

Charity Registration No. 1067673

Company Registration No. 3469653 (England and Wales)

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2018



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

Trustees	David Barnett Mike Bernard Alan Brooks Bill Brown Microsoft: nominee - Sarah Foxall Kush Kanodia The Information Technologists' Company: nominee - Lawrence Phillips IBM: nominee - Nicky Rumsey Aileen Thompson Rhianna Kinchin Suzie Woodhams
	(Appointed 7 February 2018)
Patron	Martha Lane Fox, Baroness Lane-Fox of Soho CBE
President	David Livermore OBE
Vice President	Roger Jefcoate
Chief Executive	Gary Moore
Secretary	John Muscroft
Charity number	
England and 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 United Kingdom
Auditor	H W Fisher & Company Acre House 11-15 William Road London NW1 3ER United Kingdom

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LEGAL AND ADMINISTRATIVE INFORMATION

Bankers

Coutts & Co
440 The Strand
London
WC2R 0QS

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

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

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TRUSTEES' REPORT (INCORPORATING DIRECTORS' REPORT)
FOR THE YEAR ENDED 31 DECEMBER 2018

The Directors present their report and accounts for the year ended 31 December 2018.

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 United Kingdom Accounting Standards including Statement of Recommended Practice (FRS 102), "Accounting and Reporting by Charities" issued in January 2015.

Reference and administrative information

The charity is a company limited by guarantee registered in England and Wales under the number 3469653. The charity is registered with the Charity Commission in England and Wales 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:

A Brooks – Chairman (appointed 7th February 2018)
U D Barnett
M Bernard
W J K Brown
Microsoft Ltd: nominee – S Foxall
K Kanodia
R Kinchin
D Morriss (retired post year-end on 29th January 2019)
The Information Technologists' Company: nominee – L Phillips
IBM UK Ltd: nominee – N Rumsey
N Sharma (retired on 26th June 2018)
A Thompson
S Woodhams

Alan Brooks was appointed as a Trustee and the new Chairman of AbilityNet with effect from 7th February 2018.

During the year a long serving Trustee, Nishita Sharma, stepped down from her role after serving four full terms as a Trustee with AbilityNet.

Subsequent to the year-end David Morriss also retired on 29th January 2019 from his role as a Trustee having served over four full terms with the Charity.

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 Executives who served during the year:

N P Lewis (resigned 31st May 2018)

G Moore (appointed 1st August 2018, acting as Interim CEO from 14th May 2018)

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 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.

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TRUSTEES' REPORT (INCORPORATING DIRECTORS' REPORT)
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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. When a vacancy occurs, potential candidates are interviewed by a panel of Trustees.

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

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 is formed to consider anything that requires additional input or that needs resolution.

The Board of Directors (Trustees) are responsible for the overall strategic direction and sound financial practices within the charity. They hold Board meetings on a quarterly basis and receive a Monthly Business Update from the Chief Executive which includes management accounts and a report on progress to date. The Chairman, as the representative of the Board, also maintains regular contact with the Chief Executive and, where necessary, secures agreement from the Board for urgent action, unless already empowered by the Board to make the necessary decision.

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

The senior management team who served during, or for part of, the year were:

M Comerford (Human Resources)
D Dearden ((Sales & Marketing) and Accessibility from May 1st 2018)
N Hallwood (Accessibility – interim assignment (January to April 2018))
A Low (Service Delivery)
J Muscroft (Finance)

Audit Committee

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

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

Current plans are reviewed and considered to counter possible financial, economic and operational risks where they are included on the Charity's Risk Register which is reviewed at each meeting and actions are agreed and progress monitored on a regular basis.

During 2018 the AbilityNet Audit Committee was chaired by U D Barnett. The Committee comprises four experienced Trustees as members and is attended by AbilityNet's Finance Director and Chief Executive. It reports to the Board of Trustees.

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 2018 was chaired by W J K Brown.

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FOR THE YEAR ENDED 31 DECEMBER 2018

Diversity & Equality

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

AbilityNet provides mandatory training to its employees on Diversity and Equality within its activities to help add to the cultural awareness and understanding of this important subject throughout the organisation.

The Board of Trustees provide the context and strategic direction to this area, which is supported by policies developed to provide a company-wide understanding and awareness of the potential issues that might be encountered. The aim is to educate all our employees of their obligations under the Equality Act so that they act in accordance with its aims in their dealings with each other and with stakeholders of the organisation.

