

Kinship  
Care:  
**59**

# Welfare Rights Team

**2022/23**

**Benefit Gains  
£6.5million**

Benefit  
Appeals:  
**122**

Benefit Appeals  
Success Rate: **81%**

## Top 3 Benefit Gains

- Personal Independence Payment (26%)
- Universal Credit (18%)
- Adult Disability Payment (18%)

**Contacts: 7,476**  
**Complex Cases: 3,775**

Online referral is customer  
preference:

Online: 60%  
Telephone: 40%

Clients  
affected  
by cancer:  
**420**