

## SPSO decision report

**Case:** 201703206, 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, who works for an advocacy and support agency, complained on behalf of her client (Ms A). Ms A had made enquiries about undertaking kinship care of a relative. She heard nothing further until this was followed up on her behalf by Mrs C more than two years later. Mrs C complained that the partnership had not fulfilled their duty to provide Ms A with information, advice and financial assistance to help her apply for a kinship care order.

During our investigation of the complaint, the partnership offered to backdate kinship care allowance payments to the date of the first record of the social work department being aware of Ms A's interest in undertaking kinship care for her relative. This action resolved the complaint, and we closed our case.