

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 2013

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

President	David Livermore OBE
Vice President	Roger Jefcoate CBE, DL
Patrons	Sir Terry Pratchett OBE Martha Lane Fox, Baroness Lane-Fox of Soho CBE
Trustees	Dr Michael Taylor (Chairman) David Barnett Mike Bernard (representing IBM UK Limited) Bill Brown Sarah Foxall (representing Microsoft Ltd) David Morriss Nishita Sharma Lawrence Phillips (representing The Information Technologists' Company) Aileen Thompson Michael Whelan Kush Kanodia
Chief Executive	Nigel Lewis
Secretary	John Muscroft
Charity number:	
England & Wales	1067673
Scotland	SC039866
Company number	3469653
Principal address	Microsoft Campus Thames Valley Park Reading RG6 1WG
Registered office	Acre House 11-15 William Road London NW1 3ER

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

Auditors

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

Bankers

Coutts & Co
440 The Strand
London
WC2R 0QS

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

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

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ABILITYNET
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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 DECEMBER 2013

The Directors present their report and accounts for the year ended 31 December 2013.

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.

Trustees

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
M Bernard (representing IBM UK Ltd)
W J K Brown
D Clarke (representing BCS, The Chartered Institute for IT)
S Foxall (representing Microsoft Ltd)
K Kanodia
D Morriss
L Phillips (representing The Information Technologists' Company)
E Sparrow (representing BCS, The Chartered Institute for IT)
N Sharma
A Thompson
M Whelan

L Phillips was appointed on 16th January 2013.

E Sparrow resigned on 28th February 2013. D Clarke was appointed on 1st March 2013 and resigned on 10th March 2014.

K Kanodia, A Thompson and M Whelan were all appointed on 1st April 2013.

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 20.

Structure, governance and management

Governing Document

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

Trustee recruitment, appointment, training and induction

AbilityNet currently has twelve Trustees, who are also directors under company law; there are four Corporate Trustees being BCS, The Chartered Institute for IT, IBM (UK) Ltd, The Information Technologists' Company and Microsoft Ltd who each appoint representatives to the Board; other Trustees are selected for specific skills to meet the existing or emerging needs of AbilityNet. Potential candidates, when a vacancy occurs, are interviewed by a panel of Trustees led by the Chairman of Trustees. Suitable individuals are then briefed by the Chairman and Chief Executive before being proposed for appointment by the Board of Trustees. New Trustees receive a full briefing, including an induction pack, which includes the Memorandum and Articles, minutes of previous meetings and a glossary of terms.

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Management

The Chief Executive reports to the Board being responsible for the charity's overall day to day management. 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 before the next scheduled meeting.

The Board of Directors (Trustees) are responsible for the overall strategic direction and sound financial practices within the charity. They meet quarterly and receive a monthly management report from the Chief Executive which includes management accounts and a progress update. 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.

There is a standing Audit Committee which receives and approves reports on the financial audit, ensures actions are completed and considers countermeasures to possible financial and economic risks.

Senior Managers are regularly invited to Board meetings to provide briefings on different aspects of the Charity's work. 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:

D Cockburn (Service Delivery, Volunteering and Free Services)

D Dearden (Sales & Marketing)

E Martin (Operations)

J Muscroft (Finance)

Diversity & Equality Committee

AbilityNet endeavours to embrace the diversity of the society we live in and reflects this in its policies, procedures and recruitment methodologies. The ethos of the organisation is to provide an inclusive environment that offers equal opportunities for all employees and deals with internal and external stakeholders and members of the public, free from bias in an open and accessible way.

AbilityNet seeks to advance Diversity and Equality within all its activities recognising these as some of the important factors that add to the cultural richness and strength of its 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 Committee comprises the Chairman of the Board of Trustees, together with the Finance Director and the Head of HR.

