

Withdrawn

This publication is withdrawn.

This publication is no longer current.



Chapter 9: Financial Procedures and Claiming Payment

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Introduction

9.01 This Chapter outlines the process to be followed for claiming payment of Group Work “JOBS II” trial. Payments will be made in arrears for each calendar month after DWP has received your monthly claim form.

Eligibility

9.02 Before submitting any claim, you will need to assure yourselves that you only submit claims for payment to which you are entitled.

9.03 You must provide evidence (with payment in arrears following verification) of the number of Group Work “JOBS II” courses delivered during the period of claim and the number of claimants attending those courses by completing the claim form

9.04 To do this, you will be expected to maintain a robust system of internal control which must include appropriate checks, monitoring arrangements and adequate records to demonstrate that you are entitled to make a claim.

9.05 The minimum number of claimants attending a Group Work “JOBS II” Course on the first day must be 10 for the claim to be valid.

9.06 DWP at its sole discretion retains the right to pay a Course Delivery Fee where less than 10 claimants attend the course on day one in the following circumstances only and without prejudice to its other rights in their contract

9.07 A completed exemption template and supporting evidences should be submitted, if required, for any customers who’s Minimum Performance Levels



MPLs or Customer Service Standards CSSs are breached. More information regarding exemptions reports can be found on [Chapter 8](#).

9.08 Claims can only be made monthly in arrears from the end of each eligible monthly period.

Claim Process

9.09 You will:

- identify the number of Group Work “JOBS II” Courses that will be the basis of your claim by the end of each reporting month. It is your responsibility to ensure the claim form is completed accurately and submitted on time by **the 3rd of the month following the invoice month**
- ensure that it is at all times compliant with Data Protection Legislation in relation to sharing personal data with DWP
- ensure that appropriate MI systems are in place to record claims and payments received under this process; and
- submit the claim form for payment following the end date of each completed month. Submit it to:
DISABILITYEMPLOYMENTPROVISIONPOLICY.ENQUIRIES@DWP.GSI.
GOV.UK

Please note: claim forms returned to Providers for correction must be returned to
DISABILITYEMPLOYMENTPROVISIONPOLICY.ENQUIRIES@DWP.GSI.
GOV.UK within 10 working days.

9.10 You should direct any enquiries regarding payments for Wellbeing at Work trials to the following email address:
DISABILITYEMPLOYMENTPROVISIONPOLICY.ENQUIRIES@DWP.GSI.GOV.UK

Payment Validation Process

9.11 You will be required to hold adequate information to support delivery of the Reception Interview and attendance at the Group Work “JOBS II” Courses to evidence claims for payment.

9.12 The records maintained need to be sufficient not only to support any claims but also to allow internal management checks and independent validation. The records maintained should document how and when the performance



information was obtained and should be available to test by the Department and other external bodies.

- 9.13 The Department reserves the right to carry out pre or post payment checks, of fees paid to you under these contracts. This may include sampling and extrapolation of payments.
- 9.14 You must keep key documentation about the delivery of provision for a period of 6 years following the end of the contract period. It is the prime Provider’s responsibility to ensure that documents and data are robust. You must have robust systems in place to ensure that documentation (paper or electronic) is securely held and are easily accessible.
- 9.15 Responsibility for claiming the Group Work “JOBS II” courses payment lies with you.
- 9.16 Payment will be made directly to your bank account by DWP (as per the account identified for payments under the Contract) who will validate and pay the claim.
- 9.17 You shall promptly notify and repay to the DWP any incorrectly paid invoices by the DWP for any reason. For more information regarding timeframes notifying and repaying the Department please refer to your contract.
- 9.18 You shall notify the DWP immediately of any actual or suspected impropriety or financial irregularity in connection with this payment and the DWP shall have the right, at its absolute discretion, to insist on such corrective steps that it deems necessary.