Safeguarding

AbilityNet is committed to creating a safe and rewarding environment within which all of its volunteers and staff work. This means we have a robust Safeguarding policy to ensure everyone is treated properly and, in addition, a Whistle-blowing policy so that people can raise any concerns they have confidentially.

Some of our staff carry out roles that require them to work with people who are considered to be at a higher risk of harm, for example, vulnerable adults. We carry out regular criminal record checks for our employees engaged in these roles.

We regularly review the information in our Safeguarding policy, which aims to supplement the knowledge and understanding of our staff and volunteers, irrespective of their position. In this regard we monitor guidance from the Government and the Charity Commission and adapt our approach accordingly.

How our objectives deliver public benefit.

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

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

Objectives and activities

AbilityNet's purpose is to help improve peoples' lives by supporting them to achieve everything they can at work, at home or in education through the use of inclusive technology.

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

Some Facts about Disability

Based on the latest available statistics from the Government's Family Resources Survey 2016/2017 and Scope ("the disability equality charity in England and Wales"):

- 13.9 million people reported a disability in 2016/17, an increase of 19% from the 11.9 million reported in 2013/14
- Most of the change over 3 years came from increases in the percentage of working-age adults (16% to 19%) and State Pension age adults (42% to 45%)

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- The most commonly reported impairments reported by disabled people are those that affect mobility (52%), stamina, breathing, fatigue (38%), dexterity (27%) and mental health (24%)
- The prevalence of disability rises with age. Around 8% of children are disabled compared to 19% of working age adults and 45% of adults over State Pension age
- Over 3.4 million disabled people are in employment representing 11.3% of those employed
- Scope estimates that on average, disabled people face extra costs of £583 a month related to their impairment
- Scope also reports 1 in 5 disabled people face extra costs of more than £1,000 per month
- Disabled people are only about half as likely to go to university as non-disabled people and less likely to take up an apprenticeship.

We are the only UK charity reaching out to help this group across the UK with our ambition to ensure the technology they use, or wish to use, is accessible, usable and inclusive.

How do we help?

We approach this in four ways:

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

Achievements and performance

Research has shown disabled and older people face many challenges in accessing some services that are now only available “online”. This has left individuals with little choice but to try to use these key online services via technology with consequently greatly reduced human interaction and potential isolation and disadvantage.

Various initiatives have attempted to get people to engage with these digital services with some success, but there are some groups within society which have not yet been able to engage in the digital world.

AbilityNet seeks to highlight where digital exclusion is being experienced and offers the support, knowledge and skills to enable individuals to access online digital services as well as helping organisations to make their services more accessible and inclusive.

AbilityNet does this through our ‘paid for’ assessment and accessibility services and also through our free one-to-one services delivered online or face-to-face by our skilled volunteers.

Our key areas to influence are:

1. Highlighting the accessibility (or not) of websites, mobile apps, systems and content across industry sectors to encourage the adoption of best practice and show where this is not the case
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 disabled and older people make effective use of digital technologies at home and in keeping people in work and education
4. Encouraging a learning and enlightened environment for all IT and web design professionals that embeds digital inclusion throughout all roles.

During 2018 we directly helped people through AbilityNet’s services including: advice and information; accessibility; assessments; training; home support visits and technical support.

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Through the work we do with companies to optimise the accessibility of their websites and apps, we indirectly improve the digital experience of substantial numbers of users.

We also had nearly 925,000 website users (up 32.9% over 2017) with over 19,250 downloads of our fact and skill sheets from our [website](#).

There were nearly 817,600 page views of MyComputerMyWay (up 15.2% over 2017). This is a service which helps users to customise and make their computers more accessible.

Through our ITCanHelp in-home support programme we helped over 1,700 disabled and older people with their IT needs.

Our estimate of the public benefit value of our free services delivered in 2018 is £1.08 million (a 17.5% increase on 2017).

Assessment Services

During 2018 we delivered high quality assessments through our Disabled Student Allowance (DSA) centres. We have centres across England giving support to students in using existing technology in new and better ways to allow them to fully participate in their courses. We provided support to 2,175 students during the year.

We also provided workplace assessments for those with a disability or impairment to get into work or stay in work. This Workplace Assessment service (WPA) provides employers and their disabled staff an end-to-end solution in helping to identify any reasonable adjustments to their working environment as well as recommendations for any relevant equipment and training.