AbilityNet recognises that all employees need reinforcement of their obligations as part of a proactive Diversity and Equality policy to encourage them to act in accordance with them in their dealings with the stakeholders of the organisation. In light of this, Diversity and Equality is a permanent agenda item at all Trustee meetings and employees participate in annual mandatory training in order to keep abreast of any changes in this area. 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. This is reviewed each year and AbilityNet is 'Proud to be Clear Assured' in 2014.

Audit Committee

AbilityNet's formal governance structure also includes an Audit Committee which considers the financial outlook of the organisation and related risks. During 2013 the AbilityNet Audit Committee was chaired by U D Barnett. The Audit Committee also reviews the risk management plans of the organisation and associated countermeasures and progress thereof. The committee comprises three experienced Trustees and is attended by AbilityNet's Finance Director and Chief Executive. It holds at least two meetings a year, one of which is with the external Auditors. It reports to the Board of Trustees.

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Remuneration Committee

The Remuneration Committee considers aspects of AbilityNet's remuneration policy and the reward package of the Chief Executive. This committee is made up of four experienced Trustees and during 2013 was chaired by W J K Brown.

Volunteering Advisory Committee

This ad-hoc Committee meets when appropriate and shapes the approach of how volunteering and free services link in to the overall AbilityNet strategic plan. Members of the committee bring practical knowledge of volunteering and provide feedback to the Board of Directors on future developments in volunteering and how these may affect AbilityNet's own services. Membership comprises two Trustees, the Service Delivery Director and the Volunteering Manager.

How our objectives deliver public benefit

We have complied with their duty in Section 17 of the Charities Act 2011 to have due regard to the guidance published by the Charity Commission 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

AbilityNet exists in a digital society to improve the lives of both disabled and able bodied people by helping them achieve everything they can at work, at home or in education.

We change peoples' lives by adapting technology for those who need help. We are distinguished by the combination of our breadth of services, deep expertise and insights, supporting a wide range of individual needs. Our staff and volunteers are experts who care and although our primary focus is the UK, our impact is global.

We are the only UK charity reaching out to the 16 million predominately disabled and older people across the UK who need help to ensure that the technology they use, or wish to use, is accessible and usable.

We do this in four ways:

- we help the disabled, older people and others to use technology in their homes, schools or work place;
- we help companies and organisations adapt their digital services and content so it is accessible for everyone to use;
- we provide support to our 8,300 volunteers so they can help the disabled, older people and other charities get the best from technology;
- we promote the demand for and uptake of inclusive and accessible technology.

Achievements and performance

AbilityNet changes peoples' lives by adapting technology for those who need help. Clearly government and businesses continue to pursue the efficiencies they believe can be achieved by moving more and more of their goods and services "online" leaving individuals little choice but to access them by themselves without additional human intervention – a process known as self-service.

This cultural change can marginalise some groups within our society who cannot or do not want to, or feel unable to, engage in the digital world. AbilityNet endeavours to highlight where digital exclusion is being created and provides the knowledge, skills and support necessary for individuals to access online services or to enable organisations to be able to make these services more accessible.

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AbilityNet provides support and advice through our assessment and accessibility services as well as through our volunteering and free services. We pursue the improvement of six key areas which were highlighted in the 2012 initiative: "Mind The Digital Gap, it's bigger than you think" (www.abilitynet.org.uk/mindthegap) which we believe can transform the inclusivity and accessibility of information technology for the benefit of everyone.

The six key areas are:

1. Design and deliver inclusive and usable services and to achieve this by using task-oriented user-focused testing at every stage of the design process, rather than rely on post-hoc accessibility testing
2. Work with technology companies to ensure that they consistently use core inclusion strategies, technologies and practices in all their technologies and systems
3. Support the creation of a trusted support service to help the disabled and older people make effective use of digital technologies
4. Suggest the use of time limited taxation incentives to provide organisations with an economic benefit if they deliver digital systems, services and content in an accessible and inclusive manner as well as improving the take up of compliance auditing to demonstrate that relevant standards are being achieved
5. Ensure that we have a learning environment for all IT and design professionals that embeds digital inclusion throughout all roles including the national curriculum
6. Actively encourage advocates in Business, Government, The Third Sector and concerned users to come together in a relevant forum so that they can work together in a coordinated way to make technology accessible and inclusive.

