**Disability North**

**How we did 2019-2020**

**94%**

**Report satisfaction with the service**

**64%**

**Report quality of life improvement after advice**

**62%**

**Report more interest in hobbies and activities after advice**

**£6409.89 Financial Gains for Disabled People**

**£510, 699 Disability North’s income for the year**

**10 Welfare benefit workshops**

**14 Outreach sessions**

**Digital inclusion advice 71**

**81% benefit appeal success rate**

**73% state their finances have improved**

**65 Appeals supported**

**Delivered standard payroll services to 557 Individual employers**

**Managed funds on behalf of 427 people who have a direct payment**

**3254 Welfare benefit queries**

**512 Independent Living queries**

 **454 Direct payment queries**

**137 Personal Health Budget queries**