405,319 versus £1,564,339 prior year, providing 4.0 months' cover of an average of our last 3 month's operating costs, versus 4.2 months from the year before.

The Board remains committed to strengthening our reserves and working towards attaining the objective set in the policy.

Investment Principles

If the longer-term outlook for the Charity looks secure, funds of more than six months' expenditure, may be invested in suitable funds or invested in projects to increase the Charity's impact to its beneficiaries.

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At the time of writing, AbilityNet has little experience of investment management, therefore, our policy will be general in this regard. Should trustees wish to take any investment decisions beyond the cash-based approach described here, our current policy is:

- To formulate a more comprehensive investment policy to frame our approach beyond cash.
- To take external, independent, investment advice in any specific investment actions in accordance with Articles 5.26, 5.27 and 5.28 of AbilityNet's Articles of Association.

All investment decisions for investing funds above six months' expenditure (as defined above) are to be taken by the Trustees after obtaining appropriate advice and instructing the Chief Executive and Finance Director accordingly.

The Charity's current aim is that the maximum allowed reserve level should not exceed twelve months, with guidance to not exceed more than nine months' expenditure before an agreed plan of action has been approved.

In summary

- Below 6 months, we will seek to build up reserves to this level as resources permit.
- Between 6 and 9 months, we will keep matters under review to anticipate reserves growing further beyond this level.
- Between 9 and 12 months, the Board will agree an action plan to avoid breaching the 12 months limit.

Above 12 months, the Board must either review this policy or act to cap reserves at this level.

Risk factors

The Trustees and Management keep the risks to which the charity is exposed under review and have established monitoring processes to understand and mitigate those risks. Strategic and shorter-term plans are reviewed on a regular basis.

The Trustees have identified that a key risk is the concentration of commercial income, that is contract backed, from a small number of sources. Working with the Management team we continue to make progress to diversify the customer base and grow alternative sources of income through developing and delivering new services into the accessibility arena.

Risk Management is an integral part of the management process and is underpinned by timely reporting and regular Senior Leadership meetings. Mitigation of risk is actively monitored with regular reporting at Board and Finance Committee meetings.

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Going Concern

The Trustees are satisfied that the restructuring and cost mitigation actions enacted in respect of changing market conditions, have significantly reduced costs. This is kept under regular review with Senior Management. Additionally, the Trustees are satisfied that the Charity's efforts to expand activities in its chargeable services, given the anticipated impact of further cultural and regulatory changes for corporate customers in the coming years, including the EAA, will in the medium term, place the Charity on a firm financial footing.

Accordingly, at the time of approving the financial statements, the Trustees are content that the company has adequate resources, to continue in operation for the foreseeable future. Thus, the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Disclosure of information to the auditor

Each of the Trustees (Directors) has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information.

Auditor

The Board Finance Committee has responsibility for monitoring the independence and objectivity of the external auditor and the effectiveness of the Audit process and fixing its remuneration. The auditor, Moore Kingston Smith LLP, is deemed to be reappointed under section 487(2) of the Companies Act 2006. Notwithstanding this in line with FRC guidance and good governance the committee has resolved to undertake a review of the current arrangements.

On behalf of the board of Trustees



Alan Brooks
Chairman

Date: 30th April 2025

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STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 DECEMBER 2024**

The trustees, who are also the directors of AbilityNet for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Board to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Board are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Board are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

ABILITYNET (A COMPANY LIMITED BY GUARANTEE) INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS AND TRUSTEES OF ABILITYNET

Opinion

We have audited the financial statements of AbilityNet (the 'charity') for the year ended 31 December 2024 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable, law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

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INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS AND TRUSTEES OF ABILITYNET**

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The Board are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) require us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Board were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

ABILITYNET (A COMPANY LIMITED BY GUARANTEE) INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS AND TRUSTEES OF ABILITYNET

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 13, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.

ABILITYNET (A COMPANY LIMITED BY GUARANTEE) INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS AND TRUSTEES OF ABILITYNET

- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the company and considered that the most significant are the Companies Act 2006, the Charities Act 2011, UK financial reporting standards as issued by the Financial Reporting Council and UK taxation legislation.
- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE MEMBERS AND TRUSTEES OF ABILITYNET**

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in the financial statements. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company, the charitable company's members as a body, and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Moore Kingston Smith LLP

**Luke Holt (Senior Statutory Auditor)
for and on behalf of Moore Kingston Smith LLP, Statutory Auditor**

Date: 7 May 2025

9 Appold Street
London
England
EC2A 2AP

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING AN INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31ST DECEMBER 2024

Current Financial year		Unrestricted	Restricted	2024	2023
	Note	£	£	Total	Total
				£	£
Income from:					
Donations and legacies	3	534,336	46,907	581,242	363,093
Charitable activities	4	3,671,738	-	3,671,738	4,124,882
Investments	5	79,602	-	79,602	66,852
		<hr/>	<hr/>	<hr/>	<hr/>
Total income		4,285,675	46,907	4,332,582	4,554,827
		<hr/>	<hr/>	<hr/>	<hr/>
Expenditure on:					
Charitable activities					
IT Solutions for disabled people	6	4,481,766	32,908	4,514,674	5,225,253
		<hr/>	<hr/>	<hr/>	<hr/>
Total expenditure	6	4,481,766	32,908	4,514,674	5,225,253
		<hr/>	<hr/>	<hr/>	<hr/>
Net income / (expenditure) before net gains / (losses) on		(196,090)	13,998	(182,092)	(670,426)
Net gains/(losses) on investments			-	-	-
Net income for the year		(196,090)	13,998	(182,092)	(670,426)
Transfers between funds		-	-	-	-
		<hr/>	<hr/>	<hr/>	<hr/>
Net movement in funds		(196,090)	13,998	(182,092)	(670,426)
Fund balances at 1 January 2024		1,630,646	3,016	1,633,662	2,304,088
		<hr/>	<hr/>	<hr/>	<hr/>
Fund balances at 31 December 2024		1,434,556	17,014	1,451,570	1,633,662
		<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING AN INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31ST DECEMBER 2023**

Prior Financial year		Unrestricted	Restricted	2023 Total
	Note	£	£	£
Income from:				
Donations and legacies	3	299,509	63,584	363,093
Charitable activities	4	4,124,882		4,124,882
Investments	5	66,852		66,852
		<hr/>	<hr/>	<hr/>
Total income		4,491,243	63,584	4,554,827
		<hr/>	<hr/>	<hr/>
Expenditure on:				
Charitable activities	6			
IT Solutions for disabled people		5,156,433	68,820	5,225,253
		<hr/>	<hr/>	<hr/>
Total expenditure	6	5,156,433	68,820	5,225,253
		<hr/>	<hr/>	<hr/>
Net income / (expenditure) before net gains / (losses) on investments		(665,190)	(5,236)	(670,426)
Net gains / (losses) on investments		-	-	-
Net income for the year		(665,190)	(5,236)	(670,426)
Transfers between funds		-	-	-
Net movement in funds		(665,190)	(5,236)	(670,426)
Fund balances at 31 January 2023		2,295,836	8,252	2,304,088
		<hr/>	<hr/>	<hr/>
Fund balances at 31 December 2023		1,630,646	3,016	1,633,662
		<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

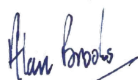
The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
BALANCE SHEET
AS AT 31ST DECEMBER 2024**

	Note	£	2024 £	£	2023 £
Fixed assets:					
Tangible assets	11		29,237		66,307
			<hr/>		<hr/>
			29,237		66,307
Current assets:					
Debtors	12	625,950		388,637	
Cash at bank and in hand		2,746,295		2,798,291	
		<hr/>		<hr/>	
		3,372,245		3,186,928	
Creditors: amounts falling due within one year	13	(1,949,911)		(1,619,573)	
		<hr/>		<hr/>	
Net current assets			1,422,333		1,567,355
			<hr/>		<hr/>
Total assets less current liabilities			1,451,570		1,633,662
			<hr/> <hr/>		<hr/> <hr/>
The funds of the charity:	15				
Restricted income funds			17,014		3,016
Unrestricted income funds:			1,434,556		1,630,646
			<hr/>		<hr/>
Total charity funds			1,451,570		1,633,662
			<hr/> <hr/>		<hr/> <hr/>

The financial statements were approved by the trustees on 30 April 2025 and signed on their behalf



.....
Alan Brooks
Chairman

Company Registration Number: 03469653

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 DECEMBER 2024

	Notes	£	2024 £	£	2023 £
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	18		(120,868)		(127,544)
Cash flows from Investing activities					
Purchase of tangible fixed assets		(11,096)		(29,452)	
Proceeds on disposal of tangible fixed assets		366		547	
Investment income received		79,602		66,852	
Net cash generated from/(used in) investing activities			68,872		37,947
Cash flows from Financing activities					
Payment of obligations under finance leases		-		(5,153)	
Net cash generated from/(used in) Financing activities			-		(5,153)
Net (decrease)/increase in cash and cash equivalents			(51,996)		(94,750)
Cash and cash equivalents at beginning of year			2,798,291		2,893,041
Cash and cash equivalents at end of year			2,746,295		2,798,291

ABILITYNET (A COMPANY LIMITED BY GUARANTEE) NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2024

1 Accounting policies

Charity information

AbilityNet is a private company limited by guarantee incorporated in England and Wales. The principal address is Microsoft Campus, Thames Valley Park, Reading, RG6 1WG, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended) and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest GB pound sterling.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

1.2 Going concern

The Trustees are satisfied that the restructuring and cost mitigation actions enacted in respect of changing market conditions, have significantly reduced costs. This is kept under regular review with Senior Management. Additionally, the Trustees are satisfied that the Charity's efforts to expand activities in its chargeable services, given the anticipated impact of further cultural and regulatory changes for corporate customers in the coming years, including the EAA, will in the medium term, place the Charity on a firm financial footing.

Accordingly, at the time of approving the financial statements, the Trustees are content that the company has adequate resources, to continue in operation for the foreseeable future. Thus, the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2024**

1 Accounting policies (Continued)

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the Charity's work or for specific projects being undertaken by the Charity.

1.4 Incoming resources

All incoming resources are included in the statement of financial activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary resources are included in the statement of financial activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy.

The value of services provided by volunteers has not been included in these financial statements.

Intangible income (such as rent-free accommodation) is included where a third party is bearing the cost of supplying the resources and the resources can be valued with reasonable accuracy.

Investment income is included when receivable.

Incoming resources from charitable trading activities are accounted for when earned.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the Bank.

1.5 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Expenditure on charitable activities includes the costs of the delivery of its activities and services for its beneficiaries.

All support costs are allocated to the one charitable activity of IT solutions for disabled people.

ABILITYNET (A COMPANY LIMITED BY GUARANTEE) NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2024

1 Accounting policies (Continued)

1.6 Tangible fixed assets

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as below.

A full year's charge is not accounted for in the year of acquisition. Instead, the depreciation charge is time apportioned based on the month of purchase of the tangible fixed asset.

Assessment assets On a straight line basis over their estimated life of 1-3 years.

Office equipment On a straight line basis over their estimated life of 1-3 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Cash and cash equivalents

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. These financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2024**

1 Accounting policies (Continued)

1.10 Leases

Leases are classified as finance leases whenever the terms of the lease transfer substantially all the risks and rewards of ownership to the lessees. All other leases are classified as operating leases.

Assets held under finance leases are recognised as assets at the lower of the fair value of the assets at the date of inception and the present value of the minimum lease payments. The related liability is included in the balance sheet as a finance lease obligation. Lease payments are treated as consisting of capital and interest elements. The interest is charged to net income/(expenditure) for the year so as to produce a constant periodic rate of interest on the remaining balance of the liability.

1.11 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered and provision for bad and doubtful debts.

Prepayments are valued at the amount prepaid net of any trade discounts due.

1.12 Creditors and provisions

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

1.13 Foreign exchange

Transactions denominated in foreign currencies are recorded at the rate ruling at the date of the transaction.

Monetary assets and liabilities denominated in foreign currencies are translated into sterling at the rates of exchange ruling at the balance sheet date. All differences are included in net incoming resources.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2024**

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Board are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

There were no critical accounting estimates.

3 Voluntary income

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2024	2024	2024	2023	2023	2023
	£	£	£	£	£	£
Donations and gifts	198,833	46,907	245,739	32,564	63,584	96,148
Intangible income	335,503		335,503	266,945	-	266,945
	<u>534,336</u>	<u>46,907</u>	<u>581,242</u>	<u>299,509</u>	<u>63,584</u>	<u>363,093</u>

Intangible income comprises primarily free office facilities, software and services as well as equipment.

Intangible income

Microsoft	50,000	-	50,000	50,000	-	50,000
Google Ads	92,108	-	92,108	85,549	-	85,549
Free software and hardware	193,395	-	193,395	95,792	-	95,792
Venue & Catering	-	-	-	35,604	-	35,604
	<u>335,503</u>	<u>-</u>	<u>335,503</u>	<u>266,945</u>	<u>-</u>	<u>266,945</u>

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2024**

3A Donations

Included in donations is the transfer of net assets on acquisition of Citizens online which was acquired on 1 July 2024 for £nil consideration.

Transfer of Citizens Online net assets

On 1 July 2024 the charity acquired the net assets of the following entity, analysed as follows:

	Tangible fixed assets	Cash	Net Debtors/ Creditors	Total
<u>Citizens Online</u>	2,035	98,874	(9,359)	91,550
Charity No.1087794				

4 Charitable activities

	IT solutions for disabled people 2024 £	IT solutions for disabled people 2023 £
Fees from services provided	3,435,518	3,968,656
Event income	236,220	156,226
	<u>3,671,738</u>	<u>4,124,882</u>

Event income includes TechShare Pro for £236,220 (2023: £156,226).

5 Investments

There were no critical accounting estimates.

	Unrestricted funds 2024	Unrestricted funds 2023
Interest receivable	<u>79,602</u>	<u>66,852</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2024

6 Charitable activities

	2024	2023
	£	£
Staff and subcontractor costs	2,778,560	3,459,925
Depreciation and impairment	26,111	27,783
Equipment and direct project costs	221,052	140,430
Staff development and recruitment	3,606	11,553
Professional membership	2,410	4,117
Rent and rates	108,696	176,631
Telephone	3,443	4,064
Motor expenses	35,764	31,987
Travel and subsistence	27,376	27,999
Printing and postage	5,442	6,123
Office facilities and services	59,058	73,690
Connectivity costs	75,073	65,350
Miscellaneous expenses	7,904	12,046
Advertising and PR	126,389	132,654
Consultancy	65,396	74,788
Irrecoverable VAT	4,281	2,441
Event costs	129,215	128,029
	<u>3,679,774</u>	<u>4,379,610</u>
Share of support costs (see note 7)	809,552	817,893
Share of governance costs (see note 7)	25,348	27,750
	<u>4,514,674</u>	<u>5,225,253</u>
Analysis by fund		
Unrestricted funds	4,481,766	5,156,433
Restricted funds	32,908	68,820
	<u>4,514,674</u>	<u>5,225,253</u>

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2024**

7 Support costs

	Support costs	Governance	2024	Support costs	Governance	2023
	£	£	£	£	£	£
Subcontractor costs	556,563	-	556,563	571,137	-	571,137
Depreciation	19,666	-	19,666	20,749	-	20,749
Staff development and recruitment	4,460	-	4,460	8,075	-	8,075
Insurance	23,529	-	23,529	24,710	-	24,710
Bank charges	2,205	-	2,205	2,525	-	2,525
Netsuite charges	43,215	-	43,215	38,110	-	38,110
Irrecoverable VAT	9,728	-	9,728	915	-	915
Legal and professional fees	1,891	-	1,891	1,262	-	1,262
Connectivity costs	74,892	-	74,892	76,482	-	76,482
Other support costs	73,404	-	73,404	73,928	-	73,928
Audit and accountancy	-	25,348	25,348	-	27,750	27,750
	<u>809,552</u>	<u>25,348</u>	<u>834,900</u>	<u>817,893</u>	<u>27,750</u>	<u>845,643</u>
Analysed between						
Charitable activities	<u>809,552</u>	<u>25,348</u>	<u>834,900</u>	<u>817,893</u>	<u>27,750</u>	<u>845,643</u>

The Charity identifies all costs associated with its support and governance functions and allocates them entirely to the one charitable activity of IT solutions for disabled people.

Audit and accountancy includes audit fees of £21,250 (2023: £25,000) and £2,750 (2023: £2,750) in respect of assistance with the preparation of the financial statements. Fees were paid to HW Fisher for the provision of payroll services of £7,318 (2023 : £5,894).

8 Board

None of the Board (or any persons connected with them) received any remuneration during the year, and no trustee claimed expenses during the current or prior year.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2024**

9 Pension and other post-retirement benefit commitments

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund.

Contributions payable by the company for the year were £155,644 (2023: £176,693).

The expense has been allocated to unrestricted expenditure on the same basis as wages and salaries.

10 Employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
IT solutions for disabled people	64	75
Support staff	8	8
Total	<u>72</u>	<u>83</u>

Employment and subcontractor costs	2024	2023
	£	£
Wages and salaries	2,711,589	3,245,936
Social security costs	259,606	309,193
Other pension costs	155,644	176,693
	<u>3,126,840</u>	<u>3,731,822</u>
Subcontractor costs	202,628	299,240
	<u>3,329,468</u>	<u>4,031,062</u>

**ABILITYNET
 (A COMPANY LIMITED BY GUARANTEE)
 NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 31 DECEMBER 2024**

10 Employees (Continued)

The key management personnel of the Charity comprise the senior management team as detailed in the trustees' annual report.

Subcontractor costs are shown separately in note 10.

The total employee benefits including pension contributions and employers National Insurance costs of key management personnel was £571,656 (2023: £647,646). The highest paid member of the senior management team received benefits of £109,814 (2023: £155,304).

Redundancy costs for the year amounted to £7,306 (2023:£Nil)

The number of employees whose annual remuneration was £60,000 or more were:

	2024 Number	2023 Number
£60,000 to £69,999	1	1
£70,000 to £79,999	1	1
£80,000 to £89,999	2	2
£90,000 to £99,999	1	1
£100,000 to £109,999	-	-
£120,000 to £129,999	-	-
£130,000 to £139,999	-	1

**ABILITYNET
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2024**

11 Tangible fixed assets

	Assessment assets £	Office equipment £	Total £
Cost			
At 1 January 2024	146,120	141,595	287,715
Additions	-	11,096	11,096
Disposals	(44,162)	(20,764)	(64,926)
Transfer between categories	(450)	450	-
At 31 December 2024	<u>101,508</u>	<u>132,377</u>	<u>233,885</u>
Depreciation and impairment			
At 1 January 2024	115,762	105,646	221,408
Depreciation charged in the year	28,134	17,939	46,074
Eliminated in respect of disposals	(44,162)	(18,672)	(62,834)
Transfer between categories	(450)	450	-
At 31 December 2024	<u>99,285</u>	<u>105,363</u>	<u>204,648</u>
Carrying amount			
At 31 December 2024	<u>2,224</u>	<u>27,013</u>	<u>29,237</u>
At 31 December 2023	<u>30,358</u>	<u>35,949</u>	<u>66,307</u>

12 Debtors

	2024 £	2023 £
Amounts falling due within one year:		
Trade debtors	451,265	178,371
Other debtors	26,565	38,051
Prepayments and accrued income	148,120	172,215
	<u>625,950</u>	<u>388,637</u>

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2024**

13 Creditors: amounts falling due within one year

	2024	2023
	£	£
Other taxation and social security	191,822	162,256
Trade creditors	23,986	71,902
Other creditors	45,335	45,885
Accruals and deferred income	1,688,768	1,339,530
	<u>1,949,911</u>	<u>1,619,573</u>

14 Deferred income

	2024	2023
	£	£
Balance as at 1 January 2024	1,263,230	858,729
Amount released to income	(1,263,230)	(1,103,210)
Amount deferred in the year	1,601,119	1,507,711
Balance as at 31 December 2024	<u>1,601,119</u>	<u>1,263,230</u>

Deferred income consists of service agreements invoiced in advance of the service being provided. Deferred income forms part of accruals and deferred income in note 13 above.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2024**

15 Restricted funds

The income funds of the charity include restricted funds comprising the following movements on donations and grants given on trust for specific purposes:

	Movement in funds			Movement in funds			Balance at 31 December
	Balance at 1 January 2023	Incoming resources	Resources expended	Balance at 1 January 2024	Incoming resources	Resources expended	
	£	£	£	£	£	£	£
WCIT	2,516	-	-	2,516	-	(1,540)	976
United Way - Refugee Project	-	5,200	(5,200)	-	-	-	-
Other small projects	5,736	36,934	(42,170)	500	46,907	(31,368)	16,038
United Way - ISOC	-	21,450	(21,450)	-	-	-	-
	<u>8,252</u>	<u>63,584</u>	<u>(68,820)</u>	<u>3,016</u>	<u>46,907</u>	<u>(32,908)</u>	<u>17,014</u>

United Way - funding was for the ISOC programme "Joining Forces" connecting and supporting two vulnerable groups in society through the use of technology. There also was funding for the HP Refugee Project.

Restricted Grants from WCIT were for use to help fund tech demo days.

Other small projects includes funding received in the year for AbilityNet's IT Can Help service which enables the provision of free IT support to older people and people with disabilities of any age.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2024**

16 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2024	2024	2024	2023	2023	2023
	£	£	£	£	£	£
Fund balances at 31st December 2024 are represented by :						
Tangible assets	29,237		29,237	66,307	-	66,307
Current assets/ (liabilities)	1,405,319	17,014	1,422,333	1,564,339	3,016	1,567,355
	<u>1,434,556</u>	<u>17,014</u>	<u>1,451,570</u>	<u>1,630,646</u>	<u>3,016</u>	<u>1,633,662</u>

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2024**

17 Related party transactions

There were no disclosable related party transactions during the year (2023 - none).

18 Cash generated from operations	2024	2023
	£	£
(Deficit)/surplus for the year	(182,092)	(670,426)
Adjustments for:		
Investment income recognised in statement of financial activities	(79,602)	(66,852)
Depreciation of tangible fixed assets	46,074	48,532
(Profit)/loss on disposal of tangible fixed assets	1,727	-
Movements in working capital:		
Decrease/(increase) in debtors	(237,313)	299,029
Increase in creditors	330,338	262,173
Cash (absorbed by)/generated from operations	(120,868)	(127,544)

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2024**

19 Analysis of changes in net funds

	At 1 January 2024 £	Cash flows £	At 31 December 2024 £
Cash at bank and in hand	2,798,291	(51,996)	2,746,295
	<u>2,798,291</u>	<u>(51,996)</u>	<u>2,746,295</u>

ABILITYNET

England & Wales - Charity number 1067673

Accounts

Charity Registration No. 1067673 (England and Wales)

Charity Registration No. SC039866 (Scotland)

Company Registration No. 03469653 (England and Wales)

ABILITYNET

(A COMPANY LIMITED BY GUARANTEE)

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER 2023

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	A Brooks – Chairman M Evason K Kanodia A Orsi G Pedlingham O Purcell N Rumsey D Silverstone S Woodhams IBM UK Ltd The Information Technologists' Company
Patron	Martha Lane Fox, Baroness Lane-Fox of Soho CBE
President	David Livermore OBE
Vice President	Roger Jefcoate CBE DL
Chief Executive	Gary Moore
Secretary	Fiona Watson
Charity number	
England and Wales	1067673
Scotland	SC039866
Company number	03469653
Principal address	Microsoft Campus Thames Valley Park Reading RG6 1WG
Registered office	Acre House 11-15 William Road London NW1 3ER United Kingdom

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
LEGAL AND ADMINISTRATIVE INFORMATION

Auditor HW Fisher LLP
Acre House
11-15 William Road
London
NW1 3ER
United Kingdom

Bankers Coutts & Co
440 The Strand
London
WC2R 0QS

CCLA Investment Management Limited
Senator House
85 Queen Victoria Street
London
EC4V 4ET

Nationwide Building Society
Kings Park Road
Moulton Park
Northampton
NN3 6NW

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
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ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEE'S REPORT
FOR THE YEAR ENDED 31 DECEMBER 2023

The Trustees present their report and financial statements for the year ended 31 December 2023. The Trustees report includes the directors' report required under company law.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, applicable law and United Kingdom Accounting Standards including Statement of Recommended Practice (FRS 102), "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)".