During 2013 we directly and indirectly helped over 81,000 people use AbilityNet's services of: advice and information; accessibility consultancy, assessments; personal installations; training; home support visits; technical support; and free IT projects. We also had over 139,000 visits to our website and over 17,000 downloads of our fact and skill sheets from our website www.abilitynet.org.uk. There were almost 49,000 users of [MyComputerMyWay](#) to help customise and make their computers more accessible. Through the iT4Communities programme we helped about 290 charities with IT projects. Our estimate of the public benefit value of all our free services is approximately £960,000

Assessment Services

Our focus in 2013 has been to continue to deliver high quality assessments through our Workplace Assessment service (WPA), and Access to Work and Disabled Student Allowance (DSA) schemes.

WPA provides a holistic approach to workplace assessment encompassing referral, triage, assessment, and recommendations for supply.

Our client base for both WPA and DSA has expanded in the year delivering over 5,000 assessments in 2013.

Throughout the year we have worked to improve how we deliver our assessment services in order to expand our reach and capability to ensure that we have the capacity and ability to help more people make better use of their technology. This work culminated in the introduction of an online pre-assessment tool which helps provide advice and recommendations for the user resulting in self-help or more direct intervention via a face to face or remote assessment.

To help more disabled students we opened a new DSA centre in Brighton to complement our existing London centre.

Accessibility Services

The work of our Accessibility Services team helps organisations from the public, private and third sectors to deliver their services and online content in an accessible and inclusive way to the widest possible audience.

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

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TRUSTEES' REPORT

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During 2013 we have increased the amount of business within this area, helping our clients deliver digital inclusion and enabling them to maintain a competitive edge over those organisations that fail to meet their obligations under the Equality Act.

Projects

In 2013 we delivered a range of projects funded through the European Union and some financed through our own chargeable services. Our ambition is to help reach out into the hearts of local communities and work with local voluntary and community partners to facilitate the delivery of assessments, advice & information and services which benefit those in need.

- ATIS4all - Assistive Technology and Inclusive Solutions for All. ATIS4all is a European Thematic Network which seeks to facilitate access for everyone to the most suitable assistive technology (AT) or accessibility device and service, according to their needs and preferences. ATIS4all is establishing and maintaining an open collaborative portal, offering reliable information on AT and inclusive products and services as well as cutting-edge technological trends. The portal will use Web 2.0 participation tools in order to encourage online discussion as well as the exchange of knowledge and expertise. The portal will also have a repository and network for open source AT software that supports the best AT development. AbilityNet is a partner to the project leader, Technosite.
- APSIS - Accessible Personalised Services In Public Digital Terminals (PDT) for all. APSIS4all will enable disabled people to overcome accessibility barriers and improve the experience of accessing and using PDT services, such as ATM and ticket vending machines. People with disabilities, the elderly and people who are not familiar with technology, are often excluded from accessing these services. APSIS4all is focused on improving PDT services so they can be customised according to a person's needs and preferences, whilst at the same time, preserving privacy and security. Work is also underway to develop screen readers for mobile phones so services can be accessed on the move. Again AbilityNet is a partner to the project leader, Technosite.
- Sense-Park. This project is aimed at supporting and empowering patients with Parkinson's disease in their home environment through the use of a sensory information system to better manage their condition. These tools will help a patient and their doctor to track and monitor patterns in their condition, both at home and during leisure activities, providing invaluable information to help improve their quality of life. Sense-Park is supported by the European Commission under the 7th Framework Programme for RTD – Grant Agreement INFSO-ICT-288557.