We helped nearly 630 employees in various organisations with advice and recommendations to keep them in employment in 2018

Accessibility Services

Revenue from our Accessibility Services grew slightly by 1.6% compared with the previous year. The beneficiaries were organisations from across the public, private and third sectors and our advice and recommendations have enabled them to deliver their online content in an accessible and inclusive way to the widest possible audience.

This continues a trend of greater awareness of the benefits of inclusion and the commercial return from the development of inclusive and accessible digital products on the web and mobile markets. This positive approach is still limited to a relatively small proportion of the overall market and there is still much to do across a broad range of organisations which provide digital services in convincing them to invest in inclusive technology.

We note the enactment of the EU WEB Accessibility legislation in September 2018, with legal impact on public websites by Sept 2019 and on apps by June 2021. This will stimulate interest in and adoption of services in this area, at least in the public sector.

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

Free Services

Advice and Information

These services are provided free by AbilityNet employees and our volunteers, through telephone support to our help line and information via our website which gives access to free factsheets. These provide a huge range of practical advice on the hardware and software adaptations available which can provide help for specific conditions to improve digital inclusion and are regularly updated by us with the latest advice.

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Our support service handled over 620 calls during 2018 with over 19,250 of our factsheets downloaded and nearly 817,600 page views of MyComputerMyWay - our comprehensive, easy-to-use guide to the accessibility options available for free on computers, tablets and mobiles.

AbilityNet ITCanHelp

The ITCanHelp programme helps both disabled and older people by providing IT support in their homes. The support is delivered by a network of around 280 volunteers across the UK. It ranges from installing equipment to diagnosing and fixing problems and providing training. During 2018 IT Can Help carried out over 1,700 visits with a public benefit value of around £230,400

Technology4Good Awards (T4G)

In July 2018 AbilityNet held the 8th annual T4G awards, hosted once again with invaluable support and help of BT.

This event is now established as an awards ceremony that delivers huge exposure and benefits to the winners. The awards celebrate excellence in technology and innovation across a range of charities, volunteering and business with winners chosen by a panel of judges from nominations based on how the lives of people have been improved through the use of technology.

Further information can be accessed at the Tech4goodawards website.

TechShare Pro 2018

AbilityNet and the Royal National Institute of Blind People (RNIB) delivered the 2nd annual accessibility conference at Barclays' Global Headquarters in London on 29th November 2018.

It was attended by a wide range of accessibility, user experience and design professionals hosted by Barclays as title sponsor.

The feedback from attendees was very positive and plans are well underway to provide a more ambitious 2-day conference in 2019. We see the conference as an important tool in helping companies in particular to share practical experiences in relation to making their services more accessible.

Knowledge Management

Maintaining a relevant and compelling online data set which underpins all of our offerings is a critical area for the charity. The data mainly comprises Factsheets, Articles, Blogs and other opinion pieces. These are accessed directly through the website, and are also presented in a more structured fashion through MyComputerMyWay. With the pace of technology moving so rapidly, the curation of this extensive data set is a critical enabler for AbilityNet. We continue to invest in the data itself, but also in its efficient organisation and presentation so that the needs of our various clients are well-supported.

Plans for the future

In February 2018 the Charity appointed a new Chairman of Trustees in Alan Brooks and welcomed a new CEO Gary Moore to the post in place of Nigel Lewis who left the Charity at the end of May 2018 after 10 years leading the Charity.

As regards our main sources of funding for the charity our assessment offering will continue to have two main elements – Workplace Assessments (WPA) for those in work or helping to get into work and DSA for those students in higher and further education. We have introduced the capability to deliver remote assessments as a new and innovative way in how we deliver our WPA service to organisations.

Our accessibility services will continue to provide our clients with a range of services for helping achieve on-line compliance and improving the accessibility of their web, mobile, tablet and application services. As technology evolves, so does best practice in development for accessibility. We continue to invest in recruitment and development of skilled expertise and in systems and processes to help them effectively support clients.

Our new internal Innovation Forum will help shape our future service offerings in both our paid for and free services to ensure our offering is relevant and provides value to all our beneficiaries.

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TRUSTEES' REPORT (INCORPORATING DIRECTORS' REPORT)
FOR THE YEAR ENDED 31 DECEMBER 2018

Review of financial position

AbilityNet reported a deficit of £255,758 for the year ended 31st December 2018 compared with a deficit of £20,713 for the year before.

