

Charity Registration No. 1067673 (England and Wales)

Charity Registration No. SC039866 (Scotland)

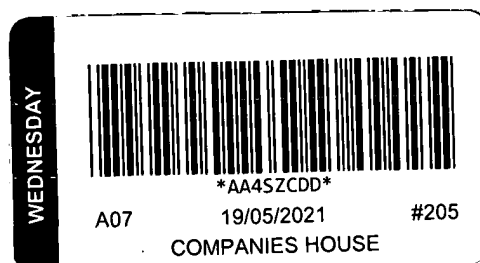
Company Registration No. 03469653 (England and Wales)

**ABILITYNET**

**(A COMPANY LIMITED BY GUARANTEE)**

**ANNUAL REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 DECEMBER 2020**



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

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<b>Trustees</b>	A Brooks – Chairman U D Barnett M Bernard S Foxall (representing Microsoft Ltd) P Jagger (representing The Information Technologists' Company) K Kanodia G Pedlingham O Purcell N Rumsey (representing IBM UK Ltd) D Silverstone S Woodhams
<b>Patron</b>	Martha Lane Fox, Baroness Lane-Fox of Soho CBE
<b>President</b>	David Livermore OBE
<b>Vice President</b>	Roger Jefcoate CBE DL
<b>Chief Executive</b>	Gary Moore
<b>Secretary</b>	John Muscroft
<b>Charity number</b>	
England and Wales	1067673
Scotland	SC039866
<b>Company number</b>	03469653
<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 United Kingdom
<b>Auditor</b>	HW Fisher LLP Acre House 11-15 William Road London NW1 3ER United Kingdom

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**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**

**FOR THE YEAR ENDED 31 DECEMBER 2020**

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The Directors present their report and financial statements for the year ended 31 December 2020.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, applicable law and United Kingdom Accounting Standards including Statement of Recommended Practice (FRS 102), "Accounting and Reporting by Charities" (effective 1 January 2019).

**Reference and administrative information**

The charity is a company limited by guarantee registered in England and Wales under the number 03469653 at Companies House.

The charity is also registered with the Charity Commission in England and Wales under number 1067673 and with the Office of the Scottish Charity Regulator under number SC039866.

Directors

The Trustees, who are also directors for the purpose of company law, who served during the year and up to the date of signature of the financial statements, were:

A Brooks – Chairman  
U D Barnett  
M Bernard  
W J K Brown (retired 29 July 2020)  
S Foxall (representing Microsoft Ltd)  
P Jagger (representing The Information Technologists' Company from 28 October 2020)  
K Kanodia  
G Pedlingham (appointed 29 April 2020)  
L Phillips (representing The Information Technologists' Company until 28 October 2020)  
O Purcell  
N Rumsey (representing IBM UK Ltd)  
D Silverstone (appointed 29 April 2020)  
S Woodhams

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:

G Moore

**Related parties**

These are set out in note 21.

**Structure, governance and management**

Governing Document

The organisation is a charitable company limited by guarantee, incorporated in the UK and registered as a charity 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 which each appoint a representative to the Board; other Trustees are selected for a range of skills to support the existing or emerging needs of AbilityNet. When a vacancy occurs, potential candidates are interviewed by a panel of Trustees.

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***FOR THE YEAR ENDED 31 DECEMBER 2020***

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

#### Management

The Chief Executive Officer is responsible for the charity's overall day to day management reporting to the Board. Key strategic decisions are taken to the Board for approval and where appropriate a sub-committee is formed to consider anything that requires additional input or that needs resolution.

The Board of 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, a report on progress to date and any notable events in the coming period.

The Chairman, as the representative of the Board, also maintains regular contact with the Chief Executive and, where necessary, secures agreement from the Board for urgent action, unless already empowered by the Board to make the necessary decision.

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

The senior management team who served during the year were:

G Moore (Chief Executive Officer)  
M Comerford (Human Resources)  
P Dalton (Sales, appointed 6 October 2020)  
D Dearden (Sales & Marketing and Accessibility)  
A Low (Service Delivery)  
J Muscroft (Finance)  
M Walker (Marketing & Portfolio)

#### Audit Committee

AbilityNet's governance structure 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 review and recommend for Board approval of the Annual report and financial statements.
- In addition, current plans and actions are discussed and considered to mitigate potential financial, economic and operational risks included on the charity's Risk Register. Actions are agreed where necessary and progress monitored on a regular basis.

During 2020 the AbilityNet Audit Committee was chaired by U D Barnett and met twice in the year. 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 at the next available Board meeting.

#### 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 2020 was chaired by N Rumsey and met once.

#### Diversity & Equality

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

AbilityNet provides training to its employees (mandatory) and Trustees on Diversity and Equality to add to the cultural awareness and understanding of this subject throughout the organisation.

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### **TRUSTEES' REPORT**

#### **FOR THE YEAR ENDED 31 DECEMBER 2020**

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The Board of Trustees agree the context and strategic direction in this area, supported by policies which underpin this across the charity. The aim is to educate employees of their obligations under the Equality Act 2010 so they act in accordance with its aims in their dealings with each other and with stakeholders of the organisation.

