

Charity Registration No. 1067673

Charity Registration No. SC039866 (Scotland)

Company Registration No. 3469653 (England and Wales)

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**TRUSTEES' REPORT AND ACCOUNTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2014**

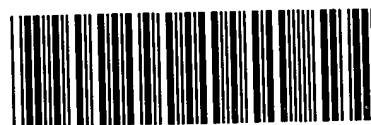
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**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**LEGAL AND ADMINISTRATIVE INFORMATION**

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<b>President</b>	David Livermore OBE
<b>Vice President</b>	Roger Jefcoate CBE, DL
<b>Patron</b>	Martha Lane Fox, Baroness Lane-Fox of Soho CBE
<b>Trustees</b>	Dr Michael Taylor (Chairman) David Barnett Mike Bernard (representing IBM UK Limited) Bill Brown Sarah Foxall (representing Microsoft Ltd) Kush Kanodia David Morriss Lawrence Phillips (representing The Information Technologists' Company) Nishita Sharma Aileen Thompson
<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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**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**LEGAL AND ADMINISTRATIVE INFORMATION**

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**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

Nationwide Building Society  
5-11 St Georges Street  
Douglas  
Isle Of Man  
IM99 1AS

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**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**DIRECTORS' REPORT**  
**FOR THE YEAR ENDED 31 DECEMBER 2014**

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The Directors present their report and accounts for the year ended 31 December 2014.

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  
M Bernard (representing IBM UK Ltd)  
W J K Brown  
D Clarke (representing BCS, The Chartered Institute for IT) resigned on 10<sup>th</sup> March 2014.  
S Foxall (representing Microsoft Ltd)  
K Kanodia  
D Morriss  
L Phillips (representing The Information Technologists' Company)  
N Sharma  
A Thompson  
M Whelan

BCS, The Chartered Institute of IT, resigned as a Corporate Trustee on 24<sup>th</sup> March 2015.

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 19.

**Structure, governance and management**

Governing Document

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

Trustee recruitment, appointment, training and induction

AbilityNet currently has eleven Trustees, who are also directors under company law; there are three Corporate Trustees being IBM (UK) Ltd, Microsoft Ltd and The Information Technologists' Company who each appoint representatives to the Board; other Trustees are selected for a range of 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 briefed by the Chairman and Chief Executive before being proposed for appointment to the Board of Trustees. New Trustees receive a full briefing, including an induction pack, which includes the Memorandum and Articles, minutes of previous meetings and a glossary of terms.

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**DIRECTORS' REPORT**  
**FOR THE YEAR ENDED 31 DECEMBER 2014**

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Management

The Chief Executive is responsible for the charity's overall day to day management, reporting to the Board. Key strategic decisions are taken to the Board for approval and where appropriate a sub-committee may be 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. The Chairman, as the representative of the Board, also maintains regular contact with the Chief Executive and, where necessary, secures agreement from the Board for urgent action, unless already empowered by the Board to make the necessary decision.

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, economic and operational risks and reviews the Risk register on a regular basis.

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

The senior management team who served during the year were:

D Cockburn (Service Delivery, Volunteering and Free Services)  
M Comerford (Human Resources)  
D Dearden (Sales & Marketing)  
E Martin (Operations)  
J Muscroft (Finance)

Diversity & Equality Committee

AbilityNet endeavours 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 places emphasis on promoting Diversity and Equality within 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 and meets when required.

AbilityNet provides annual mandatory training as reinforcement to its employees of their obligations under the Diversity and Equality policy to encourage them to act in accordance with its aims in their dealings with the stakeholders of the organisation.

Audit Committee

AbilityNet's formal governance structure also includes an Audit Committee which considers the financial outlook of the organisation and related risks. During 2014 the AbilityNet Audit Committee was chaired by U D Barnett. The Audit Committee also reviews the risk management plans and actions of the organisation with the associated countermeasures and progress thereof. The committee has four experienced Trustees as members 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.

# **ABILITYNET**

## **(A COMPANY LIMITED BY GUARANTEE)**

### **DIRECTORS' REPORT**

### **FOR THE YEAR ENDED 31 DECEMBER 2014**

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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 2014 was chaired by W J K Brown.

#### **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 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 people lives by helping them achieve everything they can at work, at home or in education through technology.

