**Duty of Candour Annual Report: Ness Out Of School Club**

**Period 1st April 2020 – 31st March 2021**

All health and social care services in Scotland has 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 the 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 setting.

This short report describes how NOOSC has operated the duty of candour during this time period.

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| Date of report: | 10th January 2022 |
| How have you made sure that you (and your staff) understand your responsibilities relating to the duty of candour and have systems in place to respond effectively?  How have you done this? | Staff meetings and induction training.  Training from Central ELC Team. |
| How many times have you/your service implemented the duty of candour procedure this financial year? | |
| **Type of unexpected or unintended incidents (not relating to the natural course of someone’s illness or underlying conditions)** | **Number of times this has happened between January 1st and December 31st 2021** |
| A person died | 0 |
| A person incurred permanent lessening of bodily, sensory,  motor, physiologic or intellectual functions | 0 |
| A person’s treatment increased | 0 |
| The structure of a person’s body changed | 0 |
| A person’s life expectancy shortened | 0 |
| A person’s sensory, motor or intellectual functions was impaired for 28 days or more | 0 |
| A person experienced pain or psychological harm for 28 days or more | 0 |
| A person needed health treatment in order to prevent them dying | 0 |
| A person needing health treatment in order to prevent other injuries as listed above | 0 |

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| Did the responsible person for triggering duty of candour appropriately follow the procedure?  If not, did this result is any under or over reporting of duty of candour? | n/a |
| What lessons did you learn? | n/a |
| What learning & improvements have been put in place as a result? | n/a |
| Did this result is a change / update to your duty of candour policy / procedure? | n/a |
| How did you share lessons learned and who with? | n/a |
| Could any further improvements be made? | n/a |
| What systems do you have in place to support staff to provide an apology in a person-centred way and how do you support staff to enable them to do this? | n/a |
| What support do you have available for people involved in invoking the procedure and those who might be affected? | n/a |
| Please note anything else that you feel may be applicable to report. | n/a |

**Information about our policies and procedures**

If an incident occurs that triggers duty of candour, staff will report it to their Senior Management and Leadership Team or Manager. They will notify the parents/carers of the child as soon as possible and inform the Care Inspectorate. A review will be carried out into the circumstances of the incident and to allow everyone involved to reflect on what happened and identify any changes for the future. All new staff undertake training in duty of candour as part of their induction. Pastoral support is offered to all staff, parents/carers and children involved in a duty of candour incident as it is recognised that this can be an upsetting experience.

**What changed as a result of any duty of candour incidents?**

There have been no incidents which triggered Duty of Candour in this time.

Andrea Henderson 10th January 2022