



## New Forest Disability

### Service Profile

New Forest Disability has been serving the New Forest community for nearly twenty years and during that time many thousands of disabled people, their families, carers and professionals have received disability related information, advice and guidance from its dedicated Team.

Based from Head Office in New Milton, clients may access advice via drop in, telephone helpline, e-mail, social media, monthly outreach sessions across the whole New Forest, weekly outreach at Hythe and Lymington New Forest Hospital and three times a week the in-patients are visited for advice.

We currently help over 2,300 people a year with over 6,500 enquiries. Our Advisors secured in excess of £860,000 in welfare benefits for our clients; made up of new awards and cases that we prepared and represented at Tribunal Hearings. We work in partnership with Adult Services, NHS Trust and WHCCG, local GPs and have recently secured two new two year contracts for really exciting and innovative projects.

The charity is now approaching it's biggest development change in fourteen years. Our premises are very small and we are 'bursting at the seams' and our telephone helpline is 'swamped' at times but cramped. We are proposing to double our space, restructure our small staff team and recruit and train more staff and volunteers.

This is a truly exciting time for New Forest Disability as it works towards securing it's future as it approaches it's twentieth year!