Advice and Information

These free services manned by AbilityNet staff and volunteers provide telephone support to members of the public ringing our help line, supplemented by our website which gives access to free to download factsheets, which provide a huge range of practical advice about specific conditions as well as the hardware and software adaptations that can facilitate digital inclusion. Our support service handled over 1500 calls during 2013 with over 17,000 of our factsheets downloaded and 49,000 users of MyComputerMyWay which is a comprehensive, easy to use guide to the accessibility options available for free on computers, tablets and mobiles.

In 2013 these services provided a public benefit value of around £100,000.

iT4Communities (iT4C)

iT4C matches IT volunteers with charities in the UK who have an IT project they need to deliver to derive a specified benefit for the charity. Any charity can apply to iT4C for help with their IT project, which could encompass an overall Information Strategy, the build of a website, help with specific solutions or just general help and advice. The iT4C team works with the charity to properly 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 a critical success factor to the high level of completion and success of the projects delivered through the programme.

The work of iT4C has been supported by a grant from the City Bridge Trust (£150,000) over 3 years which ended during 2013. The grant enabled London based charities to engage in the programme thereby deriving benefit from the wealth of experience which our volunteers can provide; and secondly, it has given volunteers the chance to share AbilityNet's knowledge and experience of accessibility and further develop their own skills in this area to benefit more charities.

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The public benefit value of the voluntary services provided in 2013 by iT4C volunteers is estimated to be approximately £ 570,000.

IT Can Help

The IT Can Help programme helps both disabled and older people by providing IT support in their homes. The support is delivered by a network of around 350 volunteers across the UK. It ranges from installing equipment to fixing problems and providing training. During 2013 IT Can Help carried out 2,322 visits with a public benefit value of around £290,000

The work of IT Can Help is being part funded by BCS, The Chartered Institute for IT for the first three years since 2011 after becoming part of AbilityNet.

Technology4Good Awards (T4G)

In 2013 AbilityNet ran two T4G award programmes: Technology4Good and the Technology4Good Youth Awards. These unique and prestigious awards bring together a range of charities and businesses whose work enables people to improve their lives through the use of IT. BT provided outstanding support once again with the T4G awards being hosted by Mariella Frostrup in July at BT's Centre in St Paul's.

The inaugural Technology4Good Youth Awards were held in Windsor Castle in April 2013 with the aim to celebrate the ideas of young people in a new competition to encourage young people to use accessible technology to help make the world a better place.

Plans for the future

For 2014 and beyond we intend to concentrate our efforts on reaching out to the 16 million people across the UK who need help to ensure the technology they are using, or wish to use, is accessible and just as importantly, usable. Our focus will be around four broad areas:

1. Our assessment offering will be centred primarily on our pre-assessment online tool supported by either face to face or remote assessments regardless of the setting, such as in someone's home, at work or in education. We will focus delivering assessments and advice in the workplace with our Workplace Assessment (WPA) offering and in education through our three DSA centres in London, Brighton and Newcastle (new in 2014). We also plan to expand our online tools into schools to help children get more from their education.
2. Our accessibility services will provide clients with a proactive end-to-end service for helping achieve compliance and improving the accessibility of their on-line presence and services.
3. Expanding our free to user services through our three volunteer led programmes of iT4Communities, IT Can Help and Advice and Information. These programmes will combine to offer our 8,300 plus volunteers a choice in how they help the disabled or other charities, by either delivering IT projects, in home support, assessments, training, or general advice and information.
4. Continue to promote the six priorities defined in the Mind The Digital Gap initiative.

Review of financial position

AbilityNet reported a surplus of £348,660 for the year ended 31st December 2013 compared with a surplus of £299,031 recorded for the previous year.

This was achieved despite continued downward pricing pressure in assessment services in the year, particularly so in the final quarter. This was partially offset by the award of a major new 3 year contract in October underlining how the quality of our services are received in the marketplace. A new DSA centre was opened in Brighton during 2013 to build on the success of our London centre and a new centre in Newcastle has since been opened in February 2014.

