Delete this box and insert relevant provider branding

**[Provider Name]**

**[Contact Tel. No.]**

**[Office Address]**

**[Date issued]**

**[Participant Name]**

**[Participant Address]**

Dear **[Participant Name]**

**You must take part in a mandatory Restart Scheme activity**

I am writing to tell you about an **activity** which you must take part in.

This activity will help you prepare for, or move into, work.

If you want to find out more about this activity, please contact me using the details at the top of the letter.

What you have to do is shown below:

**Your activity is (insert details of appointment or activity)**

**On: (Date including day of the week)**

**Time: (Start/Finish time)**

**Location: (and can include 'see enclosed map')**

Your contact at **[*insert* name of appointment or activity provider]** is **[*insert* contact name].** They can be contacted on **[*insert* telephone number]**

**[If appropriate]**  **If the activity is by telephone, we will contact you on** **participant's phone number at** **time. You must be available to take the call.** (If the telephone number shown is not your correct telephone number, contact me on the number at the top of this letter to let me know. You will also need to update your Universal Credit journal or let your work coach know your correct telephone number.)

**[If appropriate]** You will be required to show evidence that you have completed the mandatory activity by providing **[*insert* evidence needed for completion e.g. an updated CV]**

Please contact me at the number on this letter to tell me if you need an approved child carer, an interpreter, help with travel costs, or any other service to be able to attend. We may be able to arrange this and cover your costs.

**If you do not take part in your Restart Scheme activity**

If you are unable to take part in your activity **you must contact me straight away and tell me why**. My contact details are at the top of this letter.

If DWP decides that you have failed to attend or fully taken part in this activity without good reason, a low level sanction will be applied to your Universal Credit payment.

The sanction will continue until:

* the day before you **[*insert* approved compliance condition]**;or
* the day before you are told that you no longer need to take part in the activity

plus, an additional period of time (7, 14 or 28 days) depending on if you have had other sanctions in the past year.

For 16/17 year olds, the second part of the sanction is a fixed period of 7 days if you have had other sanctions in the past year.

**For more information about sanctions please read your commitments.**

This tells you about sanction levels and explains how much of your Universal Credit payment you could lose. You can also contact your work coach using your online journal.

If your Universal Credit is stopped or reduced, you may be entitled to recoverable hardship payments.

**Yours sincerely**