

SPSO decision report

Case: 201903195, North Lanarkshire Council
Sector: Local Government
Subject: child services and family support
Decision: not upheld, no recommendations

Summary

C and their partner became kinship carers to their grandchild when the child's parent died. C complained that the social work department failed to provide the appropriate information and advice regarding kinship care payments. The council advised that C did not meet the criteria for kinship care assistance as set out in the Scottish Government's guidance.

We found that the council had fulfilled their obligations. They had given the correct advice about C's eligibility for kinship care payments each time C was in contact with them. We found that the council had provided C with adequate information and support in respect of their grandchild's kinship care. Therefore, we did not uphold C's complaint.