

# Withdrawn

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## **Annex 1 – Provider Referrals and Payment System (PRaP)**

**NOTE: THE GUIDANCE IN THIS ANNEX APPLIES TO ALL PROGRAMME REFERRALS PRIOR TO 25<sup>th</sup> OCTOBER 2015 EXCEPT REMPLOY**

### **Guidance for Remploy Ltd only – April 2015**

Remploy Ltd only should follow alternative instructions in Annex 1a from April 2015

### **FOR PROGRAMME REFERRALS FROM 25<sup>TH</sup> OCTOBER 2015** **ALL**

### **PROVIDERS SHOULD FOLLOW GUIDANCE IN ANNEX 1a**

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### **General Information**

A1.1. The Provider Referrals and Payments (PRaP) system enables secure, automated exchanges of information about customers referred to provision and payments from DWP to Prime Providers.

A1.2. Providers will access PRaP via Government Gateway; they download information to manage on their individual systems and update information about customer progress into PRaP; payment claims and calculations are generated automatically. Provider security requirements can be found on the contract [Terms and Conditions](https://www.gov.uk/government/collections/dwp-procurement-policies-and-procedures#terms-and-conditions-of-contract) page at <https://www.gov.uk/government/collections/dwp-procurement-policies-and-procedures#terms-and-conditions-of-contract>

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A1.3. The PRaP system also provides DWP and Providers with transparent data about the cost and performance of CEP, supporting contract and performance management.

A1.4. For further information about PRaP, please see our [Questions and Answers](#) PDF.

A1.5. If you have a further query about the system, you can contact the PRaP Operational Support Team on [prap.support@dwp.gsi.gov.uk](mailto:prap.support@dwp.gsi.gov.uk) .  
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### Security

A1.6. To access and use the system, you have to meet your responsibilities under the Data Protection Act to keep all DWP data securely and confidentially. Providers should be aware that system security monitoring is carried out.

A1.7. [Terms and Conditions of PRaP use](#)

A1.8. [DWP Provider Security information](#)

### PRaP Operational Support Team (POST)

A1.9. Providers can request live help and support with queries about user access, system availability and payments from a dedicated DWP team.

A1.10. The PRaP Operational Support Team (POST) is available Monday to Friday, 9.00 to 16.00.

Contact the Help Line on 0845 604 5406 or send your query by email to [prap.support@dwp.gsi.gov.uk](mailto:prap.support@dwp.gsi.gov.uk) .  
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### Additional Work Choice Specific PRaP Information

A1.11 The following paragraphs outline how claims and payments are made for Work Choice and should be read in conjunction with Section 16 of this Guidance.

A1.12 The **PRaP actions for claiming Work Choice job outcomes are given in the table below:**

Type of Job Outcome	PRaP Claim Input Action
<b>Work Choice Definition: Short Job Outcome</b>	<b>Unsupported</b> i.e. where the participant is <b>not</b> supported

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<p>Supported or Unsupported employment of 16 hours per week or more expected to last 13 weeks and started prior to, (or, for <b>unsupported</b> job, within 6 weeks of) leaving Module One.</p> <p><u>For information only:</u> <b>DWP Standard Definition: Short Job Outcome</b></p> <p>Employment of 16 hours per week or more expected to last 13 weeks and started within 6 weeks of leaving provision.</p>	<p>in employment by the Work Choice Provider:</p> <p>Participant leaves the Work Choice Programme from Module One.</p> <p>This type of Short Job Outcome will be paid via PRaP – see standard generic PRaP guidance for claims procedure.</p> <p><b>Supported</b> i.e. where the participant <b>is</b> supported in employment by the Work Choice Provider:</p> <p>Participant remains on the Work Choice Programme and enters Module Two or Three.</p> <p>Note: If the participant was referred to the programme <b>before 25 July 2012</b> - Claims for the Supported Short Job Outcome must be claimed clerically.</p> <p>These claims must be made using form <b>PRaP11 (Work Choice)</b> which can be found, together with notes on its completion, in Section 16 of this guidance. This form permits up to six supported job outcomes to be claimed. Claims in any other format will be rejected.</p> <p>If the participant was referred to the programme <b>from 25 July 2012 onwards</b> the Supported Short Job Outcome will be paid via PRaP (See paragraphs A1.16 <i>et seq</i> below for further information about PRaP data entry)</p>
<p><b>Work Choice Definition: Sustained Job Outcome</b></p> <p>Sustained employment of 16 hours per week or more for at least 26 weeks out of a period of 30 weeks <b>after leaving the</b></p>	<p><b>Sustained Job Outcome:</b></p> <p>This type of Job Outcome will be paid via PRaP – see standard generic PRaP guidance for claims procedure.</p> <p>When inputting a claim for the sustained</p>

