

# Department for Work and Pensions

## Work Programme Provider Live Running Memo

**To:** All Work Programme Providers

**From:** Provider Payment Validation Team

**Cc:**

**Memo Serial Number:** 126

**Date:** 11 July 2013

**Subject:** Work Programme: Job Outcome Validation Update

**Action:** For action

**Timing:** With immediate effect

### Background

We have noticed a steady drop in the quality of job outcome details submitted in PRaP which is affecting the Departments ability to perform post-payment job outcome validation. There are three particular areas of concern that we would like to bring to your attention.

### Insufficient Data Supplied in PRaP

We are continuing to monitor the levels of job outcomes submitted in PRaP without sufficient information to allow DWP to validate the outcome. In particular, contact telephone numbers that are either incomplete or unobtainable. Where we have not been given the information required to enable the validation of the outcome claim, PPVT will contact you and give you the opportunity to provide this information. We would like to remind you that if you do not provide PPVT with the detail that enables us to attempt validation, by the specified date, the claim will fail validation.

### Job Details Removed from PRaP

We have identified that the mandatory job details submitted in PRaP are being removed by providers. To clarify, providers are not allowed to remove these details. If, during your internal validation activity, you identify an invalid claim, you can request that the outcome is backed-out by submitting a PPVT 1 to the PPVT mail box. As long as the claim has not been selected for post-payment validation, PPVT will back this claim out of PRaP. You need to be aware that any claim that has had the job details removed and is subsequently selected for post-payment validation, will fail.

## **Review Process - Additional Job Details in PRaP**

The review process has highlighted that a large number of job outcome claims that fail initial post-payment validation, are because the information in PRaP is inaccurate.

### **Action:**

Once you have established that the information is inaccurate, or you have identified an additional job, you are required to update PRaP with these details. This avoids outcomes that subsequently pass validation during the review, being treated as a technical fail and reduces the amount of backing-out and reclaiming action.

Following the above activities will help improve the quality of submissions in PRaP

**Provider Payment Validation Team**