The Charity experienced a difficult first half of trading driven by internal capacity constraints primarily in the Accessibility income stream resulting in a higher use of associate sub-contractors at higher cost. Nevertheless a programme for recovery was instigated which saw the Charity return to trading at a surplus in the second half of the financial year. This included a successful recruitment programme which brought a new cohort of skilled consultants into the Charity.

For these reasons, and despite the background of a growing market need for these services, income from accessibility services showed only nominal growth for the year.

Income from our workplace assessments was also relatively stable year to year. This was the same position for our DSA education services despite the impact from the price regime imposed on existing DSA providers since September 2016.

We successfully opened two new DSA centres in 2019. This action has contributed to counter-balancing the effect of reduced volumes due to excess competition in some existing centres' locations.

Despite these pressures the Charity did carry out planned investment in new systems to support our new innovative capability of delivering remote assessments in the workplace assessment market and also brought forward investment in refreshing the look and content of its website based upon the strong recovery in the second half of the year.

The charity closely monitors staff engagement and feedback and can report very positive progress in both as the year progressed. Investments in training and development during 2018 underpinned this positive momentum. The commitment of our passionate and motivated staff has underpinned the growth in impacts and public benefit referred to elsewhere in the report.

Reserves policy

The Charity has an ambition to provide six months' cover of the Charity's day to day average running costs. At 31st December 2018 reserves (excluding Fixed Assets) stood at £586,192 versus £813,645 from the prior year, providing around 2.2 months' cover of our closing month's fixed costs.

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

Risk factors

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

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Disclosure of information to auditors

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

Auditors

The auditors, 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


Alan Brooks
Chairman

Date: 30 APRIL 2019

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STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 DECEMBER 2018

The trustees, who are also the directors of AbilityNet for the purpose 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).

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

In preparing these accounts, the Board are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the accounts; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the Charity will continue in operation.

The Board are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the accounts comply with the Companies Act 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.

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INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF ABILITYNET

Opinion

We have audited the financial statements of AbilityNet (the 'Charity') for the year ended 31 December 2018 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2018 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustees (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

Basis for opinion

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

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Board have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the Charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

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INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF ABILITYNET

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) 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 financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Board were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' report and from the requirement to prepare a strategic report.

Responsibilities of Board

As explained more fully in the statement of Trustees' responsibilities, the Board, who are also the directors of the Charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Board determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the charity's trustees as a body, in accordance with Section 44(1)(c) of the Charities and Trustees Investment (Scotland) Act 2005 and Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members 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 the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

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

Chartered Accountants

Statutory Auditor

Acre House

11-15 William Road

London

NW1 3ER

8 May 2019

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STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 DECEMBER 2018

	Notes	Unrestricted funds £	Restricted funds £	Total 2018 £	Total 2017 £
<u>Income and endowments from:</u>					
Voluntary income	2	409,285	-	409,285	312,110
Charitable activities	3	3,656,039	9,782	3,665,821	3,620,616
Investments	4	3,840	-	3,840	2,739
Other income	5	525	-	525	3,008
Total income and endowments		4,069,689	9,782	4,079,471	3,938,473
<u>Expenditure on:</u>					
<u>Charitable activities</u>					
IT solutions for disabled people	6	4,329,192	6,034	4,335,226	3,958,766
Total charitable expenditure		4,329,192	6,034	4,335,226	3,958,766
Other	10	-	-	-	420
Total resources expended		4,329,192	6,034	4,335,226	3,959,186
Net (expenditure)/income for the year/ Net movement in funds		(259,503)	3,748	(255,755)	(20,713)
Fund balances at 1 January 2018		886,754	-	886,754	907,467
Fund balances at 31 December 2018		627,251	3,748	630,999	886,754

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

All income and expenditure derive from continuing activities.

