

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 2021

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

Trustees	A Brooks – Chairman M Bernard M Evason (representing IBM UK Ltd) P Jagger (representing The Information Technologists’ Company) K Kanodia G Pedlingham O Purcell N Rumsey D Silverstone S Woodhams
Patron	Martha Lane Fox, Baroness Lane-Fox of Soho CBE
President	David Livermore OBE
Vice President	Roger Jefcoate CBE DL
Chief Executive	Gary Moore
Secretary	John Muscroft
Charity number	
England and Wales	1067673
Scotland	SC039866
Company number	03469653
Principal address	Microsoft Campus Thames Valley Park Reading RG6 1WG
Registered office	Acre House 11-15 William Road London NW1 3ER United Kingdom

ABILITYNET
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LEGAL AND ADMINISTRATIVE INFORMATION

Auditor HW Fisher LLP
Acre House
11-15 William Road
London
NW1 3ER
United Kingdom

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 2021

The Trustees present their report and financial statements for the year ended 31 December 2021.

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 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).

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.

Trustees

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

A Brooks – Chairman
U D Barnett (retired 10th November 2021)
M Bernard
M Evason (representing IBM UK Ltd from 10th November 2021)
S Foxall
P Jagger (representing The Information Technologists' Company)
K Kanodia
G Pedlingham
O Purcell
N Rumsey (representing IBM UK Ltd until 10th November 2021 and then appointed as independent Trustee from 10th November 2021)
D Silverstone
S Woodhams

Post year end, Microsoft Ltd (who had been represented by S Foxall) subsequently resigned their Corporate Trusteeship on 18th February 2022.

None of the Trustees has any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

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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 ten Trustees, who are also directors under company law; there are two Corporate Trustees being IBM (UK) Ltd and The Information Technologists' Company which each appoint a representative to the Board of Trustees. During 2021 Microsoft Ltd were also a Corporate Trustee but resigned following the end of the financial year.

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.

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

Key management personnel comprise the Trustees and the senior management team.

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

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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 of Trustees, also maintains regular contact with the Chief Executive and, where necessary, secures agreement from the Board of Trustees for urgent action, unless already empowered by the Board of Trustees 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)
D Dearden (Accessibility – retired June 2021)
D Henke-Reed (Accessibility – appointed May 2021)
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 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 2021 the AbilityNet Audit Committee was chaired by U D Barnett until his retirement from the Board of Trustees on 10th November 2021. O Purcell became the chairman of the committee from that date onwards.

The Committee comprises four experienced Trustees as members and is attended by AbilityNet's Finance Director and Chief Executive.

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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. The committee also agrees the general pay strategy for the Charity to be followed by senior management. This committee is made up of four experienced Trustees and during 2021 was chaired by N Rumsey and met twice. It reports to the Board of Trustees at the next available Board meeting.

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.

The Board of Trustees agree the context and strategic direction in this area, informing policies which underpin this across the charity. The policies seek to guide employees in our obligations under relevant legislation (e.g. Equality Act 2010) but also to encourage the appropriate culture throughout the charity.

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.

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TRUSTEES' REPORT
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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.

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 influence is global.

As more services have moved 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.

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Achievements and performance

2021 continued to be extremely challenging operationally reacting to ongoing changes in government restrictions enacted to reduce the effect of the Covid-19 pandemic.

Despite this, our staff engagement and client feedback has remained positive notwithstanding the ongoing uncertainty that the events of 2021 have brought across many aspects of our lives.

Our employees have once again shown they are able to deal magnificently with the many challenges of the last year and have enabled the charity to grow its impact and bolster its reserves during another unique period in the charity's history.

I would like once more, on behalf of the Trustees, to record our thanks to them for their exceptional dedication, sacrifices and outstanding achievements in this second challenging year.

