

Charity Registration No. 1067673

Charity Registration No. SC039866 (Scotland)

Company Registration No. 3469653 (England and Wales)

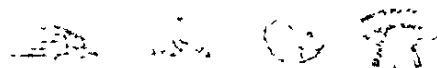
**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**DIRECTORS' REPORT AND ACCOUNTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2010**

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

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<b>President</b>	David Livermore OBE
<b>Vice President</b>	Roger Jefcoate CBE
<b>Patron</b>	Sir Terry Pratchett
<b>Trustees</b>	Dr Michael Taylor (Chairman) David Barnett Bill Brown Chris Gant Matt Lambert (representing Microsoft) David Morris Mike Bernard (representing IBM UK Limited) Alan Pollard (representing BCS the Chartered Institute for IT until March 2011, continuing thereafter as an independent Trustee) Nishita Sharma Colin Knight (representing The Information Technologists' Company) Elizabeth Sparrow (representing BCS the Chartered Institute for IT from March 2011)
<b>Chief Executive</b>	Nigel Lewis
<b>Secretary</b>	John Muscroft
<b>Charity number</b>	
England & Wales	1067673
Scotland	SC039866
<b>Company number</b>	3469653
<b>Principal address</b>	Microsoft Campus Thames Valley Park Reading RG6 1WG
<b>Registered office</b>	Acre House 11-15 William Road London NW1 3ER

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**Auditors**

H W Fisher & Company  
Acre House  
11-15 William Road  
London  
NW1 3ER

**Bankers**

CCLA Investment Management Limited  
COIF Charity Funds  
80 Cheapside  
London  
EC2V 6DZ

Coutts & Co  
440 The Strand  
London  
WC2R 0QS

Barclays Bank Plc  
Leicester  
LE87 2BB

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**ABILITYNET  
(A COMPANY LIMITED BY GUARANTEE)  
DIRECTORS' REPORT  
FOR THE YEAR ENDED 31 DECEMBER 2010**

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The Directors present their report and accounts for the year ended 31 December 2010

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's Memorandum and Articles of Association, applicable law and the requirements of the Statement of Recommended Practice, "Accounting and Reporting by Charities" issued in March 2005

**Reference and administrative information**

The charity is a company limited by guarantee and registered with the Charity Commission under number 1067673 and also with the Office of the Scottish Charity Regulator under number SC039866

Directors

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

Dr M R Taylor – Chairman

U D Barnett

W J K Brown

C J Gant

M Lambert (representing Microsoft)

D Morriss

A Pollard (representing BCS the Chartered Institute for IT)

N Sharma

J Tabor replaced by M Bernard in December 2010 (representing IBM UK Limited)

C Knight (representing The Information Technologists' Company)

Subsequent to the year end E Sparrow was appointed (representing BCS the Chartered Institute for IT)

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

N P Lewis

**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. 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

Trustees are appointed as representatives of Microsoft, IBM, BCS the Chartered Institute for IT and The Information Technologists' Company, additional Trustees are identified by Board Members to provide specific skills to meet emerging needs. Potential Trustees are interviewed by a panel from the existing Trustees after submitting their CV and are met and briefed by the Chairman and Chief Executive before appointment. Successful candidates are then proposed to the Board for approval

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New Trustees receive a full briefing, including an induction pack, which includes the Memorandum and Articles, minutes of previous meetings and glossary of terms

Senior Managers are invited to board meetings on an ongoing basis to provide briefings on different areas of work. Trustees mentor senior managers wherever appropriate, so that their expertise and insights can be used to benefit the charity and its management

The senior management team who served during the year were

O Berkery (Human Resources)

D Cockburn (Service Delivery)

D Dearden (Service Delivery until July 2010, then Sales & Marketing)

R Field (Fundraising)

E Martin (Technical Services)

L James (Finance, retired September 2010)

J Muscroft (Finance, appointed September 2010)

#### Management

The Board of Directors (Trustees), who are also directors under company law, are responsible for the overall strategic direction and sound financial practices within the charity. They meet quarterly and receive monthly management reports including management accounts and activity reports from the Chief Executive. There is a standing Audit Committee to supervise the audit process, ensure actions are completed and to address on-going financial issues.

The Chief Executive reports to the Board and is responsible for the charity's overall day to day management. Key strategic decisions are taken to the board for approval. Where necessary a sub-committee is formed to consider anything that requires additional input or that needs resolution before the next scheduled meeting. Also as the representative of the Board, the Chairman 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.

#### Diversity & Equality Committee

Throughout its operations, AbilityNet is committed to reflecting the diversity of the society we live in and this is reflected in its policies and procedures. The organisation strives to create and sustain an inclusive environment, that provides equal opportunities for all employees, as well as dealing with internal and external stakeholders and members of the public, free from bias and open and accessible to all.

AbilityNet is intent on advancing diversity and equality within all its activities, as it believes this to be socially responsible. Diversity & Equality are seen as essential factors that contribute to the cultural richness and strength of our organisation.

AbilityNet's policy provides coordination and implementation at a strategic level and is supported by additional policies that provide a companywide integrated approach to diversity and equality. The Diversity and Equality Committee comprises the Chairman of the Board of Trustees, together with a Senior Director and the Head of HR.