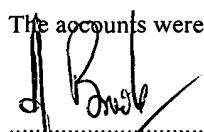
ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
BALANCE SHEET

AS AT 31 DECEMBER 2018

	Notes	2018 £	£	2017 £	£
Fixed assets					
Tangible assets	11		44,807		73,110
Current assets					
Debtors	13	738,041		783,438	
Cash at bank and in hand		1,129,029		1,313,095	
		<u>1,867,070</u>		<u>2,096,533</u>	
Creditors: amounts falling due within one year	14	<u>(1,280,878)</u>		<u>(1,277,584)</u>	
Net current assets			586,192		818,949
Total assets less current liabilities			630,999		892,059
Creditors: amounts falling due after more than one year	16		-		(5,305)
Net assets			<u>630,999</u>		<u>886,754</u>
Income funds					
Restricted funds	17		3,748		-
Unrestricted funds			627,251		886,754
			<u>630,999</u>		<u>886,754</u>

The accounts were approved by the Board on

30 APRIL 2019



Alan Brooks
Trustee

Company Registration No. 3469653

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 DECEMBER 2018

	Notes	2018 £	£	2017 £	£
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	21		(145,943)		106,189
Investing activities					
Purchase of tangible fixed assets		(18,389)		(60,127)	
Interest received		3,840		2,739	
Net cash used in investing activities			(14,549)		(57,388)
Financing activities					
Payment of obligations under finance leases		(23,574)		(22,228)	
Net cash used in financing activities			(23,574)		(22,228)
Net (decrease)/increase in cash and cash equivalents			(184,066)		26,573
Cash and cash equivalents at beginning of year			1,313,095		1,286,522
Cash and cash equivalents at end of year			1,129,029		1,313,095

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2018

1 Accounting policies

Charity information

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

1.1 Accounting convention

These accounts have been prepared in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102"), "Accounting and Reporting by Charities" the Statement of Recommended Practice for charities applying FRS 102, the Companies Act 2006 and UK Generally Accepted Accounting Practice as it applies from 1 January 2015. The Charity is a Public Benefit Entity as defined by FRS 102.

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

The Charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

1.2 Going concern

At the time of approving the accounts, the Board have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the accounts.

1.3 Charitable funds

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

Designated funds are donations where the donor has not specified a use, but the trustees have allocated these donations to specific projects being undertaken by the Charity.

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

1.4 Incoming resources

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

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

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

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

Investment income is included when receivable.

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

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

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2018

1 Accounting policies

(Continued)

1.5 Resources expended

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

- Costs of raising funds comprise the costs of attracting voluntary income and the costs of fundraising.
- Expenditure on charitable activities includes the costs of the delivery of its activities and services for its beneficiaries.
- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT has been included as a support cost.

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

1.6 Tangible fixed assets

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

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

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

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

1.7 Cash and cash equivalents

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

1.8 Financial instruments

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

1.9 Employee benefits

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

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

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2018

1 Accounting policies

(Continued)

1.10 Leases

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

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

1.11 Debtors

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

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

1.12 Creditors and provisions

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

1.13 Foreign exchange

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

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

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2018

2 Voluntary income

	2018	2017
	£	£
Donations received	35,942	25,069
Intangible income	329,119	245,157
Fundraising income	44,224	41,884
	<u>409,285</u>	<u>312,110</u>
Donations received		
The Patrick & Helena Frost Foundation	7,500	10,000
Access to Work workplace contributions	11,346	6,289
Ofenheim & Cinderford Charitable Trust	4,000	4,000
Individual donations	1,761	2,628
Ability Net Led Events	1,570	1,606
Other	-	546
BT (T4G)	900	-
Lloyds (T4G)	5,000	-
BATA	500	-
Tango Card	399	-
Three Rings	1,000	-
BT Mydonate Individual Donations	1,966	-
	<u>35,942</u>	<u>25,069</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:

Intangible income		
IBM	70,000	70,000
Microsoft	50,000	50,000
BT	50,000	50,000
Google	17,656	75,157
Supplier software donations and client support for AbilityNet event	140,036	-
The Worship Company of Information Technologists	1,427	-
	<u>329,119</u>	<u>245,157</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2018

2	Voluntary income	(Continued)	
	Fundraising income		
	LNC.COM Ltd	-	740
	Comic Relief	3,500	3,000
	JHC	-	1,000
	The Information Technologists Company	10,800	5,000
	Other	-	386
	Microsoft	-	5,000
	Barclays	-	5,000
	Storm Interface	-	2,500
	Orcam	-	2,000
	Comptia Member Services	3,750	4,000
	Booking.com	-	3,000
	The Atkin Foundation	5,000	5,000
	TechShare Pro	21,174	5,258
		<u>44,224</u>	<u>41,884</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2018