Reference and administrative information

The charity is a company limited by guarantee registered in England and Wales under the number 03469653 at Companies House.

The charity is also registered with the Charity Commission in England and Wales under number 1067673 and with the Office of the Scottish Charity Regulator under number SC039866.

Trustees

The Trustees, who are also directors for the purpose of company law, who served during the year and up to the date of signature of the financial statements, were:

A Brooks – Chairman
M Evason
K Kanodia
A Orsi
G Pedlingham
O Purcell
N Rumsey
D Silverstone
S Woodhams
IBM UK Ltd
The Information Technologists' Company

None of the Trustees has any beneficial interest in the company. All the Trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

Chief Executive who served during the year: G Moore

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEE'S REPORT
FOR THE YEAR ENDED 31 DECEMBER 2023

Related parties

There were no related party transactions in the year.

Structure, governance and management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated in the UK, and registered as a charity in England and Wales as well as in Scotland. The company was established under a Memorandum of Association, which created the objects and powers of the charitable company and is governed by its Articles of Association.

Trustee recruitment, appointment, training and induction

AbilityNet currently has ten Trustees, who are also directors under company law; there are two Corporate Trustees being IBM (UK) Ltd and The Information Technologists' Company which each appoint a representative to the Board.

Other Trustees are selected for a range of skills to support the existing or emerging needs of AbilityNet. When a vacancy occurs, potential candidates are interviewed by a panel of Trustees.

Suitable individuals are briefed by the Chairman and Chief Executive before being proposed for appointment to the Board of Trustees. New Trustees receive a full briefing, including an induction pack containing the Memorandum and Articles, a copy of relevant policies with a glossary of terms and copies of minutes of previous meetings.

Management

Key management personnel comprise the Trustees and the senior management team.

The Chief Executive Officer is responsible for the charity's overall day to day management reporting to the Board. Key strategic decisions are taken to the Board for approval and where appropriate a sub-committee is formed to consider anything that requires additional input or that needs resolution.

The Board of Trustees (Directors) is responsible for the overall strategic direction and sound financial practices within the charity. The Trustees hold Board meetings on a quarterly basis; they also receive a Monthly Business Update from the Chief Executive which includes management accounts, a report on progress to date and any notable events in the coming period.

The Chairman, as the representative of the Board, also maintains regular contact with the Chief Executive and, where necessary, secures agreement from the Board for urgent action, unless already empowered by the Board to make the necessary decision.

Senior Managers are invited to Board meetings to provide briefings on different aspects of the charity's work. The Trustees provide advice and support to senior

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEE'S REPORT
FOR THE YEAR ENDED 31 DECEMBER 2023

managers whenever appropriate, so that their expertise and insights can be used to benefit the charity.

The senior management team who served during the year were:

G Moore (Chief Executive Officer)
M Comerford (Human Resources)
P Dalton (Sales)
D Henke-Reed (Accessibility)
A Low (Service Delivery)
J Muscroft – Retired 5 July 2023 (Finance)
F Watson – Appointed 23 May 2023 (Finance)
M Walker (Marketing & Portfolio)

Audit & Remuneration Committees

AbilityNet's governance structure includes an Audit Committee which considers the financial conduct of the organisation and related risks. The Committee meets at least twice a year, one of which is with the External Auditors to review and recommend approval of the Annual report and financial statements.

In addition, current plans and actions are discussed and considered, including emerging and existing financial, economic, and operational risks to the charity and the evaluation of their impact and likelihood. The committee decides if and how to include these on the charity's Risk Register. Actions are agreed where necessary and progress monitored on a regular basis.

During 2023 the AbilityNet Audit Committee was chaired by O Purcell. The Committee comprises four experienced Trustees as members and is attended by AbilityNet's Finance Director and Chief Executive. It reports to the Board of Trustees at the next available Board meeting.

The Remuneration Committee considers aspects of AbilityNet's remuneration policy and the reward package of the Chief Executive. The committee also agrees the general pay strategy for the charity to be followed by senior management. This committee is made up of four experienced Trustees and during 2023 was chaired by N Rumsey and met once. It reports to the Board of Trustees at the next available Board meeting.

Diversity & Equality

AbilityNet's desire and determination is to provide an inclusive environment to encourage equal opportunities for its employees. We aim to deal with internal and external stakeholders and members of the public free from bias in an open and accessible way.

To further this aim, AbilityNet provides training to its employees (mandatory) and Trustees on Diversity and Equality to add to the cultural awareness and understanding of this subject throughout the organisation.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEE'S REPORT
FOR THE YEAR ENDED 31 DECEMBER 2023

The Board of Trustees agree the context and strategic direction in this area, approving policies which underpin this across the charity. These are designed to inform and educate employees in our obligations under relevant legislation (e.g. Equality Act 2010) and to encourage an open and inclusive culture throughout the charity.

Safeguarding

AbilityNet is committed to enabling a safe and rewarding environment for its employees and volunteers. Our Safeguarding policy is designed to ensure everyone is treated fairly and respectfully. We also have a Whistle-blowing policy so that people can raise any concerns they have in confidence.

A number of our employees and volunteers carry out roles that may mean they encounter people who are considered to be vulnerable. We carry out regular criminal record checks for those employees and volunteers engaged in such roles.

We review the information in our Safeguarding policy every two years to ensure it is current and in line with best practice. The aim is to provide our staff and volunteers with the most up-to date knowledge and understanding, using guidance from the Government and the Charity Commission, adapting our approach accordingly.

How our objectives deliver public benefit.

We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

The Trustees have thought carefully about how planned activities will contribute to the aims and objectives they have set.

AbilityNet's work benefits a wide range of organisations, including the voluntary sector, public and commercial organisations, and individuals across the United Kingdom and elsewhere.

Our main objectives and activities and who we try to help are described in more detail below.

Objectives and activities

AbilityNet's purpose is to enable a world of digital inclusion by supporting disabled and older people to achieve everything they can at work, in education or at home.

Our ambition is to improve lives by recommending and demonstrating suitable technology to act as an enabler for those who need help.

AbilityNet is known for the extent of its services, deep expertise and insights, and for supporting a wide range of individual needs. Our staff and volunteers are experts who care; although our principal focus is the UK, our influence is global.

As more services move online, the potential for social and economic disadvantage increases for those struggling to access or use technology. We remain the only UK

ABILITYNET
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TRUSTEE'S REPORT
FOR THE YEAR ENDED 31 DECEMBER 2023

charity reaching out to help this pan-disability group with our strong motivation to ensure the technology they use, or wish to use, is accessible, usable, and inclusive.

How do we help?

We approach this in four ways:

- we help people with disabilities, older people and others to use technology in their homes, educational establishments, or workplace;
- we help companies and organisations adapt their digital services and content, so it is accessible and inclusive for everyone to use (mainly through our “paid-for” services);
- we provide support to our volunteers so they can help disabled and older people derive the most benefit from the technology they use or to which they have access;
- we promote the availability and uptake of inclusive and accessible technology.

The main areas we aim to influence are:

- encouraging the adoption of best practice in the design of accessible websites, mobile apps, systems, and content across industry sectors by following and promoting the standards of Web Content Accessibility Guidelines (“WCAG”);
- engaging with major technology companies to encourage them consistently to advance inclusion strategies in all their technologies and systems;
- enabling disabled and older people to make effective use of digital technologies at home, in work and education;
- stimulating organisations to provide a learning and enlightened environment for their IT and web design professionals to promote digital inclusion in all of their system development;
- encouraging employers to adopt reasonable adjustments in their workplace environments in which their disabled employees can maximise their potential.

Achievements and performance

Free Services

During 2023 we created impact through providing: free advice and information; accessibility advice; delivering assessments, training and webinars, home support visits, remote technical support and with our events and webinar programmes reaching many people using online platforms. By working with partners, we were able to leverage our capabilities to deliver greatest impact.

Advice and Information

We provided telephone support via our help line and information through our website which gives access to free factsheets, articles and blogs.

Our support service resolved 4,905 calls during 2023 versus 4,457 in the prior year.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEE'S REPORT
FOR THE YEAR ENDED 31 DECEMBER 2023

AbilityNet Volunteer programme ("IT Can help")

The "ITCanHelp" programme directly helps disabled and older people by providing IT support in their homes or remotely. The service ranges from advice on installing equipment to diagnosing and fixing problems and providing training. In 2023 we provided support on 3,533 occasions to disabled and older people with their IT needs.

Demand for our volunteers grew, supporting their communities directly as well as working with community partners to support the distribution of free devices to those in need. Our 476 volunteers (at the end of 2023) generated an increase of over 30% in the hours spent with our clients and community partners compared to 2022, either face to face or remotely.

We successfully delivered another year of our events programme covering a number of free webinars and training sessions on digital accessibility and disability-related topics.

Online services

We had 1.7m unique visitors to our online properties in 2023. Our free factsheets were downloaded 104,155 times, which provide advice and information about how computers and other digital technologies can help people with a range of conditions and impairments to achieve their goals.

We recorded 1.4m page views of MyComputerMyWay - our comprehensive, easy-to-use guide to the accessibility options available for free on computers, tablets and mobiles.

TechShare Pro

We hosted another very successful year of our TechShare Pro conference, bringing back a substantial in-person component to the experience. TechShare Pro attracts contributors and attendees from around the world, addressing many topics at the intersection of disability and technology.

The 7th AbilityNet TechShare Pro conference was a hybrid (online and in-person) event held over 3 days from 13th to 15th November 2023. The principal venue was HSBC's Canada Square headquarters in Canary Wharf.

In 2023, 78 speakers joined us in 40 different sessions including business leaders, marketers, accessibility leaders, disability charities, influencers, UK and European Governments, and more. The event included contributions from companies such as HSBC, Microsoft, Google, Sony, HSBC, Intuit, Crawford Technologies, Apple, Channel 4, WPP, Purple Goat, P&G, EY, Hargreaves Lansdown, Grant Thornton, BP and KPMG; and from other leading sector organisations such as Purple Space, BDF, Valuable 500, RNIB and many others.

Delegates and supporters report that they find the content in this conference very valuable, offering a high-profile platform to engage current and potential stakeholders in the topic of digital accessibility and related topics in the disability field.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEE'S REPORT
FOR THE YEAR ENDED 31 DECEMBER 2023

Public Benefit

Our estimate of the public benefit value of all of our free services delivered in 2023 under our measure is £1,864k versus £1,598k in 2022 (16.6% up year on year).

Our impact report for 2023 can be found using this link to our website: [AbilityNet Impact Report 2023 | AbilityNet](#)

Accessibility Services

Organisations from across the public, private and third sectors sought our advice and recommendations to enable them to deliver their online content in accessible and inclusive ways to the widest possible audience.

We provided a range of advice and consultancy services covering strategy, audit, user test and accreditation, not only for traditional web services but also for tablet and mobile apps, responding to market demands from both clients and end users.

Economic uncertainty in the UK during 2023 depressed demand for these services, with many companies reducing budgets and postponing projects. This significantly impacted our income and caused us to adjust our resources, leading to some redundancies during the year. Nevertheless, Accessibility continues to rise up the social and business agendas of many companies, influencing their approach and budgeting for digital services. They observe the impact through the legislation affecting Public Sector entities in this regard; they also see other jurisdictions such as the US and Canada including the private sector within the scope of their Accessibility legislation, as the European Commission is also in the process of enacting.

The work we undertake with companies to optimise the accessibility of their websites and apps continues indirectly to help improve the digital experience of substantial numbers of users. It is difficult to quantify the impact this has and so we do not estimate it here.

Assessment Services

During 2023, whilst still engaged in the DSA programme, we delivered 338 assessments to students under the scheme, mainly remotely but also including some face-to-face assessments.

The Disabled Student's Allowance (DSA) scheme was put out to public tender by the Student Loans Company in late 2022, with the result announced in 2023. Despite our innovative response to the tender, we were unsuccessful. We wound up our DSA programme during 2023, including making some staff redundant, which had a significant impact on our income.

Separately, we also provided remote workplace assessments for those with a disability or impairment to get into work or stay in work. This service helps employers, and their disabled staff identify end-to-end solutions for any reasonable adjustments to their working environment as well as recommendations in the use of equipment and helpful training.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEE'S REPORT
FOR THE YEAR ENDED 31 DECEMBER 2023

We helped 2,867 employees in various organisations with advice and recommendations to assist with their continued employment in 2023.

Plans for the future

Our funding continues to be dominated by our chargeable services in the areas of Accessibility and Workplace and we believe this will continue in 2024. We will continue to deliver to our existing and new clients a range of services for helping them achieve on-line compliance and improving the accessibility of their web, mobile, tablet and application services.

We also intend to continue growing our activities with funded projects with social goals consistent with our charitable objectives, whether privately or publicly funded.

As technology evolves, so does best practice in the field of accessibility and we will continue to invest in the recruitment and development of skilled expertise and in systems and processes to help our consultants effectively support clients.

Review of financial position

The Summary of the year ended 31 December 2023 is as follows:

- Incoming Resources amounted to £4,554,827 (2022 £5,727,697).
- Outgoing Resources amounted to £5,225,253 (2022 £5,582,739).
- A loss recorded of £670,426 (2022 surplus recorded of £144,958) after depreciation costs.

At the Balance Sheet date the Charity's total funds amounted to £1,633,662 (2022: £2,304,088) Free Reserves amounted to £1,564,339 (2022: £2,209,902).

Fundraising Compliance

AbilityNet recognises that the generosity of our donors and partners is a critical constituent of our funding which enables us to carry out our charitable activities. We will continue to seek a diverse range of sources of income for our charitable activities.

Whilst our aim is to maximise our income, we recognise that on very rare occasions we may consider refusing a donation or other involvement with a sponsor or a particular activity. In such an instance we will act with utmost integrity; we will respect any matters of legitimate confidentiality and, in conducting all discussions and conveying the decision, will aim to respect the dignity of the prospective donor and/or partner.

We had no occasions in 2023 to refuse any donations.

We seek to adhere to the highest standards of fundraising practice. Our fundraising activities comply with the standards in the Code of Fundraising Practice.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEE'S REPORT
FOR THE YEAR ENDED 31 DECEMBER 2023

We have received no complaints about our fundraising this year. We also pay close attention to the changing regulatory environment to ensure that we remain compliant with best practice and that any fundraising is transparent, honest, and non-intrusive.

We did not employ professional fundraising agencies, with the majority of fundraising activities planned and delivered in-house.

Reserves policy

The charity's ambition in the medium to longer term is to provide six months' cover of the charity's day to day average running costs.

Our free reserves (being Unrestricted Reserves excluding Fixed Assets) as at 31 December 2023 stood at £1,564,339 versus £2,209,902 prior year, providing 4.2 months' cover of an average of our last 3 month's operating costs, versus 5.2 months from the year before.

The Board remains committed to strengthening our reserves and working towards attaining the objective set in the policy.

Risk factors

The Trustees and Management keep the risks to which the charity is exposed under review and have established monitoring processes to understand and mitigate those risks. Strategic and shorter-term plans are reviewed on a regular basis.

The Trustees have identified that a key risk is the concentration of commercial income, that is contract backed, from a small number of sources. Working with the Management team we continue to make progress to diversify the customer base and grow alternative sources of income through developing and delivering new services into the accessibility arena.

Risk Management is an integral part of the management process and is underpinned by timely reporting and regular Senior Leadership meetings. Mitigation of risk is actively monitored with regular reporting at Board and Finance Committee meetings.

Going Concern

The Trustees are satisfied that the restructuring and cost mitigation actions enacted since the Charity learned it was unsuccessful in its collaborative bid to win the DSA tender and changing market conditions, have significantly reduced costs. This is kept under regular review with Senior Management. Additionally, the Trustees are satisfied that the Charity's efforts to expand activities in its chargeable services, given the anticipated impact of further cultural and regulatory changes for corporate customers in the coming years, will in the medium term, place the Charity on a firm financial footing.

Accordingly, at the time of approving the financial statements, the Trustees are content that the company has adequate resources, to continue in operation for the foreseeable

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEE'S REPORT
FOR THE YEAR ENDED 31 DECEMBER 2023

future. Thus, the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Disclosure of information to the auditor

Each of the Trustees (Directors) has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information.

Auditor

The Board Finance Committee has responsibility for monitoring the independence and objectivity of the external auditor and the effectiveness of the Audit process and fixing its remuneration. The auditor, HW Fisher LLP, is deemed to be reappointed under section 487(2) of the Companies Act 2006. Notwithstanding this in line with FRC guidance and good governance the committee has resolved to undertake a review of the current arrangements.

On behalf of the board of Trustees

Owen Purcell

Owen Purcell
Trustee

24 Apr 2024

Date:

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 DECEMBER 2023

The trustees, who are also the directors of AbilityNet for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Board to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Board are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Board are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS AND TRUSTEES OF ABILITYNET

Opinion

We have audited the financial statements of AbilityNet (the 'charity') for the year ended 31 December 2023 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE MEMBERS AND TRUSTEES OF ABILITYNET**

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The Board are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) require us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Board were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE MEMBERS AND TRUSTEES OF ABILITYNET**

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE MEMBERS AND TRUSTEES OF ABILITYNET**

As part of our planning process:

- We enquired of management the systems and controls the charity has in place, the areas of the financial statements that are most susceptible to the risk of irregularities and fraud, and whether there was any known, suspected or alleged fraud. The charity did not inform us of any known, suspected or alleged fraud.
- We obtained an understanding of the legal and regulatory frameworks applicable to the company. We determined that the following were most relevant: the Charity SORP, FRS 102, Charities Act 2011, Companies Act 2006, the Charities and Trustees (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).
- We considered the incentives and opportunities that exist in the charity, including the extent of management bias, which present a potential for irregularities and fraud to be perpetuated, and tailored our risk assessment accordingly.
- Using our knowledge of the charity, together with the discussions held with the charity at the planning stage, we formed a conclusion on the risk of misstatement due to irregularities including fraud and tailored our procedures according to this risk assessment.

The key procedures we undertook to detect irregularities including fraud during the course of the audit included:

- Identifying and testing journal entries and the overall accounting records, in particular those that were significant and unusual.
- Reviewing the financial statement disclosures and determining whether accounting policies have been appropriately applied.
- Testing key revenue lines, in particular cut-off, for evidence of management bias.
- Performing a physical verification of key assets items.
- Assessing the extent of compliance, or lack of, with the relevant laws and regulations.
- Assessing the validity of the classification of income, expenditure, assets and liabilities between unrestricted and restricted funds.
- Obtaining third-party confirmation of material bank balances.
- Documenting and verifying all significant related party balances and transactions.
- Reviewing documentation such as the charity board minutes for discussions of irregularities including fraud.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements even though we have properly planned and performed our audit in accordance with auditing standards. The primary responsibility for the prevention and detection of irregularities and fraud rests with the trustees of the charity.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE MEMBERS AND TRUSTEES OF ABILITYNET**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company, the charitable company's members as a body, and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Carol Rudge

**Carol Rudge (Senior Statutory Auditor)
for and on behalf of HW Fisher LLP**

Chartered Accountants

Statutory Auditor

Acre House

11-15 William Road

London

NW1 3ER

United Kingdom

24 Apr 2024
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ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 DECEMBER 2023

Current financial year

	Notes	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Total 2022 £
<u>Income from:</u>					
Voluntary income	3	299,509	63,584	363,093	308,637
Charitable activities	4	4,124,882	-	4,124,882	5,407,792
Investments	5	66,852	-	66,852	11,268
Total income		4,491,243	63,584	4,554,827	5,727,697
<u>Expenditure on:</u>					
<u>Charitable activities</u>					
IT solutions for disabled people	6	5,156,433	68,820	5,225,253	5,582,739
Total charitable expenditure		5,156,433	68,820	5,225,253	5,582,739
Net (expenditure)/income for the year/ Net movement in funds		(665,190)	(5,236)	(670,426)	144,958
Fund balances at 1 January 2023		2,295,836	8,252	2,304,088	2,159,130
Fund balances at 31 December 2023		1,630,646	3,016	1,633,662	2,304,088

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED)
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 DECEMBER 2023

Prior financial year

	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
<u>Income from:</u>				
Voluntary income	3	247,010	61,627	308,637
Charitable activities	4	5,407,792	-	5,407,792
Investments	5	11,268	-	11,268
Total income		5,666,070	61,627	5,727,697
<u>Expenditure on:</u>				
<u>Charitable activities</u>				
IT solutions for disabled people	6	5,525,498	57,241	5,582,739
Total charitable expenditure		5,525,498	57,241	5,582,739
Net income for the year/ Net movement in funds		140,572	4,386	144,958
Fund balances at 1 January 2022		2,155,264	3,866	2,159,130
Fund balances at 31 December 2022		2,295,836	8,252	2,304,088

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
BALANCE SHEET
AS AT 31 DECEMBER 2023

	Notes	2023		2022	
		£	£	£	£
Fixed assets					
Tangible assets	11		66,307		85,934
Current assets					
Debtors	12	388,637		687,666	
Cash at bank and in hand		2,798,291		2,893,041	
		<u>3,186,928</u>		<u>3,580,707</u>	
Creditors: amounts falling due within one year	13	<u>(1,619,573)</u>		<u>(1,362,553)</u>	
Net current assets			1,567,355		2,218,154
Total assets less current liabilities			<u>1,633,662</u>		<u>2,304,088</u>
Income funds					
Restricted funds	16		3,016		8,252
Unrestricted funds			1,630,646		2,295,836
			<u>1,633,662</u>		<u>2,304,088</u>

24 Apr 2024

The financial statements were approved by the Board on

Owen Purcell

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Owen Purcell
Trustee

Company Registration No. 03469653

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 DECEMBER 2023

	Notes	2023		2022	
		£	£	£	£
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	20		(127,544)		264,971
Investing activities					
Purchase of tangible fixed assets		(29,452)		(100,961)	
Proceeds on disposal of tangible fixed assets		547		-	
Investment income received		66,852		11,268	
Net cash generated from/(used in) investing activities			37,947		(89,693)
Financing activities					
Payment of obligations under finance leases		(5,153)		(22,736)	
Net cash used in financing activities			(5,153)		(22,736)
Net (decrease)/increase in cash and cash equivalents			(94,750)		152,542
Cash and cash equivalents at beginning of year			2,893,041		2,740,499
Cash and cash equivalents at end of year			2,798,291		2,893,041

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2023

1 Accounting policies

Charity information

AbilityNet is a private company limited by guarantee incorporated in England and Wales. The principal address is Microsoft Campus, Thames Valley Park, Reading, RG6 1WG, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended) and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest GB pound sterling.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

1.2 Going concern

The Trustees are satisfied that the restructuring and cost mitigation actions enacted since the Charity learned it was unsuccessful in its collaborative bid to win the DSA tender and changing market conditions, have significantly reduced costs. This is kept under regular review with Senior Management. Additionally, the Trustees are satisfied that the Charity's efforts to expand activities in its chargeable services, given the anticipated impact of further cultural and regulatory changes for corporate customers in the coming years, will in the medium term, place the Charity on a firm financial footing.