AbilityNet recognises that a Diversity & Equality policy carries with it responsibilities and requires all employees to recognise these rights and to act in accordance with them in all dealings with the stakeholders of the organisation. In light of this, Diversity and Equality is a permanent agenda item at all Trustee meetings, employees undertake annual mandatory Diversity & Equality training in order to keep them abreast of any changes in this area, and in March 2011 AbilityNet became one of the first organisations within the UK to be 'Clear Assured' – in recognition of its commitment to Diversity & Equality through its recruitment practices.

Diversity & Equality is the cornerstone on which all AbilityNet policies and procedures are based.

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**FOR THE YEAR ENDED 31 DECEMBER 2010**

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Audit Committee

AbilityNet's formal governance structure also includes an Audit Committee which considers the financial outlook of the organisation and related issues. It also reviews the risk management plans of the organisation and associated countermeasures and progress thereof. The committee comprises three experienced Trustees and AbilityNet's Finance Director and reports to the Board of Trustees on a regular basis.

Remuneration Committee

Another aspect of governance is the Remuneration Committee which considers the reward package of the Chief Executive and broader aspects of AbilityNet's operations. This committee is made up of four experienced Trustees.

**How our objectives deliver public benefit**

We have referred to the guidance contained in 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 very 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**

The company's objects are to promote relief for persons with physical, sensory or mental disabilities, and to develop their physical and mental capabilities, in particular, but not exclusively, by the use of Information and Communication Technology (ICT).

The main activities offered by the charity directly assist people with any disability or limiting condition, whatever their age or life situation, to enjoy improved independence and quality of life through access to ICT. Access to ICT makes a huge impact on the lives of disabled people by offering greater equality of opportunity and access to education and employment, as well as improved life choices, independence and self-esteem.

We achieve this in two fundamental ways.

Firstly, by providing a comprehensive set of services, tailored to meet each individual's need, including initial information and advice, individual assessment, recommendations on assistive and adaptive technology, configuration of specialist systems, add-ons and upgrades, installation, training and ongoing support.

Secondly, in working with a wide range of organisations from the private, commercial and third sectors, providing consultancy advice, auditing, user testing and accreditation of their websites and online services. These activities help organisations make their online presence and services accessible to the widest community of people so that those who are disabled, have limiting health conditions, or the elderly, can take full advantage of the benefits of online information and services.

These two services of individual assessment and web consultancy combine to help those most disadvantaged to be able to use technology to benefit their individual circumstances and lives.

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DIRECTORS' REPORT  
FOR THE YEAR ENDED 31 DECEMBER 2010**

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**Achievements and performance**

Since over 90% of jobs now involve ICT and over 60% of the population use the internet for communication, retail and entertainment, access to both is now seen as a human right, and issues surrounding the 'digital divide' are gaining an increasingly high profile. In other words, ICT which could become the great 'enabler' of society is in danger of making the gap even greater. This means that AbilityNet's specialist expertise is in demand not only for disabled people but also for those who find access to conventional ICT equipment difficult, if not impossible, but do not consider themselves to be disabled. The generally accepted estimate for the total number of people involved is in the region of 10million. The challenge facing us, as the leading provider of support in this field, is how to extend the reach of our services to address directly more than a fraction of that demand.

Usage of and access to technology continues unabated and will continue to do so. It is therefore evermore necessary that this technology is accessible to all as it pervades all of our lives, at work, in education and in the home and our leisure. The rise of social networks, digital television, on-line and self-service retail as well as on-line access to public services has and will continue to make the use of technology a must in our day to day lives. Whilst new technology should make it easier and more effective to deliver and access services, access for all is by no means guaranteed and there is an ever present danger of creating a digitally excluded society for individuals who have a disability, a limiting health condition or the elderly.

The services that AbilityNet provide are therefore critical in overcoming and preventing ICT being inaccessible and unusable by the people who need to use technology to enable their lives. While the number of people requiring help is approximately 10 million, it continues to grow, especially as our population ages. Also there are a large number of organisations, both public and private that need to ensure the services they deliver via technology are fully accessible. The continuing challenge for AbilityNet is how to reach this large volume of people to provide our services and help.

Through 2010 we directly helped over 23,000 people through our services of advice and information, assessments, personal installations, training, home support visits, provision of loan bank equipment, and, technical support. We also had nearly 1.2 million user sessions on our website and over 243,000 downloads of our fact and skill sheets from our website [www.abilitynet.org.uk](http://www.abilitynet.org.uk). There were over 112,000 users of [MyComputerMyWay](#) to help customise and make their computers more accessible. Through the iT4Communities programme we helped over 250 charities with IT projects with an estimated public benefit value of £650,000.

**Assessment Services**

In 2010 we saw strong growth in our workplace and education based assessments. Workplace based assessments continued to be delivered through the Government's Access to Work scheme. However this was significantly enhanced by the creation of MiDRAS, an outsourced workplace assessment service for employers. MiDRAS provides a holistic approach to workplace assessment encompassing referral, assessment, supply, training, case management and follow-up for major employers. This new offering was established in 2010, piloted and then subsequently rolled out to a major employer through the year.

We also established a new Assessment Centre in London to deliver Disabled Student Allowance (DSA) assessments. This new centre went live on the 1<sup>st</sup> October 2010 and we immediately saw demand from students entering further/higher education to obtain an assessment to facilitate their learning experience. We have seen a good level of referral from October onwards and will look to expand this service through 2011.