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 predominantly 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 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. The government and business now place many of their goods and services "online" leaving individuals with little or no choice but to access them by themselves without additional human intervention.

This can lead to isolation among some groups within our society because they cannot or do not want to engage in the digital world. AbilityNet endeavours to highlight where digital exclusion is being created and offers the support, knowledge and skills to individuals to enable them to access online services or to organisations to make their services more accessible.

AbilityNet does this through our assessment and accessibility services as well as through our volunteering and free services.

Our key areas to influence are:

1. Encouraging the design and delivery of inclusive and usable services by using task-oriented user-focused testing at every stage of the design process, rather than relying on post-hoc accessibility testing

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**DIRECTORS' REPORT**  
**FOR THE YEAR ENDED 31 DECEMBER 2014**

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2. Working with technology companies to ensure that they consistently use core inclusion strategies, technologies and practices in all their technologies and systems
3. Supporting and helping the disabled and older people make effective use of digital technologies at home, in work and education
4. Encouraging a learning environment for all IT and web design professionals that embeds digital inclusion throughout all roles

During 2014 we directly helped nearly 83,000 people use AbilityNet's services of: advice and information; accessibility consultancy, assessments; personal installations; training; home support visits; technical support; and free IT projects (2013: 81,000). Indirectly, we also helped over 540,000 people (2013: 205,000) comprising over 307,000 website users (2013: 139,000), over 20,000 downloads of our fact and skill sheets from our website [www.abilitynet.org.uk](http://www.abilitynet.org.uk) (2013: 17,000) and almost 213,000 page views of [MyComputerMyWay](#) to help customise and make computers more accessible (2013: 49,000). Through the iT4Communities programme we helped 226 charities with IT projects (2013: 290).

Our estimate of the public benefit value of our free services delivered in 2014 is approximately £977,000 (2013: £960,000).

#### Assessment Services

Our focus in 2014 has been to continue to deliver high quality assessments through our Workplace Assessment service (WPA), Access to Work and Disabled Student Allowance (DSA) schemes.

The level of WPA referrals dropped significantly over 2013 as a result of the unexpected loss of a large contract. However the delivery of Assessments through DSA was over double the figure from 2013 as new centres in Newcastle, Coventry, Birmingham and Kingston were opened in the year.

Our services have also been enhanced through the introduction of the online pre-assessment tool in conjunction with The ClearCompany at the front end of the Assessment process. The Clear Talents tool helps provide advice and self-help recommendations for the end-user in the workplace in terms of the 9 protected characteristics under the Equality Act. The tool will recommend a direct intervention via a face to face or remote assessment if their answers indicate they could benefit from further investigation. So far we have 2 clients who have taken this ground breaking tool as part of their employee well-being offering.

#### 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 covering the tablet, mobile and apps arena, responding to market demands from both clients and end users.

The income achieved from Accessibility was lower than 2013 mainly due to the ending of an overseas contract. However, towards the end of 2014 we experienced increasing demand for these services as more clients acknowledged the value to their businesses in delivering accessible digital services to the market. This has given them a competitive edge over those organisations that have failed to take the initiative in this area.

#### Projects

In 2014 we saw the conclusion to a range of collaborative projects funded through the European Union. These were:

- ATIS4all - Assistive Technology and Inclusive Solutions for All. ATIS4all developed a European Thematic Network seeking to facilitate access for everyone to the most suitable assistive technology (AT) or accessibility device and service, according to their needs and preferences. ATIS4all established and maintained an open collaborative portal, offering reliable information on AT and inclusive products and services as well as cutting-edge technological trends. The portal uses Web 2.0 participation tools in order to



# **ABILITYNET**

## **(A COMPANY LIMITED BY GUARANTEE)**

### **DIRECTORS' REPORT**

#### **FOR THE YEAR ENDED 31 DECEMBER 2014**

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encourage online discussion as well as the exchange of knowledge and expertise. It also has a repository and network of open source AT software that supports the best AT development. AbilityNet was a partner to the project leader, Technosite.

- **APSYS - Accessible Personalised Services In Public Digital Terminals (PDT) for all.**

APSYS4all was designed to enable disabled people to overcome accessibility barriers and improve the experience of accessing and using PDT services, such as an ATM and ticket vending machines. People with disabilities, the elderly and people not familiar with technology, are often excluded from accessing these services. APSYS4all 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. Again AbilityNet is a partner to the project leader, Technosite.