Accordingly, at the time of approving the financial statements, the Trustees are content that the company has adequate resources, to continue in operation for the foreseeable future. Thus, the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2023

1 Accounting policies

(Continued)

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the Charity's work or for specific projects being undertaken by the Charity.

1.4 Incoming resources

All incoming resources are included in the statement of financial activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary resources are included in the statement of financial activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy.

The value of services provided by volunteers has not been included in these financial statements.

Intangible income (such as rent-free accommodation) is included where a third party is bearing the cost of supplying the resources and the resources can be valued with reasonable accuracy.

Investment income is included when receivable.

Incoming resources from charitable trading activities are accounted for when earned.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the Bank.

1.5 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Expenditure on charitable activities includes the costs of the delivery of its activities and services for its beneficiaries.

All support costs are allocated to the one charitable activity of IT solutions for disabled people.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2023

1 Accounting policies **(Continued)**

1.6 Tangible fixed assets

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as below.

A full year's charge is not accounted for in the year of acquisition. Instead, the depreciation charge is time apportioned based on the month of purchase of the tangible fixed asset.

Assessment assets	On a straight line basis over their estimated life of 1-3 years.
Office equipment	On a straight line basis over their estimated life of 1-3 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Cash and cash equivalents

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. These financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2023

1 Accounting policies

(Continued)

1.10 Leases

Leases are classified as finance leases whenever the terms of the lease transfer substantially all the risks and rewards of ownership to the lessees. All other leases are classified as operating leases.

Assets held under finance leases are recognised as assets at the lower of the fair value of the assets at the date of inception and the present value of the minimum lease payments. The related liability is included in the balance sheet as a finance lease obligation. Lease payments are treated as consisting of capital and interest elements. The interest is charged to net income/(expenditure) for the year so as to produce a constant periodic rate of interest on the remaining balance of the liability.

1.11 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered and provision for bad and doubtful debts.

Prepayments are valued at the amount prepaid net of any trade discounts due.

1.12 Creditors and provisions

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

1.13 Foreign exchange

Transactions denominated in foreign currencies are recorded at the rate ruling at the date of the transaction.

Monetary assets and liabilities denominated in foreign currencies are translated into sterling at the rates of exchange ruling at the balance sheet date. All differences are included in net incoming resources.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2023

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Board are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

There were no critical accounting estimates.

3 Voluntary income

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2023	2023	2023	2022	2022	2022
	£	£	£	£	£	£
Donations and gifts	32,564	63,584	96,148	50,589	61,627	112,216
Intangible income	266,945	-	266,945	196,421	-	196,421
	<u>299,509</u>	<u>63,584</u>	<u>363,093</u>	<u>247,010</u>	<u>61,627</u>	<u>308,637</u>

Intangible income comprises primarily free office facilities, software and services as well as equipment.

Intangible income

Microsoft	50,000	-	50,000	26,300	-	26,300
Google Ads	85,549	-	85,549	87,621	-	87,621
Free software and hardware	95,792	-	95,792	82,500	-	82,500
Techshare Pro						
Venue & Catering	35,604	-	35,604	-	-	-
	<u>266,945</u>	<u>-</u>	<u>266,945</u>	<u>196,421</u>	<u>-</u>	<u>196,421</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2023

4 Charitable activities

	IT solutions for disabled people 2023 £	IT solutions for disabled people 2022 £
Fees from services provided	3,968,656	5,275,861
Event income	156,226	131,931
	<u>4,124,882</u>	<u>5,407,792</u>

Event income includes TechShare Pro £156,226 (2022: £131,931).

5 Investments

	Unrestricted funds 2023 £	Unrestricted funds 2022 £
Interest receivable	66,852	11,268
	<u>66,852</u>	<u>11,268</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2023

6 Charitable activities

	2023 £	2022 £
Staff and subcontractor costs	3,459,925	3,731,682
Depreciation and impairment	27,783	27,451
Equipment and direct project costs	140,430	147,148
Staff development and recruitment	11,553	35,204
Professional membership	4,117	4,341
Rent and rates	176,631	237,005
Telephone	4,064	5,582
Motor expenses	31,987	20,362
Travel and subsistence	27,999	19,433
Printing and postage	6,123	2,839
Office facilities and services	73,690	52,776
Connectivity costs	65,350	62,259
Miscellaneous expenses	12,046	11,176
Advertising and PR	132,654	161,087
Consultancy	74,788	108,289
Irrecoverable VAT	2,441	4,119
Event costs	128,029	113,157
	<u>4,379,610</u>	<u>4,743,910</u>
Share of support costs (see note 7)	817,893	820,829
Share of governance costs (see note 7)	27,750	18,000
	<u>5,225,253</u>	<u>5,582,739</u>
Analysis by fund		
Unrestricted funds	5,156,433	5,525,498
Restricted funds	68,820	57,241
	<u>5,225,253</u>	<u>5,582,739</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2023

7 Support costs

	Support costs	Governance costs	2023	Support costs	Governance costs	2022
	£	£	£	£	£	£
Staff and subcontractor costs	571,137	-	571,137	548,493	-	548,493
Depreciation	20,749	-	20,749	33,020	-	33,020
Staff development and recruitment	8,075	-	8,075	13,914	-	13,914
Insurance	24,710	-	24,710	22,380	-	22,380
Bank charges	2,525	-	2,525	3,107	-	3,107
Netsuite charges	38,110	-	38,110	36,982	-	36,982
Irrecoverable VAT	915	-	915	1,038	-	1,038
Legal and professional fees	1,262	-	1,262	4,912	-	4,912
Connectivity costs	76,482	-	76,482	70,964	-	70,964
Other support costs	73,928	-	73,928	86,019	-	86,019
Audit and accountancy	-	27,750	27,750	-	18,000	18,000
	<u>817,893</u>	<u>27,750</u>	<u>845,643</u>	<u>820,829</u>	<u>18,000</u>	<u>838,829</u>
Analysed between Charitable activities	<u>817,893</u>	<u>27,750</u>	<u>845,643</u>	<u>820,829</u>	<u>18,000</u>	<u>838,829</u>

The Charity identifies all costs associated with its support and governance functions and allocates them entirely to the one charitable activity of IT solutions for disabled people.

Audit and accountancy includes audit fees of £25,000 (2022: £15,500) and £2,750 (2022: £2,500) in respect of assistance with the preparation of the financial statements. In addition, fees were paid for the provision of payroll services of £5,894 (2022 £4,200).

8 Board

None of the Board (or any persons connected with them) received any remuneration during the year, and no trustee claimed expenses during the current or prior year.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2023

9 Pension and other post-retirement benefit commitments

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund.

Contributions payable by the company for the year were £176,693 (2022: £160,516).

The expense has been allocated to unrestricted expenditure on the same basis as wages and salaries.

10 Employees

The average monthly number of employees during the year was:

	2023	2022
	Number	Number
IT solutions for disabled people	75	76
Support staff	8	8
	<hr/>	<hr/>
Total	83	84
	<hr/> <hr/>	<hr/> <hr/>

Employment and subcontractor costs

	2023	2022
	£	£
Wages and salaries	3,245,936	3,073,189
Social security costs	309,193	307,659
Other pension costs	176,693	160,516
	<hr/>	<hr/>
	3,731,822	3,541,364
Subcontractor costs	299,240	738,811
	<hr/>	<hr/>
	4,031,062	4,280,175
	<hr/> <hr/>	<hr/> <hr/>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2023

10 Employees

(Continued)

The key management personnel of the Charity comprise the senior management team as detailed in the trustees' annual report.

Subcontractor costs are shown separately in note 10.

The total employee benefits including pension contributions and employers National Insurance costs of key management personnel was £647,646 (2022: £678,866). The highest paid member of the senior management team received benefits of £155,304 (2022: £145,456).

The number of employees whose annual remuneration was £60,000 or more were:

	2023	2022
	Number	Number
£60,000 to £69,999	1	2
£70,000 to £79,999	1	2
£80,000 to £89,999	2	1
£90,000 to £99,999	1	-
£100,000 to £109,999	-	1
£120,000 to £129,999	-	1
£130,000 to £139,999	1	-
	<u> </u>	<u> </u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2023

11 Tangible fixed assets

	Assessment assets £	Office equipment £	Total £
Cost			
At 1 January 2023	191,553	201,947	393,500
Additions	-	29,452	29,452
Disposals	(27,903)	(107,334)	(135,237)
Transfer between categories	(17,530)	17,530	-
	<u>146,120</u>	<u>141,595</u>	<u>287,715</u>
Depreciation and impairment			
At 1 January 2023	129,643	177,923	307,566
Depreciation charged in the year	31,462	17,070	48,532
Eliminated in respect of disposals	(31,112)	(103,578)	(134,690)
Transfer between categories	(14,231)	14,231	-
	<u>115,762</u>	<u>105,646</u>	<u>221,408</u>
Carrying amount			
At 31 December 2023	<u>30,358</u>	<u>35,949</u>	<u>66,307</u>
At 31 December 2022	<u>61,910</u>	<u>24,024</u>	<u>85,934</u>

The net book value of fixed assets held under finance lease at the year end is £nil (2022: £11,499).

12 Debtors

	2023 £	2022 £
Amounts falling due within one year:		
Trade debtors	178,371	325,904
Other debtors	38,051	49,428
Prepayments and accrued income	172,215	312,334
	<u>388,637</u>	<u>687,666</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2023

13 Creditors: amounts falling due within one year

		2023 £	2022 £
Obligations under finance leases	14	-	5,153
Other taxation and social security		162,256	274,387
Trade creditors		71,902	73,926
Other creditors		45,885	49,192
Accruals and deferred income		1,339,530	959,895
		<u>1,619,573</u>	<u>1,362,553</u>

14 Finance lease commitments

Future minimum lease payments due under finance leases:

	2023 £	2022 £
Within one year	-	5,153
	<u>-</u>	<u>5,153</u>

Finance lease payments represent payments made by the Charity for the acquisition of tangible fixed assets. The term is for 36 months. Payments are made monthly with an effective interest rate of 2.77%

15 Deferred income

	2023 £	2022 £
Balance as at 1 January 2023	858,729	696,934
Amount released to income	(1,103,210)	(1,167,763)
Amount deferred in the year	1,507,711	1,329,558
	<u>1,263,230</u>	<u>858,729</u>

Deferred income consists of service agreements invoiced in advance of the service being provided. Deferred income forms part of accruals and deferred income in note 13 above.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2023**

16 Restricted funds

The income funds of the charity include restricted funds comprising the following movements on donations and grants given on trust for specific purposes:

	Movement in funds		Movement in funds		Movement in funds		Balance at 31 December 2023
	Balance at 1 January 2022	Incoming resources	Resources expended	Balance at 1 January 2023	Incoming resources	Resources expended	
	£	£	£	£	£	£	£
WCIT	2,516	-	-	2,516	-	-	2,516
United Way - Refugee Project	-	-	-	-	5,200	(5,200)	-
Other small projects	1,350	61,627	(57,241)	5,736	36,934	(42,170)	500
United Way - ISOC	-	-	-	-	21,450	(21,450)	-
	<u>3,866</u>	<u>61,627</u>	<u>(57,241)</u>	<u>8,252</u>	<u>63,584</u>	<u>(68,820)</u>	<u>3,016</u>

United Way - funding was for the ISOC programme "Joining Forces" connecting and supporting two vulnerable groups in society through the use of technology. There also was funding for the HP Refugee Project.

Restricted Grants from WCIT were for use to help fund tech demo days.

Other small projects includes funding received in the year for AbilityNet's IT Can Help service which enables the provision of free IT support to older people and people with disabilities of any age.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2023

17 Analysis of net assets between funds

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Fund balances at 31 December 2023 are represented by:						
Tangible assets	66,307	-	66,307	85,934	-	85,934
Current assets/ (liabilities)	1,564,339	3,016	1,567,355	2,209,902	8,252	2,218,154
	<u>1,630,646</u>	<u>3,016</u>	<u>1,633,662</u>	<u>2,295,836</u>	<u>8,252</u>	<u>2,304,088</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2023

18 Operating lease commitments

At the reporting date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2023 £	2022 £
Within one year	-	40,171
Between two and five years	-	183,605
	<u>-</u>	<u>223,776</u>
	<u><u>-</u></u>	<u><u>223,776</u></u>

19 Related party transactions

There were no disclosable related party transactions during the year (2022 - none).

20 Cash generated from operations

	2023 £	2022 £
(Deficit)/surplus for the year	(670,426)	144,958
Adjustments for:		
Investment income recognised in statement of financial activities	(66,852)	(11,268)
Depreciation and impairment of tangible fixed assets	48,532	60,471
Movements in working capital:		
Decrease/(increase) in debtors	299,029	(51,859)
Increase in creditors	262,173	122,669
	<u>299,029</u>	<u>(51,859)</u>
	<u>262,173</u>	<u>122,669</u>
Cash (absorbed by)/generated from operations	<u><u>(127,544)</u></u>	<u><u>264,971</u></u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2023

21 Analysis of changes in net funds

	At 1 January 2023 £	Cash flows £	At 31 December 2023 £
Cash at bank and in hand	2,893,041	(94,750)	2,798,291
Obligations under finance leases	(5,153)	5,153	-
	<u>2,887,888</u>	<u>(89,597)</u>	<u>2,798,291</u>

ABILITYNET

England & Wales - Charity number 1067673

Accounts

Charity Registration No. 1067673 (England and Wales)

Charity Registration No. SC039866 (Scotland)

Company Registration No. 03469653 (England and Wales)

ABILITYNET

(A COMPANY LIMITED BY GUARANTEE)

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER 2022

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
LEGAL AND ADMINISTRATIVE INFORMATION**

Trustees	A Brooks – Chairman K Kanodia A Orsi G Pedlingham O Purcell N Rumsey D Silverstone S Woodhams IBM UK Ltd (represented by M Evason) The Information Technologists' Company (represented by P Jagger)
Patron	Martha Lane Fox, Baroness Lane-Fox of Soho CBE
President	David Livermore OBE
Vice President	Roger Jefcoate CBE DL
Chief Executive	Gary Moore
Secretary	John Muscroft
Charity number	
England and Wales	1067673
Scotland	SC039866
Company number	03469653
Principal address	Microsoft Campus Thames Valley Park Reading RG6 1WG
Registered office	Acre House 11-15 William Road London NW1 3ER United Kingdom

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
LEGAL AND ADMINISTRATIVE INFORMATION

Auditor HW Fisher LLP
Acre House
11-15 William Road
London
NW1 3ER
United Kingdom

Bankers Coutts & Co
440 The Strand
London
WC2R 0QS

CCLA Investment Management Limited
Senator House
85 Queen Victoria Street
London
EC4V 4ET

Nationwide Building Society
Kings Park Road
Moulton Park
Northampton
NN3 6NW

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
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ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEE'S REPORT
FOR THE YEAR ENDED 31 DECEMBER 2022

The Trustees present their report and financial statements for the year ended 31 December 2022. The Trustees report includes the directors' report required under company law.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, applicable law and United Kingdom Accounting Standards including Statement of Recommended Practice (FRS 102), "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)".

Reference and administrative information

The charity is a company limited by guarantee registered in England and Wales under the number 03469653 at Companies House.

The charity is also registered with the Charity Commission in England and Wales under number 1067673 and with the Office of the Scottish Charity Regulator under number SC039866.

Trustees

The Trustees, who are also directors for the purpose of company law, who served during the year, were:

A Brooks – Chairman

M Bernard (resigned 27 July 2022)

K Kanodia

A Orsi (appointed 26 September 2022)

G Pedlingham

O Purcell

N Rumsey

D Silverstone

S Woodhams

IBM UK Ltd (represented by M Evason)

Microsoft Ltd (represented by S Foxall) - resigned 18 February 2022

The Information Technologists' Company (represented by P Jagger)

None of the Trustees has any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

Chief Executive who served during the year: G Moore

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEE'S REPORT
FOR THE YEAR ENDED 31 DECEMBER 2022

Related parties

These are set out in note 19.

Structure, governance and management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated in the UK and registered as a charity in England and Wales as well as in Scotland. The company was established under a Memorandum of Association, which created the objects and powers of the charitable company and is governed by its Articles of Association.

Trustee recruitment, appointment, training and induction

AbilityNet currently has ten Trustees, who are also directors under company law; there are two Corporate Trustees being IBM (UK) Ltd and The Information Technologists' Company which each appoint a representative to the Board. Microsoft Ltd were also a Corporate Trustee at the start of 2022 but resigned from the Board in February 2022.

Other Trustees are selected for a range of skills to support the existing or emerging needs of AbilityNet. When a vacancy occurs, potential candidates are interviewed by a panel of Trustees.

Suitable individuals are briefed by the Chairman and Chief Executive before being proposed for appointment to the Board of Trustees. New Trustees receive a full briefing, including an induction pack containing the Memorandum and Articles, a copy of relevant policies with a glossary of terms and copies of minutes of previous meetings.

Management

Key management personnel comprise the Trustees and the senior management team.

The Chief Executive Officer is responsible for the charity's overall day to day management reporting to the Board. Key strategic decisions are taken to the Board for approval and where appropriate a sub-committee is formed to consider anything that requires additional input or that needs resolution.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEE'S REPORT
FOR THE YEAR ENDED 31 DECEMBER 2022

The Board of Trustees (Directors) are responsible for the overall strategic direction and sound financial practices within the charity. They hold Board meetings on a quarterly basis and receive a Monthly Business Update from the Chief Executive which includes management accounts, a report on progress to date and any notable events in the coming period.

The Chairman, as the representative of the Board, also maintains regular contact with the Chief Executive and, where necessary, secures agreement from the Board for urgent action, unless already empowered by the Board to make the necessary decision.

Senior Managers are invited to Board meetings to provide briefings on different aspects of the charity's work. The Trustees provide advice and support to senior managers whenever appropriate, so that their expertise and insights can be used to benefit the charity.

The senior management team who served during the year were:

G Moore (Chief Executive Officer)
M Comerford (Human Resources)
P Dalton (Sales)
D Henke-Reed (Accessibility)
A Low (Service Delivery)
J Muscroft (Finance)
M Walker (Marketing & Portfolio)

Audit Committee

AbilityNet's governance structure includes an Audit Committee which considers the financial conduct of the organisation and related risks.

The Committee meets at least twice a year, one of which is with the External Auditors to review and recommend approval of the Annual report and financial statements.

In addition, current plans and actions are discussed and considered, including emerging and existing financial, economic and operational risks to the charity and the evaluation of their impact and likelihood. The committee decides if and how to include these on the charity's Risk Register. Actions are agreed where necessary and progress monitored on a regular basis.

During 2022 the AbilityNet Audit Committee was chaired by O Purcell. The Committee comprises four experienced Trustees as members and is attended by AbilityNet's Finance Director and Chief Executive. It reports to the Board of Trustees at the next available Board meeting.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEE'S REPORT
FOR THE YEAR ENDED 31 DECEMBER 2022

Remuneration Committee

The Remuneration Committee considers aspects of AbilityNet's remuneration policy and the reward package of the Chief Executive. The committee also agrees the general pay strategy for the charity to be followed by senior management. This committee is made up of four experienced Trustees and during 2022 was chaired by N Rumsey and met once. It reports to the Board of Trustees at the next available Board meeting.

Diversity & Equality

AbilityNet's desire and determination is to provide an inclusive environment to encourage equal opportunities for its employees. We aim to deal with internal and external stakeholders and members of the public free from bias in an open and accessible way.

To further this aim, AbilityNet provides training to its employees (mandatory) and Trustees on Diversity and Equality to add to the cultural awareness and understanding of this subject throughout the organisation.

The Board of Trustees agree the context and strategic direction in this area, approving policies which underpin this across the charity. These are designed to inform and educate employees in our obligations under relevant legislation (e.g. Equality Act 2010) and to encourage an open and inclusive culture throughout the charity.

Safeguarding

AbilityNet is committed to enabling a safe and rewarding environment for its employees and volunteers. Our Safeguarding policy is designed to ensure everyone is treated fairly and respectfully and we also have a Whistle-blowing policy so that people can raise any concerns they have confidentially.

A number of our employees and volunteers carry out roles that may mean they encounter people who are considered to be vulnerable. We carry out regular criminal record checks for those employees and volunteers engaged in such roles.

We formally review the information in our Safeguarding policy every two years to ensure it is current and in line with best practice. The aim is to provide our staff and volunteers with the most up-to date knowledge and understanding, using guidance from the Government and the Charity Commission adapting our approach accordingly.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEE'S REPORT
FOR THE YEAR ENDED 31 DECEMBER 2022

How our objectives deliver public benefit

We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

The Trustees have thought carefully about how planned activities will contribute to the aims and objectives they have set.

AbilityNet's work benefits a wide range of organisations, including the voluntary sector, public and commercial organisations and individuals across the United Kingdom and elsewhere.

Our main objectives and activities and who we try to help are described in more detail below.

Objectives and activities

AbilityNet's purpose is to enable a world of digital inclusion by supporting disabled and older people to achieve everything they can at work, in education or at home.

Our ambition is to improve lives by recommending and demonstrating suitable technology to act as an enabler for those who need help.

We are known for the extent of our services, deep expertise and insights, and for supporting a wide range of individual needs. Our staff and volunteers are experts who care and although our principal focus is the UK, our influence is global.

As more services have moved online, the potential for social and economic disadvantage increases for those struggling to use technology. We remain the only UK charity reaching out to help this pan-disability group across the UK with our strong desire to ensure the technology they use, or wish to use, is accessible, usable and inclusive.

How do we help?

We approach this in four ways:

- we help the disabled, older people and others use technology in their homes, educational establishments or workplace;
- we help companies and organisations adapt their digital services and content so it is accessible and inclusive for everyone to use;
- we provide support to our volunteers so they can help disabled and older people derive the most benefit from the technology they use or to which they have access;
- we promote the availability and uptake of inclusive and accessible technology.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEE'S REPORT
FOR THE YEAR ENDED 31 DECEMBER 2022

Achievements and performance

Demand for our services in supporting clients on their Accessibility projects continued to grow in 2022 from both our established customers and a growing interest from new ones as well.

We saw continued turbulence in the Disabled Students' Allowance ("DSA") assessment sector with additional centres being opened as a result of service providers preparing for the release of the tender for the service by Student Loans Company. Consequently, in this sector we saw our revenues being significantly impacted in this area when compared to 2021.

However, we did see an upturn in our Workplace service revenues as referrals increased as more people were back working in offices.

Our training and workplace revenues also increased during 2022.

