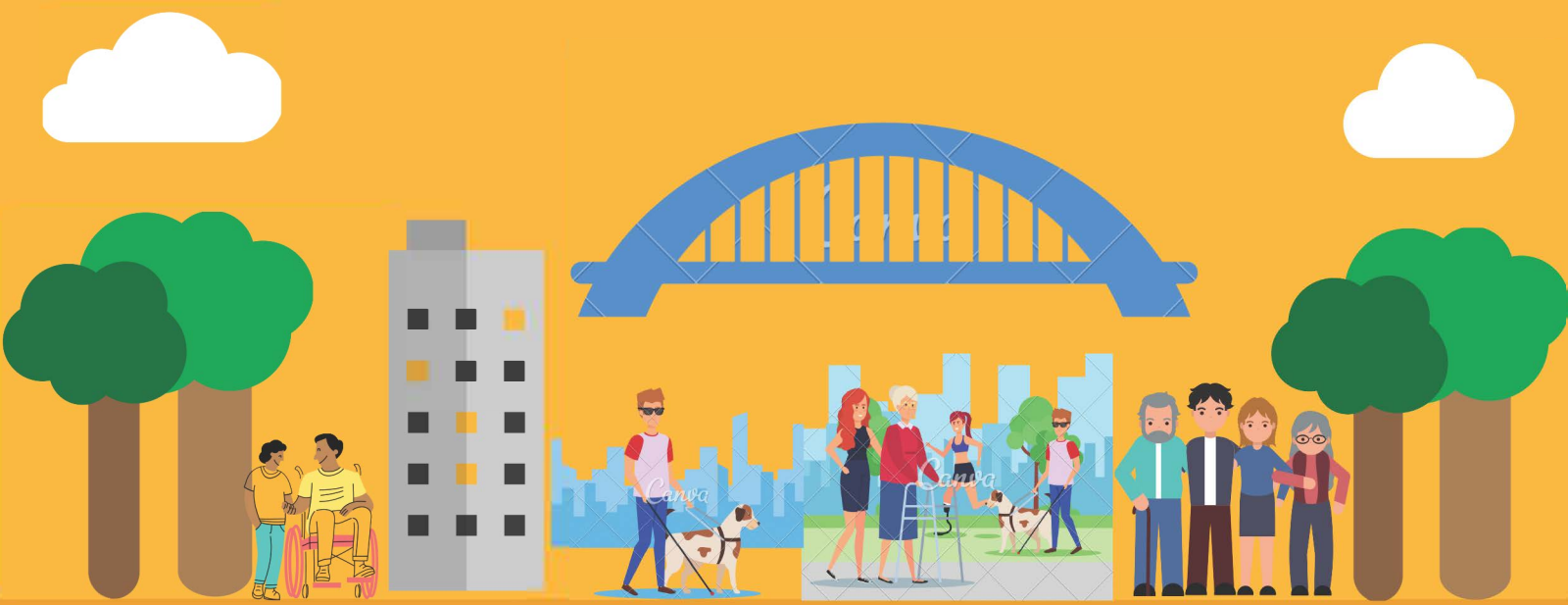




HOW WE DID 2019/2020



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

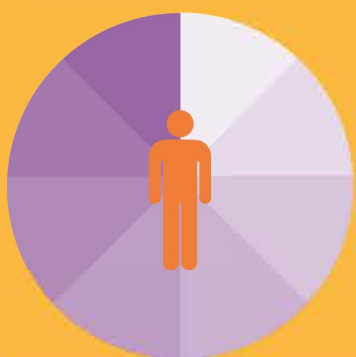


£6,409,887 FINANCIAL GAINS FOR DISABLED PEOPLE

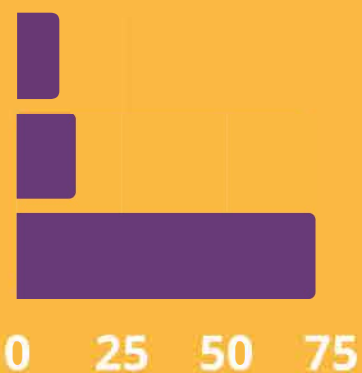
£510,699 DISABILITY NORTH'S INCOME FOR THE YEAR



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



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