

Department for Work and Pensions

Work Programme Provider Live Running Memo

To: All Work Programme Providers

From: Provider Payment Validation Team

Memo Serial Number: 103

Date: 4 March 2013

Subject: Work Programme:
SPECIAL CUSTOMER RECORDS
Processes for claiming Attachment Fees, Job Outcomes and
Sustainment Outcome Payments

Action: For action

Timing: With immediate effect

The following forms have been developed to support the claiming of Work Programme outcomes where the customer is granted Special Customer Records (SCR) status as determined by HMRC Special Section D (SSD). This process must only be used on the rare occasions that SCR status is granted.

The attached forms (**extracted and will be available on the Provider Guidance shortly**) should be printed off and completed manually, depending on the type of claim being submitted. These are:

- PRaP11A - Clerical claim for a Start/Attachment Payment
- PRaP11J - Clerical claim for a Job Outcome Payment
- PRaP11S - Clerical claim for a Sustainment Outcome Payment
- PRaP11JAnnex - Clerical claim for a job outcome – Job Details Annex
- PRaP11SAnnex - Clerical claim for a sustainment outcome payment – Job Details Annex

DWP will only accept claims submitted on these forms where SCR status is granted by SSD, and will reject any claim where the status has not been granted.

This manual process mirrors the PRaP electronic process; therefore you must provide all information regarding employment details that you would normally submit in PRaP by completing the appropriate claim form and supporting annex, if applicable. This will allow the Provider Payment Validation Team to validate the claim with employers and/or customers. Incomplete forms will not be actioned and will be returned.

Guidance to assist you in the completion of the form can be found by opening the excel document and placing the cursor over the small red corners of the relevant cells.

Send your fully completed claim form to:

Provider Payment Validation Team (PPVT)
GW10
Quarry House
Quarry Hill
LEEDS
LS2 7UA

The Provider Guidance will be updated in due course to reflect this process.

If you have any queries in respect of this Live Running Memo, please email the Work Programme Division Provider Enquiry Mailbox.

Thank you

Provider Payment Validation Team