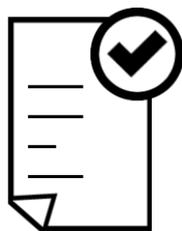


# Direct Payment Auditing



This easy read tells you about Direct Payment Auditing.

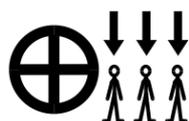
## What is a Direct Payment Audit?



An audit is when we look at your Direct Payment account to check what you are spending the money on.



The Quality Assurance Team in Adult Care Financial Services are the people who do the audits.



Everyone who has a Direct Payment Account has it checked in this way.



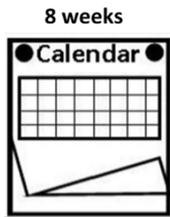
The Council must 'protect public funds' and an audit means that we can check your Direct Payment is being used as it should be, and in a way that meets the agreed

support plan and the terms and conditions of the Direct Payment Agreement.



An audit also helps us to find any problems and to help you sort them out.

## How often will my Direct Payment Account be audited?

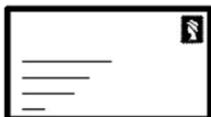


Your account will be audited about eight weeks after you get your first payment to check everything is working.



It will then be audited again after about one year and every year after that, or more often if we think that needs to happen.

## What do I need to give you for an audit?



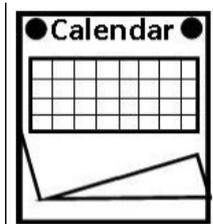
We will send you a Direct Payment Auditing letter with a Return Slip.



You must send the Return Slip back to us with copies of bank statements and the other documents that we ask for.



We will ask you for copies of your bank statements for your Direct Payment Account and tell you when these statements must be from.



We will tell you a date that you must send us your bank statements by.



You may also need to send us information to explain any payments made by cash or cheque from the account. This may include:



- Receipts
- Wage slips from any staff you have employed.
- Invoices from any agencies you have used.



- Timesheets of staff providing care or support.

## **What if I use a Direct Payment Support Service to manage my Direct Payment account?**



You will not need to send us any statements or information as the Direct Payment Support Service will send these to us for you.

## **What if I have a pre-paid card account?**



You will not need to send us any statements or information as we can look at your pre-paid card account online.

## **What happens if I don't give you the information?**



We will get in touch with you to remind you to send the auditing information.



If you don't do this, this is a breach of your Direct Payment Agreement, which means you have broken the rules, and we will urgently review your Direct Payment.



If this happens, we can stop your Direct Payment and take any action we need to, including going to court, to get back the Direct Payment money we have given to you.

## What happens at an audit?



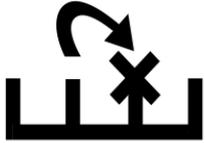
We will look at your bank statements and check all the money you have spent and the money that is going into your account.



We may need to check this money against invoices, wage slips or receipts.



If you employ a Personal Assistant (PA), we will also check that you are paying employer's liability insurance, and tax and national insurance to HMRC if necessary.



If there are no problems with your audit, you shouldn't hear from us again until your next scheduled audit.



If there are any problems, we will contact you or a social worker to sort out the problems.

## **What happens if the Council decides I am misusing Direct Payment money on purpose?**



If you are spending your money on things that were not agreed in your support plan that will be classed as 'misuse' and a breach of your Direct Payment Agreement.



This means that you will have broken the rules of the agreement.



This could lead to your Direct Payment being stopped and you could be sent a bill

for the money we think you have used in a way that you shouldn't have.



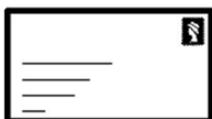
We then might have to look at meeting your care and support needs in a different way- you might not be allowed to have a Direct Payment anymore.

## What happens if there is more money in my account than I am using?

If you have more money in your account than you are using, this is called **surplus money**.



If there is surplus money in your Direct Payment Account we will work out how much money we need you to return to us.



We will write to you to ask you to send this money back to us.



If you have access to the internet you can return money to us using our [online payment form](#).



You have the chance to tell us on the audit form why there is surplus money in your account and why you want to keep it.

## Will my information be treated securely?



Your information will be treated securely, and with care.



We will only use your information to audit your Direct Payment Account in line with our Direct Payments Policy and the agreement that you have signed.

## Contact Information



If you have any questions about Direct Payment Audits please contact the Quality Assurance Team.

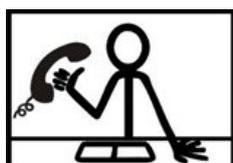


- You can phone them on 0115 9775760, option 4, option 1.



- You can email them at [aschppdirectpaymentsauditing@nottsc.gov.uk](mailto:aschppdirectpaymentsauditing@nottsc.gov.uk)

## Customer Service Centre



Our Customer Service Centre can answer most of your questions and help with information and form filling.



There are several ways to contact them, including:

**Web:** [Use our online contact form](#)

**Telephone:** 0300 500 80 80





**Text Relay:** 18001 0115 977 4050

People who have hearing or speech difficulties and prefer to communicate via text can use the Text Relay service through the [Relay UK app](#).



**Sign Video**

People who use British Sign Language to communicate can use [the SignVideo app](#) to speak with us.

## **Links in this document**

### **Direct Payment Auditing**

[nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/direct-payment-auditing-factsheet-6](https://nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/direct-payment-auditing-factsheet-6)

### **Returning unused Direct Payment money form**

[nottinghamshire.gov.uk/care/adult-social-care/paying-for-care/direct-payment-return](https://nottinghamshire.gov.uk/care/adult-social-care/paying-for-care/direct-payment-return)

### **Nottinghamshire County Council – contact us form**

[nottinghamshire.gov.uk/contactform](https://nottinghamshire.gov.uk/contactform)

## **Relay UK app**

[www.relayuk.bt.com/how-to-use-relay-uk/download-app.html](http://www.relayuk.bt.com/how-to-use-relay-uk/download-app.html)

## **SignVideo app**

[signvideo.co.uk/download](http://signvideo.co.uk/download)

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For plain English web page version of this information, go to:

<https://www.nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/direct-payment-auditing-factsheet-6>

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