- **Sense-Park.** This project aimed to support and empower 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 track and monitor patterns in the condition, both at home and during leisure activities, providing invaluable information to help improve their quality of life. Sense-Park was supported by the European Commission under the 7<sup>th</sup> Framework Programme for RTD – Grant Agreement INFOS-ICT-288557. The lead partner on this project was the University of Tuebingen in Germany.

#### **Advice and Information**

These free services manned by AbilityNet staff and volunteers provide telephone support to members of the public contacting our help line, supplemented by our informative website which gives access to free to download factsheets. These 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 1,860 calls during 2014 with over 20,000 of our factsheets downloaded and nearly 213,000 page views of MyComputerMyWay which is a comprehensive, easy to use guide to the accessibility options available for free on computers, tablets and mobiles.

In 2014 these services provided a public benefit value of around £261,000.

#### **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 public benefit value of the voluntary services provided in 2014 by iT4C volunteers is estimated to be approximately £ 422,000.

#### **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 2,326 visits with a public benefit value of around £294,000

#### **Technology4Good Awards (T4G)**

In 2014 AbilityNet once again ran the T4G awards with generous support provided by BT. These unique and prestigious awards recognise excellence in innovation from a range of charities and businesses working to improve the lives of people through the use of IT. BT once again provided the venue for the launch at BT tower in March and the venue for the awards in July at BT's Centre in St Paul's hosted by Mariella Frostrup..

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**DIRECTORS' REPORT**  
**FOR THE YEAR ENDED 31 DECEMBER 2014**

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**Plans for the future**

For 2015 and beyond we intend to concentrate our efforts on reaching out to those people across the UK who need help:

1. There are over 12 million disabled people in Britain, of whom 5 million are over state pension age.
2. There are two million people with sight problems in the UK
3. There are over 6.9 million disabled people of working age which represents 19% of the working population.
4. There are currently 1.3 million disabled people in the UK who are available for and want to work.
5. Only half of disabled people of working age are in work (50%), compared with 80% of non-disabled people.
6. 23% of disabled people have no qualifications compared to 9% of non-disabled people.

There is the potential that some or all could benefit from adapting their technology or be introduced to technology so it helps them at home, in work or education. Our focus will be around three broad areas:

1. Our assessment offering will have 2 main elements – in work or help to get into work and in education. The ClearTalents tool will support our workplace offering and in education we will consolidate and expand our services we offer through the DSA framework.
2. Our accessibility services will provide clients with a proactive end-to-end service for helping achieve on-line compliance and improving the accessibility of their web, mobile, tablet and application services.
3. Develop our free to user services through our three volunteer led programmes of i14Communities, 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.

**Review of financial position**

AbilityNet reported a deficit of £210,353 for the year ended 31<sup>st</sup> December 2014 compared with a surplus of £348,660 recorded in the previous year.

The most significant impacts to the year were the drastic reduction in assessment referrals from one client compared to 2013 which in isolation impacted revenue by £1.5m. Whilst a reduction was expected the decline turned out to be much greater than anticipated in the year, and this coupled with a delay in the roll out of assessments on two new workplace contracts had a corresponding impact on revenues.

There were some significant compensating offsets to increase income which helped mitigate the impact of these two factors: firstly, the full year benefit from a major new 3 year contract with a well-known corporate client and secondly, the opening of three new locations to deliver DSA assessments which together partially helped counteract the adverse position.

Income from Accessibility services was impacted by a reduction in website audits during the middle of the year and the ending of a contract for overseas language licencing. Nevertheless the demand for our services picked up strongly towards the end of the year and this has carried over into 2015.

The charity has also remained highly cost-conscious and curtailed some planned expansion in the free services it offers. The Board of Trustees took the decision to restart its fundraising activities to open up another source of funding for the charity and engaged with a specialist third party company to assist in this regard during the latter part of the year.

This difficult year was sustained through the use of cash reserves which had been built up during the previous three years of sustained performance and enabled the organisation to adapt its plans and resources accordingly. The Balance Sheet remains strong with trade debtors and creditors being collected and paid to terms.

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**(A COMPANY LIMITED BY GUARANTEE)**  
**DIRECTORS' REPORT**  
**FOR THE YEAR ENDED 31 DECEMBER 2014**

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In 2015, we plan to return to a break even position as we predict modest growth in income from our assessment and accessibility services supplemented by some new income streams from our fundraising activities aimed at investing and supporting our free services.