The charity was able to deliver the following:

- Our amazing volunteer network helped 33.8% more people at home, either face to face or remotely, than in the previous year we grew both our number of volunteers and our geographic coverage in 2021
- The downloads of our online advice and information factsheets grew by 42%
- TechShare Pro (our sector conference) received greater attendance than in 2020 becoming the 'go to' event for Accessibility in the calendar.
- Demand for our Accessibility services grew by 36% against 2020 as the importance of inclusive website design gained more traction.
- We were able to continue to bolster our reserves towards the Trustees' ambition of 6 months.

Our impact report for 2021 may be found here: [AbilityNet Impact Report 2021](#)

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

AbilityNet achieves 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. The pandemic has necessitated that these services were delivered remotely when face to face meetings were not possible.

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The key areas we strive 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.
5. Encouraging employers to provide accommodating workplace technology environments in which their disabled employees can maximise their potential

During 2021 we delivered impact through AbilityNet’s services including: free advice and information; accessibility advice; delivering assessments, training and webinars, home support visits (as permitted during the pandemic), remote technical support and with our events programme which we presented using online platforms in response to Covid-19 restrictions.

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 1,424,244 website users and 110,970 engagements with our free factsheets, which 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 2021 under our revised measure is £1,505k versus £1,333k in 2020 (12.8% up year on year).

Assessment Services

During 2021 we continued delivering high quality assessments to students 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 fully to participate in their courses and provide tailored recommendations in a detailed report for them. We provided support to 2,056 students compared to 2,468 in the previous year.

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We also provided 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 1,340 employees in various organisations with advice and recommendations to assist with their employment in 2021 compared with 433 in 2020.

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.

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.

Our support service resolved 1,447 calls during 2021 (marginally down against 2020). We recorded over 1,972,350 page views of MyComputerMyWay - our comprehensive, easy-to-use guide to the accessibility options available for free on computers, tablets and mobiles (up 13.5% over 2020).

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 volunteers across the UK. The service ranges from advice on installing equipment to diagnosing and fixing problems and providing training. In 2021 we provided support on 4,171 occasions to disabled and older people with their IT needs (up 34% over 2020).

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Digital Lifeline Project

This was a Department of Culture Media and Sport (DCMS) funded programme to place 5,000 tablets in the hands of digitally disadvantaged individuals with a focus on those with learning disabilities. A two-tier go-to-market approach was managed by Good Things Foundation (GTF) for DCMS. They provided programme management and project tools and identified the recipients through their own network of "Online Centres" and a host of other local organisations. AbilityNet was set up to deliver specialist assessments, training and delivery support for the devices.

We created a secure booking and assessment IT solution and we worked with the Online Centres, explaining the programme and providing assistance available from AbilityNet. We also secured peripheral devices when needed, the cost being met by GTF.

We received some very positive feedback from the Community Partners concerning the value of the support provided by AbilityNet as part of the project and how they would like to continue our collaboration beyond the life of the project.

Technology4Good Awards (T4G)

In July 2021 AbilityNet celebrated the 11th annual T4G awards, supported once again by BT. This year the event was held online and attracted interest and applications of innovative technological solutions designed to improve lives. The 11 winners from the 313 entries are chosen by an expert panel of judges from nominations received and enjoy huge exposure and benefits by showcasing their innovation and excellence in technology. Further information can be accessed at the www.tech4goodawards.com website.

TechShare Pro 2021

The 5th AbilityNet TechShare Pro conference this year was again held online over 3 days from 16th to 18th November 2021. It was Europe's largest gathering of accessibility and inclusion professionals and their allies with 1,333 delegates registered. It featured over 200 speakers in 40 different sessions over three amazing days of online activity.

The event was generously supported by Microsoft, Barclays, Google, Intuit, Meta and Sony amongst others.

Plans for the future

Our funding is derived principally from our chargeable services in Assessment services and Accessibility services and we expect this to continue in 2022.

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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.

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

The Summary of the year ended 31st December 2021 is as follows:

- Incoming Resources amounted to £5,881,624 (2020 £4,883,572).
- Outgoing Resources amounted to £4,981,299 (2020 £4,321,400).
- A surplus recorded of £900,325 (2020 £562,172) including depreciation costs.

