

## SPSO decision report

**Case:** 201908907, East Ayrshire Health and Social Care Partnership  
**Sector:** Health and Social Care  
**Subject:** child services and family support  
**Decision:** resolved, no recommendations

### Summary

C, an advocate, complained on behalf of their client (A) regarding the length of time taken by the partnership to complete a kinship care assessment in respect of A's grandchild. A was seeking for the kinship care allowance to be backdated.

Following two enquiries from this office, the partnership acknowledged that there was an unacceptable delay in completing the kinship assessment and they confirmed that they would backdate the kinship care payment. The partnership also said that they would meet with A to explain the detail and breakdown of the payment and make arrangements for the payment to be made. C confirmed that the above actions would provide a satisfactory resolution to A's complaint. The complaint was closed on the basis that it had been resolved.