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European Social Fund Provider Memo

To: All ESF Families Provision Providers
All ESF Senior Performance Managers

All ESF Performance Managers
All ESF Group Managers

From: DWP Change, Policy and
Planning Division

Date: 29 July 2015

Memo Serial Number: ESF LR 41

Subject: ESF Support for Families with Multiple Problems – Final Claim
Action: Information and Action
Please cascade to your suppliers.
Timing: Immediate

Summary and Action

The purpose of this memo is to confirm the information given at the Provider Telekit held on Thursday 16 July 2015 regarding the closure process for ESF Families Provision and final date for all providers to submit Outcome claims.

Background

Amendments to existing contracts have given Providers the opportunity to continue working with existing participants until 30 June 2015. The deadline for claiming all valid outcome payments is **17:00 Monday, 24 August 2015**.

The deadline of 17:00 Monday 24 August 2015 applies to all final claims for Job Outcomes and Progress Measures payments.

The information below is intended to confirm information you have already received.

Deadline for Submission of Final Claim

17:00 Monday 24 August 2015 is the deadline for the submission on Provider Referral and Payments (PRaP) of the final valid claims for Progress Measures and Job Outcome Payments. Claims made up to 17.00 will be processed and validated as per business as usual.

However, we cannot guarantee that any claims made after 17.00 on Monday 24th August 2015 will be processed and paid.

On Tuesday 25 August 2015 the contracts on PRaP will be frozen, therefore, any claims submitted on or after this date will not be processed under any circumstances and will be deemed invalid.

This deadline applies to new claims as well as previously failed validation cases that Providers resubmit.

Business as Usual Process

The process for submitting job outcome claims is business as usual.

The submitted claim will be subject to the usual off benefit checks - if it passes the check it will be paid; if it fails and the deadline has passed, the Provider will not be able to submit the claim again.

To minimise the risk of rejection, Providers should ensure that claims are submitted correctly and can be substantiated with appropriate evidence requirements prior to submitting for payment.

Resubmissions

It is essential that resubmissions reflect the feedback received on rejection (e.g. revised periods of employment or additional evidence for a later claim period) and must be reclaimed no later than 17:00 Monday 24 August 2015 in order for them to be validated.

Resubmission of claims with no additional information will be rejected.

- **Fails** – Providers should contact the participant for correct employment details, or if the participant has not achieved the required number of weeks and is still employed, the Provider should extend the 'Claim Period' in PRaP.

- **Technical Fails** – Providers to enter the correct details in PRaP, after confirming with the employer/participant.

Validation

Validation of final job outcomes claims will also follow the business as usual approach and all validation checks, including 'backing-out' invalid claims, are expected to be completed by 18 September 2015.

Validation checks include contacting the employer, providing the ESF participant has consented, or alternatively, the participant will be contacted. Several attempts will be made to make contact by all means available (e.g. phone, fax, email or post) in order to validate each job outcome. The Provider should therefore make sure they provide as much information as possible to support the claim.

The potential outcomes following the validation checks are:

Pass Validation

- The participant has achieved the required number of weeks (13 or 26) in work within the 'Claim Period'.

Fail Validation

- The participant has not achieved the required number of weeks (possibly never started) or the Provider has not supplied adequate contact details in order for the job outcome to be validated.

Technical Fail

- The participant is working for a different employer, possibly an agency, subcontractor or working on a self-employed basis.

Unable To Contact

- Following several attempts (using different methods) we have been unable to contact the employer/participant or they cannot/refuse to provide adequate information.

If the job outcome claim is rejected due to a 'Fail' or 'Technical Fail' the Provider will be notified prior to the outcome being 'Backed Out'. This means the payment is automatically recovered from the Provider.

After 17:00 Monday 24 August 2015 Providers will not be able to reclaim any cases that are treated as 'technical fails' or 'unable to contact'. It is essential that Providers

only submit claims that are valid against Job Outcomes and Progress Measures definitions.

Completers

Providers do not need to enter the 'completer reason' or 'end date' field on 'open' participant records on PRaP. This activity will be managed by DWP.

Further Information and Contact Details

DWP Provider Guidance Version 5 of Chapter 7 – Payments, Timing and Evidence Requirements of the ESF Support for Families with Multiple Problems (England) will be published on the Internet very shortly.

Chapter 5 Evidencing/Validating Payments – Job Outcomes and Sustained Job Outcomes of DWP Generic Provider Guidance can be found on the internet.

Information on the definitions for job outcome payments can be found in memo serial number 039 dated 24 November 2014.

All enquiries on the subject of this Memo should be raised with your Performance Manager in the first instance; they will endeavour to provide you with an answer as soon as possible.

Regards

European Social Fund Policy Team