



Ex-Armed Forces Support at Customer and Local Services

This service is to help ex-military people who need a bit of extra support - by providing an easy way to access Government services.

Customer and Local Services have provided a dedicated officer to act as a Senior Liaison for ex-military personnel. Being ex-military himself Eddie Clark is the main point of contact at Customer and Local Services and more information can be found about Eddie at the end of this document.

Why do we have this service?

This service helps to prioritise those Islanders who may need additional support during their transition to civilian life on the island. We know that it can be daunting for some ex-service personnel transitioning to the island and we want to make sure everyone has access to the support they need - making it easy for customers.

What You Need To Do First

The first thing you need to do when you arrive in Jersey is to **register** with CLS. This needs to be done even if you are from Jersey and returning home. If you do not already have one, once you have registered with CLS, you will be given a Social Security number and card confirming your residential status. Your residential status will let you know more about your employment and housing situation. You will need to have your Social Security card and number, in order to apply for any of the benefits shown overleaf.



All CLS services can be accessed over the phone or through the website. If you have any general enquiries, please call **01534 444444**, go to gov.je/CLS. You can also contact Eddie direct on clsarmedforcessupport@gov.je or **07829 909990** during normal office hours.

You can find information about all the support at CLS on gov.je. Please read through the relevant options below which may apply to your personal circumstances and contact Eddie Clark if you have any issues or need any additional support.



Housing Advice

The Housing Advice Service is a newly established service at CLS and provides information, advice, and support for islanders around all aspects of housing, as well as other Jersey-based websites and services. If you need advice on applying for Social Housing (for those who are residentially qualified), please get in touch using the details below, so you can be advised of the housing options available to you.



Social Security Contributions

Contributions are payments that you and your employer make by law. They go towards contributory benefits such as:

- Short-term incapacity allowance
- Long-term incapacity allowance
- Parental Benefit
- Home Carers allowance
- Old Age Pension

You're liable to pay contributions if you are:

- living in Jersey
- over 16 (if working)
- between 18 and pension age

This means that you're liable to pay contributions even if you are:

- studying
- looking after a family
- not working



Health Benefits

CLS administers different Health benefits that provide financial support for those who are sick, injured or have a disability. When you have worked in the island and paid contributions for 6 months, you may be entitled to receive **health benefits** if you are sick, injured or have a disability.



Finding a Job

The government employment support service (known as *Back to Work*) is where you will be allocated to an experienced employment advisor (if appropriate) who can provide one to one advice to help you find suitable work. Advisors provide structured job seeking guidance, help with updating your CV, identify any training you may need, as well as providing interview support and coping mechanisms. **See here** for more information.

We work closely with many employers in Jersey and provide paid training and employment incentives to help support people into new jobs.

We also have an Employment Enablement Fund to pay for the cost of essential work equipment or clothing to help you start employment which you may be entitled to. Use the details below to get in touch.



Veterans Welfare Service (VWS)

The VWS helps veterans with welfare issues such as:

- housing problems and accessing emergency accommodation
- completing Ministry of Defence compensation and pension forms
- raising issues and concerns with States departments and parishes
- applying for financial assistance

For more information please **click here**.



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Financial support

There are various financial support benefits available ranging from one-off grants or loans to help with emergency costs through to long-term financial support. All financial support depends on the personal circumstances of the person and /or family situation.

Most financial support is based on a means tested financial benefit called Income Support which is designed to help towards the costs of housing, living, health needs and childcare. You can **apply for income support** if you are in a low income household, pass the residency test, and are working, looking for work or exempt for looking for work.

Special payments are one-off payments to help cover the costs of emergencies. They can be used to pay for a service (such as dental treatment) or an item (such as a replacement cooker), you must have an urgent need for the item and or service. This can be provided by either a loan or grant depending on the item. Use the details below to get in touch.



Pensions

If you're living in Jersey and you've paid contributions in the last six years, you should receive a letter from us about three months before you reach pensionable age.

This letter will include an authentication code which you can use to apply for a pension online.

If you haven't received a letter from us one month before you reach pensionable age, you can apply for a pension application form using the **online form**.

You can also use this form to apply for a pension if you:

- live outside Jersey or
- want to claim your pension early

You should complete this form as soon as possible. **We can't back-date a pension for more than six months before the date you claim.**



Eddie Clark

Ex-Military Support Liaison

Eddie, one of our Customer Insight Officers, will coordinate all applications as well as make the relevant connections to officers in the relevant services to ensure support is consolidated for the veteran. Effectively helping them navigate the products and services and guiding them on the way.

Eddie spends his day in the Customer Experience Team and has a history of being involved in the military. Eddie spent most of the 90's in the RAF after joining at the age of 16. Eddie, like a lot of ex-military personnel, spent several years trying to find his feet and eventually settled in Jersey in 2007, joining our team at CLS in 2013. Eddie can often be seen in uniform at various events across the island, usually in an official capacity as the Squadron Warrant Officer in the Jersey RAF Air Cadets.

To find out more or if you have any general questions, please get in touch with Eddie - he can answer any questions regarding your own unique situation and has lived experience of both military and civilian life in Jersey. You can email him on **clsarmedforcessupport@gov.je** or call **07829 909990**, during normal office hours.

The Armed Forces and Community Covenants exist to bring military and civilian communities together, by providing support from the Government in areas such as employment, health, social security, housing, income tax and education.



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