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#### **FOR THE YEAR ENDED 31 DECEMBER 2010**

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#### Accessibility Services

In 2010 the Accessibility Services team continued its strong year-on-year growth since first delivering consultancy in website and software best practice in early 2003. AbilityNet delivered accessibility consultancy to around 70 clients across all sectors and of all sizes, both in the UK and across the world.

Our 2010 clients included Barclaycard, the BBC, BT, the Football Association, Microsoft, Royal Mail, the Department for Business Innovation & Skills (BIS), the Department for Environment Food and Rural Affairs (DEFRA), the NHS, Transport for London (TfL), Birkbeck University, Oxford University, the Charity Commission, the Citizens Advice Bureau, the National Society for the Prevention of Cruelty to Children (NSPCC) and the Royal National Institute of Blind People (RNIB).

Whilst an increasing number of companies now provide accessibility services, AbilityNet maintained its position as market leader with a combination of unrivalled expertise, independence and the wide breadth and depth of its services. The area of service for which it is best known and in which it particularly excels, is in disabled user testing – now using the facility of a comprehensive 'Usability Laboratory' in Central London. Growth in this area has increased dramatically and continues apace.

#### Projects

Throughout 2010 we continued to deliver a number of funded projects all of which had the overarching ambition of reaching out into the hearts of local communities and working with local voluntary and community partners to facilitate delivery of assessments, advice & information and equipment. Some of these projects completed during 2010 as their funding came to an end, whilst others continue through 2011 and beyond.

- Sustaining Switched on Communities (SSOC) funded by The Big Lottery Fund (£699,644 over three years), continued AbilityNet's work with our network of voluntary organisations throughout the country. We supplied them with accessible IT equipment, training and support, to enable them to make their own services more accessible for disabled individuals and so extend AbilityNet's reach. Completing in 2010 this project helped 25,000 individuals through face to face and remote assessments and equipped 44 voluntary and community organisations with assistive technology and training resources.
- Welsh Remote Assessment Project (WRAP) funded by The Big Lottery Fund Wales (£247,505 over three years) enabled AbilityNet to collaborate with 90 organisations throughout Wales, creating remote assessment capabilities in local communities and making those organisations' services more accessible to disabled individuals. Through this project over 4,000 individuals received free remote assessments from the community partners. This project completed in 2010.
- The Play AT IT project was funded by The Big Lottery (£248,395 over two years) to focus on helping pre-school disabled children to utilise accessible technology in their early years. We found that many pre-school disabled children who attend nursery are often excluded from play and early learning as they are not able to undertake the same activities as other youngsters, such as drawing etc. By providing such young children with accessible ICT including specific pre-school software learning resources, these young disabled children can be included and develop alongside their peers. The project reached over 1,600 pre-school children and supported 18 nurseries and 36 Early Years Teams.
- An extension of Play AT IT, Play AT IT Northern Ireland is funded by the Roald Dahl Foundation (£21,842 year one and £49,480 over years 2 and 3) and a donation from the Percy Bilton Charity (£5,000). This project focuses on pre-school children in Northern Ireland and has so far worked with 25 Nursery Schools, delivering training to staff and related professionals and assessing 104 children.

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- Sustaining Alternative Augmentative Communication (AAC) throughout England creates a sustainable model for the provision of AAC equipment and support by giving local commissioners the opportunity to sample the service initially for free. This will allow them to understand the clear benefits that AAC provide to children with a disability so that they re-commission the following year. Becta (formerly known as the British Educational Communications and Technology Agency) funded this project with £85,003 over 2 years to enable specialists and schools to trial a range of dynamic computer based and static paper based low cost communication aids from the AbilityNet loan bank.
- The Talk Is Cheap, Communication is Priceless (TICCIP) project researched, mapped and reported on what is being done and provided within AAC assessment. It evaluated both in terms of cost effective and premium services where there are gaps in scalable provision, the strengths of the local teams and the budgets of the local commissioners. The project also included trials in a scalable range of AAC assessments developed specifically to facilitate multi-agency working. Becta funded £74,933 as a one year project that successfully completed in March 2010.
- Quality Access to Education (QAE) was a one year project funded by the Nominet Trust. This Project aimed to establish best practice in educational institutions. A number of guidelines were put in place to help educational institutions ensure their online and print materials were more accessible. The project completed in 2010 and helped 2,687 educational organisations with assessments through a new online assessment tool.
- The Deloitte research project was a study on the economic assessment for improving eAccessibility services and products (0072), funded by the European Commission and delivered in partnership with other European organisations. The objectives were to produce specific evidence and practical tools that support decision makers in their assessment of their investments in eAccessibility, and to generate aggregate figures and recommendations that provide policy makers with a view on the order of magnitude of potential benefits and costs for the economy and society as a whole, as well as the mechanisms to boost them.
- Internal Market for Inclusive and Assistive ICT, Targeted Market Analysis and Legislative Aspects (0067) was a European based project funded by the European Commission and delivered in partnership with other European organisations. The study aimed at deepening the knowledge of the inclusive and assistive ICT market mechanisms and barriers and proposed ways to overcome these barriers. This supported European policy goals on inclusion, in particular the promotion of eAccessibility in line with the recent Communication of the European Commission COM (2008)804 "towards an accessible information society".
- The BrainAble project is a consortium of European partners which will run for 3 years, finishing in January 2012. Connecting the disabled to their physical and social world BrainAble will conceive, research, design, implement and validate an ICT based human computer interface (HCI) composed of brain neural computer interaction (BNCI) sensors combined with affective computing and virtual environments. This combination will dramatically improve the quality of life for people with disabilities by overcoming the two main shortcomings they suffer, exclusion from home and social activities.