We successfully completed another year of our events programme covering a number of free webinars on digital accessibility and related topics and hosted another very successful year of our TechShare Pro conference, attracting more online interest than in previous years.

We showed growth in the public benefit value from our free services with demand for our volunteers supporting their communities as well as working with community partners to support the distribution of free tablets to those in need.

Our staff engagement has remained strong with positive feedback on the charity's culture.

The charity was able to deliver the following:

- Our volunteers provided an increase of over 6% in the hours spent with our clients and community partners, either face to face or remotely from a base of 378 volunteers at the end of the financial year.
- TechShare Pro enhanced its reputation as Europe's premier event for promoting and discussing Accessibility and accessible design with even more online attendees than in previous years.
- We also saw demand for our Accessibility services increase by over 7% against 2021 with ever more companies recognising the commercial importance of inclusive website and mobile application design whilst matching some of their social impact plans from their ESG agendas.

Our impact report for 2022 can be found using this link to our website:

<https://abilitynet.org.uk/about/abilitynet-impact-report-2022>

AbilityNet highlights where and how digital exclusion is experienced and provides support and knowledge to individuals to give them improved skills to access online digital services as well as helping organisations make their services more accessible and inclusive.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
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FOR THE YEAR ENDED 31 DECEMBER 2022

AbilityNet achieves this through a range of 'paid for' services to companies and organisations delivered by our skilled and caring employees. We also provide free one-to-one services to disabled or older individuals who have reached out to us for support. We deliver this help through a mixture of face-to-face or remote sessions by our skilled volunteers.

The main areas we aim to influence are:

1. Encouraging the adoption of best practice in the design of accessible websites, mobile apps, systems and content across industry sectors by following and promoting the standards of Web Content Accessibility Guidelines ("WCAG").
2. Engaging with major technology companies to encourage them consistently to advance inclusion strategies in all their technologies and systems.
3. Enabling disabled and older people to make effective use of digital technologies at home, in work and education.
4. Stimulating organisations to provide a learning and enlightened environment for their IT and web design professionals to promote digital inclusion in all of their system development.
5. Encouraging employers to adopt reasonable adjustments in their workplace environments in which their disabled employees can maximise their potential.

During 2022 we created impact through providing: free advice and information; accessibility advice; delivering assessments, training and webinars, home support visits, remote technical support and with our events and webinar programmes reaching many people using online platforms.

The work we undertake with companies to optimise the accessibility of their websites and apps continues indirectly to help improve the digital experience of substantial numbers of users. It is difficult to quantify the impact this has and so we do not estimate it here.

We had 1,923,260 online visitors compared to 1,424,244 in 2021 and 107,602 engagements with our free factsheets, which provide advice and information about how computers and other digital technologies can help people with a range of conditions and impairments to achieve their goals.

Our estimate of the public benefit value of our free services delivered in 2022 under our measure is £1,598k versus £1,505k in 2021 (6.2% up year on year).

Assessment Services

During 2022 we delivered 1,444 assessments to students under the DSA scheme, mainly remotely but with a gradual post-pandemic increase in face-to-face assessments. The landscape of this sector was impacted by ongoing uncertainty around the government's direction in this area. Eventually the government released a tender through the Student Loans Company for the future provision of services.

**ABILITYNET
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TRUSTEE'S REPORT
FOR THE YEAR ENDED 31 DECEMBER 2022**

Newer entrants into the sector, positioning themselves for the tender submission, had an impact on the number of referrals made by students to AbilityNet during this time as they were faced with an increased choice of assessment centres.

AbilityNet decided to collaborate with a reputable organisation supplying equipment and training in this space who were a prime bidder in the tender submission in late 2022 for the four zones available for tender award. The tender process was not concluded within the financial year however subsequently we learnt that we had not been successful.

Separately, we also provided an increasing number of remote workplace assessments for those with a disability or impairment to get into work or stay in work. This service helps employers and their disabled staff identify end-to-end solutions for any reasonable adjustments to their working environment as well as recommendations in the use of equipment and helpful training.

We helped 1,332 employees in various organisations with advice and recommendations to assist with their continued employment in 2022.

Accessibility Services

Organisations from across the public, private and third sectors sought our advice and recommendations to enable them to deliver their online content in accessible and inclusive ways to the widest possible audience.

We provided a range of advice and consultancy services covering strategy, audit, user test and accreditation, not only for traditional web services but also for tablet and mobile apps, responding to market demands from both clients and end users.

Free Services

Advice and Information

We provided telephone support via our help line and information through our website which gives access to free factsheets, articles and blogs.

Our support service resolved 4,457 calls during 2022 versus 1,447 in the prior year. We recorded over 1,769,613 page views of MyComputerMyWay - our comprehensive, easy-to-use guide to the accessibility options available for free on computers, tablets and mobiles.

AbilityNet ITCanHelp

The ITCanHelp programme helps disabled and older people by providing IT support in their homes or remotely. The service ranges from advice on installing equipment to diagnosing and fixing problems and providing training. In 2022 we provided support on 3,657 occasions to disabled and older people with their IT needs.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEE'S REPORT
FOR THE YEAR ENDED 31 DECEMBER 2022

TechShare Pro 2022

The 6th AbilityNet TechShare Pro conference was a hybrid online and in-person event held over 3 days from 15 to 17 November 2022. 2,148 delegates registered in 2022, an increase of over 61% compared with 2021.

More than 100 speakers joined us in 40 different sessions including business leaders, marketers, accessibility leaders, disability charities, influencers, UK and European Governments, and more.

In 2022, the event was supported by Google, Meta, Sony, HSBC, Barclays, Intuit,

Atos, Business Disability Forum, DATEurope, IAAP, Scope, RNIB, RNID, UKAAF, Valuable 500 and many more.

Delegates and supporters report that they find the content in this conference very valuable, offering a high-profile platform to engage current and potential stakeholders in the topic of digital accessibility and related topics in the disability field.

Plans for the future

Our funding continues to be driven by our chargeable services in Assessment services and Accessibility services and we believe this will continue in 2023.

Assessment services: our delivery of impact in this area are Workplace Assessments (WPA) and Workplace training on accessibility and inclusion for those in work or helping to get people into work. Our capability covers face to face, remote and telephone assessments to support employers and individuals.

In early 2023 we learned that our collaborative bid to win the DSA tender for delivery of services to those students in higher and further education had been unsuccessful and consequently will withdraw from this service in the first half of 2023. We continue to work through the impact this will have on the services we offer.

Accessibility services: we will continue to deliver to our existing and new clients a range of services for helping them achieve on-line compliance and improving the accessibility of their web, mobile, tablet and application services.

As technology evolves, so does best practice in the field of accessibility and we will continue to invest in the recruitment and development of skilled expertise and in systems and processes to help our consultants effectively support clients.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEE'S REPORT
FOR THE YEAR ENDED 31 DECEMBER 2022

Review of financial position

The Summary of the year ended 31 December 2022 is as follows:

- Incoming Resources amounted to £5,727,697 (2021 £5,881,624).
- Outgoing Resources amounted to £5,582,739 (2021 £4,981,299).
- A surplus recorded of £144,958 (2021 £900,325) after depreciation costs.

We saw demand for our Accessibility services continuing to grow, as experienced in 2021, with demand increasing by over 7% year on year.

As highlighted earlier, the release of the DSA service tender saw turbulence in this area for us with income falling by over 26% against 2021. Due to increasing costs which we faced in 2022 to maintain our presence in this programme, the net impact of us exiting this sector in the first half of 2023 is unlikely to be as significant to the charity in 2023 as it might have been.

However, our Workplace service revenues did increase during the year, with noticeably more demand for some of our training services.

We completed another year of our respected event's programme including our 6th TechShare Pro conference. The financial support of sponsors allows us to deliver this programme at scale and at high quality.

During 2022 we helped 132 corporate organisations, 258 charities and community partners, 223 educational establishments as well as 119 public sector organisations as well as countless individuals.

At the Balance Sheet date the Charity's total funds amounted to £2,304,088, Free Reserves amounted to £2,209,902.

Fundraising Compliance

AbilityNet does recognise that the generosity of our donors and partners is part of our funding which enables us to carry out our charitable activities. Whilst our aim is to maximise our income, we recognise that on very rare occasions we may consider refusing a donation or other involvement with a sponsor or a particular activity. In such an instance we will act with the utmost integrity; we will respect any matters of legitimate confidentiality and, in conducting all discussions and conveying the decision, will aim to respect the dignity of the prospective donor and/or partner. We had no occasions in 2022 to refuse any donations.

We seek to adhere to the highest standards of fundraising practice. Our fundraising activities are overseen by our Service Delivery Director, who is responsible for ensuring that all of our activities comply with the standards in the Code of Fundraising Practice.

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TRUSTEE'S REPORT
FOR THE YEAR ENDED 31 DECEMBER 2022

We have received no complaints about our fundraising this year. We also pay close attention to the changing regulatory environment to ensure that we remain compliant with best practice and that any fundraising is transparent, honest and nonintrusive.

We did not employ professional fundraising agencies with the majority of fundraising activities planned and delivered by our small in-house fundraising team.

Reserves policy

The charity's ambition in the medium to longer term is to provide six months' cover of the charity's day to day average running costs.

In 2022 we adjusted the method of how we measure our operating costs. Under our new calculation, our free reserves (being Unrestricted Reserves excluding Fixed Assets) as at 31 December 2022 stood at £2,209,902 versus £2,109,820 from the prior year, providing around 5.2 months' cover of an average of our last 3 month's operating costs, versus 5.5 months from the year before (4.4 months under the previous calculation).

The Board remains committed to strengthening our reserves and working towards attaining the objective set in the policy.

Risk factors

The Directors have considered the risks to which the charity is exposed and have established monitoring processes to understand and mitigate those risks. Strategic and shorter-term plans are reviewed on a regular basis. We have in place internal procedures to control our expenditure and the delivery of our services. Risk management forms an integral part of the management process.

The main risk which the Trustees plan to reduce is becoming over-reliant on income from a small number of sources. We focus on mitigation of this risk by programmes to diversify our customer base, such as targeting resource to develop new clients and through the business development of new services.

The loss of an income stream to deliver services to disabled students in 2023 will be managed carefully to mitigate costs assigned to this area. This may affect the resources available to support our free service delivery in 2023.

Going Concern

The Trustees have satisfied themselves that the restructuring and cost mitigation actions enacted since the Charity learned it was unsuccessful in its collaborative bid to win the DSA tender have significantly reduced costs. Furthermore the Trustees are satisfied that the Charity's efforts to expand activities in its chargeable services elsewhere will, in the medium term, place the Charity on a firm financial footing.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEE'S REPORT
FOR THE YEAR ENDED 31 DECEMBER 2022

Accordingly, at the time of approving the financial statements, the Trustees have a reasonable expectation that the company has adequate resources to continue in operation for the foreseeable future. Thus, the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Disclosure of information to the auditor

Each of the Trustees (Directors) has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information.

Auditor

The auditor, HW Fisher LLP, is deemed to be reappointed under section 487(2) of the Companies Act 2006.

On behalf of the board of Trustees

Alan Brooks

Alan Brooks
Chairman

27 Apr 2023
Date:

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 DECEMBER 2022

The trustees, who are also the directors of AbilityNet for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Board to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Board are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Board are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS AND TRUSTEES OF ABILITYNET**

Opinion

We have audited the financial statements of AbilityNet (the 'charity') for the year ended 31 December 2022 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE MEMBERS AND TRUSTEES OF ABILITYNET**

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The Board are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) require us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Board were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE MEMBERS AND TRUSTEES OF ABILITYNET**

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE MEMBERS AND TRUSTEES OF ABILITYNET**

As part of our planning process:

- We enquired of management the systems and controls the charity has in place, the areas of the financial statements that are most susceptible to the risk of irregularities and fraud, and whether there was any known, suspected or alleged fraud. The charity did not inform us of any known, suspected or alleged fraud.
- We obtained an understanding of the legal and regulatory frameworks applicable to the company. We determined that the following were most relevant: the Charity SORP, FRS 102, Charities Act 2011, Companies Act 2006, the Charities and Trustees (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).
- We considered the incentives and opportunities that exist in the charity, including the extent of management bias, which present a potential for irregularities and fraud to be perpetuated, and tailored our risk assessment accordingly.
- Using our knowledge of the charity, together with the discussions held with the charity at the planning stage, we formed a conclusion on the risk of misstatement due to irregularities including fraud and tailored our procedures according to this risk assessment.

The key procedures we undertook to detect irregularities including fraud during the course of the audit included:

- Identifying and testing journal entries and the overall accounting records, in particular those that were significant and unusual.
- Reviewing the financial statement disclosures and determining whether accounting policies have been appropriately applied.
- Reviewing and challenging the assumptions and judgements used by management in their significant accounting estimates, in particular in relation to intangible income.
- Testing key revenue lines, in particular cut-off, for evidence of management bias.
- Performing a physical verification of key assets items.
- Assessing the extent of compliance, or lack of, with the relevant laws and regulations.
- Assessing the validity of the classification of income, expenditure, assets and liabilities between unrestricted and restricted funds.
- Obtaining third-party confirmation of material bank balances.
- Documenting and verifying all significant related party balances and transactions.
- Reviewing documentation such as the charity board minutes for discussions of irregularities including fraud.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements even though we have properly planned and performed our audit in accordance with auditing standards. The primary responsibility for the prevention and detection of irregularities and fraud rests with the trustees of the charity.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE MEMBERS AND TRUSTEES OF ABILITYNET**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company, the charitable company's members as a body, and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Carol Rudge

Carol Rudge (Senior Statutory Auditor)

for and on behalf of HW Fisher LLP

Chartered Accountants

Statutory Auditor

Acre House

11-15 William Road

London

NW1 3ER

United Kingdom

27 Apr 2023.....

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 DECEMBER 2022

Current financial year

	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Total 2021 £
<u>Income from:</u>					
Voluntary income	3	247,010	61,627	308,637	520,342
Charitable activities	4	5,407,792	-	5,407,792	5,360,758
Investments	5	11,268	-	11,268	524
Total income		5,666,070	61,627	5,727,697	5,881,624
<u>Expenditure on:</u>					
<u>Charitable activities</u>					
IT solutions for disabled people	6	5,525,498	57,241	5,582,739	4,981,299
Total charitable expenditure		5,525,498	57,241	5,582,739	4,981,299
Net income for the year/ Net movement in funds		140,572	4,386	144,958	900,325
Fund balances at 1 January 2022		2,155,264	3,866	2,159,130	1,258,805
Fund balances at 31 December 2022		2,295,836	8,252	2,304,088	2,159,130

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED)
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 DECEMBER 2022

Prior financial year

	Notes	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
<u>Income from:</u>				
Voluntary income	3	240,149	280,193	520,342
Charitable activities	4	5,360,758	-	5,360,758
Investments	5	524	-	524
Total income		5,601,431	280,193	5,881,624
<u>Expenditure on:</u>				
<u>Charitable activities</u>				
IT solutions for disabled people	6	4,697,174	284,125	4,981,299
Total charitable expenditure		4,697,174	284,125	4,981,299
Net income for the year/ Net movement in funds		904,257	(3,932)	900,325
Fund balances at 1 January 2021		1,251,007	7,798	1,258,805
Fund balances at 31 December 2021		2,155,264	3,866	2,159,130

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
BALANCE SHEET**

AS AT 31 DECEMBER 2022

	Notes	2022		2021	
		£	£	£	£
Fixed assets					
Tangible assets	11		85,934		45,444
Current assets					
Debtors	12	687,666		635,807	
Cash at bank and in hand		2,893,041		2,740,499	
		<u>3,580,707</u>		<u>3,376,306</u>	
Creditors: amounts falling due within one year	13	<u>(1,362,553)</u>		<u>(1,262,620)</u>	
Net current assets			<u>2,218,154</u>		<u>2,113,686</u>
Total assets less current liabilities			<u><u>2,304,088</u></u>		<u><u>2,159,130</u></u>
Income funds					
Restricted funds	16		8,252		3,866
Unrestricted funds			2,295,836		2,155,264
			<u>2,304,088</u>		<u>2,159,130</u>

27 Apr 2023

The financial statements were approved by the Board on

Alan Brooks

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Alan Brooks

Trustee

Company Registration No. 03469653

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 DECEMBER 2022

	Notes	2022 £	£	2021 £	£
Cash flows from operating activities					
Cash generated from operations	20	264,971		931,147	
Investing activities					
Purchase of tangible fixed assets		(100,961)		(26,205)	
Proceeds on disposal of tangible fixed assets		-		288	
Investment income received		11,268		524	
Net cash used in investing activities		(89,693)		(25,393)	
Financing activities					
Payment of obligations under finance leases		(22,736)		(22,838)	
Net cash used in financing activities		(22,736)		(22,838)	
Net increase in cash and cash equivalents		152,542		882,916	
Cash and cash equivalents at beginning of year		2,740,499		1,857,583	
Cash and cash equivalents at end of year		2,893,041		2,740,499	

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2022

1 Accounting policies

Charity information

AbilityNet is a private company limited by guarantee incorporated in England and Wales. The principal address is Microsoft Campus, Thames Valley Park, Reading, RG6 1WG, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended) and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

1.2 Going concern

The Trustees have satisfied themselves that the restructuring and cost mitigation actions enacted since the Charity learned it was unsuccessful in its collaborative bid to win the DSA tender have significantly reduced costs. Furthermore the Trustees are satisfied that the Charity's efforts to expand activities in its chargeable services elsewhere will, in the medium term, place the Charity on a firm financial footing. Accordingly, at the time of approving the financial statements, the Trustees have a reasonable expectation that the company has adequate resources to continue in operation for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the Charity's work or for specific projects being undertaken by the Charity.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2022

1 Accounting policies **(Continued)**

1.4 Incoming resources

All incoming resources are included in the statement of financial activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary resources are included in the statement of financial activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy.

The value of services provided by volunteers has not been included in these financial statements.

Intangible income (such as rent-free accommodation) is included where a third party is bearing the cost of supplying the resources and the resources can be valued with reasonable accuracy.

Investment income is included when receivable.

Incoming resources from charitable trading activities are accounted for when earned.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the Bank.

1.5 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Expenditure on charitable activities includes the costs of the delivery of its activities and services for its beneficiaries.

All support costs are allocated to the one charitable activity of IT solutions for disabled people.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2022

1 Accounting policies **(Continued)**

1.6 Tangible fixed assets

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as below.

A full year's charge is not accounted for in the year of acquisition. Instead, the depreciation charge is time apportioned based on the month of purchase of the tangible fixed asset.

Assessment assets	On a straight line basis over their estimated life of 1-3 years.
Office equipment	On a straight line basis over their estimated life of 1-3 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Cash and cash equivalents

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2022

1 Accounting policies

(Continued)

1.10 Leases

Leases are classified as finance leases whenever the terms of the lease transfer substantially all the risks and rewards of ownership to the lessees. All other leases are classified as operating leases.

Assets held under finance leases are recognised as assets at the lower of the fair value of the assets at the date of inception and the present value of the minimum lease payments. The related liability is included in the balance sheet as a finance lease obligation. Lease payments are treated as consisting of capital and interest elements. The interest is charged to net income/(expenditure) for the year so as to produce a constant periodic rate of interest on the remaining balance of the liability.

1.11 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered and provision for bad and doubtful debts.

Prepayments are valued at the amount prepaid net of any trade discounts due.

1.12 Creditors and provisions

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

1.13 Foreign exchange

Transactions denominated in foreign currencies are recorded at the rate ruling at the date of the transaction.

Monetary assets and liabilities denominated in foreign currencies are translated into sterling at the rates of exchange ruling at the balance sheet date. All differences are included in net incoming resources.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2022

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Board are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

There were no critical accounting estimates.

3 Voluntary income

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2022	2022	2022	2021	2021	2021
	£	£	£	£	£	£
Donations received	50,589	61,627	112,216	115,287	280,193	395,480
Intangible income	196,421	-	196,421	124,862	-	124,862
	<u>247,010</u>	<u>61,627</u>	<u>308,637</u>	<u>240,149</u>	<u>280,193</u>	<u>520,342</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2022

3 Voluntary income

(Continued)

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2022 £	2022 £	2022 £	2021 £	2021 £	2021 £
Donations received						
The Patrick & Helena Frost Foundation	-	-	-	5,000	-	5,000
Access to Work workplace contributions	2,861	-	2,861	526	-	526
IBM UK Charitable Trust	-	-	-	50,000	-	50,000
Good Things Foundation	-	-	-	-	261,500	261,500
Ofenheim & Cinderford Charitable Trust	9,000	-	9,000	4,500	-	4,500
Atkin Foundation	10,000	-	10,000	10,000	-	10,000
Individual donations	6,911	-	6,911	5,761	-	5,761
Seeability	3,720	-	3,720	-	-	-
Hollick Family Foundation	-	-	-	5,000	-	5,000
Good-Loop Ltd	6,760	-	6,760	-	-	-
Other	11,337	61,627	72,964	48,369	18,693	67,062
	<u>50,589</u>	<u>61,627</u>	<u>112,216</u>	<u>115,287</u>	<u>280,193</u>	<u>395,480</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2022

3 Voluntary income (Continued)

Intangible income comprises primarily free office facilities, software and services as well as equipment.

The donors and the nominal values of their donations were:

	Unrestricted funds		Total Unrestricted funds		Total	
	2022		2022	2021		2021
	£		£	£		£
Intangible income						
Microsoft	26,300	-	26,300	-	-	-
Google	87,621	-	87,621	86,953	-	86,953
Free Software	-	-	-	30,960	-	30,960
Lenovo	82,500	-	82,500	-	-	-
Other	-	-	-	6,949	-	6,949
	<u>196,421</u>	<u>-</u>	<u>196,421</u>	<u>124,862</u>	<u>-</u>	<u>124,862</u>

4 Charitable activities

	IT solutions for disabled people 2022	IT solutions for disabled people 2021
	£	£
Fees from services provided	5,275,861	5,169,503
Event income	131,931	191,255
	<u>5,407,792</u>	<u>5,360,758</u>

Event income includes TechShare Pro £131,931 (2021: £159,723) and Tech4Good £nil (2021: £31,532).

