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Chapter 11: The Provider Referral and Payment System (PRaP)

Contents

General Information

11.01 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.

11.02 Providers access PRaP via Government Gateway; 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: https://www.gov.uk/government/organisations/department-for-work-pensions/about/procurement

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

11.04 For further information about PRaP, please see our Questions and Answers at: https://www.gov.uk/government/publications/provider-referrals-and-payments-prap-system-for-dwp

11.05 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)

11.06 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.

11.07 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 or contact the Help Line on 0345 604 5406 option 2.

11.08 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

11.09 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.

11.10 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:
https://www.gov.uk/government/organisations/department-for-work-pensions/about/procurement

Using the PRaP System

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

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

11.13 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 participant '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).

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

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

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

PRaP Actions

11.17 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 to ensure accurate and timeous input.

Initial Assessment

11.18 The Initial Assessment contains the following lines:
- SES001   -   Start; and
- SES004   -   End.

Provider acknowledges a referral

11.19 You are required to 'acknowledge' the participant's referral made by Jobcentre Plus.

11.20 Access the PRaP system and acknowledge the referral (further information regarding the use of the PRaP system can be found within the on-line UPK guidance).

Start Provision

Provision Start Date

11.21 Unique Reference - This is something to easily identify this Advance Shipping Notice (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 on which the claimant attended the Provider-Claimant Initial Assessment meeting.
- Date 2 –the date on which the claimant attended the Provider-Claimant Initial Assessment meeting.

End provision

11.22 The provision will automatically close after 20 days.

Timescales

11.23 This action must be taken timely to ensure the referral is acknowledged and attached within the 20 day. PRaP will automatically end a referral not actioned within 20 days of being created.

Startback/ Main Provision

11.24 Startback contains the following lines:
- SES001   -   Start;
- SES002   -   SES Short Job Outcome;
- SES003   -   SES Sustained Job Outcome; and
- SES004   -   End.

11.25 Main Provision contains the following lines:
- SES001   -   Start;
- SES002   -   SES Short Job Outcome;
- SES003   -   SES Sustained Job Outcome; and
- SES004   -   End.

Provider acknowledges a referral

11.26 You are required to 'acknowledge' the participant's referral made by Jobcentre Plus.

11.27 Access the PRaP system and acknowledge the referral (further information regarding the use of the PRaP system can be found within the on-line UPK guidance).

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

11.28 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 on which the claimant commenced Start back/ Main programme.
- Date 2 – This is the anticipated end date of Provision.

End Provision

11.29 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 outcome Definitions

11.30 All Specialist Employability Support programme Job outcomes will be unsupported.

Type of Job Outcome	PRaP Claim Input Action
Definition: Short Job Outcome Unsupported employment of 16 hours per week or more that has lasted 13 weeks and within 6 weeks of leaving provision. For information only: **DWP Standard Definition:** **Short Job Outcome** Employment of 16 hours per week or more and started within 6 weeks of leaving provision.	**Unsupported** i.e. where the participant is **not** supported in employment by the Specialist Employability Support Provider: Participant has left the Specialist Employability Support Programme. This type of Short Job Outcome will be paid via PRaP –See UPK Guidance for further information about PRaP data entry.
Definition: Sustained Job Outcome Unsupported sustained	**Sustained Job Outcome:** This type of Job Outcome will be paid via

employment of 16 hours per week or more for at least 26 weeks out of a period of 30 weeks within six weeks of leaving the Specialist Employability Support programme. For information only: **DWP Standard Definition:** **Sustained Job Outcome** Sustained employment of 16 hours per week or more for at least 26 weeks out of a period of 30 weeks	PRaP – see UPK for claims procedure. When inputting a claim for the sustained job outcome payment, PRaP will prompt you for the date of the start of the job.

Job Outcomes

11.31 The following lines are available for shipment related to Job Outcomes
- SES002 -   SES Short Job Outcome
- SES003 -   SES Long Job Outcome

11.32 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.

Scenario 1 – Customer Moves into Unsupported Work that lasts 13 weeks

11.33 Ship the 'End' line (as above)

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

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

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

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

11.37 Ensure the steps in Scenario 1 (above – Customer Moves into Unsupported Work) have been followed.

11.38 Complete the 'Job Details' screen with details of the job

11.39 Ship the 'SES Short Job Outcome' line
- Date 1 = start date of the supported work
- Date 2 = qualifying date for the job outcome

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

Scenario 3 Customer remains in unsupported work until the 26 week outcome qualification date

11.41 Ensure the steps in Scenario 2 (above – Customer remains in unsupported work until the 13 week outcome qualification date) have been followed.

11.42 Complete the 'Job Details' screen with details of the job

11.43 Ship the 'SES Long Job Outcome' line
- Date 1 = start date of the supported work
- Date 2 = qualifying date for the job outcome

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

PRaP 14 Process – Backing Out

11.45 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 6.

11.46 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.

PRaP 15 process

11.47 Providers will make Initial Assessment appointments, via warm handover (by telephone) up to the point where sufficient numbers of referrals to achieve Provision start profiles have been received. Any referrals (which must be made by telephone prior to any LMS referral being input) made after this point will be refused.

11.48 The provider should not take any customer details or bookings in advance of the LMS opportunity being made available again the following month

11.49 To suspend the opportunity Providers will:
- complete a PRaP 15 form with the appropriate details;
- alert their performance manager; and
- email the completed PRaP 15 form to the PRaP inbox, copying in the SES Policy inbox and the WSD SES National Team inbox, at the addresses below.
  - prap.support@dwp.gsi.gov.uk
  - ses.policy@dwp.gsi.gov.uk
  - ses.admin@dwp.gsi.gov.uk

11.50 DWP will then take action to suspend the opportunity on PRaP, resulting in the LMS Opportunity showing as suspended from start of business the day after the opportunity has been suspended on PRaP.

11.51 Requests received by the PRaP Operational Support Team (POST) after 3pm will not be guaranteed for action that day.

11.52 Suspended opportunities will be reopened by the POST on the last working day of every month, resulting in the LMS opportunity being available for referrals from the first working day of the following month.

11.53 If, with the prior agreement of a WPD Performance Manager, the provider wishes the opportunity to remain closed at the start of the following month they should submit the PRaP 15 form, in the same manner as above, before the last day of the current month to request that the opportunity remain closed.

11.54 The opportunity would then be reopened by the POST, as above to the date specified on the PRaP 15 form. If the date is left blank the opportunity will remain suspended until further notice is received, a further PRaP 15 form with an opening date on.