In 2020 AbilityNet achieved Disability Confident Leader status on 16 June 2020.

The Disability Confident scheme aims to help employers make the most of the opportunities provided by employing disabled people. It is voluntary and has been developed by employers and disabled people's representatives.

#### Safeguarding

AbilityNet is committed to enabling a safe and rewarding environment for its employees and volunteers. We have a Safeguarding policy to ensure everyone is treated properly and a Whistle-blowing policy so that people can raise any concerns they have confidentially.

A number of our employees and volunteers carry out roles that may mean they encounter people who are considered to be vulnerable. We carry out regular criminal record checks for those employees and volunteers engaged in such roles.

We review the information in our Safeguarding policy to ensure it is current and in line with best practice. The aim is 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 enable a world of digital inclusion by supporting disabled and older people to achieve everything they can at work, in education or at home.

Our goal is to improve lives by recommending suitable technology to act as an enabler for those who need help. This has been particularly relevant in communities and homes during the Covid-19 coronavirus pandemic. We have still managed to provide support during this difficult time whilst following government guidelines on reducing the risk of transmission of the virus.

We are known for the combination of our breadth of services, deep expertise and insights, and for 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**

Per the core definition of disability in the Equality Act 2010, a person is considered to have a disability if they have a physical or mental impairment that has 'substantial' and 'long term' negative effects on their ability to carry out normal daily activities.

- One in 5 people reported a disability in 2018/19 at 14.1 million versus 11.3 million in 2008/09
  - 8% of children reported a disability (2008/09 6%)
  - 19% of working age adults reported a disability (2008/09 14%)
  - 44% of pension age adults reported a disability (2008/09 47%)

[Source: Gov.UK: Family Resources Survey 2018/2019]

- The most common impairments reported by disabled people are those that affect:-
  - mobility (48% down from 49%)
  - stamina, breathing, fatigue (36% down from 37%)
  - mental health (27% up from 25%)
  - dexterity (26% static)
  - memory (16% static)

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- learning (14% up from 13%)
- hearing (13% down from 14%)
- vision (12% static)

[Source: Gov.UK: Family Resources Survey 2019/2018 versus 2017/2018]

- More than 4.386 million disabled people are in work: 1.825 million men, 2.561 million women and 0.4 million are unemployed.
  - Disabled people are twice as likely to be unemployed as non-disabled
  - Around half of disabled people aged 16 to 64 years (52.1%) in the UK were in employment compared with around 8 in 10 (81.3%) for non-disabled people (July to September 2020); disabled people with autism were among those disabled people with the lowest employment rate.

[Source: Office for National Statistics: Labour Market status of disabled people dataset October to December 2020 & Outcomes for disabled people in the UK :2020]

- In education 23.0% of disabled people aged 21 to 64 years in the UK had a degree as their highest qualification compared with 39.7% of non-disabled people; 15.1% of disabled people had no qualifications compared with 5.4% of non-disabled people (year ending June 2020).

[Source: Office for National Statistics: Outcomes for disabled people in the UK :2020]

- Disabled people aged 16 to 64 years in the UK were less likely to own their own home (40.9%) than non-disabled people (53.4%), and more likely to have rented social housing (at 24.9% compared with 7.8%) (year ending June 2020).

[Source: Office for National Statistics: Outcomes for disabled people in the UK :2020]

- 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 even after they have received welfare payments designed to meet those costs.
- Disabled people are only about half as likely to go to university as non-disabled people and less likely to take up an apprenticeship.

[Source: Scope, the disability equality charity in England and Wales (registered charity no. 208231) : The Disability Price Tag 2019 report]

- Poor access to leisure can affect the community and social life of disabled people creating a barrier to independence and their enjoyment of leisure activities. The most commonly reported difficulties in accessing goods and public services:
  - Shopping (20%)
  - Cinema/theatre/concerts (15%)
  - Pubs and restaurants

[Source: Papworth Trust – Facts & Figures 2018]

As more services move predominantly online, the potential for disadvantage rises in the case of users who struggle to use technology. We are the only UK charity reaching out to help this pan-disability 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 workplace;
- 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 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**

Despite 2020 being an extremely challenging year operationally, the charity was able to deliver the following:
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**FOR THE YEAR ENDED 31 DECEMBER 2020**

- Our amazing volunteer network helped 12.7% more people at home than in the previous year
- Traffic to our key digital "MyComputerMyWay" service rose by 105% year on year as more people sought help with their technology at home
- We helped 18.4% more disabled students with their technology than in 2019
- TechShare Pro (our sector conference) grew by more than 250% through moving to an online format
- Our staff were amazingly flexible throughout the year, focusing closely on those we sought to help, despite changes in working location, practices, hours and (in some cases) furlough

Our impact report for 2020 may be found here:

<https://abilitynet.org.uk/sites/abilitynet.org.uk/files/AbilityNet%20impact%20report%202020.pdf>

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

AbilityNet does this through a range of 'paid for' assessment and accessibility services and directly through our free one-to-one services delivered mainly face-to-face by our skilled volunteers; however throughout the pandemic we have adapted our services to deliver our support remotely where this is feasible.

