

## SPSO decision report

**Case:** 201702727, South Lanarkshire Health and Social Care Partnership  
**Sector:** health and social care  
**Subject:** child services and family support  
**Decision:** resolved, no recommendations

### Summary

Mrs C complained to us that the partnership had refused to backdate her kinship care allowance payments for a child she looked after. Mrs C had been awarded the allowance and wanted this to be paid from the date the allowance had first been introduced, as she had previously obtained a court order for the child. The partnership said that they had not been aware of the court order and awarded payments from the date Mrs C had contacted them.

In response to our enquiries on the complaint, the partnership said that they had reconsidered the matter and had decided to backdate the payments. Mrs C agreed that this had resolved her complaint. We closed our case.