



**Your Life  
Your Choice**  
care and support designed with you



## Direct Payments

### 9. Ending your Direct Payments

If your Direct Payments is to end, your Social Worker/Care Co-ordinator will need to be informed. The Social Worker/Care Co-ordinator will then inform the Direct Payments Team of the date that payments need to stop.

A Direct Payments Support Worker will then be allocated to support you with the closure of the account. This will include

- Providing support to end any service with an agency
- Cancelling any employers' insurance policy

If you employ any personal assistants to provide your care you will need to give them notice of their employment ending. Information and advice on how to do this can be provided by your employment law advice service which is connected to your Insurance Company quoting your policy number. Numbers are listed below. You will need to contact your payroll company to ensure that final notice/redundancy payments are made correctly. You will need to confirm that you have sufficient funds in the account to pay any final wages/invoices etc.

Please note that even if you have a managed bank account or a Direct Payments Card you will still need to ensure that final timesheets/invoices are submitted to the payroll company.

The account will then need to be audited and if you manage your own account the Direct Payments Finance Officer will be in touch to request the relevant bank statements and invoices/receipts for transactions from the account. Please ensure that all invoices are retained for this purpose.

Once the final audit has been completed an invoice will be issued for any remaining funds which will need to be returned to Durham County Council. If you have a managed account this invoice will be issued directly to the payroll company. If you have a Direct Payments Card we will recover the funds directly from your designated account.

#### **Useful contacts:**

Fish Insurance- Peninsula  
Telephone 0844 8922 772

Premier Insurance - MSL  
Telephone 0161 6032 167

Telephone: 03000 268 200

Email: [directpayments@durham.gov.uk](mailto:directpayments@durham.gov.uk)

**Please ask us if you would like this document summarised in another language or format.**

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03000 268 200