Reserves policy

The reserves policy is to aim to provide six months' cover of the Charity's day to day average running costs. At 31<sup>st</sup> December 2014 reserves (excluding Fixed Assets) stood at £862,730 versus £1,090,350 from the prior year, providing just less than 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 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: 16<sup>th</sup> June 2015

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**STATEMENT OF TRUSTEES' 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 2014 set out on pages 11 to 24. 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 Trustees' 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 Trustees' 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 Trustees' 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 Trustees' 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.

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

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**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 2014, 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 Trustees' 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 Trustees' 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: .....18/6/15

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**INCLUDING INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR ENDED 31 DECEMBER 2014**

	Notes	Unrestricted funds £	Restricted funds £	Total 2014 £	Total 2013 £
<b><u>Incoming resources from generated funds</u></b>					
Voluntary income	2	254,360	5,130	259,490	294,649
Investment income	3	3,704	-	3,704	4,940
		258,064	5,130	263,194	299,589
Incoming resources from charitable activities	4	2,218,143	101,632	2,319,775	3,397,047
Other incoming resources	5	13,945	-	13,945	11,317
<b>Total incoming resources</b>		<b>2,490,152</b>	<b>106,762</b>	<b>2,596,914</b>	<b>3,707,953</b>
<b><u>Resources expended</u></b>					
<b>6 to 11</b>					
<b><u>Costs of generating funds</u></b>					
Fundraising and publicity		23,756	-	23,756	115,337
<b><u>Charitable activities</u></b>					
IT solutions for disabled people		2,663,249	106,762	2,770,011	3,230,456
Governance costs		13,500	-	13,500	13,500
<b>Total resources expended</b>		<b>2,700,505</b>	<b>106,762</b>	<b>2,807,267</b>	<b>3,359,293</b>
<b>Net (expenditure)/income for the year/ Net movement in funds</b>		<b>(210,353)</b>	<b>-</b>	<b>(210,353)</b>	<b>348,660</b>
Fund balances at 1 January 2014		1,118,695	-	1,118,695	770,035
<b>Fund balances at 31 December 2014</b>		<b>908,342</b>	<b>-</b>	<b>908,342</b>	<b>1,118,695</b>

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

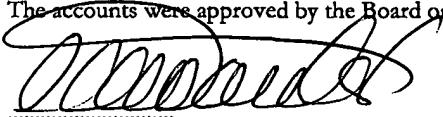
**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**BALANCE SHEET**

**AS AT 31 DECEMBER 2014**

	Notes	2014 £	£	2013 £	£
<b>Fixed assets</b>					
Tangible assets	12		45,612		28,345
<b>Current assets</b>					
Debtors	13	385,491		636,210	
Cash at bank and in hand		1,007,227		1,364,321	
		<u>1,392,718</u>		<u>2,000,531</u>	
<b>Creditors: amounts falling due within one year</b>	14	<u>(529,988)</u>		<u>(910,181)</u>	
<b>Net current assets</b>			<u>862,730</u>		<u>1,090,350</u>
<b>Total assets less current liabilities</b>			<u><u>908,342</u></u>		<u><u>1,118,695</u></u>
<b>Income funds</b>					
Unrestricted funds			<u>908,342</u>		<u>1,118,695</u>
			<u><u>908,342</u></u>		<u><u>1,118,695</u></u>

The accounts were approved by the Board on .....

*16th June 2015*



Dr Michael Taylor (Chairman)  
**Trustee**



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

**FOR THE YEAR ENDED 31 DECEMBER 2014**

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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	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**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE ACCOUNTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2014**

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**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**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE ACCOUNTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2014**

**2 Voluntary income**

	Unrestricted funds £	Restricted funds £	Total 2014 £	Total 2013 £
Donations and gifts	254,360	5,130	259,490	294,649

	2014 £	2013 £
<b>Donations and gifts</b>		
Unrestricted funds:		
Donations received	27,244	43,122
Intangible income	168,082	211,195
Fundraising income	59,034	38,932
	<u>254,360</u>	<u>293,249</u>

Donations were received and fully expended from:

