



Riverbank Primary School and Nursery Class

R- Respect P-Play S-Safe N-Nurture C-Caring
♥ Many Hearts Make Our Family ♥

North
Lanarkshire
Council



Duty of Candour Policy

Relevant Performance Indicators and Standards		
HGIOELC Quality Indicators	1.5	Management of resources to promote equity- management of resources and environment for learning
	2.1	Safeguarding and Child Protection
	2.7	Partnerships
	3.1	Ensuring well-being, equality and inclusion
Health and Social Care Standards	3.14	I have confidence in people because they are trained, competent and skilled, are able to reflect on their own practice and follow their professional and organisational codes.
	3.17	I am confident that people respond promptly, including when I ask for help.
	4.7	I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership.
	4.8	I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve.
	4.19	I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.
	4.21	I know how, and can be helped, to make a complaint or raise a concern about my care and support
	4.23	If I have a concern or complaint, this will be discussed with me and acted upon without negative consequences for me.
		I use a service and organisation that is well led and

		managed
Care Inspectorate Quality Framework	1.2	Children are safe and protected
	2.2	Children experience high quality facilities
	3.1	Quality assurance and improvement are led well
	3.3	Leadership and management of staff
	4.1	Staff skills, knowledge and values
	4.3	Staff deployment

The community of Riverbank Primary and Nursery Class endeavour to always act in an open and transparent way in our dealings with pupils, parents and stakeholders.

- We will encourage a culture of honesty in all our dealings with you.
- We will ensure that all staff members are aware of and supported in their responsibilities regarding a Duty of Candour.
- We will encourage and support staff members who report any incident and investigate fully.
- The Headteacher will be responsible for any investigation and they will promptly appoint another member of the team if there is a conflict of interest.
- No staff member will be victimised or harassed as a result of reporting an issue.
- Where an error has occurred which has caused harm to any individual in the course of our work, we will openly admit the error and will apologise to the individual and their parent or carer.
- We will ensure that all accounts of an error are complete and truthful.
- We will do our best to mitigate or correct any harm that has occurred and will provide support to persons affected.
- We will keep a record of all conversations and correspondence in connection with any such incident.
- We will notify the Care Inspectorate and any other appropriate body of any serious 'Notifiable Safety Incident' (those resulting in moderate or serious harm) as soon as possible.
- An annual 'Duty of Candour' report will be produced and be available in print on online on our school and nursery website in March of each year.

Policy Created	Policy Review Date	Policy Reviewed and Changes Made	Signature
August 2023	August 2024		
		Date:	
	August 2025		
		Date:	
	August 2026		
		Date:	
	August 2027		
		Date:	
	August 2028		
		Date:	