

Langa St Nursery

83 Langa St

Glasgow

G20 0SQ

Duty of Candour Annual Report year ending 31 March 2021

Dear Service Users,

The Duty of Candour is a statutory duty to be honest with all service users and their Parents/families or carers when something goes wrong that appears to have caused, or could lead to significant harm in the future.

This means the staff and management in Langa Street nursery must:

- Tell the parents (or carer) of a child when something goes wrong.
- Apologise to the parent (or carer).
- Offer an appropriate remedy or support to put matters right (if possible).
- Explain fully to the parent (or carer) the short and long term effects of what has happened.

Langa Street Nursery has a duty to provide an **annual Duty of Candour statement**.

During the year ending 31st March 2021, there were **0 (zero)** incidents invoking our duty of candour responsibilities

Areas of learning and reflection that occurred following any incidents were: **N/A**

Steve Rivers – Head of Nursery (14/2/22)