

DUTY OF CANDOUR REPORT

February 2026



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 service. This short report describes how Govan Family Learning Centre has operated the duty of candour during the time between February 2025 and January 2026. We hope you find this report useful.

1. About

Govan Family Learning Centre is a local authority Early Learning and Childcare Centre that has been situated in the Southwest of Glasgow in Pirie Park Campus since 2011. Historically the nursery opened in 1920 and was known as Elderpark Welfare Centre, based in Govan Health Centre, Arklet Road Govan. However, as the years progressed the nursery was renamed and became known as Elderpark Day Nursery until its name changed once again in 2004 to Govan Family Learning Centre. The nursery is registered to provide Early Learning and Childcare for children from birth until attending school. It is registered to provide 56 places at any one time across three playrooms Birth – 2 playroom, 2-3 playroom and the 3-5 playroom. The nursery operates for 50 weeks per annum and is opened 8am – 5.45pm. A list of public holidays and in-service days when the nursery is published on the nursery website which you can access via <http://www.govan-nursery.glasgow.sch.uk/>

Each child has a key worker who works in partnership with the leadership team and parents/carers to support children and help develop important life skills that will allow them to flourish. We promote an ethos that values relationships and promotes a holistic approach to developing a positive sense of belonging and wellbeing for all service users. Therefore, we promote a strong emphasis on strong partnerships with parents, families and the wider community. High quality practice is at the heart of our work at Govan Family Learning Centre with a particular focus on a rich learning environment using the terms of interactions, spaces and the environment so we can add value to what children already know and can do.

2. How many incidents happened to which the Duty of Candour applied?

In the last year there have been no incidents at Govan Family Learning Centre which required a Duty of Candour to be applied. These are where types of incidents have happened which are unintended or unexpected and do not relate directly to the natural course of someone's illness or underlying condition.

Type of unexpected or unintended incident	Number of times this happened
Someone has died	0
Someone has permanently less bodily, sensory, motor, physiologic or intellectual functions	0
Someone's treatment has increased because of harm	0
The structure of someone's body changes because of harm	0
Someone's life expectancy becomes shorter because of harm	0
Someone's sensory, motor or intellectual functions is impaired for 28 days or more	0
Someone experienced pain or psychological harm for 28 days or more	0
A person needed health treatment in order to prevent them from dying	0
A person needing health treatment in order to prevent other injuries	0

3. How does Govan Family Learning Centre follow the Duty of Candour procedure?

Govan Family Learning Centre follow Duty of Candour practice and procedures which came into effect within Health, Care & Social Work Services from 1st April 2018. The Head of Nursery and Depute Head of Nursery are responsible for ensuring:

- that the procedure is carried out
- that training which is required by the regulation is undertaken
- that training/support supervision is provided to any persons carrying out any part of the procedure as required by the regulations
- that an annual Duty of Candour report is prepared and published

4. What has changed as a result?

No changes were required during this period.

5. Information about our policies and procedures

Where something has happened, which triggers the Duty of Candour, our staff would report this immediately to the Head of Nursery or Depute Head of Nursery who have responsibility for ensuring that the duty of candour procedure is followed. This includes contacting the parent/carer to let them know that an accident or mistake has happened and what occurred. The Head of Nursery would apologise and let them know what will happen next. The Head of Nursery and Depute Head of Nursery would record the incident and report to both Glasgow City Council and the Care Inspectorate.

Following any duty of candour incident, the Head of Nursery would carry out an internal review with staff to allow everyone involved to learn from the incident or mistake - reflecting upon what happened and identifying any changes needed for the future.

Govan Family Learning Centre has a Duty of Candour policy in place which details procedures to follow where an incident happens that triggers the duty of candour. Information about this is included in our Annual Staff Update in August. All new staff learn about the duty of candour at their induction. We understand that serious mistakes can be distressing for staff as well as people who use the service and their families and therefore have arrangements in place to provide welfare support as necessary. Where parents or children are affected by the duty of candour, Govan Family Learning Centre will seek support for staff affected and ensure children and their families are also able to access appropriate support from partner agencies.

6. Other Information

As required, we have submitted this report to the Care Inspectorate but in the spirit of openness we have also published it on our website and shared it with our families.

If you would like more information about Govan Family Learning Centre, please contact us using these details:

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