Direct Payments Closure Process

1. Ensure that the date is 100% correct for any DP closures

2. Amend the episode and close the provision (including the charging element) with the correct closure date

3. Do not send the Task to the DP team
4. Send the closure outcome to DP team stating the date of closure in the notes section

5. Generate the closure letter under Documents and amend it with the date of closure. Send the letter the designated customer/suitable person.
One-off Payments for existing and ceased Direct Payments

- One-off payments can be done when Direct Payments are open or ended, providing the personal budget is open. If not then DP team can try and help to process the traditional way. This can only be done if a one-off payment is agreed by the Area Operations Manager.

- When processing a one-off payment, ensure that you know the overpayment sum from the DP team, this will then release funds to the customer.

- Add the over payment and the one-off payment amount and then purchase it on framework - DO NOT send a Task to the DP team, only a notification outcome is required.

- Add a note to the outcome stating that it is a one-off payment for final closure.

- If there are any issues to do with payments to HMRC, ask the allocated worker/team to seek advice from Independent Lives.

- Once finance have completed the closure work they will send Adults’ Services a close budget notification outcome. **Do not** close the budget until then.
Further help

Practice documents can be found on West Sussex Connect to Support in the Professional Zone.

**Web address:**  [https://www.westsussexconnecttosupport.org](https://www.westsussexconnecttosupport.org)

For system help and support please contact the Systems Support Helpdesk.

**Telephone:**  033 022 28777  
**Email:**  acd.business.system.support@westsussex.gov.uk

Online Learning is available from West Sussex Learning and Development Gateway. Click [here](https://www.westsussexconnecttosupport.org) to view e-learning modules available.

**Web address:**  [http://www.westsussexcpd.co.uk](http://www.westsussexcpd.co.uk)

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<td>April 2017</td>
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<td>David Harper</td>
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