Withdrawn

This publication is withdrawn.
The publication is no longer current.

Annex 1a: Provider Referrals and Payment System (PRaP)

This Section pertains to referrals to Work Choice made from 25th October 2015 until the commencement of the current contracts' extension period in England and Wales, and to referrals in Scotland until 31st March 2017.

> **Note: Remploy Ltd only** should follow the guidance in this annex from **April 2015** until the commencement of the current contracts' extension period in England and Wales, and to referrals in Scotland until 31st March 2017

For guidance pertaining to all referrals to Work Choice in England and Wales made **during** the current extension period, specifically referrals from 25th April 2017 for contracts originally awarded in 2010, and from 7th April 2017 for Remploy, please see "Work Choice Provider Guidance: Post-April 2017" version which will be found on GOV.UK : https://www.gov.uk/government/collections/dwp-provider-guidance

This annex covers:

General Information

1a.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.

1a.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.

1a.3   The PRaP system also provides DWP and Providers with transparent data about the cost and performance of CEP, supporting contract and performance management.

1a.4   For further information about PRaP, please see our Questions and Answers

1a.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

Security

1a.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.

Terms and Conditions of PRaP use

DWP Provider Security information

PRaP Operational Support Team (POST)

1a.7   Providers can request live help and support with queries about user access, system availability and payments from a dedicated DWP team.

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 .

Work Choice Specific PRaP Information

The following paragraphs outline how claims and payments are made for Work Choice for referrals from 26th October 2015 and should be read in conjunction with Section 16a of this Guidance.

1a.8   NOTE: From April 2015 Work Choice was rebuilt in PRaP to make use of the 13 week 'has lasted' short job outcome functionality. This was to enable Remploy Ltd to use the PRaP system. From 26th October 2015 all Work Choice providers will operate under the new functionality.

1a.9   Under the original Work Choice contract the definition of a Job Outcome had been 'expected to last', meaning an outcome could be claimed at the point the customer started work. Under the Extension contract the new definition means a customer must be in work for 13 weeks before a claim can be made.

1a.10 As before, certain actions under the new build require that you 'ship' multiple lines in certain ways. <u>It is imperative that you take this action correctly to ensure that your performance management information is accurate.</u>

Referrals for New Participants

1a.11 The new validation regime requires you to complete the job details screen prior to recording certain activities, including input against all job outcome lines. Instructions on how to complete the job details screen can be found within the Oracle User Productivity kit (UPK) under topic 'Provider Manage Outcomes', with the relevant recordings being 'Enter Job Details', 'Update Job Details', View Job Details' and 'Delete Job Details'.

1a.12 Referrals received from 7th April 2015 for new customers will continue to appear as follows, but with slightly different item numbers. The additional of '2' after 'WKC' identifies that this referral has been created under the new functionality:-

- WKC2001 – Provision Start Date
- WKC2002 – Module 1 End Date
- WKC2003 – Supported Short Job Outcome (£0)
- WKC2004 – Short Job Outcome Payment
- WKC2005 – Provision End Date
- WKC2006 – Unsupported Short Job Outcome (£0)
- WKC2007 – Unsupported Sustained Job Outcome Payment

1a.13 The following paragraphs provide information on what activity you need to perform within PRaP.

1a.14 IMPORTANT – a short job outcome can be made up of a combination of supported and unsupported work. As such, it is imperative that you record the correct dates at the relevant points to ensure your performance MI is accurate.

Provision Start Date

1a.15 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.
- Date 1
  - This is the date the customer has started on the Provision, as defined by the Work Choice policy
- Date 2
  - This is the anticipated end date of Provision

Module 1 End Date

1a.16 Prior to entering a Module 1 end date, the job details screen will need to be completed with certain pieces of information. This is due to the fact that we use PRaP outcome functionality to record this date.

