



HOW WE DID 2019/2020



94%

Report satisfaction with the quality of advice

64%

Report quality of life improvement after advice

62%

Report more interest in hobbies and activities after advice

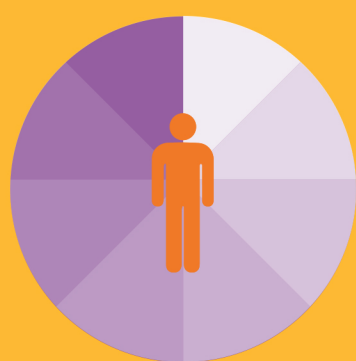


**£6,409.887
FINANCIAL
GAINS FOR
DISABLED
PEOPLE**

**£510,699
DISABILITY
NORTH'S
INCOME FOR
THE YEAR**

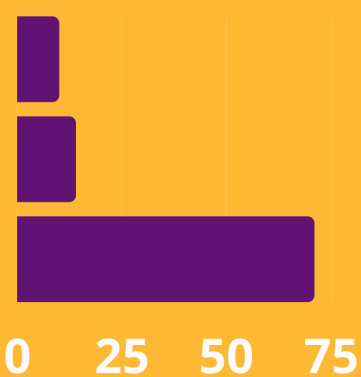


- **81% BENEFIT APPEAL SUCCESS RATE**
- **73% STATE THEIR FINANCES HAVE IMPROVED**
- **65 APPEALS SUPPORTED**



Individuals provided with digital inclusion advice

Welfare benefit workshops
Welfare benefit outreach sessions



130

Delivered standard payroll services to 557 Individual Employers.

427

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

3254

**WELFARE
BENEFITS
QUERIES**

512

**INDEPENDENT
LIVING
QUERIES**

454

**DIRECT
PAYMENT
QUERIES**

137

**PERSONAL
HEALTH
BUDGET
QUERIES**