The Patrick & Helena Frost Foundation	15,000
Access to Work workplace contributions	5,016
Ofenheim and Cinderford Charitable Trust	3,300
Sheila Whitley Trust	1,000
Individual donations	2,928
	<u>27,244</u>

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

	2014 £	2013 £
IBM	93,082	115,000
Microsoft	50,000	50,000
BCS, The Chartered Institute for IT	-	3,195
The Information Technologists' Company	-	18,000
BT	25,000	25,000
	<u>168,082</u>	<u>211,195</u>

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE ACCOUNTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2014**

Fundraising income was received and fully expended from:

	2014 £
"Martha's Mad May March"	35,434
Transport for London	3,000
Innova Engineering Limited	1,200
Technica Solutions	1,100
Technology 4 Good Awards donations:	
Hi Software	1,000
CloudSymphony	3,000
Installation Technology	3,000
Digi2al Limited	3,000
BT	5,000
Microsoft Limited	3,000
5D Foto	300
	<u>59,034</u>

**3 Investment income**

	2014 £	2013 £
Interest receivable	<u>3,704</u>	<u>4,940</u>

**4 Incoming resources from charitable activities**

	Unrestricted funds £	Restricted funds £	Total 2014 £	Total 2013 £
IT solutions for disabled people	<u>2,218,143</u>	<u>101,632</u>	<u>2,319,775</u>	<u>3,397,047</u>

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

Fees from services provided - Unrestricted	2,218,143	3,252,593
Grants received - Restricted	101,632	144,454
	<u>2,319,775</u>	<u>3,397,047</u>

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE ACCOUNTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2014**

**5 Other incoming resources**

	2014 £	2013 £
Other income	13,945	11,317

**6 Total resources expended**

	Staff costs £	Depreciation £	Other costs £	Total 2014 £	Total 2013 £
<b>Costs of generating funds</b>					
Fundraising and publicity	-	-	23,756	23,756	115,337
<b>Charitable activities</b>					
<del>IT solutions for disabled people</del>					
Activities undertaken directly	2,020,134	28,258	721,619	2,770,011	3,230,456
<b>Governance costs</b>	-	-	13,500	13,500	13,500
	2,020,134	28,258	758,875	2,807,267	3,359,293

Professional fees in other costs includes payments to the auditors of £13,500 (2013: £13,500) 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	23,756	14,741
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**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE ACCOUNTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2014**

**8 Activities undertaken directly**

	2014	2013
	£	£
Other costs relating to income relating to IT solutions for disabled people comprise:		
Equipment and direct project costs	115,694	145,557
Staff development and recruitment	28,620	55,579
Rent and rates	84,952	35,105
Telephone	11,700	9,877
Motor expenses	96,717	112,042
Travel and subsistence	79,796	98,740
Printing and postage	4,126	4,327
Insurance	8,912	8,853
Bank charges	1,664	1,200
Office facilities and services (Note 2)	168,082	211,195
Netsuite charges and connectivity costs	43,163	33,432
Miscellaneous expenses	38,930	57,054
VAT Irrecoverable	2,869	3,010
Legal and professional fees	4,525	18,747
Advertising & PR	14,592	27,867
Consultancy	41,033	25,315
Fundraising and publicity - other costs	(23,756)	(14,741)
	<u>721,619</u>	<u>833,159</u>

**9 Governance costs**

	2014	2013
	£	£
Other governance costs comprise:		
Audit fees	13,500	13,500
	<u>13,500</u>	<u>13,500</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 £288 for travelling and stationery expenses (2013: £299).

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE ACCOUNTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2014**

**11 Employees**

**Number of employees**

The average monthly number of employees during the year was:

	2014 Number	2013 Number
Charitable activities	49	48
Fundraising	-	3
	<u>49</u>	<u>51</u>

**Employment costs**

	2014 £	2013 £
Wages and salaries	1,810,576	2,250,067
Social security costs	143,147	160,245
Other pension costs	66,411	59,676
	<u>2,020,134</u>	<u>2,469,988</u>

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

	2014 Number	2013 Number
£60,000 to £70,000	1	1
£70,000 to £80,000	-	1
£90,000 to £100,000	1	1

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE ACCOUNTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2014**

