



Duty of Candour Annual Report

West Lothian Council

Social Policy

1 April 2025 – 31 March 2026

1. Duty of Candour Annual Report

All health and social care services in Scotland have a duty of candour. This is a legal requirement which means that when unintended or unexpected events happen that result in death or harm as defined in the Act, 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 how the duty of candour is implemented in our services. This report describes how West Lothian Council Social Policy services has operated the duty of candour between 1 April 2025 and 31 March 2026.

Name & address of Service	West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian EH54 6FF
Date of Report	April 2026
<p>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?</p> <p>How have you done this?</p>	<p>Council Staff are made aware of the duty of candour and the procedure to be followed via staff team meetings and at one to one meetings with team managers. The full procedure/process is available for all staff on the intranet and managers ensure staff know how to access this.</p> <p>A Duty of Candour mandatory e-learning module relevant to the position and role of the employee is completed annually.</p> <p>Council staff who report a health and safety incident through Sphera (Council health and safety incident reporting system) are prompted to consider was the service Duty of Candour procedure initiated.</p> <p>All external providers are required to evidence they have a duty of candour policy/procedure and that their staff have been made aware of this and understand the process when it is triggered.</p> <p>Providers are also required to inform the council during annual monitoring if the duty has been triggered.</p>
Do you have a Duty of Candour Policy or written duty of candour procedure?	The Council has a written procedure which is available on the staff intranet.

2. How many times have you/your service implemented the duty of candour procedure this financial year?

Between 1 April 2025 and 31 March 2026 there were no incidents where the duty of candour applied. These are unintended or unexpected incidents that result in death or harm as defined in the Act, and do not relate to the natural course of someone’s illness or underlying condition.

Type of unexpected or unintended incidents (not relating to the natural course of someone’s illness or underlying conditions)	Number of Instances
A person died	0
A person incurred permanent lessening of bodily, sensory, moto, physiologic or intellectual functions	0
A person’s treatment increased because of harm	0
The structure of a person’s body changed because of harm	0
A person’s life expectancy shortened because of harm	0
A person’s sensory, motor or intellectual functions were impaired for 28 days or more	0
A person experienced pain or psychological harm or 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	0
Total	Nil

Did the responsible person for triggering duty of candour appropriately follow the procedure? If not, did this result in any under or over reporting of duty of candour?	Not Applicable (N/A)
What lessons did you learn?	N/A
What learning & improvements have been put in place as a result?	N/A

Data Label Protect – Public

Did this result in 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-centered way and how do you support staff to enable them to do this?	<p>The council procedure/guidance provides guidance for staff to follow when making an apology.</p> <p>Training materials signpost to a range of support materials.</p> <p>In addition, support would be available via operational line managers.</p>
What support do you have available for people involved in invoking the procedure and those who might be affected?	<p>Any support needs of the relevant person would be considered at the earliest opportunity and appropriate support made available. In addition, the council have independent advocacy providers and a number of support providers who could assist if necessary.</p>
Please note anything else that you feel may be applicable to report?	N/A