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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 DECEMBER 2013

Accessibility services remained buoyant reflecting the continuation of businesses increasing their online presence. The charity has also remained highly cost-conscious whilst continuing to invest in training its staff. In late December the charity secured offices in London to centralise its London based Accessibility, DSA and Volunteering staff in one location with the aim of reaping the synergies in teamwork and cost that this should bring.

This third year of sustained performance has enabled the organisation to improve its reserves position and consequently strengthen its year-end Balance Sheet.

The liquidity of the organisation continues to be well controlled with trade debtors and creditors being collected and paid to terms.

In 2014, the outlook is projected to return a much reduced surplus as we transition our approach in our service delivery in Assessment services whilst investing in growing our free services.

Reserves policy

The reserves policy is to aim to provide six months' cover of the Charity's day to day running costs. At 31st December 2013 reserves (excluding Fixed Assets) stood at £1,090,350 versus £736,439 from the prior year, providing over four months' cover.

The Reserves Policy is reviewed on a regular basis by the Audit Committee.

Risk factors

The Directors have considered the risks to which the charity is exposed through the risk register 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 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.

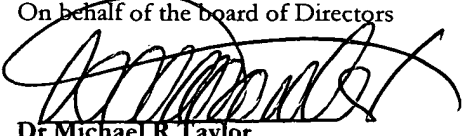
Disclosure of information to auditors

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 Michael R Taylor
Chairman

Date:

24/06/2014

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

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
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INDEPENDENT AUDITORS' REPORT
TO THE MEMBERS OF ABILITYNET

We have audited the accounts of AbilityNet for the year ended 31 December 2013 set out on pages 11 to 25. These accounts have been prepared in accordance with the accounting policies set out on pages 13 to 14.

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 8, 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. In addition, we read all the financial and non-financial information in the Directors' Report to identify material inconsistencies with the audited accounts and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

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INDEPENDENT AUDITORS' REPORT (CONTINUED)
TO THE MEMBERS OF ABILITYNET

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 2013, 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.

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.

Andrew Rich (Senior Statutory Auditor)
for and on behalf of HW Fisher & Company

Chartered Accountants

Statutory Auditor

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

Dated:30/6/14

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 DECEMBER 2013

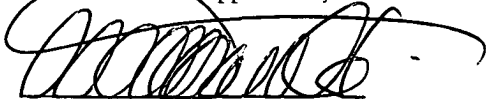
	Notes	Unrestricted funds £	Restricted funds £	Total 2013 £	Total 2012 £
<u>Incoming resources from generated funds</u>					
Voluntary income	2	293,249	1,400	294,649	248,760
Investment income	3	4,940	-	4,940	3,615
		298,189	1,400	299,589	252,375
Incoming resources from charitable activities	4	3,252,593	144,454	3,397,047	3,229,608
Other incoming resources	5	11,317	-	11,317	10,078
Total incoming resources		3,562,099	145,854	3,707,953	3,492,061
<u>Resources expended</u>					
6 to 11					
Costs of generating funds					
Fundraising and publicity		115,337	-	115,337	82,710
Charitable activities					
IT solutions for disabled people		3,084,602	145,854	3,230,456	3,097,095
Governance costs		13,500	-	13,500	13,225
Total resources expended		3,213,439	145,854	3,359,293	3,193,030
Net income for the year/ Net movement in funds		348,660	-	348,660	299,031
Fund balances at 1 January 2013		770,035	-	770,035	471,004
Fund balances at 31 December 2013		1,118,695	-	1,118,695	770,035

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

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BALANCE SHEET
AS AT 31 DECEMBER 2013

	Notes	2013 £	£	2012 £	£
Fixed assets					
Tangible assets	12		28,345		33,596
Current assets					
Debtors	13	636,210		590,406	
Cash at bank and in hand		1,364,321		983,834	
		2,000,531		1,574,240	
Creditors: amounts falling due within one year	14	(910,181)		(829,362)	
Net current assets			1,090,350		744,878
Total assets less current liabilities			1,118,695		778,474
Creditors: amounts falling due after more than one year	15		-		(8,439)
Net assets			1,118,695		770,035
Income funds					
Unrestricted funds			1,118,695		770,035
			1,118,695		770,035

The accounts were approved by the Board on 24/06/2014



Dr Michael Taylor (Chairman)
Director

ABILITYNET
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NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 DECEMBER 2013

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

1.6 Pensions

The company operates a defined contributions pension scheme. Contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

ABILITYNET
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NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2013

1 Accounting Policies

(Continued)

1.7 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.

