

Oxfordshire County Council Policy for Support Planning in Adult Social Care

Purpose

1. This policy outlines what people with eligible care and support needs can expect from the council, to enable them to access the right care and support to live their lives as independently, safely and successfully as possible.
2. This policy also outlines what carers with eligible support needs can expect from the council, to enable them to access the right support to promote their wellbeing and continue in their caring role if they are willing and able to do so.
3. It therefore applies to both people with eligible care and support needs and carers with eligible support needs, as determined by the National Eligibility Criteria introduced by the Care Act 2014. Eligibility is covered by the council's Assessment and Review Policy and associated guidance.
4. It is based on relevant Government legislation and Government guidance, including:
 - the Care Act 2014;
 - the Mental Capacity Act 2005;
 - the Mental Health Acts 1983 and 2007;
 - the Children and Families Act 2014;
 - the Housing and Regeneration Act 2008.
5. It should be read in conjunction with other Oxfordshire County Council policies and associated guidance. This includes other Adult Social Care policies, and Children's Social Care policies where applicable ([insert link when available](#)).
6. It should also be read in conjunction with partners' policies where applicable. Examples include health commissioning and provider partners' policies and guidance, including on NHS Continuing Healthcare and mental health services.

Context

7. Oxfordshire County Council aims to support and promote strong communities so that people live their lives as successfully, independently and safely as possible. The council aims to promote independence and choice, be fair and equitable and give service users more power and control over their lives.
8. The Care Act 2014 sets out that people whose eligible needs for care and support are being met by the council will have a Support Plan, and where applicable a Personal Budget. The Support Plan details the needs to be met and how, linking back to the agreed outcomes the person wishes to achieve in day-to-day life as identified in the assessment process. The Personal Budget sets out the cost of the person's care and support, and the amount the council will make

available. The process of developing the Support Plan, which where applicable includes agreeing the Personal Budget, enables the person to make decisions about how their needs will be met.

Policy Principles

9. Where a person has eligible needs for care and support, or in the case of a carer for support, the following principles will be applied:
 - **Provide the person with clear information about the support they are eligible to receive from the council and how this has been determined**
 - **Ensure people have access to the information, advice and support they need to plan their care and support according to their own preferences**
 - **Make clear that everyone with eligible needs is entitled to support from the council, whilst encouraging and supporting people to take as much control as they are able and willing to**
 - **Enable people to develop coordinated support plans which best address their needs and promote their wellbeing**
 - **Ensure the care and support planned meets eligible needs and as far as possible, maintains independence and prevents further needs from developing**
 - **Support people to stay safe from harm whilst living an active life, through taking a balanced and collaborative approach to managing risk**

Transparency

10. The council will make it clear to the person (and others involved) how the support planning process works, what their options are at each stage, and what they can expect to happen next.
11. The way in which the council determines what support the person is eligible to receive from the council will be as simple and transparent as possible.
12. The council will enable the person (and others involved) to develop a Support Plan for how their needs will be met. It will provide appropriate support throughout this process, in accordance with the person's needs and circumstances.
13. The council will make clear how Personal Budget amounts will be agreed, through a support planning process centred on the person's agreed outcomes and taking into account available resources.
14. The council will make clear whether a person needs to make a financial contribution towards meeting their needs, via a financial assessment. This is covered in the Contributions Policy and associated guidance.
15. The council will make clear the appeals process, for when agreement cannot be reached on how to meet needs. This is covered by the Appeals, Complaints and Compliments Policy and associated guidance.

16. The council will make clear the complaints process, where the person, their families, friends and others can raise concerns with the process and/or with the care and support they are receiving. This is covered by the Appeals, Complaints and Compliments Policy and associated guidance.

Information and Advice

17. The council will ensure clear, comprehensive and wide-ranging information and advice is available about support and care choices and opportunities which promote wellbeing, prevention and recovery. The information will be in a range of formats and will include information from independent sources. The council will make sure people are informed of organisations and networks which can offer independent financial advice and/or support planning assistance.