#### iT4Communities

In January 2010 the iT4Communities (iT4C) programme was "adopted" by AbilityNet from The Information Technologists' Company. The iT4C programme helps charities within the UK gain access to IT volunteers and to deliver IT projects that benefit the charity. Any charity can apply to iT4C for an IT based project, which could range from an overall Information Strategy, build of a website, help with specific solutions or just general help and advice. The iT4C team works with the charity properly to

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### **DIRECTORS' REPORT**

### **FOR THE YEAR ENDED 31 DECEMBER 2010**

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define the project and the required outcomes, the team then matches the needs of the charity project to one or more of the 8,000 registered volunteers. Defining a charity's project is critical success factor to the high level of completion and success of the projects delivered through the programme.

The work of iT4C is being supported by a grant from the City Bridge Trust (£150,000) over 3 years. With this grant iT4C aims firstly to encourage more London based charities to engage so that they can benefit from the wealth of experience which our volunteers can provide, and secondly, to enable volunteers to benefit from sharing AbilityNet's knowledge and experience of accessibility further to develop their skills in this area for the ultimate benefit of all charities.

The public benefit value of the voluntary services provided in 2010 by iT4C volunteers is estimated to be £650,000.

#### Plans for the future

Looking to the future, our focus and mission continues to be the same, reaching out to the 10 million people across the UK who need help to ensure that the technology they use, or wish to use, is accessible and just as importantly, usable.

For 2011 and beyond we intend to focus our efforts around three broad areas:

- 1 Our assessment offering, aimed at helping individuals, will be centred around our MiDRAS reasonable adjustment offering regardless of the setting, in someone's home, at work or in education. This provides a repeatable and complete end to end solution to the greatest benefit of the individual whilst allowing us to manage the service to the highest levels.
- 2 Our web based accessibility services have been brought together in one proposition called iCOMPLY to provide clients an end to end service for governance and accessibility of their on-line presence and services.
- 3 Our free services to individuals and charities will be focused on the iT4Communities programme but will be expanded to provide a comprehensive supportive environment delivering equipment, assessment, installation, support, training and general IT advice to all of those in need.

#### **Review of financial position**

During the year to 31<sup>st</sup> December 2010 AbilityNet reported a break even position with a small overall surplus of £138 compared with a deficit of £65,692 incurred for the previous year.

The first half of 2010 saw a steady return with the organisation operating in surplus until the end of the summer, after which 3 months of losses were incurred in part due to lower accessibility and assessment revenues. This operating position reflected the difficult environment experienced by many businesses during this period of economic and political uncertainty.

A strong end to the year was as a direct result of new contracts awarded during the year in the assessments area and in the opening of AbilityNet's new centre in London for assessments of students with disabilities under the Government's Disabled Student Allowance (DSA) scheme.

This meant the organisation returned a break even position for the year, with the outlook for the forthcoming period projected to show modest growth with the aim of improving the reserves of the charity.

The liquidity of the organisation remained well controlled with trade debtors along with trade and tax creditors operating at target levels as well as complying with the repayment terms of AbilityNet's standby facility.

**ABILITYNET  
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DIRECTORS' REPORT  
FOR THE YEAR ENDED 31 DECEMBER 2010**

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The organisation will strive to reduce fixed costs during 2011 recognising the difficult and unpredictable economic environment

Reserves policy

The reserves policy is to aim towards three months of operating expense in cash reserves At 31<sup>st</sup> December 2010 reserves (excluding Fixed Assets) stood at £118,817

The Reserves Policy is reviewed on a regular basis

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 regularly and funding is obtained from a wide range of sources Internal procedures for control of expenditure, measurement of services and delivery and quality standards are in place It 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 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

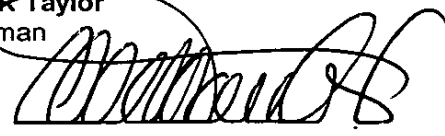
**Auditors**

The auditors, H W Fisher & Company, are deemed to be reappointed under section 487(2) of the Companies Act 2006

On behalf of the board of Directors

Dr M R Taylor  
Chairman

Date



14/6/11

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**STATEMENT OF DIRECTORS' RESPONSIBILITIES**

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The Trustees are responsible for preparing the accounts in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice

Company law requires the Trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including its net income and expenditure for the year

In preparing these accounts, the Trustees are required to

- select suitable accounting policies and then apply them consistently,
- make judgements and estimates that are reasonable and prudent, and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and which enable them to ensure that the accounts comply with the Companies Act 2006 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006. 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 AUDITORS' REPORT  
TO THE MEMBERS OF ABILITYNET**

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We have audited the accounts of AbilityNet for the year ended 31 December 2010 set out on pages 12 to 25. These accounts have been prepared in accordance with the accounting policies set out on pages 14 to 15.

