

Willowview ELC



Duty of Candour.

This policy was adopted at a meeting of: Willowview ELC, Staff.

Our Vision

is to offer high quality Early Learning and Childcare, providing rich learning experiences within a caring and nurturing environment. It is represented through our commitment to our children, families, community partnerships and cultural assets.

Our Values

We value each child as an individual, who bring with them skills, knowledge, views and opinions. We respect all families as partner educators. We listen to, and are responsive to each child, respecting their needs, interests and views.

Our Aims

We aim to learn alongside the children, nourishing their hearts and minds in partnership with families. Connecting with community and culture, cultivating a place for rich thinkers to grow.

On: February 2026

Review Date : January 2027

Signed: Aileen Cameron

Designation: Head of Centre

This policy is informed by the principles of the UNCRC and the Health and Social Care Standards, and current national practice guidance.

the UN Convention on the Rights of the Child

 CONVENTION ON THE RIGHTS OF THE CHILD	Article 3 Best interests of the child Article 4 Implementation of the Convention Article 5 Parental guidance and a child's evolving capacities Article 6 Life, survival and development Article 19 Protection from violence, abuse and neglect Article 27 Adequate standard of living
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Health and Social Care Standards - My support, my life.

 Health and Social Care Standards My support, my life.	1.0 I experience high quality care and support that is right for me. 1.1 I am accepted and valued whatever my needs, ability, gender, age, faith, mental health status, race, background or sexual orientation. 1.4 If I require intimate personal care, this is carried out in a dignified way, with my privacy and personal preferences respected. 4.11 I experience high quality care and support based on relevant evidence, guidance and best practice 5.4 If I require intimate personal care, there is a suitable area for this, including a sink if needed. 1.15 My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices
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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 people affected understand what has happened, receive an apology, and that organisations learn 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 our care service has operated the duty of candour.

About Willowview Early Learning and Childcare

Willowview ELC is a, 'Stand Alone' provision meaning that it is not connected to any school and it has its own leadership and management structure consisting of a Head of Centre, and two Lead Early Learning and Childcare Educators. All senior leaders are qualified or working towards a degree level (B.A.) in childhood practice.

We have the capacity to take 64 children from the age of two years, (eligible two's only [Funded Early Learning and Childcare for age 2 | Argyll and Bute Council](#)) to children aged 5 years, who have not yet started school. We currently do not offer any paid placements. We offer 1,140 hours of funded ELC entitlement, ([Funded Early Learning and Childcare, 1,140 hours Childcare providers | Argyll and Bute Council](#)) over a choice of attendance patterns.

We focus on children learning through play, outdoor learning and laying a solid foundation in pre-literacy, writing and numeracy skills to help children to develop the skills and confidence that they will need when they start school.

We aim to create a safe, nurturing, welcoming learning environment with positive reinforcement of behaviour strategies which ensures that all our children feel valued, respected, and encouraged to do their best in all aspects of their learning.

Our team of educators have an excellent knowledge of the ways in which children develop and learn, and a clear understanding of possible next steps in a child's education.

We have the child at the centre of all that we do!

Here at Willowview ELC we aim to ensure that we promote equality, inclusion and diversity for our children and Early Learning and Childcare community through our interactions, experiences and spaces.

Each year Willowview ELC will ensure:

1. An annual duty of candour report is published for public viewing. Including any incidents which have happened to which the duty of candour applies.

2. Information about our policies and procedures are available to view at any point. Where something has happened that triggers the duty of candour, staff will report this to the centre manager who has responsibility for ensuring that the duty of candour procedure is followed. The manager records the incident and reports as necessary to the Care Inspectorate.
3. Should an incident happened, the manager and staff will set up a learning review. This allows everyone involved to review what happened and identify changes for the future.
4. Serious mistakes can be distressing for staff as well as people who use care and their families. Our Employee Assistance programme offers counselling support for members of staff if they have been affected by a duty of candour incident. If parents or children were affected by an incident that comes under the duty of candour, we have arrangements in place to provide welfare support, as necessary.

If you would like more information about Willowview ELC please contact:

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