



Department  
for Work &  
Pensions

# London & Essex Armed Forces Champions

We are the London & Essex Armed Forces Champion team in the Department for Work & Pensions. This is a brand new role in the department with 60 Armed Forces Champions across the country. We are here to support the Armed Forces Community; this includes Serving Personnel within their resettlement period, Veterans (serving 1 day or more in HM Forces) and family members.

We have had the great opportunity to connect with Haig Housing and if you do have any concerns regarding benefits, please speak to your Work Coach or alternatively contact a member of Haig Housing staff who will pass on your concerns.

Kind regards

**John and his team**

London & Essex Armed Forces Champions

## What do we do?

- *Working with, and in agreement with, Work Coach colleagues, to support and resolve complex claims. This could include case conferencing and/or direct customer contact.*
- *Building capability of Work Coaches and DWP staff to enable them to effectively support serving personnel, service leavers and veterans and their families.*
- *Improve Work Coach understanding of reasonable Labour Market easements and other benefit rules including when and how to bring those considerations into play.*
- *Acting as a partnership link between the Jobcentre, Armed Forces community, including Career Transition Partnership and other partners to support resettlement and progress into work.*
- *Supporting our Employer Engagement colleagues to promote and encourage employers to support the Armed Forces Covenant.*

## Have you told your Work Coach that you are in the Armed Forces Community?

From June 2021, when you make a Universal Credit claim you can now add if you are currently serving or have served in the UK Armed Forces. If you have not seen this, and or receive any DWP benefits, then please speak to your Work Coach who can add this to your claim. They will then be able to contact the team who will be able to provide additional support. We will also provide support to family members.

