

Annual Reporting for Duty of Candour

Submission Date: Nov. 2023

Submitted By: Caryn Nicolson

Submitted To: Frontline Fife (FLF) Board of Trustees

1. Purpose of the Report:

This report is submitted to Frontline Fife Homelessness Services' (FLF) Board of Trustees for approval and once formally accepted, will be released via FLF's website for public access under the Health (Tobacco, Nicotine etc. & Care) (Scotland) Act 2016 and The Duty of Candour (Scotland) Regulations 2018.

2. About the Reporting Requirement:

As of April 2018, all organisations under the CI and SSSC are required to produce an annual report of their Duty of Candour (DOC) responsibilities even when no incidences occur within the reporting period.

3. Responsible Person(s):

This report has been drafted by FLF's Duty of Candour Responsible Person, Caryn Nicolson.

4. Reporting Period:

April 2022 to March 2023

5. Reporting of Incidences within the Year:

During the reporting year, there were no incidences reported which triggered the Duty of Candour process to be invoked. Of those reported under safeguarding, Table One below gives a summary of the number of incidences which occurred by reportable category.

Table One: Reporting of safeguarding incidences relating to clients within our care while present.

NB For all other client incidences recorded see FLF's H&S 2022-23 annual report.

Type of unexpected or unintended incidents reported	Number of times occurred
Someone died <i>(NB It should be noted that some clients engaged with our services may die within their own tenancy/occupancy. Whilst CI guidance states that for deaths to be reported within this report, workers must be present, the charity's CI officer requested that all deaths be reported to them. Therefore, for this year unlike previous years, we state the number of client deaths which occurred outwith our service being present. (See number in brackets)</i>	The number of reported client deaths occurring while in our care i.e. while a worker is present was 0 (Number of client deaths where a worker was not present was 6)
Someone has permanently less bodily, sensory, motor, physiologic or intellectual capacity	None Reported
Someone's treatment has increased because of harm	None Reported
Someone's life expectancy becomes shorter because of harm	None Reported
Someone's sensory, motor or intellectual function is impaired for 28days or more	None Reported
Someone experienced pain or psychological harm for 28 days or more	None Reported
A person needed health treatment in order to prevent them dying	1 reported (due to overdose)
A person needed health treatment in order to prevent other injury	None Reported

6. Actions Taken within the Year:

Table Two below summarises the actions undertaken within this reporting period.

Table Two: Safeguarding Actions undertaken from April 1st, 2022 to March 31st, 2023

Safeguarding Actions Undertaken
Covid-19 risk assessments and sector guidance continues to be monitored against Scottish Government/Public Health Scotland directives.
Winter Planning and Staffing risks reviewed as per annual process.
Online Assist Training offered when made available. There is limited access to this training for all agencies in Fife.
ADP MAT Standards Audit and Service Improvement Actions are being taken forward, including activity to reduce the risk of drug deaths
Trauma Awareness and Adult and Child Protection training /retraining continues to be undertaken across all service delivery.
Policy Activity Vulnerable Persons (VP) policy review finalised at March 31 st 2023. Training planned for 2023-24. Safeguarding policy (SG) planned review finalised at March 31 st 2023. Training planned for 2023-24.

What has changed as a result of practice?

- Staff wellbeing continues to be monitored closely. Organisational support and awareness of selfcare information has been made available. FLF has sought guidance on the management of Long Covid at work.
- Staffing levels were closely monitored given the charity's inability to recruit for vacant posts. This is likely to be a concern in the following year.
- As a part of the development of the CTI project, planning is underway to further develop trauma informed practice.

7. Concluding Statements/Recommendations:

This year FLF undertook a significant programme of change to support the homelessness emergency declared by Fife Council. In line with these changes, the charity has reviewed its practice and would expect to make improvements in the following year within its resource capacity and where it is possible to do so.

Client risks will continue to be a practice priority in the forthcoming year.

For information about this report contact Caryn Nicolson, CEO of Frontline Fife Homelessness Services (e) caryn.nicolson@frontlinefife.co.uk