Our key areas to influence are:

1. Encouraging the adoption of best practice in the design of accessible websites, mobile apps, systems and content across industry sectors by following and promoting the standards of Web Content Accessibility Guidelines ("WCAG").
2. Engaging with major technology companies to encourage them consistently to advance inclusion strategies in all their technologies and systems.
3. Enabling disabled and older people to make effective use of digital technologies at home, in work and education.
4. Stimulating organisations to provide a learning and enlightened environment for their IT and web design professionals that ultimately promotes digital inclusion in all of their system development.

During 2020 we delivered impact through AbilityNet's services including: advice and information; accessibility; assessments; training; webinars, home support visits (before the pandemic was announced), remote technical support and via our events programme which we moved to online platforms as we adapted the method of delivering our service.

Our work with companies to optimise the accessibility of their websites and apps continues indirectly to help improve the digital experience of substantial numbers of users. Quantifying this remains problematic and thus we do not estimate it here.

We also had over 1,740,348 website users (compared with 926,000 in 2019) and over 78,100 engagements with our factsheets (up from 25,950 in 2019), which are free to download and provide advice and information about how computers and other digital technologies can help people with a range of conditions and impairments to achieve their goals.

Our estimate of the public benefit value of our free services delivered in 2020 under our revised measure is £1,333.5k versus £911.9k in 2019 (46.2% up year on year).

**Assessment Services**

During 2020 we continued delivering high quality assessments to students at our Disabled Student Allowance (DSA) centres and then by delivering them remotely after the Government's pandemic restrictions stopped face to face assessments.

We were still able to demonstrate to disabled students improved ways of working with existing and new technologies to allow them to fully participate in their courses and provide tailored recommendations in a detailed report for them. We provided support to 2,468 students compared to 2,084 in the previous year.

We also provided face to face and remote workplace assessments for those with a disability or impairment to get into work or stay in work. This service provides employers and their disabled staff an end-to-end solution in helping identify any reasonable adjustments to their working environment as well as pertinent recommendations in the use of equipment and helpful training.

We helped 433 employees in various organisations with advice and recommendations to assist with their employment in 2020 compared with 709 in 2019, the noticeable decline being attributable to the Covid-19 pandemic and employees working from home.

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### **TRUSTEES' REPORT**

***FOR THE YEAR ENDED 31 DECEMBER 2020***

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#### **Accessibility Services**

Organisations from across the public, private and third sectors sought our advice and recommendations to enable them to deliver their online content in an accessible and inclusive way to the widest possible audience.

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.

To that end we developed a Digital Accessibility Maturity Model enabling our clients to gauge the status of their own accessibility programmes in relation to making their online services accessible; the model also helps clients to devise and implement planned improvements.

#### **Free Services**

##### Advice and Information

We have continued to provide telephone support via our help line and information through our website which gives access to free factsheets, articles and blogs.

These resources provide a huge range of practical advice on the hardware and software adaptations available which can help improve specific conditions and are regularly updated by us with the latest advice. We saw increased demand for these resources since people were asked to stay and work at home during the pandemic.

Our support service handled 1,580 calls during 2020 (an increase of over 101% over 2019) with over 78,100 of our factsheets downloaded. We recorded over 1,737,300 page views of MyComputerMyWay - our comprehensive, easy-to-use guide to the accessibility options available for free on computers, tablets and mobiles (up 105% over 2019).

##### AbilityNet ITCanHelp

The IT Can Help programme helps both disabled and older people by providing IT support in their homes. During the pandemic we have adapted our support to deliver this remotely and it is delivered by a network of around 330 (approximately 10% up on 2019 at year end) volunteers across the UK. The service ranges from advice on installing equipment to diagnosing and fixing problems and providing training. In 2020 we provided support on 3,100 occasions to disabled and older people with their IT needs (up 12.7% over 2019).

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

In September 2020 AbilityNet celebrated the 10<sup>th</sup> annual T4G awards, generously supported once again by BT. This year the event was held online and attracted interest and applications from a range of innovative technological solutions designed to improve lives. The 11 winners receive huge exposure and benefits by showcasing their innovation and excellence in technology and are chosen by an expert panel of judges from nominations received. Further information can be accessed at the [www.tech4goodawards.com](http://www.tech4goodawards.com) website.

#### **TechShare Pro 2020**

Due to Covid-19 restrictions, we held the 4<sup>th</sup> AbilityNet TechShare Pro conference this year online in November 2020. Coupled with arranging a 3 day event for the first time, this allowed us to reach a larger and much broader range of delegates than in previous years. The event was generously supported by Microsoft, Google, Barclays and Sony amongst others.

It was attended by a wide range of IT, accessibility, user experience and design professionals reaching a much bigger online and global audience than the traditional physical presence of a static conference facility.

The 2020 event featured participation from over 300 organisations and 122 speakers across 70 sessions. 75% of delegates said that they were more confident and 62% had greater knowledge of accessibility following the event.