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<p><b>Work Choice programme.</b></p> <p>NOTE: When the Short Job Outcome was in supported employment, this 26-30 week period will commence on the day that the participant progresses into <b>unsupported</b> employment and Work Choice support is withdrawn.</p> <p><u>For information only:</u> <b>DWP Standard Definition: Sustained Job Outcome</b></p> <p>Sustained employment of 16 hours per week or more for at least 26 weeks out of a period of 30 weeks</p>	<p>job outcome payment, PRaP will prompt you for the date of the start of the job.</p> <p>If the participant entered <b>unsupported</b> work from Module One – you should follow standard PRaP guidance and input the date the unsupported job started.</p> <p><u>But you should note:</u> If the participant progressed from a period of <b>supported</b> employment in Module Two or Three – <u>you must input the date that you withdrew Work Choice support and unsupported employment began.</u></p>
<p><b>Retention Definition</b></p> <p>If, following your intervention, an employee sustains their employment with their existing employer for at least 26 weeks out of 30, <b>from the date that Work Choice support is withdrawn.</b> You will <b>claim a sustained job outcome</b>, as the participant is leaving a period of <b>supported</b> employment.</p>	<p><b>Retention claim</b></p> <p>Claim a sustained Job Outcome for a participant progressing from <b>supported</b> employment, as above.</p>

### Evidencing your claim

A1.13 Section 16 of this Guidance states that, for the purpose of evidencing claims from providers, DWP will, broadly speaking, apply two different approaches – either an off-benefit check which is performed by the Department and used as a proxy for the individual being in work, and/or evidence that is supplied by the provider.

A1.14 However, an off-benefit check cannot be performed where a participant enters a job that is ‘expected to last’ therefore you will be expected to supply evidence. Acceptable evidence is detailed in Section 16 of this Guidance.

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A1.15 You must ensure that all job outcome claim dates, whether recorded electronically or clerically, correspond exactly with dates supplied by employers to evidence your claim.

### PRaP Latest Release - actions from 25 July 2012

**Note:** the procedure described in the following paragraphs applies **only** to participants referred to Work Choice **from 25 July 2012**. All referrals made before 25 July 2012 must use the PRaP 11 clerical process as detailed in Section 16 of this guidance.

A1.16 From 25th July 2012, Work Choice was rebuilt in PRaP to allow you to successfully record/claim ALL of the following:-

- Provision Start Date
- Module 1 End Date
- Supported Short Job Outcome
- Provision End Date
- Unsupported Short Job Outcome
- Unsupported Sustained Job Outcome

A1.17 Certain actions under the new build require that you 'ship' multiple lines. It is imperative that you take this action correctly to ensure that your performance management information (MI) is accurate.

A1.18 Referrals received from 25th July 2012 for New and Transition customer groups appear as follows:

- WKC0001 – Provision Start Date
- WKC0002 – Module 1 End Date
- WKC0003 – Supported Short Job Outcome (£0)\*
- WKC0004 – Short Job Outcome Payment
- WKC0005 – Provision End Date
- WKC0006 – Unsupported Short Job Outcome (£0)\*
- WKC0007 – Unsupported Sustained Job Outcome Payment

\* Note: the (£0) Zero Value lines are MI in support of the payment lines.

Input to these lines should be as follows:

A1.19 When inputting **Provision Start Date** you will be asked for the following pieces of information:

Unique Reference:

- This is something to easily identify this ASN to you. It could be a reference which relates directly to your own system, or something to help you identify this customer.

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### Date 1

- This is the date the customer started on the Provision. You must record a formal start on the Work Choice programme at the point when the customer agrees to become a participant in Work Choice. You should be clear that your obligations as your participant's Work Choice Provider begin on the start date you input into PRaP.

### Date 2

- This is the anticipated end date of Provision. **Note:** as Work Choice may potentially support a participant indefinitely, please use your Work Choice contract end date as the anticipated end date of Provision.

A1.20 When inputting **Module 1 End Date**, the following information should be recorded:

#### Unique Reference:

- This is something to easily identify this ASN to you. It could be a reference which relates directly to your own system, or something to help you identify this customer.

### Date 1

- The date the customer finished Module 1

### Date 2

- The same as date 1

A1.21 When inputting **Provision End Date** the following information should be recorded:

#### Unique Reference:

- This is something to easily identify this ASN to you. It could be a reference which relates directly to your own system, or something to help you identify this customer.

