

# Help for the Armed Forces spouses/partners of service personnel



Department  
for Work &  
Pensions

**The Department for Work and Pensions (DWP)** is responsible for welfare, pensions and child maintenance policy. As the UK's biggest public service department it administers the State Pension and a range of working age, disability and ill health benefits. For more details visit [Gov.uk – about us](#).

**Her Majesty's Revenue and Customs (HMRC)** is the UK's tax and customs authority, responsible for making sure that money is available to fund the UK's public services and for helping families and individuals with targeted financial support. For more details visit [Gov.uk – about us](#)

## **Looking for Work**

Searching for jobs couldn't be easier - did you know if you are looking for work, you can type 'search for jobs' or 'Universal Jobmatch' into your chosen search engine, or go to [gov.uk](#) and search for 'jobs' to use the Government's free job board from anywhere in the world!

## **How to claim**

To find out if you are eligible for Jobseeker's Allowance (JSA) go to [Gov.uk – Jobseeker's Allowance](#)

To find out if you are eligible for Employment and Support Allowance (ESA) go to [Gov.uk – Employment and Support Allowance](#)

For more information on all other benefits please visit [Gov.uk - Benefits](#).

## **Universal Credit**

Universal Credit is a single monthly payment for people in or out of work, which merges together some of the benefits and tax credits that you might be getting now. Universal Credit is being rolled out in stages, and will replace:

- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Income Support
- Child Tax Credit
- Working Tax Credit
- Housing Benefit

To find out if you are eligible for Universal Credit go to [Gov.uk - Universal Credit](#).

## **Help with Benefits when you are abroad**

You may be able to export your Jobseeker's Allowance as long as you have claimed at least 4 weeks before leaving the UK. Go to [Gov.uk – claiming benefits abroad](#) to find out more.

## **National Insurance Credits**

Class 1 National Insurance credits are available for Service spouses and civil partners to cover periods where you accompany a member of the Armed Forces posted overseas. Visit the [Gov.uk – National Insurance site](#) for more information on how to apply.

## **Overseas help**

For advice or information about pensions and benefits (including Employment and Support Allowance (ESA), Disablement Benefit (DB), Jobseeker's Allowance (JSA), Bereavement Benefit or Widows Pension, Incapacity Benefit and Maternity Allowance) go to [International Pension Centre \(IPC\)](#)

The EURES website has useful information if you are thinking about working in Europe.

[www.ec.europa.eu/eures/page/homep](http://www.ec.europa.eu/eures/page/homep)

## **Tax Credits**

For queries relating to Tax Credits you can find more information about these including; Tax Credits, Child Benefit, Working Tax Credits and other Tax related queries go to [gov.uk – tax credits/working abroad](#) or you can speak to an adviser by contacting the office for [HM Revenue and Customs](#).

## **Jobcentre Plus Armed Forces Champions**

The Department for Work and Pensions has an Armed Forces Champion in every Jobcentre Plus District. The Champion is there to make sure that Jobcentre Plus support, advice and guidance reflect the needs of the Service community.

The Champion focuses specifically on the Jobcentre Plus support available to:

- Service leavers;
- Serving personnel currently within their resettlement period; and
- spouses/civil partners of currently serving and ex-Service personnel.

If you are a Service person, a Service family member or a veteran having difficulty in accessing one of the following initiatives, please ask the Jobcentre Plus staff member that you are dealing with to speak to their District Armed Forces Champion.

The role of the Armed Forces Champions is to:

- develop and maintain joint working arrangements between Jobcentre Plus and the Armed Forces community in their District;
- provide information to Jobcentre Plus staff about specific Armed Forces initiatives;
- provide an understanding of the issues the Forces community face that can be a barrier to employment;
- be the first point of contact for Jobcentre Plus staff and Services welfare/families staff to advise on queries regarding individual Armed Forces cases; and
- focus specifically on the Jobcentre Plus support available to Service leavers, those within their resettlement period; and spouses/civil partners of currently serving and ex-Service personnel. Where necessary and appropriate, the Champions will work to put support in place.

The Champions work in partnership with the Armed Forces community and support organisations in their District, as well as local and national employers, to identify work trials, employment opportunities and support for Service leavers and their families. They also work to raise the profile of the Service community in terms of the skills, knowledge and experience they can offer, and working with colleagues to ease some of the barriers to work being faced by Service families.

The Champion will tailor their activities to match the needs of the Armed Forces community in their District. This means some activities may differ from District to District, but the role and responsibilities of the Champion remain the same regardless of location.

The Champions are not customer facing - a Service leaver could not walk into their local Jobcentre Plus office and expect their local Champion to be based in that office. However, the Champions maintain close contact with Jobcentre Plus advisers who will make them aware of Armed Forces issues and raise points directly to the Champion on request of the customer.

Each of the Services has appointed points of contacts who form a link with the relevant Champion(s) within their area. Members of the Service community who wish to bring an issue to the attention of their local Champion can do so via their nominated Service focal point or via their local Jobcentre Plus office.