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 in accordance with section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005. Our audit work has been undertaken so that we might state to the charitable company's members 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 and its members as a body, for our audit work, for this report, or for the opinions we have formed.

**Respective responsibilities of Trustees and auditors**

As described on page 9, the Trustees, who are also the directors of AbilityNet for the purposes of company law, are responsible for preparing the Directors' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and for being satisfied that the accounts give a true and fair view.

Our responsibility is to audit the accounts in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the accounts give a true and fair view, have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and have been prepared in accordance with the Companies Act 2006 and comply with the requirements of regulation 8 of the Charities Accounts (Scotland) Regulations 2006. We also report to you whether, in our opinion, the information given in the Directors' Report is consistent with those accounts.

In addition we report to you if, in our opinion, the charity has not kept adequate accounting records, if the charity's accounts are not in agreement with the accounting records and returns, if we have not received all the information and explanations we require for our audit, or if certain disclosures of trustees' remuneration specified by law are not made.

We read the Directors' Report and consider the implications for our report if we become aware of any apparent misstatements within it.

**Scope of the audit of the accounts**

An audit involves obtaining evidence about the amounts and disclosures in the accounts sufficient to give reasonable assurance that the accounts are free from material misstatement, whether caused by fraud or error. This includes an assessment of whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed, the reasonableness of significant accounting estimates made by the trustees, and the overall presentation of the accounts.

**Opinion on accounts**

In our opinion:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2010, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended,
- the accounts have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice,
- the accounts have been properly prepared in accordance with the Companies Act 2006 and comply with the requirements of regulation 8 of the Charities Accounts (Scotland) Regulations 2006 and,

**Opinion on other matter prescribed by the Companies Act 2006**

the information given in the Directors' Report is consistent with the accounts.

**ABILITYNET  
(A COMPANY LIMITED BY GUARANTEE)  
INDEPENDENT AUDITORS' REPORT (CONTINUED)  
TO THE MEMBERS OF ABILITYNET**

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**Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us, or
- the accounts are not in agreement with the accounting records and returns, or
- certain disclosures of Directors' remuneration specified by law are not made, or
- we have not received all the information and explanations we require for our audit

**A G Rich (Senior Statutory Auditor)  
for and on behalf of H W Fisher & Company**

**Chartered Accountants**

**Statutory Auditor**

Acre House  
11-15 William Road  
London  
NW1 3ER  
United Kingdom

Dated 16/6/11

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**INCLUDING INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR ENDED 31 DECEMBER 2010**

	Notes	Unrestricted funds £	Restricted funds £	Total 2010 £	Total 2009 £
<b><u>Incoming resources from generated funds</u></b>					
Voluntary income	2	218,936	15,522	234,458	342,021
Investment income	3	644	-	644	1,185
		219,580	15,522	235,102	343,206
Incoming resources from charitable activities	4	1,514,830	603,797	2,118,627	2,208,000
Other incoming resources	5	8,674	-	8,674	1,825
<b>Total incoming resources</b>		<b>1,743,084</b>	<b>619,319</b>	<b>2,362,403</b>	<b>2,553,031</b>
<b><u>Resources expended</u></b>					
	6				
<b><u>Costs of generating funds</u></b>					
Fundraising and publicity		95,856	-	95,856	114,161
<b><u>Charitable activities</u></b>					
IT solutions for disabled people		1,631,031	619,319	2,250,350	2,491,562
Governance costs		16,059	-	16,059	13,000
<b>Total resources expended</b>		<b>1,742,946</b>	<b>619,319</b>	<b>2,362,265</b>	<b>2,618,723</b>
<b>Net income/(expenditure) for the year/ Net movement in funds</b>		<b>138</b>	<b>-</b>	<b>138</b>	<b>(65,692)</b>
Fund balances at 1 January 2010		175,920	-	175,920	241,612
<b>Fund balances at 31 December 2010</b>		<b>176,058</b>	<b>-</b>	<b>176,058</b>	<b>175,920</b>

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 2010**

	Notes	2010 £	£	2009 £	£
<b>Fixed assets</b>					
Tangible assets	13		57,241		66,935
<b>Current assets</b>					
Stocks		7,753		10,858	
Debtors	14	414,522		241,817	
Cash at bank and in hand		192,801		355,842	
		<u>615,076</u>		<u>608,517</u>	
Creditors: amounts falling due within one year	15	(473,519)		(439,532)	
<b>Net current assets</b>			<u>141,557</u>		<u>168,985</u>
<b>Total assets less current liabilities</b>			<u>198,798</u>		<u>235,920</u>
Creditors: amounts falling due after more than one year	16		(22,740)		(60,000)
<b>Net assets</b>			<u>176,058</u>		<u>175,920</u>
<b>Income funds</b>					
Unrestricted funds			<u>176,058</u>		<u>175,920</u>
			<u>176,058</u>		<u>175,920</u>

The accounts were approved by the Board on

14/06/2011



Dr Michael Taylor (Chairman)  
 Director

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE ACCOUNTS**

**FOR THE YEAR ENDED 31 DECEMBER 2010**

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**1 Accounting policies**

**1.1 Basis of preparation**

The accounts are prepared under the historical cost convention

The charity has taken advantage of the exemption in Financial Reporting Standard No 1 from the requirement to produce a cash flow statement on the grounds that it is a small charity

