

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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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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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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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

**ABILITYNET
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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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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.

A handwritten signature in black ink that reads "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				2024	2023
	Note	Unrestricted £	Restricted £	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
Total income		4,285,675	46,907	4,332,582	4,554,827
Expenditure on:					
Charitable activities					
IT Solutions for disabled people	6	4,481,766	32,908	4,514,674	5,225,253
Total expenditure	6	4,481,766	32,908	4,514,674	5,225,253
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		-	-	-	-
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
Fund balances at 31 December 2024		1,434,556	17,014	1,451,570	1,633,662

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
	Note	£	£	Total
				£
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/>	
Total income		4,491,243	63,584	4,554,827
		<hr/>	<hr/>	
Expenditure on:				
Charitable activities	6			
IT Solutions for disabled people		5,156,433	68,820	5,225,253
		<hr/>	<hr/>	
Total expenditure	6	5,156,433	68,820	5,225,253
		<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/>	
Fund balances at 31 December 2023		1,630,646	3,016	1,633,662
		<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

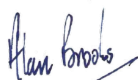
The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

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/>
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/>

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
(A COMPANY LIMITED BY GUARANTEE)
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.

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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 1 January 2023	Incoming resources	Resources expended	Balance at 1 January 2024	Incoming resources	Resources expended	Balance at 31 December 2024
	£	£	£	£	£	£	£
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)	-	-	-	-
	8,252	63,584	(68,820)	3,016	46,907	(32,908)	17,014

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.

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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
	1,434,556	17,014	1,451,570	1,630,646	3,016	1,633,662

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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)

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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>