City of Doncaster Council

Ms B Hadden
105 Washington Grove
Bentley
Doncaster
DN5 9RJ

Contact: Faye McKenzie
Web: www.doncaster.gov.uk

Date: 24th July 2026

Dear Barbara,

Thank you for your email dated 24 July 2026 in response to the letter you received from City of Doncaster Council on 23 July 2026.

I would like to confirm, as set out in previous correspondence, that we are unable to make any payments until we have received the signed Direct Payment Agreement forms for the managed account. Once we have received the signed documents, we will be able to implement the managed account with Purple Zest. Purple Zest will then contact you directly to obtain the information required to set up the managed account and payroll arrangements for your Personal Assistants.

Within your letter, you state that the Direct Payment Agreement you signed in 2018 remains valid. I can confirm that the 2018 agreement is no longer valid, as the direct payment arrangement was subsequently terminated and is now being administered through a managed account. Therefore, a new Direct Payment Agreement must be signed before the managed account can be established.

The North Team have already confirmed that they are willing to assist by collecting the signed documents from your property in Bentley. Alternatively, you may deliver them to:

North Doncaster Development Trust
Bentley Resource Centre
High Street
Bentley
Doncaster

The sooner we receive the signed documents; the sooner we will be able to put the managed account in place with Purple Zest.

In relation to your comments regarding the Council not having put the managed account in place by 3 July 2026 to enable payments to be made to your Personal Assistants, I would like to clarify that the same process would still have been required.

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The necessary documentation would have needed to be completed and signed before the managed account could become active.

Finally, please note that I will be absent from work from 27 July 2026 for a minimum of two weeks. Michelle Varley will also be unavailable from 30 July 2026 until 14 August 2026. During this period, please direct any enquiries to **Claire Warren-Higgs**.

Yours sincerely,

Faye McKenzie

Service Manager – Communities, Care & Support

City of Doncaster Council
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