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2022

5 Investments

	Unrestricted funds	Unrestricted funds
	2022	2021
	£	£
Interest receivable	11,268	524
	<u> </u>	<u> </u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2022

6 Charitable activities

	2022	2021
	£	£
Staff and subcontractor costs	3,731,682	3,378,783
Depreciation and impairment	27,451	4,274
Equipment and direct project costs	177,805	223,866
Staff development and recruitment	35,204	21,883
Professional membership	4,341	4,021
Rent and rates	263,481	213,341
Telephone	5,582	5,552
Motor expenses	20,362	10,678
Travel and subsistence	19,433	2,288
Printing and postage	2,839	2,209
Office facilities and services	196,421	124,862
Connectivity costs	62,259	54,691
Miscellaneous expenses	11,176	12,820
Advertising and PR	73,466	61,619
Consultancy	108,289	134,227
Irrecoverable VAT	4,119	2,933
	<u>4,743,910</u>	<u>4,258,047</u>
Share of support costs (see note 7)	820,829	708,752
Share of governance costs (see note 7)	18,000	14,500
	<u>5,582,739</u>	<u>4,981,299</u>
Analysis by fund		
Unrestricted funds	5,525,498	4,697,174
Restricted funds	57,241	284,125
	<u>5,582,739</u>	<u>4,981,299</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2022

7 Support costs

	Support costs £	Governance costs £	2022 £	Support costs £	Governance costs £	2021 £
Staff and subcontractor costs	548,493	-	548,493	492,768	-	492,768
Depreciation	33,020	-	33,020	35,095	-	35,095
Staff development and recruitment	13,914	-	13,914	20,499	-	20,499
Insurance	22,380	-	22,380	18,672	-	18,672
Bank charges	3,107	-	3,107	4,050	-	4,050
Netsuite charges	36,982	-	36,982	24,962	-	24,962
Irrecoverable VAT	1,038	-	1,038	2,477	-	2,477
Legal and professional fees	4,912	-	4,912	2,575	-	2,575
Connectivity costs	70,964	-	70,964	46,855	-	46,855
Other support costs	86,019	-	86,019	60,799	-	60,799
Audit fees	-	18,000	18,000	-	14,500	14,500
	<u>820,829</u>	<u>18,000</u>	<u>838,829</u>	<u>708,752</u>	<u>14,500</u>	<u>723,252</u>
Analysed between Charitable activities	<u>820,829</u>	<u>18,000</u>	<u>838,829</u>	<u>708,752</u>	<u>14,500</u>	<u>723,252</u>

The Charity identifies all costs associated with its support and governance functions and allocates them entirely to the one charitable activity of IT solutions for disabled people.

Audit fees include £2,500 (2021: £2,000) in respect of assistance with the preparation of the statutory accounts. In addition, fees were paid for the provision of payroll services of £4,200 (2021 £4,246).

8 Board

None of the Board (or any persons connected with them) received any remuneration during the year, and no trustee claimed expenses during the current or prior year.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2022

9 Pension and other post-retirement benefit commitments

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund.

Contributions payable by the company for the year were £160,516 (2021: £132,927).

The expense has been allocated to unrestricted expenditure on the same basis as wages and salaries.

10 Employees

The average monthly number of employees during the year was:

	2022	2021
	Number	Number
IT solutions for disabled people	76	67
Support staff	8	8
	<hr/>	<hr/>
Total	84	75
	<hr/> <hr/>	<hr/> <hr/>

Employment and subcontractor costs

	2022	2021
	£	£
Wages and salaries	3,201,847	2,595,884
Social security costs	259,041	247,879
Other pension costs	160,516	132,927
	<hr/>	<hr/>
	3,541,364	2,976,690
Subcontractor costs	738,811	894,861
	<hr/>	<hr/>
	4,280,175	3,871,551
	<hr/> <hr/>	<hr/> <hr/>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2022

10 Employees

(Continued)

The key management personnel of the Charity comprise the senior management team as detailed in the trustees' annual report.

Subcontractor costs are now shown separately in note 10 and the comparative figure has been amended.

The total employee benefits including pension contributions and employers National Insurance costs of key management personnel was £678,866 (2021: £630,081). The highest paid member of the senior management team received benefits of £145,456 (2021: £123,610).

The number of employees whose annual remuneration was £60,000 or more were:

	2022	2021
	Number	Number
£60,000 to £69,999	2	1
£70,000 to £79,999	2	2
£80,000 to £89,999	1	1
£100,000 to £109,999	1	1
£120,000 to £129,999	1	-
	<u> </u>	<u> </u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2022

11 Tangible fixed assets

	Assessment assets £	Office equipment £	Total £
Cost			
At 1 January 2022	153,121	186,765	339,886
Additions	83,819	17,142	100,961
Disposals	(45,387)	(1,960)	(47,347)
	<u>191,553</u>	<u>201,947</u>	<u>393,500</u>
Depreciation and impairment			
At 1 January 2022	147,579	146,863	294,442
Depreciation charged in the year	27,451	33,020	60,471
Eliminated in respect of disposals	(45,387)	(1,960)	(47,347)
	<u>129,643</u>	<u>177,923</u>	<u>307,566</u>
Carrying amount			
At 31 December 2022	<u>61,910</u>	<u>24,024</u>	<u>85,934</u>
At 31 December 2021	<u>5,542</u>	<u>39,902</u>	<u>45,444</u>

The net book value of fixed assets held under finance lease at the year end is £11,499 (2021: £26,717).

12 Debtors

	2022 £	2021 £
Amounts falling due within one year:		
Trade debtors	325,904	401,311
Other debtors	49,428	32,587
Prepayments and accrued income	312,334	201,909
	<u>687,666</u>	<u>635,807</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2022

13 Creditors: amounts falling due within one year

		2022 £	2021 £
Obligations under finance leases	14	5,153	27,889
Other taxation and social security		274,387	278,794
Trade creditors		73,926	94,831
Other creditors		49,192	46,155
Accruals and deferred income		959,895	814,951
		<u>1,362,553</u>	<u>1,262,620</u>

14 Finance lease commitments

Future minimum lease payments due under finance leases:

	2022 £	2021 £
Within one year	<u>5,153</u>	<u>27,889</u>

Finance lease payments represent payments made by the Charity for the acquisition of tangible fixed assets. The term is for 36 months. Payments are made monthly with an effective interest rate of 2.77%

15 Deferred income

	2022 £	2021 £
Balance as at 1 January 2021	696,934	840,574
Amount released to income	(1,167,763)	(1,328,437)
Amount deferred in the year	1,329,558	1,184,797
	<u>858,729</u>	<u>696,934</u>

Deferred income consists of service agreements invoiced in advance of the service being provided. Deferred income forms part of accruals and deferred income in note 14 above.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2022

16 Restricted funds

The income funds of the charity include restricted funds comprising the following movements on donations and grants given on trust for specific purposes:

	Movement in funds			Movement in funds			
	Balance at 1 January 2021	Incoming resources	Resources expended	Balance at 1 January 2022	Incoming resources	Resources expended	Balance at 31 December 2022
	£	£	£	£	£	£	£
Digital Lifeline Project	-	261,500	(261,500)	-	-	-	-
WCIT	2,824	-	(308)	2,516	-	-	2,516
IT can help	4,974	-	(4,974)	-	-	-	-
Other small projects	-	18,693	(17,343)	1,350	61,627	(57,241)	5,736
	<u>7,798</u>	<u>280,193</u>	<u>(284,125)</u>	<u>3,866</u>	<u>61,627</u>	<u>(57,241)</u>	<u>8,252</u>

Digital Lifeline Project was a collaboration between Good Things Foundation (GTF) and AbilityNet. The project was a Department of Culture Media and Sport (DCMS) funded programme to place 5,000 tablets in the hands of digitally disadvantaged individuals with a focus on those with learning disabilities and was managed by GTF. Ability's role was to deliver specialist assessments, training and delivery support for the devices.

Restricted Grants from WCIT were for use to help fund tech demo days.

Restricted income received in the year for AbilityNet's IT Can Help service enabled the provision of free IT support to older people and people with disabilities of any age.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2022

17 Analysis of net assets between funds

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
Fund balances at 31 December 2022 are represented by:						
Tangible assets	85,934	-	85,934	45,444	-	45,444
Current assets/ (liabilities)	2,209,902	8,252	2,218,154	2,109,820	3,866	2,113,686
	<u>2,295,836</u>	<u>8,252</u>	<u>2,304,088</u>	<u>2,155,264</u>	<u>3,866</u>	<u>2,159,130</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2022

18 Operating lease commitments

At the reporting date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2022 £	2021 £
Within one year	40,171	71,458
Between two and five years	183,605	23,330
	<u>223,776</u>	<u>94,788</u>

19 Related party transactions

The related parties during the year were as follows:

Trustees:

M Evason is the representative of IBM and an employee of IBM.

P Jagger is a representative and a Court Assistant of The Information Technologists' Company.

A Brooks is Liveryman of The Information Technologists' Company.

Senior Management Team:

G Moore was Panels Warden of the Information Technologists' Company and became Junior Warden on 5 October 2022. He was a trustee of the WCIT Charity until 21 June 2022 when he resigned.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2022

20 Cash generated from operations	2022	2021	
	£	£	
Surplus for the year	144,958	900,325	
Adjustments for:			
Investment income recognised in statement of financial activities	(11,268)	(524)	
Depreciation and impairment of tangible fixed assets	60,471	39,369	
Movements in working capital:			
(Increase)/decrease in debtors	(51,859)	98,681	
Increase/(decrease) in creditors	122,669	(106,704)	
Cash generated from operations	264,971	931,147	
21 Analysis of changes in net funds			
	At 1 January 2022	Cash flows	At 31 December 2022
	£	£	£
Cash at bank and in hand	2,740,499	152,542	2,893,041
Obligations under finance leases	(27,889)	22,736	(5,153)
	<u>2,712,610</u>	<u>175,278</u>	<u>2,887,888</u>

ABILITYNET

England & Wales - Charity number 1067673

Accounts

Charity Registration No. 1067673 (England and Wales)

Charity Registration No. SC039866 (Scotland)

Company Registration No. 03469653 (England and Wales)

ABILITYNET

(A COMPANY LIMITED BY GUARANTEE)

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER 2021

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	A Brooks – Chairman M Bernard M Evason (representing IBM UK Ltd) P Jagger (representing The Information Technologists’ Company) K Kanodia G Pedlingham O Purcell N Rumsey D Silverstone S Woodhams
Patron	Martha Lane Fox, Baroness Lane-Fox of Soho CBE
President	David Livermore OBE
Vice President	Roger Jefcoate CBE DL
Chief Executive	Gary Moore
Secretary	John Muscroft
Charity number	
England and Wales	1067673
Scotland	SC039866
Company number	03469653
Principal address	Microsoft Campus Thames Valley Park Reading RG6 1WG
Registered office	Acre House 11-15 William Road London NW1 3ER United Kingdom

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
LEGAL AND ADMINISTRATIVE INFORMATION

Auditor HW Fisher LLP
Acre House
11-15 William Road
London
NW1 3ER
United Kingdom

Bankers Coutts & Co
440 The Strand
London
WC2R 0QS

CCLA Investment Management Limited
Senator House
85 Queen Victoria Street
London
EC4V 4ET

Nationwide Building Society
Kings Park Road
Moulton Park
Northampton
NN3 6NW

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
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ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 DECEMBER 2021

The Trustees present their report and financial statements for the year ended 31 December 2021.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, applicable law and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Reference and administrative information

The charity is a company limited by guarantee registered in England and Wales under the number 03469653 at Companies House.

The charity is also registered with the Charity Commission in England and Wales under number 1067673 and with the Office of the Scottish Charity Regulator under number SC039866.

Trustees

The Trustees, who are also directors for the purpose of company law, who served during the year and up to the date of approval of the financial statements, were:

A Brooks – Chairman
U D Barnett (retired 10th November 2021)
M Bernard
M Evason (representing IBM UK Ltd from 10th November 2021)
S Foxall
P Jagger (representing The Information Technologists' Company)
K Kanodia
G Pedlingham
O Purcell
N Rumsey (representing IBM UK Ltd until 10th November 2021 and then appointed as independent Trustee from 10th November 2021)
D Silverstone
S Woodhams

Post year end, Microsoft Ltd (who had been represented by S Foxall) subsequently resigned their Corporate Trusteeship on 18th February 2022.

None of the Trustees has any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 DECEMBER 2021

Chief Executive who served during the year:

G Moore

Related parties

These are set out in note 21.

Structure, governance and management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated in the UK and registered as a charity in England and Wales and also in Scotland. The company was established under a Memorandum of Association, which created the objects and powers of the charitable company and is governed by its Articles of Association.

Trustee recruitment, appointment, training and induction

AbilityNet currently has ten Trustees, who are also directors under company law; there are two Corporate Trustees being IBM (UK) Ltd and The Information Technologists' Company which each appoint a representative to the Board of Trustees. During 2021 Microsoft Ltd were also a Corporate Trustee but resigned following the end of the financial year.

Other Trustees are selected for a range of skills to support the existing or emerging needs of AbilityNet. When a vacancy occurs, potential candidates are interviewed by a panel of Trustees.

Suitable individuals are briefed by the Chairman and Chief Executive before being proposed for appointment to the Board of Trustees. New Trustees receive a full briefing, including an induction pack containing the Memorandum and Articles, a copy of relevant policies with a glossary of terms and copies of minutes of previous meetings.

Management

Key management personnel comprise the Trustees and the senior management team.

The Chief Executive Officer is responsible for the charity's overall day to day management reporting to the Board of Trustees. Key strategic decisions are taken to the Board of Trustees for approval and where appropriate a sub-committee is formed to consider anything that requires additional input or that needs resolution.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 DECEMBER 2021

The Board of Directors (Trustees) are responsible for the overall strategic direction and sound financial practices within the charity. They hold Board meetings on a quarterly basis and receive a Monthly Business Update from the Chief Executive which includes management accounts, a report on progress to date and any notable events in the coming period.

The Chairman, as the representative of the Board of Trustees, also maintains regular contact with the Chief Executive and, where necessary, secures agreement from the Board of Trustees for urgent action, unless already empowered by the Board of Trustees to make the necessary decision.

Senior Managers are invited to Board meetings to provide briefings on different aspects of the charity's work. The Trustees provide advice and support to senior managers whenever appropriate, so that their expertise and insights can be used to benefit the charity.

The senior management team who served during the year were:

G Moore (Chief Executive Officer)
M Comerford (Human Resources)
P Dalton (Sales)
D Dearden (Accessibility – retired June 2021)
D Henke-Reed (Accessibility – appointed May 2021)
A Low (Service Delivery)
J Muscroft (Finance)
M Walker (Marketing & Portfolio)

Audit Committee

AbilityNet's governance structure includes an Audit Committee which considers the financial conduct of the organisation and related risks. The Committee meets at least twice a year, one of which is with the External Auditors to review and recommend Board approval of the Annual report and financial statements.

In addition, current plans and actions are discussed and considered to mitigate potential financial, economic and operational risks included on the charity's Risk Register. Actions are agreed where necessary and progress monitored on a regular basis.

During 2021 the AbilityNet Audit Committee was chaired by U D Barnett until his retirement from the Board of Trustees on 10th November 2021. O Purcell became the chairman of the committee from that date onwards.

The Committee comprises four experienced Trustees as members and is attended by AbilityNet's Finance Director and Chief Executive.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 DECEMBER 2021

It reports to the Board of Trustees at the next available Board meeting.

Remuneration Committee

The Remuneration Committee considers aspects of AbilityNet's remuneration policy and the reward package of the Chief Executive. The committee also agrees the general pay strategy for the Charity to be followed by senior management. This committee is made up of four experienced Trustees and during 2021 was chaired by N Rumsey and met twice. It reports to the Board of Trustees at the next available Board meeting.

Diversity & Equality

AbilityNet's ambition is to provide an inclusive environment to encourage equal opportunities for its employees. We aim to deal with internal and external stakeholders and members of the public free from bias in an open and accessible way.

AbilityNet provides training to its employees (mandatory) and Trustees on Diversity and Equality to add to the cultural awareness and understanding of this subject throughout the organisation.

The Board of Trustees agree the context and strategic direction in this area, informing policies which underpin this across the charity. The policies seek to guide employees in our obligations under relevant legislation (e.g. Equality Act 2010) but also to encourage the appropriate culture throughout the charity.

Safeguarding

AbilityNet is committed to enabling a safe and rewarding environment for its employees and volunteers. We have a Safeguarding policy to ensure everyone is treated properly and a Whistle-blowing policy so that people can raise any concerns they have confidentially.

A number of our employees and volunteers carry out roles that may mean they encounter people who are considered to be vulnerable. We carry out regular criminal record checks for those employees and volunteers engaged in such roles.

We review the information in our Safeguarding policy to ensure it is current and in line with best practice. The aim is to supplement the knowledge and understanding of our staff and volunteers, irrespective of their position. In this regard we monitor guidance from the Government and the Charity Commission and adapt our approach accordingly.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 DECEMBER 2021

How our objectives deliver public benefit

We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees have considered how planned activities will contribute to the aims and objectives they have set. AbilityNet's work benefits a wide range of organisations, including the voluntary sector, public and commercial organisations and individuals across the United Kingdom and elsewhere.

Our main objectives and activities and who we try to help are described in more detail below.

Objectives and activities

AbilityNet's purpose is to enable a world of digital inclusion by supporting disabled and older people to achieve everything they can at work, in education or at home.

Our goal is to improve lives by recommending suitable technology to act as an enabler for those who need help.

We are known for the combination of our breadth of services, deep expertise and insights, and for supporting a wide range of individual needs. Our staff and volunteers are experts who care and although our primary focus is the UK, our influence is global.

As more services have moved online, the potential for disadvantage rises in the case of users who struggle to use technology. We are the only UK charity reaching out to help this pan-disability group across the UK with our ambition to ensure the technology they use, or wish to use, is accessible, usable and inclusive.

How do we help?

We approach this in four ways:

- we help the disabled, older people and others use technology in their homes, educational establishments or workplace;
- we help companies and organisations adapt their digital services and content so it is accessible and inclusive for everyone to use;
- we provide support to our volunteers so they can help disabled and older people derive the most benefit from the technology they use or to which they have access;
- we promote the availability and uptake of inclusive and accessible technology.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 DECEMBER 2021

Achievements and performance

2021 continued to be extremely challenging operationally reacting to ongoing changes in government restrictions enacted to reduce the effect of the Covid-19 pandemic.

Despite this, our staff engagement and client feedback has remained positive notwithstanding the ongoing uncertainty that the events of 2021 have brought across many aspects of our lives.

Our employees have once again shown they are able to deal magnificently with the many challenges of the last year and have enabled the charity to grow its impact and bolster its reserves during another unique period in the charity's history.

I would like once more, on behalf of the Trustees, to record our thanks to them for their exceptional dedication, sacrifices and outstanding achievements in this second challenging year.

The charity was able to deliver the following:

- Our amazing volunteer network helped 33.8% more people at home, either face to face or remotely, than in the previous year we grew both our number of volunteers and our geographic coverage in 2021
- The downloads of our online advice and information factsheets grew by 42%
- TechShare Pro (our sector conference) received greater attendance than in 2020 becoming the 'go to' event for Accessibility in the calendar.
- Demand for our Accessibility services grew by 36% against 2020 as the importance of inclusive website design gained more traction.
- We were able to continue to bolster our reserves towards the Trustees' ambition of 6 months.

Our impact report for 2021 may be found here: [AbilityNet Impact Report 2021](#)

AbilityNet seeks to highlight where digital exclusion is being experienced and also to provide support and knowledge to individuals to equip them with improved skills to access online digital services as well as helping organisations make their services more accessible and inclusive.

AbilityNet achieves this through a range of 'paid for' assessment and accessibility services and directly through our free one-to-one services delivered mainly face-to-face by our skilled volunteers. The pandemic has necessitated that these services were delivered remotely when face to face meetings were not possible.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 DECEMBER 2021

The key areas we strive to influence are:

1. Encouraging the adoption of best practice in the design of accessible websites, mobile apps, systems and content across industry sectors by following and promoting the standards of Web Content Accessibility Guidelines (“WCAG”).
2. Engaging with major technology companies to encourage them consistently to advance inclusion strategies in all their technologies and systems.
3. Enabling disabled and older people to make effective use of digital technologies at home, in work and education.
4. Stimulating organisations to provide a learning and enlightened environment for their IT and web design professionals that ultimately promotes digital inclusion in all of their system development.
5. Encouraging employers to provide accommodating workplace technology environments in which their disabled employees can maximise their potential

During 2021 we delivered impact through AbilityNet’s services including: free advice and information; accessibility advice; delivering assessments, training and webinars, home support visits (as permitted during the pandemic), remote technical support and with our events programme which we presented using online platforms in response to Covid-19 restrictions.

Our work with companies to optimise the accessibility of their websites and apps continues indirectly to help improve the digital experience of substantial numbers of users. Quantifying this remains problematic and thus we do not estimate it here.

We also had 1,424,244 website users and 110,970 engagements with our free factsheets, which provide advice and information about how computers and other digital technologies can help people with a range of conditions and impairments to achieve their goals.

Our estimate of the public benefit value of our free services delivered in 2021 under our revised measure is £1,505k versus £1,333k in 2020 (12.8% up year on year).

Assessment Services

During 2021 we continued delivering high quality assessments to students remotely after the Government’s pandemic restrictions stopped face to face assessments.

We were still able to demonstrate to disabled students improved ways of working with existing and new technologies to allow them fully to participate in their courses and provide tailored recommendations in a detailed report for them. We provided support to 2,056 students compared to 2,468 in the previous year.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 DECEMBER 2021

We also provided remote workplace assessments for those with a disability or impairment to get into work or stay in work. This service provides employers and their disabled staff an end-to-end solution in helping identify any reasonable adjustments to their working environment as well as pertinent recommendations in the use of equipment and helpful training.

We helped 1,340 employees in various organisations with advice and recommendations to assist with their employment in 2021 compared with 433 in 2020.

Accessibility Services

Organisations from across the public, private and third sectors sought our advice and recommendations to enable them to deliver their online content in an accessible and inclusive way to the widest possible audience.

We specialise in a range of advice and consultancy services covering strategy, audit, user test and accreditation, not only for traditional web services but also for tablet and mobile apps, responding to market demands from both clients and end users.

Free Services

Advice and Information

We have continued to provide telephone support via our help line and information through our website which gives access to free factsheets, articles and blogs.

Our support service resolved 1,447 calls during 2021 (marginally down against 2020). We recorded over 1,972,350 page views of MyComputerMyWay - our comprehensive, easy-to-use guide to the accessibility options available for free on computers, tablets and mobiles (up 13.5% over 2020).

AbilityNet ITCanHelp

The IT Can Help programme helps both disabled and older people by providing IT support in their homes. During the pandemic we have adapted our support to deliver this remotely and it is delivered by a network of volunteers across the UK. The service ranges from advice on installing equipment to diagnosing and fixing problems and providing training. In 2021 we provided support on 4,171 occasions to disabled and older people with their IT needs (up 34% over 2020).

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 DECEMBER 2021

Digital Lifeline Project

This was a Department of Culture Media and Sport (DCMS) funded programme to place 5,000 tablets in the hands of digitally disadvantaged individuals with a focus on those with learning disabilities. A two-tier go-to-market approach was managed by Good Things Foundation (GTF) for DCMS. They provided programme management and project tools and identified the recipients through their own network of "Online Centres" and a host of other local organisations. AbilityNet was set up to deliver specialist assessments, training and delivery support for the devices.

We created a secure booking and assessment IT solution and we worked with the Online Centres, explaining the programme and providing assistance available from AbilityNet. We also secured peripheral devices when needed, the cost being met by GTF.

We received some very positive feedback from the Community Partners concerning the value of the support provided by AbilityNet as part of the project and how they would like to continue our collaboration beyond the life of the project.

Technology4Good Awards (T4G)

In July 2021 AbilityNet celebrated the 11th annual T4G awards, supported once again by BT. This year the event was held online and attracted interest and applications of innovative technological solutions designed to improve lives. The 11 winners from the 313 entries are chosen by an expert panel of judges from nominations received and enjoy huge exposure and benefits by showcasing their innovation and excellence in technology. Further information can be accessed at the www.tech4goodawards.com website.

TechShare Pro 2021

The 5th AbilityNet TechShare Pro conference this year was again held online over 3 days from 16th to 18th November 2021. It was Europe's largest gathering of accessibility and inclusion professionals and their allies with 1,333 delegates registered. It featured over 200 speakers in 40 different sessions over three amazing days of online activity.

