

MORAY COUNCIL HOUSING SUPPORT SERVICES

All Health and Social Care services in Scotland have a Duty of Candour. This is a legal requirement which means that when things go wrong and mistakes happen, the individuals affected understand what has happened, receive an apology, and that the organisation learns how to improve for the future.

An important part of this Duty is that we provide an annual report about the Duty of Candour in our services. This short report describes how Moray Council has operated the Duty of Candour during the time between 1 April 2025 and 31 March 2026. We hope you find this report useful.

1. About the Housing Support Team

Moray Council, in line with all local authorities, has the legal duty to assist homeless people or those at risk of homelessness – firstly by interviewing them and assessing their housing situation and, secondly by offering them temporary and/or permanent accommodation, as long as their circumstances warrant it. This is in line with the criteria laid down in Part II of the Housing (Scotland) Act 1987 as amended by the Housing (Scotland) Act 2001 and the Homelessness etc (Scotland) Act 2003.

The Housing Support Team take a preventative approach to homelessness by working with households to prevent them from having to present as homeless which means they may be able to remain in their current accommodation and address the issues that is putting their accommodation at risk.

The Housing Support Team provide practical and emotional support to those at risk of homelessness or who are homeless to develop or re-learn necessary life skills aimed to allowed the individual to live independently in their own home. Support is not time limited and through a robust assessment and review process the support can vary depending on the needs of the individual throughout the period of support.

All staff are registered with SSSC and work alongside our service users to ensure that tenancy conditions are maintained in terms of rent payment, benefit application, managing/reducing/limiting any anti-social behaviour, keeping accommodation to an acceptable level of cleanliness, and daily living skills in order to move on to permanent accommodation equipped with the skills necessary to sustain a tenancy of their own.

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

In the last year, there have been no incidents to which the Duty of Candour applied. These are where types of incidents have happened which are unintended or unexpected, and do not relate directly to the natural course of someone's illness or underlying condition.

3. To what extent did The Housing Support Service follow the duty of candour procedure?

N/A

4. Information about our policies and procedures

Our policies and procedures.

Where something has happened that triggers the Duty of Candour, our staff report this to the Operations Manager who has responsibility for ensuring that the duty of candour procedure is followed.

The Operations Manager would record any incidents and report them as necessary to the Care Inspectorate and senior managers in the Council. When an incident has happened, the manager and staff set up a de-brief meeting for staff. This allows everyone involved to review what happened and identify changes for the future.

All new staff learn about the Duty of Candour as part of their induction.

We know that serious mistakes can be distressing for staff as well as people who use our service and their families. We have occupational welfare support in place for our staff if they have been affected by a Duty of Candour incident as well as an Employee Assistance Programme.

5. What has changed as a result?

N/A

6. Other information

This is the fifth year of the duty of candour being in operation and we continue to learn together and gain a deeper understanding of current local practice. The whole staff team have been trained on the Duty of Candour. It has helped us to remember that people who use care services have the right to know when things do not go so well, as well as when they do.

Where a person or a relative are affected by the Duty of Candour, we will endeavour to ensure they are signposted to an advocacy service so they receive support if they so wish.

If you would like more information about our service, please contact us using these details:

Karen Adams Operations Manager
HQ Annexe
High St ELGIN IV30 9BX
Phone: 0300 1234566

Email: karen.adams@moray.gov.uk