Fairness and Equity

18. A single policy for support planning for those with eligible needs ensures people are treated fairly and equitably. This policy covers people who have been assessed as having eligible care and support needs, regardless of their circumstances.
19. It covers carers who have been assessed as having eligible support needs, regardless of their circumstances including whether or not the person they care for has eligible needs.
20. This policy applies irrespective of a person's ability to pay. For example those whose financial resources mean that they will pay for their own care are nonetheless entitled to request other types of support from the council.
21. Where people require support to be involved in the support planning process and have no other means of accessing appropriate support through relatives, friends or others involved, the council will arrange an independent advocate. Where applicable, this will be an advocate who meets the requirements of the Mental Capacity Act.
22. Whilst there may be restrictions on support planning options available to some – for example there will be more limited options available to those in prison, approved premises or bail accommodation – the same principles of maximising the person's choice and control will apply.

Choice and Control

23. The vision for adult social care in Oxfordshire is to enhance people's control over the decisions that will impact their lives, as the council believes that people themselves are best placed to determine the care and support they need.
24. The council will enable people to access what they need as directly, simply and quickly as possible, including high quality information and advice
25. Together with its partners, the council will promote the availability of a wide range of high-quality care and support options in Oxfordshire.

26. People can choose how to meet their agreed outcomes, so long as the plan they put together meets their eligible needs and takes into account available resources.
27. People can pay a 'top up', where the cost of their preferred option exceeds what it would cost the council to arrange support which would meet their eligible needs in accordance with their agreed outcomes. This is covered in the Contributions Policy and associated guidance.

A coordinated approach taking into account all aspects of a person's life

28. The council will support people to consider their needs and the outcomes they wish to achieve, taking into account all aspects of a person's life. It will enable them to develop coordinated plans, where this most effectively meets their needs and promotes their wellbeing. For example a person's Support Plan could be combined with another plan being developed to meet other needs, or with that of another person.
29. The council will work closely with its various partners who also have responsibilities for ensuring that people are able to access the right care and support to meet their needs and promote their wellbeing. It will aim to reduce duplication, for example through streamlined processes and sharing information where the person consents to this. Examples include health commissioning and provider partners.
30. The council will enable families, friends and others to develop coordinated approaches to meeting their needs, where appropriate. Examples include supporting people with care and support needs and their carers to develop a combined Support Plan, and enabling groups of friends to pool their Personal Budgets.

Promoting prevention, early intervention and independence

31. The council seeks to enable people to stay in their own homes and communities wherever possible, to promote their wellbeing and independence.
32. The council will ensure there is a wide-range of universal, preventative services available in Oxfordshire which are accessible to all.
33. This includes a range of options for carers, which are open to all irrespective of eligibility for support from the council.
34. A person's needs for care and support can be met in various ways. The council will encourage people to think creatively about what resources they have already or can develop which they can draw upon, as well as which options will best promote their independence.
35. The council commissions and provides a range of services that prevent or defer the need for more intensive health and social care services, with the aim of promoting independence. Access to these services is covered in the Assessment and Review Policy and associated guidance.

36. Where people are eligible for longer-term support, the same principles of encouraging and enabling independence will apply. People's care and support will be kept under review to ensure it is meeting their assessed needs and enabling them to work towards their outcomes, which are likely to include maximising their independence.
37. Similarly, carers' support will be kept under review to ensure it is enabling them to maintain their wellbeing and sustain their caring role if they are able and willing to do so.

Staying safe from harm whilst living an active life

38. The council will enable, encourage and support people to make their own decisions about their lives. It will take a positive approach to managing risk, supporting people to balance living an active life with protecting themselves from harm.
39. The council will seek to stop abuse and neglect wherever possible, whilst safeguarding people in a way that supports them in making choices and having control about how they want to live. This is covered in the Safeguarding Policy and associated guidance.

Policy Inclusions

People with eligible needs

40. This policy applies to both people with eligible care and support needs and to carers with eligible support needs, as determined by the National Eligibility Criteria. Eligibility is determined following a needs assessment, covered in the Assessment and Review Policy and associated guidance.

Ordinarily resident in Oxfordshire

41. This policy applies to people with eligible care and support needs who are considered to be 'ordinarily resident' in Oxfordshire. A person is usually 'ordinarily resident' where they live; more detail is available in the associated guidance.
42. It also applies to carers with eligible support needs caring for someone considered to be ordinarily resident in Oxfordshire, regardless of where they live or whether the person they care for has eligible needs for care and support.

Adults, young people approaching adulthood, and their carers

43. This policy applies to adults with eligible needs for care and support, and to adult carers with eligible needs for support owing to care and/or support they provide to another adult.
44. It also applies to young people who are likely to have eligible needs for care and support after turning 18, and to adult carers who are likely to have eligible needs

for support after the person they care for turns 18, as determined following a transitions assessment (see Assessment and Review Policy).