The Charity enjoyed continued demand for its chargeable services in the financial year. Demand for our Accessibility services grew steadily, in particular surging during the second half as companies restarted some of their inclusive website projects.

We saw increased presence from other service providers in the DSA sector which saw a reduction in these revenues versus 2020.

Our Workplace service revenues remained stable during the year.

We successfully completed another year of our events programme including Tech4Good Awards and our TechShare Pro conference.

We continued to show growth in the public benefit value from our free services with demand for services increasing as the pandemic continued into its second year.

At the Balance Sheet date the Charity's total funds amounted to £2,159,130, Free Reserves amounted to £2,109,820.

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TRUSTEES' REPORT
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Fundraising Compliance

AbilityNet recognises that the generosity of our donors and partners is part of our funding that enables us to carry out our charitable activities. Whilst our aim is to maximise our income, we recognise that on very rare occasions we may consider refusing a donation or other involvement with a sponsor or a particular activity. In such an instance we will act with the utmost integrity; we will respect any matters of legitimate confidentiality and, in conducting all discussions and conveying the decision, will aim to respect the dignity of the prospective donor and/or partner. We had no occasions in 2021 to refuse any donations.

We believe in adhering to the highest standards of fundraising practice and our fundraising activities are overseen by our Service Delivery Director, who is responsible for ensuring that all fundraising follows the standards in the fundraising code. We have received no complaints about our fundraising this year. We also pay close attention to the changing regulatory environment to ensure that we remain compliant with best practice and that any fundraising is transparent, honest and non-intrusive. We did not employ professional fundraising agencies with the majority of fundraising activities planned and delivered by our small in-house fundraising team.

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 31st December 2021 free reserves (being Unrestricted Reserves excluding Fixed Assets) stood at approximately £2.1 million versus £1.2 million from the prior year, providing over 4 months' cover of our average operating costs calculated as an average of the previous three months' charitable expenditure of AbilityNet.

The Board of Trustees remains committed to closely monitoring 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 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.

The main risk against which the Trustees try to mitigate is becoming over-reliant on income from a small number of sources. We endeavour to reduce these risks by focussing efforts to diversify our customer base, for example: by targeting resource to develop new clients and through the business development of new services.

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Forthcoming changes in the governance of how assessments are referred to the Charity and delivered to disabled students in 2022 may affect the quantity of referrals received by the Charity and is therefore able to deliver. The Charity is closely following developments in this area, engaging closely with interested parties to be able to continue to offer services in this changing landscape. Failure to do so could impact the funding available for the Charity's free services.

Going Concern

The Trustees are satisfied the Charity is able to continue as a going concern for a period of at least twelve months from the date of approval of these financial statements. Accordingly, at the time of approving the financial statements, the Trustees have a reasonable expectation that the company has adequate resources to continue in operation for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Disclosure of information to auditor

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

Auditor

HW Fisher LLP, are deemed to be reappointed as auditor under section 487(2) of the Companies Act 2006.

On behalf of the Board of Trustees

Alan Brooks

Alan Brooks
Chairman

28 Apr 2022
Date:

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(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 DECEMBER 2021

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; 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.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS AND TRUSTEES OF ABILITYNET**

Opinion

We have audited the financial statements of AbilityNet (the 'charity') for the year ended 31 December 2021 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 2021 and of its incoming resources and application of resources, including its income and expenditure, 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.

**ABILITYNET
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INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE MEMBERS AND TRUSTEES OF ABILITYNET**

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.

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.

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INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE MEMBERS AND TRUSTEES OF ABILITYNET**

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.

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INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE MEMBERS AND TRUSTEES OF ABILITYNET**

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.

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.
- Assessing the validity of the classification of income, expenditure, assets and liabilities between unrestricted 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.

**ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE MEMBERS AND TRUSTEES OF ABILITYNET**

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 auditor's 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.

