

## Direct Payment audits

This information is for people who receive Direct Payments and need to complete an audit.

### What is a Direct Payment audit?

A Direct Payment audit is a routine check of how your Direct Payment is being used.

Everyone who receives a Direct Payment is audited.

We have a responsibility to make sure public money is being used appropriately.

Audits help us:

- make sure Direct Payment money is being used as agreed in your Support Plan
- check that your Direct Payment account is being managed correctly
- identify any issues and support you to resolve them

### When will my account be audited?

Your account will usually be audited:

- around 8 weeks after your first Direct Payment
- after you have received Direct Payments for about 1 year
- every year after that

We may carry out audits more often if needed.

## **What information do I need to provide?**

We will write to you explaining what information we need.

This usually includes:

- a completed Direct Payment auditing return slip
- copies of bank statements for your Direct Payment account
- documents showing how Direct Payment money has been spent

You may also need to provide:

- receipts
- invoices
- wage slips
- staff timesheets
- information about payments made by cash or cheque

We will tell you which dates your bank statements must cover and when to return them.

## **If someone manages your Direct Payment**

### **Direct Payment Support Service**

If a Direct Payment Support Service manages your Direct Payment account, you do not need to send us statements or other information.

We will request this information from the support service on your behalf.

### **Prepaid card account**

If you use a prepaid card account, you do not need to send us statements or other information.

We can access the account information online.

## **What happens during an audit?**

We review the information you provide and check:

- incoming and outgoing transactions
- invoices, receipts and supporting records
- employer responsibilities if you employ a personal assistant

If you employ a personal assistant, we may check that:

- employer's liability insurance is in place
- tax and National Insurance are being paid where required

If everything is in order, we will not usually contact you again until your next audit.

If we identify any issues, we will contact you or your social care worker to discuss them.

## **What happens if I have money left in my account?**

As part of the audit, we will review the balance of your Direct Payment account.

If there is more money in the account than is allowed under your care and support plan, we will write to you explaining how much should be returned.

When completing your audit return, you can explain why money has built up and why you need to keep it.

You can return money online using our secure repayment service.

## **What happens if I do not provide the information?**

If we do not receive the information we have requested, we will contact you to remind you.

If information is still not provided, this may be treated as a breach of your Direct Payment Agreement.

This may result in:

- an urgent review of your Direct Payment
- your Direct Payment being stopped
- action being taken to recover Direct Payment money that has been paid to you

## **What happens if Direct Payment money has not been used correctly?**

Using Direct Payment money for something not agreed in your care and support plan may be considered misuse.

This is a breach of your Direct Payment Agreement.

If misuse is identified:

- your Direct Payment may be stopped
- you may be asked to repay money that has been used incorrectly
- we may need to arrange your care and support in a different way

## **More information**

For more information and support, visit:

[Direct Payments support area](#)

[www.nottinghamshire.gov.uk/direct-payments-support](http://www.nottinghamshire.gov.uk/direct-payments-support)

## **How we use your information**

We are committed to protecting your privacy and keeping your personal information safe.

Information provided as part of a Direct Payment audit is used only for Direct Payment auditing and is handled in line with data protection legislation.

[Read our privacy statement](#)

[www.nottinghamshire.gov.uk/privacy](http://www.nottinghamshire.gov.uk/privacy)

## Contact us

### Quality Assurance Team

For questions about Direct Payment audits:

- Telephone: 0115 977 5760 (Option 4, then Option 1)
- Email: [aschppdirectpaymentsauditing@nottscc.gov.uk](mailto:aschppdirectpaymentsauditing@nottscc.gov.uk)

### Customer Service Centre

For help, more information, or to request this information in another format:

- Call us on 0300 500 8080
- [Contact us online](#)  
[www.nottinghamshire.gov.uk/contactus](http://www.nottinghamshire.gov.uk/contactus)