The accounts have been prepared in accordance with applicable accounting standards, the Statement of Recommended Practice, "Accounting and Reporting by Charities", issued in March 2005, regulation 8 of the Charities Accounts (Scotland) 2006 and the Companies Act 2006

**1.2 Incoming resources**

Donations are accounted for when receivable Grant income represents the movement in the year as determined by the stage of completion of the project Fees for training and consultancy are recognised over the period of the agreement Income from supply of equipment is accounted for when receivable Gifts and services in kind are included at a reasonable estimate of their gross value to the Charity Intangible income (such as rent free accommodation) is included in the Statement of Financial Activities where a third party is bearing the cost of supplying the resources and the resources can be valued Investment income is recognised on a receivable basis

**1.3 Resources expended**

Expenditure is recognised on an accruals basis, inclusive of any irrecoverable value added tax

Costs of generating funds are those costs incurred in attracting voluntary income, in particular grant funding and the costs of maintaining the charity's profile within the sector

Expenditure relating to IT Solutions for Disabled people are those elements of expenditure directly incurred in performing these activities Project expenditure is aligned to the relevant grant income which is determined by the stage of completion of the project

Governance costs include those costs incurred in the governance of the charity's assets and are primarily associated with constitutional and statutory requirements

**1.4 Tangible fixed assets and depreciation**

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  
Office equipment

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

**1.5 Leasing and hire purchase commitments**

Rentals payable under operating leases are charged against income on a straight line basis over the period of the lease

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE ACCOUNTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2010**

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**1 Accounting Policies**

**(continued)**

**1.6 Stock**

Stocks of equipment are valued at the lower of cost and net realisable value. Expenditure on demonstration stock is written off in the year it is incurred as the trustees consider that it has a negligible resale value.

**1.7 Pensions**

The pension costs charged in the accounts represent the contributions payable by the company during the year in accordance with SSAP 24.

**1.8 Accumulated funds**

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the accounts.

Designated funds comprise funds which have been set aside at the discretion of the Trustees for specific purposes.

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE ACCOUNTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2010**

**2 Voluntary income**

	Unrestricted funds £	Restricted funds £	Total 2010 £	Total 2009 £
Donations and gifts	<u>218,936</u>	<u>15,522</u>	<u>234,458</u>	<u>342,021</u>

**Donations and gifts**

Unrestricted funds				
Donations received			49,361	81,898
Intangible income			164,000	151,000
Fundraising income			5,575	32,123
			<u>218,936</u>	<u>265,021</u>

Donations were received and fully expended in 2010 from

Clore Duffield Foundation	30,000
Ofenheim Chantable Trust	3,000
Thales Charitable Trust	500
Lloyds TSB Foundation for England and Wales	10,000
The Hospital Saturday Fund Chantable Trust	1,000
St Judes Trust	2,000
Sir James Roll Chantable Trust	1,250
Individual donations	1,611
	<u>49,361</u>

Intangible income comprises primarily free office facilities and services as well as equipment  
The donors and the nominal values of their donations were

IBM - £95,000, Microsoft - £50,000, BCS - £12,000 and WCIT - £7,000

**3 Investment income**

	2010 £	2009 £
Interest receivable	<u>644</u>	<u>1,185</u>

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE ACCOUNTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2010**

**4 Incoming resources from charitable activities**

	<b>Unrestricted funds £</b>	<b>Restricted funds £</b>	<b>Total 2010 £</b>	<b>Total 2009 £</b>
Income relating to IT for disabled people	<b>1,514,830</b>	<b>603,797</b>	<b>2,118,627</b>	<b>2,208,000</b>

Included within Income relating to IT solutions for disabled people are the following

Equipment supply and educational products	169,535	-	169,535	265,050
Fees from services provided	1,345,295		1,345,295	1,406,327
Fees from contracts	-	431,899	431,899	160,483
The Big Lottery Fund		171,898	171,898	376,140
	<b>1,514,830</b>	<b>603,797</b>	<b>2,118,627</b>	<b>2,208,000</b>

**5 Other incoming resources**

	<b>2010 £</b>	<b>2009 £</b>
Other income	<b>8,674</b>	<b>1,825</b>

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE ACCOUNTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2010**

**6 Total resources expended**

	Staff costs £	Depreciation £	Other costs £	Grant funding £	Total 2010 £	Total 2009 £
<b>Costs of generating funds</b>						
Fundraising and publicity	74,745	-	21,111	-	95,856	114,161
<b>Charitable activities</b>						
<u>IT solutions for disabled people</u>						
Activities undertaken directly	1,506,402	60,848	618,100	-	2,185,350	2,421,562
Grant funding of activities	-	-	-	65,000	65,000	70,000
Total	1,506,402	60,848	618,100	65,000	2,250,350	2,491,562
<b>Governance costs</b>	-	-	16,059	-	16,059	13,000
	<u>1,581,147</u>	<u>60,848</u>	<u>655,270</u>	<u>65,000</u>	<u>2,362,265</u>	<u>2,618,723</u>

Professional fees in other costs includes payments to the auditors of £12,059 (2009 £13,000) for audit fees

The cost equivalent of the intangible income received is included in the 'Other costs' above