### Date 1

- The date the customer finished on Provision

### Date 2

- The same as date 1

## Short Job Outcomes (Supported and Unsupported)

A1.22 Each referral has **3** lines to allow you to claim a short job outcome.

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A1.23 In most cases you will need to 'ship' 2 lines when claiming an outcome. This will ensure you notify us of the type of outcome, while at the same time making sure you receive your payment.

The following lines are available for shipment related to Short Job Outcomes:

- Supported Short Job Outcome (Zero Value)\*
- Short Job Outcome Payment
- Unsupported Short Job Outcome (Zero Value)\*

\* Note: the Zero Value lines are MI in support of the payment lines.

The following scenarios illustrate the process:

### A1.24 Scenario 1 – Customer Moves into Supported Work

1. Ship the 'Supported Short Job Outcome' line
2. Date 1 = Start date of supported work
3. Date 2 = Same as date 1
4. Ship the 'Short Job Outcome Payment' line
5. Date 1 = same date as input at step 2
6. Date 2 = same date as input at step 3

The combination of the 2 lines confirm to us that this customer has started supported work, for which you have claimed a job outcome payment.

All of the above actions **MUST** be taken at the same time.

### A1.25 Scenario 2 – Customer starts supported work, which then becomes unsupported (i.e. progresses)

1. Follow steps as above to claim a supported job outcome
2. Record the end of Provision date as per the existing process
3. Ship the 'Unsupported Short Job Outcome' line
4. Date 1 = Start date of the **unsupported** work
5. Date 2 = same as date 1

The fact that this line has been shipped on its own, with dates different to those input when the supported short job outcome was claimed confirms to us that this customer was originally in supported work, and is now in unsupported work. (i.e. an unsupported, unpaid short job outcome – termed a Progression).

With the exception of step 1, all of the above actions **MUST** be taken at the same time.

**Note** – Progressions can only be recorded on referrals for **new and retention** customers.



**A1.26 Scenario 3 – Customer moves straight into Unsupported Work**

1. If applicable, record the Module 1 end date
2. Record the end of Provision date as per the existing process
3. **IMPORTANT - wait 2 hours before taking the next steps to allow PRaP to update the module 1/provision end date**
4. Ship the 'Unsupported Short Job Outcome' line
5. Date 1 = Start date of the unsupported work
6. Date 2 = same as date 1
7. Ship the 'Short Job Outcome Payment' line
8. Date 1 = same date as step 5
9. Date 2 = same date as step 6

Shipping these lines, along with the fact that the 'Supported Short Job Outcome' line has **not** been shipped confirms to us that this customer has moved straight into unsupported work.

**Referrals for Retention Customers**

A1.27 Referrals received from 25th July 2012 for this customer group appear as follows:-

- WKC0001 – Provision Start Date
- WKC0002 – Module 1 End Date
- WKC0005 – Provision End Date
- WKC0006 – Unsupported Short Job Outcome (£0)
- WKC0007 – Unsupported Sustained Job Outcome

Supported short job outcomes cannot be claimed for Retention customers, however, progressions into unsupported work should be recorded against the unsupported short job outcome line.

**The End Reason field**

A1.28 When ending a transaction in PRaP an End Reason must be added from a drop-down list. PRaP's standard End Reason descriptors are not useful for Work Choice MI and have been amended as in the table below.

A1.29 With effect from November 2013 please select the PRaP Leaver Code number that corresponds with the Work Choice end reason descriptor in the right-hand column.

<b>PRaP Leaver Code number</b>	<b>Standard End Reason Descriptor - NOT used in Work Choice</b>	<b>WORK CHOICE END REASON DESCRIPTOR</b>
1	Found Work	Started Unsupported Employment (paid or unpaid Job Outcome)
36	No Longer Engaged with JCP/Provider	Left MODULE ONE early (i.e. participated for less than 6 months) without achieving Supported or Unsupported Employment
37	No Longer Eligible	Left during MODULE TWO without achieving Unsupported Employment ( i.e. without achieving Progression)
38	Transferred to another Provider/Provision	Left during MODULE THREE without achieving Unsupported Employment ( i.e. without achieving Progression)
39	Completed Provision	Left MODULE TWO or THREE having achieved Progression to Unsupported Employment
41	Excluded	Completed MODULE ONE (i.e. participated for 6 months up to 12 months maximum) without achieving Supported or Unsupported Employment.