45. It also applies to young carers who are likely to have eligible needs for support after they turn 18, as determined following a transitions assessment.

People who choose to access support from the council

46. This policy applies to people with eligible needs who choose to access support from the council, irrespective of their financial resources. Whether or not and the extent to which they will pay towards meeting these needs is covered in the Contributions Policy.

47. This applies to both people with eligible needs for care and support and carers with eligible needs for support.

People who lack capacity to decide whether to access support

48. If following a mental capacity assessment it is determined that a person does not have capacity to decide whether to access care and support from the Council, a best interests process will follow. If it is decided that it is in the person's best interests for the council to arrange to meet their needs, this policy will apply.

49. This applies to both people with eligible needs for care and support and carers with eligible needs for support.

Policy Exclusions

People who do not have eligible needs

50. This policy does not apply to people who do not have eligible needs as determined by the National Eligibility Criteria. Eligibility is determined following a needs assessment, covered in the Assessment and Review Policy and associated guidance.

Not ordinarily resident in Oxfordshire

51. This policy does not apply to people with eligible care and support needs who are considered not to be ordinarily resident in Oxfordshire, except where they are becoming ordinarily resident in Oxfordshire or they require urgent care and support.

52. This policy does not apply to carers with eligible support needs who care for someone who is considered not to be ordinarily resident in Oxfordshire. They will be eligible for support from the local authority in the area where the person they care for is considered to be ordinarily resident.

Children and their carers, except where approaching adulthood

53. This policy does not apply to: young carers, children with needs for care and support, and their carers, except where they have been assessed as likely to

have eligible needs for care and support after turning 18 or for support after the person they care for turns 18. Support planning for these groups is addressed by policies and guidance covering children's services.

People who choose not to access support from the Council

54. This policy does not apply to people with eligible needs who have chosen to arrange and pay for their care and support themselves, without further involvement from the council.
55. This policy does not apply to people who decide not to take part in the council's assessment and support planning process, except where following a mental capacity assessment and best interests process it is determined that: the individual lacks capacity to make a decision about their care needs, and it is in their best interests for the council to meet their needs.

Exceptions

56. Some provisions detailed in this policy do not apply to all groups. The next sections will make clear where these exceptions apply.

Support planning

57. Following a needs assessment and a determination that a person has eligible needs for care and support, the council will consider how the needs will be met.
58. Where the council is meeting a person's needs, it will enable the person to be actively involved in planning how to meet them. This support planning process will be proportionate and flexible, guided by the individual's needs, preferences and circumstances.
59. The intention of this process is to enable people to access the right care and support to live their lives as independently, successfully and safely as possible. It will also enable carers to access the right support to promote their wellbeing and continue in their caring role if they are willing and able to do so.

Independent Advocacy

60. If a person has substantial difficulty in engaging in the support planning process and has no other means of accessing appropriate support through relatives, friends or others involved, the council will arrange an independent advocate to facilitate their involvement. Where applicable, this will be an advocate who meets the requirements of the Mental Capacity Act.

Safeguarding

61. If at any stage the council suspects that a person is experiencing or is at risk of abuse or neglect, a safeguarding enquiry will be carried out. This will establish

whether any action needs to be taken to prevent or stop abuse and neglect, and will involve the person in deciding next steps. This is covered in the Safeguarding Policy and associated guidance.

Mental capacity

62. In line with the principles set out in the Mental Capacity Act, the council will assume that people have mental capacity and can make decisions for themselves unless it is established otherwise.
63. If the council thinks a person may lack capacity to make a support planning decision, it will carry out a capacity assessment in relation to the specific decision to be made. This and the following steps are covered in the associated mental capacity guidance.
64. If a person has been assessed as lacking capacity to make a support planning decision, the council will determine if there is an appropriate substitute decision maker. This will usually be someone who holds Lasting Power of Attorney for Health and Welfare, though could be others dependent on the nature of the support planning decision.
65. If a person has been assessed as lacking capacity to make a support planning decision and there is not an appropriate substitute decision maker, the council will follow the best interests process set out in the Mental Capacity Act to reach the decision. This will include consulting interested family and friends to obtain their views.
66. The same approach will apply of involving the person throughout, enabling them to make decisions as far as possible. The person can be supported to be involved by family, friends or others involved where appropriate. If a person has no one who is able to facilitate their involvement, the council will arrange an independent advocate who meets the requirements of the Mental Capacity Act.
67. Where a plan for a person lacking capacity will unavoidably result in a deprivation of liberty because there is no lesser restrictive way to meet their care needs, the council will ensure it is authorised in the appropriate way. This will either be an authorisation under the Deprivation of Liberty Safeguards if the person is residing in a care home or hospital, or by an Order of the Court of Protection if the person is in a domestic setting.

