

Our Ref: Duty of Candour/SMcL  
Your Ref:  
Contact: Siobhan McLeod  
Tel: 01236794836  
E-mail: nlmcleods1@northlan.org.uk  
Date: 31.3.26



## **Education & Families**

Chapelgreen Primary & Nursery  
Mill Road  
Queenzieburn  
Kilsyth  
GLASGOW G65 9EF

*Dear Parent/Carer*

### **Chapelgreen Nursery Class Duty of Candour Report**

*All health and social care services in Scotland have a duty of candour. This is a legal requirement which means that when things go wrong and mistakes happen, the people affected understand what has happened, receive an apology, and that organisations learn how to improve for the future. An important part of this duty is that we provide an annual report about the duty of candour in our services. This short report describes how our care service has operated the duty of candour during the time between 1 April 2025 and 31 March 2026. We hope you find this report useful.*

#### *1. How many incidents happened to which the duty of candour applies?*

*In the last year, there have been no incidents to which the duty of candour applied.*

#### *2. Information about our policies and procedures*

*Staff received training about this when it was published and are aware that where something has happened that triggers the duty of candour, it is reported to the nursery manager who has responsibility for ensuring that the duty of candour procedure is followed. We will revisit this on an annual basis to ensure everyone is clear about what is reported as a duty of candour and we will undertake the online module too.*

*In the event anything did happen, the manager would record the incident and reports as necessary to the Care Inspectorate. The manager and staff would have a learning review to identify what happened and identify the necessary changes for the future.*

*As a service we know that serious mistakes can be distressing for all involved and as such, we have arrangements in place to provide welfare and support as necessary.*

*If you would like more information about our nursery, please contact us on the number or email address above.*

*Kind Regards*

*Siobhan McLeod*

*Head Teacher/Nursery Manager*