1a.17 The following details will need to be entered:-

- Employment Type = Employment
- Job Title = Module 1 End
- Job Start Date = Date the customer finished Module 1
- Job End Date = Date the customer finished Module 1
- DWP Permitted to contact employer = No

1a.18 All the rest of the mandatory fields must then be completed with 'N/A'

1a.18 Once the job details screen has been updated, the Module 1 end date can be recorded with the following 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.
- Date 1
  - The date the customer finished Module 1
- Date 2
  - The same as date 1

Provision End Date

1a.20 The following information needs to 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 customer's last day on provision
- Date 2
  - The same as date 1
- End Reason
  - The reason the provision has ended

Short Job Outcomes (Supported and Unsupported)

1a.21 Each referral has 3 lines to allow you to claim a short job outcome.

You may need to 'ship' multiple 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.

1a.22 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)

1a.23 Prior to recording details against any of the outcome lines, the job details screen must be completed with details of the job that the customer has moved into. Please note: it is the Supported / Unsupported status of the employment the customer has moved into <u>at the Job Entry Point</u> which determines the type of outcome which may be claimed.
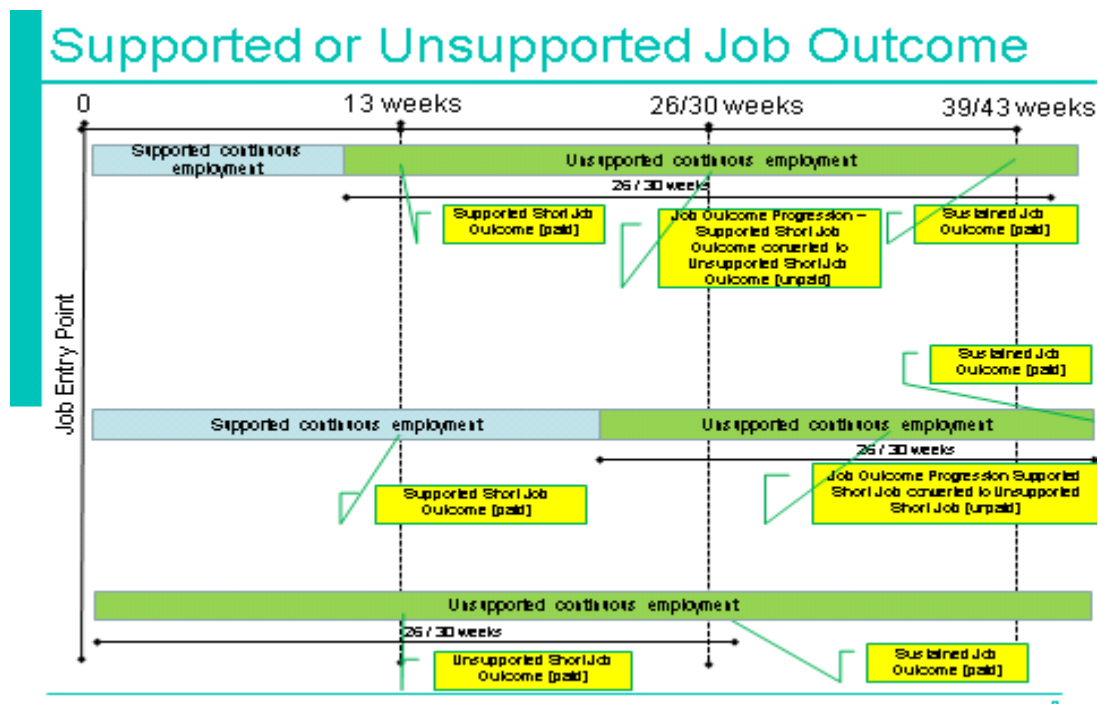
Scenario 1 – Customer Moves into Supported Work

1. Ship the 'Module 1 End' line (as above)

At this point, there is no further action required until you either become entitled to claim your short job outcome at 13 weeks, or the supported work becomes unsupported.

The input against the Module 1 end line, combined with the lack of any further input against outcomes and end provision lines confirms that the customer is currently in supported work, with the outcome claim in the pipeline.

This action must be taken promptly to ensure the MI is accurate at the time of production.