Unrestricted funds are general funds that are available for the use at the trustees' discretion in furtherance of the objectives of the charity.

ABILITYNET
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NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2013

2 Voluntary income

	Unrestricted funds £	Restricted funds £	Total 2013 £	Total 2012 £
Donations and gifts	293,249	1,400	294,649	248,760

Donations and gifts

Unrestricted funds:

Donations received	43,122	35,055
Intangible income	211,195	191,365
Fundraising income	38,932	22,340
	293,249	248,760

Donations were received and fully expended in 2013 from:

The Patrick & Helena Frost Foundation	10,000
Access to Work workplace contributions	12,782
Harebell Centenary Fund	7,000
Ofenheim and Cinderford Charitable Trust	3,300
Mark Loveday	2,000
Mitchell Trust	1,000
Chapman Charitable Trust	1,000
The Burry Charitable Trust	500
Individual donations	5,540
	43,122

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

The donors and the nominal values of their donations were:

	2013 £	2012 £
IBM	115,000	95,000
Microsoft	50,000	50,000
BCS, The Chartered Institute for IT	3,195	3,365
The Information Technologists' Company	18,000	18,000
BT	25,000	25,000
	211,195	191,365

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NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2013

3 Investment income

	2013 £	2012 £
Interest receivable	4,940	3,615

4 Incoming resources from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2013 £	Total 2012 £
Income relating to IT solutions for disabled people	3,252,593	144,454	3,397,047	3,229,608

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

Fees from services provided - Unrestricted	3,252,593	-	3,252,593	3,026,603
Fees from contracts	-	144,454	144,454	203,005
	3,252,593	144,454	3,397,047	3,229,608

5 Other incoming resources

	2013 £	2012 £
Other income	11,317	10,078

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NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2013

6 Total resources expended

	Staff costs £	Depreciation £	Other costs £	Total 2013 £	Total 2012 £
Costs of generating funds					
Fundraising and publicity	100,596	-	14,741	115,337	82,710
Charitable activities					
<u>IT solutions for disabled people</u>					
Activities undertaken directly	2,369,392	27,905	833,159	3,230,456	3,097,095
Governance costs	-	-	13,500	13,500	13,225
	<u>2,469,988</u>	<u>27,905</u>	<u>861,400</u>	<u>3,359,293</u>	<u>3,193,030</u>

Professional fees in other costs includes payments to the auditors of £13,500 (2012: £13,225) 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>14,741</u>	<u>10,269</u>
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ABILITYNET
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NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2013

8 Activities undertaken directly

	2013 £	2012 £
Other costs relating to income relating to IT solutions for disabled people comprise:		
Equipment and direct project costs	145,557	121,123
Staff development and recruitment	55,579	25,725
Rent and rates	35,105	31,928
Telephone	9,877	13,640
Motor expenses	112,042	104,074
Travel and subsistence	98,740	98,269
Printing and postage	4,327	3,607
Insurance	8,853	8,579
Bank charges	1,200	1,556
Office facilities and services (Note 2)	211,195	191,365
Netsuite charges and connectivity costs	33,432	30,997
Miscellaneous expenses	57,054	45,704
VAT Irrecoverable	3,010	4,601
Legal and professional fees	18,747	7,801
Advertising & PR	27,867	14,876
Consultancy	25,315	929
Fundraising and publicity - other costs	(14,741)	(10,269)
	<u>833,159</u>	<u>694,505</u>

9 Governance costs

	2013 £	2012 £
Other governance costs comprise:		
Audit fees	13,500	13,225
	<u>13,500</u>	<u>13,225</u>

10 Trustees

None of the Trustees (or any persons connected with them) received any remuneration during the year, but 2 of them were reimbursed a total of £299 travelling expenses (2012: £629).

