

The City of Edinburgh Council

Annual Duty of Candour Report 2024 - 2025

Background

The organisational duty of candour procedure is a legal duty which sets out how organisations should tell those affected that an unintended or unexpected incident appears to have caused harm or death.

Duty of candour applies to all social work and care services provided by The City of Edinburgh Council

The City of Edinburgh Council must activate the duty of candour procedure when becoming aware of unintended or unexpected incident that results in death or harm; or where additional treatment is required to prevent injury that would result in death or harm.

The Council must take specific steps to carry out duty of candour when a serious adverse event happens.

As part of our responsibilities, we must produce an annual report to provide a summary of the number of times we have triggered duty of candour within our services.

This report covers the period 1 April 24 to 31 March 25

Key Questions

- 1. 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?**
 - a. The Duty of Candour policy and procedure are published on our intranet
 - b. We have learning materials to support employees with their awareness of the Duty.
 - c. A process has been implemented to allow potential duty of candour events to be screened and acted on where the event meets the duty of candour threshold.
- 2. Do you have a Duty of Candour Policy or written duty of candour procedure?**
 - a. The Council have a Duty of Candour Policy and associated procedures. These were reviewed during 2024.

3. How many times have you implemented the duty of candour procedure this financial year?

No events or incidents have met the Duty of Candour threshold

4. 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?

- a. We have not had any incidents that have met duty of candour threshold. City of Edinburgh Council has a central team to coordinate any responses relating to the Duty to ensure all appropriate procedural steps are taken. This includes an independent assurance process to scrutinise the quality of our response to any duty of candour events.
- b. Duty of candour is part of our overall approach to managing incidents and complaints and is integral to our approach regarding transparent and open practice. Staff would be supported by a senior manager and all apologies would be offered verbally and in-person.

5. What support do you have available for people involved in invoking the procedure and those who might be affected?

- a. We know that adverse events can be distressing for staff as well as people who receive a service from the Council. Support is available for all staff through line management structures as well as through our Occupational Health Provider.
- b. We exercise our duty to employee wellbeing under the Health and Care Staffing Scotland) Act 2019

6. Any other relevant information?

- a. The Council has a Significant Occurrence Notification process where all potential duty of candour events are referred to. This ensures the duty is initiated where appropriate.
- b. We will advise Scottish Ministers of this report.
- c. We will also place it on our website at www.edinburgh.gov.uk.

Report completion date 7 January 2026

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