If a person decides not to take part

68. The council considers that people themselves are best placed to make decisions about their care and support needs, including whether or not to accept help from the council in planning to meet their needs.
69. Where a capacity assessment concludes that the person lacks capacity to make the decision not to take part and there is no substitute decision maker, a best interests process will be carried out in accordance with the Mental Capacity Act (see associated guidance). This process ensures that the views of the person are taken into consideration, including their views on whether or not to accept help from the council in planning to meet their needs. If the outcome of the best

interests process is that it is in the person's best interests for the council to arrange to meet their needs, this policy will apply.

70. If the person does have capacity but they appear to have care and support needs which if not met will leave them or others exposed to high levels of risk, a multi-agency risk assessment will be carried out to determine the level of risk and to decide what action (if any) should be taken to reduce this. This is covered in the associated guidance.

Meeting urgent needs

71. Where a person has urgent needs for care and support, the council will work with them and anyone else involved to put in place interim arrangements quickly. The same support planning aims and approach will apply, for example considering options which will maximise the person's independence.
72. The person's situation will be kept under review. Once it becomes appropriate to do so, the council will support the person to consider next steps. This will be done on a case by case basis, in consultation with the person and others involved such as family, friends and other professionals.

Continuity of care

73. When a person chooses to move to Oxfordshire or from Oxfordshire to another area, the council will work closely with the other local authority to ensure there is no interruption to the person's care and support. This will include ensuring there is no interruption to support provided to the person's carer(s), where applicable.
74. When a person chooses to move to Oxfordshire, wherever possible the council will carry out a needs assessment and begin the support planning process prior to the day of the move.
75. In cases where this is not possible, the council will continue to meet the person's needs in accordance with their support plan from their previous local authority until the assessment and support planning process can be carried out.
76. Where a person chooses to move from Oxfordshire to another area and the council has been made aware of this, it will notify the other local authority and provide the relevant information to allow for care and support to continue without interruption.

Transition into adulthood

77. The council will ensure that children's and adult's services work together to enable young carers, young people with care and support needs, and those who support them to prepare for adulthood.
78. This will involve supporting the young person to identify the outcomes they wish to achieve, as they take steps towards greater independence. This will include

preparing for the opportunities of adult life, such as: further education, paid employment, independent living, and leading an active life within the community (see Assessment and Review Policy). This applies to both young people with care and support needs and to young carers.

79. It will also involve supporting carers to identify the outcomes they wish to achieve to promote their wellbeing. This applies to adult carers preparing for the person they care for turning 18, and to young carers as they prepare for turning 18 themselves.
80. Where following a transitions assessment it has been determined that a person is likely to have eligible needs for care and support once they turn 18 or for support once the person they care for turns 18 or they themselves turn 18, the council will consider with the person (and others involved) when to begin planning to meet these needs. Planning will usually start around age 14, and be complete by age 17.5.
81. As far as possible, the council will ensure this support planning process is complete before the young person turns 18. Once the young person turns 18 or in the case of an adult carer the person they care for turns 18, they will transition from any existing children's plan to the new plan, with their needs being met through Adult Social Care.
82. In cases where this has not been possible, the person will continue to receive care and support in accordance with any plan from children's services until a needs assessment has been carried out and where applicable, the support planning process is complete.
83. In exceptional cases, the council may decide it will continue meeting a young adult's needs through Children's Social Care after they turn 18.
84. For young adults aged 18 to 25 with an Education, Health and Care Plan, the 'Care' element – which will be met by adult social care – will be developed in accordance with this policy.

Mental health

85. Where applicable, the support planning process will also follow the Care Programme Approach. This is covered by the associated guidance.

Developing the Support Plan

86. People whose eligible needs for care and support are being met by the council will have a Support Plan. This will detail the needs to be met and how, linking back to the agreed outcomes the person wishes to achieve in day-to-day life as identified in the assessment process. It will be developed through a collaborative support planning process, in which the person will be encouraged to take as much control as they are willing and able to.