The event was generously supported by Microsoft, Barclays, Google, Intuit, Meta and Sony amongst others.

Plans for the future

Our funding is derived principally from our chargeable services in Assessment services and Accessibility services and we expect this to continue in 2022.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 DECEMBER 2021

Assessment services: underpinning our delivery of impact in this area are Workplace Assessments (WPA) for those in work or helping to get into work and DSA for those students in higher and further education. Our capability covers face to face, remote and telephone assessments to support employers and individuals.

Accessibility services will continue to provide our clients with a range of services for helping achieve on-line compliance and improving the accessibility of their web, mobile, tablet and application services. As technology evolves, so does best practice in development for accessibility. We continue to invest in recruitment and development of skilled expertise and in systems and processes to help them effectively support clients.

Review of financial position

The Summary of the year ended 31st December 2021 is as follows:

- Incoming Resources amounted to £5,881,624 (2020 £4,883,572).
- Outgoing Resources amounted to £4,981,299 (2020 £4,321,400).
- A surplus recorded of £900,325 (2020 £562,172) including depreciation costs.

The Charity enjoyed continued demand for its chargeable services in the financial year. Demand for our Accessibility services grew steadily, in particular surging during the second half as companies restarted some of their inclusive website projects.

We saw increased presence from other service providers in the DSA sector which saw a reduction in these revenues versus 2020.

Our Workplace service revenues remained stable during the year.

We successfully completed another year of our events programme including Tech4Good Awards and our TechShare Pro conference.

We continued to show growth in the public benefit value from our free services with demand for services increasing as the pandemic continued into its second year.

At the Balance Sheet date the Charity's total funds amounted to £2,159,130, Free Reserves amounted to £2,109,820.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 DECEMBER 2021

Fundraising Compliance

AbilityNet recognises that the generosity of our donors and partners is part of our funding that enables us to carry out our charitable activities. Whilst our aim is to maximise our income, we recognise that on very rare occasions we may consider refusing a donation or other involvement with a sponsor or a particular activity. In such an instance we will act with the utmost integrity; we will respect any matters of legitimate confidentiality and, in conducting all discussions and conveying the decision, will aim to respect the dignity of the prospective donor and/or partner. We had no occasions in 2021 to refuse any donations.

We believe in adhering to the highest standards of fundraising practice and our fundraising activities are overseen by our Service Delivery Director, who is responsible for ensuring that all fundraising follows the standards in the fundraising code. We have received no complaints about our fundraising this year. We also pay close attention to the changing regulatory environment to ensure that we remain compliant with best practice and that any fundraising is transparent, honest and non-intrusive. We did not employ professional fundraising agencies with the majority of fundraising activities planned and delivered by our small in-house fundraising team.

Reserves policy

The charity has an ambition in the medium to longer term to provide six months' cover of the charity's day to day average running costs.

As at 31st December 2021 free reserves (being Unrestricted Reserves excluding Fixed Assets) stood at approximately £2.1 million versus £1.2 million from the prior year, providing over 4 months' cover of our average operating costs calculated as an average of the previous three months' charitable expenditure of AbilityNet.

The Board of Trustees remains committed to closely monitoring our reserves and working towards attaining the objective set in the policy.

Risk factors

The Directors have considered the risks to which the charity is exposed and have established monitoring processes to understand and mitigate those risks. Strategic and shorter-term plans are reviewed on a regular basis and funding is obtained from a range of sources. We have in place internal procedures to control our expenditure and the delivery of our services. Risk management forms an integral part of the management process.

The main risk against which the Trustees try to mitigate is becoming over-reliant on income from a small number of sources. We endeavour to reduce these risks by focussing efforts to diversify our customer base, for example: by targeting resource to develop new clients and through the business development of new services.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 DECEMBER 2021

Forthcoming changes in the governance of how assessments are referred to the Charity and delivered to disabled students in 2022 may affect the quantity of referrals received by the Charity and is therefore able to deliver. The Charity is closely following developments in this area, engaging closely with interested parties to be able to continue to offer services in this changing landscape. Failure to do so could impact the funding available for the Charity's free services.

Going Concern

The Trustees are satisfied the Charity is able to continue as a going concern for a period of at least twelve months from the date of approval of these financial statements. Accordingly, at the time of approving the financial statements, the Trustees have a reasonable expectation that the company has adequate resources to continue in operation for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Disclosure of information to auditor

Each of the Trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

Auditor

HW Fisher LLP, are deemed to be reappointed as auditor under section 487(2) of the Companies Act 2006.

On behalf of the Board of Trustees

Alan Brooks

Alan Brooks
Chairman

28 Apr 2022
Date:

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 DECEMBER 2021

The trustees, who are also the directors of AbilityNet for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Board to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Board are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Board are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS AND TRUSTEES OF ABILITYNET

Opinion

We have audited the financial statements of AbilityNet (the 'charity') for the year ended 31 December 2021 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE MEMBERS AND TRUSTEES OF ABILITYNET**

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The Board are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) require us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Board were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE MEMBERS AND TRUSTEES OF ABILITYNET**

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE MEMBERS AND TRUSTEES OF ABILITYNET**

As part of our planning process:

- We enquired of management the systems and controls the charity has in place, the areas of the financial statements that are most susceptible to the risk of irregularities and fraud, and whether there was any known, suspected or alleged fraud. The charity did not inform us of any known, suspected or alleged fraud.
- We obtained an understanding of the legal and regulatory frameworks applicable to the company. We determined that the following were most relevant: the Charity SORP, FRS 102, Charities Act 2011, Companies Act 2006, the Charities and Trustees (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).
- We considered the incentives and opportunities that exist in the charity, including the extent of management bias, which present a potential for irregularities and fraud to be perpetuated, and tailored our risk assessment accordingly.
- Using our knowledge of the charity, together with the discussions held with the charity at the planning stage, we formed a conclusion on the risk of misstatement due to irregularities including fraud and tailored our procedures according to this risk assessment.

The key procedures we undertook to detect irregularities including fraud during the course of the audit included:

- Identifying and testing journal entries and the overall accounting records, in particular those that were significant and unusual.
- Reviewing the financial statement disclosures and determining whether accounting policies have been appropriately applied.
- Reviewing and challenging the assumptions and judgements used by management in their significant accounting estimates, in particular in relation to intangible income.
- Assessing the extent of compliance, or lack of, with the relevant laws and regulations.
- Assessing the validity of the classification of income, expenditure, assets and liabilities between unrestricted and restricted funds.
- Obtaining third-party confirmation of material bank balances.
- Documenting and verifying all significant related party balances and transactions.
- Reviewing documentation such as the charity board minutes for discussions of irregularities including fraud.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements even though we have properly planned and performed our audit in accordance with auditing standards. The primary responsibility for the prevention and detection of irregularities and fraud rests with the trustees of the charity.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE MEMBERS AND TRUSTEES OF ABILITYNET**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company, the charitable company's members as a body, and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Carol Rudge

**Carol Rudge (Senior Statutory Auditor)
for and on behalf of HW Fisher LLP**

Chartered Accountants

Statutory Auditor

Acre House

11-15 William Road

London

NW1 3ER

United Kingdom

28 Apr 2022
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ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 DECEMBER 2021

Current financial year

	Notes	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Total 2020 £
<u>Income and endowments from:</u>					
Voluntary income	3	240,149	280,193	520,342	366,579
Charitable activities	4	5,360,758	-	5,360,758	4,478,349
Investments	5	524	-	524	2,272
Other income	6	-	-	-	36,372
Total income		5,601,431	280,193	5,881,624	4,883,572
<u>Expenditure on:</u>					
<u>Charitable activities</u>					
IT solutions for disabled people	7	4,697,174	284,125	4,981,299	4,321,400
Total charitable expenditure		4,697,174	284,125	4,981,299	4,321,400
Net income/(expenditure) for the year/ Net movement in funds		904,257	(3,932)	900,325	562,172
Fund balances at 1 January 2021		1,251,007	7,798	1,258,805	696,633
Fund balances at 31 December 2021		2,155,264	3,866	2,159,130	1,258,805

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED)
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 DECEMBER 2021

Prior financial year

	Notes	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
<u>Income and endowments from:</u>				
Voluntary income	3	336,573	30,006	366,579
Charitable activities	4	4,478,349	-	4,478,349
Investments	5	2,272	-	2,272
Other income	6	36,372	-	36,372
Total income		4,853,566	30,006	4,883,572
<u>Expenditure on:</u>				
<u>Charitable activities</u>				
IT solutions for disabled people	7	4,296,368	25,032	4,321,400
Total charitable expenditure		4,296,368	25,032	4,321,400
Net income/(expenditure) for the year/ Net movement in funds		557,198	4,974	562,172
Fund balances at 1 January 2020		693,809	2,824	696,633
Fund balances at 31 December 2020		1,251,007	7,798	1,258,805

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
BALANCE SHEET

AS AT 31 DECEMBER 2021

	Notes	2021		2020	
		£	£	£	£
Fixed assets					
Tangible assets	12		45,444		58,896
Current assets					
Debtors	13	635,807		734,488	
Cash at bank and in hand		2,740,499		1,857,583	
		<u>3,376,306</u>		<u>2,592,071</u>	
Creditors: amounts falling due within one year	14	<u>(1,262,620)</u>		<u>(1,368,879)</u>	
Net current assets			2,113,686		1,223,192
Total assets less current liabilities			<u>2,159,130</u>		<u>1,282,088</u>
Creditors: amounts falling due after more than one year	17		-		(23,283)
Net assets			<u>2,159,130</u>		<u>1,258,805</u>
Income funds					
Restricted funds	18		3,866		7,798
Unrestricted funds			2,155,264		1,251,007
			<u>2,159,130</u>		<u>1,258,805</u>

The financial statements were approved by the Board on 28 Apr 2022

Alan Brooks

 Alan Brooks
Trustee

Company Registration No. 03469653

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 DECEMBER 2021

	Notes	2021		2020	
		£	£	£	£
Cash flows from operating activities					
Cash generated from operations	22		931,147		416,064
Investing activities					
Purchase of tangible fixed assets		(26,205)		(4,051)	
Proceeds on disposal of tangible fixed assets		288		-	
Investment income received		524		2,272	
Net cash used in investing activities			(25,393)		(1,779)
Financing activities					
Payment of obligations under finance leases		(22,838)		(26,893)	
Net cash used in financing activities			(22,838)		(26,893)
Net increase in cash and cash equivalents			882,916		387,392
Cash and cash equivalents at beginning of year			1,857,583		1,470,191
Cash and cash equivalents at end of year			2,740,499		1,857,583

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2021

1 Accounting policies

Charity information

AbilityNet is a private company limited by guarantee incorporated in England and Wales. The principal address is Microsoft Campus, Thames Valley Park, Reading, RG6 1WG, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended) and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The Charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

1.2 Going concern

The Trustees are satisfied the Charity is able to continue as a going concern for a period of at least twelve months from the date of approval of these financial statements. Accordingly, at the time of approving the financial statements, the Trustees have a reasonable expectation that the company has adequate resources to continue in operation for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity.

Designated funds comprise funds which have been set aside at the discretion of the trustee for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

1 Accounting policies

(Continued)

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the Charity's work or for specific projects being undertaken by the Charity.

1.4 Incoming resources

All incoming resources are included in the statement of financial activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary resources are included in the statement of financial activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy.

The value of services provided by volunteers has not been included in these financial statements.

Intangible income (such as rent-free accommodation) is included where a third party is bearing the cost of supplying the resources and the resources can be valued with reasonable accuracy.

Investment income is included when receivable.

Incoming resources from charitable trading activities are accounted for when earned.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the Bank.

1.5 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Expenditure on charitable activities includes the costs of the delivery of its activities and services for its beneficiaries.

All support costs are allocated to the one charitable activity of IT solutions for disabled people.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

1 Accounting policies **(Continued)**

1.6 Tangible fixed assets

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as below.

A full year's charge is not accounted for in the year of acquisition. Instead, the depreciation charge is time apportioned based on the month of purchase of the tangible fixed asset.

Assessment assets	On a straight line basis over their estimated life of 1-3 years.
Office equipment	On a straight line basis over their estimated life of 1-3 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Cash and cash equivalents

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

1 Accounting policies

(Continued)

1.10 Leases

Leases are classified as finance leases whenever the terms of the lease transfer substantially all the risks and rewards of ownership to the lessees. All other leases are classified as operating leases.

Assets held under finance leases are recognised as assets at the lower of the fair value of the assets at the date of inception and the present value of the minimum lease payments. The related liability is included in the balance sheet as a finance lease obligation. Lease payments are treated as consisting of capital and interest elements. The interest is charged to net income/(expenditure) for the year so as to produce a constant periodic rate of interest on the remaining balance of the liability.

1.11 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered and provision for bad and doubtful debts.

Prepayments are valued at the amount prepaid net of any trade discounts due.

1.12 Creditors and provisions

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

1.13 Foreign exchange

Transactions denominated in foreign currencies are recorded at the rate ruling at the date of the transaction.

Monetary assets and liabilities denominated in foreign currencies are translated into sterling at the rates of exchange ruling at the balance sheet date. All differences are included in net incoming resources.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Board are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

There were no critical accounting estimates.

3 Voluntary income

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2021	2021	2021	2020	2020	2020
	£	£	£	£	£	£
Donations received	115,287	280,193	395,480	132,966	30,006	162,972
Intangible income	124,862	-	124,862	203,607	-	203,607
	<u>240,149</u>	<u>280,193</u>	<u>520,342</u>	<u>336,573</u>	<u>30,006</u>	<u>366,579</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

3 Voluntary income

(Continued)

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2021 £	2021 £	2021 £	2020 £	2020 £	2020 £
Donations received						
The Patrick & Helena Frost Foundation	5,000	-	5,000	5,000	-	5,000
Access to Work workplace contributions	526	-	526	13,795	-	13,795
IBM UK Charitable Trust	50,000	-	50,000	50,000	-	50,000
Good Things Foundation	-	261,500	261,500	-	-	-
Ofenheim & Cinderford Charitable Trust	4,500	-	4,500	4,500	-	4,500
Atkin Foundation	10,000	-	10,000	-	-	-
Individual donations	5,761	-	5,761	3,802	-	3,802
The Hunter Foundation	-	-	-	-	17,500	17,500
Hollick Family Foundation	5,000	-	5,000	-	-	-
National Lottery Awards	-	-	-	7,500	-	7,500
Other	34,500	18,693	53,193	48,369	12,506	60,875
	<u>115,287</u>	<u>280,193</u>	<u>395,480</u>	<u>132,966</u>	<u>30,006</u>	<u>162,972</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

3 Voluntary income (Continued)

Intangible income comprises primarily free office facilities, software and services as well as equipment.

The donors and the nominal values of their donations were:

	Unrestricted funds		Total Unrestricted funds		Total	
	2021		2021	2020		2020
	£		£	£		£
Intangible income						
IBM	-	-	-	46,667	-	46,667
Microsoft	-	-	-	50,000	-	50,000
Google	86,953	-	86,953	93,845	-	93,845
Supplier software donations and client support for AbilityNet event	-	-	-	2,000	-	2,000
Free Software	30,960	-	30,960	10,695	-	10,695
Other	6,949	-	6,949	400	-	400
	<u>124,862</u>	<u>-</u>	<u>124,862</u>	<u>203,607</u>	<u>-</u>	<u>203,607</u>

4 Charitable activities

	IT solutions for disabled people	IT solutions for disabled people
	2021	2020
	£	£
Fees from services provided	5,169,503	4,302,044
Event income	191,255	176,305
	<u>5,360,758</u>	<u>4,478,349</u>

Event income includes TechShare Pro £159,723 (2020: £130,972) and Tech4Good £31,532 (2020: £45,333).

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

5 Investments

	Unrestricted funds	Unrestricted funds
	2021	2020
	£	£
Interest receivable	524	2,272
	<u>524</u>	<u>2,272</u>

6 Other income

	Total	Unrestricted funds
	2021	2020
	£	£
CJRS government grant	-	36,372
	<u>-</u>	<u>36,372</u>

During the year, £NIL, (2020: £36,372) was received under the CJRS as a government grant.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

7 Charitable activities

	2021 £	2020 £
Staff costs	3,378,783	2,923,876
Depreciation and impairment	4,274	7,663
Equipment and direct project costs	223,866	161,545
Staff development and recruitment	21,883	12,939
Professional membership	4,021	5,359
Rent and rates	213,341	186,985
Telephone	5,552	5,569
Motor expenses	10,678	10,861
Travel and subsistence	2,288	8,632
Printing and postage	2,209	2,329
Office facilities and services	124,862	203,607
Connectivity costs	54,691	44,062
Miscellaneous expenses	12,325	12,173
Advertising and PR	61,619	21,217
Consultancy	134,227	74,221
Irrecoverable VAT	2,933	2,204
Insurance	495	480
	<u>4,258,047</u>	<u>3,683,722</u>
Share of support costs (see note 8)	708,752	621,230
Share of governance costs (see note 8)	14,500	16,448
	<u>4,981,299</u>	<u>4,321,400</u>
Analysis by fund		
Unrestricted funds	4,697,174	4,296,368
Restricted funds	284,125	25,032
	<u>4,981,299</u>	<u>4,321,400</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

8 Support costs

	Support costs £	Governance costs £	2021 £	Support costs £	Governance costs £	2020 £
Staff costs	492,768	-	492,768	447,209	-	447,209
Depreciation	35,095	-	35,095	33,058	-	33,058
Staff development and recruitment	20,499	-	20,499	12,744	-	12,744
Insurance	18,672	-	18,672	15,020	-	15,020
Bank charges	4,050	-	4,050	2,942	-	2,942
Netsuite charges	24,962	-	24,962	22,179	-	22,179
Irrecoverable VAT	2,477	-	2,477	857	-	857
Legal and professional fees	2,575	-	2,575	231	-	231
Other support costs	107,654	-	107,654	86,990	-	86,990
Audit fees	-	14,500	14,500	-	16,448	16,448
	<u>708,752</u>	<u>14,500</u>	<u>723,252</u>	<u>621,230</u>	<u>16,448</u>	<u>637,678</u>
Analysed between						
Charitable activities	<u>708,752</u>	<u>14,500</u>	<u>723,252</u>	<u>621,230</u>	<u>16,448</u>	<u>637,678</u>

The Charity identifies all costs associated with its support and governance functions and allocates them entirely to the one charitable activity of IT solutions for disabled people.

9 Board

None of the Board (or any persons connected with them) received any remuneration during the year, and no trustee claimed expenses during the current or prior year.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

10 Pension and other post-retirement benefit commitments

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund.

Contributions payable by the company for the year were £132,927 (2020: £109,351).

The expense has been allocated to unrestricted expenditure on the same basis as wages and salaries.

11 Employees

The average monthly number of employees during the year was:

	2021	2020
	Number	Number
IT solutions for disabled people	67	58
Support staff	8	8
	<hr/>	<hr/>
Total	75	66
	<hr/> <hr/>	<hr/> <hr/>

	2021	2020
	£	£
Employment costs		
Wages and salaries	3,490,745	3,056,996
Social security costs	247,879	204,738
Other pension costs	132,927	109,351
	<hr/>	<hr/>
	3,871,551	3,371,085
	<hr/> <hr/>	<hr/> <hr/>

The key management personnel of the Charity comprise the senior management team as detailed in the trustees' annual report.

The total employee benefits including pension contributions and employers National Insurance costs of key management personnel was £630,081 (2020: £546,534). The highest paid member of the senior management team received benefits of £123,610 (2020: £121,048).

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

11 Employees

(Continued)

The number of employees whose annual remuneration was £60,000 or more were:

	2021	2020
	Number	Number
£60,000 to £69,999	1	2
£70,000 to £79,999	2	-
£80,000 to £89,999	-	1
£90,000 to £99,999	1	-
£100,000 to 109,999	1	2

12 Tangible fixed assets

	Assessment assets	Office equipment	Total
	£	£	£
Cost			
At 1 January 2021	147,198	168,592	315,790
Additions	5,923	20,282	26,205
Disposals	-	(2,108)	(2,108)
At 31 December 2021	153,121	186,766	339,887
Depreciation and impairment			
At 1 January 2021	142,699	114,195	256,894
Depreciation charged in the year	4,880	34,489	39,369
Eliminated in respect of disposals	-	(1,820)	(1,820)
At 31 December 2021	147,579	146,864	294,443
Carrying amount			
At 31 December 2021	5,542	39,902	45,444
At 31 December 2020	4,499	54,397	58,896

The net book value of fixed assets held under finance lease at the year end is £26,717 (2020: £47,867).

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

13 Debtors

	2021 £	2020 £
Amounts falling due within one year:		
Trade debtors	401,311	524,810
Other debtors	32,587	32,594
Prepayments and accrued income	201,909	177,084
	<u>635,807</u>	<u>734,488</u>

14 Creditors: amounts falling due within one year

		2021 £	2020 £
Obligations under finance leases	15	27,889	27,444
Other taxation and social security		278,794	227,756
Trade creditors		94,831	124,050
Other creditors		46,155	36,482
Accruals and deferred income		814,951	953,147
		<u>1,262,620</u>	<u>1,368,879</u>

15 Finance lease commitments

Future minimum lease payments due under finance leases:

	2021 £	2020 £
Within one year	27,889	27,444
Within two and five years	-	23,283
	<u>27,889</u>	<u>50,727</u>

Finance lease payments represent payments made by the Charity for the acquisition of tangible fixed assets. The term is for 36 months. Payments are made monthly with an effective interest rate of 2.77%

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

16 Deferred income

	2021	2020
	£	£
Balance as at 1 January 2021	840,574	836,184
Amount released to income	(1,328,437)	(780,615)
Amount deferred in the year	1,184,797	785,005
	<u>696,934</u>	<u>840,574</u>
Balance as at 31 December 2021	<u>696,934</u>	<u>840,574</u>

Deferred income consists of service agreements invoiced in advance of the service being provided. Deferred income forms part of accruals and deferred income in note 14 above.

17 Creditors: amounts falling due after more than one year

		2021	2020
		£	£
Obligations under finance leases	15	-	23,283
		<u>-</u>	<u>23,283</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

18 Restricted funds

The income funds of the charity include restricted funds comprising the following movements on donations and grants given on trust for specific purposes:

	Movement in funds			Movement in funds			Balance at 31 December 2021
	Balance at 1 January 2020	Incoming resources	Resources expended ¹	Balance at January 2021	Incoming resources	Resources expended	
	£	£	£	£	£	£	£
Digital Lifeline Project	-	-	-	-	261,500	(261,500)	-
WCIT	2,824	-	-	2,824	-	(308)	2,516
IT can help	-	30,006	(25,032)	4,974	-	(4,974)	-
Other small projects	-	-	-	-	18,693	(17,343)	1,350
	<u>2,824</u>	<u>30,006</u>	<u>(25,032)</u>	<u>7,798</u>	<u>280,193</u>	<u>(284,125)</u>	<u>3,866</u>

Digital Lifeline Project was a collaboration between Good Things Foundation (GTF) and AbilityNet. The project was a Department of Culture Media and Sport (DCMS) funded programme to place 5,000 tablets in the hands of digitally disadvantaged individuals with a focus on those with learning disabilities and was managed by GTF. Ability's role was to deliver specialist assessments, training and delivery support for the devices.