#### **Plans for the future**

Our funding is derived principally from our chargeable services in Assessment services and Accessibility services and we see this continuing in 2021.

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***FOR THE YEAR ENDED 31 DECEMBER 2020***

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Assessment services: underpinning our delivery of impact in this area are Workplace Assessments (WPA) for those in work or helping to get into work and DSA for those students in higher and further education. Our capability covers face to face, remote and telephone assessments to support employers and individuals.

The changing landscape in the educational arena is leading to the evolution of our service offering across higher education institutes to encompass a more holistic approach which considers other services like Accessibility.

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.

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

AbilityNet reported a surplus of £562,172 for the year ended 31<sup>st</sup> December 2020 compared with a surplus of £65,634 for the year before.

As clients reacted to the growing economic uncertainty linked to Covid-19 coronavirus, the charity had a slower start than planned to its year between January and March 2020. As the widespread impact of Covid-19 came into focus, our expectations for 2020 turned quickly from a year of solid progress to one of financial loss and potential restructuring.

However, as the nation's workforce and those in education moved into remote working, interest in our services and online webinars soared and our income streams recovered and grew steadily stronger as the year progressed. Our costs were muted, in part by the lack of travel by staff and volunteers.

Having used the Government's Coronavirus Job Retention Scheme to navigate through the immediate impact of the first lockdown, we were able to bring staff back fully into paid work relatively quickly.

The second half of our year recorded strong revenues in our chargeable services of accessibility and DSA education services offset to some degree by reduced demand for our workplace assessments impacted by the long period that clients' employees were working from home.

We were able to successfully move our T4G and TechShare Pro events online thanks to continued support from BT, Microsoft, Google, Barclays and Sony, whilst highlighting innovation and good practice across a range of sectors.

We were able to deliver an impressive growth in the public benefit value from our free services impact with demand for services increasing as the pandemic unfolded during the year.

Our staff engagement and client feedback has remained positive despite the uncertainty that the events of 2020 have had across many aspects of our lives.

Our employees have responded magnificently to the many challenges of the last year and helped sustain and grow the charity during this period. On behalf of the Trustees, I would like to record my thanks to them for their exceptional dedication, sacrifices and outstanding achievements in this most challenging year.

#### Reserves policy

The charity has an ambition in the medium to longer term to provide six months' cover of the charity's day to day average running costs. As at 31<sup>st</sup> December 2020 Unrestricted Reserves (excluding Fixed Assets) stood at £1,192,085 versus £598,242 from the prior year, providing around 3.0 months' cover of an average of our last 3 month's operating costs.

The Board remains committed to strengthening 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.

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**TRUSTEES' REPORT**

**FOR THE YEAR ENDED 31 DECEMBER 2020**

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The Directors feel that the dominant risks facing the charity in 2021 continue to come from the pandemic:

- The economic situation has a substantial bearing on customer appetite for the charity's services.
- The disease has the potential to threaten our ability to supply services because of staff sickness, although this is a diminishing risk as vaccination is rolled out.

The Directors note that as legislation and cultural adoption around equality gains more traction, the market for advisory services continues to expand. This opportunity also brings with it more competition for skilled talent.

Strategic and shorter-term plans are reviewed on a regular basis 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.

**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, HW Fisher LLP, 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: 28th April 2021 .....

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**STATEMENT OF TRUSTEES' RESPONSIBILITIES**  
***FOR THE YEAR ENDED 31 DECEMBER 2020***

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The trustees, who are also the directors of AbilityNet for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

In preparing these financial statements, the Board are required to:

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

The Board are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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**INDEPENDENT AUDITOR'S REPORT**  
**TO THE BOARD OF ABILITYNET**

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**Opinion**

We have audited the financial statements of AbilityNet (the 'charity') for the year ended 31 December 2020 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2020 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 Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

**Basis for opinion**

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

**Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

**Other information**

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The Board are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**Opinions on other matters prescribed by the Companies Act 2006**

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

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

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

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

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**INDEPENDENT AUDITOR'S REPORT (CONTINUED)**

**TO THE BOARD OF ABILITYNET**

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We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) require us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Board were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

**Responsibilities of trustees**

As explained more fully in the statement of trustees responsibilities, the trustees, 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 trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the 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 trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

**Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

As part of our planning process:

- We enquired of management the systems and controls the charity has in place, the areas of the financial statements that are most susceptible to the risk of irregularities and fraud, and whether there was any known, suspected or alleged fraud. The charity did not inform us of any known, suspected or alleged fraud.
- We obtained an understanding of the legal and regulatory frameworks applicable to the company. We determined that the following were most relevant: the Charity SORP, FRS 102, Charities Act 2011, Companies Act 2006, the Charities and Trustees (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).
- We considered the incentives and opportunities that exist in the charity, including the extent of management bias, which present a potential for irregularities and fraud to be perpetuated, and tailored our risk assessment accordingly.
- Using our knowledge of the charity, together with the discussions held with the charity at the planning stage, we formed a conclusion on the risk of misstatement due to irregularities including fraud and tailored our procedures according to this risk assessment.