**12 Tangible fixed assets**

	<b>Assessment assets</b>	<b>Office equipment</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b>Cost</b>			
At 1 January 2014	209,787	96,757	306,544
Additions	40,522	5,003	45,525
Disposals	(2,500)	-	(2,500)
<b>At 31 December 2014</b>	<b>247,809</b>	<b>101,760</b>	<b>349,569</b>
<b>Depreciation</b>			
At 1 January 2014	194,706	83,493	278,199
On disposals	(2,500)	-	(2,500)
Charge for the year	16,621	11,637	28,258
<b>At 31 December 2014</b>	<b>208,827</b>	<b>95,130</b>	<b>303,957</b>
<b>Net book value</b>			
<b>At 31 December 2014</b>	<b>38,982</b>	<b>6,630</b>	<b>45,612</b>
At 31 December 2013	15,081	13,264	28,345

The net book value of fixed assets held under finance lease at the year end is £780 (2013: £8,549).

**13 Debtors**

	<b>2014</b>	<b>2013</b>
	<b>£</b>	<b>£</b>
Trade debtors	339,930	606,632
Other debtors	13,519	9,688
Prepayments and accrued income	32,042	19,890
	<b>385,491</b>	<b>636,210</b>



**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE ACCOUNTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2014**

<b>14 Creditors: amounts falling due within one year</b>	<b>2014</b>	<b>2013</b>
	<b>£</b>	<b>£</b>
Net obligations under finance lease and hire purchase contracts	-	8,439
Trade creditors	68,505	120,232
Taxes and social security costs	112,919	172,515
Other creditors	10,533	10,103
Accruals and deferred income	338,031	598,892
	<u>529,988</u>	<u>910,181</u>

Total deferred income carried forward at 31 December 2014 was £194,065. Deferred income brought forward at 1 January 2014 was £408,418.

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

	<b>2014</b>	<b>2013</b>
	<b>£</b>	<b>£</b>
Contributions payable by the company for the year	<u>66,411</u>	<u>59,676</u>

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE ACCOUNTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2014**

**16 Restricted funds**

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

	<b>Movement in funds</b>	
	<b>Incoming resources</b>	<b>Resources expended</b>
	<b>£</b>	<b>£</b>
IT Can Help	24,000	(24,000)
IT4Communities	9,800	(9,800)
ATIS4ALL	2,262	(2,262)
APSIS4ALL	7,070	(7,070)
Sense-Park	58,500	(58,500)
Other small donations	5,130	(5,130)
	<u>106,762</u>	<u>(106,762)</u>

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.

The following projects are all now completed from AbilityNet's perspective:

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

The APSIS4all was a European collaborative project which allowed 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 was a European collaborative project aimed at supporting and empowering Parkinson patients in their home environment using a sensory information system. This monitored daily life relevant parameters of Parkinson disease and their changes.

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE ACCOUNTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2014**

**17 Analysis of net assets between funds**

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Fund balances at 31 December 2014 are represented by:			
Tangible fixed assets	45,612	-	45,612
Current assets	1,392,718	-	1,392,718
Creditors: amounts falling due within one year	(529,988)	-	(529,988)
	<u>908,342</u>	<u>-</u>	<u>908,342</u>

**18 Commitments under operating leases**

At 31 December 2014 the company had annual commitments under non-cancellable operating leases as follows:

	<b>Land and buildings</b>	
	<b>2014</b>	<b>2013</b>
	<b>£</b>	<b>£</b>
Expiry date:		
Within one year	9,743	14,199
Between two and five years	23,494	24,097
	<u>33,237</u>	<u>38,296</u>

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE ACCOUNTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2014**

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**19 Related parties**

The related parties during the year were as follows:

**Trustees:**

Dr M R Taylor is a Fellow of BCS, The Chartered Institute of IT, Freeman of The Information Technologists' Company and Chairman of the Board of Trustees of the UK IT training charity, U Can Do IT.

M Bernard is an employee of IBM UK Ltd.

D Clarke (resigned 10th March 2014) is now retired but was formerly Chief Executive Officer of BCS, The Chartered Institute of IT, the former Chief Executive Officer of BCS Learning & Development Ltd and a former Director of Activ Training Ltd.

S Foxall is an employee of Microsoft Ltd.

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

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

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

**Senior Management Team:**

Nigel Lewis is a Fellow of BCS, The Chartered Institute of IT, Liveryman of The Information Technologists' Company and Vice President of the International Association of Accessibility Professionals.

D Dearden is a Director of Clear Talent Limited.