87. Where applicable, the Support Plan will also include the person's Personal Budget. This is a statement which clearly sets out the cost of meeting the person's eligible needs, breaking it down into the amount the council will pay and where applicable, the amount the person is required to contribute. This is covered by the contributions policy and associated guidance.
88. There will be a range of resources available to ensure people are actively involved and influential throughout the process of developing their plan, and are empowered to take as much control as they are able to. This will range from high-quality information and advice in various formats through to comprehensive support from an independent advocate, depending on the person's needs, preferences and circumstances.
89. Where a carer has eligible needs and is caring for someone who does not have eligible needs, the council will ensure the person being cared for is nonetheless involved in the decision-making process.
90. The council will enable people to jointly develop or align their plans, to ensure their care and support is best coordinated to meet their needs and achieve their agreed outcomes.
91. The council will work with relevant partners to enable people to develop a single or coordinated plan, for example covering their health and social care needs. This may involve one organisation carrying out support planning on behalf of both organisations. Where this route is taken, it will be clear to the person which organisation has responsibility for monitoring the plan, although both organisations will retain overall responsibility for specific aspects.
92. The council will enable families, friends and others to align their plans, and will offer the option to develop combined Support Plans where this is appropriate.
93. Where a carer has eligible needs for support and is caring for someone who is also eligible for care and support, the council will support them to develop a combined Support Plan whenever this is appropriate and both people agree.
94. Combined plans will clearly show the needs and agreed outcomes of each person involved, and how they will be met through the joint approach as well as any other elements specific to the person.

Options for meeting needs for care and support

95. Support to meet a person's needs can be provided by the council in various ways, including: information and advice about options available within their communities; universal services; a range of preventative services; referrals to other organisations which can meet the person's needs; equipment and assistive technology; and providing a Personal Budget for various care and support options.
96. Where a person's eligible needs for care and support are being met by a carer, this will be recorded in their Support Plan. A decision about eligibility will have

been taken before considering whether the eligible needs are met by their carer (see Assessment and Review Policy). The carer will be involved throughout the process, and will be offered an assessment of their own needs. This is set out in the Assessment and Review Policy and associated guidance.

97. The council may meet a carer's eligible needs in a number of ways, which could include through meeting the needs of the person they care for. Where a carer with eligible needs for support cares for an a person with eligible needs for care and support, the council may consider whether the carer's needs can be best met through the provision of care and support to the person needing care.
98. Where needs are identified which are not eligible for support from the council, the person will be supported to consider alternative ways of meeting these needs and how to prevent them from developing further. This will be included in the person's Support Plan. The council may signpost or refer the person to these sources, however it will not be responsible for meeting these needs.
99. In principle people can choose how to meet their agreed outcomes for care and support, so long as the plan they put together meets their eligible needs and takes into account available resources. The council will encourage people to think creatively about what resources they have already or can develop which they can draw upon, as well as which options will best promote their independence.
100. There may be restrictions, for example there will be more limited options available to those in prison, approved premises or bail accommodation. However the same principles of maximising choice and control will nonetheless apply.
101. Throughout the process of planning how to meet their needs for care and support, people will be supported to consider the risks involved. Where a person decides to meet their needs in a way which involves significant risks, the council will work with the person and others involved to develop a proportionate approach to managing them.
102. The council will make clear whether people needs to make a financial contribution towards meeting their needs, via a financial assessment. This is covered in the Contributions Policy.
103. Where it is agreed that a person needs care of a particular type, they can opt for a more expensive version of it than is necessary to meet their eligible needs by paying a top-up. They can pay this themselves or family, friends or others can pay on their behalf. This is covered in the Contributions Policy.

Meeting needs with a Personal Budget

104. As detailed in the previous section, a person's needs can be met in various ways. The council will encourage people to think creatively about the resources they already have, which options will maximise their independence, and how their needs can be met as directly, simply and quickly as possible. Where it has been

determined that a person is likely to require a budget to access care and support options to meet their eligible needs, the following will apply.

