

**Joint from: [ REDACTED ]**  
Employment Account Director and Senior Commercial Lead  
Employment Account Division, Contracted Health and Employment Services  
and Commercial Directorate

Floor 3, Hartshead Square  
1 Hartshead Square,  
Sheffield, S1 2FD

Date: 24 March 2020

Dear Contractors,

Many of you have been asking if it is possible for your organisation to access Provider Referral and Payment (PRaP) system remotely through home working due to the COVID-19 pandemic.

I know that you have kept PRaP input running as a priority, however, after the Prime Ministers directive yesterday evening, many of you have now rightly taken the decision to move to full remote working.

This means that in effect you will not be able to input to PRaP until DWP agrees to a variation to contracts.

We are delighted to be able to inform you that we are now in a position to agree with immediate effect that all contractors can now input to PRaP remotely through home working.

### **Agreed Terms**

The Secretary of State for Work and Pensions ("the Authority") agrees to the Contractor that the following terms commence from Wednesday 25 March 2020 and will end at a point as determined by the Authority at its absolute discretion ("the period of the Event").

This does not replace the PRaP terms and confirmations, but confirms the Contractors premises can be extended to homework for employees of the Contractor only.

Any access must be controlled by each Contractor centrally through your security teams. Each contractor must provide assurance, within the next 48 hours, to this effect to [EMPLOYMENTCATEGORY.COVID19@DWP.GOV.UK](mailto:EMPLOYMENTCATEGORY.COVID19@DWP.GOV.UK).



Department  
for Work &  
Pensions



As a minimum we require all premises to be safe and do not put either your PRaP input teams or DWP data at risk, and that strict controls are put in place, including home security and staff access declarations.

In all cases, access to PRaP must only be gained through Provider owned devices such as laptops. The Contractor owned devices must have:

- A fully supported Operating System (e.g. Windows 10);
- Have all available patches and security fixes installed, and
- Have Endpoint Protection in place e.g. Anti-Malware software.

For the avoidance of doubt - personal devices are not permitted to access PRaP.

The Contractor should be aware that the DWP monitors the PRaP System website and any misuse, including unauthorised access or disclosure of Applicants' Data may result in criminal proceedings being brought against the Contractor.

All Contractors must have available assurance that the above conditions have been met and these may be audited at any time and without notice.

Please sign and return the enclosed copy of this letter to us within three (3) Working Days of the date of this letter to confirm your agreement with its terms to [EMPLOYMENTCATEGORY.COVID19@DWP.GOV.UK](mailto:EMPLOYMENTCATEGORY.COVID19@DWP.GOV.UK) and also via post.

Yours sincerely,

[ REDACTED ]

[ REDACTED ]

For and on behalf of the Authority

We acknowledge and confirm our agreement to the terms of this letter of which this is a copy.



Department  
for Work &  
Pensions



Signed ... [ **REDACTED** ]...  
[AUTHORISED SIGNATORY]  
For and on behalf of the Contractor

Shaw Trust

Date .25/03/2020