**7 Fundraising and publicity**

Other costs comprise		
Fundraising and publicity	<u>21,111</u>	<u>23,729</u>

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE ACCOUNTS (CONTINUED)**

**FOR THE YEAR ENDED 31 DECEMBER 2010**

**8 Activities undertaken directly**

	<b>2010</b>	2009
	£	£
Other costs relating to income relating to IT solutions for disabled people comprise		
Equipment and direct project costs	146,921	348,251
Staff development and recruitment	23,868	10,398
Rent and rates	38,156	43,585
Telephone	11,775	11,477
Motor expenses	60,093	69,961
Travel and subsistence	103,356	95,027
Printing and postage	5,232	3,584
Professional fees	3,137	23,274
Insurance	10,884	15,440
Bank charges	2,029	2,801
Office facilities and services	164,000	151,000
Netsuite charges	12,149	18,125
Miscellaneous expenses	45,989	43,178
VAT Irrecoverable	11,622	10,850
Fundraising and publicity - other costs	(21,111)	(23,729)
	<b>618,100</b>	<b>823,222</b>

**9 Grants payable**

	<b>2010</b>
	£
Grants to institutions	
The Hope Foundation	<b>15,000</b>
Leicestershire Centre for Integrated Living	<b>20,000</b>
Age UK Training	<b>15,000</b>
KeyRing	<b>15,000</b>
	<b>65,000</b>
Total for 2009	<b>70,000</b>

**10 Governance costs**

	<b>2010</b>	2009
	£	£
Other governance costs comprise		
Audit fees	12,059	13,000
Professional fees	4,000	-
	<b>16,059</b>	<b>13,000</b>

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE ACCOUNTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2010**

**11 Trustees**

None of the Trustees (or any persons connected with them) received any remuneration or expenses during the year (2009 £nil)

**12 Employees**

**Number of employees**

The average monthly number of employees during the year was

	<b>2010</b>	<b>2009</b>
	<b>Number</b>	<b>Number</b>
Charitable activities	37	39
Fundraising	4	3
	<u>41</u>	<u>42</u>

**Employment costs**

	<b>2010</b>	<b>2009</b>
	<b>£</b>	<b>£</b>
Wages, salaries and subcontractors	1,388,676	1,414,644
Social security costs	126,372	140,369
Other pension costs	66,099	81,478
	<u>1,581,147</u>	<u>1,636,491</u>

The number of employees whose annual emoluments were £60,000 or more were

	<b>2010</b>	<b>2009</b>
	<b>Number</b>	<b>Number</b>
£60,000 to £70,000	-	1
£80,000 to £90,000	1	1
	<u>1</u>	<u>1</u>



**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE ACCOUNTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2010**

**13 Tangible fixed assets**

	<b>Assessment assets £</b>	<b>Office equipment £</b>	<b>Total £</b>
<b>Cost</b>			
At 1 January 2010	155,981	71,250	227,231
Additions	41,959	9,363	51,322
Disposals	(252)	-	(252)
<b>At 31 December 2010</b>	<b>197,688</b>	<b>80,613</b>	<b>278,301</b>
<b>Depreciation</b>			
At 1 January 2010	119,103	41,193	160,296
On disposals	(84)	-	(84)
Charge for the year	29,702	31,146	60,848
<b>At 31 December 2010</b>	<b>148,721</b>	<b>72,339</b>	<b>221,060</b>
<b>Net book value</b>			
<b>At 31 December 2010</b>	<b>48,967</b>	<b>8,274</b>	<b>57,241</b>
At 31 December 2009	36,878	30,057	66,935

**14 Debtors**

	<b>2010 £</b>	<b>2009 £</b>
Trade debtors	403,324	182,594
Other debtors	-	225
Prepayments and accrued income	11,198	58,998
	<b>414,522</b>	<b>241,817</b>

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE ACCOUNTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2010**

<b>15 Creditors. amounts falling due within one year</b>	<b>2010</b>	<b>2009</b>
	<b>£</b>	<b>£</b>
Bank loans	21,067	24,732
Trade creditors	143,179	89,036
Taxes and social security costs	99,209	56,176
Other creditors	4,657	6,238
Accruals	205,407	263,350
	<u>473,519</u>	<u>439,532</u>

Total deferred income carried forward at 31 December 2010 is £166,782 Deferred income brought forward at 1 January 2010 was £244,643

<b>16 Creditors. amounts falling due after more than one year</b>	<b>2010</b>	<b>2009</b>
	<b>£</b>	<b>£</b>
Loans	<u>22,740</u>	<u>60,000</u>
<b>Analysis of loans</b>		
Wholly repayable within five years	43,807	84,732
Included in current liabilities	(21,067)	(24,732)
	<u>43,807</u>	<u>60,000</u>
<b>Loan maturity analysis</b>		
Debt due in one year or less	21,067	24,732
In more than one year but not more than two years	22,740	60,000
	<u>43,807</u>	<u>84,732</u>

**17 Pension and other post-retirement benefit commitments**  
**Defined contribution**

	<b>2010</b>	<b>2009</b>
	<b>£</b>	<b>£</b>
Contributions payable by the company for the year	<u>66,099</u>	<u>81,478</u>