Restricted Grants from WCIT were for use to help fund tech demo days.

Restricted income received in the year for AbilityNet's IT Can Help service enabled the provision of free IT support to older people and people with disabilities of any age.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

19 Analysis of net assets between funds

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
Fund balances at 31 December 2021 are represented by:						
Tangible assets	45,444	-	45,444	58,896	-	58,896
Current assets/ (liabilities)	2,109,820	3,866	2,113,686	1,215,394	7,798	1,223,192
Long term liabilities	-	-	-	(23,283)	-	(23,283)
	<u>2,155,264</u>	<u>3,866</u>	<u>2,159,130</u>	<u>1,251,007</u>	<u>7,798</u>	<u>1,258,805</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

20 Operating lease commitments

At the reporting date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2021	2020
	£	£
Within one year	71,458	100,495
Between two and five years	23,330	344
	<u>94,788</u>	<u>100,839</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

21 Related party transactions

The related parties during the year were as follows:

Trustees:

N Rumsey was the representative of IBM and an employee until 10th November 2021 when she became an independent Trustee. She is no longer an employee of IBM.

M Evason became the representative of IBM with effect from 10th November 2021 and is an employee of IBM

P Jagger is a representative and member of The Information Technologists' Company.

A Brooks is Liveryman of The Information Technologists' Company.

S.Foxall was a representative and employee of Microsoft during 2021. She is no longer an employee of Microsoft Ltd, who resigned their Corporate Trusteeship on 18th February 2022.

Senior Management Team:

G Moore is Panels Warden (from October 2021) of the Information Technologists' Company. He is also a Trustee of the WCIT Charity.

D Dearden is a director of ClearTalent Limited. He retired from AbilityNet in June 2021. During the year amounts paid to ClearTalent Ltd amounted to £17,550 for license fees for 2022 (2021: £17,550).

Amounts received from ClearTalent were nil (2020: nil) and from end license users £19,500 for 2022 fees (2020: £19,500 for 2021 fees).

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

22 Cash generated from operations	2021	2020	
	£	£	
Surplus for the year	900,325	562,172	
Adjustments for:			
Investment income recognised in statement of financial activities	(524)	(2,272)	
Depreciation and impairment of tangible fixed assets	39,369	40,721	
Movements in working capital:			
Decrease/(increase) in debtors	98,681	(177,244)	
(Decrease) in creditors	(106,704)	(7,313)	
Cash generated from operations	931,147	416,064	
23 Analysis of changes in net funds			
	At 1 January 2021	Cash flows	At 31 December 2021
	£	£	£
Cash at bank and in hand	1,857,583	882,916	2,740,499
Obligations under finance leases	(50,727)	22,838	(27,889)
	<u>1,806,856</u>	<u>905,754</u>	<u>2,712,610</u>

ABILITYNET

England & Wales - Charity number 1067673

Accounts

Charity Registration No. 1067673 (England and Wales)

Charity Registration No. SC039866 (Scotland)

Company Registration No. 03469653 (England and Wales)

ABILITYNET

(A COMPANY LIMITED BY GUARANTEE)

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER 2020

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	A Brooks – Chairman U D Barnett M Bernard S Foxall (representing Microsoft Ltd) P Jagger (representing The Information Technologists' Company) K Kanodia G Pedlingham O Purcell N Rumsey (representing IBM UK Ltd) D Silverstone S Woodhams
Patron	Martha Lane Fox, Baroness Lane-Fox of Soho CBE
President	David Livermore OBE
Vice President	Roger Jefcoate CBE DL
Chief Executive	Gary Moore
Secretary	John Muscroft
Charity number	
England and Wales	1067673
Scotland	SC039866
Company number	03469653
Principal address	Microsoft Campus Thames Valley Park Reading RG6 1WG
Registered office	Acre House 11-15 William Road London NW1 3ER United Kingdom
Auditor	HW Fisher LLP Acre House 11-15 William Road London NW1 3ER United Kingdom

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
LEGAL AND ADMINISTRATIVE INFORMATION

Bankers

Coutts & Co
440 The Strand
London
WC2R 0QS

CCLA Investment Management Limited
Senator House
85 Queen Victoria Street
London
EC4V 4ET

Nationwide Building Society
Kings Park Road
Moulton Park
Northampton
NN3 6NW

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
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ABILITYNET

(A COMPANY LIMITED BY GUARANTEE)

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 DECEMBER 2020

The Directors present their report and financial statements for the year ended 31 December 2020.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, applicable law and United Kingdom Accounting Standards including Statement of Recommended Practice (FRS 102), "Accounting and Reporting by Charities" (effective 1 January 2019).

Reference and administrative information

The charity is a company limited by guarantee registered in England and Wales under the number 03469653 at Companies House.

The charity is also registered with the Charity Commission in England and Wales under number 1067673 and with the Office of the Scottish Charity Regulator under number SC039866.

Directors

The Trustees, who are also directors for the purpose of company law, who served during the year and up to the date of signature of the financial statements, were:

A Brooks – Chairman
U D Barnett
M Bernard
W J K Brown (retired 29 July 2020)
S Foxall (representing Microsoft Ltd)
P Jagger (representing The Information Technologists' Company from 28 October 2020)
K Kanodia
G Pedlingham (appointed 29 April 2020)
L Phillips (representing The Information Technologists' Company until 28 October 2020)
O Purcell
N Rumsey (representing IBM UK Ltd)
D Silverstone (appointed 29 April 2020)
S Woodhams

None of the Directors has any beneficial interest in the company. All of the Directors are members of the company and guarantee to contribute £1 in the event of a winding up.

Chief Executive who served during the year:

G Moore

Related parties

These are set out in note 21.

Structure, governance and management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated in the UK and registered as a charity in England and Wales and also in Scotland. The company was established under a Memorandum of Association, which created the objects and powers of the charitable company and is governed by its Articles of Association.

Trustee recruitment, appointment, training and induction

AbilityNet currently has eleven Trustees, who are also directors under company law; there are three Corporate Trustees being IBM (UK) Ltd, Microsoft Ltd and The Information Technologists' Company which each appoint a representative to the Board; other Trustees are selected for a range of skills to support the existing or emerging needs of AbilityNet. When a vacancy occurs, potential candidates are interviewed by a panel of Trustees.

ABILITYNET

(A COMPANY LIMITED BY GUARANTEE)

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 DECEMBER 2020

Suitable individuals are briefed by the Chairman and Chief Executive before being proposed for appointment to the Board of Trustees. New Trustees receive a full briefing, including an induction pack containing the Memorandum and Articles, a copy of relevant policies with a glossary of terms and copies of minutes of previous meetings.

Management

The Chief Executive Officer is responsible for the charity's overall day to day management reporting to the Board. Key strategic decisions are taken to the Board for approval and where appropriate a sub-committee is formed to consider anything that requires additional input or that needs resolution.

The Board of Directors (Trustees) are responsible for the overall strategic direction and sound financial practices within the charity. They hold Board meetings on a quarterly basis and receive a Monthly Business Update from the Chief Executive which includes management accounts, a report on progress to date and any notable events in the coming period.

The Chairman, as the representative of the Board, also maintains regular contact with the Chief Executive and, where necessary, secures agreement from the Board for urgent action, unless already empowered by the Board to make the necessary decision.

Senior Managers are invited to Board meetings to provide briefings on different aspects of the charity's work. The Trustees provide advice and support to senior managers whenever appropriate, so that their expertise and insights can be used to benefit the charity.

The senior management team who served during the year were:

G Moore (Chief Executive Officer)
M Comerford (Human Resources)
P Dalton (Sales, appointed 6 October 2020)
D Dearden (Sales & Marketing and Accessibility)
A Low (Service Delivery)
J Muscroft (Finance)
M Walker (Marketing & Portfolio)

Audit Committee

AbilityNet's governance structure includes an Audit Committee which considers the financial conduct of the organisation and related risks.

- The Committee meets at least twice a year, one of which is with the External Auditors to review and recommend for Board approval of the Annual report and financial statements.
- In addition, current plans and actions are discussed and considered to mitigate potential financial, economic and operational risks included on the charity's Risk Register. Actions are agreed where necessary and progress monitored on a regular basis.

During 2020 the AbilityNet Audit Committee was chaired by U D Barnett and met twice in the year. The Committee comprises four experienced Trustees as members and is attended by AbilityNet's Finance Director and Chief Executive. It reports to the Board of Trustees at the next available Board meeting.

Remuneration Committee

The Remuneration Committee considers aspects of AbilityNet's remuneration policy and the reward package of the Chief Executive. This committee is made up of four experienced Trustees and during 2020 was chaired by N Rumsey and met once.

Diversity & Equality

AbilityNet's ambition is to provide an inclusive environment to encourage equal opportunities for its employees. We aim to deal with internal and external stakeholders and members of the public free from bias in an open and accessible way.

AbilityNet provides training to its employees (mandatory) and Trustees on Diversity and Equality to add to the cultural awareness and understanding of this subject throughout the organisation.

ABILITYNET

(A COMPANY LIMITED BY GUARANTEE)

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 DECEMBER 2020

The Board of Trustees agree the context and strategic direction in this area, supported by policies which underpin this across the charity. The aim is to educate employees of their obligations under the Equality Act 2010 so they act in accordance with its aims in their dealings with each other and with stakeholders of the organisation.

In 2020 AbilityNet achieved Disability Confident Leader status on 16 June 2020.

The Disability Confident scheme aims to help employers make the most of the opportunities provided by employing disabled people. It is voluntary and has been developed by employers and disabled people's representatives.

Safeguarding

AbilityNet is committed to enabling a safe and rewarding environment for its employees and volunteers. We have a Safeguarding policy to ensure everyone is treated properly and a Whistle-blowing policy so that people can raise any concerns they have confidentially.

A number of our employees and volunteers carry out roles that may mean they encounter people who are considered to be vulnerable. We carry out regular criminal record checks for those employees and volunteers engaged in such roles.

We review the information in our Safeguarding policy to ensure it is current and in line with best practice. The aim is to supplement the knowledge and understanding of our staff and volunteers, irrespective of their position. In this regard we monitor guidance from the Government and the Charity Commission and adapt our approach accordingly.

How our objectives deliver public benefit

We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees have considered how planned activities will contribute to the aims and objectives they have set. AbilityNet's work benefits a wide range of organisations, including the voluntary sector, public and commercial organisations and individuals across the United Kingdom and elsewhere.

Our main objectives and activities and who we try to help are described in more detail below.

Objectives and activities

AbilityNet's purpose is to enable a world of digital inclusion by supporting disabled and older people to achieve everything they can at work, in education or at home.

Our goal is to improve lives by recommending suitable technology to act as an enabler for those who need help. This has been particularly relevant in communities and homes during the Covid-19 coronavirus pandemic. We have still managed to provide support during this difficult time whilst following government guidelines on reducing the risk of transmission of the virus.

We are known for the combination of our breadth of services, deep expertise and insights, and for supporting a wide range of individual needs. Our staff and volunteers are experts who care and although our primary focus is the UK, our impact is global.

Some Facts about Disability

Per the core definition of disability in the Equality Act 2010, a person is considered to have a disability if they have a physical or mental impairment that has 'substantial' and 'long term' negative effects on their ability to carry out normal daily activities.

- One in 5 people reported a disability in 2018/19 at 14.1 million versus 11.3 million in 2008/09
 - 8% of children reported a disability (2008/09 6%)
 - 19% of working age adults reported a disability (2008/09 14%)
 - 44% of pension age adults reported a disability (2008/09 47%)

[Source: Gov.UK: Family Resources Survey 2018/2019]

- The most common impairments reported by disabled people are those that affect:-
 - mobility (48% down from 49%)
 - stamina, breathing, fatigue (36% down from 37%)
 - mental health (27% up from 25%)
 - dexterity (26% static)
 - memory (16% static)

ABILITYNET (A COMPANY LIMITED BY GUARANTEE) TRUSTEES' REPORT

FOR THE YEAR ENDED 31 DECEMBER 2020

- learning (14% up from 13%)
- hearing (13% down from 14%)
- vision (12% static)

[Source: Gov.UK: Family Resources Survey 2019/2018 versus 2017/2018]

- More than 4.386 million disabled people are in work: 1.825 million men, 2.561 million women and 0.4 million are unemployed.
 - Disabled people are twice as likely to be unemployed as non-disabled
 - Around half of disabled people aged 16 to 64 years (52.1%) in the UK were in employment compared with around 8 in 10 (81.3%) for non-disabled people (July to September 2020); disabled people with autism were among those disabled people with the lowest employment rate.

[Source: Office for National Statistics: Labour Market status of disabled people dataset October to December 2020 & Outcomes for disabled people in the UK :2020]

- In education 23.0% of disabled people aged 21 to 64 years in the UK had a degree as their highest qualification compared with 39.7% of non-disabled people; 15.1% of disabled people had no qualifications compared with 5.4% of non-disabled people (year ending June 2020).

[Source: Office for National Statistics: Outcomes for disabled people in the UK :2020]

- Disabled people aged 16 to 64 years in the UK were less likely to own their own home (40.9%) than non-disabled people (53.4%), and more likely to have rented social housing (at 24.9% compared with 7.8%) (year ending June 2020).

[Source: Office for National Statistics: Outcomes for disabled people in the UK :2020]

- Scope estimates that on average, disabled people face extra costs of £583 a month related to their impairment.
- Scope also reports 1 in 5 disabled people face extra costs of more than £1,000 per month even after they have received welfare payments designed to meet those costs.
- Disabled people are only about half as likely to go to university as non-disabled people and less likely to take up an apprenticeship.

[Source: Scope, the disability equality charity in England and Wales (registered charity no. 208231) : The Disability Price Tag 2019 report]

- Poor access to leisure can affect the community and social life of disabled people creating a barrier to independence and their enjoyment of leisure activities. The most commonly reported difficulties in accessing goods and public services:
 - Shopping (20%)
 - Cinema/theatre/concerts (15%)
 - Pubs and restaurants

[Source: Papworth Trust – Facts & Figures 2018]

As more services move predominantly online, the potential for disadvantage rises in the case of users who struggle to use technology. We are the only UK charity reaching out to help this pan-disability group across the UK with our ambition to ensure the technology they use, or wish to use, is accessible, usable and inclusive.

How do we help?

We approach this in four ways:

- we help the disabled, older people and others use technology in their homes, educational establishments or workplace;
- we help companies and organisations adapt their digital services and content so it is accessible and inclusive for everyone to use;
- we provide support to our volunteers so they can help disabled and older people derive the most benefit from the technology they use or to which they have access;
- we promote the availability and uptake of inclusive and accessible technology.

Achievements and performance

Despite 2020 being an extremely challenging year operationally, the charity was able to deliver the following:
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ABILITYNET

(A COMPANY LIMITED BY GUARANTEE)

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 DECEMBER 2020

- Our amazing volunteer network helped 12.7% more people at home than in the previous year
- Traffic to our key digital "MyComputerMyWay" service rose by 105% year on year as more people sought help with their technology at home
- We helped 18.4% more disabled students with their technology than in 2019
- TechShare Pro (our sector conference) grew by more than 250% through moving to an online format
- Our staff were amazingly flexible throughout the year, focusing closely on those we sought to help, despite changes in working location, practices, hours and (in some cases) furlough

Our impact report for 2020 may be found here:

<https://abilitynet.org.uk/sites/abilitynet.org.uk/files/AbilityNet%20impact%20report%202020.pdf>

AbilityNet seeks to highlight where digital exclusion is being experienced and provide support and knowledge to give individuals the skills to access online digital services as well as helping organisations make their services more accessible and inclusive.

AbilityNet does this through a range of 'paid for' assessment and accessibility services and directly through our free one-to-one services delivered mainly face-to-face by our skilled volunteers; however throughout the pandemic we have adapted our services to deliver our support remotely where this is feasible.

Our key areas to influence are:

1. Encouraging the adoption of best practice in the design of accessible websites, mobile apps, systems and content across industry sectors by following and promoting the standards of Web Content Accessibility Guidelines ("WCAG").
2. Engaging with major technology companies to encourage them consistently to advance inclusion strategies in all their technologies and systems.
3. Enabling disabled and older people to make effective use of digital technologies at home, in work and education.
4. Stimulating organisations to provide a learning and enlightened environment for their IT and web design professionals that ultimately promotes digital inclusion in all of their system development.

During 2020 we delivered impact through AbilityNet's services including: advice and information; accessibility; assessments; training; webinars, home support visits (before the pandemic was announced), remote technical support and via our events programme which we moved to online platforms as we adapted the method of delivering our service.

Our work with companies to optimise the accessibility of their websites and apps continues indirectly to help improve the digital experience of substantial numbers of users. Quantifying this remains problematic and thus we do not estimate it here.

We also had over 1,740,348 website users (compared with 926,000 in 2019) and over 78,100 engagements with our factsheets (up from 25,950 in 2019), which are free to download and provide advice and information about how computers and other digital technologies can help people with a range of conditions and impairments to achieve their goals.

Our estimate of the public benefit value of our free services delivered in 2020 under our revised measure is £1,333.5k versus £911.9k in 2019 (46.2% up year on year).

Assessment Services

During 2020 we continued delivering high quality assessments to students at our Disabled Student Allowance (DSA) centres and then by delivering them remotely after the Government's pandemic restrictions stopped face to face assessments.

We were still able to demonstrate to disabled students improved ways of working with existing and new technologies to allow them to fully participate in their courses and provide tailored recommendations in a detailed report for them. We provided support to 2,468 students compared to 2,084 in the previous year.

We also provided face to face and remote workplace assessments for those with a disability or impairment to get into work or stay in work. This service provides employers and their disabled staff an end-to-end solution in helping identify any reasonable adjustments to their working environment as well as pertinent recommendations in the use of equipment and helpful training.

We helped 433 employees in various organisations with advice and recommendations to assist with their employment in 2020 compared with 709 in 2019, the noticeable decline being attributable to the Covid-19 pandemic and employees working from home.

ABILITYNET

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TRUSTEES' REPORT

FOR THE YEAR ENDED 31 DECEMBER 2020

Accessibility Services

Organisations from across the public, private and third sectors sought our advice and recommendations to enable them to deliver their online content in an accessible and inclusive way to the widest possible audience.

We specialise in a range of advice and consultancy services covering strategy, audit, user test and accreditation, not only for traditional web services but also for tablet and mobile apps, responding to market demands from both clients and end users.

To that end we developed a Digital Accessibility Maturity Model enabling our clients to gauge the status of their own accessibility programmes in relation to making their online services accessible; the model also helps clients to devise and implement planned improvements.

Free Services

Advice and Information

We have continued to provide telephone support via our help line and information through our website which gives access to free factsheets, articles and blogs.

These resources provide a huge range of practical advice on the hardware and software adaptations available which can help improve specific conditions and are regularly updated by us with the latest advice. We saw increased demand for these resources since people were asked to stay and work at home during the pandemic.

Our support service handled 1,580 calls during 2020 (an increase of over 101% over 2019) with over 78,100 of our factsheets downloaded. We recorded over 1,737,300 page views of MyComputerMyWay - our comprehensive, easy-to-use guide to the accessibility options available for free on computers, tablets and mobiles (up 105% over 2019).

AbilityNet ITCanHelp

The IT Can Help programme helps both disabled and older people by providing IT support in their homes. During the pandemic we have adapted our support to deliver this remotely and it is delivered by a network of around 330 (approximately 10% up on 2019 at year end) volunteers across the UK. The service ranges from advice on installing equipment to diagnosing and fixing problems and providing training. In 2020 we provided support on 3,100 occasions to disabled and older people with their IT needs (up 12.7% over 2019).

Technology4Good Awards (T4G)

In September 2020 AbilityNet celebrated the 10th annual T4G awards, generously supported once again by BT. This year the event was held online and attracted interest and applications from a range of innovative technological solutions designed to improve lives. The 11 winners receive huge exposure and benefits by showcasing their innovation and excellence in technology and are chosen by an expert panel of judges from nominations received. Further information can be accessed at the www.tech4goodawards.com website.

TechShare Pro 2020

Due to Covid-19 restrictions, we held the 4th AbilityNet TechShare Pro conference this year online in November 2020. Coupled with arranging a 3 day event for the first time, this allowed us to reach a larger and much broader range of delegates than in previous years. The event was generously supported by Microsoft, Google, Barclays and Sony amongst others.

It was attended by a wide range of IT, accessibility, user experience and design professionals reaching a much bigger online and global audience than the traditional physical presence of a static conference facility.

The 2020 event featured participation from over 300 organisations and 122 speakers across 70 sessions. 75% of delegates said that they were more confident and 62% had greater knowledge of accessibility following the event.

Plans for the future

Our funding is derived principally from our chargeable services in Assessment services and Accessibility services and we see this continuing in 2021.

ABILITYNET

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TRUSTEES' REPORT

FOR THE YEAR ENDED 31 DECEMBER 2020

Assessment services: underpinning our delivery of impact in this area are Workplace Assessments (WPA) for those in work or helping to get into work and DSA for those students in higher and further education. Our capability covers face to face, remote and telephone assessments to support employers and individuals.

The changing landscape in the educational arena is leading to the evolution of our service offering across higher education institutes to encompass a more holistic approach which considers other services like Accessibility.

Accessibility services will continue to provide our clients with a range of services for helping achieve on-line compliance and improving the accessibility of their web, mobile, tablet and application services. As technology evolves, so does best practice in development for accessibility. We continue to invest in recruitment and development of skilled expertise and in systems and processes to help them effectively support clients.

Review of financial position

AbilityNet reported a surplus of £562,172 for the year ended 31st December 2020 compared with a surplus of £65,634 for the year before.

As clients reacted to the growing economic uncertainty linked to Covid-19 coronavirus, the charity had a slower start than planned to its year between January and March 2020. As the widespread impact of Covid-19 came into focus, our expectations for 2020 turned quickly from a year of solid progress to one of financial loss and potential restructuring.

However, as the nation's workforce and those in education moved into remote working, interest in our services and online webinars soared and our income streams recovered and grew steadily stronger as the year progressed. Our costs were muted, in part by the lack of travel by staff and volunteers.

Having used the Government's Coronavirus Job Retention Scheme to navigate through the immediate impact of the first lockdown, we were able to bring staff back fully into paid work relatively quickly.

The second half of our year recorded strong revenues in our chargeable services of accessibility and DSA education services offset to some degree by reduced demand for our workplace assessments impacted by the long period that clients' employees were working from home.

We were able to successfully move our T4G and TechShare Pro events online thanks to continued support from BT, Microsoft, Google, Barclays and Sony, whilst highlighting innovation and good practice across a range of sectors.

We were able to deliver an impressive growth in the public benefit value from our free services impact with demand for services increasing as the pandemic unfolded during the year.

Our staff engagement and client feedback has remained positive despite the uncertainty that the events of 2020 have had across many aspects of our lives.

Our employees have responded magnificently to the many challenges of the last year and helped sustain and grow the charity during this period. On behalf of the Trustees, I would like to record my thanks to them for their exceptional dedication, sacrifices and outstanding achievements in this most challenging year.

Reserves policy

The charity has an ambition in the medium to longer term to provide six months' cover of the charity's day to day average running costs. As at 31st December 2020 Unrestricted Reserves (excluding Fixed Assets) stood at £1,192,085 versus £598,242 from the prior year, providing around 3.0 months' cover of an average of our last 3 month's operating costs.