Carol Rudge

**Carol Rudge (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

28 Apr 2022
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ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 DECEMBER 2021

Current financial year

	Notes	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Total 2020 £
<u>Income and endowments from:</u>					
Voluntary income	3	240,149	280,193	520,342	366,579
Charitable activities	4	5,360,758	-	5,360,758	4,478,349
Investments	5	524	-	524	2,272
Other income	6	-	-	-	36,372
Total income		5,601,431	280,193	5,881,624	4,883,572
<u>Expenditure on:</u>					
<u>Charitable activities</u>					
IT solutions for disabled people	7	4,697,174	284,125	4,981,299	4,321,400
Total charitable expenditure		4,697,174	284,125	4,981,299	4,321,400
Net income/(expenditure) for the year/ Net movement in funds		904,257	(3,932)	900,325	562,172
Fund balances at 1 January 2021		1,251,007	7,798	1,258,805	696,633
Fund balances at 31 December 2021		2,155,264	3,866	2,159,130	1,258,805

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 2021

Prior financial year

	Notes	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
<u>Income and endowments from:</u>				
Voluntary income	3	336,573	30,006	366,579
Charitable activities	4	4,478,349	-	4,478,349
Investments	5	2,272	-	2,272
Other income	6	36,372	-	36,372
Total income		4,853,566	30,006	4,883,572
<u>Expenditure on:</u>				
<u>Charitable activities</u>				
IT solutions for disabled people	7	4,296,368	25,032	4,321,400
Total charitable expenditure		4,296,368	25,032	4,321,400
Net income/(expenditure) for the year/ Net movement in funds		557,198	4,974	562,172
Fund balances at 1 January 2020		693,809	2,824	696,633
Fund balances at 31 December 2020		1,251,007	7,798	1,258,805

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 2021

	Notes	2021		2020	
		£	£	£	£
Fixed assets					
Tangible assets	12		45,444		58,896
Current assets					
Debtors	13	635,807		734,488	
Cash at bank and in hand		2,740,499		1,857,583	
		<u>3,376,306</u>		<u>2,592,071</u>	
Creditors: amounts falling due within one year	14	<u>(1,262,620)</u>		<u>(1,368,879)</u>	
Net current assets			2,113,686		1,223,192
Total assets less current liabilities			<u>2,159,130</u>		<u>1,282,088</u>
Creditors: amounts falling due after more than one year	17		-		(23,283)
Net assets			<u>2,159,130</u>		<u>1,258,805</u>
Income funds					
Restricted funds	18		3,866		7,798
Unrestricted funds			2,155,264		1,251,007
			<u>2,159,130</u>		<u>1,258,805</u>

The financial statements were approved by the Board on 28 Apr 2022

Alan Brooks
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Alan Brooks
Trustee

Company Registration No. 03469653

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 DECEMBER 2021

	Notes	2021 £	£	2020 £	£
Cash flows from operating activities					
Cash generated from operations	22	931,147		416,064	
Investing activities					
Purchase of tangible fixed assets		(26,205)		(4,051)	
Proceeds on disposal of tangible fixed assets		288		-	
Investment income received		524		2,272	
Net cash used in investing activities		(25,393)		(1,779)	
Financing activities					
Payment of obligations under finance leases		(22,838)		(26,893)	
Net cash used in financing activities		(22,838)		(26,893)	
Net increase in cash and cash equivalents		882,916		387,392	
Cash and cash equivalents at beginning of year		1,857,583		1,470,191	
Cash and cash equivalents at end of year		2,740,499		1,857,583	

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2021

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 are satisfied the Charity is able to continue as a going concern for a period of at least twelve months from the date of approval of these financial statements. Accordingly, at the time of approving the financial statements, the Trustees have a reasonable expectation that the company has adequate resources to continue in operation 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 comprise funds which have been set aside at the discretion of the trustee for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

1 Accounting policies **(Continued)**

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 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.

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.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

1 Accounting policies **(Continued)**

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 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.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

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 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.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

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.

There were no critical accounting estimates.

