

Phoenix + NORCAS Welfare Rights Service

The service is able to offer assistance to people who have, or have ever been, affected by substance misuse, or problematic gambling in the Norfolk area who require advice or support surrounding their welfare rights.

How to access the service?

This service can be accessed by self referral, or by referrals from outside agencies. The current service offers assistance with the application of many benefits - both in work and out of work benefits, e.g. JSA, ESA, Housing Benefit.

Following the introduction of the 'Welfare Reform Act' there are many changes within the benefits system and there are many new benefits being introduced;

- Personal Independent Payments (PIPs)
- Universal Credits
- Short Term and Budgeting Advances
- Assistance for the application of these will also be available

Further to the above we are able to offer Advocacy and Appeal Representation where applicable.

How do we know it is beneficial?

Here a few examples of the outcomes of a service users contact with the Welfare Rights team.

- Following representation at a Tribunal, a client's ESA Appeal was awarded in favour of the client, which subsequently gave them a financial gain of £1109.55.
- A young family, with housing issues. This was due to difficulties with their housing benefit application and an on-going dispute on their entitlement. This had resulted in rent arrears of £1,600 and court action for an eviction notice had begun. Following intervention from one of the Welfare Rights Advisors, the Local Authority agreed to back-date Housing Benefit, which covered the rent arrears and therefore stopped any further eviction action.
- Client with severe mobility issues, who was unaware that he was entitled to an extra 'premium' along side his other benefits. This resulted in a backdated payment of £2,860. The client used some of this to upgrade his Motability scooter.

What do our service users say?

"Thank you for your help – it has been a god send to have your service available. I was a broken jigsaw, but you have found the missing pieces and the picture is clear again"

Service User from the Welfare Rights Service in Norfolk.

"This service has been invaluable to both me and my family! It has helped me to maintain abstinence, at a time when the stress of having to deal with the benefits agency, could have tipped me over the edge if I had to deal with it alone"

Service User from the Welfare Rights Service in Norfolk.

Where are we based?

We are based in Norwich, but we provide an outreach service across the whole of Norfolk

How to contact us?

If you need support, information and advice around your welfare rights, contact us on (freephone) 0808 2081701 / 01603 660070 or by emailing us at: Welfare.Rights@phoenix-futures.org.uk