The Board remains committed to strengthening our reserves and working towards attaining the objective set in the policy.

Risk factors

The Directors have considered the risks to which the charity is exposed and have established monitoring processes to understand and mitigate those risks.

**ABILITYNET
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TRUSTEES' REPORT**

FOR THE YEAR ENDED 31 DECEMBER 2020

The Directors feel that the dominant risks facing the charity in 2021 continue to come from the pandemic:

- The economic situation has a substantial bearing on customer appetite for the charity's services.
- The disease has the potential to threaten our ability to supply services because of staff sickness, although this is a diminishing risk as vaccination is rolled out.

The Directors note that as legislation and cultural adoption around equality gains more traction, the market for advisory services continues to expand. This opportunity also brings with it more competition for skilled talent.

Strategic and shorter-term plans are reviewed on a regular basis and funding is obtained from a range of sources. We have in place internal procedures to control our expenditure and the delivery of our services. Risk management forms an integral part of the management process.

Disclosure of information to auditors

Each of the Directors has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditors are unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information.

Auditors

The auditors, HW Fisher LLP, are deemed to be reappointed under section 487(2) of the Companies Act 2006.

On behalf of the board of Directors

Alan Brooks
Chairman



Date: 28th April 2021

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 DECEMBER 2020

The trustees, who are also the directors of AbilityNet for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Board to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Board are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Board are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
INDEPENDENT AUDITOR'S REPORT
TO THE BOARD OF ABILITYNET

Opinion

We have audited the financial statements of AbilityNet (the 'charity') for the year ended 31 December 2020 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2020 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The Board are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE BOARD OF ABILITYNET

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) require us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Board were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

As part of our planning process:

- We enquired of management the systems and controls the charity has in place, the areas of the financial statements that are most susceptible to the risk of irregularities and fraud, and whether there was any known, suspected or alleged fraud. The charity did not inform us of any known, suspected or alleged fraud.
- We obtained an understanding of the legal and regulatory frameworks applicable to the company. We determined that the following were most relevant: the Charity SORP, FRS 102, Charities Act 2011, Companies Act 2006, the Charities and Trustees (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).
- We considered the incentives and opportunities that exist in the charity, including the extent of management bias, which present a potential for irregularities and fraud to be perpetuated, and tailored our risk assessment accordingly.
- Using our knowledge of the charity, together with the discussions held with the charity at the planning stage, we formed a conclusion on the risk of misstatement due to irregularities including fraud and tailored our procedures according to this risk assessment.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE BOARD OF ABILITYNET

The key procedures we undertook to detect irregularities including fraud during the course of the audit included:

- Identifying and testing journal entries and the overall accounting records, in particular those that were significant and unusual.
- Reviewing the financial statement disclosures and determining whether accounting policies have been appropriately applied.
- Reviewing and challenging the assumptions and judgements used by management in their significant accounting estimates, in particular in relation to intangible income.
- Assessing the extent of compliance, or lack of, with the relevant laws and regulations.
- Testing key income lines, in particular cut-off, for evidence of management bias.
- Assessing the validity of the classification of income, expenditure, assets and liabilities between unrestricted, designated and restricted funds.
- Obtaining third-party confirmation of material bank balances.
- Documenting and verifying all significant related party balances and transactions.
- Reviewing documentation such as the charity board minutes for discussions of irregularities including fraud.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements even though we have properly planned and performed our audit in accordance with auditing standards. The primary responsibility for the prevention and detection of irregularities and fraud rests with the trustees of the charity.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company, the charitable company's members as a body, and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

HW Fisher LLP

Andrew Rich (Senior Statutory Auditor)
for and on behalf of HW Fisher LLP

Chartered Accountants
Statutory Auditor
Acre House
11-15 William Road
London
NW1 3ER
United Kingdom

13/5/21

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 DECEMBER 2020

Current financial year

	Notes	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £	Total 2019 £
<u>Income and endowments from:</u>					
Voluntary income	3	512,878	30,006	542,884	442,227
Charitable activities	4	4,302,044	-	4,302,044	3,995,267
Investments	5	2,272	-	2,272	5,696
Other income	6	36,372	-	36,372	279
Total income		4,853,566	30,006	4,883,572	4,443,469
<u>Expenditure on:</u>					
<u>Charitable activities</u>					
IT solutions for disabled people	7	4,296,368	25,032	4,321,400	4,377,835
Total charitable expenditure		4,296,368	25,032	4,321,400	4,377,835
Net income for the year/ Net movement in funds		557,198	4,974	562,172	65,634
Fund balances at 1 January 2020		693,809	2,824	696,633	630,999
Fund balances at 31 December 2020		1,251,007	7,798	1,258,805	696,633

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED)
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 DECEMBER 2020

Prior financial year

	Notes	Unrestricted funds 2019 £	Restricted funds 2019 £	Total 2019 £
Income and endowments from:				
Voluntary income	3	442,227	-	442,227
Charitable activities	4	3,995,267	-	3,995,267
Investments	5	5,696	-	5,696
Other income	6	279	-	279
Total income		4,443,469	-	4,443,469
Expenditure on:				
<u>Charitable activities</u>				
IT solutions for disabled people	7	4,376,911	924	4,377,835
Total charitable expenditure		4,376,911	924	4,377,835
Net income for the year/ Net movement in funds		66,558	(924)	65,634
Fund balances at 1 January 2019		627,251	3,748	630,999
Fund balances at 31 December 2019		693,809	2,824	696,633

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

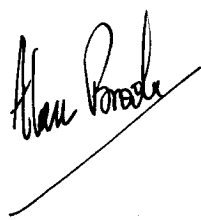
The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
BALANCE SHEET

AS AT 31 DECEMBER 2020

	Notes	2020		2019	
		£	£	£	£
Fixed assets					
Tangible assets	12		58,896		95,566
Current assets					
Debtors	13	734,488		557,244	
Cash at bank and in hand		1,857,583		1,470,191	
		<u>2,592,071</u>		<u>2,027,435</u>	
Creditors: amounts falling due within one year	15	<u>(1,368,879)</u>		<u>(1,375,641)</u>	
Net current assets			1,223,192		651,794
Total assets less current liabilities			<u>1,282,088</u>		<u>747,360</u>
Creditors: amounts falling due after more than one year	17		(23,283)		(50,727)
Net assets			<u>1,258,805</u>		<u>696,633</u>
Income funds					
Restricted funds	18		7,798		2,824
Unrestricted funds			1,251,007		693,809
			<u>1,258,805</u>		<u>696,633</u>

The financial statements were approved by the Board on 28th April 2021



Alan Brooks
Trustee

Company Registration No. 03469653

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 DECEMBER 2020

	Notes	2020 £	£	2019 £	£
Cash flows from operating activities					
Cash generated from operations	22		416,064		353,871
Investing activities					
Purchase of tangible fixed assets		(4,051)		(91,988)	
Proceeds on disposal of tangible fixed assets		-		1,268	
Investment income received		2,272		5,696	
Net cash used in investing activities			(1,779)		(85,024)
Financing activities					
Payment of obligations under finance leases		(26,893)		72,315	
Net cash (used in)/generated from financing activities			(26,893)		72,315
Net increase in cash and cash equivalents			387,392		341,162
Cash and cash equivalents at beginning of year			1,470,191		1,129,029
Cash and cash equivalents at end of year			<u>1,857,583</u>		<u>1,470,191</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2020

1 Accounting policies

Charity information

AbilityNet is a private company limited by guarantee incorporated in England and Wales. The principal address is Microsoft Campus, Thames Valley Park, Reading, RG6 1WG, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended) and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The Charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

1.2 Going concern

The Trustees have considered the effect of the Coronavirus (Covid-19) outbreak on the Charity during 2020 and the resulting trend towards remote working has considerably increased the interest in the charity's services, resulting in a large surplus in the current year. This increase in income has continued and is expected to be sustained. The Trustees are satisfied the Charity remains in robust health to continue as a going concern for a period of at least twelve months from the date of approval of these financial statements.

Therefore at the time of approving the financial statements, the Board have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity.

Designated funds are donations where the donor has not specified a use, but the trustees have allocated these donations to specific projects being undertaken by the Charity.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the Charity's work or for specific projects being undertaken by the Charity.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2020

1 Accounting policies

(Continued)

1.4 Incoming resources

All incoming resources are included in the statement of financial activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary resources are included in the statement of financial activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy.

The value of services provided by volunteers has not been included in these financial statements.

Intangible income (such as rent-free accommodation) is included where a third party is bearing the cost of supplying the resources and the resources can be valued with reasonable accuracy.

Investment income is included when receivable.

Incoming resources from charitable trading activities are accounted for when earned.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the Bank.

Government grants are recognised at the fair value of the amount received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received. The charity has received grants under the Coronavirus Job Retention Scheme. The scheme is designed to compensate for staff costs, so amounts received or receivable are recognised in the income statement as part of other operating income over the same period as the costs to which they relate. Government grants are accounted for under the accrual model.

1.5 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Expenditure on charitable activities includes the costs of the delivery of its activities and services for its beneficiaries.

All support costs are allocated to the one charitable activity of IT solutions for disabled people.

1.6 Tangible fixed assets

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as below.

A full year's charge is not accounted for in the year of acquisition. Instead, the depreciation charge is time apportioned based on the month of purchase of the tangible fixed asset.

Assessment assets	On a straight line basis over their estimated life of 1-3 years.
Office equipment	On a straight line basis over their estimated life of 1-3 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Cash and cash equivalents

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

ABILITYNET
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2020

1 Accounting policies **(Continued)**

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.10 Leases

Leases are classified as finance leases whenever the terms of the lease transfer substantially all the risks and rewards of ownership to the lessees. All other leases are classified as operating leases.

Assets held under finance leases are recognised as assets at the lower of the fair value of the assets at the date of inception and the present value of the minimum lease payments. The related liability is included in the balance sheet as a finance lease obligation. Lease payments are treated as consisting of capital and interest elements. The interest is charged to net income/ (expenditure) for the year so as to produce a constant periodic rate of interest on the remaining balance of the liability.

1.11 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered and provision for bad and doubtful debts.

Prepayments are valued at the amount prepaid net of any trade discounts due.

1.12 Creditors and provisions

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

1.13 Foreign exchange

Transactions denominated in foreign currencies are recorded at the rate ruling at the date of the transaction.

Monetary assets and liabilities denominated in foreign currencies are translated into sterling at the rates of exchange ruling at the balance sheet date. All differences are included in net incoming resources.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Board are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2020

2 Critical accounting estimates and judgements

(Continued)

The Trustees are required to make estimates in respect of intangible income and depreciation rates.

Intangible income is one of the key accounting estimate included within the financial statements. Further details for intangible income and its measurement can be seen in note 1.4 and note 3.

The basis of depreciation estimates is given within the tangible fixed assets accounting policies above (see policy 1.6).

3 Voluntary income

	Unrestricted funds	Restricted funds	Total	Unrestricted funds
	2020	2020	2020	2019
	£	£	£	£
Donations received	127,966	30,006	157,972	36,351
Intangible income	203,607	-	203,607	290,506
Fundraising income	181,305	-	181,305	115,370
	<u>512,878</u>	<u>30,006</u>	<u>542,884</u>	<u>442,227</u>
Donations received				
The Patrick & Helena Frost Foundation	5,000	-	5,000	7,500
Access to Work workplace contributions	13,795	-	13,795	6,665
IBM UK Charitable Trust	50,000	-	50,000	-
Ofenheim & Cinderford Charitable Trust	4,500	-	4,500	4,500
The George And Esme Pollitzer Charitable Settlement	-	-	-	10,000
Individual donations	3,802	-	3,802	4,108
The Hunter Foundation	-	17,500	17,500	-
AbilityNet Volunteer Conference - Hands Free Computing	-	-	-	2,000
National Lottery Awards	7,500	-	7,500	-
Other	43,369	12,506	55,875	1,578
	<u>127,966</u>	<u>30,006</u>	<u>157,972</u>	<u>36,351</u>

Intangible income comprises primarily free office facilities, software and services as well as equipment.
The donors and the nominal values of their donations were:

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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2020

3 Voluntary income (Continued)

Intangible income

IBM	46,667	-	46,667	70,000
Microsoft	50,000	-	50,000	50,000
BT	-	-	-	50,000
Google	93,845	-	93,845	44,330
Supplier software donations and client support for AbilityNet event	2,000	-	2,000	69,395
Free Software	10,695	-	10,695	-
The Information Technologists' Company	-	-	-	1,831
Other	400	-	400	4,950
	<u>203,607</u>	<u>-</u>	<u>203,607</u>	<u>290,506</u>

Fundraising income

Comptia Member Services	-	-	-	1,875
The Atkin Foundation	5,000	-	5,000	5,000
TechShare Pro	130,972	-	130,972	72,188
Tech4Good	45,333	-	45,333	36,307
	<u>181,305</u>	<u>-</u>	<u>181,305</u>	<u>115,370</u>

4 Charitable activities

IT solutions for disabled people 2020 **IT solutions for disabled people 2019**
£ **£**

Fees from services provided	<u>4,302,044</u>	<u>3,995,267</u>
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5 Investments

Unrestricted funds 2020 **Unrestricted funds 2019**
£ **£**

Interest receivable	<u>2,272</u>	<u>5,696</u>
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ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2020

6 Other income

	Unrestricted funds	Unrestricted funds
	2020	2019
	£	£
Other income	-	279
CJRS government grant	36,372	-
	<u>36,372</u>	<u>279</u>
	<u><u>36,372</u></u>	<u><u>279</u></u>

During the year, £36,372, (2019: £nil) was received under the CJRS as a government grant.

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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2020

7 Charitable activities	2020	2019
	£	£
Staff costs	2,923,876	2,829,281
Depreciation and impairment	7,663	19,571
Equipment and direct project costs	161,545	133,554
Staff development and recruitment	12,939	14,450
Professional membership	5,359	4,711
Rent and rates	186,985	173,840
Telephone	5,569	4,200
Motor expenses	10,861	34,655
Travel and subsistence	8,632	75,640
Printing and postage	2,329	755
Office facilities and services	203,607	290,506
Connectivity costs	44,062	40,200
Miscellaneous expenses	12,173	12,392
Advertising and PR	21,217	22,960
Consultancy	74,221	86,808
Irrecoverable VAT	2,204	2,773
Insurance	480	-
	<u>3,683,722</u>	<u>3,746,296</u>
Share of support costs (see note 8)	621,230	616,827
Share of governance costs (see note 8)	16,448	14,712
	<u>4,321,400</u>	<u>4,377,835</u>
Analysis by fund		
Unrestricted funds	4,296,368	4,376,911
Restricted funds	25,032	924
	<u>4,321,400</u>	<u>4,377,835</u>

ABILITYNET
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2020

8 Support costs	Support costs	Governance costs	2020	Support costs	Governance costs	2019
	£	£	£	£	£	£
Staff costs	447,209	-	447,209	429,564	-	429,564
Depreciation	33,058	-	33,058	20,390	-	20,390
Staff development and recruitment	12,744	-	12,744	20,288	-	20,288
Insurance	15,020	-	15,020	13,271	-	13,271
Bank charges	2,942	-	2,942	4,010	-	4,010
Netsuite charges	22,179	-	22,179	22,179	-	22,179
Irrecoverable VAT	857	-	857	736	-	736
Legal and professional fees	231	-	231	800	-	800
Other support costs	86,990	-	86,990	105,589	-	105,589
Audit fees	-	16,448	16,448	-	14,712	14,712
	<u>621,230</u>	<u>16,448</u>	<u>637,678</u>	<u>616,827</u>	<u>14,712</u>	<u>631,539</u>
Analysed between						
Charitable activities	<u>621,230</u>	<u>16,448</u>	<u>637,678</u>	<u>616,827</u>	<u>14,712</u>	<u>631,539</u>

The Charity identifies all costs associated with its support and governance functions and allocates them entirely to the one charitable activity of IT solutions for disabled people.

9 Board

None of the Board (or any persons connected with them) received any remuneration during the year, and no trustee claimed expenses during the year. In 2019, 2 trustees were reimbursed a total of £288 for travelling and stationery expenses.

10 Pension and other post-retirement benefit commitments

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund.

Contributions payable by the company for the year were £109,351 (2019: £103,417).

The expense has been allocated to unrestricted expenditure on the same basis as wages and salaries.

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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2020

11 Employees

The average monthly number of employees during the year was:

	2020	2019
	Number	Number
IT solutions for disabled people	58	53
Support staff	8	8
	<hr/>	<hr/>
Total	66	61
	<hr/> <hr/>	<hr/> <hr/>

Employment costs	2020	2019
	£	£
Wages and salaries	3,056,996	2,970,735
Social security costs	204,738	184,693
Other pension costs	109,351	103,417
	<hr/>	<hr/>
	3,371,085	3,258,845
	<hr/> <hr/>	<hr/> <hr/>

The key management personnel of the Charity comprise the senior management team as detailed in the trustees' annual report.

The total amounts of employee emoluments received by the senior management team were £498,664 (2019: £430,346). The highest paid member of the senior management team received emoluments of £113,759 (2019: £113,019).

The number of employees whose annual remuneration was £60,000 or more were:

	2020	2019
	Number	Number
£60,000 to £70,000	2	2
£70,000 to £80,000	-	1
£80,000 to £90,000	1	-
Over £100,000	2	2
	<hr/> <hr/>	<hr/> <hr/>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2020

12 Tangible fixed assets

	Assessment assets £	Office equipment £	Total £
Cost			
At 1 January 2020	147,206	167,253	314,459
Additions	-	4,051	4,051
Disposals	(8)	(2,712)	(2,720)
	<u> </u>	<u> </u>	<u> </u>
At 31 December 2020	147,198	168,592	315,790
	<u> </u>	<u> </u>	<u> </u>
Depreciation and impairment			
At 1 January 2020	135,044	83,849	218,893
Depreciation charged in the year	7,663	33,058	40,721
Eliminated in respect of disposals	(8)	(2,712)	(2,720)
	<u> </u>	<u> </u>	<u> </u>
At 31 December 2020	142,699	114,195	256,894
	<u> </u>	<u> </u>	<u> </u>
Carrying amount			
At 31 December 2020	4,499	54,397	58,896
	<u> </u>	<u> </u>	<u> </u>
At 31 December 2019	12,162	83,404	95,566
	<u> </u>	<u> </u>	<u> </u>

The net book value of fixed assets held under finance lease at the year end is £47,867 (2019: £74,801).

13 Debtors

	2020 £	2019 £
Amounts falling due within one year:		
Trade debtors	524,810	438,443
Other debtors	32,594	32,456
Prepayments and accrued income	177,084	86,345
	<u> </u>	<u> </u>
	734,488	557,244
	<u> </u>	<u> </u>

14 Finance lease commitments

Future minimum lease payments due under finance leases:

	2020 £	2019 £
Within one year	27,444	26,893
Within two and five years	23,283	50,727
	<u> </u>	<u> </u>
	50,727	77,620
	<u> </u>	<u> </u>

Finance lease payments represent payments made by the Charity for the acquisition of tangible fixed assets. The term is for 36 months. Payments are made monthly with an effective interest rate of 2.77%

ABILITYNET
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2020

15 Creditors: amounts falling due within one year

		2020	2019
		£	£
Obligations under finance leases	14	27,444	26,893
Other taxation and social security		227,756	233,412
Trade creditors		124,050	112,004
Other creditors		36,482	32,743
Accruals and deferred income		953,147	970,589
		<u>1,368,879</u>	<u>1,375,641</u>

16 Deferred income

		2020	2019
		£	£
Balance as at 1 January 2020		836,184	757,824
Amount released to income		(780,615)	(587,601)
Amount deferred in the year		785,005	665,961
Balance as at 31 December 2020		<u>840,574</u>	<u>836,184</u>

Deferred income consists of service agreements invoiced in advance of the service being provided.

17 Creditors: amounts falling due after more than one year

		2020	2019
		£	£
Obligations under finance leases	14	<u>23,283</u>	<u>50,727</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2020

18 Restricted funds

The income funds of the charity include restricted funds comprising the following movements on donations and grants given on trust for specific purposes:

	Movement in funds					
	Balance at 1 January 2019	Resources expended	Balance at 1 January 2020	Incoming resources	Resources expended	Balance at 31 December 2020
	£	£	£	£	£	£
WCIT	3,748	(924)	2,824	-	-	2,824
IT can help	-	-	-	30,006	(25,032)	4,974
	<u>3,748</u>	<u>(924)</u>	<u>2,824</u>	<u>30,006</u>	<u>(25,032)</u>	<u>7,798</u>

Restricted Grants received in the previous year from WCIT were for use to help fund tech demo days. Due to Covid-19 government restrictions, there was no activity in the year.

Restricted income received in the year for AbilityNet's IT Can Help service enabled the provision of free IT support to older people and people with disabilities of any age.

19 Analysis of net assets between funds

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £	Unrestricted funds 2019 £	Restricted funds 2019 £	Total 2019 £
Fund balances at 31 December 2020 are represented by:						
Tangible assets	58,896	-	58,896	95,566	-	95,566
Current assets/(liabilities)	1,215,394	7,798	1,223,192	648,970	2,824	651,794
Long term liabilities	(23,283)	-	(23,283)	(50,727)	-	(50,727)
	<u>1,251,007</u>	<u>7,798</u>	<u>1,258,805</u>	<u>693,809</u>	<u>2,824</u>	<u>696,633</u>

20 Operating lease commitments

At the reporting date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2020 £	2019 £
Within one year	100,495	116,424
Between two and five years	344	61,063
	<u>100,839</u>	<u>177,487</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2020

21 Related party transactions

The related parties during the year were as follows:

Trustees:

N Rumsey is a representative of IBM and an employee.

P Jagger is an employee of IBM and is a representative and member of The Information Technologists' Company.

S Foxall is a representative and employee of Microsoft Limited.

A Brooks is Liveryman of The Information Technologists' Company.

L Phillips is Liveryman and Court Assistant of The Information Technologists' Company.

Senior Management Team:

G Moore is a Court Assistant of the Information Technologists' Company. He is also a Trustee of the WCIT Charity, where he chaired the Grants Committee until 22nd September 2020.

D. Dearden is a director of ClearTalent Limited. During the year amounts paid to ClearTalent Limited amounted to £3,600 for license fees in 2020 and £17,550 for 2021 (2019: £17,550) and £8,450 for development costs (2019: £3,600). Amounts received from ClearTalent were nil (2019: nil) and from end license users £3,600 in 2020 and £19,500 for 2021 (2019: £19,500).

22 Cash generated from operations	2020	2019
	£	£
Surplus for the year	562,172	65,634
Adjustments for:		
Investment income recognised in statement of financial activities	(2,272)	(5,696)
Depreciation and impairment of tangible fixed assets	40,721	39,961
Movements in working capital:		
(Increase)/decrease in debtors	(177,244)	180,797
(Decrease)/increase in creditors	(7,313)	73,175
Cash generated from operations	416,064	353,871

23 Analysis of changes in net funds	At 1 January 2020	Cash flows	At 31 December 2020
	£	£	£
Cash at bank and in hand	1,470,191	387,392	1,857,583
Obligations under finance leases	(77,620)	26,893	(50,727)
	<u>1,392,571</u>	<u>414,285</u>	<u>1,806,856</u>