3 Voluntary income

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2021	2021	2021	2020	2020	2020
	£	£	£	£	£	£
Donations received	115,287	280,193	395,480	132,966	30,006	162,972
Intangible income	124,862	-	124,862	203,607	-	203,607
	<u>240,149</u>	<u>280,193</u>	<u>520,342</u>	<u>336,573</u>	<u>30,006</u>	<u>366,579</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

3 Voluntary income

(Continued)

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2021 £	2021 £	2021 £	2020 £	2020 £	2020 £
Donations received						
The Patrick & Helena Frost Foundation	5,000	-	5,000	5,000	-	5,000
Access to Work workplace contributions	526	-	526	13,795	-	13,795
IBM UK Charitable Trust	50,000	-	50,000	50,000	-	50,000
Good Things Foundation	-	261,500	261,500	-	-	-
Ofenheim & Cinderford Charitable Trust	4,500	-	4,500	4,500	-	4,500
Atkin Foundation	10,000	-	10,000	-	-	-
Individual donations	5,761	-	5,761	3,802	-	3,802
The Hunter Foundation	-	-	-	-	17,500	17,500
Hollick Family Foundation	5,000	-	5,000	-	-	-
National Lottery Awards	-	-	-	7,500	-	7,500
Other	34,500	18,693	53,193	48,369	12,506	60,875
	<u>115,287</u>	<u>280,193</u>	<u>395,480</u>	<u>132,966</u>	<u>30,006</u>	<u>162,972</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

3 Voluntary income (Continued)

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

The donors and the nominal values of their donations were:

	Unrestricted funds		Total Unrestricted funds		Total	
	2021		2021	2020		2020
	£		£	£		£
Intangible income						
IBM	-	-	-	46,667	-	46,667
Microsoft	-	-	-	50,000	-	50,000
Google	86,953	-	86,953	93,845	-	93,845
Supplier software donations and client support for AbilityNet event	-	-	-	2,000	-	2,000
Free Software	30,960	-	30,960	10,695	-	10,695
Other	6,949	-	6,949	400	-	400
	<u>124,862</u>	<u>-</u>	<u>124,862</u>	<u>203,607</u>	<u>-</u>	<u>203,607</u>

4 Charitable activities

	IT solutions for disabled people	IT solutions for disabled people
	2021	2020
	£	£
Fees from services provided	5,169,503	4,302,044
Event income	191,255	176,305
	<u>5,360,758</u>	<u>4,478,349</u>

Event income includes TechShare Pro £159,723 (2020: £130,972) and Tech4Good £31,532 (2020: £45,333).

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

5 Investments

	Unrestricted funds	Unrestricted funds
	2021	2020
	£	£
Interest receivable	524	2,272
	<u>524</u>	<u>2,272</u>

6 Other income

	Total	Unrestricted funds
	2021	2020
	£	£
CJRS government grant	-	36,372
	<u>-</u>	<u>36,372</u>

During the year, £NIL, (2020: £36,372) 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 2021

7 Charitable activities

	2021 £	2020 £
Staff costs	3,378,783	2,923,876
Depreciation and impairment	4,274	7,663
Equipment and direct project costs	223,866	161,545
Staff development and recruitment	21,883	12,939
Professional membership	4,021	5,359
Rent and rates	213,341	186,985
Telephone	5,552	5,569
Motor expenses	10,678	10,861
Travel and subsistence	2,288	8,632
Printing and postage	2,209	2,329
Office facilities and services	124,862	203,607
Connectivity costs	54,691	44,062
Miscellaneous expenses	12,325	12,173
Advertising and PR	61,619	21,217
Consultancy	134,227	74,221
Irrecoverable VAT	2,933	2,204
Insurance	495	480
	<u>4,258,047</u>	<u>3,683,722</u>
Share of support costs (see note 8)	708,752	621,230
Share of governance costs (see note 8)	14,500	16,448
	<u>4,981,299</u>	<u>4,321,400</u>
Analysis by fund		
Unrestricted funds	4,697,174	4,296,368
Restricted funds	284,125	25,032
	<u>4,981,299</u>	<u>4,321,400</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