Scenario 2 – Customer remains in supported work until the 13 week outcome qualification date

1. Ensure the steps in Scenario 1 (above – Customer Moves into Supported Work) have been followed.
2. Complete the 'Job Details' screen with details of the job
3. Ship the 'Supported Short Job Outcome' line
   – Date 1 = start date of the supported work
   – Date 2 = qualifying date for the job outcome
4. Ship the 'Short Job Outcome Payment' line with the same dates used at step 3

Using the same dates at step 3 and 4 confirms that the customer has been in supported work for the duration of the 13 week outcome claim

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

Scenario 3 – Customer moves from supported into unsupported work *before* the 13 week outcome date

1. Ensure the steps in Scenario 1 (above – Customer Moves into Supported Work) have been followed
2. Ship the Provision End Date (see above) with reason 'Found Work'
3. Complete the 'Job Details' screen with details of the job
4. Ship the 'Supported Short Job Outcome' line
   – Date 1 = start date of the supported work
   – Date 2 = end date of the supported work

The fact that the end provision line has been recorded with a reason of found work, along with the supported job outcome line also being shipped confirms that the customer was in supported work which has now become unsupported. The lack of input against the short job outcome payment line confirms that the outcome claim is in the pipeline.

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

Scenario 3 (cont.) – Customer who has moved from supported into unsupported work *before* the 13 week outcome date, then qualifies for the 13 week outcome claim.

1. Ensure the steps in Scenario 3, above, have been followed
2. Complete/update the 'Job Details' screen if required
3. Ship the 'Unsupported Short Job Outcome' line
   – Date 1 = start date of the *unsupported* work
   – Date 2 = qualifying date for the job outcome
- Ship the 'Short Job Outcome Payment' line
   – Date 1 = start date of the *supported* work
   – Date 2 = qualifying date for the job outcome

The fact that the supported and unsupported outcome lines have been input with different dates which make up the duration of the outcome payment line confirms that the customer started in supported work which became unsupported within the 13 week qualifying period.

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

Scenario 4 – Customer moves from supported into unsupported work *after* the 13 week outcome date

1. Ensure the steps in Scenario 2, above, have been followed
2. Complete/update the 'Job Details' screen if required
3. Ship the Provision End Date (as above) with reason 'Found Work'
4. Ship the 'Unsupported Short Job Outcome' line
   – Date 1 = start date of the unsupported work
   – Date 2 = same date as date 1

At this point the short job outcome has been claimed using the same dates as recorded on the supported outcome line so this, combined with the dates recorded above confirms that the customer's work has now become unsupported.

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

Scenario 5 – Customer moves straight from Module 1 into Unsupported Work

1. Ensure steps in Scenario 1, Customer Moves into Supported Work, have been followed
2. Ship the Provision End Date (above) with reason 'Found Work'

At this point, there is no further action required until you become entitled to claim your short job outcome at 13 weeks.

The input against the provision end line with the reason of 'Found Work', but no input against the supported outcome line confirms that the customer is currently in unsupported work, with the outcome claim in the pipeline.

This action must be taken promptly to ensure the MI is accurate at the time of production

Scenario 5 (cont.) – Customer who has moved straight from Module 1 into Unsupported Work, then qualifies for the 13 week outcome claim

1. Ensure steps in Scenario 5 (Customer moves straight from Module 1 into Unsupported Work) have been followed
2. Ship the 'Unsupported Short Job Outcome' line
   – Date 1 = start date of the unsupported work
   – Date 2 = qualifying date for the job outcome
3. Ship the 'Short Job Outcome Payment' line with the same dates used at step 3

Using the same dates at step 3 and 4 confirms that the customer has been in unsupported work for the duration of the 13 week outcome claim

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

Referrals for Retention Customers

1a.24 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
   • WKC0007 – Unsupported Sustained Job Outcome

1a.25 Supported short job outcomes cannot be claimed for Retention customers, however, progressions into unsupported work should be recorded by ensuring that the end provision line is shipped with reason 'Found Work' when the customer moves into unsupported work.

The End Reason field

1a.26 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.

1a.27 Please select the PRaP Leaver Code number that corresponds with the Work Choice end reason descriptor in the right-hand column.

Work Choice Guidance

PRaP Leaver Code number	Standard End Reason Descriptor - **NOT** used in Work Choice	WORK CHOICE END REASON DESCRIPTOR
1	Found Work	Started Unsupported Employment (paid or unpaid Job Outcome) NB Leaver Code 1 MUST be used for ending provision due to starting unsupported work
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.