

SPSO decision report



Case: 202405671, Dumfries and Galloway Council
Sector: Local Government
Subject: Kinship care
Decision: resolved, no recommendations

Summary

C, an advocacy worker, complained on behalf of their client (A) who is the kinship carer of their grandchild (B). B came to live with A from England. C complained that the council failed to assess A in relation to the kinship care arrangement in place for B and failed to respond to A's complaint about entitlement to kinship care allowance. C was seeking backdated kinship care allowance for A. The council stated that it was the responsibility of the authority in England as they were the ones who placed B in A's care.

After obtaining initial social work advice, we opened the complaint at investigation. In response to the complaint notice letter, the council agreed to apologise to A, make a backdated kinship care payment of £17,559.26 and make future monthly payments. They also agreed to update their kinship care allowance policy/procedure.

C was satisfied with this response and we closed the complaint as resolved.