8 Support costs

	Support costs £	Governance costs £	2021 £	Support costs £	Governance costs £	2020 £
Staff costs	492,768	-	492,768	447,209	-	447,209
Depreciation	35,095	-	35,095	33,058	-	33,058
Staff development and recruitment	20,499	-	20,499	12,744	-	12,744
Insurance	18,672	-	18,672	15,020	-	15,020
Bank charges	4,050	-	4,050	2,942	-	2,942
Netsuite charges	24,962	-	24,962	22,179	-	22,179
Irrecoverable VAT	2,477	-	2,477	857	-	857
Legal and professional fees	2,575	-	2,575	231	-	231
Other support costs	107,654	-	107,654	86,990	-	86,990
Audit fees	-	14,500	14,500	-	16,448	16,448
	<u>708,752</u>	<u>14,500</u>	<u>723,252</u>	<u>621,230</u>	<u>16,448</u>	<u>637,678</u>
Analysed between						
Charitable activities	<u>708,752</u>	<u>14,500</u>	<u>723,252</u>	<u>621,230</u>	<u>16,448</u>	<u>637,678</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 current or prior year.

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

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 £132,927 (2020: £109,351).

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

11 Employees

The average monthly number of employees during the year was:

	2021	2020
	Number	Number
IT solutions for disabled people	67	58
Support staff	8	8
	<hr/>	<hr/>
Total	75	66
	<hr/> <hr/>	<hr/> <hr/>

	2021	2020
	£	£
Employment costs		
Wages and salaries	3,490,745	3,056,996
Social security costs	247,879	204,738
Other pension costs	132,927	109,351
	<hr/>	<hr/>
	3,871,551	3,371,085
	<hr/> <hr/>	<hr/> <hr/>

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

The total employee benefits including pension contributions and employers National Insurance costs of key management personnel was £630,081 (2020: £546,534). The highest paid member of the senior management team received benefits of £123,610 (2020: £121,048).

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

11 Employees

(Continued)

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

	2021	2020
	Number	Number
£60,000 to £69,999	1	2
£70,000 to £79,999	2	-
£80,000 to £89,999	-	1
£90,000 to £99,999	1	-
£100,000 to 109,999	1	2

12 Tangible fixed assets

	Assessment assets	Office equipment	Total
	£	£	£
Cost			
At 1 January 2021	147,198	168,592	315,790
Additions	5,923	20,282	26,205
Disposals	-	(2,108)	(2,108)
At 31 December 2021	153,121	186,766	339,887
Depreciation and impairment			
At 1 January 2021	142,699	114,195	256,894
Depreciation charged in the year	4,880	34,489	39,369
Eliminated in respect of disposals	-	(1,820)	(1,820)
At 31 December 2021	147,579	146,864	294,443
Carrying amount			
At 31 December 2021	5,542	39,902	45,444
At 31 December 2020	4,499	54,397	58,896

The net book value of fixed assets held under finance lease at the year end is £26,717 (2020: £47,867).

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

13 Debtors

	2021 £	2020 £
Amounts falling due within one year:		
Trade debtors	401,311	524,810
Other debtors	32,587	32,594
Prepayments and accrued income	201,909	177,084
	<u>635,807</u>	<u>734,488</u>

14 Creditors: amounts falling due within one year

		2021 £	2020 £
Obligations under finance leases	15	27,889	27,444
Other taxation and social security		278,794	227,756
Trade creditors		94,831	124,050
Other creditors		46,155	36,482
Accruals and deferred income		814,951	953,147
		<u>1,262,620</u>	<u>1,368,879</u>

15 Finance lease commitments

Future minimum lease payments due under finance leases:

	2021 £	2020 £
Within one year	27,889	27,444
Within two and five years	-	23,283
	<u>27,889</u>	<u>50,727</u>

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%

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

16 Deferred income

	2021	2020
	£	£
Balance as at 1 January 2021	840,574	836,184
Amount released to income	(1,328,437)	(780,615)
Amount deferred in the year	1,184,797	785,005
	<u>696,934</u>	<u>840,574</u>
Balance as at 31 December 2021	<u>696,934</u>	<u>840,574</u>

Deferred income consists of service agreements invoiced in advance of the service being provided. Deferred income forms part of accruals and deferred income in note 14 above.