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**INDEPENDENT AUDITOR'S REPORT (CONTINUED)**

**TO THE BOARD OF ABILITYNET**

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The key procedures we undertook to detect irregularities including fraud during the course of the audit included:

- Identifying and testing journal entries and the overall accounting records, in particular those that were significant and unusual.
- Reviewing the financial statement disclosures and determining whether accounting policies have been appropriately applied.
- Reviewing and challenging the assumptions and judgements used by management in their significant accounting estimates, in particular in relation to intangible income.
- Assessing the extent of compliance, or lack of, with the relevant laws and regulations.
- Testing key income lines, in particular cut-off, for evidence of management bias.
- Assessing the validity of the classification of income, expenditure, assets and liabilities between unrestricted, designated and restricted funds.
- Obtaining third-party confirmation of material bank balances.
- Documenting and verifying all significant related party balances and transactions.
- Reviewing documentation such as the charity board minutes for discussions of irregularities including fraud.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements even though we have properly planned and performed our audit in accordance with auditing standards. *The primary responsibility for the prevention and detection of irregularities and fraud rests with the trustees of the charity.*

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters we are required to state to them in an 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, the charitable company's members as a body, and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

**Andrew Rich (Senior Statutory Auditor)**  
**for and on behalf of HW Fisher LLP**

Chartered Accountants  
Statutory Auditor  
Acre House  
11-15 William Road  
London  
NW1 3ER  
United Kingdom

12/5/21



**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**INCLUDING INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

**Current financial year**

		<b>Unrestricted funds 2020 £</b>	<b>Restricted funds 2020 £</b>	<b>Total 2020 £</b>	<b>Total 2019 £</b>
	<b>Notes</b>				
<b><u>Income and endowments from:</u></b>					
Voluntary income	<b>3</b>	512,878	30,006	542,884	442,227
Charitable activities	<b>4</b>	4,302,044	-	4,302,044	3,995,267
Investments	<b>5</b>	2,272	-	2,272	5,696
Other income	<b>6</b>	36,372	-	36,372	279
<b>Total income</b>		<b>4,853,566</b>	<b>30,006</b>	<b>4,883,572</b>	<b>4,443,469</b>
<b><u>Expenditure on:</u></b>					
<b><u>Charitable activities</u></b>					
IT solutions for disabled people	<b>7</b>	4,296,368	25,032	4,321,400	4,377,835
<b>Total charitable expenditure</b>		<b>4,296,368</b>	<b>25,032</b>	<b>4,321,400</b>	<b>4,377,835</b>
<b>Net income for the year/ Net movement in funds</b>		<b>557,198</b>	<b>4,974</b>	<b>562,172</b>	<b>65,634</b>
Fund balances at 1 January 2020		693,809	2,824	696,633	630,999
<b>Fund balances at 31 December 2020</b>		<b>1,251,007</b>	<b>7,798</b>	<b>1,258,805</b>	<b>696,633</b>

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

All income and expenditure derive from continuing activities.

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

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED)**  
**INCLUDING INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

Prior financial year

		Unrestricted funds 2019 £	Restricted funds 2019 £	Total 2019 £
	Notes			
<b><u>Income and endowments from:</u></b>				
Voluntary income	3	442,227	-	442,227
Charitable activities	4	3,995,267	-	3,995,267
Investments	5	5,696	-	5,696
Other income	6	279	-	279
<b>Total income</b>		<b>4,443,469</b>	<b>-</b>	<b>4,443,469</b>
<b><u>Expenditure on:</u></b>				
<b><u>Charitable activities</u></b>				
IT solutions for disabled people	7	4,376,911	924	4,377,835
<b>Total charitable expenditure</b>		<b>4,376,911</b>	<b>924</b>	<b>4,377,835</b>
<b>Net income for the year/ Net movement in funds</b>		<b>66,558</b>	<b>(924)</b>	<b>65,634</b>
Fund balances at 1 January 2019		627,251	3,748	630,999
<b>Fund balances at 31 December 2019</b>		<b>693,809</b>	<b>2,824</b>	<b>696,633</b>

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

All income and expenditure derive from continuing activities.

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

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

**AS AT 31 DECEMBER 2020**

	Notes	2020 £	£	2019 £	£
<b>Fixed assets</b>					
Tangible assets	12		58,896		95,566
<b>Current assets</b>					
Debtors	13	734,488		557,244	
Cash at bank and in hand		1,857,583		1,470,191	
		<u>2,592,071</u>		<u>2,027,435</u>	
<b>Creditors: amounts falling due within one year.</b>	15	<u>(1,368,879)</u>		<u>(1,375,641)</u>	
Net current assets			1,223,192		651,794
<b>Total assets less current liabilities</b>			<u>1,282,088</u>		<u>747,360</u>
<b>Creditors: amounts falling due after more than one year</b>	17		(23,283)		(50,727)
<b>Net assets</b>			<u>1,258,805</u>		<u>696,633</u>
<b>Income funds</b>					
Restricted funds	18		7,798		2,824
Unrestricted funds			1,251,007		693,809
			<u>1,258,805</u>		<u>696,633</u>