ABILITYNET
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NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2013

11 Employees

Number of employees

The average monthly number of employees during the year was:

	2013 Number	2012 Number
Charitable activities	48	46
Fundraising	3	3
	<u>51</u>	<u>49</u>

Employment costs

	2013 £	2012 £
Wages and salaries	2,202,031	2,199,743
Social security costs	160,245	154,330
Other pension costs (Note 16)	107,712	89,988
	<u>2,469,988</u>	<u>2,444,061</u>

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

	2013 Number	2012 Number
£60,000 to £70,000	1	-
£70,000 to £80,000	1	-
£90,000 to £100,000	1	1
	<u>3</u>	<u>1</u>

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NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2013

12 Tangible fixed assets

	Assessment assets	Office equipment	Total
	£	£	£
Cost			
At 1 January 2013	191,824	94,798	286,622
Additions	18,887	3,813	22,700
Disposals	(2,778)	-	(2,778)
Transfers	1,854	(1,854)	-
At 31 December 2013	209,787	96,757	306,544
Depreciation			
At 1 January 2013	183,342	69,684	253,026
On disposals	(2,732)	-	(2,732)
Charge for the year	12,995	14,910	27,905
Transfers	1,101	(1,101)	-
At 31 December 2013	194,706	83,493	278,199
Net book value			
At 31 December 2013	15,081	13,264	28,345
At 31 December 2012	8,482	25,114	33,596

The net book value of fixed assets held under finance lease at the year end is £8,549 (2012: £20,301).

13 Debtors

	2013	2012
	£	£
Trade debtors	606,632	570,033
Other debtors	9,688	-
Prepayments and accrued income	19,890	20,373
	636,210	590,406

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NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2013

14 Creditors: amounts falling due within one year	2013	2012
	£	£
Net obligations under finance lease and hire purchase contracts	8,439	12,381
Trade creditors	120,232	69,635
Taxes and social security costs	172,515	177,050
Other creditors	10,103	9,347
Accruals and deferred income	598,892	560,949
	<u>910,181</u>	<u>829,362</u>

Total deferred income carried forward at 31 December 2013 is £408,418 (£148,675 relates to restricted funds).
Deferred income brought forward at 1 January 2013 was £488,383 (£140,116 relates to restricted funds).

15 Creditors: amounts falling due after more than one year	2013	2012
	£	£
Net obligations under finance leases and hire purchase contracts	-	8,439
	<u>-</u>	<u>8,439</u>
Net obligations under finance leases and hire purchase contracts		
Repayable within one year	8,439	12,381
Repayable between one and five years	-	8,439
	<u>8,439</u>	<u>20,820</u>
Included in liabilities falling due within one year	(8,439)	(12,381)
	<u>-</u>	<u>8,439</u>

16 Pension and other post-retirement benefit commitments
Defined contribution

	2013	2012
	£	£
Contributions payable by the company for the year	<u>107,712</u>	<u>89,988</u>

ABILITYNET
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NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2013

17 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/ (accrued) income at 1 January 2013	Movement in funds		Deferred/ (accrued) income at 31 December 2013*
		Funds received in the year	Resources expended	
Adobe A2 Conference	2,127	-	-	2,127
BrainAble	(17,845)	22,885	(5,040)	-
iT4Communities	(12,499)	55,000	(42,501)	-
IT Can Help	26,977	24,000	(26,977)	24,000
ATIS4ALL	(4,137)	6,620	(3,384)	(901)
AP SIS4ALL	49,595	-	(21,719)	27,876
Sense-Park	90,065	44,508	(39,000)	95,573
Bailey Thomas	5,833	-	(5,833)	-
Trust Income	-	1,400	(1,400)	-
	140,116	154,413	(145,854)	148,675

* Included in creditors as deferred income.

