



Phoenix + NORCAS

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.

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, DLA.

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.

If you need support, information and advice around your welfare rights, contact us on 0800 2081701.

Welfare Rights Service



Phoenix House (operating as Phoenix Futures) is a registered charity in England and Wales (No. 284880) and in Scotland (No. SC039008); Company Limited by Guarantee Number 1626869; Registered Tenant Services Authority Number H3795; National Housing Federation Member.

If you are based in the Norfolk area and you need support, information and advice around your welfare rights, you can contact us for a confidential chat on: 0800 2081701

or by emailing us at:
Welfare.Rights@phoenix-futures.org.uk

The Phoenix + NORCAS Welfare Rights Service covers the Norfolk area.

For more information, videos and blogs go to
www.phoenix-futures.org.uk

"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.