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE ACCOUNTS (CONTINUED)**

**FOR THE YEAR ENDED 31 DECEMBER 2010**

**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

	Deferred income at 1 January 2010	Movement in funds		Deferred/ (accrued) income at 31 December 2010*
	£	Funds received in the year	Resources expended	£
Supported One Stop	8,604	10,000	(5,582)	13,022
The Big Lottery Fund Childrens Play (Play AT IT)	31,252	-	(31,252)	-
The Big Lottery Fund - Wales	11,749	18,310	(30,059)	-
The Big Lottery Fund BASIS (SSOC)	67,369	153,588	(220,957)	-
Roald Dahl Foundation (Play AT IT N Ireland)	-	24,740	(21,638)	3,102
Becta TICCIP	680	20,061	(20,741)	-
Becta Sustainability	1,418	34,127	(40,045)	(4,500)
Roger and Jean Jefcoate Charitable Trust	5,000	-	(5,000)	-
Individual assessments and training work	-	15,522	(15,522)	-
Percy Bilton Charity (Play AT IT N Ireland)	5,000	-	(5,000)	-
Adobe A2 Conference	-	2,127	-	2,127
BrainAble	-	50,379	(31,488)	18,891
Nominet Trust - Quality Access to Education	-	59,709	(59,709)	-
iT4Communities	-	79,708	(84,708)	(5,000)
Deloitte Consulting CVBA	-	24,901	(24,901)	-
Technosite	-	2,495	(22,717)	(20,222)
	<u>131,072</u>	<u>495,667</u>	<u>(619,319)</u>	<u>7,420</u>

\* Included in creditors as deferred income

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE ACCOUNTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2010**

**18 Restricted funds**

**(continued)**

The Play AT IT project is funded by The Big Lottery over two years to focus on helping pre-school disabled children to utilise accessible technology in their early years

The Big Lottery Fund - Wales grant was to establish 'Wales Remote Assessment Project' This project works with 90 organisations throughout Wales, creating Remote Assessment capabilities in local communities and making those organisations' services more accessible to disabled individuals

The two projects, Switched on Communities (SOC) funded by DSGI and Sustaining Switched on Communities (SSOC) funded by The Big Lottery Fund, funds AbilityNet to work with voluntary organisations throughout the country, supplying them with accessible IT equipment, training and support, to enable them to make their own services more accessible for disabled individuals

The TICCIP (Talk is Cheap, Communication is Priceless) project is to research, map and report on what is being done provided within Alternative Augmentative Communication (AAC) assessment It will evaluate both in terms of cost effective and premium services and identify where there are gaps in scalable provision, the strengths of the local teams and the budgets of the local commissioners

The BrainAble project will conceive, research, design, implement and validate an ICT based human computer interface (HCI) It is a European Project funded by the European Commission It is a consortium of European partners delivering the Project, one of which is AbilityNet

Quality Access to Education (QAE) was a one year Project funded by the Nominet Trust This Project aimed to establish best practice in educational institutions A number of guidelines were put in place to help educational institutions ensure their online and print materials are more accessible

iT4Communities (iT4C) is a programme that coordinates a network of 8000 skilled volunteers from the IT sector The programme helps not-for-profit organisations with their IT and strategies Examples of this include IT strategy, website creation, database creation and IT installation

Deloitte Consulting CVBA was a partnership study and report on economic assessment for improving E-accessibility services and products funded by the European Commission and delivered in partnership with other European organisations

Technosite was a partnership study - Internal Market For Inclusive And Assistive ICT, Targeted Market Analysis And Legislative Aspects - funded by the European Commission and delivered in partnership with other European organisations The study aimed at deepening the knowledge of the inclusive and assistive ICT market mechanisms and barriers and proposed ways to overcome these barriers

Individual assessment and training work includes grants from the following

	£
Neighbourly Charitable Trust	1,000
George A Moore Foundation	1,000
Eveson Charitable Trust	8,000
Leeds Building Society Charitable Trust	1,022
Hawthorne Charitable Trust	2,500
Sir Jules Thorn Charitable Trust	500
The N&P Memorial Trust Donation	1,500
	<b>15,522</b>

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE ACCOUNTS (CONTINUED)**

**FOR THE YEAR ENDED 31 DECEMBER 2010**

**19 Analysis of net assets between funds**

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 December 2010 are represented by			
Tangible fixed assets	57,241	-	57,241
Current assets	615,076	-	615,076
Creditors amounts falling due within one year	(473,519)	-	(473,519)
Creditors amounts falling due after more than one year	(22,740)	-	(22,740)
	<u>176,058</u>	<u>-</u>	<u>176,058</u>

**20 Commitments under operating leases**

At 31 December 2010 the company had commitments under non-cancellable operating leases as follows

	Land and buildings	
	2010 £	2009 £
Expiry date		
Within one year	<u>37,250</u>	<u>35,290</u>

**21 Related parties**

The related parties during the year were as follows

Dr M R Taylor is a freeman of The Information Technologists' Company

D Morriss is a former Trustee of BCS the Chartered Institute for IT and Liveryman of The Information Technologists' Company

J Tabor is an employee of IBM UK Ltd

M Lambert is an employee of Microsoft

A Pollard is a Past President and former Trustee of BCS the Chartered Institute for IT and Liveryman of The Information Technologists' Company

C Knight is a Liveryman of the The Information Technologists' Company

E Sparrow is the immediate Past President of BCS the Chartered Institute for IT

M Bernard is an employee of IBM UK Ltd