17 Creditors: amounts falling due after more than one year

		2021	2020
		£	£
Obligations under finance leases	15	<u>-</u>	<u>23,283</u>

ABILITYNET
(A COMPANY LIMITED BY GUARANTEE)
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

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:

	Movement in funds			Movement in funds			Balance at 31 December 2021
	Balance at 1 January 2020	Incoming resources	Resources expended ¹	Balance at January 2021	Incoming resources	Resources expended	
	£	£	£	£	£	£	£
Digital Lifeline Project	-	-	-	-	261,500	(261,500)	-
WCIT	2,824	-	-	2,824	-	(308)	2,516
IT can help	-	30,006	(25,032)	4,974	-	(4,974)	-
Other small projects	-	-	-	-	18,693	(17,343)	1,350
	<u>2,824</u>	<u>30,006</u>	<u>(25,032)</u>	<u>7,798</u>	<u>280,193</u>	<u>(284,125)</u>	<u>3,866</u>

Digital Lifeline Project was a collaboration between Good Things Foundation (GTF) and AbilityNet. The project was a Department of Culture Media and Sport (DCMS) funded programme to place 5,000 tablets in the hands of digitally disadvantaged individuals with a focus on those with learning disabilities and was managed by GTF. Ability's role was to deliver specialist assessments, training and delivery support for the devices.

Restricted Grants from WCIT were for use to help fund tech demo days.

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.

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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

19 Analysis of net assets between funds

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
Fund balances at 31 December 2021 are represented by:						
Tangible assets	45,444	-	45,444	58,896	-	58,896
Current assets/ (liabilities)	2,109,820	3,866	2,113,686	1,215,394	7,798	1,223,192
Long term liabilities	-	-	-	(23,283)	-	(23,283)
	<u>2,155,264</u>	<u>3,866</u>	<u>2,159,130</u>	<u>1,251,007</u>	<u>7,798</u>	<u>1,258,805</u>

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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:

	2021	2020
	£	£
Within one year	71,458	100,495
Between two and five years	23,330	344
	<u>94,788</u>	<u>100,839</u>

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FOR THE YEAR ENDED 31 DECEMBER 2021

21 Related party transactions

The related parties during the year were as follows:

Trustees:

N Rumsey was the representative of IBM and an employee until 10th November 2021 when she became an independent Trustee. She is no longer an employee of IBM.

M Evason became the representative of IBM with effect from 10th November 2021 and is an employee of IBM

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

A Brooks is Liveryman of The Information Technologists' Company.

S.Foxall was a representative and employee of Microsoft during 2021. She is no longer an employee of Microsoft Ltd, who resigned their Corporate Trusteeship on 18th February 2022.

Senior Management Team:

G Moore is Panels Warden (from October 2021) of the Information Technologists' Company. He is also a Trustee of the WCIT Charity.

D Dearden is a director of ClearTalent Limited. He retired from AbilityNet in June 2021. During the year amounts paid to ClearTalent Ltd amounted to £17,550 for license fees for 2022 (2021: £17,550).

Amounts received from ClearTalent were nil (2020: nil) and from end license users £19,500 for 2022 fees (2020: £19,500 for 2021 fees).

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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 DECEMBER 2021

22 Cash generated from operations	2021	2020	
	£	£	
Surplus for the year	900,325	562,172	
Adjustments for:			
Investment income recognised in statement of financial activities	(524)	(2,272)	
Depreciation and impairment of tangible fixed assets	39,369	40,721	
Movements in working capital:			
Decrease/(increase) in debtors	98,681	(177,244)	
(Decrease) in creditors	(106,704)	(7,313)	
Cash generated from operations	931,147	416,064	
23 Analysis of changes in net funds			
	At 1 January 2021	Cash flows	At 31 December 2021
	£	£	£
Cash at bank and in hand	1,857,583	882,916	2,740,499
Obligations under finance leases	(50,727)	22,838	(27,889)
	<u>1,806,856</u>	<u>905,754</u>	<u>2,712,610</u>