



FREEPOST DWP
Universal Credit Full
Service

If you call us, please have
the answers to your
security questions ready

www.gov.uk/universalcredit

Telephone: 0800 328 5644
Textphone: 0800 328 1344

Welcome to the Restart Scheme

Dear Edivaldo ,

You recently met with your work coach and a Restart Scheme provider to discuss how the programme could help you find a job.

During the discussion you agreed to start on 11 August 2022 at 02.00pm.

Provider: **Ingeus**

Address: **Restart Centre: Ingeus Ingeus West Kensington. Kensington, Scale Space White City, Imperial**

College Campus, 58 Wood Lane, London, W12 7RZ

If you cannot attend this meeting please contact your provider straight away on **0800 0209989 or 020 3438 8999**

between 8am and 6pm, Monday to Friday

You must take part in the Restart Scheme.

If you do not, your Universal Credit payment may be stopped or reduced.

Use your journal to contact us if you have any questions or if you need a large print, Braille or audio version.

About the Restart Scheme

Your Restart Scheme provider will support you for up to a year from the date you start.

The scheme is the next step towards employment and will give you support to help you back into the workplace.

Claiming costs

If you need help with the costs of travel, childcare or being a carer to attend meetings, speak to your provider.

Your responsibilities

While you're on the Restart Scheme some of the meetings and activities may be mandatory. Your provider will tell you where this is the case.

During your time on the Restart Scheme you must:

- do the things your provider asks you to do to prepare for work
- take part in all meetings and phone calls arranged for you by your provider
- take part in all meetings with your work coach
- let us know straight away if your circumstances change

If you cannot attend a mandatory meeting with your provider, or you cannot do a mandatory activity they have asked you to do, you must call your provider straight away and tell them why.

If we decide you have a good reason for missing your meeting or not completing an activity you have been mandated to do, your payment will not be affected by this.

Failure to attend or take part

If we decide you do not have a good reason for failing to attend a meeting, or completing an activity that was mandatory, you may lose some or all of your Universal Credit payment. We call this a sanction.

The sanction will continue until:

- you've arranged and attended another meeting plus
- an additional period of time (7, 14 or 28 days) if you have had other sanctions in the past year

If your Universal Credit is stopped or reduced, you may

be entitled to recoverable hardship payments.

For more information about sanctions please read your commitment.

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.

Yours sincerely

Restart Scheme Universal Credit

Equality and Diversity

We treat people fairly, regardless of their disability, ethnicity, gender, sexual orientation, transgender status, marital or civil partnership status, age, religion or beliefs.

Call charges

Calls to 0800 numbers are free from personal mobiles and landlines.

Why DWP needs personal information and how we treat it

We treat personal information carefully. We may use it for any of our purposes. To learn more about information rights and how we use information, please see our DWP Personal Information Charter at www.gov.uk/dwp/personal-information-charter