



HAPPY LITTLE PEOPLE AFTER SCHOOL CARE DUTY OF CANDOUR REPORT

FINANCIAL YEAR 2024-2025

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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 Happy Little People has operated the duty of candour during the time between 1 April 2023 and 31 March 2024. We hope you find this report useful.

1. About Happy Little People

Happy Little People After School care operates care services for children based in Bearsden, Glasgow. This service is registered to accommodate 130 children breakfast and after school care term time.

2. 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.

3. Information about our policies and procedures

Where something has happened that triggers the Duty of Candour, our staff would report this to the Childcare Manager, who has responsibility for ensuring that the Duty of Candour procedure is followed. The Childcare Manager records the incident and reports as necessary to the Care Inspectorate. When an incident has happened, the Childcare Manager and staff set up a learning review, allowing all staff involved reviewing what happened and identify learning outcomes and changes for the future.

All employees have undertaken Duty of Candour training and information relating to the Duty of Candour is conveyed to all new employees as part of their induction. In any instance of a severe incident we will seek occupational welfare support to help any member of staff who has been affected by a Duty of Candour incident.

In any instance where parents/carers, children or other service users are affected by the duty of candour, we have arrangements in place to provide welfare support as necessary.

4. Other information

As required, we have submitted this report to the Care Inspectorate but in accordance with our policies of transparency and openness, a copy of this report can also be viewed on our website.

If you would like more information about the Duty of Candour please do not hesitate to contact us, either by email to happylittlepeopleafterschoolcare@yahoo.co.uk or in writing to Happy Little People, Westerton Primary School, 17 Crarae Ave, Bearsden, Glasgow G61 1HY.