3 Charitable activities

	2018 £	2017 £
Fees from services provided	3,656,039	3,610,616
Grants received	9,782	10,000
	<u>3,665,821</u>	<u>3,620,616</u>
Analysis by fund		
Unrestricted funds	3,656,039	
Restricted funds	9,782	
	<u>3,665,821</u>	
For the year ended 31 December 2017		
Unrestricted funds		3,610,616
Restricted funds		10,000
		<u>3,620,616</u>
Grants received		
Sobell Foundation	-	10,000
WCIT	9,782	-
	<u>9,782</u>	<u>10,000</u>

4 Investments

	Unrestricted funds	Total
	2018 £	2017 £
Interest receivable	<u>3,840</u>	<u>2,739</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2018

5 Other income

	Unrestricted funds	Total
	2018	2017
	£	£
Other income	525	3,008
	<u> </u>	<u> </u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2018

6 Charitable activities

	2018 £	2017 £
Staff costs	2,566,783	2,371,667
Depreciation and impairment	18,641	20,658
Equipment and direct project costs	112,713	85,692
Staff development and recruitment	28,548	23,586
Professional membership	16,186	18,409
Rent and rates	171,698	179,403
Telephone	4,526	5,279
Motor expenses	31,064	29,389
Travel and subsistence	68,967	77,062
Printing and postage	1,520	2,692
Office facilities and services	329,119	245,157
Connectivity costs	44,581	30,809
Miscellaneous expenses	21,128	(4,996)
Advertising and PR	41,913	64,739
Consultancy	227,287	84,558
	<u>3,684,674</u>	<u>3,234,104</u>
Share of support costs (see note 7)	636,032	710,662
Share of governance costs (see note 7)	14,520	14,000
	<u>4,335,226</u>	<u>3,958,766</u>
Analysis by fund		
Unrestricted funds	4,329,192	
Restricted funds	6,034	
	<u>4,335,226</u>	
For the year ended 31 December 2017		
Unrestricted funds		3,940,906
Restricted funds		17,860
		<u>3,958,766</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2018

7 Support costs

	Support costs	Governance costs	2018	2017
	£	£	£	£
Staff costs	435,312	-	435,312	483,513
Depreciation	28,054	-	28,054	33,341
- Staff development and recruitment	29,939	-	29,939	22,815
Insurance	10,726	-	10,726	13,294
Bank charges	3,768	-	3,768	3,979
Netsuite charges	22,196	-	22,196	29,057
Irrecoverable VAT	4,043	-	4,043	4,998
Legal and professional fees	4,813	-	4,813	3,381
Other support costs	97,181	-	97,181	116,284
- Governance				
Audit fees	-	14,520	14,520	14,000
	<u>636,032</u>	<u>14,520</u>	<u>650,552</u>	<u>724,662</u>
Analysed between				
Charitable activities	<u>636,032</u>	<u>14,520</u>	<u>650,552</u>	<u>724,662</u>

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

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2018

8 Employees

Number of employees

The average monthly number of employees during the year was:

	2018	2017
	Number	Number
IT solutions for disabled people	49	45
Support staff	8	9
	<u>57</u>	<u>54</u>

Employment costs

	2018	2017
	£	£
Wages and salaries	2,729,069	2,581,420
Social security costs	178,952	186,354
Other pension costs	94,074	87,406
	<u>3,002,095</u>	<u>2,855,180</u>

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

The total amounts of employee emoluments received by the senior management team were £405,990 (2017: £423,155). The highest paid member of the senior management team received emoluments of £111,277 (2017: £98,465).

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

	2018	2017
	Number	Number
£60,000 to £70,000	3	-
£70,000 to £80,000	-	1
£80,000 to £90,000	1	1
£90,000 to £100,000	-	1
Over £100,000	1	1

9 Pension and other post-retirement benefit commitments

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

Contributions payable by the company for the year were £94,074 (2017: £87,406).

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

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2018

10 Other

	2018	2017
	£	£
Net loss on disposal of tangible fixed assets	-	420

11 Tangible fixed assets

	Assessment assets £	Office equipment £	Total £
Cost			
At 1 January 2018	205,635	163,313	368,948
Additions	10,141	8,248	18,389
Disposals	(72,165)	(9,776)	(81,941)
Transfers	1,122	(1,122)	-
At 31 December 2018	144,733	160,663	305,396
Depreciation and impairment			
At 1 January 2018	170,824	125,013	295,837
Depreciation charged in the year	18,641	28,054	46,695
Eliminated in respect of disposals	(72,167)	(9,776)	(81,943)
Transfers	1,038	(1,038)	-
At 31 December 2018	118,336	142,253	260,589
Carrying amount			
At 31 December 2018	26,397	18,410	44,807
At 31 December 2017	34,811	38,299	73,110

The net book value of fixed assets held under finance lease at the year end is £6,907 (2017: £27,659).