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NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2013

17 Restricted funds

(Continued)

Adobe A2 Conference was funding supplied by Adobe to support AbilityNet running an online Accessibility webinar/conference. This is still to take place.

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.

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.

IT Can Help programme helps disabled people by providing IT support in their homes. The support is delivered by a network of 350 volunteers across the UK and ranges from installing equipment, fixing problems and training.

ATIS4all is a European Thematic Network project which will start and maintain an open, collaborative portal offering reliable information on adaptive technology and inclusive products and services, and cutting-edge technological trends.

The APSIS4all is a European collaborative project which will allow end-users to overcome accessibility barriers and access Public Digital Terminal services in a customised interaction mode according to their needs and preferences.

Sense-Park is a European collaborative project aimed at supporting and empowering Parkinson patients in their home environment using a sensory information system. This monitors daily life relevant parameters of Parkinson disease and their changes.

The Baily Thomas Charitable Fund provide funding towards "Advice, Information and Volunteer services' core costs of supporting people with Learning Disabilities and Autism". AbilityNet's Advice, Information and Volunteer Services assist people with disabilities overcome limitations and experience a better quality of life, through the use of appropriate accessible IT. A significant number of our beneficiaries have learning disabilities and autism and we provide support to these individuals in a number of ways: appropriate online fact and skill sheets giving information specific to these conditions and IT; MyComputerMyWay, an online self-assessment tool; telephone and email advice; information and guidance and face-to-face home visits providing help and assistance to overcome barriers they experience with their IT.

Included within trust income is £1,000 from the George A Moore Foundation which is for supporting service users in Yorkshire and £400 from the Ammco Trust which is to be spent in Oxfordshire and the surrounding counties.

18 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total
	£	£	£
Fund balances at 31 December 2013 are represented by:			
Tangible fixed assets	28,345	-	28,345
Current assets	2,000,531	-	2,000,531
Creditors: amounts falling due within one year	(910,181)	-	(910,181)
	<u>1,118,695</u>	<u>-</u>	<u>1,118,695</u>

ABILITYNET
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NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2013

19 Commitments under operating leases

At 31 December 2013 the company had commitments under non-cancellable operating leases as follows:

	Land and buildings	
	2013	2012
	£	£
Expiry date:		
Within one year	14,199	16,621
Between two and five years	24,097	-
	<hr/>	<hr/>
	38,296	16,621
	<hr/>	<hr/>

ABILITYNET
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NOTES TO THE ACCOUNTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2013

20 Related parties

The related parties during the year were as follows:

Trustees:

Dr M R Taylor is a Fellow of BCS, The Chartered Institute for IT, Freeman of The Information Technologists' Company and Chairman of the Board of Trustees of the charity UCanDoIT who teach people with disabilities how to use computers with a particular focus on internet and email skills.

M Bernard is an employee of IBM (UK) Ltd.

D Clarke is Chief Executive Officer of BCS, The Chartered Institute for IT, Chief Executive Officer of BCS Learning & Development Ltd and a Director of Activ Training Ltd.

S Foxall is an employee of Microsoft Ltd

D Morriss is a Past President and former Trustee and member of the Audit Committee of BCS, The Chartered Institute for IT and Liveryman, Past Master, Member of the Court and Audit Committee and The Information Technologists' Company

L Phillips is Liveryman and Court Assistant of the The Information Technologists' Company

E Sparrow (resigned 28th February 2013) is a Past President and former Trustee of BCS, The Chartered Institute for IT and Freeman of The Information Technologists' Company

M Whelan is a Fellow of BCS, The Chartered Institute for IT

Senior Management Team:

N Lewis is a Fellow of BCS, The Chartered Institute for IT and Liveryman of The Information Technologists' Company

D Dearden is a Director of ClearTalent Limited