

---

# Direct Payments



## Closing your direct payment.

A direct payment might close for several reasons. For example, if you move into residential care, choose to have your support arranged by the Council or if the person on direct payment passes away.

Your direct payment may also stop if you haven't met the conditions of the direct payment. We will not do this without discussing it with you first. If you are still entitled to support, we will arrange this for you.

Here are some things you will need to do if the direct payment is ending:

- Let us know. If the person on direct payment has passed away, please contact: email [asc.howdenhouse@sheffield.gov.uk](mailto:asc.howdenhouse@sheffield.gov.uk) or telephone: 0114 2734908 They will record this information and request the direct payment is stopped.
- If you employ personal assistants, you must give them notice and they may be entitled to redundancy pay. Your Employers Liability Insurance company can support you with this.
- If you have an agency who provide your support, they will need to be given and paid for the notice period agreed in your contract with them.
- Pay any outstanding invoices for support, including any notice periods agreed.
- End any direct debits or standing orders relating to the direct payment.
- Get a final bank statement for the direct payment bank account.

What we will do:

- Arrange for the direct payment to stop.
- If you still require support we will arrange any alternative way to meet your needs and outcomes.
- Ensure you have the advice and support to close down your support arrangements.

- Write to you and ask you for a final bank statement. This must show the balance after all final invoices, bills and wages have been made.
- If there is any unspent money left in the account we will send you an invoice for this amount.
- Help you with any questions you have.

If your direct payment is not ending but will be paid to a money management company instead of you or your suitable person

We will:

- Help you decide what money management company to choose from our recognised provider list.
- Arrange for your direct payment to start being paid to the money management company.
- Ask you to sign a new direct payment agreement.
- Write to you to let you know the date your direct payment moved to the money management company and provide information about closing your old direct payment agreement.
- Send you an invoice for any money left in your direct payment bank account.
- Help you with any questions you have.

We are here to help. Please ask us if there is anything that you don't understand by calling 0114 2735397 Option 2 or emailing [DPUAudits@sheffield.gov.uk](mailto:DPUAudits@sheffield.gov.uk).

**WORKING TOGETHER AT ITS BEST**



**Author:** Kat Dyson-Baggaley  
**Approved by:** Mary Gardner

**Approved on:** 30/09/2021

**Version: 2**  
**Published**  
**on:08/10/2021**  
**Review due:**