The financial statements were approved by the Board on 28th April 2021



Alan Brooks  
Trustee

Company Registration No. 03469653

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

**FOR THE YEAR ENDED 31 DECEMBER 2020**

	Notes	2020 £	£	2019 £	£
<b>Cash flows from operating activities</b>					
Cash generated from operations	22		416,064		353,871
<b>Investing activities</b>					
Purchase of tangible fixed assets		(4,051)		(91,988)	
Proceeds on disposal of tangible fixed assets		-		1,268	
Investment income received		2,272		5,696	
<b>Net cash used in investing activities</b>			(1,779)		(85,024)
<b>Financing activities</b>					
Payment of obligations under finance leases		(26,893)		72,315	
<b>Net cash (used in)/generated from financing activities</b>			(26,893)		72,315
<b>Net increase in cash and cash equivalents</b>			387,392		341,162
Cash and cash equivalents at beginning of year			1,470,191		1,129,029
<b>Cash and cash equivalents at end of year</b>			<u>1,857,583</u>		<u>1,470,191</u>

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

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**1 Accounting policies**

**Charity information**

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

**1.1 Accounting convention**

The financial statements have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended) and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

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

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**

The Trustees have considered the effect of the Coronavirus (Covid-19) outbreak on the Charity during 2020 and the resulting trend towards remote working has considerably increased the interest in the charity's services, resulting in a large surplus in the current year. This increase in income has continued and is expected to be sustained. The Trustees are satisfied the Charity remains in robust health to continue as a going concern for a period of at least twelve months from the date of approval of these financial statements.

Therefore at the time of approving the financial statements, 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 financial statements.

**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.

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

---

**1 Accounting policies**

**(Continued)**

**1.4 Incoming resources**

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

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

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

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

Investment income is included when receivable.

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

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

Government grants are recognised at the fair value of the amount received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received. The charity has received grants under the Coronavirus Job Retention Scheme. The scheme is designed to compensate for staff costs, so amounts received or receivable are recognised in the income statement as part of other operating income over the same period as the costs to which they relate. Government grants are accounted for under the accrual model.

**1.5 Resources expended**

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

Expenditure on charitable activities includes the costs of the delivery of its activities and services for its beneficiaries.

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

**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.

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

**FOR THE YEAR ENDED 31 DECEMBER 2020**

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**1 Accounting policies**

**(Continued)**

**1.8 Financial instruments**

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. 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.

**1.10 Leases**

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

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

**1.11 Debtors**

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

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

**1.12 Creditors and provisions**

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

**1.13 Foreign exchange**

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

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

**2 Critical accounting estimates and judgements**

In the application of the charity's accounting policies, the Board are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

**2 Critical accounting estimates and judgements**

**(Continued)**

The Trustees are required to make estimates in respect of intangible income and depreciation rates.

Intangible income is one of the key accounting estimate included within the financial statements. Further details for intangible income and its measurement can be seen in note 1.4 and note 3.

The basis of depreciation estimates is given within the tangible fixed assets accounting policies above (see policy 1.6).

**3 Voluntary income**

	Unrestricted funds	Restricted funds	Total	Unrestricted funds
	2020	2020	2020	2019
	£	£	£	£
Donations received	127,966	30,006	157,972	36,351
Intangible income	203,607	-	203,607	290,506
Fundraising income	181,305	-	181,305	115,370
	<u>512,878</u>	<u>30,006</u>	<u>542,884</u>	<u>442,227</u>
<b>Donations received</b>				
The Patrick & Helena Frost Foundation	5,000	-	5,000	7,500
Access to Work workplace contributions	13,795	-	13,795	6,665
IBM UK Charitable Trust	50,000	-	50,000	-
Ofenheim & Cinderford Charitable Trust	4,500	-	4,500	4,500
The George And Esme Pollitzer Charitable Settlement	-	-	-	10,000
Individual donations	3,802	-	3,802	4,108
The Hunter Foundation	-	17,500	17,500	-
AbilityNet Volunteer Conference - Hands Free Computing	-	-	-	2,000
National Lottery Awards	7,500	-	7,500	-
Other	43,369	12,506	55,875	1,578
	<u>127,966</u>	<u>30,006</u>	<u>157,972</u>	<u>36,351</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:



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

**FOR THE YEAR ENDED 31 DECEMBER 2020**

**3 Voluntary income (Continued)**

**Intangible income**

IBM	46,667	-	46,667	70,000
Microsoft	50,000	-	50,000	50,000
BT	-	-	-	50,000
Google	93,845	-	93,845	44,330
Supplier software donations and client support for AbilityNet event	2,000	-	2,000	69,395
Free Software	10,695	-	10,695	-
The Information Technologists' Company	-	-	-	1,831
Other	400	-	400	4,950
	<u>203,607</u>	<u>-</u>	<u>203,607</u>	<u>290,506</u>

