



## Duty of Candour

Over The Wall held one residential camp in Scotland in 2025. No incidents occurred that required reporting to the Scottish Care Inspectorate under our duty of candour.

At OTWC, we are committed to continuous improvement, learning from mistakes, information sharing, and transparency in our reporting. Staff are trained to identify, report, and record complaints within any aspect of our service delivery, even where there is no direct complaint, and to consider these as opportunities to win back disaffected stakeholders and improve the organisation. All complaints are overseen by the CEO and reported to the Board every quarter.

At the end of each camp season, we conduct a detailed analysis of all feedback from our campers, volunteers, and staff, together with a review of all complaints, incidents (and near-misses), to draw learning to implement the following year. This is then audited in depth by the Operations Committee and Clinical Advisory Board, both sub-committees of our Board. This combined effort identifies improvement actions for the year ahead and reinforces our openness, transparency, and continuous improvement culture.

Sally McCluskie  
Director of Clinical & Recruitment Services.