12 Financial instruments

	2018	2017
	£	£
Carrying amount of financial assets		
Debt instruments measured at amortised cost	673,735	743,552
Carrying amount of financial liabilities		
Measured at amortised cost	338,584	369,192

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2018

13 Debtors

	2018	2017
	£	£
Amounts falling due within one year:		
Trade debtors	587,301	657,760
Other debtors	29,173	44,015
Prepayments and accrued income	121,567	81,663
	<u>738,041</u>	<u>783,438</u>

14 Creditors: amounts falling due within one year

	2018	2017
	£	£
Obligations under finance leases	5,305	23,571
Other taxation and social security	184,470	162,026
Trade creditors	145,929	119,894
Other creditors	29,726	20,107
Accruals and deferred income	915,448	951,986
	<u>1,280,878</u>	<u>1,277,584</u>

15 Deferred income

	2018	2017
	£	£
Balance as at 1 January 2018	746,367	752,895
Amount released to income	(575,227)	(896,451)
Amount deferred in the year	586,684	889,923
	<u>757,824</u>	<u>746,367</u>

Deferred income consists of service agreements invoiced in advance of the service being provided.

16 Creditors: amounts falling due after more than one year

	2018	2017
	£	£
Obligations under finance leases	<u>-</u>	<u>5,305</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2018

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:

	Balance at 1 January 2018	Movement in funds		Balance at 31 December 2018
	£	Incoming resources £	Resources expended £	£
WCIT	-	9,782	(6,034)	3,748
	-	9,782	(6,034)	3,748

Restricted Grants received in the year from WCIT were for use to help fund tech demo days in 2018.

18 Analysis of net assets between funds

	Unrestricted funds 2018 £	Restricted funds 2018 £	Total 2018 £	Total 2017 £
Fund balances at 31 December 2018 are represented by:				
Tangible assets	44,807	-	44,807	73,110
Current assets/(liabilities)	582,444	3,748	586,192	818,949
Long term liabilities	-	-	-	(5,305)
	627,251	3,748	630,999	886,754

19 Operating lease commitments

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

	2018 £	2017 £
Within one year	108,806	94,264
Between two and five years	6,708	87,208
	115,514	181,472

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2018

20 Related party transactions

The related parties during the year were as follows:

Trustees:

N Rumsey is a representative of IBM and an employee.

M Bernard is an employee of IBM UK Limited.

S Foxall is a representative and employee of Microsoft Limited.

D Morriss is Liveryman, past Master and Member of the Court and Audit committee of The Information Technologists' Company and a Trustee of the WCIT Charity.

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

A Brooks is Liveryman of The Information Technologists' Company.

Senior Management Team:

N Lewis (Resigned 31 May 2018) is Liveryman of The Information Technologists' Company and Vice President of the International Association of Accessibility Professionals.

G Moore is a Court Assistant of the Information Technologists' Company. He is also a Trustee of the WCIT Charity, where he also chairs the Grants Committee. Gary also participated as a judge in the WCIT IT Award programme in 2018, to which AbilityNet was an applicant.

D Dearden is a Director of ClearTalent Limited. During the year amounts paid to ClearTalent Limited amounted to £42,720 for licence fees and £24,200 for development costs (2017: £6,750 for licence fees). Amounts received from ClearTalent amounted to £1,500 and from end licence users £45,300 (2017: £7,500 from end licence users). As at the year end amounts owed to ClearTalent were £21,060 (2017: £nil)

21 Cash generated from operations	2018	2017
	£	£
Deficit for the year	(255,755)	(20,713)
Adjustments for:		
Investment income recognised in statement of financial activities	(3,840)	(2,739)
(Gain)/loss on disposal of tangible fixed assets	-	420
Depreciation and impairment of tangible fixed assets	46,695	53,999
Movements in working capital:		
Decrease in debtors	45,397	73,772
Increase in creditors	21,560	1,450
Cash (absorbed by)/generated from operations	(145,943)	106,189