**DUTY OF CANDOUR ANNUAL REPORT**

**EAST LOTHIAN COUNCIL HOUSING OPTIONS TEAM**

**HOUSING SUPPORT SERVICE**

**CS2004062564**

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 individuals affected understand what has happened, receive an apology, and organisations learn how to improve for the future.

An important part of this duty is that an annual report is prepared, published and provided to the Care Inspectorate in respect of how the duty of candour is implemented within services. This short report describes how East Lothian Council’s Housing Options Team has operated the duty of candour in relation to the Housing Support Service, during the period 01 April 2021 - 31 March 2022.

**1. East Lothian Council Housing Options Team – Housing Support Service**

As part of the wider Community Housing Service, East Lothian Council’s Housing Options Team provides a Housing Support Service. The Team identifies vulnerable homeless applicants who may require additional assistance and households experiencing difficulties managing their existing accommodation, assisting them in accessing other services and maintaining their housing. The Team identifies risks that may threaten accommodation sustainment, provides practical housing support and co-ordinates the provision of support from other agencies, enabling the prevention of homelessness. The service ensures that the council meets statutory requirements, with local authorities having a statutory responsibility as a corporate body to prevent and alleviate homelessness. Housing support and resettlement play a key role to enable people to sustain accommodation and meet their duties and responsibilities as a tenant, with a corresponding Housing Support Duty to homeless households. A new Homelessness Prevention Duty is also anticipated in 2022/23.

**2. How many incidents happened to which the duty of candour applies?**

Between 1 April 2021 and 31 March 2022, 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 directory to the natural course of someone’s illness or underlying condition.)

Through the adverse event process, we determine if there are factors that may have caused or contributed to an event, which helps to identify duty of candour incidents.

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| --- | --- |
| **Type of unexpected or unintended incident (not related to the natural course of someone’s illness or underlying condition)** | **Number of times this happened (between 01 April 2021 and 31 March 2022)** |
| 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 |
| **Total** | 0 |

|  |  |
| --- | --- |
| 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 (NA) |
| What lessons did we learn? | NA |
| What learning & improvements have been put in place as a result? | NA |
| Did this result in a change / update to our duty of candour policy / procedure? | NA |
| How did we share lessons learned and who with? | NA |
| Could any further improvements be made? | NA |
| What systems do we 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? | There have been no incidents or issues that have involved the Duty of Candour during 2021-22. All staff receive mandatory training on this. Our reporting system picks up if any incidents are reportable and this cascades into our quality governance reporting with the Duty of Candour part of our overall approach to managing incidents.  In the event of any incidents, staff would be supported by the Housing Options Team Manager and all apologies would be offered verbally and in person and ideally involve the staff member, if appropriate. In the absence of the Team Manager, staff would be supported by one of three Team Leaders. Staff are supported by regular one to one meetings and annual Performance, Review and Development meetings and an Employee Assistance Programme and Counselling is available to all staff. |
| What support do you have available for people involved in invoking the procedure and those who might be affected? | NA |
| Anything else that may be applicable to report. | NA |

1. **Other information**

This is the third year of the duty of candour being in operation.

As required, East Lothian Council has submitted this report to the Care Inspectorate and it has also been published on the Council website and the intranet.

If you would like further information regarding this report, please contact:

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