

Withdrawn

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Department for Work and Pensions

Work Programme Live Running Memo

To: Work Programme Providers

From: PRaP Operational Support Team
Provider Payment Validation Team

Memo Serial Number: 159

Date: 25 June 2014

Subject: PRaP17 Process

Action: For information and action

Timing: Immediate

Background

The management of the removal of Work Programme sustainments which have failed the off benefit check has, to date, been a manual process requiring you to complete and submit a PRaP17 form. We are pleased to confirm that from 30/06/2014 this process will no longer apply, completely removing the need for any manual intervention by you. From this date, any PRaP17's sent will be rejected.

Summary and action

With immediate effect, we will use the on hold report to proactively remove any sustainments that have failed the off benefit check.

This process does not replace the PPVT1 process for paid sustainments and/or job outcomes.

The only exceptions to this process are any outcomes which have been placed on an 'End of Allotted Time' hold. This functionality is part of the identification and management of outcomes claimed after the end of the customer's allotted time. To ensure this control remains effective, outcomes with this hold applied must remain on hold. [The attached appendix](#) provides more information on how the end of allotted time hold functionality works.

Work Programme Live Running Memo 142 provided details on the process to follow for outcome claims with a potential Universal Credit interest. We will ensure any claims covered by this process are not removed until the relevant validation has taken place.

There are currently over 30,000 sustainments on hold within PRaP, so there will be a period of 3-4 weeks where we will concentrate on clearing this

backlog. Once this has been completed, we will issue a further bulletin to confirm that we are entering business as usual. We would appreciate your patience during this period.

Further information and contact details

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

Work Programme Provision Enquiries Team

EAT appendix

There are 2 scenarios where an end of allotted time (EAT) hold could be applied to a sustainment outcome, with the driver for both being whether an off benefit check (OBC) has been placed on the current or any previous sustainments. This is one of the system controls in place to identify and manage payments when the customer's EAT has passed. As such, any sustainments where the EAT hold has been applied will remain on hold.

1. Sustainments placed on both OBC and EAT hold

System criteria for applying both holds:-

1. The off benefit check confirms a benefit interest within the 28 day period (OBC hold)
2. Date 2 of the period is after end of allotted time (EAT hold)

2. Sustainments placed on EAT hold only

System criteria for applying EAT hold only:-

1. Sustainment has passed the OBC
2. Date 2 is after end of allotted time
3. A previous sustainment is still on hold

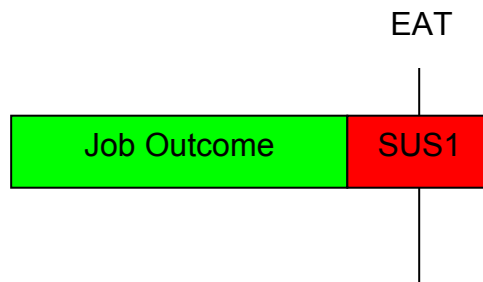
PRaP recognises that if a sustainment is on hold and the end of allotted time has passed, no further sustainments can be paid as, by definition, there must be a gap of up to 28 days (depending on how the held sustainment spans the end of allotted time) between valid periods. At some point in the current sustainment 'journey', a sustainment must have failed an OBC initially as this is the key driver to the EAT functionality working. Scenario 1 confirms that any

sustainment failing the OBC is invalid which means that any subsequent sustainments must also be invalid.

Some examples of both scenarios are on the next page.

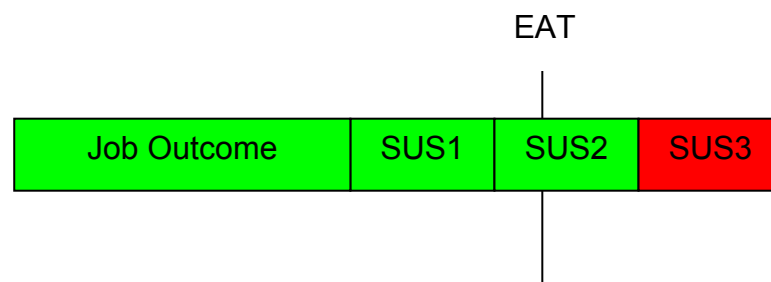
Scenarios where both OBC & EAT Holds are applied

Scenario 1



Sustainment 1 fails the off benefit check so an OBC hold is applied. As date 2 of the period is after EAT, an EAT hold is also applied.

Scenario 2



Sustainment 1 and 2 both pass the OBC so are paid. Sustainment 3 fails the off benefit check so an OBC hold is applied. As date 2 of the period is after the end of allotted time, an EAT hold is also applied.