105. This process will start with an estimated budget. This is the amount the council anticipates it will cost to meet the person's eligible needs, which the person (and others involved) can use to begin planning their care and support. It is an approximate figure which may be increased or decreased throughout the support planning process, in discussion with the person (and others involved).
106. This estimated budget (also known as the 'Indicative Budget') is calculated using a Resource Allocation System, a formula based on need embedded in the thorough assessment of the person's needs.
107. The final budget amount will be determined at the end of this collaborative support planning process, once it has been agreed how the needs for care and support will be met.
108. The council will ensure the final amount is sufficient to meet the person's eligible needs, taking into account the type of care and support the person chooses and the options available.
109. The council will work with its partners to enable people to combine their budgets where applicable. For example, where people are eligible for both a Personal Health Budget from the NHS and a budget from adult social care.
110. People can also opt to pool their budgets where appropriate, for example in the case of friends or others choosing to share elements of their care and support. Where budgets are pooled, it will be made clear how each person's needs are being met by the care and support planned.
111. People can decide how to manage their budget, with options including receiving it as Direct Payment, having it managed by either the council or a third party, or a mixture of the three.

Direct Payments

112. People wishing to have maximum control over their budgets can opt to receive Direct Payments, so they can directly purchase care and support to meet their needs and agreed outcomes. In line with its aim of enabling people to have more power and control over their lives, the council will encourage people to consider this option. As part of this, it aims to make the process of accessing and using Direct Payments as straightforward as possible.
113. The council will ensure there is comprehensive information and advice available in a range of formats, about the process of accessing a Direct Payment, the responsibilities involved and the support available.
114. People with care and support needs can request a Direct Payment. In cases where the person in need of care and support has been assessed as lacking

capacity to request a direct payment, an authorised person can request the direct payment on the person's behalf.

115. If the council decides that a Direct Payment is not appropriate, it will provide an accessible explanation and offer support to explore alternative options. It will also inform the person (and others involved) how to appeal the decision.
116. Direct Payments cannot be used to pay a close family member living in the same household to provide care and support, except in exceptional circumstances.
117. A close family member living in the same household can be paid to manage and/or administer the Direct Payment on behalf of the person with care and support needs, where the council determines this to be necessary.
118. Direct Payments cannot be used to pay for long-term residential care.
119. The council will ensure that people who choose to use their Direct Payment to directly employ Personal Assistants are able to access appropriate support. This will include information and advice on their duties as employers, and support to put a plan in place in the event of the Personal Assistant(s) being absent.
120. The council will check to ensure the Direct Payments are being used to meet eligible care and support needs and responsibilities are being upheld, whilst keeping monitoring requirements to a minimum.
121. In some circumstances, the council may decide to suspend payments and/or to recover unspent funds. This is covered in the Contributions Policy and associated guidance.
122. This section does not apply to the following groups, as they do not have the option of receiving some or all of their Personal Budget as Direct Payments: people with care and support needs in prison, approved premises and bail accommodation, except where they have yet to be convicted; and people subject to a court order for a drug or alcohol treatment programme or similar schemes.

Agreeing the Support Plan

123. The council will ensure the plan sufficiently meets needs, is appropriate and represents the best balance between value for money and maximisation of outcomes for the person.
124. The final plan will be agreed once the person, any third party involved and the council agree on the factors within the plan, including the final Personal Budget amount where applicable.
125. Where the council reasonably believes a person may lack capacity to agree a plan, it will carry out a capacity assessment to determine if this is the case. If the person is assessed as lacking capacity to agree the plan and there is no substitute decision maker, the council will follow a best interests process to

determine if the plan should be agreed. This is covered in the associated mental capacity guidance.

126. Where a plan cannot be agreed the council will make clear what the next steps are. If an agreement still cannot be reached, the council will direct the person to the appeals process. If the person is unsatisfied with the outcome, the council will direct them to the complaints procedure. Further information is available in the Appeals, Complaints and Compliments Policy and associated guidance.

Next steps

127. The council will provide a copy of the final plan in a format accessible to the person, as well as to any other person they request receives one, and to their independent advocate where applicable.
128. With the person's permission, key points might also be shared with other professionals and people involved in the person's care and support.
129. Where a person does not have capacity to decide whether to share their plan, the council may share it following a capacity assessment and best interests decision to do so.
130. The Plan will be kept under review, as set out within the Assessment and Review Policy and associated guidance.
131. The person (and any others involved) can provide feedback to the council on the support planning process and/or the care and support they are receiving, through the Complaints and Compliments process. This is set out within the Appeals, Complaints and Compliments Policy and associated guidance.

Monitoring and review

132. The council will have procedures in place for monitoring support planning processes, to ensure they are consistent with this policy and associated guidance.
133. The policy will be reviewed annually. This will take into account learning from complaints, compliments and concerns, including from people who use the council's services.