

If you call or write to us, please use this reference:

jobcentreplus

Department for
Work and Pensions

[Building/Office Location]
[Office Type]
[Street]
[Town]
[County]
[Post Code]

www.gov.uk

Telephone:
Textphone:

Your work-related activity plan is in this letter

Please do the activities we've talked about

Dear

Thank you for speaking to me today. Together, we've talked about what work-related activities you can do that will help you prepare for work in the future when you are able to.

How work-related activities can help you

These activities will help you build up your skills, help build your confidence and help you to start thinking about the types of work you could do.

Please don't worry. This doesn't mean you must look for or apply for work now. It's all about helping you get into work when you're able to in the future.

What this means for you

To keep getting your full Employment Support Allowance (ESA) payments, you need to do the activities we've talked about. These are in the activity plan on page 3. Please have a look at the plan and let me know if you think there is anything wrong.

Your Activity Plan

I've filled out the plan with the activities we've talked about. We will often talk to each other about how you're getting on. Please keep your activity plan somewhere safe, do not throw it away or lose it. Can you please have your plan with you when we talk.

I'm here to support you, so please let me know if you need more information about your activity plan.

Your ESA payments could be reduced if you don't do your activities and you don't have a good reason.

If you have any questions about this letter or you need it in braille, large print, audio or email, please call .

Our opening hours are Monday to Friday, 9am to 5pm

Tell me if you can't do your activities

I understand you may have a good reason for not doing your activities.

It's really important you **speak to me before** you were going to do your activities and let me know if you can't do them. We may be able to agree a new date for you to do your activities. You can call me on . If your health condition makes it difficult to talk to me, please ask someone else to call me on your behalf.

It's very important you tell me why you didn't do your activities. If you don't let me know, I will contact you and you must let me know **within 5 working days of me contacting you** why you didn't do them.

Your ESA payments could be reduced if you don't do your activities and you don't have a good reason.

What happens if you don't do your activities

A Department for Work and Pensions (DWP) Decision Maker, will look at your case if you do not do your activities.

If they agree you have a good reason for not doing your activities, you'll get your full ESA payment.

If they decide you didn't have a good reason, or if you don't contact me, your ESA payments could be reduced. We call this a sanction. You will get a letter letting you know how much your payment will reduce by. We will pay you your full amount of benefit until a decision is made.

Other Financial Help you could get

If your ESA payments are reduced, you may be able to get a hardship payment if you can't pay for rent, heating, food or other basic needs for you or your child. Please call me on and I'll let you know more about them.

Yours sincerely

[Insert Name of Work Coach]

Activity Plan

Name:

NINO:

Activity	How will I do this	I must do this by	Helpful Information
			* add/delete rows as required

Equality and Diversity

We are committed to treating people fairly, regardless of their disability, ethnicity, gender, sexual orientation, transgender status, marital or civil partnership status, age, religion or beliefs. Please contact us if you have any concerns.

Call charges

Calls to 0800 numbers are free from landlines and mobiles.