**Fundraising income**

Comptia Member Services	-	-	-	1,875
The Atkin Foundation	5,000	-	5,000	5,000
TechShare Pro	130,972	-	130,972	72,188
Tech4Good	45,333	-	45,333	36,307
	<u>181,305</u>	<u>-</u>	<u>181,305</u>	<u>115,370</u>

**4 Charitable activities**

	IT solutions for disabled people 2020 £	IT solutions for disabled people 2019 £
Fees from services provided	<u>4,302,044</u>	<u>3,995,267</u>

**5 Investments**

	Unrestricted funds 2020 £	Unrestricted funds 2019 £
Interest receivable	<u>2,272</u>	<u>5,696</u>

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

**6 Other income**

	<b>Unrestricted funds</b>	<b>Unrestricted funds</b>
	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Other income	-	279
CJRS government grant	36,372	-
	<u>36,372</u>	<u>279</u>

During the year, £36,372, (2019: £nil) was received under the CJRS as a government grant.

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

**FOR THE YEAR ENDED 31 DECEMBER 2020**

**7 Charitable activities**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Staff costs	2,923,876	2,829,281
Depreciation and impairment	7,663	19,571
Equipment and direct project costs	161,545	133,554
Staff development and recruitment	12,939	14,450
Professional membership	5,359	4,711
Rent and rates	186,985	173,840
Telephone	5,569	4,200
Motor expenses	10,861	34,655
Travel and subsistence	8,632	75,640
Printing and postage	2,329	755
Office facilities and services	203,607	290,506
Connectivity costs	44,062	40,200
Miscellaneous expenses	12,173	12,392
Advertising and PR	21,217	22,960
Consultancy	74,221	86,808
Irrecoverable VAT	2,204	2,773
Insurance	480	-
	<u>3,683,722</u>	<u>3,746,296</u>
Share of support costs (see note 8)	621,230	616,827
Share of governance costs (see note 8)	16,448	14,712
	<u>4,321,400</u>	<u>4,377,835</u>
<b>Analysis by fund</b>		
Unrestricted funds	4,296,368	4,376,911
Restricted funds	25,032	924
	<u>4,321,400</u>	<u>4,377,835</u>

**ABILITYNET**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

**8 Support costs**

	Support costs	Governance costs	2020	Support costs	Governance costs	2019
	£	£	£	£	£	£
Staff costs	447,209	-	447,209	429,564	-	429,564
Depreciation	33,058	-	33,058	20,390	-	20,390
Staff development and recruitment	12,744	-	12,744	20,288	-	20,288
Insurance	15,020	-	15,020	13,271	-	13,271
Bank charges	2,942	-	2,942	4,010	-	4,010
Netsuite charges	22,179	-	22,179	22,179	-	22,179
Irrecoverable VAT	857	-	857	736	-	736
Legal and professional fees	231	-	231	800	-	800
Other support costs	86,990	-	86,990	105,589	-	105,589
 Audit fees	 -	 16,448	 16,448	 -	 14,712	 14,712
	<u>621,230</u>	<u>16,448</u>	<u>637,678</u>	<u>616,827</u>	<u>14,712</u>	<u>631,539</u>
Analysed between						
Charitable activities	<u>621,230</u>	<u>16,448</u>	<u>637,678</u>	<u>616,827</u>	<u>14,712</u>	<u>631,539</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.

**9 Board**

None of the Board (or any persons connected with them) received any remuneration during the year, and no trustee claimed expenses during the year. In 2019, 2 trustees were reimbursed a total of £288 for travelling and stationery expenses.

**10 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 £109,351 (2019: £103,417).

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 2020**

**11 Employees**

The average monthly number of employees during the year was:

	<b>2020</b>	<b>2019</b>
	<b>Number</b>	<b>Number</b>
IT solutions for disabled people	58	53
Support staff	8	8
	<u>66</u>	<u>61</u>

<b>Employment costs</b>	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Wages and salaries	3,056,996	2,970,735
Social security costs	204,738	184,693
Other pension costs	109,351	103,417
	<u>3,371,085</u>	<u>3,258,845</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 £498,664 (2019: £430,346). The highest paid member of the senior management team received emoluments of £113,759 (2019: £113,019).

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

	<b>2020</b>	<b>2019</b>
	<b>Number</b>	<b>Number</b>
£60,000 to £70,000	2	2
£70,000 to £80,000	-	1
£80,000 to £90,000	1	-
Over £100,000	2	2
	<u>5</u>	<u>3</u>

**ABILITYNET**  
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**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 DECEMBER 2020**

**12 Tangible fixed assets**

	Assessment assets £	Office equipment £	Total £
<b>Cost</b>			
At 1 January 2020	147,206	167,253	314,459
Additions	-	4,051	4,051
Disposals	(8)	(2,712)	(2,720)
At 31 December 2020	147,198	168,592	315,790
<b>Depreciation and impairment</b>			
At 1 January 2020	135,044	83,849	218,893
Depreciation charged in the year	7,663	33,058	40,721
Eliminated in respect of disposals	(8)	(2,712)	(2,720)
At 31 December 2020	142,699	114,195	256,894
<b>Carrying amount</b>			
At 31 December 2020	4,499	54,397	58,896
At 31 December 2019	12,162	83,404	95,566

The net book value of fixed assets held under finance lease at the year end is £47,867 (2019: £74,801).

