

DUTY OF CANDOUR POLICY



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Scottish Charity Number: SC 00 8314

Trust Established 1985

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1. Introduction

The Kilmarnock Leisure Centre Trust (KLCT) has responsibility for compliance with The Duty of Candour (Scotland) Regulations 2018 which came into force on 1 April 2018.

This Policy has been developed to assist in the compliance of the Regulations.

2. Policy Statement

- 2.1 The Policy will apply, without exception, to the Centre as a whole and all individuals employed or contracted by KLCT.
- 2.2 Responsibility for the implementation of this Policy will rest with the General Manager.
- 2.3 The Policy sets out the approach of the KLCT in meeting its statutory requirements to be open and transparent with all users of our registered Clubs if mistakes are made which result in harm to any of those users.

3. Scope

This policy applies to the Galleon Centre at Titchfield Street, Kilmarnock, KA1 1QY and takes into account all employees contractors and self-employed people

4. Compliance

KLCT understands that it must always act in an open and transparent manner with all users of the Centre.

KLCT understands that the incidents to which it owes a Duty of Candour (as opposed to the general duty to act openly and transparently) are those of a serious nature eg. a child not being accounted for or being signed out by the wrong person or incidents which occur particularly when things go wrong or mistakes are made.

Therefore when an incident has occurred KLCT will ensure that a person in authority ie. a member of management or the registered person will:

- Make contact with the parent/guardian and explain the incident in an open an honest manner.
- Apologise and express sorrow and regret for what has happened.
- Arrange to meet with the parent/guardian to explain the situation directly and in person.

- Explain what is being done by way of investigation into the incident, what lessons will be learned and further action that may be necessary.
- Confirm that the incident, and the apology, will be followed up to the parent in writing.
- Ensure a full record of the incident is retained including all associated correspondence and any actions taken to carry out the Duty of Candour.

5. Training

KLCT is aware of the importance of complying with the Regulations and will ensure that the appropriate staff are trained in understanding the policy and recognising reportable Duty of Candour incidents. The Scottish Governments online learning module will be an important tool in the training process.

6. Policy Review

This policy will be reviewed every 3 years or earlier if research, evidence or a change in practice or legislation requires a review to be undertaken.