

# Withdrawn

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## Chapter 10: The Provider Referral and Payment System (PRaP)

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This Section pertains to all referrals to SES provision during the contracts' extension period nationally from November 2018. For guidance pertaining to all referrals to SES made prior to this extension period please see the previous versions of SES Provider Guidance which has been retained on GOV.UK for reference:

#### SES Stage 2

<https://www.gov.uk/government/publications/specialist-employability-support-provider-guidance-effective-from-september-2017>

#### SES Stage 1

<https://www.gov.uk/government/publications/specialist-employability-support-provider-guidance>

### General Information

10.01 This guide should be read in conjunction with the SES PRaP 2 User Guidance and User Productivity Kit (UPK) help on the help section on PRaP.

10.02 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.

10.03 Providers access PRaP via DWP Authenticate; you download information to manage on your 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 page at <http://www.dwp.gov.uk/supplying-dwp/doing-business-with-dwp/terms-and-conditions>

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

10.05 For further information about PRaP, please see our Questions and Answers at: <http://www.dwp.gov.uk/docs/prap-qanda.pdf>

10.06 More information on the PRaP system can be found at: <https://www.gov.uk/government/publications/Provider-referrals-and-payments-prap-system-for-dwp>

### **PRaP Operational Support Team (POST)**

10.07 The PRaP Operational Support Team (POST) will carry out administration and approval functions to support your referrals and payments on PRaP. Further information and full details of the POST role can be found in the PRaP UPK guidance, which is available within the PRaP on-line help function.

10.08 If you have a further query about the system, you can contact the PRaP Operational Support Team (POST) on [prap.support@dwp.gsi.gov.uk](mailto:prap.support@dwp.gsi.gov.uk) or contact the Help Line on 0345 604 5406 option 2.

10.09 Providers can request live help and support with queries about user access, system availability and payments from the PRaP Operational Support Team (POST) Monday to Friday, 9.00 to 16.00.

### **Security**

10.10 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.

10.11 Providers must ensure they meet relevant security requirements when contracts go live and continuously therefrom. DWP Provider Security information is also to be found at <http://www.dwp.gov.uk/supplying-dwp/doing-business-with-dwp/terms-and-conditions/>

### **Using the PRaP System**

10.12 Providers of SES will use the Provider Referrals and Payments (PRaP) system to receive their referrals and to record Customer activity.

10.13 When SES start/outcomes are entered into PRaP it will prompt the system to release a payment, subject to validation by DWP.

10.14 It should be noted that while the vast majority of referrals will be made through PRaP, there may be a very small number of referrals made clerically, not through PRaP. These are cases where JCP has granted the customer 'Special Customer Record Status' due to certain personal circumstances (further information regarding SCRs is available at; [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/278159/pg-chapter-2.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/278159/pg-chapter-2.pdf)).

10.15 Direct access to PRaP will be limited to Prime Providers/Contract Holders.

10.16 Providers must ensure they update SES referrals on the Provider Referrals and Payments (PRaP) system at key intervals.

10.17 SES Providers should note: there is no Programme-specific PRaP actions for Specialist Employability Support.

### **PRaP Actions**

10.18 The Oracle User Productivity Kit (UPK) is available to access via the 'Help' function within PRaP. UPK should be used in conjunction with this guidance and the SES 2 PRaP User Guidance to ensure accurate and timely input.

### **Acknowledging Referrals in PRaP**

10.19 The acknowledging action must be taken, unless this has been identified as an inappropriate referral, in which case it must be rejected. Following on from the warm handover from Jobcentre plus, you will be able to view the referrals the following day.

Please refer to the SES 2 PRaP User Guidance on how to complete this activity.

**Consequence** Failure to accept a referral will mean that you are unable to register an attachment and therefore be unable to claim any Job Outcome payments.

### **Start Provision**

Please refer to the SES 2 PRaP User Guidance for a full breakdown on how to complete this activity

10.20 Unique Reference - This is something to easily identify this Advanced Shipment Notice 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 on which the claimant commenced Start back/ Main programme.
- Date 2 – This is the anticipated end date of Provision.

You must not start work with the customer until their start date has been entered in PRaP.

## End Provision

Please refer to the SES 2 PRaP User Guidance for a full breakdown on how to complete this activity.

10.21 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 customers last date on provision.
- Date 2 – the customers last date on provision.
- End Reason – the reason the provision has ended

Standard Leaver Reason Descriptor
Found Work
No Longer Engaged with JCP/Provider
No Longer Eligible
Transferred to another Provider/Provision
Completed Provision
Excluded

Standard Rejection Reason Descriptor
Provision unavailable
Customer already on provision
Customer not eligible
Other
Excluded

Standard Cancellation Reason Descriptor
No Contact
Did not attend interview
Did not start

## Job Details Screen

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. It's

crucial that the Job details screen is filled out accurately and with as much information as possible as this is where the validation team will get the core of their information from in order to validate your claim. The more detailed information that is entered will make it easier for your outcome claim to be validated. Please refer to the SES 2 PRaP User Guidance for a full breakdown on how to complete this activity.

### **Job Outcomes**

- Please refer to the SES 2 PRaP User Guidance for a full breakdown on how to complete this activity.

Date 1 = start date of work

Date 2 = qualifying date for the job outcome

The Short Job Outcome has to be 13 weeks and the Sustained Job Outcome must be at least 26 weeks out of 30 Weeks.

### **PRaP 14 Process – Backing Out**

10.22 Providers must not remove job details from the mandatory fields in PRaP at any time. Should you identify any data input errors (e.g. incorrect dates / invalid claim), you can request for it to be removed / amended using the required form PRaP 14 as detailed in [annex 1](#).

Note: When you request a claim to be removed (backing out) the POST team will check whether any other fees already paid would be adversely impacted by the changes requested. If so, the form will be rejected and returned to the provider with an explanation for the rejection. You will be asked to review the request and if appropriate, resubmit the form to include all payments to be backed out.