Duty of Candour Annual Report

Name & address of service:	Blue Triangle (Glasgow) Housing Association Limited 100 Berkeley Street, Glasgow, G3 7HU	
Date of report:	01/04/2026	
How have you made sure that you (and your staff) understand your responsibilities relating to the duty of candour and have systems in place to respond effectively? How have you done this?	When the duty of candour has been triggered, our staff would report this to the Service Manager which would then be escalated to the Area Manager who has responsibility for ensuring that the duty of candour procedure is activated. The CEO / possible Development and Maintenance Manager and/ or Care Inspectorate would also be informed.	
Do you have a Duty of Candour Policy or written duty of candour procedure?	YES	

How many times have you/your service implemented the duty of candour procedure this financial year?	
Type of unexpected or unintended incidents (not relating to the natural course of someone's illness or underlying conditions)	Number of times this has happened (April 2025 - March 2026)
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 is any under or over reporting of duty of candour?	No duty of candour incidents occurred during this report period.
What lessons did you learn?	N/A
What learning & improvements have been put in place as a result?	N/A
Did this result is a change / update to your duty of candour policy / Procedure?	N/A
How did you share lessons learned and who with?	N/A
Could any further improvements be made?	N/A
What systems do you 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?	All new staff learn about the duty of candour at their induction and annual review of duty of candour and complaints handling takes place.
What support do you have available for people involved in invoking the procedure and those who might be affected?	We have occupational health / PAM Assist support in place for all our staff if they have beenaffected by a duty of candour incident. We also have employee Trauma counselling and CBT services available for all staff should they require this.
Please note anything else that you feel may be applicable to report.	Training has commenced and is ongoing for all service staff. -