**13 Debtors**

	2020 £	2019 £
<b>Amounts falling due within one year:</b>		
Trade debtors	524,810	438,443
Other debtors	32,594	32,456
Prepayments and accrued income	177,084	86,345
	734,488	557,244

**14 Finance lease commitments**

Future minimum lease payments due under finance leases:

	2020 £	2019 £
Within one year	27,444	26,893
Within two and five years	23,283	50,727
	50,727	77,620

Finance lease payments represent payments made by the Charity for the acquisition of tangible fixed assets. The term is for 36 months. Payments are made monthly with an effective interest rate of 2.77%

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**15 Creditors: amounts falling due within one year**

		<b>2020</b>	<b>2019</b>
		<b>£</b>	<b>£</b>
Obligations under finance leases	<b>14</b>	27,444	26,893
Other taxation and social security		227,756	233,412
Trade creditors		124,050	112,004
Other creditors		36,482	32,743
Accruals and deferred income		953,147	970,589
		<u>1,368,879</u>	<u>1,375,641</u>

**16 Deferred income**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Balance as at 1 January 2020	836,184	757,824
Amount released to income	(780,615)	(587,601)
Amount deferred in the year	785,005	665,961
Balance as at 31 December 2020	<u>840,574</u>	<u>836,184</u>

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

**17 Creditors: amounts falling due after more than one year**

		<b>2020</b>	<b>2019</b>
		<b>£</b>	<b>£</b>
Obligations under finance leases	<b>14</b>	<u>23,283</u>	<u>50,727</u>

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**FOR THE YEAR ENDED 31 DECEMBER 2020**

**18 Restricted funds**

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

	Balance at 1 January 2019	Resources expended	Balance at 1 January 2020	Movement in funds		Balance at 31 December 2020
	£	£	£	Incoming resources	Resources expended	£
WCIT	3,748	(924)	2,824	-	-	2,824
IT can help	-	-	-	30,006	(25,032)	4,974
	<u>3,748</u>	<u>(924)</u>	<u>2,824</u>	<u>30,006</u>	<u>(25,032)</u>	<u>7,798</u>

Restricted Grants received in the previous year from WCIT were for use to help fund tech demo days. Due to Covid-19 government restrictions, there was no activity in the year.

Restricted income received in the year for AbilityNet's IT Can Help service enabled the provision of free IT support to older people and people with disabilities of any age.

**19 Analysis of net assets between funds**

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £	Unrestricted funds 2019 £	Restricted funds 2019 £	Total 2019 £
Fund balances at 31 December 2020 are represented by:						
Tangible assets	58,896	-	58,896	95,566	-	95,566
Current assets/(liabilities)	1,215,394	7,798	1,223,192	648,970	2,824	651,794
Long term liabilities	(23,283)	-	(23,283)	(50,727)	-	(50,727)
	<u>1,251,007</u>	<u>7,798</u>	<u>1,258,805</u>	<u>693,809</u>	<u>2,824</u>	<u>696,633</u>

**20 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:

	2020 £	2019 £
Within one year	100,495	116,424
Between two and five years	344	61,063
	<u>100,839</u>	<u>177,487</u>



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**21 Related party transactions**

The related parties during the year were as follows:

Trustees:

N Rumsey is a representative of IBM and an employee.

P Jagger is an employee of IBM and is a representative and member of The Information Technologists' Company.

S Foxall is a representative and employee of Microsoft Limited.

A Brooks is Liveryman of The Information Technologists' Company.

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

Senior Management Team:

G Moore is a Court Assistant of the Information Technologists' Company. He is also a Trustee of the WCIT Charity, where he chaired the Grants Committee until 22nd September 2020.

D. Dearden is a director of ClearTalent Limited. During the year amounts paid to ClearTalent Limited amounted to £3,600 for license fees in 2020 and £17,550 for 2021 (2019: £17,550) and £8,450 for development costs (2019: £3,600). Amounts received from ClearTalent were nil (2019: nil) and from end license users £3,600 in 2020 and £19,500 for 2021 (2019: £19,500).

22	Cash generated from operations	2020 £	2019 £	
	Surplus for the year	562,172	65,634	
	Adjustments for:			
	Investment income recognised in statement of financial activities	(2,272)	(5,696)	
	Depreciation and impairment of tangible fixed assets	40,721	39,961	
	Movements in working capital:			
	(Increase)/decrease in debtors	(177,244)	180,797	
	(Decrease)/increase in creditors	(7,313)	73,175	
	Cash generated from operations	416,064	353,871	
23	Analysis of changes in net funds			
		At 1 January 2020	Cash flows	At 31 December 2020
		£	£	£
	Cash at bank and in hand	1,470,191	387,392	1,857,583
	Obligations under finance leases	(77,620)	26,893	(50,727)
		1,392,571	414,285	1,806,856