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Touch Trust (Dunfermline)
St. Margaret's Parish Church
Abel Place
Dunfermline
KY11 4JJ

31 July 2025
ENF/2025/CS2024000386/01
CS2024000386

Dear Touch Trust (Dunfermline)

IMPROVEMENT NOTICE – EXTENSION OF TIMESCALE

On 20 June 2025 you were served with an Improvement Notice in relation to Touch Trust, St. Margaret's Parish Church, Abel Place, Dunfermline, KY11 4JJ, in terms of section 62 of the Public Services Reform (Scotland) Act 2010 ("the Act"). The Improvement Notice stated that unless there was a significant improvement in provision of the service, Social Care and Social Work Improvement Scotland (hereinafter referred to as "the Care Inspectorate") intended to make a proposal to cancel your registration. The Improvement Notice specified the nature of the improvements to be made, and the period within which they were to be made.

Four of the five required improvements have been complied with. The Care Inspectorate has decided to extend the timescale within which the one other required improvement must be made. This is in order to give you a further opportunity to make a significant improvement in the provision of the service. The revised timescales are as follows:

1. Staff deployment and effective supervision of children

By **18 July 2025**, the provider must ensure that children are safe and accounted for at all times by deploying staff in such a way that provides effective supervision of children and meets their rights, needs and choices.

To do this, the provider must, at a minimum ensure:

- a. staff deployment is planned, implemented in accordance with the plan, and is well led on a daily basis
- b. staff have clear roles and responsibilities to supervise children in all areas of the setting

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- c. staff communicate effectively with each other to meet children's needs
- d. maintain accurate attendance records for children and staff.

This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and Section 7 of the Health and Care (Staffing) (Scotland) Act 2019.

Staff deployment was planned in advance which meant staff had an understanding of their roles and responsibilities. Children were appropriately supervised by staff in all areas of the setting and when at the park. Staff were deployed in different areas to ensure children were supported and communicated effectively with each other to meet children's needs. This helped to keep children safe and accounted for.

Improvements had been made to the recording of children's attendance. However, attendance records were not always updated in a timely manner. This did not have an impact on staff's awareness of the number of children attending on the day as additional recording systems were in place. This included children taking responsibility to independently register. To strengthen the systems, we discussed with the service ensuring attendance records consistently recorded the number of children present at all times.

This required improvement was assessed as complied with on 30 July 2025.

2. Staff skills and knowledge

By **18 July 2025**, the provider must make proper provision for the health, welfare and safety of children. In order to achieve this, the provider must ensure that there are sufficient numbers of staff working in the service to effectively meet children's needs. To do this, the provider must, at a minimum ensure:

- a. that at all times adult to child ratios, as set out in the conditions of registration, are met
- b. staffing levels are assessed taking into account children's individual needs
- c. staff have the appropriate skills, knowledge and experience to meet children's needs.

This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and Section 7 of the Health and Care (Staffing) (Scotland) Act 2019.

Adult to child ratios, as set out in the conditions of registration were met. Additional staff had been recruited which meant there were sufficient staff at all times. Staff demonstrated appropriate skills, knowledge and experience to meet children's needs and were responsive to their cues.

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This required improvement was assessed as complied with on 30 July 2025.

3. Medication

By 22 August 2025, extended from 18 July 2025, the provider must ensure the health, safety and wellbeing of children is protected by staff implementing safe medication procedures. In order to achieve this, the provider must at a minimum,

- a. improve recording and storage of medication
- b. ensure personal plans record detailed and accurate information on how to meet children's medical and health needs, including symptoms to monitor and respond to
- c. ensure staff have a full understanding of children's health care needs and their responsibility in meeting these.

This is in order to comply with Regulation 4(1)(a) and Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

4. Environmental risk

By 18 July 2025, the provider must ensure that children are safe and protected from harm. In order to achieve this, the provider must ensure that staff are identifying and responding to risks. To do this, the provider must, at a minimum

- a. maintain a health and safety record of the premises identifying any hazardous and/or harmful matter and implement measures to reduce any such risks
- b. implement measures to reduce risks to children caused by moving vehicles in play areas
- c. ensure that children are not at risk from being approached by members of the public or dogs without staff awareness and support.

This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Children were safe and protected as staff showed an appropriate awareness of hazards and put effective measures in place. Records were in place to help staff identify any potential risks. Appropriate measures were in place to minimise risks to children caused by moving vehicles. Staff supported children to develop an awareness of risk. For example, visual boundaries had been implemented at the setting to support children to stay safe when playing outdoors. Children were appropriately supervised by staff at the park to enable them to provide support when needed. There was scope for staff to involve children in discussions around risks in relation to dogs and members of the public approaching.

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This required improvement was assessed as complied with on 30 July 2025.

5. Use of transport

By **18 July 2025**, the provider must make proper provision for the health, safety and wellbeing of children. In order to achieve this, the provider must demonstrate to the Care Inspectorate that there is a system in place to ensure, where the service is responsible for transporting children, that they are safely transported at all times.

This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Children were transported safely on the minibus. Appropriate safety measures were in place to minimise risks to children. For example, children wore seatbelts, and consideration had been given to where children sat on the bus to keep them safe.

This required improvement was assessed as complied with on 30 July 2025.

If there is no significant improvement within the revised timescale, we intend to make a proposal to cancel your registration in terms of section 64 of the Act.

A copy of this notice has been sent to the local authority within whose area the service is provided.

Please contact me if you would like to discuss this letter or if there is anything in the notice you do not understand.

Yours sincerely

[Redacted signature]

Fiona Murray
Team Manager

Direct: [Redacted]

Email: fiona.murray@careinspectorate.gov.scot

cc: Local Authority [Redacted] Fife Council
[Redacted]

[Redacted]
[Redacted]

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